



Guide to safeguard your money now and in the future.

Someday, most of us will need help managing our money and property in a way that reflects our wishes. Simple actions now will help make our lives easier and make sure those helping us know what we want.

Open this guide to learn more






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How this guide can help you

This guide is designed to help you, our members, safeguard your finances — keep your money safe — now and in the future.

Whether you have a little or a lot to safeguard, you can take steps to protect yourself from financial abuse and fraud. You may need to take steps to safeguard your finances if you:

-  rely on someone else to do your day-to-day banking because you have a physical disability
-  develop mental capacity issues through an illness such as Alzheimer's disease
-  have existing mental capacity issues because of a learning disability or illness
-  are diagnosed with a serious illness
-  have an accident or a death in the family and need extra support.

If you want to help someone who needs some help managing their money, this guide is for you too.

This is particularly important if they have or develop mental capacity issues, which means they might have difficulty making their own decisions.

This guide does not take the place of legal or financial advice from a suitably qualified person such as a solicitor or an accountant.

Managing your money

Asking us for help

If you need help managing your money, our staff will be happy to take the time to listen to your concerns.

They will be able to give you the most up-to-date information and suggest solutions for your situation.

You can call in to any of our branches during opening hours

→ savvi.ie/contact-us/

or alternatively you can call us on

01 6325100

or email us at

hello@savvi.ie

Managing your everyday banking

At different times in our lives, managing day-to-day banking can become more challenging.

Here are some tips to help you stay in control.

- Use less cash. It is easy to lose cash, and it is also easy for others to steal it. Avoid keeping large amounts at home to pay bills and tradesmen.
- Open a Savvi Pay Budget Account and set up direct debits to pay your regular household expenses and bills more easily and securely. Please click the following link for more information savvi.ie/savvi-pay-budget-account/
- Get regular current account statements from your bank in the post or online. Make sure you check these statements when they come in. This will help you identify suspicious activity or missing money.
- Never give your debit/credit card or personal details to another person, including your PIN or CVV number. If you do, that person will have full access to your money and can make withdrawals without your knowledge.
- Only share with your most trusted person — don't share your details with your 'whole family' or 'care team'. Think about who you trust the most and limit their help to only what you really need
- Use online or phone banking to make payments at a time that suits you. You can also use these services to keep track of payments into and out of your account or accounts. Keep your passwords to yourself.
- If you would like some help learning about phone or online banking, we will be happy to help you — just call us on 01 632 5100.

Getting another person involved in managing your affairs

Sometimes you may need to directly involve someone else in managing your affairs.

There are a few different ways to do this.



**Set up a
power of
attorney**



**Set up an
advance
healthcare
directive**



**Make
a will**



Setting up a power of attorney

A power of attorney (also known as a POA) is a legal arrangement that permits another person to act for you in matters such as financial matters. This person is called an attorney. They should be someone you know you can trust to act on your behalf and to follow your wishes.

There are two types of power of attorney: general and enduring.

General power of attorney

A general power of attorney lets you select someone to act for you while you have the capacity to manage your own affairs. You can let them act in general or for a specific purpose. This can be useful if, for example, you are travelling for long periods of time.

If you no longer have the mental capacity to manage your own affairs, a general power of attorney is no longer valid.

If you decide to set up a general power of attorney, make sure there is someone else you trust who can tell us the general power of attorney is no longer valid.

Enduring power of attorney

An enduring power of attorney is put in place when you are still able to manage your own affairs, but it only comes into effect when you can no longer manage your own affairs.

If you no longer have the mental capacity to manage your affairs, the attorney you appoint must apply to the courts to have the enduring power of attorney put in force.

You can draw up an enduring power of attorney through the Decision Support Service (DSS) — please click on the following link for more information

→ decisionsupportservice.ie

Advance healthcare directive

This arrangement lets you write down your wishes about healthcare and medical treatment decisions in case you are unable to make these decisions at some time in the future.

