

Managing money when living with dementia



Working together with



HSBC

Together we thrive

At HSBC we are committed to helping everyone bank safely, independently and receive the correct support when needed.

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Dementia is a collective term for progressive brain syndromes which affect memory, thinking, orientation, comprehension, judgment, language, behaviour and emotion. Dementia affects 50 million people worldwide, and according to Hong Kong's Hospital Authority, the local prevalence rates of dementia in the city are estimated to be at 5%-8% among persons aged over 65, and at 20%-30% among those aged over 80. Common symptoms may include loss of short-term memory, difficulty in performing previously routine tasks, getting lost in familiar places, difficulty in finding the right words or understanding what people are saying or even personality and mood changes. Symptoms can vary and each person will experience dementia in their own way.

We want our customers living with dementia to be able to bank in the way that makes them feel most comfortable. That is why some of our staff have become Dementia Friends*, meaning that they are able to offer meaningful advice and support.

* Dementia Friends is a global movement that aims to change people's perceptions of dementia, to tackle the stigma and lack of understanding about people living with the condition. The movement also motivates the public to put their care into action, to help support people with dementia and their family members. It was initiated by Alzheimer's Society UK in 2013, and Hong Kong Alzheimer's Disease Association joined the movement in 2017. Dementia-friendly acts are voluntary, and can be of any scale and frequency, anytime, anywhere. You can visit www.dementiafriends.hk/en/ for more details.

Source: *Dementia*, Hospital Authority (2017)

This guide provides information on how we can help people living with dementia manage their finances to make best and safe use of our banking services.

We are proud to be working in partnership with Hong Kong Alzheimer's Disease Association. Together we are building a more dementia-friendly community and are working towards HSBC becoming a dementia-friendly business.

Our staff are available to help if you have any questions. For information on how to get in touch, please see the '**Contact us**' section of this guide.



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 an example of a spending diary below.

Date	Amount	Transaction	Current Balance
8 November	HK \$150	Food shop	HK \$3,000
12 November	HK \$500	Cash (ATM)	HK \$2,500
12 November	HK \$20	Magazine	HK \$2,480
15 November	HK \$200	Gas bill	HK \$2,280
16 November	HK \$60	Hair	HK \$2,220

Making regular payments

- ◆ Standing instructions and Autopay can be useful ways to make regular payments, helping to make sure that they take place on time and for the correct amount.
- ◆ For more information on standing instructions and Autopay, you can speak to us or the organisation you need to make the payment to, eg your phone or gas provider.

Statements

- ◆ Your statements are a good way to keep track of your money and spending. You can access your statements on Internet Banking or Mobile Banking, or have them posted to your correspondence address.
- ◆ If you would like to make any changes to how you receive your statements, please let us know.
- ◆ If you have a Passbook Savings account, you can keep track of your money by regularly updating your passbook at our branches.



Reduce the amount you can withdraw from an ATM machine

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

Phone Banking – Voice ID

- ◆ We have made it easier for you to contact us over the phone by using HSBC Voice ID – our voice recognition technology.
- ◆ Voice ID makes phone banking easier and safer.
- ◆ Your voice acts as your password when you repeat a small phrase (do not worry about remembering it – we will tell you what to say each time).
- ◆ To sign up for HSBC Voice ID, existing Phone Banking-registered customers may call our Enrolment Hotline at (852) 2233 3360. To register for our Phone Banking service, please call our Customer Service Hotline.

Cards and PINs

- ◆ **Remember: Never write down your PIN, passwords or any other security details.**

Tips on how to remember your PIN

- ◆ You can change your PIN for your HSBC ATM or credit card at any of our ATM 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 a friend's birthday.
- ◆ Please avoid obvious or easily guessed numbers, like your birthday, and do not choose sequences such as 123456 or 888888.

HSBC Contactless Credit Cards

- ◆ If your HSBC credit card has the 'contactless' symbol on the front, you can simply tap and pay in thousands of Hong Kong and overseas stores, including supermarkets, convenience stores, restaurants and department stores. Using Visa payWave or MasterCard contactless payment terminals that display the 'contactless' symbol, you can perform transactions of up to HK\$1,000* without the need for a signature. (*This amount varies from merchant to merchant.)
- ◆ All contactless payment transactions will be clearly detailed in your monthly statement.
- ◆ The contactless payment transactions are just as secure as any other credit card transactions through the Visa or MasterCard payment networks.



