

Banking Services for Persons with Dementia User Guide

Contents

1. Introduction.....	3
2. What is dementia?.....	3
3. Advice to persons with dementia.....	3
4. Authorising a person to help you manage your finances	4
5. Authorising a person to manage your bank accounts.....	5
6. Documents and information required for personal account opening	6
7. Products and services for persons with dementia.....	7
8. Safeguard your money	7
9. Security tips for using bank accounts	7
10. Contact us.....	8
11. Other information for reference.....	8

1. Introduction

- In view of the ageing population in Hong Kong, the number of people affected by dementia in the territory is projected to increase. Dementia will affect the daily lives of these people as their cognitive abilities decline and their memory capacity deteriorates.
- This guide provides information on how to manage money and the safe use of our banking services for persons with dementia.

2. What is dementia?

- According to the health information provided by the Elderly Health Service website of the Department of Health¹, dementia is a disease of decline in brain function due to neurological pathology. Patient's memory, comprehension, language, learning capacity, calculation and judgment would be affected. Some patients also have emotional, behavioral and sensory problems.

3. Advice to persons with dementia

Simplifying management of your finances

- If you have more than one bank account, you may consider to consolidate them into one so you can manage your money with ease.
- Reduce the number of credit cards you have. It can help you spend less and consolidate your credit balance so you can easily manage your payment.
- Make use of autopay or standing instructions to make sure your bills can be paid on time with the correct amount without hassle.

Other things you can do

- If you have a passbook savings account, you should update the transaction record of your passbook regularly to check the latest account activities.
- Review your bank statement as soon as they arrive. Inform the Bank immediately if you notice any suspicious transaction.
- Prepare a list of your regular bills (e.g. telecommunications services, electricity, rental, etc.) and put it in your wallet (or other suitable places). Put a remark beside each bill once you have paid it.

¹ For more information, please refer to the website of Elderly Health Service.

4. Authorising a person to help you manage your finances

- Consider planning ahead on authorising a person to help you manage your finances. In the longer term, such a decision will ensure that the best arrangements will be made in accordance with your wishes.

Option 1 – Arrange for “Power of Attorney”

- For customer with sufficient mental capacity, he/she may consider authorising a person² to operate his/her accounts maintained with the Bank. The customer is required to visit any branch of the Bank in person together with the prospective authorised person to process the relevant application. For details, please contact the Bank’s Customer Services Hotline at (852) 3768 6888.

Option 2 – Arrange for “Enduring Power of Attorney”³

- An “Enduring Power of Attorney” is a legal document that gives another person the right to transfer funds to the “Basic Accounts” as necessary within the applicable limits pursuant to the relevant legal documents (if any), in order to facilitate access to banking services to meet your daily needs on your behalf⁴. It remains valid if you lose mental capacity. You are advised to seek independent legal advice for the details, including the prescribed form⁵.

² It is important to choose someone you trust as your attorney. You need to feel confident they will act in your best interests.

³ It refers to the attorney documented in the registered “Enduring Power of Attorney” which does not restrict the attorney from opening an account for the relevant person with dementia.

⁴ Your Attorney must register the “Enduring Power of Attorney” with the High Court in Hong Kong in order to be able to make decisions on your behalf.

⁵ For details, please refer to the leaflet of “Enduring Power of Attorney” published on the website of the Department of Justice.

5. Authorising a person to manage your bank accounts

- The table below indicates the transactions that your authorised person can carry out on your behalf.

	The Bank's "Power of Attorney"	"Basic Accounts" under the "Enduring Power of Attorney"
Account Withdrawal (including cash or transfer)	✓	✓
Remittance (including local and overseas)	✓	✓
Issue Cashier's Order/ Demand Draft	✓	✓
Request Cheque Book/ Bank Statement	✓	✓
Setup Standing Instruction/Autopay	✓	✓
Reactivate a Dormant Account	✗	✓

Important: No matter what your choice is, you should discuss your decision with your family so every family member knows and understands your wishes.

