

5

COVID-19 Impacts on Banking

The world is changing quickly, and your customers are changing with it. Now is not the time for business as usual, your customers look to you for support during a crisis, are you adapting to meet their needs? See how **Banking & Finance** support requests have changed in less than a month.

Customer Support Volume Changes (by Intent) in March*:

Online Banking

1

45%

Increase in queries on how to use online banking



"How do I register for Online Banking or Mobile Banking?"

"How do I deposit a cheque/check using electronic deposit?"


"How do I order cheques/checks online?"

Stop/Defer Payment

2

629%

Increase in queries on how to stop/defer loan/mortgage payments



"How do I defer a mortgage payment?"

"How do I change or stop/cancel a Pre-Authorized Payment?"


"How do I skip my loan payment online?"

Transfer Related

3

80%

Increase in queries about sending and receiving money transfers



"What information do I need to send or receive a wire transfer?"

"Is there a limit on how much money can be sent or received?"

"How do I find my BIC/SWIFT and IBAN numbers?"

Lending Related

4

39%

Increase in people looking for loans, overdrafts, etc.



"How do I change my credit limit?"

"Where can I find information on loans?"

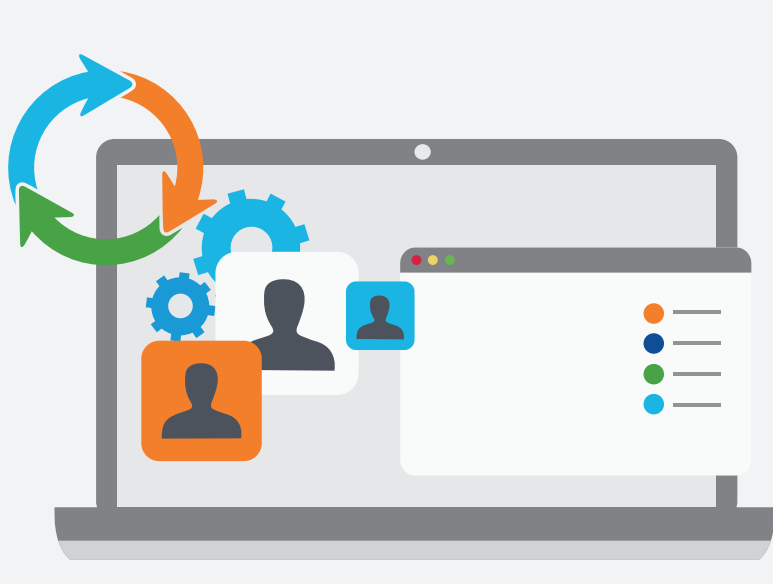
"How do I activate my credit card?"

Contactless Payment

5

75%

Increase in queries on alternative payment options



"Which financial institutions participate in electronic transfer services?"

"How do I send an electronic transfer online?"

"Can I use Apple Pay?"

To support you during this time [24]7.ai has created several free, rapid deployment packages to help you stay in contact with your customers.

To find out about how consumers' digital behavior has shifted and get our free customer experience tools that can help you in as little as 48 hours, contact us at:

[\[24\]7.ai COVID-19 Business Continuity Offers](#)