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# The 2007 Baltic E-Banking Report



The 5th annual independent e-banking research report  
covering 37 banks in Latvia, Estonia and Lithuania

November 2007

Metasite Business Solutions  
[www.metasite.net](http://www.metasite.net)

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# Executive summary

The Baltic e-banking landscape is in continuous transformation, and we see a couple of important trends that are going to continue influencing Baltic E-Banking market over the coming years.

The first trend is the **expansion of e-banking functionality beyond core banking services**. This is typically being done through addition of supporting services of banks and their partners to e-banking platforms.

The second trend is **increasing usage of mobile devices for accessing the internet**. As powerful hand held devices are becoming more popular and mobile internet access is getting affordable for mass use, solutions for mobile internet are expected to become an ever more important part of banks' e-offerings.

The core trends that have been observed since the first Baltic e-banking study back in 2003 - namely the growing penetration of Internet usage and the commoditization of key retail financial products – remain in force.

Combination of these trends resulted in internet banking interfaces and public bank websites starting to play critical roles in ensuring satisfaction of existing bank customers and attracting new ones, thus principal competitive battles have started to take 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 2007 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 500 criteria, namely:

**Functionality**

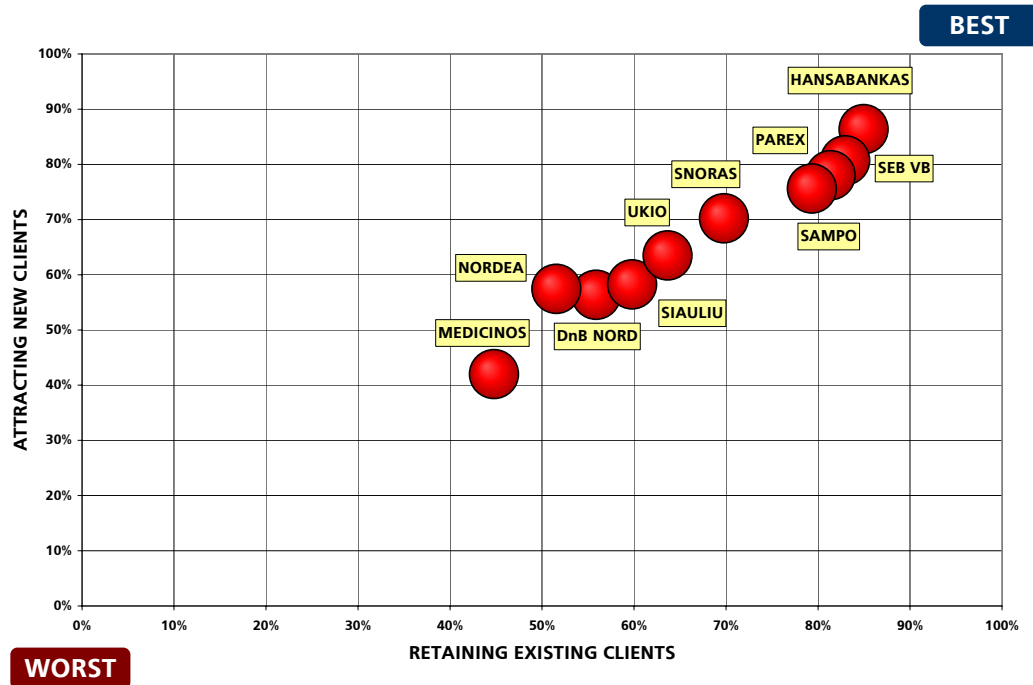
**Clarity**

**Convenience**

**Customer  
Service  
Responsiveness**

## Lithuanian banks

### Composite Ranking – Lithuania 2007

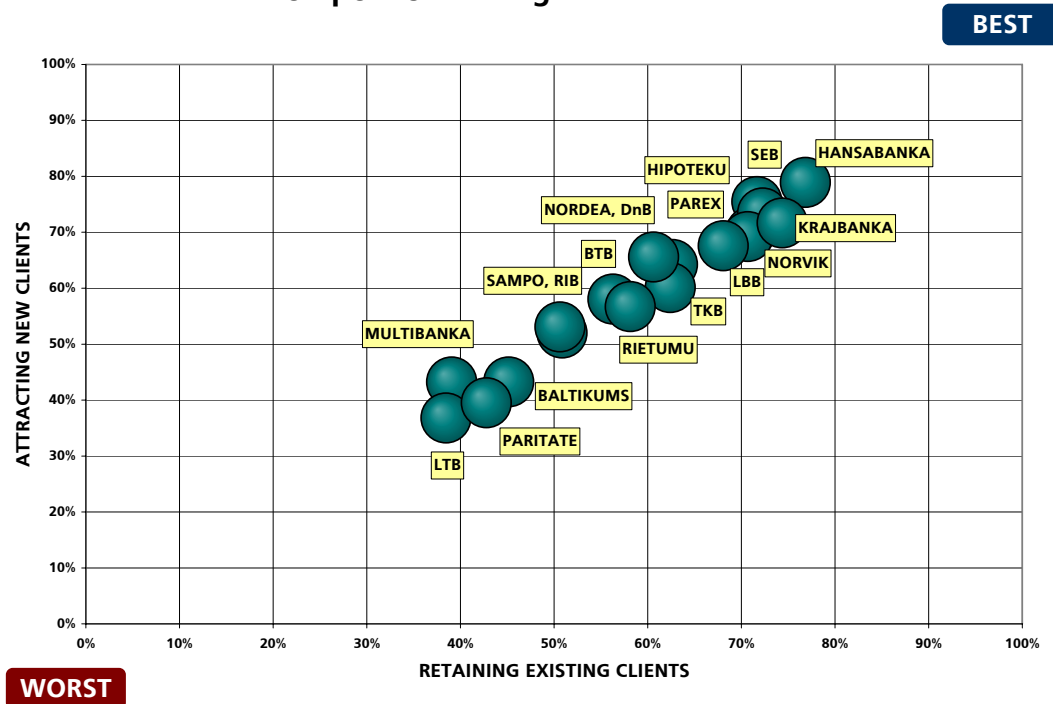


### Overall rankings 2007 in Lithuania

Rank 2007	Rank 2006	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	Hansabankas	8.5	8.6	17.1
2	(3)	SEB Vilniaus bankas	8.3	8.1	16.4
3	(5)	Parex bankas	8.1	7.8	15.9
4	(2)	SAMPO bankas	7.9	7.6	15.5
5	(8)	Bankas SNORAS	7.0	7.0	14.0
6	(4)	Ukio bankas	6.4	6.3	12.7
7	(6)	Siauliu bankas	6.0	5.8	11.8
8	(7)	DnB NORD	5.6	5.6	11.2
9	(9)	Nordea	5.2	5.7	10.9
10	(10)	Medicinos bankas	4.5	4.2	8.7
		<b>AVERAGE</b>	<b>6.7</b>	<b>6.7</b>	<b>13.4</b>

## Latvian banks

### Composite Ranking – Latvia 2007

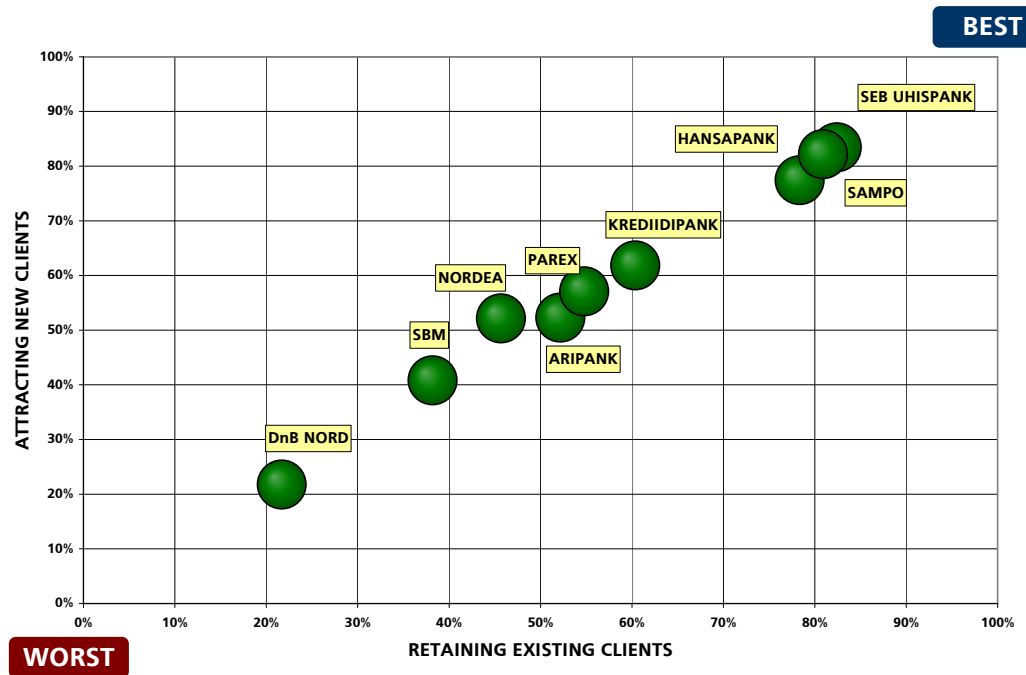


### Overall rankings 2007 in Latvia

Rank 2007	Rank 2006	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	Hansabanka	7.7	7.9	15.7
2	(6)	Latvijas Krajbanka	7.8	7.5	15.3
3	(2)	Hipoteku banka	7.4	7.5	14.9
4	(7)	SEB Unibanka	7.2	7.6	14.7
5	(9)	NORVIK BANKA	7.3	7.2	14.5
6	(5)	Parex banka	7.0	6.9	13.9
7	(17)	Latvijas Biznesa Banka	7.0	6.9	13.9
8	(12)	Nordea	6.3	6.8	13.1
9	(3)	DnB NORD	6.4	6.6	13.0
10	(10)	Trasta komercbanka	6.4	6.2	12.5
11	(15)	Baltic Trust Bank	6.0	6.2	12.2
12	(14)	Rietumu Banka	6.0	5.8	11.8
13	(11)	Regionala investiciju banka	5.5	5.8	11.3
14	New	Sampo Banka	5.2	5.3	10.5
15	(8)	Komercbanka Baltikums	4.6	4.4	8.9
16	(16)	Multibanka	4.0	4.4	8.5
17	(13)	Paritate Banka	4.3	4.0	8.3
18	(18)	Latvijas Tirdzniecibas Banka	3.9	3.8	7.7
		<b>AVERAGE</b>	<b>6.1</b>	<b>6.2</b>	<b>12.3</b>

## Estonian banks

### Composite Ranking – Estonia 2007



### Overall rankings 2007 in Estonia

Rank 2007	Rank 2006	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	SEB Eesti Uhispank	8.2	8.3	16.6
2	(2)	Sampo Pank	8.1	8.2	16.3
3	(3)	Hansapank	7.8	7.7	15.6
4	(4)	Krediidipank	6.0	6.2	12.2
5	New	Parex Pank	5.5	5.7	11.2
6	(5)	Tallinna Aripank	5.2	5.2	10.4
7	(6)	Nordea	4.6	5.2	9.8
8	(7)	SBM Pank	3.8	4.1	7.9
9	New	DnB NORD	2.2	2.2	4.3
		<b>Average</b>	<b>5.7</b>	<b>5.9</b>	<b>11.6</b>

## Conclusions

1. Surprisingly Customer Service Responsiveness has worsened noticeably in all three Baltic States as banks have answered on average fewer emails (except for Latvia where this score has slightly improved) and were responding much slower than the last year. It seems that most of the banks have troubles in consistently answering customer inquiries in a timely manner.
2. Baltic Banks continue to develop new functionality both in core banking and extra service areas, however neither clarity nor convenience results improved. This leads to the conclusion that E-Banking development remains focused on technology rather than usability. This is worrying as increasing penetration of e-banking puts forward the need for e-banking solutions that are not only functional but also easy to use even for consumers lacking computer proficiency.
3. The leaders of Baltic E-Banking market remained the same during 2007: Hansabank in Lithuania and Latvia, SEB Uhispank at the top in Estonia.
4. Among the all Baltic banks Latvijas Biznesa Banka has made the biggest jump this year moving from 17<sup>th</sup> to 7<sup>th</sup> position. In general, the differences between scores of Latvian e-banking players have diminished most of the Baltic States showing heating competition in the market.
5. In Lithuania and Estonia no banks impose fee for the e-banking services. Latvia remains to be the follower here – a lot of banks still require various fees for using their services.



# Introduction

## 1. Introducing The Baltic E-Banking Report 2007

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, 2007

Dear Bank Executive,

The first independent Baltic E-Banking Report, titled *Triumphs and Failures on the Baltic E-Banking Scene*, was launched into life exactly five years ago during the 2003 Banking and Finance in the Baltics conference in Riga. Within 5 years e-banking has transformed into a completely different product concept than it was in 2003.

As the Baltic e-banking market has changed dramatically – so did the Baltic E-Banking Report. For five years our researches were busy studying the market, inventing new features, tests and angles, which were afterwards integrated into the Baltic E-Banking Report methodology. If five years ago the amount of tested criteria has amounted to 100, then after five years of our work the current criteria set constitutes 500+ criteria (28800+ collected data points this year) and will remain a subject to the ongoing revision and improvement.

As every year, the Baltic E-Banking Report 2007 is bigger, deeper and, hopefully, contains even more valuable insights for you.

I would like to express my sincere gratitude to all banks' executives that have purchased the Baltic E-Banking Report 2007 and / or other our products and researches. Receiving your constructive feedback and observing some of our recommendations being actually realized serves as the best motivator for the Metasite Business Solutions' Baltic E-Banking Report team to continue improving and updating the report in order to make it even better for you in the next year.

Remember: *what cannot be measured cannot be managed*. The 2007 measurements are here.

Good luck!

Anatoly Krivkin

E-Banking Research Supervisor  
Metasite Business Solutions

Project Coordinator

P.S. Should you be willing to directly discuss *The 2007 Baltic E-Banking Report* results or other topics related to e-banking and m-banking development in the Baltics, please email me at [anatolij.krivkins@metasite.net](mailto:anatolij.krivkins@metasite.net) or call +371 255 020 15.

## 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 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

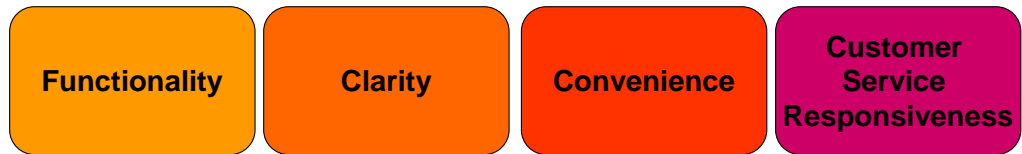
## 4. Key definitions

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.

<b>Electronic banking</b> <b>E-banking</b> <b>Internet banking</b> <b>Online banking</b> <b>Online Self-Service</b>	<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>
<b>Public website</b>	<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>
<b>Internet Banking System (IBS)</b>	<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>
<b>History;</b> <b>Account history</b>	<p>A historical list of transactions carried out (or attempted) by the user during a certain period of time.</p>
<b>Client</b> <b>User</b> <b>Customer</b>	<p>A person who is making use of e-banking services provided by a retail bank.</p>
<b>Wire transfer</b> <b>Money transfer</b> <b>Payment order</b>	<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>
<b>Transaction</b>	<p>An operation involving a client's funds and carried out in the Internet Banking System (e.g. transfers, currency conversions, utility payments).</p>

## 5. General methodology

While developing the methodology for the Baltic E-Banking Report, Metasite has identified and researched over 280+ 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 280+ 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 2007 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 2008 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 2007 Baltic E-Banking Report (listed in alphabetical order):

### 6.1 Lithuanian banks

1	Bankas SNORAS	<a href="http://www.snoras.com">www.snoras.com</a>	
2	DnB NORD	<a href="http://www.dnbnord.lt">www.dnbnord.lt</a>	
3	Hansabankas	<a href="http://www.hansa.lt">www.hansa.lt</a>	
4	Medicinos bankas	<a href="http://www.medbank.lt">www.medbank.lt</a>	
5	Nordea	<a href="http://www.nordea.lt">www.nordea.lt</a>	
6	Parex bankas	<a href="http://www.parex.lt">www.parex.lt</a>	
7	SAMPO bankas	<a href="http://www.sampo.lt">www.sampo.lt</a>	
8	SEB Vilniaus bankas	<a href="http://www.seb.lt">www.seb.lt</a>	
9	Siauliu bankas	<a href="http://www.sb.lt">www.sb.lt</a>	
10	Ukio bankas	<a href="http://www.ub.lt">www.ub.lt</a>	

## 6.2 Latvian banks

1	Baltic Trust Bank	<a href="http://www.btb.lv">www.btb.lv</a>	
2	DnB NORD	<a href="http://www.dnbnord.lv">www.dnbnord.lv</a>	
3	Hansabanka	<a href="http://www.hansabanka.lv">www.hansabanka.lv</a>	
4	Hipoteku banka	<a href="http://www.hipo.lv">www.hipo.lv</a>	
5	Komercbanka Baltikums	<a href="http://www.baltikums.lv">www.baltikums.lv</a>	
6	Latvijas Biznesa Banka	<a href="http://www.lbb.lv">www.lbb.lv</a>	
7	Latvijas Krajbanka	<a href="http://www.lkb.lv">www.lkb.lv</a>	
8	Latvijas Tirdzniecibas Banka	<a href="http://www.ltblv.com">www.ltblv.com</a>	
9	Multibanka	<a href="http://www.multibanka.lv">www.multibanka.lv</a>	
10	Nordea	<a href="http://www.nordea.lv">www.nordea.lv</a>	
11	NORVIK BANKA	<a href="http://www.norvik.lv">www.norvik.lv</a>	
12	Parex banka	<a href="http://www.parex.lv">www.parex.lv</a>	
13	Paritate Banka	<a href="http://www.paritate.lv">www.paritate.lv</a>	
14	Regionala investiciju banka	<a href="http://www.rib.lv">www.rib.lv</a>	
15	Rietumu Banka	<a href="http://www.rietumu.lv">www.rietumu.lv</a>	
16	Sampo Banka	<a href="http://www.sampobanka.lv">www.sampobanka.lv</a>	
17	SEB Unibanka	<a href="http://www.seb.lv">www.seb.lv</a>	
18	Trasta komercbanka	<a href="http://www.tkb.lv">www.tkb.lv</a>	

## 6.3 Estonian banks

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1	DnB NORD	<a href="http://www.dnbnord.ee">www.dnbnord.ee</a>	
2	Hansapank	<a href="http://www.hansa.ee">www.hansa.ee</a>	
3	Krediidipank	<a href="http://www.krediidipank.ee">www.krediidipank.ee</a>	
4	Nordea	<a href="http://www.nordea.ee">www.nordea.ee</a>	
5	Parex Pank	<a href="http://www.parex.ee">www.parex.ee</a>	
6	Sampo Pank	<a href="http://www.sampopank.ee">www.sampopank.ee</a>	
7	SBM Pank	<a href="http://www.sbmbank.ee">www.sbmbank.ee</a>	
8	SEB Uhispank	<a href="http://www.seb.ee">www.seb.ee</a>	
9	Tallinna Aripank	<a href="http://www.tbb.ee">www.tbb.ee</a>	



## 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 2007 study because of one or both of the following reasons:

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

<b>UniCreditBank</b>	To open an account for a private customer, the bank required a minimum deposit of LTL 20,000, indicating a clear non – retail orientation.
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### 7.3 Excluded Latvian banks

<b>UniCreditBank</b>	To open an account for a private customer, the bank required a minimum deposit of LVL 5,000, indicating a clear non – retail orientation.
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<b>Aizkraukles Banka</b>	To open an account, taking out of a loan in the bank is mandatory.
--------------------------	--

<b>Vef banka</b>	At the time of the testing bank was not offering for new retail customers the opening of new accounts.
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<b>Baltic International Bank</b>	To open an account for a private customer, the bank required a minimum deposit of LVL 10,000, indicating a clear non – retail orientation.
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### 7.4 Excluded Estonian banks

<b>UniCreditBank</b>	The bank denied a request to open an account for a private client
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## 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 0.80
DnB NORD	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 1.00
Hansabankas <sup>1</sup>	LTL 0.00	LTL 4.99	LTL 0.00	LTL 0.00	LTL 0.80
Medicinos bankas	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 1.00
Nordea	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.55
Parex bankas	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.90
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	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.00	LTL 0.80

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

<sup>1</sup> A monthly fee of 4.99 LTL for human - operated phone banking services.

## 8.2 Latvian banks

Bank Name	Opening fee	Additional opening costs	Monthly fee	Closing fee	IBS transaction fee
Baltic Trust Bank <sup>1</sup>	LVL 1.00	LVL 2.00	LVL 3.00	LVL 0.00	LVL 0.20
DnB NORD <sup>2</sup>	LVL 3.00	LVL 5.00	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 banka	LVL 1.00	LVL 0.00	LVL 0.00	LVL 1.00	LVL 0.20
Komerbanka Baltikums <sup>3</sup>	LVL 5.00	LVL 10.00	LVL 0.00	LVL 0.00	LVL 0.30
Latvijas Biznesa banka <sup>4</sup>	LVL 0.00	LVL 1.00	LVL 0.00	LVL 0.00	LVL 0.15
Latvijas Krajbanka	LVL 3.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.15
Latvijas Tirdzniecibas banka <sup>5</sup>	LVL 1.00	LVL 10.00	LVL 0.00	LVL 0.00	LVL 0.15
Multibanka	LVL 1.50	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.20
Nordea	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.15
NORVIK BANKA	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.15
Parex banka <sup>6</sup>	LVL 1.50	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.20
Paritate Banka	LVL 3.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.20
Regionala investiciju banka	LVL 0.00	LVL 0.00	LVL 0.00	LVL 10.00	LVL 0.20
Rietumu Banka <sup>7</sup>	LVL 10.00	LVL 10.00	LVL 5.00	LVL 10.00	LVL 0.20
Sampo Banka	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.20
SEB Unibanka	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.00	LVL 0.25
Trasta komercbanka <sup>8</sup>	LVL 2.00	LVL 20.00	LVL 0.00	LVL 0.00	LVL 0.25

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

<sup>1</sup> 2.00 LVL is being charged for client's provision with code table for human-operated mobile banking and 3.00 LVL is monthly fee for human-operated phone banking services.

<sup>2</sup> 5.00 LVL is being charged for client's provision with code calculator "Digipass GO 3".

<sup>3</sup> 10.00 LVL is being charged for client's provision with code calculator "Digi Pass".

<sup>4</sup> 1.00 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.

<sup>5</sup> 10.00 LVL is being charged for IBS log in codes.

<sup>6</sup> IBS transaction fee is 0.20 LVL for local transfers in lats if sum is less than 50 000 LVL.

<sup>7</sup> 4.00 LVL is monthly fee for Internet Banking services and 1.00 LVL for Mobile Banking services.

<sup>8</sup> Trasta Komerbanka 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*
DnB NORD <sup>1</sup>	EEK 0.00	EEK 200.00	EEK 0.00	EEK 0.00	EEK 2.00
Hansapank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 6.00
Krediidipank	EEK 0.00	EEK 0.00	EEK 5.00	EEK 0.00	EEK 0.00
Nordea <sup>2</sup>	EEK 0.00	EEK 0.00	EEK 35.00	EEK 0.00	EEK 0.00
Parex Pank	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 0.00
SBM Pank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00
SEB Uhispank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 3.00
Tallinna Aripank	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00	EEK 0.00

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

<sup>1</sup> 200.00 EEK is being charged for client's provision with code calculator.

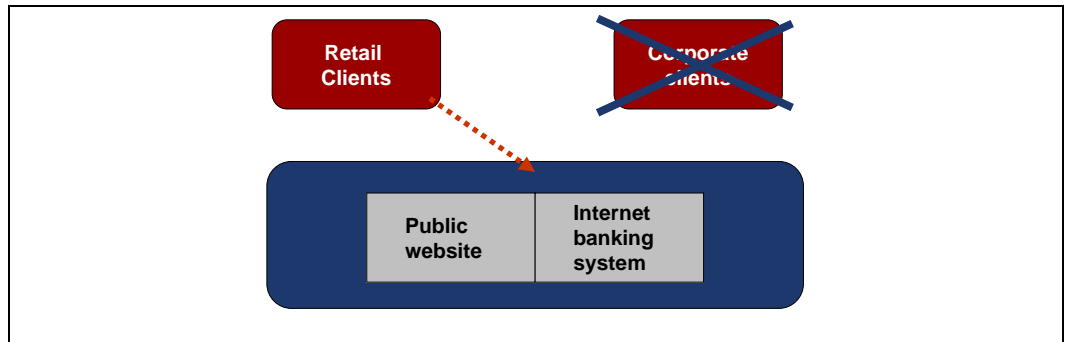
<sup>2</sup> 20.00 EEK is monthly fee for internet banking services and 15.00 EEK is monthly fee for human – operated phone banking services.

## 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:

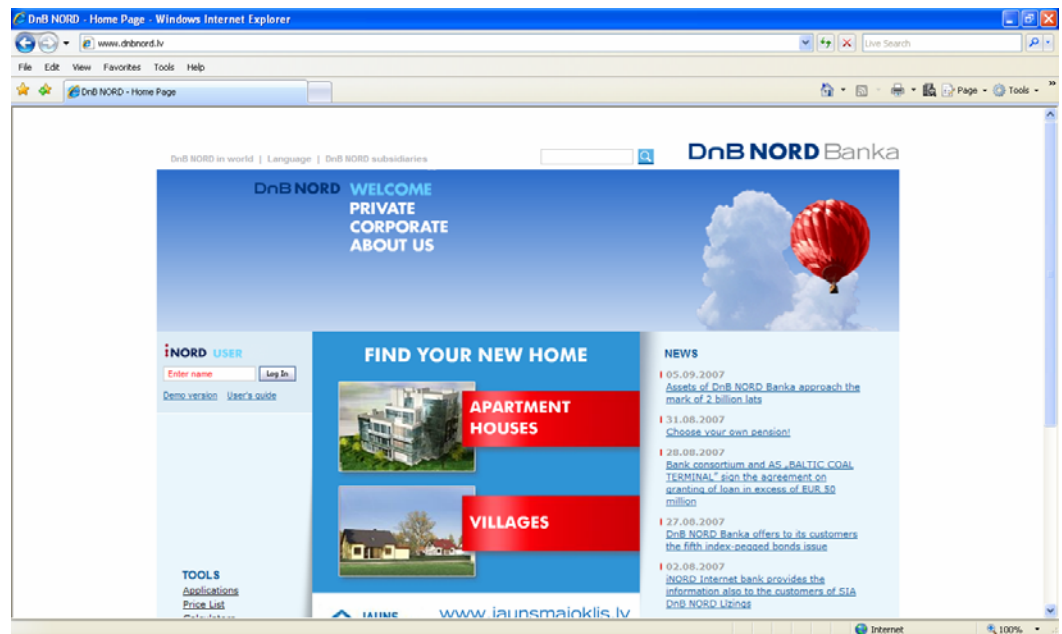
- The public website of every analyzed bank.
- The Internet Banking System of every analyzed bank.



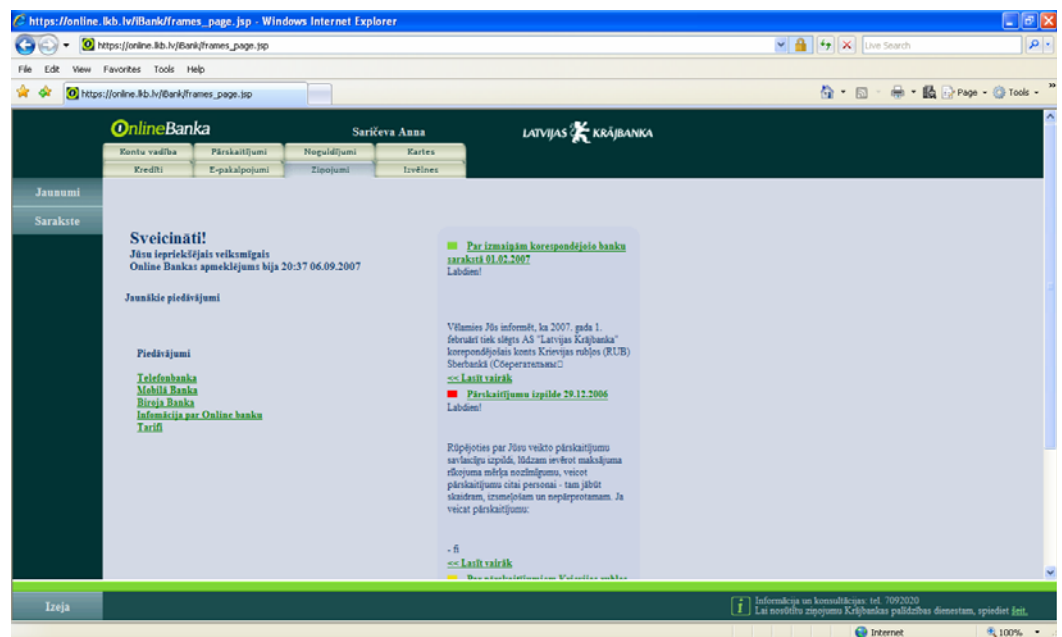
While a significant portion of the findings in this report perfectly apply to the online services the banks offer to their business customers or premium VIP private banking clients, presently we do not aim to provide any evaluations of such offerings.

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



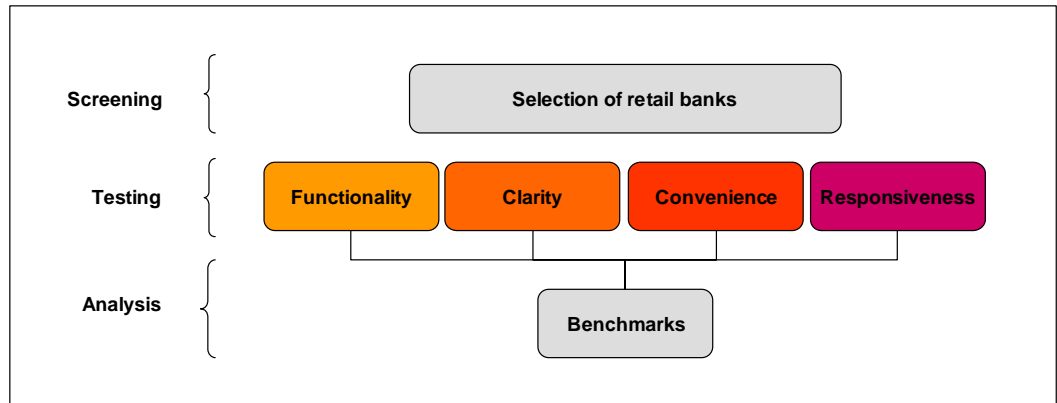
## 9.3 An example of an Internet Banking System



## 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.

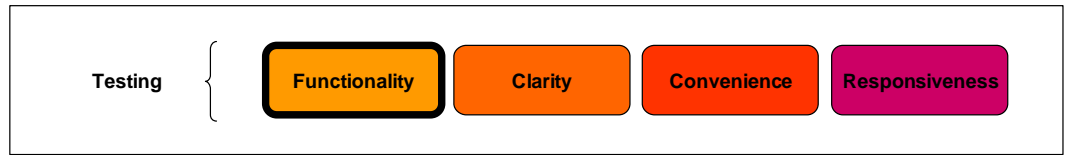
**Clarity test** aims to assess how easy it is for the new users of the bank public website and IB system to find the needed information and directions within the website. The new users were given certain tasks to complete, and their impressions about the website were recorded and tabulated.

**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):

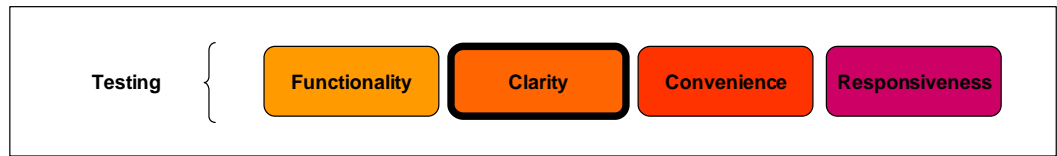
**Leasing**  
**Driver's Liability Insurance**  
**KASKO Insurance**  
**Credit/Debit Cards**  
**Securities Trading**  
**Pension Funds**  
**Investment Funds**

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.

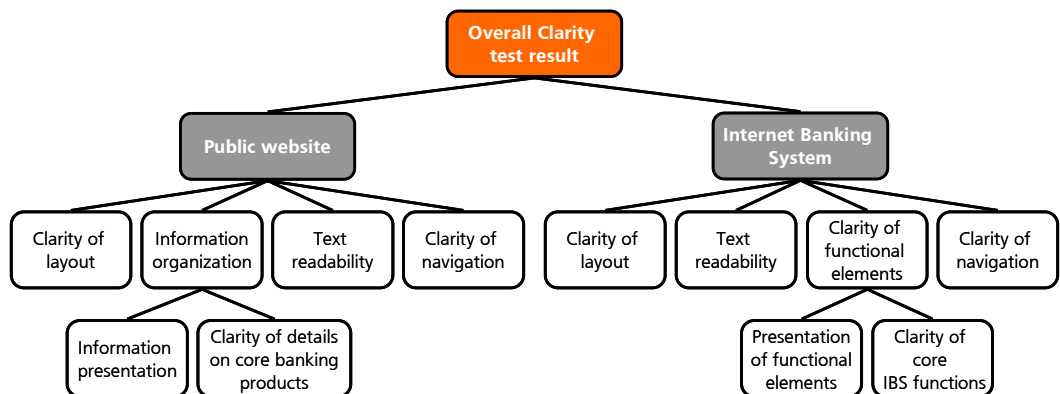
Public website clarity index is calculated as a simple average of the following parameters:

- 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.

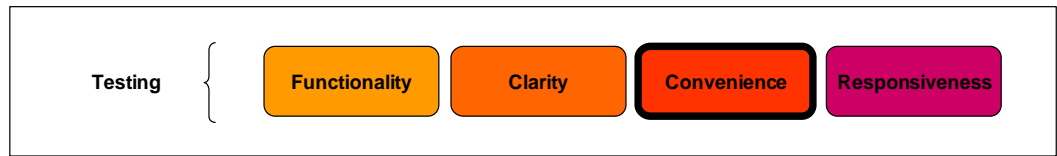
The structure of overall clarity index by parameters is depicted in the scheme below:



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  | } | Time   | } | Convenience |
| 2. Number of mouse clicks needed       |   |        |   |             |
| 3. Pages necessary to load             | } | Effort |   |             |
| 4. Data entered (number of keystrokes) |   |        |   |             |

## 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 Parex Banka (Latvia) e-banking system screenshots.



Oficiālais American Express kredītkaršu izplatītājs Latvijā

**PAREX INTERNETBANKA**

Pieslēgšanās vārds:

Internetbankas DEMO versija

04.09.07. Parex Aktīvā pensiju plāna ienesīgums apsteidz inflāciju

30.08.07. Parex bankas 10. gadu jubilejas svinības

24.08.07. Parex tīmekļa vietnē ieviestas izmaiņas

Visi ja...

**Open Public Website**

Tavs ieguvums: **6%**

Kontrole Parex bankas internetbankā: **100%**

Pieeja ar Maxi karti: **24 h**

Augsti peļņas procenti **100% kontrole** **24 h pieeja**

**PRIVĀTPERSONĀM** **UZNĒMUMIEM** **PAR BANKU**

Termiņdepozīta procentu likmes

Valūta	1 gads	5 gadi
LVL	6,3%	5,9%
USD	5,5%	5,7%
EUR	4,6%	5,0%
GBP	6,2%	6,2%

**IPAŠIE PIEDĀVĀJUMI**

Akcija American Express kredītkaršu lietotājiem

**Open IBS login page**

LATVISKI ПО-РУССКИ IN ENGLISH

**PAREX INTERNETBANKA**

LŪDZU, IEVADIET PIESLĒGŠANĀS VĀRDU UN PAROLI:

Pieslēgšanās vārds:

Parole:

**Apstiprināt**

[Aizmirsāt paroli vai pieslēgšanās vārdu?](#)

- Informācija par Internetbanku
- Noguldījumi
- Internetbankas prezentācija
- Parex bankas mājas lapa

**Uzmanību!** Izlasiet informāciju par Internetbankas drošu lietošanu. Par Internetbankas lietošanu bez līgumā "Par Internetbankas pieslēgšanu un apkalpošanu" noteiktā lietotāja ziņas un pretējā gribai iestājas kriminālatbildība saskaņā ar Latvijas Republikas Krimināllikumu.

**Enter passwords**

LATVISKI ПО-РУССКИ IN ENGLISH

**PAREX INTERNETBANKA**

LŪDZU, IEVADIET AUTORIZĀCIJAS KODU:

Ievadiet kodu ar numuru 19:

**Apstiprināt**

Pēdējā sekmīgā pieslēgšanās: 04.09.2007 / 12:33 no 159.148.123.142

Pēdējā nesekmīgā pieslēgšanās: 06.09.2007 / 21:23 no 159.148.123.142

Pēdējā nepabeigtā pieslēgšanās: 30.07.2007 / 14:09 no 159.148.123.142

**Uzmanību!** Izlasiet informāciju par Internetbankas drošu lietošanu. Par Internetbankas lietošanu bez līgumā "Par Internetbankas pieslēgšanu un apkalpošanu" noteiktā lietotāja ziņas un pretējā gribai iestājas kriminālatbildība saskaņā ar Latvijas Republikas Krimināllikumu.

**(+371) 6701 0000**

© AS "Parex banka" 2001

**PAREX INTERNETBANKA** LATVISKI RU-РУССКИ IN ENGLISH **Log in to IBS**

JASČIŠENS VITĀLIJS

**Nekustamā īpašuma nodokli par ēkām un būvēm Rīgas pilsētā**

Jums nav jaunu ziņojumu.

BANKA INVESTĪCIJAS UN TIRDZniecība PARAMETRI

Pārskaits Maksājumi Rīkojumi Pārskaits Rīkojumi Pensija SMS banka Internetbanka

Pamatinformācija | Sarakste ar operatoru | Darbību saraksts | Ziņojumu dēlis

Lietotājs: **Vitālijs Jascišens** Pašreizējais Bankas datums un laiks: **06.09.07 / 21:29**  
 Jūs apkalpo: **Internetbankas operators** (tālrunis: (+371) 6710 7575)  
 Informācijas tālrunis: (+371) 6701 0000 Maksājumu karšu uzziņas: (+371) 6701 0000

**KLIENTA POZĪCIJA**

Parādīt

Kontus bez maksājumu kartēm  Kredītus  
 Kontus ar maksājumu kartēm  Depozītus

**SARAKSTE AR OPERATORU**

Jums nav jaunu ziņojumu.

**JASČIŠENS VITĀLIJS**

Konts	Atlikums
LVL LV83PARX0009497110001	9,36

ISIC-VISA EL: VITALIJS JASCISENS

Operatora tālrunis: (+371) 6710 7575  
 Maksājumu karšu uzziņas: (+371) 6701 0000 © AS "Parex banka" 2001

**PAREX INTERNETBANKA** LATVISKI RU-РУССКИ IN ENGLISH **Check Balance**

JASČIŠENS VITĀLIJS

**Nekustamā īpašuma nodokli par ēkām un būvēm Rīgas pilsētā**

Jums nav jaunu ziņojumu.

BANKA INVESTĪCIJAS UN TIRDZniecība PARAMETRI

Pārskaits Maksājumi Rīkojumi Pārskaits Rīkojumi Pensija SMS banka Internetbanka

Pamatinformācija | Sarakste ar operatoru | Darbību saraksts | Ziņojumu dēlis

Lietotājs: **Vitālijs Jascišens** Pašreizējais Bankas datums un laiks: **06.09.07 / 21:29**  
 Jūs apkalpo: **Internetbankas operators** (tālrunis: (+371) 6710 7575)  
 Informācijas tālrunis: (+371) 6701 0000 Maksājumu karšu uzziņas: (+371) 6701 0000

**KLIENTA POZĪCIJA**

Parādīt

Kontus bez maksājumu kartēm  Kredītus  
 Kontus ar maksājumu kartēm  Depozītus

**SARAKSTE AR OPERATORU**

Jums nav jaunu ziņojumu.

**JASČIŠENS VITĀLIJS**

Konts	Atlikums
LVL LV83PARX0009497110001	9,36

ISIC-VISA EL: VITALIJS JASCISENS

Operatora tālrunis: (+371) 6710 7575  
 Maksājumu karšu uzziņas: (+371) 6701 0000 © AS "Parex banka" 2001

JASČIŠENS VITĀLIJS **Enter domestic payment**

Jums nav jaunu ziņojumu.

BANKA INVESTĪCIJAS UN TIRDZniecība PARAMETRI

Pārskaits Maksājumi Rīkojumi Pārskaits Rīkojumi Pensija SMS banka Internetbanka

Jauns maksājums | Saraksts | Šabloni | Imports | Meklēt

**IEKŠZEMES MAKSĀJUMS LATVIJĀ**

Maksājuma numurs:

Izpildes datums: 6 Septembris 2007

**MAKSĀTĀJS**

Maksājuma veids: STANDARTA

No konta:

Summa:  LVL - Latvijas lats

**SAŅĒMĒJS**

Saņēmēja konts:

Saņēmēja vārds, uzvārds/uzņēmuma nosaukums:

Saņēmēja rezidences valsts: LV - LATVIJA

Saņēmēja personas kods/pases Nr./uzņēmuma reģ. Nr.:

Papildinformācija  
 Cenrādis  
 Valūtu kursi  
 Valūtas maiņas kalkulators  
 Parauqi

Enter payment details

Maksājuma numurs:

Izpildes datums: 6  Septembris  2007

---

**MAKSĀTĀJS**

Maksājuma veids:

No konta:

Summa:

---

**SAŅĒMĒJS**

Saņēmēja konts:

Saņēmēja vārds, uzvārds/uzņēmuma nosaukums:

Saņēmēja rezidences valsts:

Saņēmēja personas kods/pases Nr./uzņēmuma reģ. Nr. :

---

Ārējie maksājumu kodi

Sign the payment order

Sign the payment order

**IEKŠZEMES MAKSĀJUMS LATVIJĀ**

Maksājuma numurs:

Izpildes datums: 06.09.07

---

**MAKSĀTĀJS**

Maksājuma veids: STANDARTA

No konta: LVL LV83PARX0009497110001 VITALIJS JASCISENS

Summa: 1.00

Valūta: LVL

Klienta vārds: JASČIŠENS VITĀLIJS

Personas kods/Reģistrācijas numurs: 250386-10308

---

**SAŅĒMĒJS**

Saņēmēja banka: PARITATE BANKA

Bankas kods: PR TTLV22XXX

Saņēmēja IBAN: LV09PRTT0262513923601

Saņēmēja vārds, uzvārds/uzņēmuma nosaukums: Vitālijs Jasčišens

Saņēmēja rezidences valsts: LV - LATVIJA

Saņēmēja personas kods/pases Nr./uzņēmuma reģ. Nr. : 250386-10308

---

Pamatojums: EBR

---

**MAKSĀJUMA PARAKSTS**

Complete the transaction

Complete the transaction

BANKA			INVESTĪCIJAS UN TIRDZniecība					
Ār	Pārskats	Maksājumi	Rīkojumi	Pārskats	Rīkojumi	Pensija	SMS banka	Internetbanka
Jauns maksājums   Saraksts   Šablons   Imports   Meklēt								

**Maksājums sekmīgi nosūtīts.**  
Lūdzu, turpiniet darbu, norādot vajadzīgo izvēlni.

Šis maksājums tika izveidots no šablona **Vitālijs**. Noklikšķiniet uz pogas "Saglabāt", ja vēlaties atjaunot šablonu **Vitālijs**.

Šo maksājumu iespējams saglabāt kā jaunu šablonu.

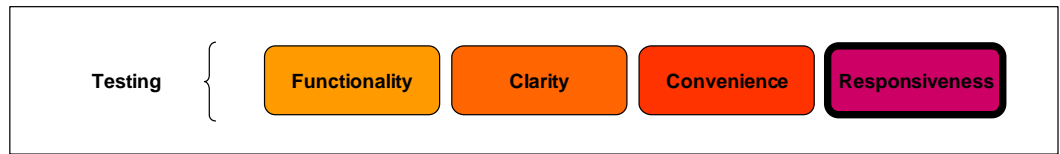
Šablona vārds:

Operatora tālrunis: (+371) 6710 7575  
Maksājumu karšu uzzīpas: (+371) 6701 0000

© AS "Parex banka" 2001



## 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. 24 x 7. Bank employees were expected to answer emails outside the usual working hours.

The 12 simulated email inquiries were modeled 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)
Less than 24 hours	2 points (poor)
More than 24 hours	1 point (very 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 (Ā, Ć, Ę 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 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 underdeveloped and undergoing essential transformations, the results of Mobile banking test are not included in overall composite ranking for 2007.**

### 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:

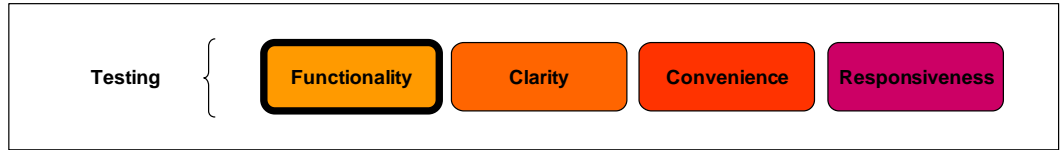
- **Attracting new clients**
- **Retaining current clients**

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
<b>SUM</b>	<b>10</b>	<b>10</b>

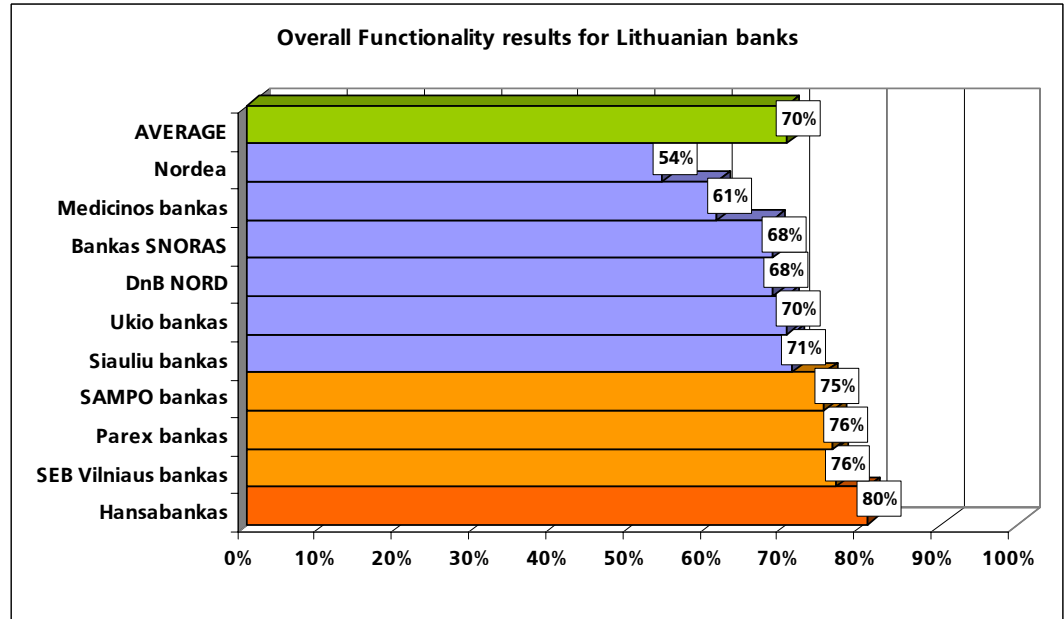
The reasoning behind the weights was that some tests were simulating the behavior of experienced, old time clients of a bank and others were reflecting the attitudes and needs of new users (i.e. clients that either had been acquired very recently or were still considering whether to enter into a relationship 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



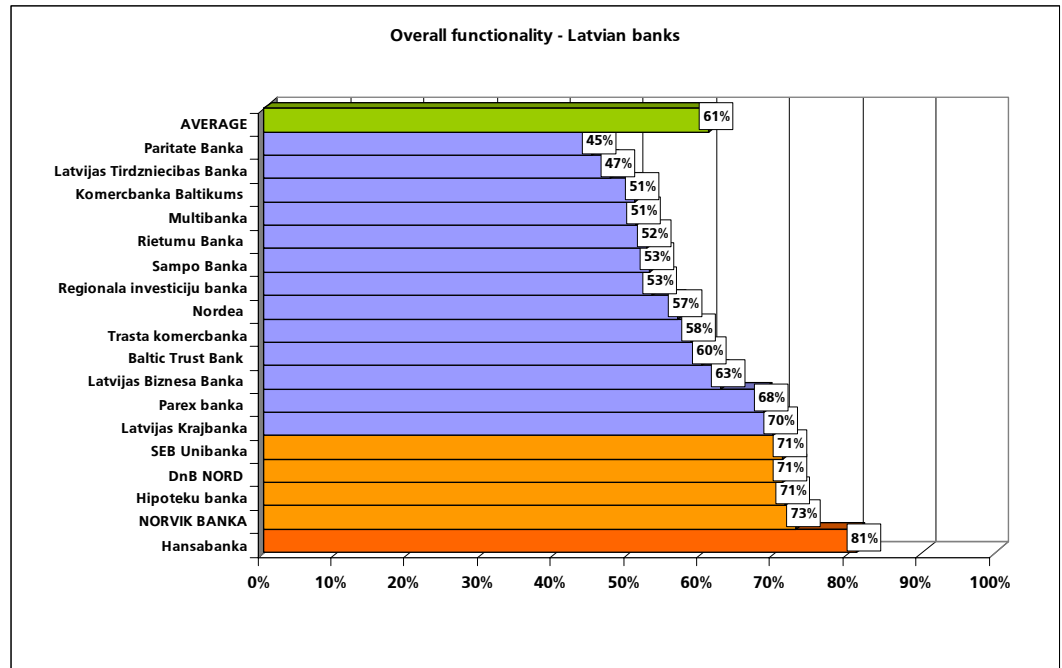
## 12. Functionality

### Lithuanian banks



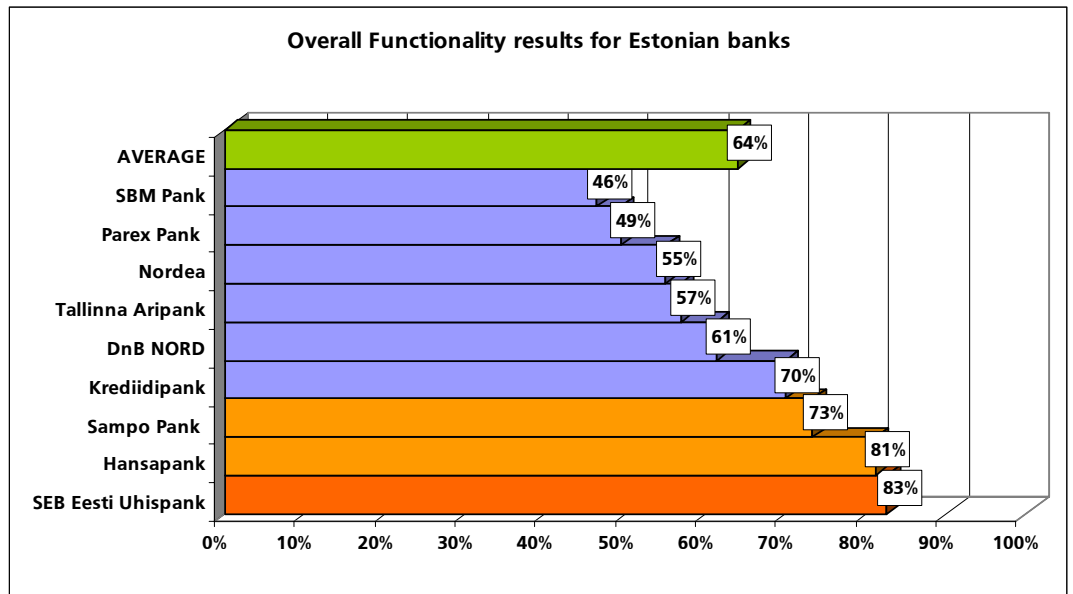
*Higher figures represent better results*

## Latvian banks



*Higher figures represent better results*

## Estonian banks

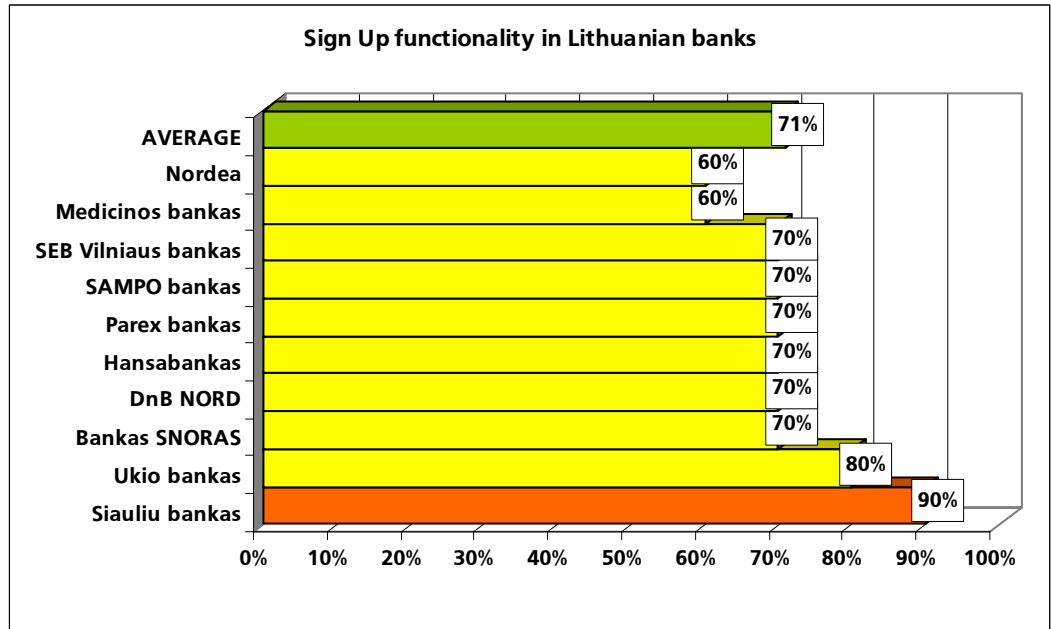


Higher figures represent better results

## 12.1 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	-	-	-	-	-	-	-	-	-	-
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 in the bank's public website	+	+	+	+	+	+	+	+	+	+
Working hours of the branches provided in the bank's public website	+	+	+	+	+	+	+	+	+	+
Telephone numbers of the branches provided in the bank's public website	+	-	-	+	-	-	-	-	+	+
Printable user manual of the IBS provided	-	-	-	-	-	+	-	-	+	+
Demo-user (try out) version provided	-	+	+	-	-	-	+	+	+	-
Full information about the price of IBS	+	+	+	+	+	+	+	+	+	+

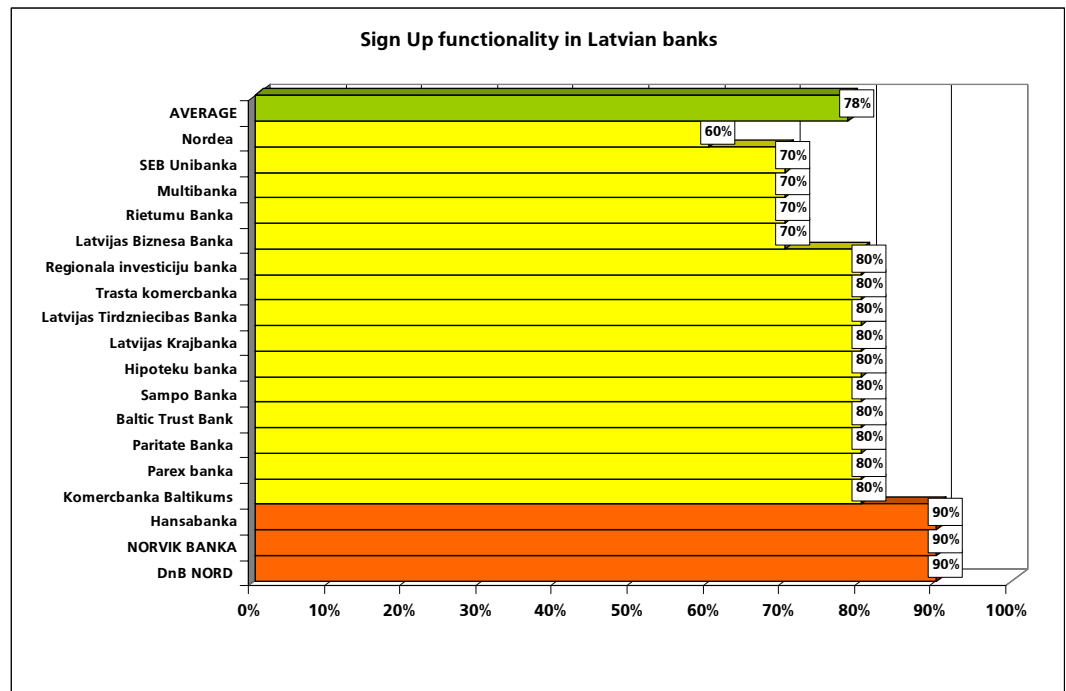


## Commentary

- 9 out of 10 criteria are fulfilled by Siauliu bankas. This bank has showed the best practices in criteria "Printable user manual of the IBS provided" and "Demo – user (try out) version provided".
- Bankas SNORAS and Nordea provide their clients with some information/tutorial about the usage of IBS. However, if the information was more detailed, it would be easier for inexperienced users to use the systems.
- None of the tested banks have met the criteria "Filling the account opening form on the internet". Most of the banks have necessary downloadable forms online, providing the possibility to fill in the forms elsewhere.
- Most of the banks' public websites lack a clear IBS user's manual, which could be downloaded and printed as an aid for a user. Only few banks have decent (informative, nicely formatted, and clear) user's manuals.
- Demo versions of IBSs are not common. There are only few IBS demo versions, where it is possible to actually input codes and try to execute an operation. Most of the demo versions are designed in a form of presentations.
- Instead of providing users with telephone numbers, Parex bankas provides fax numbers of its branches:

Filialai ir klientų aptarnavimo skyriai	
Jūsų skambučių laukiamė darbo dienomis nuo 8.00 iki 17.00, penktadieniais iki 15.45 nemokamu telefonu 8 900 72739.	
<b>Vilnius</b>	
<b>Centrinė būstinė</b> K. Kalinauskio g. 43, LT-03107 Vilnius Faksas (8-5) 266 48 01 info@parex.lt Darbo laikas: I-IV: 8.00 - 17.00, V: 8.00 - 15.45	
<b>Vilniaus filialas</b> K. Kalinauskio g. 13, LT-03107 Vilnius Faksas (8-5) 266 47 01 info@parex.lt Darbo laikas: I-IV: 8.00 - 17.00, V: 8.00 - 15.45	
<b>Antakalnio klientų aptarnavimo skyrius</b> Antakalnio g. 86, LT-10204 Vilnius Faksas (8-5) 2159625 Darbo laikas: I-V: 9.00 - 19.00, VI: 10.00 - 16.00	
<b>Fabijoniškių klientų aptarnavimo skyrius</b> S. Stanevičiaus g. 23, (prekybos centras KI Jovaras), LT-07133 Vilnius Faksas (8-5) 246 08 96 Darbo laikas: I-V: 9.00 - 19.00, VI: 10.00 - 16.00, VII: 10.00 - 14.00	
<b>Gedimino klientų aptarnavimo skyrius</b> Gedimino pr. 28, LT-01104 Vilnius Faksas (8-5) 266 48 01 Darbo laikas: I-IV: 8.30 - 18.00, V: 8.30-17.00	

## Latvian banks



Higher figures represent better results

## Detailed testing results

	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komercbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecibas Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionala investiciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka
Filling the account opening form 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 in the bank's public website	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Working hours of the branches provided in the bank's public website	-	+	+	+	+	-	+	+	+	+	+	+	+	+	+	+	+	+
Telephone numbers of the branches provided in the bank's public website	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+	+
Printable user manual of the IBS provided	+	+	+	-	+	+	+	+	-	-	+	-	-	+	-	+	-	+
Demo-user (try out) version provided	+	+	+	+	-	-	-	-	-	-	+	+	-	-	-	-	-	-
Full information about the price of IBS	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+

## Commentary

- Banka Paritate is the only bank in Latvia that provides an option to fill in the account opening form online.
- Hansabanka does not provide telephones of all its branches. Meanwhile, fax numbers are present for all the bank's branches.
- Latvian banks do not provide users with comprehensive user's manuals. Most of these manuals contain information only about logging in and security issues.
- The least completed criterion is "Filling the account opening form on the Internet". Only Trasta Komercbanka explains why it is not offering this service:

Send Print

### Account opening

**We are looking forward to a close cooperation with you and we will gladly assist you in preparation of all documents required for opening an account!**

To arrive at the best decisions especially for you and provide the most convenient operating conditions for your account we should meet to discuss your ideas and needs before the beginning of our cooperation. We do not provide remote opening of current accounts – such a way of communication does not allow establishing trust-based relationship, which TKB maintains with its clients. To open an account, please visit the Bank, our representative offices abroad or TKB branch.

