



Plan ahead

How to have someone
you trust help manage
your accounts.

Danske Bank

We understand that planning for the future can be difficult.

However putting the right support in place now can really help both you and your loved ones further down the line.

This guide outlines your options for allowing someone you trust to help with your bank accounts, and also gives a reminder about the importance of writing and maintaining a will.



How to have someone you trust help manage your accounts

There may be circumstances, either now or in the future, where you may need help managing your accounts. You might have difficulty accessing certain services, or no longer feel confident doing it yourself.

You can formally appoint someone you trust to help you manage your finances. This could be a close family member, a friend or another trusted person.

There are many reasons why you may want to consider this:

- to ensure that someone you trust can manage your finances should you lose capacity and become incapable of doing so yourself.
- you need to make plans if, for example, you have been diagnosed with a serious illness.

The person you choose can manage your account in a number of ways. Choosing the right option will depend on your own needs and circumstances.

We look at the main ways here:

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As well as explaining what a control order from the court means.

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1. Carer's Account

If you need some help from a trusted person to access your money, you can ask us to open a Carer's Account for you.

This is separate from your main accounts and allows your trusted person/carer to access some of your money to pay essential living expenses for you.

Importantly, you keep control of your main accounts, and you decide how much and how often you want to transfer to the Carer's Account.

The carer is issued with their own debit card and PIN on the Carer's Account, meaning they won't have access to your main account or your security details.*

Your trusted person:

- can only access funds you have paid into the Carer's Account
- will have their own debit card and PIN for the Carer's Account
- can take out cash from cash machines up to the daily withdrawal limit*
- can buy goods or services using their debit card up to the daily limit*
- can buy goods or services online up to the daily limit*.

*The default daily limit is £100 but you can set a limit between zero and £150; your carer can access the set daily limit or the total amount of money available in the account, whichever is lower

✕ Are there any restrictions on what the trusted person can and cannot do on my accounts?

Your trusted person will not be able to:

- access any of your other accounts or security details, or be able to make changes to them
- take out cash at a bank branch counter
- apply for any new products or services, such as credit cards or loans
- access your online banking
- make contactless payments using the debit card

A Carer's Account may only be opened where you, the customer, have mental capacity. The account agreement with the Carer's Account will stop if you no longer have capacity. It is the trusted person's responsibility to alert us if this changes and we may be able to offer additional support.

To open a Carer's Account you can phone 0345 600 2882, and only the trusted person will need to go to one of our branches with photographic ID to confirm their identity.

✕ When would this option not be suitable?

- If you need support with your overall banking.
- If you want to put an arrangement in place that will continue if you lose mental capacity to control your own affairs.

2. Power of Attorney

There may come a time when, because you are incapable of managing your property and financial affairs, you will need someone to do this for you.

You can formally appoint a friend, relative or professional to hold a Power of Attorney that will allow them to act on your behalf. In Northern Ireland, there are two types of Power of Attorney, Ordinary and Enduring.

i Please note, these apply specifically to Northern Ireland. If you have assets outside Northern Ireland, please ensure that you obtain advice on how to manage these in the future.

Ordinary Power of Attorney

This is a legal document under which you can appoint one or more trusted people the power to act on your behalf. You may continue to operate your own account, supported by whoever you have appointed under the Ordinary Power of Attorney.

You can grant a trusted person general authority to act on your behalf in relation to all of your affairs, or you may restrict it so that they are limited, for example, to managing your finances or even to managing specific accounts.

- You must be mentally capable to set up an Ordinary Power of Attorney.
- The attorney(s) may remain in place for as long as you have the mental capacity to manage your own affairs.
- You can revoke the Ordinary Power of Attorney at any time if you change your mind, and we can remove the attorney from your account on your instruction.
- It is important to note that an Ordinary Power of Attorney is automatically revoked if you lose mental capacity.
- It may be a more suitable option for temporary situations, such as for a period when you are living abroad and need someone to manage your finances for you.

x When would this option not be suitable?

- If you or the third party are under 18 years of age.
- If you want to put an arrangement in place that will continue if you lose mental capacity.

