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The 2006 Baltic E-Banking Report



The 4th annual independent e-banking research report covering 37 banks in Latvia, Estonia and Lithuania

November 2006

Metasite Business Solutions
www.metasite.net

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Executive summary

The Baltic retail banking landscape is changing rapidly, and we expect two key trends to continue influencing the future of the financial sector greatly during the next couple of years.

The first trend is the irreversible **commoditization of key retail financial products** which forces banks to refocus from pricing and products to brand/image and superior customer service.

The second trend is **the growing penetration of Internet usage** and the ongoing explosion of Internet banking usage within the Baltic countries.

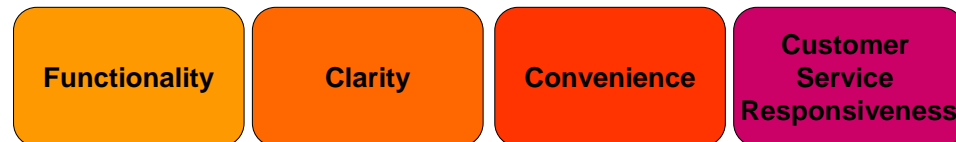
Combination of these two trends resulted in Internet banking interfaces and public bank websites starting to play critical roles in ensuring the satisfaction of existing bank customers and attracting new ones. During the next couple of years, principal competitive battles will be taking place in the e-channels.

To have a chance of winning those battles, a bank needs a clear understanding of how its Internet properties compare to those of rival banks at the moment, where it is leading and where it is lagging behind.

In the 2006 Baltic E-Banking Report, strengths and weaknesses in the e-offerings of every Latvian, Lithuanian and Estonian bank are analyzed, answering two principal questions:

Where are we today?
Where are our competitors?

E-offerings of every Latvian, Lithuanian and Estonian retail bank have been analyzed and scored in four principal categories comprising well over 260 criteria, namely:

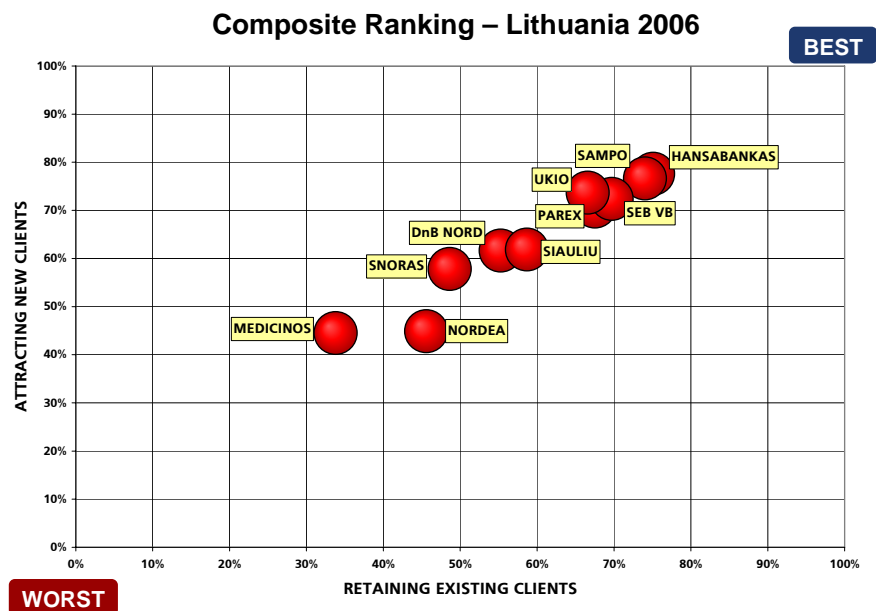


After calculating resulting scores for every bank in each of the above four categories, we constructed a synthetic model benchmarking every bank's ability to leverage the e-channel in two key areas, namely:

Attracting new clients
Retaining current clients

The resulting scores provide a good high-level view for a top executive and are provided in this executive summary. For experts involved in the actual planning and implementation of a bank's e-strategy, detailed analysis is provided in the remaining parts of the report.

Lithuanian banks

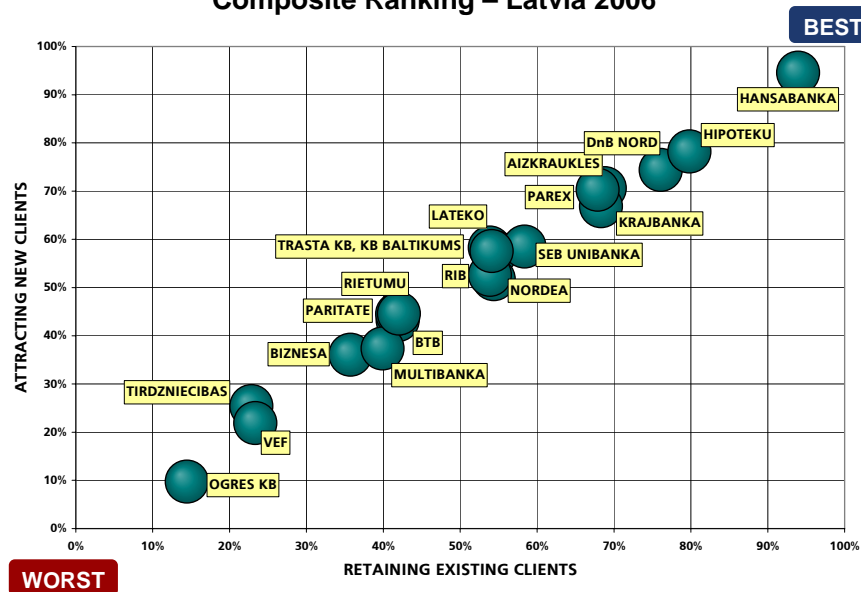


Overall rankings 2006 in Lithuania

Rank 2006	Rank 2005	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	Hansabankas	7,8	7,5	15,3
2	(2)	Sampo bankas	7,7	7,4	15,1
3	(3)	SEB Vilniaus bankas	7,2	7,0	14,2
4	(9)	Ukio bankas	7,4	6,7	14,1
5	(4)	Parex bankas	7,1	6,8	13,9
6	(6)	Siauliu bankas	6,2	5,9	12,1
7	(5)	DnB NORD	6,2	5,5	11,7
8	(7)	Bankas SNORAS	5,8	4,9	10,7
9	(8)	Nordea	4,5	4,6	9,1
10	(10)	Medicinos bankas	4,5	3,4	7,9
		AVERAGE	6,4	5,9	12,3

Latvian banks

Composite Ranking – Latvia 2006

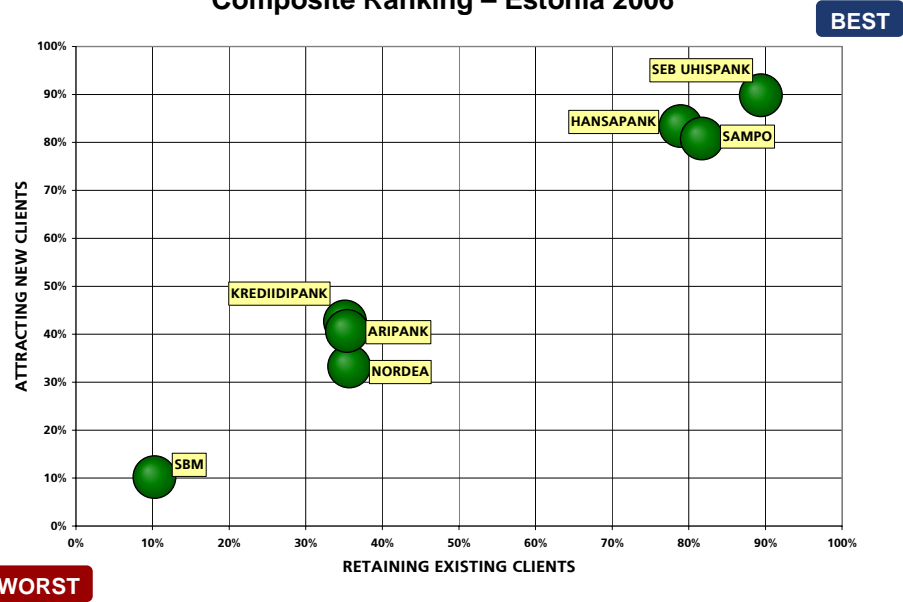


Overall rankings 2006 in Latvia

Rank 2006	Rank 2005	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	Hansabanka	9,5	9,4	18,9
2	(3)	Hipoteku un Zemes banka	7,8	8,0	15,8
3	(2)	DnB NORD	7,4	7,6	15,0
4	(9)	Aizkraukles banka	7,1	6,9	14,0
5	(5)	Parex banka	7,0	6,8	13,8
6	(7)	Latvijas Krajbanka	6,7	6,8	13,5
7	(4)	SEB Unibanka	5,8	5,8	11,6
8	(14)	Komercbanka Baltikums	5,8	5,4	11,2
9	(16)	LATEKO banka	5,7	5,5	11,2
10	(8)	Trasta Komercbanka	5,8	5,4	11,2
11	(15)	Regionala Investiciju banka	5,3	5,4	10,7
12	(6)	Nordea	5,2	5,4	10,6
13	(13)	Banka Paritate	4,5	4,2	8,7
14	(11)	Rietumu banka	4,5	4,2	8,7
15	(12)	Baltic Trust Bank	4,3	4,2	8,5
16	(10)	Multibanka	3,7	4,0	7,7
17	(18)	Latvijas Biznesa banka	3,6	3,6	7,2
18	(19)	Latvijas Tirdzniecibas banka	2,5	2,3	4,8
19	(17)	VEF banka	2,2	2,3	4,5
20	(20)	Ogres Komercbanka	1,0	1,4	2,4
		AVERAGE	5,3	5,2	10,5

Estonian banks

Composite Ranking – Estonia 2006



Overall rankings 2006 in Estonia

Rank 2006	Rank 2005	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	SEB Uhispank	9,0	8,9	17,9
2	(2)	SAMPO	8,1	8,2	16,3
3	(3)	Hansapank	8,3	7,9	16,2
4	(4)	Krediidipank	4,3	3,5	7,8
5	(7)	Tallinna Aripank	4,1	3,5	7,6
6	(6)	Nordea	3,3	3,6	6,9
7	(5)	SBM Pank	1,0	1,0	2,0
		AVERAGE	5,4	5,2	10,6

Conclusions

1. While the picture with customer service responsiveness has improved considerably, many banks still fail to integrate e-channels into their customer service processes. Around one half of the banks still routinely fail to answer customer email inquiries, or are unable to ensure consistent quality.
2. After two years of breakaway dominance in all the three Baltic countries during 2003-2004, Hansapank positions have weakened substantially in Estonia in 2005. In 2006, Hansapank has strengthened its positions, however, not enough to overcome competitors - Hansapank finished still 3rd in Estonia with SEB Uhispank and SAMPO at the top.
3. Hansabanka remained a clear leader in Latvia, while in Lithuania the gap between Hansabankas and its primary competitors has been diminishing further. This year Hansabankas and SAMPO results were practically identical.
4. Some banks have improved their e-offerings significantly within a year. To name a few – Ukio bankas in Lithuania, having ranked 4th this year (9th last year); Aizkraukles and LATEKO banka in Latvia – 4th and 9th, respectively (9th and 16th last year, respectively).
5. The journey towards no-fee e-banking account opening has come to a close for Estonian and Lithuanian banks, with none of the banks charging the customers for opening e-banking accounts. We still expect that similar trend should take over Latvian banking market over the coming years.
6. While real 24/7 customer service remains only partially available, many banks are evidently working extended hours, answering customer inquiries in the evening or even at night. That would have been unthinkable just three or four years ago, and we applaud the trend.
7. Led by Estonians, all the banks in the Baltics are introducing new financial and non-financial products and services to their e-banking product portfolios. The process could be faster, but the direction is right.

Introduction

1. Introducing The 2006 Baltic E-Banking Report

Make the user happy, and your products will be a success. Why then are so many products and services so difficult and unpleasant to use? Why are not we all either happy or successful – or both?

- Alan Cooper

November 1, 2006

Dear Bank Executive,

E-banking in the Baltics has gained maturity as a concept. From the customer's viewpoint, in 2000 e-banking was exciting high tech, used by early adopters and technophiles. By 2006, the glamour is definitely gone – e-banking has turned into a boring utility, rarely remembered by users except in case of a major failure (think of residential heating and water supply, for example).

If e-banking has reached maturity, one would expect that e-banking interfaces have been tuned to a level where online banking becomes a pleasurable experience. Unfortunately, the reality is different. While PR departments hail the rapidly rising numbers of e-banking customers, clients choosing to carry out their regular banking tasks online suffer from poor usability, lack of customer service integration and, in some surprising cases, even absence of certain basic functions.

If e-banking is so important, if banks are recognizing its role as a future competitive differentiator, if e-banking adoption results in lower operational costs, why then are so many e-banking products so difficult and unpleasant to use?

Most e-banking systems today emerge from the development process like a monster emerging from a bubbling tank. Developers, instead of planning and executing with their users in mind, end up creating technological solutions over which they ultimately have little control. Like mad scientists, they fail because they have not imbued their creations with humanity.

What most e-banking systems used by Baltic banks are missing is the *design* element – and we are not referring to *graphical* design here. Rather we borrow a definition from industrial designer Victor Papanek: *design*, he says, *is the conscious and intuitive effort to impose meaningful order*. When performed using the appropriate methods, design can provide the missing human connection in e-banking channels.

With that in mind, I am proud to present already the 4th edition of *The Baltic E-Banking Report* – an independent annual electronic banking research study, covering all retail banks in all the three Baltic countries. It is our honour to have some of the banks applied the results of the Baltic E-Banking Report in practice and improved their internet offerings throughout the year.

The 2006 Baltic E-Banking Report is bigger, deeper and, hopefully, further improved in many ways.

This year's report features a whole new section – *Mobile Banking*, analyzing 240+ new criteria in WAP, SMS, human-operated phone and automated phone banking subcategories. Multiplied by the number of researched banks (37), the new 240+ criteria constitute 8880+ new data points recorded this year.

In TOTAL, *The 2006 Baltic E-Banking Report* features 500+ distinct criteria - 18 500 (!) data points recorded. Thus, we believe this year's report will give you an even better view of the ongoing developments in the Baltic e-banking market.

Same as the year before, *The 2006 Baltic E-Banking Report* can now be purchased for any separate Baltic country, thus we expect to spread the results of the report even wider.

Finally, I would like to express my sincere gratitude to all the Baltic banking executives who have purchased *The 2006 Baltic E-Banking Report* or our previous researches. I hope that our study will not only benefit you, as an executive, while benchmarking your bank's e-offerings to those of your biggest rivals, but also enable your operations staff to improve your bank's e-offerings yet a little bit more. Hopefully, that will bring you more happy customers and more business to you. Remember: *what cannot be measured, cannot be controlled*. The 2006 measurements are here.

Good luck!

Evaldas Tylas

E-Banking Research Supervisor
Metasite Business Solutions

P.S. Should you be willing to directly discuss *The 2006 Baltic E-Banking Report* results or other topics related to e-banking and m-banking development in the Baltics, please email me at evaldas.tylas@metasite.net or call +370 685 32 355.

2. Goals of the study

With the public bank websites and Internet banking systems having overtaken the regular customer service branches and in certain cases even the ATMs in popularity, e-channels have been turned into the next arena for competitive battles.

To have a chance of winning those battles, a bank needs a clear understanding of how its Internet properties compare to those of rival banks at the moment, where it is leading and where it is lagging behind.

This is where the Baltic E-Banking Report fits in. In this report, we analyze the strengths and weaknesses in the e-offerings of every Latvian, Estonian and Lithuanian retail bank, enabling banks to answer two principal questions:

Where are we today?

Where are our competitors?

The results reflect both the overall state of e-banking in Latvia, Estonia and Lithuania and the challenges facing each individual retail bank.

As brands and customer experiences are rapidly becoming the principal areas of competition between retail financial institutions, and the Internet is turning into a primary e-banking channel for a growing percentage of retail customers, we believe the Baltic E-Banking Report will remain instrumental for Baltic banks in their efforts to benchmark their current status against their peers and make well grounded decisions with respect to the further development of their e-channels.

The ability to compare the results of this year's study with the findings of the previous years will provide additional value to the banks as analysts will be able not only to make comparisons between banks but also better understand the progress that has been made during the 12 months since the release of the last year's report.

3. What the report offers

The Baltic E-Banking Report analyses the functionality, usability and performance of the public websites and Internet Banking Systems (IBSs) by every Latvian, Estonian and Lithuanian retail bank from an external user's perspective.

It ranks the banks by a wide range of customer-experience related criteria, provides comments on best-practice examples and pinpoints areas where improvement is clearly needed. Aggregate rankings and benchmarks are provided both in the executive summary and at the end of the report.

What this report is NOT:

- **Not an evaluation of technical platforms**
- **Not a contest for the best graphical website design**
- **Not an e-banking system security or technical availability test**

What this report IS:

Systematic analysis of every bank's e-offerings from a retail client's perspective:

- **Functionality**
- **Clarity**
- **Convenience**
- **Customer Service Responsiveness**

Methodology

4. Key definitions

A number of expressions, notations and special terms are used throughout this report. To ensure that every reader interprets the report's contents as intended by the authors, we have chosen to provide a short list of definitions for principal keywords below. No claim that the below definitions are universally correct or better than others is made, as our goal here is to get to an agreement with our reader on the meanings assigned to certain terms in the context of this report, facilitating better understanding of the topics discussed.

<p>Electronic banking E-banking Internet banking Online banking Online Self-Service</p>	<p>All these terms are used interchangeably throughout the report and refer to provision of banking services through interactive electronic channels, including the Internet, closed proprietary networks, SMS, WAP, MMS, IVR or any combination of the above. Both public websites (<i>see below</i>) and Internet Banking Systems (<i>see below</i>) are considered part of a bank's e-banking offerings in this report.</p>
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<p>Public website</p>	<p>A website (also referred to as <i>internet homepage</i> in certain sources) commissioned and owned by the bank, accessible to the general public without restrictions; offering information on the bank's products and services, news, as well as (optionally) interactive tools, downloadable forms and other documents, etc.</p>
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<p>Internet Banking System (IBS)</p>	<p>Software used to provide a secure interface between a bank's customer and the bank information system, allowing the user to retrieve information and initiate banking transactions.</p>
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<p>History; Account history</p>	<p>A historical list of transactions carried out (or attempted) by the user during a certain period of time.</p>
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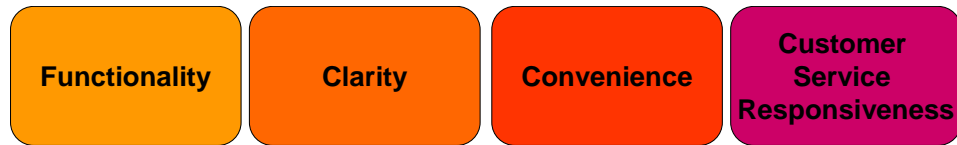
<p>Client User Customer</p>	<p>A person who is making use of e-banking services provided by a retail bank.</p>
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<p>Wire transfer Money transfer Payment order</p>	<p>The procedure of cashless transfer of funds from one account to another (within the same bank, in two different domestic banks or in a domestic and a foreign bank).</p>
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<p>Transaction</p>	<p>An operation involving a client's funds and carried out in the Internet Banking System (e.g. transfers, currency conversions, utility payments).</p>
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5. General methodology

While developing the methodology for the Baltic E-Banking Report, Metasite has identified and researched over 260+ distinct criteria characterizing a retail bank's Internet banking offerings in four major categories:



Building on top of world-class methodologies for usability analysis developed by Change Sciences Group, Alan Cooper, Jakob Nielsen, Forrester Research, Jim Sterne, as well as Gomez metrics for analyzing use of e-channels at financial institutions, Metasite has developed a process for evaluating an entire set of a retail bank's online offerings based on those 260+ criteria.

Base data analyzed in this report has been gathered during field research and testing sessions that were carried out in parallel during July-September 2006 in Lithuania, Latvia, and Estonia. Therefore any developments within the Lithuanian, Latvian, or Estonian Internet banking landscape that took place after the above mentioned period could not be reflected in the current report and will be taken into account when preparing the 2007 Baltic E-Banking Report.

The field research and testing were carried out as follows:

Accounts were opened in all the Baltic retail banks by our researchers posing as private general retail clients and activation of fully functional Internet banking services was requested.

Analysis covered in this report has been carried out entirely from a user's perspective. To ensure that a customer-perspective is maintained at all times, no additional data has been gathered directly from the banks, IBS vendors or third party sources.

Field research was carried out by Lithuanian, Latvian, and Estonian native speakers in their home countries, thus primarily the native-language versions of every bank's online offerings were subjected to our analysis.

6. Banks covered in the report

The following banks have been covered in the 2006 Baltic E-Banking Report (listed in alphabetical order):

6.1 Lithuanian banks

1	Bankas SNORAS	www.snoras.com	
2	DnB NORD	www.dnb nord.lt	
3	Hansabankas	www.hansa.lt	
4	Medicinos bankas	www.medbank.lt	
5	Nordea	www.nordea.lt	
6	Parex bankas	www.parex.lt	
7	SAMPO bankas	www.sampo.lt	
8	SEB Vilniaus bankas	www.seb.lt	
9	Siauliu bankas	www.sb.lt	
10	Ukio bankas	www.ub.lt	

6.2 Latvian banks

1	Aizkraukles banka	www.ab.lv	
2	Baltic Trust Bank	www.btb.lv	
3	Banka Paritate	www.paritate.lv	
4	DnB NORD	www.dnb nord.lv	
5	Hansabanka	www.hansabanka.lv	
6	Hipoteku un Zemes banka	www.hipo.lv	
7	Komercbanka Baltikums	www.baltikums.lv	
8	LATEKO banka	www.lateko.lv	
9	Latvijas Biznesa banka	www.lbb.lv	
10	Latvijas Krajbanka	www.lkb.lv	
11	Latvijas Tirdzniecibas banka	www.ltbtly.com	
12	Multibanka	www.multibanka.lv	
13	Nordea	www.nordea.lv	
14	Ogres Komercbanka	www.okb.lv	
15	Parex banka	www.parex.lv	
16	Regionala investiciju banka	www.rib.lv	
17	Rietumu banka	www.rietumu.lv	
18	SEB Unibanka	www.seb.lv	
19	Trasta Komercbanka	www.tkb.lv	
20	VEF banka	www.vefbank.com	

6.3 Estonian banks

1	Hansapank	www.hansa.ee	
2	Krediidipank	www.krediidipank.ee	
3	Nordea	www.nordea.ee	
4	SAMPO	www.sampo.ee	
5	SBM Pank	www.smbank.ee	
6	SEB Uhispank	www.seb.ee	
7	Tallinna Aripank	www.tbb.ee	

7. Banks excluded from the research

7.1 Reasons for exclusion

Since we were seeking to research the range, quality and functionality of online banking services offered by banks to regular domestic clients, some banks were excluded from the 2006 study because of one or both of the following reasons:

No internet banking system available at the time of the research.

IB access charge > EUR 20 (demonstrated lack of willingness to serve general retail customers)

The listing of excluded banks along with reasons for exclusion follows.

7.2 Excluded Lithuanian banks

HVB-Bank

To open an account for a private customer, the bank required a minimum deposit of LTL 20,000, indicating a clear non-retail orientation.

7.3 Excluded Latvian banks

Baltic International Bank

To open an account for a private customer, the bank required a minimum deposit of USD 10,000 plus a recommendation of an existing client, indicating a clear non-retail orientation.

SAMPO banka

The bank did not offer access to an Internet Banking System at the field research time.

HVB-Bank

To open an account for a private customer, the bank required a minimum deposit of LVL 5,000, indicating a clear non-retail orientation.

7.4 Excluded Estonian banks

HVB-Bank

The bank denied a request to open a bank account for a private client.

8. E-Banking Fees

In order to reflect the differences in mindsets and pricing strategies among the Lithuanian, Latvian and Estonian bank managers, we have chosen to include data on e-banking fees charged by every bank that has been covered in this year's report.

8.1 Lithuanian banks

Bank Name	Opening fee	Additional opening costs	Monthly fee	Closing fee	IBS transaction fee*
Bankas SNORAS	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 1.00
DnB NORD ¹	LTL 5.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.80
Hansabankas ²	LTL 0.00	LTL 5.98	LTL 0.00	LTL 0.00	LTL 0.80
Medicinos bankas	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.80
Nordea	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.70
PAREX bankas	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.80
SAMPO bankas	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.80
SEB Vilniaus Bankas	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 1.00
Siauliu bankas	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 1.00
Ukio bankas ³	LTL 0.00	LTL 10.00	LTL 0.00	LTL 0.00	LTL 0.80

* A domestic non-express IBS-initiated inter-bank payment transfer fee

¹ An account opening fee of 5.00 LTL for usage of Mobile Banking services ("SMS linija").

² 0.99 LTL per month for "Automatine paslauga" service, plus 4.99 LTL per month for "Bankas telefonu" service. Both are Mobile Banking services.

³ A monthly fee of 10 LTL for "Informacija telefonu" service is required (a Mobile Banking service).

8.2 Latvian banks

Bank Name	Opening fee	Additional opening costs	Monthly fee	Closing fee	IBS transaction fee*
Aizkraukles banka	LVL 5.00	LVL 0.00	LVL 0.00	LVL 2.50	LVL 0.15
Baltic Trust Bank	LVL 1.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.20
Banka Paritate	LVL 3.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.20
DnB NORD	LVL 3.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.20
Hansabanka	LVL 5.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.20
Hipoteku un Zemes banka	LVL 1.00	LVL 0.00	LVL 0.00	LVL 1.00	LVL 0.30
Komercbanka Baltikums ¹	LVL 5.00	LVL 10.00	LVL 0.00	LVL 0.00	LVL 0.30
LATEKO Banka	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.25
Latvijas Biznesa banka ²	LVL 1.00	LVL 5.00	LVL 0.00	LVL 0.00	LVL 0.15
Latvijas Krajbanka	LVL 3.00	LVL 0.00	LVL 0.10	LVL 0.00	LVL 0.15
Latvijas Tirdzniecības banka ³	LVL 1.00	LVL 15.00	LVL 0.00	LVL 0.00	LVL 0.20
Multibanka	LVL 5.00	LVL 0.00	LVL 0.00	LVL 5.00	LVL 0.30
Nordea	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.15
Ogres Komercbanka	LVL 0.00	LVL 0.00	LVL 0.60	LVL 0.00	LVL 0.25
Parex banka ⁴	LVL 1.50	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.20
Regionāla Investīciju banka	LVL 0.00	LVL 0.00	LVL 0.00	LVL 10.00	LVL 0.20
Rietumu Banka	LVL 10.00	LVL 10.00	LVL 4.00	LVL 10.00	LVL 0.15
SEB Unibanka	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.25
Trasta komercbanka ⁵	LVL 2.00	LVL 20.00	LVL 0.00	LVL 0.00	LVL 0.25
VEF banka	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.25

¹ 10.00 LVL is being charged for client's provision with code calculator "Digi Pass".

² 5.00 LVL fee is required to get the "Test Keys" – special software for generating IBS log in codes. IBS transaction fee is 0.15 LVL for local transfers in lats if sum is less than 50 000 LVL.

³ 5.00 LVL is being charged for Mobile Banking service enabling and 10.00 LVL is charged for IBS log in codes.

⁴ IBS transaction fee is 0.20 LVL for local transfers in lats if sum is less than 50 000 LVL.

⁵ Trasta Komercbanka charges 20.00 LVL for client's provision with code calculator "Digi Pass".

8.3 Estonian banks

Bank Name	Opening fee	Additional opening costs	Monthly fee	Closing fee	IBS transaction fee*
Hansapank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 6.00
Eesti Uhispank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 3.00
Eesti Krediidipank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00
Nordea	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00
Sampo Pank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 2.00
SBM Pank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00
Tallinna Aripank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00

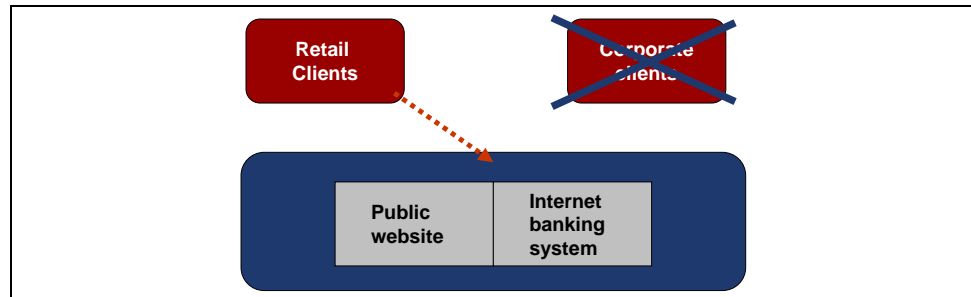
* A domestic non-express IBS-initiated interbank payment transfer fee

9. Subject of the research

9.1 What was researched

The research analyzes e-banking services offered by the banks to **individual** clients, sometimes also referred to as **residential** clients. It covers two principal types of bank online offerings:

- The public website of every analyzed bank.
- The Internet Banking System of every analyzed bank.



While a significant portion of the findings in this report perfectly apply to the online services the banks offer to their business customers or premium VIP private banking clients, presently we do not aim to provide any evaluations of such offerings.

The following two sections provide typical examples of a bank's public website interface and an Internet Banking System interface, respectively.

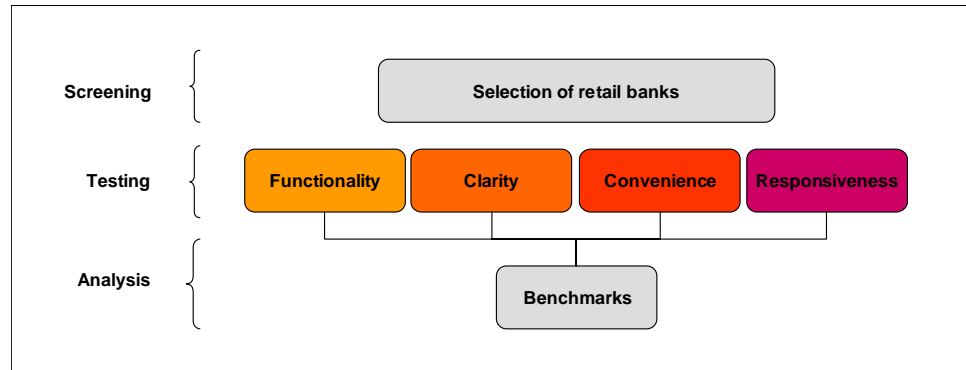
9.2 An example of the public website

9.3 An example of an Internet Banking System

10. Explanation of the tests

10.1 The four tests in brief

The research data was gathered by performing field tests in each of the four categories as depicted in the illustration below.



A brief explanation of every category is provided further:

Functionality test aims to evaluate the variety of functions that the banks offer to their customers online. The test measures banks' ability to fully serve retail client needs by offering full range of financial services: banking, securities trading, insurance, pension funds, and leasing services/information online. The test covers both public websites of the banks and their Internet Banking Systems.

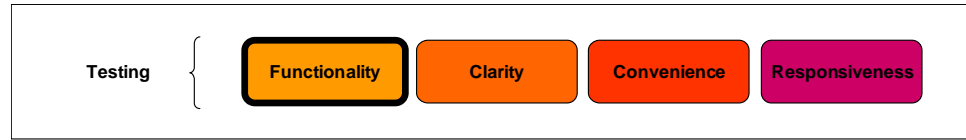
Clarity test aims to assess how easy it is for the new users of the bank public website and IB system to find the needed information and directions within the website. The new users were given certain tasks to complete, and their impressions about the website were recorded and tabulated.

Convenience test is aimed to determine whether the different Internet Banking Systems are designed so that it is convenient to perform the most frequently needed actions for an experienced Internet Banking System user:

Log in → Check account balance → Domestic payment transfer → Log out

Customer Service Responsiveness test measures how quickly each bank reacts to e-mail questions of present and potential customers, as well as the quality of responses. The test included a variety of simulated situations.

10.2 Functionality test



Functionality test aims to evaluate the variety of functions that the banks offer to their customers online. The test covers both public websites of the banks and their Internet Banking Systems (IBS) testing process

Structure

The criteria used in the functionality test are grouped into 11 subcategories, each representing a significant functional area. We were seeking to define binary criteria whenever possible so that **yes/no** or **true/false** evaluations could be assigned.

An example:

Category: Functionality

Subcategory: Transactions

Criteria: Is it possible to set up automatic periodical payments

Evaluation: Yes

Functionality subcategories	
1. Sign-up section	7. Deposits
2. Login section	8. Loans
3. Account information	9. Security measures
4. Transactions	10. Languages
5. Utility payments	11. Extra services
6. Help system	

Testing process

The criteria in each subcategory were defined by evaluating the total functionality universe available from Baltic banks and cross-checking with the functionality available to the customers of major U.S. retail banks; then extended and modified following the recommendations and best practices suggested by Gomez. The bank websites and IBSs were then analyzed by researchers, verifying adherence to each criteria.

Presentation of results

The results of the functionality test are displayed as a percentage of the criteria that a certain bank meets in every subcategory and overall in the Functionality category.

Extra Services subcategory

Extra Services subcategory measures banks' ability to fully serve retail client needs by offering full range of financial services online.

This subcategory was introduced in order to reflect the changing e-banking customer expectations. First of all, customers hate wasting their time visiting different physical branches or different online systems for different financial services. They expect all or at least most of financial services to be offered online and in one place.

Therefore, the Extra Services subcategory covers the following financial services (products):

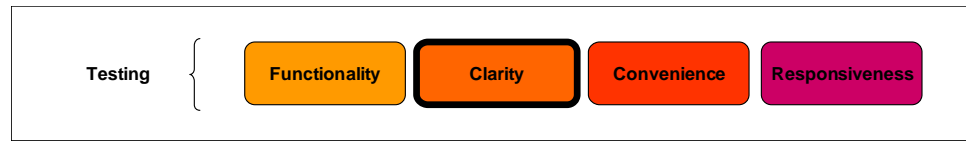
Leasing
Driver's Liability Insurance
KASKO Insurance
Credit/Debit Cards
Securities Trading
Pension Funds
Investment Funds

The following aspects were tested for Extra Services:

Transactional capability for listed financial services (where applicable)
Information completeness of existing agreements
Ability to view/print an existing client agreement
Ability to view/print a generic version of an agreement

In total, more than 40 criteria were tested in Extra Services category, each scoring 1 point, if fulfilled.

10.3 Clarity test



Clarity test aims to assess how easy it is for the new users of a bank's public website and IBS to find the needed information and carry out necessary tasks. The test employed a combination of industry-standard interface usability testing techniques - cognitive walk-through and heuristic evaluation. The clarity test results for individual banks reflect a subjective evaluation of 50 criteria on the 1..4 scale.

Structure

Clarity subcategories

- | | |
|-----------------------------------|--------------------------|
| 1. Information organization | 4. Text readability |
| 2. Clarity of functional elements | 5. Clarity of navigation |
| 3. Clarity of layout | |

Testing process

Five outside users are assigned to test every individual bank, each of them being asked to follow an identical procedure. In all the three countries users are screened taking into account their gender, age, IT proficiency, and their experience in using Internet Banking Systems.

Users are given concise instructions with specific guidelines and tasks. By following these instructions, each user evaluates both public websites and Internet Banking Systems of five banks that are presented by a facilitating researcher in a random order. Facilitators maintain limited interaction with users during the course of the tests.

The users are required to carry out the following tasks:

In the public website	In the Internet Banking System
1. Find out how to open a personal account	5. Check the account balance
2. Research the terms of taking out a loan	6. Execute a domestic money transfer
3. Research the terms of placing a deposit	7. Log-out
4. Log-in to the Internet Banking System.	

Presentation of the results

Clarity test results incorporate the evaluation of bank's public website and internet banking system by the selected parameters. Overall bank's clarity index is simple average of public website and Internet Banking System's clarity indexes.

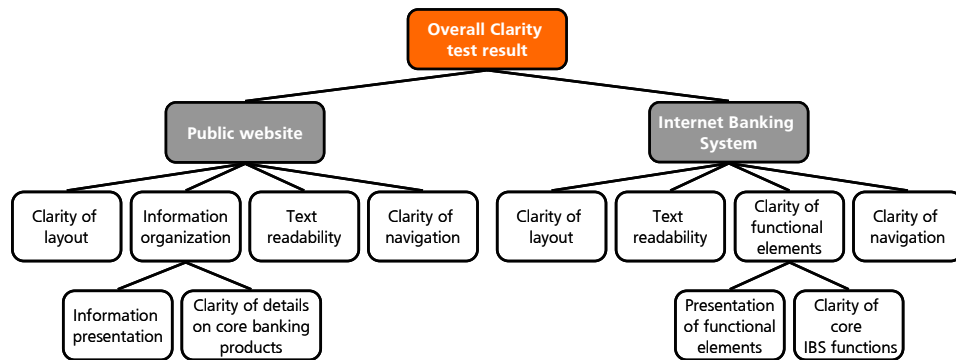
Public website clarity index is calculated as a simple average of the following parameters:

- information organization;
- clarity of public website layout;
- public website text readability;
- clarity of public website's navigation.

Internet Banking System clarity index is counted as a simple average of the following parameters:

- clarity of functional elements;
- clarity of internet banking system layout;
- internet banking system text readability;
- clarity of internet banking system navigation.

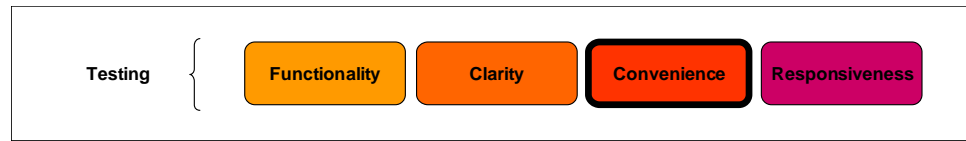
The structure of overall clarity index by parameters is depicted in the scheme below:



Additionally, a brief summary of user feedback about the clarity of each website and the Internet Banking System is provided where available.

It must be noted that while the other three tests rely on objective and validated data, the results of the clarity test represent subjective opinions of clarity test participants and in some cases may differ from average subjective opinions of a statistically valid (i.e. much larger) user sample.

10.4 Convenience test



Convenience test is aimed to determine whether the different Internet Banking Systems are designed so that it is convenient to perform the most frequently needed actions for an *experienced* Internet Banking System user:

Log in → Check account balance → Domestic payment transfer → Log out

Structure

The process in more detail:

<i>Log in</i>	The process starting from typing in the Internet Banking System's URL to the full display of the default screen of the user's account after successful log in.
<i>Check account balance</i>	Check the amount of funds available in the user's account.
<i>Domestic money transfer</i>	Transfer of a set amount of money to an account in another bank by executing a domestic money transfer.
<i>Log off</i>	Full log off from the Internet Banking System.

Testing process

2 Lithuanian, 2 Latvian and 2 Estonian researchers with significant experience in using Internet Banking Systems were chosen to carry out the convenience tests. In order to ensure the best quality of the results, each of the participants made four attempts to perform the assigned tasks, and only the attempt that produced the best results was recorded for further analysis and benchmarking.

Each step of the performed action (log in, check, transfer, log off) was evaluated according to the criteria listed below, and then the total result for each bank was calculated:

Convenience test criteria:

1. Overall time needed for every step
 2. Number of mouse clicks needed
 3. Pages necessary to load
 4. Data entered (number of keystrokes)
- } Time
 } Effort
 } Convenience

Presentation of the results

The final result for each bank was calculated by using the following formula:

$$\text{Convenience} = ((\text{clicks} + \text{pages} + \text{keystrokes}) / 3 + \text{time}) / 2$$

where clicks, pages, data, time are relative values (0 to 1) taking the result of best performer in the category as a denominator, and the result of the current bank as a numerator.

The sequence illustrated

On the next three pages the above described convenience testing sequence is illustrated, making use of the Hansabanka (Latvia) e-banking system screenshots.

Open Public Website

Hansabanka Otrdiena, 15.08.2006. Meklēt → Lapas karte →

» Sākumlapa » Par Hansabanku » Hansa Līzings » Hansa Fondi » Kontakti » Hansabank grupa » Kaļķeris iespējas

Choose your language: **LAT** ENG RUS

PAKALPOJUMI PRIVĀTPERSONĀM

PAKALPOJUMI UZNĒMUMIEM

Hipotekārais kredīts savā bankā – izdevīgāk!

Internetbanka

Pievienoties hanza.net →
Pievienoties Telehansa.net →

→ hanza.net demo
→ Telehansa.net demo

Kredīti

→ Patēriņa kredīts
→ Hipotekārais kredīts
→ Manas Mājas – nekustamais īpašums
→ Īstermiņa kredīti
→ Studiju kredīts

Cenrādīs

→ Privātpersonām
→ Komersantiem un juridiskām personām
→ Īpašie piedāvājumi
→ Valūtu kursi

Open IBS login page

hanza.net ENG RUS Lapas karte

Pirmie soļi hanza.net 15.08.2006

Lietotāja numurs
Parole vai kods no kodu kalkulatora

Pievienoties

Telehansa.net
hanza.net demo
Investors

Drošība lietojot hanza.net
Informācija par hanza.net
Lietotāja rokasgrāmata

savā bankā izdevīgāk

→ Pirmās iemaksas kredīts
→ Kā saņemt kredītu?
→ Kalkulatori
→ Valūtu kursi

→ Pieteikties kredītam
→ Pieteikties Hansa Pensiām
→ Apmaksāt rēķinus automātiski
→ Pieteikties e-rēķiniem

piedāvājumi

Saņem

aktuāli

→ Studiju kredīts bez valsts galvotuma
→ Svarīga informācija kodu kalkulatoru lietotājiem!
→ Īpaši piedāvājumi un labas cenas precēm pie Nomaksas sadarbības partneriem

SEDZ VISU MĀCĪBU MAKSU ARI NEKLĀTIENES STUDENTIEM.

AR IENĀKUMIEM NO 200 LŠ KREDĪTS BEZ GALVOTĀJA.

Enter passwords

hanza.net ENG RUS Lapas karte Iziet

Pirmie soļi hanza.net 15.08.2006

17. kods

Pievienoties

Telehansa.net
hanza.net demo
Investors

Drošība lietojot hanza.net
Informācija par hanza.net
Lietotāja rokasgrāmata

Ieejot hanza.net, lietotāja identitāte tiek pārbaudīta divos līmeņos.

Lai turpinātu darbu Hanza.net, lūdzu, ievadiet pieprasīto kodu no kodu kartes.

Neskaidrību gadījumā:

- Iepazīstieties ar "[Pirmie soļi hanza.net](#)"
- Zvaniet Hansabankai - 7024555
- Dodieties uz tuvāko [filiaļi](#)

Internetbanka
Telefonbanka 7024555
https://www.hanzanet.lv
https://www.telehansanet.lv

Hansabanka Tel. +371 7024555 :: info@hansabanka.lv Cenrādīs

Log in to IBS

hanza.net

ENG RUS Lapas karte Iziet

BANKA INVESTORS HANSA PENSIJAS E-PAKALPOJUMI MOBILĀ BANKA UZSTĀDĪJUMI

Sākumlapa Pārskats Maksājumi Kursi Līgumi Pieteikumi Bankas ziņojumi

BANKA > Sākumlapa drukāt

Klientu serviss
Tel. +371 7024555
Darbdienās 8:00 – 20:00
Sestdienās 10:00 – 17:00
info@hansabanka.lv

Sveicināti, *Anatolijs Kriņšins*
Pēdējo reizi Jūs pievienojāties: 15.08.2006 15:59 LATVIJA

Valūta	Atlikums	Kreditlīmits	Rezervēts	Pieejamais atlikums
LVL	218.14	100.00	23.89	294.25

[Nerādīt kontus](#)

Piedāvājumi tieši Jums,
Sagatiet rēķinus mūsdienīgai
Piesakieties e-rēķinam!
[Visi piedāvājumi >](#)

Jums atsūti:
0 bankas ziņojumi
0 e-rēķini

Noderīgas saites:
» Kopsavilkums
» Kontu izraksti
» Rēķinu apmaksā
» Kartes

Hansabanka Tel. +371 7024555 :: info@hansabanka.lv Cenrādis

Check balance

hanza.net

ENG RUS Lapas karte Iziet

BANKA INVESTORS HANSA PENSIJAS E-PAKALPOJUMI MOBILĀ BANKA UZSTĀDĪJUMI

Sākumlapa Pārskats Maksājumi Kursi Līgumi Pieteikumi Bankas ziņojumi

BANKA > Pārskats > Kopsavilkums palīdzība drukāt

Kopsavilkums
Konta izraksts
Konta bilance
Piedāvājumi

Konti	Atlikums	Kredīts	Rezervēts	Pieejamais atlikums
LV84HABA0551008089857	218.14 LVL	100.00	23.89	294.25
Kopā	218.14 LVL	100.00	23.89	294.25

Parādīt kopsavilkumā arī:

Konti Kredīti
 Noguldījumi Vērtspapīri
 Dzīvības apdrošināšana

[Saglabāt](#)

Hansabanka Tel. +371 7024555 :: info@hansabanka.lv Cenrādis

Enter domestic payment

hanza.net

ENG RUS Lapas karte Iziet

BANKA INVESTORS HANSA PENSIJAS E-PAKALPOJUMI MOBILĀ BANKA UZSTĀDĪJUMI

Sākumlapa Pārskats Maksājumi Kursi Līgumi Pieteikumi Bankas ziņojumi

BANKA > Maksājumi > Vietējie maksājumi palīdzība drukāt

Vietējie maksājumi
Starptautiskie maksājumi
Mani maksājumi
Valūtas maiņa
Maksājumu arhīvs
E-rēķini

Apmaksā savus rēķinus ērtāk:
» [Lattelecom](#)
» [LMT](#)
» [Tele2](#)
» [Latvenergo](#)
» [Latvijas gāze](#)
» [Citi](#)

Konts: LV84HABA0551008089857

Definētie maksājumi -- Izvēlieties Jūsu sagatavoto definēto maksājumu --

Dokumenta numurs: 111 Datums: 15.08.2006

Saņēmēja banka: "Hansabanka", AS

Saņēmēja vārds, uzvārds vai nosaukums: _____

Saņēmēja konts: _____

Saņēmēja pers. kods/ reģ. Nr: _____

Summa: _____ LVL :: Pieejamais atlikums: 294.25

Informācija saņēmējam: _____

[Apstiprināt maksājumu](#)

Hansabanka Tel. +371 7024555 :: info@hansabanka.lv Cenrādis

Enter payment details

hanza.net ENG RUS Lapas karte Iziet

BANKA INVESTORS HANSA PENSIJAS E-PAKALPOJUMI MOBILĀ BANKA UZSTĀDĪJUMI

Sākumlapa Pārskats **Maksājumi** Kursi Līgumi Pieteikumi Bankas ziņojumi

Vietējie maksājumi BANKA > Maksājumi > Vietējie maksājumi palīdzība drukāt

Starptautiskie maksājumi Korts: LV84HABA0551008089857 ANATOLIJS KRIVKINS

Mani maksājumi

Valūtas maina

Maksājumu arhīvs

E-rēķini

Apmaksā savus rēķinus ērtāk:

- » Lattelecom
- » LMT
- » Tele2
- » Latvenergo
- » Latvijas gāze
- » Citi

Definētie maksājumi -- Izvēlieties Jūsu sagatavoto definēto maksājumu --

Dokumenta numurs 111 Datums 15.08.2006

Maksājuma veids Standarta Ekspresis

Saņēmēja banka "Parex banka", AS

Saņēmēja vārds, uzvārds vai nosaukums Anatolijs Krivkins

Saņēmēja konts LV62PARX0008102670001

Saņēmēja pers. kods/ reģ. Nr 250485-10220

Summa 0.80 LVL :: Pieejamais atlikums 294.25

Informācija saņēmējam transfer

Saņēmēja valsts LATVIJA

Apstiprināt maksājumu

Hansab hanza.net ENG RUS Lapas karte Iziet

Apstiprināt maksājumu

hanza.net ENG RUS Lapas karte Iziet

BANKA INVESTORS HANSA PENSIJAS E-PAKALPOJUMI MOBILĀ BANKA UZSTĀDĪJUMI

Sākumlapa Pārskats **Maksājumi** Kursi Līgumi Pieteikumi Bankas ziņojumi

Vietējie maksājumi BANKA > Maksājumi > Vietējie maksājumi palīdzība drukāt

Starptautiskie maksājumi

Mani maksājumi

Valūtas maina

Maksājumu arhīvs

E-rēķini

Apmaksā savus rēķinus ērtāk:

- » Lattelecom
- » LMT
- » Tele2
- » Latvenergo
- » Latvijas gāze
- » Citi

Maksājuma apstiprināšanai lūdzu ievadīt kodu no kodu kalkulatora vai pirmos trīs ciparus no norādītā kodu kartes koda!

Dokumenta numurs 111

Datums 15.08.2006

Saņēmēja vārds, uzvārds vai nosaukums Anatolijs Krivkins

Saņēmēja konts LV62PARX0008102670001

Saņēmēja banka "Parex banka", AS

Saņēmēja pers. kods/ reģ. Nr 250485-10220

Summa 0.80 LVL

Informācija saņēmējam transfer

Complete the transaction

hanza.net ENG RUS Lapas karte Iziet

BANKA INVESTORS HANSA PENSIJAS E-PAKALPOJUMI MOBILĀ BANKA UZSTĀDĪJUMI

Sākumlapa Pārskats **Maksājumi** Kursi Līgumi Pieteikumi Bankas ziņojumi

Vietējie maksājumi BANKA > Maksājumi > Vietējie maksājumi palīdzība drukāt

Starptautiskie maksājumi

Mani maksājumi

Valūtas maina

Maksājumu arhīvs

E-rēķini

Apmaksā savus rēķinus ērtāk:

- » Lattelecom
- » LMT
- » Tele2
- » Latvenergo
- » Latvijas gāze
- » Citi

Dokumenta numurs 111

Datums 15.08.2006

Maksātājs ANATOLIJS KRIVKINS

Maksātāja pers. kods 250485-10220

Maksātāja konts LV84HABA0551008089857

Maksātāja banka AS Hansabanka

Saņēmēja vārds, uzvārds vai nosaukums Anatolijs Krivkins

Saņēmēja banka "Parex banka", AS

Saņēmēja konts LV62PARX0008102670001

Saņēmēja pers. kods/ reģ. Nr 250485-10220

Summa 0.80 LVL

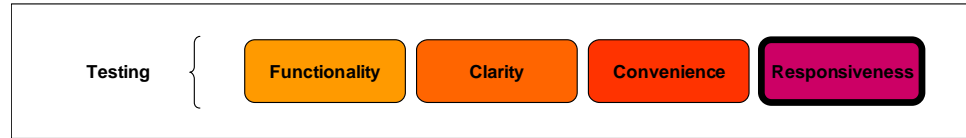
Informācija saņēmējam transfer

Komisijas maksa 0.20

Pārvedums ir iesniegts bankā

Pievienot definēto maksājumu Maksājumu arhīvs

10.5 Customer Service Responsiveness test



Customer Service Responsiveness test measures how quickly each bank reacts to e-mail questions of present and potential customers, as well as the quality of the responses. The test includes a variety of simulated client situations. The timing of inquiries is also varied: e-mails are sent during working hours, in the evenings, as well as during the weekend.

Testing process

During the period of three weeks 12 e-mails with different client questions were sent from 12 different users' accounts to the customer service e-mail addresses specified on the public website of every bank. To ensure consistency in the simulation, the inquiries were dispatched at the same time to every bank. Reaction times were tracked and measured in minutes. The time that it took for a bank to respond was measured round clock, i.e. 24x7. Bank employees were expected to answer emails outside the usual working hours.

The 12 simulated email inquiries were modelled on real-life bank client requests. A couple of examples are further provided:

*Hello,
My brother wants to transfer money to my account in your bank from abroad.
What does he have to know in addition to my account number?
Cheers, ...*

*Sir/Madam,
I have a debit-card from your bank which expires in 2 weeks, but won't return from abroad for two more months. Can you somehow prolong it?
Thanks, ...*

Presentation of the results

All answers to the test emails were registered and scored. First, points were awarded for reaction speed:

Less than 30 min.	5 points (excellent)
Less than 2 hours	4 points (very good)
Less than 8 hours	3 points (satisfactory)
More than 8 hours	1 point (poor)
Over 1 week	0 points (no-response result, email mishandled)

The quality of the responses was then evaluated according to the following criteria:

- The factual accuracy of the answer was rated from 0 to 2, where 0 was given for an email that did not provide an answer to the question, 1 - for an email that partially answered the question, and 2 - for an email that provided a full answer.
- For providing contact details in a reply (specifically, the name of the responsible client service person and telephone number for further inquiries), 1 point was awarded.
- A politely written email with the suitable official expressions and annotations was rewarded 1 extra point.
- An email with no grammatical mistakes was awarded 1 extra point. Note that replacing special national characters with their Latin equivalents in certain languages (Ä, Č, Ě written as A, C, E) was not counted as a grammatical error.
- In total, a maximum of 5 points for the quality of the answer could be awarded to each individual reply sent by a bank.

The final responsiveness score for each email message was a sum of the points awarded for reaction speed and quality, with a maximum of 10 points being awarded. The final responsiveness result for each bank was a simple average of the scores from 12 emails.

10.6 Add-on 2006: Mobile banking

Mobile banking test aims to evaluate to which extent banks are accessible through mobile communication channels. Test covers WAP, SMS, automated and human-operated phone services.

NOTE: as this area of electronic banking is being tested for the first time, the results of Mobile banking test are not included in overall composite ranking for 2006.

Structure

Mobile banking subcategories	
1. Subscription and service management	3. Information availability
2. Functionality	4. Perceived security

Subscription and Service Management subcategory analyses service accessibility, activation and deactivation possibilities.

Functionality subcategory evaluates functions that can be executed through mobile communication channels.

Information subcategory is dedicated to availability of service description, relevant information and form of presentation.

Security subcategory aims to evaluate a client's subjectively perceived security measures of mobile banking communication channels.

Testing process

The four mobile communication channels (WAP, SMS, automated and human-operated phone) were tested according to the same set of criteria. This comes from the assumption that mobility can be ensured when means of communication with a bank are substitutes to each other. This way user is not limited to a particular technology or communication channel, so the access to the bank can be granted independently from place or availability of particular technology.

Presentation of results

The results of Mobile banking test are displayed as a percentage of the criteria that a certain bank meets in every subcategory and overall in the Mobile banking category.

11. Composing the final rankings

While the results of testing criteria in each of the four categories provide valuable insights into any bank's e-channel performance, it does not provide a convenient way to evaluate a bank's overall standing among its peers. To make the research more valuable to high level banking executives, a synthetic model has been constructed, representing every bank's ability to leverage the e-channel in two key areas, namely:

- **Attracting new clients**
- **Retaining current clients**

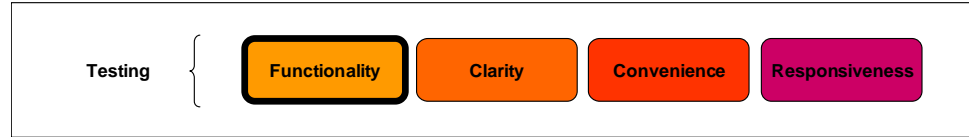
By using Delphi methodology, benchmark weights were derived and adjusted to reflect the averages as follows:

Test	Attracting potential clients	Retaining current clients
Functionality	3	3
Clarity	3	2
Convenience	2	3
Responsiveness	2	2
SUM	10	10

The reasoning behind the weights was that some tests were simulating the behaviour of experienced, old time clients of a bank and others were reflecting the attitudes and needs of new users (i.e. clients that either had been acquired very recently or were still considering whether to enter into a relationship with the bank). The model allows calculating an overall score for any given bank in both areas, and plots both values on a single XY chart (*Attracting potential clients vs. Retaining current clients*).

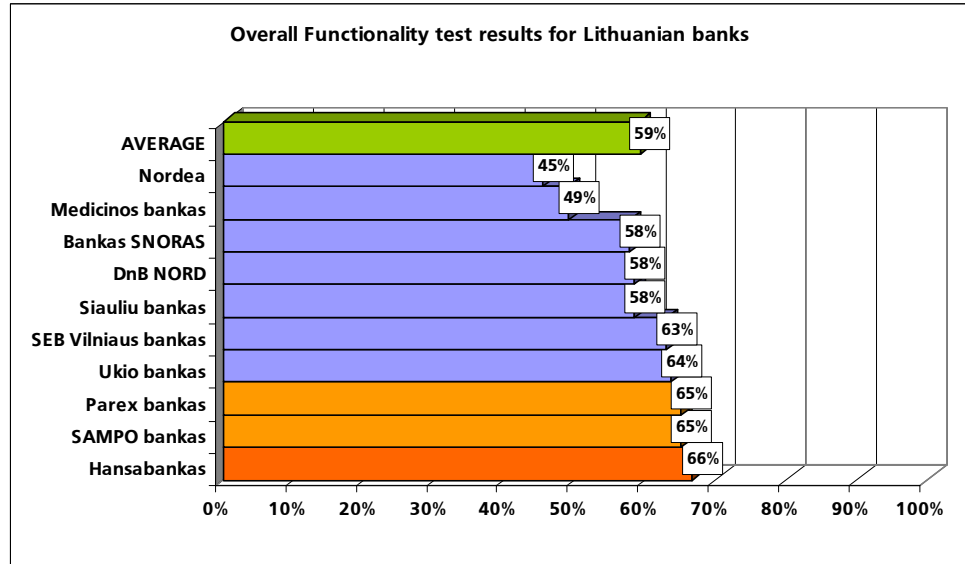
The results of the tests

12. Functionality



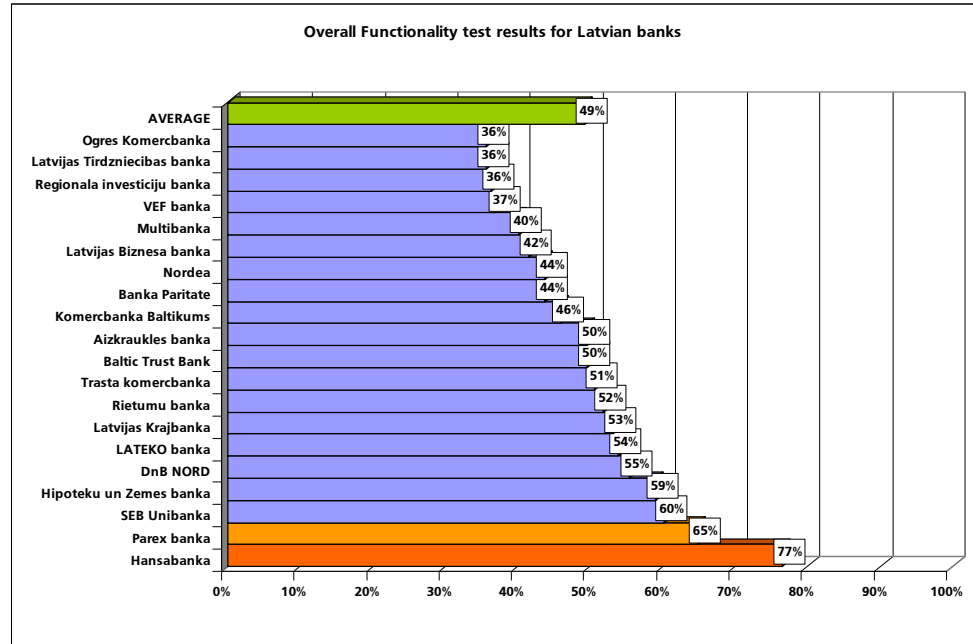
12.1 Overall Functionality test results

Lithuanian banks



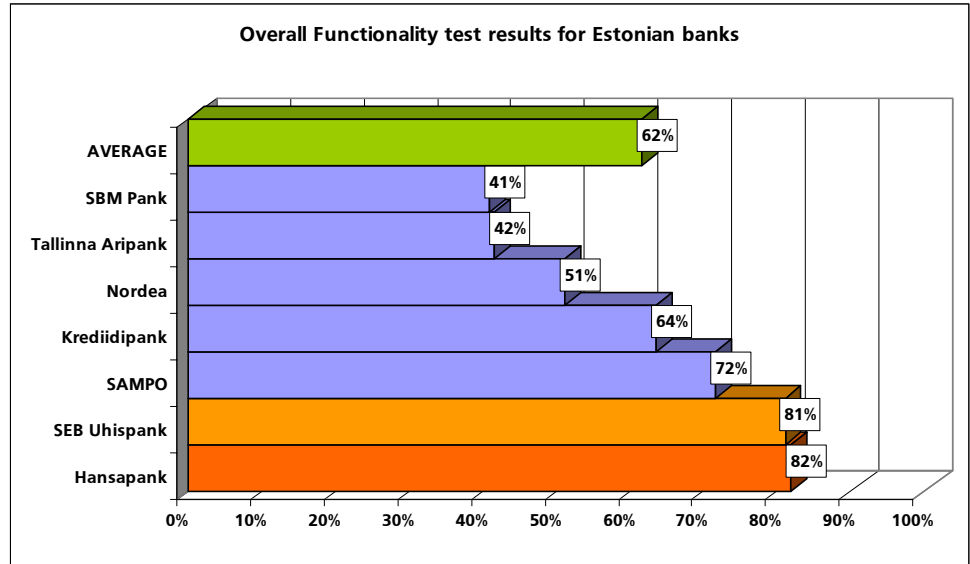
Higher figures represent better results

Latvian banks



Higher figures represent better results

Estonian banks

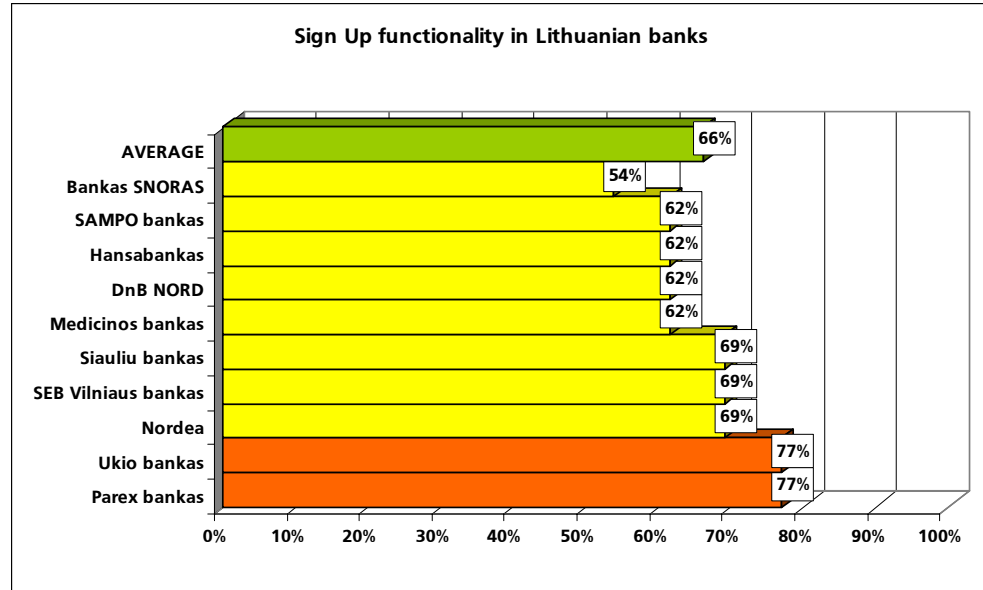


Higher figures represent better results

12.2 Sign up

Criteria in the **Sign up** subcategory reflect the availability of information required by most new customers: opening of accounts, contacting the bank, getting acquainted with the Internet Banking System, providing details in payment orders.

Lithuanian banks



Higher figures represent better results

Detailed testing results

	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Filling the account opening form on the Internet	-	-	-	-	-	-	-	-	-	-
An example of the account opening form provided on the Internet	-	-	+	+	+	-	-	-	-	-
A single telephone number for information	+	+	+	+	+	+	+	+	+	+
A single email address for information	+	+	+	+	+	+	+	+	+	+
Bank SWIFT code provided in the first page of the website	+	+	+	+	+	+	+	+	+	+
Addresses of the branches provided on the Internet	+	+	+	+	+	+	+	+	+	+
Working hours of the branches provided on the Internet	+	+	+	-	+	+	+	+	-	+
Telephone numbers of the branches provided on the Internet	+	+	-	+	+	-	-	-	+	+
Animated or illustrated tutorial of IBS is provided on the public website	-	+	-	-	-	+	+	+	+	+
Printable user manual of the IBS provided	-	-	-	-	+	+	-	-	+	+
Demo-user (try out) version provided	-	-	+	-	-	-	-	+	-	-
Full information about the price of IBS	+	+	+	+	+	+	+	+	+	+
An online form available for writing questions directly from the public website	-	-	-	+	-	+	+	+	+	+

Commentary

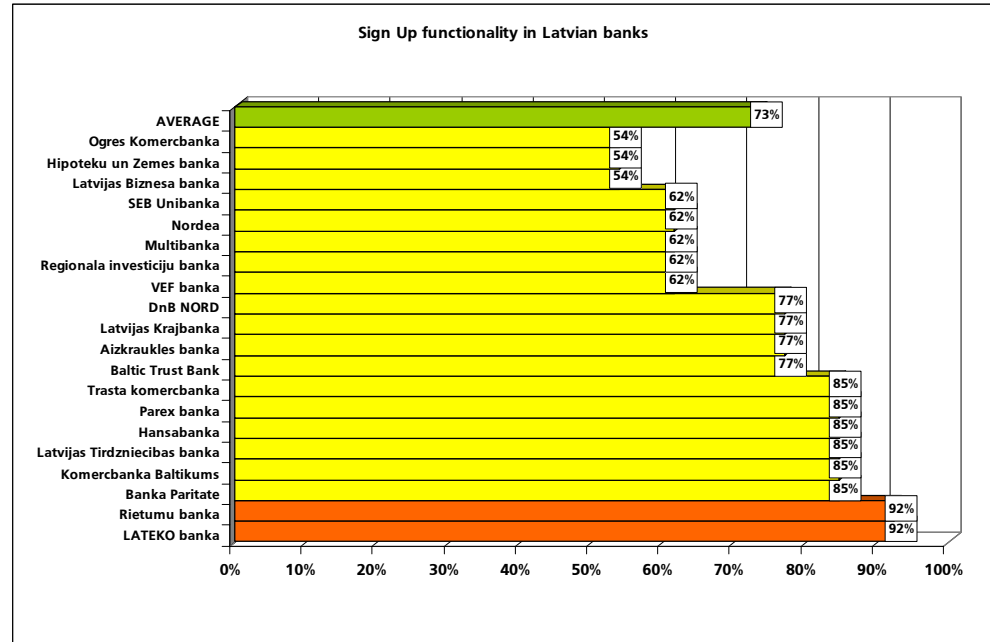
- The least completed criterion appears to be “filling the account opening information on the Internet”. None of the banks in Lithuania provide this option. Ukio bankas offers such form only for corporate clients.
- Only two banks in Lithuania – Hansabankas and SEB Vilniaus bankas – offer their users a demo-version of their IBS.
- Lithuanian banks seem to provide all possible information about their requisites, addresses and working hours of branches, contacts, as well as complete price information about IBS – these criteria are completed by almost all banks.
- Information about IBS is very conveniently located in one place of the newly redesigned SAMPO public website:

The screenshot shows the SAMPO website interface. The top navigation bar includes 'Privatiems klientams', 'Verslo klientams', 'Apie SAMPO', 'Karjera', and 'Kontaktai'. A search bar is located on the right. The main content area is divided into several sections: 'Paslaugų rodyklė' (Service Directory) on the left, 'Kreditai būstui' (Mortgage Loans), 'Investavimas' (Investment), and 'Banko kortelės' (Bank Cards) in the center. On the right, there is a 'SAMPO e-bankas' section with a 'Prisijunkite' (Log In) button circled in red. Below this, there are sections for 'Aktualu' (Current) and 'Geresni būsto' (Better Housing). The bottom of the page features a 'Kas naujo' (What's New) section.

