

# **Bequests – Stewardship and Administration**



Date: March 28, 2013

Time: 1:00 - 2:30 Eastern Time

Presenter: Alison O'Carroll

**Senior Consultant** 

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#### Introduction

Why be concerned about stewardship, administration, and measurement?

We already have the gift...right?

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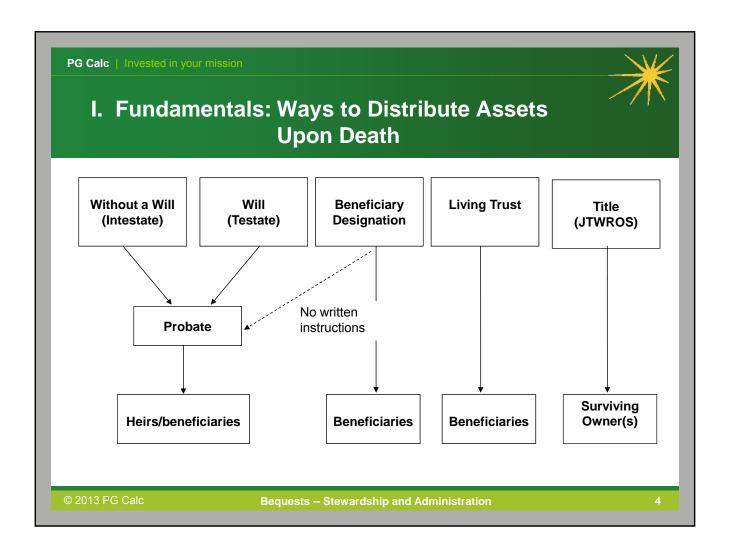
Introduction

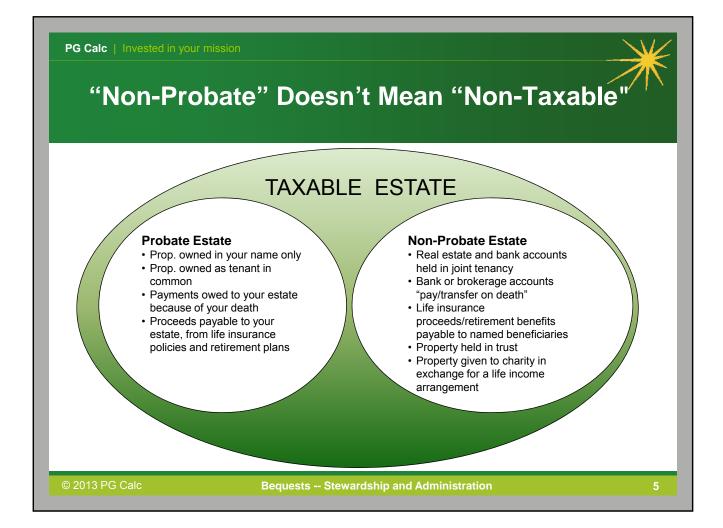
I. Bequest Fundamentals

II. Stewardship

III. Administration

IV. Measurement







## I. Fundamentals: Types of Bequests

- Pecuniary: "I give the sum of \$X"
- Specific: "I give 100 shares of XYZ Corp. stock"
- Residual: "I give [all or \_\_\_ percent] of the residue of my estate"
- Contingent: "If my spouse does not survive me, I give..."

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## **II.** Stewardship – Benefits

- Right thing to do
- Keep bequest in place
- Increase bequest amount
- Result in additional planned gifts
- Accelerate bequest
- Additional, possibly larger outright gifts

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## **Stewardship**

Stewardship begins the moment your **non-profit** is informed of the bequest gift – be prepared

- What happens before the good news gets to you?
- How does it get to you?
- Respond in a timely manner

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## Stewardship: Donor Acknowledgment

## **Upon Notification of Gift Intention**

- Within 24 hours: contact donor
- Within 2-4 days: send LS welcome letter with Gift Notification Form (Appendix A)
- Within 1 week: data entry
- Within 2 weeks: thank you call or letter from President/CEO or Board member

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## **Stewardship: What Next?**

#### Deepen relationship through ongoing contact:

- Cards
- Phone calls
- Personal visits
- Insider's Report / quarterly letter (Appendix D)
- Interview for donor story, testimonial, quote
- Meetings with others in the organization
- Legacy society activities

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# **Stewardship: Consider a Legacy Society**

- Formalizes stewardship
- Donors feel part of a special community
- Provides an avenue for donor recognition
- Marketing benefits



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# **Legacy Society: Are You Ready?**







- Resources to commit?
- Known PG donors?
- Prospects for reasonable growth?