- When one clicks on the link "Iegādāties tūlīt" (to get immediately) in the public website of Latvijas Biznesa Banka, an error occurs:

## Norēķinu konts

Ar norēķinu konta palīdzību bankas klienti var izmantot dažādus bankas produktus un pakalpojumus, klienti var brīvi rīkoties ar kontā esošiem naudas līdzekļiem.

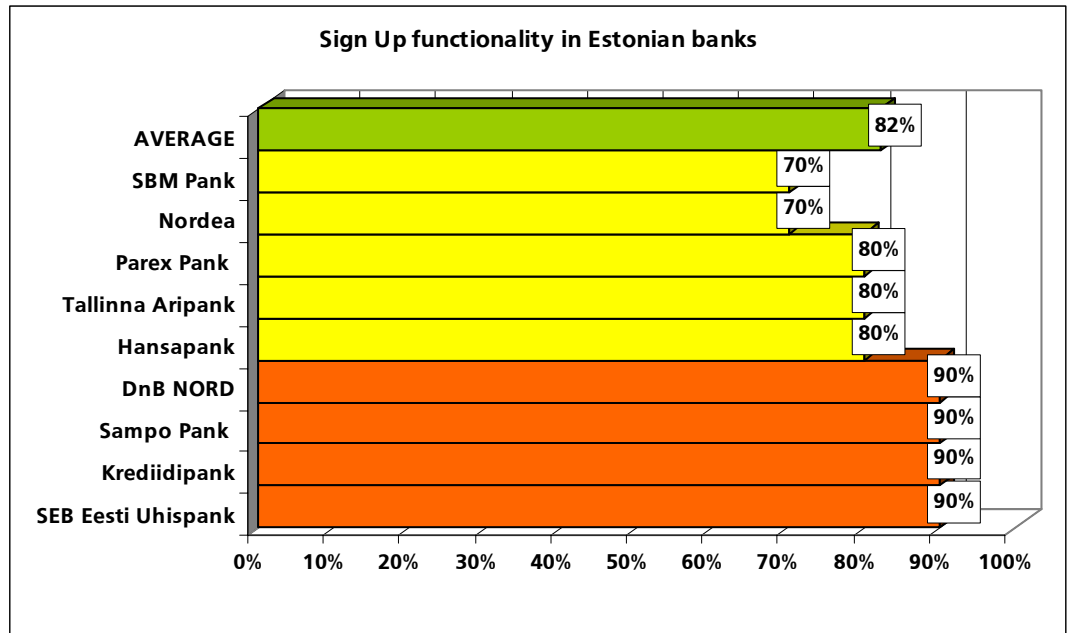
Kad Jūs būsiet kļuvusi par norēķinu konta īpašnieku, Jums būs pieejami visi pieprasītākie bankas produkti:

**Skaidras naudas operācijas**

- » Pakalpojuma apraksts
- Līguma paraugs
- Cenrādis
- Noteikumi
- Iegādāties tūlīt!**

Location: [https://bank.lbb.lv/cms\\_payment.jsp?amnt=23.88&cur=LVL&bcode=NORDLB&bacc=LVNR08888888888888888888&bname=Tele+2&bregnum=11111-33333&binfo=Zelta+zivis%C5%86as+jaun%C4%81+nummura+iepirk%C5%A1ana&sid=43ad7e25fa35aa01e2743203402ecd67&language=lv](https://bank.lbb.lv/cms_payment.jsp?amnt=23.88&cur=LVL&bcode=NORDLB&bacc=LVNR08888888888888888888&bname=Tele+2&bregnum=11111-33333&binfo=Zelta+zivis%C5%86as+jaun%C4%81+nummura+iepirk%C5%A1ana&sid=43ad7e25fa35aa01e2743203402ecd67&language=lv)

## Estonian banks



Higher figures represent better results

## Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
Filling the account opening form 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 in the bank's public website	+	+	+	+	+	+	+	+	+
Working hours of the branches provided in the bank's public website	+	+	+	+	+	+	+	+	+
Telephone numbers of the branches provided in the bank's public website	+	+	+	+	+	+	+	+	+
Printable user manual of the IBS provided	-	+	+	-	+	-	+	+	+
Demo-user (try out) version provided	+	+	+	+	+	-	-	+	-
Full information about the price of IBS	+	+	+	+	+	+	+	+	+

## Commentary

- DnB NORD, Sampo Pank, Krediidipank and SEB Eesti Uhispank have met 90 % of all the testing criteria in this category.
- None of Estonian banks offer their clients to fill in the account opening form on the internet.
- Hansapank has a very convenient option of sorting branches by working on Saturdays or after 17.00 in the contacts section:

**Hansabank branches**

[List of all branches](#) | 
 [List of branches open on Saturdays](#) | 
 [List of branches open after 5 PM](#)

**Tallinn**

Director Eve Vuks

Name	Address	Phone	Business hours
<b>Haabersti</b>			
<a href="#">Rocca al Mare</a>	Tallinn, Paldiski mnt. 102	6310310	Mon-Fri 10.00-20.00 Sat 10.00-20.00
<a href="#">Keskus</a>			Sularaha sisse- ja väljamaksed ainult automaadi vahendusel.
<a href="#">Õismäe</a>	Tallinn, Õismäe tee 1b	6310310	Mon-Fri 10.00-18.00 Sat 10.00-15.00
<b>Kesklinn</b>			
<a href="#">Forum</a>	Tallinn, Hobujaama 10/Narva mnt 5	6310310	Mon-Fri 9.00-19.00 Sat 10.00-15.00
<a href="#">Kave</a>	Tallinn, Pärnu mnt 15	6310310	Mon-Fri 9.00-19.00 Sat 10.00-15.00

- There is an e-mail link in the right lower corner of Tallinna Aripank's site. Link is working, but the e-mail address font is "invisible":

The screenshot shows the Tallinna Aripank website interface. At the top, there's a navigation bar with 'Uudiskin' and 'Tee e-mail' buttons. The main content area includes a calendar for July 2007, promotional text about interest rates, and a footer with contact information. A red circle highlights the 'e-mail' link in the footer, which is visually invisible.

Uudiskin

Tee e-mail

Tee e-mail

Telli

Julii 2007

Tähtajalised hoiused kroonides kõikidele klientidele

✓ 5,0 % aastas

Võimalus avada hoiust Internetipangas

✓ 5,1 % aastas

Eesti Pangaliidu juhatus otsustas Internetipanga turvalisuse suurendamise eesmärgil vähendada internetipanga paroolikaarte päevalimite.

Seelõnu ei saa alates 2. maist 2007 internetipangas paroolikaardiga teha enam üle 10000-krooniseid tehinguid.

Seoses nimetatud muudatustega vajastab Tallinna Aripank internetipanga kasutajatele suuremate ütekannete kinnitamiseks täiendavalt ühekordseid paroolikaarte.

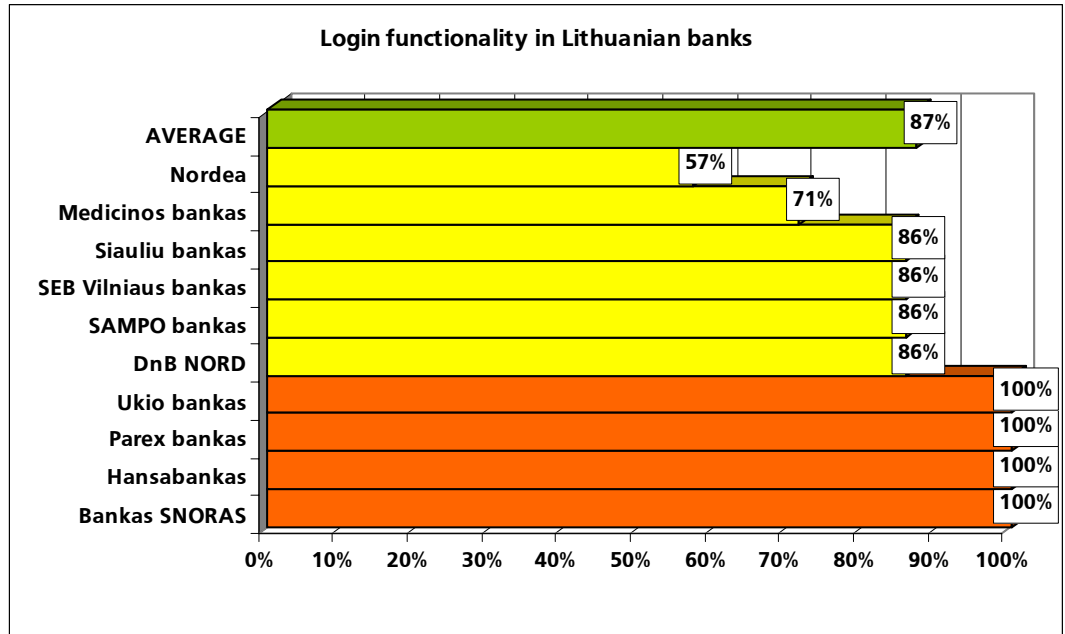
Palun pöörduge täiendavate paroolikaartide saamiseks lähimasse Tallinna Aripanga kontoris

Vana-Vesi 7, Tallinn 10111 | tel. +372 668 8000 | faks. +372 668 8001 | Bank Cardid info: +372 668 8088 | e-mail

## 12.2 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

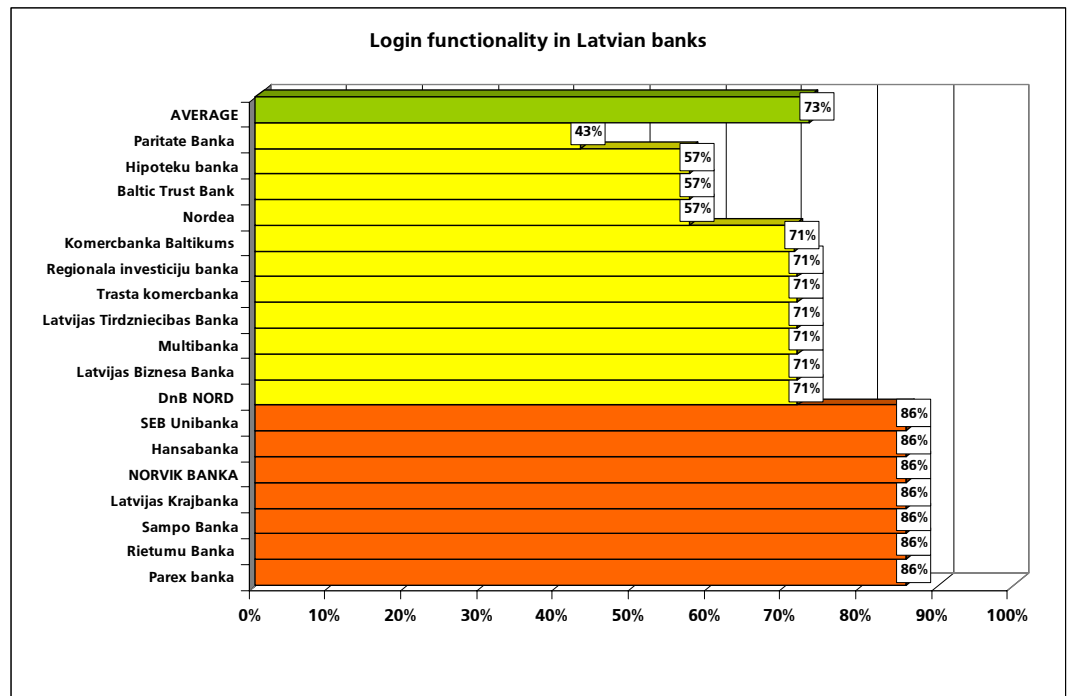
	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
IBS log in field on the first page of the bank website	+	+	+	+	+	+	+	+	+	+
Clear error recovery messages, if incorrect data is entered	+	+	+	+	+	+	+	+	+	+
Help directions 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

- Bankas SNORAS, Hansabankas, Ukio bankas and Parex bankas have met all the testing criteria in this category.
- The least fulfilled criterion is: "Help directions are given if you forget the password or log-in information".
- Most of the banks have links to a help system. Meanwhile these links are not very useful, since they provide only some contact numbers without any suggestions, explanations or solutions.
- All banks have a clear log off button accessible in each page within the IBS.
- Most of the banks provide last log in information and user name on each page.
- SAMPO bankas has a link "forgot the password" under the login field. However, when the link is selected, redirection to the rules of usage of the IBS follows. No information about forgotten passwords is provided there:



## Latvian banks



Higher figures represent better results

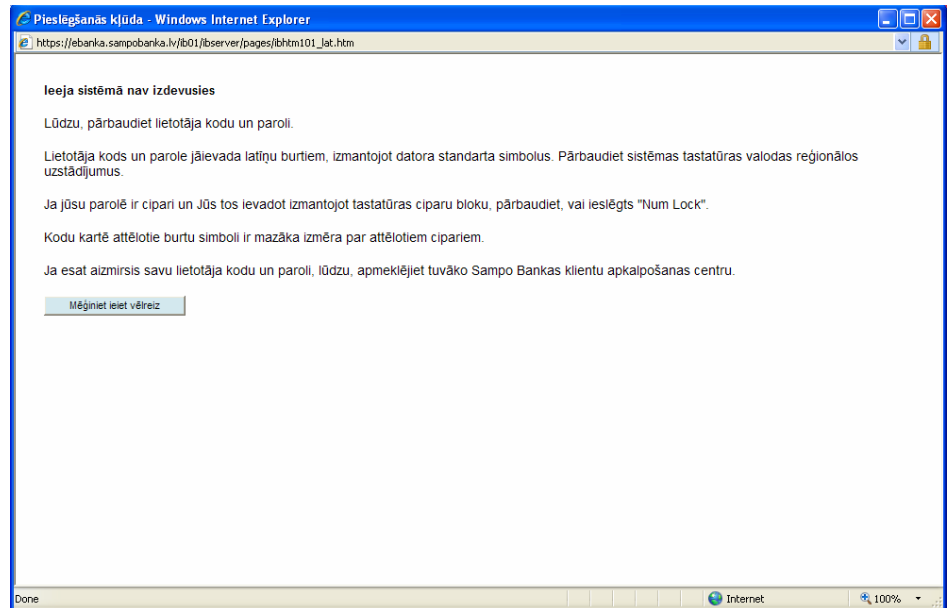
## Detailed testing results

	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komercbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecibas Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionala investiciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka
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

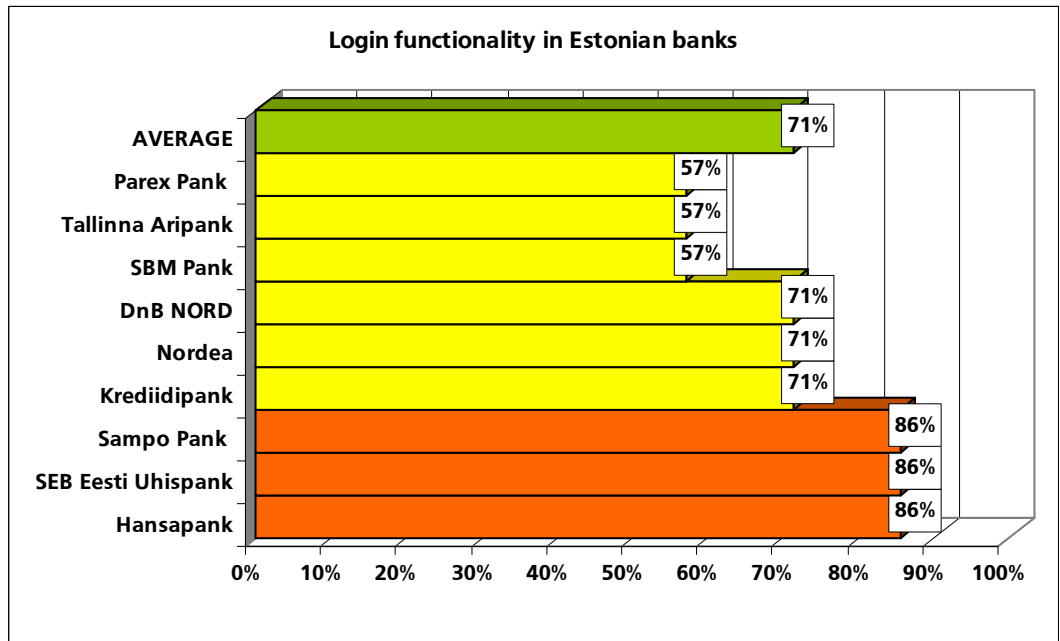
- The least fulfilled criterion is: "Help directions are given in the error messages." Sampo Banka has showed the best practice in this category by fulfilling this criterion:



- Only some of Latvian banks have a direct link to help on login information section. Parex banka and DnB NORD have clear and accessible link next to log – in fields:

- All banks in Latvia provide their users with an IBS log in field on the first page of a bank's public website and a clear and always accessible log off button.
- Instead of providing help directions in the error messages, Nordea's IBS provide its users with an incomprehensible number:

## Estonian banks



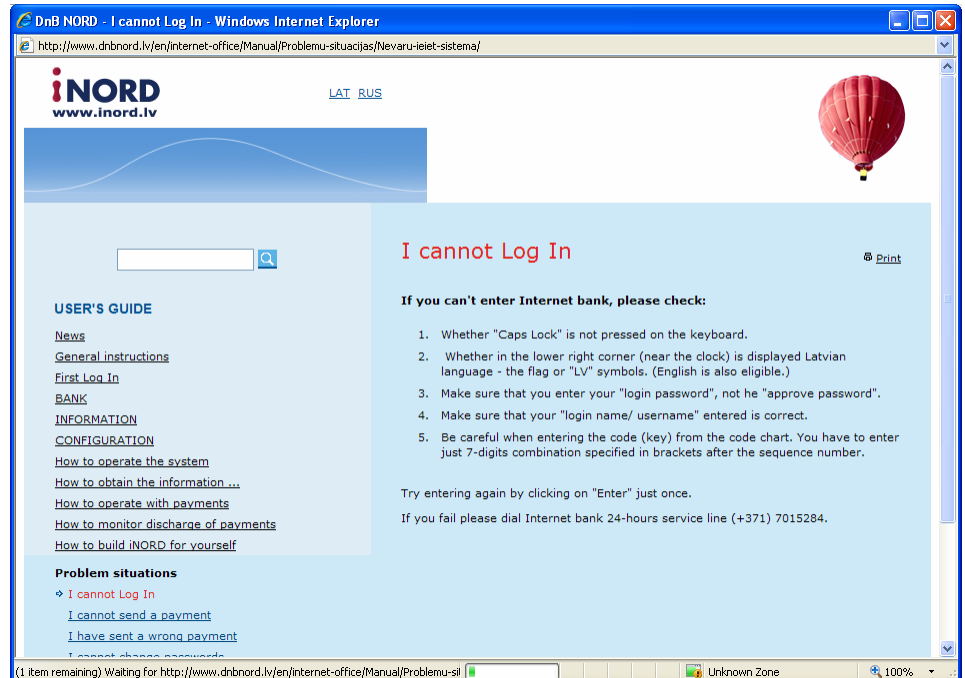
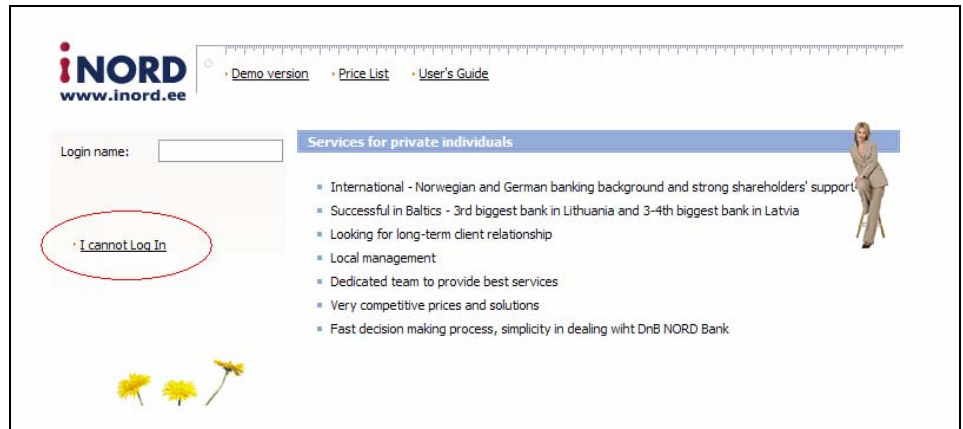
Higher figures represent better results

## Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
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

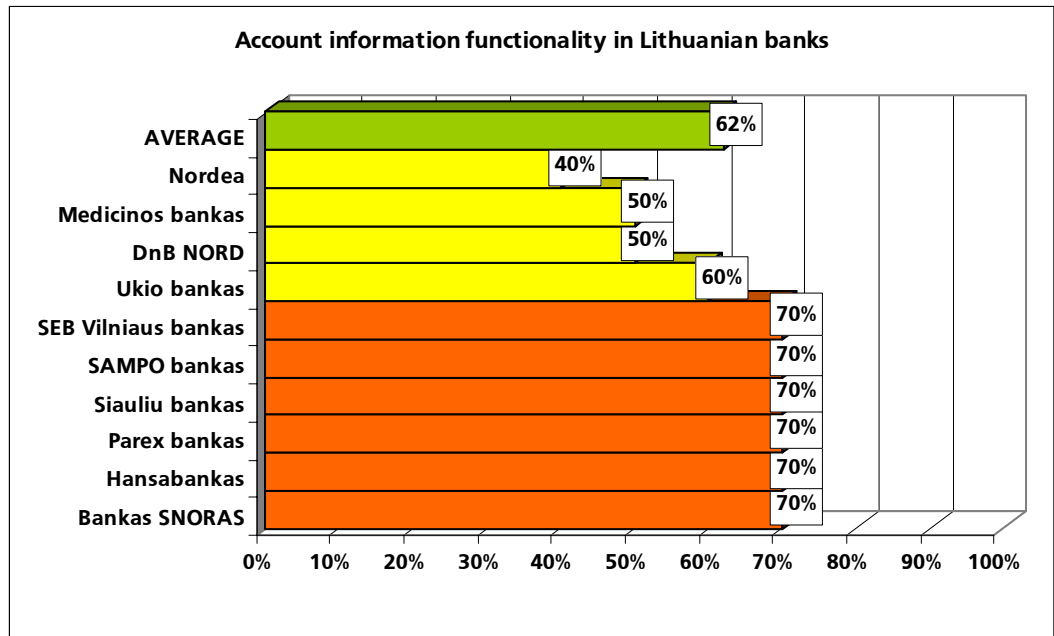
- All banks in Estonia provide users with an IBS log in field on the first page of a bank's public website, and with a clear and always accessible log off button.
- Only IBSs of SEB Eesti Uhispank and Nordea contain help directions in the error messages.
- Nordea is the only bank, which IBS has not fulfilled criterion "User name can be seen on every page of the IBS."
- Only in case of DnB NORD a user can see a clear and accessible link to the help section while logging in:



## 12.3 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

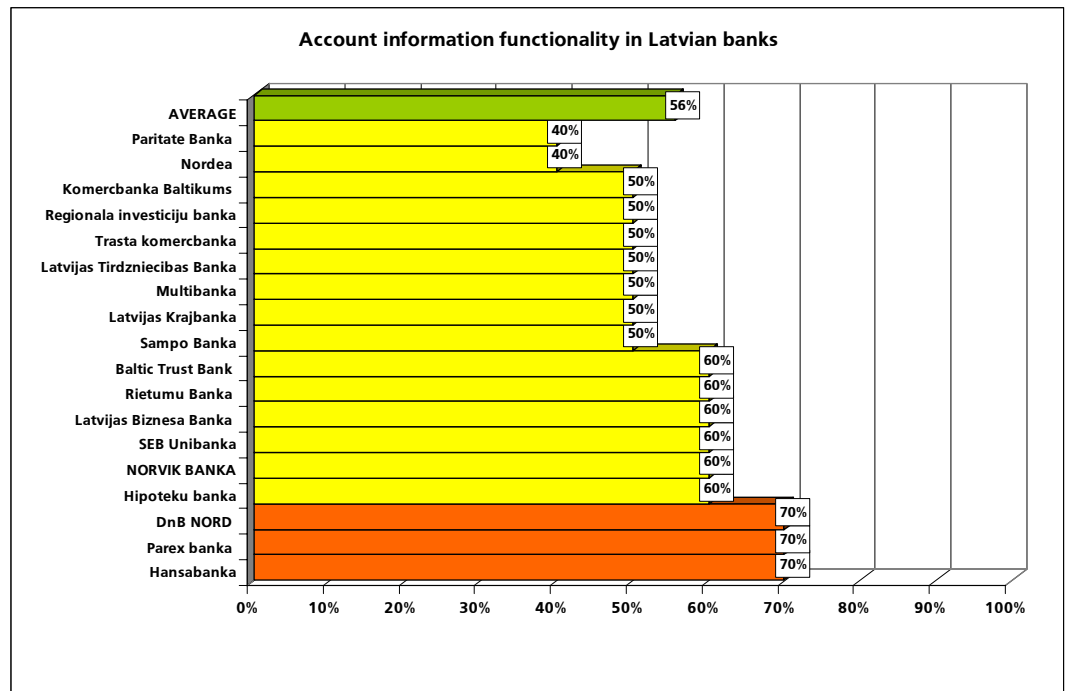
	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Accounts list page with all accounts	+	+	+	+	+	+	+	+	+	+
Customizing the accounts list page	-	-	+	-	-	-	-	+	+	-
Date and time of the last transaction shown in the accounts 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	+	-	-	-	-	+	+	+	-	-
Type of account is displayed on the accounts page	-	-	-	-	-	-	-	-	-	-

## Commentary

- The least completed criterion in this testing category is: "Type of account is displayed on the accounts list page."
- Nordea lacks a printable version of transactions history, as well as possibility to save transactions history into a file.
- Many banks in Lithuania offer customization of the accounts list page. However, a user has to customize accounts list page every single he logs in – the system does not save changes this type of setting. For example, in Parex bankas it is possible to customize the accounts list page by currency. However, one must customize the accounts list page again during the next log in:

The screenshot shows a web application interface titled "Visos klientų sąskaitos". Below the title, there is a red warning message: "Pagal užklausą sąskaitų nerasta." Below this, there are two dropdown menus. The first is labeled "Klientas:" and has "Kulakauskaitė Simona" selected. The second is labeled "Valiuta:" and has "USD JAV doleris" selected. A dropdown menu is open below the "Valiuta:" field, displaying a list of currencies. The "AUD Australijos doleris" option is highlighted in blue. The list of currencies includes: USD JAV doleris, EUR Euras, RUB Rusijos rublis, NOK Norvegijos krona, GBP Didžiosios Britanijos svaras sterlingas, CHF Šveicarijos frankas, SEK Švedijos krona, AUD Australijos doleris, BYR Baltarusijos rublis, CAD Kanados doleris, CYP Kipro svaras, CZK Čekijos krona, DKK Danijos krona, EEK Estijos krona, HUF Vengrijos forintas, JPY Japonijos jena, KZT Kazachijos tengė, LVL Latvijos latas, PLN Lenkijos zlotas, SGD Singapūro doleris, UAH Ukrainos grivna, ZAR Pietų Afrikos Respublikos randas, and LTL Lietuvos litas.

## Latvian banks



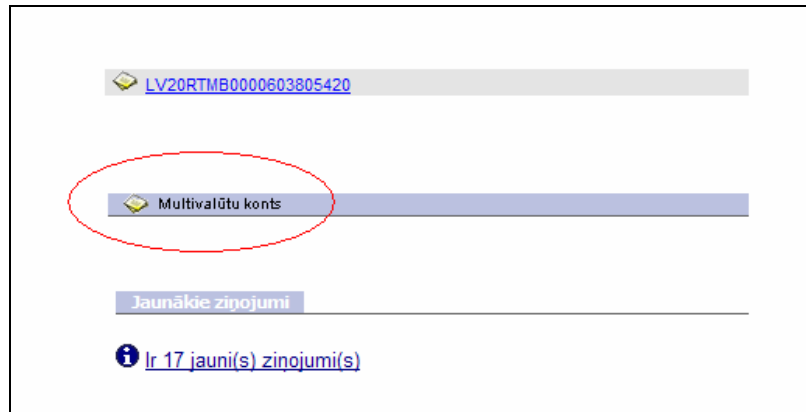
Higher figures represent better results

## Detailed testing results

	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komerbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecības Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionala investiciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka	
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	-	-	-	-	+	-	-	+	+	-	-	-	+	+	+	-	-	-	+
Type of account is displayed on the accounts page	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-

## Commentary

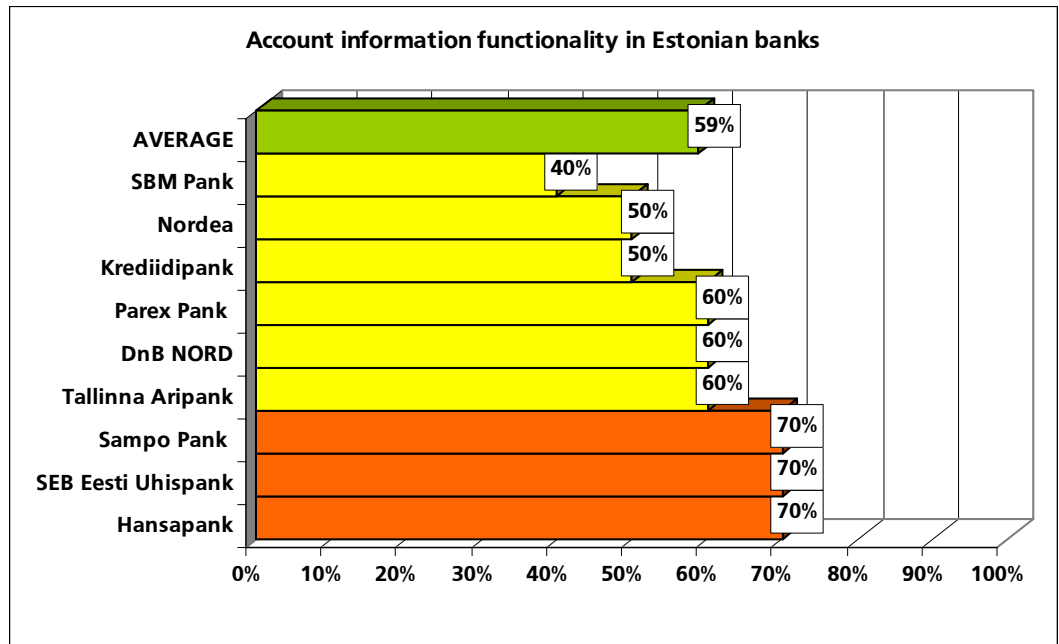
- The least fulfilled criterion in the category is: "Type of the account is displayed on the accounts page." Only Rietumu Banka provides such information to its users:



- All banks in Latvia provide their users with an accounts list page, a direct link from the accounts to the list of the transactions and a possibility to sort transactions by the required date.
- Only the IBSs of Paritate Banka and Nordea do not provide their users with a printable version of transactions history.
- Parex banka has shown a very good practice in fulfilling criterion "Customizing the accounts list page." There is a possibility to do it straight after logging in:



## Estonian banks



Higher figures represent better results

## Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
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	-	-	-	-	-	-	-	-	+
Type of account is displayed on the accounts page	-	-	-	-	-	-	-	-	-



## Commentary

- The least fulfilled criteria in the Account Information category is “Type of account is displayed on the accounts page.”
- Only Parex Pank provides possibility to sort the account statement by currency:

- All banks in Estonia have a direct link from the accounts page to the list of transactions, and a possibility to sort transactions by the required date.
- Although it is possible to save the list of transactions as a file, in case of the Krediidipank's IBS, the format of a file (.db) might appear to be confusing for an inexperienced user :



### Definition of a special format for account statement output

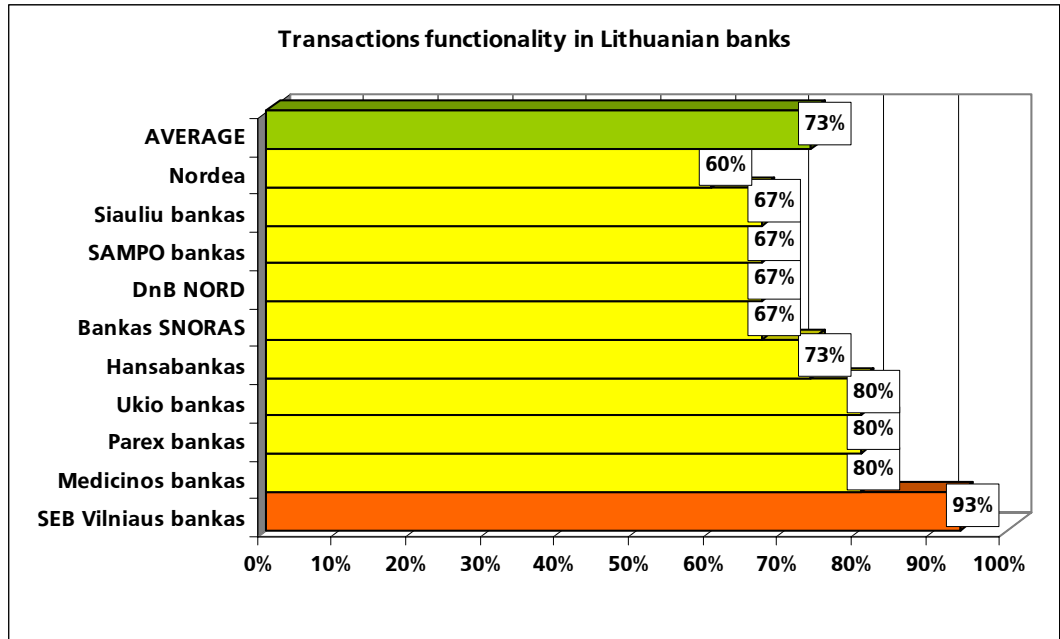
The structure of the entries in the file:

- Fixed length fields with no separators
- Comma separated variable length fields
- DBase / FoxPro DBF data table format
- Show charges as separate transactions in the file

## 12.4 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

- The least completed criterion appears to be “Calculator next to number fields.”
- The IBS of SEB Vilniaus bankas offers all services that are being tested in this category, except a calculator next to number fields.
- Only IBS of Nordea does not offer creation of an international payment template.
- One of the least fulfilled criteria is: “Possibility to order an e-mail/SMS notification when transaction has been completed.” If implemented, this service might appear to be very useful for many clients.
- The criterion “All necessary fields for a local/international transfer are marked” is fulfilled by very few banks. The absence of asterisks slows down the process of executing a local/international transfer - inexperienced customers usually do not know, which data must be entered.
- The IBSs of most banks offer a possibility to print out a list of transactions or save it as a file. Most of the banks’ IBSs offer as well the possibility to send it to a user’s e-mail in a desirable file format:

**Išrašo užsakymas**

Sąskaita: EUR LT647180000062744553 EUR

Laikotarpis: Pagal nurodytas datas

2007.08.16 - 2007.08.16

Formatas: Sąskaitos išrašas el. paštu (IFX)

Kalba: LIT

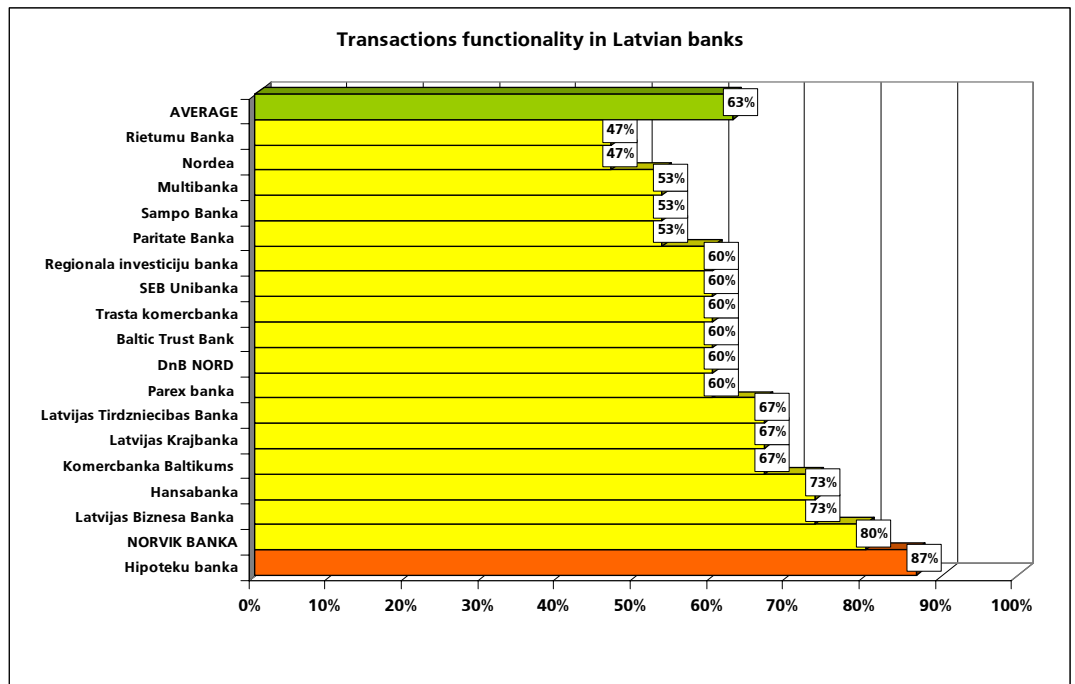
El. pašto adresas: skulakauskaite@gmail.com

Išrašo pavadinimas:

Užsakyti Užsakymų istorija

- When comma is used as decimal separator in some banks’ IBSs, a system multiplies an amount of money to be transferred by 100. This mistake may appear to be very serious in case big sums of money are being transferred.

## Latvian banks



Higher figures represent better results

## Detailed testing results

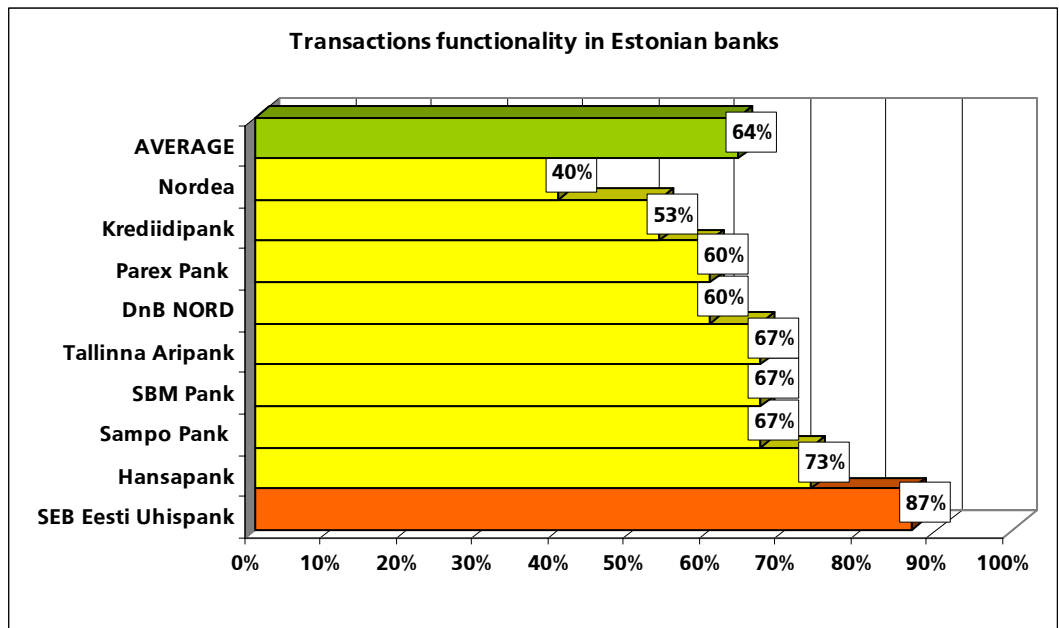
	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komercbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecibas Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionala investiciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka
Local one-time 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

- Hipoteku banka has met 87 % of all testing criteria. Besides, this is the only bank, which provides the possibility to order an SMS/email notification when a transaction has been completed.
- The least fulfilled criterion is: "Calculator next to number fields."
- All banks in Latvia provide their users with local one – time transfers, international one – time transfers and delayed local transfers.
- Only the IBS of Nordea does not provide its users with a possibility to make delayed international transfers.
- Parex banka has a very convenient "payments" menu:

- Despite the fact that some fields in the local transfer form of the SEB Unibanka's IBS are marked with asterisks, such fields as "sum to be transferred" are not marked:

## Estonian banks



Higher figures represent better results

## Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
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

- The IBS of SEB Eesti Uhispank has met 87 % of all testing criteria. This is the only bank that has fulfilled the criteria "All necessary fields for an international transfer are marked. (i.e. with an asterisk \*)"
- None of Estonian banks' IBSs have fulfilled such criteria as "Calculator next to number fields" and "Possibility to order an SMS/email notification when transaction has been completed."
- Only the IBS of Krediidipank does not provide its users with a suggested transaction serial number.
- Krediidipank's IBS provides the possibility to make periodical international transfers only to some pre-defined banks, which can be found in the special list:

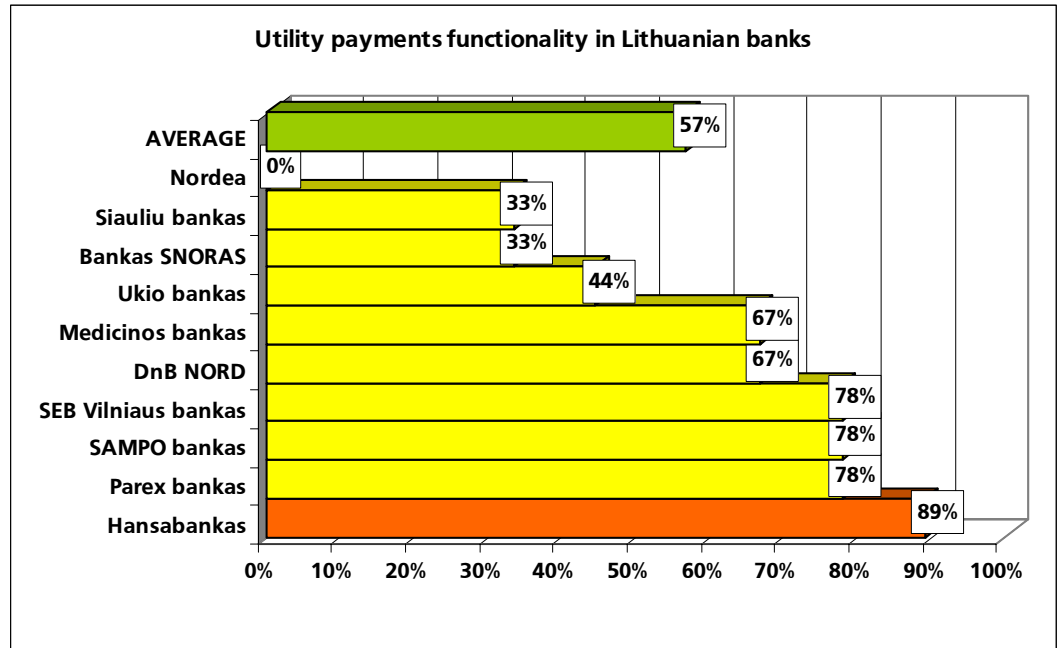
**Make a deal with periodic payment agreement**

Sender:	JERŠOV KONSTANTIN, 4278606345405-EEK
Beneficiary:	
Beneficiary's account:	
Beneficiary's bank:	BAYERISCHE HYPO-UND VEREINSB. code 699
Information:	BAYERISCHE HYPO-UND VEREINSB. code 699 DNB NORD BANKA EESTI FILIAAL. code 695 EESTI KREDIIDIPANK. code 742 EESTI PANK. code 160 HANSAPANK. code 767 NORDEA PANK. code 801
Reference number:	PAREX BANK EESTI FILIAAL. code 700 SAMPO PANK. code 720
The sum of payments:	SEB PANK. code 798
Payment periodicity:	SEB EESTI ÜHISPANK. code 401
First payment date:	SVENSKA HANDELSBANKEN AB EESTI FILIAAL. code 695 TALLINNA VÄÄRTPABERIBORS. code 303
The agreement is valid until:	TALLINNA ÄRIPANK. code 793 VÄÄRTPABERITE DEPOSITOORIUM. code 302
General conditions of agreement:	1. Võttes Pank - AS Eesti Krediidipank, reg/kood 10237832, asukoht Narva mnt. 4, Tallinn; Makseja - Pangas kontot omav füüsiline või juriidiline isik; Saaja - füüsiline või juriidiline isik, kellele Makseja teostab Makseid vastavalt Kõneleva Lepingu tingimustele; Leping - Kõneleva püsikontoduse leping koos võimalike lisadevaga;

## 12.5 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	+	+	+	+	-	+	+	+	+	+
Direct debit payments are available	-	-	+	-	-	+	+	-	-	+
Possibility to pay for mobile telephone (3 largest providers)	+	+	+	+	-	+	+	+	+	+
Possibility to pay for the Internet (at least 3 providers in capital)	-	-	-	-	-	-	-	-	-	-
Possibility to pay for cable television (at least 1 cable TV provider in capital)	-	+	+	+	-	+	+	+	+	+
Possibility to transfer money to a pre-paid mobile phone number account (3 largest providers)	-	-	+	-	-	-	-	+	-	-

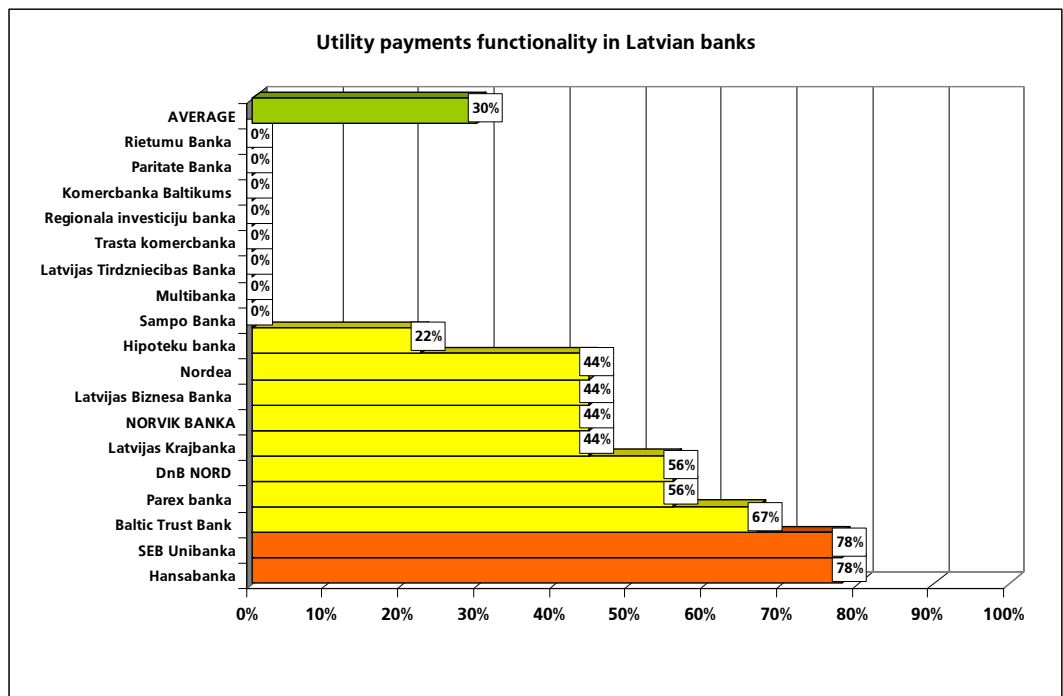
\* When using the terms "municipal payments" or "utility payments", we refer to water, electricity and heating services regardless of their status of their suppliers (state-owned or private).



## Commentary

- Hansabankas and SEB Vilniaus bankas are the only banks that offer possibility to transfer money to a pre – paid mobile phone number account.
- Only the IBS of Nordea does not provide its users with a possibility to pay for utilities from the IBS.
- Siauliu bankas, Ukio bankas, and Bankas SNORAS have almost all criteria fulfilled in a small region of Lithuania - Siauliai district. As these services are not available in major cities of Lithuania, criteria are not fulfilled.
- Despite the fact that direct debit payments are theoretically possible for many services, in most Lithuanian banks it is possible to use only for few of them.

