



Internet Banking & Mobile Banking

Notes





Notes



INTERNET BANKING

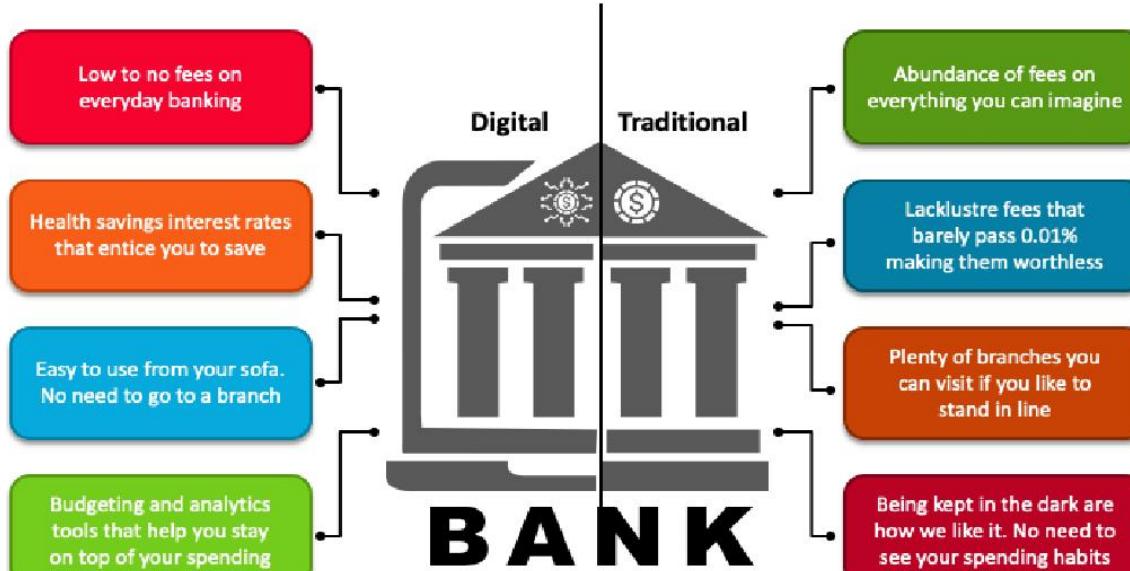
- Online Banking, also known as net banking, e-banking or online banking, is the facility provided by banks and financial institutions which allows customers to use banking services via internet.
- There are scores of services like online money transfer, account opening, bill payment, tracking account activity, etc., which are made available to customers with the help of **online banking**.
- Online banking also allows banks to advertise their products and services in a manner that it reaches out millions of customers.

Notes

DIGITAL VS TRADITIONAL BANKS

Enter your sub headline here

Source : TOPMOBILEBANKS.COM



Notes



SCOPE OF ONLINE BANKING SERVICES

- With the help of online banking, there are several indispensable services which are made available to customers, without them having to personally visit the bank.
- Customers can perform financial transactions like transfer funds online, pay bills, apply for loans and open a savings account among various other **debit card** transactions.
- Under non-financial transactions, customers can carry out several activities which may require going to the bank like applying for a new cheque book, getting account statements, update contact information, start/stop payment, etc.

Notes



AXIS BANK

Corporate ▾ Location ▾ Division ▾



Santosh

Log out

SNAPSHOT

ACCOUNTS

PAYMENTS

SERVICES

AUTHORIZE

Account

Available Balance

Savings - 909010045678XXX

₹ 4,30,000.00

Current - 909710045645XXX

₹ 6,50,029.55

[View All](#)

[View edge loyalty rewards](#)

Deposits

Loans

Cards

EASE & CONVENIENCE



[Pay now](#)

Recent Transactions

Current-020XXXXXXXXXXXX

Available Balance

₹ 4,30,000.00

INB/40946XXXX/SUCESS RATIO MONITERING/te

₹ 1.00

MOB/SEFFT/ICONNECT TEST/063XXXXXXXXX

₹ 4.00

INB/IFT/ICONNECT TEST ACCOUNT/SELF TRA

₹ 1.00

INB/IFT/ICONNECT TEST ACCOUNT/SELF TRA

₹ 1.00

[Get Statement](#)

Upcoming Payments

Pending Approvals

Transaction Type	Payee Name	Amount (INR)
------------------	------------	--------------

Service Request

DDR

Service Request

DDR

Quick Pay

ABC(INR) - 123456789...