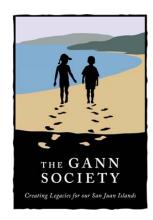
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# **Legacy Society – Key Aspects**

- 1. Membership Standards
- 2. Membership Benefits
- 3. Donor Recognition
- 4. [Annual] Event



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# 1. Legacy Society: Membership Criteria

# Be Inclusive



- Contingent Bequest Donors
- Go easy on required documentation

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## 2. Legacy Society: Membership Benefits

- When deciding upon benefits to offer, keep in mind
  - they serve multiple purposes
  - quality not quantity is important
  - be consistent
- Offer 1+ "standard" benefits (Appendix B)
- Add 1-2 "unique" benefits (Appendix C)

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# 3. Legacy Society: Member Recognition

- Use multiple channels to recognize donors
- Consider deceased members
- Decide if gift size matters



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Recognition E-mail

We are pleased to welcome the newest members of the Georgetown Legacy Society.
The Legacy Society honors those who have included the University for a gift in their estate plans (bequests by will or trust, retirement plan designations, life income gifts, etc.) These thoughtful estate commitments help to ensure Georgetown's excellence, for generations to come.
For a list of the newest members, a full list of members and more information on the Legacy Society. Society, efficiency.
If you would like to become a member or would like further information, please let us know by replying to this email. We would be honored to welcome you to the Georgetown Legacy Society!

YOUR LEGACY.
OUR GRATITUDE.

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## 4. Legacy Society: [Annual] Event

- Focus is on quality
- Choose the size that fits you best
  - Coffee and pastries with the President
  - Tour of your facility
  - Reception with Board members
  - Luncheon
  - Afternoon tea
  - Dinner

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## **Legacy Society [Annual] Event**

- Primary goal: thank donors and help them to feel part of a special group
- Secondary goals: educate about organization's work, create a greater level of involvement
- Do NOT solicit or introduce new gift ideas
- DO invite prospects, professional advisors, estate executors, family members

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#### **Annual Event – The Pride Foundation**

#### Grant making (incl. scholarships) organization

- Held at a private home, evening
- Wine and heavy hors d'oeuvres
- Evaluate 3 grant applications



- Choose one through collaborative process
- Great follow-up: thank you letter from recipient

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## **Stewardship: Other Activities**

 Some of the best stewardship and recognition activities are regular, ongoing personal contacts

The Challenge: Have at least one substantive contact with each bequest donor each year

- Interview for donor story
- Invite to other activities/events at the non-profit (distinguish)



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## **Stewardship: How to Accomplish?**

- Determine what you can do, given resources
- Start small and build
- Use volunteers
- Integrate into existing efforts at non-profit

## Have a plan

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## **Stewardship: Puget Sound Blood Center**

#### **The Situation**

- Some planned giving activity in the past
- Heritage Society 30 members
- Very little activity/contact for years
- One fundraiser, doing PG part time

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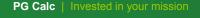
## **Stewardship: Puget Sound Blood Center**

#### **The Action**

- · Personal contact via e-mail, phone, visits
- HS certificate developed
- "Partners in Life" quarterly events around the sound
  - One-page HS newsletter
  - Brief explanation of the HS
  - HS member shared story
  - Asked to consider such a gift

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## **PSBC: Heritage Society Newsletter**





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#### **Stewardship: Puget Sound Blood Center**

#### **The Response**

- After a "Partners in Life" event, family contacted PGO. Let her know PSBC was in their will, now increasing gift from 5% to 25%, and additional gifts are being discussed
- HS member that had never been visited. PGO reached via e-mail, eventually visited (HS member certificate). Donor attended "Partners in Life" event, later met Director. Specific bequest left in will and another (residual) gift added
- Uncovered great donor story to inspire others

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#### **III. Estate Administration - Overview**

Bequest administration is the process of reviewing documents, providing needed information, monitoring progress, and stewardship.

