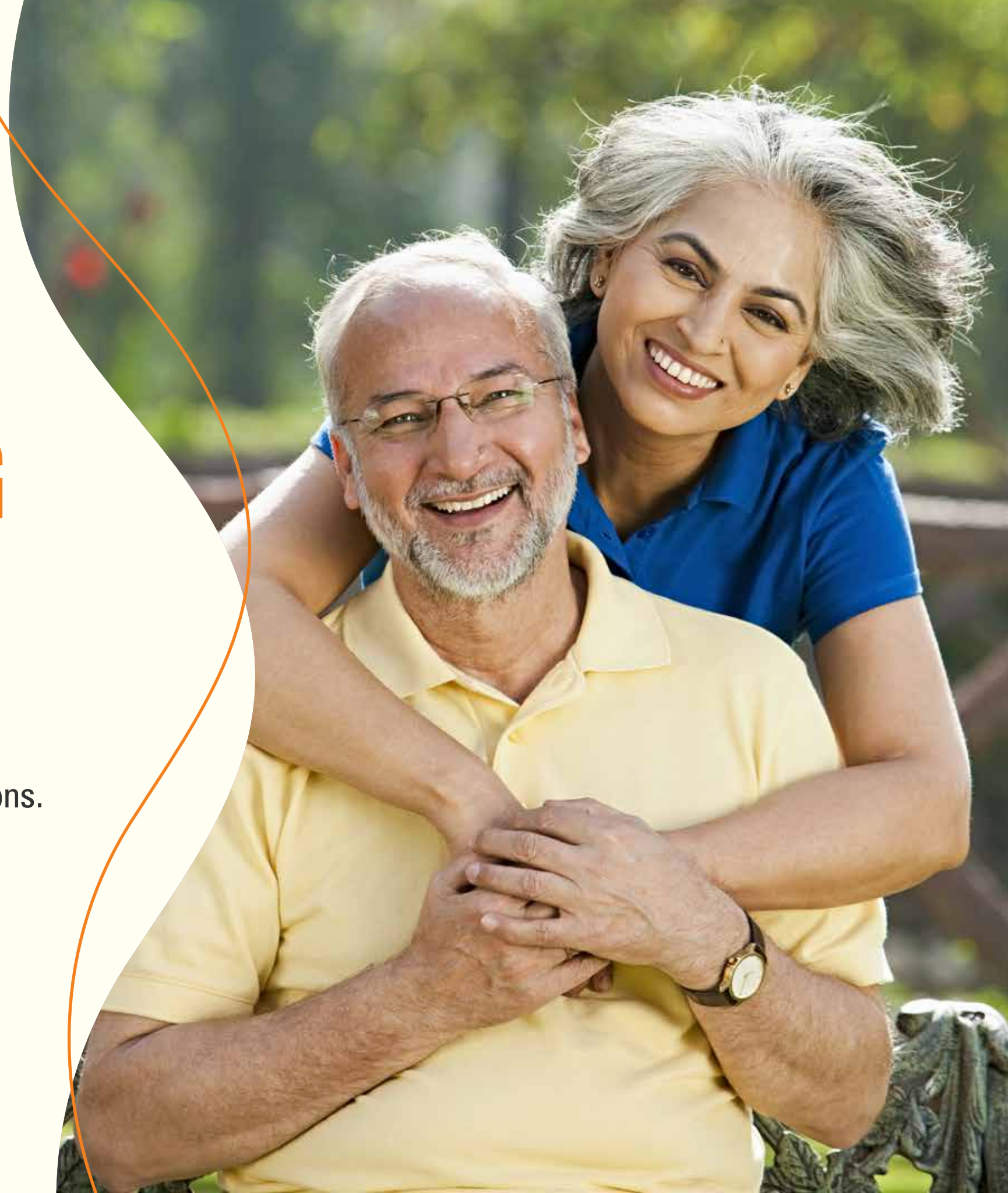




SENIORS BANKING SUPPORT GUIDE

ICICI Bank Canada is committed to supporting Senior citizens for their banking needs by keeping them informed about safe and secure banking solutions.

'Seniors' are individuals in Canada who are 60 years of age or older and who are transacting for non-business purposes.