## Latvian banks



Higher figures represent better results

## Detailed testing results

	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komerbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecības Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionāla investīciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka
Possibility to pay for water	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Possibility to pay for electricity	+	+	+	-	-	-	-	-	-	-	+	+	-	-	-	-	+	-
Possibility to pay for heating	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Possibility to pay for fixed telephone	+	+	+	+	-	+	+	-	-	+	+	+	-	-	-	-	+	-
Direct debit payments are available	+	+	+	+	-	-	+	-	-	+	+	+	-	-	-	-	+	-
Possibility to pay for mobile telephone (3 largest providers)	+	+	+	-	-	-	+	-	-	+	-	-	-	-	-	-	+	-
Possibility to pay for the Internet (at least 3 providers in capital)	+	-	+	-	-	+	-	-	-	-	-	+	-	-	-	-	+	-
Possibility to pay for cable television (at least 1 cable TV provider in capital)	+	+	+	-	-	+	+	-	-	+	+	+	-	-	-	-	+	-
Possibility to transfer money to a pre-paid mobile phone number account (3 largest providers)	-	-	+	-	-	+	-	-	-	-	-	-	-	-	-	-	+	-

## Commentary

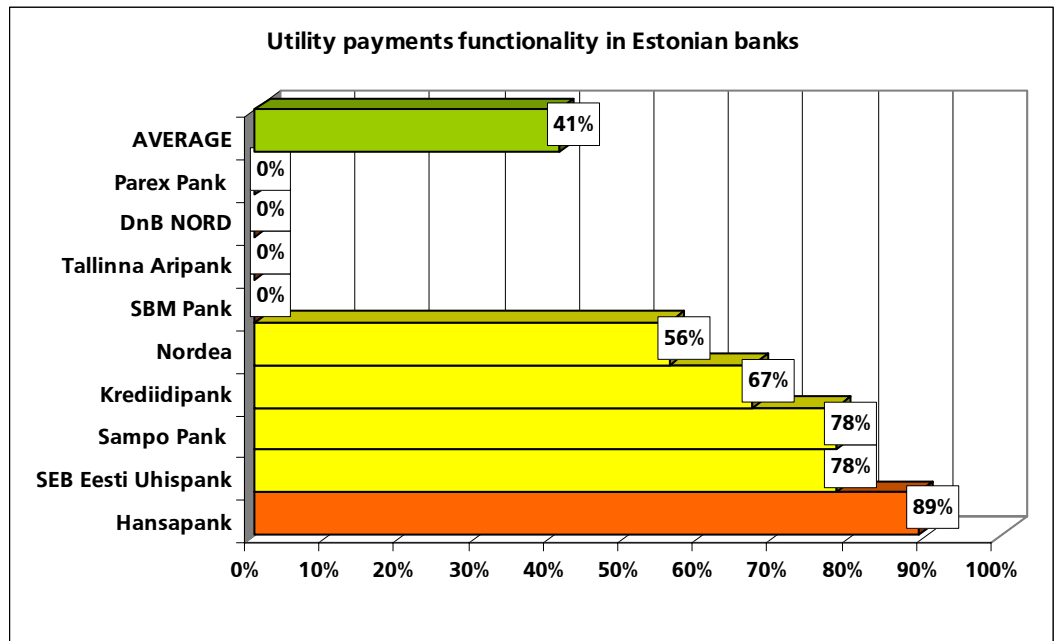
- SEB Unibanka and Hansabanka have met 78 % of all testing criteria in this category.
- Almost half of Latvian banks (8 banks) do not offer a possibility to make utility payments through an IBS.
- Nordea's IBS offers to make utility payments via another website:

Vārds, uzvārds/Nosaukums:	JASČSENS VITALIUS																						
Personas kods/Reģistrācijas nr:	250386-10308																						
<a href="#">E-rēķinu noteikumi</a> <a href="#">Uzņēmumu, kas piedāvā e-rēķinus, saraksts</a>																							
<p>Jūs varat pieteikties šo uzņēmumu e-rēķiniem:</p> <table border="1"> <thead> <tr> <th>Uzņēmums</th> <th>Pieteikties</th> </tr> </thead> <tbody> <tr> <td>AGA</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> <tr> <td>Alexela Oil Latvia SIA (Uno X)</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> <tr> <td>Apvienība APSARDZE</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> <tr> <td>Ave Lat Sargs</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> <tr> <td>Baltkom TV</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> <tr> <td>DnB NORD Līzings</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> <tr> <td>Falck Apsargs</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> <tr> <td>Grifs AG</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> <tr> <td>Group 4 Falck</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> <tr> <td>Hansa Līzings</td> <td><a href="#">Pieteikties e-rēķinam</a></td> </tr> </tbody> </table>		Uzņēmums	Pieteikties	AGA	<a href="#">Pieteikties e-rēķinam</a>	Alexela Oil Latvia SIA (Uno X)	<a href="#">Pieteikties e-rēķinam</a>	Apvienība APSARDZE	<a href="#">Pieteikties e-rēķinam</a>	Ave Lat Sargs	<a href="#">Pieteikties e-rēķinam</a>	Baltkom TV	<a href="#">Pieteikties e-rēķinam</a>	DnB NORD Līzings	<a href="#">Pieteikties e-rēķinam</a>	Falck Apsargs	<a href="#">Pieteikties e-rēķinam</a>	Grifs AG	<a href="#">Pieteikties e-rēķinam</a>	Group 4 Falck	<a href="#">Pieteikties e-rēķinam</a>	Hansa Līzings	<a href="#">Pieteikties e-rēķinam</a>
Uzņēmums	Pieteikties																						
AGA	<a href="#">Pieteikties e-rēķinam</a>																						
Alexela Oil Latvia SIA (Uno X)	<a href="#">Pieteikties e-rēķinam</a>																						
Apvienība APSARDZE	<a href="#">Pieteikties e-rēķinam</a>																						
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Falck Apsargs	<a href="#">Pieteikties e-rēķinam</a>																						
Grifs AG	<a href="#">Pieteikties e-rēķinam</a>																						
Group 4 Falck	<a href="#">Pieteikties e-rēķinam</a>																						
Hansa Līzings	<a href="#">Pieteikties e-rēķinam</a>																						

- In the IBS of Hansabanka predefined utility payment forms of most popular service providers are conveniently allocated:

The screenshot shows the 'hanza.net' website interface. The top navigation bar includes 'BANK', 'INVESTOR', 'HANSA PENSIONS', 'E-SERVICES', 'MOBILE BANK', and 'SETTINGS'. Below this is a secondary navigation bar with 'Start page', 'Overview', 'Payments', 'Rates', 'Agreements', 'Applications', and 'Bank messages'. The main content area is titled 'Domestic payments' and includes a sidebar with links for 'International payments', 'My defined payments', 'Currency exchange', 'Payment history', and 'E-bills'. The main content area lists 'Prepaid cards' (ZELTA ZIVTINA, OKARTE, AMIGO, TOXIC, BITE ONLINE, HALLŌI, URAL, 5+ (FivePlus), GeMobile) and 'Telecommunications' (Lattelecom, LMT, TELE2, Telekom Baltija, IZZI COM SIA, IZZI SIA). A 'Pay your bills easier:' section lists 'Lattelecom', 'LMT', 'Tele2', 'Latvenergo', 'Latvijas gāze', and 'Citi'.

## Estonian banks



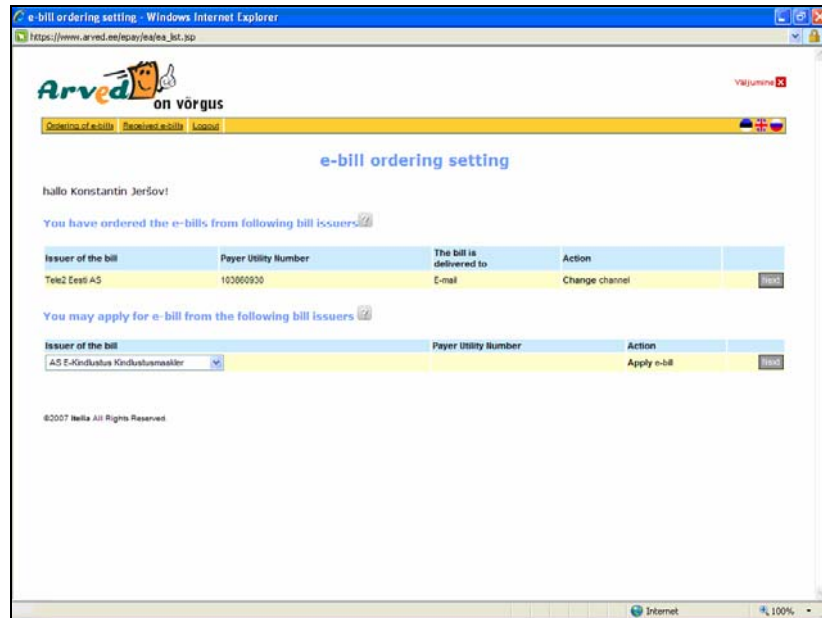
Higher figures represent better results

## Detailed testing results

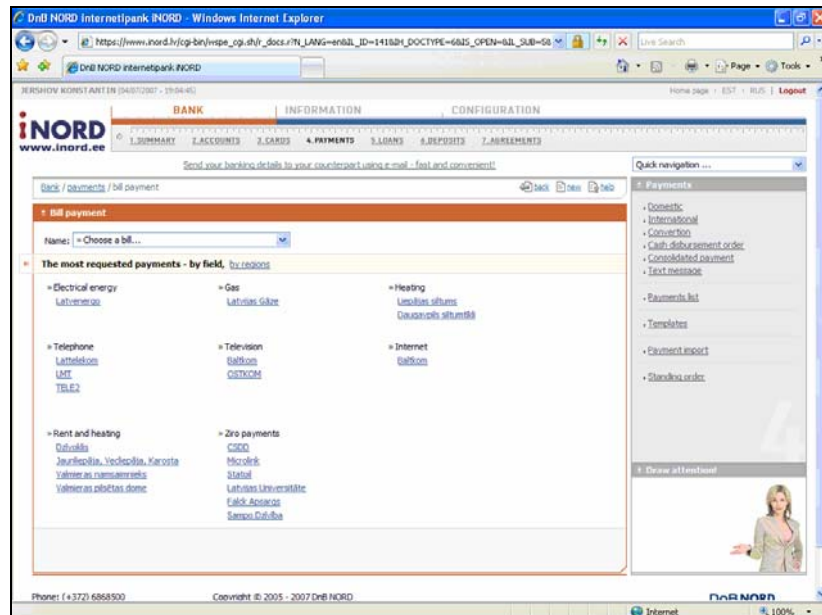
	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
Possibility to pay for water	+	+	-	-	+	-	-	-	-
Possibility to pay for electricity	+	+	+	+	+	-	-	-	-
Possibility to pay for heating	+	+	+	+	+	-	-	-	-
Possibility to pay for fixed telephone	+	+	+	+	+	-	-	-	-
Direct debit payments are available	+	+	+	+	+	-	-	-	-
Possibility to pay for mobile telephone (3 largest providers)	+	+	+	-	+	-	-	-	-
Possibility to pay for the Internet (at least 3 providers in capital)	-	-	-	-	-	-	-	-	-
Possibility to pay for cable television (at least 1 cable TV provider in capital)	+	+	+	+	+	-	-	-	-
Possibility to transfer money to a pre-paid mobile phone number account (3 largest providers)	+	-	-	-	-	-	-	-	-

## Commentary

- Hansapank has met 89 % of all testing criteria.
- Only 5 out of 9 Estonian banks provide the utility payments functionality in Estonia.
- 4 out of 9 banks, instead of providing user with the possibility to pay directly from the IBS, offer ordering of the e - bills. In all cases, the payment procedure is done through the website (www.arved.ee):



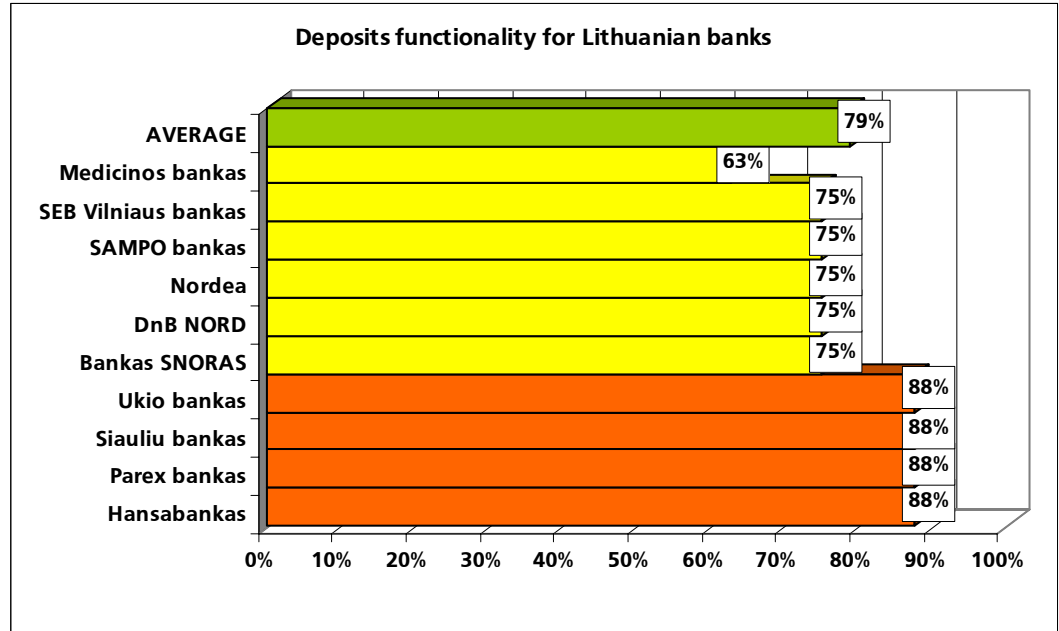
- Only in Hansapank it is possible to order the e – bills within the IBS.
- The IBS of DnB NORD provides possibility to pay for utility services in Latvia:



## 12.6 Deposits

The **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
Deposits in local currency	+	+	+	+	+	+	+	+	+	+
Deposits in EUR	+	+	+	+	+	+	+	+	+	+
Deposits in USD	+	+	+	+	+	+	+	+	+	+
Interest calculator within the IBS	+	+	+	+	-	+	+	+	+	+
Interest rate information is provided	+	+	+	+	+	+	+	+	+	+
Interest calculator on the bank's public website	-	-	-	-	-	+	+	-	+	+
Possibility to withdraw the deposit directly from IBS	+	+	+	-	+	+	-	+	+	+
Information on accrued interest is present	-	-	+	-	+	-	-	-	-	-

## Commentary

- Only Hansabankas and Nordea offer possibility to see information about an accrued interest on a deposit.
- All banks in Lithuania offer possibility to open deposits in local and foreign currencies.
- Only Nordea does not have the interest calculator within the IBS.
- Although interest calculators are present in most of Lithuanian banks' IBSs, it is impossible to use these without actually putting a deposit.
- DnB NORD during European basketball championship offers special basketball deposit:

### Krepšinio indėlis - azartiškiausias indėlis Lietuvoje!

Krepšinio indėlis – tai ypatingas DnB NORD banko indėlis, nes jo palūkanos tiesiogiai susiję su Lietuvos vyrų krepšinio rinktinės pergalėmis Europos krepšinio čempionate Ispanijoje. Kuo daugiau pergalių – tuo didesnės palūkanos.

Susidomėjai? Tuomet – pirmyn, viskas labai paprasta:

1. padėti krepšinio indelį DnB NORD banke iki **2007 m. rugsėjo 3 d.**
2. stebi visas Lietuvos vyrų krepšinio rinktinės rungtynes čempionate Ispanijoje, nes:
  - jei rinktinė laimi, palūkanos didinamos **0,15 proc.** punkto;
  - jei rinktinė vėl laimi, palūkanos vėl didinamos **0,15 proc.** punkto;
  - jei rinktinė pralaimi, palūkanos iki kitos pergalės nekeičiamos;
3. pasibaigus čempionatui iki indėlio termino pabaigos skaičiuojamos tokios palūkanos, kokios buvo nustatytos po paskutinių laimėtų rungtynių.

Pergalingai skaičiuoji, kiek padidėjo tavo palūkanos!

Už pergalės!

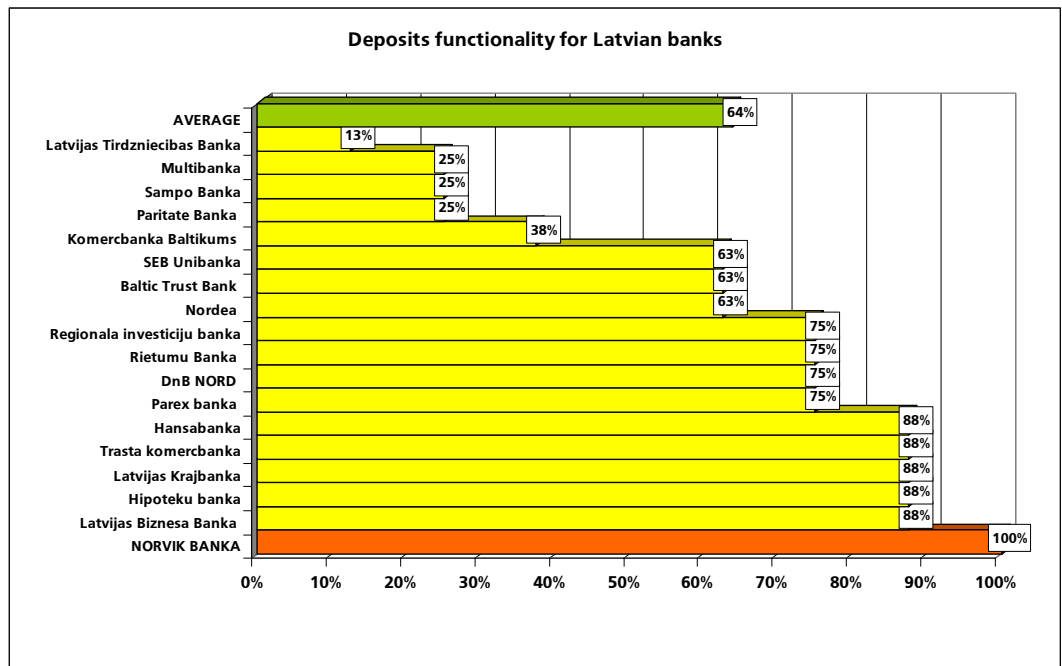
Skaitykite daugiau apie [krepšinio indėlius](#).

[Spausdinti](#) [Siųsti nuoroda](#)



**PAPILDOMA INFORMACIJA**  
[Banko skvriai ir poskvriai](#)

## Latvian banks



Higher figures represent better results

## Detailed testing results

	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komercbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecības Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionāla investīciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka
Deposits in local currency	+	+	+	+	-	+	+	-	-	+	+	+	-	+	+	-	+	+
Deposits in EUR	+	+	+	+	-	+	+	-	-	+	+	+	-	+	+	-	+	+
Deposits in USD	+	+	+	+	-	+	+	-	-	+	+	+	-	+	+	-	+	+
Interest calculator within the IBS	-	-	-	-	-	-	+	-	-	-	+	-	-	-	-	-	-	-
Interest rate information is provided	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Interest calculator on the bank's public website	-	-	+	+	+	+	+	-	+	-	+	+	+	-	-	-	-	+
Possibility to withdraw the deposit directly from IBS	+	+	+	+	+	+	+	-	-	+	+	+	-	+	+	-	-	+
Information on accrued interest is present	-	+	+	+	-	+	-	-	-	-	+	-	-	+	+	+	-	+



## Commentary

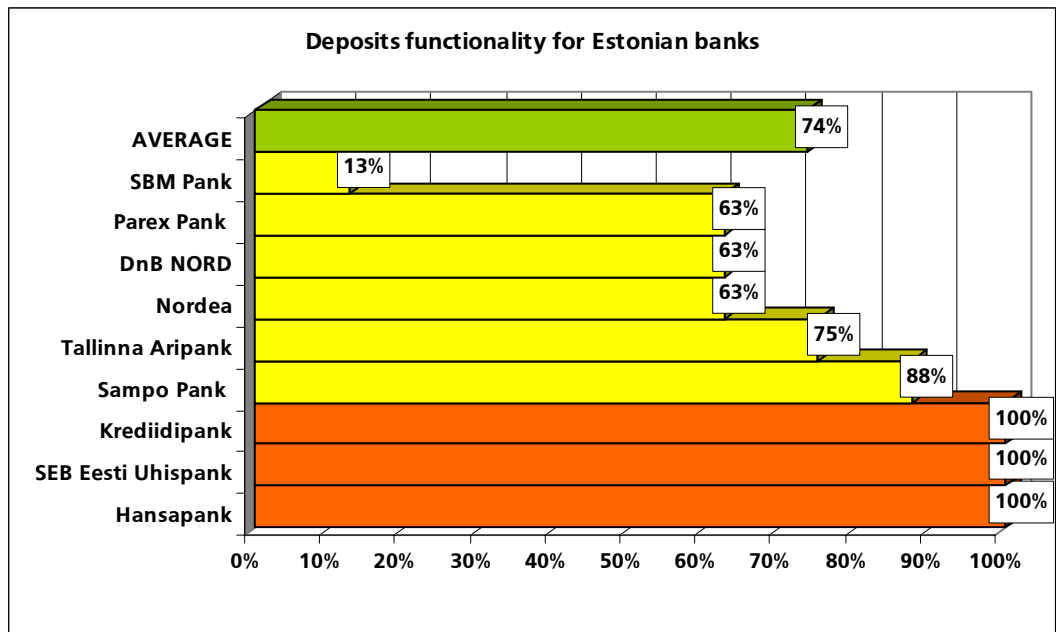
- NORVIK BANKA has met 100 % of all testing criteria.
- The least fulfilled criterion in the category is: "Interest calculator within the IBS." Only the IBSs of NORVIK BANKA and Latvijas Krajbanka provide their users with such tool.
- In the IBS of Krajbanka many different calculator types are provided, therefore users can easily choose the best offer.
- DnB NOR has a very convenient deposit opening form within its IBS – one click on the interest rate instantly opens a deposit application form:

Interest rates											
Annual interest rates											
Currency	Min amount	1 week	2 weeks	3 weeks	1 mnth	3 mnths	6 mnths	9 mnths	12 mnths	24 mnths	36 mnths
Term Deposit (interest payment period – on a monthly basis)											
LVL	100				3.85	5.80	6.00	6.15	6.15	6.15	6.15
USD	200				4.75	4.85	4.90		4.90	4.90	
EUR	200				3.80	4.00	4.25		4.30	4.35	4.40



Open the deposit	
Deposit opening application	
Date: 28/08/2007	Number: 62121363
Deposit type: Term Deposit	
Maturity: 1 mnth	Currency: LVL
Amount: 0.00	Interest rate: 3.85 %
From account: LV06RDKO0002023792865 LVL	
Interest payment period: on a monthly basis	
Deposit principal shall be paid out: in cash	
Interest on the deposit shall be paid out: in cash	
<input type="button" value="Continue"/> <input type="button" value="Reset"/>	

## Estonian banks



Higher figures represent better results

## Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
Deposits in local currency	+	+	+	+	+	-	+	+	+
Deposits in EUR	+	+	+	+	+	-	+	+	+
Deposits in USD	+	+	+	+	+	-	+	+	+
Interest calculator within the IBS	+	+	+	-	-	-	+	-	-
Interest rate information is provided	+	+	+	+	+	+	+	+	+
Interest calculator on the bank's public website	+	+	+	-	+	-	-	-	-
Possibility to withdraw the deposit directly from IBS	+	+	+	+	+	-	-	-	+
Information on accrued interest is present	+	+	+	-	+	-	+	+	-

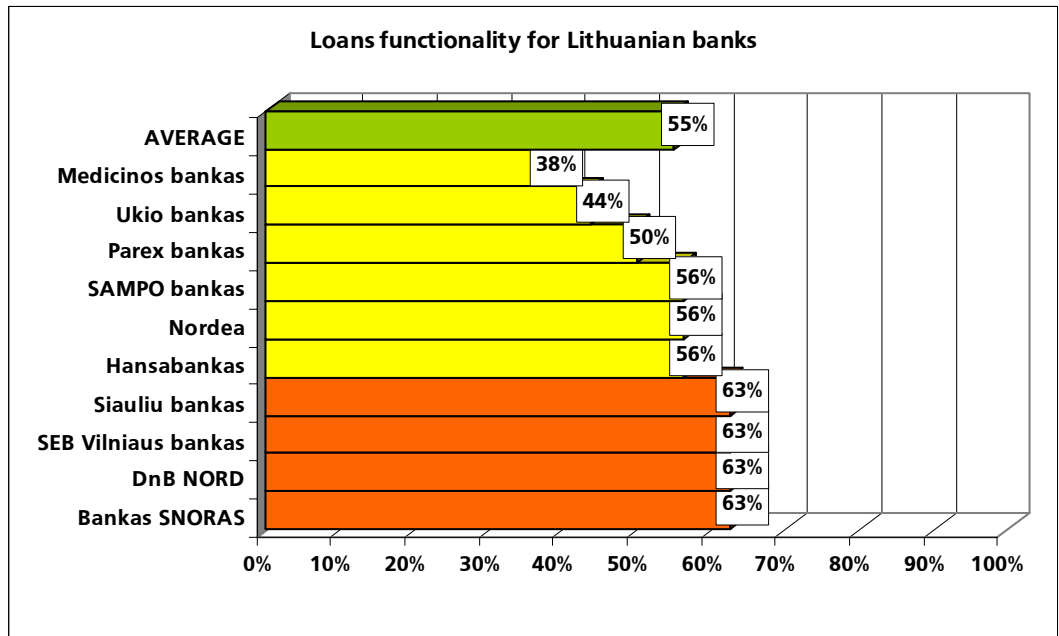
## Commentary

- SEB Eesti Uhispank and Hansapank have met 100 % of all testing criteria.
- In the IBSs of SEB Eesti Uhispank, Hansapank and Sampo Pank it is necessary to convert money in case a user does not have necessary currency for a particular deposit.
- In all Estonian banks, except SBM Pank, it is possible to make a deposit in local currency, EUR and USD through an IBS.
- In the IBSs of Hansapank and SEB Uhispank after clicking on the link "calculator", redirection to the public website follows.

## 12.7 Loans

The **loans** subcategory analyzes the functionality related to taking our 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	-	-	-	-	-	-	-	-	-	-
Consumer loan 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 provide printable versions of loan application forms. This is a very useful option since potential clients can fill them in anywhere it is convenient for them.
- Most banks do not have sections concerning loans in their IBs. Those banks that have it, provide users only with a possibility to fill in the loan application form.
- Hansabankas has a well developed loans calculators section. In the section users can find many different loan calculators. The link to this sections is located in the first page of the public website:

### Paskolų skaičiuoklės

---

#### Būsto paskolų skaičiuoklės

-  [Maksimalios paskolos skaičiuoklė](#)
-  [Pažadaujamos paskolos skaičiuoklė](#)


#### Asmeninių paskolų skaičiuoklės

Asmeninė paskola suteikiama iki 30 000 Lt, vertinamos tik vieno asmens pajamos.

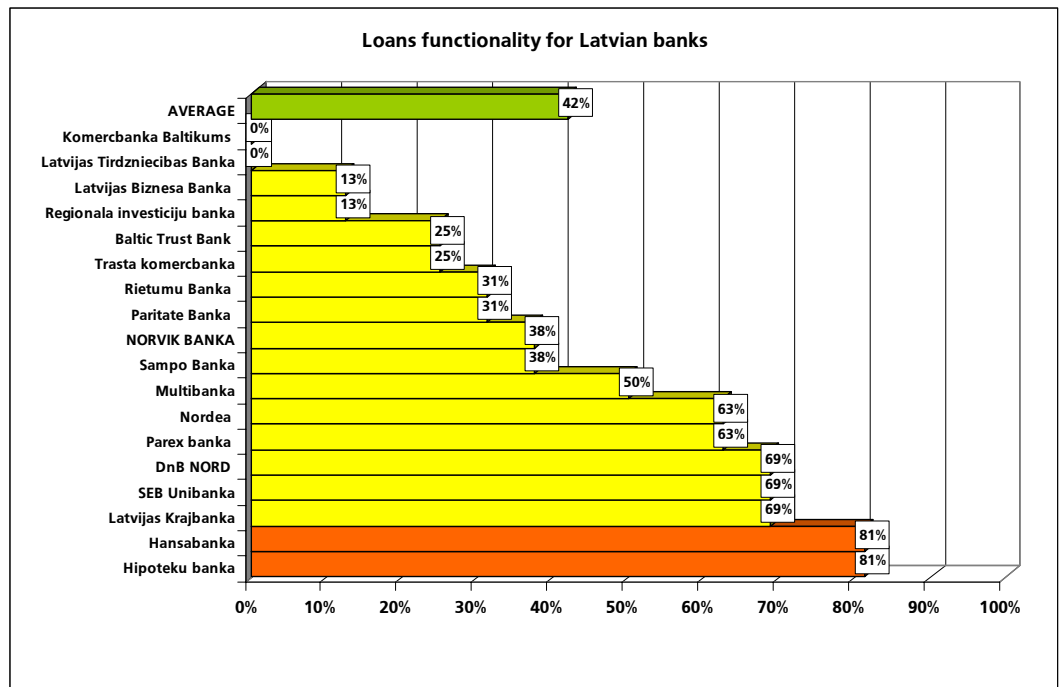
-  [Maksimalios paskolos skaičiuoklė](#)
-  [Pažadaujamos paskolos skaičiuoklė](#)

#### Vartojamųjų paskolų skaičiuoklės

Vartojamoji paskola suteikiama iki 90 000 Lt, vertinamos šeimos arba bendraskolių pajamos.

-  [Maksimalios paskolos skaičiuoklė](#)
-  [Pažadaujamos paskolos skaičiuoklė](#)

### Latvian banks



Higher figures represent better results

### Detailed testing results

	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komerbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecibas Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionala investiciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consumer loan 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	+	+	+	+	-	+	-	+	+	+	+	+	+	+	+	-	+	+

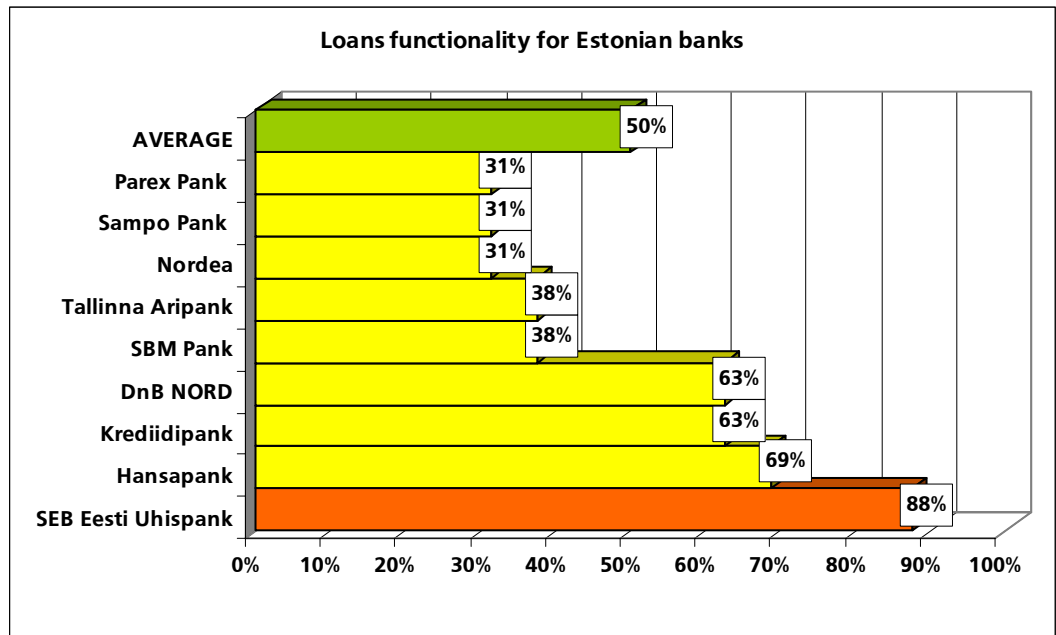
## Commentary

- The least fulfilled criterion in the category is: "Taking out consumer loan/ mortgage via the IBS."
- Only Hipoteku banka provides its users with a mortgage interest calculator within the IBS:

- Mortgage and consumer loan application forms in the public website of Hipoteku banka contain errors - it is impossible to enter address of a loan applicant:

- Latvian banks often do not provide users with explicit information about interest rates. This is explained by the fact that usually banks assign client-specific fixed interest rate adding floating rate to it.
- Loan section in the public website of Nordea contains a spelling mistake – instead of "Paterina kredītkarte" (Consumer credit card) the title says "Petēriņa kredītkarte" (Peter's credit card):

## Estonian banks



Higher figures represent better results

## Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
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

- The least fulfilled criteria in Estonian banks in the category are: "Taking out a consumer loan via the Internet Banking System" and "Taking out a mortgage via the Internet Banking System".
- Only SEB Eesti Uhispank offers a mortgage interest calculator in the IBS:

Vaba kasutusotstarbega laen, mille summa, tähtaeg ja intressimäär sõltuvad laenuaotleja poolt pakutavast tagatisest ning laenuaotleja maksevõimest.	Taotlus» Kalkulaator»
Arvelduslaenu põhimõttel laen hüpoteegi tagatisel, mis pakub võrreldes teiste eraisikulaenudega suurimat vabadust laenu kasutamisel ja intressikulude optimeerimisel	Taotlus»
Laen hüpoteegi tagatisel, mille puhul taotleja(te) sissetulekust põhjalikumalt analüüsitakse laenu tagatisvara.	Taotlus»
Laen ootamatute ja kiireloomuliste väljaminekute katmiseks. See laen võimaldab Teil tähtajaliselt kasutada kindlaksmääratud limiiti.	Taotlus»
Pangakaart, mis ühendab nii krediitkaardi kui järelmaksukaardi omadused.	Taotlus» Kalkulaator»

- Sampo Pank has a well developed loans section in the public website. It is possible to make a fast switch between the calculator, necessary documents for taking a loan, the application form, conditions and the price list:

### Kodulaen

Tutvustus
Tingimused
Kalkulaatorid
Kontakt
Küsi pakkumist

Sampo Kodulaen on abiks, kui soovite osta, ehitada või renoveerida oma kodu või suvemaja. Sampo Kodulaen aitab Teil unistusi ellu viia.

**Personaalne nõustamine**

Iga kodulaen on omamoodi erinev ning palju on ka erinevaid nüansse, millega peab arvestama. Sampo selgitatakse Teile täpselt ja põhjalikult, millist tagasimakse graafikut valida, aidatakse leida vastus, kas valida ujuv- või fikseeritud intressimäär ning selgitatakse omafinantseeringu kaasamise erinevaid võimalusi.

Oleme asjaajamises väga pändlikud. Enne krediitkomitee otsust ei ole Teil vaja esitada ühtegi dokumenti ega kanda ka nendega kaasnevaid kulutusi. Esiälgu piisab, kui täidate ära [laenuaotluse](#) ning vastate meie finantsnõustaja küsimustele.

**Oluline**

- > Euribor
- > Lepingu-eelse teabe tegevusjuhend (PDF)

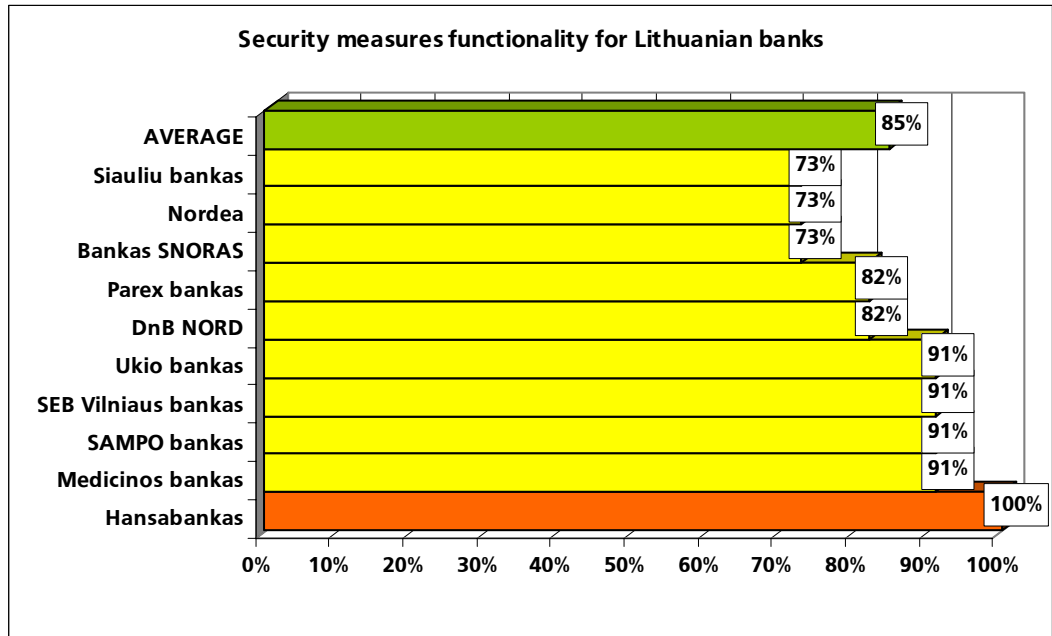
**Vaata lisaks**

- > Aktsepteeritud kinnisvara hindajad
- > Aktsepteeritud kindlustusseltsid

## 12.8 Security measures

The **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

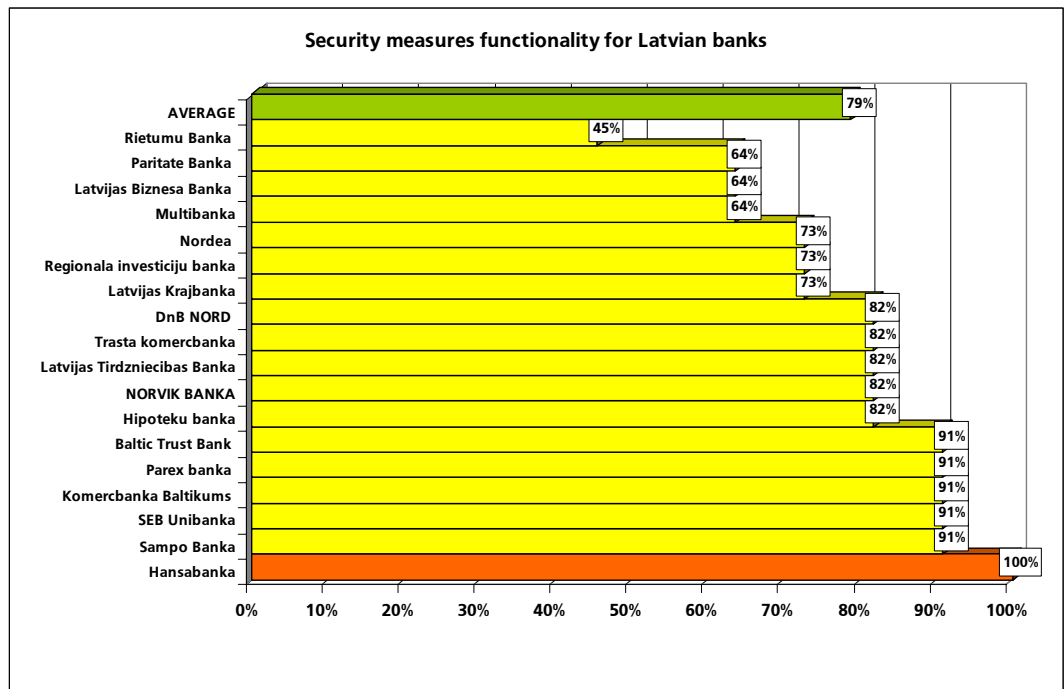
### Detailed testing results

	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
Session Timeout	-	+	+	+	+	-	+	+	-	+
Password card	+	+	+	+	+	+	+	+	+	+
Password card is not larger than the size of ordinary payment card	+	+	+	+	+	+	+	+	+	+
Confirmation code is required for executing a money transfer	+	+	+	+	+	+	+	+	+	+
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	+	-	+	+	+	+	+	+	+	+
IBS displays a warning message after log out	-	+	+	+	-	+	+	+	-	+
Possibility to set frequency for mandatory change of permanent password	-	-	+	-	-	-	-	-	-	-

## Commentary

- Nordea provides a password card, where a user must cross out a password code every log in time.
- Hansabankas is the only bank, which has met 100 % of testing criteria.
- Most Lithuanian banks' IBSs provide users with a session timeout. In many banks there is a possibility to change the time interval.
- All banks have password cards as a security measure for logging in the IBS (password generator is also available on demand).
- A confirmation code is required in all banks for executing a money transfer.
- All Lithuanian banks (except Nordea) have a personal user's password for an additional IBS security.
- Only Hansabankas's IBS offers possibility to set the frequency of a mandatory permanent password change request.
- The IBS of Hansabankas requires a shortened (3 digits) code for confirming a transaction.

## Latvian banks



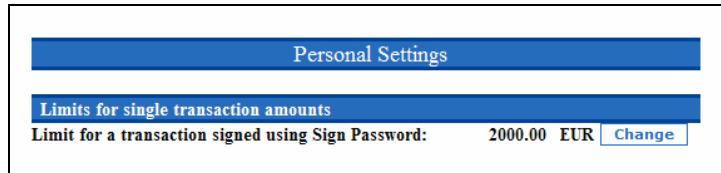
Higher figures represent better results

## Detailed testing results

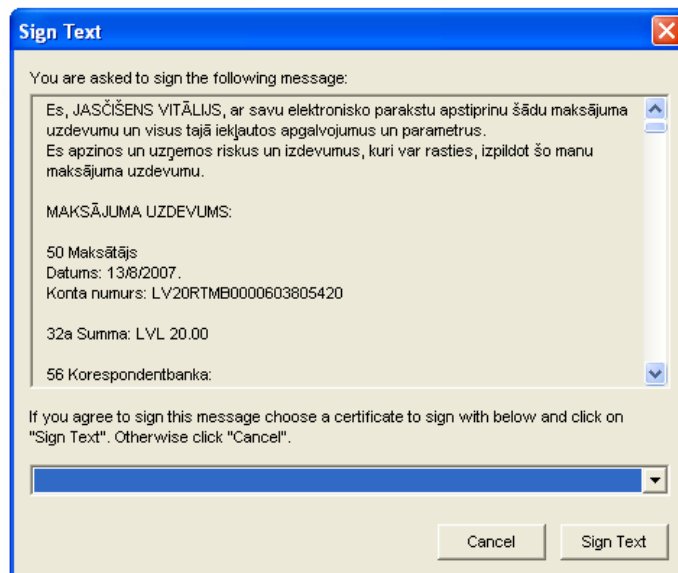
	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komercbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecības Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionāla investīciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka
Session Timeout	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Password card	+	+	+	+	+	-	-	-	-	+	+	+	-	-	-	+	+	+
Password card is not larger than the size of ordinary payment card	+	+	+	+	+	-	+	-	+	+	+	+	-	+	-	+	+	+
Confirmation code is required for executing a money transfer	+	+	+	-	+	+	+	+	+	+	+	+	+	+	-	+	+	+
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	+	-	+	+	-	-	+	+	-	+	+	-	+	+	+	+	+	-
IBS displays a warning message after log out	+	-	+	+	+	-	-	+	-	+	-	+	+	-	-	+	+	+
Possibility to set frequency for mandatory change of permanent password	-	+	+	-	+	+	-	+	+	-	-	+	-	-	-	-	-	-

## Commentary

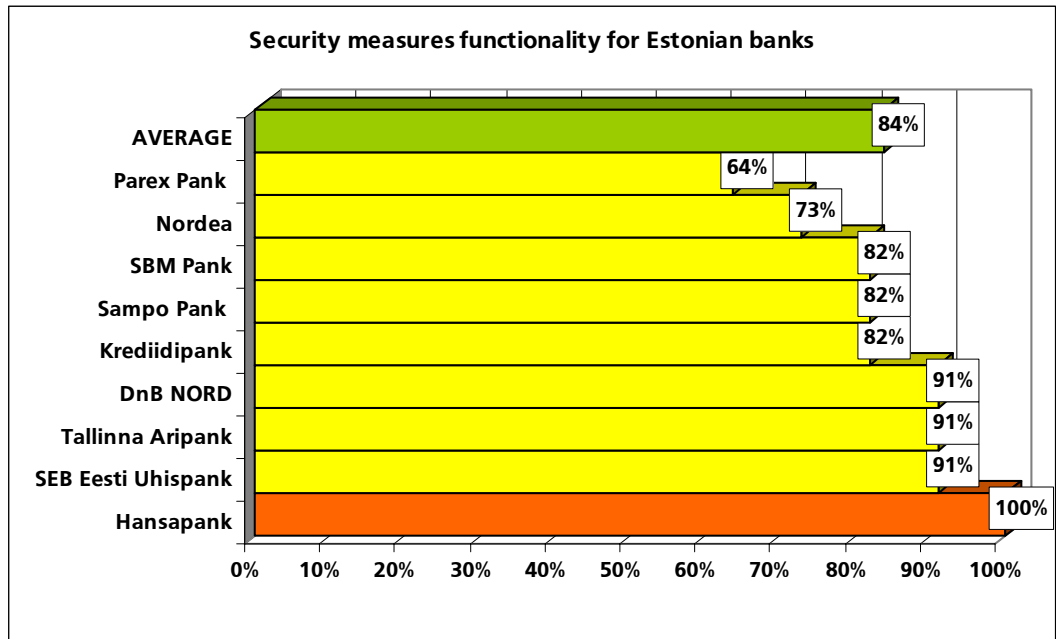
- Hansabanka has met 100 % of all testing criteria.
- In the IBSs of Komercbanka Baltikums and Trasta komercbanka users must use code calculators to log in and to make transactions.
- IBS of Paritate Banka offers changing the daily transactions limit directly from the IBS:



- Only in the IBSs of Hipoteku banka and Rietumu Banka a confirmation code is not required for executing a money transfer.
- Rietumu Banka's IBS provides its users with a separately installable digital certificate - every transaction is signed with this tool, without user's participation:



## Estonian banks



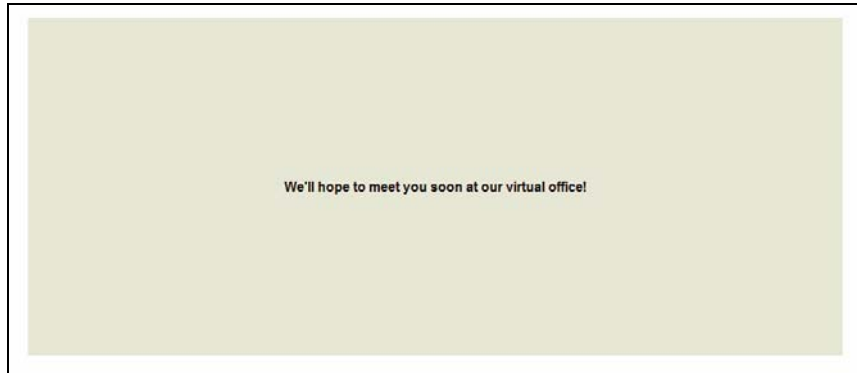
Higher figures represent better results

## Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
Session Timeout	+	+	+	+	+	+	+	+	-
Password card	+	+	+	+	+	+	+	+	+
Password card is not larger than the size of ordinary payment card	+	+	+	+	+	+	+	+	+
Confirmation code is required for executing a money transfer	+	+	-	+	-	-	-	+	-
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	+	+	+	+	+	+	+	-	+
IBS displays a warning message after log out	+	+	+	+	+	-	+	+	-
Possibility to set frequency for mandatory change of permanent password	+	-	-	-	-	+	+	+	-

## Commentary

- Hansapank has met 100 % of all testing criteria.
- The least fulfilled criteria are: "Confirmation code is required for executing a money transfer" and "Possibility to set frequency for mandatory change of permanent password." The only bank which has fulfilled these criteria is Hansapank.
- Only Parex Pank does not provide its users with session timeout. Besides, after logging out, the IBS does not show security message:



- On July 6th, 2007 the security certificate of Parex Pank's IBS has expired:

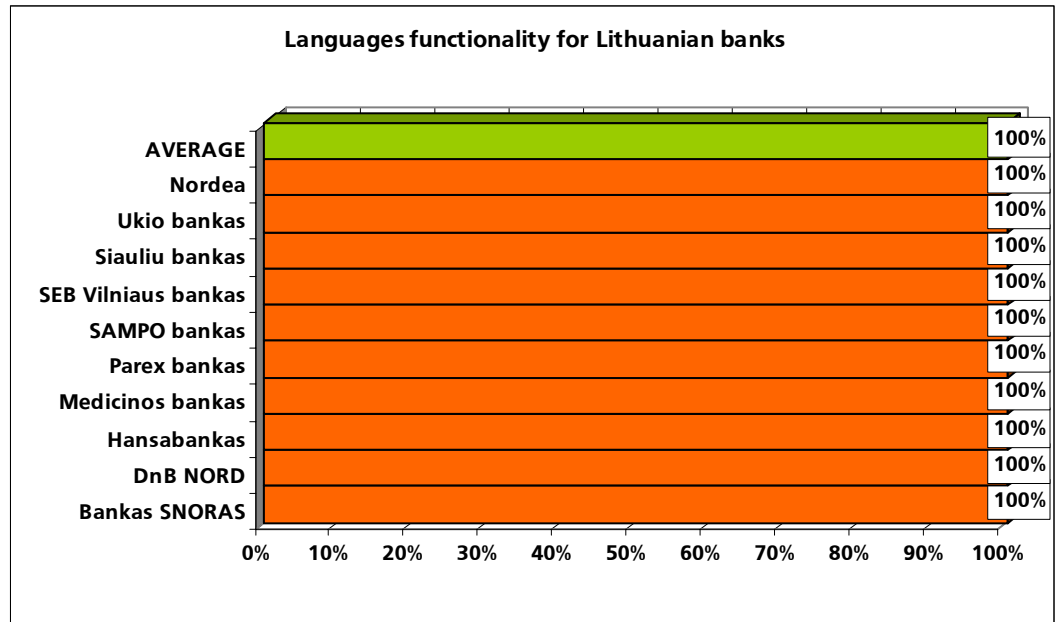
The screenshot shows a 'Certificate Error' message in the browser's status bar. The website displayed is the Parex Internet Bank, showing a 'Currency rates' table for the date 06.07.2007. The table includes columns for 'Cash', 'Transfer', and 'Bank of Estonia' with sub-columns for 'We buy' and 'We sell' rates for various currencies.