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#### **III. Estate Administration - Overview**

#### **Benefits to Effective Administration**

- Ensure receipt of maximum gift in a timely way
- Encourage others to make their own bequest gift
- Build stronger relationships with advisor community
- Closer relationship with other non-profits



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#### **III. Estate Administration - Mechanics**

- Will probate, personal representative (PR)/ executor/administrator, probate assets, public record and process
- Living Trust trustee, non-probate assets, no formal court supervision, no public record
- Beneficiary Designation non-probate assets, death certificate, plan administrator or company

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#### **III. Estate Administration - Mechanics**

To do estate administration well, need:

- Basic understanding of the process
- Robust "tickler" system
- Good hard files and electronic records

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# III. Estate Administration – Documents and Timing

#### Timing - reasonable expectations

- Non-taxable estate: 9-12 months
- Subject to estate tax: 16-18 months
- · Factors affecting timing
  - Scattered assets, heirs
  - Assets difficult to value, sell
  - Hard to sell assets
  - Creditor issues, family disputes

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#### **III. Estate Administration - Documents**

#### **Documents**

- Notice of Appointment / Letters of Administration / Letters Testamentary
  - Starts the process
  - 30-40 days after decedent's death to file the will
  - Often includes copy of will
- Inventory and Appraisement / Valuation
  - 30 days from PR's appointment
  - Residual beneficiary generally entitled to receive

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#### **III. Estate Administration - Documents**

- Petition for Discharge and Final Accounting
  - Closes the estate
  - 12 months from date PR appointed
  - Objections filed within 30 days
  - PR distribute promptly after that
- Notice to Creditors
  - Individual notice when known 30 days to respond
  - General publication when not 3-4 months to file
  - No distributions until after time elapsed

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## III. Estate Administration – Internal Admin

- Have one point person
- Initial response be prepared
  - Template letter to attorney
  - Letter to PR
  - Letter to family / friends
- Practice good stewardship
  - Additional thank you letters, interim and final
  - Stewardship report a year later
  - Invitation to legacy society event
  - Invite PR to your non-profit

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### III. Estate Administration – Internal Admin

### Don't Forget! Have a reminder ("tickler") system

- Squeaky wheel gets the grease
- · Specific bequest:
  - Review: 5-6 months
  - Second review, if needed: 4-6 months (so, 9-12 month mark)
- Residual bequest:
  - Review: 5-6 months for inventory copy
  - Review: 5-7 months after (10-13 month mark)
  - If federal tax return due: final review at 18 month mark
  - Contact in between

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## III. Estate Administration – Internal Admin

- Disclaimer date: 9 months
- Policy considerations
  - Who is authorized to sign?
  - Aggressive vs. understanding
  - Process for questions
  - When to engage legal counsel?

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## III. Estate Administration – Internal Admin

- Files and checklists
  - Open new file for each gift
  - Estate Gift Information Sheet (Appendix G)
  - Checklists: opening and closing an estate (Appendix G)
  - Keep everything!
  - Hard file vs. electronic

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#### Estate Profile

#### Richard Starkey (Deceased) and spouse Barbara Starkey (Deceased)

Charity: Auburn Historical Society (AUBURN)

Donor: Mr. Richard Starkey (DOB 07/07/1940, DOD 10/01/2012)

