



Most of the complaints banks receive involving power of attorney problems are as a result of delays, lost documents and incorrect or missing information on computer systems. But the majority of complaints can be avoided if you follow these tips.

## do

- Speak to the department that registers the power of attorney so you understand what will happen next.
- Speak to the person registering the power of attorney in a private room if possible, so you can understand their situation and what you can do to help.
- Take the time to explain the process, the information you need and what you're going to do with it.
- Give realistic timescales for how long it will take.

## don't

- Retain the original documents. If they get lost or damaged it can cause a great deal of distress – and it takes time to get replacements.
- Keep people waiting while you get the information you need. If it's going to take a short while, explain what you're doing and give timescales.
- Forget to follow up. If there's a problem or you can't get hold of the people you need to speak to, arrange to call the consumer later when you've sorted things out.
- Ignore emergencies. There may be a reason why the power of attorney has to be processed quickly. Find out more and ask your manager for help.
- Insist on the donor being present. They might have health problems that make this difficult.