

Financial Elder Abuse Seminar

13th October 2010, 5.30pm

Understanding Financial Abuse of Older People

Dr Attracta Lafferty, National Centre for the Protection of Older People, UCD

Financial elder abuse is becoming a growing problem and has been described as 'the single most urgent area that needs to be addressed' (PA consultancy 2009). Despite this, it has received less attention than other forms of elder abuse (Nerenberg 2000b). This presentation will provide an overview of financial abuse of older people. It will address terminology, definition, prevalence, risk factors and indicators of financial elder abuse and will explore preventative measures for combating this form of elder abuse.

Complaints by Older People against Financial Institutions

Mr Conor Cashman, Financial Services Ombudsman

This presentation will outline the role of the Financial Services Ombudsman. It will describe how complaints are investigated, and will provide details of the regulatory framework and the Consumer Protection Code. The presentation will conclude with examples of complaints made by older adults to this Office.