



Seniors Public Disclosure – 2023

As a member of the Canadian Bankers Association (“CBA”), Motus Bank (“motusbank” or the “Bank”) has adopted the Code of Conduct for the Delivery of Banking Services to Seniors (the “Code”). Listed below are the steps that motusbank undertook in 2023 to support each principle of the 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 Seniors Policy and the Seniors Champion mandate were reviewed by the Seniors Champion, the Chief Operating Officer, and the Chief Compliance Officer in 2022, with the next review taking place in 2024 as part of the biennial review cycle.

The requirements of the 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 consolidate 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 includes content dedicated to providing banking services to seniors. The training program is a requirement for all front-line employees. 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; and
- Multiple fraud-related training programs with emphasis on red flags related to financial abuse and scams of seniors.

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

The Bank rolled out a dedicated training session to employees on powers of attorney (“POA”) documents and situations. The two-part training module included:

- What is a Power of Attorney (POA)?
- Types of Power of Attorney
- Capacity required to grant POA, determining incapacity, and factors to consider when facing issues of incapacity
- Who can be an Attorney for POA for property?
- What power will an Attorney have?
- Requirements for a valid POA in Ontario
- Acceptable use of a POA
- Most common POA questions and case scenarios

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 internet 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 program and periodically throughout the year through communications from the Seniors Champion and managers.

The Bank’s member service team has strong awareness about the banking needs of seniors and provide extra care to senior members, especially for online banking and other digital processes that may prove challenging for them.

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 2023, training modules were updated to advise employees to ask scam-related questions when members make unusual transaction requests.

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 in the “Support for seniors” webpage and ensured it was easily accessible through relevant search terms.