ONLINE AND MOBILE FINANCIAL SERVICES OF BANGLADESH

Oshin Nusrat Rahman (2019-1-60-014) | Anika Anmol Sara (2019-1-60-210) | Rabeya Islam Dola (2019-1-60-096)













Information for Identification

- In this process, Nagad accepts NID / Driving License / Passport / Birth Registration number for verification where Rocket, bKash, MyCash and Upay only accepts NID card information.
- Similarly, SureCash needs verification of NID or Passport for this purpose.

Use of Cookies

- Nagad uses four types of cookies which are Operations based Cookies, Performance based Cookies, Functionality based Cookies and Advertising Preferences based Cookies.
- Upay, bKash, MyCash and Rocket do not use any cookies.
- SureCash mentioned nothing about the cookies policy for their service.

Opt-out Policy

- For the Opt-out Policy Nagad, bKash, Upay and MyCash are providing Opt-out options, ensuring the security of the information provided.
- On the other hand, Rocket and SureCash have not mentioned any information related to the opt-out system.

Eligibility of Age

- Nagad, bKash, Rocket, MyCash and Upay conduct the verification of age through NID cards.
- SureCash very clearly mentioned the eligibility of age as 16 years or above but in the registration process they require NID card information. Eventually any person aged under 18 will not be able to register. So it contradicts their statement.

Liability

- In the terms of liability, Nagad, bKash, Upay and MyCash stated that they will not be liable for any kind of loss or damage or any human error. Rather the user will be wholly responsible for this.
- Similarly, SureCash mentioned that they will not be liable for transactions of users.
- Rocket provided no information regarding the liability.

Use of the Information

- All of the mentioned companies except Rocket, stated that they share the information with several third-parties.
- On the other hand, Rocket claimed that they do not sell or trade the information to third-parties, rather do proper measures to secure information of users.
- Upay in their product privacy, mentioned that they do not accept any information of persons under the age of 13 and take actions against it.

Findings

The result of the comparison from our findings among the six online and mobile financial services mentioned above is represented in the following graph.

