How Technology Has Affected How Banking Operates

Use your own knowledge and carry out internet research to make at least two points in each box below (link to the different types of technology)

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

Now carry out research into two different banks and the way they communicate with their customers (e.g. mobile app, telephone, online, in branch.) What services can be carried out using each method?

|  |  |
| --- | --- |
| Bank 1 | Bank 2 |
|  |  |