In this guide, you will find the following information:

- ① Savings Opportunities for Seniors
- ② Guide to Protecting Seniors Against Financial Abuse, Fraud and Scams
 - » 2.a. Beware about different types of fraud so you can bank safely
 - » 2.b. Understanding Seniors Scams
 - » 2.c. Protect Yourself from Financial Fraud
 - » 2.d. Where to go for help?
- ③ Learn more about Power of Attorney
- ④ Safe and Secure Ways to Bank



SAVINGS OPPORTUNITIES FOR SENIORS



Savings Opportunities for Seniors

Get a bank account that rewards you for being a Senior.

With our Basic Chequing Account, you can enjoy all the essential features and services you require while earning interest on your money.

Senior Perks:



No monthly fee



12 free debit transactions



Free Interac e-Transfer[®] transactions



Free Paper statement



Free TEXT ALERTS service



Safe and Secure Banking

Savings Opportunities for Seniors



Other features:

- » **Deposit transactions:** Free and unlimited
- » **Access your funds:** Online, by phone, in-branch or at over 3,600 ABMs located at our branches or on THE EXCHANGE® Network. To find an ABM near you, [Click here](#). Neither ICICI Bank Canada nor any of THE EXCHANGE network ABM providers impose a surcharge for ABM deposits, withdrawals and inquiries.
- » **Money Transfers:** Low cost money transfers to India and other countries.
- » **Transfer money online between your linked accounts:** Link your Basic Chequing Account with up to 3 external chequing accounts at any Canadian financial institution for quick and easy transfer of your funds.
- » **Overdraft Protection:** You may also apply for an Overdraft Protection on your chequing account. [Click here](#) to know more.
- » **Safe and Secure:** ICICI Bank Canada is a member of Canada Deposit Insurance Corporation. [Learn more about Canada Deposit Insurance.](#)

Terms and Conditions apply. Please [Click here](#) for more details. To open an account, please visit one of our [branches](#).

GUIDE TO PROTECTING SENIORS AGAINST FINANCIAL ABUSE, FRAUD AND SCAMS



Understanding Financial Abuse of Seniors



What is Financial Abuse of Seniors?

Financial Abuse of Seniors also, known as Seniors' financial exploitation or Seniors fraud, is a specific type of fraud that targets Seniors. The offender may be someone known to the victim, such as a family member or friend, or they could be a complete stranger. In either case, with the goal of financially benefitting from deception and/or abuse.



Why are Seniors Being Targeted?

Seniors are being targeted for a variety of reasons, from their demographics to their financial position. They are considered to be an easy target for fraud or abuse due to their trusting nature or age. The most common reasons include the following:



Isolation: Many Seniors are isolated and are in limited communication with friends and family members. As a result, they do not have someone to speak to in connection with offers made to them.



Trusting: Seniors are known to be more trusting and, as a result, more vulnerable to fraud and abuse.



Compromised Decision-Making: As aged individuals, they can become more vulnerable when it comes to decision making and in such cases, they may be susceptible to mistakes.



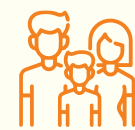
Technology: As the growth in technology continues to move forward and tasks such as banking and services become more independent, Seniors are becoming more and more susceptible to advanced fraud schemes such as phishing emails and vishing calls.



Common Problems: Seniors tend to have common concerns such as medical costs, proper health care coverage and financial security, particularly as retirement funds run out. Fraudsters are aware of such common concerns. Therefore, it becomes easier for them to target Seniors.

Who can be a financial abuser?

Financial abuse can happen close to home



A family member



A neighbor/friend



A stranger



A caregiver
(family/professional)

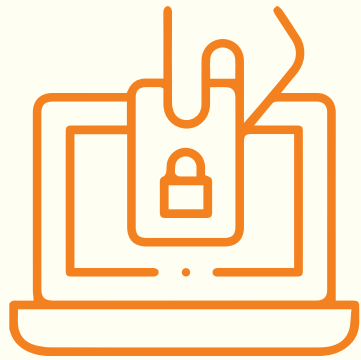


A service provider
or contractor

BEWARE ABOUT
DIFFERENT TYPES OF
FRAUD SO YOU CAN
BANK SAFELY



Examples of Fraud



Identity theft and fraud

Identity theft refers to criminals stealing someone else's personal information for criminal purposes.