- Hansabankas has a very interesting cost calculator, where one can calculate his/her saved costs because of using hanza.net instead of visiting a physical branch:

The screenshot shows the Hansabankas cost calculator interface. The title is 'Kiek Jūs sutaupytumėte mokėdami per hanza.net?'. The interface includes three input fields with dropdown menus: 'Kiek sąskaitų ir kt. mokesčių per mėnesį sumokate?' (4), 'Kiek jums trunka kelionė iki banko?' (30 min.), and 'Kiek užtrunkate banko padalinėje?' (20 min.). A 'Skaičiuoti' (Calculate) button is located below the input fields. On the right, there is a photo of a smiling woman in an orange top. Below the photo, there is text: 'Nebūtina keliauti į banko padalinę, kad sumokėtumėte ar sužinotumėte sąskaitos likutį. Mokėdami savo sąskaitas hanza.net, jūs sutaupysite ne tik laiko, bet pinigų.' and 'Jeigu turite klausimų ar prireiks pagalbos - skambinkite mums tel. (8 - 5) 268 44 44.' The browser address bar shows 'http://www.hansa.lt - hanza.net skaičiuoklė - Microsoft Internet Explorer'.

Latvian banks



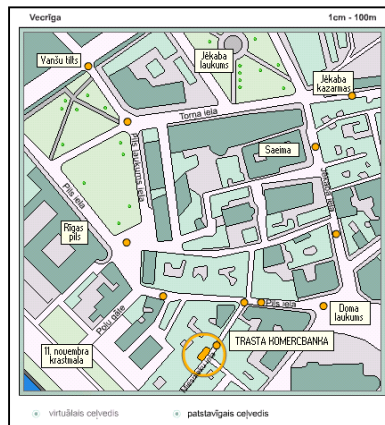
Higher figures represent better results

Detailed testing results

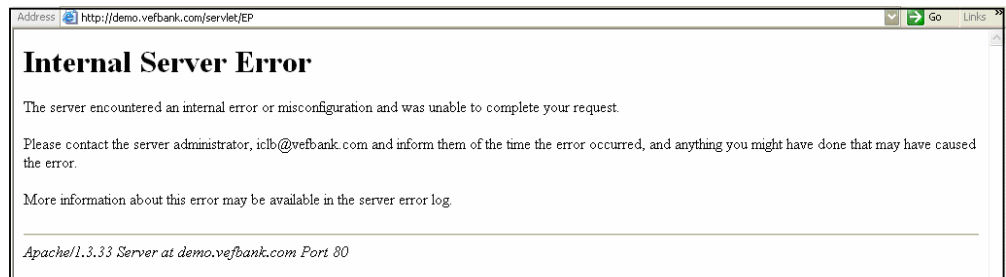
	Aizkraukles banka	Baltic Trust Bank	Komercbanka Baltikums	Banka Paritate	DnB NORD	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecibas banka	Multibanka	Nordea	Ogres Komercbanka	Parex banka	Regionala investiciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka
Filling the account opening form on the Internet	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-
An example of the account opening form provided on the Internet	+	+	+	+	-	-	+	+	-	+	+	+	+	+	+	-	+	-	+	-
A single telephone number for information	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
A single email address for information	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+
Bank SWIFT code provided in the first page of the website	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+	+
Addresses of the branches provided on the Internet	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Working hours of the branches provided on the Internet	+	-	+	+	+	+	+	-	-	+	+	+	+	-	+	+	+	+	+	-
Telephone numbers of the branches provided on the Internet	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+
Animated or illustrated tutorial of IBS is provided on the public website	-	-	+	-	+	+	+	-	-	-	+	-	-	-	+	-	-	+	+	-
Printable user manual of the IBS provided	+	+	+	-	+	+	+	-	-	+	+	-	+	-	-	-	+	-	+	+
Demo-user (try out) version provided	-	+	-	+	+	+	+	-	+	-	-	-	-	-	+	-	+	-	-	+
Full information about the price of IBS	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+	+	+	+	+	-
An online form available for writing questions directly from the public website	+	+	+	+	-	+	+	-	+	+	+	+	-	-	+	+	+	+	-	+

Commentary

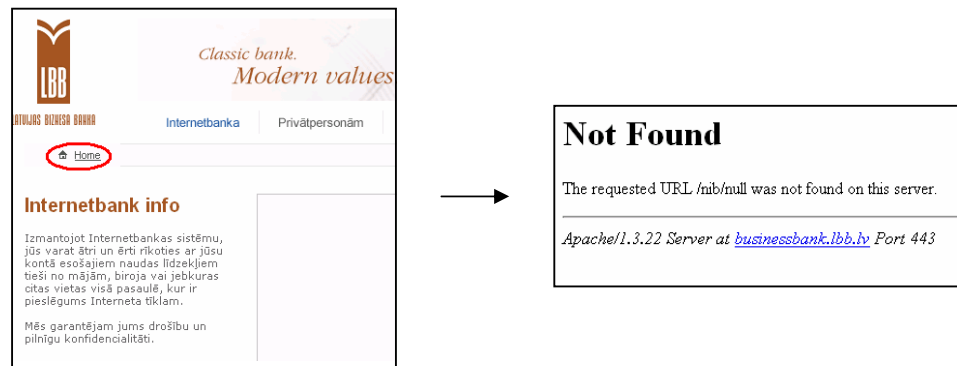
- All Latvian banks, with a couple exceptions, provide their contact details, distinct information about their branches, as well as prices for the usage of IBS.
- Most of banks have an on-line form for writing questions directly to the bank on their public websites.
- The least completed criteria appear to be a possibility to apply for an account from the public website and an illustrated IBS tutorial option.
- Approximately half of banks have a demo version of their IBS available.
- Trasta Komerbanka has a very useful "How to find us" guide in its public website:



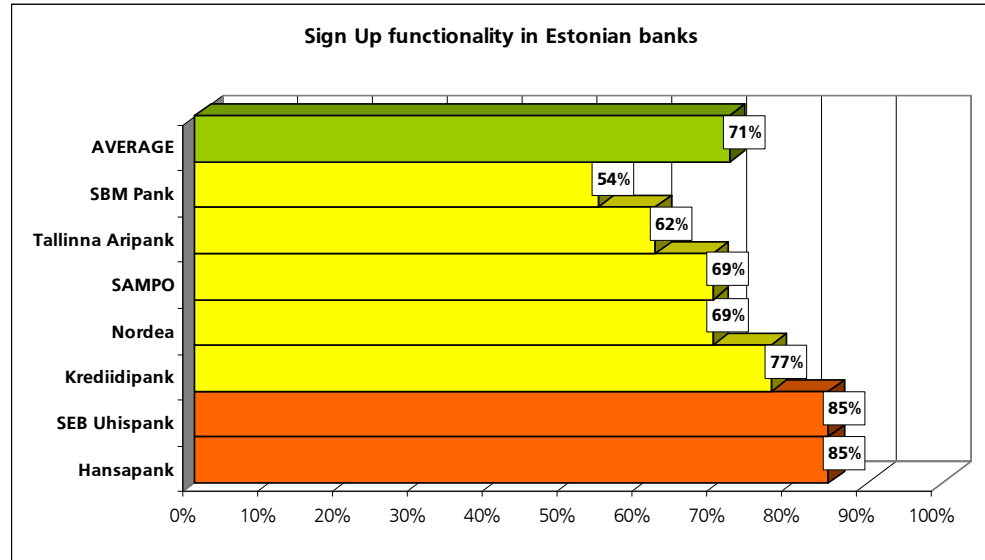
- Demo-version of IBS in VEF Banka does not work properly. After filling-in a given name and password, the system displays an error message:



- If one is at "Internetbanka" subsection on the public website of Latvijas Biznesa banka and wants to go to the first page by using the special icon, the system displays an error message:



Estonian banks



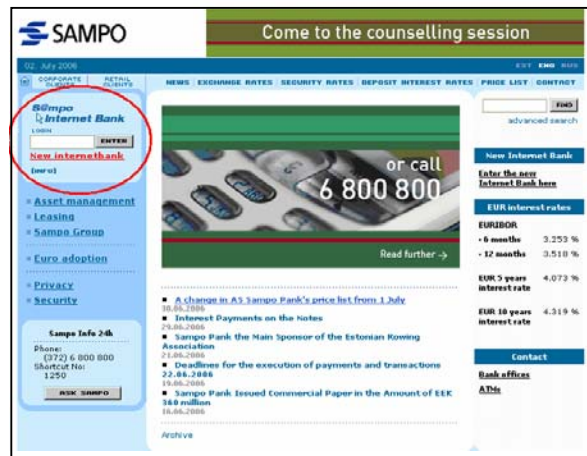
Higher figures represent better results

Detailed testing results

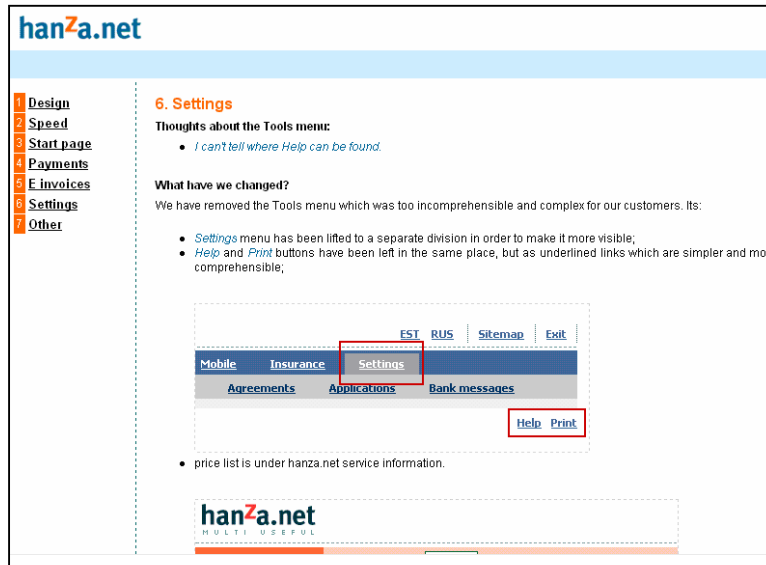
	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Filling the account opening form on the Internet	-	-	-	-	-	-	-
An example of the account opening form provided on the Internet	-	-	-	-	-	-	-
A single telephone number for information	+	+	+	+	+	-	+
A single email address for information	+	+	+	+	+	+	+
Bank SWIFT code provided in the first page of the website	+	+	+	+	+	+	+
Addresses of the branches provided on the Internet	+	+	+	+	+	+	+
Working hours of the branches provided on the Internet	+	+	+	+	+	+	+
Telephone numbers of the branches provided on the Internet	+	+	+	+	+	+	+
Animated or illustrated tutorial of IBS is provided on the public website	+	+	-	-	-	-	-
Printable user manual of the IBS provided	+	+	+	+	+	-	+
Demo-user (try out) version provided	+	+	+	+	-	-	-
Full information about the price of IBS	+	+	+	+	+	+	+
An online form available for writing questions directly from the public website	+	+	+	-	+	+	-

Commentary

- All banks in Estonia provide complete information about their branch addresses and working hours, as well as bank's SWIFT codes and contact information.
- All banks, except SBM Pank, have a printable IBS user manual in their public website.
- SEB Uhispank and Hansapank – are the only banks in Estonia that offer their users IBS tutorials with screenshots.
- None of banks offer their clients possibility to fill in an account opening form on their public websites, as well as none of banks provide an example of account opening form.
- Sampo has a very convenient IBS log in field location on the first page of the public website:



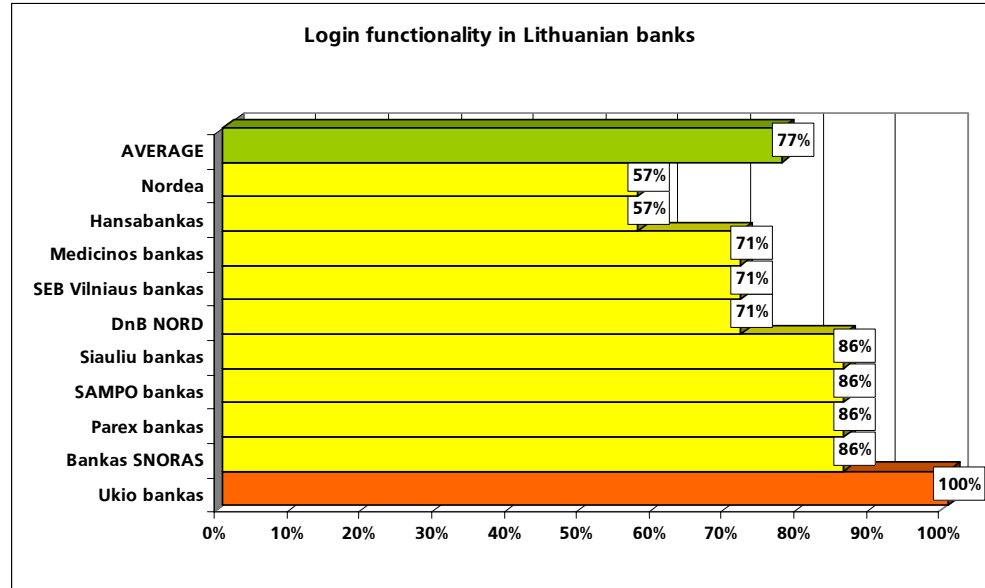
- Hansapank has a very useful illustrated IBS tutorial in its public website:



12.3 Log in

Criteria in the **Log in** subcategory reflect the possibilities of accessing the Internet Banking System from a bank’s public website, getting help during the log in process, and logging off the system along with several other items of less significance.

Lithuanian banks



Higher figures represent better results

Detailed testing results

	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
IBS log in field on the first page of the bank website	-	-	-	+	-	-	-	-	-	+
Clear error recovery messages, if incorrect data is entered	+	+	+	+	+	+	+	+	+	+
Help directions are given in the error messages	+	-	+	-	-	+	+	+	+	+
Help directions are given if you forget the password or log in information	+	+	+	-	+	+	+	+	+	+
Information about the last log in is provided (time/date).	+	+	-	+	+	+	+	-	+	+
User name can be seen on every page of the IBS	+	+	-	+	-	+	+	+	+	+
Clear and always accessible log off button	+	+	+	+	+	+	+	+	+	+

Commentary

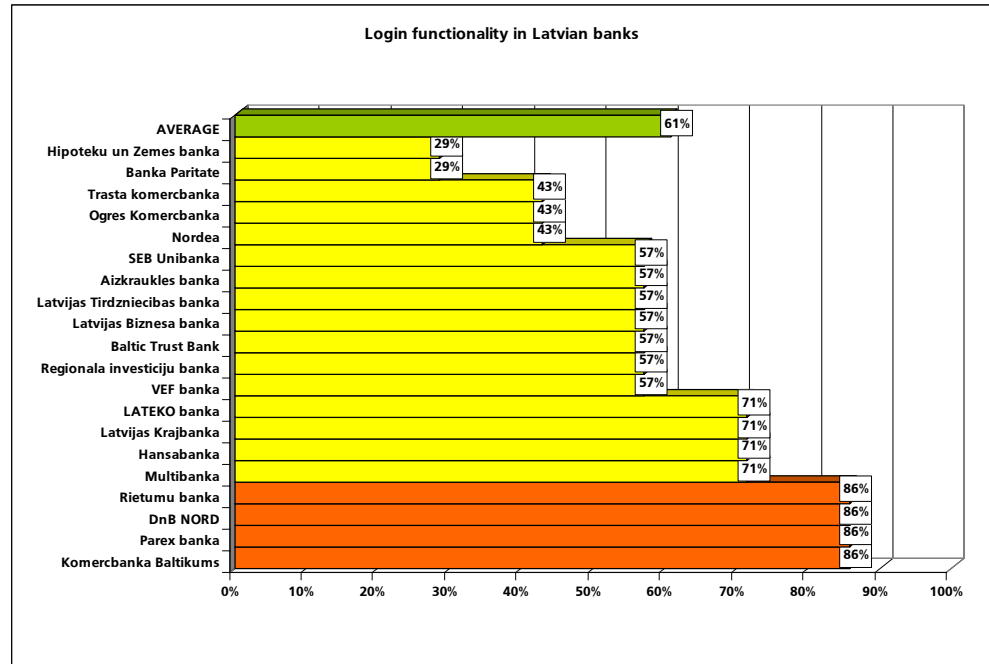
- All banks in Lithuania seem to provide clear error messages in case incorrect IBS log in data has been entered, as well as all Lithuanian banks' IBSs seem to have clear and always accessible log off button.
- Medicinos bankas is the only bank in Lithuania, which IBS does not provide help directions in case user has forgotten his/her log in data or password.
- After entering "QWERTY" as a username, IBSs of DnB NORD and Medicinos bankas allowed to continue the log in procedure asking to enter PIN codes and passwords.
- Only 2 banks – Utkio bankas and Medicinos bankas – have an IBS log in field on the first page of their public websites.



- IBS of Nordea encounters problems displaying national Lithuanian characters:



Latvian banks



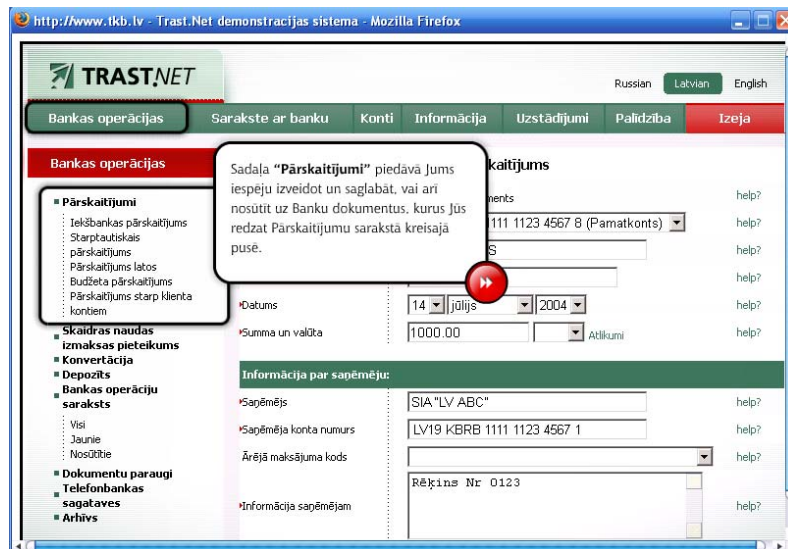
Higher figures represent better results

Detailed testing results

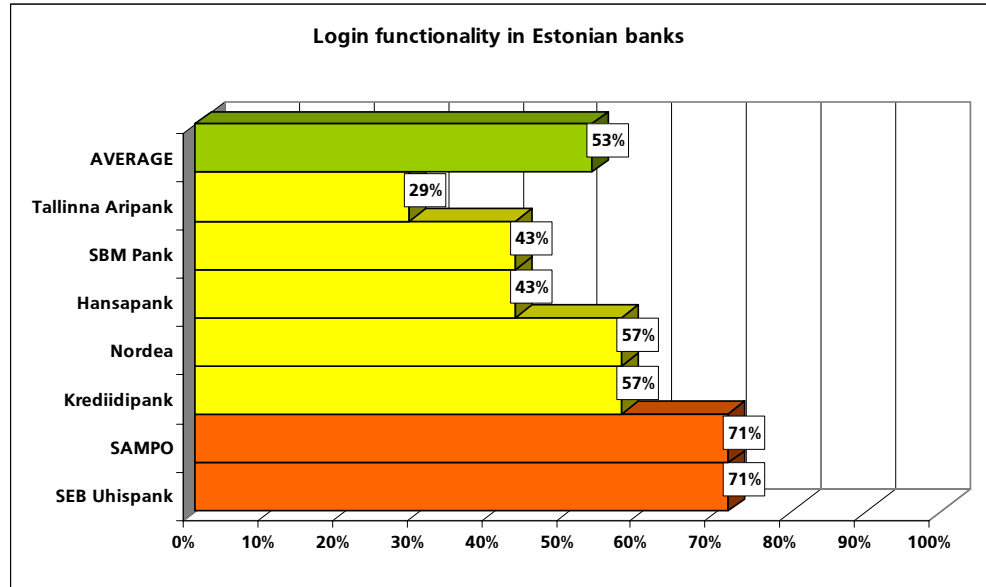
	Aizkraukles banka	Baltic Trust Bank	Komercbanka Baltikums	Banka Paritate	DnB NOR	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecibas banka	Multibanka	Nordea	Ogres Komercbanka	Parex banka	Regionala investiciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka
IBS log in field on the first page of the bank website	-	-	+	-	+	-	-	-	-	+	-	+	-	-	+	-	+	-	-	-
Clear error recovery messages, if incorrect data is entered	+	+	+	-	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Help directions are given in the error messages	-	+	+	-	-	-	+	-	-	-	-	-	-	-	-	-	+	-	-	-
Help directions are given if you forget the password or log in information	+	+	-	-	+	+	+	-	-	-	-	-	-	-	+	+	-	+	-	-
Information about the last log in is provided (time/date).	+	-	+	+	+	+	-	+	+	+	+	+	+	+	+	+	+	-	+	+
User name can be seen on every page of the IBS	-	-	+	-	+	+	+	+	-	+	+	+	+	-	+	-	+	+	-	+
Clear and always accessible log off button	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+

Commentary

- All Latvian banks have a clearly accessible log in field or button to their IBSs.
- There is only one criterion that Parex banka has not met – there are no help directions given in the error messages within bank's IBS. Only 4 banks in Latvia offer this functionality option.
- Nearly half of Latvian banks have an IBS log in field on the first page of their public website.
- Trasta Komerbanka offers a useful IBS animated tutorial:



Estonian banks



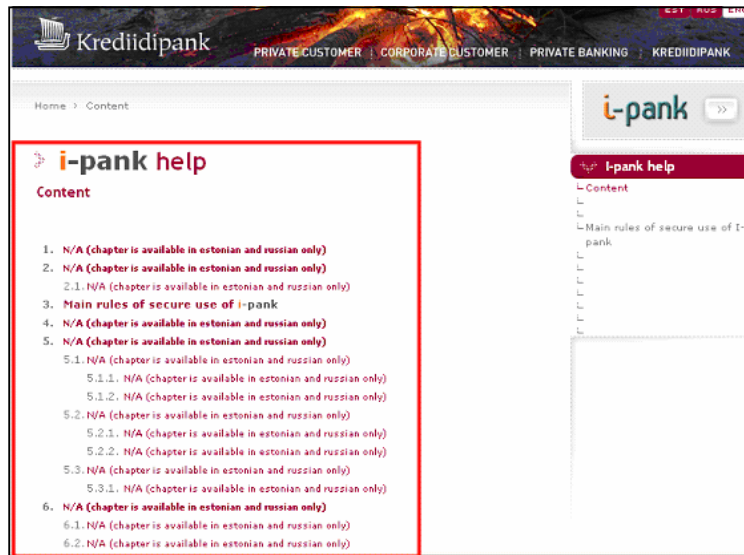
Higher figures represent better results

Detailed testing results

	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
IBS log in field on the first page of the bank website	-	+	-	-	+	-	-
Clear error recovery messages, if incorrect data is entered	+	+	+	+	+	+	+
Help directions are given in the error messages	-	+	-	-	-	-	-
Help directions are given if you forget the password or log in information	+	+	-	+	+	-	-
Information about the last log in is provided (time/date).	-	-	+	+	-	-	-
User name can be seen on every page of the IBS	-	-	+	-	+	+	-
Clear and always accessible log off button	+	+	+	+	+	+	+

Commentary

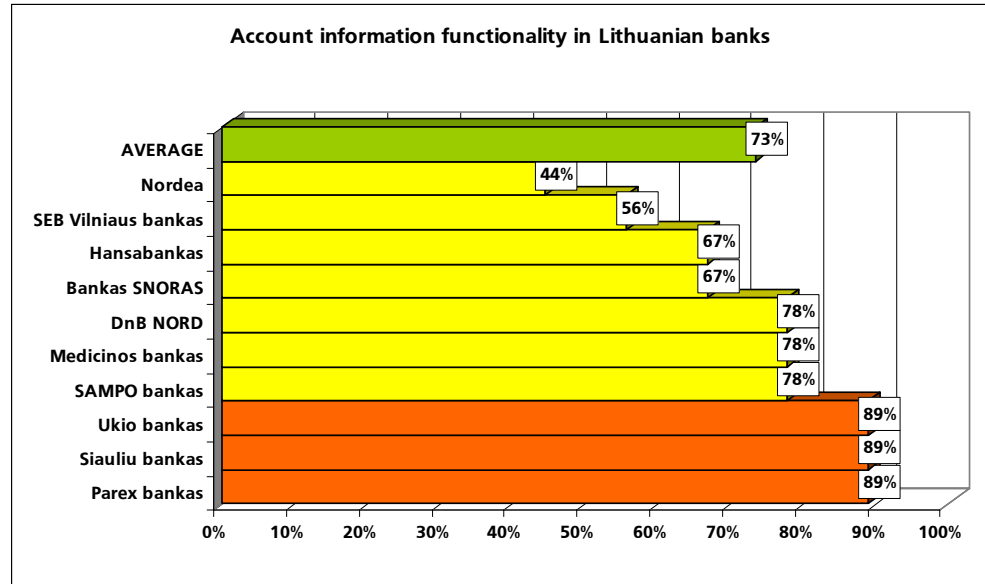
- All banks in Estonia have a clear and easily accessible log in field or button within their IBSs, as well as all banks' IBSs provide clear error recovery messages in case of incorrect log in data has been entered.
- Only two banks in Estonia – SEB Uhispank and SAMPO - have an IBS log in field on the first page of their public websites.
- Only SEB Uhispank's IBS provide help directions (i.e. providing the list of common errors and ways of correcting these errors) in the IBS error messages.
- IBS login page of Hansapank contains a lot of useful information (i.e. news, special offers etc.).
- Krediidipank seems to lack English version in the help system:



12.4 Account information

Criteria in the **Account information** subcategory evaluate the functionality related to checking account balances and reviewing transactional history.

Lithuanian banks



Higher figures represent better results

Detailed testing results

	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Accounts list page with all accounts	+	+	+	+	+	+	+	+	+	+
Customizing the accounts list page	+	+	+	+	+	+	+	+	+	+
Date and time of the last transaction shown in the accounts list page	-	-	-	-	-	-	-	-	-	-
Direct link from the account to the list of transactions	+	+	+	+	+	+	+	+	+	+
Sorting transactions by the required date	+	+	+	+	+	+	+	+	+	+
Printable version of the transactions history	-	+	+	+	-	+	+	-	+	+
Saving the list of transactions to file	-	+	+	+	-	+	+	-	+	+
Possibility to sort transactions by amount of money transferred	+	-	-	-	-	+	-	-	+	+
Possibility to sort transactions by currency	+	+	-	+	-	+	+	+	+	+

Commentary

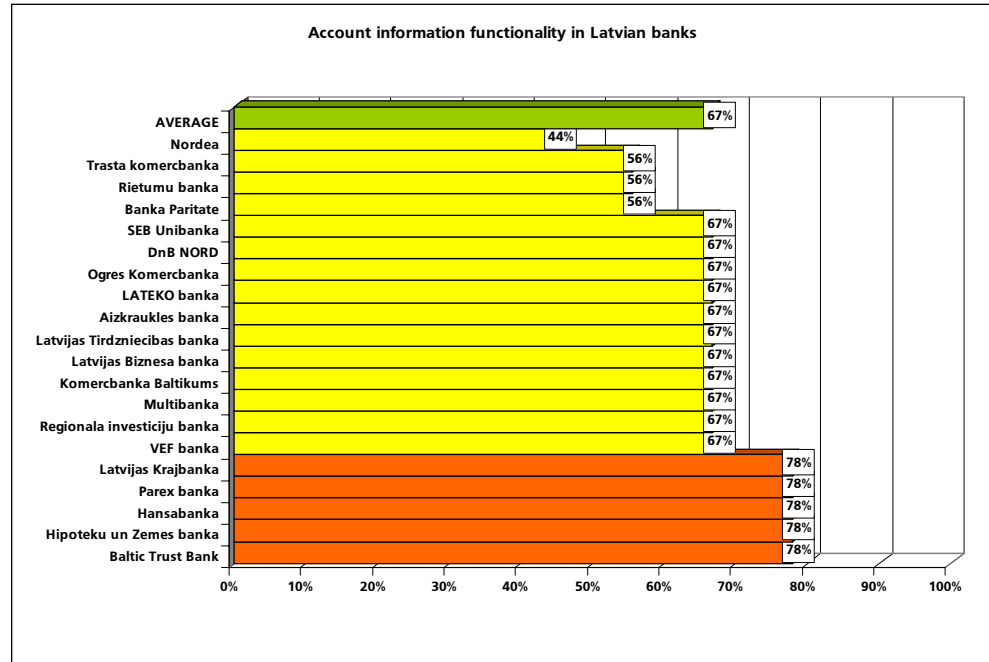
- All Lithuanian banks' IBSs provide their users with option to sort account transaction history by required date, option to show all user accounts, as well as customize the list of accounts, which information is being shown in the IBS.
- None of the banks show last transaction details on the first page of IBS.
- Only 4 banks in Lithuania offer their clients possibility to sort account transactions history by the amount of money transferred.
- Only DnB NORD does not have a direct link to the account transaction history page from the first page of its IBS.
- Hansabankas has a very convenient table of most important links:

The screenshot shows the Hansabankas website interface. At the top, there is a navigation menu with options like 'Bankas', 'Investuotojas', 'Hansa pensija', 'E-Paslaugos', 'Mobilus bankas', and 'Mano pasirinkimai'. Below this, there is a sub-menu with 'Pradinis puslapis', 'Informacija', 'Mokejimai', 'Kursai', 'Sutartys', 'Paraiškos', and 'Žinutės'. The main content area displays a greeting 'Labas, Agnė POVILAVIČIŪTE' and a table with columns: Valiuta, Likutis, Kredito limitas, Rezervuota, Galutinis likutis. The table shows a balance of 4.45 LTL. To the right, there is a section 'Naudingos nuorodos:' with a red circle around it, containing links: 'Sąskaitos išrašas', 'Mokėjimai', 'Indėliai', and 'Mokėjimo kortelės'.

- Banks SNORAS and Siauliu bankas have an interesting and useful filter for transactions:

The screenshot shows the SNORAS bank website interface. The top part displays a list of transactions with columns for date, amount, and type. Below this, there is a 'Transakcijų sąrašo parametrai' section with various filters. The filters include: 'Rodyti sąrašus:' (with checkboxes for 'Nepasirašyta', 'Pasirašyta', 'Atmesta', 'Ivykičius'), 'Maksimalus sąrašo dydis:', 'Filtrai' (with fields for 'Transakcijos numeris:', 'Laikotarpis:', 'Laukia sąskaitos papildymo:', 'Ivykičius laikotarpiu:', 'Dokumento numeris:', 'Transakcijos tipas:', 'Rušinio pavadinimas:', 'Sąskaitas:', 'Suma:', 'Korespondentas:', 'Korespondento sąskaita:', 'Vartotojas:'), and buttons for 'Parodyti', 'Atnaujinti filtrą', and 'Stubelė ir išlavimas'.

Latvian banks



Higher figures represent better results

Detailed testing results

	Aizkraukles banka	Baltic Trust Bank	Komercbanka Baltikums	Banka Paritate	DnB NORD	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecibas banka	Multibanka	Nordea	Ogres Komercbanka	Parex banka	Regionala investiciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka	
Accounts list page with all accounts	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Customizing the accounts list page	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+	+
Date and time of the last transaction shown in the accounts list page	-	-	-	-	-	-	-	-	-	+	-	-	+	+	+	-	-	+	-	-	-
Direct link from the account to the list of transactions	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Sorting transactions by the required date	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Printable version of the transactions history	+	+	+	-	+	+	+	+	+	+	+	+	-	-	+	+	+	+	+	+	+
Saving the list of transactions to file	-	+	-	-	+	+	+	-	+	+	-	-	-	+	+	-	-	-	-	-	-
Possibility to sort transactions by amount of money transferred	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Possibility to sort transactions by currency	+	+	+	+	-	-	-	+	+	-	+	+	-	-	-	+	-	-	-	-	+

Commentary

- All banks in Latvia have a section within their IBS with user's account listing, a direct link to the account transaction archive from the first page of IBS, as well as an option of sorting transactions by the required date.
- Only Hansabanka's IBS has an option of sorting account's transaction history by the amount of money transferred.
- Just like in Lithuania, in Latvia Nordea has met only 44% of testing criteria in the "Account Information" category. This is explained by the cross-country standardized IBS.
- Only Nordea's IBS does not offer an option of customizing the accounts listing page.
- Approximately half of banks' IBSs in Latvia offer their users option to save account transactions history into a file, as well as show the details of the last executed transaction.
- Aizkraukles banka's IBS has a very convenient and comprehensive system of getting statements of the account, offering its users possibility to sort transactions by account type, account number, customer, currency, language and date:

Address: https://www.ab.lv/form_show.jsp

Start / Account Balance / Statement of The Account

ABLV Aizkraukles Banka Latvija

Orders Application Forms **Account Balance** Mail Box Settings Help

Account Balance

- Account Balances
- Statement of The Account

Bookmarks

Change Settings

New level of security

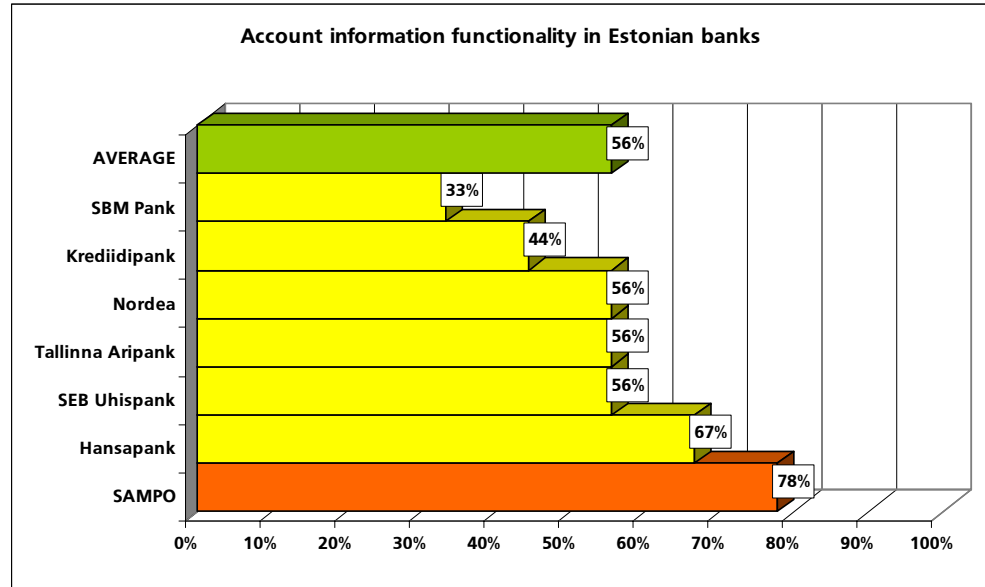
Statement of The Account

Account Type	Current Account
Customer Account No	LV07 AIZK 0001 1100 7589 8
Customer	Babina Olga
Currency	
Language	English
Date from	04 July 2006
Date to	04 July 2006
Period	<input type="radio"/> Today <input type="radio"/> Current Week <input type="radio"/> Current Month <input type="radio"/> Yesterday <input type="radio"/> Previous Week <input type="radio"/> Previous Month

Query

- Some banks do not allow changing languages when one is already logged in the IBS, which may seem very inconvenient for users.

Estonian banks



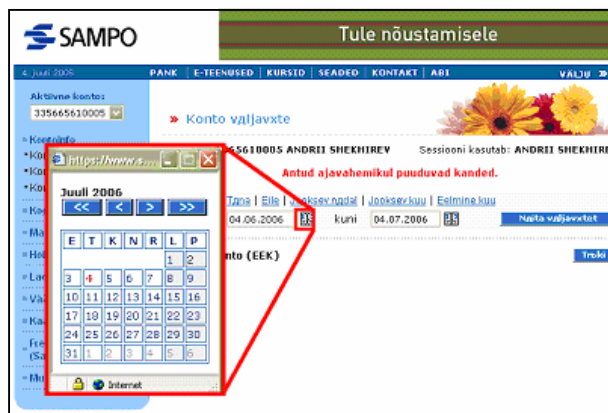
Higher figures represent better results

Detailed testing results

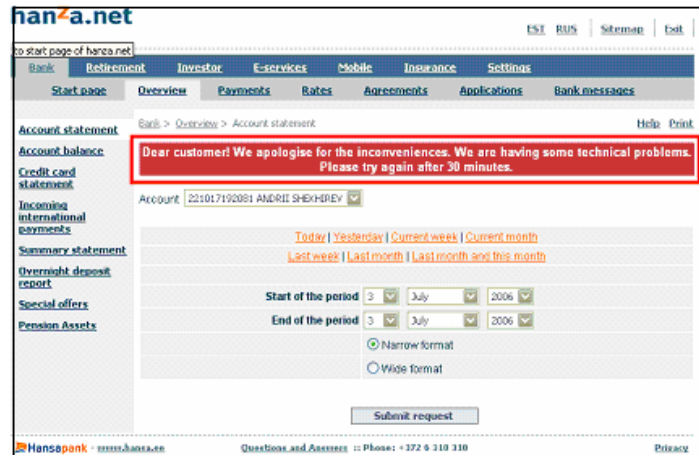
	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Accounts list page with all accounts	+	+	+	+	+	-	+
Customizing the accounts list page	+	-	-	-	+	-	-
Date and time of the last transaction shown in the accounts list page	-	-	-	-	-	-	-
Direct link from the account to the list of transactions	-	-	-	+	+	+	-
Sorting transactions by the required date	+	+	+	+	+	+	+
Printable version of the transactions history	+	+	+	+	+	+	+
Saving the list of transactions to file	+	+	+	+	+	-	+
Possibility to sort transactions by amount of money transferred	+	+	-	-	+	-	+
Possibility to sort transactions by currency	-	-	-	-	-	-	-

Commentary

- All banks in Estonia have an account listing function within IBSs, as well as an option of sorting transactions by the required date, and a printable version of account's transactions history.
- None of banks in Estonia display information about last IBS account transaction, nor offer a possibility to sort account's transaction history by currency type.
- Only SBM Pank's IBS does not offer its clients possibility to export account transactions history to a file.
- Only Hansapank in Estonia offers its clients option to customize the accounts listing page.
- A calendar that pops up in the IBS of SAMPO, when sorting the transactions for date, makes the date selection process much more convenient:



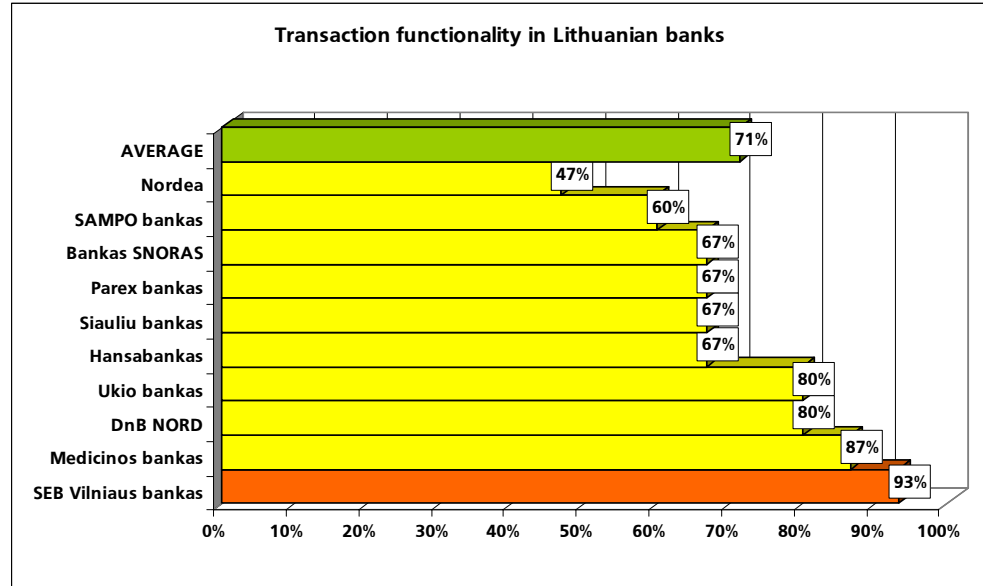
- Hansapank's IBS was observed to have difficulties displaying account balance and transactions in the evenings. It displays a message asking user to try again later:



12.5 Transactions

Criteria in the **Transactions** subcategory mostly relate to preparing and executing wire transfers (payment transfers) to account within the same bank, accounts in other domestic banks, and foreign banks.

Lithuanian banks



Higher figures represent better results

Detailed testing results

	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Local one-time transfers	+	+	+	+	+	+	+	+	+	+
International one-time transfers	+	+	+	+	+	+	+	+	+	+
Periodical (recurring) local transfers	+	+	+	+	-	+	+	+	+	+
Periodical (recurring) international transfers	+	-	-	-	-	+	-	+	+	-
Delayed (timed) local transfers	+	+	+	+	+	+	+	+	+	+
Delayed (timed) international transfers	+	+	+	+	-	+	+	+	+	+
Local transfer template creation	+	+	+	+	+	+	+	+	+	+
International transfer template creation	+	+	+	+	+	+	+	+	+	+
Calculator next to number fields	-	-	-	-	-	-	-	-	-	-
Calendar next to date fields	+	+	+	+	-	+	+	+	+	+
All necessary fields for a local transfer are marked (i.e. with an asterisk *)	-	+	-	+	+	-	-	+	-	+
All necessary fields for an international transfer are marked (i.e. with an asterisk *)	-	+	-	+	-	-	-	+	-	+
Suggested transaction serial number	+	+	+	+	+	+	+	+	+	+
Both a point and a comma accepted as a decimal separator	-	+	+	+	+	-	-	+	-	+
Possibility to order an SMS/email notification when transaction has been completed	-	-	-	+	-	-	-	+	-	-

Commentary

- All banks in Lithuania offer their users local and international payment transfers via IBSs, as well as delayed local payment transfers and suggest a serial number of a transaction.
- Only Nordea's IBS does not support function for delayed international payment transfer, local and international payment template form creation. Its IBS also lacks calendar function next to date fields.
- Two banks' – Medicinos bankas and SEB Vilniaus bankas – IBSs suggest their users an option of notification via SMS or e-mail, when transaction is completed.
- None of Lithuanian banks' IBSs have a calculator feature next to number fields.
- DnB NORD's and SEB Vilniaus bankas's IBSs require mandatory input of international payment transfer recipient's bank name and address that considerably slows down the procedure.
- SEB Vilniaus bankas's IBS has an additional service for international transfers, to keep customers satisfied – a bank can call to a money transfer reception person in order to notify about a completed transfer:

Address ()

Mokėjimo paskirtis

Banko mokėjimus moka ()

Mokėjimus nusiųsti iš sąskaitos Nr. ()

Mokėtojas ir mokėtojas, ir gavėjas gavėjas

Mokėtojo duomenys

Mokėtojo tel. ()

Informuoti gavtją ()

Mokėjimo nurodymo duomenys

Mokėjimo data ()

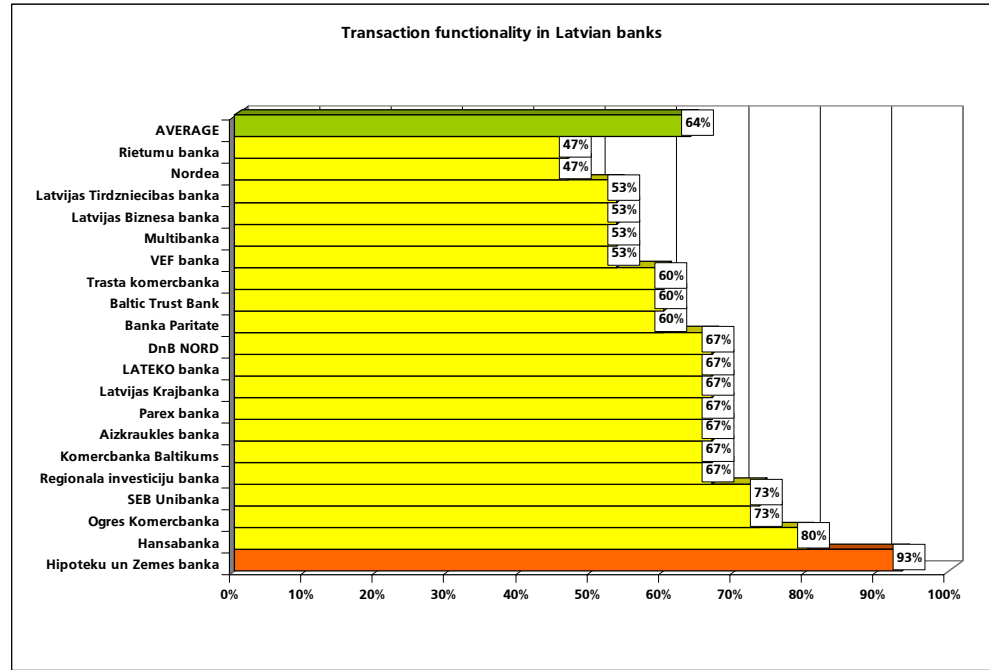
Rušinio pavadinimas

išsaugoti rušininį sąrašą

Privačioms paslaugoms užsienio bankų korespondencines (oro) sąskaitas SEB Vilniaus banke, lėšos įskaitomos į užsienio bankų korespondencines sąskaitas tą pačią banko darbo dieną, jei mokėjimo nurodymas pateiktas iki 14.30 val.

Kuriant tarptautinio mokėjimo nurodymą, galima atlikti ir valiutų konversiją. Nurodžius sąskaitą iš kurios bus mokama, valiutos kodo sąraše galima pasirinkti bet kokią valiutą, kuria turėtų būti atliktas mokėjimo nurodymas. Valiutų konversija bus atlikta automatiškai, pagal operacijos atlikimo metu galiojančius AB OCS Vilniaus bankas valiutos keičimo kursus.

Latvian banks



Higher figures represent better results

Detailed testing results

	Aizkraukles banka	Baltic Trust Bank	Komercbanka Baltikums	Banka Paritate	DnB NORD	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecibas banka	Multibanka	Nordea	Ogres Komercbanka	Parex banka	Regionala investiciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka	
Local one-time transfers	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
International one-time transfers	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Periodical (recurring) local transfers	-	+	-	-	+	+	-	-	+	-	-	-	-	+	+	-	-	+	-	-	-
Periodical (recurring) international transfers	-	+	-	-	+	+	-	-	+	-	-	-	-	+	+	-	-	+	-	-	-
Delayed (timed) local transfers	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Delayed (timed) international transfers	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Local transfer template creation	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+	+
International transfer template creation	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+	+
Calculator next to number fields	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calendar next to date fields	+	-	+	+	-	+	-	+	+	+	+	+	-	-	-	+	+	+	-	-	-
All necessary fields for a local transfer are marked (i.e. with an asterisk *)	+	-	+	+	-	-	+	+	+	+	+	+	+	+	-	+	-	+	+	+	+
All necessary fields for an international transfer are marked (i.e. with an asterisk *)	+	-	+	+	-	-	+	+	+	+	+	+	+	+	-	+	-	+	+	+	+
Suggested transaction serial number	+	-	-	-	+	+	+	-	+	+	-	-	-	+	-	+	-	-	-	+	-
Both a point and a comma accepted as a decimal separator	-	+	+	-	+	+	+	-	+	+	-	-	+	-	+	-	-	-	-	-	-
Possibility to order an SMS/email notification when transaction has been completed	-	-	-	-	-	+	-	-	+	-	-	-	-	+	-	-	-	-	-	-	-

Commentary

- All banks in Latvia offer their users local and international payment transfers via IBSs, as well as delayed local and international payment transfers.
- Only Nordea's IBS in Latvia does not support local and international payment transfer form's template creation.
- None of Latvian banks' IBSs has a calculator feature next to number fields.
- Only 7 Latvian banks' IBSs offer their users a recurring local and international payment transfer options.
- Parex banka's, Hansabanka's and Hipoteku un Zemes banka's IBSs have functions of notifying a user once initiated transaction is completed.
- LATEKO Banka's IBS has a very useful feature of searching for the bank's SWIFT code by at least first symbol.
- IBS of DnB NORD has a very convenient recurrent transfer's creation form:

The screenshot shows the 'Regulārais maksājums' (Regular payment) form in the DnB NORD online banking system. The form includes the following fields and options:

- Numurs:** 35265562
- Konts:** LV96RIK0002023659810 LVL
- Summa:** 0.00
- Valūta:** LVL
- Sapņēmējs (Recipient):**
 - Vārds vai nosaukums: [Empty field]
 - Personas kods / Reģ. num.: [Empty field]
 - Konts: [Empty field]
 - Sapņēmējbanka / Sapņēmēja iestāde: AS DnB NORD Banka
 - SWIFT kods: RIKOLV2X
- Datums (Date):** 6 jūlijs 2006 līdz 5 jūlijs 2007
- Mēnesis (Month):** Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec (all checked)

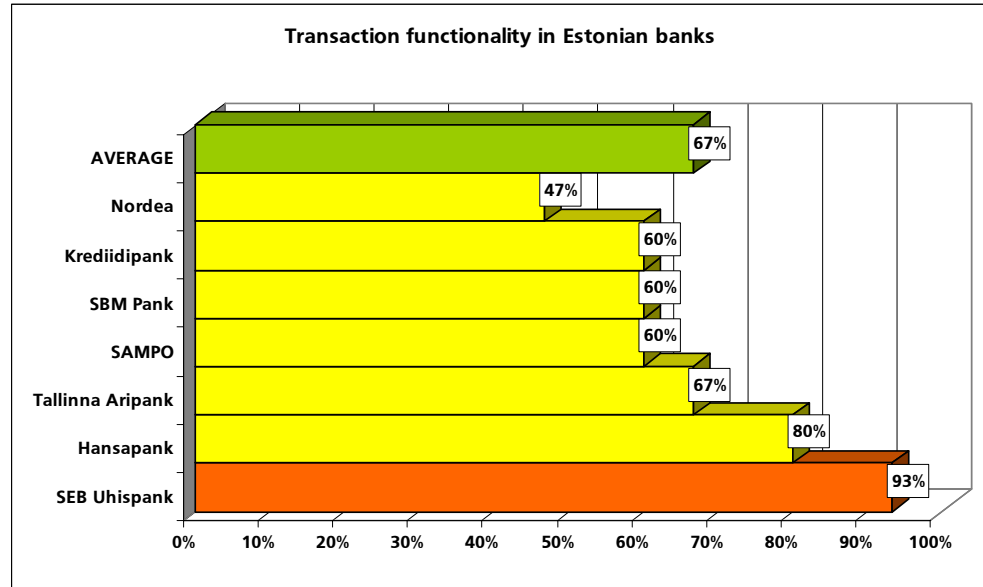
- While SEB Unibanka's and Ogres Komerbanka's IBSs have asterisks (*) near fields that are necessary to be filled for transaction, there are still some unmarked necessary fields present.
- Trasta Komerbanka's IBS has a special category exclusively for transfers in RUB currency.
- Regionāla Investīciju banka's IBS has a convenient feature - when one transfers money, there is a special button next to the "money amount field", which allows to see balances of the accounts:

The screenshot shows a web browser window displaying an account balance summary for ANATOLIJS KRIVKINS. The table below shows the account details:

Account	IBAN	Currency	Balance
LV30RIBR00022470N0000		EUR	0.00
LV30RIBR00022470N0000		LVL	0.00
LV30RIBR00022470N0000		USD	0.00

A 'Close' button is visible below the table.

Estonian Banks



Higher figures represent better results

Detailed testing results

	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Local one-time transfers	+	+	+	+	+	+	+
International one-time transfers	+	+	+	+	+	+	+
Periodical (recurring) local transfers	+	+	+	-	-	+	+
Periodical (recurring) international transfers	+	+	-	-	-	-	+
Delayed (timed) local transfers	+	+	+	+	+	+	+
Delayed (timed) international transfers	+	+	+	-	+	+	+
Local transfer template creation	+	+	+	+	+	+	+
International transfer template creation	+	+	+	+	+	+	+
Calculator next to number fields	-	-	-	-	-	-	-
Calendar next to date fields	+	+	-	-	+	-	-
All necessary fields for a local transfer are marked (i.e. with an asterisk *)	-	+	-	-	-	-	-
All necessary fields for an international transfer are marked (i.e. with an asterisk *)	-	+	-	-	-	-	-
Suggested transaction serial number	+	+	-	+	+	+	+
Both a point and a comma accepted as a decimal separator	+	+	+	+	+	+	+
Possibility to order an SMS/email notification when transaction has been completed	+	+	+	-	-	-	-

Commentary

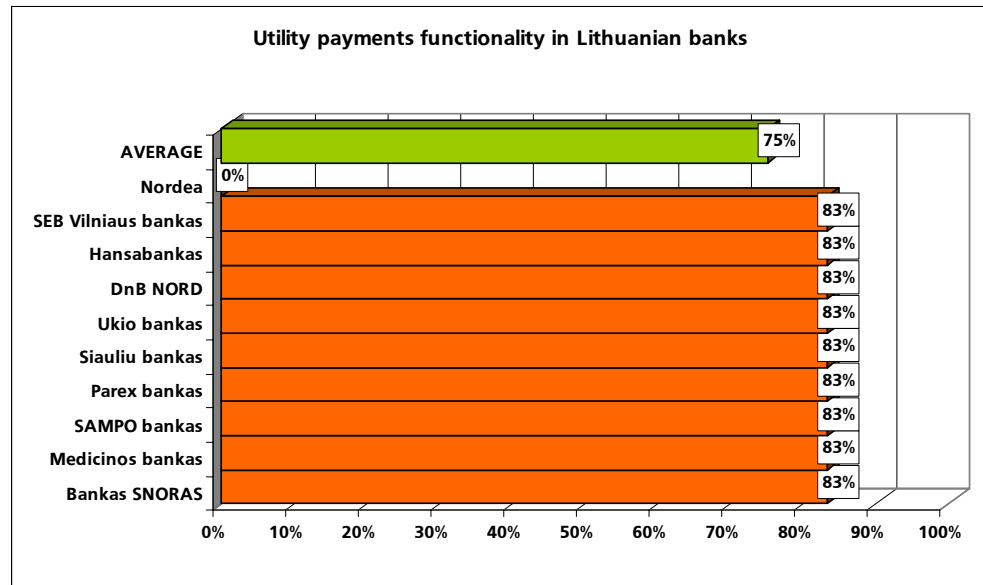
- All banks in Estonia offer their users local and international payment transfers and transfer template creation via IBSs, as well as delayed local payment transfers. All Estonian banks' IBSs accept both comma (,) and point (.) as decimal separators.
- None of Estonian banks' IBSs have a calculator feature next to number fields.
- Only Nordea's IBS in Estonia does not support a delayed international payment transfer's feature.
- Krediidipank is the only bank in Estonia, which IBS does not suggest a transaction's serial number.
- Only in SEB Uhispank's IBS all necessary data input fields are marked in bold:

- Cross-border payments in SEB Uhispank are divided into EU and non-EU countries, with more fields to be filled in the latter case.
- Some banks (e.g. Krediidipank, Nordea) need the transactions to be confirmed separately after the forms are filled, while others (e.g. Hansapank, SEB Uhispank) require IBS security elements to be typed right after filling the transaction form.

12.6 Utility payments

In the **Utility payments** subcategory, the banks' readiness to accept utility payments (i.e. payments for energy and water supply services*, telecommunications, cable TV and the like) by individual clients is analyzed. However, the exact criteria differ by country, according to the national specifics.

Lithuanian banks



Higher figures represent better results

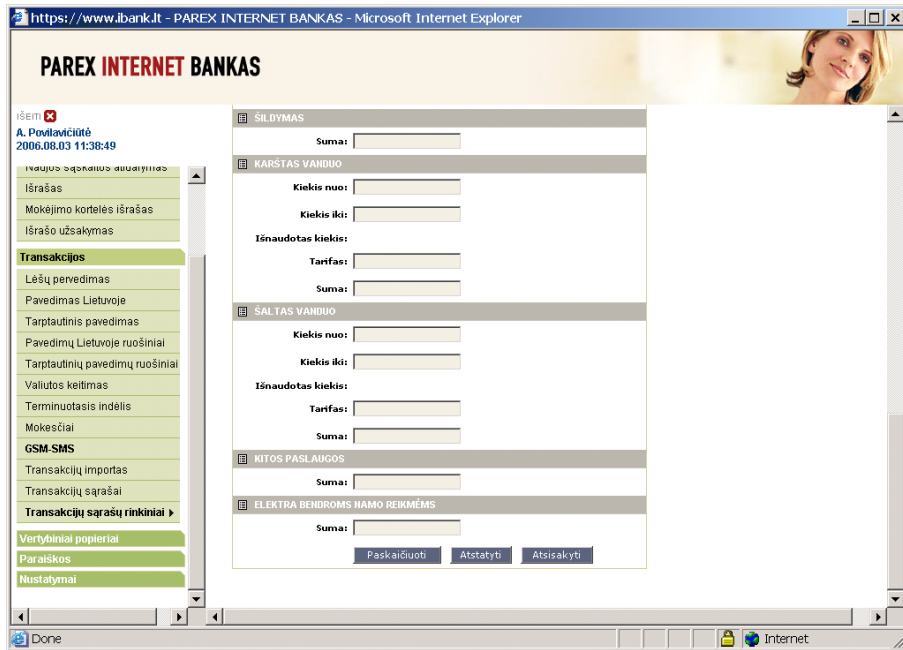
Detailed testing results

	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Possibility to pay for water	+	+	+	+	-	+	+	+	+	+
Possibility to pay for electricity	+	+	+	+	-	+	+	+	+	+
Possibility to pay for heating	+	+	+	+	-	+	+	+	+	+
Possibility to pay for fixed telephone	+	+	+	+	-	+	+	+	+	+
Possibility to pay for mobile telephone (2 largest providers)	+	+	+	+	-	+	+	+	+	+
Possibility to transfer money to a pre-paid mobile phone number account (2 largest providers)	-	-	-	-	-	-	-	-	-	-

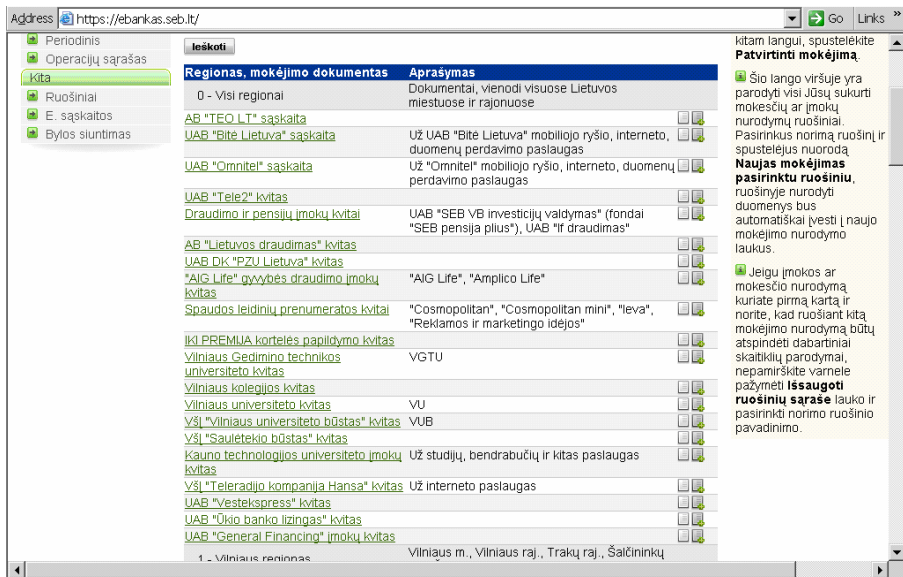
* When using the terms "municipal payments" or "utility payments", we refer to water, electricity and heating services regardless of their status of their suppliers (state-owned or private).

Commentary

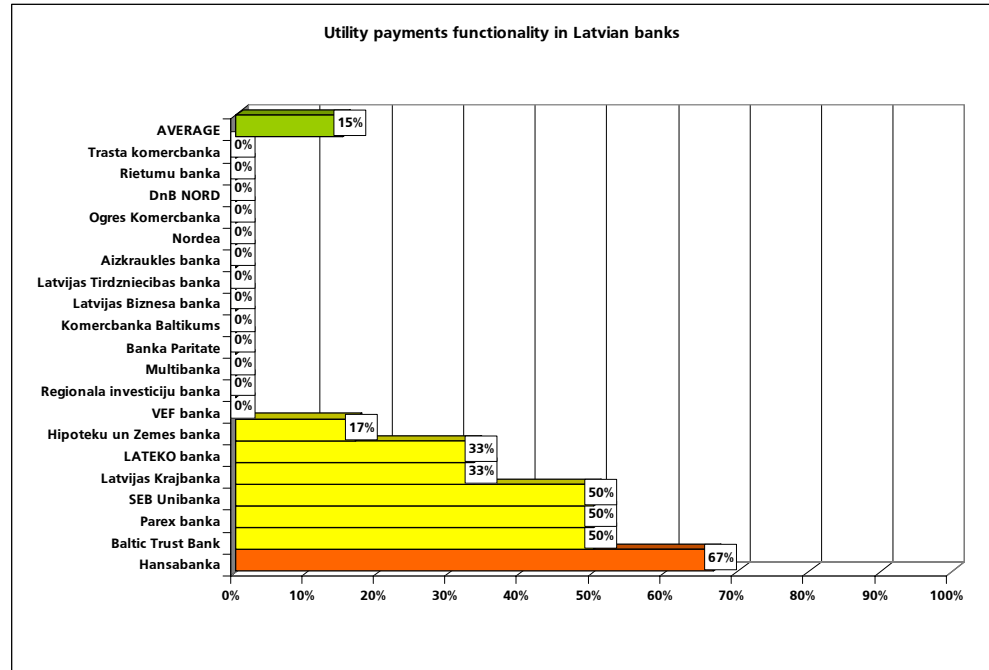
- All Lithuanian banks, except Nordea, IBSs offer their clients possibility to pay for: water, heating, electricity, fixed phone and subscribed mobile phones.
- None of banks in Lithuania offer its clients possibility to pay for the pre-paid mobile phone via IBS.
- Almost all banks have a service called *"Atsiskaitymų knygele"*, which is very useful for most IBS users. The service allows user to record their utilities' indicators and pay for them in a single IBS window:



- SEB Vilniaus bankas has a wide list of utilities in all regions of Lithuania:



Latvian banks



Higher figures represent better results

Detailed testing results

	Aizkraukles banka	Baltic Trust Bank	Komercbanka Baltikums	Banka Paritate	DnB NORD	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecibas banka	Multibanka	Nordea	Ogres Komercbanka	Parex banka	Regionala investiciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka	
Possibility to pay for water	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Possibility to pay for electricity	-	+	-	-	-	+	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-
Possibility to pay for heating	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Possibility to pay for fixed telephone	-	+	-	-	-	+	+	-	+	+	-	-	-	-	+	-	-	-	+	-	-
Possibility to pay for mobile telephone (2 largest providers)	-	+	-	-	-	+	+	-	-	+	-	-	-	-	+	-	-	-	+	-	-
Possibility to transfer money to a pre-paid mobile phone number account (2 largest providers)	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-

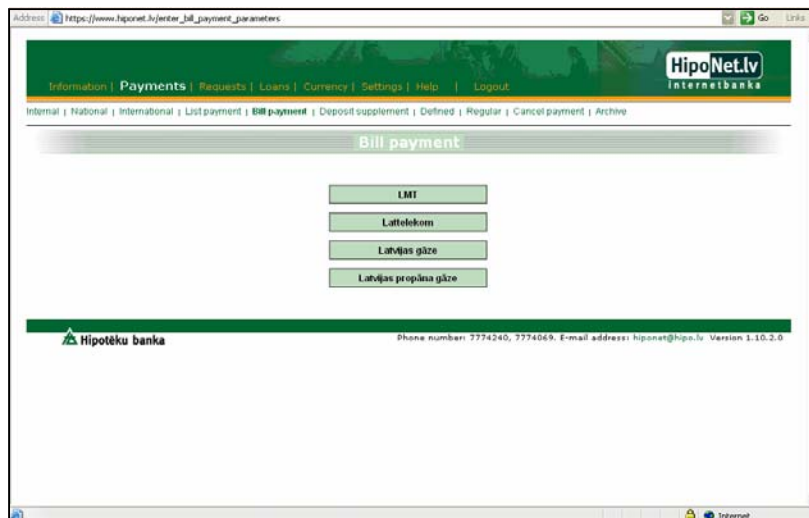
Commentary

- IBS of Hipoteku un Zemes banka has an only "Utility Payments" feature – possibility to pay for fixed phone. Not meeting testing criteria, but being utility payment features present, are payments for 1 largest Latvian mobile phone operator and for gas.
- Only Baltic Trust Bank, Parex banka and Hansabanka offer their clients to pay for electricity via IBSs.
- Only SEB Unibanka and Hansabanka offer their clients possibility to pay for a pre-paid mobile phone.
- SEB Uhibanka seems to be the only bank that offers possibility to pay for mobile phone for clients of ALL mobile phone operators in Latvia.
- Latvijas Krajbanka has a unique feature in IBS offering to pay fee for holding a dog:

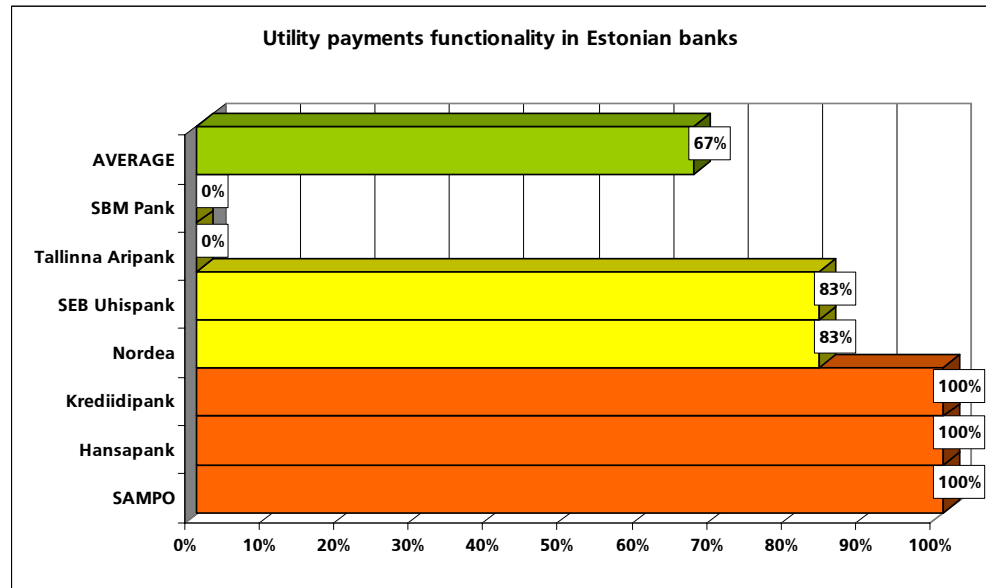
Paragu nosaukums	Parskaitijuma veids
CityCredit konta papildināšana	Bankas ietvaros *
Iedzīvotāju ienākuma nodoklis Rīgā dzīvojošiem	Pa Latviju *
Iedzīvotāju ienākuma nodoklis uz Vaļete Kasi	Pa Latviju *
LMT	Pa Latviju *
Lattelekom	Pa Latviju *
SIA "IZZI"	Pa Latviju *
Sociālais nodoklis	Pa Latviju *
TELE 2	Pa Latviju *
Par dzīvokļa privatizāciju	Pa Latviju *
Par dzīvokļa turēšanas nodokli	Pa Latviju *

* - Bankas izveidots parags
m - Saglabāt kā Mobilis bankas paragu

- Hipoteku un Zemes banka has a convenient method of listing the utilities:



Estonian banks



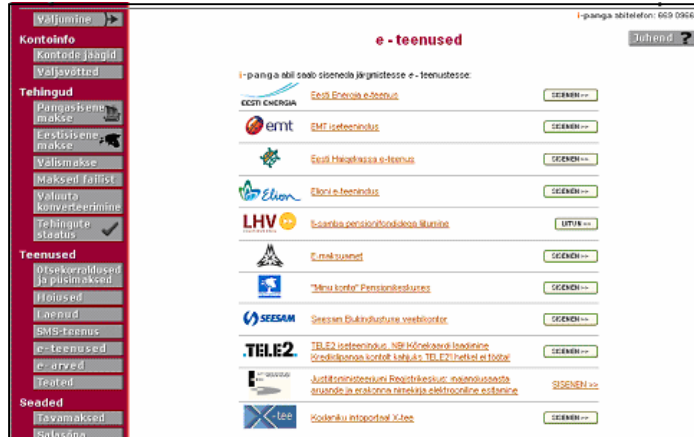
Higher figures represent better results

Detailed testing results

	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Possibility to pay for water	+	-	+	-	+	-	-
Possibility to pay for electricity	+	+	+	+	+	-	-
Possibility to pay for heating	+	+	+	+	+	-	-
Possibility to pay for fixed telephone	+	+	+	+	+	-	-
Possibility to pay for mobile telephone (2 largest providers)	+	+	+	+	+	-	-
Possibility to transfer money to a pre-paid mobile phone number account (2 largest providers)	+	+	+	+	+	-	-

Commentary

- SAMPO, Hansapank, and Krediidipank offer their clients 100% utility payment functionality via IBS.
- SEB Uhispank and Nordea offer their clients possibility to pay via IBS for all utilities, except water.
- SBM Pank and Tallinna Aripank do not offer their clients possibility to pay for utilities via IBS.
- Krediidipank – self-service page with logos of the enterprises, featuring telecom operators, utilities, insurance, etc in the IBS is very convenient and user-friendly:

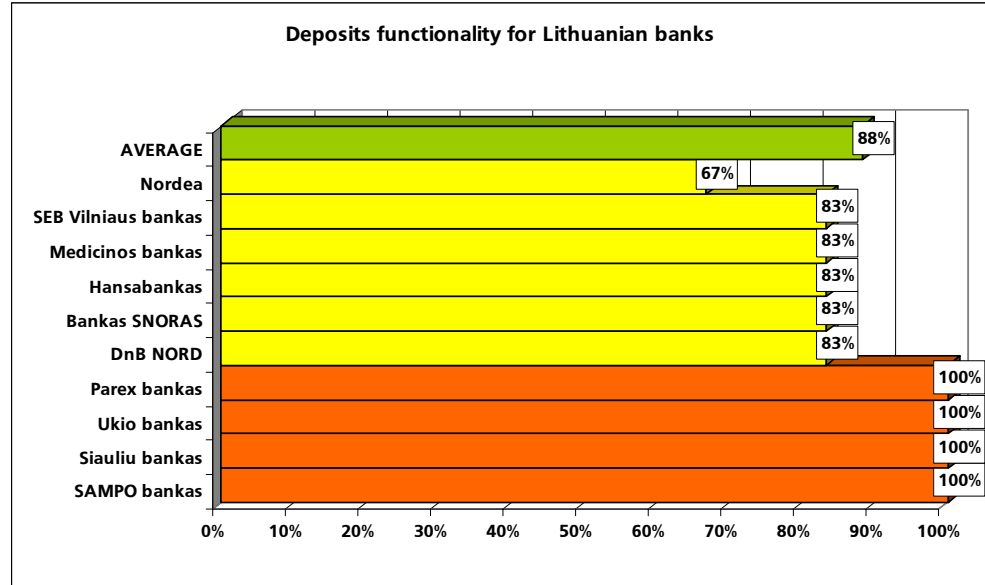


- In the IBS of Nordea, in order to pay for utilities, one must enter another website using a hyperlink (www.arved.ee). Utilities payment feature is not present directly within the IBS.