Other Axis Bank

Select Payee

₹ Enter Amount

[Pay Now](#)

Favourite Transactions

Recharge Zone

CLICK TO CLOSE

Specially for you...

Notes



Type here to search



27°C Haze



ENG
17-11-2024





FEATURES OF NET BANKING

- Given below are some of the key features of Net Banking:
- A secure and convenient method of banking
- Password-protected banking system
- Easy access to financial and non-financial banking products/services
- Access your bank account anytime anywhere
- Track and manage bank balance, last transactions, statements, etc.
- Transfer funds online via NEFT, RTGS, IMPS anytime
- Process bill payments quickly
- Keep a track of payments, personal loans, home loans, business loans, credit cards, savings account, etc.
- Channelize or cancel automatic payments

Notes

A screenshot of a Windows desktop environment. At the top, there is a taskbar with several open application windows: 'Majhe Majhe Tobo Dekha Pe' (video player), 'Lumen' (learning management system), 'PDF to JPG Converter | Convert', and 'Shubha-slack/Learning-Module'. Below the taskbar is a large white window titled 'FEATURES OF NET BANKING' from 'manipalglobal SKILLS ACADEMY'. The main content area contains a bulleted list of features. At the bottom of the screen is the standard Windows taskbar, which includes icons for the Start button, search bar ('Type here to search'), pinned apps (File Explorer, WhatsApp, Microsoft Edge, File History, Task View, and File Explorer again), and system status indicators (battery level, temperature, network, language, date, and time).

INTERNET BANKING

Benefits of Online Banking



Source : *the balance*

Notes



ADVANTAGES OF NET BANKING

- Easy To Operate
- Convenience Of Making Payments
- Round The Clock Availability
- Time Saving and Efficient
- Account Activity Tracking

Notes



DISADVANTAGES OF INTERNET BANKING

- May Be Complicated for Beginners To Understand
- No Online Banking Without Internet Access
- Transaction Security
- Securing Your Password

Notes



INTERNET BANKING

Internet Banking Efficiency



Notes



SERVICES

- Bill payment services
- Online Fund Transfer
- Credit card Loans
- Investments
- Payments
- Online shopping
- Customer care
- Request for issue of Demand Draft(DD)
- Opening of new accounts
- Issue of Cheque book
- Utility Bill payments such as Telephone or Electricity Bills
- Online Ticket Booking for travel by Road, Rail or Air.

Notes



SERVICES

- Payment of Insurance premium and credit card dues.
- Online Share trading and mutual funds investments
- Customs duty payment and Tax Payments(Income, Service, State Government)
- Bank Statements
- Alerts
- Find location and ATM
- Request a loan and Check status
- Digital Signature

Notes

A screenshot of a Windows desktop environment. At the top, there is a taskbar with several open application windows: a video player, Lumen, PDF to JPG Converter, Slack, and a browser window for lumen.u-next.com. The browser window displays a page titled 'SERVICES' from the Manipal Global Skills Academy website, listing various digital services. Below the taskbar is the Windows Start menu. The main desktop area is dark, and at the bottom, there is a taskbar with icons for search, file explorer, messaging, and other system tools. On the right side of the screen, there is a vertical scroll bar. The system tray at the bottom right shows the date (17-11-2024), time (11:46), battery level (27°C Haze), and language settings (ENG).



ACTIVITY

- Login to your bank's Internet Banking and explore the services available.