Currency	Cash		Transfer		Bank of Estonia
	We buy	We sell	We buy	We sell	
AUD	9.77230	9.91530	9.81180	9.91040	9.84492
BGN	-	-	-	-	7.99980
BYR	-	-	0.00526	0.00542	0.00534
CAD	10.79490	10.94740	10.83850	10.94740	10.83880
CHF	9.36750	9.49490	9.41470	9.47130	9.45920
CYP	26.60670	26.94160	26.68700	26.90140	26.79810
CZK	0.54200	0.55020	0.54310	0.54860	0.54576
DKK	2.09180	2.11280	2.09390	2.11170	2.10275
EUR	15.60500	15.69350	15.64660	15.64660	15.64660
GBP	23.00190	23.27960	23.07130	23.18700	23.12590
HUF	0.06280	0.06380	0.06310	0.06360	0.06353
JPY	0.09290	0.09400	0.09296	0.09385	0.09355
KZT	-	-	0.09248	0.09640	0.09408
LTL	4.51560	4.55870	4.51790	4.54510	4.53157
LVL	22.35390	22.53360	22.38800	22.53400	22.46430
MDL	-	-	0.92257	0.96988	0.94165
NOK	1.95940	1.98800	1.97130	1.97820	1.97453

## 12.9 Languages

The **languages** subcategory comprises 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	+	+	+	+	+	+	+	+	+	+

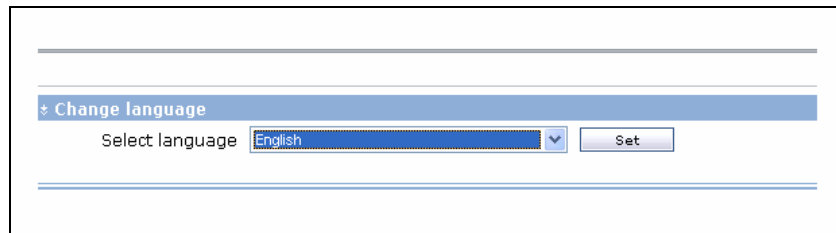


## Commentary

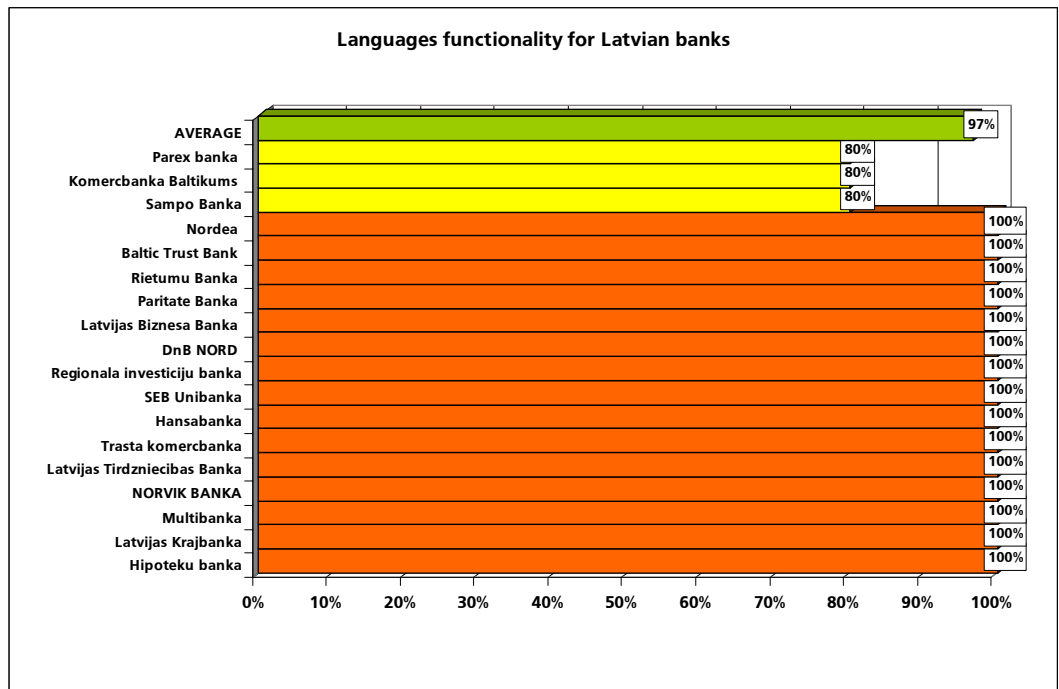
- All Lithuanian banks have met 100% of testing criteria.
- The IBS of Ukio bankas offers its users Serbian language version of the interface:



- In the IBS of SAMPO bankas (and some other banks) a user has to choose the language before logging in. This is rather inconvenient, since it is impossible to switch to another language version without logging off.
- Instead of providing language switching button on the visible place, most banks provide this button in the settings menu, like DnB NORD's IBS:



## Latvian banks



Higher figures represent better results

## Detailed testing results

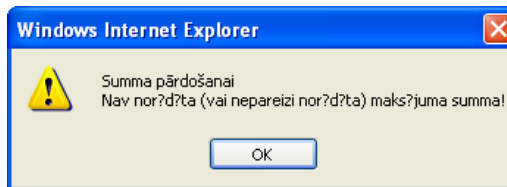
	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komercbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecības Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionala investiciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka	
Local language public website	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
English public website	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+	+	+
Local language IBS interface	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
English IBS interface	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+
Local symbols displayed correctly	+	+	+	+	-	+	+	+	+	+	+	+	+	+	+	+	+	+	+

## Commentary

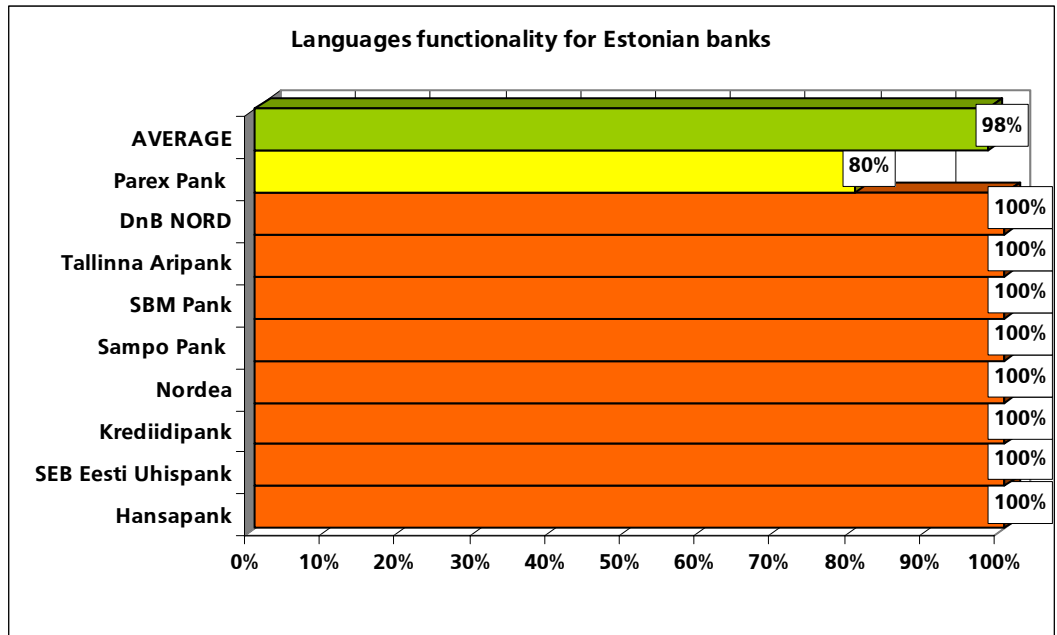
- 15 out of 18 banks in Latvia have met 100 % of all testing criteria.
- Sampo Banka does not provide the possibility to choose language in the local language public website version. It is possible to choose English language only by manually typing "eng" in the address bar:



- In order to choose English interface in the Multibanka's IBS one has to: choose language, log off from the IBS and log in once again.
- When one tries to execute local transfer in Komerbanka Baltikums and as a sum enters "ABC" following screen that contains incorrectly displayed local symbols appears:



### Estonian banks



Higher figures represent better results

### Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
Local language public website	+	+	+	+	+	+	+	+	+
English public website	+	+	+	+	+	+	+	+	-
Local language IBS interface	+	+	+	+	+	+	+	+	+
English IBS interface	+	+	+	+	+	+	+	+	+
Local symbols displayed correctly	+	+	+	+	+	+	+	+	+

## Commentary

- All banks, except for Parex Pank, have met 100 % of all testing criteria.
- Hansapank has a very convenient language switching tool:

The screenshot shows the Hansapank website interface. At the top right, there is a language switcher with 'EST' and 'ENG' options, where 'ENG' is circled in red. Below it is a navigation menu with tabs for 'Банк', 'Пенсия', 'Инвестор', 'Э-услуги', 'Мобиль', 'Страхование', and 'Настройки'. Under 'Э-услуги', there are sub-tabs: 'Стартовая', 'Обзор', 'Платежи', 'Курсы', 'Договоры', 'Ходатайства', and 'Банковские сообщения'. The main content area shows a payment form for 'Внутри-республиканские платежи' (Intra-republican payments) for account '1104795498 KONSTANTIN JERŠOV'. The form includes fields for 'Тип платежа' (Type of payment), 'Номер документа' (Document number), 'Определённая дата' (Settlement date), 'Имя получателя' (Recipient name), 'Счёт получателя' (Recipient account), 'Сумма' (Amount), 'Пояснение' (Description), and 'Номер ссылки' (Reference number). A 'Дальше' (Next) button is at the bottom right of the form. The footer contains the Hansapank logo, website URL 'www.hansa.ee', contact information, and a 'Приватность' (Privacy) link.

- It is very inconvenient to switch languages in the IBS of SEB Eesti Uhispank:

The screenshot shows the 'Главные установки' (Main settings) page of the SEB Eesti Uhispank website. The page title is 'среда, 08.08.2007, время:12.12'. There are several navigation links: 'Основные настройки', 'Главная страница', 'Мое меню', 'Функциональности', 'Изменение пароля', and 'Контактные данные'. The 'Язык' (Language) dropdown menu is open, showing options: 'Русский язык', 'Эстонский язык', 'Английский язык', and 'Eesti keel'. The 'Русский язык' option is circled in red. Below the language menu, there are settings for 'Формат даты', 'Формат времени', and 'Формат суммы'. The 'Наименования счетов' (Account names) table is also visible, with columns for '№', 'Счет и валюта', 'Имя', 'Дневной лимит', and 'Месячный лимит'. A 'Сохранить установки' (Save settings) button is circled in red at the bottom.

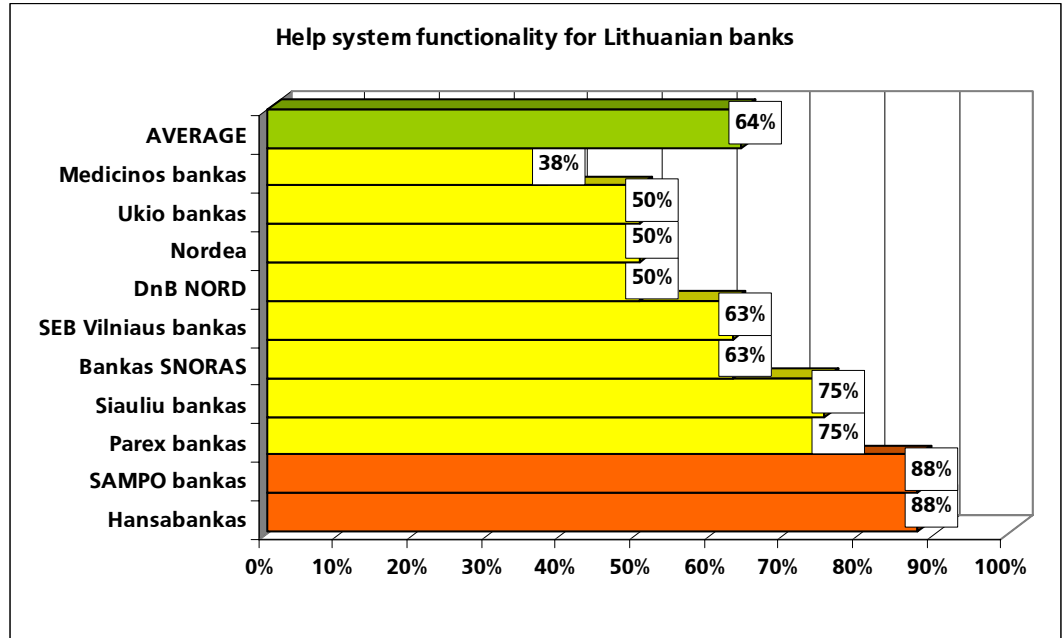
- Despite the fact that Nordea does not have Russian version of the public website interface, the following sentence may be found in the public website:

The advertisement for Nordea Panga features a woman standing in front of a house with two windows. The text is in Estonian and Russian. The Estonian text reads: 'Ära lase laenuintressil täitunud unistust koormaks muuta! Baasintresside järsu tõusu korral võib laenu tagasimaksmine osutuda liiga koormavaks. Seda saab vältida, kui võtta muutumatu kuumaksega kodulaen. Nordea Panga muutumatu kuumaksega kodulaen jätab Teie pere eelarve intressimuutustest sõltumatuks.' The Russian text at the bottom, circled in red, reads: 'Кредит с постоянной суммой платежа'.

## 12.10 Help system

The **help system** subcategory includes criteria related to availability, scope and quality of online assistance to the users of Internet Banking Systems.

### Lithuanian banks



Higher figures represent better results

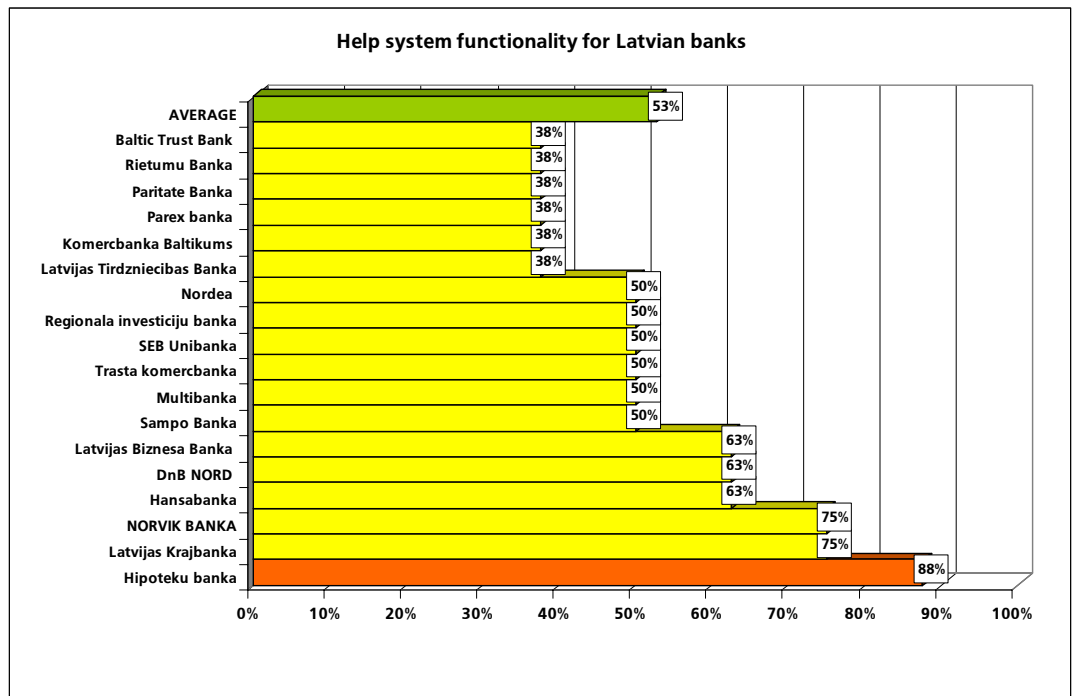
### Detailed testing results

	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	+	+	+	-	+	+	+	+	+	+
An example of the account opening form provided on the Internet	+	+	+	+	+	+	+	+	+	+
Animated or illustrated tutorial of IBS is provided in the public website	-	+	+	-	-	+	+	+	+	-
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

- Lithuanian banks do not provide any visual help tools within the IBSs.
- When one enters a wrong account number in the IBS of DnB NORD, the error message "document doesn't fulfill set requirements" appears. Thus, a user does not get clear information about what is wrong.
- All banks, except Nordea, provide users with the page - level context sensitive help information.
- The IBSs of Parex Bankas and Bankas SNORAS have identical FAQ sections, which consist of 1 question.
- FAQ section of the DnB NORD IBS English version does not exist, returning a "404 Page Not Found" error.
- All banks in Lithuania provide their users with an example of the account opening form. Therefore, users have the possibility to get acquainted with these forms before coming to a bank's branch.

## Latvian banks



Higher figures represent better results

## Detailed testing results

	Baltic Trust Bank	DnB NORD	Hansabanka	Hipoteku banka	Komercbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecības Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionāla investīciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka
Page-level context sensitive help available	+	+	+	+	-	-	+	-	-	-	+	+	-	+	+	+	+	+
Glossary is provided	-	-	-	-	-	-	+	-	+	-	+	-	-	-	-	-	-	-
FAQs are provided	-	+	+	+	-	-	-	-	-	+	+	+	-	-	-	-	+	-
An example of the account opening form provided on the Internet	-	-	-	+	+	+	-	+	+	+	+	-	+	+	+	-	-	+
Animated or illustrated tutorial of IBS is provided in the public website	-	+	+	+	+	+	+	+	-	-	-	-	-	-	-	+	+	-
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

- Hipoteku banka has met 88 % of all testing results.
- The least fulfilled criterion in the category is "Glossary is provided". Only 3 out of 18 banks provide such section within the IBS.
- Only the IBSs of Paritate Banka and Multibanka do not explain possible sources of the mistakes after illegal operations. IBS of Paritate Banka has accepted the following local transfer form:

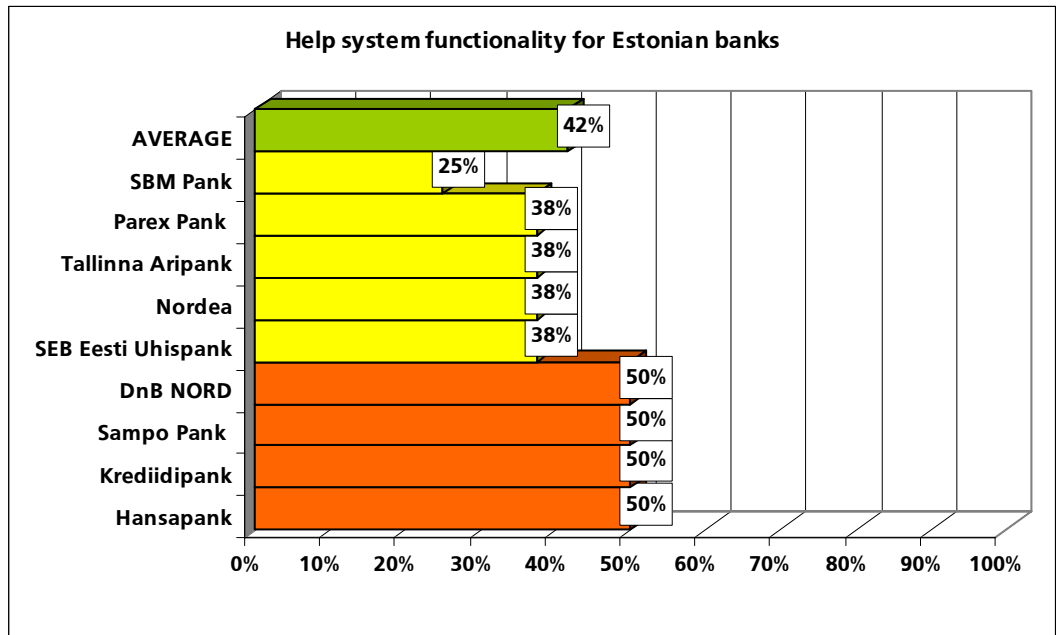
Beneficiary bank	
LV Bank Code:	
* Bank Name:	ABC
Beneficiary	
* Type:	Private individual
* Account:	ABC
* Name:	ABC
* Country:	BF: BURKINA FASO
* Address:	ABC
* LV Registration Number:	

- Hansabanka is providing full help contents in one page. Meanwhile, comprehensive information is given only on some topics (marked with orange):

<b>hanza.net</b>	
<b>BANK</b>	
Start page	
Overview	
<a href="#">Summary statement</a>	
<a href="#">Account statement</a>	
<a href="#">Account balance</a>	
„Valuable Purchases“ programme	
Special offers	
Payments	
<a href="#">Domestic payments</a>	
<a href="#">International payments</a>	
<a href="#">My defined payments</a>	
<a href="#">Currency exchange</a>	
<a href="#">Payment history</a>	
E-bills	
Rates	
Currency exchange rates	
Currency exchange	
Rates archive	
Agreements	
Direct debit	
Standing orders	
Deposits	
Bank cards	
Mobile bank	
Loan agreements	
<a href="#">hanzasnet.bank.contracts.loans.overdraft</a>	
<a href="#">Small loan agreement</a>	
<a href="#">hanzasnet.bank.contracts.loans.loan</a>	

- The IBS of Latvijas Krajbanka does not have help within the IBS, but it provides user with the link to the user's manual. Therefore, a user can easily find the needed information.

## Estonian banks



Higher figures represent better results

## Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
Page-level context sensitive help available	+	+	+	-	+	-	+	+	+
Glossary is provided	-	-	-	-	+	-	-	+	-
FAQs are provided	+	-	+	+	-	-	-	-	-
An example of the account opening form provided on the Internet	-	-	-	-	-	-	-	-	-
Animated or illustrated tutorial of IBS is provided in the public website	-	-	-	-	-	-	-	-	+
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

- Banks in Estonia do not provide any visual help tools within IBSs, nor showing examples of the account opening forms in the public websites.
- All banks in Estonia explain possible sources of errors after illegal operations within their IBSs.
- Hansapank has developed a very good FAQ section. Information is allocated in many subsections and a user can easily find the necessary information:

**Questions and Answers** is a section created for your enquiries about our bank's products and services. This is the place you can use for sending us your suggestions and opinions. In addition, there is an opportunity to have a look at the questions frequently asked by our customers, with answers to them.

In case you still do not find an answer to your question, you are welcome to contact us over the phone or submit your enquiry by e-mail [hansa@hansa.ee](mailto:hansa@hansa.ee). Customer support line (+372) 6 310 310 is open 24 hours a day, e-mails are answered generally within one business day.

Please send your questions about the information on your account (e.g. cancellation of payments, operations on account statement, etc.) under the [bank messages](#) menu of hanza.net.

<a href="#">Hanza.net</a> (use, services, mobile...)	<a href="#">Bank cards</a> (use, ATMs, use abroad, applying...)	<a href="#">Loans</a> (housing loan and -leasing, overdraft, consumer finance, student loan...)
<a href="#">Investments</a> (transactions, savings, securities, funds, insurance...)	<a href="#">Account and settlements</a> (functioning of accounts, opening an account, international settlements...)	<a href="#">Security</a> (security recommendations for users of hanza.net)

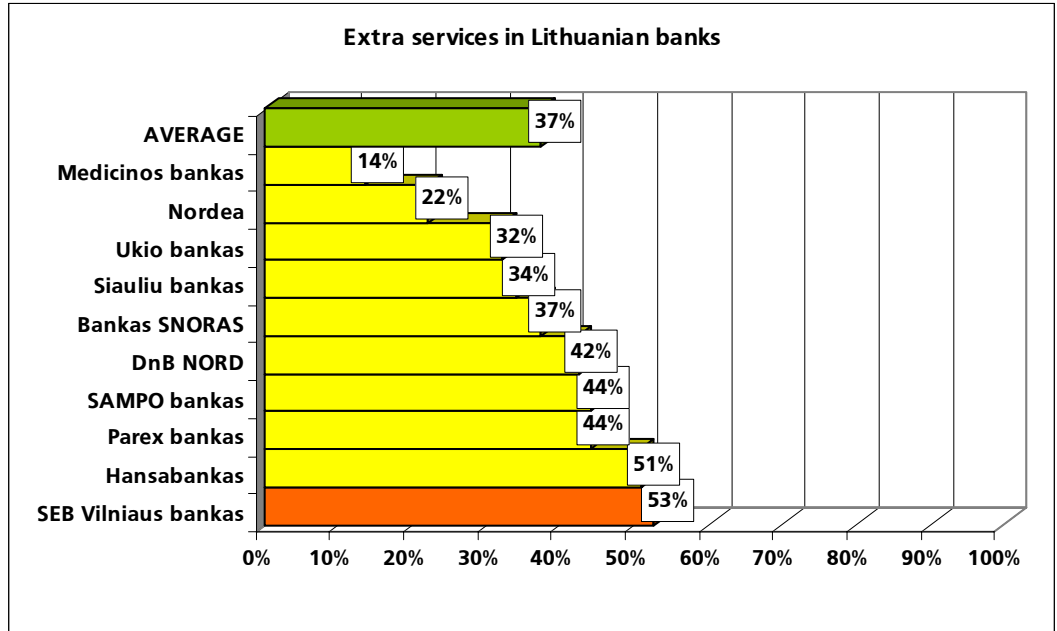
In case you would like to ask a personal question:

- All banks, except Parex Pank, have full help contents provided on one page for users' convenience.
- Only Sampo Pank and DnB NORD provide users with the glossaries within the IBSs. In other IBSs, information and explanation about the terms used is integrated in the help section.

## 12.11 Extra services

**Extra services** part 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 NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
<b>Securities trading</b>										
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	-	+	+	-	-	+	+	+	-	-
<b>Pension funds</b>										
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	-	+	+	-	-	-	+	+	-	-
<b>Investment funds</b>										
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	-	-	+	-	-	-	-	+	-	-
<b>Credit cards</b>										
Opening the credit card from the IBS	-	-	+	-	-	+	-	+	+	+
Filling-in the form and submitting online to the bank	+	-	+	-	-	+	-	+	+	+
A printable form is available online	+	+	-	-	+	+	+	+	+	+
Checking credit card's status online	+	-	-	-	-	-	-	-	-	-
Possibility to change the status of a card from the IBS	-	-	-	-	-	-	-	-	-	-
Checking credit card's validity date online	+	-	+	-	-	+	+	+	+	-
Credit card's number and CVC code information is provided in the IBS	-	-	+	-	-	-	-	-	-	-
Checking the credit card balance online	+	+	+	-	+	+	+	+	+	+
Making credit card transactions online	+	+	+	-	+	+	+	+	+	+
<b>Debit cards</b>										
Opening the debit card from the IBS	-	+	+	-	-	+	-	+	+	+
Filling-in the form and submitting online to the bank	-	+	+	-	-	+	-	+	+	+
A printable form is available online	+	+	-	-	+	+	+	+	+	+
Checking debit card's status online	+	-	-	-	-	-	-	-	-	-
Possibility to change the status of a card from the IBS	-	-	-	-	-	-	-	-	-	-
Checking debit card's validity date online	+	-	+	-	-	+	+	+	+	-
Debit card's number and CVC code information is provided in the IBS	-	-	+	-	-	-	-	-	-	-
Checking the debit card balance online	+	+	+	-	+	+	+	+	+	+
Making debit card transactions online	+	+	+	-	+	+	+	+	+	+
<b>Leasing</b>										
Checking the leasing account online	-	-	-	-	-	-	-	-	-	-
Possibility to set a notification of approaching leasing payment	-	-	+	-	-	-	-	+	-	-
Possibility to set a notification of executed leasing payment	-	-	-	-	-	-	-	-	-	-
<b>Civil insurance</b>										
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	-	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

	Bankas SNORAS	DnB NORD	Hansa bankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Viniūsus bankas	Siauliu bankas	Ukio bankas
<b>KASKO insurance</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Health insurance</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Other services</b>										
Allows writing to customer care directly from IBS (without email)	+	+	+	+	+	+	+	+	+	+
Client's agreements with bank accessible online	-	-	+	-	-	-	-	+	-	-
An online form available for writing questions directly from the public website	+	+	-	+	+	+	+	+	+	+
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	+	+	+	-	+	+	+	+	-	+
Public website of a bank adjusts to user's screen resolution	+	+	+	+	+	+	+	+	+	+
Bank news feed is present on the public website	+	+	+	+	+	+	+	+	+	+
Bank news feed is present in the IBS	-	-	-	-	-	-	-	-	-	-

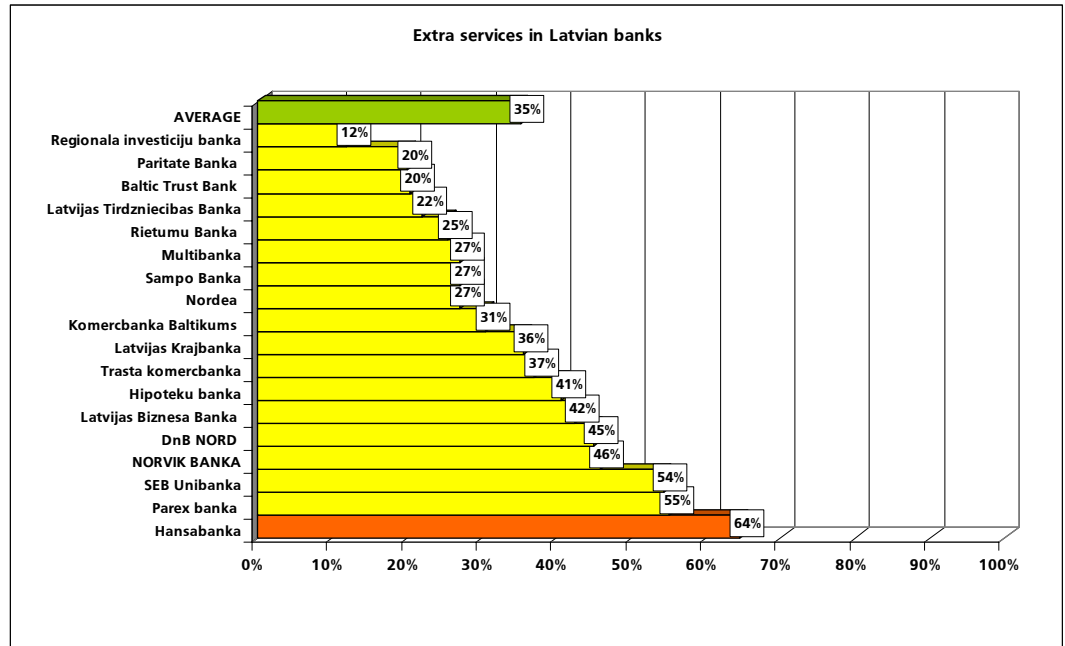
## Commentary

- The IBSs of Hansabankas and SEB Vilniaus banks include a lot of information (e.g. stocks, reports, etc) and provide a retail customer with lot of functions to make investment easier for a user:

indeksai		
OMX Vilnius	544.68	+2.28%
OMX Tallinn	879.28	-1.72%
OMX Riga	719.65	+2.31%
Nasdaq Comp	2503.58	-0.06%
Dow Jones	13085.01	+0.05%
S&P 500	1445.42	-0.04%
DJ STOXX Tech	318.29	+1.06%
DJ Euro STOXX 50	4179.18	+0.53%
IRTS	1852.15	-0.46%
BUX	25558.16	-1.30%
WIG20	3389.58	+0.19%
HELSINKI		<a href="#">žiūrėti čia</a>

- Very few banks have detailed agreements available in the IBSs. Most of the banks provide the list of agreements but conditions are not included.
- None of the banks provide their users with a possibility to order a securities trading function via the IBS. In all cases (even if the electronic form is available in the public website), a potential client has to visit bank's office to sign the agreement.
- All banks that provide pension funds, also offer a possibility to switch from one pension fund to another.
- Some banks do not have their pension funds but represent a pension fund of some other company (e.g. Finasta, Commercial Union, etc).
- None of the banks provide their clients with a possibility to enable investment funds trading from the IBS if the agreement of a securities account is not signed.
- None of the banks have CVC numbers revealed within the IBSs.
- It is impossible to change the card's status online in any bank.
- Quite a few customer service representatives stated that it is possible to ask the manager to notify you about an approaching leasing payment. Meanwhile, none of Lithuanian banks' IBSs have this service.

## Latvian banks



*Higher figures represent better results*



## Detailed testing results

	Baltic Trust Bank	DnB NOR	Hansabanka	Hipoteku banka	Komerccbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirzniecibas Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionala investiciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka	
<b>Securities trading</b>																			
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	-	-	+	-	-	-	-	+	-	-	-	+	-	-	-	-	-	+	-
<b>Pension funds</b>																			
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	-	-	+	-	-	-	+	-	-	-	+	+	-	-	-	-	+	+	-
<b>Investment funds</b>																			
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	-	-	+	-	-	-	-	-	-	-	-	+	-	-	-	-	-	+	-
<b>Credit cards</b>																			
Opening the credit card from the IBS	-	-	+	+	+	+	-	-	-	-	-	+	-	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	-	+	+	+	-	+	-	-	-	+	+	+	-	-	-	-	+	-	-
A printable form is available online	-	+	-	-	+	+	-	+	+	+	+	-	-	-	+	-	+	+	+
Checking credit card's status online	-	+	+	+	-	-	+	-	-	-	+	+	-	-	-	-	-	-	+
Possibility to change the status of a card from the IBS	-	+	-	+	-	+	-	-	-	-	+	+	-	-	-	-	-	-	+
Checking credit card's validity date online	-	+	+	+	-	+	-	+	-	-	+	+	-	-	-	-	-	+	+
Credit card's number and CVC code information is provided in the IBS	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Checking the credit card balance online	+	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+
Making credit card transactions online	+	+	+	+	+	+	+	-	+	+	+	+	+	-	+	+	+	+	+
<b>Debit cards</b>																			
Opening the debit card from the IBS	-	-	+	+	-	+	-	-	-	-	-	+	-	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	-	+	+	+	-	+	-	-	-	+	-	+	-	-	-	-	-	-	-
A printable form is available online	-	+	-	-	+	+	-	+	+	+	+	-	-	-	+	-	+	+	+
Checking debit card's status online	-	+	+	+	-	-	+	-	-	-	+	+	-	-	-	-	-	-	+
Possibility to change the status of a card from the IBS	-	+	-	+	-	+	-	-	-	-	+	+	-	-	-	-	-	-	+
Checking debit card's validity date online	-	+	+	+	-	-	+	-	-	-	+	+	-	-	-	-	-	+	+
Debit card's number and CVC code information is provided in the IBS	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Checking the debit card balance online	+	+	+	+	+	+	+	+	+	+	+	+	+	-	+	+	+	+	+
Making debit card transactions online	+	+	+	+	+	+	+	-	+	+	+	+	+	-	+	+	+	+	+
<b>Leasing</b>																			
Checking the leasing account online	-	+	-	-	-	-	-	-	-	-	+	-	-	-	-	-	-	+	-
Possibility to set a notification of approaching leasing payment	-	-	+	+	-	-	+	-	-	-	-	-	-	-	-	-	-	+	-
Possibility to set a notification of executed leasing payment	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Civil insurance</b>																			
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

	Baltic Trust Bank	DnB NOR	Hansabank	Hipoteku banka	Komerccbanka Baltikums	Latvijas Biznesa Banka	Latvijas Krajbanka	Latvijas Tirdzniecības Banka	Multibanka	Nordea	NORVIK BANKA	Parex banka	Paritate Banka	Regionāla investīciju banka	Rietumu Banka	Sampo Banka	SEB Unibanka	Trasta komercbanka
<b>KASKO insurance</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Health insurance</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Other services</b>																		
Allows writing to customer care directly from IBS (without email)	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Client's agreements with bank accessible online	-	-	+	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-
An online form available for writing questions directly from the public website	+	+	+	-	+	+	+	+	-	+	-	+	+	-	+	-	+	+
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	+	+	+	+	-	+	+	-	-	+	-	+	+	-	+	+	+	-
Public website of a bank adjusts to user's screen resolution	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Bank news feed is present on the public website	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Bank news feed is present in the IBS	+	+	-	-	+	-	+	+	+	+	+	-	+	-	+	+	-	-

## Commentary

- Only IBS of Hansabanka offers the possibility to set a notification of an executed leasing payment.
- Only Parex banka's IBS offers the KASKO insurance printable form for in the public website.
- Hansabanka has successfully implemented Pension Funds and Securities Trading functions within the IBS:

BANK	INVESTOR	HANSA PENSIONS	E-SERVICES	MOBILE BANK	SETTINGS																											
Home	My portfolio	Quotes and research	Funds and funds' savings	Smart investor																												
<p>How to use investor <a href="#">INVESTOR &gt; Home</a> <a href="#">print</a></p> <p><a href="#">Stock order</a> <a href="#">Weekly focus</a></p> <p><a href="#">Fund order</a> Latvijas finansu tirgu apskats (10. - 21.jūl.)</p> <p><a href="#">Investor price list</a> <a href="#">Hansabanka</a> 24.07.2006 17:09 &gt;</p> <p>Find equity ? <input type="text"/> <input type="button" value="find"/> <a href="#">Marketwatch</a></p> <p>questions and feedback <a href="#">Weekly Baltics 09.07.2007: despite of summer, good trading activity seen</a> <a href="#">Hansabank Markets</a> 09.07.2007 15:29 &gt;</p> <p>Call <a href="#">Daily Baltics 09.07.2007</a></p>																																
<p><b>indices</b></p> <table border="1"> <tbody> <tr> <td>OMX Riga</td> <td>702.18</td> <td>+0.08%</td> </tr> <tr> <td>OMX Tallinn</td> <td>974.42</td> <td>+1.14%</td> </tr> <tr> <td>OMX Vilnius</td> <td>546.04</td> <td>+1.06%</td> </tr> <tr> <td>STOCKHOLM</td> <td>420.20</td> <td>+0.69%</td> </tr> <tr> <td>DJ STOXX Tech</td> <td>340.48</td> <td>+0.19%</td> </tr> <tr> <td>DJ Euro STOXX 50</td> <td>4539.01</td> <td>+0.32%</td> </tr> <tr> <td>Nasdaq Comp</td> <td>2668.35</td> <td>+0.07%</td> </tr> <tr> <td>Dow Jones</td> <td>13636.56</td> <td>+0.18%</td> </tr> <tr> <td>HELSINKI</td> <td></td> <td><a href="#">see here</a></td> </tr> </tbody> </table>						OMX Riga	702.18	+0.08%	OMX Tallinn	974.42	+1.14%	OMX Vilnius	546.04	+1.06%	STOCKHOLM	420.20	+0.69%	DJ STOXX Tech	340.48	+0.19%	DJ Euro STOXX 50	4539.01	+0.32%	Nasdaq Comp	2668.35	+0.07%	Dow Jones	13636.56	+0.18%	HELSINKI		<a href="#">see here</a>
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HELSINKI		<a href="#">see here</a>																														

- Nordea provides a glossary with the terms related to the investment funds and securities:

**Noderīga informācija**

**Terminu vārdnīca**

**Akcija** - vērtspapīrs, ko izdod (emitē) uzņēmums (emitents), lai iegūtu papildu finanšu līdzekļus darbības tālākai pilnveidošanai vai jaunu projektu finansēšanai. Akcijas īpašniekam tas ir apliecinājums, ka viņam pieder uzņēmuma īpašuma jeb kapitāla daļa un viņš ir šī uzņēmuma līdzīpašnieks, kuram ir tiesības arī uz dividendēm vai cita veida uzņēmuma ienākumiem.

**Inflācija** - makroekonomisks rādītājs, kurš atspoguļo vispārējo cenu līmeņa kāpumu un attiecīgi arī pirktspējas samazināšanos laika gaitā. Inflācija ir viens no lieliskajiem riskiem, kas var būtiski ietekmēt ieguldījumus un to vērtību nākotnē. Svarīgi sekot līdzi ieguldījumu ienesīgumam, lai tas regulāri un ilgtermiņā pārsniegtu inflāciju.

**Dividende** - akciju sabiedrības tirās peļņas daļa, ko saņem akcionārs.

**Emitēt** - izdot vērtspapīrus.

**Obligācija jeb ilgtermiņa parāda vērtspapīrs** (investīcija uz laiku ilgāku par gadu) - to emitē valsts, pašvaldība vai uzņēmums, un par šo aizdevumu obligācijas īpašnieks saņem iepriekš noteiktu ienākumu.

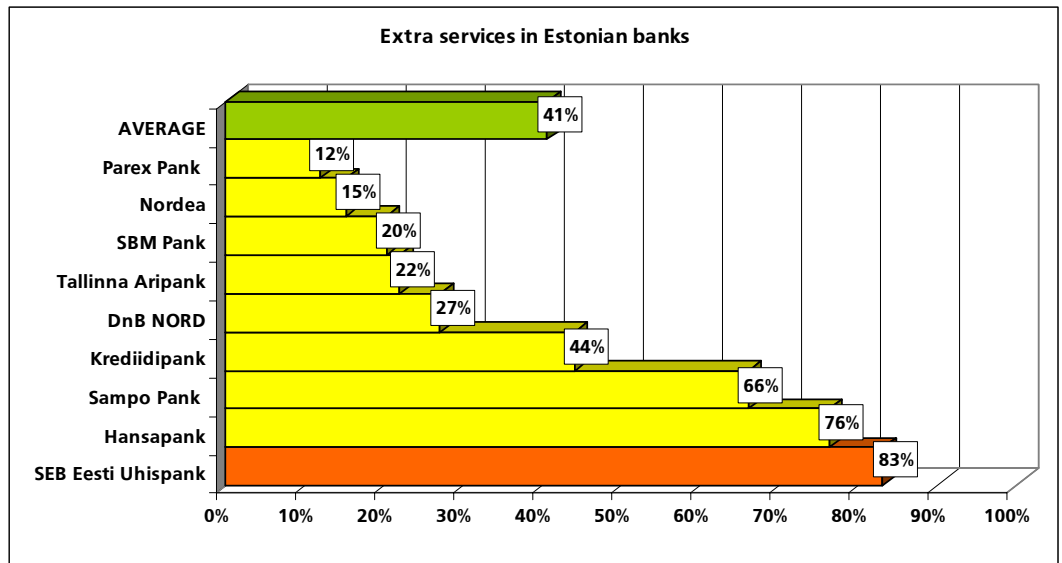
**Parādzīme** - īstermiņa (līdz 12 mēnešiem) vērtspapīrs, kuru valsts, pašvaldība vai uzņēmums pārdod ar diskontu (zem nominālvērtības), bet, termiņam beidzoties, ieguldītājs saņem pilnu nominālvērtību.

**Parāda vērtspapīrs** - tas apliecina vērtspapīra izdevēja saistības pret vērtspapīru īpašnieku un garantē vērtspapīru īpašniekam periodisku ienākumu saskapā ar iepriekš fiksētu likmi, kā arī dod tiesības pēc noteikta laika saņemt vērtspapīru nominālvērtību.

**Risks** - kāda nākotnes notikuma iestāšanās iespējamības nenoteiktība.



## Estonian banks



*Higher figures represent better results*

## Detailed testing results

	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NOR	Parex Pank
<b>Securities trading</b>									
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	+	+	+	-	+	-	-	-	-
<b>Pension funds</b>									
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	+	+	+	-	+	+	-	-	-
<b>Investment funds</b>									
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	+	+	+	-	+	-	-	-	-
<b>Credit cards</b>									
Opening the credit card from the IBS	-	-	-	-	-	-	-	-	-
Filling-in the form and submitting online to the bank	+	+	-	+	+	-	-	-	-
A printable form is available online	+	+	+	-	-	-	-	-	-
Checking credit card's status online	+	+	+	-	+	-	-	+	-
Possibility to change the status of a card from the IBS	+	+	-	-	-	-	-	-	-
Checking credit card's validity date online	+	+	+	-	+	-	-	+	-
Credit card's number and CVC code information is provided in the IBS	-	-	-	-	-	-	-	-	-
Checking the credit card balance online	+	+	+	+	+	-	+	+	-
Making credit card transactions online	+	+	+	-	+	-	+	+	-
<b>Debit cards</b>									
Opening the debit card from the IBS	-	-	-	-	+	-	-	-	-
Filling-in the form and submitting online to the bank	-	+	+	-	+	-	-	-	-
A printable form is available online	-	+	-	-	-	-	-	-	-
Checking debit card's status online	-	+	+	-	+	-	-	+	-
Possibility to change the status of a card from the IBS	-	+	-	-	+	-	+	+	-
Checking debit card's validity date online	+	+	+	-	+	-	+	+	-
Debit card's number and CVC code information is provided in the IBS	-	-	-	-	-	-	-	-	-
Checking the debit card balance online	+	+	+	+	+	-	+	+	-
Making debit card transactions online	+	+	+	+	+	-	+	+	-
<b>Leasing</b>									
Checking the leasing account online	+	+	-	-	-	-	-	+	-
Possibility to set a notification of approaching leasing payment	+	+	+	-	+	-	+	+	-
Possibility to set a notification of executed leasing payment	-	-	-	-	-	-	-	-	-
<b>Civil insurance</b>									
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	+	+	-	-	+	-	-	-	-

## Detailed testing results (continued)

	Hansapank	SEB Eesti Ühispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB NORD	Parex Pank
<b>KASKO insurance</b>									
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	+	+	-	-	+	-	-	-	-
<b>Health insurance</b>									
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	+	+	-	-	+	-	-	-	-
<b>Other services</b>									
Allows writing to customer care directly from IBS (without email)	+	+	+	+	+	+	-	-	+
Client's agreements with bank accessible online	+	+	-	-	-	-	-	-	-
An online form available for writing questions directly from the public website	-	+	+	-	-	+	-	-	-
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	+	+	-	+	+	-	-	-	-
Public website of a bank adjusts to user's screen resolution	+	+	+	+	+	+	+	+	+
Bank news feed is present on the public website	+	+	+	+	+	+	+	+	+
Bank news feed is present in the IBS	-	-	-	-	-	-	-	-	-

## Commentary

- Only DnB Nord and Tallinna Aripank do not allow users to write to a customer care directly from the IBS (without using the e-mail).
- None of the banks have bank's news feed in the IBS.
- Only Hansapank and SEB Eesti Uhispank have fully developed securities sections within the IBSs.
- SBM bank has a well developed online form for writing questions directly from the public website (with an option to chose in which form an expected answer is preferred to be: email, phone, fax):

Kui Teil on tekkinud küsimusi mõne konkreetse teenuse või tegevusala kohta, siis palume täita allolev ankeet ning me võtame Teiega ühendust.

Valige valdkond:

\* Küsimuse tekst:

\* Eesnimi:

Perekonnanimi:

\* E-mail

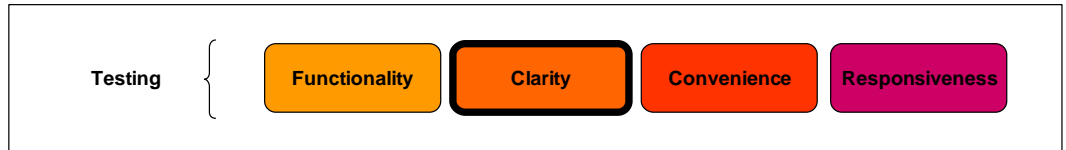
Sisestage oma kontaktandmed ja valige viis, kuidas teie soovite saada vastust, ning seejärel täitke andmete lahter. \* - tähistatud väljade täitmine on kohustuslik.

- Hansapank provides an easily accessible and simple securities trading account opening form:

Price list eligibility	At least 12 trades semi-annually starting from the opening of the account	Minimum number of trades not required
Access	Only via hanza.net investor tab	Via branches, phone banking and hanza.net investor tab
Permitted transactions	Buy and sell orders; transfers free of payment	Buy and sell orders; transfers against payment and free of payment
Trading counterparty	Only Hansabank	Any counterparty
Other limitations/special conditions	Account can not be opened by USA, Norwegian and Finnish citizens nor residents	Securities transactions allowed via phone banking
Terms and conditions	<a href="#">Securities account terms and conditions</a>	
	<input type="button" value="Open brokerage account"/>	<input type="button" value="Open securities account"/>

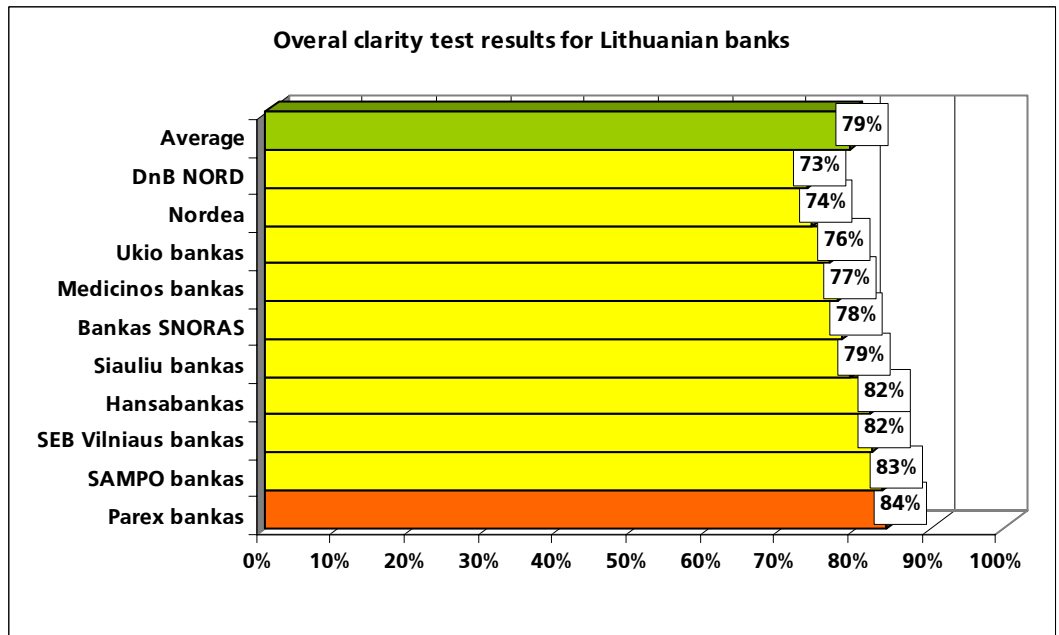
- Hansapank and SEB Eesti Uhispank have met 100% of all testing criteria in the investment funds subcategory.
- Only Hansapank and SEB Eesti Uhispank provide a user with the possibility to change a credit's card status within the IBS.

## 13. Clarity



### 13.1 Overall clarity test results

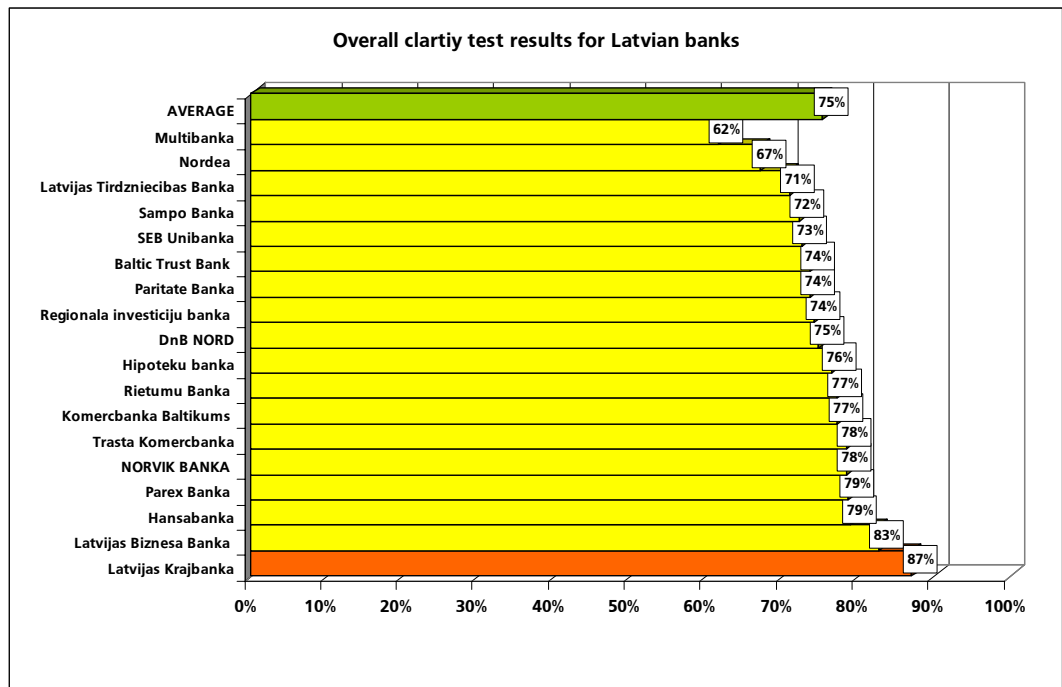
#### Lithuanian banks



Higher figures represent better results

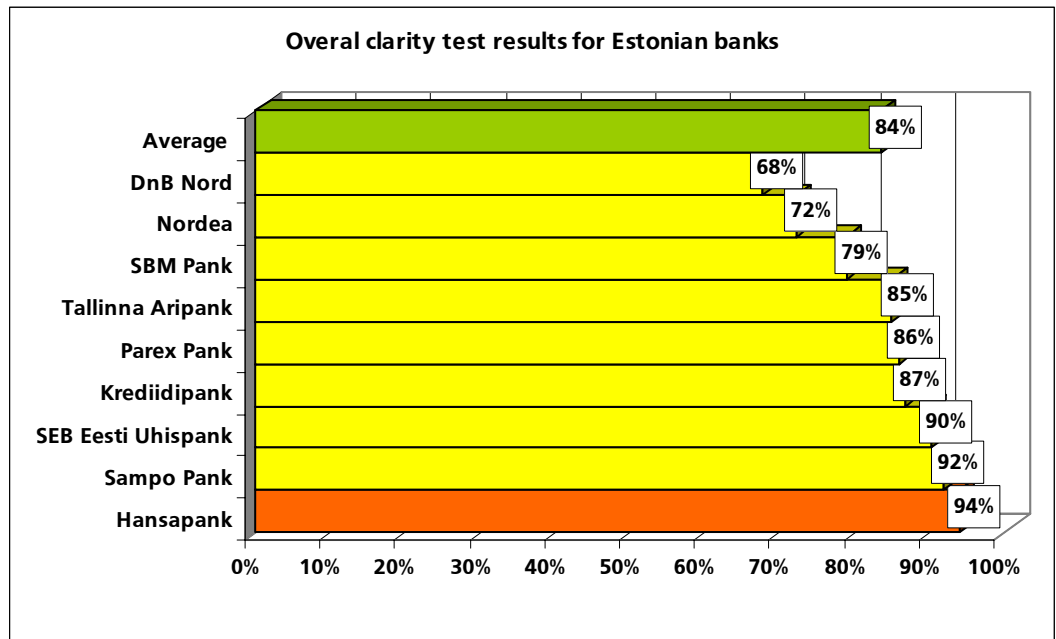


## Latvian banks



*Higher figures represent better results*

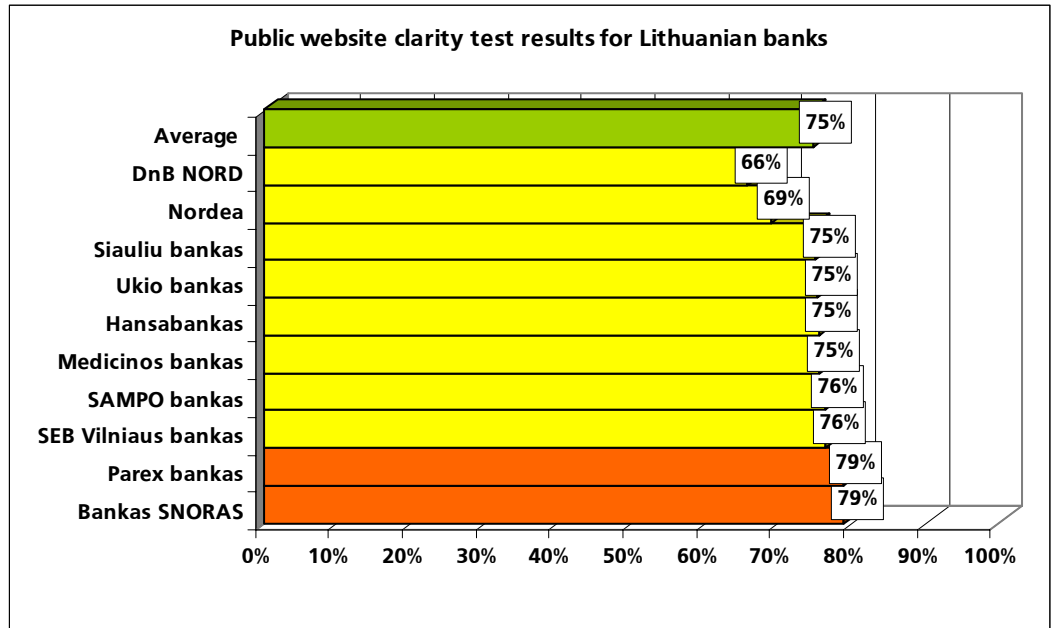
## Estonian banks



*Higher figures represent better results*

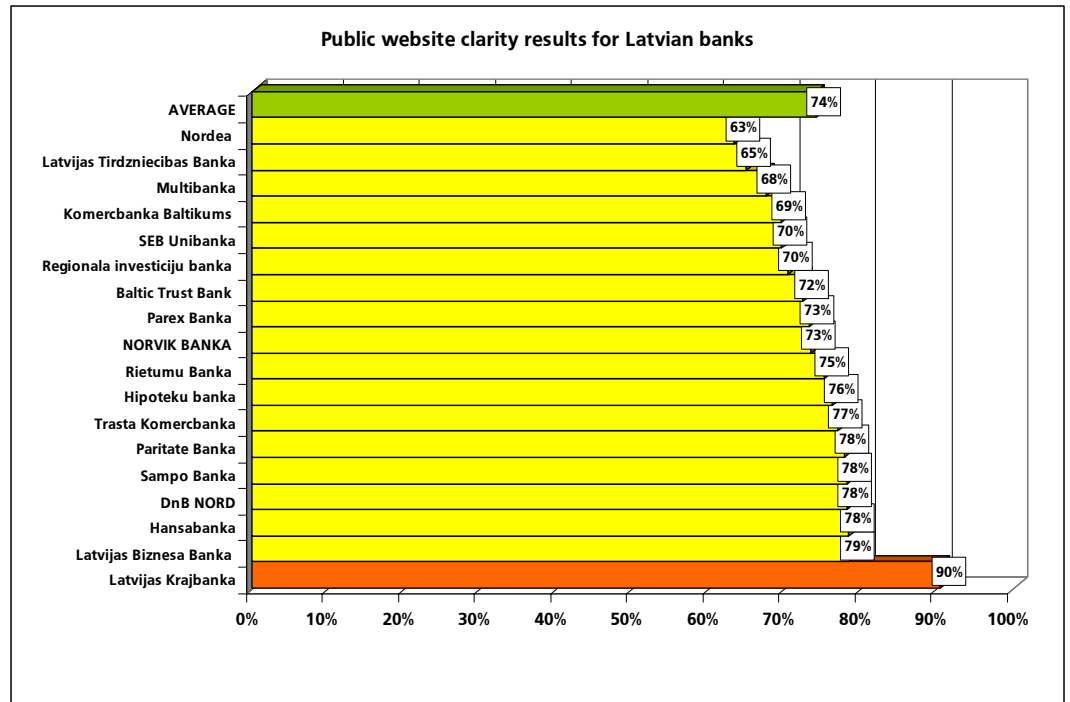
## 13.2 Public website clarity

### Lithuanian banks



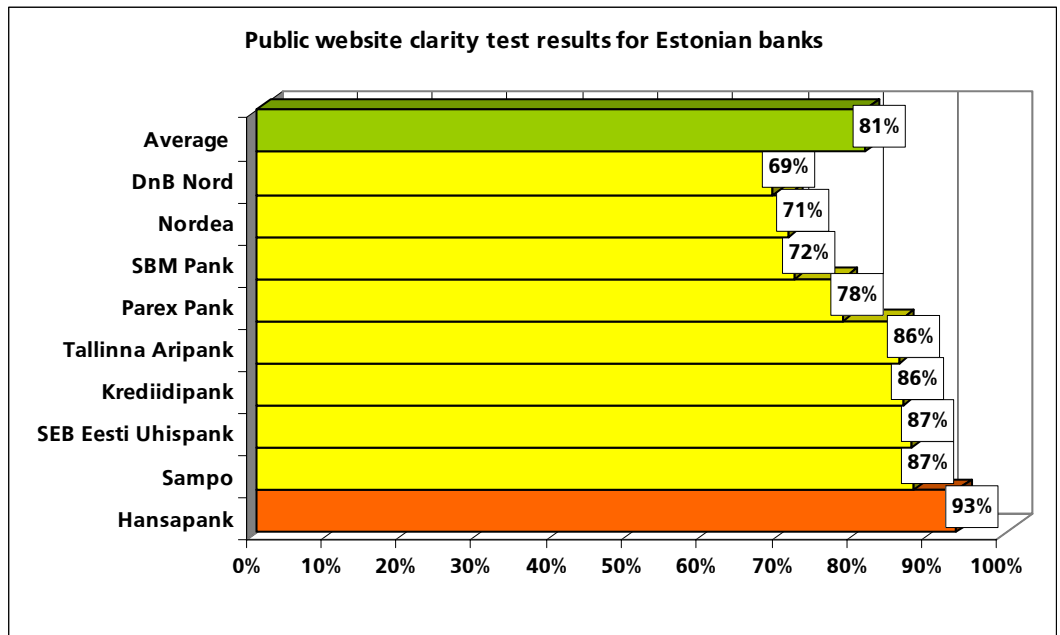
Higher figures represent better results

## Latvian banks



Higher figures represent better results

## Estonian banks



*Higher figures represent better results*

## General comments on the public website clarity test results

Public website clarity test results clearly indicate that most banks in Baltic countries still fail to provide users with comprehensive and easily accessible information on their public websites.