12.7 Deposits

Deposits subcategory evaluates the functionality related to opening and managing private client deposits online.

Lithuanian banks



Higher figures represent better results

Detailed testing results

	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Opening deposits via IBS in local currency	+	+	+	+	+	+	+	+	+	+
Opening deposits via IBS in EUR	+	+	+	+	+	+	+	+	+	+
Opening deposits via IBS in USD	+	+	+	+	+	+	+	+	+	+
Interest calculator within the IBS	+	+	+	+	-	+	+	+	+	+
Interest rate information is provided	+	+	+	+	+	+	+	+	+	+
Interest calculator on the bank's public website	-	-	-	-	+	+	-	+	+	+

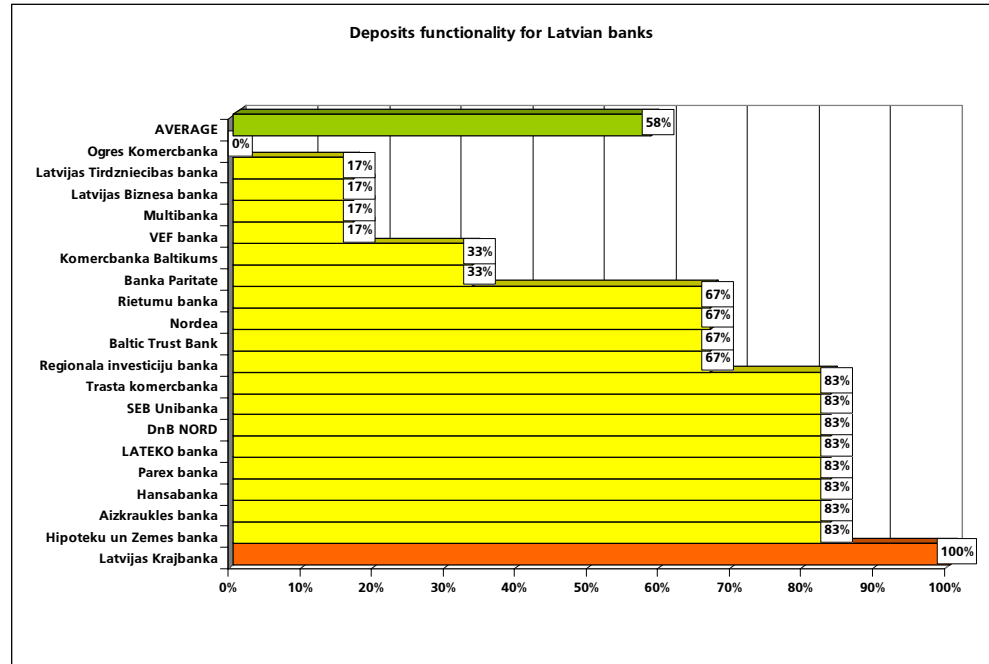
Commentary

- Parex bankas, SAMPO Bankas and Ukie Bankas offer their clients 100% tested "Deposits" functionality.
- Only 4 banks in Lithuania have a deposit interest rate calculator feature within their IBSs.
- All banks in Lithuania offer their clients possibility to place deposits in local currency, as well as in EUR and USD, via their IBSs. All banks also provide information about deposit interest rates on their public websites and/or IBSs.
- Parex bankas has a very convenient deposit interest rate calculator within IBS:

	Terminuotasis indėlis				Kauptamasis indėlis
	Standartinės palūkanos	Preferencijams klientams	Sidabriniam klientams	Aukštiniam klientams	
Metinė palūkanų norma, %	3,45	3,55	3,65	3,75	3,40
Sukauptos palūkanų suma	34,50	35,50	36,50	37,50	34,53
Bendra suma	1 034,50	1 035,50	1 036,50	1 037,50	1 034,53

- Hansabankas's IBS has a useful link to interest rates of the deposits:

Latvian banks



Higher figures represent better results

Detailed testing results

	Aizkraukles banka	Baltic Trust Bank	Komercbanka Baltikums	Banka Paritate	DnB NORD	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecibas banka	Multibanka	Nordea	Ogres Komercbanka	Parex banka	Regionala investiciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka	
Opening deposits via IBS in local currency	+	+	-	-	+	+	+	-	+	+	-	-	+	-	+	+	+	+	+	+	-
Opening deposits via IBS in EUR	+	+	-	-	+	+	+	-	+	+	-	-	+	-	+	+	+	+	+	+	-
Opening deposits via IBS in USD	+	+	-	-	+	+	+	-	+	+	-	-	+	-	+	+	+	+	+	+	-
Interest calculator within the IBS	-	-	-	-	-	-	+	-	-	+	-	-	-	-	-	-	-	-	-	-	-
Interest rate information is provided	+	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+
Interest calculator on the bank's public website	+	+	+	+	+	+	-	-	+	+	-	-	-	-	+	-	-	+	+	+	-

Commentary

- All Latvian banks, except Ogres Komercbanka, present deposit interest rate information on their public websites and/or IBSs.
- Only 2 Latvian banks – LATEKO Banka and Latvijas Krajbanka – have a deposit interest rate calculator feature within their IBSs.
- Deposit interest rate calculator that is present on the public website of Latvijas Krajbanka does not work properly, making mistakes in calculations:

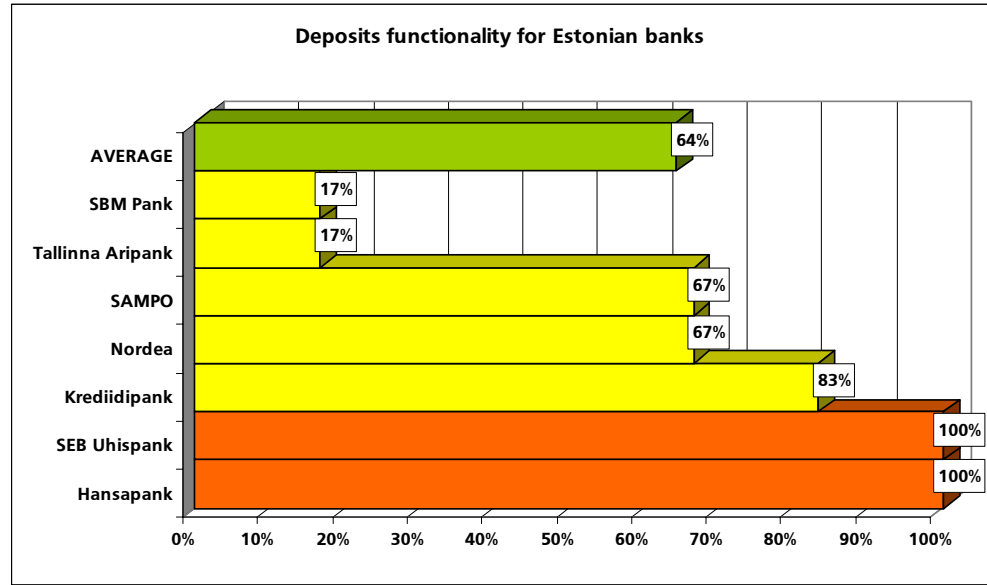
- SEB Unibanka’s IBS has a very convenient interface for placing funds on a deposit with lots of customizable options:

Noguldījuma termiņš Mēnesis (-ši) *	Procentu likme	Reālais ienesīgums
<input type="radio"/> 12	3.90	3.97
<input type="radio"/> 18	3.95	4.06
<input type="radio"/> 24	4.00	4.16
<input type="radio"/> 36	4.05	4.30
<input type="radio"/> 60	4.10	4.54

- IBS of Trasta Komercbanka has a deposit informational section, presenting interest rates for different deposits. Besides, it has a pop-up box, according to which selection interest rates and/or other information should change but it does not:

Summa	1 mēn.	3 mēn.	6 mēn.	9 mēn.	12 mēn.	24 mēn.
vērs 100.00 EUR	2.80	3.00	3.20	3.40	3.60	3.75
vērs 50.00 LVL	3.75	3.95	4.15	4.35	4.50	4.75
vērs 100.00 USD	4.25	4.50	4.75	4.85	5.00	5.10

Estonian banks



Higher figures represent better results

Detailed testing results

	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Opening deposits via IBS in local currency	+	+	+	+	+	-	-
Opening deposits via IBS in EUR	+	+	+	+	+	-	-
Opening deposits via IBS in USD	+	+	+	+	+	-	-
Interest calculator within the IBS	+	+	-	-	-	-	-
Interest rate information is provided	+	+	+	+	+	+	+
Interest calculator on the bank's public website	+	+	+	-	-	-	-

Commentary

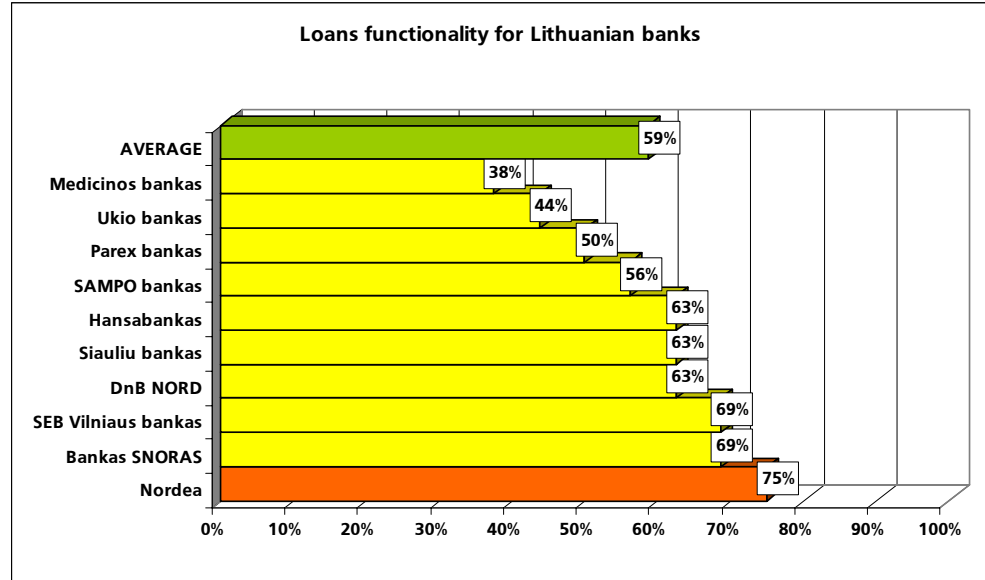
- All banks in Estonia provide deposit interest rate information on their public websites.
- Only Hansapank and SEB Uhispank have deposit interest rate calculators within their IBSs.
- Hansapank offers its clients 100% “Deposits” functionality.
- Tallinna Aripank has met only one criterion of “Deposits” testing – it has a deposit interest rate calculator on its public website.
- Hansapank’s IBS has a very convenient supporting feature - tips appear when the mouse pointer is over any field in the deposit form:

The screenshot shows the 'hanza.net' website interface. The main navigation bar includes 'Bank', 'Retirement', 'Investor', 'E-services', 'Mobile', 'Insurance', and 'Settings'. Below this is a secondary navigation bar with 'Start page', 'Overview', 'Payments', 'Rates', 'Agreements', 'Applications', and 'Bank messages'. The 'Applications' section is active, showing a 'Mortgage Loan' application form. The form includes a sidebar with various application types like 'Car lease', 'Overdraft credit', 'Home loan', etc. The main form area has columns for 'Application', 'Obligations', 'Income', 'Collateral', 'Personal data of applicant', and 'Send application'. The 'Income' section contains several input fields: 'Net salary' (10000 EEK), 'Rental income', 'Pension & social benefits', 'Dividends', 'Repayment of loan granted to an employer', and 'Sum of other monthly income'. A tooltip for the 'Net salary' field states: 'Net salary is the salary from which the taxes (income tax) have been deducted, i.e. the amount you actually receive.' The form also includes a 'Total income' summary of 10000 EEK and navigation buttons for '<<Back' and 'Forward >>'. The footer contains the Hansapank logo, website URL (www.hansa.ee), contact information, and a privacy policy link.

12.8 Loans

Loans subcategory analyzes the functionality related to taking out loans, filling in loan application forms and performing other loan-related activities online.

Lithuanian banks



Higher figures represent better results

Detailed testing results

	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
A printable consumer loan application form	+	+	+	+	+	+	+	+	+	+
Filling a consumer loan application form online	+	-	+	-	+	-	-	+	-	-
Taking out a consumer loan via the Internet Banking System	-	-	-	-	-	-	-	-	-	-
Consumer loan interest calculator within the Internet Banking System	-	-	-	-	-	-	-	-	-	-
Consumer loan interest information is provided	+	+	-	+	+	+	+	+	+	+
Consumer loan interest calculator on the public website	-	+	+	-	+	-	+	+	+	-
Information about consumer loan conditions	+	+	+	+	+	+	+	+	+	+
Information about documents required to take out a consumer loan	+	+	+	-	+	+	+	+	+	+
A printable mortgage application form	+	+	+	+	+	+	+	+	+	+
Filling a mortgage application form online	+	-	+	-	+	-	-	+	-	-
Taking out a mortgage via the Internet Banking System	-	-	-	-	-	-	-	-	-	-
Mortgage interest calculator within the Internet Banking System	-	-	-	-	-	-	-	-	-	-
Mortgage interest information is provided	+	+	-	+	+	-	-	-	+	-
Mortgage interest calculator on the public website	+	+	+	-	+	+	+	+	+	-
Information about mortgage conditions	+	+	+	+	+	+	+	+	+	+
Information about documents required to take out a mortgage	+	+	+	-	+	+	+	+	+	+

Commentary

- All banks in Lithuania present information about mortgage conditions and a printable mortgage application form online. Besides, all banks have a printable consumer loan application form on their public websites.
- None of the Lithuanian banks have a loan calculator within IBS, nor offer a possibility to take out any kind of loan via IBS.
- Medicinos bankas – is the only bank that does not present information about documents that are required to take out a consumer loan or a mortgage.
- Only 4 banks offer online consumer loan and mortgage application form.
- Hansabankas offers a lot of different virtual calculators and possibility to receive the answer for mortgage in 2 days:

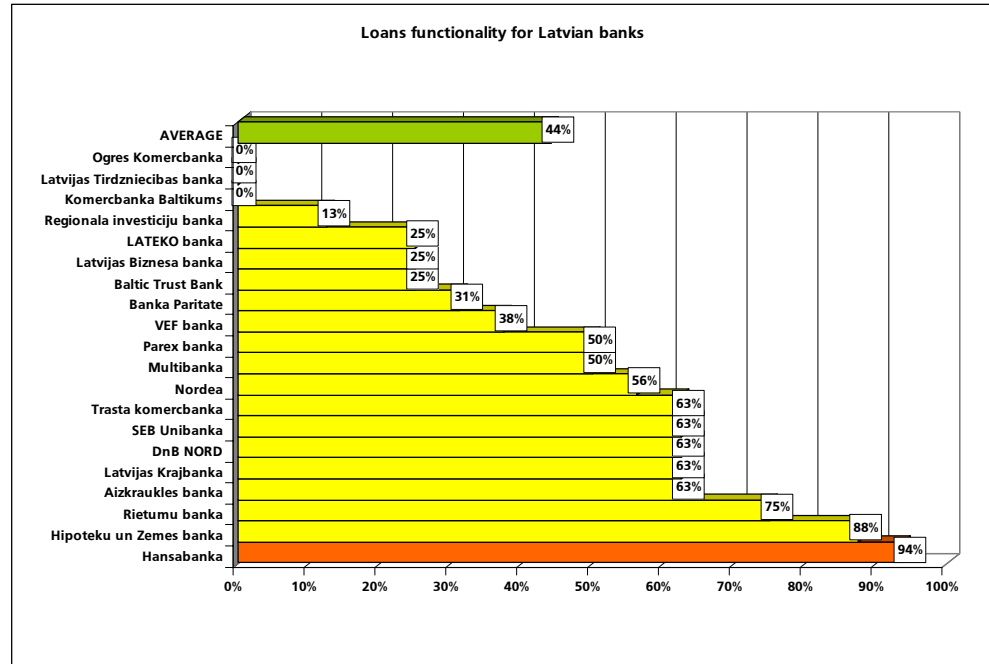
The screenshot shows the website http://www.hansa.lt/fiziniams38_310.html. The page is titled "Paskolų skaičiuoklės" (Loan Calculators) and is part of the "Paslaugos privatiems klientams / Paskolos ir lizingas / Paskolų skaičiuoklės" (Services for private clients / Loans and leasing / Loan calculators) section. A navigation menu on the left lists various services like "Sąskaitų valdymas", "Indėliai", "Mokėjimo kortelės", "Paskolos ir lizingas", "Būsto paskola Hansa namai", "Vartojamoji paskola", "Paskola už užstatą", "Kredito limitas", "Paskolų skaičiuoklės", "El. bankininkystė", "Hansa studijos", "Hansa pensija", "Investiciniai fondai", "Operacijos su vertybiniais popieriais", "Prekyba valiutomis", and "Kitos paslaugos".

The main content area features three calculator sections:

- Būsto paskolų skaičiuoklės** (Mortgage calculators): Includes "Maksimalios paskolos skaičiuoklė" (Maximum loan calculator) and "Pageidaujamos paskolos skaičiuoklė" (Desired loan calculator). A sidebar on the right offers a "SPRENDIMAS DĖL BŪSTO PASKOLOS PER 48 VAL." (Decision on mortgage within 48 hours) with a "Užpildykite paraišką" (Fill out application) button and contact information: "Pateikite paraišką būstui internetu arba paskambinę tel. (8-5) 268 44 44".
- Vartojamųjų paskolų skaičiuoklės** (Consumer loan calculators): Includes "Maksimalios paskolos skaičiuoklė" (Maximum loan calculator) and "Pageidaujamos paskolos skaičiuoklė" (Desired loan calculator).

At the bottom of the page, there is a copyright notice: "© 2004 "Hansabankas". Tel. 8-5 268 44 44 info@hansa.lt" and a "I viršų" (Up) button.

Latvian banks



Higher figures represent better results

Detailed testing results

	Aizkraukles banka	Baltic Trust Bank	Komer banka Baltikums	Banka Paritāte	DnB NORD	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecības banka	Multibanka	Nordea	Ogres Komer banka	Parex banka	Regionāla investīciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka
A printable consumer loan application form	+	-	-	+	+	+	-	-	+	+	-	-	-	-	+	+	+	+	+	-
Filling a consumer loan application form online	-	-	-	-	-	+	-	-	+	-	-	-	+	-	-	-	+	-	-	+
Taking out a consumer loan via the Internet Banking System	-	-	-	-	-	+	-	+	+	-	-	-	-	-	-	-	-	-	-	-
Consumer loan interest calculator within the Internet Banking System	-	-	-	-	-	+	-	+	-	-	-	-	-	-	-	-	-	-	-	-
Consumer loan interest information is provided	+	-	-	-	+	+	-	-	+	+	-	-	-	-	+	-	+	+	+	-
Consumer loan interest calculator on the public website	+	-	-	-	+	+	-	-	+	+	-	+	-	-	+	-	+	+	+	-
Information about consumer loan conditions	+	+	-	-	+	+	+	+	+	+	-	+	+	-	+	-	+	+	+	+
Information about documents required to take out a consumer loan	+	+	-	-	+	+	+	-	+	+	-	+	+	-	-	-	+	+	+	+
A printable mortgage application form	+	-	-	+	+	+	-	-	+	+	-	+	+	-	+	-	+	+	+	+
Filling a mortgage application form online	-	-	-	-	+	+	-	-	+	-	-	+	+	-	-	-	+	-	-	+
Taking out a mortgage via the Internet Banking System	-	-	-	-	-	+	-	+	+	-	-	-	-	-	-	-	-	-	-	-
Mortgage interest calculator within the Internet Banking System	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage interest information is provided	+	-	-	+	+	+	-	-	+	+	-	-	+	-	+	-	+	+	+	+
Mortgage interest calculator on the public website	+	-	-	-	-	+	-	-	+	+	-	+	+	-	+	-	+	+	+	+
Information about mortgage conditions	+	+	-	+	+	+	+	-	+	+	-	+	+	-	-	-	+	+	+	+
Information about documents required to take out a mortgage	+	+	-	+	+	+	+	-	+	+	-	+	+	-	+	+	+	+	+	+

Commentary

- Hipoteku un Zemes banka has met 88% of testing criteria, while Hansabanka has met 94% being the best performer in this category.
- Only Latvijas Biznesa banka and Hansabanka have a consumer loan interest rate calculator feature within their IBSs.
- Most of banks in Latvia present information about consumer loan and mortgage, as well as conditions for taking out these loans. Printable loan application form is also one of most completed criteria.
- It is possible to apply for a credit directly from the public website of VEF banka regardless if you have a bank account in this bank or not:

VEF BANKA | LV EN RU | Thursday, July 6, 2006 | Search

Loan Application Form For Private Customers

Loan application for private customers

Step 1 from 3

Loan application for private customers

Please point out what kind Credit Product you are interested in:

Credit
 Credit line
 Overdraft
 Leasing

Loan currency: LVL

Loan amount: 500

Credit terms (month between loan receiving and repayment): 6

Credit Aim (no more than 250 symbols): To buy a digital camera

Step 2 from 3

VEF Internet Bank

Internet Bank Login
 → How does it work?
 → Demonstration
 → For new customers

VEF Bank services

Corporate banking
 Select...

Private banking
 Select...

VEF Bank products

Factoring →

CREDIT AND DEBIT CARDS →

Currency exchange rates

	Buy	Sell
USD	0.542 ↑	0.552 ↓
GBP	0.989 ↑	1.013 ↓
EUR	0.693 ↑	0.702 ↓

- Aizkraukles banka has a very good layout of all necessary information about taking a loan – the public website is optimized for people willing to take loans, there are plenty of help-functions (e.g. there is an explanation about the usage of the loan calculators):

Services | About ABLV | News | Documents | Tools | Free | Contact Us

• Deposit calculator
 • Savings calculator
 • Loan calculator
 • Leasing calculator
 • IBAN Verification

New level of security

Loan calculator

Choose one value for calculation and indicate the other three:

Amount of the loan: 20000.00
 Annual rate: 5 %
 Maturity: 20 y 0 m
 Monthly payment: 131.99

Payment scheme

Regular (each month in equal instalments)
 Descending (principal amount in equal instalments + interest)

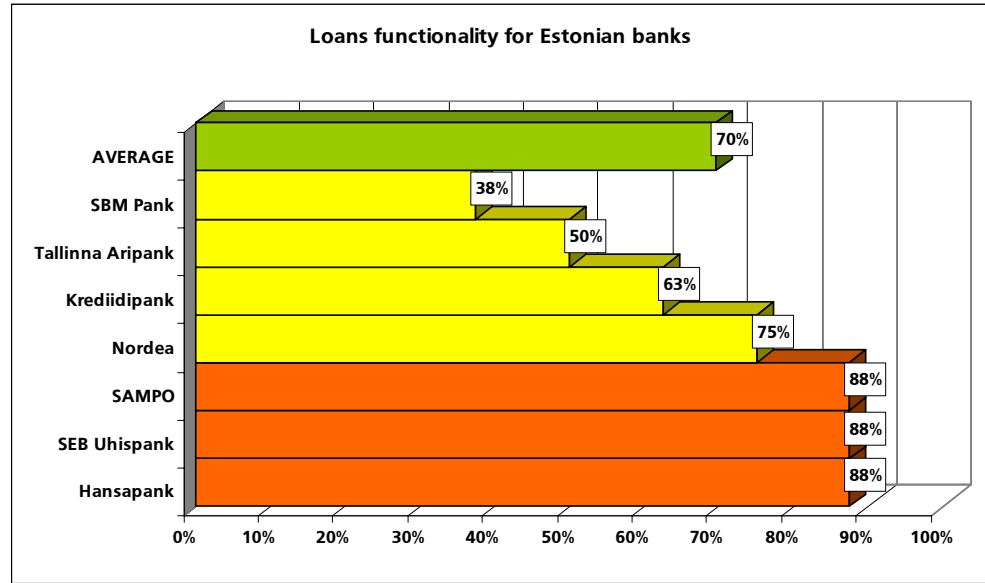
Show payment schedule | Try again

How to Use the Calculator
 The calculator estimates any of the four values — amount of the loan, repayment period, monthly payment or interest rate. It also creates the loan repayment schedule. All you have to do is to tick (select) a variable you want to calculate and indicate the other three values, as well as select the payment scheme.

For instance, to calculate your monthly payment you need to indicate amount of the loan, preferable repayment period and interest rate, as well as to choose the payment scheme. The monthly payment will be calculated automatically once you indicate the necessary values. If you click the button "Show payment schedule" you will see the loan repayment schedule according to the online "Payment schedule" tool.

- Baltic Trust Bank: the help function in the subsection "Loans" does not work properly, an error #404 occurs.

Estonian banks



Higher figures represent better results

Detailed testing results

	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
A printable consumer loan application form	+	+	+	+	+	+	+
Filling a consumer loan application form online	+	+	-	+	+	+	-
Taking out a consumer loan via the Internet Banking System	-	-	-	-	-	-	-
Consumer loan interest calculator within the Internet Banking System	+	+	-	-	+	-	-
Consumer loan interest information is provided	+	+	+	+	+	+	+
Consumer loan interest calculator on the public website	+	+	+	+	+	+	-
Information about consumer loan conditions	+	+	+	+	+	+	+
Information about documents required to take out a consumer loan	+	+	+	+	+	+	+
A printable mortgage application form	+	+	+	+	+	-	+
Filling a mortgage application form online	+	+	-	+	+	-	-
Taking out a mortgage via the Internet Banking System	-	-	-	-	-	-	-
Mortgage interest calculator within the Internet Banking System	+	+	-	-	+	-	-
Mortgage interest information is provided	+	+	+	+	+	-	+
Mortgage interest calculator on the public website	+	+	+	+	+	-	-
Information about mortgage conditions	+	+	+	+	+	-	+
Information about documents required to take out a mortgage	+	+	+	+	+	-	+

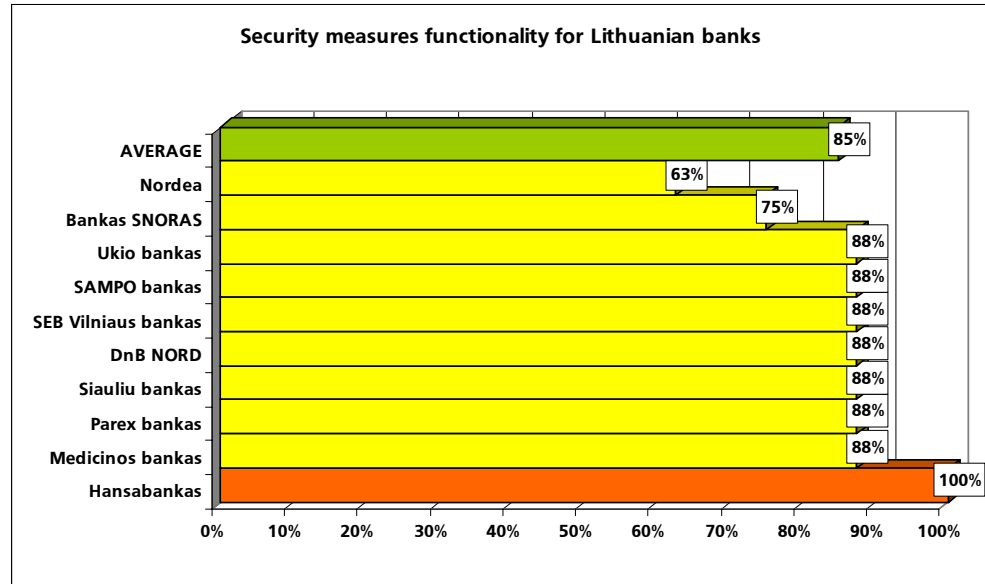
Commentary

- SEB Uhispank and Hansapank have met 88% of testing criteria. The only features these bank do not offer their clients – is taking out consumer loan and mortgage via IBS.
- None of banks in Estonia offer their clients features of taking out consumer loan and mortgage via IBS.
- All banks in Estonia have consumer loan interest calculators, information about consumer loan and conditions of taking this loan out on their public websites.
- Only SBM Pank in Estonia does not offer its clients mortgage descriptive and interest rate information, as well as not providing information about conditions and necessary documents of taking mortgage out, nor having a mortgage printable application form.
- Special loan information is presented in SBM Pank's public website – "Dental Loan", "Travel Loan", "Loan for weddings and special occasions"; no information, however, on mortgage and other basic loan types can be found on the webpage.
- SEB Uhispank has a very convenient loan application form:

12.9 Security measures

Security measures subcategory evaluates the steps taken by a bank to ensure that the users of its Internet Banking System **perceive** it as a secure way to make transactions. Please note that as this is an outside-in oriented research report, we cannot provide any evaluations of actual state of security with the Internet Banking Systems analyzed. Only **security-related user perceptions** are analyzed.

Lithuanian banks



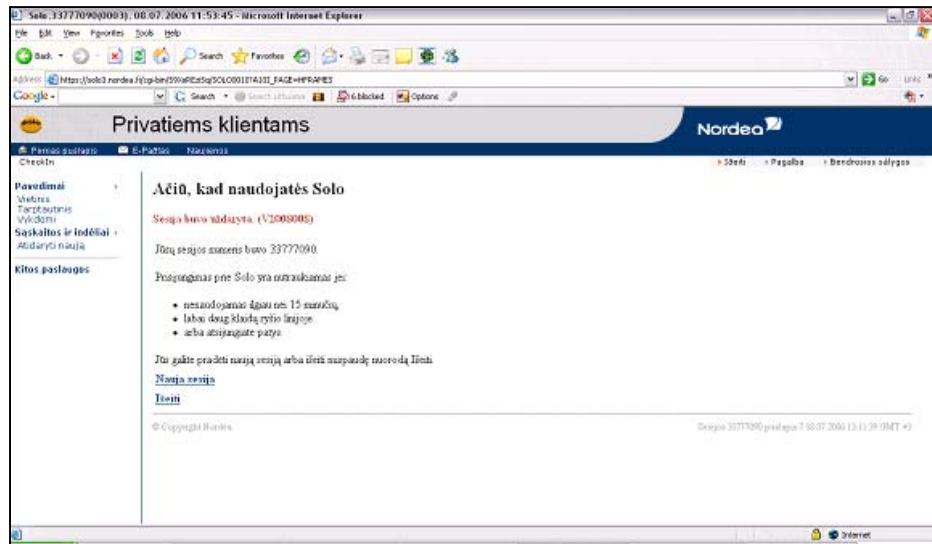
Higher figures represent better results

Detailed testing results

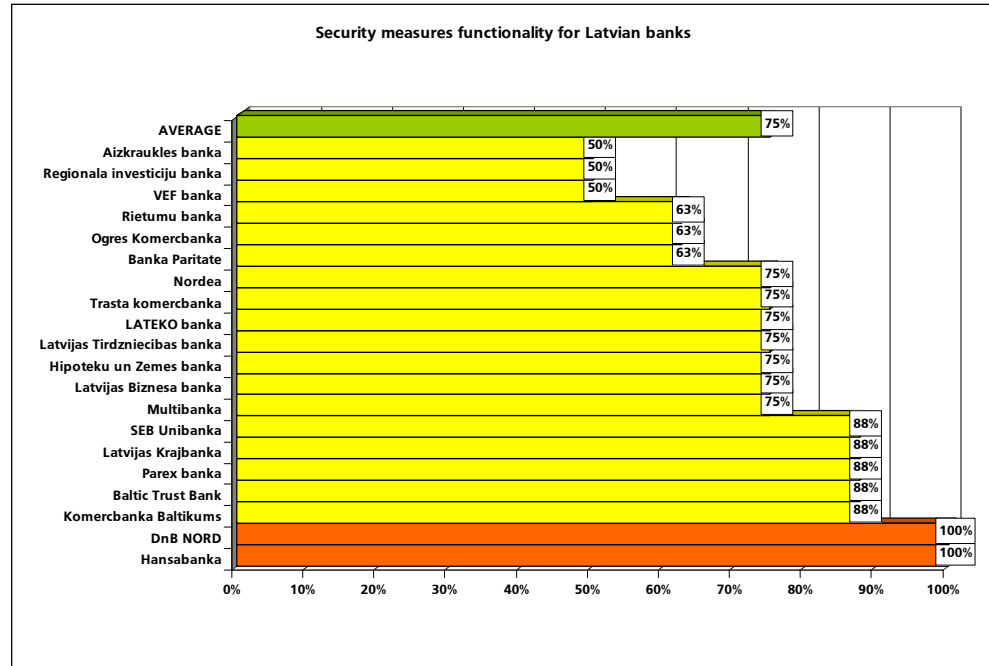
	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Session Timeout	-	+	+	+	+	+	+	+	+	+
Password card	+	+	+	+	+	+	+	+	+	+
Permanent (personal) password	+	+	+	+	-	+	+	+	+	+
Possibility to change the permanent password	+	+	+	+	-	+	+	+	+	+
VeriSign or equivalent certificate shown	+	+	+	+	+	+	+	+	+	+
Mandatory password change when logged for the first time	+	+	+	+	+	+	+	+	+	+
Setting the IBS transaction limits	+	+	+	+	+	+	+	+	+	+
Possibility to set frequency for mandatory change of permanent password	-	-	+	-	-	-	-	-	-	-

Commentary

- All banks in Lithuania provide their clients with password cards/generators for logging in the IBSs, as well as all bank's IBSs have a VeriSign or equivalent up-to-date certificate present.
- Only Hansabankas provide its clients with a possibility to set the frequency of mandatory permanent IBS log in password change.
- All Lithuanian banks, except Nordea, ask for mandatory permanent user IBS log in password, possibility to change this password and a mandatory IBS log in password change during user's first log in the system.
- Only Bankas SNORAS has no session time out feature within the IBS.
- Nordea explains why the session has timed out:



Latvian banks



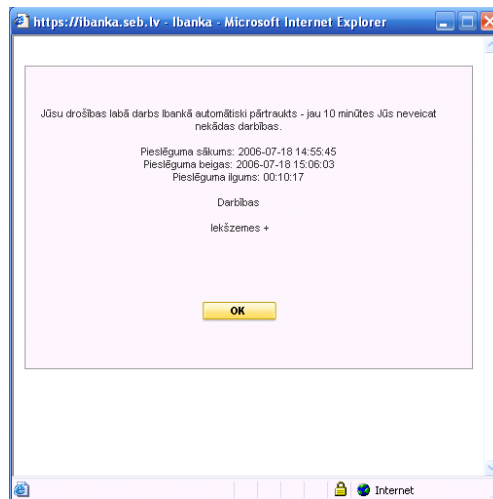
Higher figures represent better results

Detailed testing results

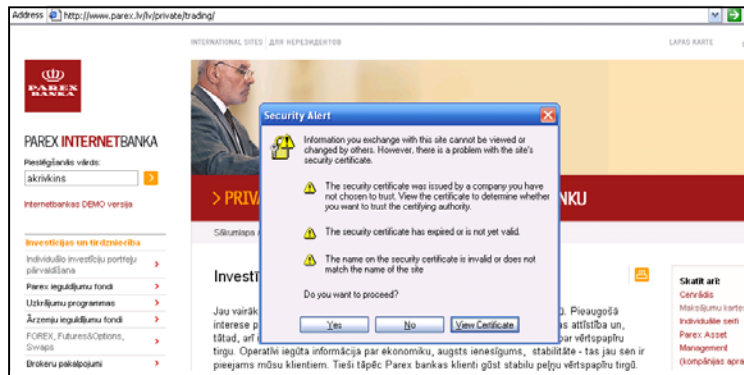
	Aizkraukles banka	Baltic Trust Bank	Komercbanka Baltikums	Banka Paritate	DnB NORD	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecibas banka	Multibanka	Nordea	Ogres Komercbanka	Parex banka	Regionala investiciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka	
Session Timeout	+	+	+	+	+	+	-	+	+	+	+	+	+	+	+	+	+	+	+	+	-
Password card	-	+	+	-	+	+	+	-	+	+	-	-	+	-	+	+	-	-	+	+	-
Permanent (personal) password	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Possibility to change the permanent password	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+	+
VeriSign or equivalent certificate shown	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Mandatory password change when logged for the first time	-	+	+	-	+	+	+	+	-	+	+	+	+	+	+	-	-	+	+	+	+
Setting the IBS transaction limits	-	+	-	+	+	+	-	+	+	-	-	-	+	-	-	-	+	-	-	-	-
Possibility to set frequency for mandatory change of permanent password	-	-	+	-	+	+	-	+	-	-	+	+	-	-	+	-	-	-	-	-	-

Commentary

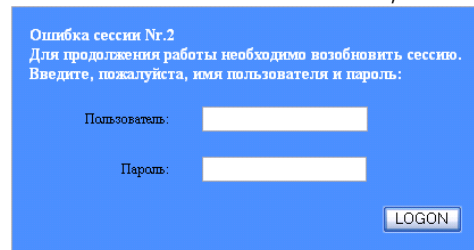
- All banks in Latvia provide their clients with personal permanent passwords for logging in the IBSs, as well as all bank's IBSs have a VeriSign or equivalent certificate present.
- All banks, except Nordea, offer their IBS users a possibility to change a mandatory permanent personal password for logging in the IBS.
- All Latvian banks' IBSs, except LATEKO Banka's, Orges Komerbanka's and VEF Banka's IBSs, has a session timeout feature.
- SEB Unibanka's IBS has an interesting session time out feature – after 10 min of standby, IBS logs off the user and presents a summary of actions performed during session:



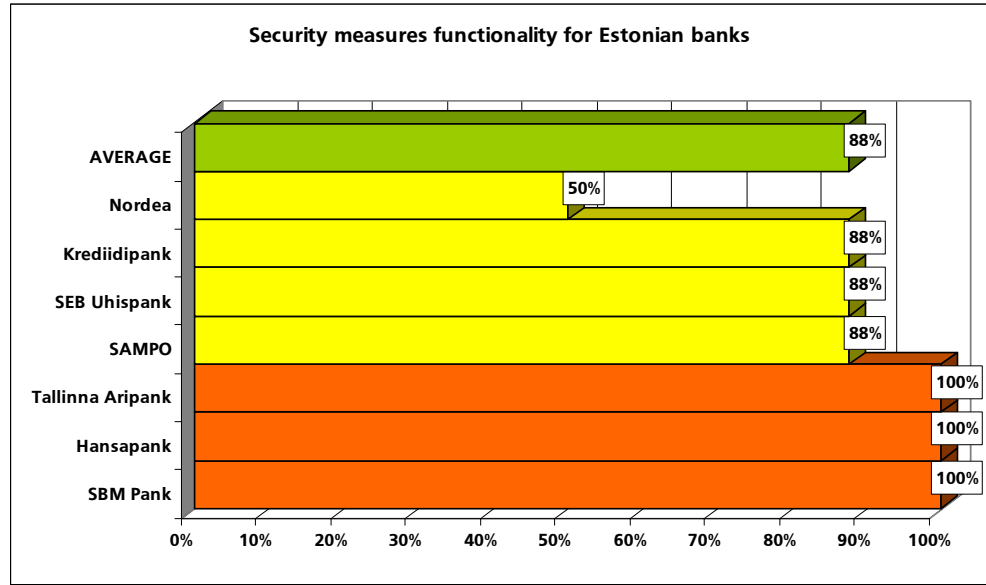
- On July 11th, 2006 the security certificate of Parex Banka's IBS has expired. However, this issue was fixed already on the next day:



- Once the mouse wheel is being scrolled in the IBS of Ogres Komerbanka, the system enables a session time-out feature, so that user has to log in once again:



Estonian banks



Higher figures represent better results

Detailed testing results

	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Session Timeout	+	+	+	+	+	+	+
Password card	+	+	+	+	+	+	+
Permanent (personal) password	+	+	+	-	+	+	+
Possibility to change the permanent password	+	+	+	-	+	+	+
VeriSign or equivalent certificate shown	+	+	+	+	+	+	+
Mandatory password change when logged for the first time	+	+	+	-	+	+	+
Setting the IBS transaction limits	+	+	+	+	+	+	+
Possibility to set frequency for mandatory change of permanent password	+	-	-	-	-	+	+

Commentary

- All banks in Estonia provide their clients with personal code cards for logging in the IBSs, as well as all bank's IBSs have a VeriSign or equivalent certificate present and a session time out feature. It is also possible to change the IBS transaction limits in all Estonian banks.
- Nordea is the only bank in Estonia that does not provide its clients with permanent personal password for logging in the IBS, hence possibility to change this password, nor mandatory password change during user's first logging in the system.
- SAMPO's IBS password card is a carton "booklet" with 390 one-time codes (to be used one by one). It is quite thick and not very convenient to store and use.
- Only 3 banks in Estonia offer users possibility to set the frequency for changing the mandatory permanent personal password.
- Tallinna Aripank even has a possibility to change the USERNAME.
- IBS of Nordea does not specify which password from the code card is necessary until the password has been incorrectly input once:

The screenshot shows the Nordea IBS login page. The header includes the Nordea logo and the text "Welcome". Below the header, there is a message in a red box: "The customer number and password do not match, the consecutive number of next password is 19 (V2238206)". To the right of this message, it says "Enter your customer number and password. Continue by pressing the Accept-button." Below the message, there are input fields for "Customer number" (containing "1183097") and "Password". An "Accept" button is visible below the password field. At the bottom, there are links for "Solo's text version" and "FAQ about Solo". A small note at the very bottom states: "This connection is secured by SSL-technique. The lock on the browser shows that the connection is secured. Click the lock to check that you are connected with Nordea Bank."

- SAMPO offers a very convenient possibility to set the timeout period manually inside the IBS:

The screenshot shows the SAMPO IBS settings page. The header includes the SAMPO logo and the text "Come to the counselling session". Below the header, there is a navigation menu with "BANK", "E-SERVICES", "RATES", "SETTINGS", "CONTACT", "HELP", and "EXIT". The main content area is titled "Settings" and shows the user's name "User: ANDRII SHEKHIREV". On the left, there is a sidebar with "General settings", "Settings", "New password", and "My profile". The main settings area includes:

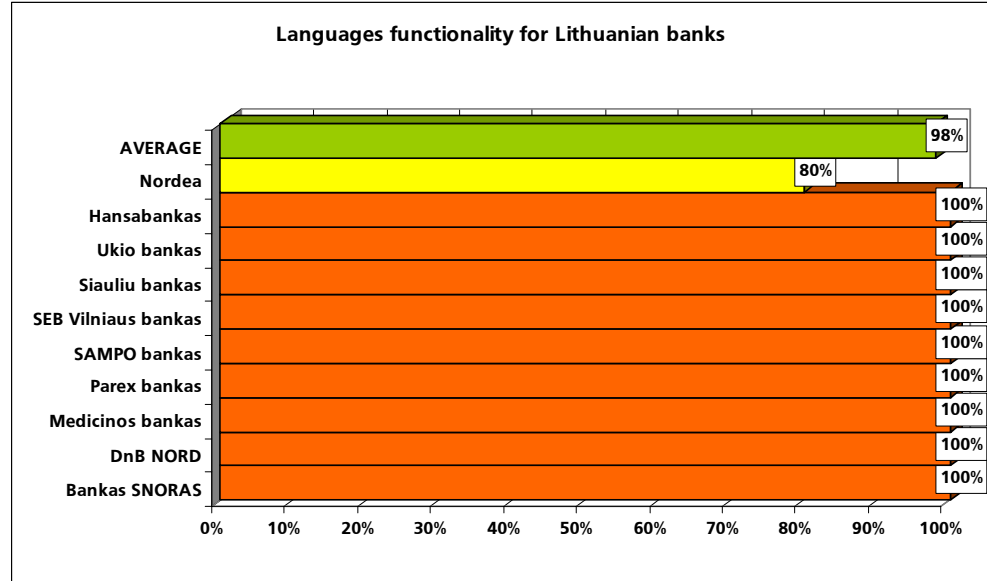
- Session time-out (minutes): A dropdown menu with options 5, 15, 30, and Yes. The value 30 is selected and highlighted with a red box.
- Default length of account statement (in days): A dropdown menu with the value 3.
- Use folders: A dropdown menu with the value 5.
- Number of generated passwords of electronically confirmed payment: A dropdown menu with the value No.
- Number of unconfirmed and imported payments per page: A dropdown menu with the value Comma (,).
- Display confirmation upon execution of imported payments: A dropdown menu with the value Dot (.).
- Field separator of account statement in CSV file: A dropdown menu with the value Comma (,).
- Decimal separator of account statement in CSV file: A dropdown menu with the value Dot (.).

 A "Change settings" button is located at the bottom right of the settings area.

12.10 Languages

Languages subcategory covers the functionality related to supporting multiple languages.

Lithuanian banks



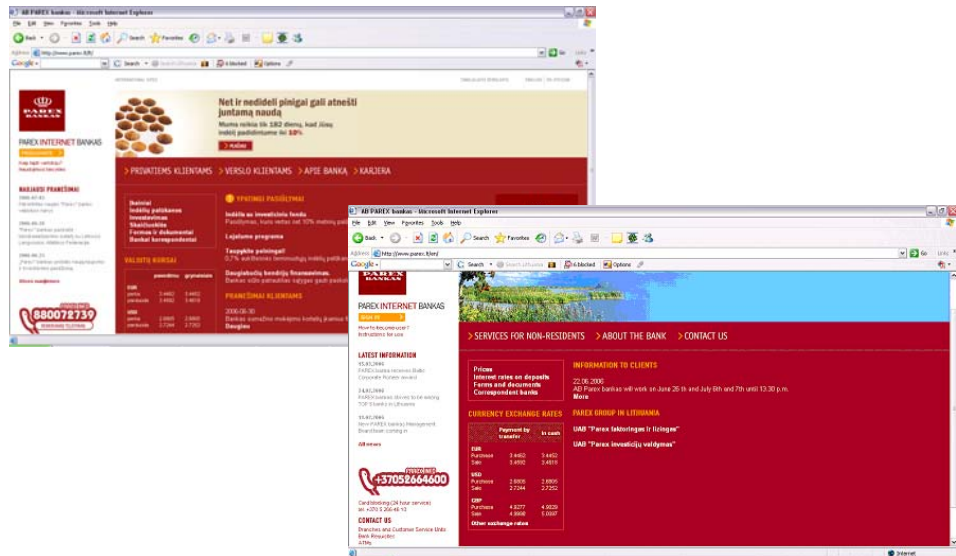
Higher figures represent better results

Detailed testing results

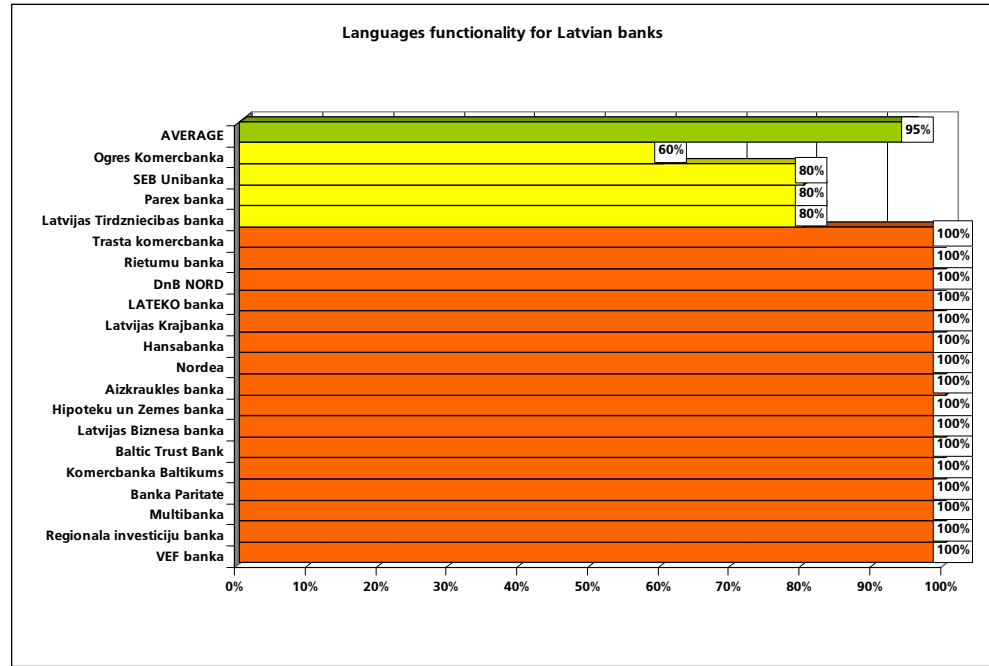
	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Local language public website	+	+	+	+	+	+	+	+	+	+
English public website	+	+	+	+	+	+	+	+	+	+
Local language IBS interface	+	+	+	+	+	+	+	+	+	+
English IBS interface	+	+	+	+	+	+	+	+	+	+
Local symbols displayed correctly	+	+	+	+	-	+	+	+	+	+

Commentary

- All banks in Lithuania have a public website and IBS in local and English languages.
- Only Nordea's IBS has problems with displaying local language symbols correctly.
- Utkio bankas IBS has the 4 languages: Lithuanian (local), English, Russian and Serbian. Besides, Utkio bankas is the only bank, where after switching the language version, a user is not being re-directed to the first page of the website.
- Even though some banks (e.g. SEB Vilniaus bankas, SAMPO, Hansabankas) do not have public websites in Russian language, they have IBS interfaces in Russian.
- Parex bank has English and Russian public websites only for non-residents of Lithuania:



Latvian banks



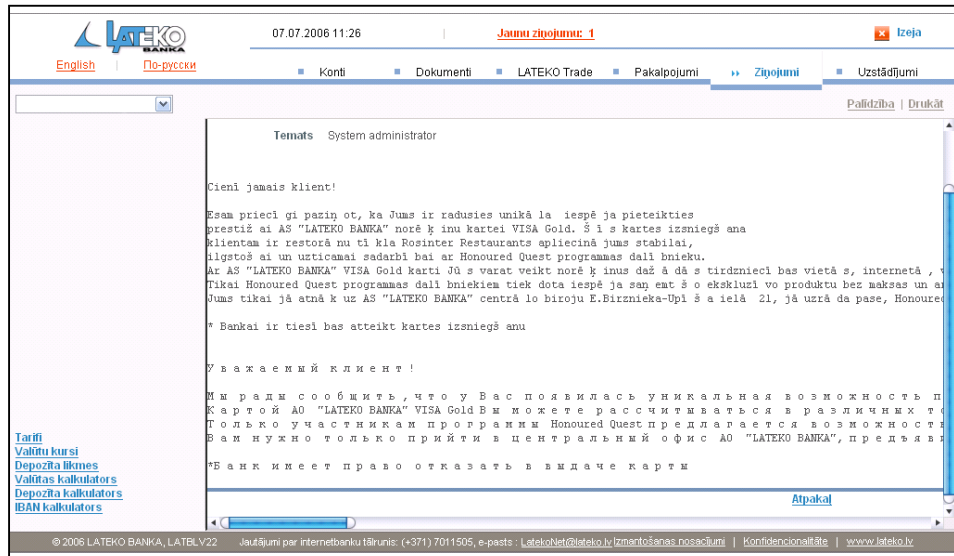
Higher figures represent better results

Detailed testing results

	Aizkraukles banka	Baltic Trust Bank	Komerbanka Baltikums	Banka Paritate	DnB NORD	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecibas banka	Multibanka	Nordea	Ogres Komerbanka	Parex banka	Regionala investiciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka	
Local language public website	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
English public website	+	+	+	+	+	+	+	+	+	+	-	+	+	-	-	+	+	+	+	+	+
Local language IBS interface	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
English IBS interface	+	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+
Local symbols displayed correctly	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+

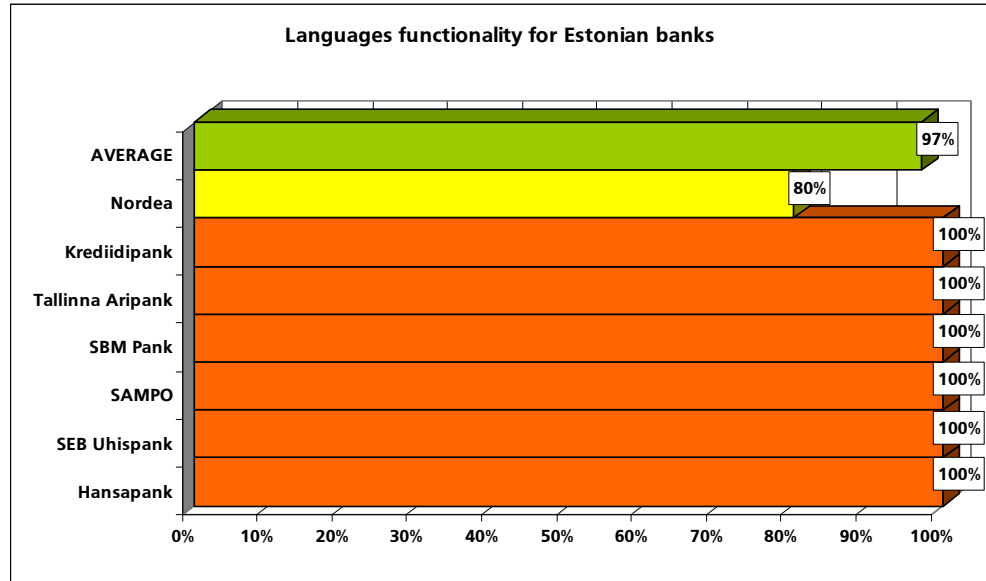
Commentary

- Only Parex banka, Latvijas Tirdzniecības banka and Ogres Komercbanka do not have English versions of public websites.
- Ogres Komercbanka is the only bank that does not have an English version of its IBS.
- LATEKO Banka's IBS internal messages from operator, though being translated into Russian and Latvian languages are written in unclear formatting an font:



- On Baltic Trust Bank's public website and IBS, a user might find it inconvenient that the choice of language may be done only in the intro pages, afterwards there is no option of how to change the language version.

Estonian banks



Higher figures represent better results

Detailed testing results

	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Local language public website	+	+	+	+	+	+	+
English public website	+	+	+	+	+	+	+
Local language IBS interface	+	+	+	+	+	+	+
English IBS interface	+	+	+	-	+	+	+
Local symbols displayed correctly	+	+	+	+	+	+	+

Commentary

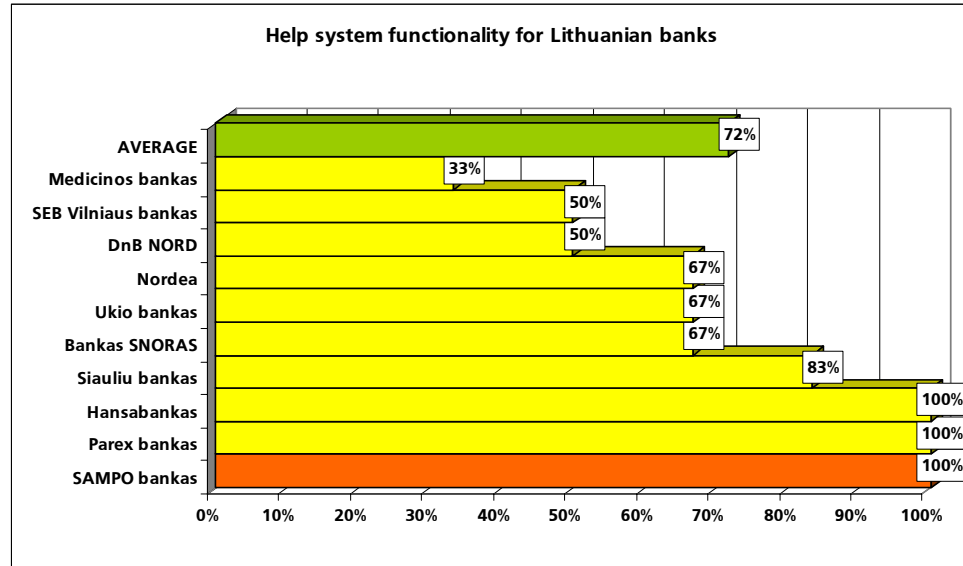
- All banks in Estonia have a public website and IBS in local and English languages. The only exception is Nordea's IBS that does not have an English version.
- Links to Hansapank's IBS Latvian and Lithuanian version starting pages are provided on the Estonian IBS log in page:

The screenshot shows the Hansapank website interface. At the top left is the logo "hanza.net" with the tagline "HITTEKORDSELT KASULIK". To the right of the logo is a language selection menu with flags for Estonian and English, and links for "ENG", "RUS", and "Sisukord". Below the logo is a navigation bar with the text "astu sisse:" and the date "06.07.2006". The login section includes fields for "Kasutajatunnus" (Username) and "Püsiparool või parool PIN-kalkulaatorist" (Password or PIN from calculator), with buttons for "Sisene" (Login) and "Sisene ID-kaardiga" (Login with ID card). To the right of the login fields are links for "Telehansa.net", "Turvalisus" (Security), "Tekstiversioon" (Text version), "Abi" (Help), "Investor", and "Demo". Below the login section is a "teenuseinfo" (Service info) section with a list of links: "Laen ja autoliising", "Pensioniks kogumine", "Innapäevased arveldused", "Deebet- ja krediitkaardid", "Raha kasvatamine", "Elu ja vara kindlustamine", "Hinnakiri", "Valuutakursid", "Kalkulaatorid", "Noortele", "Senioridele", and "Võtmeklientide". To the right of the service info is a "kuum" (Hot) section with a red banner that says "ROHKEM MÄNGURUUMI" and a link to "14.-16. juuli toimub Tallinnas Veskimetsa ratsakeskuses Rahvuste Karikas 2006 - üritus kogu perele!". Below the service info is a "uudised" (News) section with three news items: "30.06.2006 Hansapank toetab Viinistu suveendust Elmar Kitses", "21.06.2006 Hansapank toetab sotsiaalsete ettevõtjate konkursi võitjaid", and "13.06.2006 Hansapank muudab kontorite töökorraldust ja disaini". At the bottom of the page is the Hansapank logo, the website address "www.hansa.ee", the contact information "Küsimused ja vastused :: Klienditugi: 6 310 310", and the word "Privaatsus" (Privacy).

12.11 Help system

Help system subcategory covers criteria related to availability, scope and quality of online assistance to the users of Internet Banking Systems.

Lithuanian banks



Higher figures represent better results

Detailed testing results

	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Page-level context sensitive help available	+	+	+	+	-	+	+	+	+	+
Glossary is provided	+	-	+	-	+	+	+	-	+	-
FAQs are provided	+	+	+	-	+	+	+	-	+	+
Full help contents provided on one page for easy searching	-	-	+	-	+	+	+	-	+	-
Visual help tools (print screens, animations, illustrations)	-	+	+	-	-	+	+	-	+	+
Possible sources of errors explained after illegal operations	+	-	+	+	+	+	+	+	+	+

Commentary

- All banks in Lithuania, except Nordea, have a page-level context help available within their IBSs.
- IBS of DnB NORD does not explain possible sources of errors if illegal operations had been performed.
- Only 4 banks in Lithuania have visual help tools in their IBS help interfaces.
- SEB Vilniaus bankas has recommendations instead of help function:

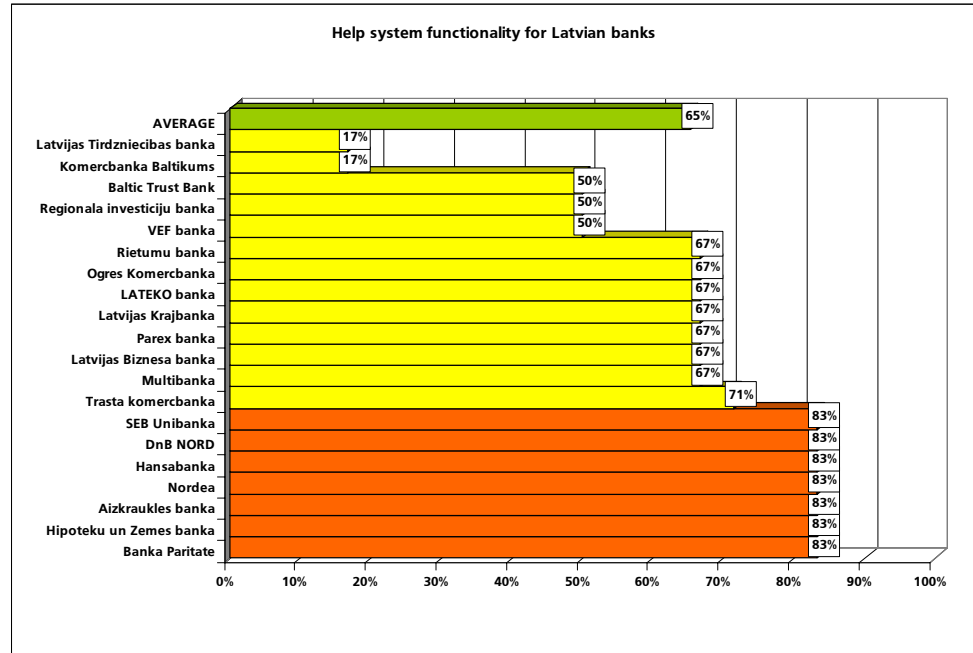
The screenshot displays a web-based interface for a bank's IBS. The main form is divided into several sections:

- Cavėjas (Sender):** Includes fields for 'Sąskaitos Nr. (:)', 'Vardas ir pavardė/Pavadinimas (:)' with a 'Surasti' button, 'Fizinis/Usdinio asmens kodas', and 'Kliento kodas mokėtojo informacinėje sistemoje'.
- Mokėjimo paskirtis (:):** A dropdown menu for 'Mokėjimo paskirtis (:)' and a field for 'Įmokos kodas'.
- Mokėjimo nurodymo įvykdytumo data:** A date field set to '2006-07-06'.
- Ruošinyje (Draft):** A field for 'Ruošinio pavadinimas' and a checkbox labeled 'Išsaugoti ruošinį pabrėžti'.
- A green 'Tęsti' button is located at the bottom left.

On the right side, there is a 'Rekomendacijos' (Recommendations) sidebar with several informational messages:

- A message about the 'Atsisakymo prašome nusiųsti IBSAII formos sąrašą'.
- A red-bordered box containing:
 - Vietinis pinigų pervedimas - pinigų pervedimas banko ar užsienio valdyslės sąskaitos Vilniaus banko į gavėjo sąskaitą, esančią SEB Vilniaus banko arba kitame Lietuvoje registruotame banko.**
 - Jei gavėjo sąskaita yra kitame Lietuvoje registruotame banko, paprastas mokėjimo nurodymas bus vykdytas tą pačią darbo dieną, jei jis atsiųstas iki 14.30 val.**
 - Jei gavėjo sąskaita yra kitame Lietuvoje registruotame banko, skubus mokėjimo nurodymas bus vykdytas tą pačią darbo dieną, jei jis atsiųstas iki 15.00 val.**
 - Pobėlio ir šventė dienomis atsiųsti mokėjimo nurodymai bus vykdomi artimiausių darbo dienų.**
 - Pasirinkus išsaugoti ruošinį sąrašo, kitą mokėjimo nurodymų skaičių bus išsaugoti esantį pabrėžti Ruošinyje.**

Latvian banks



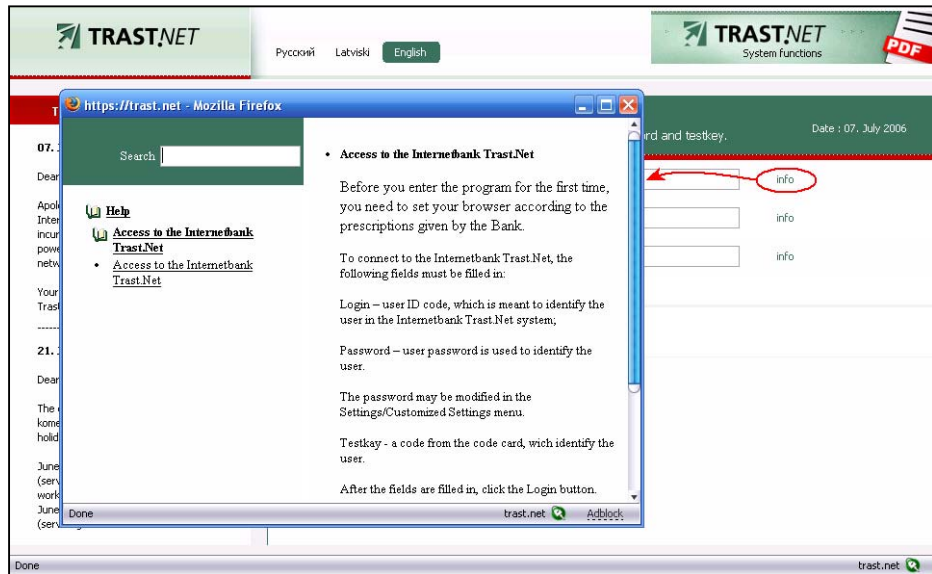
Higher figures represent better results

Detailed testing results

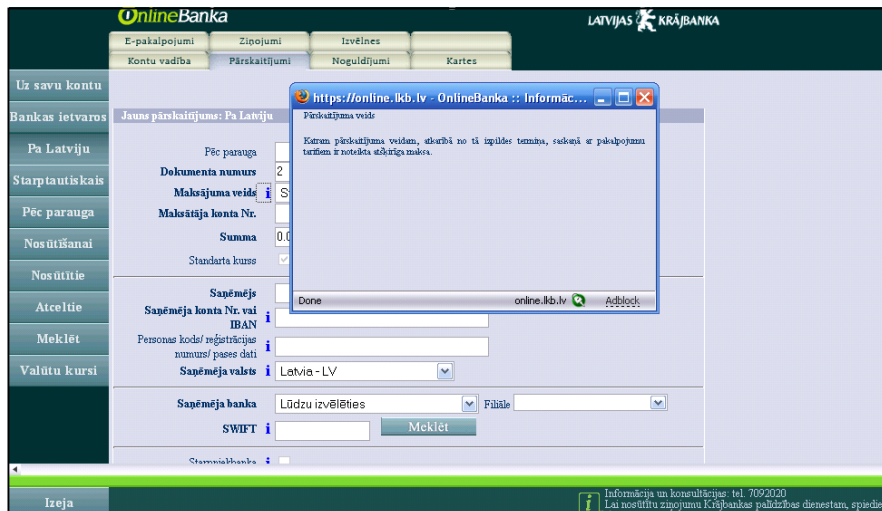
	Aizkraukles banka	Baltic Trust Bank	Komerbanka Baltikums	Banka Paritate	DnB NORD	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecības banka	Multibanka	Nordea	Ogres Komerbanka	Parex banka	Regionāla investīciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka
Page-level context sensitive help available	+	+	-	-	+	+	+	-	+	-	-	-	+	+	+	+	+	+	+	-
Glossary is provided	+	-	-	+	-	-	-	+	-	+	-	+	-	+	-	-	+	+	-	-
FAQs are provided	-	-	-	+	+	+	+	-	+	-	-	-	+	+	+	-	+	+	+	-
Full help contents provided on one page for easy searching	+	+	-	+	+	+	+	+	+	+	-	+	+	+	-	-	-	-	+	+
Visual help tools (print screens, animations, illustrations)	+	-	-	+	+	+	-	+	+	+	-	+	+	-	+	-	-	+	+	+
Possible sources of errors explained after illegal operations	+	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+

Commentary

- All Latvian banks' IBSs, except Ogres Komerbanka, provide possible error sources' explanations after illegal actions had been performed in the IBS.
- Approximately half of Latvian banks provide their clients with a glossary of used terms in the IBS.
- Most Latvian banks provide full help contents in one place.
- Trasta Komerbanka has an advanced context-sensitive user help interface:



- It is said that the IBS manual that is available for downloading on the Latvijas Krajbanka public website is a Word document in a WinRAR archive; while it is an Adobe Reader document. Besides, it is the only bank that archives its downloadable documents.
- Text in help windows in IBS of Latvijas Krajbanka is of extremely small font size:



- The section "Help" within VEF Banka's IBS (in Russian language mode) does not work.

