

# TRUSTED CONTACT PERSON



## Protecting you and your investment account

Canadians lose billions of dollars to frauds and scams every year. These crimes often target investors.

More and more investors like you are appointing a Trusted Contact Person to help protect their money.

A Trusted Contact Person is someone your financial advisor can contact if they are concerned that you are being financially exploited or if you are showing signs that you are unable to make financial decisions.

Your financial advisor may ask your Trusted Contact Person questions about you and your wellbeing in specific circumstances, including:

- To confirm your contact information
- To confirm your legal representative(s)
- If financial exploitation is suspected
- If there are concerns about your ability to make financial decisions

While a Trusted Contact Person can be a resource to safeguard your financial assets, they are not authorized to:

- Make transactions on your account
- Make decisions on your behalf
- Have access to your account

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# Who should be your Trusted Contact Person

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**Choose your Trusted Contact Person carefully.**

**A Trusted Contact Person should:**



## **Be Trustworthy**

- They care about your financial wellbeing.
- They do not have any conflicts of interest.



## **Be Comfortable with the Role**

- They are comfortable talking to your financial advisor.
- They agree to provide assistance on your behalf.



## **Be Familiar with Your Situation**

- They know you well enough to notice changes in your personal situation.
- They are familiar with your support network.
- They interact with you frequently.



## **Have Independence**

- They are typically not involved in decisions about your finances.
- They are (preferably) not your power of attorney.

## Why appoint a Trusted Contact Person

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Naming a Trusted Contact Person is optional, but it can give you peace of mind knowing that your financial advisor has an additional resource to help them take appropriate action to protect you and your account.

## How to appoint a Trusted Contact Person

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You will be asked to appoint a Trusted Contact Person when opening a new account or when reviewing the “know your client” information with your advisor.

You may choose to appoint more than one person as a Trusted Contact Person.

You can also contact your financial advisor to add, update or change a Trusted Contact Person.



### **Remember!**

You should consider telling the person that you have named them as a Trusted Contact Person. This may help them if they are contacted by your financial advisor.

Visit [GetSmarterAboutMoney.ca](https://www.getsmarteraboutmoney.ca) for more information about a Trusted Contact Person and protecting your investment account.



Appointing a Trusted Contact Person who is not your power of attorney provides you with another layer of protection if your financial advisor is not able to reach your designated power of attorney or have concerns that they are involved in potential financial exploitation.

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[GetSmarterAboutMoney.ca](https://www.getsmarteraboutmoney.ca)

1-877-785-1555



# TRUSTED CONTACT PERSON form

# YOU'RE MY TRUSTED CONTACT PERSON



**Complete the form below and give a copy to your Trusted Contact Person.**

I, \_\_\_\_\_, have named you,  
MY NAME

\_\_\_\_\_, as my Trusted Contact Person  
TRUSTED CONTACT PERSON'S NAME

on \_\_\_\_\_.  
DATE

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Name of Investment Firm: \_\_\_\_\_

Name of Financial Advisor: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

If you are not comfortable acting as my Trusted Contact Person, please let me know.



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## The role of a Trusted Contact Person

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As my Trusted Contact Person, you may be asked questions to help my financial advisor protect my investment account. You may know more about recent changes to my personal situation, my family dynamics or my health than my advisor. You may be asked questions about me if there are concerns about financial exploitation or my ability to make financial decisions, or if there is an emergency.

## When you might be contacted

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I have given my financial advisor permission to contact you under these circumstances (check all that apply):

- To confirm my contact information
- To confirm my legal representative(s)
- If financial exploitation is suspected
- If there are concerns about my ability to make financial decisions
- Other (please specify):

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## What you should do if you're contacted

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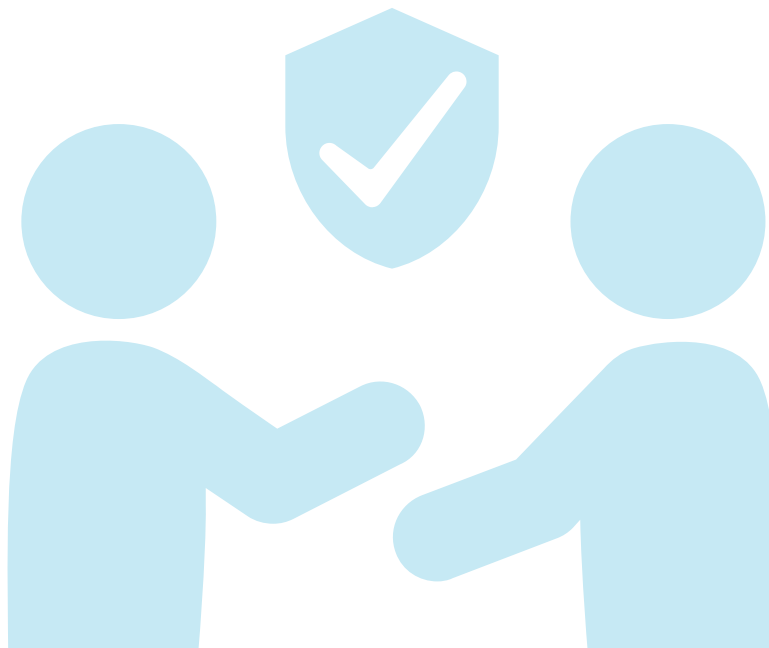
The financial advisor may ask you questions about me. The information you provide may assist them in protecting my account or investments. The conversation may raise difficult topics.

You can answer their questions to the best of your ability, although you are under no obligation to do so. If you don't know the answer or wish not to answer, it's okay to say so.

You or your firm may also involve law enforcement, provincial seniors advocate offices or the provincial Office of the Public Guardian and Trustee (PGT) if there are concerns about financial exploitation or abuse.



Make sure the person you are talking to is from my investment firm. If you are unable to verify that an unsolicited call is legitimate, hang up. Use the information in this pamphlet to call my financial advisor or investment firm.





## Types of questions you might be asked

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It will depend on the situation and the specific concerns identified by my financial advisor. For example, you may be asked to confirm my contact information if the financial advisor is unable to reach me after several attempts or you may be asked if you can confirm information about my legal representative(s).

My financial advisor may also ask if you have noticed changes in my behaviour if they are concerned about changes in my ability to make financial decisions, or they may ask you about signs of potential financial exploitation that they have observed.



A Trusted Contact Person cannot make financial decisions or account changes. An individual named as a Trusted Contact Person is not a legal representative, guardian or trustee.

Visit [GetSmarterAboutMoney.ca](https://www.getsmarteraboutmoney.ca) for more information about a Trusted Contact Person and protecting your investment account.

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