

DEALING WITH VULNERABLE CLIENTS

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Who is a Vulnerable Client?

Certain client characteristics and client relationships may indicate that the client is unable to properly express their own interest or may be reluctant to express their own interest.

Dealing with Seniors

Policies and practices should recognize that senior clients are a diverse client group.

Practical Considerations for Dealing with Vulnerable Clients

- Know Your Client
- Take Notes
- Engage a “Trusted Contact”