100 Mulholland Drive Los Angeles, CA 987622 Spouse: Mrs. Barbara Starkey (DOB 04/29/1942, DOD 10/01/2012)

100 Mulholland Drive Los Angeles, CA 987622

 Phone:
 919-773-1288
 Phone:
 919-773-1288

 SS Num:
 748-30-9843
 SS Num:
 664-47-7336

Legacy Society Memberships: The Auburn Legacy Society,

There is 1 bequest gifts with a total estimated distribution of \$250,000.00

Gift Key 3 -- Bequest Status: Partial Distribution

Gift Date Transfer Type: 07/08/2009 \$250,000.00 Gift Amount: Account 1: Ben Desig 100% Gift Probability %: Account 2: Pecuniary Restriction Type: Amount times % [\$250,000.00] Account 3: Percentage of Estate: Bequest Asset: 0% Notification Date: 10/16/2012 Account 4: Retirement Asset Confidence Level: Very Likely Account 5: Asset Description: 2 separate retirement accounts Anonymous: No

Date of Notice of Estate Filing: 10/25/2012 Bequest Known in Advance: No Estimated Close Date: 12/31/2012 Bequest Rejected: No

Account Closed Date:

Gift Name: Starkey Bequest - to benefit Historical Preservation

 Distribution Date
 Amount
 Description

 10/29/2012
 \$148,000.00
 Account ending in 4567

Total Distributions: \$148,000.00

Purpose: Preservation of historical buildings and furniture

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### Estate Profile (continued)

Contacts

Contact Date	Contact Description
10/31/2012	Received partial distribution. Expecting final distribution before end of year.
10/30/2012	Bequest Status changed from In Process to Partial Distribution For Gift Key 3
10/30/2012	Sent letter "Attorney Confirmation" to Beverly Stemberg
10/30/2012	Bequest Status changed from Notification to In Process For Gift Key 3
10/17/2012	Request Status changed from Intention to Notification For Gift Key 3

06/14/2012 Saw Barbara and Richard at Spring fundraiser.

Estate Advisors

(EXECUTOR -Executor) Mrs. Beverly Sternberg

Sternberg, Sternberg and Dobbs

2452 Michigan Avenue

Suite 4500

Chicago, IL 92713

Phone: 657-869-3900

Fax:

Email: Sternbergb@SSD.com

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Gift Date	Gift Key	Asset/Type	Account #1	Bequest	Status	Notification Date	Gift Amount	Probability %	Amt * Probability
uburn Societ	y (AUB)								
Transfer Typ	e: Beneficiary	Designation							
12/1/2012	19	Retirement /	Asset abc	Notification		12/10/2012	\$7,500.00	100.00	7,500.00
	Association Donor	Pecuniary	<u>Name</u> David Hughes	<u>SS Number</u> 111-44-5555	<u>D.O.B.</u> 7/12/1941	<u>Status</u> Current	<u>D.O.D</u>	Person Key 24	
Transfer Typ	e: Beneficiary	Designation					Number of Beques Total Gift Amount: Total Amt * Probab		1 \$7,500.00 \$7,500.00
5/20/1999	2			Intention			\$110,000.00	100.00	110,000.00
	<u>Association</u> Donor	Specific	<u>Name</u> Joseph Verdi	<u>SS Number</u> 123-23-4345	<u>D.O.B.</u> 10/10/1929	<u>Status</u> Current	<u>D.O.D</u>	Person Key 3	
6/25/2002	18	Cash Pecuniary		Notificati		8/12/2002	\$78,000.00	100.00	78,000.00
	Association Donor		Name Kurt Stevens	<u>SS Number</u> 330-99-8877	<u>D.O.B.</u> 4/23/1924	Status Current	<u>D.O.D</u>	Person Key 23	
5/4/2009	6	Tangible Pro Specific	perty	Intention			\$30,000.00	75.00	22,500.00
	Association Donor		<u>Name</u> Thomasina Edison	<u>SS Number</u> 738-93-7573	<u>D.O.B.</u> 8/18/1932	<u>Status</u> Current	<u>D.O.D</u>	Person Key 10	
8/9/2009	8	Cash		Intention		9/6/2012	\$10,000.00	50.00	5,000.00
	Association Donor		<u>Name</u> Elizabeth Patermore	<u>SS Number</u> 484-84-8484	<u>D.O.B.</u> 4/15/1924	Status Current	<u>D.O.D</u>	Person Key 13	
4/25/2011	16	Cash Pecuniary		Intention			\$50,000.00	100.00	50,000.00
	Association Donor	· coamary	<u>Name</u> Elizabeth Patermore	SS Number 484-84-8484	<u>D.O.B.</u> 4/15/1924	Status Current	<u>D.O.D</u>	Person Key 13	
	Donor		Andrew Patermore	008-99-3445	10/7/1943	Current		22	
Total Gift Am				Number of Beques Total Gift Amount: Total Amt * Probab		5 \$278,000.00 \$265,500.00			
uburn Society (AUB)  Number of Bequest Gifts:  Total Gift Amount:  Total Amt * Probability:						6 \$285,500.00 \$273,000.00			



