Managing money with dementia
Managing your money

At HSBC we’re committed to helping everyone bank safely and independently, as well as receive the correct support when needed.

We want our customers to be able to bank in the way that makes them feel most comfortable. That’s why many of our staff are Dementia Friends, meaning that they can help support those affected by dementia.

This guide provides information on the ways that we can help people living with dementia, as well as those who support them.

We’re proud to be working in partnership with Alzheimer’s Society and Alzheimer Scotland. Together we are building stronger dementia friendly communities, and are working towards making HSBC a dementia friendly business.

Our staff are available to help if you have any questions. For information on how to get in touch see the ‘Contact us’ section on the back of this guide.

Contents

Helpful ways to manage your finances 3
Remembering your PIN 5
Enabling others to support you with your finances 6
Fraud protection 8
Places you can find support 9
Additional help and information 10
Helpful ways to manage your finances

Keeping track of your spending

- It can be helpful to keep a record of what you spend. Some people keep a written record in their purse or wallet, while others keep receipts for all transactions. Different ways will work better for different people. We have included some examples below. Please ask us for a free, blank copy.

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount</th>
<th>Transaction</th>
<th>Current Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 November</td>
<td>£16.31</td>
<td>Food shop</td>
<td>£283.69</td>
</tr>
<tr>
<td>12 November</td>
<td>£50</td>
<td>Cash (ATM)</td>
<td>£233.69</td>
</tr>
<tr>
<td>12 November</td>
<td>£8.75</td>
<td>Papers/lotto</td>
<td>£224.94</td>
</tr>
<tr>
<td>15 November</td>
<td>£23.78</td>
<td>Gas bill</td>
<td>£201.16</td>
</tr>
<tr>
<td>16 November</td>
<td>£35</td>
<td>Hair</td>
<td>£166.16</td>
</tr>
</tbody>
</table>

- Remember: never write down your PIN, passwords or any other security details.

Making regular payments

- Standing orders and Direct Debits can be a useful way to make regular payments, helping to make sure that they are on time and made for the correct amount.

- For more information on standing orders and Direct Debits, you can speak to us or the organisation you need to make the payment to; eg, your telephone or gas provider.
**Statements**
- Your statements are a good way to keep track of your money and spending. You can access these online or have them posted to your address.
- You can nominate a family member or close friend to be sent an additional copy of your statements, or receive them on your behalf.
- If you’d like to make any changes to how you receive your statements please let us know.

**Reduce the amount you can withdraw from a cash machine**
- You can reduce the amount you can withdraw each day from a cash machine by setting a limit.
- This may help you to manage your money and budget your spending.
- We can do this for you in branch or over the telephone. All you need to do is decide what amount would suit you and ask one of our team to make the change.

**Telephone Banking – Voice ID**
- We’ve made it easier for you to contact us over the telephone by using voice recognition ID.
- Voice ID makes telephone banking easier and safer.
- Your voice acts as your password by repeating a small phrase – don’t worry about remembering it – we’ll tell you what to say each time.
- Just call us using the number at the end of this guide and we will help you get set up.
Remembering your PIN

Tips on how to remember your PIN

- You can change your PIN on your HSBC debit/credit card at any of our cash machines. Just insert your card, select ‘PIN Services’ and follow the on-screen instructions.
- You could use a memorable date, such as an anniversary or friend’s birthday.
- Please avoid obvious or easily guessed numbers, like your birthday, and don’t choose sequences such as 1234 or 1111.

Chip and Signature Card

- Chip and signature cards can be useful if you have difficulty remembering your PIN.
- You simply provide your signature to make your payment instead of entering a PIN.
- Chip and signature cards will not work in cash machines.
- If you’d like to find out more about chip and signature cards, please speak to us.

Contactless Cards

- HSBC contactless debit cards work at card machines throughout the UK, allowing you to pay for anything under £30 with a simple tap.
- The payments are safe and secure, and there is no need to enter your PIN.
- For extra security you will occasionally be asked to enter your PIN or sign for a transaction.
- If you’d like to find out more about contactless cards, please speak to us.
Enabling others to support you with your finances

- Whether you want some help managing your finances now or are preparing for the future, it is a good idea to be aware of the different options available as not all are suitable once someone has lost mental capacity.
- Our staff can help you ensure you have the right type of access in place so please contact us to talk about the different options.
- This table shows when it is possible to set up each of the options with us and then when someone else is able to support you with your accounts.

<table>
<thead>
<tr>
<th></th>
<th>Third Party Mandate</th>
<th>Ordinary (General) power of attorney</th>
<th>Lasting power of attorney</th>
<th>Enduring power of attorney</th>
<th>Court of Protection Order</th>
<th>DWP appointee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up – can be done when the account holder has mental capacity</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Set up – can be done once the account holder has lost mental capacity</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Manage accounts – when the account holder has mental capacity</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Manage accounts – when the account holder has lost mental capacity</td>
<td>x</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Note: For all types of authority, restrictions may apply (including where multiple attorneys/deputies are appointed) meaning that not all of the activities detailed on p.7 will be permitted.
Enabling others to support you with your finances

Whether you want some help managing your finances now or are preparing for the future, it is a good idea to be aware of the different options available as not all are suitable once someone has lost mental capacity.

Our staff can help you ensure you have the right type of access in place so please contact us to talk about the different options.

