



Annual Seniors Code Public Disclosure – 2022

As a member of the Canadian Bankers Association, Motus Bank (“motusbank” or the “Bank”) has adopted the Code of Conduct for the Delivery of Banking Services to Seniors (the “Seniors Code” or the “Code”). Listed below are the steps that motusbank undertook in 2022 to support each principle of the Seniors Code.

Principle 1: Banks will establish and implement appropriate policies, procedures, and processes to support the Code

The Provision of Services to Seniors Policy (the “Seniors Policy”) was approved by the Bank’s senior management and became effective October 8, 2020. The Policy and the Seniors Champion mandate were reviewed by the Seniors Champion, the Chief Operating Officer, and the Chief Compliance Officer in 2022.

The requirements of the Seniors Code are incorporated into the Bank’s regulatory compliance management framework.

Principle 2: Banks will communicate effectively with Seniors

A support web page dedicated to seniors was incorporated into the Bank’s public website and information relevant to seniors is consolidated on that page.

The seniors’ support web page was enhanced to include information on the CBA’s Commitment on Powers of Attorney and Joint Deposit Accounts and on accessibility.

<https://www.motusbank.ca/support/Support-for-seniors>

The Bank has developed modules that can be electronically delivered to seniors to explain our digital banking environment and how to use self-service options.

Principle 3: Banks will provide appropriate training to their employees and representatives who serve seniors

The Bank has developed a comprehensive training program for new employees, which is dedicated to providing banking services to Seniors. The training program is a requirement for all front-line staff. Components of the training program include:

- Protecting seniors from financial abuse;
- Accessing resources to support seniors’ banking needs;
- Powers of attorney and joint deposit accounts;
- Complaints escalation processes.

In addition, in 2022, the Bank conducted training with all member-facing employees on:

- sales and advice training – educating employees on financial life stages to help employees guide and understand the needs of older members

- multiple fraud-related training programs with each program including an emphasis on red flags related to financial abuse and scams targeting seniors
- digital banking support – helping seniors navigate our online processes

Training programs are developed in collaboration with the Seniors Champion who monitors interactions between the Bank and seniors, monitors fraud activity and scams especially targeted to seniors (for example, the “grandparent scam”), and develops training that can help staff identify and address issues that could be harmful to older members.

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

The Bank appointed the Director, Member Services as the Seniors Champion. The Bank hosts an internal intranet site that contains information about the Seniors Policy; the Seniors Champion Mandate; training presentations; the CBA commitment on joint accounts and powers of attorney; the Bank’s Power of Attorney policy and procedures; and information about elder abuse.

Employees are made aware of these resources in the new-hire training and periodically throughout the year through communications from the Seniors Champion and managers.

Principle 5: Banks will endeavor to mitigate potential financial harm to seniors

The Bank’s Member Services and Fraud Prevention teams work together to mitigate financial harm to seniors.

In 2022, several enhancements were introduced, included:

Additional Actions for Well-being Concerns

- Fraud monitoring to identify suspicious activities and enhanced due diligence on accounts help by seniors
- Increased call out times to older members to facilitate answering questions, providing scam/fraud education to reduce victimization recidivism, and providing step-by-step guidance on next steps

Technological and Procedural Enhancements that Benefit Seniors

- Technology updates in the Interactive Voice Response phone system that identifies specific keywords “fraud” or “scam” will transfer members to motusbank’s general fraud line, reducing the likelihood of misdirecting the call and creating efficiencies
- When leaving voice mails for members to call back, Fraud Management leaves a security code that is read slowly and repeated twice.

Both enhancements help ensure that members can efficiently and securely connect with Fraud Management to report fraud/scam concerns.

Internal Communications and Training

- Fraud Management sends out enterprise-wide communications addressing fraud/scams that disproportionately affect seniors. Examples include communications on romance, investments, and grandparent scams that help frontline staff identify victims to prevent immediate and future financial hardship.
- Fraud Management continually collaborates with internal teams on education modules that address fraud and scams targeting seniors.

Principle 6: Banks will take into account market demographics and the needs of seniors when proceeding with branch closures

This Principle does not apply to the Bank as it does not maintain physical branch locations.

Principle 7: Banks will publicly disclose the steps they have taken to support the principles set out in the Code

As noted in Principle 2, the Bank consolidated information and resources for seniors onto one webpage and ensured ease of searching for the term “seniors” to locate the webpage.