**Section 271.110 Definitions**

"Bi-annual report" means the report compiled by the Department of Financial and Professional Regulation and submitted to the Department on Aging, which will include aggregate figures on the numbers of employees and officers of financial institutions who were trained pursuant to this Part in the previous two quarters.

"Department" means the Illinois Department on Aging.

"DFPR" means the Illinois Department of Financial and Professional Regulation.

"Direct customer contact" means that the employee or officer of the financial institution has face-to-face or telephonic contact with the older person.

"Elder Abuse and Neglect Program" means the program established pursuant to the Elder Abuse and Neglect Act [320 ILCS 2] and managed by the Department on Aging.

"Financial exploitation" means the use of an older person's resources by another to the disadvantage of the older person and/or the profit or advantage of a person other than the older person.

"Financial institution" means a bank, credit union or savings institution operating in Illinois.

"Older person" means a resident of Illinois who is age 60 or older.