'Contactless' symbol on payment terminals

HSBC Basic Banking Account with Independence

Our Basic Banking Account with Independence service enables those with diminished mental capacity to maintain a level of financial independence. You can use the account to withdraw cash, make payment by EPS or enjoy other basic banking services. Meanwhile, your legally appointed third party can manage any other accounts in your name. For more details, please contact our branch staff or visit www.hsbc.com.hk/power-of-attorney/basic-banking-account.

HSBC Easy ATM Services

Customers can choose to apply for a card under the Easy ATM scheme. This provides those who require more assistance when using our machines, such as those with dementia, with an ATM card that automatically provides a larger screen display, simpler processes and functions limited to those most frequently needed which are:

- ◆ Cash withdrawal on Primary Account
- ◆ Balance enquiry (display for Primary account automatically)
- ◆ Transfers to Secondary Account
- ◆ Change PIN (PIN = Personal Identification Number)

Customers can opt for Easy ATM Cards through an Easy ATM Service Request/Revision Form or contact our branch staff for assistance.

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 options are suitable once someone has lost mental capacity.
- ◆ Our staff can help ensure you understand the available options, please contact us to talk about them.
- ◆ This table shows when it is possible to set up each of the authority options with us and when someone else is able to support you with managing your accounts.

		Letter of Delegation	General Power of Attorney signed before solicitor [#]	Enduring Power of Attorney [*]	Guardianship Order [^]	Court appointed Committee ^{^^}
Set up the authority option for account holder	When the account holder has mental capacity	√	√	√	X	X
	Once the account holder has lost mental capacity	X	X	X	√	√
Manage accounts for account holder	When the account holder has mental capacity	√	√	X	X	X
	Once the account holder has lost mental capacity	X	X	√	√	√

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

Note: For all types of authority, restrictions may apply (including where multiple attorneys are appointed), meaning that not all of the activities detailed in the table below will be permitted.

	Letter of Delegation	General Power of Attorney signed before solicitor [#]	Enduring Power of Attorney [*]	Guardianship Order [^]	Court appointed Committee ^{^^}
Obtain information about account holder's account(s)	√	√	√	√	√
Open/close Basic Banking Account with Independence with account holder	X	X	√	√	√
Activate account holder's unclaimed account(s)	X	X	√	X	X
Make payments (ie remittance)	√	√	√	√	√
Withdraw cash	√	√	√	√	√
Deposit cash/cheques	√	√	√	√	√
Issue cheques	√	√	√	√	√
Apply for Internet, mobile or phone banking service	X	X	X	X	X
Operate account using Internet, mobile or phone banking	X	X	X	X	X
Apply for ATM card	X	X	X	X	X
Operate account using ATM card	X	X	X	X	X
Request cheque book	√	√	√	√	√
Request statement	√	√	√	√	√
Set up/amend/cancel standing orders and autoPay services	√	√	√	√	√
Apply for new lending (Mortgage, Overdraft, Loan and Credit Card)	X	X	X	X	X
Apply for investment services	X	X	X	X	X
Retrieve items from Safe Deposit Box	√ Subject to the signing of 'Appointment of Deputy of Lessee(s) of a Safe Deposit Locker' by account holder	√ Subject to the signing of 'Appointment of Deputy of Lessee(s) of a Safe Deposit Locker' by account holder	√ Subject to the terms of the 'Enduring Power of Attorney'	√ Subject to the terms of the 'Guardianship Order'	√ Subject to the terms of the 'Court appointed Committee'

[#] We may accept a Specific Power of Attorney signed before solicitors provided that the powers given to the attorney are clear, specific and acceptable to us. A Specific Power of Attorney will be subject to the same restrictions that apply to a General Power of Attorney indicated in the table above.

^{*} We will only accept an Enduring Power of Attorney that has been registered with the High Court of Hong Kong.

[^] For more information about Guardianship Orders, you can visit the Social Welfare Department website: www.swd.gov.hk/en/index/site_pubsvc/page_medical/sub_guardiansh

^{^^} For more information about Committee of Estate of a Mentally Incapacitated Person appointed by the Court, you can visit the Hong Kong Judiciary website: www.judiciary.hk/en/court_services_facilities/guidance_note.html

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.

You can access our Security Centre at www.hsbc.com.hk/help/security-centre/threats

Please beware of people asking for your personal or financial information, even if they claim to be from the bank, the police or another trusted organisation. If faced with such a request, take the time to step back and consider whether it is genuine. 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.
- ◆ Do not assume an email, phone call or text is authentic – if in doubt contact the organisation on a known number to check. Be especially cautious if you have been told not to tell family and friends about the message.
- ◆ Do not 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 our customer hotline listed on the back of this guide or visit one of our branches.

