

The following workshop is presented by capitol one and American Library Association through the Community Connect grant. This workshop is designed to teach you how to use online banking services for privacy reasons that the chat has been deactivated if you have any questions on the subject send us your questions using the link in the description that you will see below it is also we ask you to answer the questions of the survey found in the description in order to obtain more grants in the future, access the survey by clicking on the link titled survey thank you very much.

[Music]

The benefits of internet banking services presented by Xochilt mayoral.

The purpose of this presentation is for community members to learn about the flexibility and convenience offered by online banking such as paying bills, tracking account transactions while traveling, fund transfers and depositing checks.

Hello, my name is Xochilt and in the next videos I will show you some of the benefits of banking services that the internet can offer. Personally, I started using these services when the pandemic arrived. Before I was only giving some payments, but for a year I have been using these services.

What is online banking? Online banking gives you the ability to manage money online with your mobile device or computer. You don't need to visit a bank branch and you can do whatever you need to do when it's most convenient for you. Today we will talk about:

- How to take control of your finances
- Banking services that fit your lifestyle
- Send family financial aid with ease and
- How to manage your finances while traveling.

The benefits of internet banking services. How banking services have evolved:

Personally, it has worked perfectly for me to give my own business payments or to give my payment in advance so I do not have to wait to receive my order. Like to receive a payment for my work I can receive the payment immediately and it is available. Usually at this very moment.

Video:

Until a few decades ago almost all banking transactions were personal and were held in local branches. The tools of paper and pencil were preferred and all transactions were done using deposit forms, checkbooks and paper receipts in the 1980s. New technologies made banking transactions easier to perform. The use of demanding ATMs became widespread and banking services quickly became a 24-hour operation. Suddenly customers got access to money at any time. Over time, people demanded much more debit cards. They did not take long to become part of the options available. At last, customers could withdraw funds from their accounts at the time of making a purchase and the need for paper checks began to decline. Finally, the banks launched websites where their customer could access their bank accounts. These websites quickly expanded to include mobile sites as well as smartphone apps. These new resources now give you immediate access to the same service that was previously only offered at a branch. How to make deposits, transfer money, and monitor your transaction history. Banking resources continue to evolve in the digital age and one thing will continue to be true. All of these tools give you more control which makes managing your money faster, simpler, and more convenient for you.

After this video, what is the biggest change you have seen from the banking services in recent years?

For me the biggest change that I have seen in the market services. Banking is so fast that you can review bank statements just by opening your bank's application. It gives you the options you need and the best thing personally is that I don't have to use checks to make payments.

Do you remember your reaction when new advances were introduced in banking services such as ATMs or debit cards?

For me, ATMs are very accessible, especially when you use cash at any time, your debit card can also be used in any store.

How often to use these services now?

Since I started using online services, I think that the daily uses to give a payment or check if I received a payment.

Now we will talk about ATMs and debit cards.

Let's watch the following video on how to use online banking to manage our accounts.

With online banking, you have access to your bank account whenever you want without having to visit a branch or go to an ATM. This makes everyday manual tasks faster and more automated.

What are internet banking services?

There are many ways to be banking services which I use quite frequently since I must check my account statement in the phone and look at my available funds especially if I go shopping.

Before watching another video, what type of banking activities are you doing either online or with your mobile?

I use my computer at home to make all the monthly payments and I use my phone to check my account statement on several occasions I have had to forget to make a payment and then from my phone so that they do not charge me for giving it late.

For those of you who are using internet banking services, can you share how these services help you?

Personally, it helps me a lot in terms of my time when you work all day the least I want is to go to a bank to line up for a payment or go to a store just to make a payment.

What are some of the reasons you don't use internet banking?

Some people who work in the fields, for example, when they leave their work are not in a position to get in line to make a payment or simply go to deposit their check. I personally have not been to cash a check at my bank since the pandemic began. My bank offers the option of depositing a check by taking a photo of it, we just know some people that it is difficult for us to trust these activities because of the internet, but every day it gets easier. You can take control of your finances. I usually keep track of my accounts because they are seen in the account statement, but you can also have it on your computer in a folder with your confirmation numbers.

