





E-banking

1. E-banking allows you to operate a bank account on-line. It means that you can get statements of your account at any time, transfer money in and out, pay bills, set up standing orders and so on. All this without visiting the branch (except perhaps to set it up if a signature is needed).
2. In many ways banking on the internet is similar to E-commerce. First you will have to access the bank's website. You will have to register and there will be usernames and passwords required. You will have to be aware of security issues. There will be higher levels of security required so PIN numbers are often used.
3. The usual high street banks   all have their websites for secure internet banking but there are also banks which only operate on the web e.g. Smile,  which has an ethical policy and is operated by the co-operative bank .
4. Whether or not you have an internet bank account sometime you will be subject to a phishing email. This is an email which purports to be from a bank asking you in some form or other to verify your account details including username and password. It may appear to be from a bank that you don't have any account with so you will ignore it anyway. But it may also appear that it's from your bank as they make them look very realistic.

It is extremely important not to respond to these emails at all and preferably not even to open them. Do not on any **PTO**

account click on webaddresses in the email, thinking that it really is your bank's webaddress. What they are after is your details so that they can empty your account.

What you can do is to forward it to the relevant bank to alert them by right clicking on the email and left click on Forward as Attachment. You can usually get the appropriate email address from the bank's website with a bit of searching eg under "Contact us" or "Security". It may be something like phishing@thisbank.com. Then make sure you delete the original email.

If you think that your details have been compromised then immediately inform organisations where you have accounts.

5. The main advantage of E-banking is access to your account details and to make transactions round-the-clock without visiting a branch. However there can be others, for instance you will sometimes get better rates of interest on a Savings Account from an internet account.