### III. Estate Administration – Considerations

- Level of diligence required depends on type of gift
- Residual Gift antennae should be up!
  - How estate taxes are paid
  - Fees a veritable hornet's nest
  - Uncommunicative PR
  - Estate attorney also serving as PR
  - Non-cash assets

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### III. Estate Administration – Considerations

- Restricted Gifts cy pres doctrine
- Review documents carefully and in timely manner
- Don't sign anything without understanding it, seeing underlying documents

#### **YOU CAN DO IT**

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## IV. Measurement - Overview

Think about measurement around four areas

- Bequest program growing?
- Profile of a bequest prospect
- Case for support
- Forecasting

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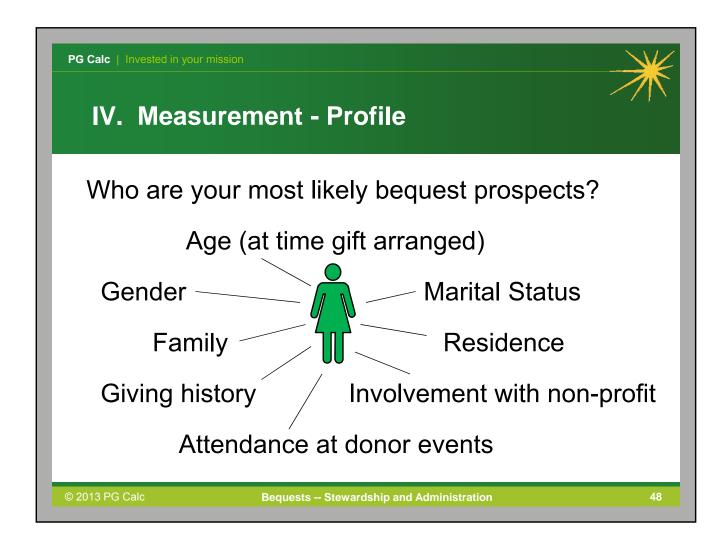
### IV. Measurement - Growth

- # of realized bequests
- \$ amount of realized bequests
- Average bequest amount
- Median bequest amount
- Type of bequest

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Gift Type: BEQ		
Number of Gifts By Transfer Type:		
(All Transfer Types)	15	
Transfer By Will:	10	
Transfer By RLT:	3	
Transfer By Ben Desig:	2	
Number of Gifts by Bequest Status:		
(All Bequest Statuses)	16	
Beg Status Blank:	1	
Beg Status Intention:	4	
Beq Status Notification:	0	
Beq Status In Process:	1	
Beq Status In Probate:	2	
Beq Status In Litigation:	1	
Beq Status Partial Distribution: Beq Status Full Distribution:	2 5	
Total Gift Amount for Gifts without Distributions:		
(All Gifts without Distributions)	\$1.885.002.00	
Beg Status Blank:	\$1.00	
Beg Status Intention:	\$560.001.00	
Beg Status Notification:	\$0.00	
Beg Status In Process:	\$250,000.00	
Beg Status in Probate:	\$750,000.00	
Beq Status In Litigation:	\$325,000.00	
Total [Gift Amount * Probability %] for Gifts Without Distributions	<u>r</u>	
(All Gifts without Distributions)	\$1,154,750.25	
Beg Status Blank:	\$0.00	
Beg Status Intention:	\$133,500.25	
Beg Status Notification:	\$0.00	
Beg Status In Process:	\$225,000.00	
Beg Status In Probate:	\$487,500.00	
Beg Status In Litigation:	\$308,750.00	
bed status in Euganon.	\$300,730.00	





