

Susan and John got a letter from their bank.

Their local branch is closing soon and the banking is moving online. The letter outlines the steps they must take to get set up for online banking. They need to register for online banking and download an app. Once they receive their personal ID number, they will be able to manage everything from a smartphone. The letter mentions the benefits of online banking like: “It is available 24-7”, and “It is easy to set up and use on the go”.

Susan and John regularly tune into a popular radio show every day. They are excited about being able to access their bank accounts from their phones, but they have heard stories about the downsides of online banking too. They want to make sure that online banking is safe and secure.

Questions

What do you think about Susan and John’s situation?

If you were in this situation, how would you get the information about safe and secure banking?