Notes

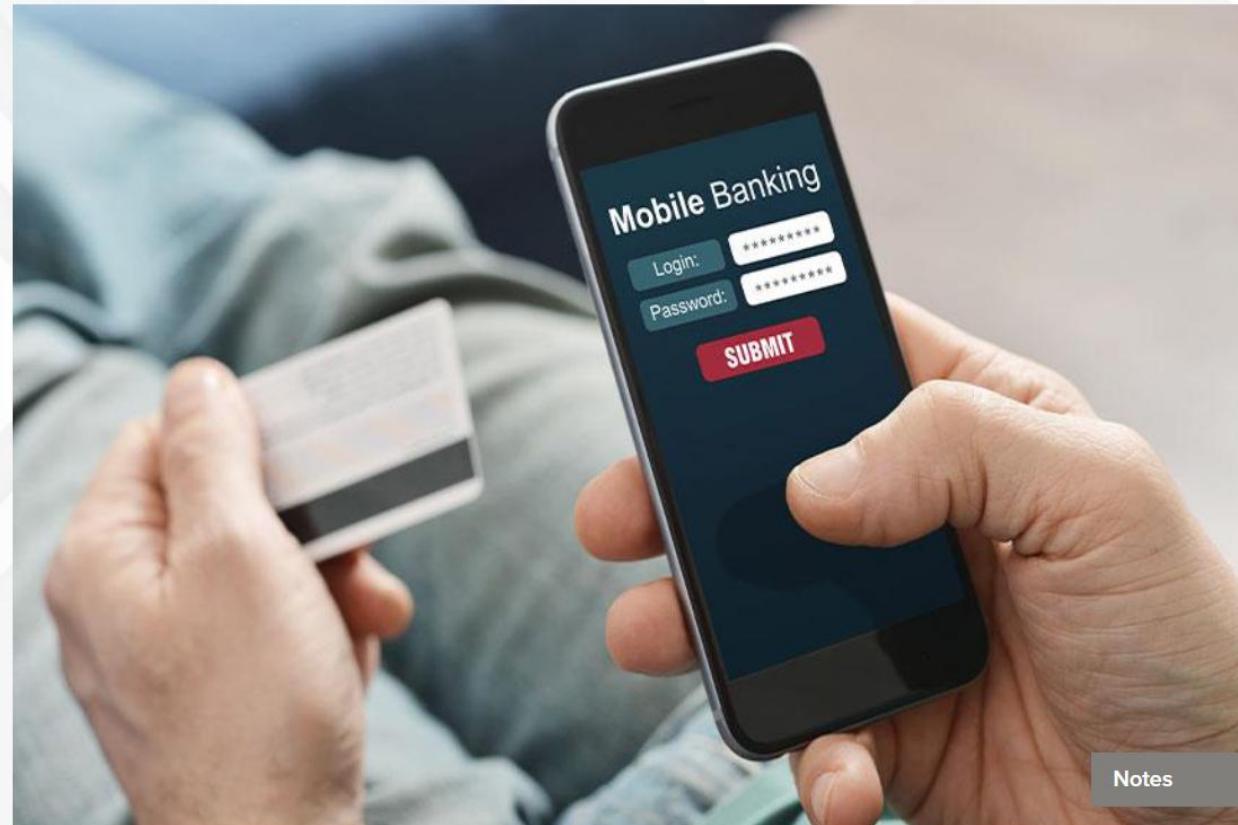
lumen.u-next.com/learning-center/a0BJ1000000yzoqMAA/content-area/list/content/0f2df958-d0c1-4693-85b3-9978b085d29f/pdf/notes?leftMenu=true&id=learning-center...

Type here to search

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11:46

17-11-2024



Notes



MOBILE BANKING

- Mobile banking is a service that allows customers to access their bank accounts and perform various banking tasks, such as transferring money, checking account balances, and paying bills, using a mobile device, such as a smartphone or tablet.
- To use mobile banking, customers must first download the bank's mobile app from an authorized app store and create a user profile.
- Once the app is installed and the user profile is set up, customers can take advantage of a range of banking services and features on their mobile devices.

