

Westpac has become New Zealand's first dementia friendly bank to support the two out of three New Zealanders affected by dementia in some way.

Our aim is to help people with dementia to plan ahead, access financial services and get help to remain independent for as long as possible.

More information

 0800 433 636

 dementia.nz

or

 0800 004 001

 alzheimers.org.nz



DEMENTIA FRIENDLY BANKING

How to spot the signs
of financial abuse.



72994WP-3 03-22-B

Westpac New Zealand Limited



How to spot the signs of financial abuse

○ Monitor bills and check bank statements.

If bills are left unpaid or large sums of money have been withdrawn from a person's bank account, this could indicate they're not managing financially or have been scammed.

○ Be aware of unusual or seemingly unneeded purchases in the home.

These items could have been mis-sold by unscrupulous cold callers or companies.

○ Look out for unexpected changes to the person's house.

This could include incomplete renovations, missing valuables or workmen visiting to carry out unnecessary work.

○ Be aware of sudden new friends or acquaintances.

In particular, be aware of those who the person says are inquiring about moving in, taking trips together or making joint financial commitments.

○ Check that large amounts of cash are not being kept in the home.

This could be a sign that the person is withdrawing large amounts of cash, which will put them at unnecessary risk of theft.

○ Talk to your bank.

If you are a carer of a person with dementia and have concerns about financial abuse or wrongdoing, please alert your local Bank Manager.

Where to go for further help and advice.

- General money management advice **cab.org.nz** or **consumer.org.nz**
- Stop unwanted calls and junk mail **marketing.org.nz**
- Avoid scams **scambusters.co.nz**

Who to call to report abuse.

- If a crime is committed call the Police. In an emergency, if someone is in danger of immediate harm or a crime is being committed, **call 111**. At other times contact your nearest police station at **police.govt.nz**
- **ageconcern.org.nz** have local offices throughout the country and can provide information, services and advocacy.