

## **SUMMARY OF RECOMMENDATIONS**

1. CIAI recommends that regulators of financial institutions address the issue of how identification documentation might be created “on site” for very vulnerable consumers and how they might be kept on record at the financial institution, rather than being retained by the consumer.
2. CIAI recommends that all stakeholders including regulators, and financial institutions work together to encourage or initiate research into creative methods of providing services for areas with high populations of very vulnerable consumers who are negatively impacted by closures and inadequate availability of mainstream institutions. This research should consider the use of best practice models, mobile facilities or part time facilities for high volume periods, and other possible measures.
3. CIAI recommends that the issue of holding periods for cheque clearance be re-examined by regulators of financial services and that such discussions include provincial welfare expertise.
4. CIAI recommends that the financial institutions set up a system of special training for their employees working in low income and/or socially sensitive areas and develop “very plain” language explanations.