A well developed website offers visitors content that is organized and optimized for the web; this is still rarely the case with the websites of Baltic banks. Quite often the amount of product or service information provided on websites is not adequate: in most cases it is not sufficient, in some isolated examples it is clearly excessive, but still not able to provide answers to the most basic questions a typical visitor is asking.

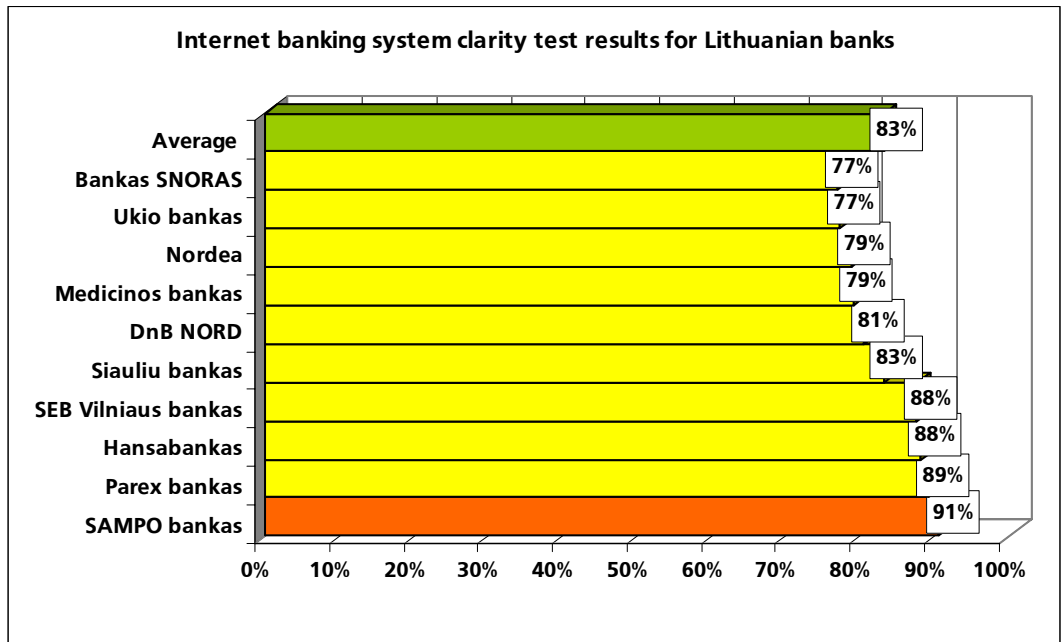
The usability of public websites can and should be improved significantly. Navigation tools, such as search subsystem or site maps, are either not present or work poorly. In many cases navigation between different levels of website content proves too complex or difficult, resulting in inexperienced users being forced to return to the home page of a website repeatedly and restart their journey.

It has to be noted that banks have done lots of improvements redesigning their public websites during the last 12 months, adding functionality and making an effort to make their e-service solutions more user-friendly. It certainly seems that many banks have started paying more and more attention to the quality of their websites but in general most still lack a comprehensive approach and seldom use appropriate contemporary methodologies (e.g. goal directed design, usability testing, etc) in their design and development processes.

We are still at the beginning of the road to banking e-service solutions that would be actually easy to navigate, offer all the necessary information and have all the functionality that is would be of use for both new and present customers, and we expect see significant improvements over the coming years.

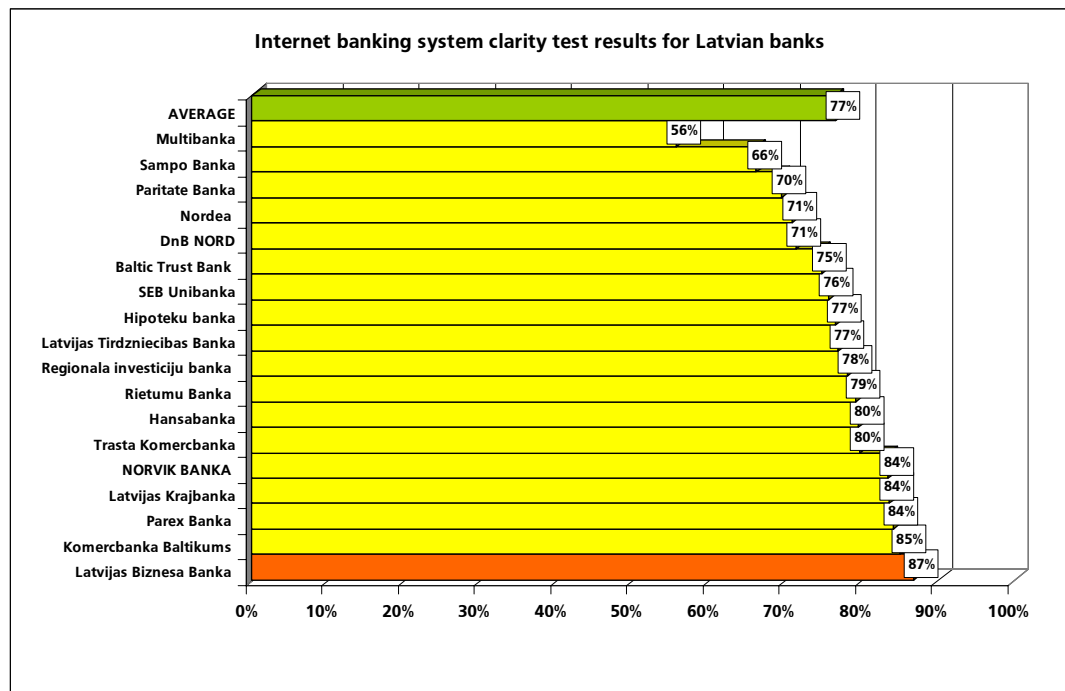
## Internet banking system clarity

### Lithuanian banks



Higher figures represent better results

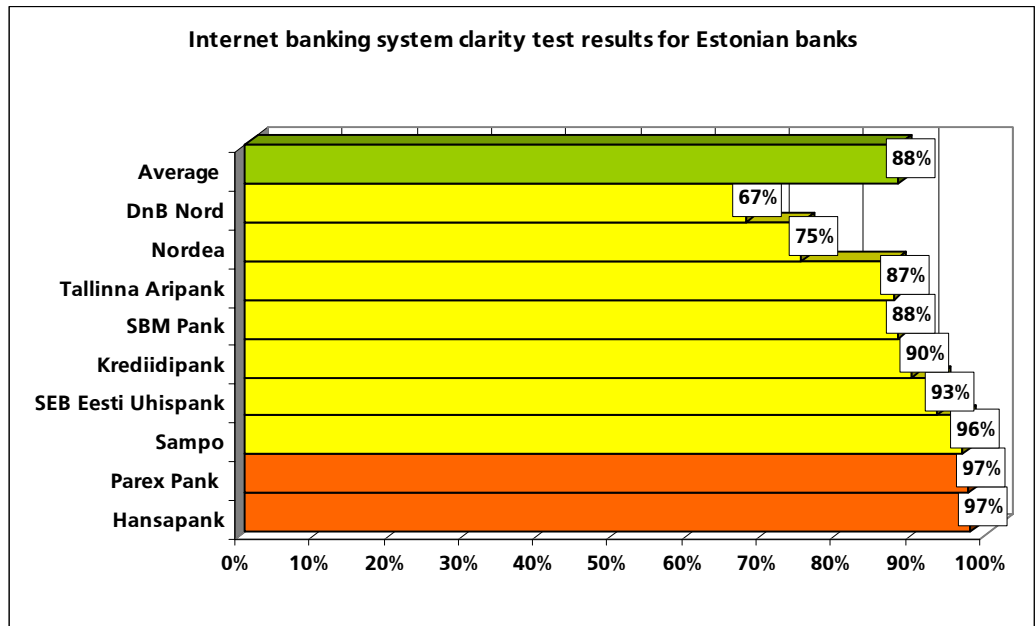
## Latvian banks



*Higher figures represent better results*



## Estonian banks



*Higher figures represent better results*

## General comments on the Internet Banking System clarity test results

Due to their technological complexity and much longer development and upgrade cycles, internet banking systems operated by Baltic banks are increasingly lagging behind the public websites in terms of user friendliness and basic usability.

Clarity of e-banking systems mostly affects the initial experiences of new users who are likely to be performing the most typical routine operations like checking account balances, getting statements, etc. The tests show that despite being rather simple in nature, core e-banking functionality manages to create a lot of trouble for inexperienced users.

Rather limited navigation tools are present in most internet banking systems, making it very time consuming for inexperienced users to find the functions they need (especially given that overall complexity of the systems and the diversity of offered functionality is increased and expanded almost constantly).

One area crying for improvement is the local one-time payment transfer form. Despite being among the most frequently used functions, the payment transfer form is often hidden away and not easily accessible. Also, despite the switch to the IBAN system that has been executed years ago, some Baltic banks still punish their customers by requiring them to input lots of data that is clearly optional, such as recipient's bank name, bank code, or even location of the bank (more sophisticated systems fill these fields automatically, saving users time and effort).

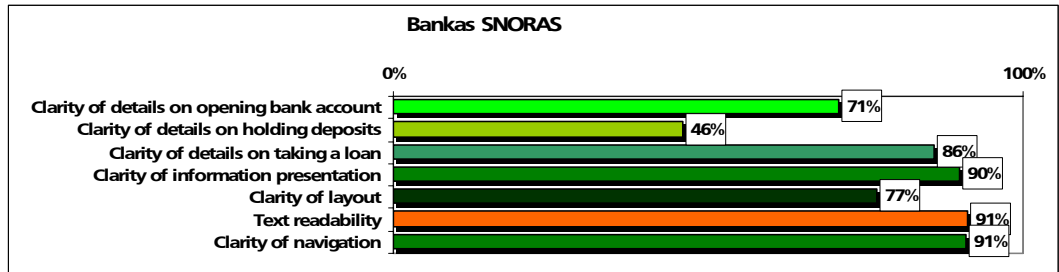
Bank requirements towards the types, lengths and numbers of passwords used for entering IBS differ a lot, raising suspicions that some banks are sacrificing usability for marginal improvements in security. Our field tests convinced us that the more complex login procedure is required, the more mistakes users make in the process, resulting in frustration, waste of time and increased load on the bank's customer service hotlines. Experience suggests that internet banking systems are often run by IT people who are obsessed with security but rarely concerned with usability or user satisfaction – in these cases a reasonable balance between security and usability can rarely be achieved.

Many small but annoying problems observed and noted in the four previous studies have been found to still be present: for instance, overwhelming majority of error messages generated by internet banking systems remain cryptic and confusing for the users; many banks still haven't harmonized the titles and labels identifying basic functions within their internet banking systems; and internet banking systems rarely provide users with adequate context-sensitive help.

## 13.3 Individual test results for Lithuanian banks

### Bankas SNORAS - 78%

#### Public website – 79%



Higher figures represent better results

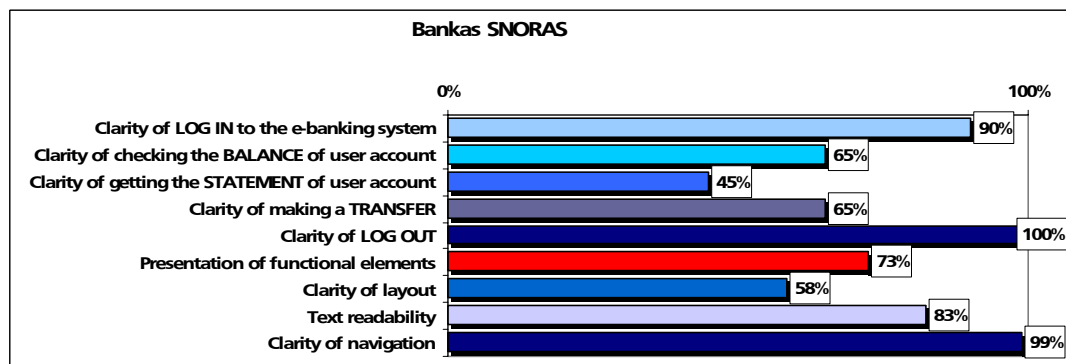
#### Positive user notes

- It is easy to find information about the bank account opening procedure.

#### Negative user notes

- For retail customers it is not clear what an interest rate with the discount is.
- Font size that is used in the public website is too small.
- There are almost no visual tools (images, icons).
- Information about the interest rate is provided but it is difficult to calculate it without calculator.

### Internet banking system – 77%



Higher figures represent better results

#### Positive user notes

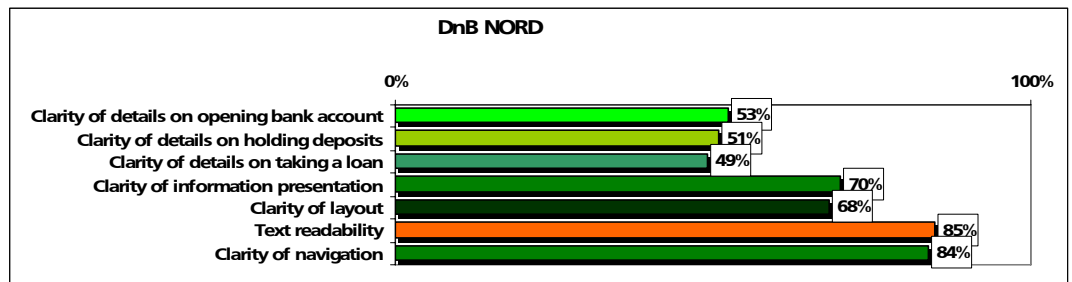
- The layout of the IBS is very well developed and easy to use.

#### Negative user notes

- It takes some time to understand where the account statement is as there is no clear link to it.

## DnB NORD – 73%

### Public website – 66%

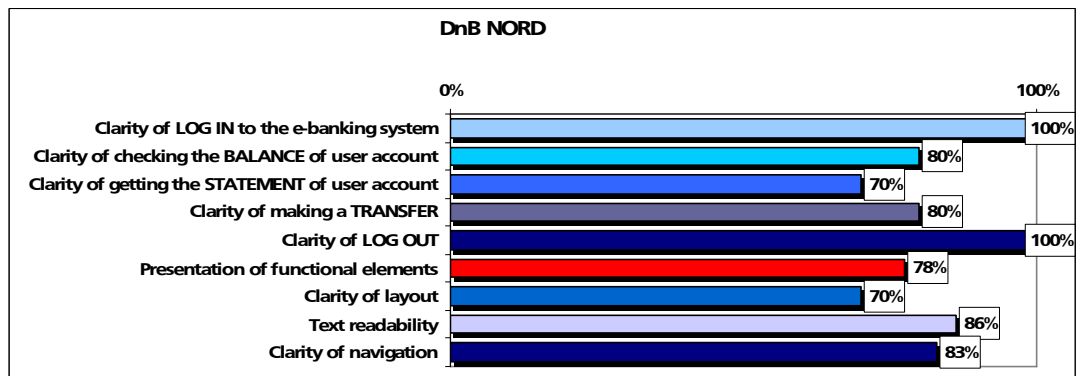


Higher figures represent better results

#### Negative user notes

- It is quite difficult to understand how navigation system works.
- It is very difficult to understand the list of commands ("for private users", "for business users", "about us", etc.) provided in the first webpage of the public website. At first, users thought that it was simply a picture or a slogan of the bank.

## Internet banking system – 81%



Higher figures represent better results

#### Positive user notes

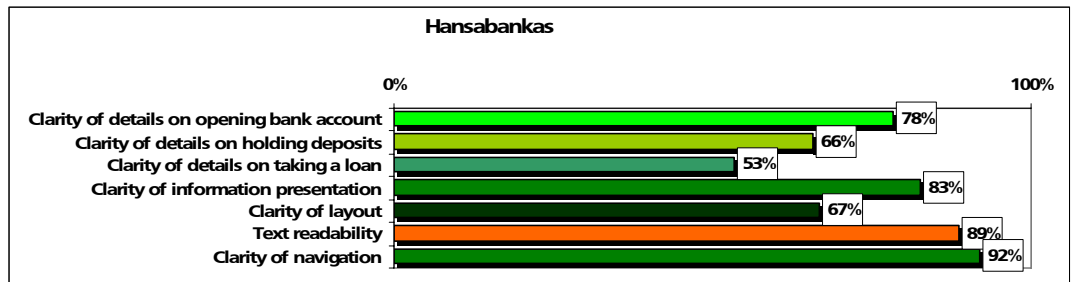
- Users have appreciated easy and convenient log in process.
- It is very easy to get an account statement within the internet banking system.
- A very well developed navigation system helps to find all the necessary functions without putting many efforts.
- Convenient and clear one time local transfer form is provided within the IBS.

#### Negative user notes

- In general, the internet banking system is quite plain and not very attractive for a user.

## Hansabankas - 82%

## Public website – 75%



*Higher figures represent better results*

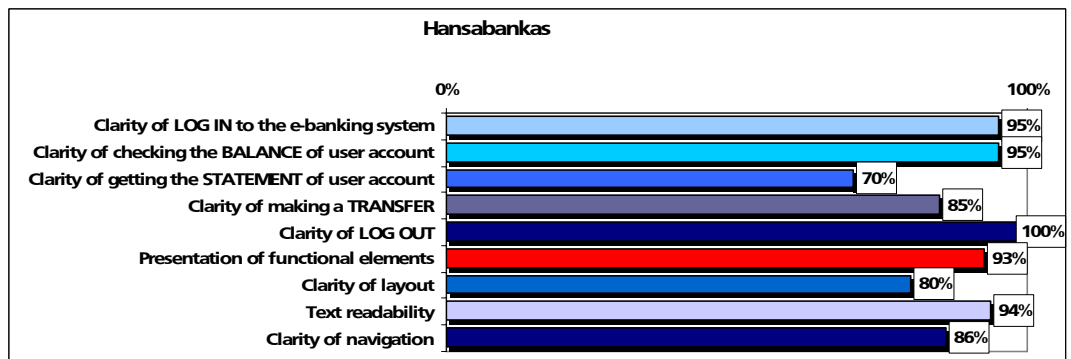
### Positive user notes

- The design and colors that are used in the public website are very attractive..
- The public website of Hansabankas is very well structured. The necessary information is easy to find. All the functions are in the places a user expects these to be.
- The public website looks very professional.

### Negative user notes

- It was really hard to find explicit information in the loans section. The loan interest rate information is not provided.
- Information about deposit interest rates is not complete.

## Internet banking system – 88%



*Higher figures represent better results*

### Positive user notes

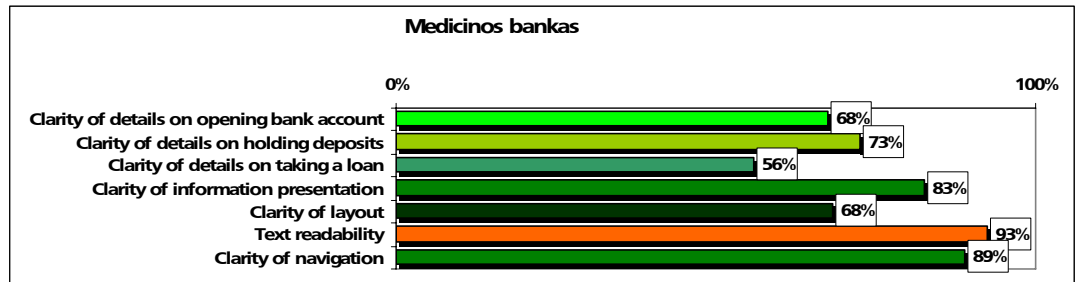
- Users have appreciated the possibility to check the account balance straight after log in.
- The IBS of Hansabankas is very functional and at the same time quite simple. Therefore, a user can execute every necessary operation easily.

### Negative user notes

- For a first time user it is difficult to notice the link to the account statement, which is located in the right bottom corner of the IBS.

## Medicinos bankas – 77%

### Public website – 75%



*Higher figures represent better results*

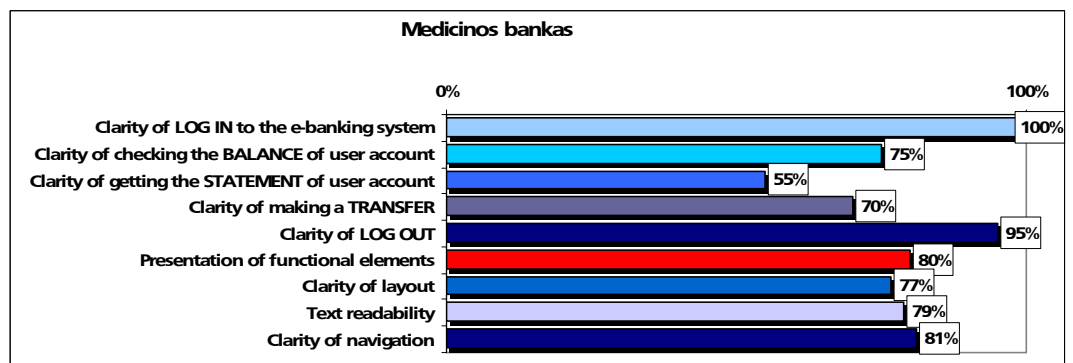
#### Positive user notes

- It is very easy to navigate between sections of the public website.
- Users have appreciated the way how the information is presented in the public website of Medicinos bankas.

#### Negative user notes

- Information in the loans section is very poor and incomplete.

## Internet banking system – 79%



*Higher figures represent better results*

#### Positive user notes

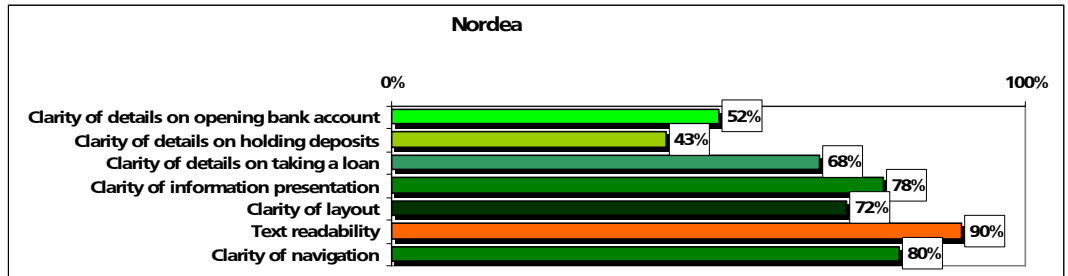
- Users have appreciated navigation within the IBS.
- Due to a very good choice of the font size and style, the readability of information provided in the IBS is good.

#### Negative user notes

- Codes provided on the code card are too long (way longer than in other banks). It takes some time to type the code in, therefore log in procedure takes too much time.
- It is quite difficult to find the account statement.

## Nordea – 74%

### Public website – 69%

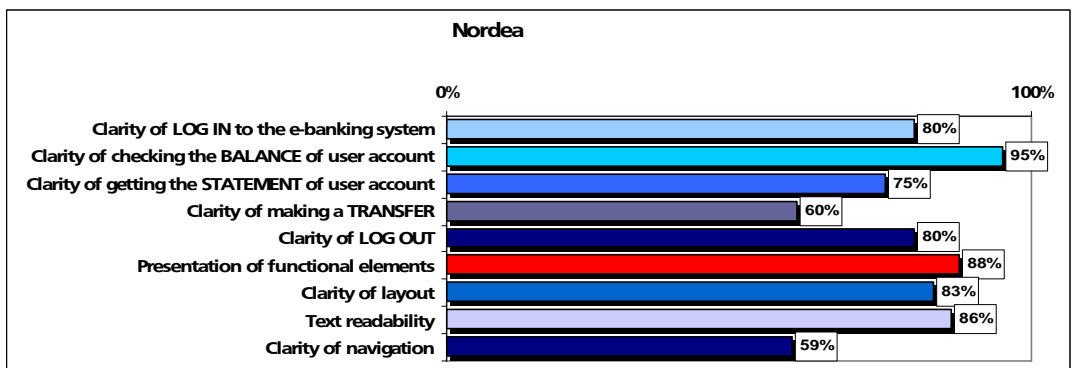


*Higher figures represent better results*

#### Positive user notes

- Users have appreciated the design and the way how information is presented in the website.
- Loans section in the public website is very informative. It was really easy for users to find the necessary information.

## Internet banking system - 79%



*Higher figures represent better results*

#### Positive user notes

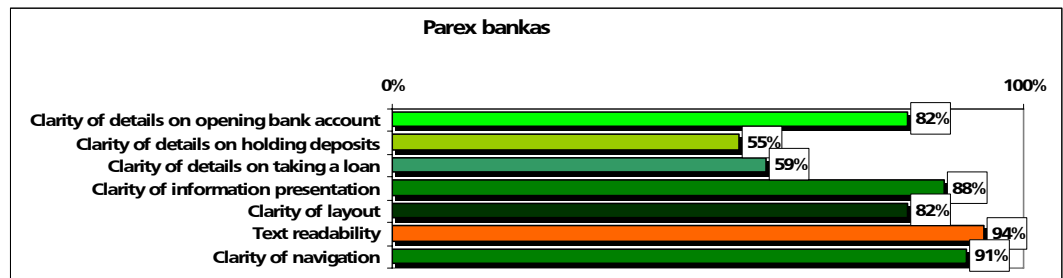
- Almost all functions are in the places users expect them to be.

#### Negative user notes

- It is difficult to finalize (confirm) the transfer. It takes some time to understand how the transfer confirmation procedure works.
- Due to the absence of a direct and a clear link to the account statement, it is quite difficult to find it and this procedure takes a lot of time.
- A user has to enter the dates of a period in the account statement form manually. Besides, the date format is not provided – high probability of making a mistake.

## Parex bankas – 84%

### Public website – 79%



*Higher figures represent better results*

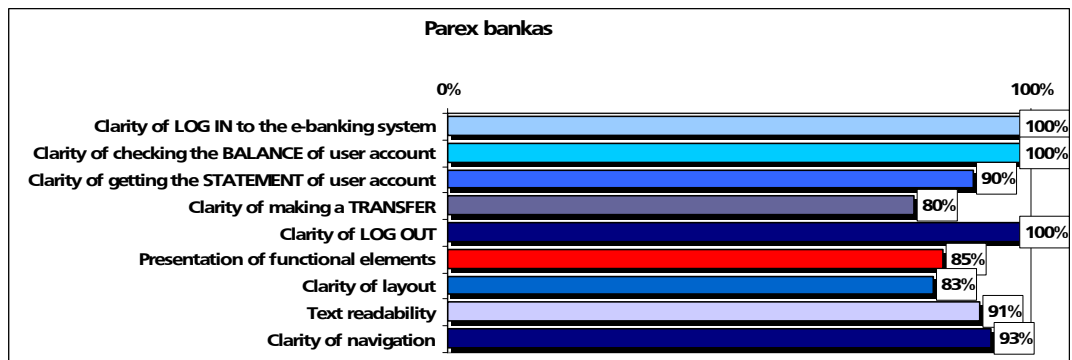
#### Positive user notes

- The website is very convenient due to the smart allocation of information. It is placed exactly where a user is looking for it. This makes browsing easy and fast.
- Users have appreciated the navigation system provided in this website.
- Information about a bank account opening procedure is very clear and easy to understand.
- The color scheme of the public website improves text readability.

#### Negative user notes

- Information that is provided in the loans and deposits section is very shallow and incomplete.

## Internet banking system – 89%



*Higher figures represent better results*

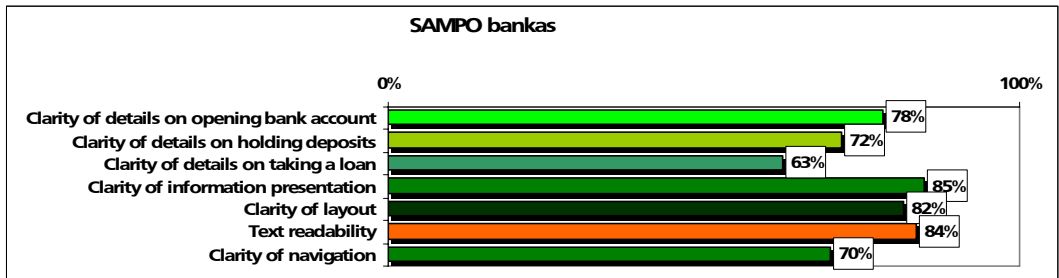
#### Positive user notes

- It is very easy to use the IBS of this bank due to the clear layout and a very well developed navigation system.
- Users have appreciated a very convenient and simple log in procedure.



## SAMPO bankas – 83%

### Public website – 76%



*Higher figures represent better results*

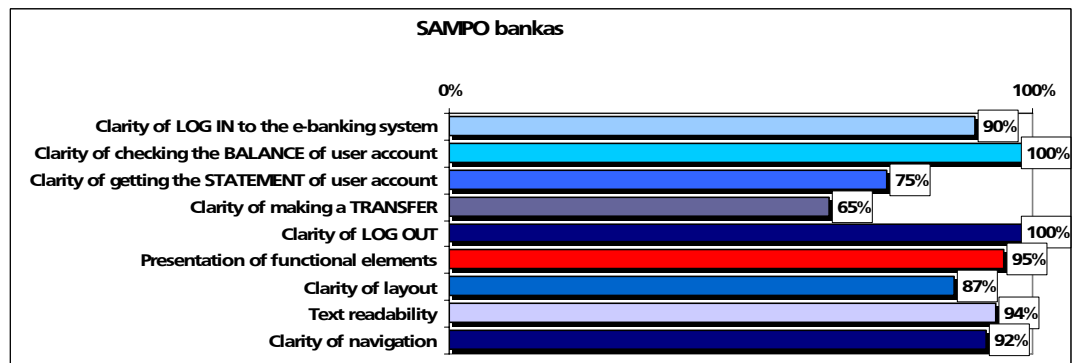
#### Positive user notes

- The public website is very informative; in every section potential customer can find a lot of details and facts about services available in this bank.

#### Negative user notes

- The website looks overcrowded. If the information was better structured and the layout was clearer, it would be much easier to find the necessary information.

## Internet banking system – 91%



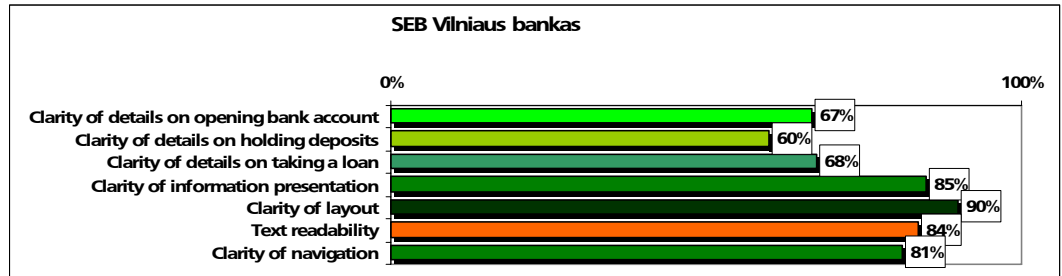
*Higher figures represent better results*

#### Positive user notes

- Users have appreciated the design of the internet banking system.
- When using internet banking system users did not face any problems while completing the tasks.

## SEB Vilniaus bankas – 82%

### Public website – 76%



*Higher figures represent better results*

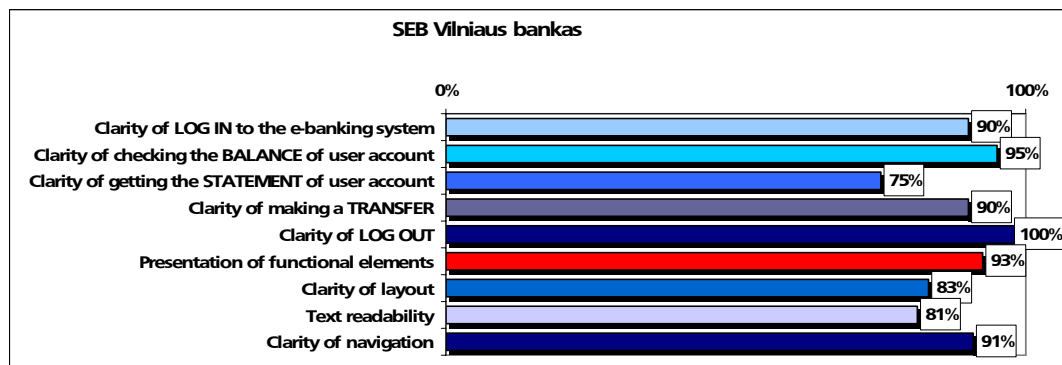
#### Positive user notes

- The public website design is very well developed - it looks professional and attractive.

#### Negative user notes

- The public website is too overcrowded with unnecessary things. For this reason it was difficult to find the necessary information that was needed for this test. Some essential information was missing as well (mainly about prices).
- The public website has a complicated structure for inexperienced users.

## Internet banking system – 88%



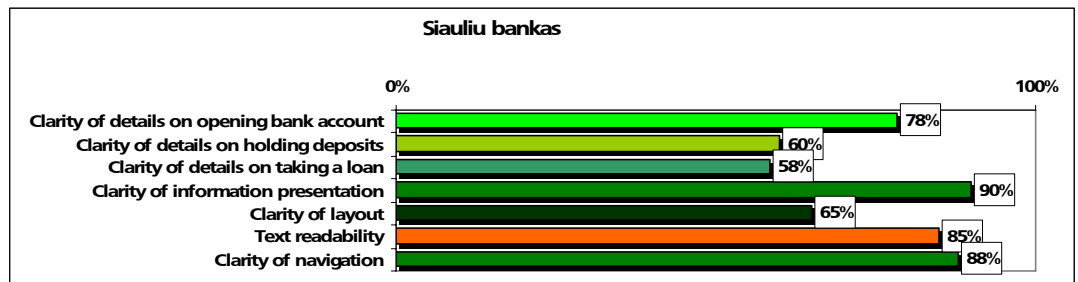
*Higher figures represent better results*

#### Negative user notes

- The IBS of SEB is really sophisticated. The menu includes a lot of features that are not common for other banks.
- The IBS is very complex for a first time user. It takes some time to figure out main things about how to use the IBS.
- Some functions were not located, where users were looking for them.

## Siauliu bankas – 79%

### Public website – 75%



*Higher figures represent better results*

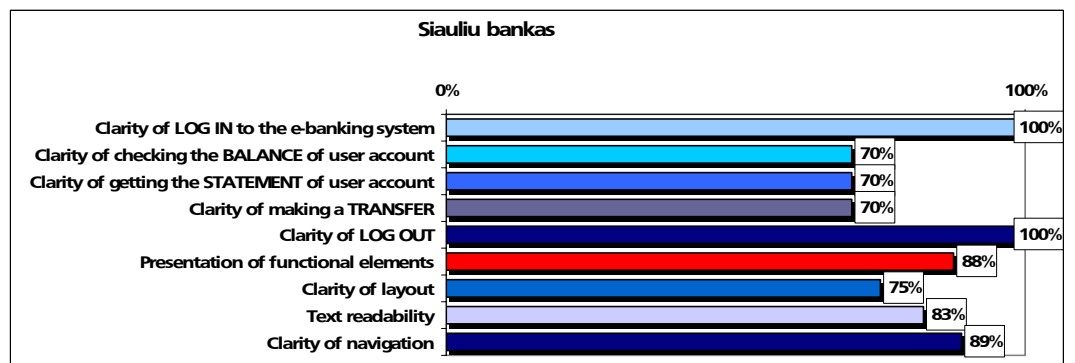
#### Positive user notes

- Users have appreciated the design and the way information is presented in this website.

#### Negative user notes

- Despite the fact that almost all needed information is presented, it is hard to find it due to complicated structure.

## Internet banking system – 83%



*Higher figures represent better results*

#### Positive user notes

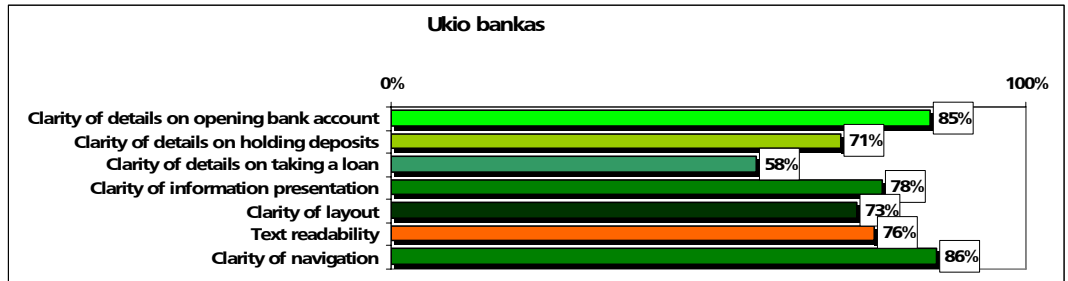
- All necessary functions are conveniently located on the left side menu.
- Users have appreciated a high level of functionality provided in the IBS.
- Due to a very convenient menu on the left side, it is very easy to navigate through the IBS.

#### Negative user notes

- Color scheme sometimes makes the necessary links hard to notice.

## Ukio bankas – 76%

### Public website – 75%



*Higher figures represent better results*

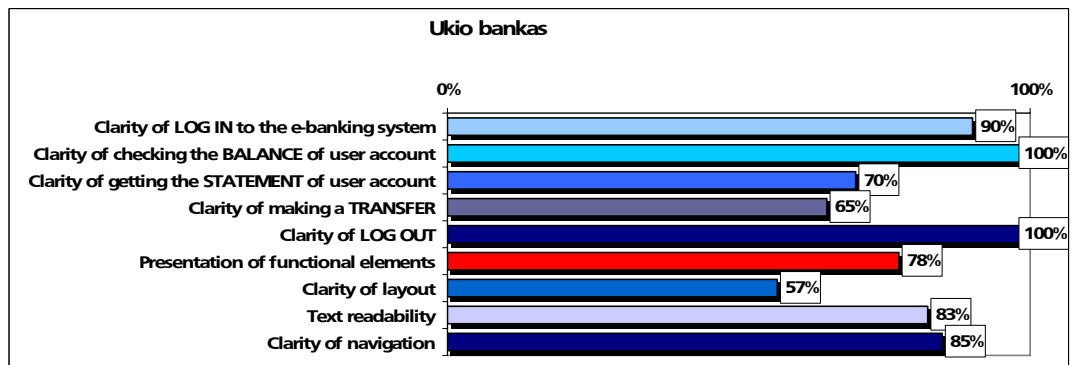
#### Positive user notes

- Users have appreciated the design of the public website.
- Due to many links that are provided on the first page of the public website it is very easy to navigate through it.
- It is very easy to find the information about the account opening procedures at this bank, information is rather comprehensive and complete.

#### Negative user notes

- Information provided in the loans section is very brief and incomplete.

## Internet banking system – 77%



*Higher figures represent better results*

#### Positive user notes

- Users have appreciated fast and convenient log in process, because the IBS mainly opens only necessary windows.

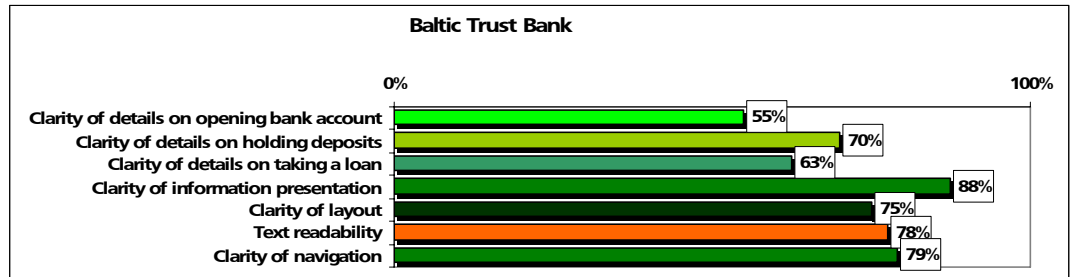
#### Negative user notes

- Colors that are used in the IBS are a bit inappropriate and make the necessary information hardly noticeable.
- The IBS of Ukio bankas is too complicated for a first time user. Local one time transfer has to be confirmed with the code from another code card (TAN). It is hard to notice this remark at first.

## 13.4 Individual test results for Latvian banks

### Baltic Trust Bank – 74%

#### Public website - 72%



*Higher figures represent better results*

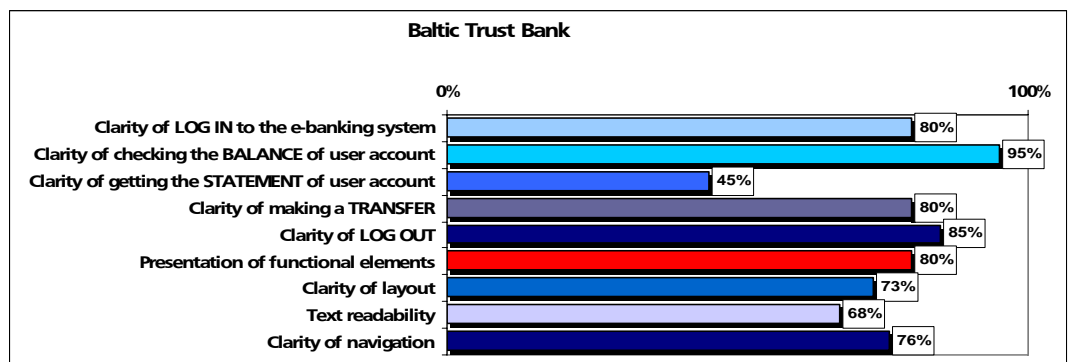
#### Positive user notes

- Users have appreciated the structure of the public website; information is located where users expect it to be.
- Clear layout allows accessing necessary information without putting much effort into that.

#### Negative user notes

- Extremely slow website. Due to the long page loading, it takes a lot of time even to find basic information about account opening details.
- Colors used in the design of this website could be brighter.

### Internet banking system – 75%



*Higher figures represent better results*

#### Positive user notes

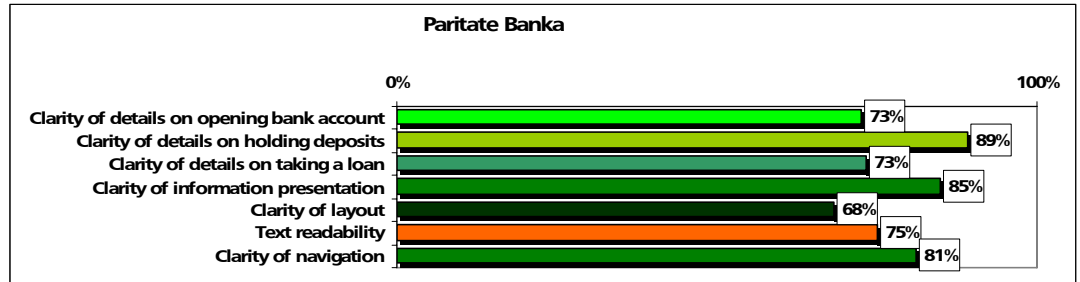
- Users have appreciated the fact that account balance is available straight after log in.
- It is hard to pick the correct one time local transfer payment form for an inexperienced user. Meanwhile, the form is very convenient and simple.

#### Negative user notes

- It is hard to notice the link to the IBS in the public website of Baltic Trust Bank.

## Banka Paritate – 74%

### Public website – 78%

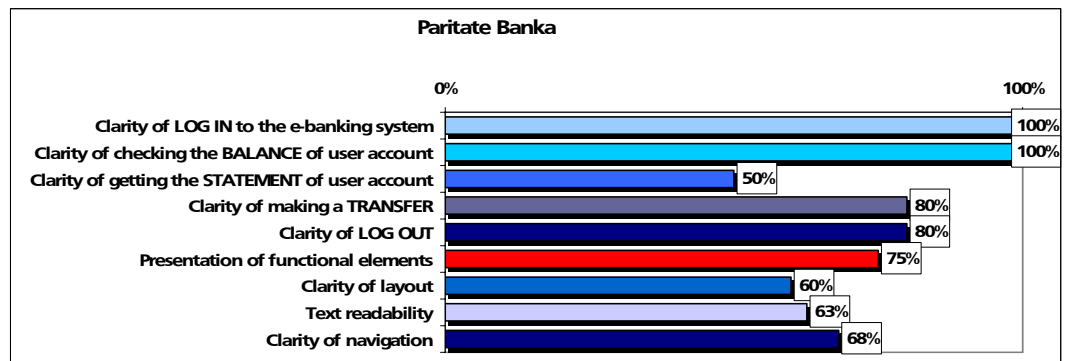


*Higher figures represent better results*

#### Negative user notes

- Some information is difficult to notice at first due to the choice of colors used in the public website.
- It is quite hard to navigate through the public website - some very essential navigation tools are not available.
- Sometimes it is difficult to notice links and to separate these from other text.
- Too little information is provided on some specific subjects.
- Font size used in the public website is too small.

## Internet banking system – 70%



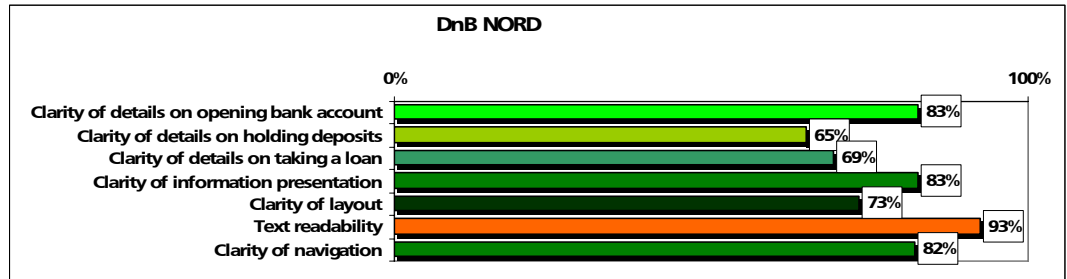
*Higher figures represent better results*

#### Negative user notes

- Local one time transfer form is too long. A user needs therefore a lot of time to fill this form in.
- The visual design makes it difficult to notice some interface buttons.
- It is quite easy to confirm the transfer, but the security level is doubtful.
- The log out button is not located in the top right corner therefore it is difficult to find it.
- It is very difficult to navigate through the IBS.

## DnB NORD – 75%

### Public website – 78%



*Higher figures represent better results*

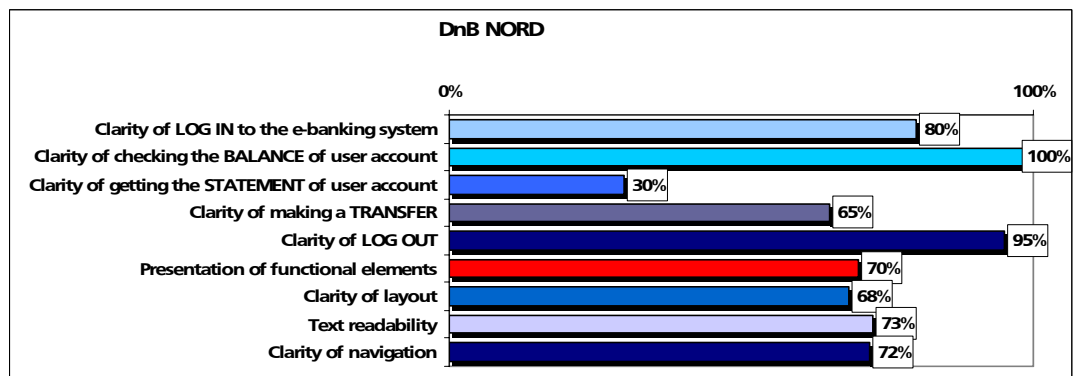
#### Positive user notes

- Very well developed deposits section in the public website, a user can get there all the necessary information.

#### Negative user notes

- It is rather difficult to find information about loans.
- Although it is possible to find the loan calculator on the public website, it is not possible to use it.
- At first, it is quite difficult to notice the main menu in the first page of the website.

## Internet banking system – 71%



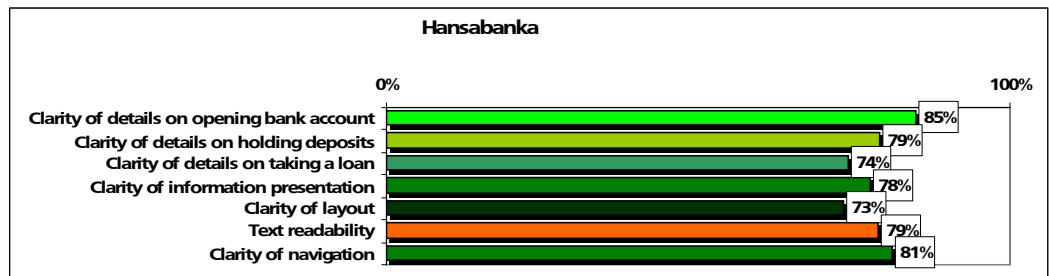
*Higher figures represent better results*

#### Positive user notes

- At first, it is hard to notice log in fields on the public website, because this field looks like search button.
- It is very difficult to find a direct link to the account statement.
- It is very inconvenient that within the IBS one cannot use "back" button.
- Font size used within the IBS is too small.

## Hansabanka – 79%

### Public website – 78%



Higher figures represent better results

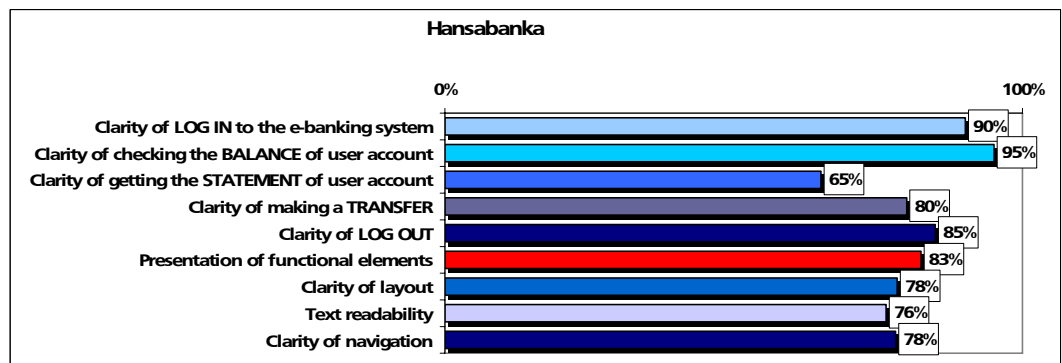
#### Positive user notes

- The public website is very informative. All the necessary information is explicitly provided.
- Sitemap and search button make it much easier to navigate through the website.

#### Negative user notes

- The structure of the website should be improved as there are too many links in the front page of the website. This makes it difficult to find the necessary information.
- Calculators in the loans and deposits sections are rather inconvenient and do not provide explicit information.

## Internet banking system – 80%



Higher figures represent better results

#### Positive user notes

- Users have appreciated the structure of IBS.
- The log in procedure is very convenient, and the account balance is available straight after logging in.

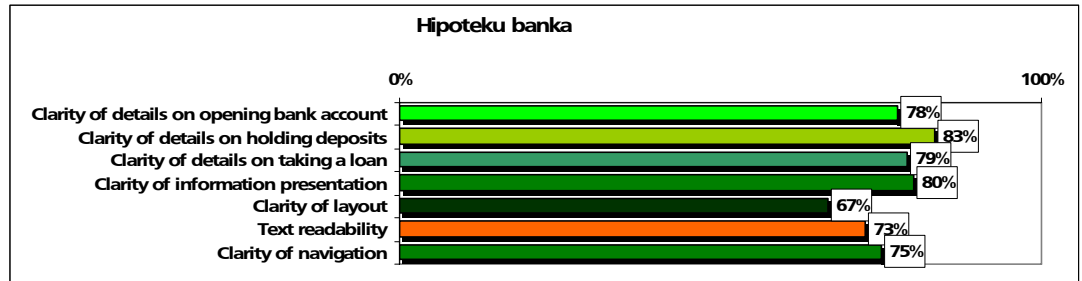
#### Negative user notes

- If the calendar was provided it would be easier to deal with the account statement.
- It is quite difficult to find the log out button.



## Hipoteku banka – 76%

### Public website – 76%



*Higher figures represent better results*

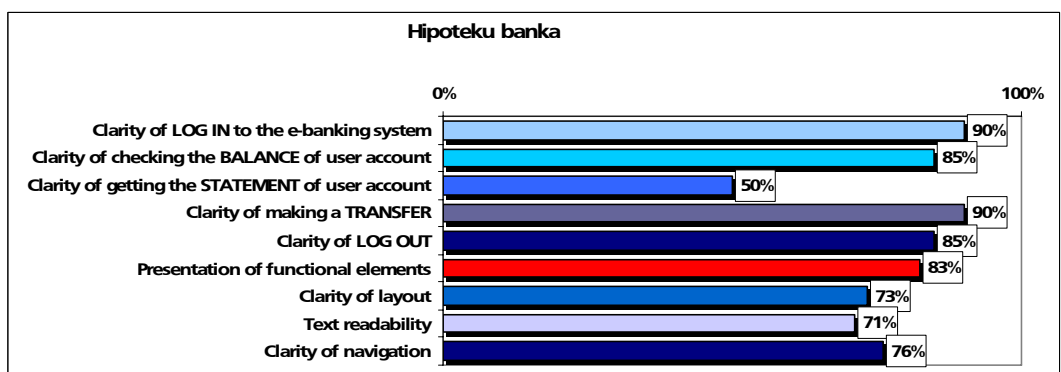
#### Positive user notes

- A well designed and structured public website.

