

wyth



The Bank That Does

Annual Report on the Protection of Seniors

May 1, 2022

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Serving and Protecting Seniors

At Wyth Financial ("Wyth"), we are committed to making things easily understood and accessible for all our clients, especially those in their senior years. We want to ensure the ways we communicate to seniors meets their unique needs. As a bank, we also have an obligation to help protect our clients from financial abuse, fraud, and scams. Since 2019, we have adopted and followed the [Code of Conduct for the Delivery of banking Services to Seniors \("Seniors Code"\)](#) which is a voluntary code of conduct published by the Canadian Bankers Association to guide banks in delivering banking products and services to Canada's seniors. The following outlines how we are applying the Seniors Code and enhancing services to seniors.

Measures to Support the Seniors Code

Wyth has designated our Chief Banking Officer as the Seniors Champion; a role that provides leadership in the implementation of the Seniors Code and raises awareness of matters affecting seniors.

With adoption of the Code, Wyth has integrated its principles into corporate policy, management guidelines, procedures, and training programs.

Governance of the Code

Wyth has incorporated the Code's principles into its Regulatory Compliance Management Framework.

Communicating With Seniors

Wyth understands our clients have diverse needs and we strive to ensure all documentation and correspondence to clients are easily accessible.

In 2021, Wyth launched a new website, which was designed to be more accessible for clients and conforms with Web Content Accessibility Guidelines version 2.0, level AA. The new site provides:

- Better search options
- Contact information for feedback and requests
- Links to resources and financial literacy
- Options for individuals with disabilities to communicate with alternate methods
- Tips on how to make our customers' experience more accessible by making changes to operating systems and browsers.

The [Seniors Code resource page](#) at wyth.ca is dedicated to the banking needs of seniors. It includes accessibility information, contact information for specific requests or feedback, resources related to senior financial education, information on power of attorneys and joint bank accounts, and a copy of the annual Report on the Protection of Seniors.

Training and Resources for Employees Who Assist Seniors

Employee Resources

Whether it's swiftly identifying situations where seniors may be vulnerable to financial harm or simply providing additional assistance with their banking needs, Wyth employees are trained and empowered to work with seniors.

Employees have access to a wide range of consolidated resources to continually learn how to better support our senior clients. We have created an internal resource library that enables our employees to support client success. Resource topics include:

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| <ul style="list-style-type: none">• Compliance with the Code• Financial abuse and senior-related fraud<ul style="list-style-type: none">○ Powers of Attorney○ Elder Abuse○ Romance Scams○ Mass Marketing Fraud○ Financial Abuse | <ul style="list-style-type: none">• Training• Special circumstances requiring additional assistance• Escalation process• Public disclosure• Governance• Communicating with seniors |
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Employee Training

Wyth has incorporated the Code's principles, guidelines, and processes into their mandatory employee training. The Seniors Code training module was launched in Q4 of 2021 and completed by January 1, 2022 with a 100% completion rate. The training module included all the Seniors Code principles and internal processes to be followed. All employees who assist seniors were shown where to find the tools and information necessary to communicate and assist seniors with their needs.

We want to make your experience with us easy and accessible. We understand some customers face barriers and we are committed to providing access to our products, services and website.

Additionally, Wyth recognized the United Nations International World Elder Abuse Awareness Day on July 15, 2021. Wyth's Seniors Champion shared an article with all Wyth staff. The article had information about elder financial abuse, links to more information, and covered topics including the Seniors Code and resources available to staff to support our Senior Customers with their banking needs.

Mitigating Potential Financial Harm to Seniors

Wyth's anti-money laundering and fraud teams have processes and procedures in place to assist in protecting our clients, which include escalation processes when there is suspected financial harm to seniors. As part of their training, staff were provided with a process to identify and mitigate potential financial harm to seniors.

Our Commitment

Wyth Financial is committed to making things easy and accessible for our senior clients. We want to ensure that we have communication materials that meet the needs of seniors and their unique needs.