



## **Elder financial abuse**

**Commonwealth Bank**



**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.



## About this book



This book is written by  
Commonwealth Bank of Australia.

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 do **not** say yes

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



- to control you.

## Types of elder financial abuse

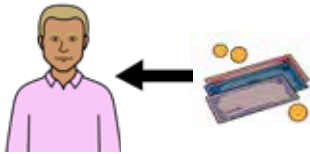
### Abuse of power of attorney



A power of attorney is the person in charge of your money or **assets**.



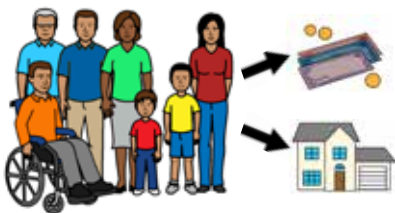
Assets are things you own that are worth money. For example, your car or house.



Elder financial abuse can happen if the person in charge takes your money or assets.

### Abuse of family agreements

Family agreements are the plans you made with your family about how to manage



- your money

- your house.



Elder financial abuse can happen if people in your family do **not** follow the plans.

## Scams and fraud



Scams and fraud are a type of elder financial abuse that mean someone tricks you to give away

- your money

or

- personal details.

## Abuse of inheritance



Inheritance is the money that people get from you when you die.



Elder financial abuse can happen when people including family members

- think they have the right to your money and assets before you die



- try to take them from you before you die.

## Other types of elder financial abuse

Elder financial abuse can also happen when someone



- makes you give them your assets



- makes you put them in your will



- spends your money even if you say **no**



- asks for your help to get a loan they **cannot** pay back



- does **not** give you the care you paid for



- makes threats to get money.

For example, they say you **cannot** see your grandchildren unless you agree to a loan.

## Who can be a victim?

Any older person can be a **victim** of elder financial abuse.



A victim is the person who is abused.



Some people are more likely to be a victim.

For example, people who

- live alone



- have a disability



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



- are from the LGBTQIQ+ community



- need others for care

- have been abused in the past.

## Are you a victim?



It can be hard to know if you are a victim of elder financial abuse.

There are **signs** of elder financial abuse to look for.



Signs are clues that could mean you are a victim of elder financial abuse.



We can help you look for signs of elder financial abuse and show you where to get help.



## Signs of elder financial abuse



You might be a victim of elder financial abuse if

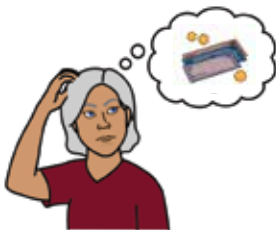
- you do **not** know why cash is missing from your bank account



- you feel scared or controlled by someone else



- you think you **must** do what someone says



- you do **not** speak English and **cannot** understand changes to your money



- you have missing bank statements



- someone new gets money at the bank with you or tries to fill out bank forms for you.



## More help

It is a good idea to get advice before you make changes to your money.



You might talk to an expert or support person.



You can see full information and download the Safe and Savvy guide on our website.



Website

[commbank.com.au/safeandsavvy](http://commbank.com.au/safeandsavvy)

## Get help for elder abuse



1800ELDERHelp is a free service that can help you with elder abuse.



Call

1800 353 374



## More information

For more information contact  
Commonwealth Bank of Australia.



Call us 13 22 21

6 am to 10 pm



Website

[commbank.com.au](http://commbank.com.au)



If you are deaf or have a hearing or speech  
impairment you can use the  
National Relay Service.



Website

[nrschat.nrscall.gov.au/nrs/internetrelay](http://nrschat.nrscall.gov.au/nrs/internetrelay)

Call 1300 555 727



Give the relay officer the phone number you  
want to call.

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