Places you can find support

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

Hong Kong Alzheimer's Disease Association or other organisations with dementia services

Speak to the Hong Kong Alzheimer's Disease Association or other organisations offering dementia services, who can provide information to help you understand dementia and what to expect, including practical advice and support about living with the condition. Their websites are listed at the end of this brochure.

Medical professionals

If you or a family member has symptoms of dementia and have not yet been diagnosed, speak to your doctor who will be able to provide you with more information and support.

Financial support

There are various welfare benefits and financial support that a person living with dementia may be eligible to receive. Please contact the Social Service Welfare Department, elderly service units or organisations with dementia services for further information. If you do not have family or friends able to assist you with financial issues, please contact your nearest elderly service unit for assistance.

HSBC

You may need somebody else to help you with your finances, either now or in the future. Please see 'Power of Attorney' at www.hsbc.com.hk/dementia for more information. Now is 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.



Additional help and information

If you need information about dementia-related community services and support, the following contacts may be useful:

Hong Kong Alzheimer's Disease Association

Website	www.eng.hkada.org.hk	
Phone	Head Office and Brain Health Centre (Lok Fu)	(852) 2338 1120
	Jean Wei Centre (Wan Chai)	(852) 3553 3650
	Tseung Kwan O Integrated Service Centre	(852) 2778 9728
	Gene Hwa Lee Centre (Tsuen Wan)	(852) 2439 9095

Dementia, Elderly Health Service, Department of Health, HKSAR

Website	www.elderly.gov.hk/english/common_health_problems/dementia/dementia.html
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Social Welfare Department, HKSAR (Elderly service units)

Website	www.swd.gov.hk/en/index/site_pubsvc/page_elderly
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Circle of Care Community Support Centre for the Elderly, Tung Wah Group of Hospitals

Website	www.tungwahcsd.org/en/our-services/elderly-services/specialized-services/COC/introduction
Phone	(852) 2714 9419

Community Rehabilitation Network, The Hong Kong Society for Rehabilitation

Website	www.rehabsociety.org.hk/dccs/crn
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Day Care Centre for the Elderly (Yuen Long), Pok Oi Hospital

Website	www.pokoi.org.hk/service/social/daycarecentrefortheelderly/daycentrefortheelderlyyuenlong (Chinese only)
Phone	(852) 2470 2266

Additional help and information (Continued)

St. James' Settlement Kin Chi Dementia Care Support Service Centre

Website	dementia.sjs.org.hk/sjs/tc/index.php (Chinese only)	
Phone	Sai Wan	(852) 2816 9009
	Wan Chai	(852) 2596 2506

Jockey Club Centre for Positive Ageing

Website	www.jccpa.org.hk/en/home/index.html
Phone	(852) 2636 6323

Mind Delight Memory & Cognitive Training Centre, Christian Family Service Centre

Website	www.mlc.cfsc.org.hk (Chinese only)
Phone	(852) 2793 2138

Smart Club, Evangelical Lutheran Church Social Service, Hong Kong

Website	www.service.elchk.org.hk/eng/unit_service3.php
Phone	(852) 2698 4822

Yan Oi Tong Clarea Au Eldergarten

Website	www.clareaaueldergarten.yot.org.hk (Chinese only)
Phone	(852) 2323 4448

Yan Chai Hospital Yim Tsui Yuk Shan Active Mind Centre

Website	www.yanchai.org.hk/en/services/social-services/elderly-services/ytys-community-service-center
Phone	(852) 2614 8967

If you do not have family or friends able to assist you with financial issues, please make an enquiry at your nearest elderly service unit for possible solutions.

About Powers of Attorney, Enduring Powers of Attorney and Guardianship Orders

Hong Kong e-Legislation – Cap. 31 (Powers of Attorney Ordinance)

www.elegislation.gov.hk

Department of Justice (Enduring Powers of Attorney)

www.doj.gov.hk/eng/epa/index.html

Enduring Powers of Attorney – Community Legal Information Centre

www.clic.org.hk/en/topics/enduring_Powers_of_Attorney

Guardianship Board (Guardianship Order)

www.adultguardianship.org.hk/content.aspx?id=home&lang=en

Social Welfare Department (Guardianship Order)

www.swd.gov.hk/en/index/site_pubsvc/page_medical/sub_guardiansh

Hong Kong Judiciary

(Court appointed Committee of Estate of a Mentally Incapacitated Person)

www.judiciary.hk/en/court_services_facilities/guidance_note.html

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