



Elder financial abuse

Westpac New Zealand



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.



We will write contact information at the end of this book.

About this book



This book is from Westpac New Zealand.



This book is about **elder financial abuse**.



Elder financial abuse is **financial abuse** that happens to older people.

Financial abuse means someone uses your money

- when you tell them **no**



- when you do **not** want them to



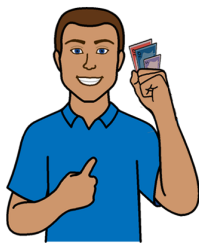
- to control you.

Types of elder financial abuse



Older people often need family, friends and support workers to help them with daily needs.

For example, help to pay bills.



Elder financial abuse can happen when someone thinks they have a right to the older person's money.

For example

- a child
- a family member
- a carer
- someone with **Power of Attorney**.

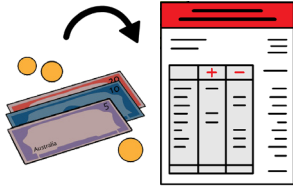


Power of Attorney means a person who can help manage your money or **assets**.



Assets are things you own that are worth money.

For example, your car or house.



People that the older person trusts might

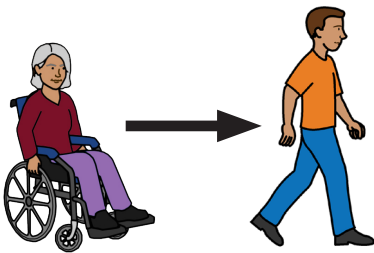
- move money to their own personal account



- use the older person's credit card or accounts without permission



- ask for money or gifts.



People that the older person trusts might also

- threaten to stop looking after them if they do **not** do what the person wants



- make the older person sign a new **Will** when they do **not** want to.



A Will says what to do with a person's money and assets when they die.

Signs of elder financial abuse



You can protect yourself from elder financial abuse when you know the **warning signs**.

Warning signs are small clues that make you think something bad is happening.



We can help you look for warning signs and show you where to get help.



Signs of elder financial abuse might be

- someone uses your money when you do **not** want them to



- someone makes you change your Will or Power of Attorney



- the person named in your Power of Attorney does **not** do what you ask them to.

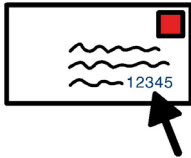


Signs of elder financial abuse might be when

- someone else pretends to be you and writes your signature on bank or legal documents



- someone has **not** paid your bills when you have asked them to



- you do **not** get your mail anymore because someone has changed your address details.



Signs of elder financial abuse might also be when

- someone does **not** let you see or talk to your family and friends anymore



- things you own are taken from you or stolen

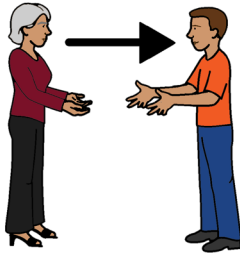


- you are made to feel bad if you do **not** give someone money.

Elder financial abuse can happen to anyone



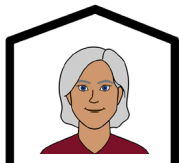
Older people often need more help from others.



Some people use the trust of older people for elder financial abuse.



Any older person can have elder financial abuse happen to them.



It can be more likely to happen to people who

- live alone



- have a disability



- do **not** speak English as a first language

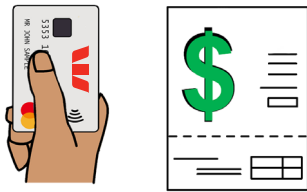


- need others for care.

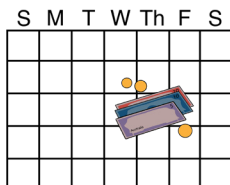
How to protect yourself from elder financial abuse



If someone asks for money, talk to a trusted family member or friend first.



Think about setting up **direct debit** for your regular bills.



A direct debit means money comes out of your account when your bill is due.



Only get help from people you trust with your money and bank accounts.

Do **not** tell anyone your PIN.

Do **not** make fast financial decisions.



Ask for details in writing and get a second opinion.



You have the right to say **no** to people when they ask for your money.



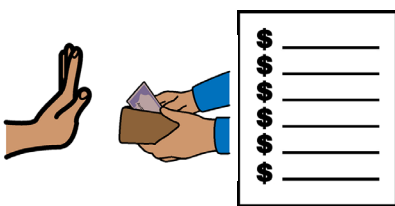
Trust yourself. If something does **not** feel right it may **not** be right.



Check your bank statements regularly to make sure **no** money has moved without your ok.



Ask us to help you check your **credit report** for anything unexpected.



A credit report is a summary of how you have handled your credit accounts.

Open your own mail if you can.



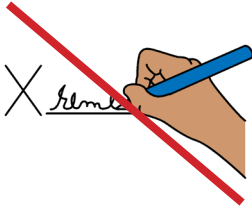
Talk to the people you trust often.



If you lend money to someone

- write an agreement letter or email about how and when they must pay it back

- get legal advice.



Do **not** sign a document or make a large financial decision unless you understand what it means.

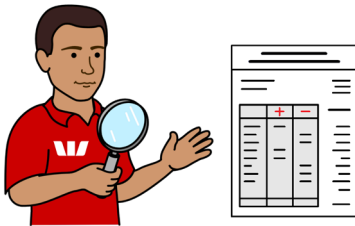


Talk to a lawyer and get advice if you need help to understand.

How we can help



You can talk to us if you think elder financial abuse is happening to you.



We can

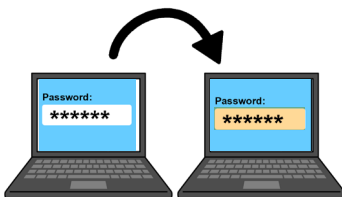
- check your bank accounts



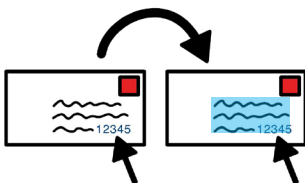
- help you understand your accounts



- check that the person who uses your money is doing the right thing



- help you change your online banking sign in details and PIN to protect your money and information



- help you change the address for mail that we send to you.



Who you can talk to

If someone makes you feel unsafe

Call the police.



Call 111



Age Concern New Zealand

Get free information and support to help stay safe from elder abuse.

Website ageconcern.org.nz

Call 0800 652 105



If you are worried about money you owe us

Contact the Westpac customer care team.

Call 0800 402 802



Email customer_support@westpac.co.nz

You can also go to your local Westpac branch.

You can get help to talk to us



If you do not speak English

You can ask us for an **interpreter**.

Call 0800 400 600



An interpreter gives your message from one language to another.

For example, Maori to English.



If you use sign language

You can book an iSign New Zealand sign language interpreter for a meeting in person.

Website [isign.co.nz](https://www.isign.co.nz)



If you have a hearing or speech impairment

You can use the New Zealand Relay Service.

Website [nzrelay.co.nz](https://www.nzrelay.co.nz)

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