An Enduring Power of Attorney is similar to an Ordinary Power of Attorney; however, importantly it will remain effective, or only take effect, when you no longer have mental capacity to manage your financial affairs.

- You must be mentally capable at the time you make an Enduring Power of Attorney.
- If you lose mental capacity it must be registered with a division of the High Court called the Office of Care and Protection.
- You can choose for it to take effect immediately, or you may place a restriction that means it will only take effect if and when you lose mental capacity.

When would this option not be suitable?

- If you or the third party are under 18 years of age.
- If you do not want the attorney to retain power after you have lost mental capacity.

Can I appoint more than one attorney?

You can appoint more than one attorney, for instance, your two children. It's important to consider, however, whether you'd like them to act 'jointly' or 'jointly and severally.' This will affect how they manage your accounts. A solicitor or independent adviser can guide you further on which option is best suited to you. The differences below show how this decision affects the way they can operate your accounts.

- **Jointly** – all attorneys need to be present to carry out a transaction. This means that they aren't able to manage your account over the phone, or through eBanking. They also won't be able to have use of a debit card.
- **Jointly and severally** – attorneys can act independently, or together. This means that either or both attorneys can manage your account.



3. Appointment to Act (Appointeeship)

You can get help to manage your benefits from a trusted person, or appointee, if you can't manage your own affairs. This might be due to a physical disability or mental incapacity.

The appointee only has access to your benefits and must spend them in your best interests. They have no authority over other Danske accounts you may hold.

Application to become an appointee is made with the Department for Communities (DfC). Once appointed, the DfC will issue them with an authorising form known as the BF57 confirming they have been formally appointed to act for you.

Who can become an appointee?

- A relative or friend.
- An organisation, or representative of an organisation such as a solicitor or the Health and Social Care Trust.

Responsibilities of an appointee

- Making and maintaining any claim and managing the spending of the benefit.
- Telling the benefit office of any change in circumstances that may affect the amount the claimant gets.
- Spending the benefit in the best interests of the customer and not on themselves.
- Being responsible for overpayments if they knowingly provide wrong information.

When would this option not be suitable?

- If you need support with more than your social security benefits.
- For a longer-term solution to manage all your finances, should you lose mental capacity, like an Enduring Power of Attorney

Find out more at nidirect.gov.uk/articles/becoming-appointee-social-security-benefits

4. Third Party Mandate

A third-party mandate allows one or more family member or other trusted person the authority to act on your behalf in relation to your accounts with Danske Bank.

This may be suitable if you need support with your everyday banking, whether it is to pay bills or to access cash.

The mandate holder may access your accounts in varying levels, act on their own, or only with you.

You can specify which accounts the mandate holder has access to and how they access them – using e-Banking, for example, or only in branch. You may choose to provide them with an extra card in their name which allows them to access cash from a cash machine or to buy goods on your behalf.

Are there any restrictions on what they can and cannot do on my accounts?

The mandate holder will not be able to change your accounts, so for example, they cannot:

- change the type of accounts you hold;
- change your name, address or contact details;
- open or close accounts; or
- apply for any new products or services such as credit cards or loans.

When would this option not be suitable?

- If you want to put an arrangement in place that will continue if you lose mental capacity to control your own affairs.
- If you or the mandate holder do not have mental capacity.

5. Control Orders

If you lose the mental capacity to manage your finances, and you have not already appointed a 'trusted person' using an Enduring power of Attorney to manage your affairs, someone can apply to the High Court for an Order to act as your 'controller' or 'authorised person'.

If this happens, a 'Control Order' or 'Short Procedure Order' may be granted to that person by a division of the High Court called the Office of Care and Protection.

- This allows the appointed 'controller' or 'authorised person' to deal with the day-to-day management of your affairs. This could be a relative, a friend, or perhaps a professional adviser or solicitor.
- The Order will state exactly how the controller or authorised person is allowed to manage your affairs. The Court may put restrictions on what the controller/authorised person can do on your behalf.

In this case, you would not have control over the person who is appointed to act as your controller/authorised person. This is why you may want to consider setting up someone as an Enduring Power of Attorney it makes sure that you have control over who may operate your account if you lose mental capacity.