Identity theft can be the starting point to a range of crimes — from financial fraud and forgery to abuse of government programs.

Learn how to protect yourself. [Click here](#)



Online, text and email fraud

Online Banking fraud comes in many different forms and can happen to anybody. Some of the most common ways fraudsters try to get access to your banking information is through suspicious emails, texts or online activity.

Recognize the reliable emails and texts. [Click here](#)



Telephone Fraud

Vishing stands for "voice phishing" and is a new twist on the phishing e-mails that you may have received. But now the criminals are using the phone as well to trick consumers into revealing personal information.

How to recognize phone fraud (Vishing). [Learn more](#)



Payment Card Fraud

Debit and Credit cards are usually associated with convenience but are among the most common forms of fraud in Canada.

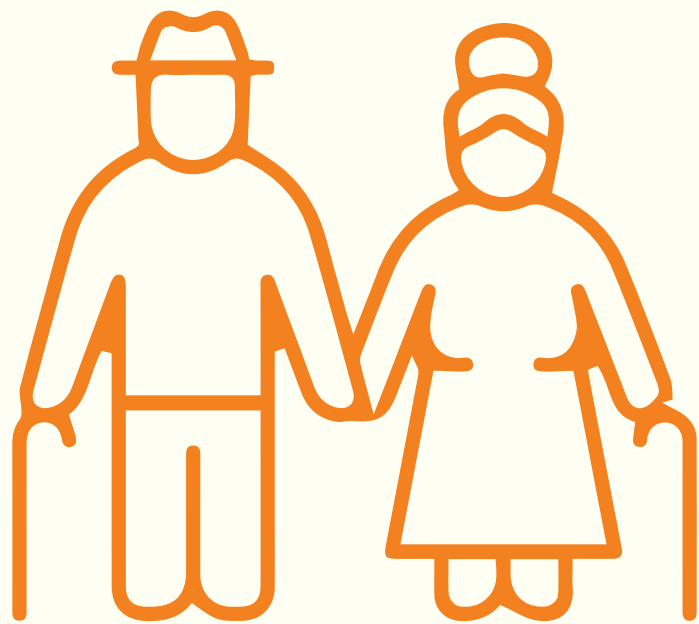
Debit card fraud happens when the information contained on your debit card is compromised and used to obtain access to your account without your authorization. Being safe from debit card fraud scams is a personal initiative that has to begin with you taking responsibility of your card and protecting your PIN number.

Know more about different types of debit card frauds. Please [Click here](#)



Cheque Fraud

Cheque fraud is a common form of financial crime and can happen in different ways. Criminals can steal cheques, create fraudulent cheques or change the name or amount of a legitimate cheque. In any case, there are a number of steps that you can take to protect yourself from cheque fraud. [Learn more](#)



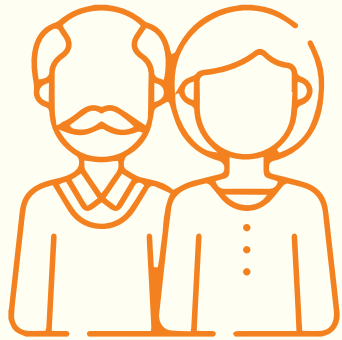
Understanding Seniors Scams

Senior citizens have long been victims of financial schemes, and elder financial abuse from family members and even strangers. Learn how to recognize and prevent the most common types of scams to help you become more aware and protect yourself from fraud.

Grandparent Scam:

The “Grandparent Scam” is also very popular and sadly includes exploiting grandparents’ love and concern for their grandchildren. In these instances, the caller will often have information about another family member that makes the Senior think it is their family member that is calling.





How does the scam work?

These scams usually involve a phone call from someone who pretends to be your grandchild. Acting as your grandchild, the scammer claims to be in trouble and asks for your help. The scammer may try to convince you that your grandchild was in a car accident or has been arrested. You may be asked to wire money right away, without telling anyone.

