

Contenu

<https://ciclade.caissedesdepots.fr/en/what-happens-unclaimed-money>..... 2



Search

BEGINNING A SEARCH..... 3



RESULT OF SEARCH..... 4



CREATE YOUR ACCOUNT..... 5



Activate your account 6



Connect to your account and start a claim 7



Finalise your current claim 8



Complete my claim..... 9

<https://cyclade.caissedesdepots.fr/en/what-happens-unclaimed-money>

The screenshot shows the CICALADE website interface. At the top, the logo 'CICALADE To search for your money' is displayed. Navigation links include 'WHAT IS CICALADE?', 'WHERE MIGHT MY MONEY BE?', 'HOW DO I SET ABOUT SEARCHING FOR MY MONEY?', and 'TO LAUNCH YOUR RESEARCH'. A 'MY SPACE' button is in the top right. The breadcrumb trail reads 'Home > Where might my money be? > What happens to unclaimed money'. The main heading is 'What happens to unclaimed money'. Below it are three categories: 'Financial institutions for 10 years*', 'Caisse des Dépôts for 20 years*', and 'State after 30 years'. A red arrow points to a 'LAUNCH YOUR RESEARCH' button with a magnifying glass icon. To the right is a 'KEEP AN EYE OUT' section with a warning about fraud. At the bottom, there are three numbered steps: 1. An account is considered dormant or a policy unclaimed; 2. Information letters are sent out to the last known address; 3. The account or life insurance policy is closed. A 'SEARCHES BY INSURANCE' button is at the bottom right.

CICALADE
To search for your money

MY SPACE

WHAT IS CICALADE? WHERE MIGHT MY MONEY BE? HOW DO I SET ABOUT SEARCHING FOR MY MONEY? TO LAUNCH YOUR RESEARCH

Home > Where might my money be? > What happens to unclaimed money

What happens to unclaimed money

FAQ GLOSSARY

Financial institutions for 10 years* Caisse des Dépôts for 20 years* State after 30 years

* see the different timeframes depending on the product and special cases.

LAUNCH YOUR RESEARCH

KEEP AN EYE OUT

Beware of fraud attempts on the Internet and over the 'phone. **Caisse des Dépôts does not contact individuals to return unclaimed sums to them.** Do not communicate confidential information over the 'phone. This free website is the only service available for searching for unclaimed sums of money transferred to Caisse des Dépôts.

- 1 An account is considered dormant or a policy unclaimed**
A bank account is considered dormant or a life insurance policy unclaimed after ten years without any transactions or contact initiated by the account holder or policyholder.
- 2 Information letters are sent out to the last known address**
The financial Institution where the account or policy was opened invites the beneficiary to come forward to prevent his/her account or life insurance policy from being closed.
- 3 The account or life insurance policy is closed**

SEARCHES BY INSURANCE



BEGINNING A SEARCH



CICLADE

To search for your money

MY SPACE

- WHAT IS CICLADE?
- WHERE MIGHT MY MONEY BE?
- HOW DO I SET ABOUT SEARCHING FOR MY MONEY?
- TO LAUNCH YOUR RESEARCH

Home > Beginning my search



? FAQ

📖 GLOSSARY

Beginning my search

Please note that all of the information requested concerns the account holder (name under which the account was opened) or the life insurance policyholder (name under which the policy was taken out).

Search for a particular * Required fields

*** Is the account holder or policyholder deceased?**
 Yes No

Please note that all of the information requested concerns the account holder (name under which the account was opened) or the life insurance policyholder (name under which the policy was taken out).

*** Title**
 Ms Mr

*** Surname of the account holder/policyholder**
 e.g.: Dupont

Surname used during official procedures of the account holder/policyholder
 e.g.: Fournier

*** First name of the account holder/policyholder**
 e.g.: Jean

Other first names or middle names
 Other first or middle nar Other first or middle nar Other first or middle nar

*** Date of birth** DD/MM/YYYY

*** Nationality** Select a nationality

Place of birth e.g.: Montpellier

Country of birth Select a country

Last known address e.g.: 27 rue Duroc

Postcode e.g.: 63000

City e.g.: Clermont-Ferrand

Country Select a country

I'm not a robot

Submit

KEEP AN EYE OUT



Beware of fraud attempts on the internet and over the phone. Caisse des Dépôts does not contact individuals to return unclaimed sums to them. Do not communicate confidential information over the phone. This free website is the only service available for searching for unclaimed sums of money transferred to Caisse des Dépôts.



