



## SAFE AND SOUND GUARDING YOUR FINANCIAL SECURITY

You are not alone! Financial Abuse is the most common form of Elder Abuse in Ontario. Fortunately, there are simple and practical steps you can take, to protect your money and safeguard your financial future. Preventing financial abuse begins with Financial Literacy. This guide will provide you with helpful tips to increase your financial literacy and gaining the knowledge, skills and confidence to protect your money. As well, it provides tips for safe banking, safe computing and ways to avoid frauds and scams.



### **“HOW CAN I BANK SAFELY?”**

Angela is a retired teacher, living in Toronto. She wants to know how to bank safely. Angela heard that older adults who experience financial abuse can lose their assets and suffer financial losses. This could put her health and wellbeing at risk. Angela's close friend Wendy, is quite bossy and says hurtful things to Angela. Wendy recently bullied Angela into letting her see her bank account password. When money started going missing from the account, Angela knew she needed to take steps to keep her money safe.

There are many ways that friends and family can assist older adults keep their money safe. One way is by staying vigilant, for signs of Financial Abuse:

- ▶ Large sums of money go missing from the person's bank account
- ▶ Large sums of money are unaccounted for in the older person's bank account.
- ▶ Personal belongings go missing
- ▶ Unexpected sale of the person's home or changes to their Will are made
- ▶ Isolation from family and friends
- ▶ Person seems nervous or worried when discussing money
- ▶ Bank statements no longer come to the home

## There are steps you can take to bank safely

| DO's  | DON'Ts  |
|---|---|
| <ul style="list-style-type: none"><li>✓ Memorize your PIN and password</li><li>✓ Always Shred old bank and credit card statements/ information</li><li>✓ Minimize the identification and the number of cards in your wallet</li><li>✓ Report lost or stolen cheques and credit cards immediately to your bank</li><li>✓ Review your credit report at least once a year</li><li>✓ Immediately sign the back of any new cards you receive</li></ul> | <ul style="list-style-type: none"><li>✗ DO NOT share PINS or password with anyone</li><li>✗ DO NOT give out personal information online or over phone</li><li>✗ DO NOT carry your social insurance number, passport or birth certificate unless you need it that day</li><li>✗ DO NOT respond to unsolicited e-mails</li><li>✗ DO NOT let any cards or pieces of ID out of your sight while making a purchase</li></ul> |

You can get lots of great tips for staying safe at [www.eapon.ca](http://www.eapon.ca) You can also access the **SENIORS SAFETY LINE 1-866-299-1011** In 200 Languages, 24 hours a day, 7 days a week

### And remember:

- ▶ Stay CONNECTED with friends, family and community to reduce isolation
- ▶ Get legal advice when writing Wills or appointing attorneys
- ▶ Attend educational seminars and learn all you can about managing and protecting your money
- ▶ File your taxes annually, and take advantage of free clinics

### Helpful Resources

Find a legal clinic in your area:

[www.legalaid.on.ca](http://www.legalaid.on.ca)  
1-800-668-8258

Canadian Anti-Fraud Centre (CAFC)  
The CAFC puts together information about frauds/ scams/identify theft and they can help you.  
[www.antifraudcentre-centreantifraude.ca](http://www.antifraudcentre-centreantifraude.ca)  
1-888-495-8501

Senior Crime Stoppers  
You can remain anonymous.  
1-800-222-TIPS (8477)

Office of the Public Guardian and Trustee  
[www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)  
1-800-366-0335

Ombudsman for Banking Services and Investments  
1-888-451-4519  
[www.obsi.ca](http://www.obsi.ca)

Ontario Securities Commission  
[www.osc.ca](http://www.osc.ca)

Canadian Banks Association  
[www.cba.ca](http://www.cba.ca)

"What if I have more questions or would like more information"



### Elder Abuse Prevention Ontario

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