Tips to avoid becoming a victim?

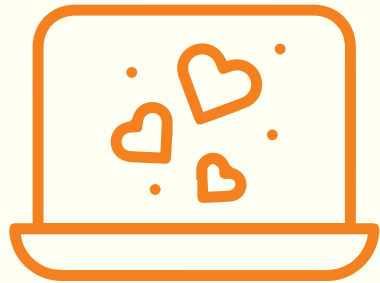
- » Don't let a caller rush you into making a decision
- » Don't volunteer information. For example, if the caller says, "It's me, grandpa!" don't say your grandchild's name. Wait for the caller say it
- » Never wire money to someone under uncertain conditions. It is nearly impossible to recover or trace money that has been wired
- » Ask the caller a few personal questions that a real grandchild could answer but an imposter could not
- » Do say you'll call right back, then try to call your grandchild's usual phone number or contact other family members or friends and see whether they can verify the story

Love Scam

Don't let the romance scam break your heart.

The scam will target lonely Seniors with the promise of love and happiness through a potential long term relationship. Individuals are usually targeted through social media sites and once their trust is built, an inevitable request for funds or assistance will follow.





How does the scam work?

Typically the victim and the criminal will often meet virtually through a social networking or dating site and later develop a romantic relationship. Ultimately the scammer asks for money for travel, a medical emergency or family assistance.

Tips to avoid becoming a victim?

- » Don't send money to individuals you're unfamiliar with or have never met
- » Don't share your personal or financial information with anyone online
- » Use Google to search for additional information on new individuals you meet and cross check the information they've told you about themselves
- » Keep in touch with family. Share your new social interests and friendships with them. Your loved ones usually have your best interest in mind and can be trusted to provide honest advice and guidance

Investment Scam:

One of the most devastating and costly forms out there is investment fraud. These can sometimes be perpetrated by people who are close to the senior, such as family or friends.





How does the scam work?

You receive a call from an unknown individual offering:

- » Unsolicited offer or advice on investments.
- » High Return or “Risk Free” Investments.
- » Once-in-a-lifetime offer, and it will be gone tomorrow.

Tips to avoid becoming a victim?

- » Don't feel pressured to invest your money. If you're unsure of an investment opportunity, seek financial advice from a trusted professional
- » Research the company before you invest
- » Be wary of unsolicited offers. Be especially careful if you receive an unsolicited phone call or email about a company
- » Always protect your personal and banking information, such as your Social Insurance Number, credit card information, and passwords
- » Carefully read and understand the terms and conditions before entering any agreement or making a purchase

Sweepstakes and Lottery Scams:

Remember if you didn't enter a contest,
you didn't win.





How does the scam work?

You get an email, phone call or letter from a scammer informing you that you won a jackpot, often a lottery and need to make some kind of payment to unlock the prize or you have to first pay taxes or fees for insurance or other expenses. It's usually requested via a wire transfer.

Often, this scam involves having the senior deposit the fake prize check into their bank account. The prize amount shows up in their account immediately and takes a few days before it is rejected. In the meantime, the scammers collect money for supposed taxes or fees on the prize as the victim has the 'prize money' removed from their account as the check bounces.

Tips to avoid becoming a victim?

- » If you haven't entered a lottery or competition, you can't win it
- » Never send money or give credit card, online account details, or copies of important personal documents to anyone you don't know or trust
- » Be wary of anything that requests payment via money order, wire transfer, international funds transfer, pre-loaded card
- » Do an internet search on any of the details of the competition – many scams can be identified this way

Protect Yourself from Financial Fraud



If it's too good to be true, it probably isn't true:

- » If you are being presented with an offer for an extraordinarily high return investment or have been informed that you have won a lottery for something that you do not recall enrolling in it is probably a questionable notice or offer.
- » Do not sign an agreement or contract to buy anything without giving yourself time to think it over.
- » Before hiring someone or agreeing to have work done on your home, ask for proof of identity and references and check them.