How do I appoint a trusted person with the Bank, or become a representative for someone?

We can easily set this up for you at an appointment in your local branch. If you give us a call first, we'll let you know what documents to bring with you and who should attend. The third party doesn't have to bank with us, but we'll need to keep a record of their details for security and identification purposes.

To find out more about any of these options, or to make an appointment, please ask at your local branch, or phone us on 0345 600 2882.



At a glance

This is a summary of how these types of access operate.

| Support option | Summary of option and how it works | Mental capacity required to set up? | Option continues if mental capacity is lost? | eBanking access* |
|----------------------------|--|-------------------------------------|--|------------------|
| Carer's Account | You may need help with the small things like shopping or getting cash. Can be both a short-term and longer-term solution. | ✓ | ✗ | ✗ |
| Appointment to Act | You may need help claiming and managing benefits because you are mentally incapable or have severe disabilities. An 'appointee' can be given the legal right to act for you. | ✗ | ✓ | ✓ |
| Ordinary Power of Attorney | A legal document that allows someone to act on your behalf. You may be physically ill, injured or disabled. The power will stop should you lose mental capacity | ✓ | ✗ | ✓ |
| Enduring Power of Attorney | A legal document that allows someone to act on your behalf. You may be physically ill, injured or disabled, or you may be preparing for a time when someone you trust may need to take control of your finances in place of you. The power will continue should you lose mental capacity, once registered with the Courts. | ✓ | ✓ | ✓ |
| Third Party Mandate | A Third Party Mandate is an arrangement you set up with us that lets you give full or restricted access of your accounts to someone you trust. | ✓ | ✗ | ✓ |
| Control Order | You no longer have the mental capacity to make decisions, and need someone to do this for you. This will be approved by the High Court, part of the Department of Justice. | N/A | N/A | ✓ |

*Any request for access to eBanking will depend on individual circumstances.



Need help choosing the right access?

If you are still not sure what type of access would suit you best, use our quick and simple 'Third Party Access' tool to help you.

You can find this at danskebank.co.uk/thirdpartyaccess



How to register a trusted person to manage your accounts and finances

1. There are some documents you will need to gather to get started. You can speak to one of our branch colleagues, give us a call on 0345 600 2882 or check our webpage danskebank.co.uk/thirdpartyaccess for guidance on this.

- Relevant authority documents

We will need to review relevant authority documents. What we need to see will depend on the type of support you need.

- Identifying the trusted person

We may need identification to verify the name and address of the trusted person (we may also need to verify the customer's identification). There are a number of ways we can do this:

- Electronic verification: We can conduct an electronic identity check.
- Paper identification: We may ask for physical identification documents.
- Proof of identity
- Proof of address.

When you are ready to proceed, visit your local branch or Banking Hub, where we will be pleased to help you register.

Call charges may vary. Please contact your phone company for details. We may record or monitor calls to confirm details of our conversations, and for verification and quality purposes. You can find all of our contact numbers and up-to-date opening hours information at danskebank.co.uk/contact



Rest assured – consider making a will

A will is a legal document you create that sets out your instructions for who you want to inherit your possessions and money (your ‘estate’) when you pass away.

i Why make a will?

- A will can ensure that your estate is distributed as you intend.
- If you do not make a will, all or part of your estate may go to people who you never intended to benefit, as your assets will be distributed in a way defined by the law, known as the law of Intestacy.
- You can appoint a person or people who you trust to deal with your estate to make sure that your wishes are carried out according to your will – these are called executors
- If you make a will it will likely save your family unnecessary distress at an already difficult time.
- It is important to make sure you keep your will up to date if you have any changes in your circumstances.

i Where to go for more help

We’re not able to give you any legal or financial advice. The information we have provided should only be used as a general guide. We recommend that you contact a solicitor registered with the Law Society of Northern Ireland for further advice.

There are also a number of organisations that could help you, including:

- The Office of Care and Protection
- The Law Society of Northern Ireland
- NI Direct Government Services

This publication is also available in Braille, in large print, on tape and on disk. Please contact us in branch, by phone or through the website for details.

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