

Introduction – Seniors Matter

At Industrial and Commercial Bank of China (Canada) (the “Bank”), we seek to bring smart and simple banking to everyone—and that includes our senior customers.

As a member of the Canadian Banker’s Association (CBA), the Bank has adopted the voluntary *Code of Conduct for the Delivery of Banking Services to Seniors* (the “Seniors Code”). The Seniors Code revolves around principles designed to respond to any potential health, mobility, or cognitive changes that could affect seniors’ ability conduct their banking.

Seniors are a diverse group. We recognize not all seniors affected by the same issues, but certain issues may affect a higher proportion of seniors than those in other age groups. That is why the Bank has dedicated this section to provide information, tips, and resources that may be relevant to this unique demographic.

Branch banking

We have staff that will take to discuss seniors’ issues that may arise. Private meeting rooms are available within our branches to issues in a confidential manner.

Digital banking: Convenient and secure

Banking from the comfort of your home is simple, safe, and secure with our Bank. Customer security is important to us. That is why we make it a priority to provide a secure banking experience anywhere our customers may go. Many day-to-day banking tasks can be done quickly and easily right from your smartphone, tablet, or computer. For example, most bills can be paid through the Bank’s online banking or through a mobile device.

Power of attorney & joint account: What you need to know

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

Two 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 someone to make decisions about your property and finances on your behalf. The terms of the POA outline what an attorney(s) can do on your behalf. For example, they can sign cheques, handle your banking, or even sell real estate for you. 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. As joint accounts are designed for people who know each other well, make sure you trust who you are joining up with. Keep in mind, all joint account co-holders have full access to the account and the funds that are in it.

Some other things to think about 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 breakdown 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 joint account, though, it is important to know how each works, as there are pros and cons 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

Understand elder abuse & financial fraud

Learn how to spot the signs of elder abuse—including financial abuse—and how to protect yourself and others. Financial abuse is the illegal or unauthorized use of someone else's money or property. It includes pressuring someone for money or property.

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



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. Here are [resources for your province or territory](#).

Other resources on elder abuse:

- [Financial Abuse of Seniors: It's Time to Face the Reality](#)
- [Publications and research](#)
- [Facts on the abuse of seniors](#)