Protect your personal information:

- » Be aware of schemes that ask for personal or financial information.
- » Do not respond to unsolicited requests for your personal information or confidential information.
- » Keep all personal documents in a secure place. If you don't need them, do not carry your birth certificate, passport or SIN card.
- » Never tell another person your PIN or account passwords and take care to cover your hand when entering your PIN at bank machines and when making store purchases.
- » Safely dispose of old bills and statements—shredding is best.

Always research into the company or the offer to verify its authenticity:

- » As information has become more accessible with the advancement of technology, a vast amount of information is easily available for you to verify the authenticity of a particular company, offer or individual. If they are legitimate, proper information should be found online in order for you to verify what you are being told.
- » Do not click on pop-up windows or respond to e-mails, open attachments or go to Website links sent by people you do not know. Your bank or credit union will not send you anything by e-mail unless you ask them to.

Remember that law enforcement and government agencies will never contact individuals for money:

- » Regardless if the caller is claiming to be calling from local or international law enforcement or government agency, please remember these entities will never call directly asking for money.

Never move money for strangers:

- » Criminals want you to do their banking for them. If they earn your trust, they may use your account to cash phony cheques, collect funds from other accounts, and move stolen money offshore. They use a variety of schemes to convince you that they are legitimate. Some will even give you money to earn your trust.
- » By accepting and re-directing electronic deposits (such as wire transfers), you could be participating in a money-laundering scheme if those deposits were proceeds of a fraud or other criminal activity. The stories vary, but the results are the same: fraud and financial loss.

Where to go for help?



Remember, financial abuse is a violation of your rights. If you think you are experiencing financial abuse, ask for help!

You may visit your local Seniors centre, or even ask your care provider or health care professional for where you can go for advice, if you do not have a family member or close friend who can help you.

Contact your financial institutions, Equifax and/or TransUnion to place a fraud alert on your file(s) if your personal information has been compromised.

If the matter is concerning your account(s) with ICICI Bank Canada, call our 24-hour Customer Contact Centre at 1-888-424-2422.

Report all frauds and scams to your local police, or call the Canadian Anti-Fraud Centre at 1-888-495-8501.

The Government of Canada offers a variety of programs to help you ensure your golden years are safe and secure. Visit Canada.ca/Seniors or call 1-800-OCanada (1-800-622-6232) to learn about what is available to you.

LEARN MORE ABOUT POWER OF ATTORNEY AND JOINT BANK ACCOUNTS



Power of Attorney and Joint Bank Accounts

- » Managing money, property, and finances become concerning for senior citizens as they age or as life changes take place. Understanding powers of attorney and joint accounts is particularly important for them, as they can be more vulnerable to financial abuse.
- » It is a good idea for you to plan ahead for a time when you may need help managing your affairs but it is important to know how a power of attorney or joint bank accounts work before you use them. You should never feel pressured to sign a power of attorney or to open a joint bank account. Carefully consider all of your options before making any decisions.
- » Additional information about Powers of Attorney and Joint bank Accounts, including the risks and advantages of each option, is available on the Government of Canada's website:
<https://www.canada.ca/en/employment-social-development/corporate/seniors/forum/power-attorney-financial.html>
- » To learn more about Power of Attorney and joint bank accounts, please [Click here](#)

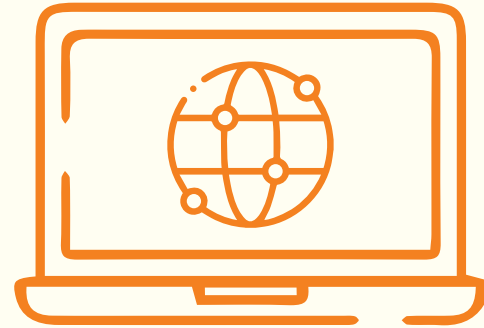
Tools and related links:

- » Canadian Bankers Association website <http://www.cba.ca/contents/files/misc/vol-poa-joint-account-en.pdf>.
- » Canadian Bankers Association website - [Powers of attorney: what consumers need to know](#)
- » Canadian Bankers Association website - [Joint accounts: appropriate use of joint accounts](#)
- » Canadian Bankers Association website: [Powers of attorney: opening a bank account](#)

Safe and Secure Ways to Bank



Branch
Banking



Internet
Banking



Telephone
Banking



Mobile
Banking