# IV. Measurement – Build Support

## Compare size of bequest to donor's lifetime giving

Total Estate Value	Annual Giving Multiple
< \$100,000	0.15
\$100,000 - < \$500,000	1.89
\$500,000 - < \$1,000,000	3.73
\$1,000,000 - < \$5,000,000	8.12
\$5,000,000+	11.65
TOTAL	5.07

Research by Russell N. James, III, J.D., Ph.D., CFP, Director of Graduate Studies in Charitable Planning at Texas Tech University

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## IV. Measurement – Build Support

- Compare size of bequest to donor's average annual gift
- Impact of bequest stewardship
  - Size of annual gift before and after notification
  - Additional planned gifts after notification
  - Increase in size of planned gifts after notification
  - Average size of bequest gift for those known vs. unknown

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## IV. Measurement – Forecasting

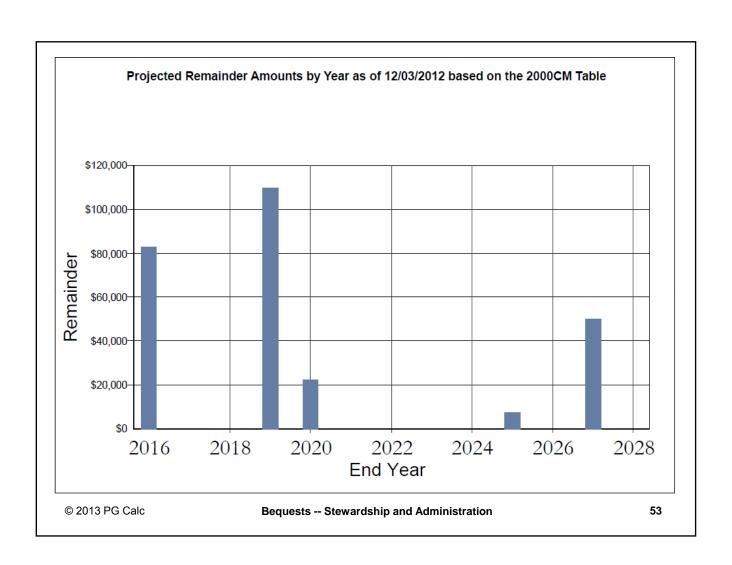
## The Question: What is coming and when?

- Amount expected by year
  - Estates in progress
  - Bequest expectancies
- Slice and dice
  - Present value
  - Mortality assumptions
  - Probability of receipt

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Year Gift Type	Gift Key	Account #1	Tot Gift Amount	Market Value	Projected Value	PV @ 2%	PV @ 4%
Auburn Society (AUB)							
12/4/2016 - 12/3/2017							
BEQ	8		\$10,000.00	N/A	\$5,000.00	\$4,573.72	\$4,191.02
BEQ	17		\$1.00	N/A	\$0.00	\$0.00	\$0.00
BEQ	18		\$78,000.00	N/A	\$78,000.00	\$71,349.98	\$65,379.95
		BEQ Totals	\$88,001.00	N/A	\$83,000.00	\$75,923.69	\$69,570.97
12/4/2016 - 12/3/2017		Totals	\$88,001.00	N/A	\$83,000.00	\$75,023.60	\$60,570.07
12/4/2019 - 12/3/2020							
BEQ	2		\$110,000.00	N/A	\$110,000.00	\$94,818.13	\$81,967.68
		BEQ Totals	\$110,000.00	N/A	\$110,000.00	\$94,818.13	\$81,967.68
12/4/2019 - 12/3/2020		Totals	\$110,000.00	N/A	\$110,000.00	\$94,818.13	\$81,967.68
12/4/2020 - 12/3/2021							
BEQ	6		\$30,000.00	N/A	\$22,500.00	\$19,014.33	\$16,121.27
		BEQ Totals	\$30,000.00	N/A	\$22,500.00	\$19,014.33	\$16,121.27
12/4/2020 - 12/3/2021		Totals	\$30,000.00	N/A	\$22,500.00	\$19,014.33	\$16,121.27
12/4/2025 - 12/3/2026							
BEQ	19	abc	\$7,500.00	N/A	\$7,500.00	\$5,740.62	\$4,416.84
		BEQ Totals	\$7,500.00	N/A	\$7,500.00	\$5,740.62	\$4,416.84
12/4/2025 - 12/3/2026		Totals	\$7,500.00	N/A	\$7,500.00	\$5,740.62	\$4,416.84
12/4/2027 - 12/3/2028							
BEQ	16		\$50,000.00	N/A	\$50,000.00	\$36,784.71	\$27,224.08
		BEQ Totals	\$50,000.00	N/A	\$50,000.00	\$36,784.71	\$27,224.08
12/4/2027 - 12/3/2028		Totals	\$50,000.00	N/A	\$50,000.00	\$36,784.71	\$27,224.08
Auburn Society (AUB)				Total Gift Am	nount:	\$285,501.	00
Aubum society (Aob)				Total Market Value:		N/A	
				Total Projected Value:		\$273,000.00	
				Total Present Value @ 2% Total Present Value @ 4%		\$232,281.49	
				Total Presen	t value @ 4%	\$199,300.	83
Grand Total				Total Gift An	\$285,501.00		
				Total Market		N/A	
				Total Project		\$273,000.00	
					t Value @ 2%	\$232,281. \$199.300.	
				Total Presen	t Value @ 4%	φ199,300.	03





