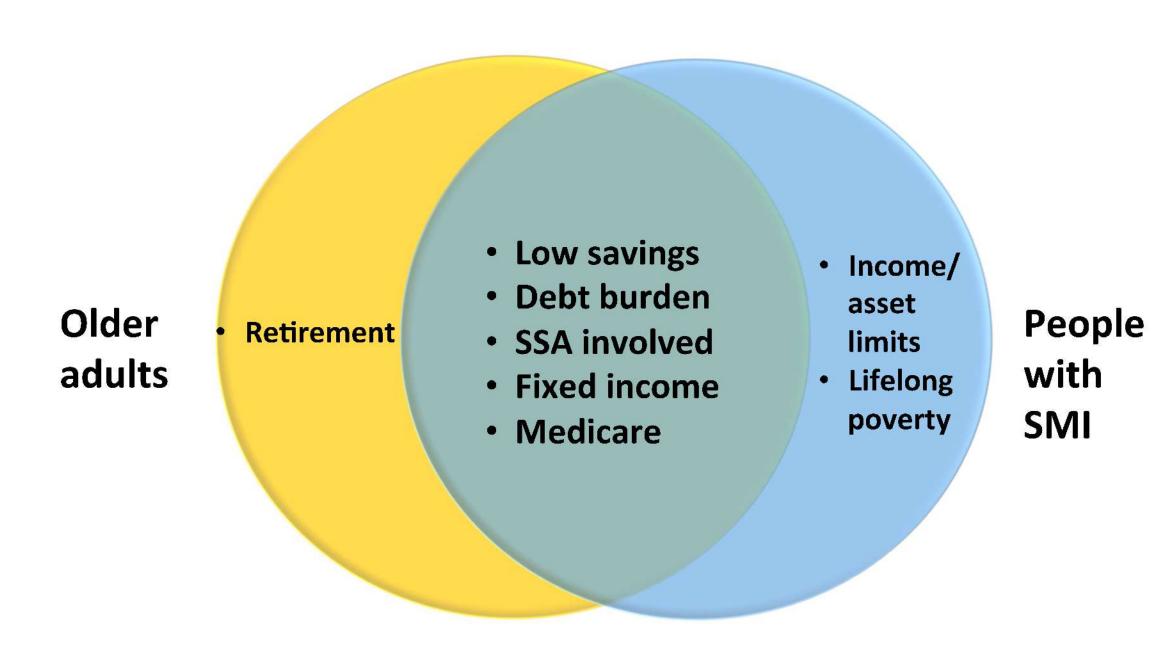
How much overlap is there?

