

# ‘Who would YOU want to take charge of your accounts?’

Danske Bank launches ‘Plan Ahead’ guide to encourage future-proofing

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**Danske Bank is encouraging customers to consider what would happen if they were no longer able to do their own banking - and to act now.**

That might mean naming a friend or family member the customer would trust to take control of their bank accounts if they were to have difficulty accessing their accounts or no longer feel confident in doing so, due to age, illness or other unforeseen circumstances.

To help customers prepare, the bank has launched a new ‘Plan Ahead’ guide.

Stephen Bloomfield, General Manager of Conduct and Customer Experience at Danske Bank said: “There may be circumstances now, or in the future, where you may need help to manage your accounts. That can be a very difficult thing to think about.

“It’s easy to put it off for another day or think that this is just something for older people to think about. I would challenge people to ask yourselves who you would want to be put in charge of your accounts, your care, your affairs - someone of your own choosing, or someone appointed by the court?

“Putting the right support in place now can help both you and your loved ones further down the line and will give you

peace of mind.”

Danske Bank has also recently launched a facility called a carer’s account

to support vulnerable customers who can’t physically get to a branch, particularly in the current climate. This means a customer can allow a trusted friend or family member to withdraw cash or pay for goods without having to share their card details or PIN. There are protections in

place for the customer such as daily spending limits, no online purchases and no access to online banking.

Veronica Gray, Deputy CEO of safer ageing charity Hourglass, praised the new initiatives, saying: “These protections are especially important now as we continue to wrestle with the long-term effects of the coronavirus on our society.”

The Plan Ahead and Step by Step guides can be found in the Guides section at [danskebank.co.uk](https://danskebank.co.uk) and information about support for customers during coronavirus is at [danskebank.co.uk/coronavirus](https://danskebank.co.uk/coronavirus)





**Veronica Gray of Hourglass and Christine Cunningham of Danske Bank**