Notes



OVERVIEW OF MOBILE BANKING

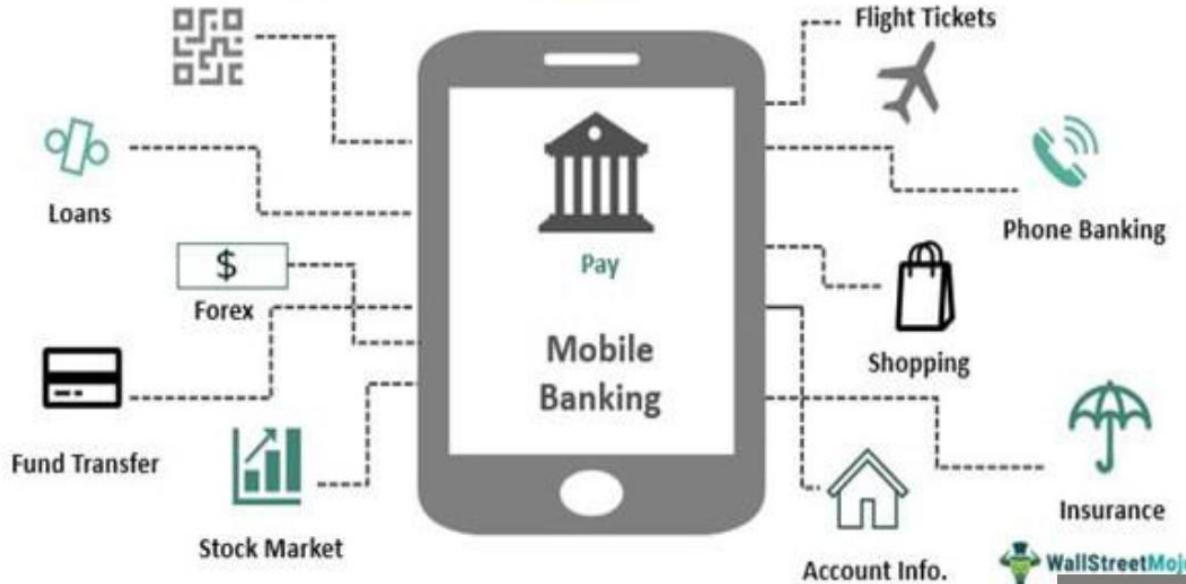
Parameters	Mobile Banking
Device used	Smartphones, tablets
Services offered	Limited
How to access	Customers only need a User ID and password to use online banking services
Ease	Easy to use and can be used on the go
Push notifications	Customers are notified about banking promotions, exciting deals, and other events
Other services	SMS can be used to access mobile banking

Notes



Mobile Banking

Mobile banking is a facility that enables access to banking services through mobile devices.





TYPES OF MOBILE BANKING SERVICES

1 – Account Information

- The account holders can:
- Extract the details related to accounts like bank statements
- Enable or disable SMS alerts of transactions
- Manage the fixed deposits and recurring deposits
- Know the loan details and statements
- Get debit card details
- Obtain credit card statements
- Understand and invest in insurance details
- Perform investment in securities

Notes



TYPES OF MOBILE BANKING SERVICES

2 – Transaction

- Customers can transfer funds between self-operated accounts, make payments to third-party bank account holders, and undertake utility bill payments, premium payments, and **loan repayment** using the mobile-based application.

3 – Investments

- Many banks offer the facility of managing the investments like deposits, insurance, and equities from their m-banking interface embedded in the app.

4 – Loans

- Banks provide the window of loans management to their customers. Customers can check the status of their loans, pay their EMIs, and even avail small digital loans using the app-based mobile utility.

Notes



TYPES OF MOBILE BANKING SERVICES

5 – Customer Support

- All banks provide a dedicated menu in their m-banking app to submit requests for services like cheque book, debit & credit card, and loan applications. The account holders can also check their ATM card and credit card reward points from the banking app.

6 – Content services

- Several banks serve their customers with various loyalty programs, online shopping discounts, recharge offers, and other finance-related news through m-banking.

7 – Consumer Complaints

- Customers can lodge complaints about any forgery or invalid transaction from their accounts using the app.