This table shows the activity that someone else can carry out on your behalf under each of the authority options.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Third Party Mandate</th>
<th>Ordinary (General) power of attorney</th>
<th>Lasting power of attorney</th>
<th>Enduring power of attorney</th>
<th>Court of Protection Order</th>
<th>DWP appointee</th>
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</thead>
<tbody>
<tr>
<td>Obtain information about account holder’s account(s) from bank</td>
<td>✔️ ✔️ ✔️ ✔️ ✔️ ✔️ ✔️ ✔️ ✔️</td>
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<td>Open/close accounts in the account holder’s name</td>
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<tr>
<td>Make payments (i.e. bills)</td>
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<td>Withdraw cash</td>
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<td>Deposit cash/cheques</td>
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<td>Retrieve items from safekeeping</td>
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<td>Access Online Banking</td>
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<td>Access Telephone banking</td>
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<td>Issue cheques</td>
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<td>Hold a cheque/pay in book</td>
<td>✗ ✗ ✔️ ✔️ ✔️ ✔️ ✔️ ✔️ ✔️</td>
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<tr>
<td>Hold a debit card</td>
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<td>Apply for new lending</td>
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</tbody>
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For more information on setting up a Power of Attorney or Court of Protection Order visit [www.gov.uk](http://www.gov.uk)

**Note:** Scottish Continuing/Combined Power of Attorney and Enduring Power of Attorney in Northern Ireland are similar to the Lasting Power of Attorney. They must be registered with the Office of the Public Guardian in Scotland or the Office of Care and Protection in Northern Ireland before they can be used. For information on Scottish Power of Attorney or Scottish Authority to Access Funds, Intervention Orders or Guardianship Orders please contact the Office of the Public Guardian in Scotland. For information on Power of Attorney and Controllership in Northern Ireland please contact the office of Care and Protection. The details are at the end of this brochure.

You can access our fraud guide via the Security Centre at [www.hsbc.co.uk](http://www.hsbc.co.uk) or ask your branch to print a copy.
Fraud protection

Even though HSBC has market-leading fraud detection systems, we want you to be aware of the ways you can help protect yourself from fraud.

Please be aware of people asking you for your personal or financial information. Even if they are claiming to be from the bank, police or another trusted organisation. Take the time to step back and reflect. Remember, HSBC will never ask you for your PIN or full banking password.

◆ Never disclose security details, such as your PIN or full banking password.
◆ Don’t assume an email, phone call or text is authentic – if in doubt contact the organisation on a known number, ideally using another phone. Be especially cautious if you have been told not to tell family and friends.
◆ Don’t be rushed into making a decision.
◆ Listen to your instincts
◆ Stay in control.

If you think you may have been a victim of fraud, please call the number on the back of your card or visit your local branch.

If you would like any more information on fraud you can contact Action Fraud, their details are at the back of this brochure.
Places you can find support

There are lots of places where you can find out more information about dementia and the support available.

**Alzheimer’s Society/Alzheimer Scotland**

- Speak to Alzheimer’s Society/Alzheimer Scotland who will be able to provide you with information to help you understand dementia and what to expect, including practical advice and support about living with the condition. Their numbers are provided at the end of this brochure.

**Medical professionals**

- If you haven’t already done so, speak to your doctor who will be able to provide you with more information about dementia and the support that you can receive within your local area.

**HSBC**

- You may need somebody else to help you with your finances either now or in the future. Please see our Life Events pages at [www.hsbc.co.uk](http://www.hsbc.co.uk) for more information.

- Now would be a good time to sit down with us and review your plans for the future. It might be helpful to discuss your income and expenditure and how they may be impacted by dementia.

**Financial Support**

- There are various benefits that a person with dementia may be eligible to receive. Organisations such as the Citizens Advice Bureau may be able to provide assistance with this.

- If you have any concerns about the impact on your finances eg, reduced income, please speak to us at HSBC.
Additional help and information

If you need some information about dementia and the support available, the following contacts below may be useful:

**Alzheimer’s Society**
- [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- Helpline: 0300 222 1122

**Alzheimer Scotland**
- [www.alzscot.org](http://www.alzscot.org)
- Helpline: 0808 808 3000

**Office of the Public Guardian**
- [www.gov.uk](http://www.gov.uk)
- Phone: 0300 456 0300
  (Textphone: 0115 934 2278)

**Office of the Public Guardian in Scotland**
- [www.publicguardian-scotland.gov.uk](http://www.publicguardian-scotland.gov.uk)
- Phone: 0132 467 8300

**Office of Care and Protection in Northern Ireland**
- [www.courtsni.gov.uk](http://www.courtsni.gov.uk)

**Action Fraud**
- [www.actionfraud.police.uk](http://www.actionfraud.police.uk)
- Phone: 0300 123 2040

**Citizens Advice**
- [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
  - Consumer helpline: 03454 04 05 06
    (Textphone: 18001 03454 04 05 06)

**Age UK**
- [www.ageuk.org.uk](http://www.ageuk.org.uk)
- Advice Line: 0800 678 1174

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### Transaction Log

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount Transaction</th>
<th>Current Balance</th>
</tr>
</thead>
<tbody>
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<td>25/05/2018</td>
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Keeping track of your transactions

You can keep a track of your transactions in the way that works best for you. Here is a transaction log that you could use. Ask us if you would like us to print you a free copy.

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