Commentary (continued)

- Having opened LATEKO banka's public website in Latvian, "IBS Tutorial" link leads to the help-system content index in Russian, while content of help system itself is in English:

The image shows two overlapping screenshots of the LATEKO NET Help system. The top-left screenshot displays the 'Index' page in Russian, featuring the LATEKO BANKA logo and a list of links under the heading 'Общие вопросы:'. The top-right screenshot shows the 'Entering Lateko NET' article in English, also with the LATEKO BANKA logo and the title 'LATEKO NET - Help'.

Index (Russian)

Общие вопросы:

- [Как войти в Lateko NET](#)
- [Идентификация в Lateko NET](#)
- [Что такое CIF](#)
- [Что такое идентификационное устройство](#)
- [Что такое идентификационная табличка](#)
- [Что такое ИБМ](#)

Entering Lateko NET (English)

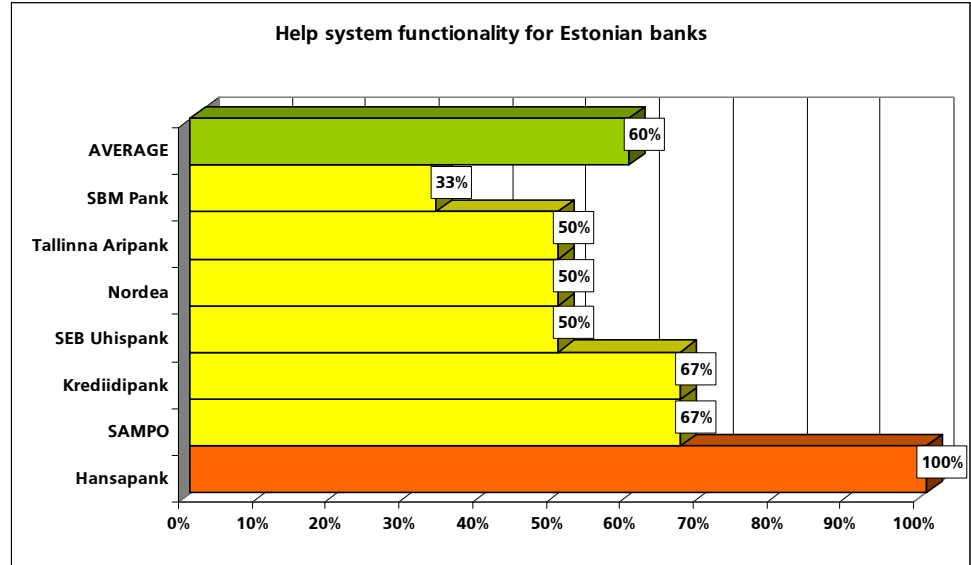
In order to connect to LATEKO NET, enter Your CIF code and serial number.

CIF code is Your code as a client of LATEKO Banka. It starts with the letter 'L' in the bank, as well as in a LATEKO NET service connection contract or agreement.

Attention! Client code shall be entered without spaces. The A letter shall be entered in uppercase.

If you use a DigiPass device for connecting to LATEKO NET: enter the code displayed on the device or on the back side of the device.

Estonian banks



Higher figures represent better results

Detailed testing results

	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Page-level context sensitive help available	+	+	+	-	+	-	+
Glossary is provided	+	-	-	-	-	-	-
FAQs are provided	+	-	+	+	-	-	-
Full help contents provided on one page for easy searching	+	+	+	+	+	+	+
Visual help tools (print screens, animations, illustrations)	+	-	-	-	+	-	-
Possible sources of errors explained after illegal operations	+	+	+	+	+	+	+

Commentary

- Hansapank is the only bank in Estonia that has met 100% of “Help” testing criteria and is the only one that provides glossary of used terms in IBS for its clients.
- All IBSs of banks in Estonia provide explanations of possible error sources after illegal actions had been performed in the IBS.
- The common feature is the presence of a help system with full contents available from a single page.
- Only Hansapank (screenshots, pictures) and SAMPO (schemes) have a visual help tools feature.
- SBM Pank – the IBS user is “Forbidden” to use the help system in English ☺ (an error message pops up if one clicks on the help link):



- Hansapank - comprehensive financial terms glossary provided in all languages:

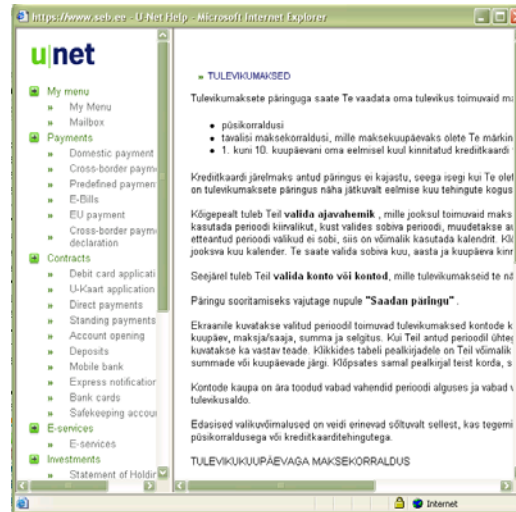
hanza.net EST RUS Sitemap

product information

<ul style="list-style-type: none"> <input type="checkbox"/> Current Account <input type="checkbox"/> Channels <input type="checkbox"/> Payments <input type="checkbox"/> Cards <input type="checkbox"/> Deposits <input type="checkbox"/> Pension <input type="checkbox"/> Investing <input type="checkbox"/> Loan <input type="checkbox"/> Car lease <input type="checkbox"/> Insurance <input type="checkbox"/> For young <input type="checkbox"/> For seniors <input type="checkbox"/> Key customer offer <input type="checkbox"/> Private Banking <input type="checkbox"/> Personal Asset Management <input type="checkbox"/> Calculators <input type="checkbox"/> Pricelist <input type="checkbox"/> Conditions of product agreements <input type="checkbox"/> Rates <input type="checkbox"/> Financial Lexicon <input type="checkbox"/> Questions and Answers <input type="checkbox"/> Comments 	<p>Financial Lexicon</p> <p>Account statement – a statement of the transactions done on the account.</p> <p>Administration – a service offered by banks which guarantees that the assets of the customer are preserved and that expedient security transactions are concluded; a relationship with the bank where the bank concludes the ownership actions of the customer according to the customer's orders.</p> <p>Annuity – a series of equal payments paid periodically by a customer for repayment of a loan. If a loan is repaid on the basis of an annuity schedule, the amounts paid every month are of the same size and consist of a loan principle repayment and interest calculated on the outstanding loan.</p> <p>Bankcard – a card issued by a credit institution to accountholders or persons determined by accountholders for doing card transactions.</p> <p>Banking day – a day when the bank is open for customers for doing banking operations.</p> <p>Borrower – a customer who has obtained a loan from the bank.</p> <p>Collateral – property and proprietary rights accepted by the bank that must secure the repayment of loans to the bank. A security or any other asset that the borrower must assign to the lender in case the borrower is unable to repay the debt.</p> <p>Credit card – a bankcard which allows card transactions to be done within the extent of the credit limit established in the agreement.</p>
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Commentary (continued)

- SEB Uhispank help system has help topics in English if IBS language is set to English, but the help information itself is still in Estonian:

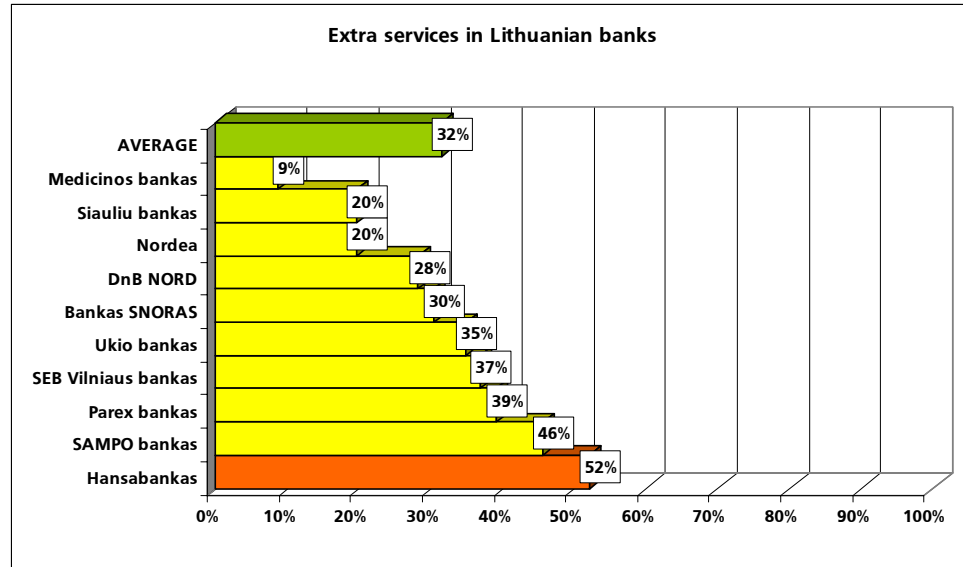


- Help system in Tallinna Aripank's IBS was under construction at the moment of testing.

12.12 Extra services

Extra services subcategory aims to assess how well the bank integrates various additional financial services that are useful for users into its public website and Internet Banking System.

Lithuanian banks



Higher figures represent better results

Detailed testing results

	Bankas SNORAS	DnB NOR	Hansabankas	Medicinos bankas	Nordea	Parix bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Securities trading										
Enabling the securities trading from the IBS	-	-	-	-	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	-	-	-	-	-	-	+	-	-	-
A printable form is available online	+	-	-	-	-	+	+	-	-	-
Checking the securities account online	+	-	+	-	-	+	+	+	-	-
Making securities transactions online	+	-	+	-	-	+	+	+	-	-
Pension funds										
Making a pension fund agreement online	-	-	+	-	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	-	-	+	-	-	-	-	-	-	-
A printable form is available online	-	+	+	-	-	-	-	-	-	-
Checking the pension fund balance online	-	-	+	-	-	-	+	+	-	-
Possibility to switch to another pension plan at the particular bank	-	-	+	-	-	-	-	-	-	-
Investment funds										
Enabling the investment fund trading from the IBS	-	-	-	-	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	-	-	-	-	-	-	+	-	-	-
A printable form is available online	-	-	-	-	-	+	+	-	-	-
Checking the investment funds account online	+	-	+	-	-	-	+	+	-	-
Making investment fund transactions online	-	-	+	-	-	-	+	+	-	-
Credit cards										
Opening the credit card from the IBS	-	-	+	-	-	+	-	-	-	+
Filling-in the form and submitting online to the bank	-	-	+	-	-	+	-	-	-	+
A printable form is available online	+	+	+	-	+	+	+	+	+	+
Checking the credit card balance online	+	+	+	-	+	+	+	+	+	+
Making credit card transactions online	+	+	+	-	+	+	+	+	+	+
Debit cards										
Opening the debit card from the IBS	-	-	-	-	-	-	-	-	-	+
Filling-in the form and submitting online to the bank	-	-	-	-	-	-	-	-	-	+
A printable form is available online	+	+	+	-	+	+	+	+	+	+
Checking the debit card balance online	+	+	+	-	+	+	+	+	+	+
Making debit card transactions online	+	+	+	-	+	+	+	+	+	+
Leasing										
Checking the leasing account online	-	-	-	-	-	-	-	-	-	-
Civil insurance										
Ordering the civil insurance from the IBS	-	-	-	-	-	-	-	-	-	-
Submitting a civil insurance application online	-	-	-	-	-	-	-	-	-	-
A printable form is available online	-	-	-	-	-	-	-	-	-	-
Checking the civil insurance contracts online	-	-	-	-	-	-	-	-	-	-
KASKO insurance										
Ordering the KASKO insurance from the IBS	-	-	-	-	-	-	-	-	-	-
Submitting a KASKO insurance application online	-	-	-	-	-	-	-	-	-	-
A printable form is available online	-	-	-	-	-	-	-	-	-	-
Checking the KASKO insurance contracts online	-	-	-	-	-	-	-	-	-	-
Health insurance										
Ordering the health insurance from the IBS	-	-	-	-	-	-	-	-	-	-
Submitting a health insurance application online	-	-	-	-	-	-	-	-	-	-
A printable form is available online	-	-	-	-	-	-	-	-	-	-
Checking the health insurance contracts online	-	-	-	-	-	-	-	-	-	-
Other services										
Allows writing to customer care directly from IBS (without email)	+	+	+	+	+	+	+	+	-	+
Client's agreements with bank accessible online	-	-	-	-	-	-	-	-	-	-
Bank's currency conversion rates accessible online	+	+	+	+	+	+	+	+	+	+
Official currency conversion rates accessible online	+	+	+	+	+	+	+	+	+	+
Carrying out currency operations	+	+	+	+	-	+	+	+	+	+
Historical currency rates provided	-	-	+	-	-	+	+	+	-	-
Information about cash dispensers' (ATMs) location available	+	+	+	-	-	+	-	+	-	+
Automatic bill payment service activation available via IBS	-	+	+	-	-	-	+	-	-	+

Commentary

- All banks in Lithuania present official and bank's currency exchange rate information.
- Only Siaulių bankas does not offer its clients an option to write to bank's customer care service directly from the IBS.
- None of Lithuanian banks offer possibility to enable securities or investment fund trading via IBS. No bank in Lithuania provides any kind of functionality in insurance or leasing fields.
- Only Nordea's IBS in Lithuania does not support currency operation execution.
- Siaulių bankas offers the possibility to see how the currency conversion rates differ in different cities:

Address: <http://www.sb.lt/>

2006.07.12
Preliminarus 2006 metų pirmojo pusmečio rezultatas
Pranešimas apie esminį įvykį
[daugiau >](#)

2006.07.04
Didinamas įstatinis kapitalas
[daugiau >](#)

2006.07.04
Visuotinio akcininkų susirinkimo sprendimai
Pranešimas apie esminį įvykį
[daugiau >](#)

naujienų archyvas [naujienų užsakymas](#)

Skelbimai

2006.07.27
Nepakiūkite į sukčių pinkles!
Lietuvos bankų asociacija perspėja
[daugiau >](#)

2006.07.11
Nauji "SB linijos" operacijų pasirašymo būdai
[daugiau >](#)

2006.07.10
Daugiau privalumų Visa Gold ir MasterCard Gold kortelių turėtojams!
[skelbimų archyvas](#)

[Klauskite >](#) [Atsilepimai >](#)

AB Siaulių bankas
Adresas: Tilžės g.149, Šiauliai (centrinė buveinė)
Telefonas 8-41 595607, faksas 8-41 430774
el. paštas info@sb.lt

atostoginiai ?

Valiutų kursai

Valiutų kursai Šiaulių mieste
2006 m. rugpjūčio 3 d.
Grynosios valiutos kursai

Kodas	Pirkimas	Pardavimas
USD	2.6600	2.7500
GBP	5.0000	5.1300
AUD	2.0200	2.0800
BYR	0.0040	0.0043
CAD	2.3500	2.4400

Valiutų kursai kituose miestuose:
--- Išsirinkti miestą --- [Rodyti >](#)

- Išsirinkti miestą ---
- Šiauliai
- Vilnius
- Klaipėda
- Kaunas
- Utena
- Alytus
- Panevėžys
- Marijampolė

[Visi valiutų kursai >](#)

Šiaulių banko turto fondas
Šiaulių banko investicijų valdymas
Viešbutis "Alka"

Aktualijos

- Įkainiai
- Skaidukėlės
- Paraiškios ir prašymai
- Aptarnavimo būklės
- Valiutų kursai

- SEB Vilniaus bankas offers an opportunity to inform the client when the official currency rates reaches the price the customer wanted:

SEB VILNIAUS BANKAS

Home **Foreign exchange** Funds Interest rates Securities Calculators / Applications Discussions

Foreign exchange

- Currency
- Currency calculator
- Messages about requested currency rate**
- Messages about currency market prices

Receive a message about your requested currency price!

Currency name:

Operation type:

Requested currency price:

e-mail address:

[Submit](#) [Clear](#)

Commentary (continued)

- Hansabankas, Parex bankas and Ukio bankas offer online forms, as well as ordering credit card via IBS.
- All banks in Lithuania, except Medicinos bankas, offer their clients debit and credit card printable application form on their public websites, as well as an option of checking credit and debit card account balances and executing money transfers from these accounts.
- Hansabankas has a separate part of the IBS specifically devoted for investment operations (Securities, Investment Funds):

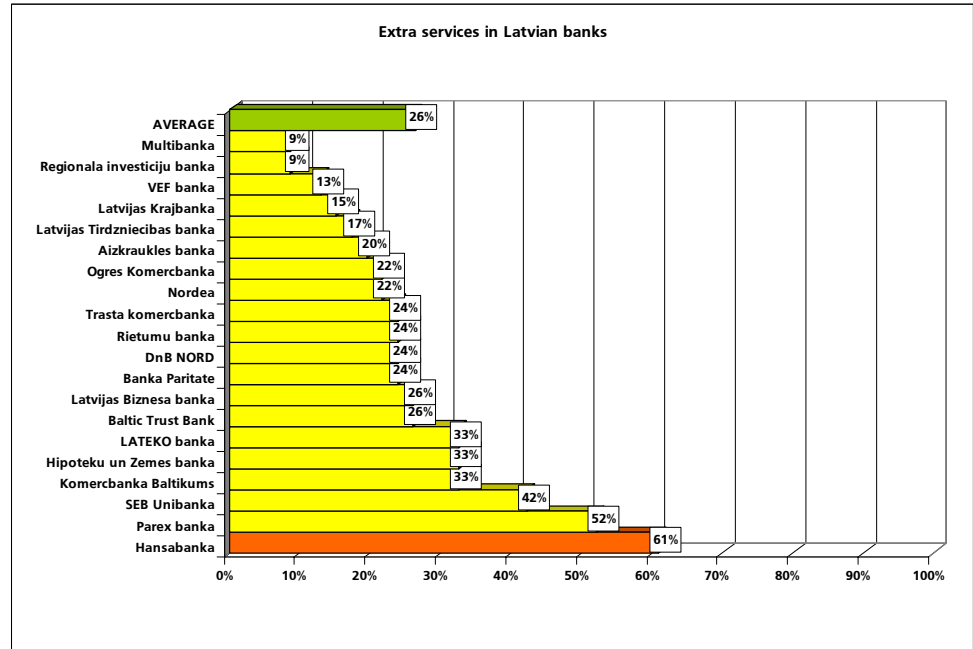
The screenshot shows the website **hanza.net** with a navigation menu including "Bankas", "Investuotojas", "Hansa pensija", "E-Paslaugos", "Mobilus bankas", and "Mano pasirinkimai". The main content area is titled "Investuotojas" and features a large banner with the text "Norite investuoti?". Below the banner, there are sections for "Aktijos", "Fondai", "Paslaugos ir ikainiai", "Kaip pradėti prekybą?", "Rasti akcija?", "Konsultacijos ir informacija", and "Nuorodos". On the right side, there is a table of market indices and a section for "investuotojų akiratyje" (investment focus).

Indeksai	Reikšmė	Keitimasis
OMX Vilnius	367.72	-2.80%
OMX Tallinn	632.35	-0.03%
OMX Riga	590.43	-0.43%
Nasdaq Comp	2078.81	+0.82%
Dow Jones	11199.93	+0.67%
S&P 500	1278.55	+0.60%
DJ STOXX Tech	267.87	-0.92%
DJ Euro STOXX 50	3679.35	-0.46%
IRTS	1593.54	+1.51%
BUX	22182.98	-0.10%
WIG20	3022.46	-2.43%
HELSINKI		žiūrėti čia

investuotojų akiratyje	Reikšmė	Keitimasis
TEO1L.VL	2.15 LTL	-0.46%
PZV1L.VL	3.98 LTL	-0.50%
RSU1L.VL	45.00 LTL	
SNQ1L.VL	8.10 LTL	+1.25%
VBL1L.VL	19.50 LTL	
APQ1L.VL	7.95 LTL	-0.63%
GRG1L.VL	2.81 LTL	
ML1L.VL	10.50 LTL	-0.38%

- Sampo bankas's IBS has problems with English version of IBS – only menu tabs are in English, while other content of the system remains to be in Lithuanian. Besides, if one chooses English before log in to the IBS, the IBS language will remain to be Lithuanian. Only after changing language in the IBS, the menu is shown in English.

Latvian banks



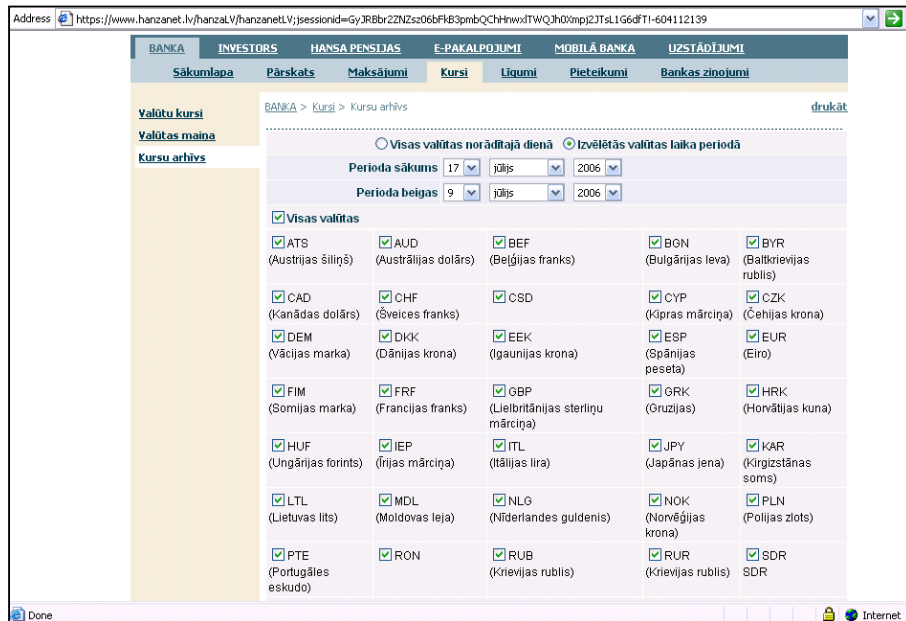
Higher figures represent better results

Detailed testing results

	Aizkraukles banka	Baltic Trust Bank	Komerbanka Baltikums	Banka Paritete	DnB NOR	Hansabanka	LATEKO banka	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Krajbanka	Latvijas Tirdzniecibas banka	Multibanka	Nordea	Ogres Komerbanka	Parex banka	Regionala investiciju banka	Rietumu banka	SEB Unibanka	Trasta komercbanka	VEF banka	
Securities trading																					
Enabling the securities trading from the IBS	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-
Filling-in the form and submitting online to the bank	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A printable form is available online	-	+	+	+	-	+	-	-	-	-	-	-	+	-	+	-	-	-	+	+	-
Checking the securities account online	-	-	-	-	-	+	-	-	+	-	-	-	-	-	+	-	-	-	+	-	-
Making securities transactions online	+	-	-	-	-	+	+	-	+	-	-	-	-	-	+	-	-	-	+	-	-
Pension funds																					
Making a pension fund agreement online	-	-	-	-	-	+	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	-	-	-	-	-	+	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-
A printable form is available online	-	-	+	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	+	-	-
Checking the pension fund balance online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Possibility to switch to another pension plan at the particular bank	-	-	-	-	-	+	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-
Investment funds																					
Enabling the investment fund trading from the IBS	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-
A printable form is available online	-	+	+	-	-	+	-	-	-	-	-	-	+	-	+	-	-	-	+	+	-
Checking the investment funds account online	-	-	-	-	-	+	-	-	+	-	-	-	-	-	+	-	-	-	-	-	-
Making investment fund transactions online	-	-	-	-	-	+	+	-	+	-	-	-	-	-	+	-	-	-	-	-	-
Credit cards																					
Opening the credit card from the IBS	-	-	-	-	-	+	-	-	+	-	-	-	-	-	+	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	-	-	-	-	-	+	+	+	-	-	-	-	-	-	+	-	-	-	+	-	-
A printable form is available online	+	+	+	+	-	+	+	+	-	-	+	-	+	-	-	-	-	+	+	+	-
Checking the credit card balance online	-	+	+	+	+	+	+	+	+	+	+	-	+	+	+	-	-	+	+	+	-
Making credit card transactions online	-	+	+	+	+	+	+	-	+	+	-	-	+	+	+	-	-	+	+	+	-
Debit cards																					
Opening the debit card from the IBS	-	-	-	-	-	+	-	-	+	-	-	-	-	-	+	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	-	-	-	-	-	+	-	+	-	-	-	-	-	-	+	-	-	-	-	-	-
A printable form is available online	+	+	+	+	-	+	+	+	-	+	-	+	-	+	-	-	-	+	+	+	-
Checking the debit card balance online	-	+	+	+	+	+	+	+	+	+	+	-	+	+	+	-	-	+	+	+	-
Making debit card transactions online	-	+	+	+	+	+	+	+	+	+	-	-	+	+	+	-	-	+	+	+	-
Leasing																					
Checking the leasing account online	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-	-	-	-	+	-	-
Civil insurance																					
Ordering the civil insurance from the IBS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Submitting a civil insurance application online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A printable form is available online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Checking the civil insurance contracts online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
KASKO insurance																					
Ordering the KASKO insurance from the IBS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Submitting a KASKO insurance application online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A printable form is available online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Checking the KASKO insurance contracts online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health insurance																					
Ordering the health insurance from the IBS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Submitting a health insurance application online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A printable form is available online	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Checking the health insurance contracts online	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other services																					
Allows writing to customer care directly from IBS (without email)	+	+	+	+	-	+	-	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Client's agreements with bank accessible online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-
Bank's currency conversion rates accessible online	+	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+
Official currency conversion rates accessible online	+	-	+	-	+	+	+	-	+	-	+	+	-	+	-	+	-	+	-	+	-
Carrying out currency operations	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Historical currency rates provided	+	-	+	-	+	+	+	+	-	-	-	-	-	-	+	+	+	+	+	+	+
Information about cash dispensers' (ATMs') location available	+	+	-	+	+	+	+	-	+	-	-	-	-	-	+	-	+	+	+	-	-
Automatic bill payment service activation available via IBS	-	-	-	-	+	+	-	-	-	-	-	-	+	-	+	-	-	+	-	-	-

Commentary

- All banks in Latvia, except Nordea, present official currency exchange rate information.
- No bank in Latvia offers KASKO or Civil Insurance services within their IBSs.
- Only Hansabanka’s IBS allows its users to check a health insurance balance in the IBS.
- DnB NORD, LATEKO Banka and SEB Unibanka’s IBSs are the only ones that do not offer their users possibility to write to a bank directly from the system (i.e. without any e-mails).
- Komerbanka Baltikums is the only bank that has a printable health insurance form on its website.
- Only 3 banks in Latvia – Hansabanka, LATEKO Banka and SEB Unibanka – offer their clients an option to check a leasing account via IBS.
- Hansabanka has a very convenient currency exchange rate archive within its IBS that is customizable and has an option to export data into a file:

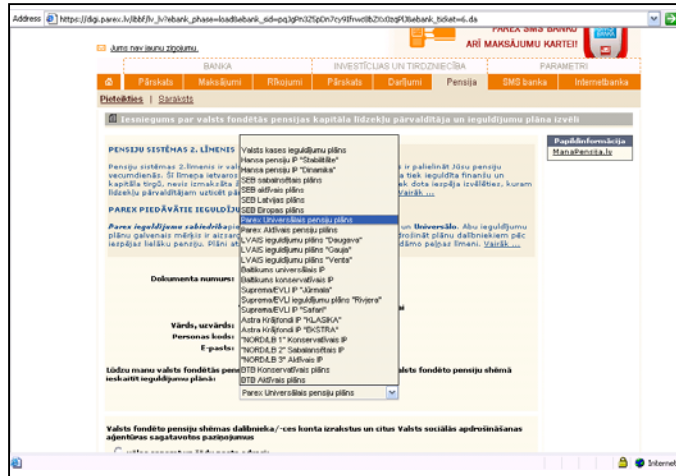


- There is a convenient and distinctive card comparison table present on the public website of Latvijas Krajbanka:

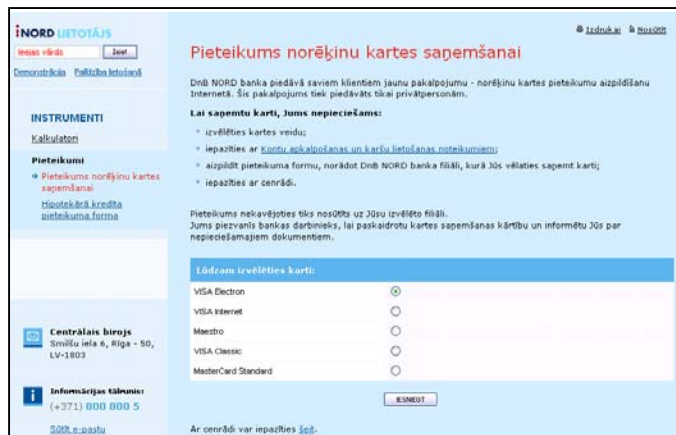
Privātpersonu debetkaršu salīdzinājums			
	Maestro	Visa-Electron veidkarte Standarta tarifs	Visa-Electron veidkarte Daļēju tarifs
Skaidras naudas izņemšana ATM	28	28	28
Rēķinu apmaksa ATM	28	28	28
Pirkumi veikalos	28	28	28
Maksa par kartes izsniegšanu	bez maksas	1	bez maksas
Ģada maksa	-	bez maksas	5.00 Ls
Mēneša maksa	0.50 Ls	-	-
Skaidras naudas izmaksa			
Krajbankas, SEB Unibankas, Parex bankas, Baltic Trust Bank, Nord/LB Latvija, Hansabankas bankas autotūris	bez maksas	0.30 Ls	bez maksas
Šīs bankas bankas autotūris	24% no izmaksājamo summas	24% no izmaksājamo summas	24% no izmaksājamo summas
Maksa par pirkumu:			
Latvijā	bez maksas	bez maksas	bez maksas
Ārpusē	0.5 %	0.5 %	0.5 %

Commentary (continued)

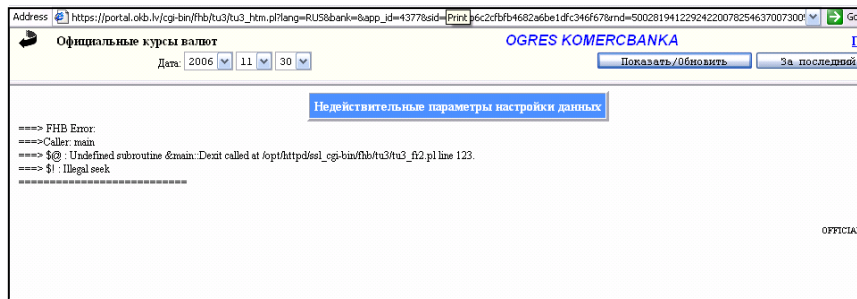
- In the IBS of Parex Banka user may change his pension plan supervisor, choosing from a list of all available supervisors:



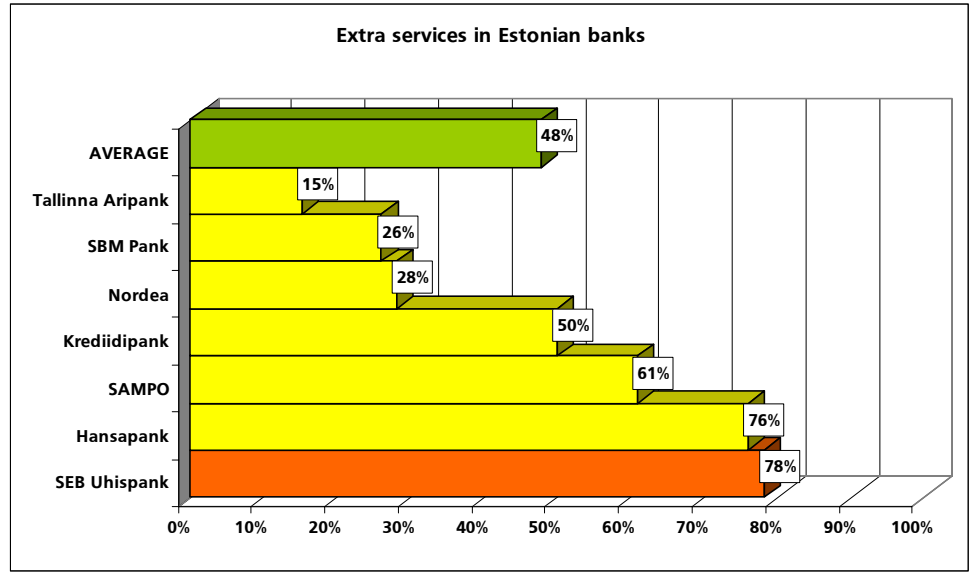
- DnB NOR has a convenient debit and credit application form on its public website:



- When a user enters a future date in the Ogres Komercbanka's IBS section of historical exchange rates, an incomprehensible error message is being displayed:



Estonian banks



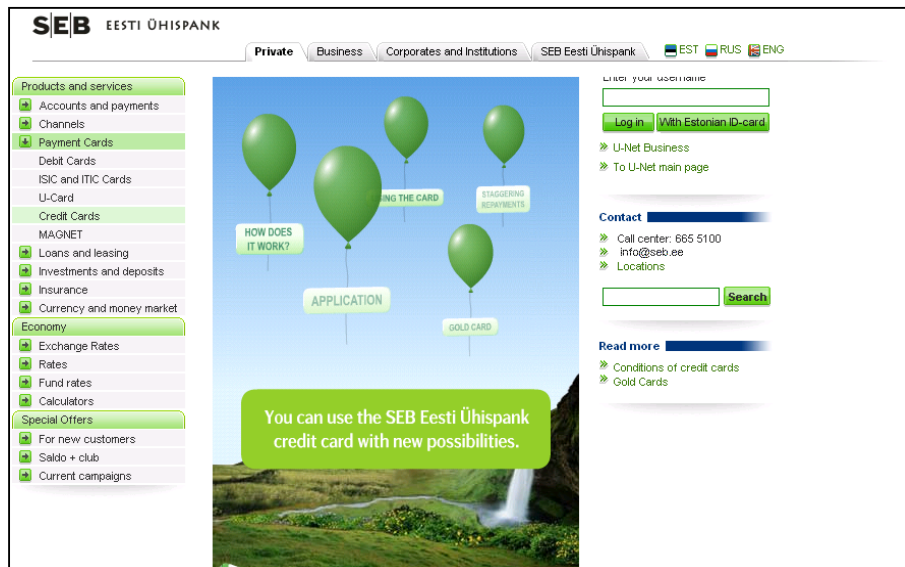
Higher figures represent better results

Detailed testing results

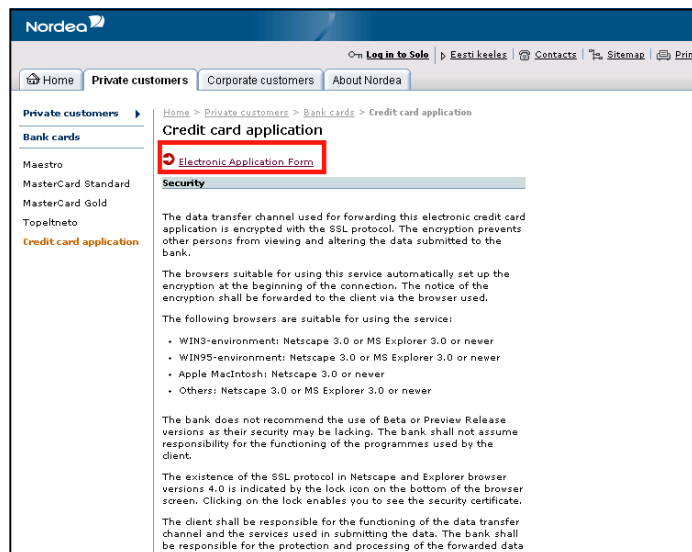
	Hansapank	SEB Unispank	Kreditipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Securities trading							
Enabling the securities trading from the IBS	+	+	-	-	-	-	-
Filling-in the form and submitting online to the bank	+	+	-	-	-	-	-
A printable form is available online	-	-	-	-	-	-	-
Checking the securities account online	+	+	+	+	+	+	-
Making securities transactions online	+	+	+	-	+	-	-
Pension funds							
Making a pension fund agreement online	+	+	+	+	+	+	-
Filling-in the form and submitting online to the bank	+	+	+	+	+	+	-
A printable form is available online	-	-	-	-	-	-	-
Checking the pension fund balance online	+	+	+	+	+	+	-
Possibility to switch to another pension plan at the particular bank	+	+	+	-	+	-	-
Investment funds							
Enabling the investment fund trading from the IBS	+	+	-	-	+	-	-
Filling-in the form and submitting online to the bank	+	+	-	-	+	-	-
A printable form is available online	-	-	-	-	-	-	-
Checking the investment funds account online	+	+	+	+	+	+	-
Making investment fund transactions online	+	+	+	-	+	+	-
Credit cards							
Opening the credit card from the IBS	-	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	+	+	-	+	+	-	-
A printable form is available online	+	+	-	-	-	-	-
Checking the credit card balance online	+	+	+	+	+	+	+
Making credit card transactions online	+	+	+	-	+	-	+
Debit cards							
Opening the debit card from the IBS	-	-	-	-	+	-	-
Filling-in the form and submitting online to the bank	+	+	+	-	+	-	-
A printable form is available online	+	+	-	-	-	-	-
Checking the debit card balance online	+	+	+	+	+	+	+
Making debit card transactions online	+	+	+	-	+	+	+
Leasing							
Checking the leasing account online	+	+	+	+	+	-	+
Civil insurance							
Ordering the civil insurance from the IBS	+	+	-	-	-	-	-
Submitting a civil insurance application online	+	+	-	-	-	-	-
A printable form is available online	-	-	+	-	-	-	-
Checking the civil insurance contracts online	+	+	+	-	+	-	-
KASKO insurance							
Ordering the KASKO insurance from the IBS	+	+	-	-	-	-	-
Submitting a KASKO insurance application online	+	+	-	-	-	-	-
A printable form is available online	-	-	+	-	-	-	-
Checking the KASKO insurance contracts online	+	+	+	-	+	-	-
Health insurance							
Ordering the health insurance from the IBS	-	+	-	-	-	-	-
Submitting a health insurance application online	-	+	-	-	-	-	-
A printable form is available online	-	-	-	-	-	-	-
Checking the health insurance contracts online	+	+	+	-	+	-	-
Other services							
Allows writing to customer care directly from IBS (without email)	+	+	+	+	+	+	-
Client's agreements with bank accessible online	-	-	-	-	-	-	-
Bank's currency conversion rates accessible online	+	+	+	+	+	+	+
Official currency conversion rates accessible online	+	+	+	-	+	+	+
Carrying out currency operations	+	+	+	-	+	-	+
Historical currency rates provided	+	-	-	-	+	-	-
Information about cash dispensers' (ATMs') location available	+	+	-	-	+	-	-
Automatic bill payment service activation available via IBS	+	+	+	+	+	-	-

Commentary

- All banks in Estonia offer possibility to check credit and debit card balances online.
- Tallinna Aripank is the only bank in Estonia that does not offer its clients options to check a pension fund account balance, to make a pension fund agreement online and to fill in pension appliance form online and submit it.
- Only SBM Pank in Estonia does not offer a feature of checking user's leasing account via IBS.
- Nordea, Krediidipank, SAMPO, SBM Pank – pension services available only via independent environment - <http://www.pensionikeskus.ee/>, which is linked to at the websites of the banks or their IBSs.
- SEB Uhispank has a nice, colorful, interactive and informative credit card information and application flash-based page:



- Nordea – a credit card application form available online without entering the IBS:



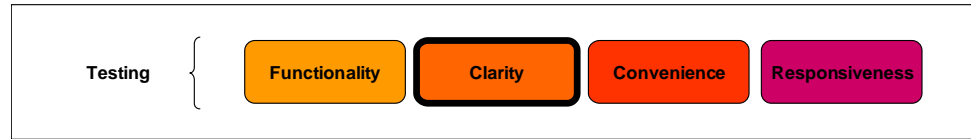
Commentary (continued)

- Investment fund opening, securities and funds transactions in Nordea are available only through bank's branches and offices or via telephone bank; there is no way how one can apply for these services online.
- SBM Pank, Nordea, and Tallinna Aripank – these banks' IBSs do not enable the user to apply for any type of insurance; one has to visit a branch office for that. No access to insurance contracts online.
- SAMPO has a separate webpage for leasing solutions, with a possibility to send an application to the bank online, as well as full information on provided services (also including leasing calculator):



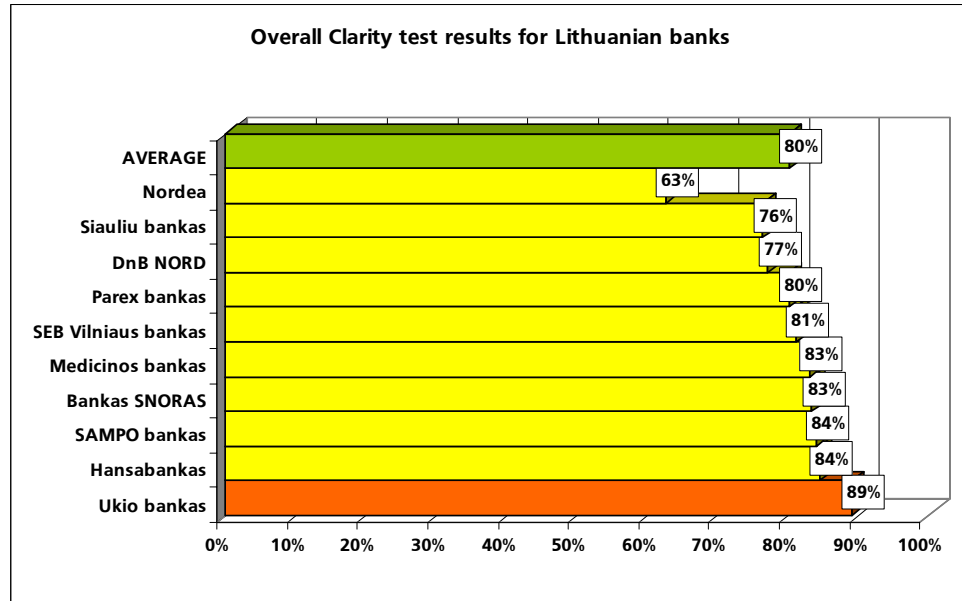
- Insurance agreements are made in Estonia not directly inside the bank's IBS, but through main insurance company's bound with the system, e.g. ERGO, If Eesti, Salva, Seesam, etc.

13. Clarity



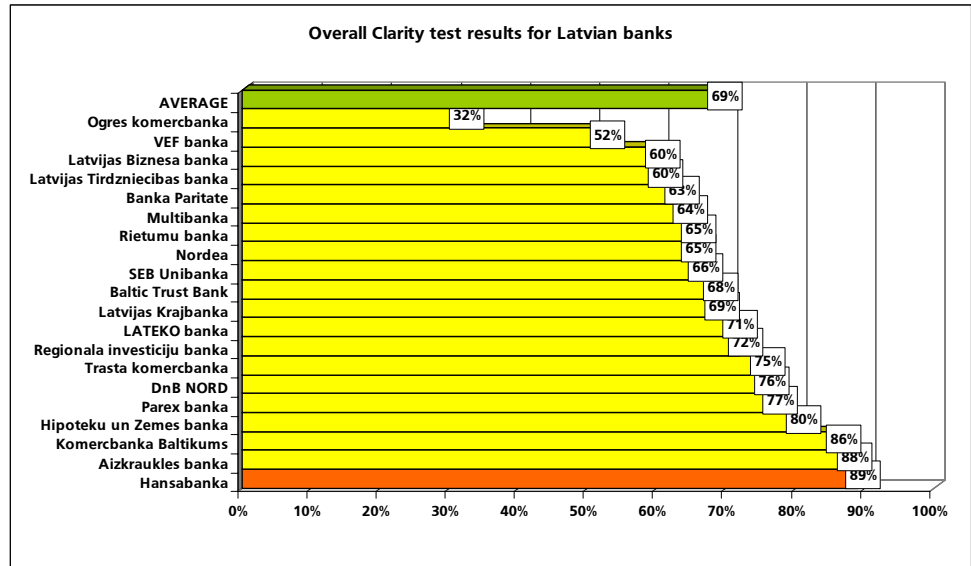
13.1 Overall Clarity test results

Lithuanian banks



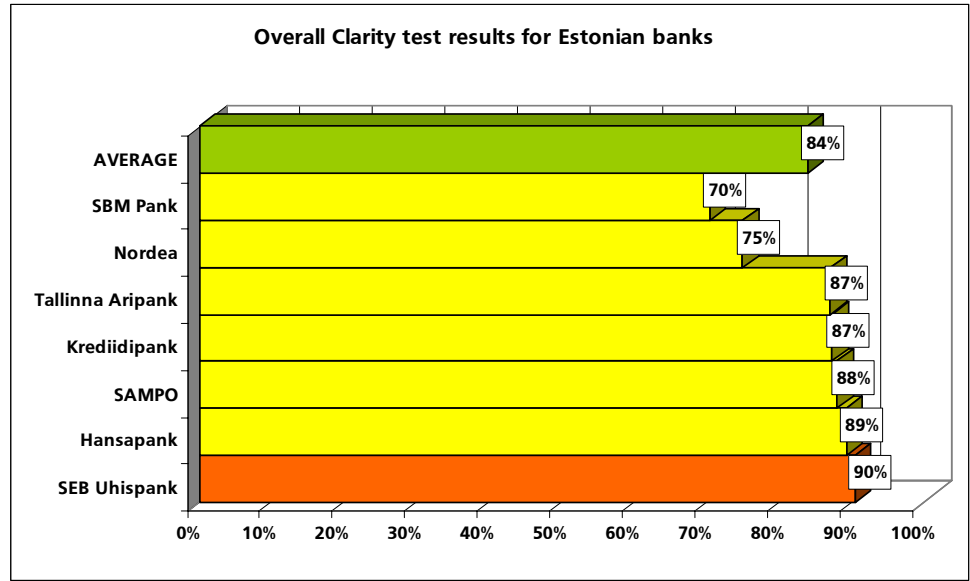
Higher figures represent better results

Latvian banks



Higher figures represent better results

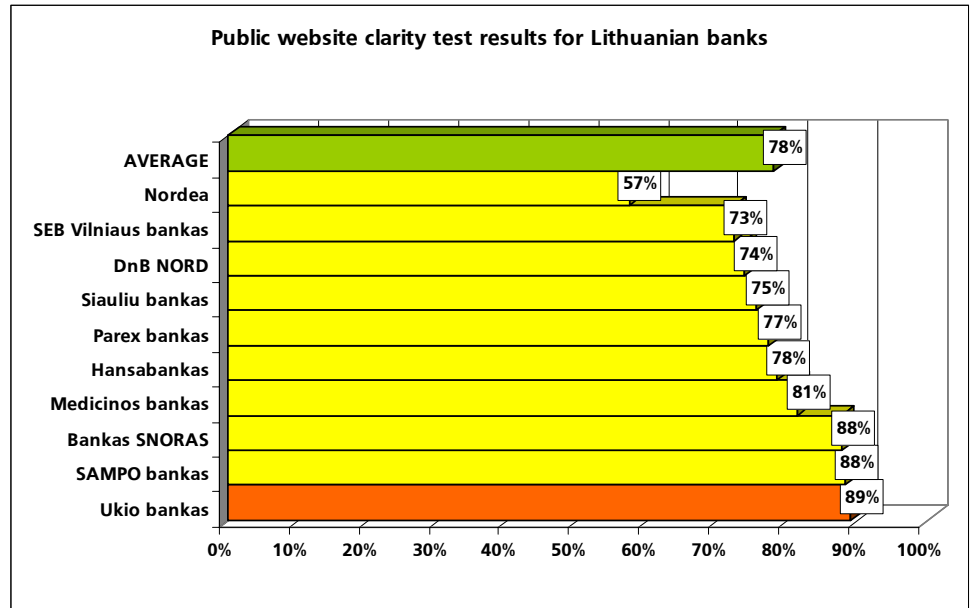
Estonian banks



Higher figures represent better results

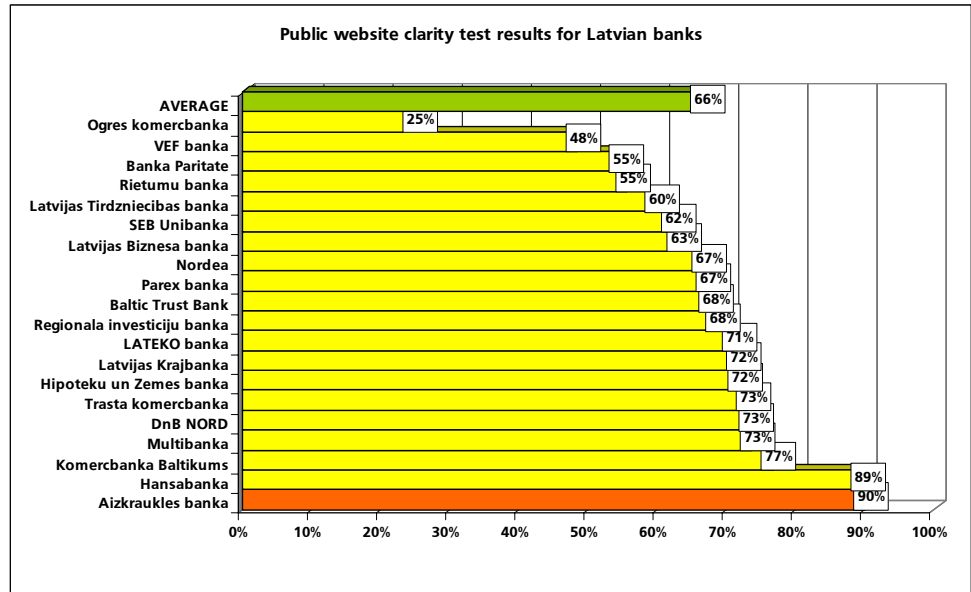
13.2 Public website clarity

Lithuanian banks



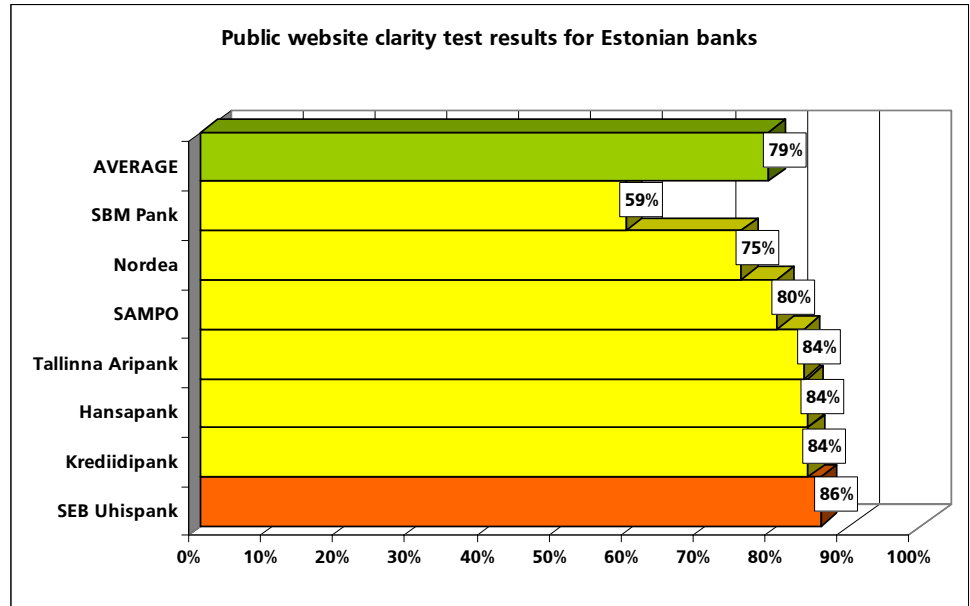
Higher figures represent better results

Latvian banks



Higher figures represent better results

Estonian banks



Higher figures represent better results

General comments on public website clarity test results

Public website clarity test results show that Baltic banking executives still do not pay enough attention or devote sufficient amount of resources to their e-solutions development. Dominant part of Baltic bank websites remains to be far from what could be called a “fully functional, user-friendly and professional” public website of a bank.

Most Baltic banks still treat their websites as a brochure-ware or some kind of a reference tool. This is a far cry from what most users actually seek when taking the trouble of visiting a financial institution’s website.

Meanwhile, the positive thing is that in a year’s time banks have done plenty of improvements redesigning their public websites, bringing more functionality and user-friendly interface solutions. Many websites feature acceptable visuals and sensible color schemes, most of them provide lots of useful information. But the point where most of them fail is usability and rational navigation system. And what is the use in publishing lots of information online if users are unable to get to it?

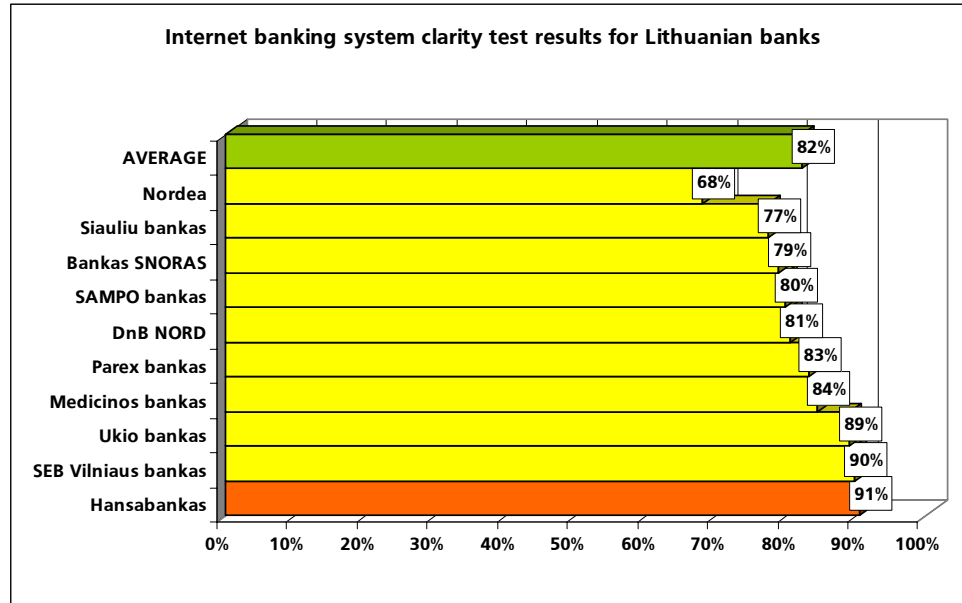
On the way for improvement, banks gradually understand the necessity of using interactive solutions that not only assist public website users in locating the necessary information within the website, but also ensuring bank – client communication features. Such type of solutions create a friendly environment for users, making the bank be perceived as much more “open” and “sensitive” towards user opinions, questions and problems.

Regarding website organization and informational content there is still a huge field for improvement. Main drawback of existing Baltic banks’ public websites is that either there is no information about important bank services or this information is outdated. Or, the information is present on the website, but due to poor structure and organization of a website, users are unable to locate it.

All in all, the things that most bank websites need and are currently lacking are quite simple. Banks need clear and user-friendly navigation systems. Users are usually glad to find a clear structure, built-in search tools. Banks need logical layouts with texts rendered in sufficiently large typefaces, so that visitors (especially the ones that are visually impaired) can actually read what is provided. Banks need interactive tools and virtual assistants rather than endless texts with boring descriptions of every option available. Banks need effective and flexible feedback options, so that users can decide for themselves, when and how to get into contact with their customer support staff. Banks need consistency, so that users may anticipate the results of their actions online.

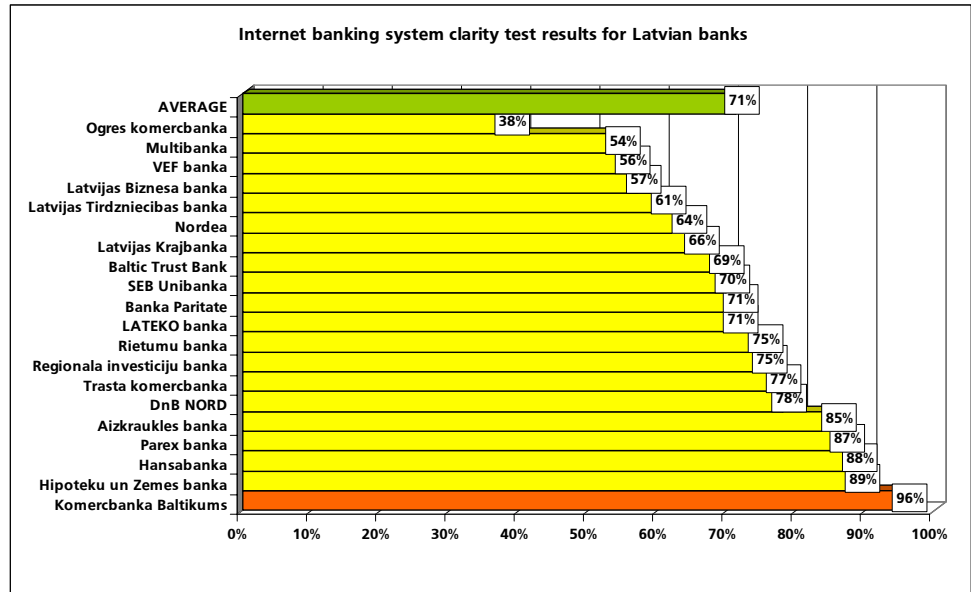
13.3 Internet Banking System clarity

Lithuanian banks



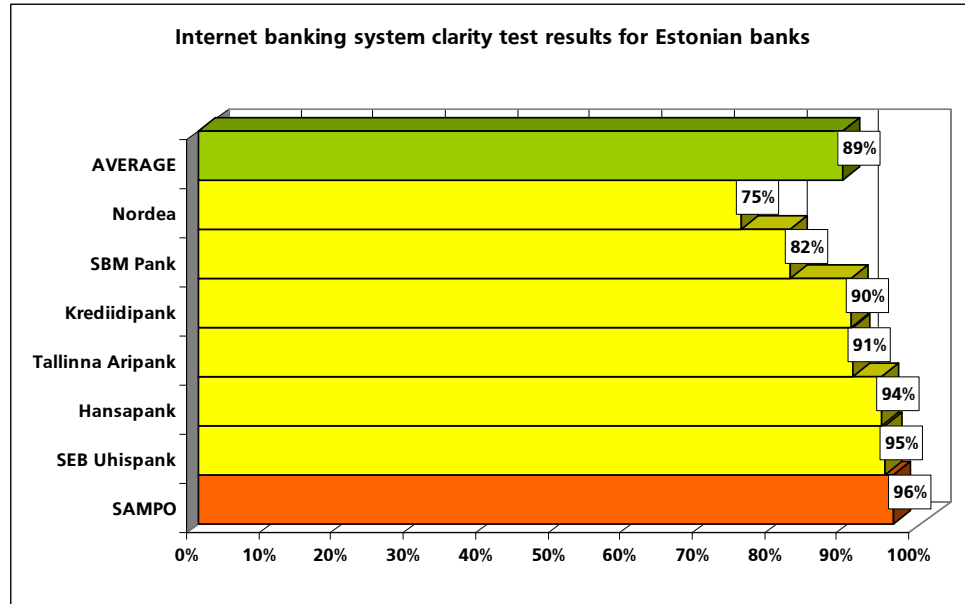
Higher figures represent better results

Latvian banks



Higher figures represent better results

Estonian banks



Higher figures represent better results

General comments on Internet Banking System clarity test results

While bank's websites are being updated and re-designed, the Internet Banking Systems in most cases remain unchanged in terms of usability and navigation optimization. Moreover, smaller banks tend to follow IBS navigation patterns set by the largest banks, which is not always a winning strategy.

Users generally admire the possibility to enter their usernames or initial passwords while still on the public website. Positive trend was observed this year: 2 banks in Estonia, 2 banks in Lithuania and almost half of banks in Latvia allowed users entering their usernames or initial passwords on the bank's homepage. Disappointingly, there is still a large number of banks that choose to "hide" the IBS login form, forcing the users to waste time searching.

Bank requirements towards the types, lengths and numbers of passwords used for entering IBS differ a lot, raising suspicions that some banks are sacrificing usability for marginal improvements in security that are mostly useless. Our field tests convinced us that the more complex login procedure is required, the more mistakes users generate, resulting in frustration, waste of time and increased load on the bank's customer service hotlines. However, experience suggests that Internet Banking Systems are usually run by IT people who are obsessed with security but rarely concerned with usability or user satisfaction. The question is whether they should be the ones in charge of IBS management.

Clear navigation, consistency and simplicity in Internet Banking Systems is even more important than in the public websites. Banks should therefore avoid overly aggressive graphics, "loud" color palettes and any kind of clutter that obstructs access to the most frequently used tools and reports.

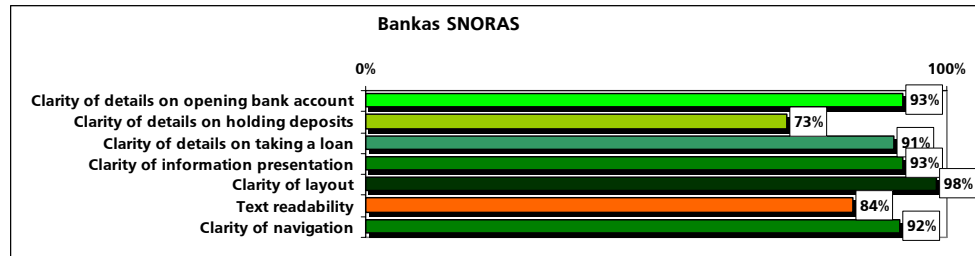
Online help system is yet another area where significant improvements are needed. Having stumbled into a serious problem, the least thing one would want to do is to read a three meters long general help document. Therefore, context-sensitive help should be available at least on a page-specific level, if not on an element-specific level.

Lastly, majority of the analyzed Internet Banking Systems tend to be rather confusing for new users, especially for less IT-proficient users and the ones that do not have time for reading manuals or trying out demo versions. Provided with enough time, users usually got used to the systems, regardless of their difficulty. However, dedicating time for such learning process is a luxury to most users. Banks need to remember that new users currently signing up to their IBSes tend to be newbies on the Internet as well. If they do not feel comfortable enough the first time they try using a bank's IBS, they may well get back to doing their banking through conventional branch outlets, or try using another bank's IBS.

13.4 Individual Clarity test results for Lithuanian banks

Bankas SNORAS - 83%

Public website - 88%



Higher figures represent better results

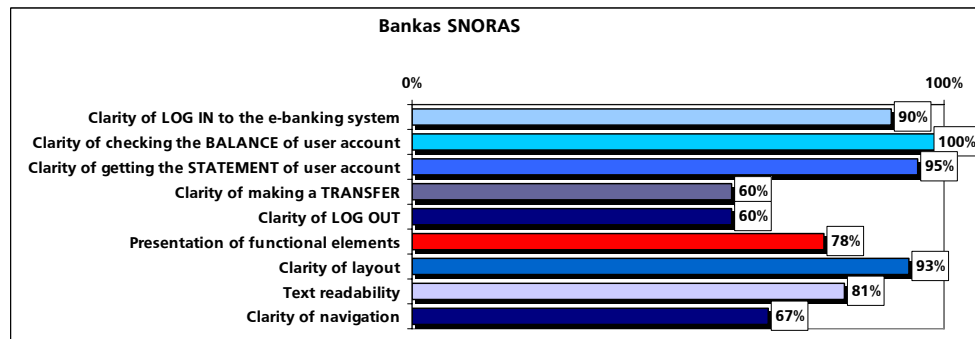
Positive user notes

- Good understandable design, easy to use vertical menu.
- The link to IBS can be reached from every place of the website.

Negative user notes

- The webpage is loading very slowly.
- Some hyperlinks have the same color as text, therefore they are difficult to identify.

Internet Banking System - 79%



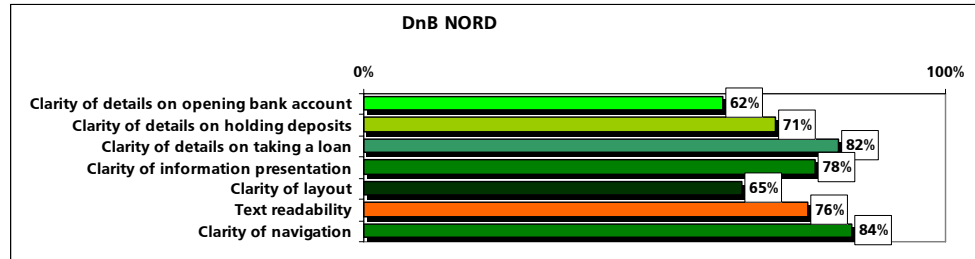
Higher figures represent better results

Negative user notes

- Too many steps with unnecessary pages in the log in procedure.
- One has to know the name of the IBS otherwise it is hard to find the log in page.
- Links are sometimes hard to separate from text.
- Log in with a popup (for entering password from the password card) feels insecure.
- Function names and grouping are unclear.

DnB NORD - 77%

Public website - 74%



Higher figures represent better results

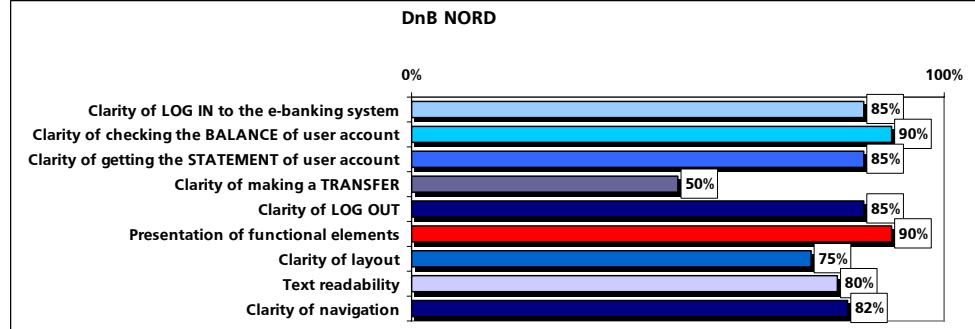
Positive user notes

- Users appreciated public website's clarity of navigation and clarity of information about loans.

