

Managing money with dementia



Working together with

M&S BANK



M&S
BANK

Managing your money

At M&S Bank, we're committed to helping everyone bank safely and independently, as well as receive the correct support when needed.

We want our customers to be able to bank in the way that makes them feel most comfortable. That's why many of our staff are Dementia Friends, meaning that they can help support those affected by dementia.

This guide provides information on the ways that we can help people living with dementia, as well as those who support them.

We're proud to be working in partnership with Alzheimer's Society and Alzheimer Scotland. Together, we are building stronger dementia-friendly communities, and are working towards making M&S Bank a dementia-friendly business.

Our staff are available to help if you have any questions. For information on how to get in touch see the 'Contact us' section on the back of this guide.

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Helpful ways to manage your finances

Keep track of your spending

- Your statements are a good way to keep track of your money and spending. Many of our accounts allow you to access them online, alternatively you can have them posted to your address.
- If you'd like to change how you receive your statements, please let us know.
- It can also be helpful to keep a record of what you spend each day. Some people keep a written record in their purse or wallet, while others keep receipts for all transactions. We've included a blank table in this guide, which you may find useful to keep track of your transactions.
- Remember: never write down your PIN, passwords or any other security details.

Use standing orders and Direct Debits for regular payments

- Standing orders and Direct Debits ensure that regular payments are made on time and for the correct amount. Why not review your finances to see if you make any other regular payments which could be switched to a standing order or Direct Debit?
- For more information on standing orders and Direct Debits, you can speak to us or the organisation you need to make the payment to, such as your telephone or gas provider.

Different ways to make the most of your account services

Choose a secure, but memorable PIN

- You can change the PIN on your M&S Credit Card at any of our cash machines. Just insert your card, select 'PIN Services' and follow the on-screen instructions.
- You could use a memorable date, such as an anniversary or friend's birthday, but please avoid obvious or easily guessed numbers, like your own birthday, and don't choose sequences such as 1234 or 1111.

Opt for a chip and signature card

- Instead of needing to remember a PIN, you simply provide your signature to make your payment.
- Chip and signature cards will not work in cash machines.
- If you'd like to know more about chip and signature cards, please speak to us.



Contactless cards

- Our contactless cards work at shops and restaurants throughout the UK, allowing you to pay for anything under £45 with a simple tap.
- The payments are safe and secure, and there is no need to enter your PIN.
- You will occasionally be asked to enter your PIN or sign for a transaction.
- If you'd like to find out more about contactless cards, please speak to us.



Mobile payments

- By downloading an app to your mobile phone, you can also use your phone to make payments – in a similar way to contactless payments – it's quick, easy and secure and you can pay in all the same places that accept contactless payments.
- If you'd like to know more, please speak to us.

Enabling others to support you with your finances

- Whether you want some help managing your finances now or are preparing for the future, it is a good idea to be aware of the different options available, as not all are suitable once someone has lost mental capacity.
- Our staff can help ensure you have the right type of access in place, so please contact us to talk about the different options.
- This table shows when it is possible to set up each of the options with us and then when someone else is able to support you with your accounts.

	Ordinary (General) power of attorney	Lasting power of attorney	Enduring power of attorney	Court of Protection Order	DWP appointee
Set up – can be done when the account holder has mental capacity	✓	✓	✓	✗	✗
Set up – can be done once the account holder has lost mental capacity	✗	✗	✗	✓	✓
Manage accounts – when the account holder has mental capacity	✓	✓	✓	✗	✗
Manage accounts – when the account holder has lost mental capacity	✗	✓	✓	✓	✓

Note: For all types of authority, restrictions may apply (including where multiple attorneys/deputies are appointed) meaning that not all of the activities detailed on page 7 will be permitted.

This table shows the activity that someone else can carry out on your behalf under each of the authority options.