You can appoint someone you know and trust as your designated healthcare representative to ensure your advance healthcare directive is followed.

For further information on how to draw up an advance healthcare directive please click on the following link

→ decisionsupportservice.ie/services/advance-healthcare-directives



Making a will

A will is a legal document that sets out what you want to happen to your money and property, called your 'estate', after you die.

It is important to make a will to make sure your wishes are known and followed, and that you maximise the benefits of your estate.

You would normally make a will through a solicitor who can also advise you on planning you may need to think about for an inheritance by your family, friends or loved ones.

Using the Decision Support Service (DSS)

The Assisted Decision Making (Capacity) Act 2015 has changed the way that adults who have difficulty making decisions without help are supported.

Following on from the above, the DSS was set up to promote the rights and interests of people who may need support with decision-making. The DSS registers decision support arrangements and supervises decision supporters.

Decision-Making Assistance Arrangement

If you have difficulty making certain decisions on your own without help, you can appoint someone you trust to act as a decision-making assistant under a decision-making assistance agreement.

This agreement lets you appoint someone you know and trust as a decision-making assistant. Your decision-making assistant will help you to get information and explain it to you. They can help you to understand and weigh up your options. They can also help to let other people know what your decision is.

This agreement lets you specify decisions you need help with and gives someone the legal authority to help you to make those decisions for yourself. These decisions can be about your personal welfare or your property and money matters.

For information on how to make a decision-making assistance agreement please click on the following link

→ decisionsupportservice.ie/services/decision-making-assistance-agreement



Co-Decision-Making Agreement

If you are unable to make certain decisions on your own, you can make a co-decision-making agreement. This agreement lets you choose someone you know and trust such as a friend or family member as a co-decision-maker.

This agreement lets you write down decisions you need help with and give someone the legal authority to make those decisions jointly with you. They will help you to gather information and explain it to you in a way that you understand. They can also support you to let other people know about the decision you have made together.

For information on how to make a co-decision making agreement please click on the following link

→ decisionsupportservice.ie/services/co-decision-making-agreement

Decision-Making Representative Order

If you are unable to make certain decisions even with someone else's support, the court may appoint a decision-making representative to you. The decision-making representative is appointed by the court to make certain decisions on your behalf, taking into account your wishes.

If possible, the court will appoint someone you know and trust as your decision-making representative. However, if there is no-one willing or able to act on your behalf, the court may appoint someone from their panel of trained experts.

The decision-making representative can only make decisions that are written down in the order and must consider your wishes at all times during the decision-making process.

The court can appoint more than one person to act as a decision-making representative. The court decides whether the decision-making representatives must make decisions together or individually.

The decisions included in a decision-making representation order are kept under review by the court.

For information on how to apply for a decision-making representation order please click on the following link

→ decisionsupportservice.ie/services/decision-making-representation-order

You can also phone the DSS on Freephone 01-211 9750 or email queries@decisionsupportservice.ie



What is financial abuse?

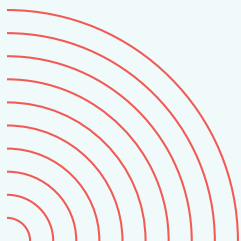
According to the Health Service Executive, financial abuse “includes theft, fraud, exploitation; pressure in connection with wills, property, inheritance or financial transactions; or the misuse or misappropriation of property, possessions or benefits.”

Financial abuse can be subtle. It can build up over time, so you do not realise that what is happening is unfair to you and possibly illegal. It can also be complicated when it is carried out by someone you know and perhaps depend on. Regardless of your age, status or capacity, you should be confident your money is managed directly, safely and for your benefit.

How can Savvi help me protect myself from financial abuse?

At times, we have all felt vulnerable or overwhelmed about managing our finances. If you are worried about the management of your money, or if you feel that you are being pressured to give away money in a way that is not in line with your wishes, you can ask us for help.

Savvi staff will offer you the help you may need at this time. Savvi staff are trained to help members who require support. Telling Savvi staff about your concerns will help them take appropriate action to safeguard your money. If staff cannot provide the support you need, they will be able to contact other staff in the credit union that can help you.



