



Video title: Should vulnerable consumers be allowed to nominate a friend or family member to deal with financial services firms on their behalf?

Participant 1: Definitely. Because in this day and age

I've experience myself with all this high tech stuff.

We're not all geniuses with technology

so to get to talk to somebody at a bank or sort out things for you is impossible.

Participant 2: They need to have somebody to advocate for them and to speak on their behalf.

So I think it's absolutely necessary and it should be allowed.

Participant 3: If the products aren't accessible like if there's no way

they can use them otherwise, then yes.

But I think there's like a risk if you nominate someone can they actually lock you

out of your own financial stuff? So I think there's a fine line. It depends.

Participant 4: I think so.

If, in a case where you feel they are vulnerable, they are unable to contact

their account by themselves so if they have someone they trust

maybe a family member or friends I think it would be okay for them to authorise such person.

Participant 5: If they're willing to do so yeah

I wouldn't like them being coerced into someone speaking for them

but if they are willing to do so.

Yeah, I have no problem with it, no.