#### Negative user notes

- It is difficult to navigate because of small fonts and wrong choice of colors.
- Information about loan interest rates cannot be found in the public website.

## Internet banking system – 77%



*Higher figures represent better results*

#### Positive user notes

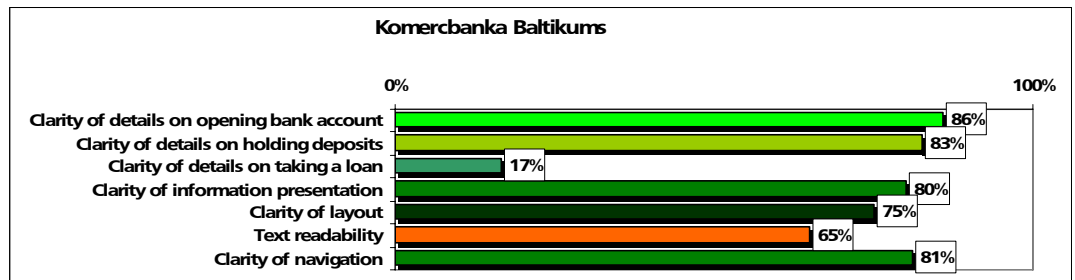
- Users have appreciated the IBS convenience. Efficiently organized main menu helps to find and perform the required operations.

#### Negative user notes

- Different sections of the website are too close each other.

## Komerbanka Baltikums – 77%

### Public website - 69%

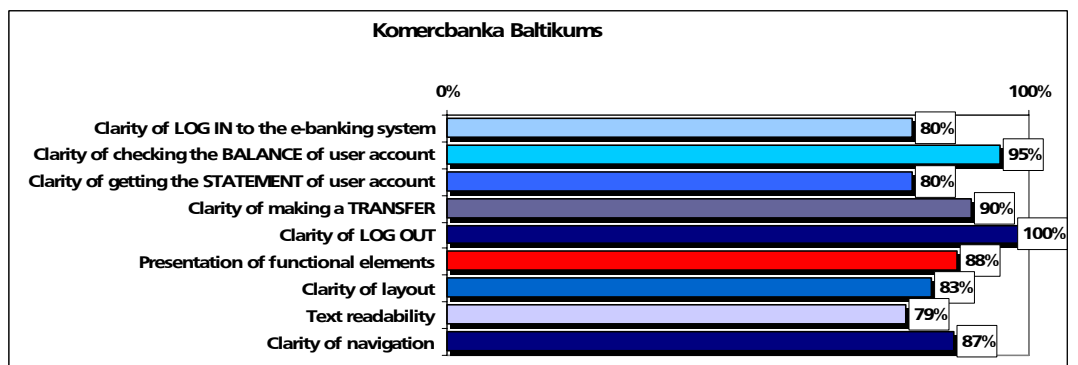


*Higher figures represent better results*

#### Negative user notes

- White background distorts the navigation through the public website.
- Some specific links are hard to notice, because they faded in the background.

## Internet banking system – 85%



*Higher figures represent better results*

#### Positive user notes

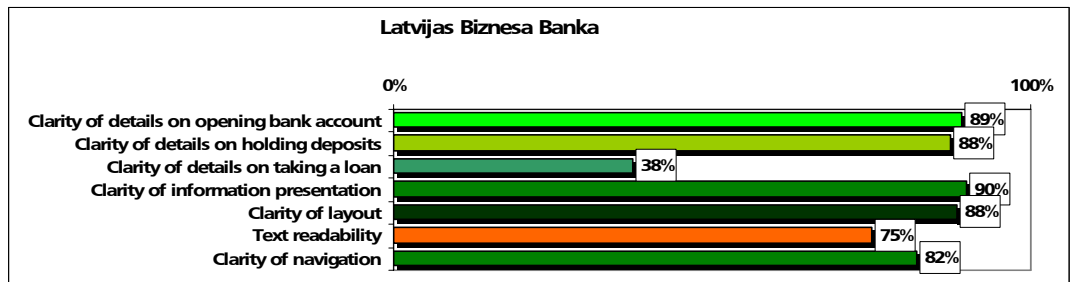
- Calendar in the account statement section increases the convenience.
- Users have appreciated easiness of the account balance checking procedure.

#### Negative user notes

- It is difficult to notice some links due to the font color.
- Due to the fact that account balance and bank news are located in the same page, it is quite difficult to notice it.
- It is quite difficult to log in due to a very sophisticated code calculator.

## Latvijas Biznesa Banka – 83%

### Public website - 79%



Higher figures represent better results

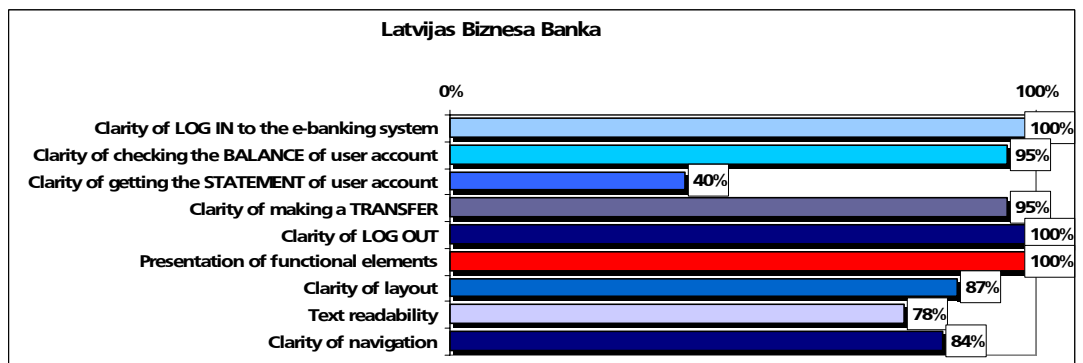
#### Positive user notes

- Users have appreciated the possibility to download an agreement for the bank account opening and a loan application form.

#### Negative user notes

- Some redundant information and graphics provided on the public website make the site look cluttered.
- Small font size and white background of the website make it sometimes hard to locate the necessary information.
- The information about some essential services is not available.
- It is quite difficult to find comprehensive information about a deposit opening procedure.

## Internet banking system – 87%



Higher figures represent better results

#### Positive user notes

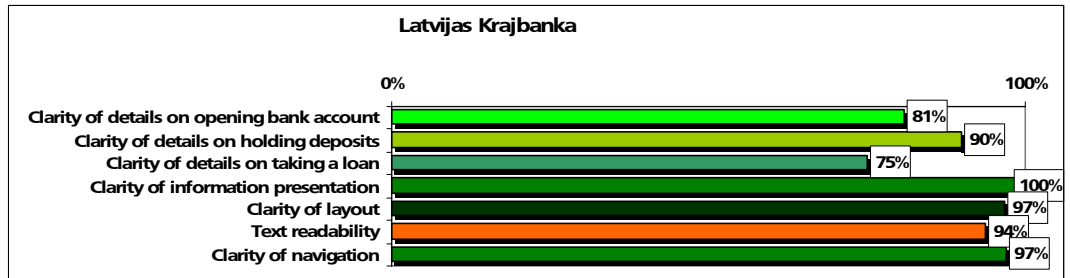
- Users have appreciated the clarity of layout within the IBS. All menus are located exactly in the places where users were looking for.
- A very convenient one time local transfer form is provided.

#### Negative user notes

- Due to the confusing name of the link to account statement form ("account history"), it is very difficult to get the account statement.

## Latvijas Krajbanka – 87%

### Public website – 90%



*Higher figures represent better results*

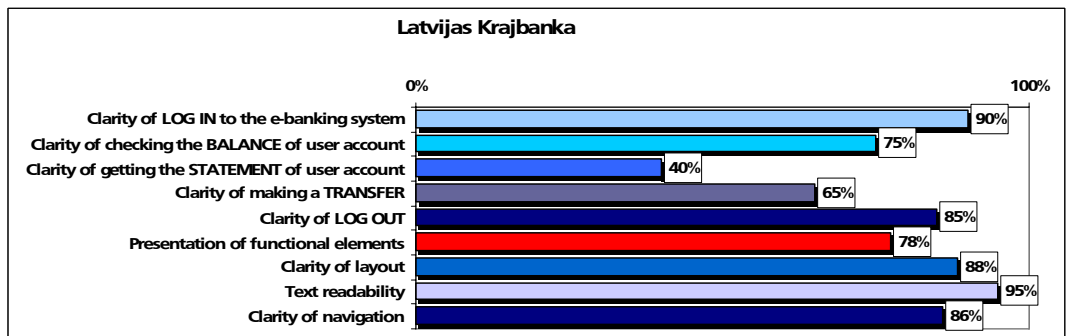
#### Positive user notes

- Users have appreciated the design of the public website and admitted that it contributes a lot to the overall good impression of the website.
- Calculator in the deposits section is very well developed and provides user with explicit information about different kinds of deposits.

#### Negative user notes

- The public website is rather slow.
- Some pages (e.g. calculators) contain other public website language version texts.

## Internet banking system - 84%



*Higher figures represent better results*

#### Positive user notes

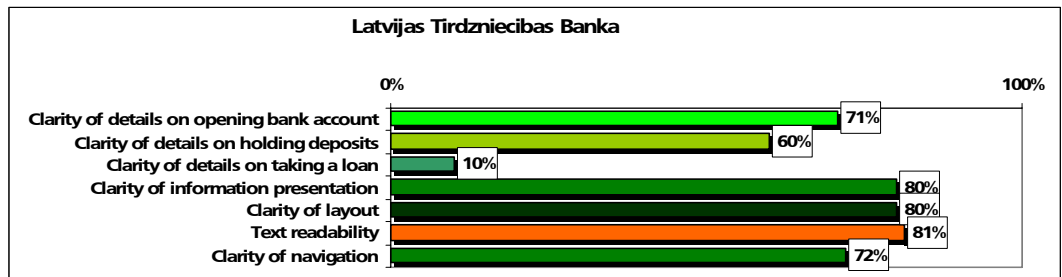
- A very simple and convenient local transfer form is provided within the IBS.
- A very developed, usable and clear interface of the IBS.

#### Negative user notes

- The log out button is placed in the unexpected section of the IBS.
- Account statement is called "account history" - that is confusing for a first time user.
- It is hard to locate the local one time transfer form.

## Latvijas Tirdzniecības Banka – 71%

### Public website – 65%



*Higher figures represent better results*

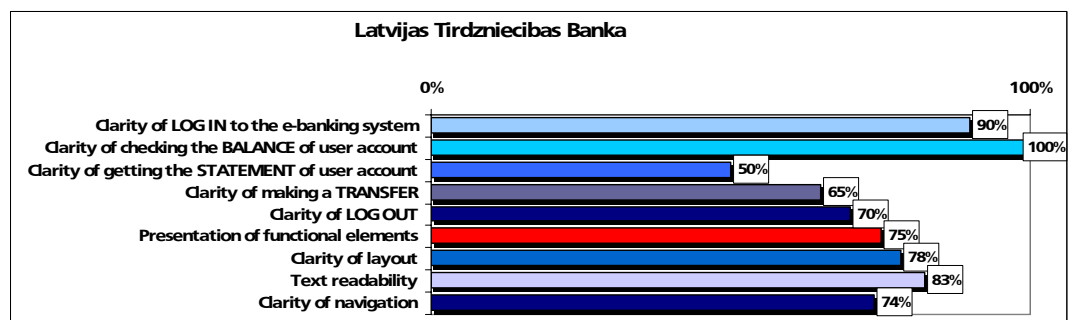
#### Positive user notes

- Very useful visual tools are provided in the public website.

#### Negative user notes

- There is no information on conditions for the account opening in the public website.
- Tariff information is present in the Adobe Acrobat form and opens in the same window.
- Choice of the font size and color palette sometimes makes difficult to read the text.

## Internet banking system – 77%



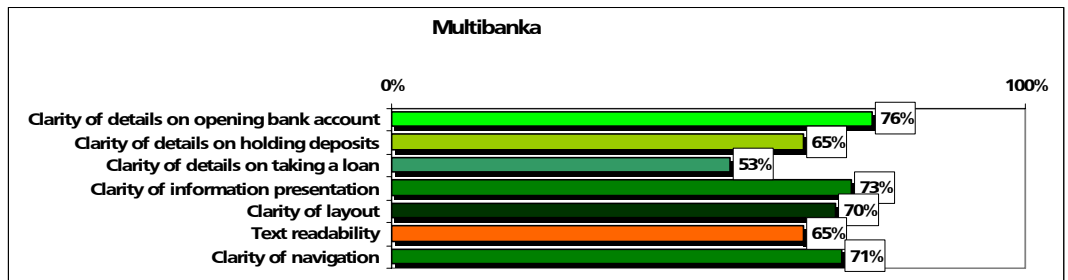
*Higher figures represent better results*

#### Negative user notes

- It is very difficult to find the log out button, since it has no label.
- It is inconvenient that the IBS is being opened in a separate window after logging in.
- It is very difficult to find an account statement.
- It is rather difficult to find the necessary functions within the IBS.

## Multibanka – 62%

### Public website - 68%



*Higher figures represent better results*

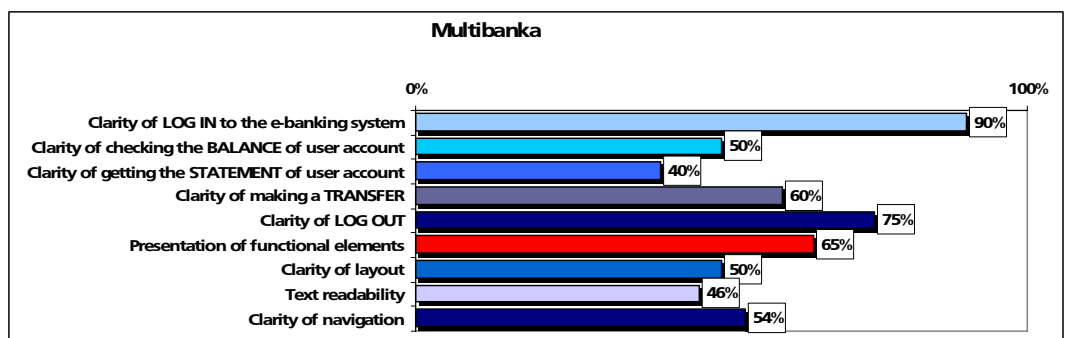
#### Positive user notes

- Users have appreciated the interface of the public website.
- Due to the clear layout of the public website it is easy to find almost all needed information.

#### Negative user notes

- Some links and buttons appear unexpectedly.
- Rather hard to navigate through the public website.
- Too difficult to find the contacts section.
- Link to the IBS is accessible only from the first webpage of the website.

## Internet banking system – 56%



*Higher figures represent better results*

#### Positive user notes

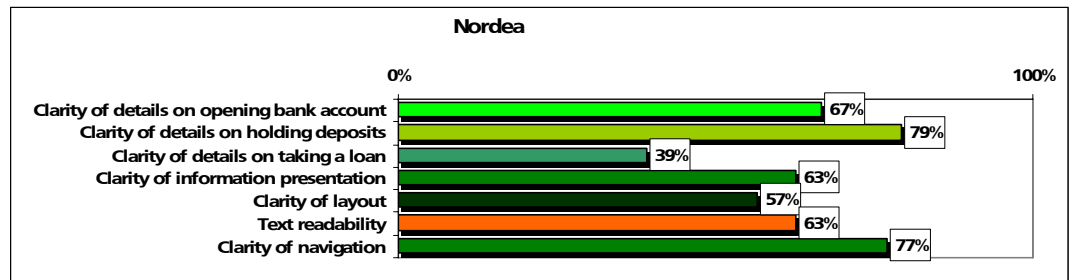
- Users have appreciated the easy and convenient log in procedure.

#### Negative user notes

- It is quite difficult to notice the link to the IBS in the public website.
- Only Latvian language interface is provided.
- Design within the IBS and public website differs, it is hard to get used to it.

## Nordea - 67%

### Public website – 63%

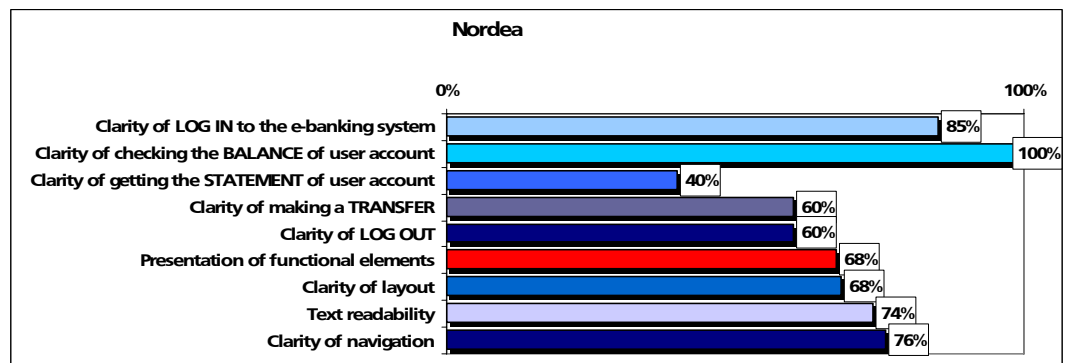


*Higher figures represent better results*

#### Negative user notes

- Descriptions of the services are not complete, only brief information about available services is provided.
- A direct link from the descriptions of the services to the price list is not present.
- Navigation system is not developed - it is not clear in which part of the website you are and how to get back to the previous level.

## Internet banking system – 71%



*Higher figures represent better results*

#### Positive user notes

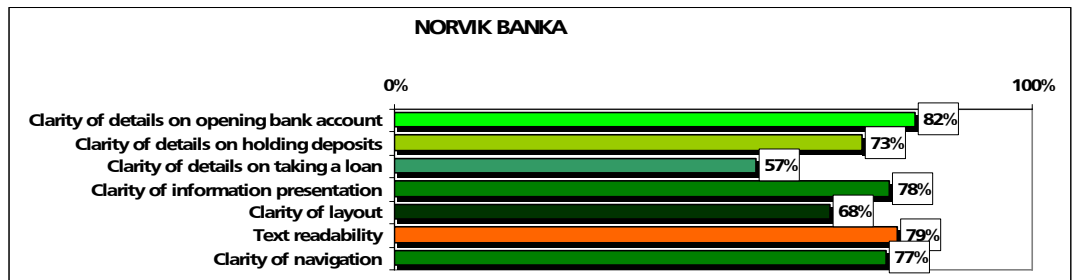
- Users have appreciated the fact that account balance is available straight after the log in.

#### Negative user notes

- Some users may forget to confirm a transfer, which must be done separately.
- It is quite difficult to log out, because it is impossible to do it by pressing the button "log out". Instead, one has to press button "log out without confirmation" (if the payment is not confirmed) and due to the design of the IBS, it is difficult to notice this button.
- To get an account statement, a user has to enter the date period manually, which is rather inconvenient.
- One has to fill too much information in the one time local transfer form.

## NORVIK BANKA – 78%

### Public website - 73%



*Higher figures represent better results*

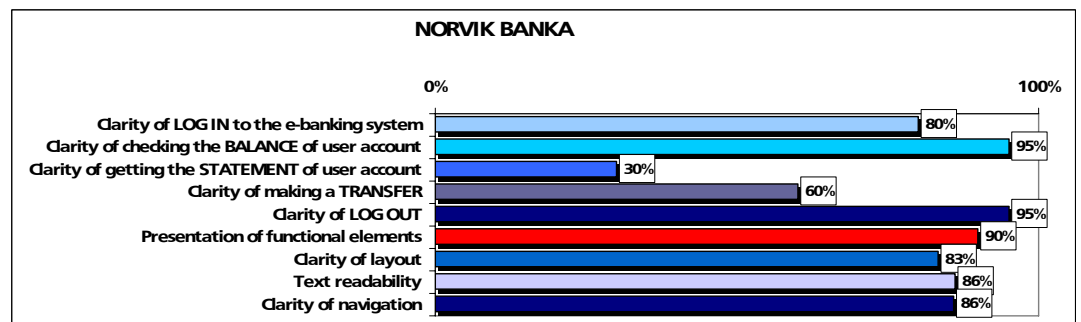
#### Positive user notes

- Users have appreciated explicit information provided in the deposits section.

#### Negative user notes

- Very inconvenient menu in the public website.
- In the loans section there is no explicit information about interest rates and required documents to take out a loan.

## Internet banking system – 84%



*Higher figures represent better results*

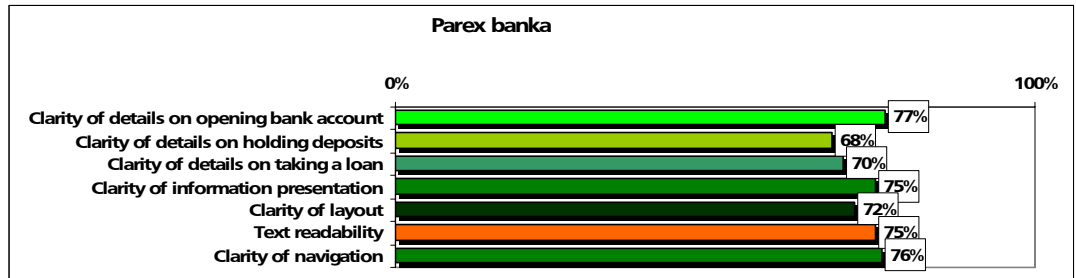
#### Negative user notes

- Log in process is very complicated.
- It is very difficult to find the account statement function within the IBS.



## Parex banka – 79%

### Public website – 73%

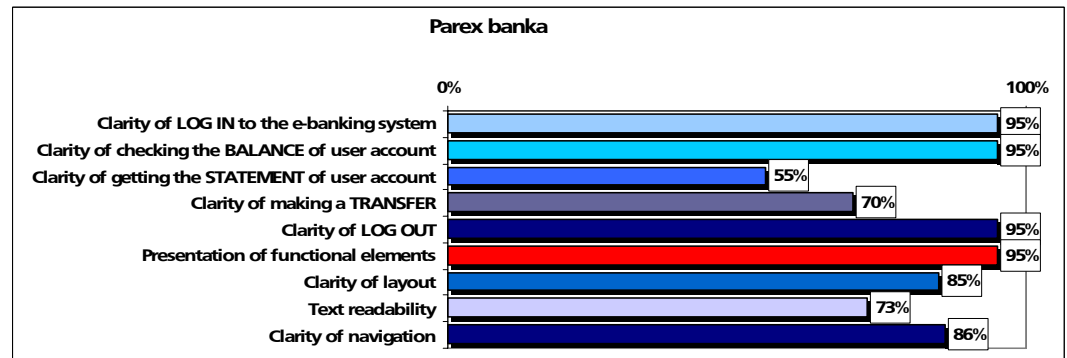


*Higher figures represent better results*

#### Negative user notes

- There is no consistency of where to find information about different services.
- Font size used in the public website is too small.
- Information is allocated quite chaotically in the public website. It is rather difficult to find information about some specific services.

## Internet banking system – 84%



*Higher figures represent better results*

#### Positive user notes

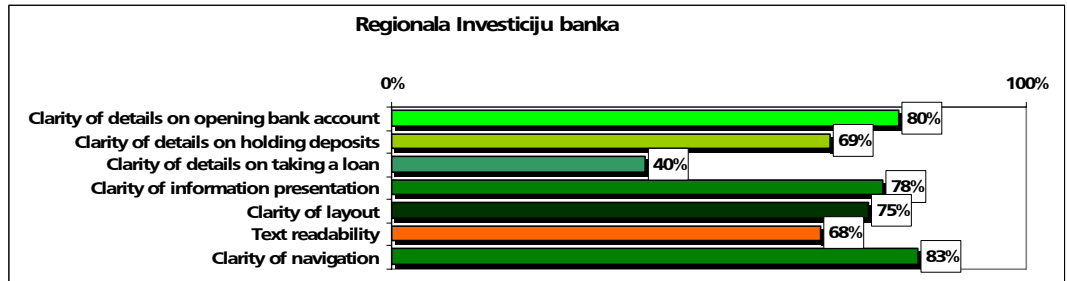
- Users have appreciated very convenient and simple local transfer form.
- All functions are located in places, where users expected them to be.

#### Negative user notes

- Parex banka provide users with the log in fields on the first webpage of the public website. Meanwhile, after the log in data is entered, a user is being redirected to the IBS log in page, where one has to enter the same information once again.

## Regionala Investiciju banka – 74%

### Public website - 70%



*Higher figures represent better results*

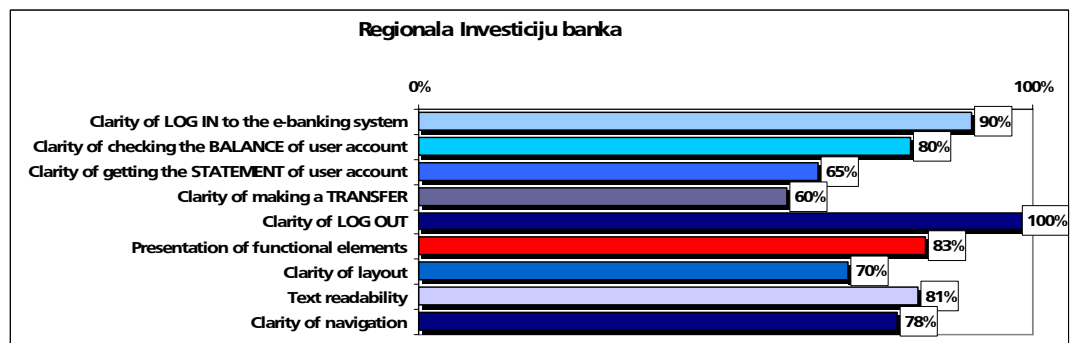
#### Positive user notes

- Very convenient menu is provided in the public website.
- Users have appreciated simple and clear layout of the public website.

#### Negative user notes

- Information is poorly formatted – too much unnecessary words are present and distort the readability.
- Information about the account opening price is provided in the .PDF file and it takes time to open it.
- More bright colors could be used in the design of the public website.

## Internet banking system – 78%



*Higher figures represent better results*

#### Positive user notes

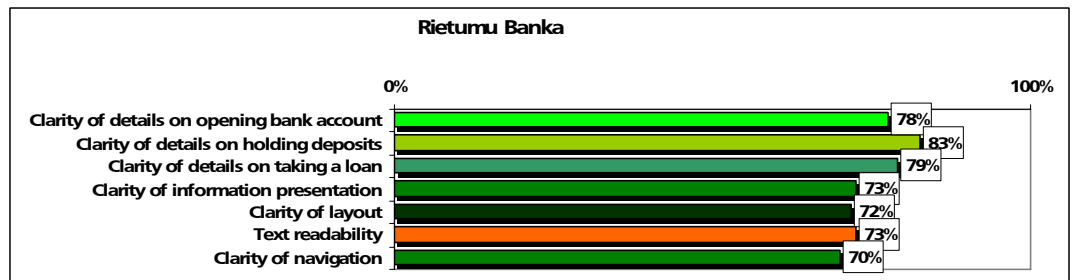
- Due to the very clear layout, it is easy to locate the necessary information.

#### Negative user notes

- Account balance is not available straight after log in.
- Very inconvenient procedure of getting an account statement.
- One time local transfer form is very inconvenient.

## Rietumu Banka – 77%

### Public website – 75%



*Higher figures represent better results*

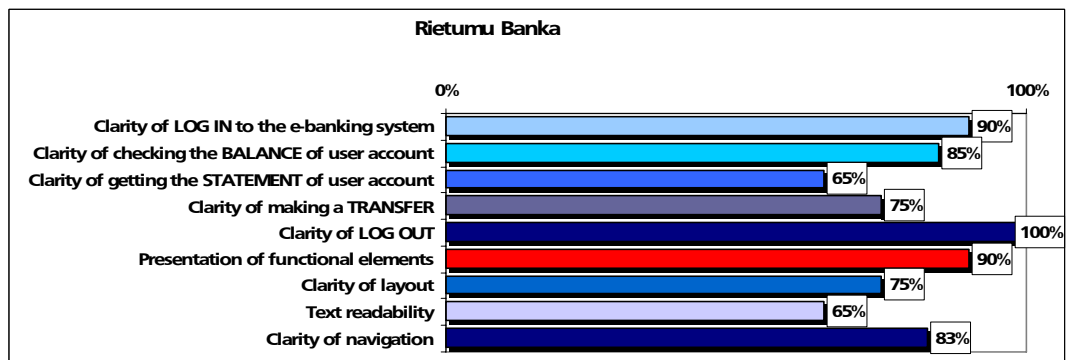
#### Positive user notes

- Users have appreciated explicit information on deposits in the respective section.

#### Negative user notes

- Due to the fact that the bank provides so many specific services, it is quite difficult to find the necessary information.
- Too much information is provided in the first page of the public website.
- Too sophisticated terms are used in the public website – hard to navigate for the inexperienced users.
- It is rather difficult to find information about prices due to inappropriate usage of font colors.

## Internet banking system – 79%



*Higher figures represent better results*

#### Positive user notes

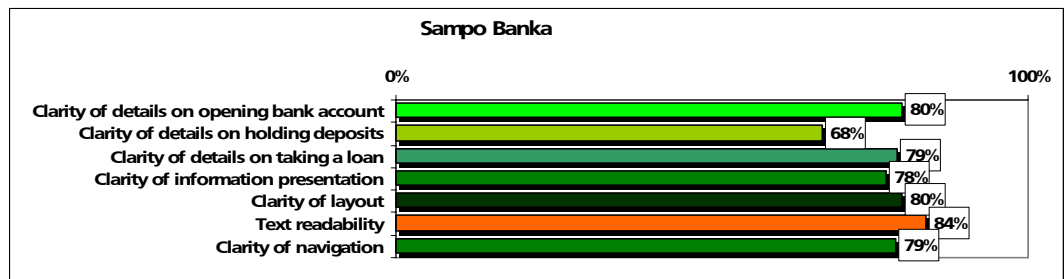
- Users have appreciated the possibility to see the account balance straight after the log in.

#### Negative user notes

- The choice of IBS modes "full access" and "limited access" during the log-in is confusing.
- Due to unclear layout, it is rather hard to navigate within the IBS.
- Font size used within the IBS is too small.

## Sampo Banka – 72%

### Public website – 78%



Higher figures represent better results

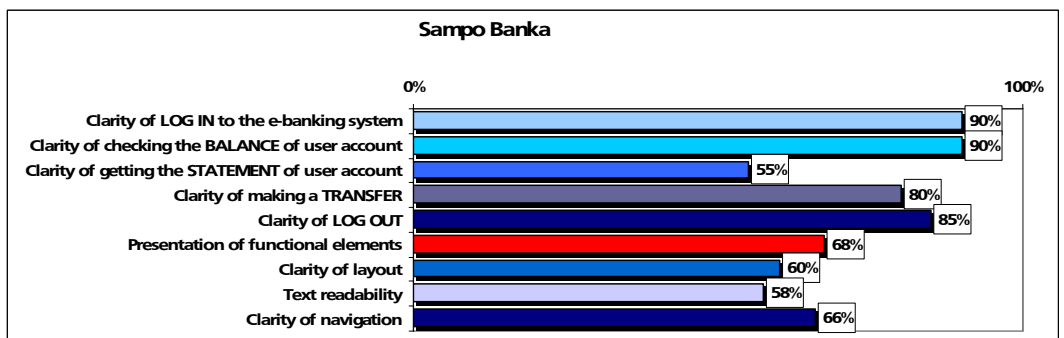
#### Positive user notes

- The public website provides a good impression about the bank.
- All the necessary information can be easily accessed.

#### Negative user notes

- No information about the documents required for taking out a loan is provided.
- There is a very inconvenient loan calculator provided in the loans sections.

## Internet banking system – 66%



Higher figures represent better results

#### Positive user notes

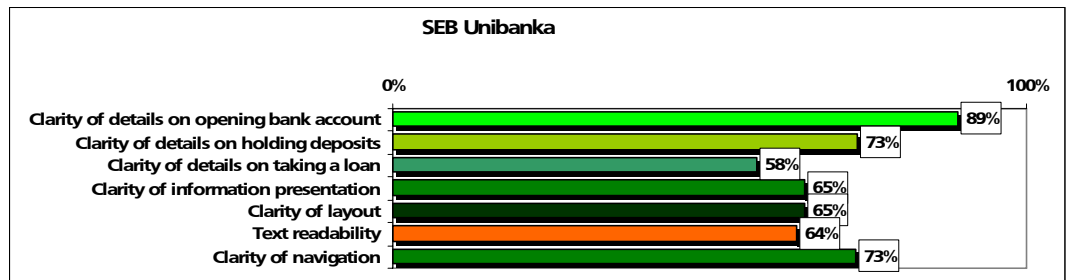
- IBS has a very well developed navigation system.
- Users have appreciated a very easy log in procedure and the fact that the account balance can be found without putting much effort.

#### Negative user notes

- Only Latvian language interface is available.
- IBS works slowly in comparison to the IBSs of other banks.

## SEB Unibanka – 73%

### Public website - 70%



*Higher figures represent better results*

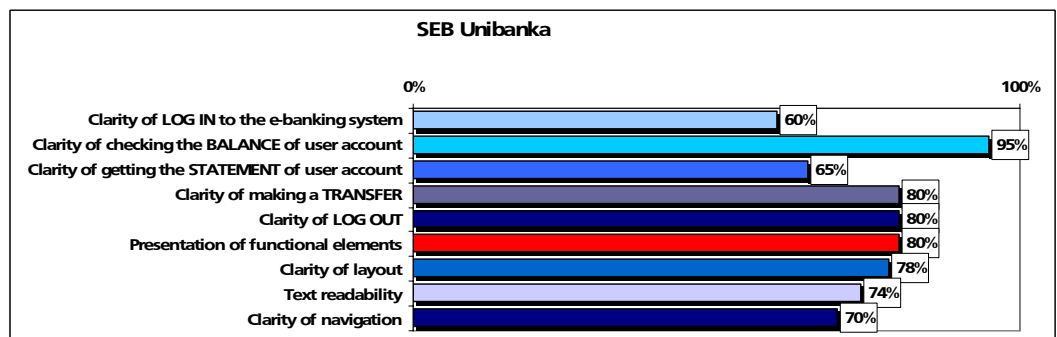
#### Positive user notes

- Users have appreciated explicit information about the bank account opening procedure.

#### Negative user notes

- No calculators in the deposits and loans sections are provided. It is therefore quite hard to get explicit information about these services from the information provided in the public website.
- Due to the unclear navigation system it is quite difficult to access the necessary information.

## Internet banking system



*Higher figures represent better results*

#### Positive user notes

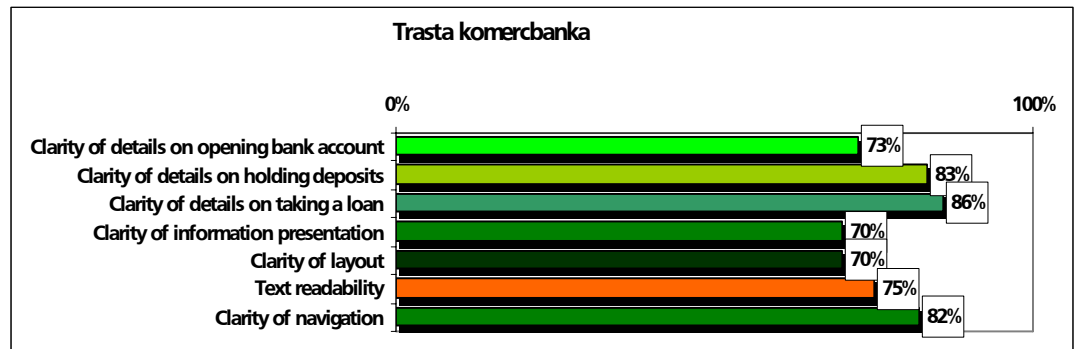
- The menu that is provided on the right side of the IBS is very convenient and gives fast access to all needed functions.

#### Negative user notes

- The log in process is rather complicated.
- It is unclear how to get back to the starting page of the IBS.

## Trasta komercbanka – 78%

### Public website – 77%

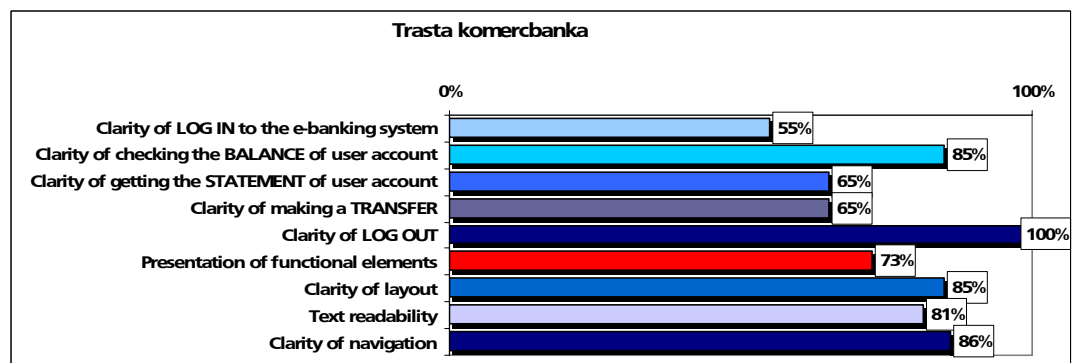


*Higher figures represent better results*

#### Negative user notes

- It is very difficult to find "home" button.
- Due to the very unclear layout of the website and not developed navigation system it is very hard to find the necessary information.
- Color scheme of the public website distorts navigation.
- Search engine does not work properly.

## Internet banking system – 80%



*Higher figures represent better results*

#### Positive user notes

- Users have admitted that the color scheme of the IBS is very pleasant and assists much in navigation.

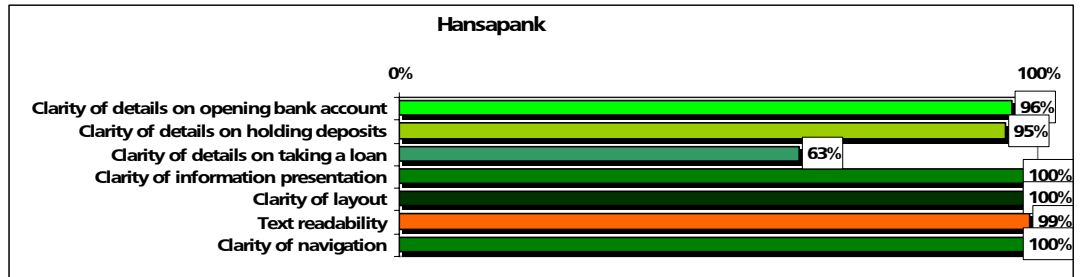
#### Negative user notes

- Login procedure is very long and inconvenient due to the code calculator.
- It is difficult to understand local transfer form.

## 13.5 Individual test results for Estonian banks

### Hansapank – 94%

#### Public website – 93%

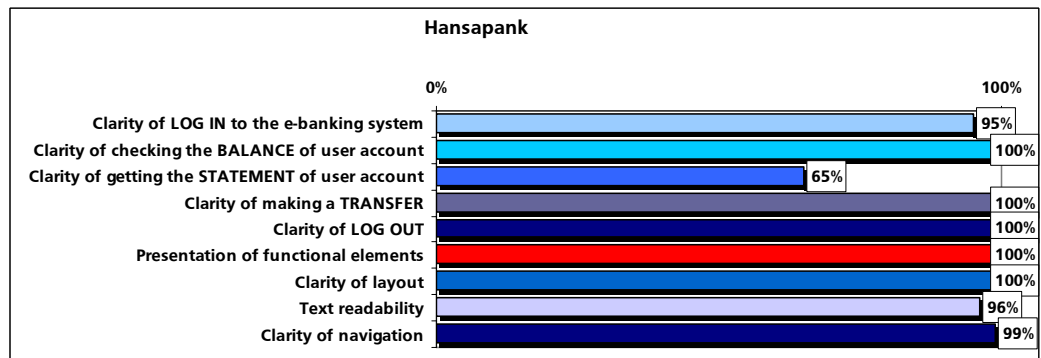


Higher figures represent better results

#### Positive user notes

- The structure of the website is very convenient and clear.
- All information can be easily found and accessed.
- Users have appreciated the professional design of this website.
- Very explicit information about loans is provided in the website.

### Internet banking system – 95%



Higher figures represent better results

#### Positive user notes

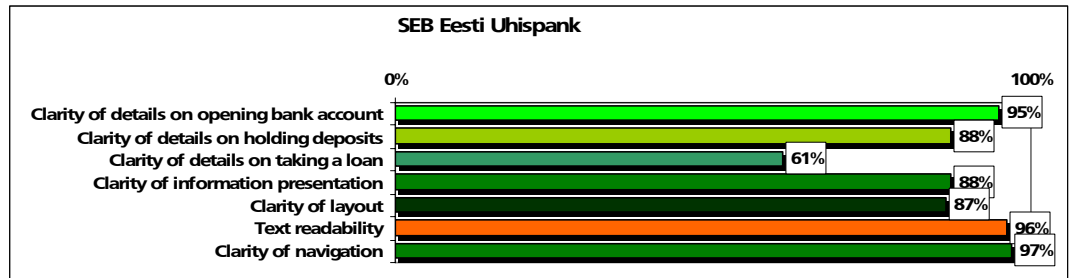
- Users have appreciated high level of the IBS functionality.
- Due to the very clear layout of the IBS, all needed operations can be accessed and performed very easy.

#### Negative user notes

- Users faced trouble in getting an account statement for some specific date period (for example starting from the second Monday of July).

## SEB Eesti Uhispank – 90%

### Public website – 87%

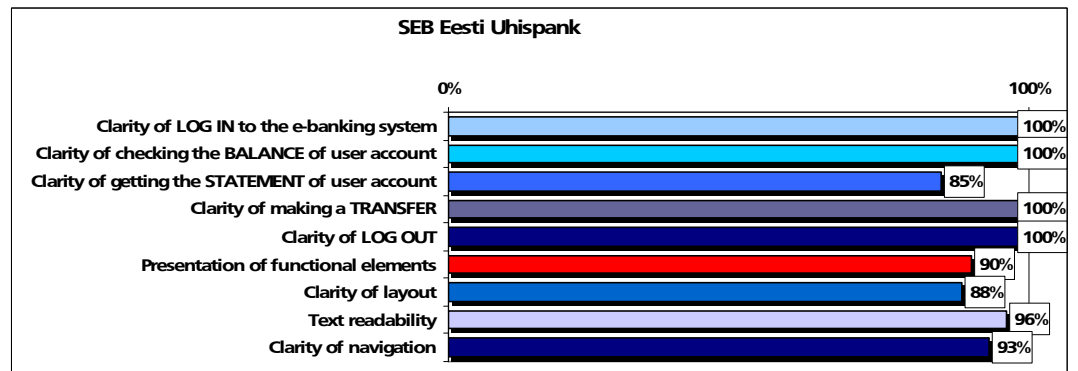


*Higher figures represent better results*

#### Negative user notes

- The information on loan interest rate in the public website is not complete.

## Internet banking system – 93%



*Higher figures represent better results*

#### Positive user notes

- User have appreciated convenient log in procedure.
- Users have appreciated the fact that necessary fields to be filled in are marked with asterisks.
- Users have appreciated very convenient payment confirmation practices within the IBS.
- Local transfer form is very well developed; users did not meet any problems while executing the transfer.

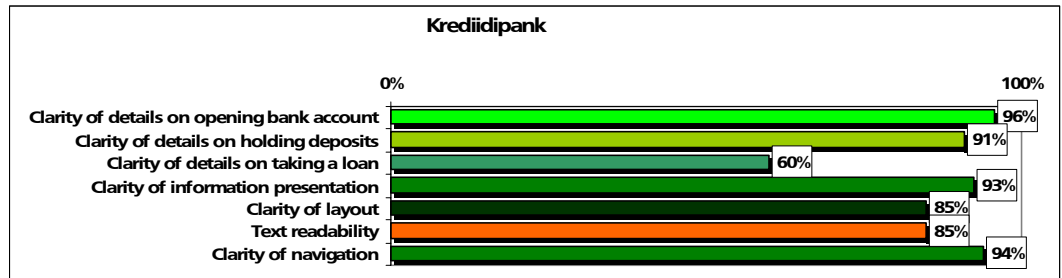
#### Negative user notes

- At first it is quite difficult to notice the calendar button in the account statement section of the IBS.
- It is quite difficult to switch between the languages within the IBS.



## Krediidipank – 87%

### Public website – 86%



*Higher figures represent better results*

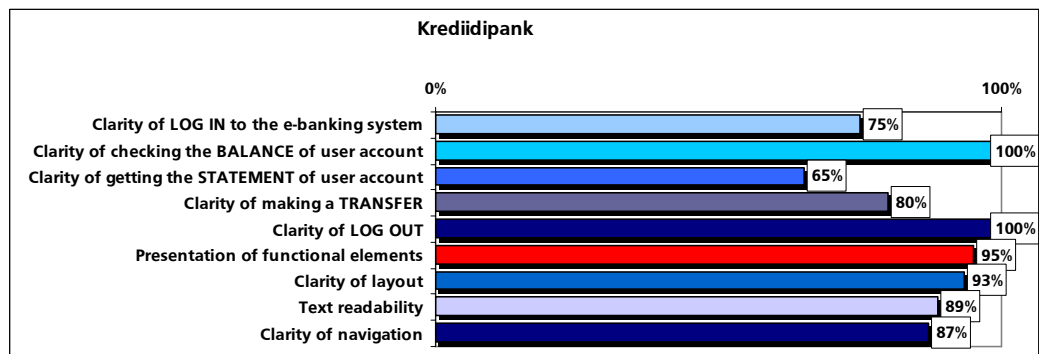
#### Positive user notes

- Clear navigation makes this website very attractive for the potential customer.

#### Negative user notes

- Colors that are used in the public website design are not appropriate – it is often hard to distinct the links.

## Internet banking system – 87%



*Higher figures represent better results*

#### Positive user notes

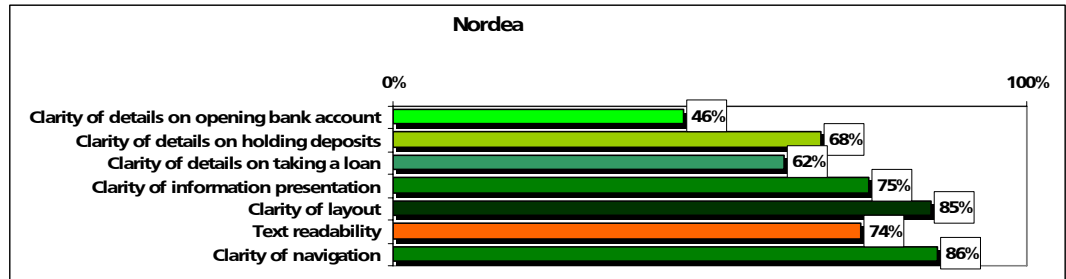
- It is very convenient to enter user ID during the log in process due to a good choice of font and size of letters used in the IBS.
- It is very useful that before confirmation of a payment, the sum of money to be transferred is written in words.
- Users have admitted that the organization of the IBS is quite optimized and logical.

#### Negative user notes

- It is difficult to get an account statement for some specific date period (for example starting from the second Monday of July).

## Nordea – 72%

### Public website – 71%

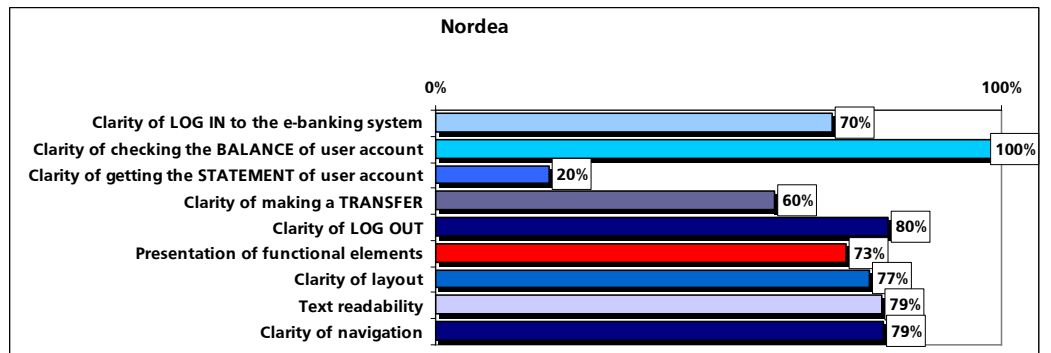


*Higher figures represent better results*

#### Negative user notes

- It is hard to find the necessary information.
- Information provided in the public website is very brief and incomplete.
- The structure of the public website makes navigation very difficult.

## Internet banking system – 74%



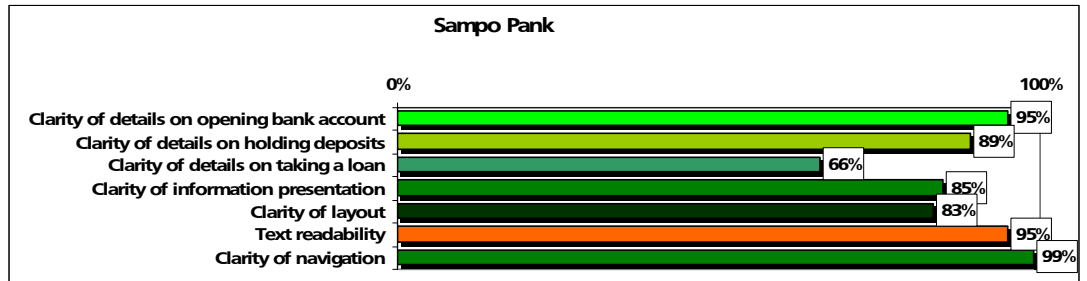
*Higher figures represent better results*

#### Negative user notes

- The IBS of Nordea lacks many essential functions that are needed on the daily basis.
- If the background color was different, it would be easier to navigate within the IBS.
- It is very hard to notice the logout button of the IBS due to its allocation.
- It is quite difficult to log in due to very inconvenient code card.

## Sampo Bank – 92%

### Public website - 87%

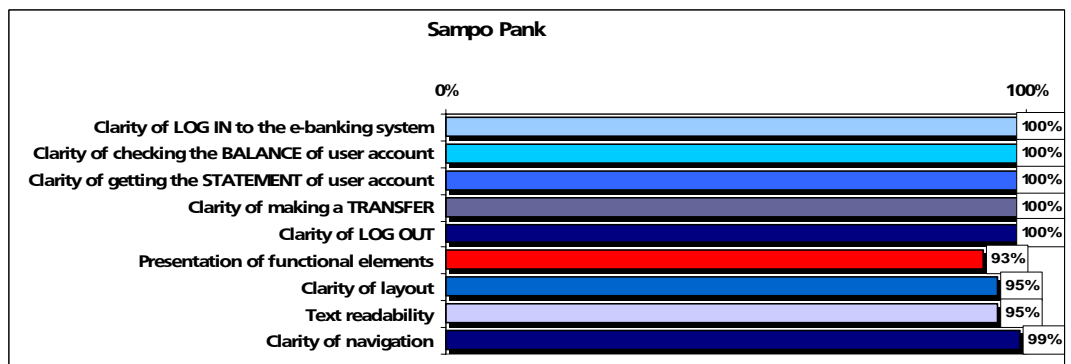


*Higher figures represent better results*

#### Positive user notes

- Users have appreciated the design and the colors of the public website of Sampo Bank.
- It is useful that information is accessible in Estonian, Russian and English languages.
- Due to the very clear and developed navigation system users can access all needed information in a very convenient way.

## Internet banking system – 96%



*Higher figures represent better results*

#### Positive user notes

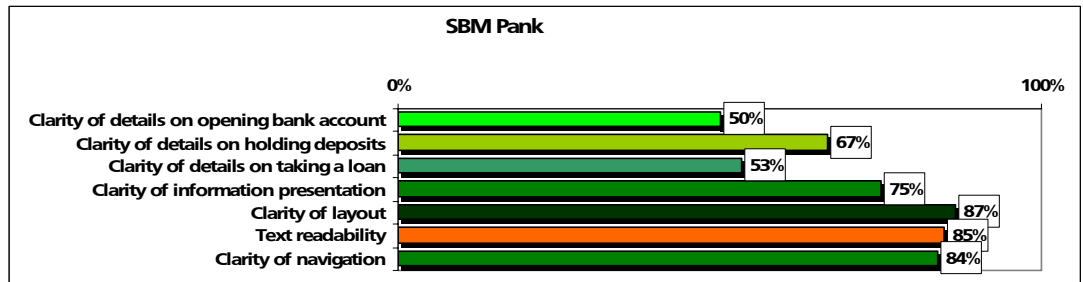
- Users have appreciated convenience of the IBS.
- Calendar in the account statement sections helps to choose the date without using some other tools.

#### Negative user notes

- Too many codes make the log in procedure difficult.

## SBM Pank – 79%

### Public website – 72%



*Higher figures represent better results*

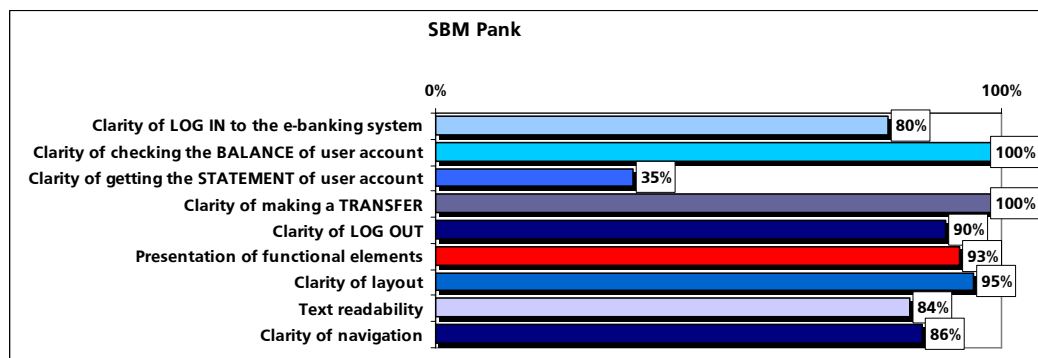
#### Positive user notes

- Layout and structure of the website is very simple and convenient, all needed information is easily accessible.
- Pictures that are provided in the public website help to find the necessary information.

#### Negative user notes

- The website looks unfinished, essential information is missing.
- Website is available only in Estonian language.
- Due to a small font size it is very difficult to read the text.

