



DIGITAL SKILLS FOR PEOPLE LIVING IN THE 3RD AGE
Effective Digital Access to Public Services



DIGITAL ACCESS PROJECT

LEARNING MODULE

Mobile and online banking

Code: M1AC

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LEARNING HOURS: [ALL UNITS LEARNING HOURS]

WORKLOAD: [ALL UNITS LEARNING HOURS + OVERALL TIME FOR THE EXERCISES]

SUMMARY

Reduce the factors, lack of confidence and basic knowledge, that are the principal drivers of the low spread of the use of online banking service within the seniors.

KEYWORDS

Online, Banking, PIN, User code, Payment instruments, Service agreements, Credit cards, Money transfer, Safe operation, Safety best practices.

MODULE OBJECTIVES

Actions / Achievements		
Knowledge	Skills	Competencies
Unit 1 tries to be a motivational one, explaining the benefits of online banking, especially for this target group. Unit 2 explains the basics necessary to enter at an Online Banking Platform. Unit 3 contains practical content related to the most basic online banking operations. Unit 4 tries to grow the confidence of seniors explaining the online banking safety procedures and showing the personal safety best practices to be followed while performing online banking operations.		
Benefits of Online Banking Services for Elderly People	Comprehension of the main benefits	Adequate valuation of the learning effort to be done to acquire operational online banking basic skills.
Personal Registering in Online Banking	Manage the Personal Profile in the Online Banking Platform	Define and Change the Personal Identification Instruments Needed to Access the Online Banking Platform
Basic Operations in Online Banking	Understanding the Basic Procedures to Operate in Online Banking	Gain confidence in operating the basic online banking
Safe Operations in Online Banking	Understanding the safety procedures in online banking	Gain confidence in Safe Operations and get used to good practices to perform safe online banking operations.

UNIT 1: Benefits of Online Banking for Elderly People.

Introduction: the main benefits of online banking for elderly people

The objectives of this learning unit for the participants are:

- To be aware of the benefits that online banking offers to seniors.

What can mean for your daily life to become an online banking user

Whether due to fear or ignorance, only 4% of people over 65 use the banking services provided by the Internet, according to the Barometer of Elderly of the Democratic Union of Pensioners and Retirees of Spain (UDP). And this, despite the many benefits of online banking: it is comfortable, fast and always has its doors open, amongst other advantages. Here you can consult them!

Convenience: online banking is, above all, a comfortable way of accessing your bank. Without leaving home, in pyjamas or slippers, we can dispatch our financial affairs with the greatest peace of mind. Also, by not having to make payments personally in the bank, you avoid the risk of theft that always exists when carrying cash.

Speed: if something characterises online banking is its immediacy. No queues, no waiting. We can perform the operation we need instantly, with only two "mouse" clicks. Besides, the confirmation of our operations is usually immediate, and you can immediately download receipts and proofs of the actions carried out.

Availability: online banking is open 24 hours; there are no schedules or holidays. Any day and at any time we can perform any management without waiting for the opening of business hours of the office.

No commissions: the conditions of the virtual bank are much better, in general than those of a physical entity. For starters, there are almost never maintenance or administration fees. In addition, transfers are usually free (up to a limit of 50,000 euros).

It provides autonomy: it can not be forgotten that at advanced ages the mobility problems are accentuated and the elderly, sometimes, need to go accompanied by their children or a person of confidence to perform their tasks in the bank. In these cases, as in the case of those who live in a senior's residence, the advantages of online banking are even more evident. With suitable tools and devices, the elderly can manage their finances with total autonomy.

What can be done in remote banking?

We can perform the same operations that we do when we go to our bank office in person: from opening an account to investing in the Stock Exchange, including paying receipts or making a transfer.

In any case, in your traditional office, they usually inform you when opening an account using the online system, of all the possibilities that they include in their web. Also, information buttons are included in the same portal with each option available to know more about each procedure that they make available to you from your bank.

If you have not already done so from your own physical office, opening an account is very simple. After choosing the entity, you should look for a section where it says "Sign in" or "New Customer" and, after clicking there, redirect us to a screen where we must fill in some information (ID, address, personal data, mail ...). The bank will send all the necessary documentation to the postal address that we have indicated. The shipment is certified and, for added security, can only be delivered to the account holder. To activate account and cards, it will be enough to connect to the Internet and enter the codes that have been sent to us.