RESULT OF SEARCH

CICLADE
To search for your money

MY SPACE

WHAT IS CICLADE? WHERE MIGHT MY MONEY BE? HOW DO I GET ABOUT SEARCHING FOR MY MONEY? TO LAUNCH YOUR RESEARCH

Home > Your search has yielded a possible match

Result of your search

Your search has yielded a possible match.

This result is based on the information that you have just entered. It is in line with the data transferred to date by the financial institutions. One search may yield several financial products.

We recommend continuing your claim by creating your personal account

- ✓ You will be asked to provide more information along with supporting documents so that your claim can be processed properly.
- ✓ Once your claim has been submitted, it generally takes around 90 days to process, or even longer depending on the type of claim:
 - This is because, for your security, Caisse des Dépôts needs to make sure the sums are returned to their legitimate beneficiary(ies).
 - Moreover, we compare the information and supporting documents you submit with the data we receive from the financial institutions (banks, insurance companies and employee savings bodies).
 - Further information may prove necessary during the processing of your claim: either from you or from the financial institutions that we will contact.
 - Lastly, if your claim concerns an inheritance, it may be necessary for a solicitor/notary to get involved.

You do not yet have a personal space
[Create my personal account](#)

You already have a personal space
[> Login to my personal account](#)

You'll be asked to create your own personal account



CREATE YOUR ACCOUNT



CICLADE
To search for your money | My account

[Back to the public site](#)



Create my personal account

Continue to create your account by entering your personal information. If you are a professional, enter the information concerning your entity.
This information concerns you, as the person carrying out the search.
The information entered is used solely in the context of your search. Under no circumstances will it be communicated to third parties.

*** Required fields**

* Title Mr / Ms	* First name e.g.: Louise
* Surname e.g.: Bernier	
Surname used during official procedures [Ⓜ] e.g.: Rouse	
* Nationality Choose the nationality	Place of birth e.g.: La Rochelle
Date of birth (DD/MM/YYYY) Date of birth	
Postal address e.g.: 15 rue Victor Hugo	Postcode e.g.: 75010
Town/city e.g.: Paris	Country Choose the country
Telephone e.g.: 0123456789	

Login information:

* Email address (ex.: email@domain.fr) Email address	
[Ⓜ] This address will be your username.	
* Confirm your email address Email address	
* Password Password	[Ⓜ] Your password must be 8 to 20 characters long, including at least 3 of the following 4 characters: - 1 lower case letter - 1 upper case letter - 1 special character - 1 number
* Confirm your password Password	

[Ⓜ] By creating your personal account, you agree to the standard terms & conditions of use (CGU) and special terms & conditions of use (CPU).
[Click here to consult the CGU and CPU](#)



[Create account](#)

Think to activate your personal account before connecting.



Activate your account

[Service Ciclade] : Activation of your account Inbox x



noreply.ciclade@caissedesdepots.fr
to me ▾

4:09 PM (1 minute ago) ☆



Hello,

Thank you for creating your personal account on Caisse des Dépôts website ciclade.fr.

To activate your account, click here:

[https://ciclade.caissedesdepots.fr/monespace/#/service/activate?key=\[redacted\]&Hexb&email=\[redacted\]&8oR5uckmrFPatMEgcEgn3zur8dHy](https://ciclade.caissedesdepots.fr/monespace/#/service/activate?key=[redacted]&Hexb&email=[redacted]&8oR5uckmrFPatMEgcEgn3zur8dHy)

Activate your account

Please note that this link will be active for 48 hours.

If an error message appears when you are activating your personal account, please copy the whole of the link above into your Internet browser.

If you continue to encounter difficulties activating your account, please contact our technical support department on 0 809 40 40 41.

Regards,

The Ciclade team

www.ciclade.fr

This message has been sent automatically. Please do not reply to it.

You will be receiving an email on your boxmail.

The link is active for a couple of days only. Please activate your account quickly

CLAIM

Connect to your account and start a claim



CICLADE

To search for your money | My account

[← Back to the public site](#)



You already have a personal account

Log in to your account and manage your claims

Email address

Email address required

ⓘ Email address specified for your personal account creation

Password

[Forgotten your password?](#)

[> Access my personal account](#)

Don't have a personal account?