If the account holder has lost mental capacity and does not have the above-mentioned plans in place, the family members of the account holder may apply for Guardianship Order or Court Order⁶ for managing his/her accounts.

⁶ For more information about Guardianship Order and Court Order, please visit the websites of Social Welfare Department and the Hong Kong Judiciary respectively.

6. Documents and information required for personal account opening

- Prospective customer and authorised person to be appointed are required to provide the original copy of the following identification documents for personal account opening:

Prospective Customer:	Documents Required for Personal Account Opening
Has mental capacity	■ Hong Kong Permanent Identity Cards ⁷ of prospective customer and authorised person to be appointed
Has lost mental capacity	■ Hong Kong Permanent Identity Cards of prospective customer and authorised person to be appointed ⁸ ■ “Enduring Power of Attorney” registered in the High Court

- Prospective customer is also required to provide the Bank with the following key personal information⁹ so as to comply with the requirements of the regulatory authorities:
 1. Current residential address;
 2. Account opening purpose and anticipated account activities;
 3. Occupation and employer details;
 4. Source of wealth and fund

⁷ Hong Kong Identity Card and valid passport/travel document are required if the prospective customer and authorised person are not Hong Kong permanent residents.

⁸ It refers to the attorney documented in the registered “Enduring Power of Attorney” which does not restrict the attorney from opening an account for the relevant person with dementia.

⁹ The list provided is not exhaustive. You may visit any branch of the Bank in person or call our Customer Services Hotline for more details. The Bank reserves the right to require prospective customer to provide more documents/ information in certain circumstances.

7. Products and services for persons with dementia

- Besides, the Bank provides persons with dementia with the following products and services, in light of the actual circumstance and as needed.

	Products/Services
Products/services offered to persons with dementia by the Bank	HKD Savings Account (Statement or Passbook)
	ATM Card
	Internet Banking Services / Mobile Banking Services / Telephone Banking Services

- Remark: The Bank has no minimum balance requirement or minimum balance fee currently, and there is also no ATM card annual fee for the relevant customers.

8. Safeguard your money

- You can apply for daily account withdrawal limit by approaching any branch of the Bank, if needed. The limit is applicable to branch counters, ATMs and other digital channels.

9. Security tips for using bank accounts

You should take the following measures to protect yourself:

- Report lost or stolen ATM cards or cheques immediately to the Bank.
- Login to the internet banking to check your account activity frequently.
- Review your monthly statements as soon as you receive them.
- Always keep any sensitive personal information (i.e. Bank Statement) in a safe place.
- Do not share or write down your Internet Banking/ATM card password.
- Approach branches in person for banking transactions.
- Safeguard your passbooks and cheque books.
- Update your passbooks regularly to check the latest account activities.
- Check your account transaction record regularly. Inform the Bank immediately if you notice any suspicious transactions.
- Do not sign any forms/documents of the Bank which are blank or incomplete.
- Change your PIN frequently (e.g. every 90 days). Inform the Bank immediately if you notice or suspect that your ATM card, PIN of your ATM

card and internet banking have been lost, stolen, leaked or you believe there is any unauthorised access to your account by third parties.

10. Contact us

For details, please visit our branches in person, browse our website www.chbank.com or contact the Bank's Customer Services Hotline at (852) 3768 6888.

11. Other information for reference

- St. James' Settlement – Kin Chi Dementia Care Support Service Centre: <https://dementia.sjs.org.hk/sjs/tc/service.php?id=92>
- Hong Kong Alzheimer's Disease Association: www.hkada.org.hk
- Jockey Club Centre for Positive Ageing: www.jccpa.org.hk
- Dementia Friendly Community Campaign: www.swd.gov.hk/dementiacampaign

Sources:

Elderly Health Service – Department of Health:

https://www.elderly.gov.hk/english/common_health_problems/dementia/dementia.html/dementia.html