Negative user notes

- Homepage looks like a picture, links do not look like links and it makes navigation tricky.
- If one uses a computer without Flash software installed, there is no possibility to use the website properly because the main menu as well as the first page is not displayed correctly.

Internet Banking System - 81%



Higher figures represent better results

Positive user notes

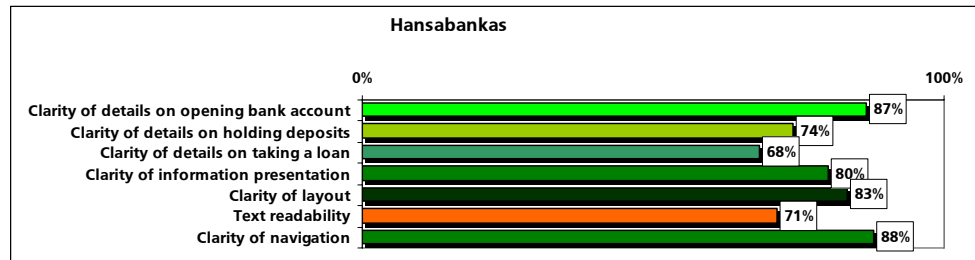
- Users appreciated clarity of the balance checking procedure, as well as the way functional elements are being presented.

Negative user notes

- Money transfer procedure is too complicated.
- TAN codes are too long and have no intervals between digits on the code card, making it hard to enter them correctly.
- Calendar is rather difficult to find, because there are no icons leading to it - only the hyperlink.

Hansabankas - 84%

Public website - 78%



Higher figures represent better results

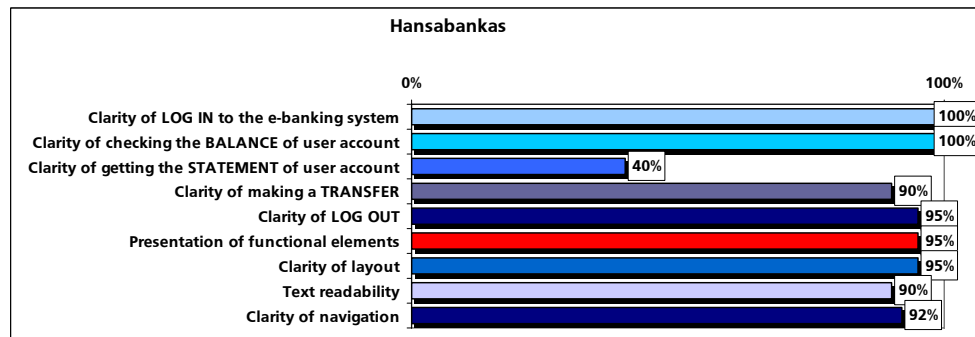
Positive user notes

- Due to clear navigation one can find the necessary information very easily.

Negative user notes

- Website is overloaded with unnecessary information (more advertisements than information); no exact information (prices, conditions etc.).
- One has to look very carefully in order to locate the link to the section for private clients on the first page.

Internet Banking System - 91%



Higher figures represent better results

Positive user notes

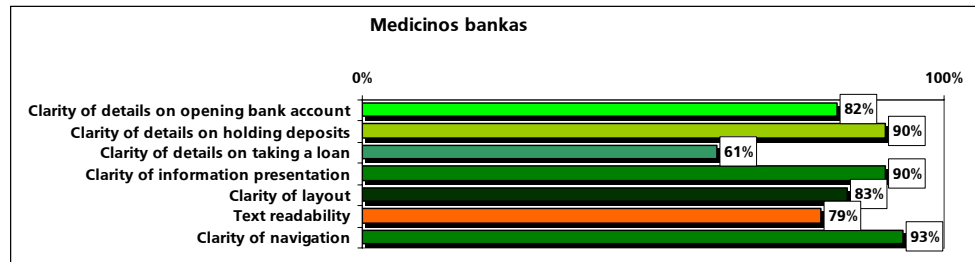
- All links are clearly seen and are understandable, the IBS is very convenient.
- Money transfer procedure is very clear and quick.
- It is convenient that one can fill in forms for taking a loan via IBS.

Negative user notes

- Terms used in IBS sometimes are confusing.
- The system does not have a calendar function, which makes the account statement look-up procedure complicated.

Medicinos bankas - 83%

Public website - 81%



Higher figures represent better results

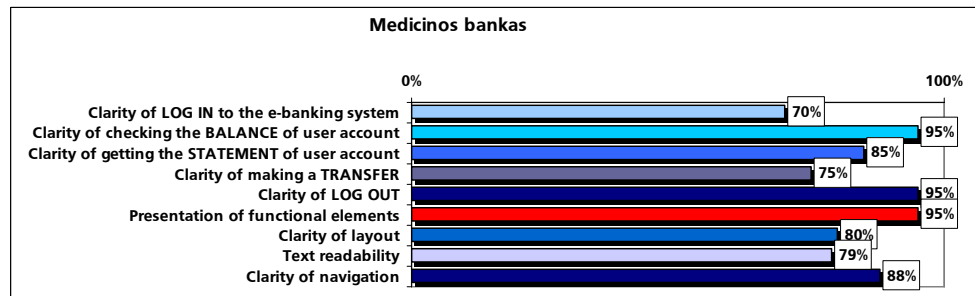
Positive user notes

- The website has more colors than other banks' websites.
- The menu is convenient.
- The website is easy to navigate.

Negative user notes

- The log in to the IBS button is in unexpected place.
- There is not enough information on the website (e.g. what documents one needs for taking out a loan, no interest rates' information).
- Navigation menu is complicated.

Internet Banking System - 84%



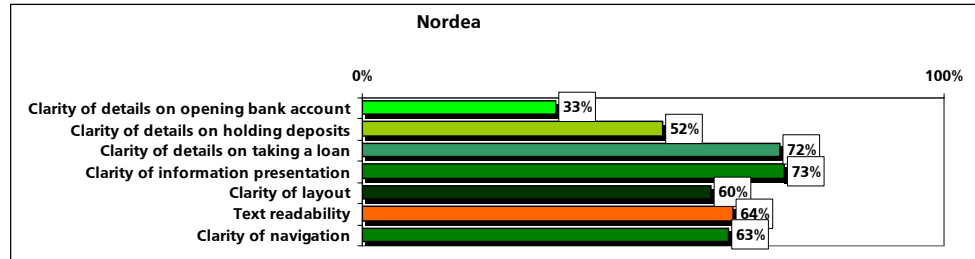
Higher figures represent better results

Negative user notes

- During the process of getting account statement, the calendar disappears in one second after clicking on it. In fact some users could not find the calendar because there is no icon - only a very small link.
- The way from inputting the necessary information in the money transfer form to completing the transaction is too long.
- TAN codes are too long (10 symbols) and are hardly readable due to small font size.

Nordea - 63%

Public website – 57%

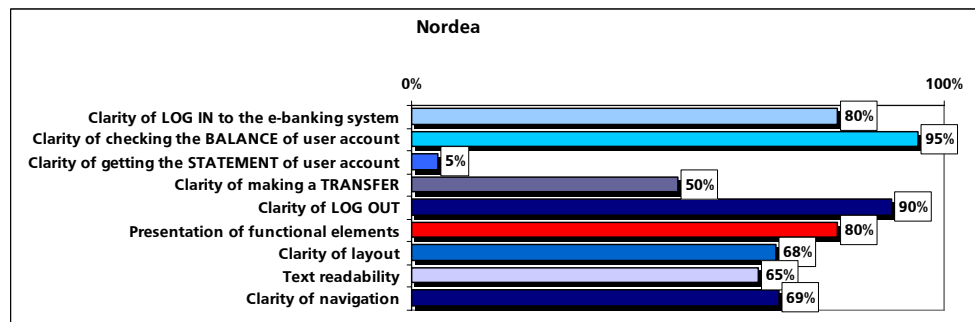


Higher figures represent better results

Negative user notes

- There is not enough information on the website.
- The text size is very small thus it is hard to read the information.
- Website navigation menu is too overloaded with links.

Internet Banking System - 68%



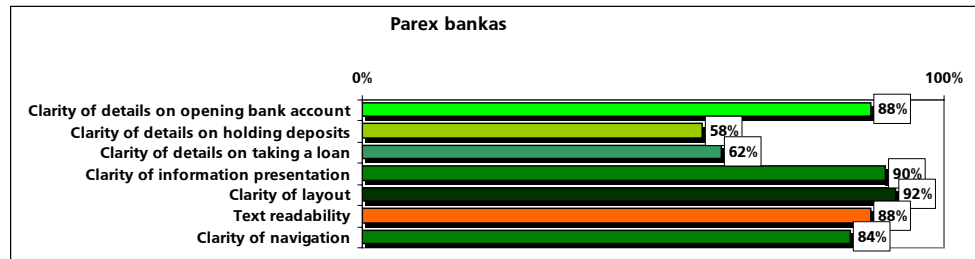
Higher figures represent better results

Negative user notes

- The procedure of executing the local money transfer is very complicated. The password card has different passwords - some of them have to be stroked off, others not - therefore one gets very confused.
- It is completely unclear where the money transaction has to be confirmed. There should be additional button where one could see the unsigned money transactions list.

Parex bankas - 80%

Public website – 77%

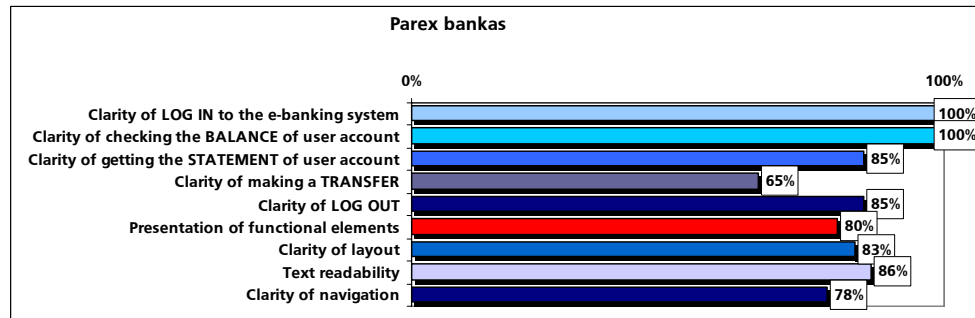


Higher figures represent better results

Negative user notes

- No possibility to return to the previous page without using “back” button of the browser.

Internet Banking System - 83%



Higher figures represent better results

Positive user notes

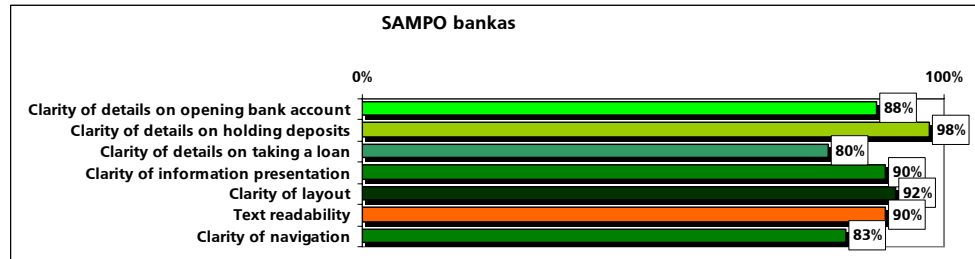
- Users of IBS appreciated the process of logging in and checking the account balance.
- Users perceived Parex IBS as very practical, with no unnecessary information.

Negative user notes

- There is no “back” button in the IBS. It is hard to go back to previous page.
- It is unclear where it is possible to confirm the transaction. There should be additional button where one could see the unconfirmed transactions’ list.
- Log off button is at unexpected place (it should be on the right top corner, not left), thus it is hard to find it.

SAMPO bankas - 84%

Public website – 88%



Higher figures represent better results

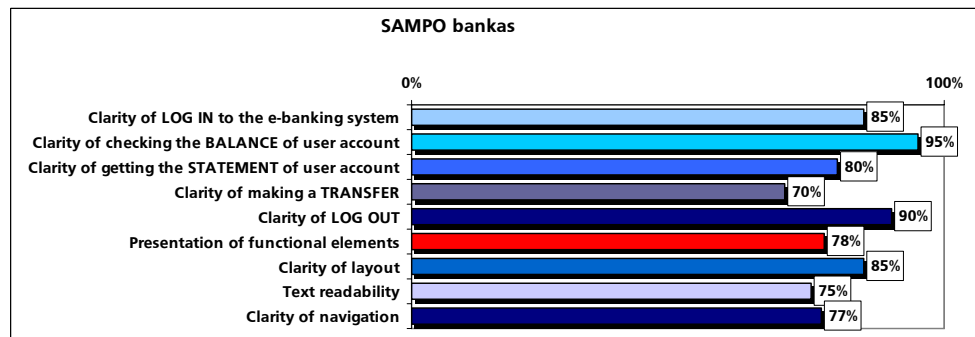
Positive user notes

- One of the best websites from the users' point of view in terms of used colors, icons etc.

Negative user notes

- One needs to load several pages to see the desired information.

Internet Banking System - 80%



Higher figures represent better results

Positive user notes

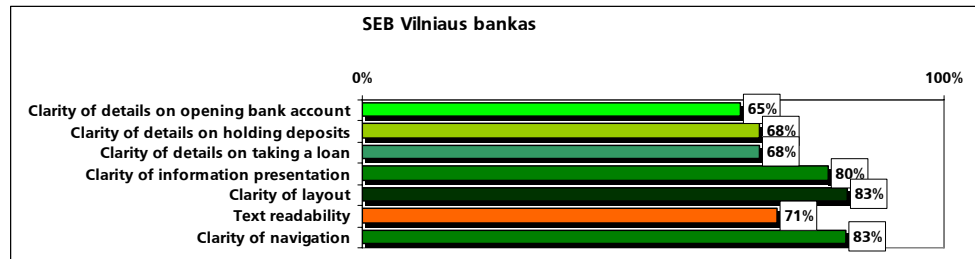
- Users appreciated the "Information" button in the left menu.

Negative user notes

- The IBS log-in passwords are made of letters and numbers, which makes it highly inconvenient to read and enter such data.
- Several pop-ups appear while logging in to the IBS.
- The calendar does not have names of weekdays.

SEB Vilniaus bankas - 81%

Public website – 73%



Higher figures represent better results

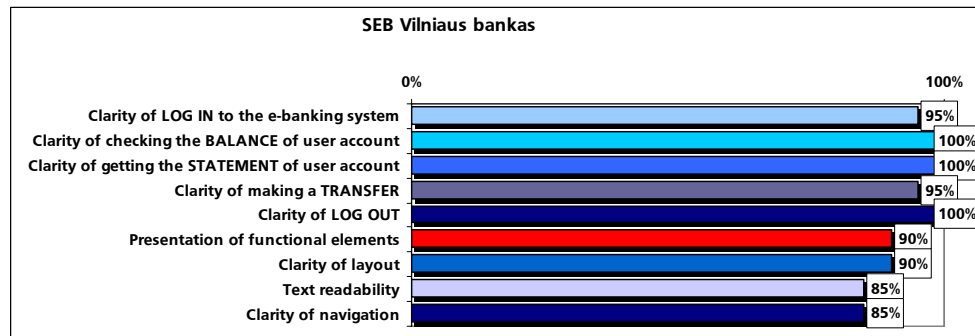
Positive user notes

- Visually the public website is organized very conveniently.
- Users appreciated that the website has buttons for going to previous page.

Negative user notes

- Bank uses term "credit" instead of word "loan", which is confusing for some users.
- Due to loads of information, it is rather hard to find necessary information.
- There are too many advertisements (banners etc.) on the website.

Internet Banking System - 90%



Higher figures represent better results

Positive user notes

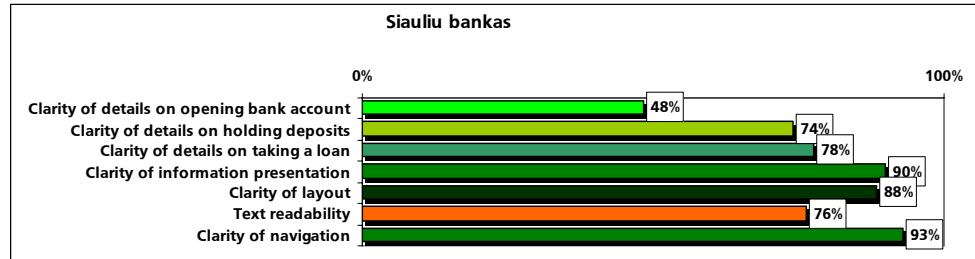
- Users admired the fact that to complete most frequent tasks one needs only two first menu items.

Negative user notes

- It is inconvenient to mandatory indicate the purpose of transaction while executing the money payment.
- Local transfer could be named in full name instead of abbreviation "Local", as some IBS users got confused about the meaning of this function.
- Log in passwords from the password cards are hard to read.

Siauliu bankas - 76%

Public website – 75%



Higher figures represent better results

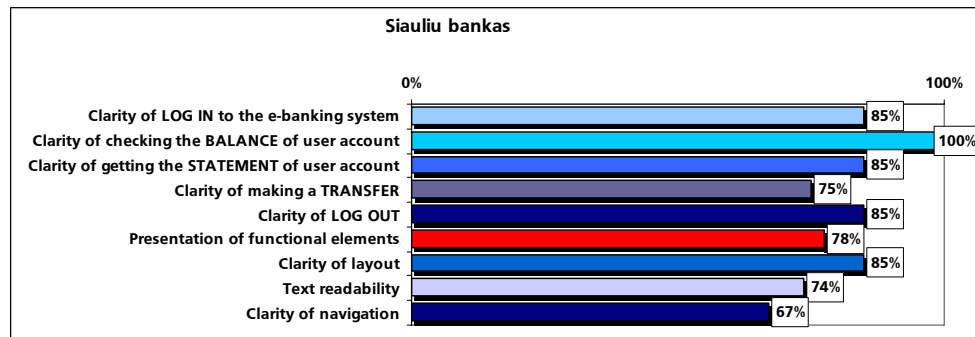
Positive user notes

- Users appreciated the clarity of the public website navigation and information presentation.
- Users found it easy to search for necessary information within the website.

Negative user notes

- The text size is too small.
- There is not enough information on main banking products.
- The loan calculator does not work properly, i.e. it displays an error message that the data was entered incorrectly, it does not provide possible solutions.

Internet Banking System - 77%



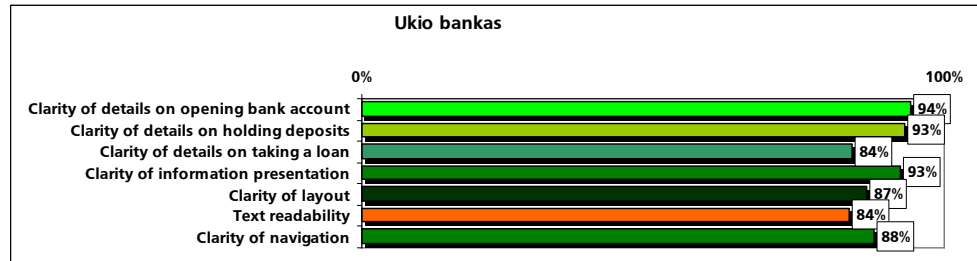
Higher figures represent better results

Negative user notes

- Long passwords (10 symbols) in the password card are very inconvenient.
- Money transferring process is unclear, input fields are inconvenient.
- No explanation on what password is needed for confirming the transaction.

Ukio bankas - 89%

Public website – 89%



Higher figures represent better results

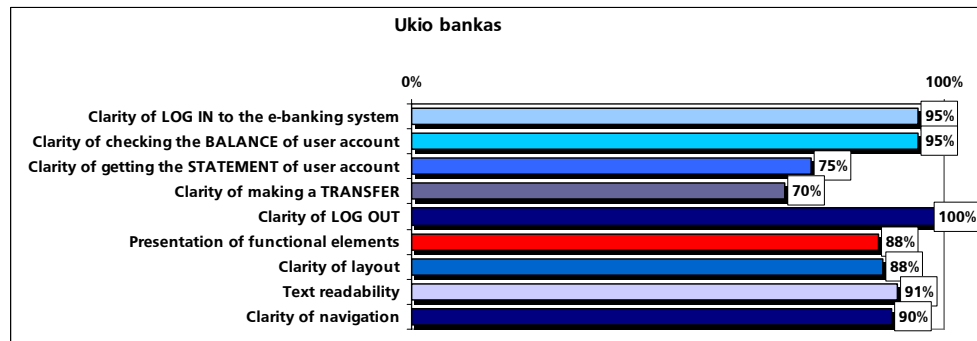
Positive user notes

- Headings are clearly seen.
- Names of links are very clear, necessary information is easy to find.
- The information about services is complete.

Negative user notes

- There are too many advertisements of services.

Internet Banking System - 89%



Higher figures represent better results

Positive user notes

- Users liked the cleanliness of design and the menu organization.
- The log in field on the first page of the public website is very convenient.

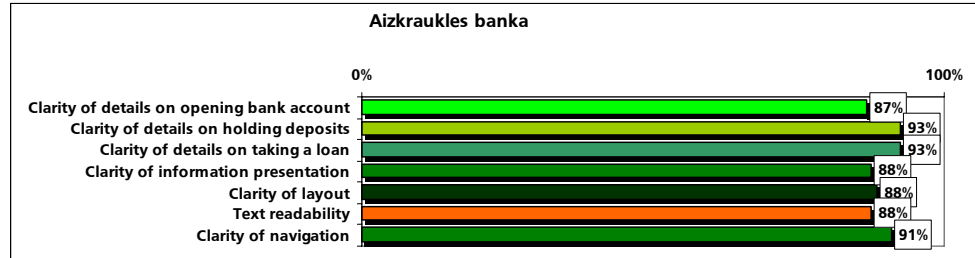
Negative user notes

- The procedure of money transferring has too many steps.
- Some users got confused while trying to get the account statement.

13.5 Individual Clarity test results for Latvian banks

Aizkraukles banka - 88%

Public website – 90%



Higher figures represent better results

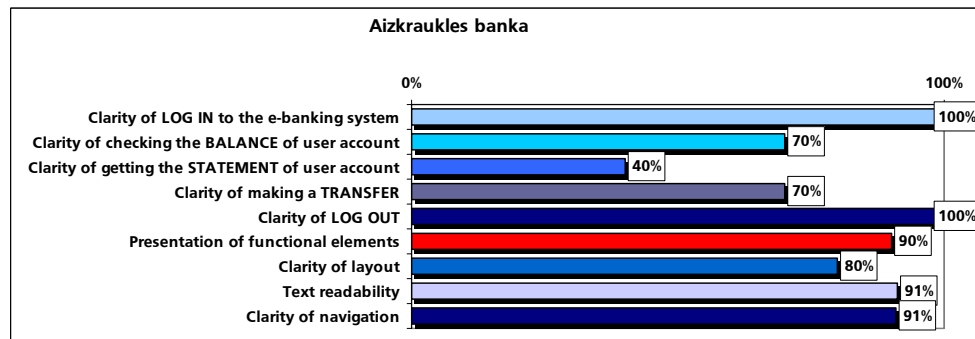
Positive user notes

- Convenient and easy to use website.

Negative user notes

- Users expected specific information on credit interest rates, however were able to find only interest rate ranges.

Internet Banking System - 85%



Higher figures represent better results

Positive user notes

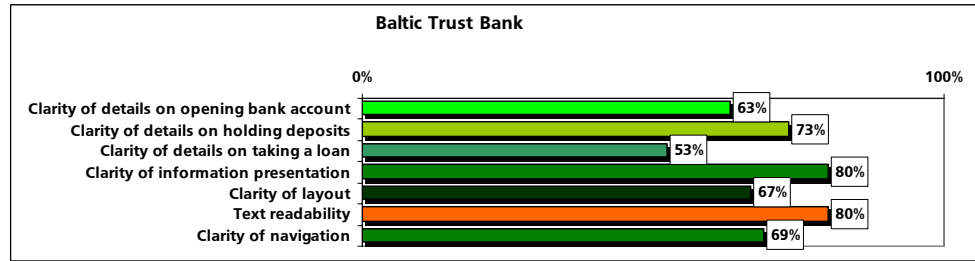
- Money transfer procedure is clear and quick.
- Interface color palette adds-up clarity for navigating within the system.

Negative user notes

- There is no calendar function for getting an account statement.
- It takes a while to find out where one can make a money transfer in EUR.
- Terms used are not intuitive.

Baltic Trust Bank - 68%

Public website – 68%



Higher figures represent better results

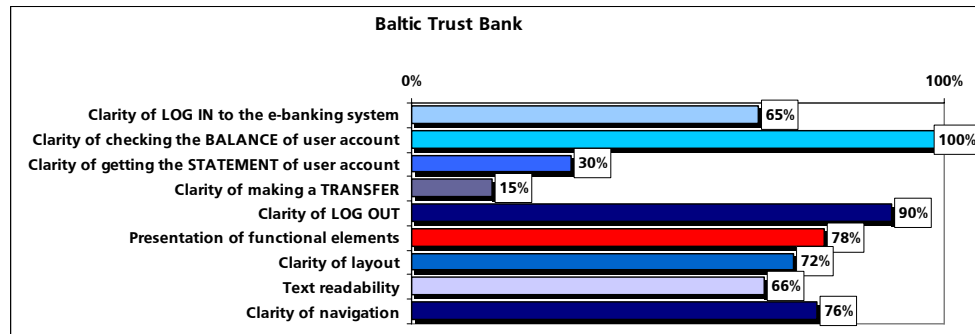
Positive user notes

- The layout of information about credits and deposits is convenient.

Negative user notes

- IBS log in field is present only on the first page of a public website.

Internet Banking System - 69%



Higher figures represent better results

Positive user notes

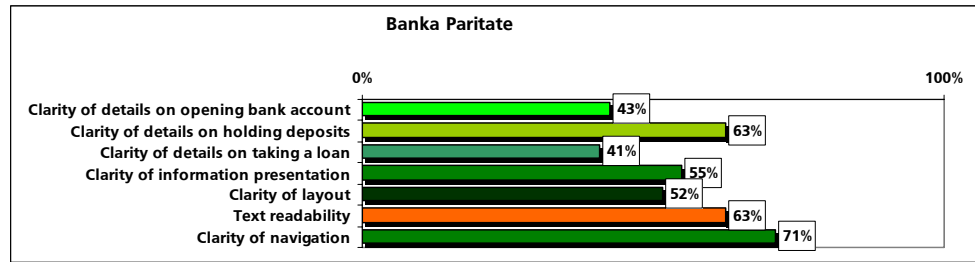
- Account balance is displayed after log in.

Negative user notes

- No calendar is present in the account statement section.
- It is difficult to execute a money transfer in EUR.

Banka Paritate - 63%

Public website – 55%



Higher figures represent better results

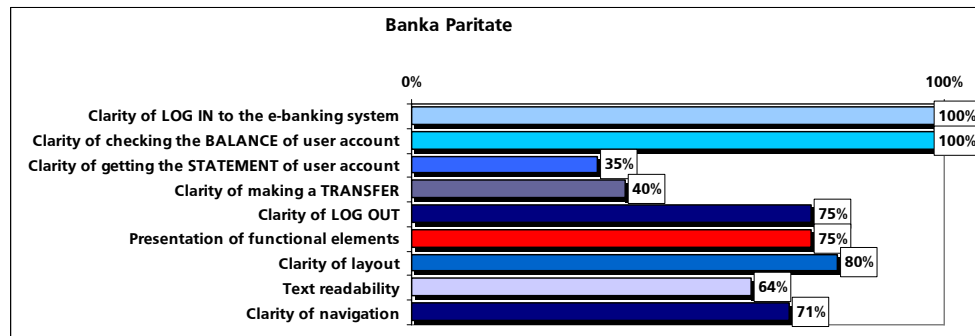
Positive user notes

- Search system on the public website is very convenient.

Negative user notes

- Font size is too small.
- Hardly noticeable log-in field.

Internet Banking System - 71%



Higher figures represent better results

Positive user notes

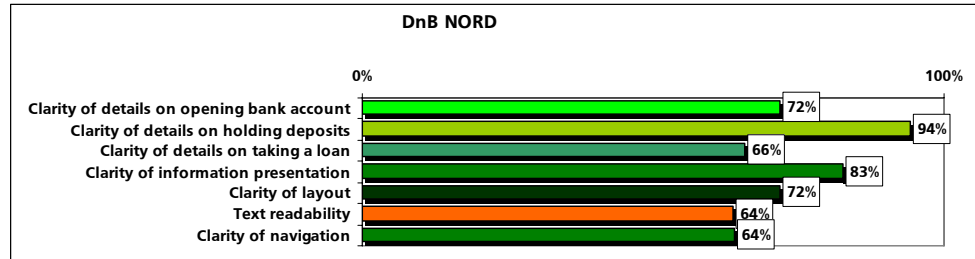
- Log-in screen is clear and user-friendly.

Negative user notes

- Functions of IBS are not organized in an expected manner.
- The font size sometimes is not large enough (e.g. in the section with currency exchange rates).
- Users expected more functions.

DnB NORD - 76%

Public website – 73%

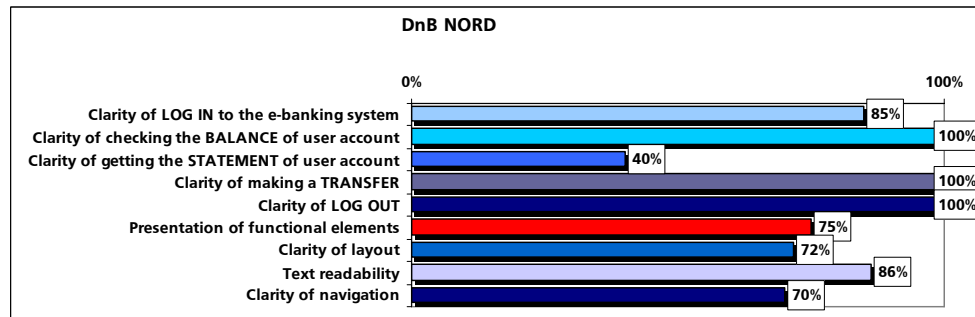


Higher figures represent better results

Negative user notes

- Users experienced problems finding necessary information.
- Fonts used on the website sometimes were hardly readable.

Internet Banking System - 78%



Higher figures represent better results

Positive user notes

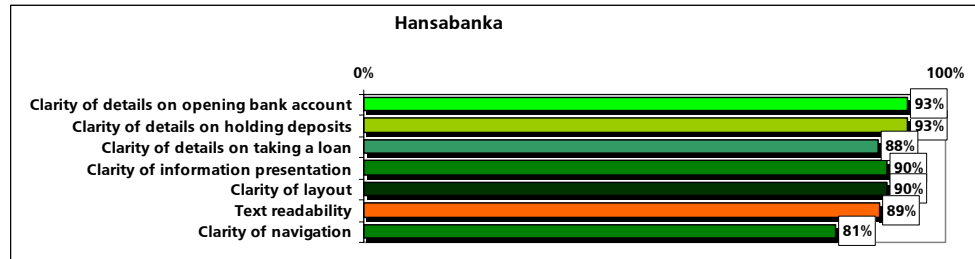
- Users appreciated that the account balance is shown on the first page of the IBS.
- Money transfer procedure is very convenient.
- The system overall is convenient.

Negative user notes

- Password codes are too long and hardly readable.
- No calendar feature available.

Hansabanka - 89%

Public website – 89%

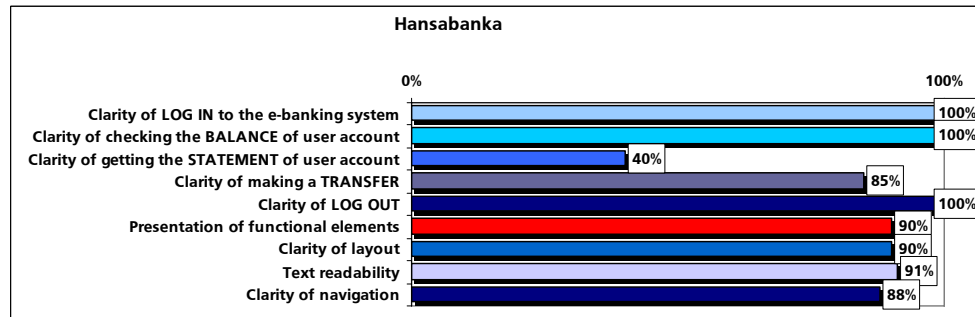


Higher figures represent better results

Positive user notes

- Friendly, optimized and intuitive public website layout.
- One can easily find everything he/she needs.
- The website is well-structured; information is located in the expected places; the design and color scheme is very friendly and nice.

Internet Banking System - 88%



Higher figures represent better results

Positive user notes

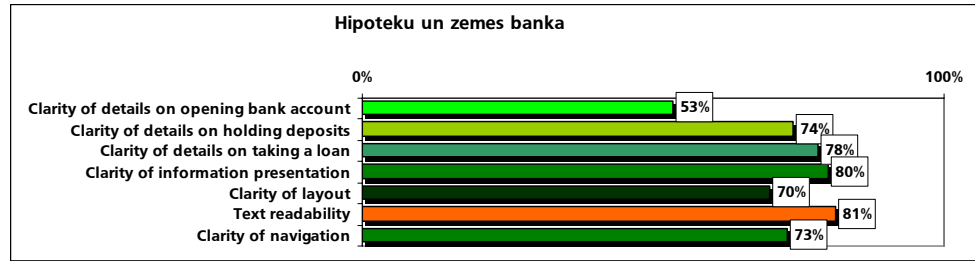
- It is a great solution to show the account balance on the first page of IBS.
- Very simple local transfer form.
- It is easy to find link to IBS log in page and the procedure itself is fast and convenient.

Negative user notes

- There is no calendar tool in the account statement section.
- Necessary data fields are not marked in any way in local transfer form.

Hipoteku un Zemes banka - 80%

Public website – 72%



Higher figures represent better results

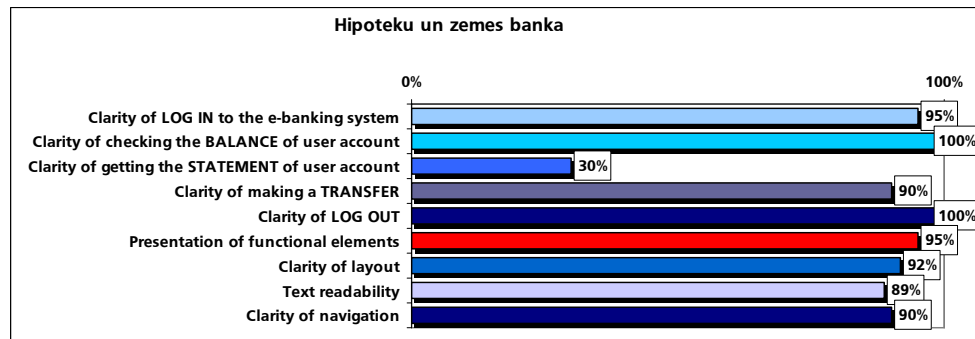
Positive user notes

- The main sections are conveniently placed in the top part of the website.
- There is sufficient information about credits and deposits available.

Negative user notes

- It is hard to find necessary information.
- It is hard to notice help-information in the right side of the main text.
- Credit interest rate information is unclear.

Internet Banking System - 89%



Higher figures represent better results

Positive user notes

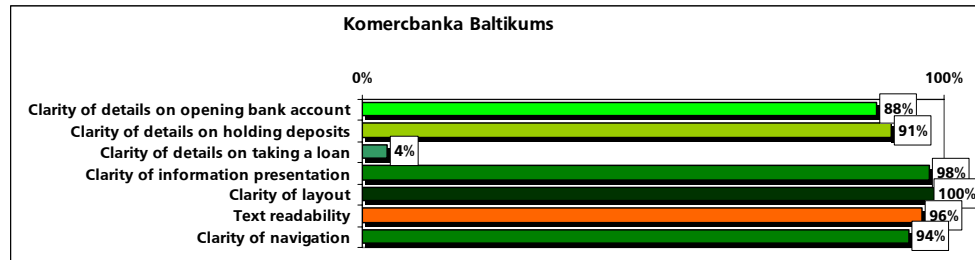
- Users admired broad functionality of the IBS.
- Money transfer function is clear and convenient to use.

Negative user notes

- Informational content lacks specific information.
- Account statement function is not convenient.

Komerbanka Baltikums - 86%

Public website – 77%



Higher figures represent better results

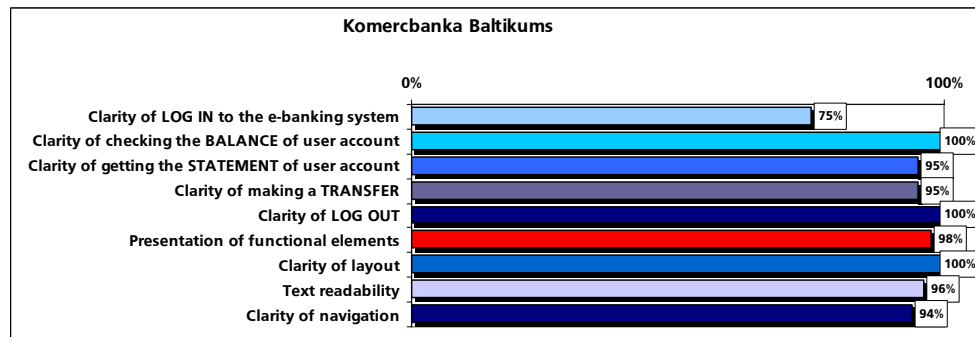
Positive user notes

- Interest rate for deposits is chosen automatically when one enters a type and time of a deposit.
- It is convenient that all main buttons (tariffs, documents, contacts) are placed in the top part - users can see them immediately after entering the website.

Negative user notes

- No separate sections for private and corporate clients.

Internet Banking System - 96%



Higher figures represent better results

Positive user notes

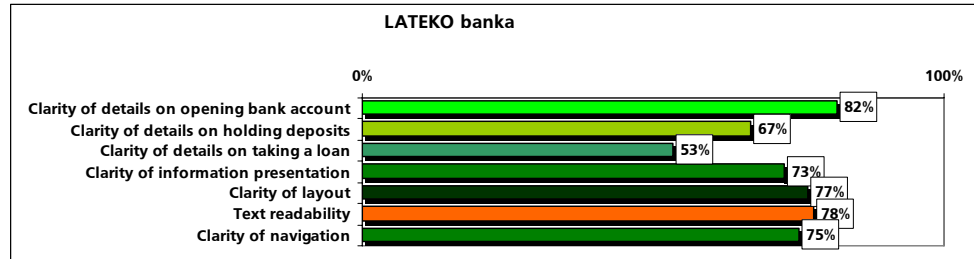
- Users admired a calendar function for getting the account statement.
- In general, the IBS is convenient and easy to use.
- The functionality, design and organization of the IBS functions is attractive and user-friendly.

Negative user notes

- DigiPass log in procedure is confusing for some users.

LATEKO banka - 71%

Public website – 71%



Higher figures represent better results

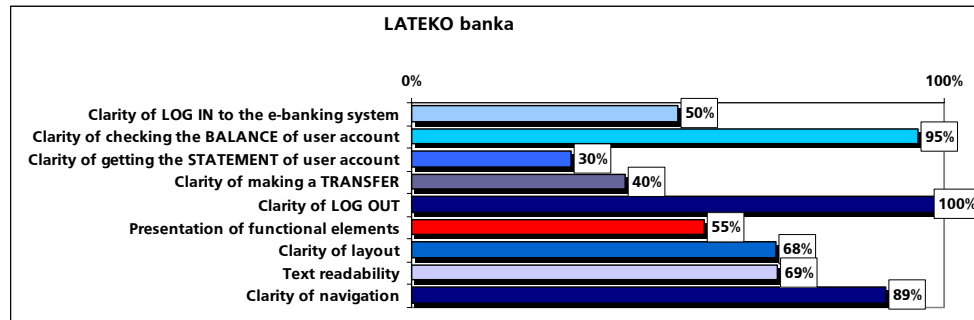
Positive user notes

- The public website is well-designed. It has nice colors and is easy to use.

Negative user notes

- The menu is organized in a slightly confusing manner.
- Important information, describing loans and deposits, is lacking.

Internet Banking System - 71%



Higher figures represent better results

Positive user notes

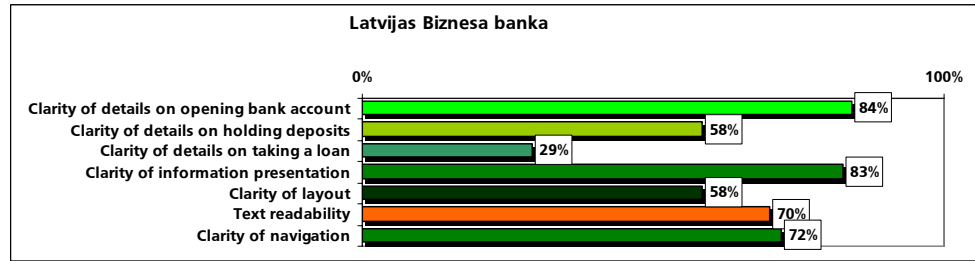
- It is easy to find the account balance as it is shown on the first page of the IBS.
- The money transfer procedure is very intuitive.
- Users appreciated the functionality of IBS and text formatting.

Negative user notes

- The payment transfer form is located under the category "Documents", which confused most users.

Latvijas Biznesa banka - 60%

Public website – 63%



Higher figures represent better results

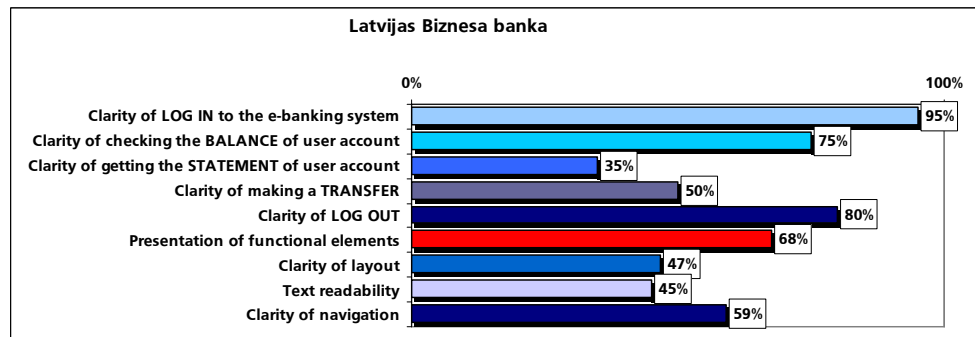
Positive user notes

- The map with bank's branches in the "Contacts" section is a great solution.

Negative user notes

- It is hard to find required information as information organization is unclear.
- Information about credits is insufficient.

Internet Banking System - 57%



Higher figures represent better results

Positive user notes

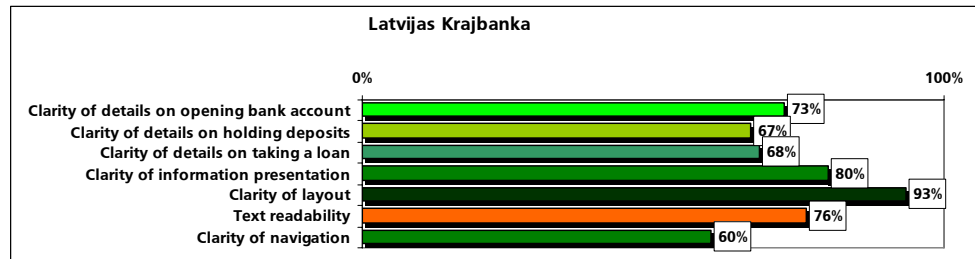
- Log in procedure is clear and simple.

Negative user notes

- The names of the functions are too long.
- There is no calendar for getting statements of the account.
- It is difficult to locate the money transfer section.

Latvijas Krajbanka - 69%

Public website – 72%



Higher figures represent better results

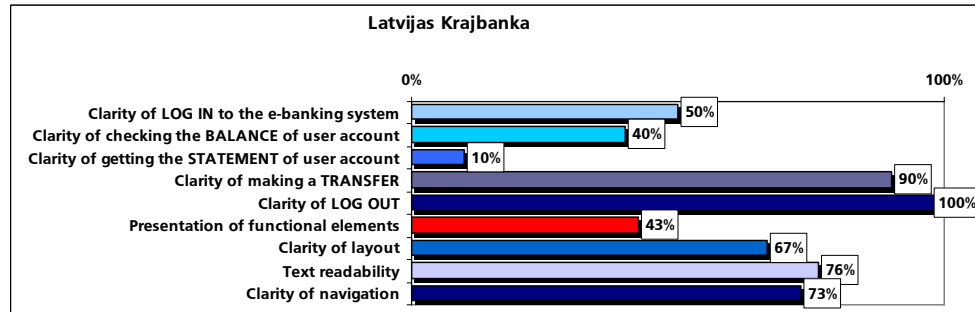
Positive user notes

- The website is easy to use.
- Information is explicit and easy to find.
- Website is well-designed and organized.

Negative user notes

- In order to log in to the IBS one has to re-type bank's address in a browser.

Internet Banking System - 66%



Higher figures represent better results

Positive user notes

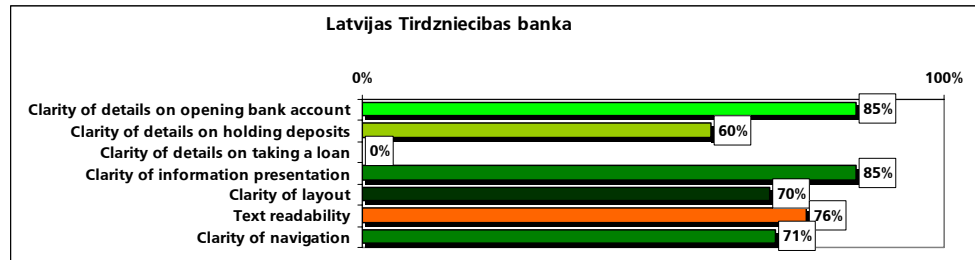
- Money transfer is easy to perform.
- The system is convenient, even though it has lots of functions.

Negative user notes

- Instead of showing the account balance on the first page of the IBS there are advertisements with lots of text.
- There is no calendar in the account statement section.
- Getting the statement of user's account was found troublesome.

Latvijas Tirdzniecības banka - 60%

Public website – 60%



Higher figures represent better results

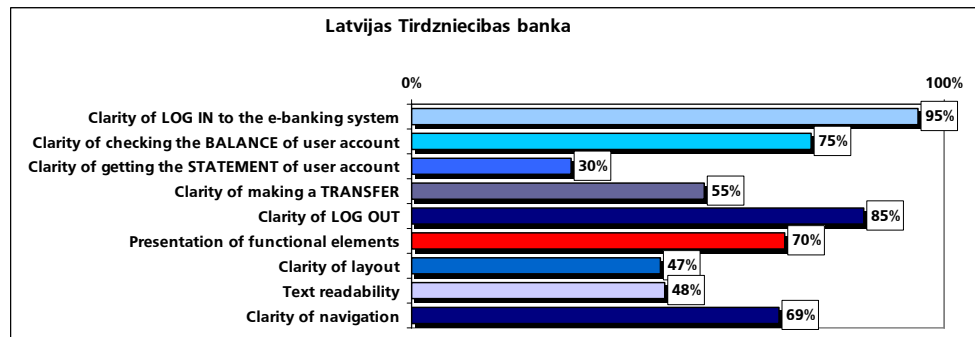
Positive user notes

- Users appreciated the section "Downloads for clients".

Negative user notes

- Too few information for private clients.
- IBS log in field is only available in the first page of the website.

Internet Banking System - 61%



Higher figures represent better results

Positive user notes

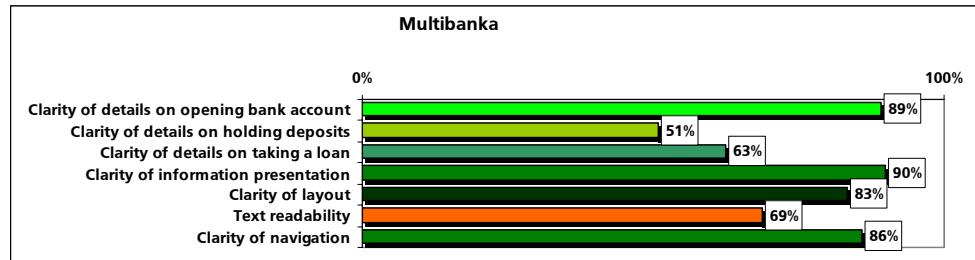
- Users of this bank's IBS have appreciated the easy log in procedure.

Negative user notes

- It is difficult to understand how the money transfers should be performed.

Multibanka - 64%

Public website – 73%



Higher figures represent better results

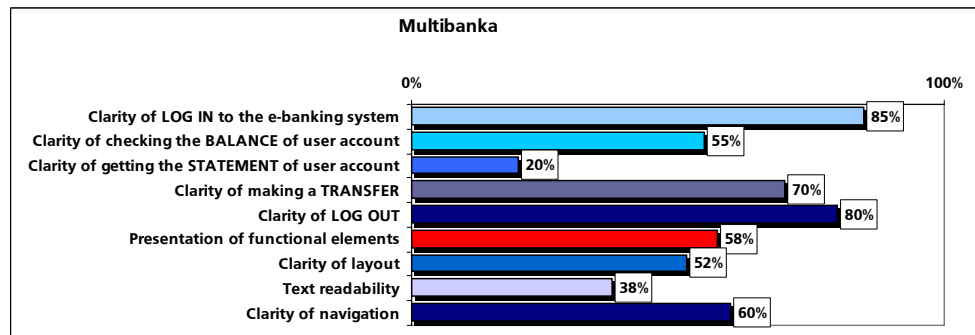
Positive user notes

- An animated intro in the first page of the website is interesting and original.

Negative user notes

- No information about interest rates is present.
- It is hard to find the field for logging in to the IBS.

Internet Banking System - 54%



Higher figures represent better results

Positive user notes

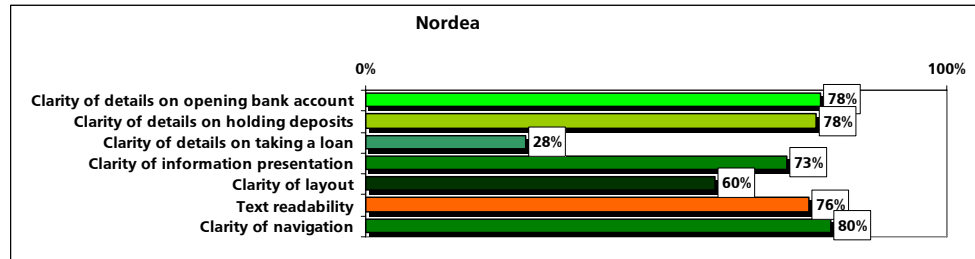
- Users of IBS have appreciated simple log in and log out procedures.

Negative user notes

- Log in field is hard to find.
- There is no calendar in account statement section.
- Fonts are too small.

Nordea - 65%

Public website – 67%

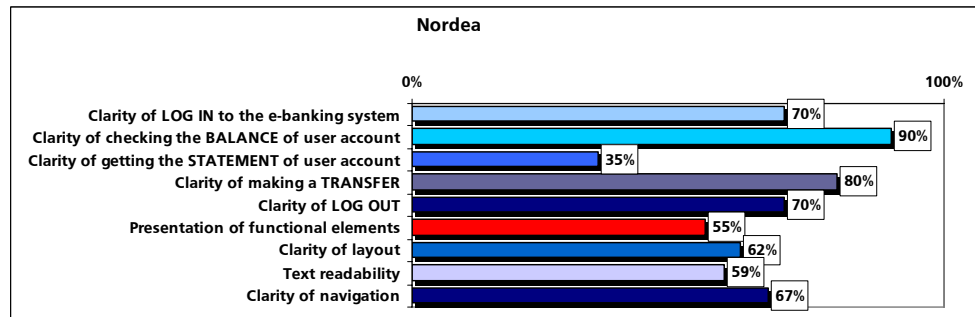


Higher figures represent better results

Negative user notes

- The information on the website is incomplete.
- The website is overcrowded with links.
- Pages load slowly.

Internet Banking System - 64%



Higher figures represent better results

Positive user notes

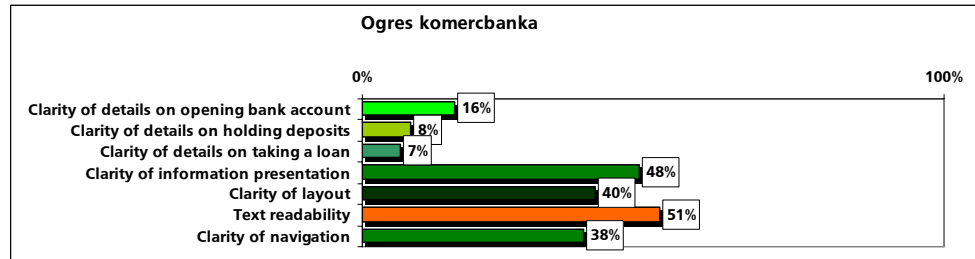
- It is easy to log in, though it is inconvenient to strike out the used log in codes and to remember which code to enter next time.
- It is very convenient to see the account balance on the first page.

Negative user notes

- It is hard to find the place where to get the account statement and to log out.
- The data input form in the local transfer is convenient, however, there are lots of unneeded confirmations.

Ogres Komercbanka - 32%

Public website – 25%



Higher figures represent better results

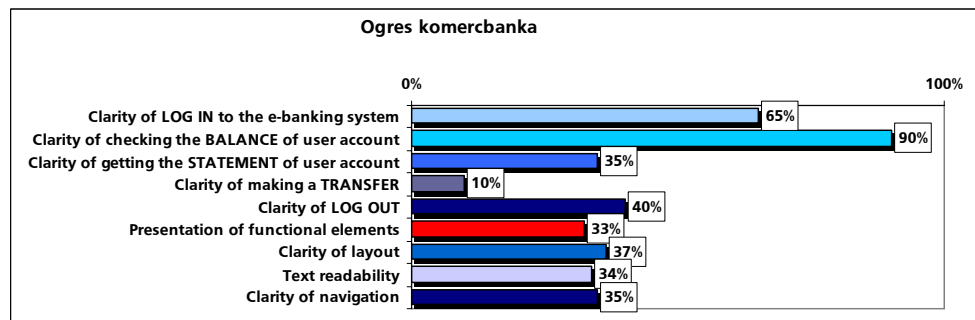
Positive user notes

- Users appreciated clarity of information presentation.

Negative user notes

- Most common banking information is missing.
- The layout of the website is hard to follow.

Internet Banking System - 38%



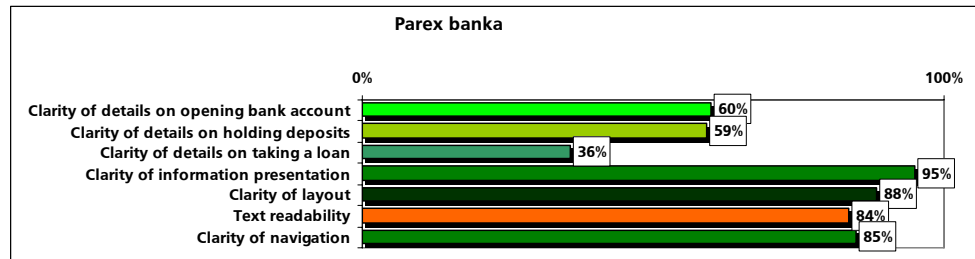
Higher figures represent better results

Negative user notes

- It is hard to find the the address of internet banking system.
- No calendar is available in the account statement section.
- No local transfer available.
- The log out button is only on the main page and it is very hard to locate it.
- IBS is very complicated to use.

Parex banka - 77%

Public website – 67%



Higher figures represent better results

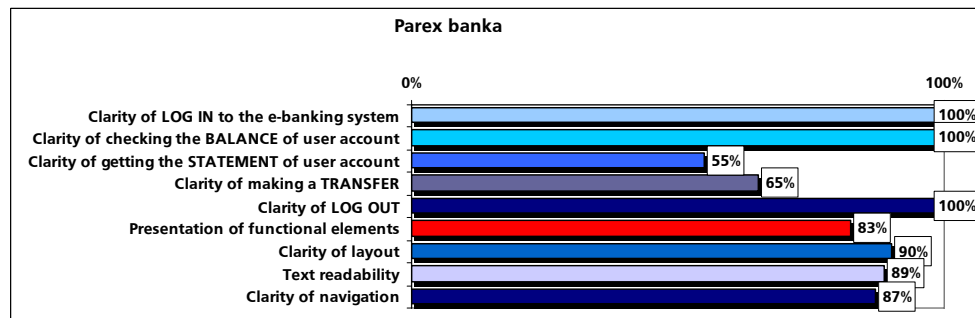
Positive user notes

- The website layout is clear and intuitive.
- The navigation is clear and convenient.

Negative user notes

- Information is limited and sometimes is hard to find.
- Fonts are too small in some places.

Internet Banking System - 87%



Higher figures represent better results

Positive user notes

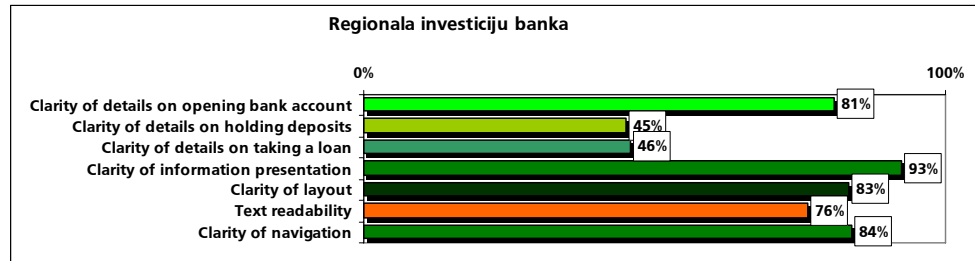
- The code card is very convenient.
- Users appreciated that the account balance is shown on the first page of IBS.
- In general, the system is optimized, fast and convenient.
- Location of log out button is very easy to find.

Negative user notes

- Payment transfer form is too complicated.
- There is no calendar function present in the account statement section.

Regionala investiciju banka - 72%

Public website – 68%

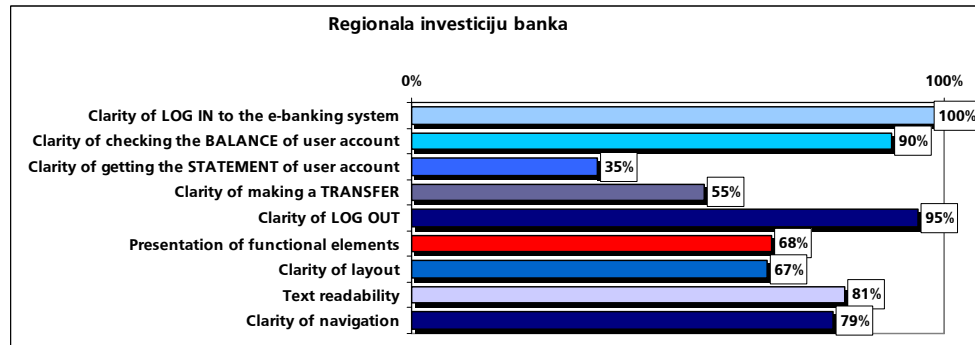


Higher figures represent better results

Negative user notes

- Users reported that deposit or credit information for private clients is either not present or present in a very poor content.

Internet Banking System - 75%



Higher figures represent better results

Positive user notes

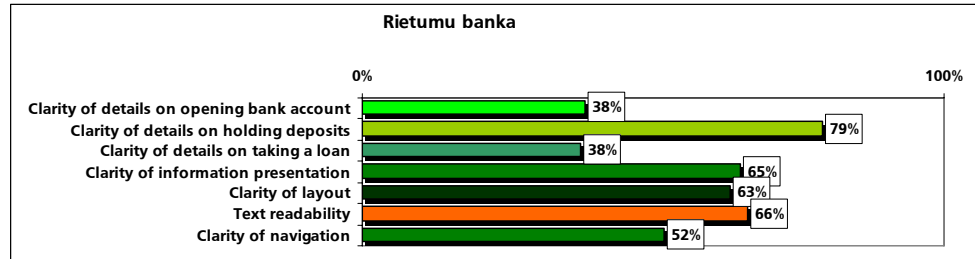
- It is very easy to check the balance of the account.

Negative user notes

- No calendar in account statement section.
- The function "Home payments" (literary translated from Russian) is confusing to users.

Rietumu banka - 65%

Public website – 55%

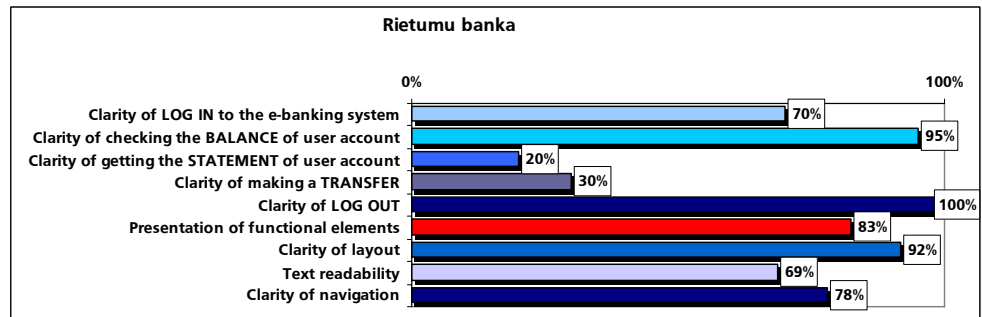


Higher figures represent better results

Negative user notes

- The website structure is hard to follow.
- There are too many different links, images and text information on one page.

Internet Banking System - 75%



Higher figures represent better results

Positive user notes

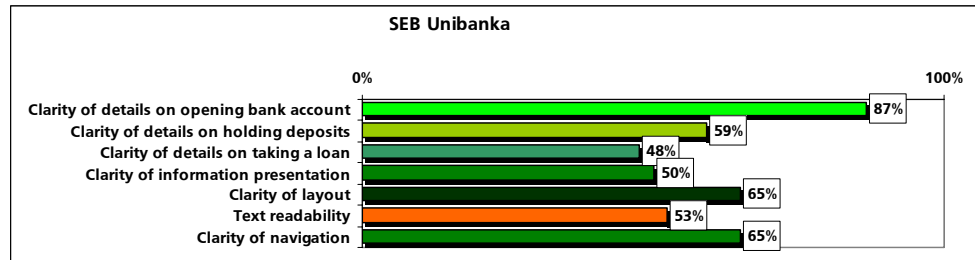
- Necessary functions are easy to access.
- Log in procedure is quick and easy.
- Convenient local money transfer template function.
- Balance is shown on the first page.

Negative user notes

- It is hard to review the account balance due to the small font size used.
- The term that is being used for money transfer category - "payment order" - is confusing to some users.

SEB Unibanka - 66%

Public website – 62%



Higher figures represent better results

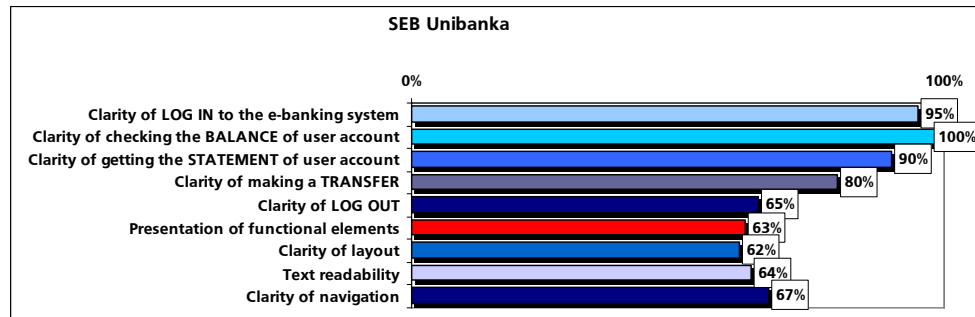
Positive user notes

- Website is well designed and informative.
- Users appreciated the deposit calculator.

Negative user notes

- There are too many links on the website and it is hard to visually separate these links from each other because of their small font size and color scheme of the website.
- Category names are hardly understandable.
- Fonts used are too small.

Internet Banking System - 70%



Higher figures represent better results

Positive user notes

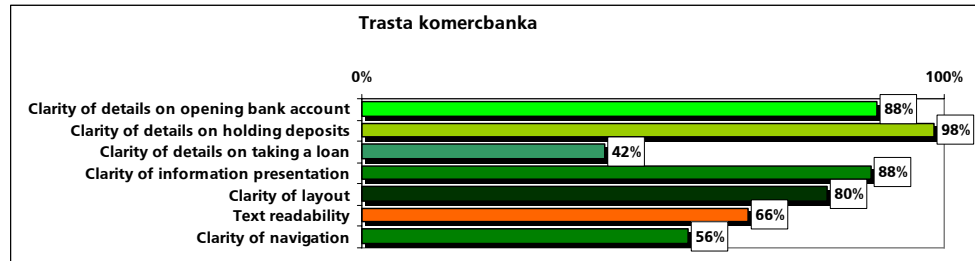
- Log in procedure is quick and easy.

Negative user notes

- Terms used in the IBS are not always clear.
- Money transfer function is hard to find and execute as it is located too "deep" in the IBS.

Trasta Komerbanka - 75%

Public website – 73%



Higher figures represent better results

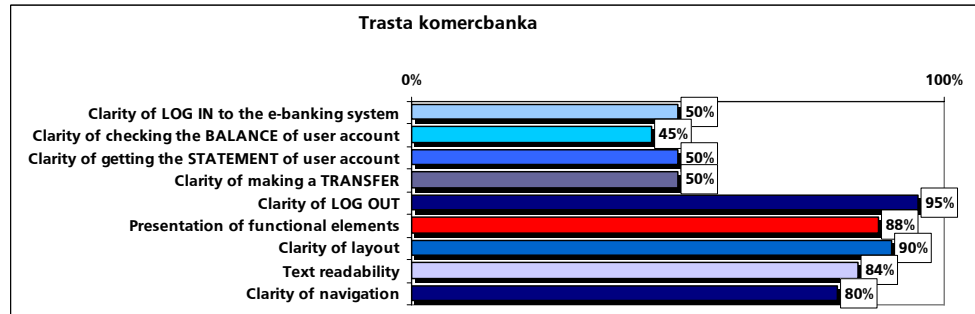
Positive user notes

- Website is well designed and informative.
- Website is easy to use and it does not take much time to find the necessary information.

Negative user notes

- Too small font size.
- Images frequently distort attention.
- It is difficult to find information about interest rates for loans.

Internet Banking System - 77%



Higher figures represent better results

Positive user notes

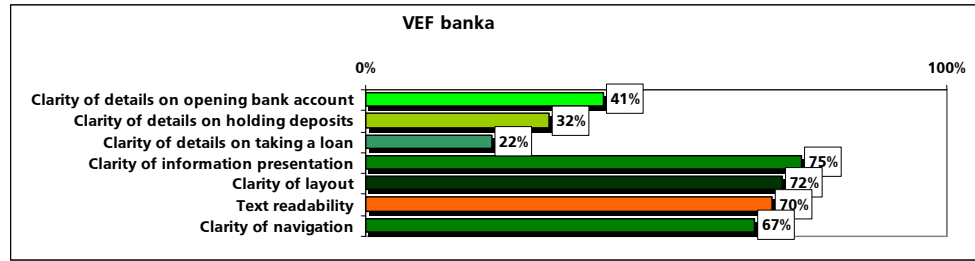
- Transfer of money is clear and easy.
- Users appreciated that the view of account statement is customizable.
- Help system is very useful.

Negative user notes

- It is difficult to navigate the system due to its complicated structure.
- Due to DigiPass, money transfer procedure takes too much time.