## Internet banking system - 86%



*Higher figures represent better results*

#### Positive user notes

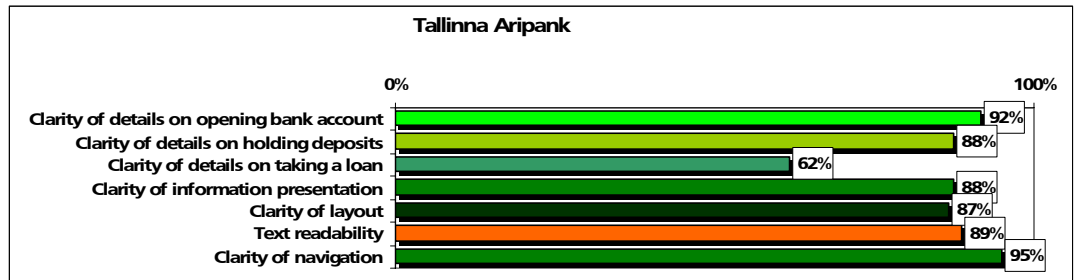
- Users have appreciated easy navigation within the IBS.
- Despite the fact that users needed to enter two codes during the log in process, this procedure seemed very convenient and simple for them.
- Users have appreciated the possibility to make transfers in different currencies.

#### Negative user notes

- Making a background color of the IBS different would improve the IBS navigation.

## Tallinna Aripank – 85%

### Public website – 86%



*Higher figures represent better results*

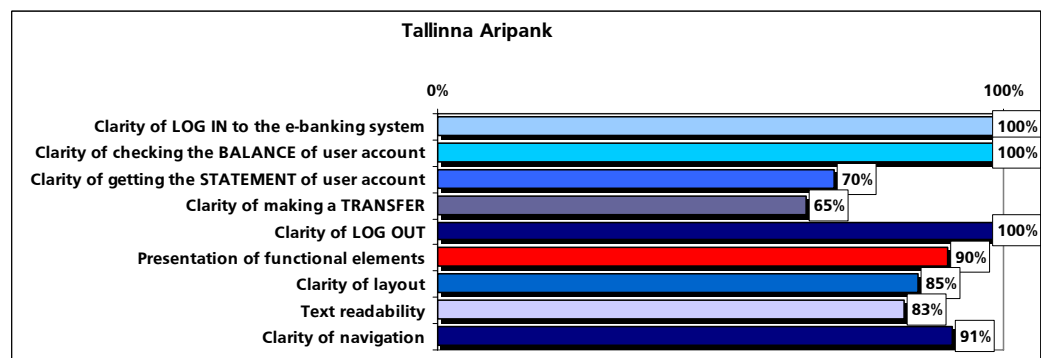
#### Positive user notes

- It is very convenient and simple to navigate through this website.
- The menu provided on the public website is simple and easy to use.

#### Negative user notes

- The allocation of information could be improved.

## Internet banking system – 84%



*Higher figures represent better results*

#### Positive user notes

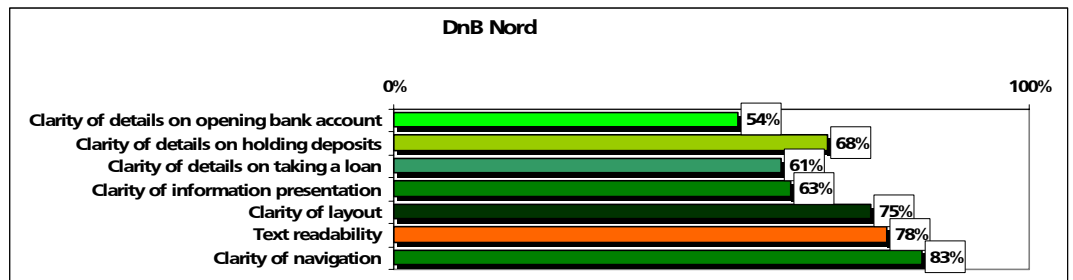
- Users have appreciated a very easy and simple log in procedure.
- It is easy to switch between Estonian, English and Russian languages.

#### Negative user notes

- Sometimes it is hard to find the necessary section due to the design of the IBS.
- Transfer confirmation procedure is too complicated.

## DnB Nord – 68%

### Public website – 69%

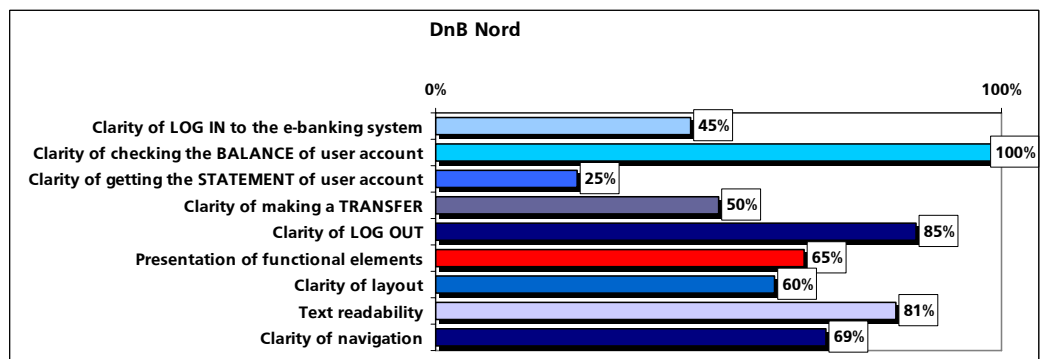


*Higher figures represent better results*

#### Negative user notes

- It is hard to find out how navigation system works.
- It is not possible to go to the previous level – one has to restart browsing from the main page, which is very inconvenient.
- The design looks unfinished. It is very difficult to read the text due to the unsuccessful choice of colors.
- Complete information is provided only in the Estonian version of the website; it is almost impossible to find information in other languages.

## Internet banking system – 66%



*Higher figures represent better results*

#### Positive user notes

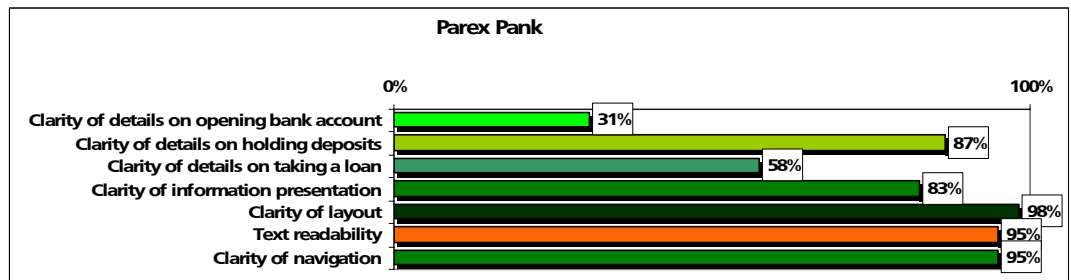
- Account balance is available straight after the log in procedure.

#### Negative user notes

- Procedure of making local transfer is very long and inconvenient.
- Log in takes too much time.
- Design of the IBS could be improved.
- The navigation and the functions are mixed up. It is quite difficult to navigate within this IBS.

## Parex Bank – 86%

### Public website – 78%



*Higher figures represent better results*

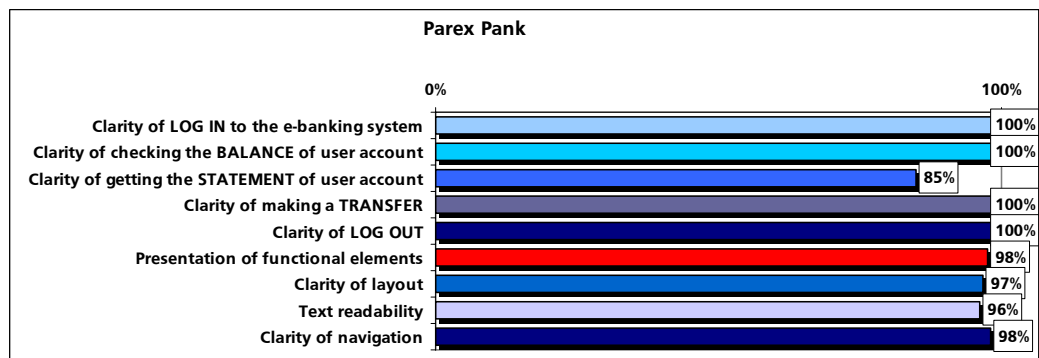
#### Positive user notes

- It is very easy to navigate through the website due to very well developed layout of the information and overall clearness.

#### Negative user notes

- Information provided in the website is not complete. For example, the account opening fee is not specified (the cell in pricelist is empty).

## Internet banking system – 94%



*Higher figures represent better results*

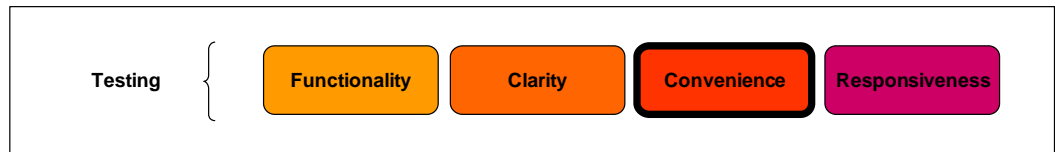
#### Positive user notes

- Users have appreciated fast and simple log in procedure.
- IBS navigation system is very convenient.

#### Negative user notes

- Users had faced problems with getting the account statement for specific period of time.

## 14. Convenience



Convenience test is aimed at determining 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 were asked to carry out the following sequence of actions as fast as possible:

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

Each of the participants made four attempts to carry out the sequence, and only the attempt that produced the best results was recorded for further analysis and benchmarking.

As it has been described in the *Methodology* section of the report, each part of the sequence (log in, check balance, transfer payment, and log off) was evaluated according to four criteria, and then the total result for each bank was calculated:

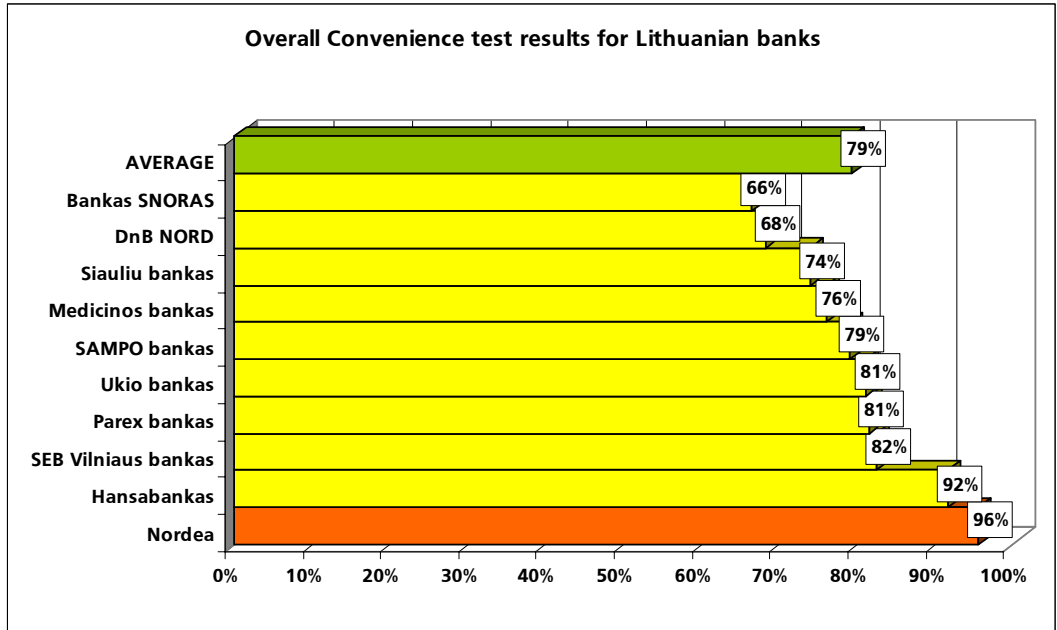
Convenience test criteria:

- |    |                                    |   |        |   |             |
|----|------------------------------------|---|--------|---|-------------|
| 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        | } |        |   |             |



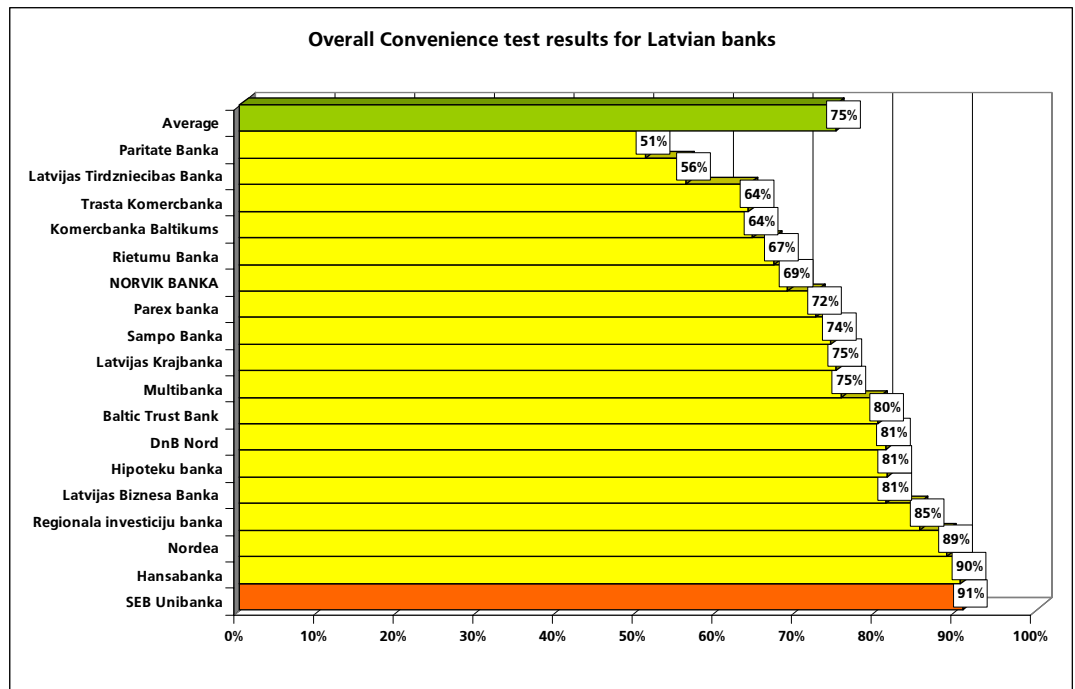
## 14.1 Overall results of the convenience test

### Lithuanian banks



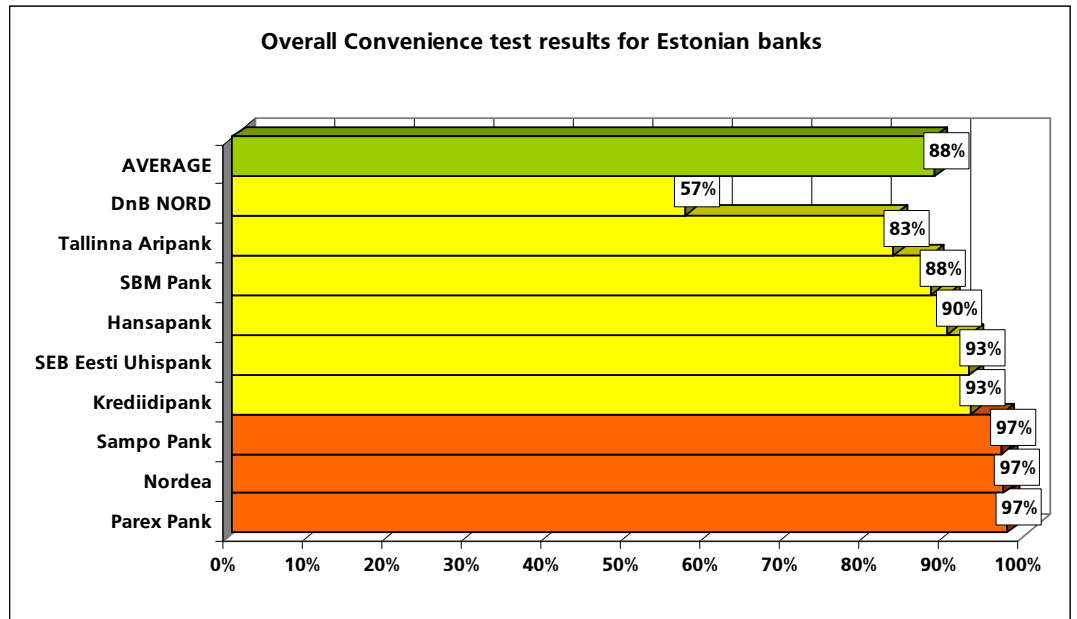
Higher figures represent better results

## Latvian Banks



Higher figures represent better results

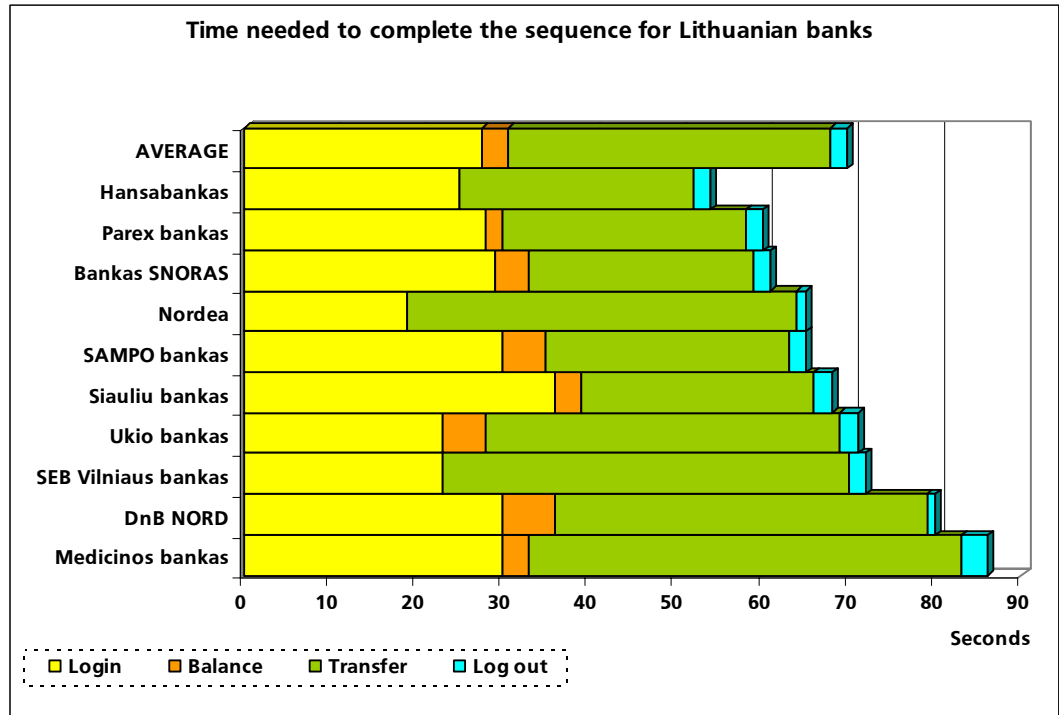
## Estonian Banks



*Higher figures represent better results*

## 14.2 Time needed to complete the sequence

### Lithuanian Banks

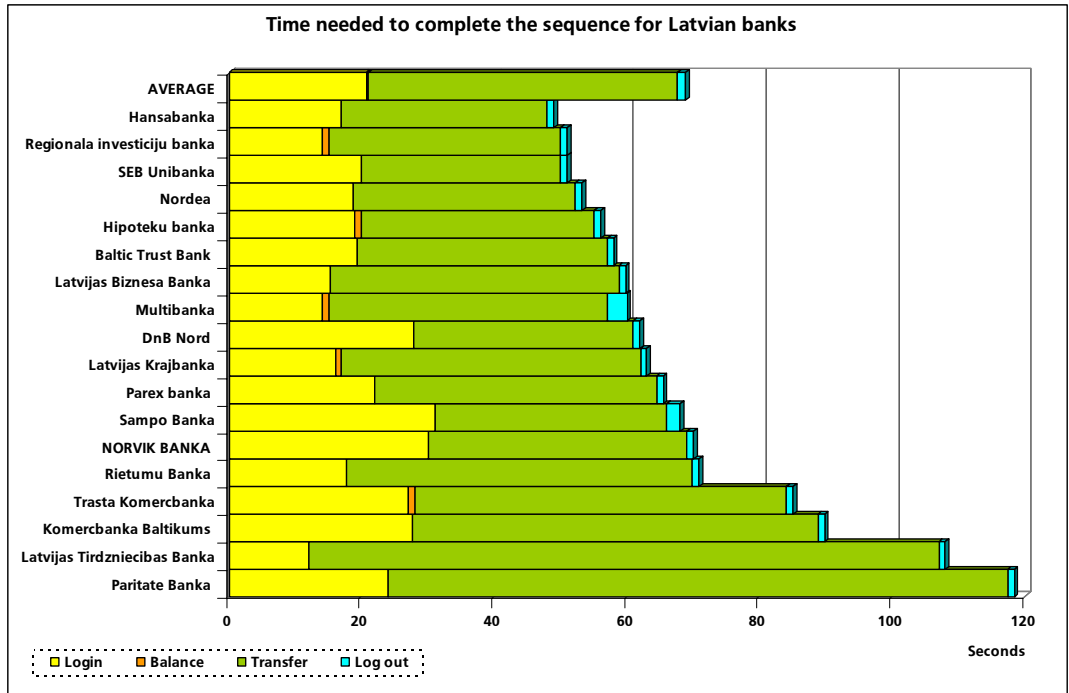


*Lower figures represent better results*

### Commentary

- In Hansabankas and Nordea 2 processes are optimized: account balance is displayed straight after the log in, and it takes only one mouse click to log off from the system.
- IBSs of SEB Vilniaus bankas, Hansabankas and Nordea are displaying the account balance straight after the log in, which makes optimized this stage of the sequence
- Bankas Snoras has substantially improved convenience of its IBS. The bank's IBS was one of the most inconvenient ones for a couple of years. According to current testing results, it takes 30 seconds less than 1 year before to complete the sequence in Bankas Snoras' IBS.

## Latvian Banks

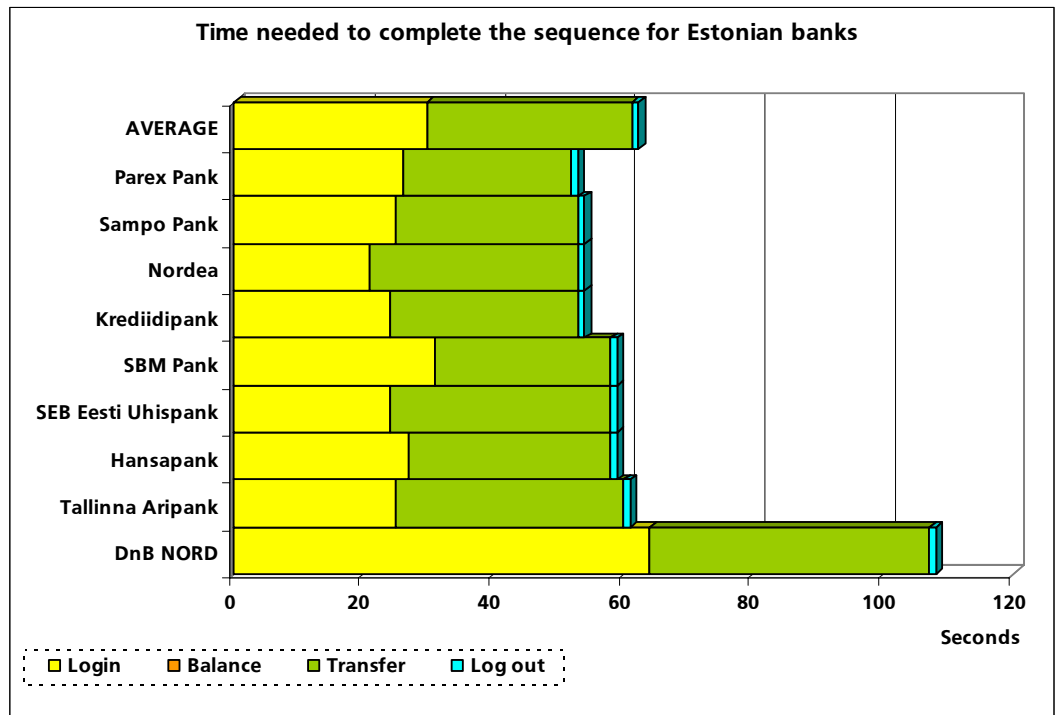


*Lower figures represent better results*

## Commentary

- The IBS of Paritate Banka requires almost two minutes for completing the sequence. Such long time can be explained by the fact that, when user is making a transfer, he must fill in many unnecessary fields. (e.g. payment code, also one must enter bank's name, mandatory address of beneficiary etc.).
- The IBS of Regionala investiciju banka does not require any codes from the code cards while logging in. Only 14 seconds are needed for the login process.
- Both: SEB Unibanka and Hansabanka have fast IBS log in procedure (20 and 17 seconds correspondingly), and both allow executing the local money transfer very fast – 30 seconds for SEB Unibanka and 31 for Hansabanka.
- It took only 12 seconds to connect to the Latvijas Tirdzniecības Banka's IBS. This can be explained by the fact that Latvijas Tirdzniecības Banka's IBS does not ask any codes while logging in - only a username and a permanent password are required.
- It is a common case for Latvian banks that there are too many, often unnecessary pages are loaded during the log in procedure.
- Code generators do provide enhanced level of security, but considerably decrease convenience.

## Estonian Banks



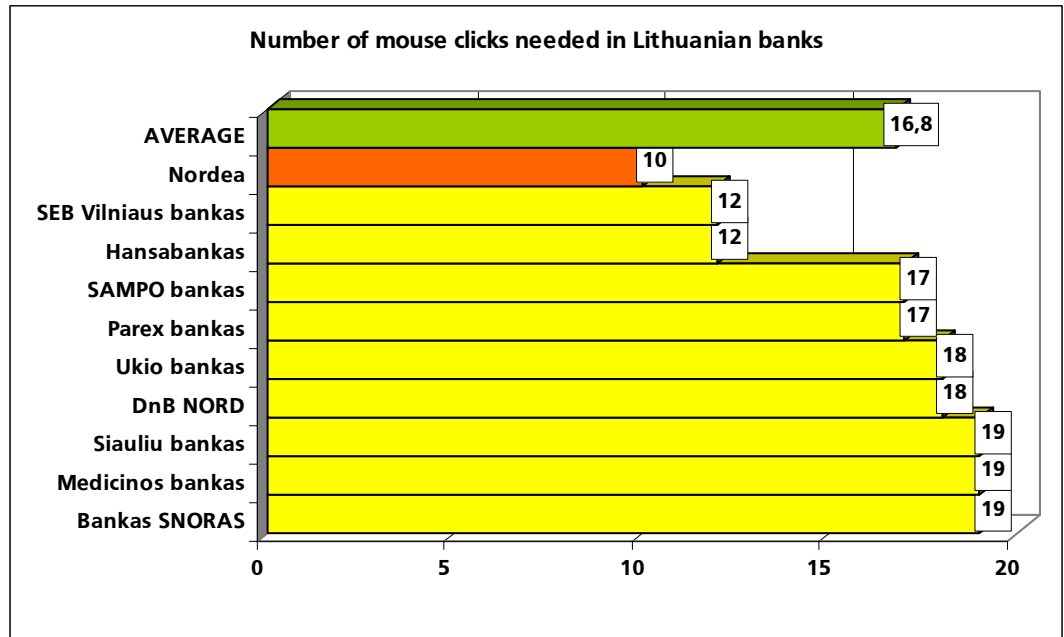
*Lower figures represent better results*

## Commentary

- It takes almost two minutes to complete the sequence within the IBS of DnB NORD.
- Nordea has the fastest login process - only 21 second. This is due to the fact that the IBS of Nordea does not require permanent password, but uses 4 digit one-time codes. Such solution definitely speeds up the log in procedure.
- Best performers in the category are: Parex (26 seconds), SBM (27 seconds), Sampo (28 seconds), and Krediidipank (29 seconds). This is due to the fact that the IBSs of these banks do not require a confirmation code when making money transfer (like Hansapank, SEB, Nordea, DnB NORD) and have simple confirmation system.
- Almost all banks (except DnB NORD) show pretty much similar convenience testing results.

## 14.3 Number of mouse clicks needed

### Lithuanian Banks

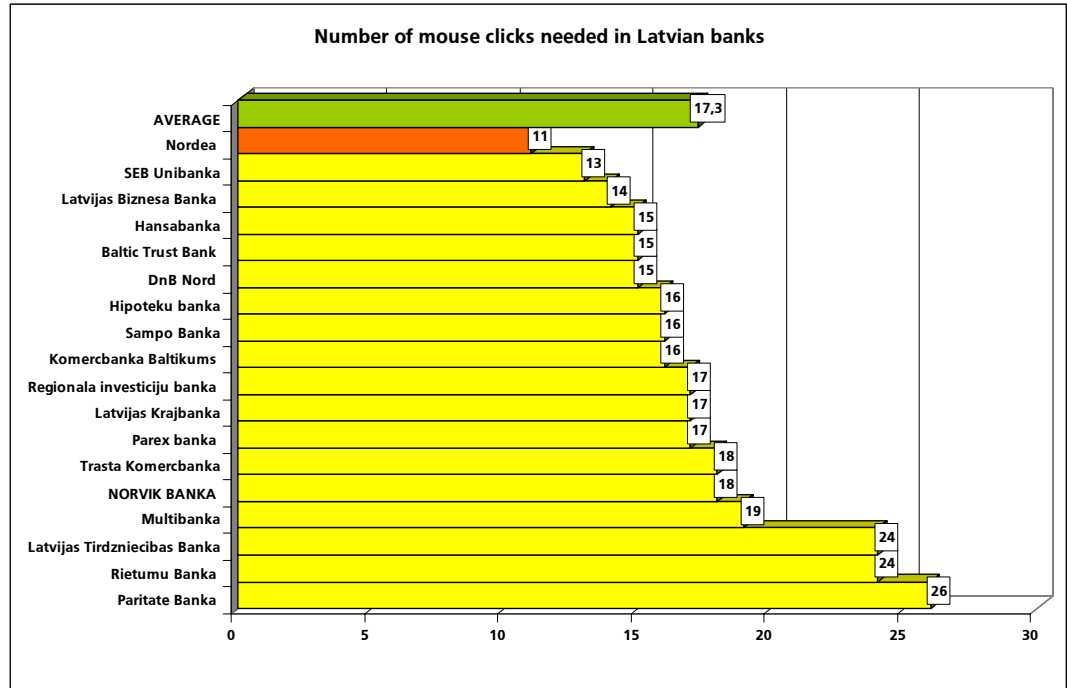


*Lower figures represent better results*

### Commentary

- In the IBS of Nordea only 10 mouse clicks are needed to complete the testing sequence. This is mainly due to the fact that its IBS consists of the simplest functions only. Hence, everything is easily reachable.
- In the IBSs of Hansabankas and SEB Vilniaus bankas it is possible to complete the sequence in 12 mouse clicks. The IBSs of these two banks have lots of functions and commands. Testing results might serve as the evidence that all the functions are very systematically and time-efficiently organized within the IBSs.
- Due to the fact that one has to confirm the same thing for a few times, 19 mouse clicks are needed to complete the sequence in Medicinos bankas. When completing the transaction, a user has to put some ticks and confirm them several times.
- It takes 19 mouse clicks to complete the sequence in Bankas SNORAS and Siauliu bankas. This is mainly due to the menu of the IBSs (sometimes it is possible to make 3 mouse clicks in the menu without being redirected to another page).

- Latvian Banks



*Lower figures represent better results*

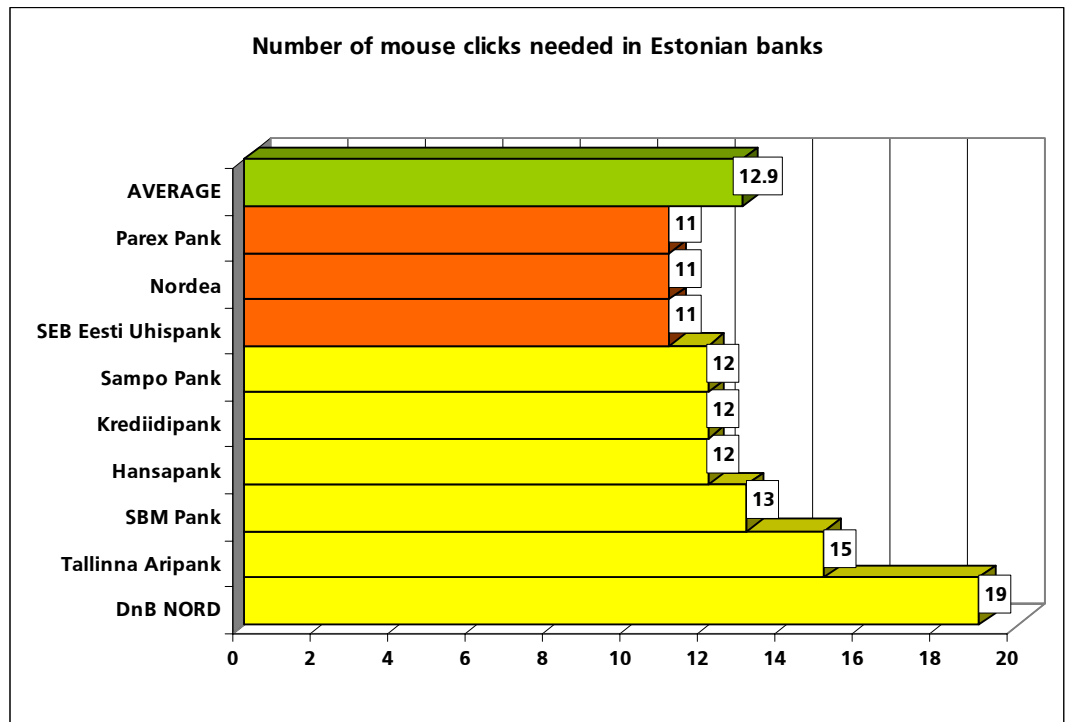
## Commentary

- One needs only 11 mouse clicks to complete the sequence in Nordea. This number may be decreased if long payment confirmation process is optimized.
- It takes 26 mouse clicks to complete the sequence in Paritate Banka. This is mainly due to a very long and difficult to understand local transfer form.
- In the IBS of Latvijas Tirdzniecibas Banka there is a lot of unnecessary information required from a user. If only truly necessary fields are left, convenience of the Latvijas Tirdzniecibas Banka's IBS would be dramatically improved.
- Convenience of Latvijas Tirdzniecibas Banka's IBS is seriously distorted by the issue that not all the necessary fields are marked with asterisks:

- Within the IBS of Rietumu Banka a user must create new payment form (template) for every new local transfer. This process requires a lot of mouse clicks. Meanwhile, this system is rather convenient.



## Estonian Banks



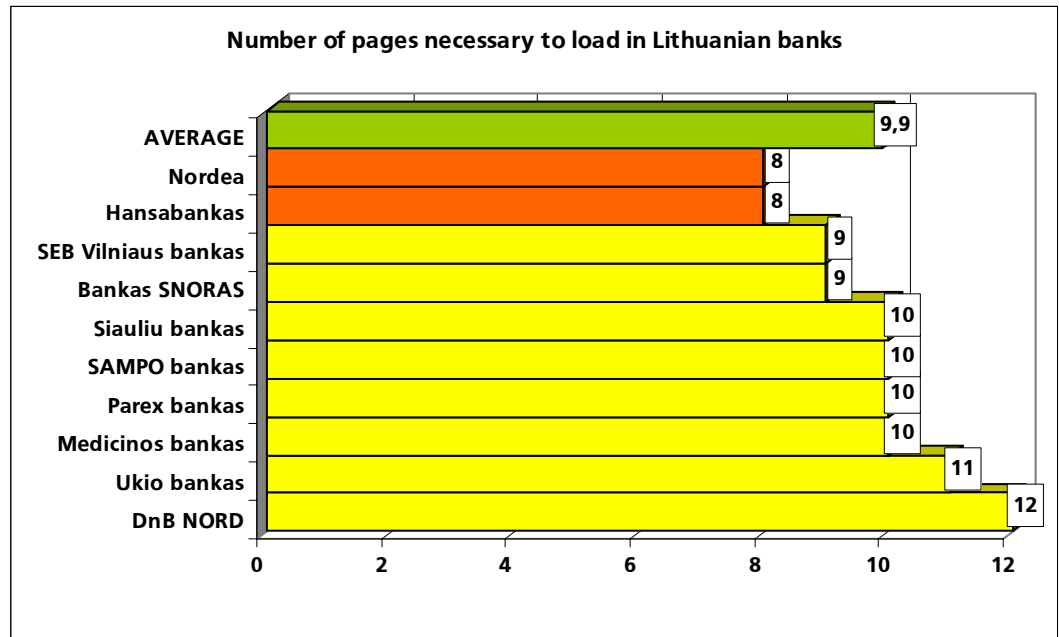
*Lower figures represent better results*

### Commentary

- On average Estonian bank's IBS require the smallest amount of mouse clicks to complete the sequence.
- Just like in Lithuania and Latvia, Nordea's IBS appears to be the most convenient IBS in terms of mouse clicks. Pan-Baltic similarity is explained by the fact that Nordea's IBS is the same in all three countries.
- Except for DnB NORD, Estonian banks appear to be very similar in the necessary mouse clicks category.

## 14.4 Number of pages necessary to load

### Lithuanian Banks

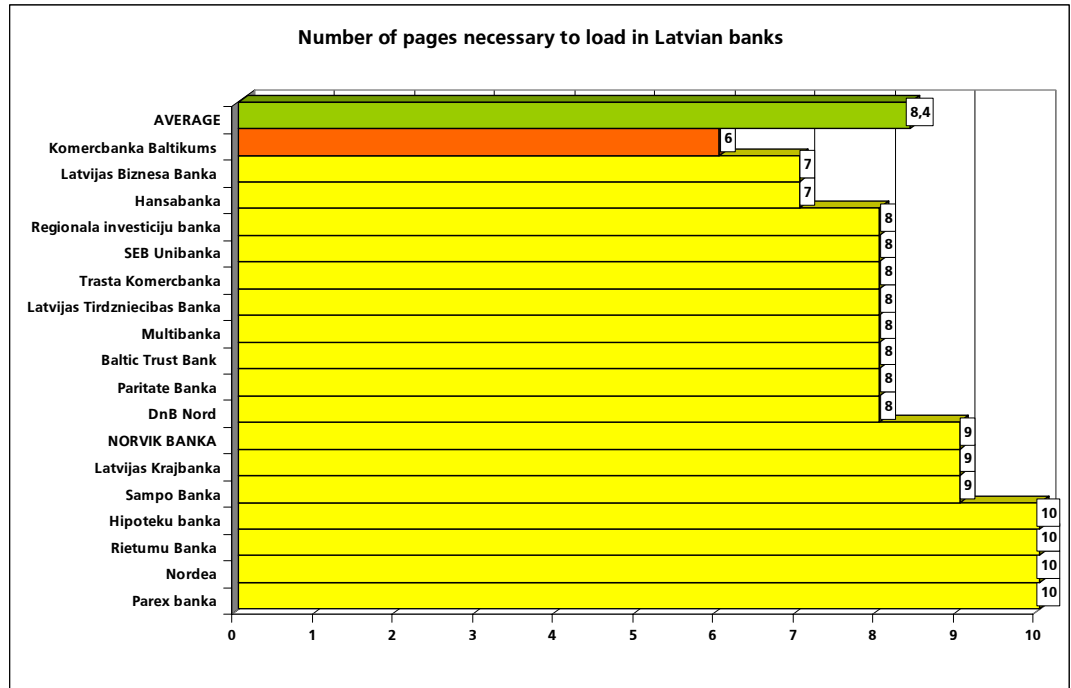


*Lower figures represent better results*

### Commentary

- Due to the fact that the most frequently used commands of the IBS are not time-efficiently structured, it takes 12 pages to load in the case of DnB NORD.
- IBSs of Bankas SNORAS, Siauliu bankas, and Parex bankas contain a couple of unnecessary transfer confirmation pages that may be easily removed with an aim to optimize the money transfer process.

## Latvian Banks

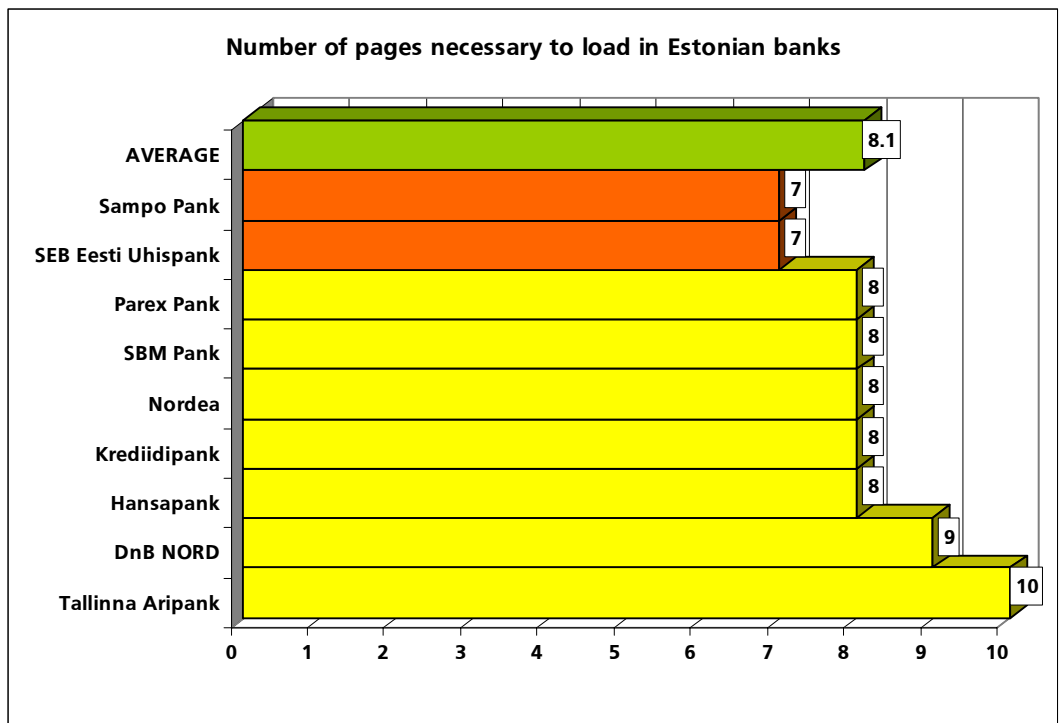


*Lower figures represent better results*

### Commentary

- The IBS of Komercbanka Baltikums requires only 6 pages to load to complete the sequence.
- Putting IBS log in field in the first page of Latvijas Biznesa Banka' public website would optimize its convenience of log in process.
- IBSs of Parex Banka, Nordea, Rietumu Banka and Hipoteku banka have very sophisticated transfer making form and complicated payment confirmation process. All this results in unnecessary pages that are being loaded during the sequence process and decreased convenience in general.

## Estonian Banks



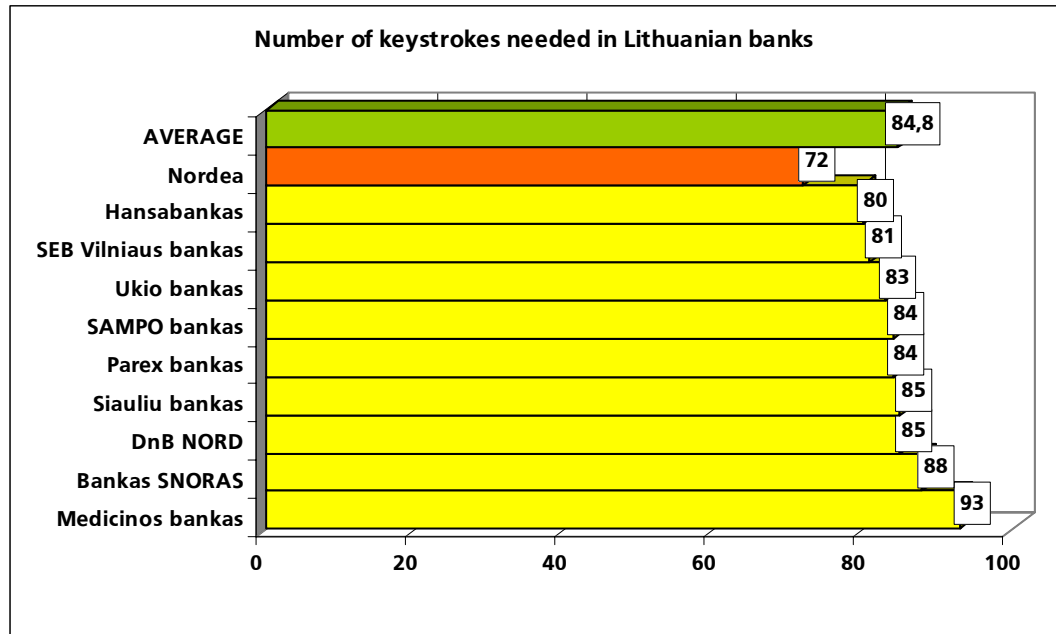
*Lower figures represent better results*

### Commentary

- The IBSs of Sampo Pank and SEB Eesti Uhispank require only 7 pages to load to complete the sequence. Small amount of pages that are necessary to load is explained by the optimized log in procedures at these banks.
- The IBS of Tallinna Aripank requires 10 pages to load to complete the sequence. Large amount of pages is associated with very complicated payment confirmation system.

## 14.5 Number of keystrokes needed

### Lithuanian Banks

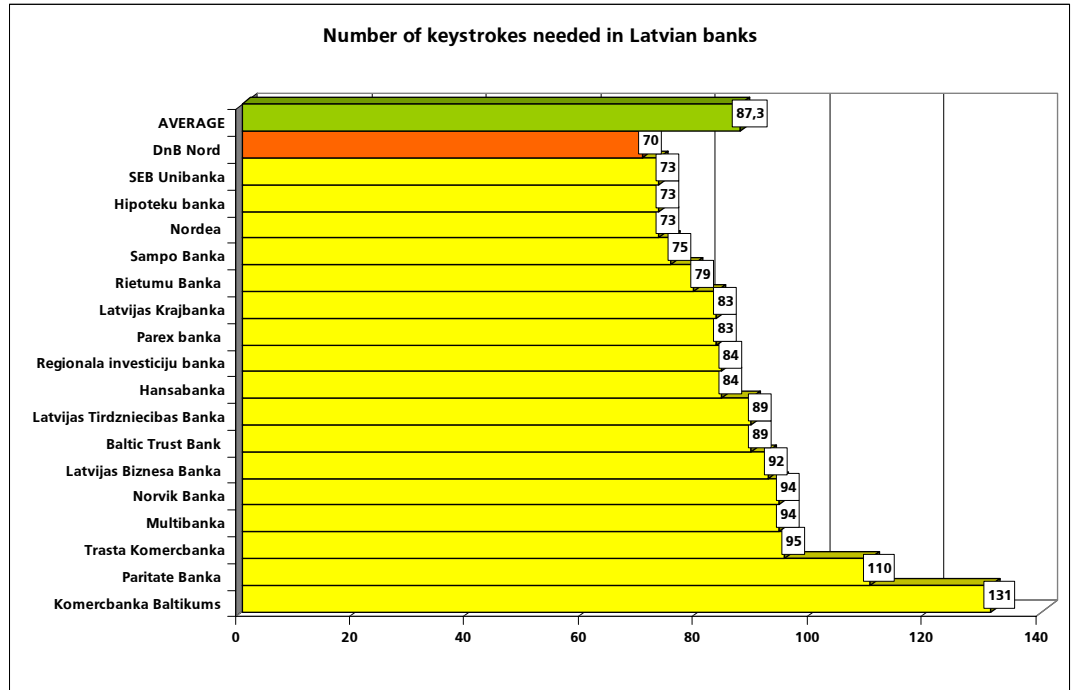


*Lower figures represent better results*

### Commentary

- The smallest amount of keystrokes that is needed to complete the sequence is in Nordea's IBS. This is due to the fact that only 4 digit codes are used for logging in to the IBS, as well as the absence of a permanent password. Besides, when completing a transaction it the field of "the purpose of transaction" is not mandatory.
- To log in to the IBS of Medicinos bankas one has to enter 10 digit long PIN code. And when signing a transaction TAN codes of the same length have to be entered. This considerably affects convenience of the procedure.
- In general, the amount of keystrokes that is necessary to complete the sequence is nearly the same for all Lithuanian banks.

## Latvian Banks



*Lower figures represent better results*

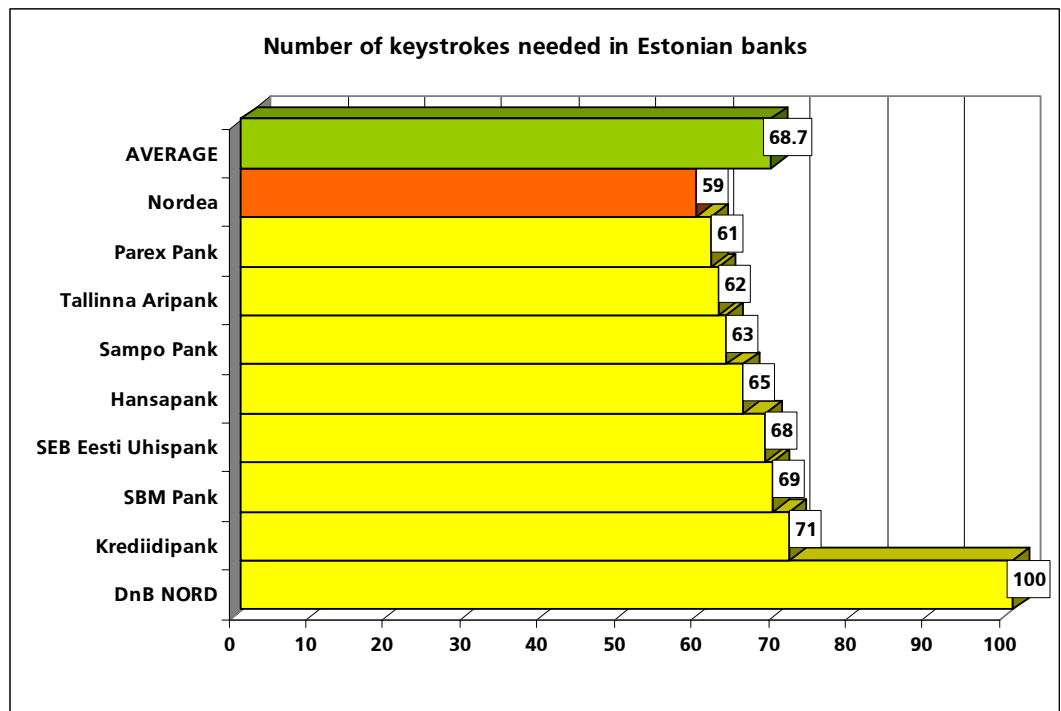
### Commentary

- To execute a local transfer at the IBS of DnB NORD, a user should specify only the amount of money to be sent, the recipient and recipient's account number, therefore only 70 keystrokes are needed to complete the sequence.
- Due to the fact that in the IBS of Komerbanka Baltikums one has to enter 3 different codes from code calculator, it takes 131 keystroke to complete the sequence. To get code for executing of the local transfer user must enter amount, currency, beneficiary and value date:

Payment	
AMOUNT	0
CURRENCY	001
BENEFICIARY	0700
VALUE DATE	30072007
* DigiPass <input type="text"/>	

- Many keystrokes are needed to complete the sequence in case of Paritate Banka's IBS. A user must enter bank's name, the address of recipient and other unnecessary information.

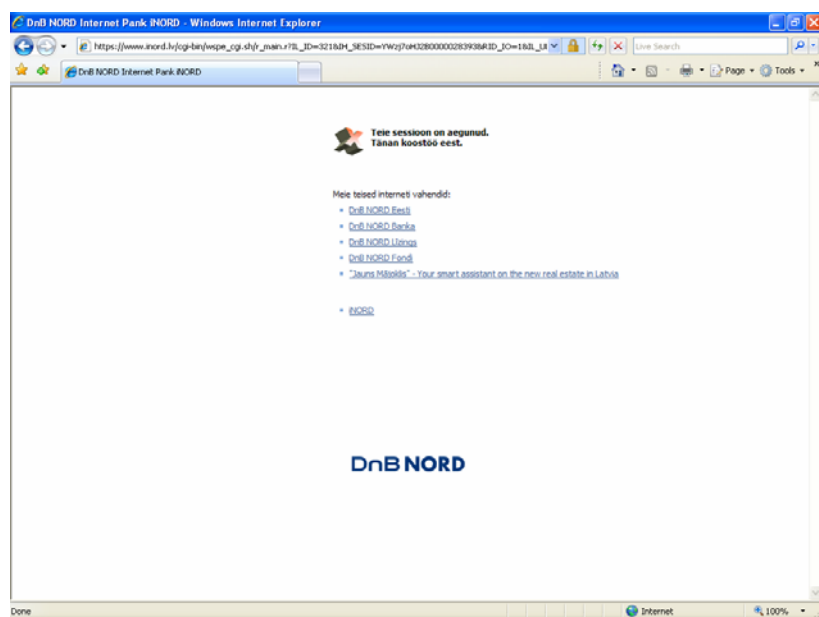
## Estonian Banks



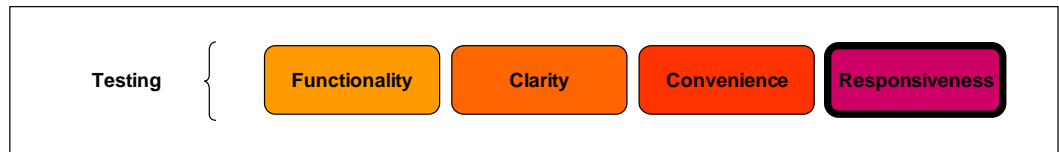
*Lower figures represent better results*

### Commentary

- Due to a very convenient log in process, it takes only 59 keystrokes to complete the sequence in the IBS of Nordea.
- The IBSs of all other banks are rather similar to each other. The small difference (from 59 keystrokes to 71) in the amount of data needed to be entered is caused by different user ID and code length, website address and necessity to enter confirmation codes (Hansapank, SEB Eesti Uhispank).
- Large number of keystrokes in case of DnB NORD can be explained by the technical error which occurs during log – in procedure:



## 15. Customer Service Responsiveness



As described in the Methodology part of the report, the 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 taking into account the typical bank working hours. Bank employees were not expected to answer emails outside the working hours.

Good morning!

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, ...

Sir/Madam,

I have a debit-card from your bank which expires in 2 weeks, but will not 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)
Less than 24 hours	2 points (poor)
More than 24 hours	1 point (very 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.

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.

