



**SAFE BANKING
FOR SENIORS**®



PRESENTER'S GUIDE

Choosing a Financial Caregiver

What We'll Discuss

- What a financial caregiver is
- Choosing the right person for the job
- A financial caregiver's responsibilities
- What to do if things don't work out

What Is a Financial Caregiver?

- A person who **helps** you manage your financial life
- The relationship **evolves** as your needs change
 - Initially, assistance with everyday financial matters
 - Greater responsibility if you become ill or injured or have trouble managing your money

Why Have a Financial Caregiver?

- Help you avoid ***preventable problems***—missed payments, lapsed insurance or unpaid taxes
- Help you be alert to ***potential fraud***
- Have someone in place to handle your affairs if you can't

Role of a Financial Caregiver

- Helps with day-to-day finances and helps you plan for future financial needs
- Identifies benefits for which you may be eligible
- Is vigilant about protecting you from financial exploitation
- May serve as liaison with bank, brokerage firm, attorney and other professionals

Who Is a Good Choice?

- Someone you know well and trust implicitly
- Someone with the knowledge and common sense to do things right
- Someone who can interact effectively with family members and financial professionals

Hints for Choosing Financial Caregivers

- Evaluate the advice—financial and otherwise—they have given you in the past
- Weigh how they manage their own finances
- Ask your banker and lawyer what factors to consider in making your choice

Who Is a Poor Choice?

- Someone who intimidates you or makes you uneasy
- Someone with financial, legal or serious health problems or with known addictions
- Someone who wants to control or limit your relationships with others
- Hired health caregivers or other in-home workers

An Evolving Relationship

- Begin by asking the potential caregiver for advice on specific issues
- Request caregiver receive third-party notification for bank and brokerage accounts and insurance policies
- Gradually transfer more responsibility

Informal Arrangements

- Ask caregiver for help with specific tasks
 - Reviewing statements and preparing checks
 - Organizing your financial records
 - Filing your tax return
- Set up a separate, limited-balance bank account for paying bills
 - Share account information with caregiver
 - Ask bank to periodically transfer funds

Limits of Informal Arrangements

- No authority to handle your finances if you're incapacitated
- No fiduciary responsibility to act in your best interest
- No legal record of relationship

Formal Caregiving Arrangements

- You may select:
 - Agent with power of attorney
 - Trustee for a revocable living trust
- You or another may select:
 - Social Security Representative Payee
 - Veterans Affairs Fiduciary

Caregiver as Fiduciary

Financial caregivers are *fiduciaries*.
A fiduciary has an obligation to act
in another person's best interest.

Power of Attorney

- Give your financial caregiver legal authority to act as your agent
- Specify the agent's powers in a legal document
- Continue to make decisions independently as long as you're able
- Then agent assumes powers you've granted

Revocable Living Trust

- Trustee you name has legal authority to manage and distribute the trust assets as trust agreement directs
- You can change the trustee or revoke the trust provided you're able
- Upon your death, the trust becomes irrevocable

Social Security Representative Payee

- If you can't manage your Social Security benefits, you need a representative payee
 - Manages **only** your Social Security benefits
 - Generally family member or friend
 - Must apply and be approved by SSA
 - Must use benefits exclusively for you
 - Must keep detailed records of how the benefits were spent
- Bank will help set up appropriate account

Veterans Affairs Fiduciary

- If you're a veteran and can't manage your benefits, you need a VA Fiduciary
 - Manages **only** your benefit checks from the VA
 - Generally family member or friend
 - Must apply and be approved by VA
 - Must use benefits exclusively for you
- Bank will help set up appropriate account

Why Not a Joint Account?

- Enables joint account holder to pay bills and conduct other bank or brokerage business
- Poses potentially dangerous risks
 - No fiduciary responsibility to use assets for your benefit
 - Joint account holder can empty account
 - Joint account holder's debts can be collected from this account
 - Joint account can complicate estate planning

Risks With Financial Caregivers

- Unscrupulous caregivers may violate the trust you place in them
- You may not be aware anything is wrong
- If you do, you may not know how to respond

Do Benefits Outweigh Risks?