VEF Banka – 52%

Public website – 48%

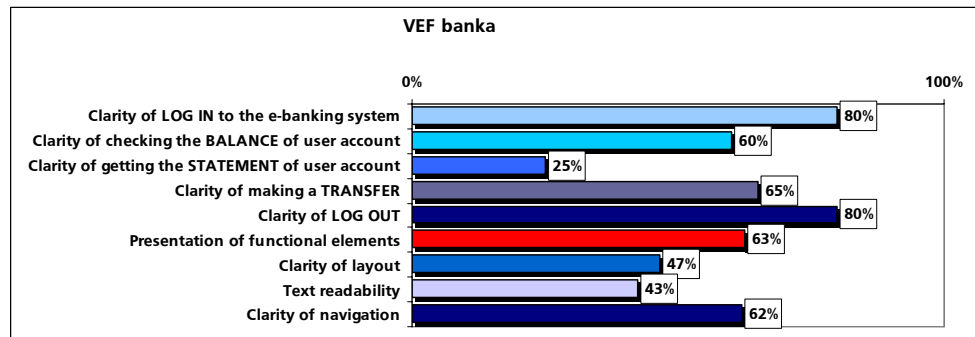


Higher figures represent better results

Negative user notes

- The website is very slow.
- There is not enough information for private clients.

Internet Banking System - 56%



Higher figures represent better results

Positive user notes

- It is easy to transfer money.

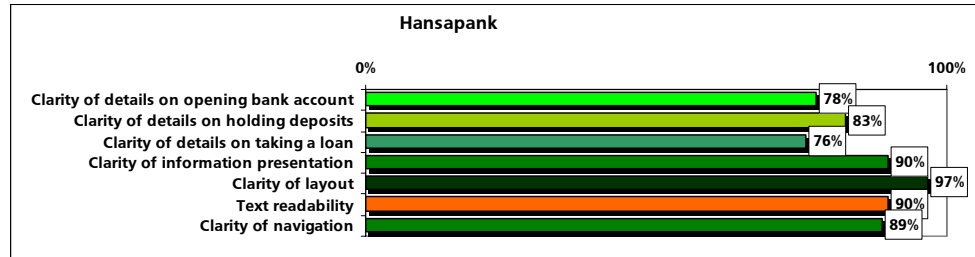
Negative user notes

- There is no calendar for getting statements of the account.

13.6 Individual Clarity test results for Estonian banks

Hansapank - 89%

Public website – 84%



Higher figures represent better results

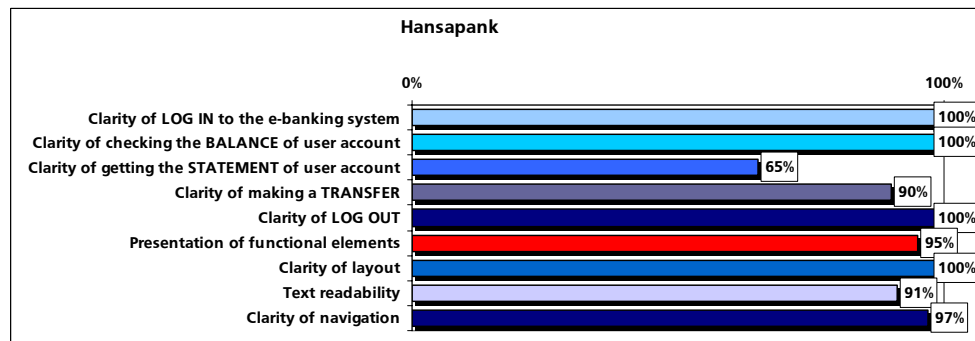
Positive user notes

- It is a well designed and informative website.
- Layout is well structured.

Negative user notes

- The fonts are too small.
- Loan calculator allows only EEK as a currency.

Internet Banking System - 94%



Higher figures represent better results

Positive user notes

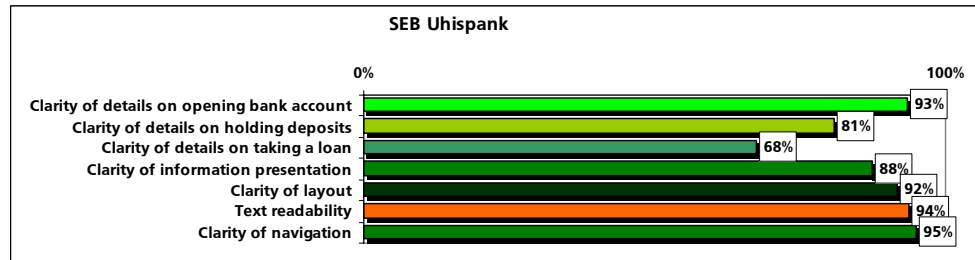
- Easy to find the log-in button and to login.
- Error messages are clear and helpful.
- Easy to find and use the information and perform operations.

Negative user notes

- Placement of currency conversion in the "payments" section is not intuitive.
- It is necessary to write the receiving bank name for transfers inside the country.

SEB Uhispank - 90%

Public website – 86%



Higher figures represent better results

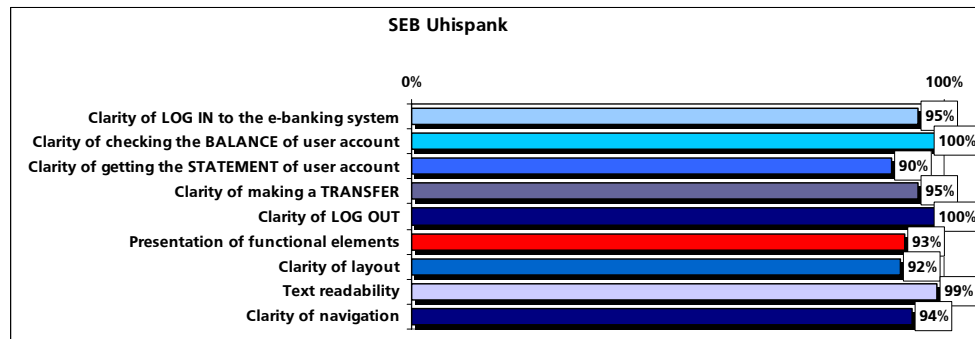
Positive user notes

- The website has a very logical structure; it is easy to access the wide information resources that are available.

Negative user notes

- Not all information is available in all languages.
- No deposit interest calculator or loan calculator found.

Internet Banking System - 95%



Higher figures represent better results

Positive user notes

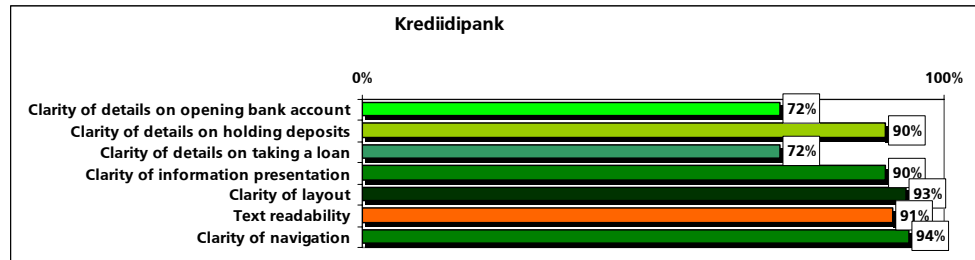
- The informative descriptions are attached to every field, making the procedure very easy and convenient.

Negative user notes

- "Main page" button is located in an unexpected place - on the right side of the page.
- The Russian language version of IBS has language mistakes.
- It is hard to notice a calendar feature in the account statement section.

Krediidipank - 87%

Public website – 84%



Higher figures represent better results

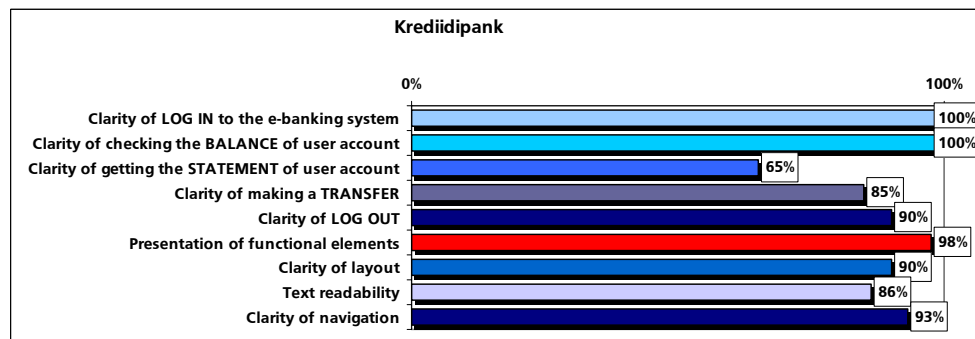
Positive user notes

- Site map is very detailed, the design is attractive.
- The website is very informative.

Negative user notes

- “Close” option in the calculator is too small.
- The structure of “Deposits and Loans” section is not clear.

Internet Banking System - 90%



Higher figures represent better results

Positive user notes

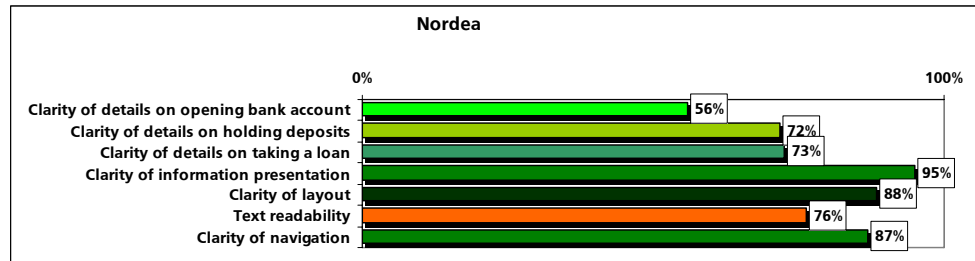
- IBS is organized in such a way that it is easy to find required information and perform needed tasks.
- IBS’s log in, log out and account balance features are very clear.

Negative user notes

- Color combination makes it hard to distinguish the names of the buttons.
- It takes some time to find the logout button.
- Transaction number could be automatic in money transfer form.
- There is no pricing information available for “normal” and “express” transfer.

Nordea - 75%

Public website – 75%



Higher figures represent better results

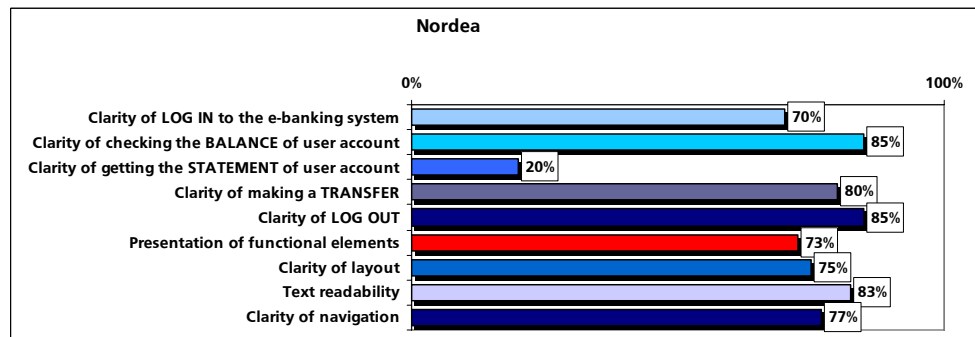
Positive user notes

- The website is organized logically and clearly.
- Menus are being highlighted when mouse pointer points at them.

Negative user notes

- There are no bank's contacts in the "private customer" section.
- Pricelist in Adobe Acrobat format is not convenient.
- Links are difficult to distinguish from headings.
-
- Some links do not lead to the information that they are expected to lead to.

Internet Banking System - 75%



Higher figures represent better results

Positive user notes

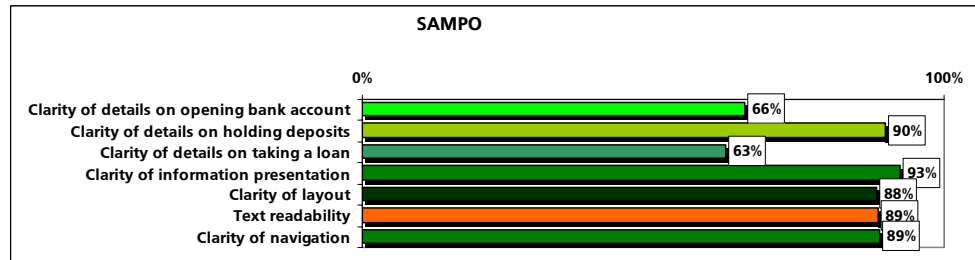
- Easy to log out and transfer money.
- Buttons are located logically and in accordance to user expectations.

Negative user notes

- It is very hard to get the account statement, as one has to go to another server, where the file with the account statement contains only information about the last month's transactions.
- The system is operating slowly; very few functions available.
- Sometimes users got confused trying to understand in which part of the system they currently are.

SAMPO - 88%

Public website – 80%



Higher figures represent better results

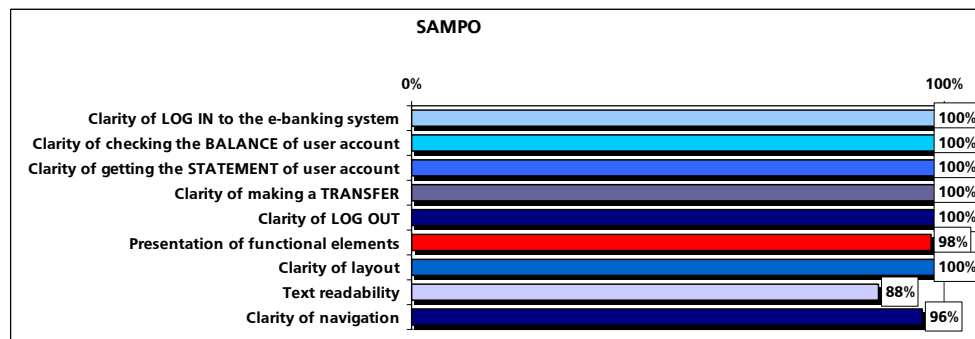
Positive user notes

- The search field is conveniently placed in the private clients section.
- The website contains a lot of information, which is logically and understandably structured.

Negative user notes

- There is no deposit calculators on the website, loan calculators are difficult to use.
- Design is too simplistic for a bank's web page.

Internet Banking System - 96%



Higher figures represent better results

Positive user notes

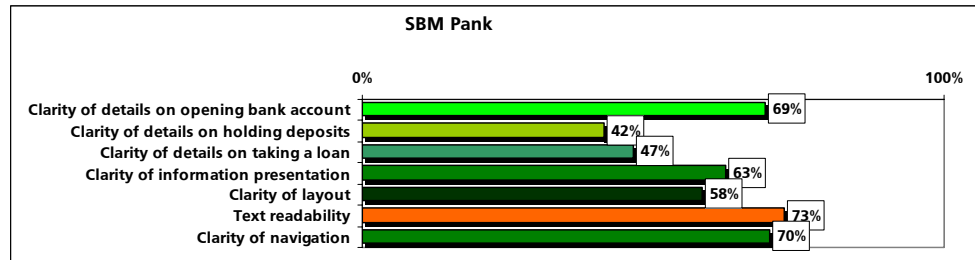
- Link to the account statement is located conveniently and is noticeable on the starting page.

Negative user notes

- It is inconvenient that the log in codes are used one time only.
- Sometimes users got confused trying to understand in which part of the system they currently are.
- Code card is a little confusing, as there is too much data on it.

SBM Pank - 70%

Public website – 59%



Higher figures represent better results

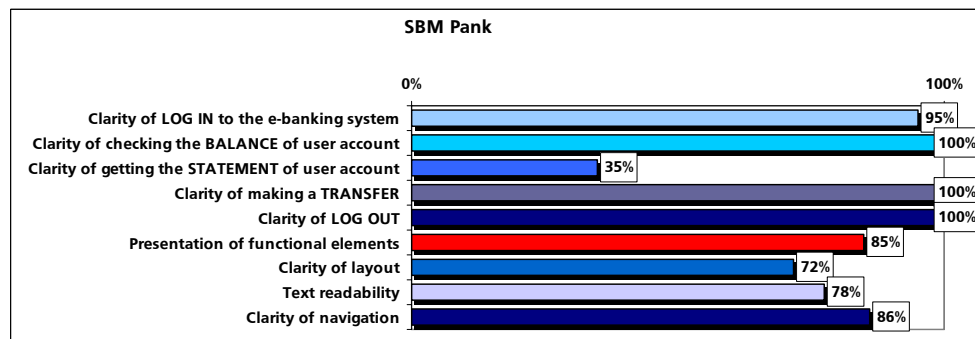
Positive user notes

- Contact information is on the title page, which is convenient.

Negative user notes

- Sometimes it is hard to find required information.
- No information about deposit and loan interest rates is available.
- The website is available only in one language.

Internet Banking System - 82%



Higher figures represent better results

Positive user notes

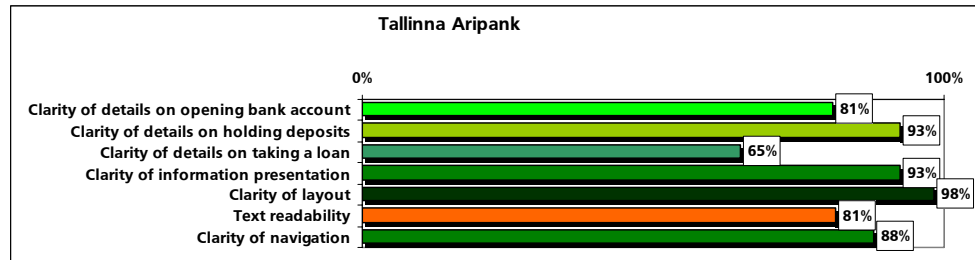
- It is convenient that the number of a transaction appears automatically in the local payment transfer form.

Negative user notes

- It is impossible to find how to execute the account statement function. One gets only a current account balance when pressing the "statement" button.
- There is no calendar in the account statement; the section is inconveniently located in the "payments" part.
- There is only one language version of the IBS – Estonian.

Tallinna Aripank- 87%

Public website – 84%



Higher figures represent better results

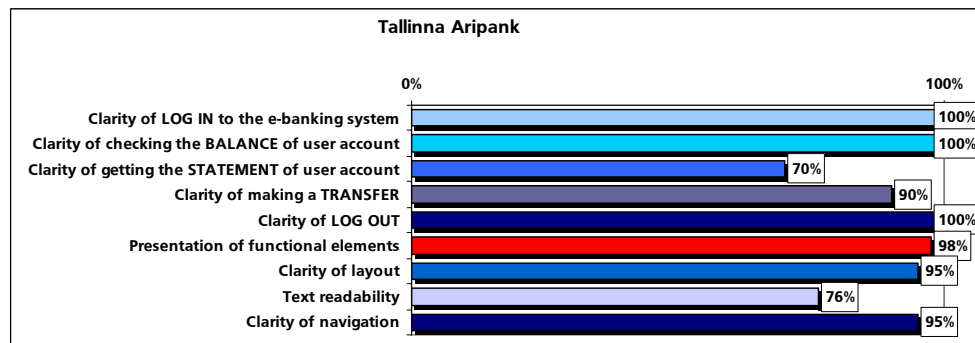
Positive user notes

- Easy and convenient navigation.
- All prices are easily found and information about services well structured.

Negative user notes

- No loan/deposit calculators available on the website.
- IBS login button is too small.
- It is difficult to separate links from text.

Internet Banking System - 91%



Higher figures represent better results

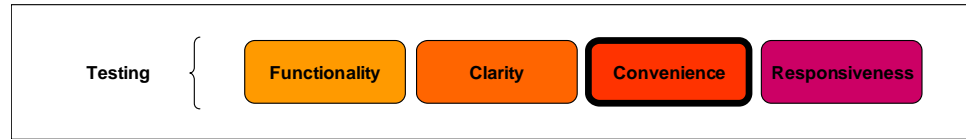
Positive user notes

- Color combination used in the design (light green and beige) is suitable and good to look at.
- Drop-down menus in the Account Statement section are very convenient.
- The IBS is built logically and structured well.

Negative user notes

- Some names of the IBS buttons are a bit confusing.

14. Convenience



Convenience test aims to determine whether the different Internet Banking Systems are designed so that it is convenient to perform the most frequently needed actions for an experienced Internet Banking System user.

During the test, two users experienced in using a particular Internet Banking System are asked to carry out the following sequence of actions as fast as possible:

Log in → Check account balance → Local money transfer → Log out

Each of the participants makes four attempts to carry out the sequence, and only the attempt that produced the best result is recorded for further analysis and benchmarking.

Each part of the sequence (log in, check balance, transfer payment, log off) is evaluated according to four criteria, and then the total result for each bank is calculated:

Convenience test criteria:

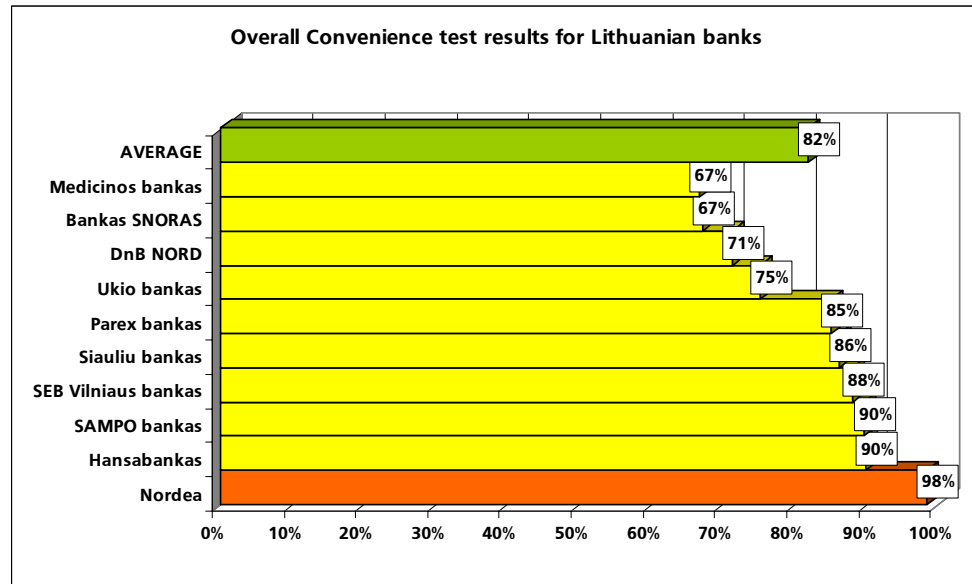
- | | | | | |
|---------------------------------------|---|--------|---|-------------|
| 1. Overall time needed for every step | } | Time | } | Convenience |
| 2. Number of mouse clicks needed | } | Effort | | |
| 3. Pages necessary to load | } | | | |
| 4. Number of keystrokes needed | } | | | |

Note:

Because the overall convenience test results were derived by benchmarking best banks in every country and then calculating the relative scores for the others, inter-country comparisons of the overall convenience results should not be made. However, absolute measurements such as number of clicks or keystrokes needed to complete the sequence can be safely compared among banks from different countries.

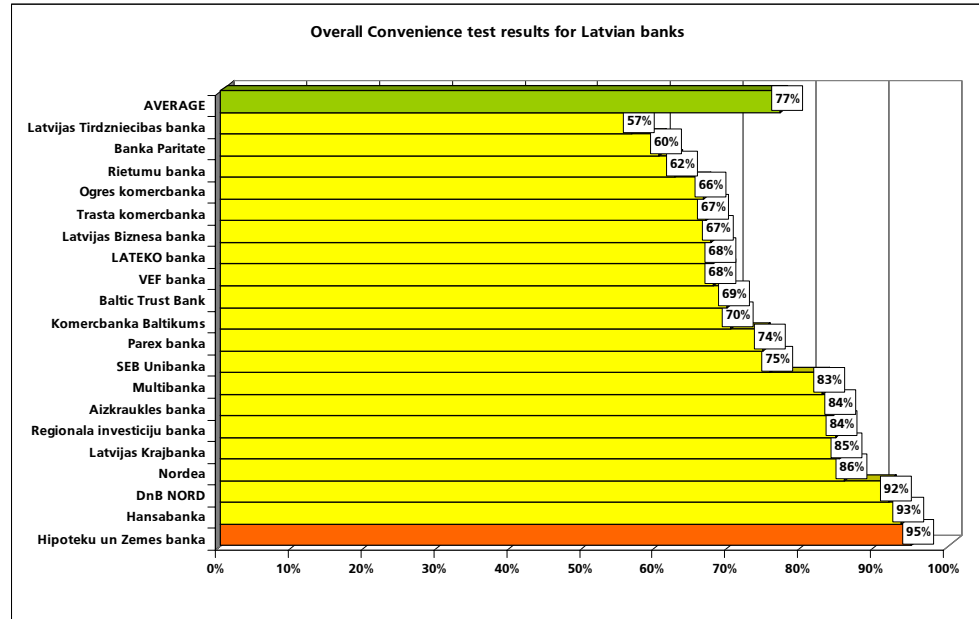
14.1 Overall Convenience test results

Lithuanian banks



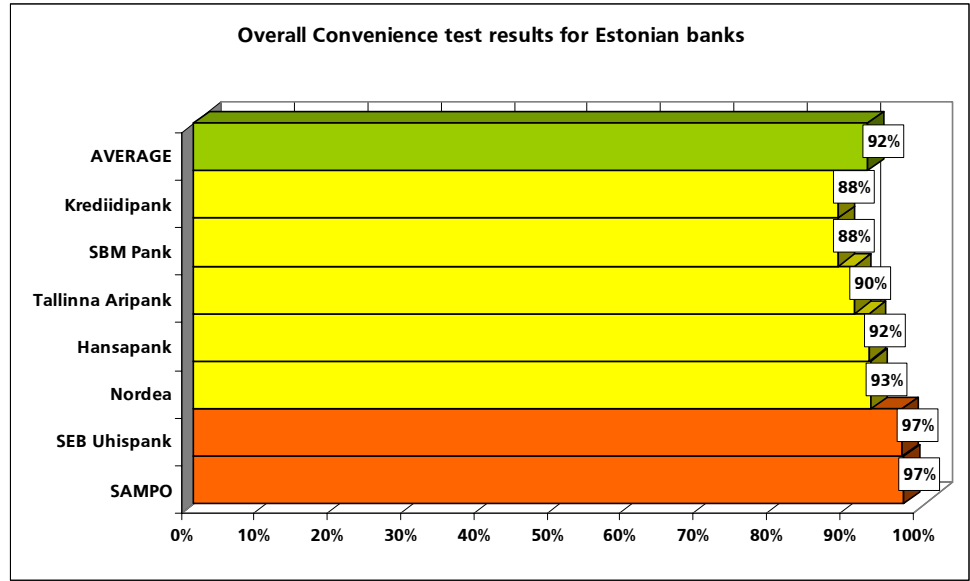
Higher figures represent better results

Latvian banks



Higher figures represent better results

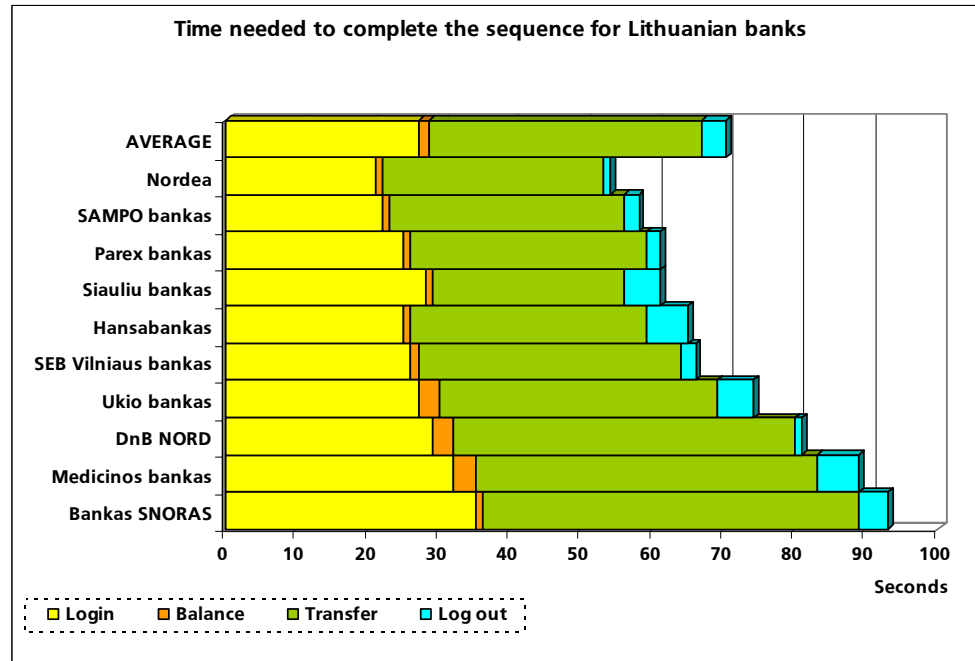
Estonian banks



Higher figures represent better results

14.2 Time needed to complete the sequence

Lithuanian banks

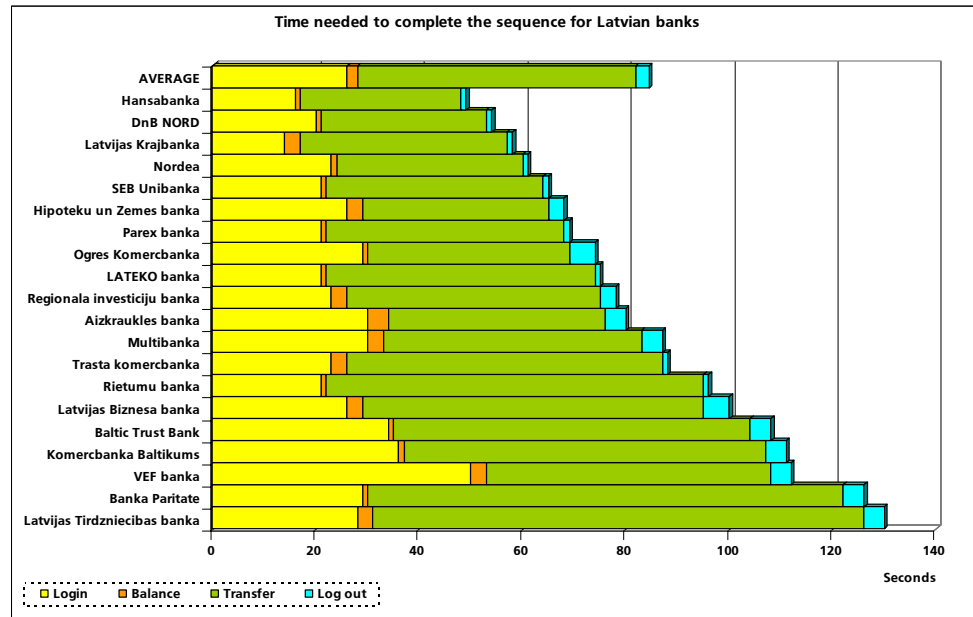


Lower figures represent better results

Commentary

- Most banks show account balance on the first page of the IBS – just after log in, and have a clear and easily accessible log off button. Thus, these steps in the procedure consume minimum amount of time.
- Best performing banks in the category appear to be Nordea, SAMPO, Parex bankas and Siauliu bankas, requiring less than a minute to complete the sequence.
- Bankas SNORAS is the worst performing bank in this category as it requires over 1,5 min to complete the sequence.
- Due to very long PIN and TAN passwords the process of local money transfer takes a lot of time in the IBS of Medicinos bankas.
- Although banks, such as DnB NORD bankas, Bankas SNORAS, Ukie bankas, Medicinos bankas, SAMPO bankas, Parex bankas have similar IBSs, the time spent for making local money transactions differs. This occurs basically due to different lengths of passwords and the speed of loading the IBS pages.

Latvian banks

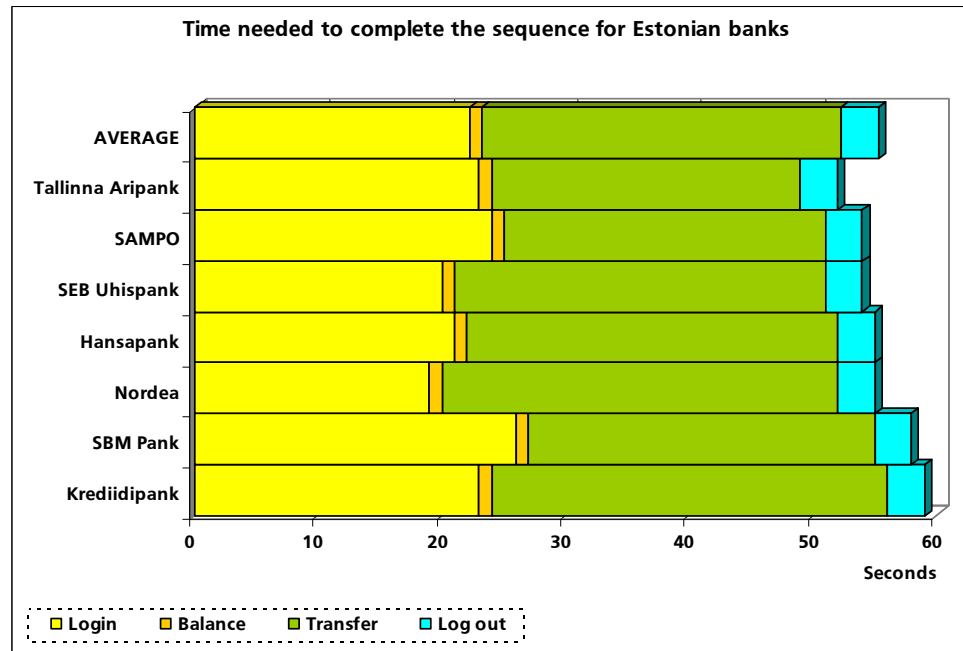


Lower figures represent better results

Commentary

- Hansabanka's IBS appeared to be the fastest one. This is mainly due to organized structure of IBS – direct links to local transaction form, no unnecessary data input in the payment transfer form, optimized log in procedure as well as easily accessible log off button. The IBS itself operates very quickly - pages load very fast.
- The updated IBS of LATEKO Banka operates approximately 2 times faster than the old one. And still it takes slightly under 80 seconds to complete the sequence. The processes of banks IBS are pretty much optimized; what takes time – is the server's response time, pages are loading extremely slowly.
- IBSs of Latvijas Tirdzniecibas banka and Banka Paritate require more than 2 minutes to complete the sequence – approximately 3 times longer than the best performing IBS in this category.
- Due to the fact that the code card of SEB Unibanka contains not only digits, but also symbols - it slows down the login process.
- Although Rietumu banka's IBS log in process has to be the fastest one – only username and password required – further authorization is done through digital certificate, the system works slowly – one has to wait quite a lot until the page is loaded.
- "DigiPass" device that is being used as a code generator in Trasta Komerbanka dramatically slows down the process of logging in, as it requires an 8-digit PIN code to turn the device on and afterwards it generates a 9-digit log in code.
- Aizkraukles banka has a very easy payment form, which requires a minimum amount of fields to be filled in. The user has to deal with only 4 fields to get the form completed; the other obligatory fields are filled in automatically.

Estonian banks



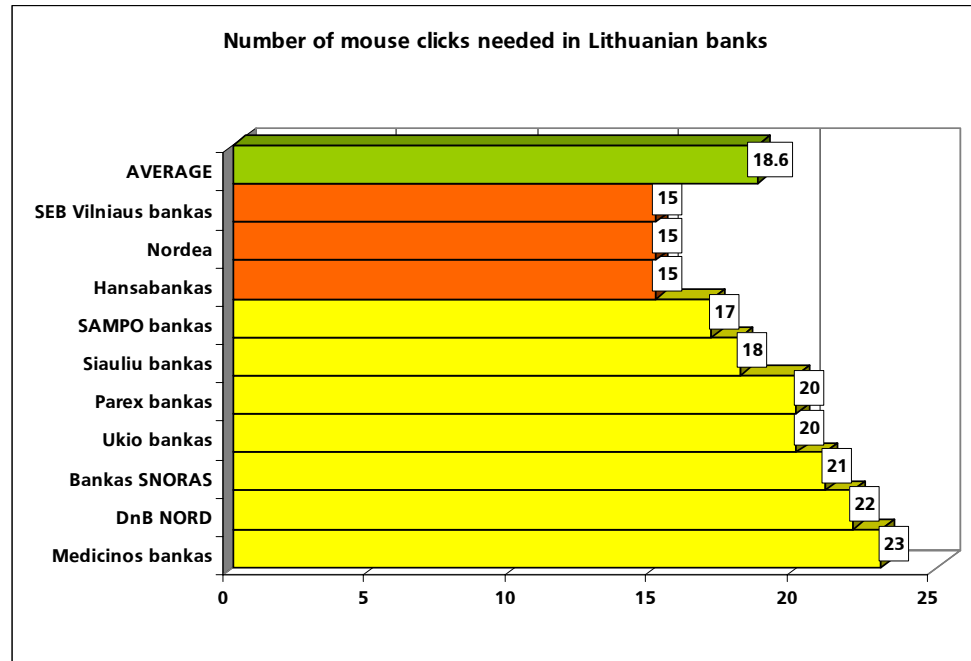
Lower figures represent better results

Commentary

- This year all Estonian bank's IBSs appeared to be almost the same in terms of speed – best performing bank's – Tallinna Aripank's – results are only by 7 seconds better than the worst performing bank's – Krediidipank's – results.
- On average it takes 53 seconds in an Estonian bank's IBS to complete the sequence.
- Tallinna Aripank has optimized its processes, thus appearing the best performer this year with 50 seconds being necessary for sequence completion.
- SBM Pank's IBS log in procedure requires two codes from the code card instead of one, apart from the permanent username and password – this slows down the log in procedure dramatically.
- Tallinna Aripank - during the login, a permanent username and password are asked, together with a 6-digit code from the code card, so it takes less time to log into the IBS; the URL (www.tbb.ee) is short and easy to type. Another particularity is the fact that, despite a confirmation requirement, no codes are needed to confirm the transfers, just a mouse click.
- SAMPO's IBS login process takes much longer than it could have been due to a long authorization code from the code card (8 digits long) and poor formatting of codes on the code card.

14.3 Number of mouse clicks needed

Lithuanian banks

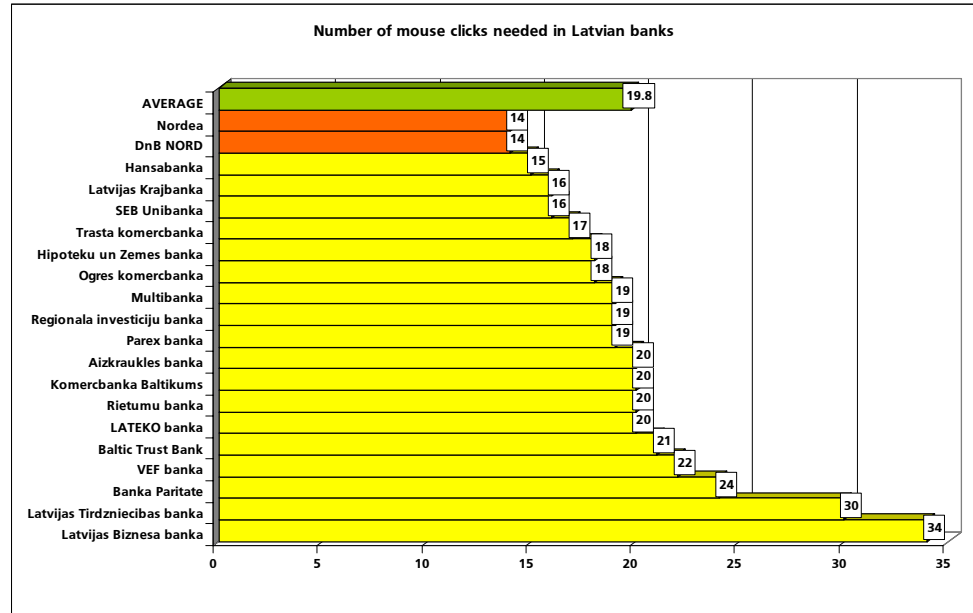


Lower figures represent better results

Commentary

- On average, this year sequence takes 19 mouse clicks in Lithuanian banks' IBSs that is by 1 click more than the year before.
- The user of Hansabankas has to click only 15 times to complete the sequence in the convenience test. This is mainly because of optimized local money transfer procedure.
- Ukio Bankas has improved its processes, as now it takes 4 mouse clicks less to perform the sequence than a year ago.
- Nordea's IBS has changed certain procedure since last year as now the system requires 3 clicks more to complete the sequence.
- This year Bankas SNORAS's IBS requires 3 mouse clicks more than the year before.

Latvian banks

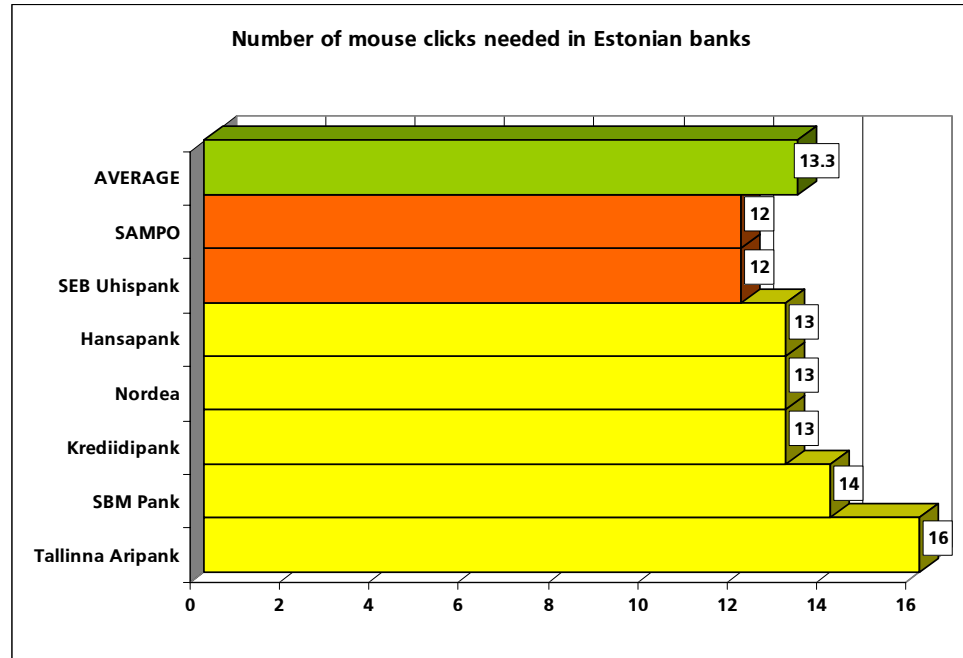


Lower figures represent better results

Commentary

- Best performers in the “Mouse Clicks” category appeared to be DnB NORDEA and Nordea. It takes 14 mouse clicks in order to perform the sequence in these two banks.
- The worst performers in “Mouse Clicks” category are Latvijas Biznesa banka and Latvijas Tirdzniecibas banka due to the long process of getting special codes from the “Test Keys” software. This software is being installed in the computer and requires some 6-7 mouse clicks in order to get a code.
- Latvijas Biznesa banka’s IBS requires almost twice as much mouseclicks as the best performing IBSSs. This year Latvijas Biznesa banka’s IBS requires 17(!) more mouseclicks than the year before.

Estonian banks



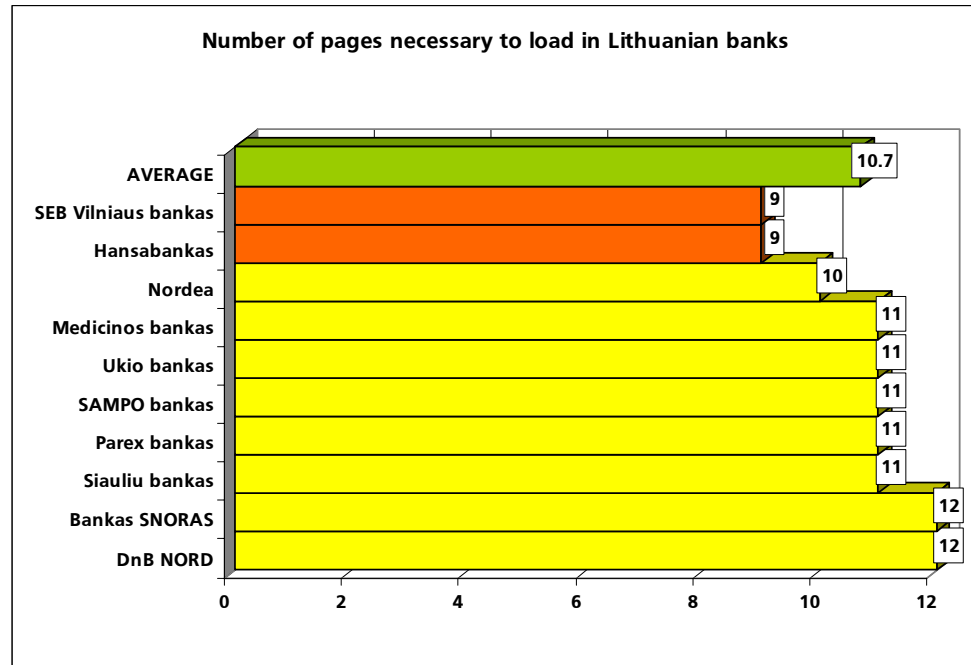
Lower figures represent better results

Commentary

- Estonian banks appear to be the most optimized ones in terms of necessary mouse clicks needed for the sequence completion in the Baltic States. The top performing banks' IBSs – SAMPO and SEB Uhispank – require only 12 mouse clicks to complete the sequence.
- SAMPO and SEB Uhispank - there are less mouse clicks needed because the IBS username field is on the public website page, so it is not necessary to click on the IBS login page button or link.

14.4 Number of pages necessary to load

Lithuanian banks

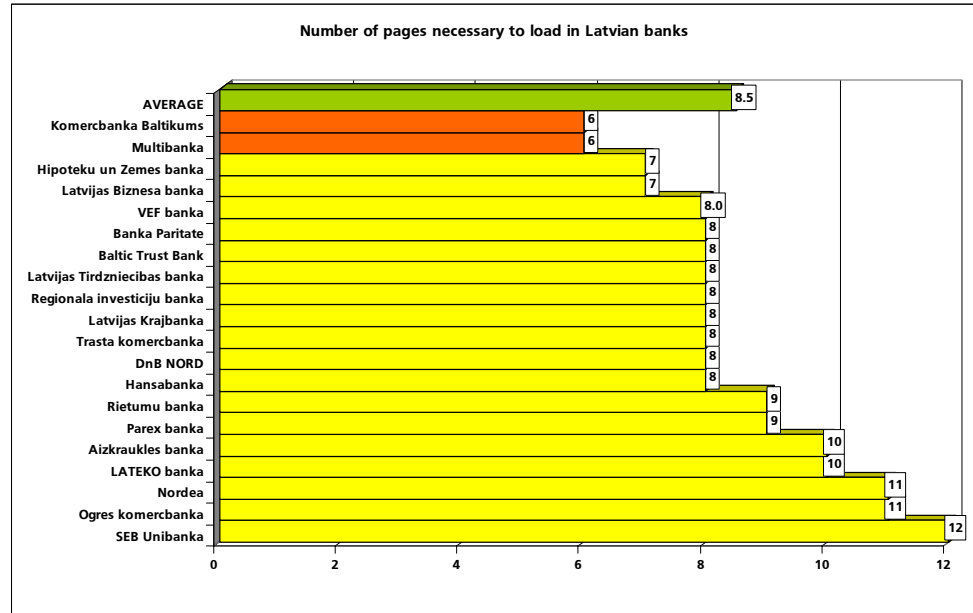


Lower figures represent better results

Commentary

- IBSs of the best performing banks in Lithuania – SEB Vilniaus bankas and Hansabankas – require 9 pages for the sequence completion. Besides, this year IBS of SEB Vilniaus bankas requires 1 page less to complete the sequence than the year before.
- On average, it takes 11 pages to complete the sequence in Lithuanian banks' IBSs.
- Ukio bankas has significantly improved its processes. Now Ukio bankas' IBS requires 4 pages less for the sequence completion than the year before.

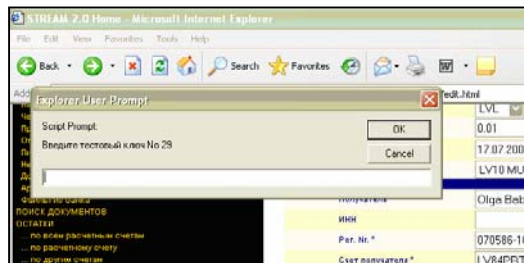
Latvian banks



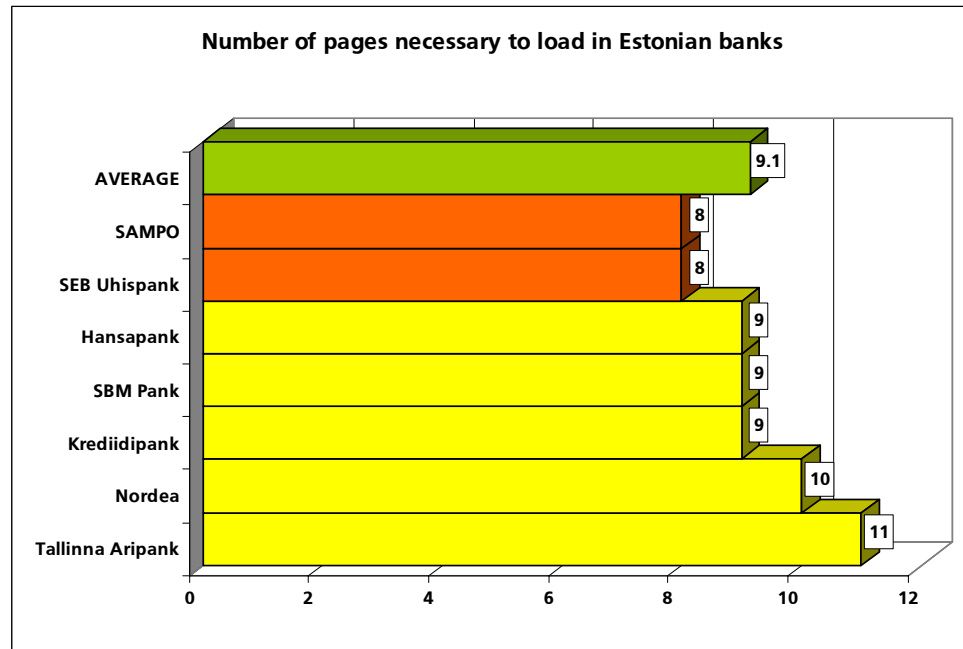
Lower figures represent better results

Commentary

- Komerbanka Balticums and Multibanka appeared to be the best performers in the 'Necessary pages to load' section, requiring to load only 6 pages to complete the sequence.
- Nordea's IBS requires 11 pages to be loaded in order to complete the sequence. This is mainly because of the clumsy local payment transfer procedure, where one has to confirm the payment for several times and the whole payment transfer process takes 6 different pages.
- On average, it takes 8.5 pages to complete the sequence in Latvian banks' IBSs.
- In order to execute a money transfer in Rietumu Banka's IBS, a user first has to create a template with receiver's data. This makes transfer execution clumsy, taking time and opening one more new page for every new receptionist, but makes the process optimized afterwards. Perhaps this would be much more convenient if a user was offered the opportunity whether to create a template or to input the data manually.
- Multibanka: when a user is transferring money, after he/she fills in the payment form, a separate window appears in the left top corner for entering the code from the key-table. This is convenient to use:

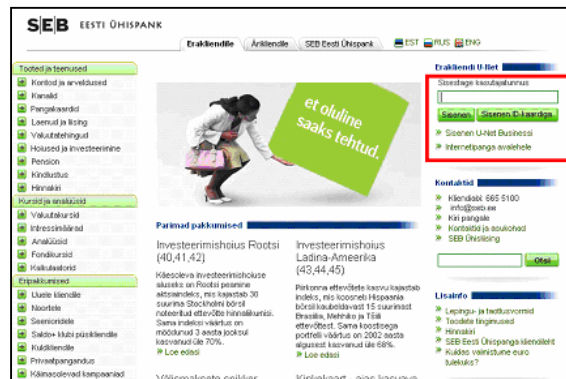


Estonian banks



Commentary

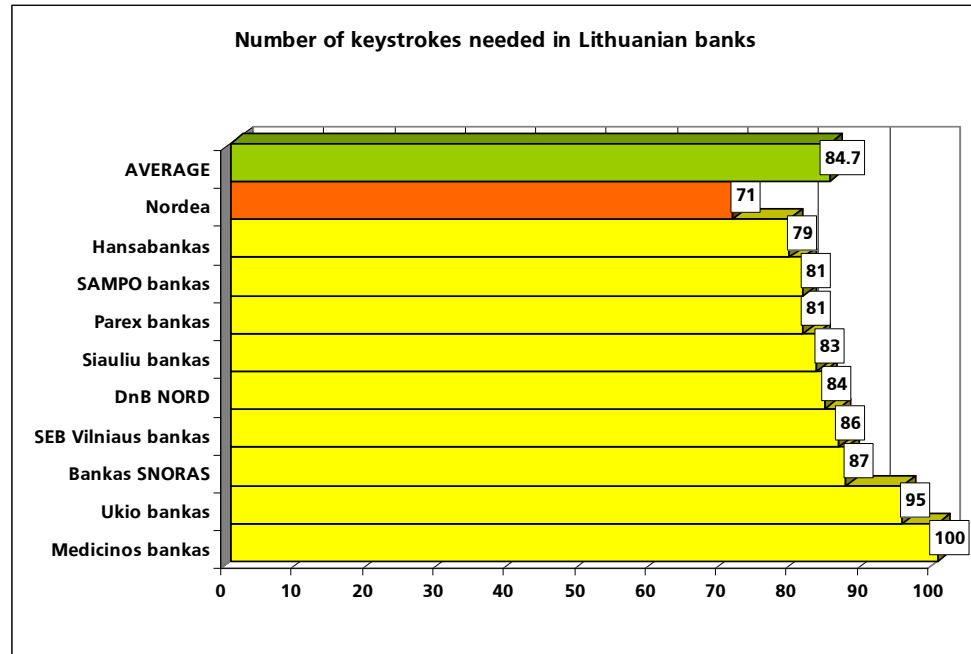
- The difference between the best performers in the 'Necessary pages to load' category – SAMPO and SEB Uhispank – and the worst performer in the category – Tallinna Aripank - is only 3 pages.
- It takes on average 9 pages in order to complete the sequence in Estonian banks' IBSs.
- SEB Uhispank and SAMPO - there are less pages to load because the IBS username field is on the public website page, so it is not necessary to load an extra page, namely the IBS login page:



- Tallinna Aripank - after a transfer form is filled and accepted, it is necessary to separately confirm the transfer. This process takes 2 extra pages to load. Login sequence is also rather long, 5 pages to load, as the IBS login page is loaded as a separate page from the link on the public website.

14.5 Number of keystrokes needed

Lithuanian banks

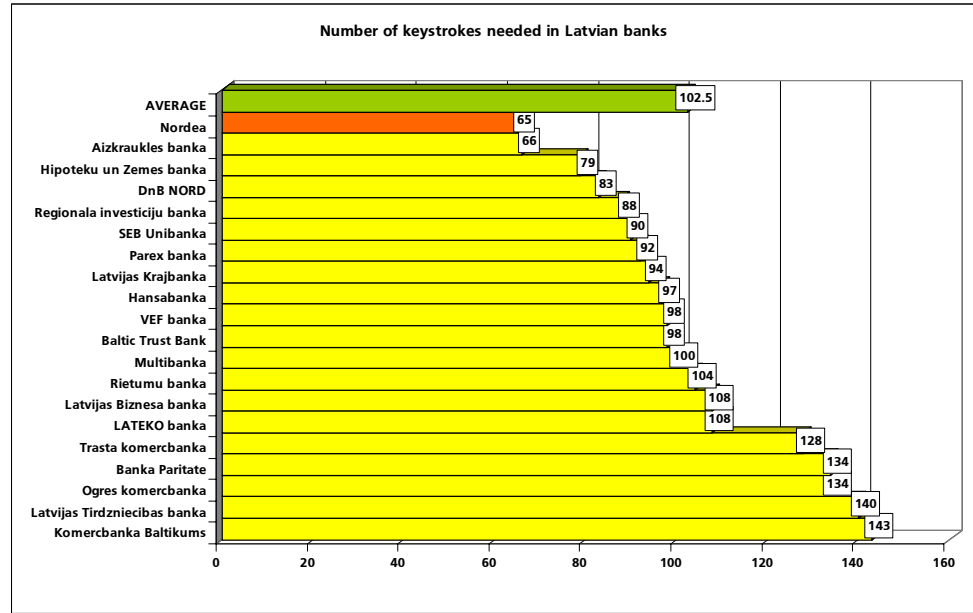


Lower figures represent better results

Commentary

- Best performing bank's – Nordea's – IBS requires 71 keystroke to be entered in order to complete the sequence. This is mainly achieved due to extremely short codes from the code card – 4 digits only as well as payment transfer details not being a mandatory data entered during a transfer process.
- This year Lithuanian bank results are almost the same as previous year – with a deviation of 2-5 necessary keystrokes.
- Medicinos bankas is the worst performer in the category due to long PIN and TAN codes (10 numbers each).
- In order to save time, IBSs of Bankas SNORAS, Nordea, Parex bankas, SAMPO bankas, Siauliu bankas offer an automatically written dot in the field of payment details, therefore one can omit this field and enter only account number, receiver's name and the amount of money.

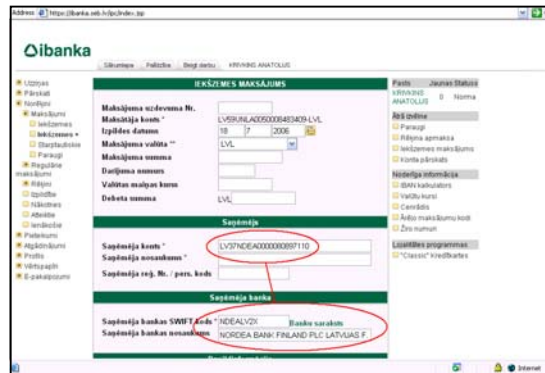
Latvian banks



Lower figures represent better results

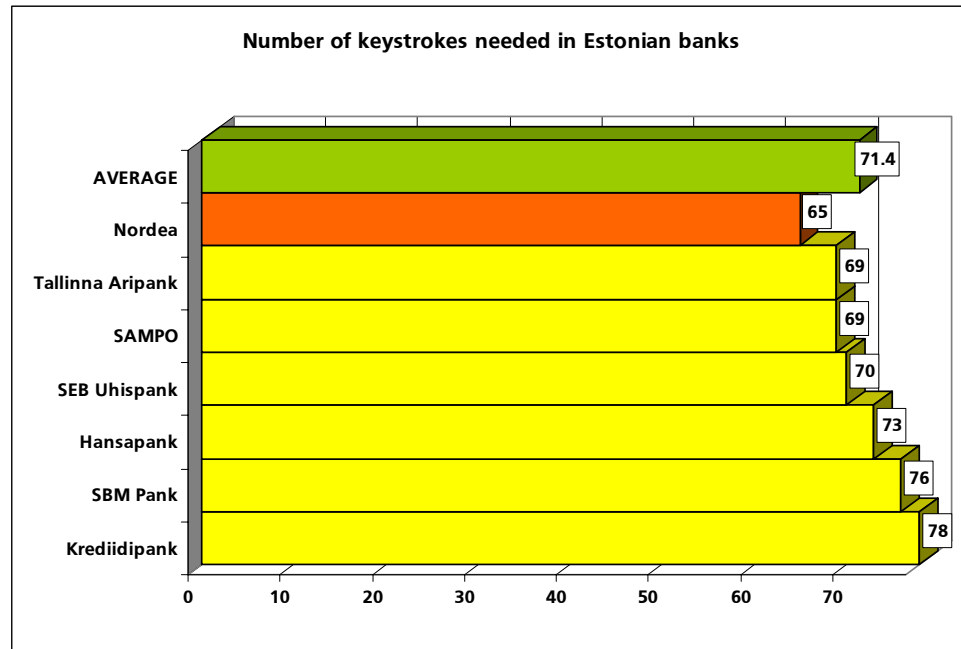
Commentary

- Nordea's IBS appears to be best performing in the section 'number of keystrokes needed' in Latvia, requiring only 65 keystrokes to complete the sequence. This is achieved by demanding minimum descriptive data for the local transaction execution.
- IBS of Komercbanka Baltikums requires more than twice – 143 necessary keystrokes to complete the sequence.
- Interface of SEB Unibanka has a tool that automatically decodes entered account number for transaction into target person's bank and its SWIFT code, making local transfer efficient and optimized:



- Komercbanka Baltikums and Trasta komercbanka require many keystrokes due to the fact that a user has to get necessary keys from the DigiPass; Ogres Komercbanka and Banka Paritate – due to plenty information being necessary to input for a local payment transfer.

Estonian banks

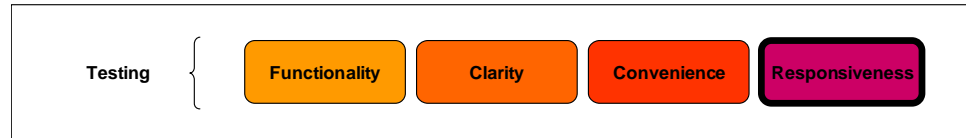


Lower figures represent better results

Commentary

- Nordea's IBS appears to be the best performing in the category 'number of keystrokes needed' in Estonia, requiring only 65 keystrokes to complete the sequence. The reason is pan-Baltic - IBS demands minimum descriptive data for the local transaction execution.
- Krediidipank has the largest number of necessary keystrokes, but mainly because of the longer website address: www.krediidipank.ee; also one needs to input the transfer number manually, and the username, which was given while signing the contract at the bank – it is 8 symbols long.
- SBM Pank scored purely, mainly because of the login security system - two passwords from the code card are required, apart from the permanent username and password.
- SAMPO and Tallinna Aripank – it is not required to confirm the payment transfer with a part or a whole security element (i.e. a combination from the code card); while filling the transfer form, the field with the number of transaction is filled automatically.
- Nordea - the login process is simplified because no permanent password is required, merely username and a code from the code card:

15. Customer Service Responsiveness



Customer Service Responsiveness test measures how quickly each bank reacts to e-mail questions of present and potential customers, as well as the quality of the responses. The test includes a variety of simulated client situations. The timing of inquiries is also varied: e-mails are sent during working hours, in the evenings, as well as during the weekend.

Testing process

During the period of three weeks 12 e-mails with different client questions were sent from 12 different user accounts to the customer service e-mail addresses specified on the public website of every bank. To ensure consistency in the simulation, every inquiry was dispatched at the same time to every of the 37 banks across the Baltics. Reaction times were tracked and measured in minutes.

The time that it took for a bank to respond was measured **round clock**, i.e. 24x7. Bank employees were expected to answer emails outside the usual working hours.

The 12 simulated email inquiries were modelled on real life existing and potential bank client requests. All inquiries were sent in the official language of the respective country. Some examples:

Good day!

I'm divorced, but my husband transfers 500 LVL as alimony and will continue doing so for 10 more years. Is it possible for me to take out a 12000 LVL loan for a 5 years period with an aim to restore my apartment?

Cheers, ...

Good day!

I'm divorced, but my husband transfers 500 LVL as alimony and will continue doing so for 10 more years. Is it possible for me to take out a 12000 LVL loan for a 5 years period with an aim to restore my apartment?

Cheers, ...

Presentation of the results

All answers to the test emails were registered and scored. First, points were awarded for reaction speed:

Less than 30 min.	5 points (excellent)
Less than 2 hours	4 points (very good)
Less than 8 hours	3 points (satisfactory)
More than 8 hours	1 point (poor)
Over 1 week	0 points (no-response result, email mishandled)

To level the playing field, for the purposes of this test the bank working hours in all the three countries were considered 00:00-24:00 Monday to Sunday.

Time of dispatched client email inquiries reflects real life situation as close as possible: 8 emails were sent out during normal working hours (8:00-17:00), 2 emails were sent out just outside normal working hours (17:00-19:00 and 7:00-8:00) and 2 emails were sent out far outside normal working hours (19:00-7:00 and/or on Saturday/Sunday).

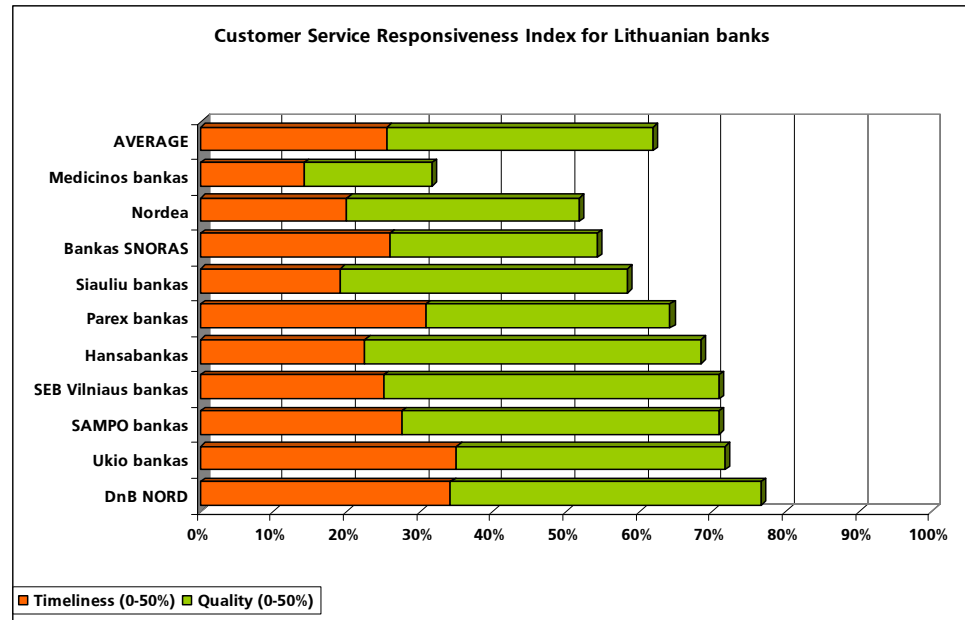
The quality of the responses was then evaluated according to the following criteria:

- The factual accuracy of the answer was rated from 0 to 2, where 0 was given for an email that did not provide an answer the question, 1 - for an email that partially answered the question, and 2 - for an email that provided a full answer.
- For providing contact details in a reply (specifically, the name of the responsible client service person and telephone number for further inquiries), 1 point was awarded.
- A politely written email with the suitable official expressions and annotations was rewarded 1 extra point.
- An email with no grammatical mistakes was awarded 1 extra point. Note that replacing special national characters with their Latin equivalents in certain languages (Ä, Č, Ě written as A, C, E) was not counted as a grammatical error.
- In total, a maximum of 5 points for the quality of the answer could be awarded to each individual reply sent by a bank.

The final responsiveness score for each email message was a sum of the points awarded for reaction speed and quality, with a maximum of 10 points being awarded. The final responsiveness result for each bank was a simple average of the scores from 12 emails.

15.1 Customer Service Responsiveness Index

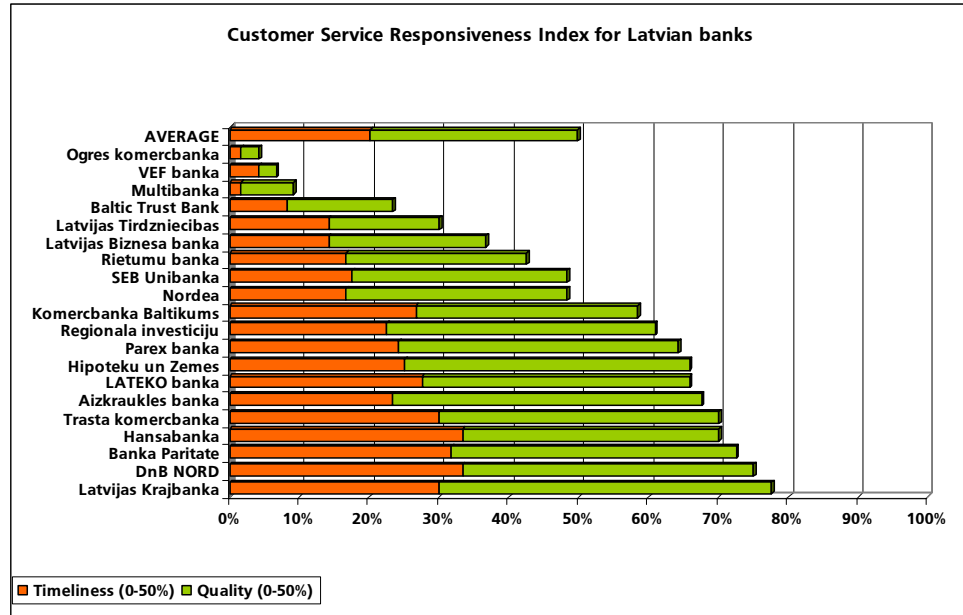
Lithuanian banks



Commentary

- Although different banks have changed their 'Customer Responsiveness' indicators throughout the year, the average indicator remains almost the same for already 3rd year - 62% (average 'Customer Responsiveness' index for two previous years – 58%).
- Ukio bankas has made a significant progress compared to last year's results. Having scored largest number of points for reaction speed, Ukio bankas finished 2nd in Customer Service Responsiveness test this year. Disappointingly, only 1 out of 12 client enquiry replies from Ukio bankas provided contact information for further enquiries.
- Medicinos bankas responded only to 5 of 12 sent e-mails. This is the main reason why the bank received the lowest score in the test.
- DnB NORD in Lithuania is the best performer in this particular test. Having some grammar problems in e-mails, in general bank responds very accurately and politely to customer enquiries.
- SAMPO appeared to be the most answer-accurate bank, managing to explicitly answer 11 out of 12 email enquiries.

