



Introduction – Seniors Matter

At Industrial and Commercial Bank of China (Canada) (the “Bank”), we strive to bring smart and simple banking needs to everyone, including our senior customers.

As a member of the Canadian Banker’s Association (CBA), the Bank adopted the voluntary **Code of Conduct for the Delivery of Banking Services to Seniors** (the “Seniors Code”), which came into effect on July 25, 2019. The Seniors Code focuses on principles designed to respond to any potential health, mobility, or cognitive changes that could potentially affect a seniors’ ability to conduct their day-to-day banking.

Seniors are considered a diverse group. The Bank recognizes not all seniors are affected by the same issues, but certain issues may affect a higher percentage of seniors than those in other age groups. As such, the Bank has dedicated this section to provide specific information, helpful tips, and other resources, that may be relevant to this unique demographic.

Branch Banking

The Bank has implemented a number of measures to facilitate effective interactions with Seniors, such as:

- providing information in an accessible format
- private meeting rooms are available within our branches to address issues in a confidential manner
- ensuring employees and representatives are aware of the accessible formats and delivery channels that are available to Seniors

Digital Banking: Convenient and Secure

Banking from the comfort of your home is simple, safe, and secure with our Bank. The Bank regards protecting customer security as of the utmost importance. That is why we make it a priority to provide a secure banking experience anywhere our customers may be at any given time. Many day-to-day banking tasks can be performed quickly and easily using your smart phone, tablet, or computer. For example, most bills can be paid through the Bank’s online banking module or through a mobile device.

Power of Attorney (POA) & Joint Accounts: What you need to know

Many Canadians are concerned about how to manage their money, property, and finances as they age or as life changing events take place. It is a good idea to plan for a time when you may need help, or are unable to handle your own finances.

There are two (2) tools you can use for managing your financial affairs and your peace of mind are:

- power of attorney (POA)
- joint deposit account

A Power of Attorney for Property allows one person to give another person(s) the authority to make sound decisions about your property and finances on your behalf. The terms of the POA outline what an attorney(s) or a trusted person can do on your behalf. For example, they can sign cheques, handle your banking needs, or even sell real estate on your behalf. It can give you peace of mind that someone you trust will be able to make financial decisions to ensure your well-being in the future.

A joint bank account offers the same features and benefits as a personal chequing or savings account held by one person. In some cases, joint accounts may be considered as an option for someone to get help from family members or friends to pay bills and manage their finances. Make sure you trust who you are joining up with. Keep in mind that all joint account co-holders have **full** access to the account and the funds that are in it.

Some other things to consider regarding joint accounts:

- An account co-holder can withdraw all funds from the joint account without your permission
- Account co-holders can view your account transactions
- In the case of a marital status change of one of the account co-holders, the account could be considered a matrimonial asset and divided accordingly

Before you use either a POA or a joint account, it is important to know how each works, as there are advantages and disadvantages to both. For additional information, you may refer to:

- Our webpage regarding Powers of Attorney and Joint Deposit Accounts
- The Government of Canada website, which has general information, including the advantages, risks, and what to consider for both POAs and joint accounts [here](#).

Accessibility

Our Bank offers several banking functions online. While browsing our website, you can make the text larger by using a simple keyboard shortcut:

Keyboard shortcuts on a Mac

Press  and + (plus) to zoom in

Press  and - (minus) to zoom out

Press  and 0 (zero) to return to the default size

Keyboard shortcuts on a PC

Press **Ctrl** and + (plus) to zoom in

Press **Ctrl** and - (minus) to zoom out

Press **Ctrl** and 0 (zero) to return to the default size

Providing Banking Services to Seniors: What Seniors Should Know

For our mobile banking service, you can enlarge the font size in our Mobile Banking App on both Android and iOS devices by following steps:

Open your device's **'Settings'** > Access **'Display'** settings > Access **'Font'** settings > **Drag the slider to adjust the text size and choose your desired font size.**

The changes will automatically apply to the mobile banking app, making the text larger and more readable.

*Note: The steps may vary slightly depending on your Android or iOS device model.

Understand Elder Abuse & Financial Fraud

Learn how to identify the signs of elder abuse, including financial abuse, and how to protect yourself and others. Financial abuse is illegal and is considered a form of exploitation. The forms of financial abuse may be subtle or overt but in general, include tactics to conceal information, limit the victim's access to assets, or reduce accessibility to the family finances.

To learn more about financial abuse, click [here](#).

Should the Bank become aware of the likelihood of financial harm to a Senior due to financial abuse, fraud or scams, the Bank will endeavor to mitigate the potential for financial harm, while respecting the customer's privacy, security, and autonomy.

Follow these three steps to prevent elder abuse:

- **Protect yourself**
[What is elder abuse?](#) Stay informed and know your rights to help protect yourself.
- **Learn the signs**
Learn the [signs and symptoms](#) to find out if you or a senior you know might be experiencing elder abuse or neglect.
- **Reach out**
If you think you are experiencing any form of elder abuse, reach out for help. Read more on [Financial abuse](#).