- Definitely—financial caregiving is essential for protecting your assets
- Delay won't make handling your finances easier, may make it harder
- Waiting too long can require the courts to intercede

Managing the Risks

- Be skeptical
- Get outside advice
- Take action when required
- Don't blame yourself

One, Or One Too Many?

- One financial caregiver or two, each with different responsibilities?
 - Having just one consolidates authority
 - Having two may limit risk, but could create confusion
- To avoid hard feelings, might use others as Power of Attorney for healthcare

Seeking Advice

As you consider choosing a financial caregiver:

- Contact your bank representative
- Consult your attorney
- Talk with other trusted advisers (accountants, clergy) and friends

How Your Bank Can Help

- Alert you to suspicious activity
- Help you review statements
- Answer your questions about financial matters
- Assist your agent or representative in handling your accounts

Working With Your Financial Caregiver

- Making your relationship with a financial caregiver work depends on both of you
- Having a trusted caregiver is the best way to:
 - Protect your financial security and avoid fraud
 - Ensure your money is used as you want it to be

Activity Worksheets

To engage participants in the workshop and emphasize key points in the lesson, the workshop materials include two Activity Worksheets that you can use with the group at appropriate points in the presentation.

The primary purpose of the activities is to get seniors to share their experiences with other participants, voice their concerns and learn that they are not alone in dealing with identity theft and financial fraud. Hearing about common experiences from their peers can help them overcome the fear and embarrassment they may feel about speaking up about being the victim of identity theft, scams or unreliable caregivers.

USING THE ACTIVITY WORKSHEETS

The size of the group, the configuration of the presentation venue and the time you have available will help you determine how best to incorporate the activities into the presentation.

With smaller groups, it may be simplest to distribute the worksheets and ask participants to volunteer their responses. Then ask the group to comment, being sure **not** to be put any participant on the spot or have them think their response was wrong. If circumstances allow, you may also divide the participants into two groups to facilitate discussion, then compare the two groups' responses.

You might also want to use one of the activities towards the end of the presentation to recap certain key points and informally assess what participants have learned.

Your *Safe Banking for Seniors* kit includes PDFs of two Activity Worksheets. In each case, the first copy, marked "Presenter Version," is an annotated version for your reference only. It suggests ways to introduce and use the worksheet and also includes some recommended responses that reinforce key points in the lesson. The second, unmarked version is the one to print out for participants and distribute during the workshop.

The kit also includes two Resource Sheets—one that deals with scams and identity theft and another with financial caregiving—that you should hand out to participants at the close of the presentation for their future reference.

Choosing a Financial Caregiver

Activity Worksheet 1 — PRESENTER VERSION

Distribute the worksheet to each participant in the group. Introduce the activity by noting that while participants may be extremely diligent about handling their financial matters, there may be some things that become harder to do, or are sometimes overlooked.

Read through each of the following events or incidents, and in each case, ask participants to indicate whether they had that experience over the past two months. Mention that their answers are confidential—nobody will see them.

After the worksheet is completed, ask participants to add up the number of Yes responses, and then share with them the following scores and what they suggest.

Yes Responses	Observation
0 to 2	May not need a caregiver just yet
3 to 4	Search for an appropriate caregiver very soon
5 or more	Should already have a financial caregiver

Situation	Did you have this experience in the past 2 months?
You forgot to pay a bill	<input type="checkbox"/> Yes <input type="checkbox"/> No
You noticed transactions on your statement that you don't recall making	<input type="checkbox"/> Yes <input type="checkbox"/> No
You found it hard to use an ATM	<input type="checkbox"/> Yes <input type="checkbox"/> No
You feel threatened by a family member or someone else close to you	<input type="checkbox"/> Yes <input type="checkbox"/> No