Video:

I am a teacher and I receive a check from the state. I also have a part time job and have made quite a bit of money from that as well but I don't always know exactly when payments are deposited into my account. It usually happens around the fifth day of the month or so going to my local bank branch may not be easy for me especially if there is bad weather or if I am traveling. Usually not a big deal, but sometimes in the weeks while I get my bank statement in the middle of the month. I have no way of knowing if my checkbook corresponds to my balance, that is, after all my bills and expenses have been paid. Checking and debit card purchases can be difficult to monitor ATM deposits. Before I started using online banking, I had to wait for my statement to arrive in the mail. Sometimes I had overdraft fees for not getting my bills right at the end of the month. In fact, I started using online banking when recommended by my bank teller. He noticed that I was using a smartphone and he told me that I could do many of these things with the mobile app. knowing exactly how much money I have in my checking and savings accounts puts me at ease. Eliminating the guesswork that I don't have enough money to cover my cable bill at the end of the month. I don't do much more than check my balance, but that alone

saves me a ton of stress. This way I can see what my balance is and know exactly when the money is available.

Video:

When you are traveling for a few weeks or even a few months, online or mobile banking services give you control over your finances, allowing you to enjoy peace of mind at each stage of your trip. Meet Jose and Linda. Since they retired five years ago they have become frequent travelers. Since they visit his family every year. However, it is still difficult for them to monitor all their banking activities both before and after they go on a trip. Before traveling, Jose and Linda always coordinate the payment of their bills to make sure everything is paid on time. They also make sure to transfer funds for their travel account and withdraw cash to convert to the currency of each country. Returning from their travels they often have to deal with late fees or unpaid bills that they might have forgotten to do.

Discovering online banking has helped Jose and Linda reduce manual work and frustration related to managing finances while on the road. They started by scheduling automatic payments for their cable electricity and gas bills. This way the money was transferred directly from their checking account each month which caused less hassle with their bills while they were traveling. Jose and Linda also signed up to receive automatic alerts on their smartphone whenever their travel account balance was below a certain limit. This helped them monitor their finances and prevent fraud while on the road. With automatic payments and balance alerts, Jose and Linda can now spend less time on financial worries and more time planning their next adventure.

How do you manage your bank accounts when you are traveling? When I am traveling it is usually convenient to be able to check my account balance.

What are some benefits of setting up bill pay account payments? The best benefits since you can avoid your payment being late and have extra charges. You can avoid payments being late which helps on your credit report.

One tip is with readily available internet banking services since you don't have to wait once a month for that statement by mail. Your digital bank account allows you to view transactions daily and download copies of your account statement and allows you to monitor your activity.

Banking services that fit my lifestyle.

It took me a little time to adapt to this form of banking services but once I started using it, it has been made easier. It fits my lifestyle, as the life of many of us who live with the long hours of the day.

Video:

From your bank's mobile website, you can review current account balances and monitor money in and out of your accounts. Find the area of the home page where your account balances appear. In most banks the labels for your checking and savings accounts link to pages you have in your complete transaction history. There you can see a record of all the money that goes into your account, such as your social security, your salary, and other funds that are deposited into your account. You will also find any withdrawals from your account such as the checks you write, your withdrawals through the ATM, transfers to other accounts and extra expenses. Monitoring your account at least once a week helps keep you aware of any activity on your account. Think of your bank's website or app as the electronic way to reconcile your checkbook. Online or mobile banking services help you see which checks have cleared, which transactions are still pending, and which transactions have not yet been posted. With some banks you can even click on the links next to the individual transactions to see more details about them. Look for a plus sign or some other symbol next to the transaction. Sometimes you can also use this to view images of specific checks that you have written once they have cleared. Your account will have a link to also view your bank statements covering all transactions on your account during a particular month. You will be given the option of what type of statement you want to see. Either the most recent or a specific one from a previous month.

Post video discussion:

How do you monitor your expenses?

I personally use what is closest, if I am in my car I use my phone if I am at home then the computer or iPad.

In which cases it would be useful to know exactly how much money is in your account?

It is important to me to know exactly how much money is in my account when something unforeseen arises such as a medical emergency or a household appliance breaks down.

Tip: Get in the habit of using your banking app to check your available balance before making a purchase.

This concludes the first presentation. If you have any questions about this presentation I will try to give you an answer. You can also use this address [www dot ready clic advanced dot org](http://www.readyclivanced.org) and you can rewatch the videos you like.

Thank you for being with us today.

Hello, I am Xochilt and I am with you again if you have any questions that I can help you with or direct us to where you can help this is the moment.

Notice

[Music]

Yes

Hello, I am Xochilt who gave you the presentation a few moments ago and if you have any questions right now I could direct you to where you can help or help you answer some of the videos you watched.

[Music]

[Laughs]

If there are no questions I want to thank you for participating in this video and do not forget that there is a survey at the end of the videos. And if you like to see any of the videos that were presented, they are in English, and next Thursday there will be the second part of these videos and thank you very much for your time. Have a good day and we are waiting for you on Thursday, thank you.