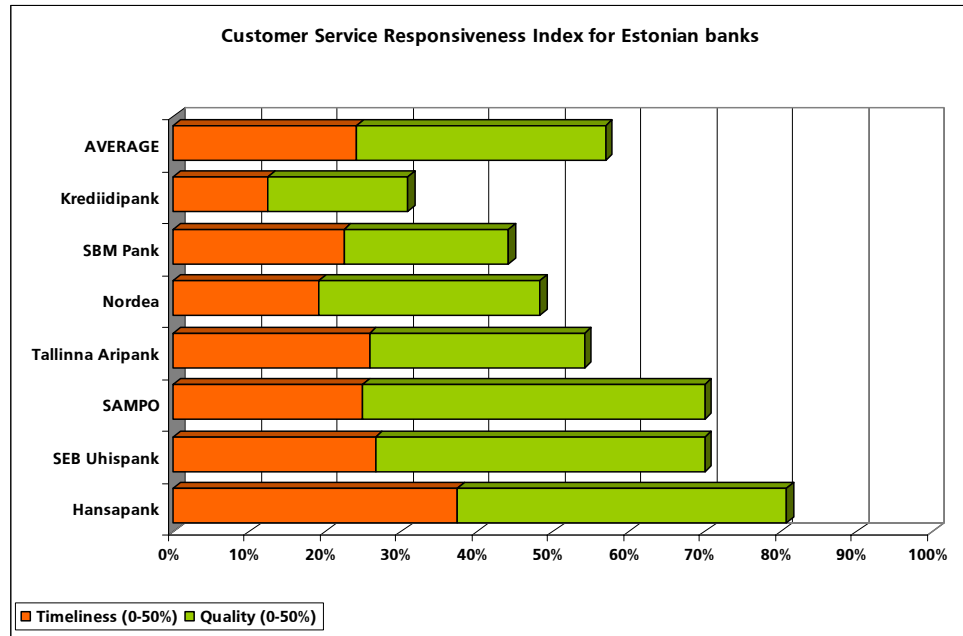
Latvian banks



Commentary

- The average Customer Service Responsiveness Index for Latvian banks this year appeared to be 70%, which is by 10% higher than the previous year results.
- Customer enquiry replies of DnB Nord were the most polite and explicit.
- Just like the year before, VEF Banka answered only 1 customer enquiry, though it was polite, explicit and containing contact information. Meanwhile, Ogres Komercbanka has doubled its responsiveness answering 2 e-mail enquiries though with 0% accuracy.
- SEB Unibanka never provides contact information in enquiry replies.
- Although "NORD/LB" has changed the title to "DnB Nord", the e-mail server is still carrying the old title (info@nordlb.lv).
- LATEKO Banka has a policy of answering customer inquiries twice – the first e-mail is being sent shortly after customer enquiry's reception and contains information about where the customer mail was redirected as well as polite greetings and contact information.

Estonian banks

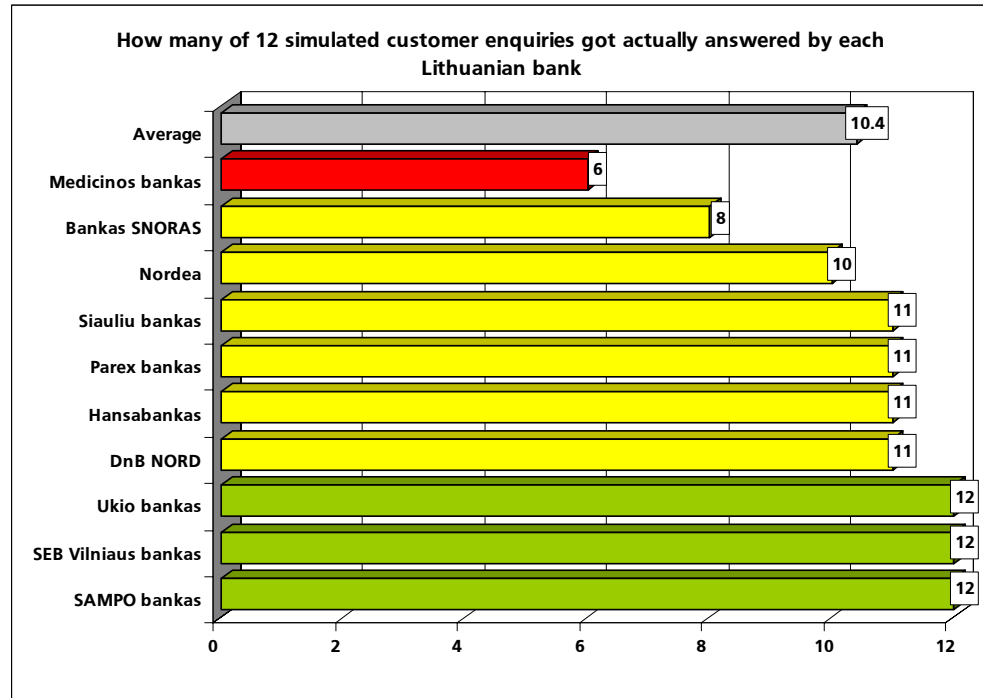


Commentary

- The average Customer Service Responsiveness Index for Estonian banks this year appeared to be 57% that is exactly the same as the previous year results.
- Krediipank replied only to 5 out of 12 simulated client enquiries. Meanwhile, these enquiries were explicit and contained contact information.
- Hansapank in Estonia has a policy of answering customer inquiries twice – the first e-mail is being sent shortly after customer enquiry's reception and contains information about where the customer mail was redirected as well as polite greetings and contact information.
- Only 2 out of 8 Nordea's replies contained contact person's information.

15.2 Number of replies and reaction times

Lithuanian banks



Higher figures represent better results

Table 1. Reaction times to simulated client enquiries in Lithuanian banks (hour:min)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Answers
SAMPO bankas	00:07	04:09	02:58	00:40	08:00	14:31	29:58	02:42	56:52	00:50	72:10	07:20	12
SEB Vilniaus bankas	02:21	23:16	02:42	27:13	06:10	16:21	22:44	01:27	07:16	04:15	66:43	02:55	12
Ukio bankas	00:33	01:31	01:26	00:59	01:09	14:34	04:04	01:52	00:36	01:36	64:41	00:33	12
DnB NORD	-	03:31	00:49	00:14	05:13	12:49	00:32	00:18	00:37	02:33	02:16	00:30	11
Hansabankas	01:42	23:38	23:42	05:02	04:40	14:29	04:41	02:11	-	02:09	73:55	26:21	11
Parex bankas	-	01:21	04:28	00:12	00:30	12:24	00:14	00:07	00:24	70:01	72:22	49:06	11
Siauliu bankas	-	22:22	20:40	02:57	29:55	41:11	21:32	22:41	08:31	05:44	71:57	00:40	11
Nordea	-	02:24	-	04:05	24:57	12:48	01:38	00:31	32:32	75:37	96:23	01:17	10
Bankas SNORAS	-	01:42	-	01:23	00:09	12:56	00:35	00:05	00:38	-	-	04:39	8
Medicinos bankas	-	01:56	-	-	25:19	-	00:11	01:39	23:11	-	-	70:58	6

- The fastest bank's reaction time was **5 min** and was observed in one case with Bankas SNORAS.
- Nordea had a maximum response time in one case, replying on the simulated client's inquiry in **96 hours and 23 minutes**.
- The average response time for Lithuanian banks appeared to be **14 hours and 51 minute**.

Latvian banks

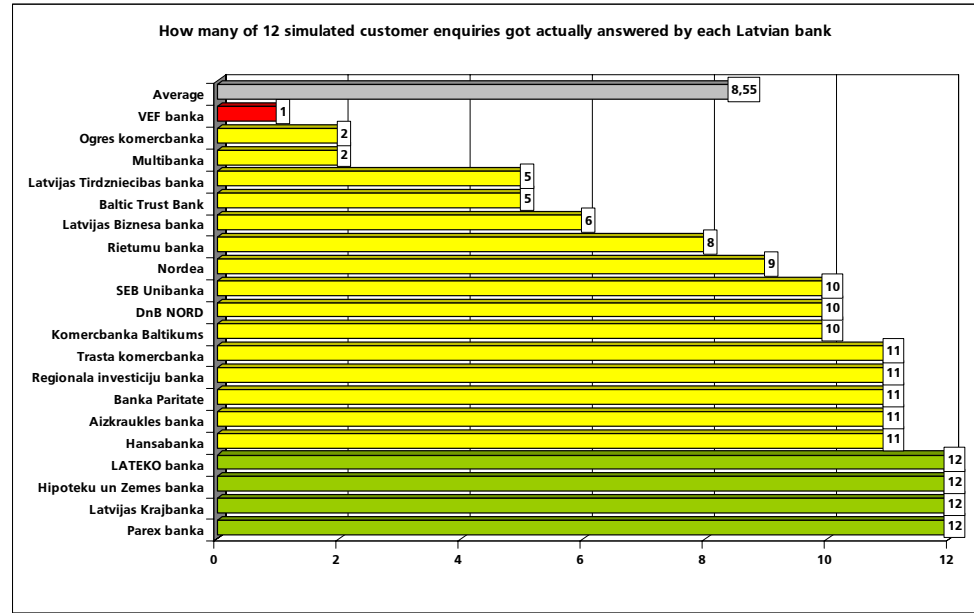
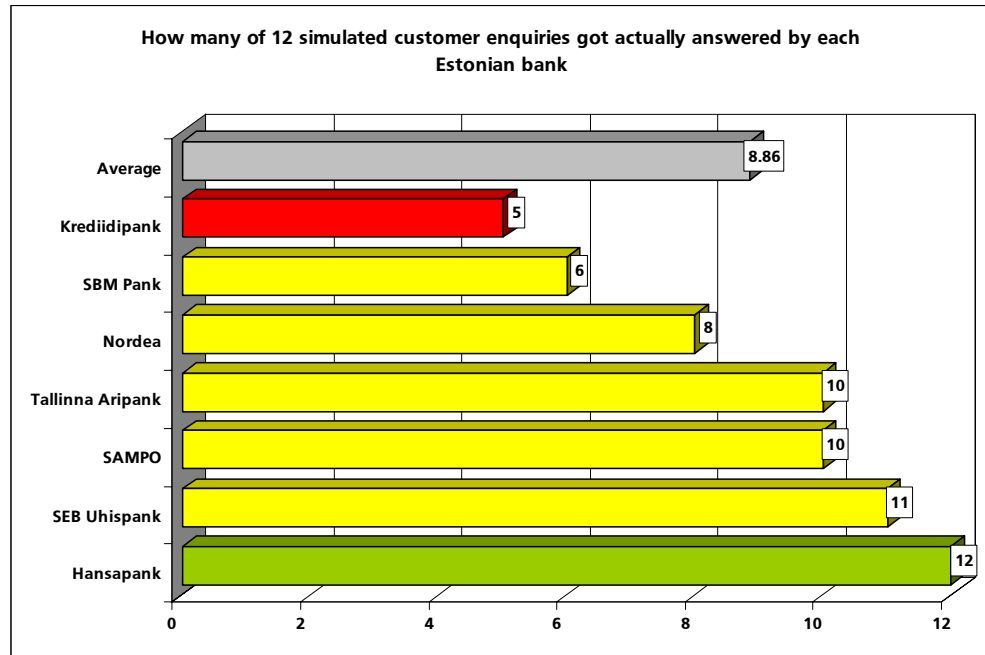


Table 2. Reaction times to simulated client enquiries in Latvian banks (hour:min)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Answers
Parex banka	01:37	09:49	12:04	03:48	10:31	13:25	02:41	03:07	09:23	03:20	89:02	20:46	12
Latvijas Krajbanka	00:30	03:52	09:54	00:44	08:14	15:47	04:24	03:11	02:41	01:57	00:48	42:21	12
Hipoteku un Zemes banka	00:18	03:40	33:25	01:49	33:26	16:30	04:04	01:31	08:43	05:01	90:28	41:26	12
LATEKO banka	02:31	25:24	08:21	05:40	02:46	14:43	02:49	02:31	02:47	02:00	01:33	16:59	12
Hansabanka	00:05	02:27	07:55	00:46	04:43	15:17	02:12	00:51	00:47	00:30	00:35	-	11
Aizkraukles banka	04:58	04:44	30:42	06:42	-	17:04	03:11	04:45	10:39	06:43	03:26	19:03	11
Banka Paritate	00:54	02:06	06:23	02:07	07:42	14:29	00:45	00:22	01:05	-	00:25	20:55	11
Regionāla investīciju banka	22:17	51:35	32:26	01:04	01:15	13:30	01:31	00:15	33:03	-	70:56	17:22	11
Trasta komercbanka	00:12	00:19	06:04	70:33	-	13:06	07:03	00:12	02:11	07:02	00:56	16:41	11
Komercbank Baltikums	00:05	02:00	06:15	03:53	08:56	13:42	04:16	00:56	01:12	-	-	19:11	10
DnB NORD	00:20	-	08:48	00:23	02:43	00:05	-	00:07	01:30	00:16	00:27	71:45	10
SEB Unibanka	-	-	34:51	06:23	06:38	16:19	02:01	02:18	03:01	79:07	94:05	45:04	10
Nordea	00:06	07:53	06:52	-	50:15	41:15	27:26	23:47	-	02:18	-	46:17	9
Rietumu banka	00:39	04:26	06:41	03:26	06:48	14:40	-	24:39	-	-	-	49:06	8
Latvijas Biznesa banka	-	02:14	07:34	-	07:56	13:20	-	00:59	-	-	-	16:14	6
Baltic Trust Bank	-	-	06:36	-	-	13:36	05:59	24:35	-	-	-	44:16	5
Latvijas Tirdzniecības banka	02:07	-	-	05:59	01:31	-	07:04	00:58	-	-	-	-	5
Multibanka	44:49	-	-	73:33	-	-	-	-	-	-	-	-	2
Ogres Komercbank	-	-	-	-	-	-	30:50	-	30:27	-	-	-	2
VEF banka	-	-	-	-	-	-	-	00:14	-	-	-	-	1

- The fastest bank's reaction time was **5 min** and was observed in Hansabanka, DnB NORD, and Komercbank Baltikums.
- The average response time for Latvian banks appeared to be **13 hours and 16 minutes**.
- The maximum response time was observed in one case with SEB Unibanka – it took **94 hours and 5 minutes** to answer a simulated client inquiry.

Estonian banks



Higher figures represent better results

Table 3. Reaction times to simulated client enquiries in Estonian banks (hour:min)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	#Answers
Krediidipank	02:35	02:22	07:30	-	-	45:09	-	00:13	-	-	-	-	5
SBM Pank	-	-	05:58	00:16	00:12	-	-	-	00:19	00:31	00:14	-	6
Nordea	00:58	24:56	07:46	-	-	13:29	00:31	00:26	-	09:19	-	18:10	8
SAMPO	-	05:00	10:16	-	00:42	19:04	05:58	00:20	03:10	00:19	112:51	15:41	10
Tallinna Aripank	01:37	-	06:17	00:37	01:57	21:04	27:22	01:50	03:17	01:01	-	18:43	10
SEB Uhispank	03:12	01:27	13:39	00:37	57:14	17:41	01:17	02:53	-	04:40	00:19	33:03	11
Hansapank	02:48	00:01	06:37	01:34	02:57	13:24	01:31	00:12	01:56	00:28	00:09	15:32	12

- The fastest bank's reaction time was **1 min** and was observed in one case with Hansapank.
- SAMPO had a maximum response time in one case, replying on the simulated client's inquiry in **112 hours and 51 minutes**.
- The average response time for Estonian banks appeared to be **9 hours and 22 minutes**.

15.3 Quality of answered emails

Lithuanian banks

Table 4. Accuracy of answered emails in Lithuanian banks (0-2)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Bankas SNORAS	-	1	-	2	2	2	1	2	1	-	-	0	1.38
DnB NORD	-	2	2	2	2	2	2	2	1	2	2	2	1.91
Hansabankas	2	2	2	2	2	2	2	2	-	2	2	2	2.00
Medicinos bankas	-	2	-	-	2	-	2	2	1	-	-	1	1.67
Nordea	-	1	-	2	2	2	2	2	2	2	1	1	1.70
Parex bankas	-	1	2	1	2	1	1	1	0	2	1	1	1.18
SAMPO bankas	2	2	2	2	2	2	2	2	2	2	1	2	1.92
SEB Vilniaus bankas	2	2	2	2	2	2	1	2	1	2	2	2	1.83
Siauliu bankas	-	2	2	2	2	0	1	2	2	2	2	2	1.73
Ukio bankas	2	2	2	2	2	2	2	2	0	2	2	2	1.83

Table 5. Provision of contact information in the emails of Lithuanian banks (0-1)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Bankas SNORAS	-	1	-	1	1	1	1	1	1	-	-	1	1.00
DnB NORD	-	1	1	1	1	1	1	1	1	1	1	1	1.00
Hansabankas	1	1	1	1	1	1	1	1	-	1	1	1	1.00
Medicinos bankas	-	0	-	-	1	-	0	0	1	-	-	1	0.50
Nordea	-	0	-	1	0	0	0	0	1	1	1	1	0.50
Parex bankas	-	1	1	1	1	1	1	1	1	1	1	1	1.00
SAMPO bankas	1	1	1	1	1	1	1	1	1	1	1	1	1.00
SEB Vilniaus bankas	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Siauliu bankas	-	1	1	1	1	1	1	1	1	1	1	1	1.00
Ukio bankas	0	0	0	0	0	0	0	0	0	0	0	1	0.08

Table 6. Politeness of answered emails in Lithuanian banks (0-1)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Bankas SNORAS	-	1	-	1	1	1	1	1	1	-	-	1	1.00
DnB NORD	-	1	1	1	1	1	1	1	1	1	1	1	1.00
Hansabankas	1	1	1	1	1	1	1	1	-	1	1	1	1.00
Medicinos bankas	-	0	-	-	1	-	0	0	1	-	-	1	0.50
Nordea	-	1	-	1	0	0	1	1	1	1	1	1	0.80
Parex bankas	-	1	1	1	1	1	1	1	1	1	1	1	1.00
SAMPO bankas	1	1	1	1	1	1	1	1	1	1	1	1	1.00
SEB Vilniaus bankas	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Siauliu bankas	-	1	1	1	1	1	1	1	1	1	1	1	1.00
Ukio bankas	1	1	1	1	1	1	1	1	1	1	1	1	1.00

Table 7. Grammar of answered emails in Lithuanian banks (0-1)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Bankas SNORAS	-	1	-	0	1	1	1	1	1	-	-	1	0.88
DnB NORD	-	1	1	1	1	1	1	1	0	0	0	1	0.73
Hansabankas	1	1	1	1	1	1	1	1	-	1	1	1	1.00
Medicinos bankas	-	1	-	-	1	-	1	1	1	-	-	0	0.83
Nordea	-	1	-	1	0	1	1	1	1	1	1	0	0.80
Parex bankas	-	1	0	1	1	1	0	0	0	0	1	0	0.45
SAMPO bankas	1	0	1	0	1	0	1	0	0	0	1	0	0.42
SEB Vilniaus bankas	1	1	1	1	1	1	1	0	0	0	1	1	0.75
Siauliu bankas	-	1	1	1	1	1	1	0	0	0	0	0	0.55
Ukio bankas	1	0	0	0	1	1	1	1	1	1	1	1	0.75

Commentary

- Siauliu bankas was the only one to explain what one should write while filling the form for purchasing air plane tickets via internet, i.e. the card number (16 symbols), the expiry date of the debit card as well as the 3 last numbers from the signature place.
- In certain cases SAMPO's reply e-mails had problems displaying local symbols correctly.
- Only 2 banks Lithuania – Medicinos bankas and Nordea – received "Politeness" average score less than 1.00.
- Hansabankas is the only bank in Lithuanian that provided 100% grammatically correct replies to the simulated customer inquiries.

Latvian banks

Table 8. Accuracy of answered emails in Latvian banks (0-2)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Aizkraukles banka	2	1	2	1	-	2	2	2	2	2	2	2	1.82
Baltic Trust Bank	-	-	2	-	-	2	2	2	-	-	-	1	1.80
Banka Paritate	2	2	2	2	2	1	2	2	1	-	1	2	1.73
DnB NORD	2	-	2	2	2	2	-	2	2	2	2	2	2.00
Hansabanka	2	2	2	2	2	2	2	2	2	2	2	-	2.00
Hipoteku un Zemes banka	1	0	2	1	2	2	2	2	0	2	1	1	1.33
Komercbanka Baltikums	0	1	2	1	2	0	1	2	2	-	-	1	1.20
LATEKO banka	0	2	1	2	2	2	1	2	1	0	0	2	1.25
Latvijas Biznesa banka	-	2	2	-	2	2	-	2	-	-	-	2	2.00
Latvijas Krajbanka	2	2	2	1	2	2	2	2	2	2	2	2	1.92
Latvijas Tirdzniecibas banka	0	-	-	2	2	-	1	2	-	-	-	-	1.40
Multibanka	2	-	-	2	-	-	-	-	-	-	-	-	2.00
Nordea	2	2	2	-	2	2	1	2	-	2	-	0	1.67
Ogres Komercbanka	-	-	-	-	-	-	1	-	1	-	-	-	1.00
Parex banka	2	2	2	1	2	2	2	2	2	2	1	1	1.75
Regionala investiciju banka	2	1	1	2	2	2	2	2	1	-	1	1	1.55
Rietumu banka	2	1	1	0	2	2	-	2	-	-	-	2	1.50
SEB Unibanka	-	-	2	2	2	2	2	2	1	1	2	1	1.70
Trasta komercbanka	2	2	2	2	2	2	1	2	2	1	1	2	1.73
VEF banka	-	-	-	-	-	-	-	0	-	-	-	-	0.00

Table 9. Provision of contact information in the emails of Latvian banks (0-1)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Aizkraukles banka	1	1	1	1	-	1	1	1	1	1	1	1	1.00
Baltic Trust Bank	-	-	1	-	-	0	0	0	-	-	-	0	0.20
Banka Paritate	1	1	1	1	1	1	1	1	1	-	1	1	1.00
DnB NORD	1	-	1	1	1	1	-	1	1	1	1	1	1.00
Hansabanka	0	0	0	0	0	0	0	0	0	0	0	-	0.00
Hipoteku un Zemes banka	1	0	1	1	1	1	1	1	1	1	1	1	0.92
Komercbanka Baltikums	0	1	1	1	0	1	1	1	0	-	-	1	0.70
LATEKO banka	1	1	0	0	1	1	1	1	1	1	1	1	0.83
Latvijas Biznesa banka	-	1	1	-	1	1	-	0	-	-	-	1	0.83
Latvijas Krajbanka	1	1	1	1	1	1	1	1	1	0	0	1	0.83
Latvijas Tirdzniecibas banka	1	-	-	1	0	-	1	1	-	-	-	-	0.80
Multibanka	1	-	-	1	-	-	-	-	-	-	-	-	1.00
Nordea	1	1	0	-	1	1	1	1	-	1	-	0	0.78
Ogres Komercbanka	-	-	-	-	-	-	0	-	0	-	-	-	0.00
Parex banka	0	0	0	0	0	0	0	0	0	1	1	1	0.25
Regionala investiciju banka	1	1	1	1	1	1	1	1	0	-	1	0	0.82
Rietumu banka	1	1	1	1	0	1	-	1	-	-	-	1	0.88
SEB Unibanka	-	-	0	0	0	0	0	0	0	0	0	0	0.00
Trasta komercbanka	1	1	1	1	-	1	1	1	1	1	1	1	1.00
VEF banka	-	-	-	-	-	-	-	1	-	-	-	-	1.00

Table 10. Politeness of answered emails in Latvian banks (0-1)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Aizkraukles banka	1	1	1	1	-	1	1	1	1	1	1	1	1.00
Baltic Trust Bank	-	-	1	-	-	1	1	0	-	-	-	0	0.60
Banka Paritate	1	1	1	1	1	1	1	1	1	-	1	1	1.00
DnB NORD	1	-	1	1	1	1	-	1	1	1	1	1	1.00
Hansabanka	1	1	1	1	1	1	1	1	1	1	1	-	1.00
Hipoteku un Zemes banka	1	0	1	1	1	1	1	1	1	1	1	1	0.92
Komercbanka Baltikums	1	1	1	1	1	1	1	1	1	-	-	1	1.00
LATEKO banka	1	0	1	1	1	1	1	1	1	1	1	1	0.92
Latvijas Biznesa banka	-	1	1	-	1	1	-	1	-	-	-	1	1.00
Latvijas Krajbanka	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Latvijas Tirdzniecibas banka	1	-	-	1	1	-	1	1	-	-	-	-	1.00
Multibanka	1	-	-	1	-	-	-	-	-	-	-	-	1.00
Nordea	1	1	1	-	1	1	1	1	-	1	-	0	0.89
Ogres Komercbanka	-	-	-	-	-	-	0	-	0	-	-	-	0.00
Parex banka	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Regionala investiciju banka	0	1	1	1	1	1	1	1	1	-	1	1	0.91
Rietumu banka	1	0	0	1	1	1	-	1	-	-	-	1	0.75
SEB Unibanka	-	-	1	1	1	1	1	1	1	1	1	1	1.00
Trasta komercbanka	1	1	1	1	-	1	1	1	1	1	1	1	1
VEF banka	-	-	-	-	-	-	-	1	-	-	-	-	1.00

Table 11. Grammar of answered emails in Lithuanian banks (0-1)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Aizkraukles banka	1	1	1	1	-	1	1	1	1	1	1	1	1.00
Baltic Trust Bank	-	-	1	-	-	1	1	1	-	-	-	1	1.00
Banka Paritate	1	0	0	1	1	0	1	1	1	-	1	1	0.73
DnB NORD	1	-	1	1	1	1	-	1	1	1	1	1	1.00
Hansabanka	1	1	1	1	1	1	1	1	1	1	1	-	1.00
Hipoteku un Zemes banka	1	0	1	1	1	1	1	1	1	1	1	1	0.92
Komercbanka Baltikums	1	1	0	1	1	1	1	1	1	-	-	1	0.90
LATEKO banka	1	0	0	1	1	1	1	1	1	1	1	1	0.83
Latvijas Biznesa banka	-	1	1	-	1	1	-	0	-	-	-	0	0.67
Latvijas Krajbanka	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Latvijas Tirdzniecibas banka	0	-	-	0	1	-	1	1	-	-	-	-	0.60
Multibanka	0	-	-	1	-	-	-	-	-	-	-	-	0.50
Nordea	1	1	1	-	1	1	1	1	-	1	-	0	0.89
Ogres Komercbanka	-	-	-	-	-	-	1	-	0	-	-	-	0.50
Parex banka	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Regionala investiciju banka	1	1	1	1	1	1	1	1	0	-	1	1	0.91
Rietumu banka	1	1	0	0	1	1	-	1	-	-	-	1	0.75
SEB Unibanka	-	-	1	1	1	1	1	1	1	1	1	1	1.00
Trasta komercbanka	1	0	1	1	-	0	1	1	0	1	0	1	0.64
VEF banka	-	-	-	-	-	-	-	1	-	-	-	-	1.00

Commentary

- Most of banks' poor results in "Grammar" section occurred due to the usage of local language characters that are not supported by some of most popular e-mail servers in Latvia. In order to improve efficiency in this category, as well as dramatically increase readability of bank's e-mail correspondence it is suggested not to use national symbols.
- Latvian banks have responded on the 71.3% (i.e. approximately 7 out of 10) of sent simulated e-mail enquires. This result is the worst in the Baltic States. Percentage of responded simulated client inquiries in Lithuania appeared to be 86.7% and for Estonia – 73.8%.
- SEB Unibanka, Hansabanka and Ogres Komercbanka never provide contact person's phone number and name/surname in their e-mails – there is only either "name" or "name and surname" present in the e-mail reply.

Estonian banks

Table 12. Accuracy of answered emails in Estonian banks (0-2)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Hansapank	2	0	2	2	2	2	0	2	2	1	1	1	1.42
SEB Uhispank	2	2	1	2	2	2	2	2	-	2	1	2	1.82
Krediidipank	2	2	2	-	-	2	-	2	-	-	-	-	2.00
Nordea	2	2	2	-	-	2	2	2	-	2	-	1	1.88
SAMPO	-	2	2	-	2	2	2	2	2	2	2	2	2.00
SBM Pank	-	-	1	1	1	-	-	-	2	2	1	-	1.33
Tallinna Aripank	2	-	2	1	0	2	2	2	2	2	-	0	1.50

Table 13. Provision of contact information in the emails of Estonian banks (0-1)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Hansapank	1	0	1	1	1	1	1	1	1	1	1	1	0.92
SEB Uhispank	1	1	1	1	1	1	1	1	-	1	1	0	0.91
Krediidipank	1	1	1	-	-	1	-	1	-	-	-	-	1.00
Nordea	0	1	0	-	-	0	0	0	-	1	-	0	0.25
SAMPO	-	1	1	-	1	1	1	1	1	1	1	1	1.00
SBM Pank	-	-	0	1	1	-	-	-	1	1	1	-	0.83
Tallinna Aripank	0	-	1	1	1	0	1	0	1	1	-	0	0.60

Table 14. Politeness of answered emails in Estonian banks (0-1)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Hansapank	1	1	1	1	1	1	1	1	1	1	1	1	1.00
SEB Uhispank	1	1	1	1	1	1	1	1	-	1	1	1	1.00
Krediidipank	1	1	1	-	-	0	-	1	-	-	-	-	0.80
Nordea	1	1	1	-	-	1	1	1	-	1	-	1	1.00
SAMPO	-	1	1	-	1	1	1	1	1	1	1	1	1.00
SBM Pank	-	-	1	1	1	-	-	-	0	1	0	-	0.67
Tallinna Aripank	1	-	1	0	0	1	1	0	0	0	-	1	0.50

Table 15. Grammar of answered emails in Estonian banks (0-1)

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Hansapank	1	1	1	1	1	1	1	1	1	1	1	1	1.00
SEB Uhispank	1	1	1	1	1	1	1	1	-	1	1	1	1.00
Krediidipank	0	1	0	-	-	1	-	1	-	-	-	-	0.60
Nordea	1	1	1	-	-	1	1	1	-	1	-	1	1.00
SAMPO	-	1	1	-	1	1	1	1	1	1	1	1	1.00
SBM Pank	-	-	1	1	1	-	-	-	1	1	1	-	1.00
Tallinna Aripank	1	-	1	1	0	1	0	1	1	1	-	1	0.80

Commentary

- Only two banks in Estonia – Krediidipank and Tallinna Aripank – have received a grammar correctness index less than 1.00 for the responses to simulated client enquiries.
- Krediidipank and SAMPO are the only banks that have provided 100% accurate answers to the client enquiries. Meanwhile, Krediidipank responded only to 5 out of 12 sent simulated client enquiries, while SAMPO – 10 out of 12.
- The most “impolite” bank appeared to be Tallinna Aripank, when only half of bank’s replies to simulated customer enquiries were identified as polite.
- Estonian Hansapank responded to 100% client enquiries, providing the contact information, perfect grammar and politeness, as well as answering explicitly and providing some extra information.

16. Add-on 2006: Mobile banking

The **Mobile banking test** aims to evaluate to which extent banks are accessible through mobile communication channels. Test covers **WAP, SMS, automated and human-operated phone** services. As this area of electronic banking is being tested for the first time, the results of mobile banking tests are not included in overall indexes of electronic banking.

Structure

Mobile banking subcategories
1 Subscription and Service Management
2 Functionality
3 Information
4 Security

Subscription and service management subcategory analyzes service accessibility, activation and deactivation possibilities.

Functionality subcategory evaluates banking functions that can be executed through mobile communication channels.

Information subcategory analyzes the availability of service description, relevant information and form of presentation.

Security subcategory aims to evaluate the user's subjectively perceived security measures of mobile banking communication channels.

Testing process

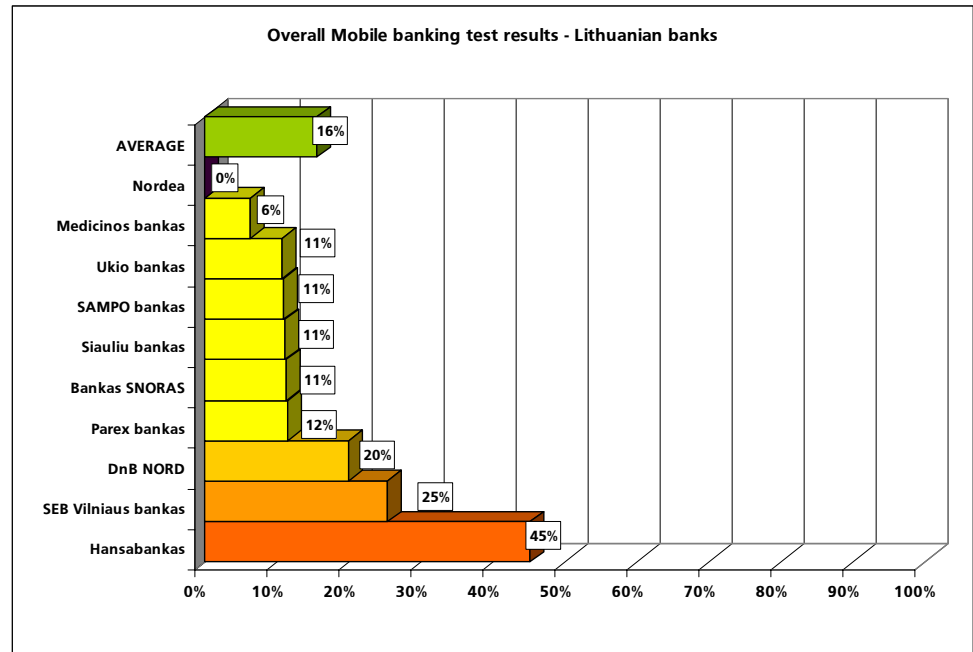
All four mobile communication channels (WAP, SMS, automated and human-operated phone) were tested according to the same set of criteria. This comes from the assumption that mobility can be ensured when means of communication with a bank are substitutes to each other. This way user is not limited to a particular technology or communication channel, so the access to the bank can be granted independently from place or availability of particular technology.

Presentation of results

The results of mobile banking test are displayed as a percentage of the criteria that a certain bank meets in every subcategory and overall in the Mobile banking category.

16.1 Overall Mobile banking test results

Lithuanian banks

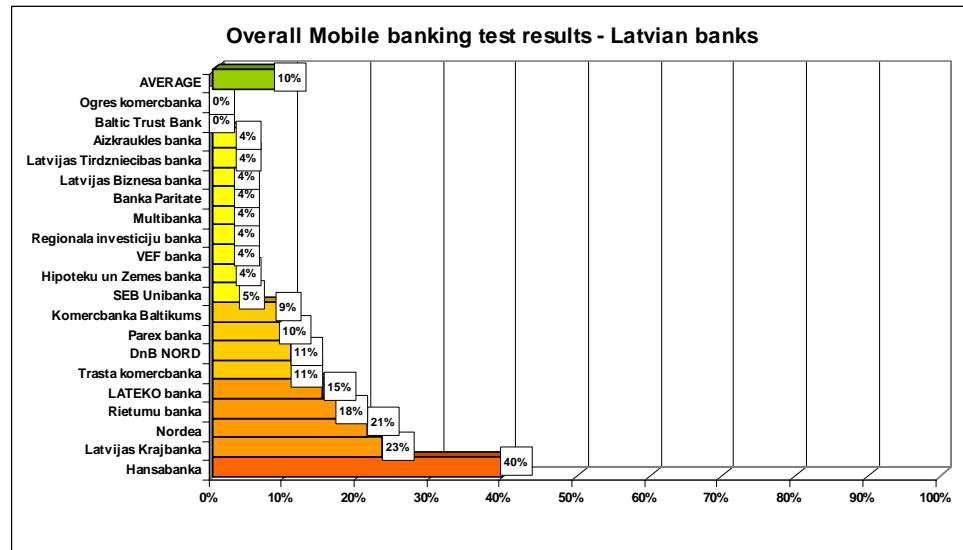


Higher figures represent better results

Commentary

- Testing results revealed that mobile banking in Lithuania is rather underdeveloped. Even the best performer in this testing category has met less than half of criteria.
- Clear leader in Lithuanian Mobile banking is Hansabankas, being the only one in the country to offer banking services through all tested channels, including WAP.
- The second place was granted for SEB Vilniaus bankas because of its offer of both human operated and automated phone banking services.
- DnB NORD and Ukio bankas also offer some phone banking functionality.
- Nordea is the only bank in Lithuania that does not offer its users any kind of Mobile Banking services.

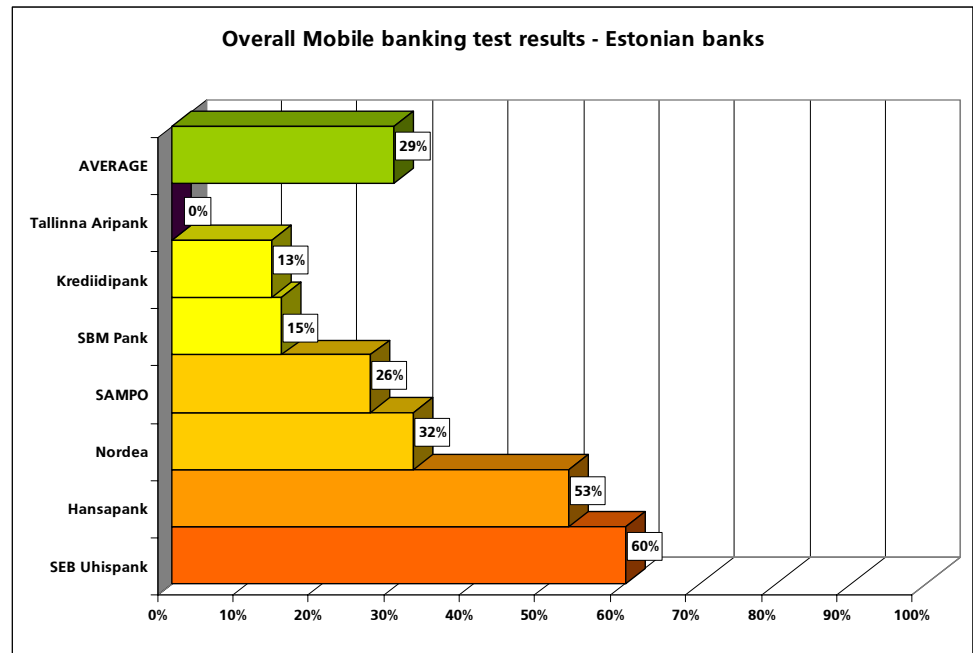
Latvian banks



Commentary

- Hansabanka is leading the overall rating of Latvian Mobile banking test results. The bank offers mobile banking through three out of four tested channels (WAP, SMS and Human-operated phone) and scored above average in all of them.
- Latvijas Krajbanka, Nordea, Rietumu banka and LATEKO banka offer M-banking through at least two communication channels and their services through tested channels scored around the average or above average.
- Trasta komercbanka, Parex banka, DnB NORD and Komercbanka Baltikums have fairly developed their M-banking offers through at least one channel.
- The rest of the banks offer some human-operated phone banking functionality or do not have any mobile banking possibilities at all.
- It is important to mention, that no bank in Latvia offers its M-banking services to clients of all Latvian mobile operators.

Estonian banks



Higher figures represent better results

Commentary

- Estonian mobile banking sector is the most developed among all the three Baltic countries. It has an overall country average of 29%, compared to 15% Lithuanian and 10% Latvian averages.
- Hansapank and SEB Uhispank offer rather developed mobile banking services through all tested communication channels, which puts them to a lead position in this category.
- Sampo and Nordea provide mobile banking services through two communication channels, SBM Pank and Krediidipank offer only one.
- Tallinna Aripank does not offer any mobile banking services.
- Estonia is the only country in the Baltic States, where banks have met more than half of Mobile Banking testing criteria.

16.2 WAP banking

Looking briefly on the results of the testing it is possible to derive a clear conclusion – WAP banking development in all the Baltic States is more than humble. In Lithuania, only one out of ten researched banks offers such type of Mobile Banking service, offering exactly half of possible functionality, according to our testing framework.

In Latvia, only two out of twenty researched banks offer WAP banking services, also being slightly and evenly distributed to both ends around the mean of 50 % completed criteria.

Estonian banks are leading in this category both by the ratio of completed criteria and by the share of banks in the country that offer WAP banking services (3 out of 7).

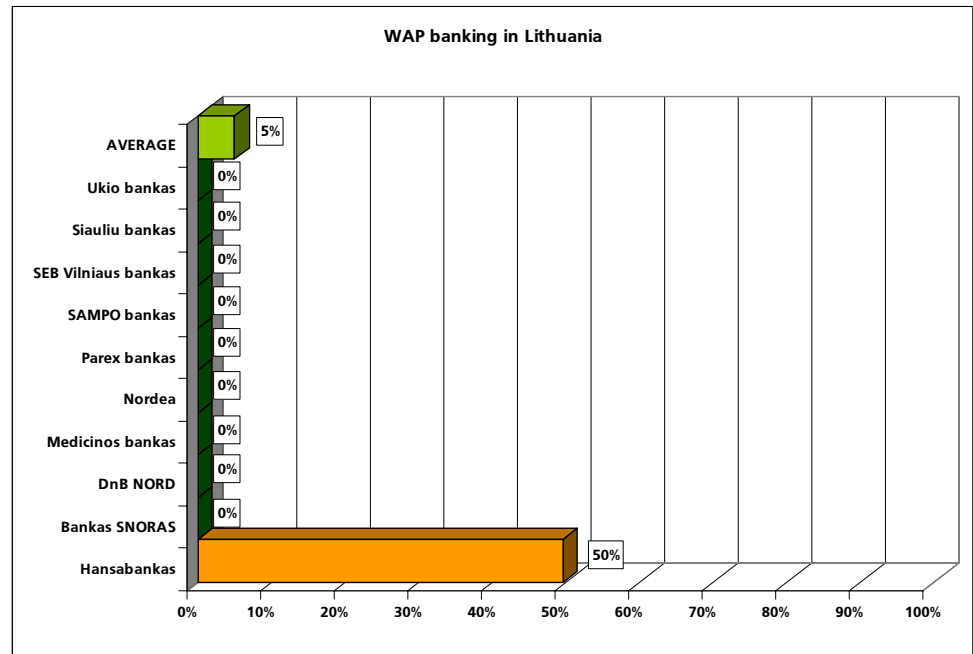
Such situation may be partly explained by the Baltic mobile communication market development and trends. WAP in the Baltics is being gradually replaced by the HTTP (Hyper Text Transfer Protocol) browsing as more and more HTTP-supporting mobile devices are being present in the market, thus making WAP browsing obsolescent.

However, the above mentioned fact may not excuse the situation in the Baltic mobile banking market in the sphere of alternative Internet Banking platforms adjusted to the mobile devices. Saying this, it is considered that main core necessities have to be observed to adopt the bank's Internet Banking System for the usage on a mobile device. First of all, the internet-based content has to be as small in terms of downloadable content as possible. This necessity is induced by the mobile internet transfer rates being much slower than "regular" internet connections for the computers.

Secondly, the organization of functional and informational content has to be as simple as possible to implement, not affecting the clarity of the system – there has to be minimum text information; functions have to be accessible in minimal amount of necessary pages to load and links has to be well-organized and easily accessible.

Thirdly, the WAP banking solution has to be adjustable to different and most of mobile devices – adopting the sizes of the Internet Banking System to a particular mobile device screen resolution, managing the content of the system in order to adopt the environment to a particular mobile device's supported features (i.e. HTML, Flash, java, colour and other multimedia content).

Lithuanian banks



Higher figures represent better results

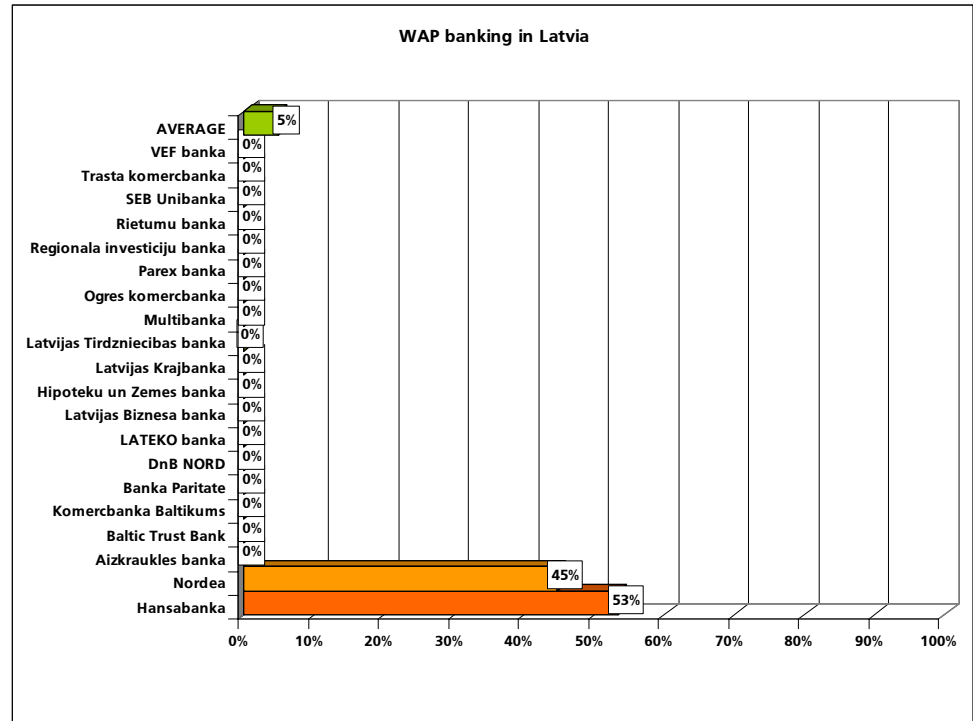
Commentary

- Only Hansabankas is offering WAP banking services in Lithuania. The bank's offer is rather well developed as at the testing time it has fulfilled 50% of the tested criteria.
- Nordea claims having WAP banking services on its website, however one of the branch consultants agreed to believe in this only after pointing him at respective page of Nordea website.
- Our researchers did not manage to connect to Nordea WAP banking site even after trying various mobile phones, different phone configurations and several times calling bank and asking for help. The conclusion was drawn that this service is not accessible for an average user; therefore Nordea WAP services were not tested.

Detailed testing results

Criteria	Bankas SNORAS	DnB NOR	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Subscription & Service Management										
It is possible to activate mobile banking service by visiting branch	-	-	+	-	-	-	-	-	-	-
It is possible to block mobile banking service by visiting branch	-	-	+	-	-	-	-	-	-	-
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	-	-	-	-	-	-	-	-	-	-
It is possible to activate mobile banking service from IBS	-	-	+	-	-	-	-	-	-	-
It is possible to block mobile banking service from IBS	-	-	+	-	-	-	-	-	-	-
Transactional Functionality										
It is possible to make a local money transfer	-	-	+	-	-	-	-	-	-	-
It is possible to make a delayed local money transfer	-	-	-	-	-	-	-	-	-	-
It is possible to make an international transfer	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-	-	-	-
Express money payment is available	-	-	-	-	-	-	-	-	-	-
Currency conversion is available	-	-	-	-	-	-	-	-	-	-
Utility payments (water)	-	-	-	-	-	-	-	-	-	-
Utility payments (heating)	-	-	-	-	-	-	-	-	-	-
Utility payments (electricity)	-	-	-	-	-	-	-	-	-	-
Mobile phone service payment (2 largest providers)	-	-	-	-	-	-	-	-	-	-
Fixed phone line payment	-	-	-	-	-	-	-	-	-	-
Pre-paid mobile account refill (2 largest providers)	-	-	-	-	-	-	-	-	-	-
Setting automatic payments	-	-	+	-	-	-	-	-	-	-
Pre-defined payment triggering	-	-	-	-	-	-	-	-	-	-
Informational functionality										
Current account balance information	-	-	+	-	-	-	-	-	-	-
It is possible to see an account number	-	-	+	-	-	-	-	-	-	-
Last transaction details are available	-	-	+	-	-	-	-	-	-	-
Currency exchange rates are available	-	-	-	-	-	-	-	-	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-	-	-	-
Reporting Functionality										
Reporting about transactions triggered by automatic payment setting	-	-	-	-	-	-	-	-	-	-
Leasing payment reporting	-	-	-	-	-	-	-	-	-	-
Loan payment reporting	-	-	-	-	-	-	-	-	-	-
Account fund change reporting	-	-	-	-	-	-	-	-	-	-
Notification concerning contraction of balance of account to a certain level	-	-	-	-	-	-	-	-	-	-
Order monthly account information	-	-	-	-	-	-	-	-	-	-
Other functionality										
Changing daily transaction limits	-	-	-	-	-	-	-	-	-	-
Changing user login data	-	-	-	-	-	-	-	-	-	-
Order a payment card	-	-	-	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-	-	-	-
Information										
Service description available on the public website	-	-	+	-	-	-	-	-	-	-
Service commands are described on the public website	-	-	+	-	-	-	-	-	-	-
Service fee information available on the public website	-	-	+	-	-	-	-	-	-	-
List of frequently asked questions available on the public website	-	-	-	-	-	-	-	-	-	-
Printable version of service description is available on the public website	-	-	+	-	-	-	-	-	-	-
Printable version of agreement is available on the public website	-	-	+	-	-	-	-	-	-	-
Printable version of commands description is available on the public website	-	-	-	-	-	-	-	-	-	-
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-
Downloadable version of commands description is available on the public website	-	-	-	-	-	-	-	-	-	-
Security										
Security measures of service described on the public website	-	-	-	-	-	-	-	-	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-
Session time out is present	-	-	+	-	-	-	-	-	-	-
Necessity to authorize with personal number (e.g. client number)	-	-	+	-	-	-	-	-	-	-
Necessity to authorize with custom password	-	-	+	-	-	-	-	-	-	-
Necessity to enter code from code card/generator to execute any transaction	-	-	-	-	-	-	-	-	-	-
Access to account is blocked after entering incorrect login data for five or less times	-	-	+	-	-	-	-	-	-	-
Login ID and passwords are the same for multiple m-banking services	-	-	+	-	-	-	-	-	-	-
Data communication between user and bank is encrypted	-	-	+	-	-	-	-	-	-	-

Latvian banks



Higher figures represent better results

Commentary

- Latvian scene of WAP banking is extremely underdeveloped with only two out of twenty banks offering this kind of service. As far as those banks' offers are concerned, present services are fairly well developed.
- Hansabanka's IBS has links to 2 Latvia's largest mobile phone operators' public website sections, where the GPRS and WAP settings are explicitly described. This is very useful for inexperienced mobile Internet users.
- During Nordea WAP testing, the site did not display national symbols correctly, the page was not formatted to a corresponding phone screen settings.

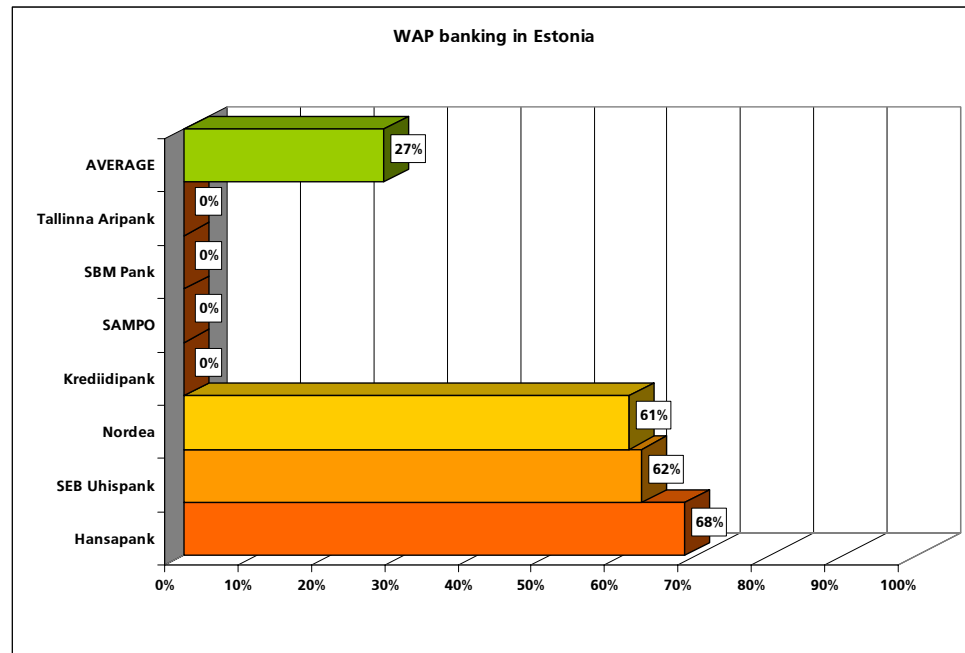
Detailed testing results

Criteria	VEF banka	Regionāla investīciju banka	Multibanka	Banka Paritāte	Komerccbanka Baltikums	Baltic Trust Bank	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Tirdzniecības banka	Aizkraukles banka	Nordea	Hansabanka	Parex banka	Latvijas Krajbanka	LATEKO banka	Ogres komercbanka	DnB NOR	Rietumu banka	SEB Unibanka	Trasta komercbanka
Subscription & Service Management																				
It is possible to activate mobile banking service by visiting branch	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
It is possible to block mobile banking service by visiting branch	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
It is possible to activate mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-
It is possible to block mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-
Transactional Functionality																				
It is possible to make a local money transfer	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
It is possible to make a delayed local money transfer	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-
It is possible to make an international transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Express money payment is available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Currency conversion is available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (water)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (heating)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (electricity)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mobile phone service payment (2 largest providers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fixed phone line payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Setting automatic payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pre-defined payment triggering	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-
Pre-paid mobile account refill (2 largest providers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Informational functionality																				
Current account balance information	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
It is possible to see an account number	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
Last transaction details are available	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-
Currency exchange rates are available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reporting Functionality																				
Reporting about transactions triggered by automatic payment setting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Leasing payment reporting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan payment reporting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Account fund change reporting	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-
Notification concerning contraction of balance of account to a certain level	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Order monthly account information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Detailed testing results (continued)

Criteria	VEF banka	Regionala investiciju banka	Multibanka	Banka Paritate	Komerbanka Baltikums	Baltic Trust Bank	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Tirdzniecibas banka	Atzkraukles banka	Nordea	Hansabanka	Parex banka	Latvijas Krajbanka	LATEKO banka	Ogres komercbanka	DnB NOR	Rietumu banka	SEB Unibanka	Trasta komercbanka
Other functionality																				
Changing daily transaction limits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Changing user login data	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Order a payment card	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Information																				
Service description available on the public website	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
Service commands are described on the public website	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-
Service fee information available on the public website	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
List of frequently asked questions available on the public website	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
Printable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Printable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Printable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Downloadable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Security																				
Security measures of service described on the public website	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Session time out is present	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
Necessity to authorize with personal number (e.g. client number)	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
Necessity to authorize with custom password	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-
Necessity to enter code from code card/generator to execute any transaction	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
Access to account is blocked after entering incorrect login data for five or less times	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
Login ID and passwords are the same for multiple m-banking services	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
Data communication between user and bank is encrypted	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-

Estonian banks



Higher figures represent better results

Commentary

- WAP banking services are only present in the largest banks (Hansapank, SEB Uhispank, Nordea), the range of functions is limited mostly to transactions and balance, but there are some trends towards a broader spectrum of services, like currency exchange and foreign payments.
- Despite that, Estonian banks provide widest range of functionality among all Baltic banks.
- Nordea WAP services are provided via a Finnish system mobile.nordea.fi; the settings are different for different mobile telephone models, but they are nevertheless thoroughly described on the public website. The general address given on the first service description page (mobile.nordea.ee) does not work on Nokia 6100 (the model used for testing).
- SEB Uhispank apart from the username and password also requires a code from a code card.

Detailed testing results

Criteria	Hansapank	SEB Unispank	Kreditipank	Nordea	SAVPO	SBW Pank	Tallinna Atipank
Subscription & Service Management							
It is possible to activate mobile banking service by visiting branch	+	+	-	+	-	-	-
It is possible to block mobile banking service by visiting branch	+	+	-	+	-	-	-
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	+	+	-	+	-	-	-
It is possible to activate mobile banking service from IBS	+	+	-	+	-	-	-
It is possible to block mobile banking service from IBS	+	+	-	-	-	-	-
Transactional Functionality							
It is possible to make a local money transfer	+	+	-	+	-	-	-
It is possible to make a delayed local money transfer	-	-	-	-	-	-	-
It is possible to make an international transfer	-	-	-	+	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-
Express money payment is available	+	+	-	+	-	-	-
Currency conversion is available	-	-	-	-	-	-	-
Utility payments (water)	+	+	-	+	-	-	-
Utility payments (heating)	+	+	-	+	-	-	-
Utility payments (electricity)	+	+	-	+	-	-	-
Mobile phone service payment (2 largest providers)	+	+	-	+	-	-	-
Fixed phone line payment	+	+	-	+	-	-	-
Pre-paid mobile account refill (2 largest providers)	-	+	-	+	-	-	-
Setting automatic payments	-	-	-	+	-	-	-
Pre-defined payment triggering	-	-	-	-	-	-	-
Informational functionality							
Current account balance information	+	+	-	+	-	-	-
It is possible to see an account number	+	+	-	+	-	-	-
Last transaction details are available	+	+	-	+	-	-	-
Currency exchange rates are available	-	+	-	-	-	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-
Reporting Functionality							
Reporting about transactions triggered by automatic payment setting	-	-	-	+	-	-	-
Leasing payment reporting	-	-	-	+	-	-	-
Loan payment reporting	-	-	-	+	-	-	-
Account fund change reporting	-	-	-	+	-	-	-
Notification concerning contraction of balance of account to a certain level	-	-	-	+	-	-	-
Order monthly account information	-	-	-	-	-	-	-
Other functionality							
Changing daily transaction limits	-	-	-	-	-	-	-
Changing user login data	-	-	-	-	-	-	-
Order a payment card	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-
Information							
Service description available on the public website	+	+	-	+	-	-	-
Service commands are described on the public website	+	+	-	+	-	-	-
Service fee information available on the public website	+	+	-	+	-	-	-
List of frequently asked questions available on the public website	-	-	-	-	-	-	-
Printable version of service description is available on the public website	+	-	-	+	-	-	-
Printable version of agreement is available on the public website	+	-	-	-	-	-	-
Printable version of commands description is available on the public website	+	-	-	-	-	-	-
Downloadable version of service description is available on the public website	-	-	-	+	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-
Downloadable version of commands description is available on the public website	-	-	-	-	-	-	-
Security							
Security measures of service described on the public website	+	+	-	+	-	-	-
Tips for secure connection are described on the public website	+	+	-	-	-	-	-
Session time out is present	+	-	-	+	-	-	-
Necessity to authorize with personal number (e.g. client number)	+	+	-	+	-	-	-
Necessity to authorize with custom password	+	+	-	+	-	-	-
Necessity to enter code from code card/generator to execute any transaction	+	+	-	+	-	-	-
Access to account is blocked after entering incorrect login data for five or less times	+	+	-	+	-	-	-
Login ID and passwords are the same for multiple m-banking services	+	+	-	+	-	-	-
Data communication between user and bank is encrypted	+	+	-	+	-	-	-

16.3 SMS banking

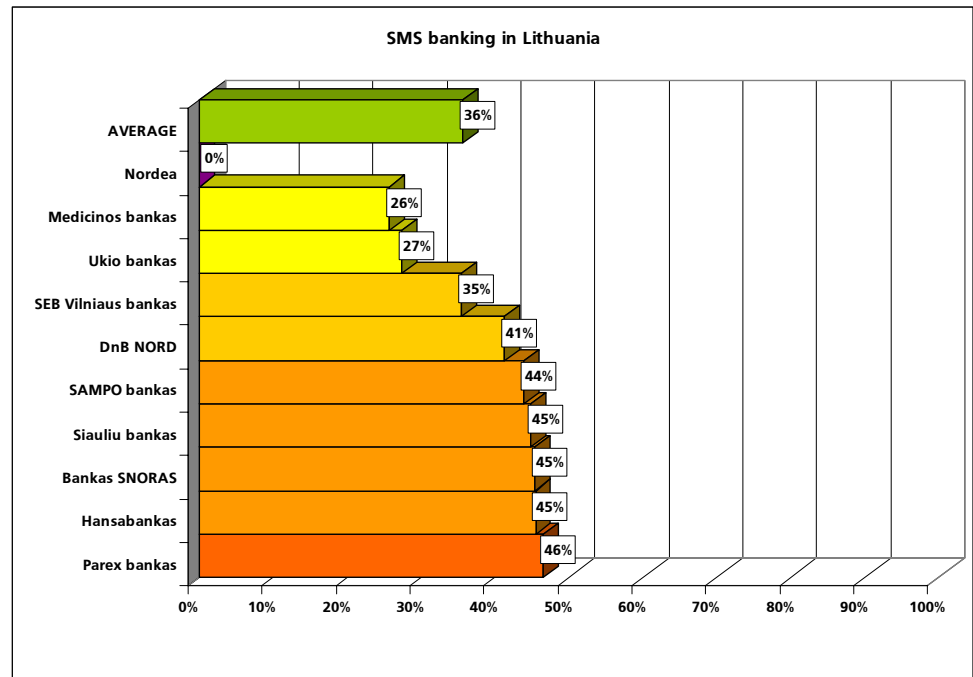
Testing results have revealed that SMS-banking channel in the Baltic banks carries mainly informative and reporting functions rather than possesses any kind of interactive functionality. It is extremely rare occasion for one to expect the feature of executing the money transfers or carrying out any kind of operations related to the account fund movement.

Instead, it is extremely popular in Baltic banks for SMS-banking channel to offer users such informative features as current account balance and information (i.e. number of account, account's holder, type etc.) provision. Besides, it is quite popular for an SMS-bank to possess a notification functionality – a user is being informed via SMS in case of any kind of account funds' movement.

From the field analysis it is possible to derive a conclusion that banks mainly view mobile banking channels more as informative rather than functional.

Even if not insisting on the necessity of mobile banking channels to be perfect substitutes to each other in all kinds of functionality, it is still more than obvious that SMS-banking channel should support at least some transactional functionality. The intuition behind this statement is quite simple. While Internet access from a computer using a mobile phone is both slow and extremely expensive, SMS-banking is a perfect solution for executing basic banking tasks conveniently and in time.

Lithuanian banks



Higher figures represent better results

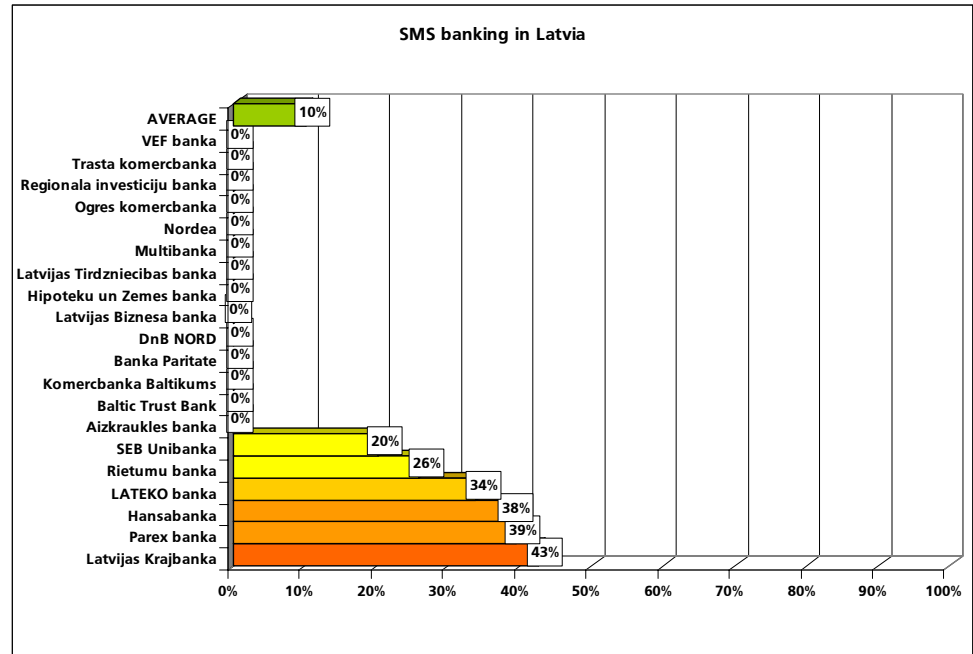
Commentary

- SMS banking services are rather evenly developed in Lithuania. Only the three lowest ranked banks are considerably lagging behind. Nordea does not offer any SMS banking services, Medicinos bankas and Ukio bankas offer only limited functionality and provide only limited information about SMS services.
- Parex bankas and Hansabankas offer rather thorough transaction details compared to other banks' SMS messages.
- It took 3 calls, 2 visits and a week of waiting to get the SMS banking manual in Medicinos bankas, which still did not include the number for sending SMS queries.
- Ukio bankas representatives redirected researcher couple times from local branch to head office and back, with SMS service being activated only after visiting each branch couple times.
- In its public website Siauliu bankas states that one can order the transaction list via SMS at the end of the month. However, the manual does not explain how to do that. After calling the bank, the manager told that there was no such option. The same manual states that one can do local money transfers via SMS, however, the consultant denied the existence of such function.

Detailed testing results

Criteria	Bankas SNORAS	DnB NOR	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Subscription & Service Management										
It is possible to activate mobile banking service by visiting branch	+	+	+	+	-	+	+	+	+	+
It is possible to block mobile banking service by visiting branch	+	+	+	+	-	+	+	+	+	+
It is possible to block mobile banking service by sending SMS	+	-	-	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	+	+	-	-	-	+	+	+	+	+
It is possible to activate mobile banking service from IBS	-	-	+	-	-	+	-	-	-	-
It is possible to block mobile banking service from IBS	-	-	+	-	-	+	-	-	+	-
Transactional Functionality										
It is possible to make a local money transfer	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed local money transfer	-	-	-	-	-	-	-	-	-	-
It is possible to make an international transfer	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-	-	-	-
Express money payment is available	-	-	-	-	-	-	-	-	-	-
Currency conversion is available	-	-	-	-	-	-	-	-	-	-
Utility payments (water)	-	-	-	-	-	-	-	-	-	-
Utility payments (heating)	-	-	-	-	-	-	-	-	-	-
Utility payments (electricity)	-	-	-	-	-	-	-	-	-	-
Mobile phone service payment (2 largest providers)	-	-	+	-	-	-	-	-	-	-
Fixed phone line payment	-	-	-	-	-	-	-	-	-	-
Pre-paid mobile account refill (2 largest providers)	-	-	-	-	-	-	-	-	-	-
Setting automatic payments	-	-	-	-	-	-	-	-	-	-
Pre-defined payment triggering	-	-	+	-	-	-	-	-	-	-
Informational functionality										
Current account balance information	+	+	+	+	-	+	+	+	+	+
It is possible to see an account number	-	-	+	-	-	-	+	+	-	-
Last transaction details are available	+	+	+	+	-	+	+	+	+	+
Currency exchange rates are available	+	+	+	-	-	-	+	+	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-	-	-	-
Reporting Functionality										
Reporting about transactions triggered by automatic payment setting	-	-	+	-	-	-	-	+	-	-
Leasing payment reporting	-	-	-	-	-	-	-	-	-	-
Loan payment reporting	-	-	-	-	-	-	-	-	-	-
Account fund change reporting	+	+	+	+	-	+	+	+	+	+
Notification concerning contraction of balance of account to a certain level	-	-	+	-	-	+	-	+	+	-
Order monthly account information	-	-	-	-	-	-	-	-	-	-
Other functionality										
Changing daily transaction limits	-	-	-	-	-	-	-	-	-	-
Changing user login data	+	+	+	+	-	+	+	+	+	+
Order a payment card	-	-	-	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-	-	-	-
Information										
Service description available on the public website	+	+	+	+	-	+	+	+	+	-
Service commands are described on the public website	+	+	+	-	-	+	+	+	+	-
Service fee information available on the public website	+	+	+	+	-	+	+	+	+	+
List of frequently asked questions available on the public website	-	-	-	-	-	-	+	-	-	-
Printable version of service description is available on the public website	+	+	+	-	-	+	+	-	+	-
Printable version of agreement is available on the public website	-	-	+	-	-	-	+	-	-	-
Printable version of commands description is available on the public website	+	+	+	-	-	+	+	-	+	-
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-	-	+	-
Downloadable version of commands description is available on the public website	-	-	-	-	-	-	+	-	-	-
Security										
Security measures of service described on the public website	+	+	-	-	-	-	-	-	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-
Session time out is present	-	-	-	-	-	-	-	-	-	-
Necessity to authorize with personal number (e.g. client number)	+	+	+	+	-	+	+	+	+	+
Necessity to authorize with custom password	+	+	-	+	-	+	+	+	+	+
Necessity to enter code from code card/generator to execute any transaction	-	-	-	-	-	-	-	-	-	-
Access to account is blocked after entering incorrect login data for five or less times	+	+	-	+	-	+	+	+	+	+
Login ID and passwords are the same for multiple m-banking services	-	-	+	-	-	-	-	-	-	-
Data communication between user and bank is encrypted	-	-	-	-	-	-	-	-	-	-

Latvian banks



Higher figures represent better results

Commentary

- Six out of twenty Latvian banks offer SMS banking services.
- As the functional development and information category scores are rather similar, main differences are observed in service subscription and management as well as security categories.
- Parex banka's SMS-banking service is easy to use and has wide range of service customization.