After having our account enabled, we can perform many other useful and simple operations and take full advantage of our online banking. Amongst many others, it is possible to consult the balance in your account and movements, which is very useful to control your economy. If you make payments by card, you will know in what you spend the money and this will help you be aware of the movements you made, adjust the budget and your savings and know the state of your finances to keep them in order.

In addition, it is possible to make transfers - almost always without commission - or to give direct debit and payment orders, request a credit (accessing simulators of loans that will be very useful to us beforehand) and hire insurances. And, if we have any investment, you can obtain financial market information instantly.

Making transactions in online banking is very simple, although at first, it may seem complicated if we are not used to using the computer and surfing the Internet. To use the online banking service, as is obvious you have to have a personal computer with Internet access, although most banks also have specific applications to manage your accounts from the tablet or mobile phone.

To enter your account, your entity will provide you with a username and a password that you will need to remember since you must use it to identify yourself each time you want to enter the virtual office. After passing this filter, you will access a page that shows you all the options and services provided by the virtual bank, and where your account appears highlighted in colour (almost always, blue). We must click on it, to operate.

The websites of online banks are straightforward and intuitive; they are designed so that you can navigate without problems when accessing them. So, with some variations, almost all the pages of online banks have a series of tabs or list (my accounts, transfers, balance, movements ...) in which we must click to perform the desired operation.



To be able to do some operations such as transfers, we need more secure keys, for which they provide us with a coordinate card that helps us confirm these operations. Sometimes, they will even ask us to put a password they will give us through our mobile phone. As you can see, it's simpler than you could imagine.

UNIT 2: Becoming an online bank user

Getting online as a bank user

The objectives of this learning unit for the participants are:

- Learning how to maintain daily bank operating on an online basis.
- Use banking services and instruments to perform payments, to agree on services or good purchases and to fulfil legal obligations with associated fees.

How can you become an online banking user

The banking entities make available to their customers Multiaccess Systems that allow them to access their accounts and products comfortably and without waiting for it, through the services of Remote Banking and ATMs and / or Self-Services, to carry out consultations and financial operations from any place, 24 hours a day, seven days a week.

The System usually includes the following services: Telephone Office, Internet Office, Mobile Office and ATMs.

What do you need to be a user of the online banking system?

This system only requires having a debit or credit card, which is the owner or beneficiary in the bank.

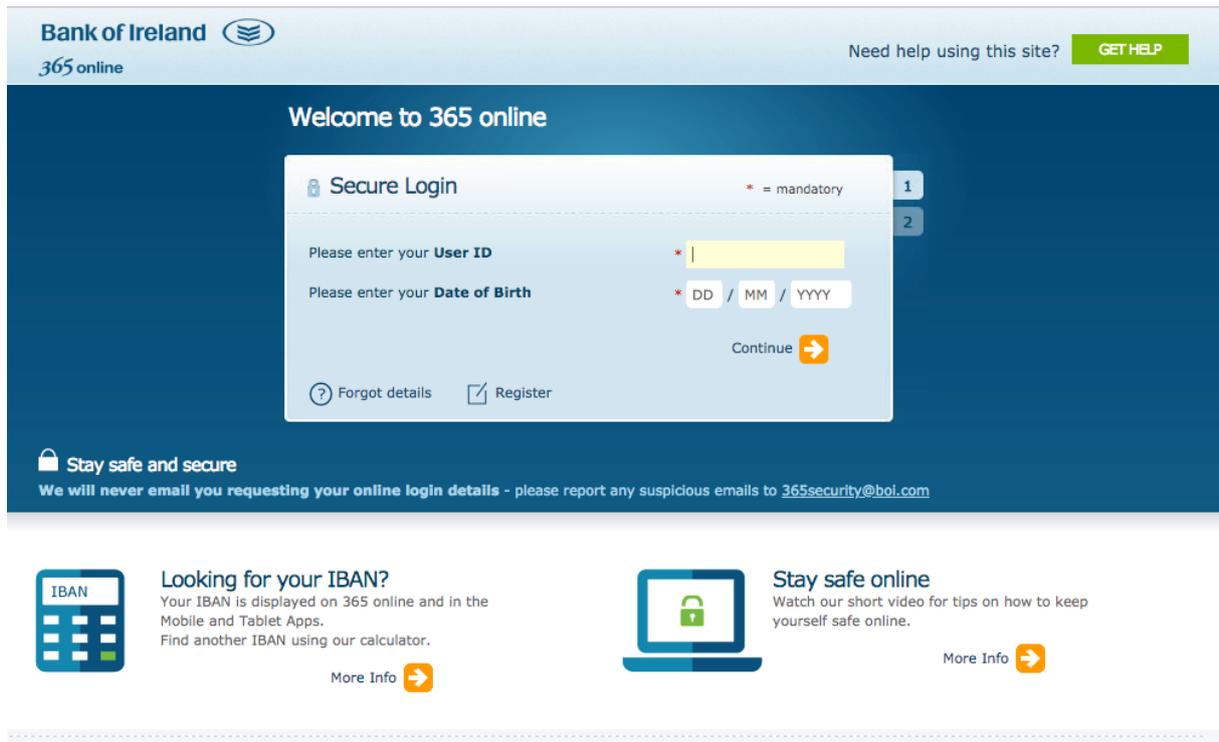
How should you identify yourself in the Remote Banking System?