Notes



TYPES OF MOBILE BANKING SERVICES

8 – Other Services

These services include:

- ATM locators
- Branch locators
- Lodging complaint/tracking applications
- Ordering a new cheque book
- Cancelling/stopping an issued cheque

Notes

More than 50 features...



View accounts,
deposit, card
summary and loan
(HL, CL, PL)
account details



View unbilled
transactions and
pay credit card
bills



Add
beneficiaries
and transfer
funds instantly
**(Unique to Axis
Bank)**



View and
Schedule bill
payments



Set transaction
limits to preferred
value from 50,000
to Rs 10 lakhs
**(Unique to Axis
Bank)**

NEW



Convert your
transactions to
EMI, Block and
Replace your
cards, Check
eligibility for credit
limit increase



Reward points
redemption **(Unique to Axis
Bank)**



HI – Home Loan, CL – Car Loan, PL – Personal Loan

Notes



Type here to search



27°C Haze



ENG

11:46
17-11-2024

☰

Lumen PDF to JPG Converter | Convert Shubha-slack/Learning-Module

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— 100% +

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MOBILE BANKING FEATURES

- **Accessibility**
- **Security**
- **Transferability**
- **Investment Management**
- **Digital Payments**
- **Customer Service**

Notes

24 / 29

◀ ▶

Notes Ask Doubts Rotate Fit to Width Exit Full Screen

Type here to search

27°C Haze ENG 11:47 17-11-2024

Mobile Banking App Features

- 01 Authentication and Authorization Flows
- 02 Balance and Transactions
- 03 Spending Tracker
- 04 Push Notifications
- 05 Transaction History or Online Passbook
- 06 Customer Support

Notes



ADVANTAGES

- Offers 24-hour accessibility to banking
- Provides a convenient way of making fund transfers and payments
- Enables easy tracking and monitoring of bank accounts
- Facilitates quick reporting of any illegal transaction or fraudulent activity
- Allows swift redressal of consumer complaints
- Increases request processing speed
- Makes online shopping possible
- Allows trouble-free management of investments
- Sends notification of bill or loan payments
- Eliminates the need to carry cash all the time
- Reduces chances of theft

Notes

A screenshot of a Windows desktop environment. At the top, there is a taskbar with several open application windows: 'Majhe Majhe Tobo Dekha Pa' (video player), 'Lumen' (PDF viewer), 'PDF to JPG Converter | Convert', and 'Shubha-slack/Learning-Module'. Below the taskbar is a large white window titled 'ADVANTAGES' containing the bulleted list of benefits. The desktop background is black. At the bottom, the Windows Start button is visible, followed by a search bar with the placeholder 'Type here to search'. To the right of the search bar are icons for File Explorer, Task View, Microsoft Edge, and other system utilities. On the far right of the screen, the system tray displays the date (17-11-2024), time (11:47), battery status, signal strength, and a weather icon indicating 27°C Haze.



Mobile Banking Benefits

For Users

- ▶ 24/7 bank account access
- ▶ Fast money transfer
- ▶ Fast access to the account
- ▶ Notifications set up
- ▶ Broader functionality
- ▶ Cashback
- ▶ User-friendly UI design
- ▶ Spending tracker

For Business

- ▶ Higher user engagement
- ▶ Competitive advantage
- ▶ Easier A/B testing
- ▶ More ways to reach out to users
- ▶ A better understanding of user behavior
- ▶ More careful customer analysis
- ▶ Costs saving

up^otech

Notes



DISADVANTAGES

- Causes inconvenience for less tech-savvy account holders
- Removes human touch from banking
- Raises security concerns and online fraud
- Results in delays or losses in transactions due to mistakes
- Gives rise to comprehension issues due to the complex app interface
- Makes follow up on fraud reports difficult
- Delays service requests in case of internet issues

Notes



Thank You

Notes

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Windows search bar: Type here to search

Taskbar icons: File Explorer, WhatsApp, Microsoft Edge, Google Chrome, File Explorer

System tray: Weather (27°C Haze), Volume, Network, Language (ENG), Date (17-11-2024)