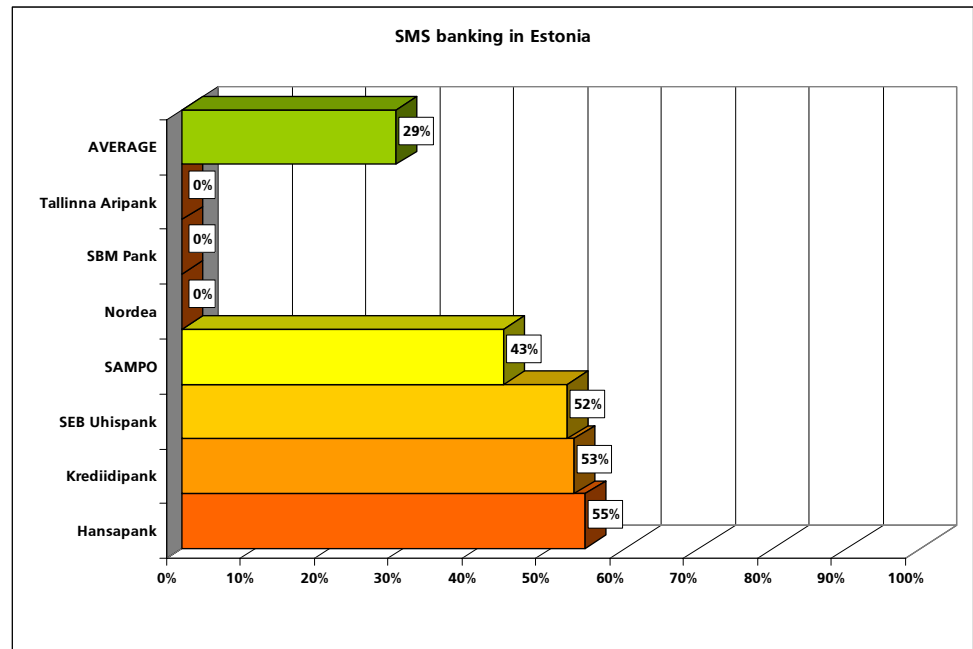
Detailed testing results

Criteria	VEF banka	Regionala investiciju banka	Multibanka	Banka Paritate	Komercbanka Baltikums	Baltic Trust Bank	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Tirdzniecibas banka	Atzkraukles banka	Nordea	Hansabanka	Parex banka	Latvijas Krajbanka	LATEKO banka	Ogres komercbanka	DnB NOR	Rietumu banka	SEB Unibanka	Trasta komercbanka
Subscription & Service Management																				
It is possible to activate mobile banking service by visiting branch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to block mobile banking service by visiting branch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to activate mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to block mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transactional Functionality																				
It is possible to make a local money transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed local money transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to make an international transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Express money payment is available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Currency conversion is available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (water)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (heating)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (electricity)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mobile phone service payment (2 largest providers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fixed phone line payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Setting automatic payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pre-defined payment triggering	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pre-paid mobile account refill (2 largest provides)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Informational functionality																				
Current account balance information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to see an account number	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Last transaction details are available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Currency exchange rates are available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reporting Functionality																				
Reporting about transactions triggered by automatic payment setting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Leasing payment reporting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan payment reporting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Account fund change reporting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Notification concerning contraction of balance of account to a certain level	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Order monthly account information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Detailed testing results (continued)

Criteria	VEF banka	Reģionālā Investīciju banka	Multibanka	Banka Paritāte	Komerčbanka Baltikums	Baltic Trust Bank	Latvijas Biznesa banka	Hipotēku un Zemes banka	Latvijas Tirdzniecības banka	Atzkraukles banka	Nordea	Hansabanka	Parex banka	Latvijas Krājbanka	LATEO banka	Ogres komercbanka	DnB NOR	Rietumu banka	SEB Unibanka	Trasta komercbanka
Other functionality																				
Changing daily transaction limits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Changing user login data	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Order a payment card	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-
Information																				
Service description available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	+	+	+	+	-	-	+	+
Service commands are described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	+	+	+	+	-	-	-	-
Service fee information available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	+	+	+	+	-	-	+	+
List of frequently asked questions available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-
Printable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	+	+	+	-	-	-	-
Printable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-
Printable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	+	-
Downloadable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Security																				
Security measures of service described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Session time out is present	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Necessity to authorize with personal number (e.g. client number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Necessity to authorize with custom password	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-
Necessity to enter code from code card/generator to execute any transaction	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-
Access to account is blocked after entering incorrect login data for five or less times	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Login ID and passwords are the same for multiple m-banking services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-
Data communication between user and bank is encrypted	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-

Estonian banks



Higher figures represent better results

Commentary

- SMS banking services are rather well and evenly developed in Estonia. There is a trend of high scores in subscription and service management subcategory, average scores in security and rather low functionality scores.
- The most variable results are in information category describing availability of the information about SMS services.
- SMS services are more informative than interactive, but some banks already have extended features, such as express payment and mobile operator card refill.
- Krediidipank has useful and rare among the other banks feature - possibility to block the service by sending an SMS.

Detailed testing results

Criteria	Hansapank	SEB Uhispank	Krediidipank	Nordea	SAMPO	SBM Pank	Tallinna Aripank
Subscription & Service Management							
It is possible to activate mobile banking service by visiting branch	+	+	+	-	+	-	-
It is possible to block mobile banking service by visiting branch	+	+	+	-	+	-	-
It is possible to block mobile banking service by sending SMS	-	-	+	-	-	-	-
Service is available to clients of all mobile operators in a country	+	+	+	-	-	-	-
It is possible to activate mobile banking service from IBS	+	+	+	-	+	-	-
It is possible to block mobile banking service from IBS	+	+	+	-	+	-	-
Transactional Functionality							
It is possible to make a local money transfer	+	+	-	-	-	-	-
It is possible to make a delayed local money transfer	-	-	-	-	-	-	-
It is possible to make an international transfer	-	-	-	-	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-
Express money payment is available	+	+	-	-	-	-	-
Currency conversion is available	-	-	-	-	-	-	-
Utility payments (water)	-	+	-	-	-	-	-
Utility payments (heating)	-	+	-	-	-	-	-
Utility payments (electricity)	-	+	-	-	-	-	-
Mobile phone service payment (2 largest providers)	+	+	-	-	-	-	-
Fixed phone line payment	-	-	-	-	-	-	-
Pre-paid mobile account refill (2 largest providers)	+	-	-	-	-	-	-
Setting automatic payments	-	-	-	-	-	-	-
Pre-defined payment triggering	-	+	-	-	-	-	-
Informational functionality							
Current account balance information	+	+	+	-	+	-	-
It is possible to see an account number	-	-	+	-	+	-	-
Last transaction details are available	-	-	+	-	+	-	-
Currency exchange rates are available	-	-	-	-	+	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-
Reporting Functionality							
Reporting about transactions triggered by automatic payment setting	+	+	+	-	+	-	-
Leasing payment reporting	+	+	+	-	+	-	-
Loan payment reporting	+	+	+	-	+	-	-
Account fund change reporting	+	+	+	-	+	-	-
Notification concerning contraction of balance of account to a certain level	-	-	+	-	+	-	-
Order monthly account information	-	-	-	-	-	-	-
Other functionality							
Changing daily transaction limits	-	-	-	-	-	-	-
Changing user login data	-	-	-	-	-	-	-
Order a payment card	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-
Information							
Service description available on the public website	+	+	+	-	+	-	-
Service commands are described on the public website	+	+	+	-	+	-	-
Service fee information available on the public website	+	+	+	-	+	-	-
List of frequently asked questions available on the public website	+	-	-	-	-	-	-
Printable version of service description is available on the public website	+	+	+	-	-	-	-
Printable version of agreement is available on the public website	+	-	-	-	-	-	-
Printable version of commands description is available on the public website	+	-	+	-	-	-	-
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-
Downloadable version of commands description is available on the public website	-	-	-	-	-	-	-
Security							
Security measures of service described on the public website	+	+	+	-	+	-	-
Tips for secure connection are described on the public website	+	+	+	-	-	-	-
Session time out is present	-	-	-	-	-	-	-
Necessity to authorize with personal number (e.g. client number)	-	-	-	-	+	-	-
Necessity to authorize with custom password	+	+	+	-	-	-	-
Necessity to enter code from code card/generator to execute any transaction	-	-	-	-	-	-	-
Access to account is blocked after entering incorrect login data for five or less times	-	-	-	-	+	-	-
Login ID and passwords are the same for multiple m-banking services	-	-	-	-	-	-	-
Data communication between user and bank is encrypted	-	-	-	-	+	-	-

16.4 Automated phone banking

Automated phone banking is even rarer feature in the Baltic mobile banking arena than the WAP banking. Being present in 3 out of 10 in Lithuania, in 2 out of 20 in Latvia and 2 out of 7 banks in Estonia, the offering itself may be vaguely called a mobile banking service at all.

Users of the automated phone banking service in the Baltic States receive rather limited range of services, in most cases being offered just an option to check the account balance.

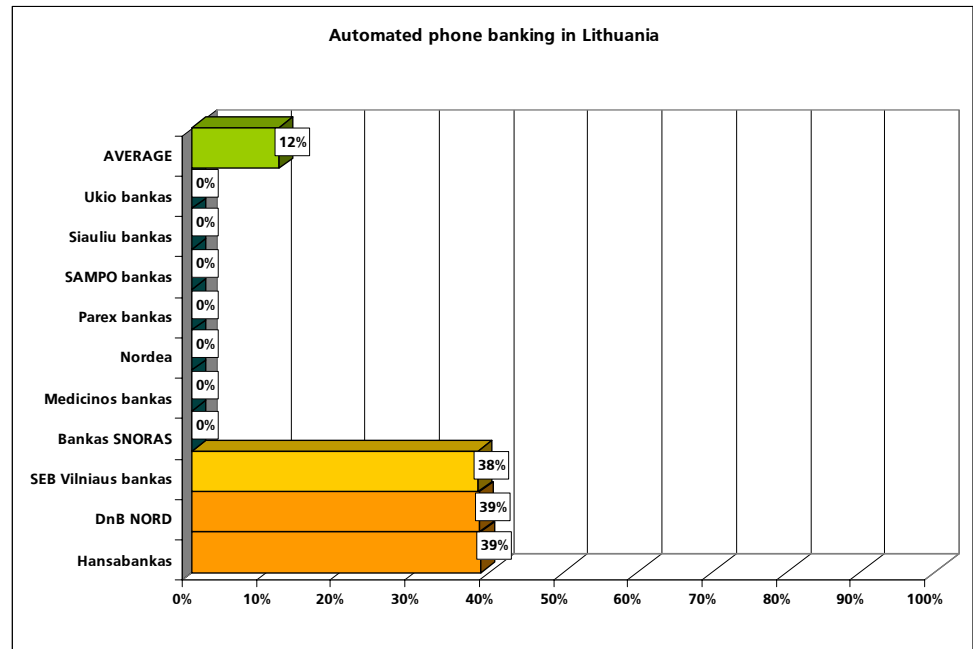
It is also interesting that, being present in Lithuania and Estonia and offering practically the same services, SEB group banks and Hansagroup banks do not offer this kind of service in Latvia.

Automated phone banking is almost a perfect substitute to the human-operated banking service with the only exception that in the latter case a person is communicating with a bank's operator, while automated phone banking is an answering machine guided service.

Testing results show that in general banks choose to provide a human operated mobile banking service rather than automated phone banking. Perhaps intuition behind such choice is that bank executives, being guided by the will of personal approach to each bank's client, employ the position that if a person will communicate by the phone with a live person, then he/she will be more satisfied. Meanwhile, there could be another angle of looking at the issue. It is possible to assume that certain share of people do not want to talk to a live person, therefore, this type of people may prefer a generalized interface, where one can easily cancel any decision, go back to the previous menu or think over the decision not experiencing a pressure that someone is waiting for the decision on the line.

Taking into consideration that it is very unlikely that phone communication type will soon become outdated, employing the automated phone banking service Baltic banks may gain some competitive advantage both on retaining current clients, as well as attracting new ones.

Lithuanian banks



Higher figures represent better results

Commentary

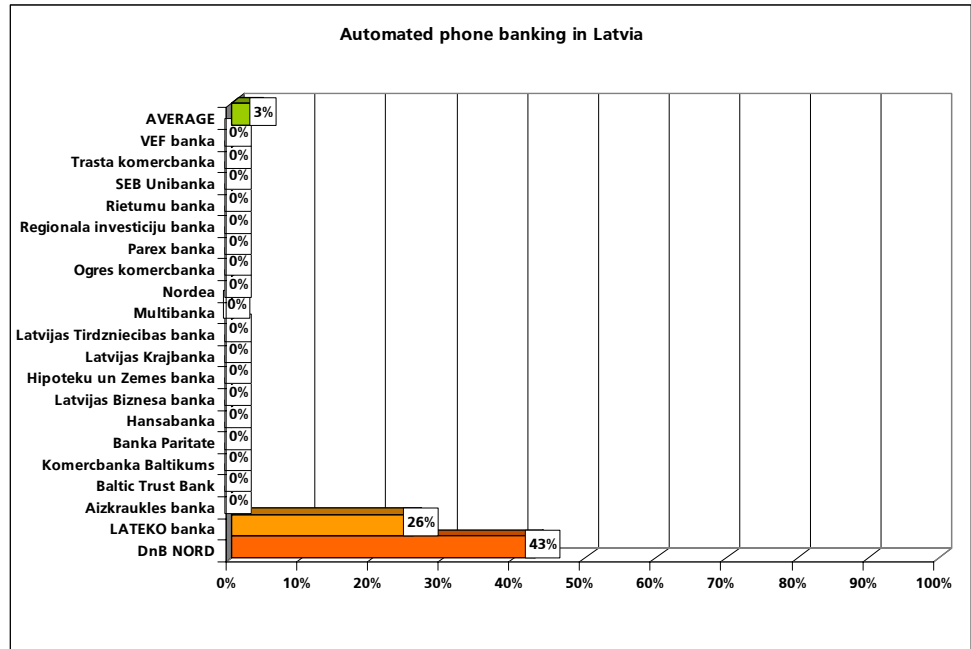
- In Lithuania, only SEB Vilniaus Bankas, DnB Nord and Hansabankas offer automated phone banking services. The development of services offered is very equal as banks' as SEB Vilniaus bankas met 38%, DnB Nord and Hansabankas met 39% of the tested criteria.
- Bankas SNORAS automated phone service is currently unavailable for new clients, thus it was not tested.
- DnB NORD automated phone "TELE LINIJA" has an option to order currency exchange rates via fax, however it did not work in practice. DnB NORD help centre officer explained that this option is currently unavailable.

Detailed testing results

Criteria	Bankas SNORAS	DnB NOR	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Subscription & Service Management										
It is possible to activate mobile banking service by visiting branch	-	+	+	-	-	-	-	+	-	-
It is possible to block mobile banking service by visiting branch	-	+	+	-	-	-	-	+	-	-
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	-	-	-	-	-	-	-	-	-	-
It is possible to activate mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-
It is possible to block mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-
Transactional Functionality										
It is possible to make a local money transfer	-	-	-	-	-	-	-	+	-	-
It is possible to make a delayed local money transfer	-	-	-	-	-	-	-	-	-	-
It is possible to make an international transfer	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-	-	-	-
Express money payment is available	-	-	-	-	-	-	-	-	-	-
Currency conversion is available	-	-	-	-	-	-	-	-	-	-
Utility payments (water)	-	-	-	-	-	-	-	-	-	-
Utility payments (heating)	-	-	-	-	-	-	-	-	-	-
Utility payments (electricity)	-	-	-	-	-	-	-	-	-	-
Mobile phone service payment (2 largest providers)	-	-	-	-	-	-	-	-	-	-
Fixed phone line payment	-	-	-	-	-	-	-	-	-	-
Pre-paid mobile account refill (2 largest providers)	-	-	-	-	-	-	-	-	-	-
Setting automatic payments	-	-	-	-	-	-	-	-	-	-
Pre-defined payment triggering	-	-	-	-	-	-	-	-	-	-
Informational functionality										
Current account balance information	-	+	+	-	-	-	-	+	-	-
It is possible to see an account number	-	-	-	-	-	-	-	+	-	-
Last transaction details are available	-	-	+	-	-	-	-	+	-	-
Currency exchange rates are available	-	+	+	-	-	-	-	-	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-	-	-	-
Reporting Functionality										
Reporting about transactions triggered by automatic payment setting	-	-	-	-	-	-	-	-	-	-
Leasing payment reporting	-	-	-	-	-	-	-	-	-	-
Loan payment reporting	-	-	-	-	-	-	-	-	-	-
Account fund change reporting	-	-	-	-	-	-	-	-	-	-
Notification concerning contraction of balance of account to a certain level	-	-	-	-	-	-	-	-	-	-
Order monthly account information	-	-	-	-	-	-	-	-	-	-
Other functionality										
Changing daily transaction limits	-	-	-	-	-	-	-	-	-	-
Changing user login data	-	+	+	-	-	-	-	+	-	-
Order a payment card	-	-	-	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-	-	-	-
Information										
Service description available on the public website	-	+	+	-	-	-	-	+	-	-
Service commands are described on the public website	-	+	+	-	-	-	-	+	-	-
Service fee information available on the public website	-	+	+	-	-	-	-	+	-	-
List of frequently asked questions available on the public website	-	-	-	-	-	-	-	-	-	-
Printable version of service description is available on the public website	-	+	+	-	-	-	-	-	-	-
Printable version of agreement is available on the public website	-	-	+	-	-	-	-	-	-	-
Printable version of commands description is available on the public website	-	+	+	-	-	-	-	-	-	-
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-
Downloadable version of commands description is available on the public website	-	-	-	-	-	-	-	-	-	-
Security										
Security measures of service described on the public website	-	+	-	-	-	-	-	+	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-
Session time out is present	-	+	+	-	-	-	-	+	-	-
Necessity to authorize with personal number (e.g. client number)	-	+	+	-	-	-	-	+	-	-
Necessity to authorize with custom password	-	+	-	-	-	-	-	+	-	-
Necessity to enter code from code card/generator to execute any transaction	-	-	-	-	-	-	-	-	-	-
Access to account is blocked after entering incorrect login data for five or less times	-	+	+	-	-	-	-	+	-	-
Login ID and passwords are the same for multiple m-banking services	-	-	+	-	-	-	-	+	-	-
Data communication between user and bank is encrypted	-	-	-	-	-	-	-	-	-	-



Latvian banks



Higher figures represent better results

Commentary

- Automated phone banking is unpopular and rather underdeveloped service in Latvia, being offered just by two out of twenty Latvian banks.
- Meanwhile, DnB NORD is offering quite extensive functionality to its clients.

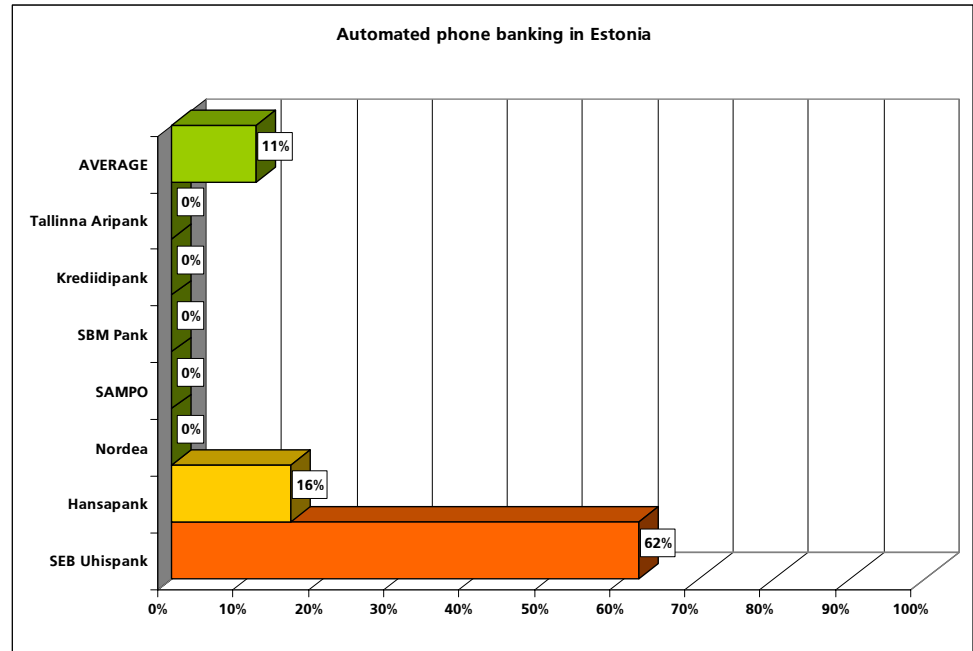
Detailed testing results

Criteria	VEF banka	Regionala investiciju banka	Multibanka	Banka Paritate	Komerbanka Baltikums	Baltic Trust Bank	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Tirdzniecibas banka	Aizkraukles banka	Nordea	Hansabanka	Parex banka	Latvijas Krajbanka	LATEKO banka	Ogres komercbanka	DnB NOR	Rietumu banka	SEB Unibanka	Trasta komercbanka
Subscription & Service Management																				
It is possible to activate mobile banking service by visiting branch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-
It is possible to block mobile banking service by visiting branch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-
It is possible to activate mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to block mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transactional Functionality																				
It is possible to make a local money transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed local money transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to make an international transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Express money payment is available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Currency conversion is available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (water)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (heating)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (electricity)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mobile phone service payment (2 largest providers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fixed phone line payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Setting automatic payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pre-defined payment triggering	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pre-paid mobile account refill (2 largest provides)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Informational functionality																				
Current account balance information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-
It is possible to see an account number	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Last transaction details are available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Currency exchange rates are available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-
Special offers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reporting Functionality																				
Reporting about transactions triggered by automatic payment setting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Leasing payment reporting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-
Loan payment reporting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Account fund change reporting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Notification concerning contraction of balance of account to a certain level	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Order monthly account information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Detailed testing results (continued)

Criteria	VEF banka	Reģionālā investīciju banka	Multibanka	Banka Paritāte	Komerčbanka Baltikums	Baltic Trust Bank	Latvijas Biznesa banka	Hipotēku un Zemes banka	Latvijas Tirdzniecības banka	Aizkraukles banka	Nordea	Hansabanka	Parex banka	Latvijas Krājbanka	LATEKO banka	Ogres komercbanka	DnB NOR	Rietumu banka	SEB Unibanka	Trasta komercbanka
Other functionality																				
Changing daily transaction limits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Changing user login data	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Order a payment card	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Information																				
Service description available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-
Service commands are described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-
Service fee information available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-
List of frequently asked questions available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Printable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-
Printable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Printable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Downloadable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-
Security																				
Security measures of service described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Session time out is present	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-
Necessity to authorize with personal number (e.g. client number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-
Necessity to authorize with custom password	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Necessity to enter code from code card/generator to execute any transaction	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-
Access to account is blocked after entering incorrect login data for five or less times	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-
Login ID and passwords are the same for multiple m-banking services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-
Data communication between user and bank is encrypted	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Estonian banks



Higher figures represent better results

Commentary

- Automated phone banking is very rare, namely featured by two largest banks: Hansapank offering only account balance information and SEB Uhispank providing transaction services in addition to that.
- Meanwhile, SEB Uhispank is offering broadest available automated phone banking functionality among all Baltic banks.

Detailed testing results

Criteria	Hansebank	SEB Uhispank	Kreditipbank	Nordea	SAMPPO	SBM Bank	Jallima Arpank
Subscription & Service Management							
It is possible to activate mobile banking service by visiting branch	+	+	-	-	-	-	-
It is possible to block mobile banking service by visiting branch	-	+	-	-	-	-	-
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	-	+	-	-	-	-	-
It is possible to activate mobile banking service from IBS	+	+	-	-	-	-	-
It is possible to block mobile banking service from IBS	+	-	-	-	-	-	-
Transactional Functionality							
It is possible to make a local money transfer	-	+	-	-	-	-	-
It is possible to make a delayed local money transfer	-	+	-	-	-	-	-
It is possible to make an international transfer	-	-	-	-	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-
Express money payment is available	-	+	-	-	-	-	-
Currency conversion is available	-	-	-	-	-	-	-
Utility payments (water)	-	+	-	-	-	-	-
Utility payments (heating)	-	+	-	-	-	-	-
Utility payments (electricity)	-	+	-	-	-	-	-
Mobile phone service payment (2 largest providers)	-	+	-	-	-	-	-
Fixed phone line payment	-	+	-	-	-	-	-
Pre-paid mobile account refill (2 largest providers)	-	-	-	-	-	-	-
Setting automatic payments	-	+	-	-	-	-	-
Pre-defined payment triggering	-	-	-	-	-	-	-
Informational functionality							
Current account balance information	+	+	-	-	-	-	-
It is possible to see an account number	-	+	-	-	-	-	-
Last transaction details are available	-	+	-	-	-	-	-
Currency exchange rates are available	-	-	-	-	-	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-
Reporting Functionality							
Reporting about transactions triggered by automatic payment setting	-	+	-	-	-	-	-
Leasing payment reporting	-	+	-	-	-	-	-
Loan payment reporting	-	+	-	-	-	-	-
Account fund change reporting	-	+	-	-	-	-	-
Notification concerning contraction of balance of account to a certain level	-	+	-	-	-	-	-
Order monthly account information	-	-	-	-	-	-	-
Other functionality							
Changing daily transaction limits	-	-	-	-	-	-	-
Changing user login data	-	-	-	-	-	-	-
Order a payment card	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-
Information							
Service description available on the public website	-	+	-	-	-	-	-
Service commands are described on the public website	-	+	-	-	-	-	-
Service fee information available on the public website	-	+	-	-	-	-	-
List of frequently asked questions available on the public website	-	-	-	-	-	-	-
Printable version of service description is available on the public website	-	-	-	-	-	-	-
Printable version of agreement is available on the public website	+	-	-	-	-	-	-
Printable version of commands description is available on the public website	-	-	-	-	-	-	-
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-
Downloadable version of commands description is available on the public website	-	-	-	-	-	-	-
Security							
Security measures of service described on the public website	-	+	-	-	-	-	-
Tips for secure connection are described on the public website	-	+	-	-	-	-	-
Session time out is present	-	+	-	-	-	-	-
Necessity to authorize with personal number (e.g. client number)	-	+	-	-	-	-	-
Necessity to authorize with custom password	-	+	-	-	-	-	-
Necessity to enter code from code card/generator to execute any transaction	-	+	-	-	-	-	-
Access to account is blocked after entering incorrect login data for five or less times	-	+	-	-	-	-	-
Login ID and passwords are the same for multiple m-banking services	-	-	-	-	-	-	-
Data communication between user and bank is encrypted	-	-	-	-	-	-	-

16.5 Human-operated phone banking

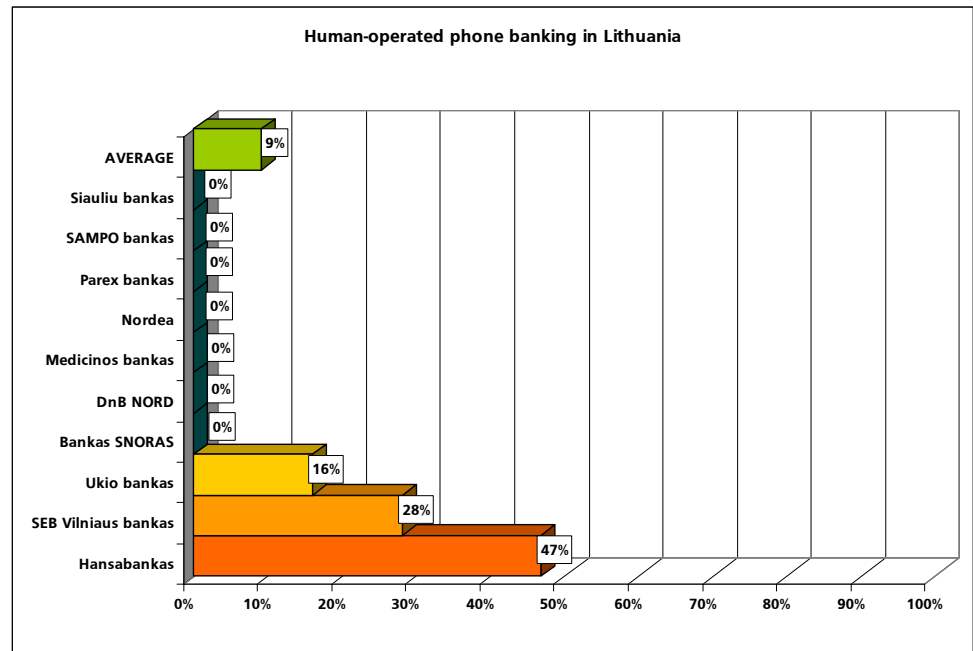
Human-operated phone banking may be undoubtedly called the most popular type of mobile banking communication channels in the Baltics. Being present in all, except 2 banks in Estonia, this mobile banking channel is an expected complement to the Internet Banking service. Lithuania appears to be the only country, where human operated mobile banking is still underdeveloped and is present only in 3 out of 10 retail banks in Lithuania.

For banks in the Baltic States human-operated phone banking appears to be the field of primary scope among other available mobile banking communication channels. However, very little attention and resources are devoted to this m-banking service. It is a rare case, when users of a human-operated phone banking may execute any kind of transactions or fund movements in their accounts, even not speaking about trading the securities and managing investment funds.

The most popular and widely spread human operated phone banking services are mainly informational ones – one can get the account balance and information, as well as information about recently occurred transactions and fund movements.

Speaking about human-operated phone banking, usually it is hard to define the edge between the human-operated phone banking and services one can get during a call to the customer service centre of a bank. Therefore, the assumption was made that one must log in for human-operated phone banking services, otherwise it was treated as a customer information service.

Lithuanian banks



Higher figures represent better results

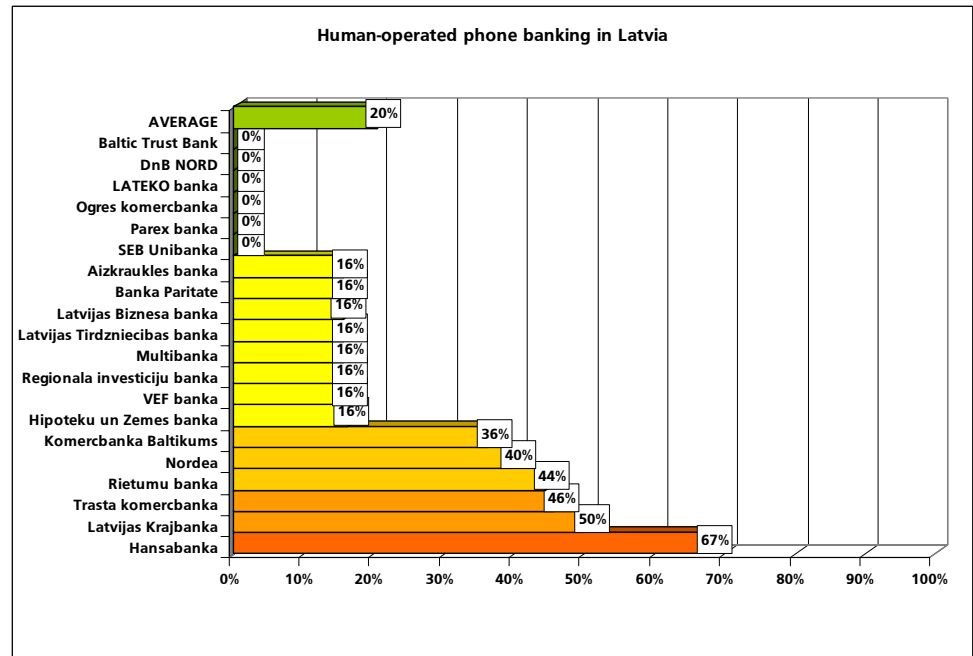
Commentary

- Only three banks in Lithuania offer human-operated phone banking services with Hansabankas holding a strong lead in the category.
- In Ukio bankas it took a good while to convince branch consultant that such service does exist. Nevertheless, the access was granted afterwards.

Detailed testing results

Criteria	Bankas SNORAS	DNB NORD	Hansabankas	Medicinos bankas	Nordea	Parix bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Subscription & Service Management										
It is possible to activate mobile banking service by visiting branch	-	-	+	-	-	-	-	+	-	+
It is possible to block mobile banking service by visiting branch	-	-	+	-	-	-	-	+	-	+
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	-	-	-	-	-	-	-	-	-	-
It is possible to activate mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-
It is possible to block mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-
Transactional Functionality										
It is possible to make a local money transfer	-	-	+	-	-	-	-	-	-	-
It is possible to make a delayed local money transfer	-	-	+	-	-	-	-	-	-	-
It is possible to make an international transfer	-	-	-	-	-	-	-	-	-	-
It is possible to make a delayed international transfer	-	-	-	-	-	-	-	-	-	-
Express money payment is available	-	-	-	-	-	-	-	-	-	-
Currency conversion is available	-	-	+	-	-	-	-	-	-	-
Utility payments (water)	-	-	+	-	-	-	-	-	-	-
Utility payments (heating)	-	-	+	-	-	-	-	-	-	-
Utility payments (electricity)	-	-	+	-	-	-	-	-	-	-
Mobile phone service payment (2 largest providers)	-	-	+	-	-	-	-	-	-	-
Fixed phone line payment	-	-	+	-	-	-	-	-	-	-
Pre-paid mobile account refill (2 largest provides)	-	-	-	-	-	-	-	-	-	-
Setting automatic payments	-	-	+	-	-	-	-	-	-	-
Pre-defined payment triggering	-	-	-	-	-	-	-	-	-	-
Informational functionality										
Current account balance information	-	-	+	-	-	-	-	+	-	+
It is possible to see an account number	-	-	+	-	-	-	-	+	-	+
Last transaction details are available	-	-	+	-	-	-	-	+	-	+
Currency exchange rates are available	-	-	+	-	-	-	-	-	-	+
It is possible to see information from the stock exchange	-	-	-	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	+	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	+	-	-	-	-	-	-	+
Reporting Functionality										
Reporting about transactions triggered by automatic payment setting	-	-	+	-	-	-	-	-	-	+
Leasing payment reporting	-	-	-	-	-	-	-	-	-	-
Loan payment reporting	-	-	+	-	-	-	-	-	-	-
Account fund change reporting	-	-	-	-	-	-	-	-	-	-
Notification concerning contraction of balance of account to a certain level	-	-	-	-	-	-	-	-	-	-
Order monthly account information	-	-	+	-	-	-	-	-	-	-
Other functionality										
Changing daily transaction limits	-	-	-	-	-	-	-	-	-	-
Changing user login data	-	-	-	-	-	-	-	-	-	-
Order a payment card	-	-	+	-	-	-	-	-	-	-
Fill in the application for a credit	-	-	+	-	-	-	-	-	-	-
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	+	-	-	-	-	-	-	-
Information										
Service description available on the public website	-	-	+	-	-	-	-	+	-	-
Service commands are described on the public website	-	-	+	-	-	-	-	-	-	-
Service fee information available on the public website	-	-	+	-	-	-	-	+	-	-
List of frequently asked questions available on the public website	-	-	-	-	-	-	-	-	-	-
Printable version of service description is available on the public website	-	-	+	-	-	-	-	-	-	-
Printable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-
Printable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-	-	-	-
Downloadable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-
Security										
Security measures of service described on the public website	-	-	+	-	-	-	-	+	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-
Session time out is present	-	-	-	-	-	-	-	-	-	-
Necessity to authorize with personal number (e.g. client number)	-	-	+	-	-	-	-	+	-	+
Necessity to authorize with custom password	-	-	-	-	-	-	-	+	-	-
Necessity to enter code from code card/generator to execute any transaction	-	-	+	-	-	-	-	-	-	-
Access to account is blocked after entering incorrect login data for five or less times	-	-	-	-	-	-	-	-	-	-
Login ID and passwords are the same for multiple m-banking services	-	-	+	-	-	-	-	+	-	-
Data communication between user and bank is encrypted	-	-	-	-	-	-	-	-	-	-

Latvian banks



Higher figures represent better results

Commentary

- Human-operated banking services seem to be most developed in Latvia, as fifteen banks out of 20 offer significant functionality to their clients.
- Human-operated phone banking in Hansabanka offers similar functionality as bank's IBS.
- Although there is a link on the public website of Trasta Komercbanka to a phone banking application form, the link (<http://www.tkb.lv/public/?id=268>) leads to a blank page.

Detailed testing results

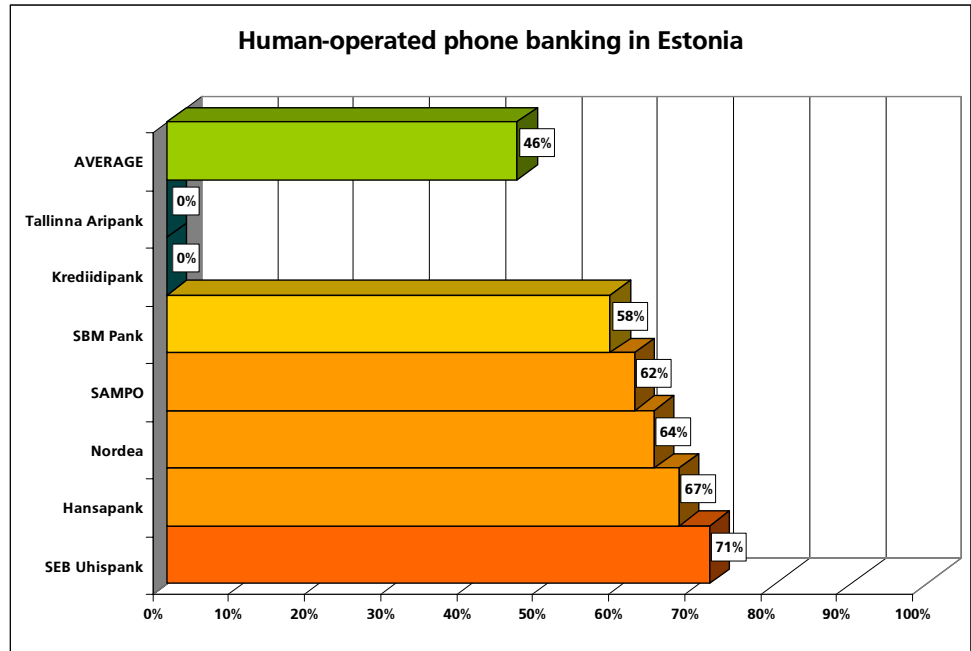
Criteria	VEF banka	Reģionālā investīciju banka	Mutibanka	Banka Paritāte	Komerdbanka Baltikums	Baltic Trust Bank	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Irdzniecības banka	Aizkraukies banka	Nordea	Hansabanka	Parex banka	Latvijas Krajbanka	LATEKO banka	Ogres komercbanka	DnB NORD	Rietumu banka	SEB Unibanka	Irista komercbanka	
Subscription & Service Management																					
It is possible to activate mobile banking service by visiting branch	+	+	+	+	+	-	+	+	+	+	+	+	-	+	-	-	-	-	+	-	+
It is possible to block mobile banking service by visiting branch	+	+	+	+	+	-	+	+	+	+	+	+	-	+	-	-	-	-	+	-	+
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	+	+	+	+	+	-	+	+	+	+	+	+	-	+	-	-	-	-	+	-	+
It is possible to activate mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-
It is possible to block mobile banking service from IBS	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-
Transactional Functionality																					
It is possible to make a local money transfer	-	-	-	-	+	-	-	-	-	-	+	+	-	+	-	-	-	-	+	-	+
It is possible to make a delayed local money transfer	-	-	-	-	+	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-	+
It is possible to make an international transfer	-	-	-	-	+	-	-	-	-	-	+	+	-	+	-	-	-	-	+	-	+
It is possible to make a delayed international transfer	-	-	-	-	+	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-	+
Express money payment is available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Currency conversion is available	-	-	-	-	+	-	-	-	-	-	-	+	-	+	-	-	-	-	+	-	+
Utility payments (water)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (heating)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility payments (electricity)	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-	-	-	+	-	-
Mobile phone service payment (2 largest providers)	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-	-	-	+	-	-
Fixed phone line payment	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-	-	-	+	-	-
Setting automatic payments	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-	-	-	+	-	+
Pre-defined payment triggering	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-	-	-	+	-	+
Pre-paid mobile account refill (2 largest provides)	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-	-	-	-	-	-
Informational functionality																					
Current account balance information	+	+	+	+	+	-	+	+	+	+	+	+	-	+	-	-	-	-	+	-	+
It is possible to see an account number	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-	-	-	+	-	-
Last transaction details are available	+	+	+	+	+	-	+	+	+	+	+	+	-	+	-	-	-	-	+	-	+
Currency exchange rates are available	+	+	+	+	+	-	+	+	+	+	+	+	-	+	-	-	-	-	+	-	+
It is possible to see information from the stock exchange	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-	-	-	-	-	+	+	-	+	-	-	-	-	-	+
Special offers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-	+	-	-	+	+	-	+	-	-	-	-	-	-	-
Information about loan and deposit interest rates	+	+	+	+	+	-	+	+	+	+	+	+	-	+	-	-	-	-	-	-	+
Reporting Functionality																					
Reporting about transactions triggered by automatic payment setting	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	+	-	+
Leasing payment reporting	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	+	-	-
Loan payment reporting	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	+	-	-
Account fund change reporting	-	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	+	-	+
Notification concerning contraction of balance of account to a certain level	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	+	-	-
Order monthly account information	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	+	-	-



Detailed testing results (continued)

Criteria	VEF banka	Regionala investiciju banka	Multibanka	Banka Paritate	Komerbanka Baltikums	Baltic Trust Bank	Latvijas Biznesa banka	Hipoteku un Zemes banka	Latvijas Tirdzniecibas banka	Aizkraukles banka	Nordea	Hansabanka	Parex banka	Latvijas Krajbanka	LATEKO banka	Ogres komercbanka	DnB NORD	Rietumu banka	SEB Unibanka	Trasta komercbanka
Other functionality																				
Changing daily transaction limits	-	-	-	-	-	-	-	-	-	-	+	+	-	-	-	-	-	-	-	-
Changing user login data	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-
Order a payment card	-	-	-	-	-	-	-	-	-	-	-	+	-	+	-	-	-	-	-	-
Fill in the application for a credit	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	+
It is possible to unblock a payment card after entering wrong PIN 3 times	-	-	-	-	-	-	-	-	-	-	+	+	-	+	-	-	-	-	-	-
Information																				
Service description available on the public website	-	-	-	-	+	-	-	-	-	-	+	+	-	+	-	-	-	-	+	+
Service commands are described on the public website	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-
Service fee information available on the public website	-	-	-	-	-	-	-	-	-	-	+	+	-	+	-	-	-	-	-	+
List of frequently asked questions available on the public website	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-
Printable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-
Printable version of agreement is available on the public website	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-
Printable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+
Downloadable version of service description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-
Downloadable version of comands description is available on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Security																				
Security measures of service described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	+
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Session time out is present	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-
Necessity to authorize with personal number (e.g. client number)	-	-	-	-	+	-	-	-	-	-	+	+	-	+	-	-	-	-	+	+
Necessity to authorize with custom password	-	-	-	-	+	-	-	-	-	-	+	+	-	+	-	-	-	-	+	+
Necessity to enter code from code card/generator to execute any transaction	-	-	-	-	+	-	-	-	-	-	+	+	-	+	-	-	-	-	+	+
Access to account is blocked after entering incorrect login data for five or less times	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Login ID and passwords are the same for multiple m-banking services	-	-	-	-	-	-	-	-	-	-	+	+	-	+	-	-	-	-	-	-
Data communication between user and bank is encrypted	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Estonian banks



Higher figures represent better results

Commentary

- Human-operated phone banks are almost standard for Estonian retail banking, with the widest range of services available among all mobile channels.
- The level of service development is rather high and even, with more noticeable differences among banks observed when analyzing availability of information about the service.

Detailed testing results

Criteria	Hanseabank	SFB Uhisbank	Kreditipbank	Nordea	SAVPO	SBM Bank	Ilirima Arbank
Subscription & Service Management							
It is possible to activate mobile banking service by visiting branch	+	+	-	+	+	+	-
It is possible to block mobile banking service by visiting branch	+	+	-	+	+	+	-
It is possible to block mobile banking service by sending SMS	-	-	-	-	-	-	-
Service is available to clients of all mobile operators in a country	+	+	-	+	+	+	-
It is possible to activate mobile banking service from IBS	+	+	-	-	-	-	-
It is possible to block mobile banking service from IBS	+	-	-	-	-	-	-
Transactional Functionality							
It is possible to make a local money transfer	+	+	-	+	+	+	-
It is possible to make a delayed local money transfer	+	+	-	+	+	+	-
It is possible to make an international transfer	+	+	-	+	+	+	-
It is possible to make a delayed international transfer	+	+	-	+	+	+	-
Express money payment is available	+	+	-	+	+	+	-
Currency conversion is available	+	+	-	+	+	+	-
Utility payments (water)	+	+	-	+	+	+	-
Utility payments (heating)	+	+	-	+	+	+	-
Utility payments (electricity)	+	+	-	+	+	+	-
Mobile phone service payment (2 largest providers)	+	+	-	+	+	+	-
Fixed phone line payment	+	+	-	+	+	+	-
Pre-paid mobile account refill (2 largest providers)	+	+	-	+	+	+	-
Setting automatic payments	+	+	-	+	+	+	-
Pre-defined payment triggering	+	+	-	-	-	-	-
Informational functionality							
Current account balance information	+	+	-	+	+	+	-
It is possible to see an account number	+	+	-	+	+	-	-
Last transaction details are available	+	+	-	+	+	+	-
Currency exchange rates are available	-	-	-	-	-	-	-
It is possible to see information from the stock exchange	-	-	-	-	-	-	-
Latest bank news	-	-	-	-	-	-	-
Special offers	-	-	-	-	-	-	-
It is possible to find the locations of ATMs or bank branches	-	-	-	-	-	-	-
Information about loan and deposit interest rates	-	-	-	-	-	-	-
Reporting Functionality							
Reporting about transactions triggered by automatic payment setting	+	+	-	+	+	+	-
Leasing payment reporting	+	+	-	+	+	+	-
Loan payment reporting	+	+	-	+	+	+	-
Account fund change reporting	+	+	-	+	+	+	-
Notification concerning contraction of balance of account to a certain level	+	+	-	+	+	+	-
Order monthly account information	+	-	-	+	-	-	-
Other functionality							
Changing daily transaction limits	+	+	-	+	+	+	-
Changing user login data	+	+	-	+	+	+	-
Order a payment card	+	+	-	+	+	+	-
Fill in the application for a credit	+	+	-	+	+	+	-
It is possible to unblock a payment card after entering wrong PIN 3 times	+	+	-	+	+	+	-
Information							
Service description available on the public website	+	+	-	+	+	+	-
Service commands are described on the public website	-	-	-	+	+	-	-
Service fee information available on the public website	+	+	-	+	+	+	-
List of frequently asked questions available on the public website	-	-	-	-	-	-	-
Printable version of service description is available on the public website	+	-	-	+	-	-	-
Printable version of agreement is available on the public website	-	-	-	-	-	-	-
Printable version of commands description is available on the public website	-	-	-	-	-	-	-
Downloadable version of service description is available on the public website	-	-	-	+	-	-	-
Downloadable version of agreement is available on the public website	-	-	-	-	-	-	-
Downloadable version of commands description is available on the public website	-	-	-	-	-	-	-
Security							
Security measures of service described on the public website	+	+	-	+	+	+	-
Tips for secure connection are described on the public website	+	+	-	+	+	+	-
Session time out is present	-	-	-	-	-	-	-
Necessity to authorize with personal number (e.g. client number)	+	+	-	+	+	+	-
Necessity to authorize with custom password	+	+	-	+	+	+	-
Necessity to enter code from code card/generator to execute any transaction	+	+	-	+	+	+	-
Access to account is blocked after entering incorrect login data for five or less times	+	+	-	+	+	+	-
Login ID and passwords are the same for multiple m-banking services	+	+	-	+	+	+	-
Data communication between user and bank is encrypted	-	-	-	-	-	-	-

Composite rankings 2006

To make the research more valuable to high level banking executives, a synthetic model has been constructed, representing every bank's ability to leverage the e-channel in two key areas, namely:

- **Attracting new clients**
- **Retaining current clients**

By using Delphi methodology, benchmark weights were derived and adjusted to reflect the averages as follows:

Test	Attracting potential clients	Retaining current clients
Functionality	3	3
Clarity	3	2
Convenience	2	3
Responsiveness	2	2
SUM	10	10

The reasoning behind the weights was that some tests were simulating the behaviour of experienced, old time clients of a bank and others were reflecting the attitudes and needs of new users (i.e. clients that either had been acquired very recently or were still considering whether to enter into a relationship with the bank). The model allows calculating an overall score for any given bank in both areas, and plots both values on a single XY chart (*Attracting potential clients vs. Retaining current clients*).

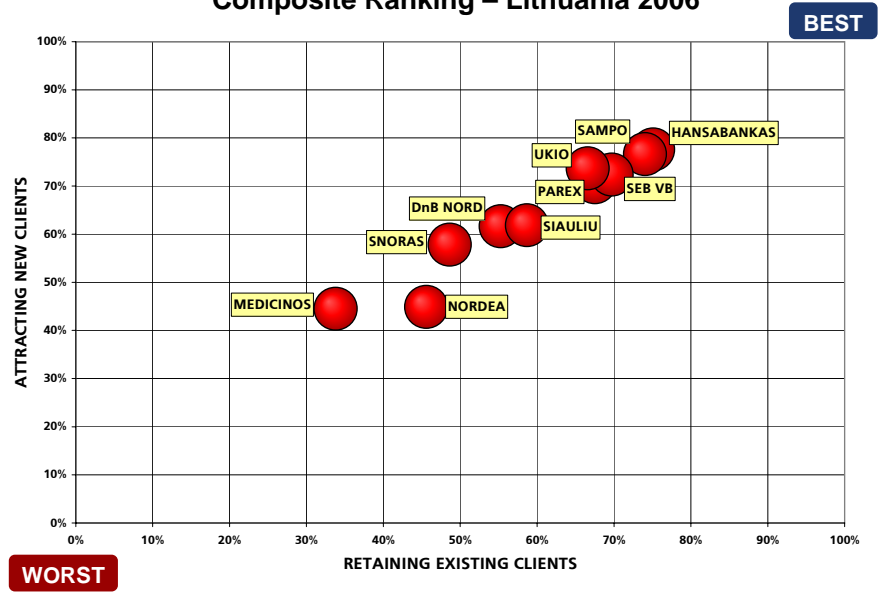
NOTE on Composite Ranking

The intra-country composite rankings are relative and should not be compared across different countries. For instance, one can safely claim that SEB Uhispank has shown better performance than SBM Pank in Estonia, but one cannot compare SEB Uhispank's composite ranking score with that of Lithuania's SEB Vilniaus Bankas in a meaningful way.

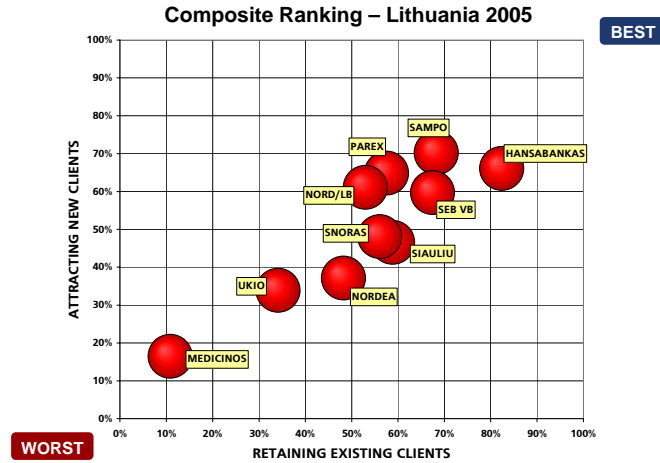
This of course does not prevent a reader from doing cross-border performance comparisons in areas where absolute rather than relative figures are available (convenience test results are a suitable example).

Lithuanian banks

Composite Ranking – Lithuania 2006



Composite Ranking – Lithuania 2005



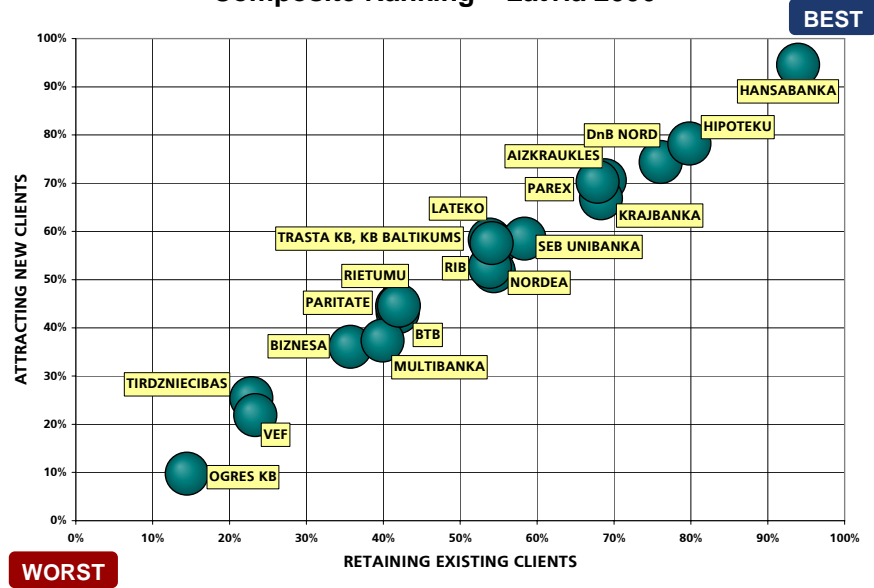
Last year's Composite Ranking is included for relative comparison purposes.

Overall rankings 2006 in Lithuania

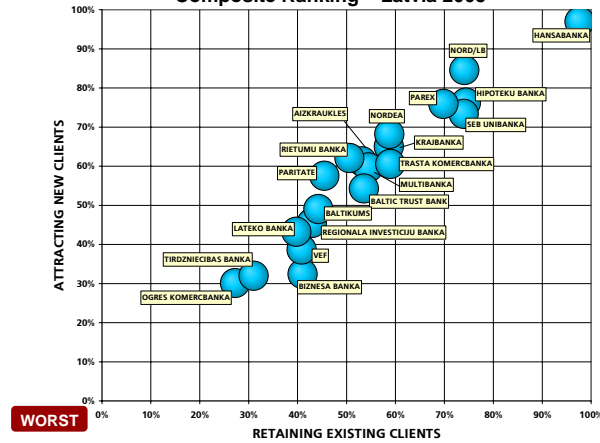
Rank 2006	Rank 2005	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	Hansabankas	7,8	7,5	15,3
2	(2)	Sampo bankas	7,7	7,4	15,1
3	(3)	SEB Vilniaus bankas	7,2	7,0	14,2
4	(9)	Ukio bankas	7,4	6,7	14,1
5	(4)	Parex bankas	7,1	6,8	13,9
6	(6)	Siauliu bankas	6,2	5,9	12,1
7	(5)	DnB NORD	6,2	5,5	11,7
8	(7)	Bankas SNORAS	5,8	4,9	10,7
9	(8)	Nordea	4,5	4,6	9,1
10	(10)	Medicinos bankas	4,5	3,4	7,9
		AVERAGE	6,4	5,9	12,3

Latvian banks

Composite Ranking – Latvia 2006



Composite Ranking – Latvia 2005



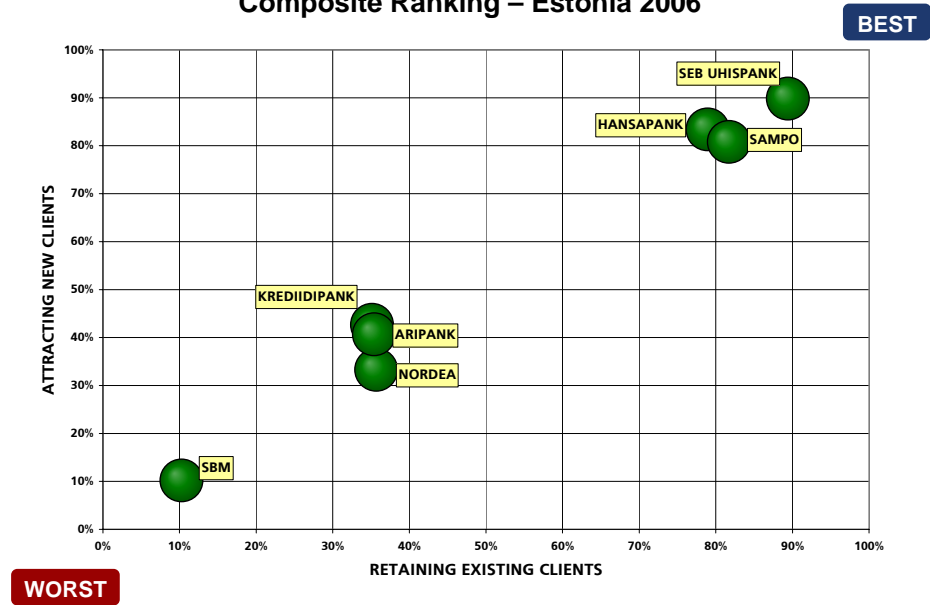
Last year's Composite Ranking is included for relative comparison purposes.

Overall rankings 2006 in Latvia

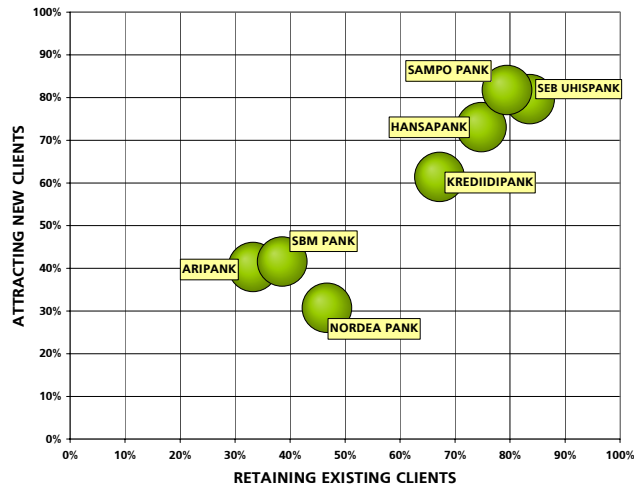
Rank 2006	Rank 2005	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	Hansabanka	9,5	9,4	18,9
2	(3)	Hipoteku un Zemes banka	7,8	8,0	15,8
3	(2)	DnB NORD	7,4	7,6	15,0
4	(9)	Aizkraukles banka	7,1	6,9	14,0
5	(5)	Parex banka	7,0	6,8	13,8
6	(7)	Latvijas Krajbanka	6,7	6,8	13,5
7	(4)	SEB Unibanka	5,8	5,8	11,6
8	(14)	Komercbanka Baltikums	5,8	5,4	11,2
9	(16)	LATEKO banka	5,7	5,5	11,2
10	(8)	Trasta Komercbanka	5,8	5,4	11,2
11	(15)	Regionala Investiciju banka	5,3	5,4	10,7
12	(6)	Nordea	5,2	5,4	10,6
13	(13)	Banka Paritate	4,5	4,2	8,7
14	(11)	Rietumu banka	4,5	4,2	8,7
15	(12)	Baltic Trust Bank	4,3	4,2	8,5
16	(10)	Multibanka	3,7	4,0	7,7
17	(18)	Latvijas Biznesa banka	3,6	3,6	7,2
18	(19)	Latvijas Tirdzniecibas banka	2,5	2,3	4,8
19	(17)	VEF banka	2,2	2,3	4,5
20	(20)	Ogres Komercbanka	1,0	1,4	2,4
		AVERAGE	5,3	5,2	10,5

Estonian banks

Composite Ranking – Estonia 2006



Composite Ranking – Estonia 2005



Last year's Composite Ranking is included for relative comparison purposes.

Overall rankings 2006 in Estonia

Rank 2006	Rank 2005	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	SEB Uhispank	9,0	8,9	17,9
2	(2)	SAMPO	8,1	8,2	16,3
3	(3)	Hansapank	8,3	7,9	16,2
4	(4)	Krediidipank	4,3	3,5	7,8
5	(7)	Tallinna Aripank	4,1	3,5	7,6
6	(6)	Nordea	3,3	3,6	6,9
7	(5)	SBM Pank	1,0	1,0	2,0
		AVERAGE	5,4	5,2	10,6

Top e-bugs and e-blunders '06

Latvia

DnB NORD

In one of their response e-mails, DnB NORD claims that the highest interest rates for investments are definitely for deposits. ☺

LATEKO banka

During a phone call to LATEKO banka in order to figure out whether there is a WAP banking service available, our researcher was told that:

"Although there is no such service in LATEKO banka, you may still try to find it and if your trial will be successful, then you're a TRULY LUCKY GUY". ☺

Having opened LATEKO banka's public website in Latvian, "IBS Tutorial" link leads to the help-system content index in Russian, while content of help system itself is in English:



Latvijas Biznesa banka

Due to a spelling error, Latvijas Biznesa banka has the most original money investing opportunity – they suggested investing money in "fords" – sounds like a kind of car-asset.

Latvijas Tirdzniecibas banka

A response from Latvijas Tirdzniecibas banka contained the following:

"We, as a "child" company have to discuss the possibility of account opening for a non-resident person with the "Mother".

We can only imagine what kind of "mother" that is. ☺

Nordea

Nordea responded with a blank letter to one of the e-mail inquiries.

Ogres Komerbanka

It took approximately 15 phone calls, 2 bank visits and 2,5 weeks to open an account with an internet-banking feature enabled in Ogres Komerbanka. The official reason was:

"Our IT department manager is on vacation and no one can sign the account opening documents right now".

1 out of 2 total e-mail responses received from Ogres Komercbanka contained only:

"...we can't help you now...I am sorry..."

Rietumu banka, Multibanka

Rietumu banka and Multibanka use bizarre names for their customer service – e.g. "eadll@rietumu.lv"; [Dina.Matvejeva <kkd-05@multibanka.com>](mailto:Dina.Matvejeva@multibanka.com) .

Trasta Komercbanka

After confirming a local transaction of 0.01 sant. in IBS of Trasta Komercbanka, in about 30 min a tester received a call from a bank, during which he was asked

*"What is the purpose of such **MEGA-transaction**?"*

After explaining that he was just learning, our researcher was advised by the operator of the bank to

"learn a bit more – the process of canceling transactions".

Estonia

SAMPO pank, SBM pank

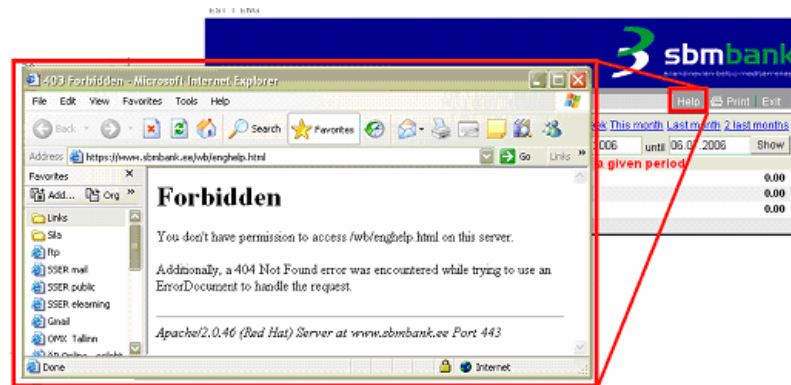
Just like the year before – SAMPO pank seems to work 24/7, responding to some of simulated customer enquiries during the night – 3 AM.

SBM pank managed to respond in the early morning – 5 AM.

SBM pank

After making a trial transfer of EEK 0,20 to the SBM pank account, our tester was telephoned by the bank the next day and was asked (in a quite disappointed tone) about the validity of this transaction.

IBS user is "Forbidden" to use the help system in English ☺
(an error message pops up if one clicks on the help link):



Lithuania

Medicinos bankas

In response to our researcher's request to sign-up for SMS banking services, Medicinos bankas' Branch Manager responded:

"Every worker at our bank has a mobile phone, so you want one of our worker's phone number and that s/he would answer to your SMS by himself?"

Ukio bankas

Human-operated mobile banking service in Lithuania appears to have lunch hours as well. During the test call, our researcher was explained that human-operated phone banking officer is having lunch at the moment and the researcher was asked to call an hour later.

Conclusions

1. While the picture with customer service responsiveness has improved considerably, many banks still fail to integrate e-channels into their customer service processes. Around one half of the banks still routinely fail to answer customer email inquiries, or are unable to ensure consistent quality.
2. After two years of breakaway dominance in all the three Baltic countries during 2003-2004, Hansapank positions have weakened substantially in Estonia in 2005. In 2006, Hansapank has strengthened its positions, however, not enough to overcome competitors - Hansapank finished still 3rd in Estonia with SEB Uhispank and SAMPO at the top.
3. Hansabanka remained a clear leader in Latvia, while in Lithuania the gap between Hansabankas and its primary competitors has been diminishing further. This year Hansabankas and SAMPO results were practically identical.
4. Some banks have improved their e-offerings significantly within a year. To name a few – Ukio bankas in Lithuania, having ranked 4th this year (9th last year); Aizkraukles and LATEKO banka in Latvia – 4th and 9th, respectively (9th and 16th last year, respectively).
5. The journey towards no-fee e-banking account opening has come to a close for Estonian and Lithuanian banks, with none of the banks charging the customers for opening e-banking accounts. We still expect that similar trend should take over Latvian banking market over the coming years.
6. While real 24/7 customer service remains only partially available, many banks are evidently working extended hours, answering customer inquiries in the evening or even at night. That would have been unthinkable just three or four years ago, and we applaud the trend.
7. Led by Estonians, all the banks in the Baltics are introducing new financial and non-financial products and services to their e-banking product portfolios. The process could be faster, but the direction is right.

About the Authors

Metasite is a management consulting, marketing communications and technology solutions firm serving enterprise clients in the Baltics, Russian Federation and United Kingdom.

Formed in 1998 as an integrated consulting house, Metasite maintains its primary focus on the financial services, telecommunications and energy sectors.

Metasite assists its clients in identifying key industry trends, mapping and optimizing customer touch points, integrating multiple customer service channels, engineering usable interfaces, developing structured customer-centric business processes for e-marketing, knowledge management and new product development.

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