You can only create a personal account if your search has yielded a match

[> Start a search](#)





Finalise your current claim

CICLADE
To search for your money | My account

Welcome [redacted] 31/01/2017 at 16h17 [Log out](#)

[Home](#) [My claims](#) [New search](#)

My account

Welcome to your personal account

HELP
GLOSSARY
FAQ

To finalise my claim, I enter new information, download the supporting documents and submit my claim

My last claims

Number	Title	Last update (dd/mm/yyyy)	Created on (dd/mm/yyyy)	Progress	Action
[redacted]	[redacted]	31/01/2017	31/01/2017	To be finalised	Finalise


[> SEE ALL MY CLAIMS](#)

FR EN ^

Legal notices Cookies policy Terms & conditions of use Accessibility ©2016 Caisse des Dépôts



Complete my claim




31/01/2017 at 16h17 [Log out](#)


Welcome


[← Back to the public site](#)


GROUPE

Home
My claims
New search




 HELP


 GLOSSARY


 FAQ

1 My claim
2
3 Validation

Reference of my claim :

Complete my claim

Please attached the supporting documents indicated.
 You may be asked to supply other documents to process your claim.
 Please do not attach documents containing sensitive data that is not relevant to the processing of your claim (e.g. medical data).

* Required fields

<p style="text-align: center; font-weight: bold;">* Supporting document(s)</p> <p style="font-size: x-small;">Formats accepted: pdf, jpeg, png, tif, gif. Your file must be no larger than 4 MB.</p> <p style="font-size: x-small;">You can scan or photograph your documents. If they contain several pages, please attach them in a single file (e.g.: front and back of an ID document).</p>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p style="font-size: x-small;">ID document of the account holder or life insurance policyholder ⓘ</p> <div style="text-align: right; border: 1px solid #ccc; padding: 2px 5px; width: 50px; margin: 0 auto;">Upload</div> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p style="font-size: x-small;">EN-Justificatif de domicile du titulaire du compte ou du souscripteur de l'assurance-vie ⓘ</p> <div style="text-align: right; border: 1px solid #ccc; padding: 2px 5px; width: 50px; margin: 0 auto;">Upload</div> </div>
---	--

> Continue

Your information is saved and stored at each stage.
You can quit your current claim session and return to it another time.

Save and Quit

You'll be asked to download some documents

Submit your claim

GRUPE
Caisse
des Dépôts

Home My claims New search

HELP
GLOSSARY
FAQ

My claim My supporting documents Validation 3

Reference of my claim

Validation of my claim

My supporting documents

Supporting document(s)

ID document of the account holder or life insurance policyholder
pdf (1.07 Mo)

EN-justificatif de domicile du titulaire du compte ou du souscripteur de l'assurance-vie
Facture-16-11-12543003.pdf (0.05 Mo)

> Edit

> Submit my claim



Once submitted, it will no longer be possible to edit your claim

- If you confirm, your claim will be submitted and taken in hand by Caisse des Dépôts. You will no longer be able to edit it.
- If you cancel, you will return to the stage in progress.

Confirm

Cancel

Country: Reunion Island

Telephone: 0652001085

Edit

My supporting documents

Supporting documents:

ID document of the account holder / or life insurance policyholder
G Hubert 2014.pdf (1.07 Mo)

Your claim has been submitted successfully

no. [REDACTED]

[DOWNLOAD THE SUBMISSION SUMMARY](#)

- ✓ Your claim will take an average of 90 days to process, perhaps longer depending on the nature of your claim. It involves several stakeholders (banks, insurance companies, solicitors/notaries, etc.) and the information concerning the sums requested must be checked and cross-checked.
- ✓ Indeed, for your security, Caisse des Dépôts must ensure that the sums are returned to their rightful beneficiary(ies).
- ✓ What is more, we compare the information and supporting documents you send us with the data we receive from the financial institutions (banks, insurance companies, employee savings bodies).
 - Further information may prove necessary during the processing of your claim: either from you or from the financial institutions that we will contact.
 - Lastly, if your claim concerns an inheritance, it may be necessary for a solicitor/notary to get involved.
 - You can track the progress of your claim under "My claims".
 - You will be informed of any development in the processing of your claim by email.
 - We remind you that this procedure is free of charge and that only the website Ciclade.fr can be used to search for unclaimed sums that have been transferred to Caisse des Dépôts.

[> Consult my claims](#)

[> Start a new search](#)