



Mega International Commercial Bank

(Canada Branch)

Code of Conduct for the Delivery of Banking Services to Seniors

Annual Report 2023

The voluntary Code of Conduct for the Delivery of Banking Services to Seniors (the “Senior Code” or the “Code”) establishes guidelines for banks to follow when offering banking services to elderly individuals in Canada. Mega Canada (the Bank) has undertaken the following actions to ensure compliance with this Code in year 2023.

Principle 1: Banks will establish and implement appropriate policies, procedures, and processes to support the Code

Mega Canada has implemented training session to support its employees in assisting senior customers, identifying situations where seniors might need help with banking tasks. Seniors are given detailed information to safeguard against financial abuse, fraud, or scams. Employees must report any potential financial abuse or fraud, including those involving seniors, according to the Bank’s Fraud Management Policy.

Principle 2: Banks will communicate effectively with seniors

Mega Bank is pleased to offer the following alternative formats (in English or Chinese) upon request:

- Banking statements in larger print
- Term Deposit Confirmations in larger print
- Products and services pamphlets and informational documents

While Mega Bank does not offer online transaction services, our online platform allows customers to check account balances easily right from their computer. Our staff will be available to enlighten seniors on how to access the online platform.

Mega Bank will engage with Seniors to provide them with information regarding Powers of Attorney and Joint Account Information to ensure these types of arrangements are well understood. The Bank's bulletin board also displays Senior Code for seniors to read and understand. Employees and representatives are aware of the accessible formats and delivery channels that are available to Seniors.

In addition, a private meeting room is available in our branch to secure confidential discussions.

Principle 3: Banks will provide appropriate training to their employees and representatives who serve seniors

To ensure our employees, including new hires, who serve seniors receive appropriate training, the Bank conducts Senior Code training at least annually for all client-facing employees. Training includes, but are not limited to, identifying seniors' banking needs, monitoring possible financial abuse and fraud, available resources within the bank, and the escalation procedures for unresolved issues. Training materials are regularly reviewed and updated to ensure relevance and effectiveness. All training materials are digitally stored internally for easy access by employees whenever they need guidance on servicing the seniors.

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 ensures client-facing employees have access to resources relevant to seniors' banking needs. This includes providing relevant information in the bank's internal folders and designating a senior officer as Seniors Champion to assist frontline employees. The Seniors Champion can offer additional information on topics such as bank resources for seniors, financial abuse, fraud, scams, incapacity, powers of attorney and joint deposit accounts. During

training programs, employees are reminded of how to access internal resources regarding matters affecting seniors.

Principle 5: Banks will endeavor to mitigate potential financial harm to seniors

To mitigate potential financial harm to seniors, besides having an anti-money laundering transaction monitoring system in place, Bank employees are trained to be vigilant about fraud indicators in seniors' accounts. Client-facing employees are trained to communicate effectively with seniors in the event of identifying a fraudulent transaction and to take appropriate steps. In order to uphold client privacy and security, each branch is equipped with a quiet and accessible space where private discussions can take place.

Principle 6: Banks will take into account market demographics and the needs of seniors when proceeding with branch closures

The Bank has two offices in Canada, one in Vancouver and one in Toronto, and has no plan for closure of either. Should this change, the Bank's will follow Financial Consumer Agency of Canada (FCAC)'s guidance on branch closures. Recognizing that seniors are more likely to be impacted by branch closures, the Bank is prepared to make additional efforts to communicate with seniors.

Principle 7: Banks will publicly disclose the steps they have taken to support the principles set out in the Code

By publishing this annual report on its website, the Bank is disclosing the steps it has taken to support the principles set out in the Code.