	Ordinary (General) power of attorney	Lasting power of attorney	Enduring power of attorney	Court of Protection Order	DWP appointee
Obtain information about account holder's account(s) from bank	✓	✓	✓	✓	✓
Open/close accounts in the account holder's name	✗	✓	✓	✓	✗
Make payments (i.e. bills)	✓	✓	✓	✓	✓
Retrieve items from safekeeping	✓	✓	✓	✓	✗
Access Internet Banking	✗	✓	✓	✓	✓
Access Telephone Banking	✓	✓	✓	✓	✓
Apply for new lending	✗	✗	✗	✗	✗

For more information on setting up a power of attorney or Court of Protection Order, visit www.gov.uk

Note: Scottish continuing/combined power of attorney and enduring power of attorney in Northern Ireland are similar to the lasting power of attorney. They must be registered with the Office of the Public Guardian in Scotland or the Office of Care and Protection in Northern Ireland before they can be used. For information on Scottish power of attorney, Access to Funds scheme, Intervention Orders or Guardianship Orders, please contact the Office of the Public Guardian in Scotland. For information on power of attorney and controllership in Northern Ireland, please contact the Office of Care and Protection. The details are at the end of this guide.

Fraud protection

Even though M&S Bank has market-leading fraud detection systems, we want you to be aware of the ways you can help protect yourself from fraud.

You can find out more about our fraud processes in the 'Security' section at www.marksandspencer.com/bank.

Please be aware of people asking you for your personal or financial information, even if they claim to be from your bank, the police or another trusted organisation. Take the time to step back and reflect. Remember, M&S Bank will never ask you for your PIN or full banking password.

- Never disclose security details, such as your PIN or full banking password.
- Don't assume an email, phone call or text is authentic – if in doubt contact the organisation on a known number, ideally using another phone. Be especially cautious if you have been told not to tell family and friends.
- Don't be rushed into making a decision.
- Listen to your instincts.
- Stay in control.

If you think you may have been a victim of fraud, please call the number on the back of your card.

For more information on fraud and how to protect yourself, contact Action Fraud, the UK's national fraud and cybercrime reporting centre – their contact details are at the back of this guide.



www.takefive-stopfraud.org.uk



Places you can find support

There are lots of places where you can find out more about dementia and the support available.

Alzheimer's Society/Alzheimer Scotland

- Speak to Alzheimer's Society/Alzheimer Scotland who will be able to provide you with information to help you understand dementia and what to expect, including practical advice and support about living with the condition. Their numbers are provided at the end of this guide.

Medical professionals

- If you haven't already done so, speak to your doctor who will be able to provide you with more information about dementia and the support that you can receive within your local area.

M&S Bank

- You may need somebody else to help you with your finances either now or in the future. For more information please see our power of attorney pages at www.marksandspencer.com/bank .
- Now would be a good time to sit down with us and review your plans for the future. It might be helpful to discuss your income and expenditure and how they may be impacted by dementia.

Financial support

- There are various benefits that a person with dementia may be eligible to receive. Organisations such as Citizens Advice may be able to provide assistance with this.
- If you have any concerns about the impact on your finances, eg reduced income, please speak to us.

Additional help and information

If you need some information about dementia and the support available, the following contacts below may be useful:

Alzheimer's Society

- www.alzheimers.org.uk
- Helpline: 0300 222 1122

Alzheimer Scotland

- www.alzscot.org
- Helpline: 0808 808 3000

Office of the Public Guardian

- www.gov.uk
- Phone: 0300 456 0300
(Textphone: 0115 934 2778)

Office of the Public Guardian in Scotland

- www.publicguardian-scotland.gov.uk
- Phone: 01324 678300

Office of Care and Protection in Northern Ireland

- www.courtsni.gov.uk
- Phone: 0300 200 7812

Action Fraud

- www.actionfraud.police.uk
- Phone: 0300 123 2040
(Textphone: 0300 123 4050)

Citizens Advice

- www.citizensadvice.org.uk
- Consumer helpline: 03454 04 05 06
(Textphone: 18001 03454 04 05 06)

Age UK

- www.ageuk.org.uk
- Advice Line: 0800 055 6112



Keeping track of your transactions

You can keep a track of your transactions in the way that works best for you. Here is a transaction log that you could use.

Date	Amount	Transaction	Current Balance



Contact us

Call **0345 900 0900**

Visit **www.marksandspencer.com/bank**

Accessibility

To find out more about our accessible services, please visit **www.marksandspencer.com/bank**.

If you'd like this document in another format such as large print, Braille or audio, please contact us on 0345 900 0900.

A textphone service is available for customers with hearing and/or speech impairment(s) on 0345 300 1815. BSL Video Relay Service is also available (8am-6pm Monday to Friday, excluding bank and public holidays) at www.marksandspencer.com/bank.

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