D.N.I., Passport or Residence Card.

Password (PIN): The access code to the Remote Banking Services will be the PIN of the card associated with the System.

Electronic Signature: When signing up, you will be provided with your Electronic Signature (the format depends on each entity, but it is usual to consist of a set of 5 to 8 numerical digits), which can be changed for your convenience from the remote banking points (Office Internet, Telephone Office and Mobile Office). This Electronic Signature will be requested each time an operation is performed through remote banking services that involve a movement of funds from your accounts.

For any question, you usually have at your disposal the telephone number of a customer service centre.



How can you unlock your keys, blocked by mistake?

Password (PIN). If you have incorrectly entered your PIN several times at the ATMs, both the operation of the Card and the associated Remote Banking services will be blocked. The unlocking, for security, is only possible in the physical offices of the banking entity of which you are a client. If the PIN has been incorrectly entered several times in any of the remote banking services associated with the Card, only access to these services will be blocked, the Card being operative. The unlocking will be done in offices or through ATMs.

Electronic signature. If you have entered your Electronic Signature several times erroneously, the possibility of moving your funds in Remote Banking will be blocked. /the unlocking will be done in offices, for security.

What to do in case of theft/loss of the card associated with the online system?

The communication of theft/loss of the associated card can be made through the Telephone Office (telephone agent), Internet Office and on the telephone of the Customer Service Center.

How can I modify the card associated with the online banking system?

The Card associated with the remote banking service can usually be replaced at any time by any other of its cards of the financial institution, through the services of Telephone Office, Internet Office, Automatic Teller Machines or from any physical office.

How can I change my passwords?

Both the Remote Banking Services and the Cashiers, within their operations, have the option to change the codes.

When this modification is made, the automatic change of the access code occurs in all the Services and the associated Card. Said change would entail the modification for Cashiers and all the Remote Banking services of the access code of your previous card, by the key of the new associated Card. The electronic signature will remain the same.

The change of Electronic Signature will also imply the change in all the Services.

Registering your accounts and bank contracts in the bank online platform

You should verify that the payment instruments you use (debit, credit cards and others) are adequately associated with your bank profile and also actives. To do that, you have to sign a bank agreement or a services contract, to associate your active bank account or credit card to the online banking service. After doing that you could see the info of all the agreed accounts and cards in your online banking platform.

UNIT 3: Using online banking services

Using online banking services

The objectives of this learning unit for the participants are:

- Know how to use banking services and instruments

Online daily banking services

What are the main operations I can perform? The main services that most financial entities offer in their online banking platforms are:

<p>GLOBAL POSITION:</p> <ul style="list-style-type: none"> • Customise the content of Global Position view • See graphic position • Download position file 	<p>INVESTMENT FUNDS:</p> <ul style="list-style-type: none"> • Hiring Investment Funds • Query Position: valuation and Query status orders • Contributions and refunds • Check balance and last movements • Data: Characteristics, Conditions, owners, etc.) • Transfers between funds
<p>FAVORITES:</p> <ul style="list-style-type: none"> • Query and delete favorite operations 	<p>LOANS:</p> <ul style="list-style-type: none"> • Hiring consumer loans • Hiring mortgage loans application • Position: Capital granted, paid, pending and quota • Check loan movements • Early amortisation • Simulation early cancellation • Amortisation table • Data: holders, amounts, fees, term, interest, periodicity and payment method, commissions, etc.
<p>ACCOUNTS:</p> <ul style="list-style-type: none"> • Contracting accounts • Consultation of balances and movements • Transfers and payments • Check direct debits and orders to not charge • Checks: Check checks and request for Check Book • Foreign Currency: Request checks and currency, currency check, status query. • Lost Notebooks • Data: check conditions, owners, IBAN Code, etc. 	<p>FINANCIAL DEPOSITS:</p> <ul style="list-style-type: none"> • Contracting deposits • Deposit breakdown and Order status query • Check balance and movements • Income in Deposits • Partial refund • Anticipated cancellation • Data: owners, authorised, deposit conditions, associated account, documents, etc.
<p>BANK TRANSFERS:</p> <ul style="list-style-type: none"> • Check order status <p>TRANSFER IN EUROS:</p> <ul style="list-style-type: none"> • Ordinary transfers and Transfers between accounts • Periodic transfers • Sending SMS, Fax, Email to beneficiaries transfers • Money sent abroad <p>IN OTHER FOREIGN CURRENCIES:</p> <ul style="list-style-type: none"> • Transfers and transfers in foreign currency 	

<p>OTHER TRANSFERS:</p> <ul style="list-style-type: none"> • Inverse transfers (receiving money from other entities) • Donations to NGOs 	<p>MOBIL PHONE:</p> <ul style="list-style-type: none"> • Hiring and Management of mobile alerts service • Recharge mobile phones
<p>CREDIT/DEBIT CARDS:</p> <ul style="list-style-type: none"> • Contracting Cards (Debit / Credit / Prepaid) • Consultation of balances, movements and detail • Income in credit / prepaid card (recharge) • Transfer to credit card account • Download of balance Prepaid Cards • Extract / download files • Communication of loss • Mobile recharge • Data: View / modify conditions, Change secret number) 	<p>STOCKS AND FUNDS:</p> <ul style="list-style-type: none"> • Contracting of Securities Account • Position: in National and International Variable Income, Fixed Income, Pending Orders query. • Equity: Purchase - sale of securities • Movements count values • Data: Participants, associated accounts, etc. • Value account conditions... • Portfolio Report: data, graphs, summary, comments • Query order status • Financial operations • Markets: Analysis and recommendations, Consultation of indices and quotations, characteristics of markets, financial operations, ...
<p>INSURANCE:</p> <ul style="list-style-type: none"> • Consultation of insurances contracted • Application for insurance contracts (Home, Life, Health, Cars, Savings and Welfare) 	<p>RETIREMENT PLANS:</p> <ul style="list-style-type: none"> • Application for Plan Benefits • Position: year contributions, consolidated law, V.L.P, the status of orders. • Contributions: consultation and management, individual and periodic contribution. • Transfers and mobilisations between plans • Check movements • Data of the Plan: interveners, conditions, plan record, etc. • Simulation plans, contributions, etc.
<p>BILLS PAYMENT / TAXES:</p> <ul style="list-style-type: none"> • Payment and consultation of Taxes (Tax Agency) • Payment of Social Security • Tax information • Payment of Other Taxes and Non-domiciled Receipts • Orders queries (Taxes, Social Security, others) 	

Perform payments

If you have made an online purchase the seller (or your commercial application) will ask you for some keys of your electronic banking, why is that so?

It is to ensure your security at all times and that the bank has the certainty that it is you who is making the purchase. That's why in addition to entering your card details, the bank will ask you, in one of its screens, the keys of your remote banking. That way they make sure that you are the one making the purchase. Transferring money from one of your accounts

To make a transfer to another account, you must first add a Payee and activate the Payee on the online application; then you can follow these simple steps when logged in to make your first payment (it could be slightly different depending on your bank entity):

1. Click Money Transfer on the online banking application menu;
2. Choose the type of transfer - Bill/SEPA/International/Own accounts;
3. Choose the account to transfer from, and click continue;
4. Choose the account to transfer to;
5. Enter the amount and amend the reference (if required) and click continue;
6. Enter the requested digits of your PIN.