Age-Friendly Banking Recovery Friendly Banking

Poverty



Cognitive/Health Challenges

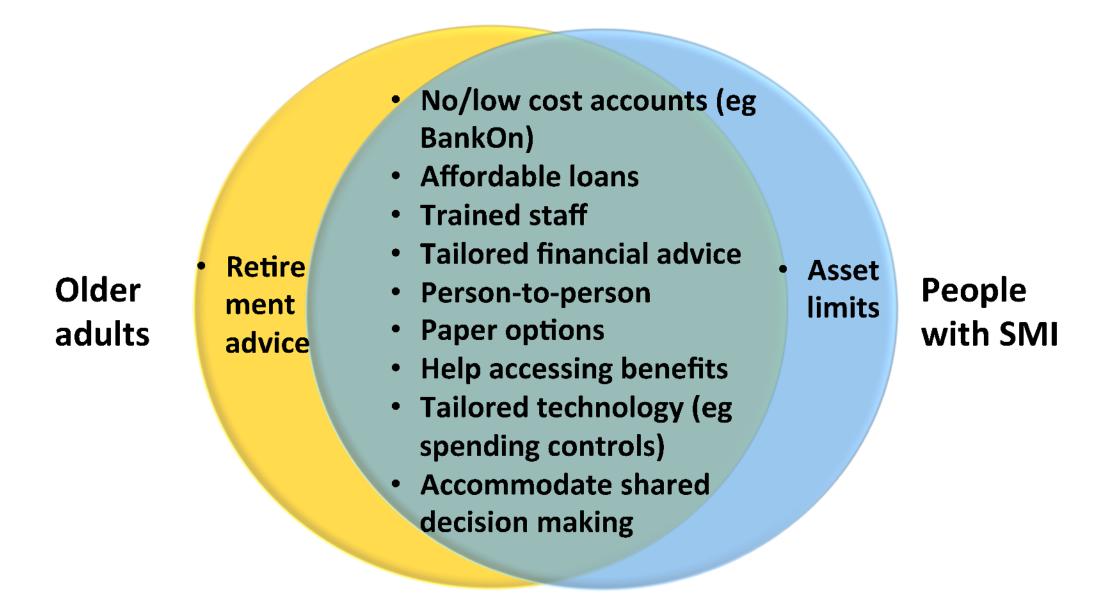
Older adults

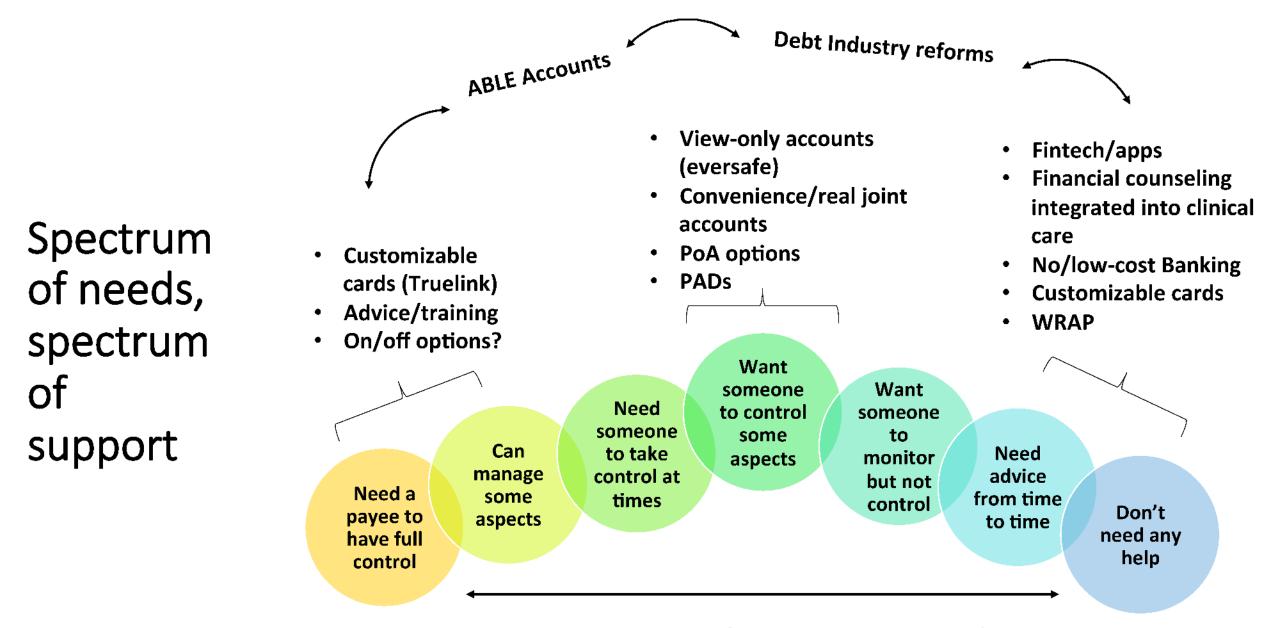
- Dementia
- Decline over time
- Physical weakness
- Hearing/sight impairments

- Memory problems
- Confusion
- Vulnerable to exploitation
- Impulsive spending
- Fluctuating symptoms
- Anxiety/ communication problems

People with SMI

Banking Needs





Needs not static, fluctuate back and forth

