

Notifications

Opening (opening)

Content:

Kunnen we je extra overzicht bieden?

Met alle begrip voor je situatie helpen we je graag met je financiën.

Translation of the content:

Can we offer you extra overview.?

With full understanding of your situation, we are happy to help you with your finances.

When this notification is sent:

When the psychologist has informed the bank that this person needs extra help due to their mental situation the bank will activate the version that includes the financial plans for this person.

Nieuwe plannen staan klaar (New plan is ready)

Content:

Je nieuwe plannen staan klaar

Met deze plannen ben je klaar voor de komende maand

Translation of the content:

Your new plan is ready

With these plans you are ready for the coming month

When this notification is sent:

This notification is sent when the user receives their salary or other monthly income. When the user doesn't have any monthly income, the notification will be sent a day before the new month starts.

Nieuw plan staat klaar reminder (New plan is ready reminder)

Content:

Herinnering: Heb je de plannen al bekeken?

Met deze plannen ben je klaar voor de volgende maand

Translation of the content:

Reminder: Have you already viewed the plans?

With these plans you are ready for the coming month

When this notification is sent:

When the user didn't chose an plan in the application 24 hours after the first plan notification is sent, they will receive this reminder. (Update after validation 24 hours should be changes to three days)

Hoe bevalt je financiële plan? (How do you experience your financial plan?)

Content:

Hoe bevalt je financiële plan?

We horen graag hoe het met je gaat. Klik hier om een afspraak te maken, dan bekijken we samen of we je uitgebreider kunnen helpen.

Translation of the content:

How do you experience your financial plan?

We'd love to hear how you're doing. Click here to make an appointment and together we will see if we can help you in more detail.

When this notification is sent:

When it is chosen to determine the severity of depression or burnout is automatically determined based on the output of an algorithm, this notification will be sent to users who are currently classified as moderately depressed or burned out, but the algorithm now classifies them as severely depressed or burned out. To confirm the correctness of this reclassification, the notification will be sent. If the user doesn't respond, the system will send

this notification a certain number of times and reclassify them as severely depressed. If the user responds and makes an appointment, an employee will assess the conversation to determine if the reclassification to severe is correct. (Update after validation)

Je bent goed bezig (You are on the right track)

Content:

Je bent goed bezig!

Je plan loopt op schema en je blijft mooi binnen budget.

Translation of the content:

You are on the right track!

Your plan is on schedule and you stay well within budget.

When this notification is sent:

When the user's spending behavior aligns with the suggested ideal spending line, this notification will be sent every week. However, the notification will no longer be sent when the user spends more than the ideal line. It will be sent again once the user resumes following the line for 24 hours or longer.

Hoe gaat het met je financiële uitgaven?

Content:

Hoe gaat het met je financiële uitgaven?

Je loopt nog op schema, zorg dat je de hele maand binnen budget blijft.

Translation of the content:

How are your financial expenses?

You are still on schedule, make sure you stay within budget throughout the month.

When this notification is sent:

When the user's spending behavior no longer aligns with the suggested line in one of the categories, this notification will be sent the next morning if they are still over the suggested line. There should be a maximum number of times this notification can be sent every week; however, the exact amount will be determined by further research.

Je bent over je budget heen gegaan (How are your financial expenses?)

Content:

Je uitgaven vallen wat hooguit deze maand.

Je bent over je budget heen gegaan. We helpen je graag om grip te behouden.

Translation of the content:

Your expenses are a bit high this month.

Je bent over je budget heen gegaan. We helpen je graag om grip te behouden.

When this notification is sent:

When the user overspends on their budget, this notification will be sent immediately.

Meer ruimte dan gepland (more space than usual)

Content:

Meer ruimte voor uitgaven dan gepland

Door extra inkomen heb je meer uitgaven ruimte dan het plan aangeeft.

Translation of the content:

More room for expenses than planned

Extra income gives you more room to spend than the plan indicates.

When this notification is sent:

When a large amount is deposited into the user's bank account, this notification should be sent to inform them that they can spend more than the plan suggests for that month. For instance, if a user transfers money from their savings account to their daily account to book a vacation, the plan may indicate that they are now over budget. This notification serves to inform them that the plan is no longer accurate. However, further research is needed to determine the threshold at which this notification should be triggered.

Afspraak gemaakt (Appointment made)

Content:

Afspraak [datum] gemaakt.

Om [tijd] staat [naam expert] voor je klaar om samen een financieel overzicht te creëren.

Translation of the content:

Appointment [date] created.

Om [tijd] staat [naam expert] voor je klaar om samen een financieel overzicht te creëren.

When this notification is sent:

When the user has made an appointment to speak with a financial expert.

Herinnering afspraak (Appointment reminder)

Content:

Reminder afspraak [datum].

Morgen om [tijd] staat [naam expert] voor je klaar om je financiële plan te bekijken.

Translation of the content:

Reminder appointment [date].

Tomorrow at [time] [name of expert] will be ready for you to review your financial plan.

When this notification is sent:

When the appointment is not scheduled for the next day, this notification will be sent a day before the actual appointment is set to take place.