A confirmation screen will appear giving you an opportunity to print this information; you may also save as a PDF.

Service or product recurrent payment agreements

You can authorise companies that you regularly use their services to charge at any of your accounts, the money amount of your purchases to them, and you can manage those direct debits of online payments. Search the Domiciliary Received section in your digital banking service and adjust the authorisations or eliminate them as needed.

Electronic banking alert service.

How can I register my alerts in electronic banking?

The alert service is a very comfortable tool that helps you manage your day to day. With it you can configure notices for each time your account registers a movement greater than the amount you have determined, for example, when you make a purchase or a payment exceeding for instance 100 euros, or for when you receive an income, such as payroll or a transfer that you expected. It is straightforward to activate it: enter your electronic banking, access the "Mobile Services" section and locate the "Notices" section, where you can configure them to your needs.

The email alerts service is usually free, but if you prefer you can receive alerts by SMS and not miss any. This SMS service usually has a small monthly cost.

UNIT 4: Protecting and managing your activity and profile

Be sure that you have the control of your activity online

The objectives of this learning unit for the participants are:

- Learn how to protect the user's online banking activity.

Tips for a safe online banking operation.

We are not always aware of performing this type of remote banking operations safely. In the same way that we cover the keyboard in an ATM or we do not show the PIN code when buying in the supermarket, it is fundamental that we carry out a series of good practices when making online transactions to avoid that, instead of a package with the purchase, we get an unpleasant surprise.

Do not make transactions with unknown devices. If we are going to make transactions from our current accounts or using our credit cards, it is important to use trusted devices.

Connect to secure networks. Not all the networks we can connect to are safe enough to share data as sensitive as the credit card number. In case of need, it is better to use a virtual private network (VPN) that encrypts the communication in case some criminal intercepts it.

Keep the operating system updated. Both the operating system and the most common applications we use tend to offer periodic updates that improve security to prevent criminals from infecting devices and stealing information. In most cases, we can configure these updates to be done automatically or whenever we want.

Install security solutions. Before connecting to the bank or paying for any online product, it is essential to install an updated security solution capable of protecting the user from different types of malware and guaranteeing security in transactions, such as ESET Smart Security, which includes module protection for online banking.

Use robust passwords. The longer the password we use in applications that contain confidential data, the more secure it will be, but to achieve optimal protection, it is best to combine letters, numbers, uppercase, lowercase, special characters ... If it is complicated to remember the mix of letters, it is best to use a password manager or create a phrase that is long but easy to remember.

Do not share passwords between applications. It is convenient that each application has its own password and that they are changed regularly to prevent cybercriminals from accessing different websites by discovering a single password.

Use double factor authentication. Most banks already offer double factor authentication for their clients. If available, it is recommended to use it because, in this way, even if the offender obtains the password, it will be difficult for him to use it to steal our money.

Do not fall into the trap of criminals. The cybercriminals aim to steal the private information of any user to steal information or money. For that reason, they try to pass themselves off in different ways: with notifications, malicious emails that invite to change the password, etc. Before paying attention to this type of requests, it is necessary to check if they really were sent from the bank.

Disconnect from the application when the transaction is finished. Once we have completed the purchase or the revision of the accounts in the bank, we must disconnect from the application by clicking on "exit" or "log out" to avoid that the session remains open and third parties can access it.

Activate notifications via SMS. If we do not review the bank's account on a regular basis, it may be very useful to activate notifications by SMS each time a transaction is made, since this way we can act quickly.

Source: Recommendations of ESET, the most significant security company based in the European Union, to use electronic devices and conduct financial transactions online safely

Safety reinforcement.

What is security reinforcement and how do I request it?

Your electronic banking incorporates a security reinforcement system that allows us to identify you securely.

Currently, there are two reinforcement options:

- Sending keys by SMS
- Coordinates card use.

Check all the security measures of your bank on your website or in a physical office.