Activity Worksheet 1, Continued — PRESENTER VERSION

A friend or relative asked you to buy an investment, contribute to a charity or do something else that will cost you money	___Yes ___No
You forgot to make a required minimal withdrawal from your retirement savings accounts	___Yes ___No
You had a hard time reading your financial statements and didn't always understand the information on them	___Yes ___No
You felt a bit overwhelmed by the paperwork involved in paying all your bills and keeping up-to-date with things	___Yes ___No
You received a letter or call about winning a lottery or prize and responded to it	___Yes ___No
You had to ask someone to help you enter your PIN to make a purchase in a store	___Yes ___No
You attended a luncheon about retirement planning and provided personal financial information or bought a financial product	___Yes ___No
You clicked on a link in an email when you didn't really know who sent it	___Yes ___No
You received an email from your bank asking for personal information and provided it	___Yes ___No
Total number of Yes responses	= ____ Yes responses

Choosing a Financial Caregiver

Activity Worksheet 1

While you may be extremely diligent about handling your personal finances, you may be finding some things harder to do. Or, you may be forgetting or overlooking important financial matters.

The chart below lists several common situations that many seniors have experienced. For each situation, check “Yes” or “No” to indicate whether or not you’ve had this same experience in the past two months. When you’ve answered all of the questions, add up the total number of Yes responses.

Your responses are strictly confidential—nobody will see your responses!

Your presenter will talk to your group about the number of Yes responses and the potential need for financial caregiving. You can use the results to determine if you should be working with a financial caregiver.

Situation	Did you have this experience in the past 2 months?
You forgot to pay a bill	___Yes ___No
You noticed transactions on your statement that you don't recall making	___Yes ___No
You found it hard to use an ATM	___Yes ___No
You feel threatened by a family member or someone else close to you	___Yes ___No
A friend or relative asked you to buy an investment, contribute to a charity or do something else that will cost you money	___Yes ___No
You forgot to make a required minimal withdrawal from your retirement savings accounts	___Yes ___No

Activity Worksheet 1, Continued

You had a hard time reading your financial statements and didn't always understand the information on them	<input type="checkbox"/> Yes <input type="checkbox"/> No
You felt a bit overwhelmed by the paperwork involved in paying all your bills and keeping up-to-date with things	<input type="checkbox"/> Yes <input type="checkbox"/> No
You received a letter or call about winning a lottery or prize and responded to it	<input type="checkbox"/> Yes <input type="checkbox"/> No
You had to ask someone to help you enter your PIN to make a purchase in a store	<input type="checkbox"/> Yes <input type="checkbox"/> No
You attended a luncheon about retirement planning and provided personal financial information or bought a financial product	<input type="checkbox"/> Yes <input type="checkbox"/> No
You clicked on a link in an email when you didn't really know who sent it	<input type="checkbox"/> Yes <input type="checkbox"/> No
You received an email from your bank asking for personal information and provided it	<input type="checkbox"/> Yes <input type="checkbox"/> No
Total number of Yes responses	= _____ Yes responses

Choosing a Financial Caregiver

Activity Worksheet 2 — PRESENTER VERSION

Distribute the worksheet to each of the participants. Mention that choosing an appropriate and reliable caregiver is a judgment call, but there are certain criteria you can apply, and certain warning signs to look for.

For each of the following descriptions of a potential caregiver, ask individual participants whether or not they would select such a person, and why. You can then ask other participants if they agree. Some reasons why a person would be appropriate or not are suggested below. Participants might have other reasons as well.