What will Savvi do if I am concerned about financial abuse?

- With your permission, staff may record that you may require help with your account. This will help staff members make sure we support and assist you in a helpful way
- We will give you a dedicated point of contact to assist you
- If you have accessibility needs, we will try to facilitate your access requirements
- If we are concerned that you may not be acting of your own free will, we may ask to speak to you alone
- If staff suspect that fraud is happening on your account, we may:
 - contact you and do all we can to safeguard your money
 - call you to discuss recent changes in the transactions on your account
 - with your permission, contact others to help such as a family member or a trusted friend

Who else can help me?

If you suspect you are the victim of financial abuse, please discuss it with any of these organisations or professionals.

- The National Safeguarding Office or a HSE community welfare officer
- The Decision Support Service
- Citizens Information
- The Money Advice and Budgeting Service (MABS)
- Your doctor, solicitor or accountant (if appropriate)
- An Garda Síochána

The end of this guide has a list of organisations and their contact details.

How can I recognise financial abuse?

It is important to be able to recognise financial abuse.

The next two pages list some examples of activities that are abuse, and also activities that are crimes. These examples have been provided by the National Centre for the Protection of Older People at University College Dublin.

Examples of financial abuse

- Using your property or possessions without your permission
- Promising care or other services in exchange for money or property and not following through on the promise
- Threatening to withdraw care or other services unless you give the person money or property
- Not contributing to the household expenses even though they share the house with you and use household



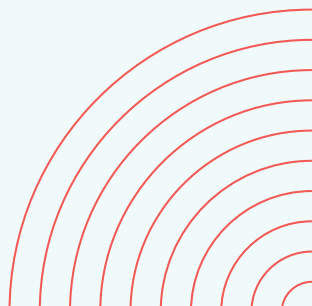
utilities such as heating, water, electricity, phone and so on

- Making decisions about how to spend your money without consulting you
- Putting undue influence upon you to sign documents you do not understand such as a deed, a power of attorney or a will. Undue influence may take the form of deception, coercion or pressure. A person may put undue influence on you to:
 - make or change your will
 - invest or take out money
 - sell your personal property
 - buy alcohol or drugs

There are many financial abuses that are also crimes. These are examples of crimes that may be committed by people we know and trust.

- Using a power of attorney to steal your money or property
- Stealing your purse or wallet or money from your purse or wallet
- Stealing your personal property such as jewellery, watch, furniture, ornaments and food
- Stealing your identification, credit cards and bank cards

- Stealing your mail, including bank or credit card statements and tax information
- Forging your signature
- Opening a bank account in your name without your knowledge or consent
- Using counterfeit cheques to withdraw money from your bank account
- Deceiving or tricking you into signing blank cheques, loan documents or withdrawal requests
- Deceiving or tricking you into donating money to fake charities



How can I protect myself or someone I care for from fraud?

Fraud is the crime of getting money or property from someone by deceiving them.

We all need to be alert to fraud. Fraudsters are clever. They use isolation, fear, confusion and misdirection to carry out their fraud. They may make you feel that you do not have a say, but you should never feel that you cannot have a say in your affairs.

Fraudsters rely on you being too embarrassed to report fraud. Please take action. Immediately contact us, the Gardaí at your local station or the Garda National Economic Crime Bureau on (01) 666 3776.

For more information and advice about fraud, visit www.fraudsmart.ie



Some examples of fraud



Lottery fraud

If you get a message to say you've won the lottery but you have to send money to get the prize, don't. Ask yourself if you bought a ticket for this lottery. If you did not, this is fraud.



Email scams

You may get an email that says you won a prize or you need to confirm security or financial details. The email will ask you to click a link. This may lead to a fake website, and the information you give may be used by fraudsters to access your accounts.