The coordinates consist of an additional security procedure and are required for the signature of the transactions that you make through the Electronic Banking and Telephone Banking. You can check the coordinates on the back of the Remote Banking card provided by your bank. Remember that each time you operate/manage through these channels, we will request a coordinate composed of a letter and a number, which you must locate in the box in which both intersect.

Some banking entities do not use coordinate cards, but as a security alternative, they send a code to the SMS of the mobile phone that you have associated with your bank account or credit card, which you must enter to validate the operation you are doing.



EXERCISES

Exercise 1 Main benefits of Online Banking for users

Make a list with at least 3 of the main benefits that offer Online Banking Services, and explain it with your own words:

Main Benefits

Exercise 2 Becoming an online banking user

Which are the three identification data that you should use, at different moments, to operate in online banking?

Identification stage	Data to provide
Telling the online banking system who are you, to let them select the info of your bank accounts	
Get access to your bank info.	
Validate a bank operation that you want to execute	

Exercise 4 Recognising online banking safety good practices

Review the list of actions shown below and indicate which are good practices to ensure safe operation in online banking, marking them as True (T) or indicating that they are not (F / False):

Safety Actions	True (T) / False (F)
Enter to the system to check your balance at least each hour	
Disconnect from the application when the transaction is finished.	
Write your password in a place accessible to find, helping you to remember it	
Activate notifications via SMS	
Use your birth date as your key password	
Do not share passwords between applications.	
Store together with the coordinates card and your password at your wallet	
Do not make transactions with unknown devices.	
Use double factor authentication.	

FURTHER READING AND RESOURCES

User's online banking guide example

https://www.mybank.com/pdf/Internet_Banking_Guide.pdf

Users online banking guide example (Spanish bank)

<https://www.abanca.com/files/docs/es-manual-operativo-banca-electronica-particulares.pdf>

Seguridad para todos en la Sociedad de la Información (Spanish)

<http://www.csirtcv.gva.es/sites/all/files/downloads/Seguridad%20para%20tod%40s%20en%20la%20Sociedad%20de%20la%20Informacion.pdf>

Several Online Operations video tutorials (Bank of Ireland example):

Amending or cancelling a standing order

https://youtu.be/fF_IVI4FVAo

Adding a deposit account for online viewing

<https://youtu.be/Bbn0SVII-t8>

Card Care registration

<https://youtu.be/3qJptG0Qsng>

Set up and make an International payment on BOI Mobile

<https://youtu.be/9hLYW0hMgO4>

Updating your address online

<https://youtu.be/Nv5RZAqKIQ>

Applying for a product online

<https://youtu.be/NuDqp2DIjLA>

Asking a question and updating your details online

<https://youtu.be/O6WP8K4-YMw>

Placing notice on a deposit account

<https://youtu.be/e4UpP08QBEO>

Set up and make an International payment online (Bank of Ireland example)

<https://youtu.be/WO-FIHhOREE>

SOLUTION OF EXERCISES

Exercise 1 Main benefits of Online Banking for users

The list should contain at least 3 of the following main benefits

Main Benefits
Convenience
Speed
Availability
No Commissions
Autonomy

Exercise 2 Becoming an online banking user

There are three identification data that has to be used at different moments during online banking operation:

Identification stage	Data to provide
Telling the online banking system who are you, to let them select the info of your bank accounts	National ID., Passport or Residence Permit Card.
Get access to your bank info	Access Password
Validate a bank operation that you want to execute	Electronic Signature

Exercise 3 Online banking basic operations

The list should contain at least 5 of the following basic operations:

GLOBAL POSITION
FAVOURITES
ACCOUNTS
BANK TRANSFERS
CREDIT/DEBIT CARDS
INSURANCE
BILLS PAYMENT / TAXES
INVESTMENT FUNDS
MOBIL PHONE
LOANS
FINANCIAL DEPOSITS
STOCKS AND FUNDS
RETIREMENT PLANS

Exercise 4 Recognising online banking safety good practices

Safety Action	True (T) / False (F)
Enter to the system to check your balance at least each hour	F
Disconnect from the application when the transaction is finished.	T
Write your password in a place accessible to find, helping you to remember it	F
Activate notifications via SMS	T
Use your birth date as your key password	F
Do not share passwords between applications	T
Store together with the coordinates card and your password at your wallet	F
Do not make transactions with unknown devices	T
Use double factor authentication	T