Possible Caregiver	Yes/Possibly/No	Reason Why
A close neighbor and friend, about your age, who helps you with household chores, shopping and running some errands	Possibly	The person may not have the financial experience or ability to provide the services you may need; The person your age is also a senior and may have their own financial challenges
A son or daughter who has a responsible job, keeps in touch with you, but lives in a different part of the country or overseas	Possibly	As long as you're in close touch, this person could be a caregiver but may need to rely on someone else to handle everyday matters
A person that you really like and trust, but that you know has had some financial problems in the past	No	There's risk that this person doesn't have the ability or knowledge to care for your financial matters
A close relative who lives nearby, knows your family and has helped members of his/her own family with financial matters.	Yes	This person would seem to meet the criteria for a reliable financial caregiver

Activity Worksheet 2, Continued — PRESENTER VERSION

A person that was recommended by someone you know and like, such as a member of your church and coordinator in a community center	Possibly	You would need to know more about this person, his or her interest in acting as a caregiver, and their ability and experience in taking on this responsibility
A son or daughter who has a professional career, who is always very busy but promises to make time to see your financial needs	Possibly	The child would probably have your best interests in mind, but may be distracted by career and family commitments
A long-time friend who sees you often, knows your family, is fairly well to do, has held a steady job and works with professionals to manage his/her own finances	Yes	This person would seem to meet the criteria for a reliable financial caregiver
A close relative who has held many different jobs, has some recent health problems, but has always been close to you and wants to help you in any possible	No	Despite best intentions and having your interests in mind, this person may not have the knowledge, experience or time to tend to your financial matters

Choosing a Financial Caregiver

Activity Worksheet 2

Choosing the right caregiver is extremely important. There are several criteria you can use to make your decision, but your choice is also a judgment call.

The chart below describes several possible caregivers. For each one, indicate whether or not you think the person would be a responsible caregiver. Mark “Yes” if the person would be appropriate, “Possibly” if you aren’t sure, and “No” if the person would not be a good choice.

You’ll have a chance to discuss your choices with other participants in the group and hear their responses as well.

- 1. Possible Caregiver:** A close neighbor and friend, about your age, who helps you with household chores, shopping and running some errands

Is this person appropriate: Yes Possibly No

Why do you think so? _____

- 2. Possible Caregiver:** A son or daughter who has a responsible job, keeps in touch with you, but lives in a different part of the country or overseas

Is this person appropriate: Yes Possibly No

Why do you think so? _____

- 3. Possible Caregiver:** A person that you really like and trust, but that you know has had some financial problems in the past

Is this person appropriate: Yes Possibly No

Why do you think so? _____

- 4. Possible Caregiver:** A close relative who lives nearby, knows your family and has helped members of his/her own family with financial matters

Is this person appropriate: Yes Possibly No

Why do you think so? _____

Activity Worksheet 2, Continued

5. **Possible Caregiver:** A person that was recommended by someone you know and like, such as a member of your church or coordinator in a community center

Is this person appropriate: Yes Possibly No

Why do you think so? _____

6. **Possible Caregiver:** A long-time friend who sees you often, knows your family, is fairly well to do, has held a steady job and works with professionals to manage his/her own finances

Is this person appropriate: Yes Possibly No

Why do you think so? _____

7. **Possible Caregiver:** A close relative who has held many different jobs, had some recent health problems, but has always been close to you and wants to help you in any possible

Is this person appropriate: Yes Possibly No

Why do you think so? _____

Identifying Scams and Preventing Identity Theft

Resource Sheet

Organization Name	What It Provides What You Can Do	How to Contact
AARP	<ul style="list-style-type: none"> • Up-to-date information on recent frauds that exploit the elderly • Financial caregiver information 	www.aarp.org/money/scams-fraud (888) 687-2277
Better Business Bureau	<ul style="list-style-type: none"> • Scam alerts • Reporting scams 	www.bbb.org (703) 276-0100
Consumer Financial Protection Bureau (CFPB)/ Office of Older Americans	<ul style="list-style-type: none"> • Information and tools for managing finances and preventing financial exploitation • Fraud alert information 	www.consumerfinance.gov/older-americans (855) 411-2327
Consumer.gov	Information on scams and identity theft	www.consumer.gov
Consumer Credit Reporting Agencies <ul style="list-style-type: none"> • Equifax • Experian • Transunion 	Place a fraud alert to receive free credit report from each agency	www.equifax.com www.experian.com www.transunion.com
Annual Credit Report.com	Free copy of your credit report from each major credit rating agency once every 12 months	www.annualcreditreport.com