# IV. Measurement - Report

Sara Week of 9/24/12

#### Events

· Legacy list for Kimball event

#### Stewardship/Cultivation.

- Sent illustration for charitable gift annuity or charitable remainder trust to Dr. and Mrs. S.
- Quarterly letter to Legacy Circle and prospects

#### Notifications/Gifts

- Charitable gift annuity donor Mrs. B. set up a second CGA with a gift of \$12,000.
- Mrs. N. is planning to do another charitable gift annuity when she gets back from vacation in October.
- Received \$61,941.50, a partial distribution from the estate of Mrs. L.
- Ms. G. has confirmed that she has made KCTS a beneficiary on her retirement assets.

\$ Received in FY13: \$CAN \$85,589.24, \$US \$454,531.41

US Expected: \$178,151.58US Unexpected: \$256,379.83CAN Expected: \$85,589.24

CAN Unexpected:

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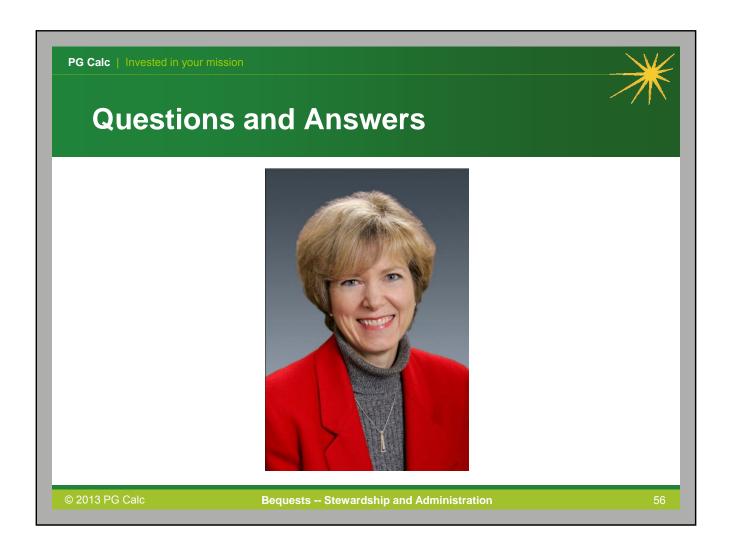
# **Summary**

## Key Word: **STEWARDSHIP**

- Stewardship of the donor while living
- Stewardship of the donor after passing
- Stewardship of your bequest program

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# **Still Have a Question?**

Contact: Alison O'Carroll

**Senior Consultant** 

PG Calc

E-mail: aocarroll@pgcalc.com

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