

Supporting Seniors

We recognize and appreciate the meaningful contributions that seniors make in our communities, and we're committed to supporting them with their banking needs. As part of our purpose to help Canadians make smart decisions with their money, we strive to enhance seniors' banking experiences and further strengthen these deep and tenured relationships.

Our Senior's Champion leads and advocates our approach to ensure we meet the diverse banking and accessibility needs of seniors. This work is guided by our commitment to the seven principles of the *Code of Conduct for Delivery of Banking Services to Seniors* (the Code). Here's how we support the Code:

Principle 1:

Banks will establish and implement appropriate policies, procedures, and processes to support the Code

- Internal policies and procedures support our employees when they're engaging with our senior Clients. These policies and procedures include a series of training modules and internal resources to assist employees in recognizing circumstances where seniors may need additional assistance with their banking activities and identifying and escalating incidents of suspected financial abuse or fraud.
- Our escalation procedures connect frontline employees with management and support departments to help seniors with complex or unique circumstances.
- Our *Seniors Customer Policy* enables our partners to consider seniors' needs in the design and delivery of banking solutions and services.
- The seven principles of the Code are included in our regulatory compliance management framework, which ensures regular reviews of our policies and procedures.
- Our Seniors Team ensures the Bank remains compliant with the Code while also formalizing and executing a strategic roadmap that considers the needs of our senior Clients.

Principle 2:

Banks will communicate effectively with seniors

- The *Seniors Centre* in the Help Centre section of our website consolidates valuable resources to help seniors bank with confidence. It provides information on digital and online banking services, accessibility features, security and protection against fraud.
- The *Seniors Centre* also includes helpful information on topics such as Powers of Attorney (POA) and joint Accounts.
- Our blog, now called *The Juice*, includes financial literacy content on how seniors can make the most of their money. It also brings awareness to common financial scams impacting seniors and what they and their families can do to protect themselves.
- We're committed to meeting the accessibility needs of our senior Clients in a variety of ways, including:
 - ABMs that are physically accessible and include audio navigation for Clients who are visually impaired
 - Accessible or alternate document formats available upon Client request
- Our website also features a *Security Centre*, which provides Clients with tips on avoiding fraud and instructions for those who suspect they've fallen victim to fraud.

Principle 3:

Banks will provide appropriate training to their employees and representatives who serve seniors

- Client-facing employees and third-party representatives who sell bank products or services must complete training that equips them with the knowledge and skills needed to effectively communicate with senior Clients, including employee procedures on identifying and escalating concerns.

Topics include:

- Senior Client overview
- Senior-friendly practices
- Understanding mental capacity and decision-making
- Power of Attorney and joint Accounts
- Fraud and financial abuse

Supporting Seniors (cont.)

Principle 4:
Banks will make appropriate resources available to client-facing employees and representatives to help them understand matters relevant to seniors' banking needs

- A variety of resources is available to Client-facing employees to help them understand issues relevant to the varying banking needs of seniors. Resources, which are regularly reviewed to ensure the content remains relevant, include:
 - How to serve seniors with accessibility and online banking needs
 - Power of Attorney reference guides
 - Support material on vulnerability and recognizing potential financial mistreatment
 - Mental capacity guidelines
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Principle 5:
Banks will endeavor to mitigate potential financial harm to seniors

- Tangerine has extensive system tools (featuring advanced security protocols and built-in fraud deterrents) and investigative procedures in place to help prevent, detect and reduce financial harm to all Clients, including seniors. We offer a Security Guarantee, through which we will fully reimburse Clients in the event that they suffer direct financial losses due to unauthorized activity, as long as the Client has met their security responsibilities.
 - Our website's *Security Centre* provides tips for avoiding fraud and scams, including instructions for those who suspect they've fallen victim to fraud.
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Principle 6:
Banks will take into account market demographics and the needs of seniors when proceeding with branch closures

- Tangerine is a digital bank without physical branch locations. Our digital banking model allows access to all our financial services online, through our Mobile Banking app, and through our Contact Centres.
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Principle 7:
Banks will publicly disclose the steps they have taken to support the principles set out in the Code

- Our annual Public Accountability Statement outlines our commitment to the Code.
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