Phone scams

Someone may ring or text you saying they are from your bank asking you for personal or security information. Sometimes your bank may need to contact you, and when they do they may ask you questions to confirm your identity. But they will not ask you to give them your personal or security information, such as your PAC, PIN or the CVV from your card.



Companionship fraud

You may meet someone socially or online who promises you companionship in return for sending them money, or they may ask you for financial help. This might be fraud.

How to help protect yourself from fraud



Be informed

Stay in control. Take your time. If you are rushed, you may make a decision you will regret.



Be alert

Be alert to unexpected or unsolicited emails, telephone calls or texts. Always independently check that the person is who they say they are.



Be secure

Never give anyone your security details such as your full banking password, PIN or codes or login details.

Our top tips

- ✓ When you use your computer, phone or tablet, do not click on or open unknown links, pop ups or emails.
- ✓ Keep your security settings or security software up to date on your computer or smartphone.
- ✓ If someone contacts you claiming to be from your bank and asking you for personal data, do not give it to them. Instead, get their name and location. Then, using a publicly available number, such as your bank's phone banking number, contact your bank to check the person is who they say they are.

Contacting us

If you want help and advice about keeping your money safe or you are concerned about fraud,

Call us on **01 632 5100**
or email **hello@savvi.ie**

We will provide a dedicated point of contact to help you.

No concern is too big or too small.

Other organisations that can help

Organisation	Contact Details
Health Service Executive (HSE) Safeguarding Team	<p>There are Safeguarding and Protection Teams in place all over the country, to take reports of abuse of older persons and other adults at risk of abuse in vulnerable situations and provide help. Contact your local Safeguarding and Protection Team.</p> <p>Website: www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/</p> <p>Phone: 061 461 165 or the HSE Information Line on 1800 700 700</p> <p>Email: safeguarding.socialcare@hse.ie</p>
Safeguarding Ireland	<p>Safeguarding Ireland was established to promote safeguarding of adults who may be vulnerable, protect them from all forms of abuse by persons, organisations and institutions and develop a national plan for promoting their welfare.</p> <p>Website: safeguardingireland.org</p> <p>Safeguarding Ireland does not deal with specific cases of abuse concerns. However, for general queries it can be contacted at: info@safeguardingireland.org</p>

Organisation	Contact Details
Citizens Information	<p>Citizens Information Centres provide information, advice and advocacy on various topics such as health, social welfare, employment, money and tax, and more.</p> <p>Website: www.citizensinformation.ie</p> <p>Phone: 0818 07 4000</p>
Decision Support Service	<p>Set up to promote the rights and interests of people who may need support with decision-making.</p> <p>Website: decisionsupportservice.ie</p> <p>Email: queries@decisionsupportservice.ie</p> <p>Phone: 01 2119750</p>
National Advocacy Service (NAS) for People with Disabilities	<p>NAS provides an independent, confidential and free, representative advocacy service that works exclusively for the person using the service and adheres to the highest professional standards.</p> <p>NAS works to ensure that when life decisions are made, due consideration is given to the will and preference of people with disabilities and that their rights are safeguarded.</p> <p>Website: https://advocacy.ie/</p> <p>Email: info@advocacy.ie</p> <p>Phone: 0818 07 3000</p>

Organisation	Contact Details
The Irish Hospice Foundation	<p>The Irish Hospice Foundation offers the Think Ahead Form. This form makes it easy for you to record what you want to happen if you become ill or are dying so that your wishes are respected. You can download this form from the site.</p> <p>Website: https://hospicefoundation.ie/i-need-help/i-want-to-think-ahead/</p> <p>Phone: 01 679 3188</p>
The Money Advice and Budgeting Service (MABS)	<p>The State's Money Advice and Budgeting Service, (MABS), is a free, independent, confidential and non-judgmental service that supports people who are experiencing money management difficulties and/or problem debt.</p> <p>Website: www.mabs.ie</p> <p>Phone: The MABS National Helpline is 0818 07 2000</p>

www.savvi.ie

Savvi Credit Union Ltd is
regulated by the Central
Bank of Ireland.