Resource Sheet, Continued

Direct Mail Association	Register for “Do Not Mail” list	www.dmaconsumers.org/cgi/offmailinglist/
Federal Bureau of Investigation (FBI)	Information on protecting yourself against scams	www.fbi.gov/scams-safety/fraud/seniors
Federal Deposit Insurance Corporation (FDIC)	How banks help victims of identity theft	www.fdic.gov/consumers/assistance/protection/index.html (877) 275-3342
Federal Trade Commission (FTC)	<ul style="list-style-type: none"> • Warning signs of identity theft • Report identity theft • Get scam alerts • Register for “Do Not Call” • Tips for protecting credit and debit cards 	http://www.consumer.ftc.gov/scam-alerts www.identitytheft.gov
Financial Fraud Enforcement Task Force	<ul style="list-style-type: none"> • Advice for avoiding and defending against scams and elder fraud • What to do if you’re a victim of fraud • Reporting fraud to authorities 	www.stopfraud.gov/report.html (202) 514-2000
National Consumers League (National Fraud Information Center)	Information on avoiding telemarketing and Internet fraud	www.fraud.org (800) 876-7060
OnGuard Online	Information on minimizing your chances of being scammed online	www.onguardonline.gov/topics/avoid-scams

Resource Sheet, Continued

Save and Invest	Instructions for reporting scams, identity theft, and other fraud	www.saveandinvest.org
Social Security Administration	Information about and application for representative payee	www.ssa.gov/payee (800) 772-1213
USA.gov	Information on identifying and protecting yourself against scams and frauds	www.usa.gov/scams-and-frauds (844) 872-4681

Financial Caregiving

Resource Sheet

Organization Name	What It Provides	How to Contact
AARP	Financial caregiver information	www.aarp.org/relationships/caregiving (888) 687-2277
Administration for Community Living	Information on services for older persons and adult with disabilities	www.acl.gov (202) 401-4634
Consumer Financial Protection Bureau (CFPB)/ Office of Older Americans	Information for financial caregivers	www.consumerfinance.gov/older-americans (855) 411-2372
Eldercare Locator	Access to local services for seniors, their families and caregivers	www.eldercare.gov (800) 677-1116
National Adult Protective Services Association	<ul style="list-style-type: none">• Elder abuse reporting contacts for every state• Explanation of Adult Protective Services' responsibility to investigate elder abuse and help its victims• Information on financial exploitation of the elderly	www.napsa-now.org/get-help/help-in-your-area (217) 523-4431

Resource Sheet, Continued

National Center on Elder Abuse	Information about elder abuse and access to interventions and support services for seniors	www.ncea.aoa.gov
National Council on Aging	<ul style="list-style-type: none"> • Comprehensive, free online service to help older adults find work, cut spending, reduce debt and use their home equity • Comprehensive, free online service to help seniors with limited income identify benefits • Financial educational program designed to help older adults learn how to budget, avoid scams, apply for benefits, and manage prepaid debit cards 	www.economiccheckup.org www.benefitscheckup.org www.ncoa.org/SavvySeniors
Social Security Administration	Information about and application for representative payee	https://www.ssa.gov/payee/faqrep.htm (800) 772-1213
U.S. Department of Justice	Comprehensive information on elder financial exploitation	http://www.justice.gov/elderjustice/financial/
Women's Institute for a Secure Retirement (WISER)	Financial Steps for Caregivers	www.wiserwomen.org/index.php?id=96&page=caregiving
Veterans Affairs	Information for retirement payees	www.benefits.va.gov/fiduciary