Unit 3: Topic B2 Communicating with customers

Banking has changed markedly over recent years. We will be examining this and whether this has been of benefit to the customer

1. List as many ways technology has affected how banking operates as you can.
2. Discuss whether these changes have had a positive or negative impact on banking. Consider the following when doing this: Complete the table below
   1. Employees
   2. Banks
   3. Customers (of different ages – does age matter here?)
   4. Other businesses and industries (have other industries been affected? How? Give examples.)

How Technology Has Affected How Banking Operates

|  |  |  |
| --- | --- | --- |
|  | Positive | Negative |
| Employees |  |  |
| Banks |  |  |
| Customers |  | . |
| Other businesses and industries |  | . |

1. Now feedback to the class and ensure you write full notes on this from what other groups contribute.