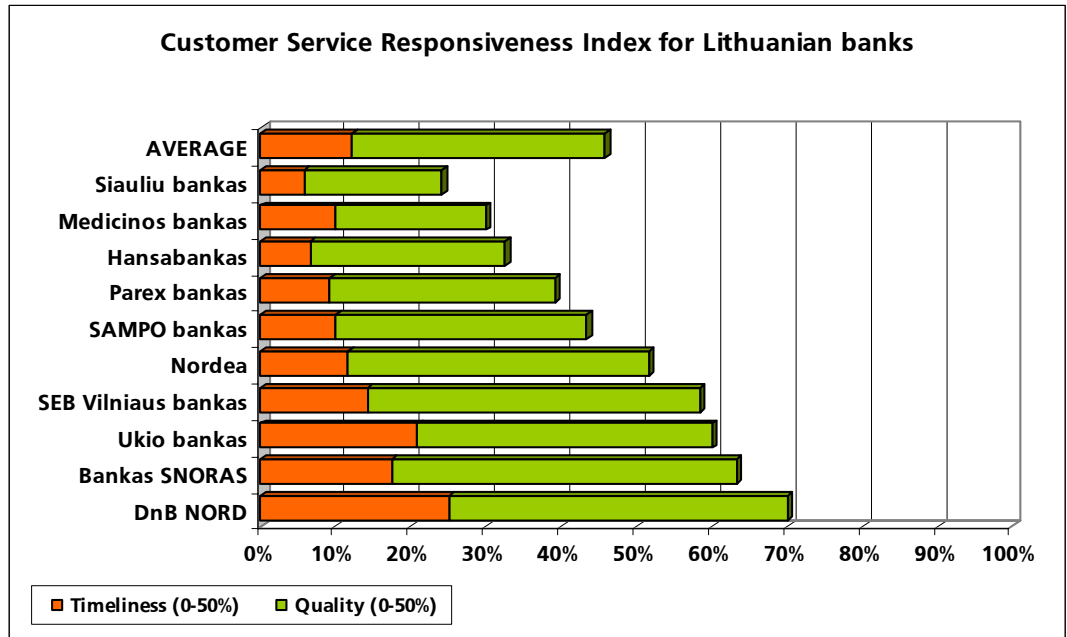
An email with no grammatical mistakes was awarded 1 extra point. Note that replacing special national characters with their Latin equivalents in certain languages (À, Ç, È written as A, C, E) was not counted as a grammatical error.

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

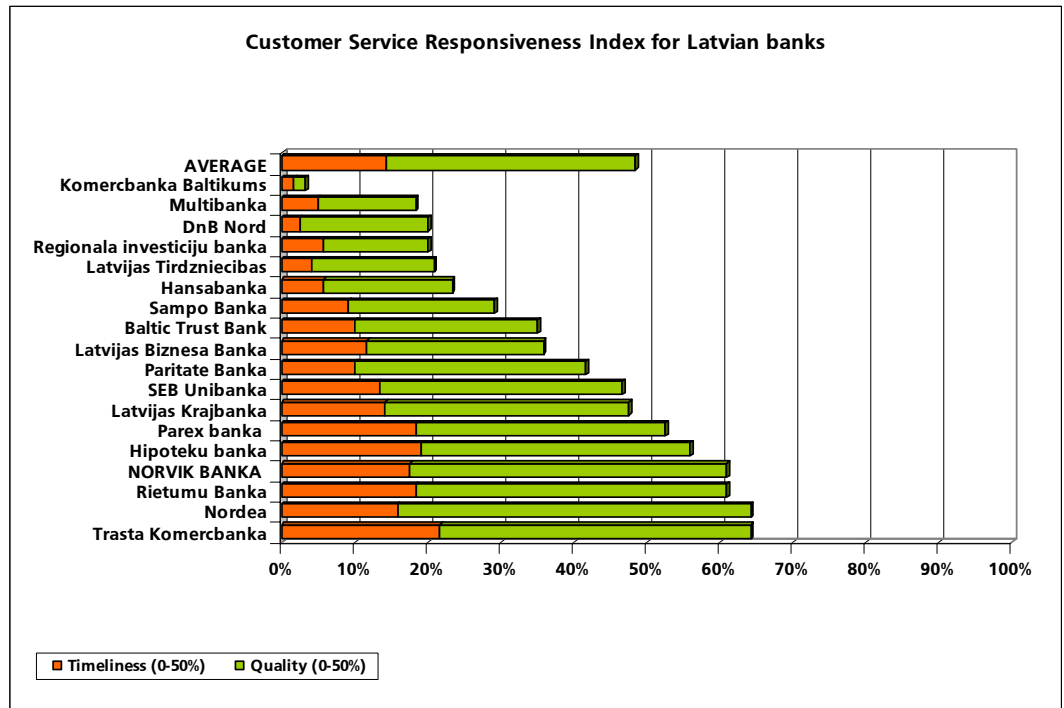
### Lithuanian banks



### Commentary

- Overall average convenience index has decreased for Lithuanian banks by 16% (!). While index for quality as remained approximately the same – 34% (in 2006 – 36%), timeliness has decreased by half, amounting to 12% in 2007. (in 2006 - 25%)
- The average received e-mail number has decreased as well – 8.9 e-mails in 2007. (in 2006 - 10.4)
- Hansabankas has shown unexpected results in this category. Historically being one of the most responsive banks, it has responded only to 7 out of 12 simulated e-mail inquiries. (in 2006 Hansabankas has responded to 11 out of 12 simulated e-mail inquiries)
- The most remarkable drop downs in “Timeliness” category were observed in cases of: Parex bankas – 9% in 2007 (31% in 2006), Hansabankas – 7% in 2007 (23% in 2006) and SAMPO Bankas – 10% in 2007. (28% in 2006)
- Although there were no banks in 2007 that has increased their “Timeliness” rating, there are some remarkable increases in terms of e-mail response quality. The biggest increase of the “Quality” index has been observed in cases of: Bankas SNORAS – 46% in 2007 (28% in 2006), Nordea – 40% in 2007 (32% in 2007).

## Latvian banks

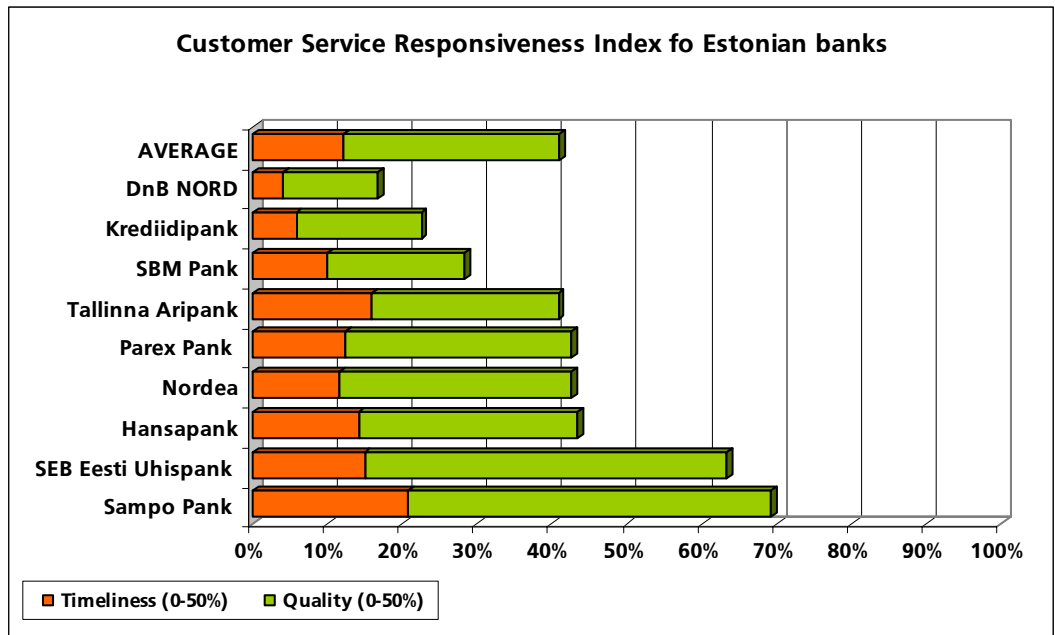


*Higher figures represent better results*

### Commentary

- Komercbanka has responded to only 1 out of 12 simulated e-mail inquiries. In 2006 this bank was much more responsive, providing answers to 10 out of 12 simulated e-mail inquiries.
- The total average customer responsiveness index amounted to 48%, where timeliness of answers appeared to be 14% (out of 50% available) and quality – the remaining 34% (out of 50% available). In the year 2006 the total average customer responsiveness index of Latvian banks was 70%. Just like in Lithuania, Latvian banks have shown 2 times decrease in timeliness of responses.
- Surprisingly, the higher response by Latvian banks was to the simulated e-mail inquiries that were sent not in the working time (e.g. night hours) and during the weekends.
- Being historically one of the banks with the highest timeliness, quality and response figures among the Latvian commercial banks, Hansabank has responded only to 5 out of 12 sent simulated e-mail inquiries. Besides, the replies were received very late and with low response accuracy.
- The most remarkable decline of response timeliness in comparison with the year 2006 testing results was recorded in case of Komercbanka Baltikums – 2% in 2007 (27% - 2006); DnB NORD – 3% in 2007 (33% in 2006); Paritate Banka – 10% in 2007 (32% in 2006).
- Only Trasta Komercbanka, Rietumu Banka and Hipoteku banka has responded to all simulated e-mail inquiries.

## Estonian banks



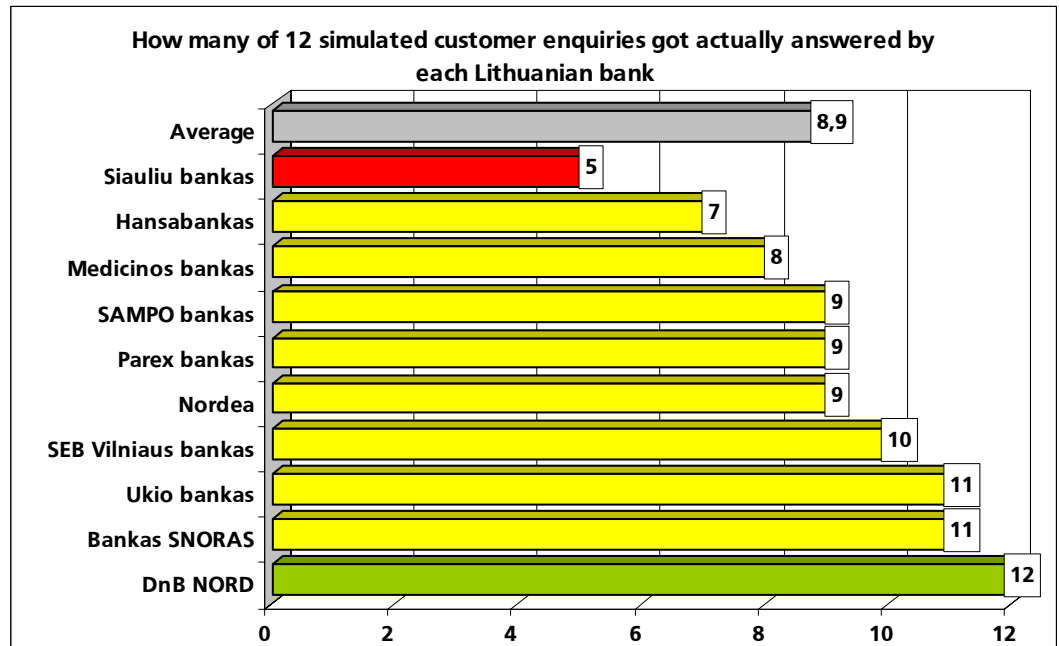
*Higher figures represent better results*

### Commentary

- Only SEB Eesti Uhispank and Sampo Pank have responded to all the simulated e-mail inquiries.
- DnB NORD appeared to be the most unresponsive bank, providing timely answers to only 3 simulated e-mail inquiries.
- Only DnB NORD and Hansapank have provided 100% accurate answers to the inquiries.
- Just like in Lithuania, Hansapank in Estonia has responded to 7 out of 12 simulated e-mail inquiries. In 2006 Hansapank was the only bank in Estonia that has responded to all sent e-mails.

## 15.2 Reaction times

### Lithuanian banks



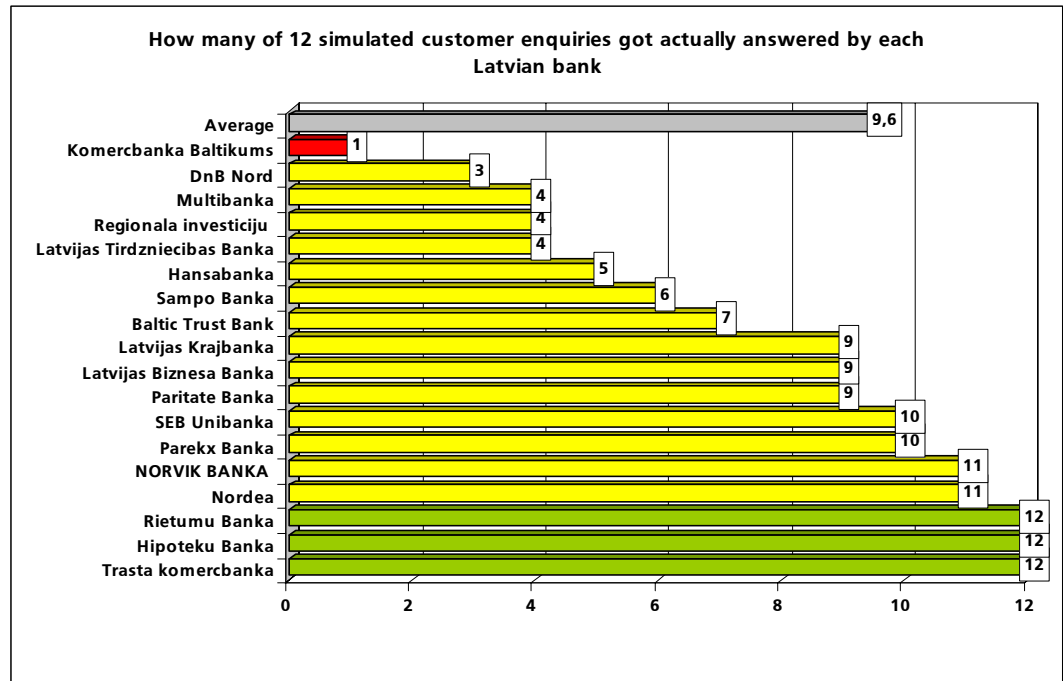
Higher figures represent better results

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
Bankas SNORAS	64:41	46:26	16:10	-	09:36	12:49	01:11	10:28	15:55	19:24	44:41	19:17	11
DnB NORD	63:05	51:17	18:42	00:34	07:58	09:59	00:05	11:04	08:51	00:10	41:46	16:26	12
Hansabankas	-	142:02	-	-	-	58:39	24:06	36:33	13:37	61:52	45:22	-	7
Medicinos bankas	60:04	-	-	18:32	09:28	-	17:26	12:41	78:45	62:30	113:46	-	8
Nordea	58:32	47:00	23:27	21:07	16:27	10:38	-	10:48	-	63:08	44:27	-	9
Parex bankas	60:49	70:55	-	19:57	-	-	20:42	114:54	37:52	68:16	65:17	39:43	9
SAMPO bankas	61:08	49:28	23:57	44:44	10:07	-	20:53	42:04	-	-	46:40	45:53	9
SEB Vilniaus bankas	11:05	00:11	23:39	72:07	-	-	143:21	154:30	153:25	158:12	145:11	19:41	10
Siauliu bankas	59:35	95:41	-	18:51	-	16:01	-	-	-	-	71:21	-	5
Ukio bankas	58:01	47:52	21:29	00:25	08:29	-	00:09	10:23	07:22	63:15	40:48	14:22	11
Average	55:13	61:12	21:14	24:32	10:20	21:37	28:29	44:49	45:06	62:05	65:55	25:53	8,9

- The fastest bank's reaction time was **5 min** in case of DnB NORD.
- SEB Vilniaus bankas had a maximum response time in one case, replying on the simulated client's inquiry in **158 hours and 12 minutes**.
- The average response time for Lithuanian banks appeared to be **38 hours and 52 minutes**.
- Siauliu bankas has responded only to 5 out of 10 simulated e-mail inquiries.

## Latvian banks



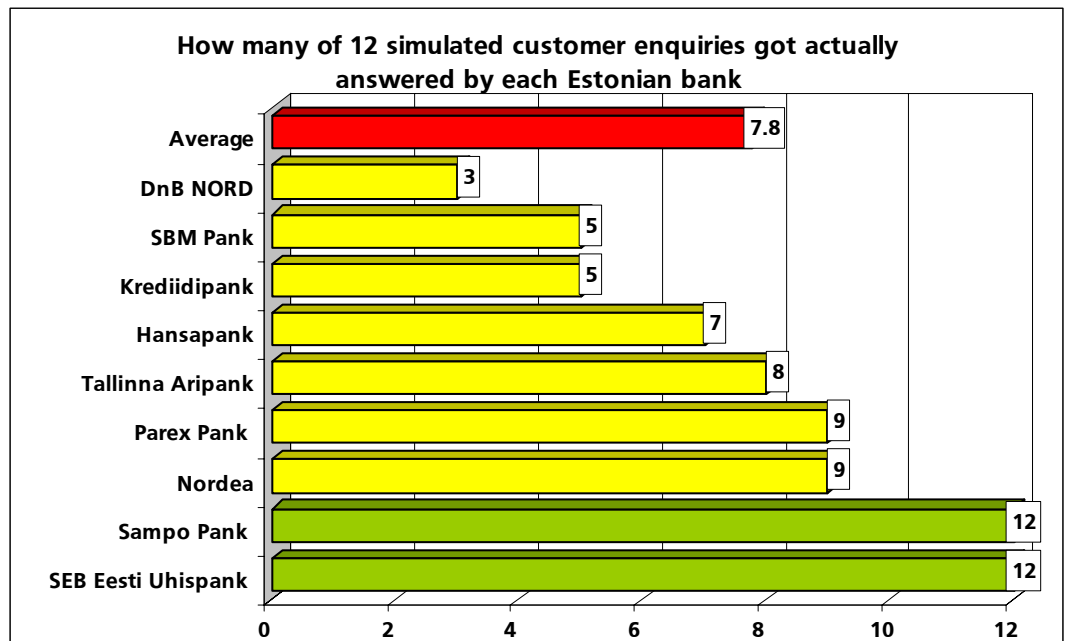
Higher figures represent better results

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

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Answers
Sampo Banka	59:39	-	-	00:33	86:35	69:50	-	19:02	-	-	-	21:33	<b>6</b>
Trasta Komercbanka	61:08	48:38	19:18	00:52	08:51	15:40	00:24	13:38	07:43	63:19	41:43	14:36	<b>12</b>
Parexx Banka	59:36	48:50	17:49	00:54	09:26	16:01	00:30	-	08:05	-	44:12	13:16	<b>10</b>
Hipoteku banka	59:35	47:13	20:49	02:02	08:35	14:57	00:39	12:57	08:57	64:33	42:01	14:15	<b>12</b>
Rietumu Banka	61:39	55:03	25:12	04:52	09:46	19:14	01:24	14:47	11:33	66:36	46:53	16:27	<b>12</b>
SEB Unibanka	65:46	-	26:42	20:26	09:17	22:37	18:59	-	09:10	65:21	47:04	17:53	<b>10</b>
Nordea	18:13	05:29	24:32	45:21	15:45	21:21	-	13:45	09:35	63:20	43:41	16:07	<b>11</b>
Paritate Banka	20:48	76:26	51:24	49:58	66:14	-	-	136:25	14:34	-	72:55	22:17	<b>9</b>
Latvijas Tirdzniecibas Banka	162:48	-	-	164:48	153:19	-	-	-	14:58	-	-	-	<b>4</b>
Latvijas Biznesa Banka	61:04	50:05	21:30	-	09:22	-	24:23	14:02	09:49	-	42:11	14:55	<b>9</b>
Regionala investiciju banka	-	-	-	-	10:09	-	-	15:54	09:12	-	42:33	-	<b>4</b>
NORVIK BANKA	21:55	05:12	42:35	-	10:36	20:41	00:37	13:49	84:19	67:39	68:05	18:23	<b>11</b>
Latvijas Krajbanka	59:46	47:21	18:54	-	13:57	22:12	02:31	-	07:44	142:17	-	20:20	<b>9</b>
DnB Nord	-	-	-	-	158:20	-	122:11	-	-	-	-	24:28	<b>3</b>
Baltic Trust Bank	62:11	50:57	21:26	-	-	15:40	04:03	-	-	65:25	-	15:41	<b>7</b>
Hansabanka	-	73:58	-	-	-	-	50:56	-	10:30	-	46:25	20:48	<b>5</b>
Multibanka	61:11	-	20:10	-	-	-	-	-	08:51	-	49:18	-	<b>4</b>
Komercbanka Baltikums	-	-	-	-	-	-	-	-	-	-	-	18:01	<b>1</b>
Average	59:39	46:17	25:51	32:11	40:43	23:49	20:36	28:15	15:21	74:48	48:55	17:56	<b>9.6</b>

- The fastest bank's reaction time was **24 min** and was observed in one case with Trasta Komercbanka.
- Latvijas Tirdzniecibas Banka had a maximum response time in one case, replying on the simulated client's inquiry in **164 hours and 48 minutes**.
- The average response time for Latvian banks appeared to be **36 hours and 12 minutes**.
- Komercbanka Baltikums has replied only to 1 out of 12 sent simulated e-mail inquiries.
- Hipoteku banka and Rietumu Banka have responded to all simulated e-mail inquiries.

## 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
Hansapank	11:54	00:21	17:21	03:07	-	-	42:24	17:37	10:29	-	-	-	7
SEB Eesti Uhispank	61:52	52:14	18:25	50:46	154:20	46:53	00:47	38:28	09:31	65:40	47:48	14:35	12
Krediidipank	60:32	47:24	-	-	-	-	-	14:35	10:26	88:59	-	-	5
Nordea	60:19	47:28	19:03	44:54	-	16:12	20:00	17:12	17:48	64:11	-	-	9
Sampo Pank	16:40	48:35	20:45	00:41	11:37	22:08	01:20	15:11	09:48	62:56	49:23	22:04	12
SBM Pank	-	-	17:17	-	-	-	00:26	37:02	09:51	-	-	14:28	5
Tallinna Aripank	60:08	-	117:44	00:23	12:40	-	00:50	13:36	08:45	-	-	21:10	8
DnB NORD	-	-	-	-	-	14:46	-	-	-	66:38	-	18:26	3
Parex Pank	60:03	46:55	18:10	19:24	09:15	62:37	18:20	-	08:53	-	-	16:33	9
Average	47:21	40:29	32:40	19:52	46:58	32:31	12:01	21:57	10:41	69:40	48:35	17:52	7.8

- The fastest bank's reaction time was **21 min** and was observed in one case with Hansapank.
- SEB Eesti Uhispank had a maximum response time in one case, replying on the simulated client's inquiry in **154 hours and 20 minutes**.
- The average response time for Estonian banks appeared to be **33 hours and 23 minutes**.
- Sampo Pank and SEB Eesti Uhispank have managed to respond to all simulated e-mail inquiries.
- DnB NORD has responded only to 3 out of 12 simulated e-mail inquiries.

## 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	2	1	2	-	1	1	2	2	2	2	2	2	1.73
DnB NORD	2	0	2	1	1	2	2	1	2	2	2	2	1.58
Hansabankas	-	2	-	-	-	1	2	2	2	2	2	-	1.86
Medicinos bankas	2	-	-	2	2	-	2	2	1	2	0	-	1.63
Nordea	2	2	2	2	2	2	-	2	-	2	2	-	2.00
Parex bankas	2	1	-	1	-	-	2	0	2	2	2	2	1.56
SAMPO bankas	2	2	2	2	2	-	2	2	-	-	2	1	1.89
SEB Vilniaus bankas	2	2	2	2	-	-	2	2	2	2	2	2	2.00
Siauliu bankas	2	0	-	2	-	2	-	-	-	-	2	-	1.60
Ukio bankas	1	2	1	2	1	-	2	2	2	0	2	2	1.55

**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	1	1	1.00
DnB NORD	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Hansabankas	-	1	-	-	-	1	1	1	1	1	1	-	1.00
Medicinos bankas	0	-	-	0	0	-	0	1	0	0	0	-	0.13
Nordea	1	1	1	1	1	1	-	1	-	1	1	-	1.00
Parex bankas	1	1	-	1	-	-	1	1	1	1	1	1	1.00
SAMPO bankas	1	1	1	1	1	-	1	1	-	-	1	1	1.00
SEB Vilniaus bankas	1	1	1	1	-	-	1	1	1	1	1	1	1.00
Siauliu bankas	1	1	-	1	-	1	-	-	-	-	1	-	1.00
Ukio bankas	1	1	1	1	1	-	1	1	1	1	1	1	1.00

**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	1	1	1.00
DnB NORD	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Hansabankas	-	1	-	-	-	1	1	1	1	1	1	-	1.00
Medicinos bankas	1	-	-	1	1	-	1	1	1	1	1	-	1.00
Nordea	1	1	1	1	1	1	-	1	-	1	1	-	1.00
Parex bankas	1	1	-	1	-	-	1	1	1	1	1	1	1.00
SAMPO bankas	1	1	1	1	1	-	1	1	-	-	1	1	1.00
SEB Vilniaus bankas	1	1	1	1	-	-	1	1	1	1	1	1	1.00
Siauliu bankas	1	1	-	1	-	1	-	-	-	-	1	-	1.00
Ukio bankas	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	1	0	-	1	1	1	1	1	1	0	1	0.82
DnB NORD	1	1	1	1	1	1	1	1	1	1	0	1	0.92
Hansabankas	-	0	-	-	-	1	1	0	1	1	0	-	0.57
Medicinos bankas	0	-	-	0	1	-	0	1	0	0	0	-	0.25
Nordea	1	1	1	1	1	1	-	1	-	0	0	-	0.78
Parex bankas	1	1	-	0	-	-	1	0	0	0	0	1	0.44
SAMPO bankas	1	0	0	1	1	-	1	1	-	-	0	0	0.56
SEB Vilniaus bankas	1	1	0	1	-	-	1	1	1	1	0	1	0.80
Siauliu bankas	1	1	-	1	-	1	-	-	-	-	0	-	0.80
Ukio bankas	1	0	1	1	1	-	0	1	1	1	0	1	0.73

- Nordea and SEB Vilniaus bankas provided 100% "Accurate" answers to the sent simulated customer inquiries.
- All banks except Medicinos bankas provided contact information in their answers.
- All banks in Lithuania received average "Politeness score" equal to 100 %.
- Medicinos bankas received average "Grammar score" equal to 0.25, which is the lowest result in Lithuania.

## 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
Sampo Banka	2	-	-	1	1	2	-	1	-	-	-	2	1.50
Trasta komercbanka	2	1	1	2	1	1	1	1	2	2	1	1	1.33
Parex Banka	2	1	2	2	0	2	2	-	1	-	2	2	1.60
Hipoteku banka	1	0	1	1	1	2	1	1	2	1	0	2	1.08
Rietumu Banka	2	2	2	1	2	1	2	2	2	1	2	1	1.67
SEB Unibanka	2	-	2	2	2	1	2	-	2	1	2	1	1.70
Nordea	2	2	2	1	1	2	-	2	2	2	2	2	1.82
Paritate Banka	2	1	2	1	0	-	-	1	2	-	1	2	1.33
Latvijas Tirdzniecības Banka	0	-	-	1	2	-	-	-	2	-	-	-	1.25
Latvijas Biznesa Banka	1	1	2	-	1	-	1	1	1	-	0	0	0.89
Regionāla investīciju banka	-	-	-	-	2	-	-	1	2	-	2	-	1.75
NORVIK BANKA	2	2	2	-	2	2	1	2	2	2	2	2	1.91
Latvijas Krajbanka	2	1	2	-	2	2	2	-	1	2	-	1	1.67
DnB Nord	-	-	-	-	1	-	2	-	-	-	-	1	1.33
Baltic Trust Bank	2	1	2	-	-	2	2	-	-	2	-	2	1.86
Hansabanka	-	2	-	-	-	-	2	-	2	-	0	1	1.40
Multibanka	2	-	1	-	-	-	-	-	2	-	2	-	1.75
Komercbanka Baltikums	-	-	-	-	-	-	-	-	-	-	-	1	1.00

**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
Sampo Banka	1	-	-	1	0	1	-	1	-	-	-	1	0.83
Trasta komercbanka	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Parex Banka	1	1	0	0	1	1	0	-	1	-	0	1	0.60
Hipoteku banka	1	1	1	1	0	0	1	1	1	1	0	1	0.75
Rietumu Banka	1	1	1	1	0	1	1	0	1	0	1	1	0.75
SEB Unibanka	1	-	1	0	0	0	0	-	0	0	0	1	0.30
Nordea	1	1	1	1	1	1	-	1	1	1	1	1	1.00
Paritate Banka	1	1	1	1	1	-	-	1	1	-	1	1	1.00
Latvijas Tirdzniecības Banka	1	-	-	1	1	-	-	-	1	-	-	-	1.00
Latvijas Biznesa Banka	1	1	1	-	1	-	1	1	1	-	0	1	0.89
Regionāla investīciju banka	-	-	-	-	1	-	-	1	1	-	1	-	1.00
NORVIK BANKA	1	1	1	-	1	1	1	1	1	1	1	1	1.00
Latvijas Krajbanka	1	1	1	-	1	1	1	-	1	1	-	1	1.00
DnB Nord	-	-	-	-	1	-	1	-	-	-	-	1	1.00
Baltic Trust Bank	1	1	1	-	-	0	0	-	-	1	-	1	0.71
Hansabanka	-	1	-	-	-	-	1	-	1	-	1	0	0.80
Multibanka	1	-	1	-	-	-	-	-	1	-	0	-	0.75
Komercbanka Baltikums	-	-	-	-	-	-	-	-	-	-	-	0	0.00

**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
Sampo Banka	1	-	-	1	1	0	-	1	-	-	-	1	0.83
Trasta komercbanka	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Parex Banka	1	1	1	1	1	1	1	-	1	-	1	1	1.00
Hipoteku banka	1	1	1	1	1	1	1	1	1	0	1	1	0.92
Rietumu Banka	1	1	1	1	1	1	1	1	1	1	1	1	1.00
SEB Unibanka	1	-	1	1	1	1	1	-	1	1	1	1	1.00
Nordea	1	1	1	1	1	1	-	1	1	1	1	1	1.00
Paritate Banka	1	1	1	1	1	-	-	1	1	-	1	1	1.00
Latvijas Tirdzniecības Banka	0	-	-	1	1	-	-	-	1	-	-	-	0.75
Latvijas Biznesa Banka	0	1	1	-	1	-	1	1	1	-	0	0	0.67
Regionāla investīciju banka	-	-	-	-	0	-	-	1	0	-	1	-	0.50
NORVIK BANKA	1	1	1	-	1	1	1	1	1	1	1	1	1.00
Latvijas Krajbanka	1	1	1	-	1	1	1	-	1	1	-	1	1.00
DnB Nord	-	-	-	-	1	-	0	-	-	-	-	1	0.67
Baltic Trust Bank	1	0	1	-	-	1	1	-	-	1	-	1	0.86
Hansabanka	-	1	-	-	-	-	1	-	1	-	1	1	1.00
Multibanka	1	-	0	-	-	-	-	-	1	-	1	-	0.75
Komercbanka Baltikums	-	-	-	-	-	-	-	-	-	-	-	0	0.00

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

Bank \ Email	1	2	3	4	5	6	7	8	9	10	11	12	Average
Sampo Banka	1	-	-	1	1	0	-	1	-	-	-	1	0.83
Trasta komercbanka	1	1	0	1	1	1	1	1	1	1	1	1	0.92
Parex Banka	1	1	0	1	1	1	1	-	1	-	1	1	0.90
Hipoteku banka	1	1	0	1	1	1	1	1	1	1	1	1	0.92
Rietumu Banka	1	1	0	1	1	1	1	0	1	1	1	1	0.83
SEB Unibanka	1	-	1	1	1	1	1	-	1	1	1	1	1.00
Nordea	1	1	1	1	1	1	-	1	1	1	1	1	1.00
Paritate Banka	1	1	1	1	1	-	-	0	1	-	1	1	0.89
Latvijas Tirdzniecības Banka	1	-	-	1	1	-	-	-	1	-	-	-	1.00
Latvijas Biznesa Banka	0	1	0	-	1	-	1	1	1	-	1	1	0.78
Regionāla investīciju banka	-	-	-	-	1	-	-	1	1	-	1	-	1.00
NORVIK BANKA	0	1	0	-	1	1	1	1	1	1	1	1	0.82
Latvijas Krajbanka	1	1	0	-	0	1	1	-	1	1	-	1	0.78
DnB Nord	-	-	-	-	1	-	1	-	-	-	-	1	1.00
Baltic Trust Bank	1	1	0	-	-	1	1	-	-	1	-	1	0.86
Hansabanka	-	1	-	-	-	-	1	-	1	-	1	1	1.00
Multibanka	1	-	0	-	-	-	-	-	1	-	1	-	0.75
Komercbanka Baltikums	-	-	-	-	-	-	-	-	-	-	-	1	1.00

- Komercbanka Baltikums has responded only on 1 out of 12 sent simulated inquiries. The answer to this one e-mail was rather "impolite".
- Only 4 out of 18 banks received average "Grammar" score equal to 1.00.
- NORVIK BANKA has showed very good practice by providing customers with accurate answers - 11 out of 12 inquiries.
- Latvian banks have responded to 80% of sent simulated e-mail enquires. This result is the best in the Baltic States. Percentage of responded simulated client inquiries in Lithuania is 74.1% and for Estonia – 65%.

## 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	2	2	2	-	-	2	2	2	-	-	-	2.00
SEB Eesti Uhispank	2	2	1	2	2	2	2	2	2	2	2	2	1.92
Krediidipank	2	1	-	-	-	-	-	2	0	2	-	-	1.40
Nordea	2	1	2	2	-	2	2	1	2	2	-	-	1.78
Sampo Pank	2	2	2	2	2	2	2	2	2	1	2	1	1.83
SBM Pank	-	-	1	-	-	-	2	0	2	-	-	2	1.40
Tallinna Aripank	2	-	0	1	2	-	2	2	0	-	-	1	1.25
DnB NORD	-	-	-	-	-	2	-	-	-	2	-	2	2.00
Parex Pank	2	1	1	2	2	2	2	-	2	-	-	2	1.78

**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	1	1	1	-	-	1	1	1	-	-	-	1.00
SEB Eesti Uhispank	1	1	1	1	1	1	1	0	1	1	1	1	0.92
Krediidipank	0	0	-	-	-	-	-	1	1	1	-	-	0.60
Nordea	0	0	0	1	-	0	1	1	1	0	-	-	0.44
Sampo Pank	1	1	1	1	1	1	1	1	1	1	1	1	1.00
SBM Pank	-	-	1	-	-	-	1	1	1	-	-	1	1.00
Tallinna Aripank	0	-	0	1	1	-	0	1	1	-	-	0	0.50
DnB NORD	-	-	-	-	-	1	-	-	-	1	-	1	1.00
Parex Pank	0	0	0	0	0	0	0	-	1	-	-	1	0.22

**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	-	-	-	1.00
SEB Eesti Uhispank	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Krediidipank	1	1	-	-	-	-	-	1	1	1	-	-	1.00
Nordea	1	1	1	1	-	1	1	1	1	1	-	-	1.00
Sampo Pank	1	1	1	1	1	1	1	1	1	1	1	1	1.00
SBM Pank	-	-	1	-	-	-	1	1	1	-	-	1	1.00
Tallinna Aripank	1	-	1	1	1	-	1	1	1	-	-	1	1.00
DnB NORD	-	-	-	-	-	1	-	-	-	1	-	1	1.00
Parex Pank	1	1	1	1	1	1	1	-	1	-	-	1	1.00

**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	-	-	-	1.00
SEB Eesti Uhispank	1	1	1	1	1	1	1	1	1	1	1	1	1.00
Krediidipank	1	1	-	-	-	-	-	1	1	1	-	-	1.00
Nordea	1	1	1	0	-	1	1	1	1	1	-	-	0.89
Sampo Pank	1	1	1	1	1	1	1	1	1	1	1	1	1.00
SBM Pank	-	-	1	-	-	-	1	1	1	-	-	1	1.00
Tallinna Aripank	1	-	1	1	1	-	1	1	1	-	-	1	1.00
DnB NORD	-	-	-	-	-	1	-	-	-	1	-	1	1.00
Parex Pank	1	1	1	1	1	1	1	-	1	-	-	1	1.00

- Only Nordea received average "Grammar" score less than 1.00
- All Estonian banks provided "polite" answers on the sent simulated customer inquiries.
- Hansapank and DnB NORD have provided 100% accurate answers to sent customer inquiries.
- Banks in Estonia provided very general and vague answers to the sent simulated customer inquiries.

## 16. 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 second 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	3) Information
2) Functionality	4) Security

**Subscription and service management** subcategory analyses service accessibility, activation and deactivation possibilities.

**Functionality** subcategory evaluates banking 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 subjectively perceived security measures of mobile banking communication channels.

### Testing process

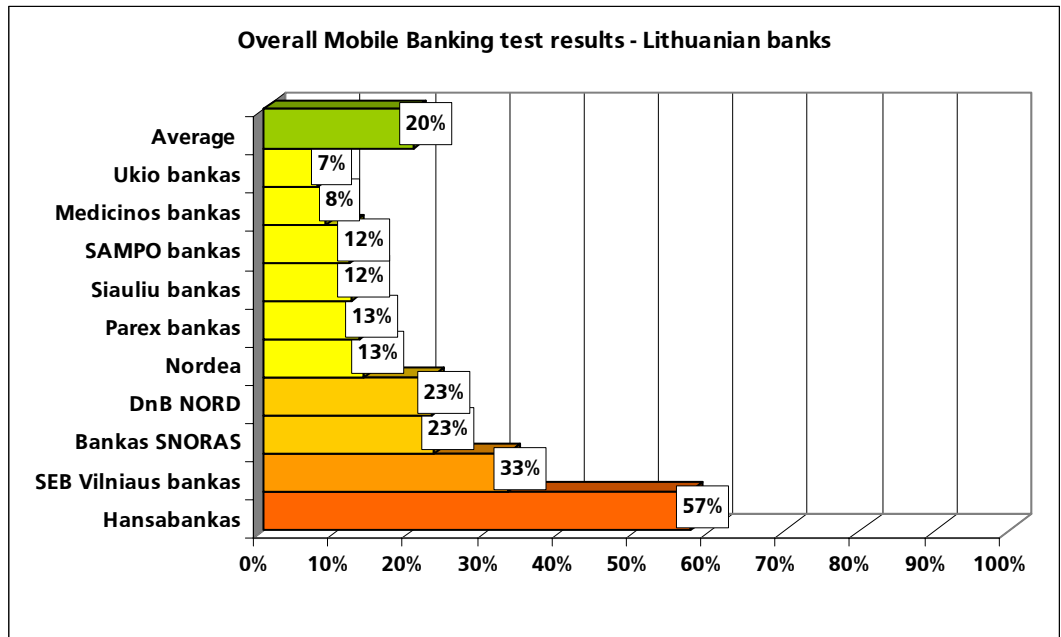
All four covered mobile communication channels were tested according to the same criteria set. This comes from the assumption that mobility can be ensured when means of communication with a bank are substitutes to each other. This way user is not limited to a particular technology or communication channel, 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.

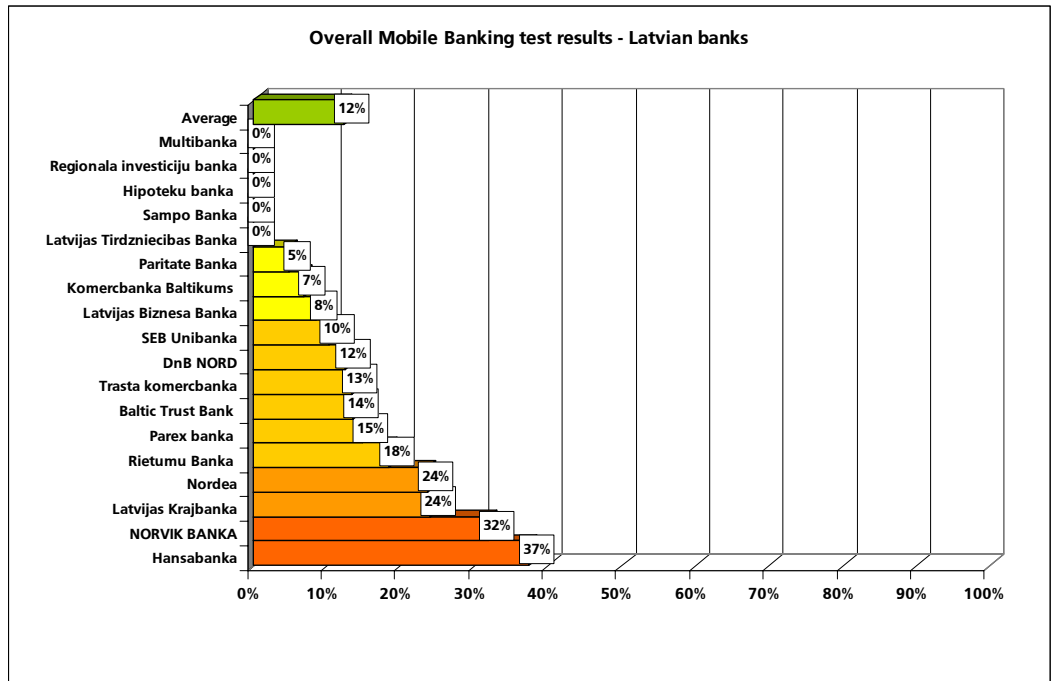
## 16.1 Overall results of mobile banking test

### Lithuanian banks



Higher figures represent better results

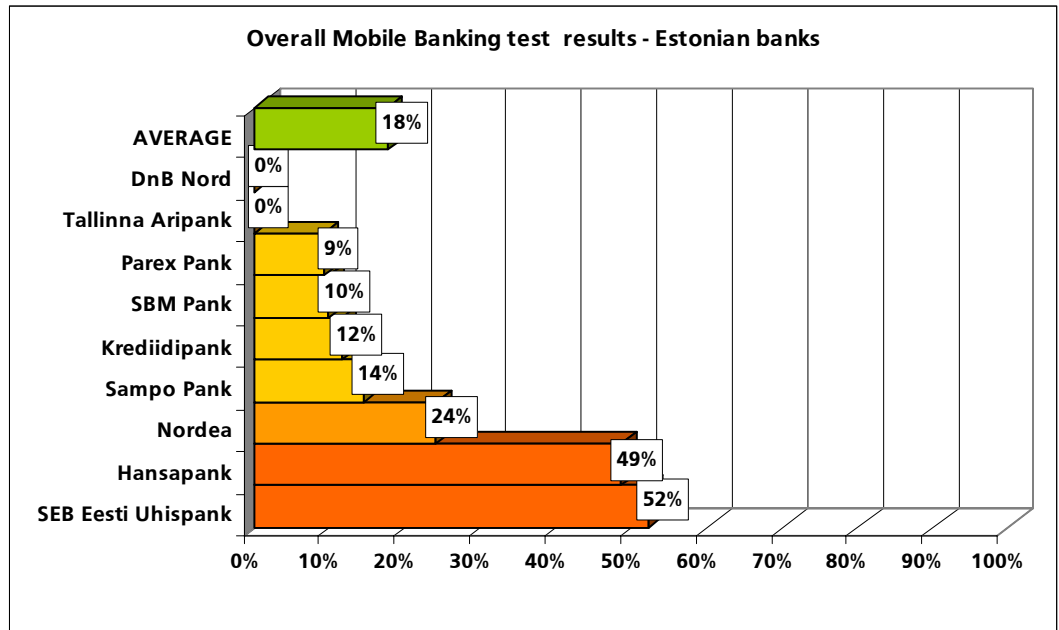
## Latvian banks



*Higher figures represent better results*



## Estonian banks



*Higher figures represent better results*

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## 16.2 WAP banking

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Testing results showed that WAP banking area is still underdeveloped in all the three Baltic States, and at the moment being present in 3 out of 10 tested banks in Lithuania, 2 out of 18 tested banks in Latvia, and in 3 out of 9 banks tested in Estonia.

Meanwhile, positive signs can be seen in Lithuania. Namely, in 2007 SEB Vilniaus bankas and Nordea have introduced WAP banking. These two banks at the moment are offering approximately the same range of services, which is offered by Hansabankas.

Looking at Latvian mobile banking market, it can be seen that Nordea has improved its result by 10%. However, it must be admitted that the main difference between Nordea's and Hansabanka's mobile banking is not in the functionality provided, but in the provision of information in the public websites. Nordea's WAP banking channel, having nearly the same functionality as Hansabanka's one, is much better described in the public website.

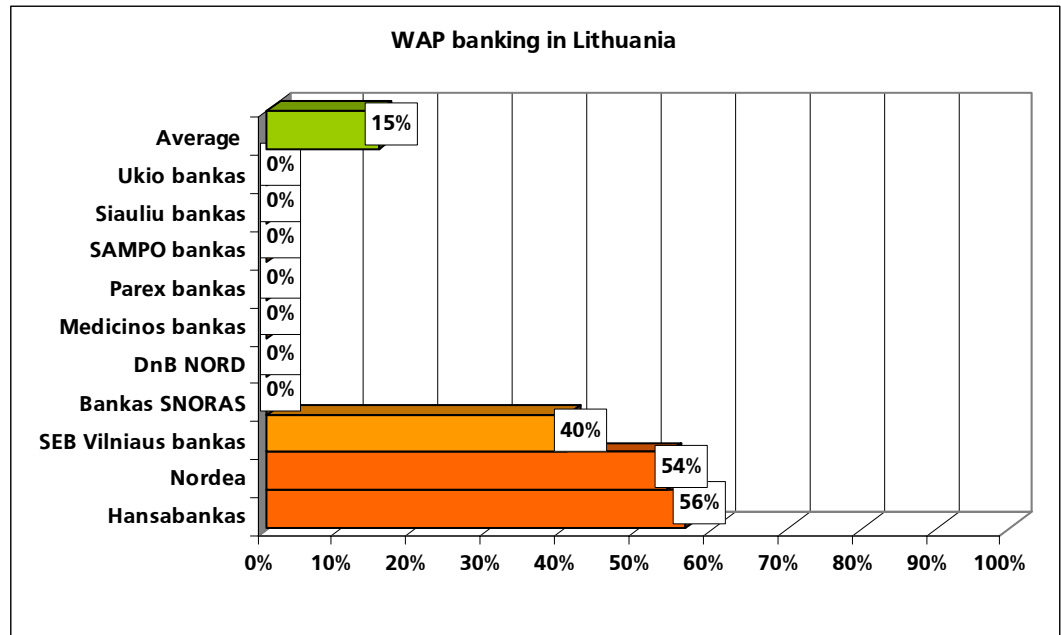
Due to the new criteria introduction, the average WAP banking scores in Estonia have decreased.

It is rather strange that SEB group's banks are offering WAP banking in Lithuania and Estonia but are not offering such service in Latvia.

It must also be admitted that in general the design of WAP banks is not completely developed. The quality of navigation should be improved, since in many cases it is rather difficult to navigate through the menus.

In some cases it was observed that WAP banks are sort of a "small copies" of the internet banking systems. It is not a good trend, because too much unnecessary information is loaded and is being displayed. This information is applicable for the internet banking system but is absolutely inapplicable for the WAP banking system due to its capacity.

## Lithuanian banks



Higher figures represent better results

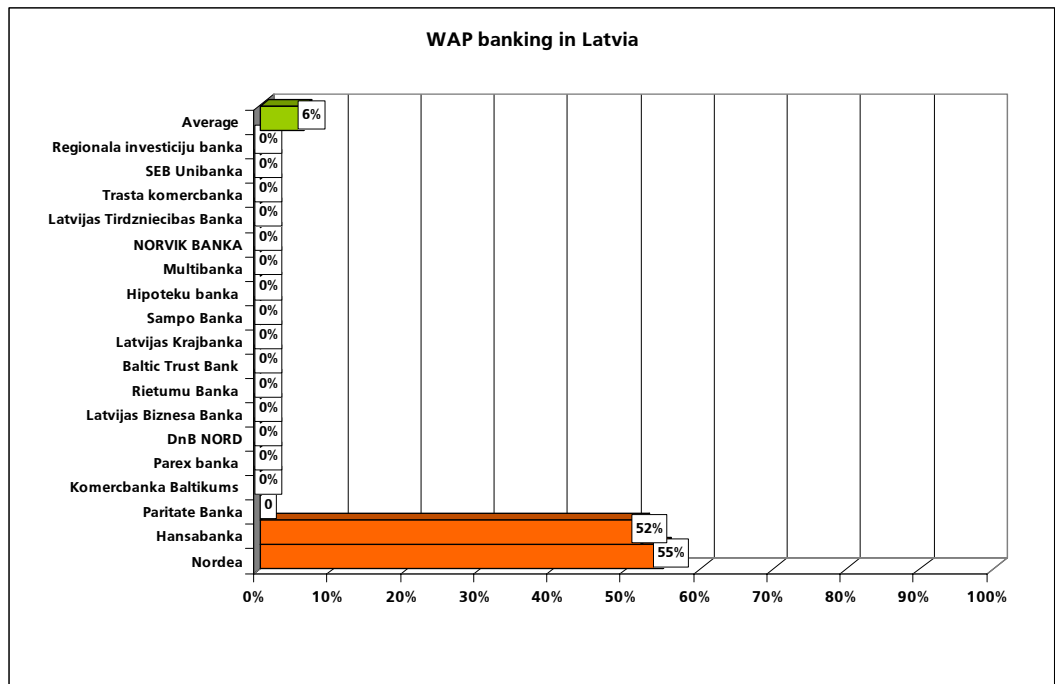
## Detailed testing results

Criteria	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
<b>Subscription &amp; Service Management</b>										
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	-	-	+	-	-	-	-	-	-	-
Service is available 24 / 7	-	-	+	-	+	-	-	+	-	-
<b>Transactional Functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
It is possible to create a local money transfer template	-	-	-	-	-	-	-	+	-	-
It is possible to create an international money transfer template	-	-	-	-	-	-	-	-	-	-
It is possible to cancel money transfer	-	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

Criteria	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
<b>Informational functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Reporting Functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-	-
Reminder on approaching payment card expiration date	-	-	-	-	-	-	-	-	-	-
Possibility to customize reminders	-	-	-	-	-	-	-	-	-	-
<b>Other functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Information</b>										
Service description available on the public website	-	-	+	-	+	-	-	+	-	-
Service commands are described on the public website	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
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	-	-	-	-	-	-	-	-	-	-
<b>Security</b>										
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

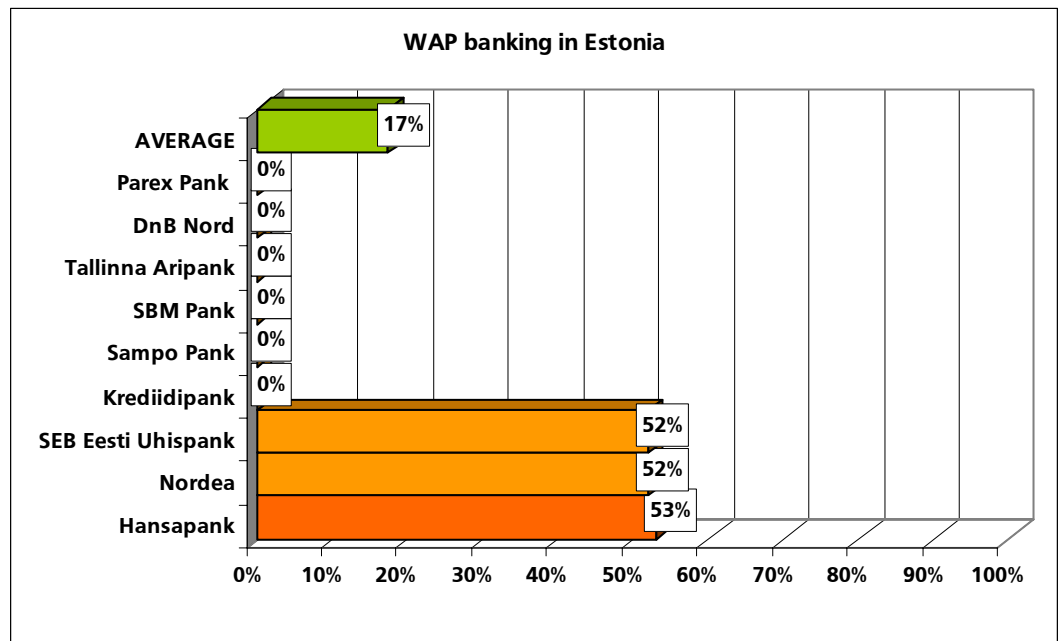
## Detailed testing results

Criteria	Nordea	Komercbanka Baltikums	Paritate Banka	Parex banka	DnB NOR	Latvijas Biznesa Banka	Rietumu Banka	Baltic Trust Bank	Sampo Banka	Hipoteku banka	Latvijas Krajbanka	Multibanka	NORVIK BANKA	Latvijas Tirdzniecības Banka	Trasta komercbanka	Hansabanka	SEB Unibanka	Regionala investiciju banka
<b>Subscription &amp; Service Management</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-
Service is available 24 / 7	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-
<b>Transactional Functionality</b>																		
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	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to create a local money transfer template	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to create an international money transfer template	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to cancel money transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

Criteria	Nordea	Komerbanka Baltikums	Paritate Banka	Parex banka	DnB NOR	Latvijas Biznesa Banka	Rietumu Banka	Baltic Trust Bank	Sampo Banka	Hipoteku banka	Latvijas Krajbanka	Multibanka	NORVIK BANKA	Latvijas Tirzniecibas Banka	Trasta komercbanka	Hansabanka	SEB Unibanka	Regionala investiciju banka
<b>Informational functionality</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Reporting Functionality</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reminder on approaching payment card expiration date	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Possibility to customize reminders	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Other functionality</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Information</b>																		
Service description available on the public website	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service commands are described on the public website	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Security</b>																		
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

## Detailed testing results

Criteria	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB Nord	Parex Pank
<b>Subscription &amp; Service Management</b>									
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	+	-	-	-	-	-	-	-	-
Service is available 24 / 7	+	+	-	+	-	-	-	-	-
<b>Transactional Functionality</b>									
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	+	+	-	-	-	-	-	-	-
It is possible to create a local money transfer template	+	+	-	+	-	-	-	-	-
It is possible to create an international money transfer template	+	+	-	+	-	-	-	-	-
It is possible to cancel money transfer	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

Criteria	Hansapank	SEB Eesti	Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB Nord	Parex Pank
<b>Informational functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Reporting Functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-	-
Reminder on approaching payment card expiration date	-	-	-	-	-	-	-	-	-	-
Possibility to customize reminders	-	-	-	-	-	-	-	-	-	-
<b>Other functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Information</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Security</b>										
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	+	+	-	+	-	-	-	-	-	-



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## 16.3 SMS banking

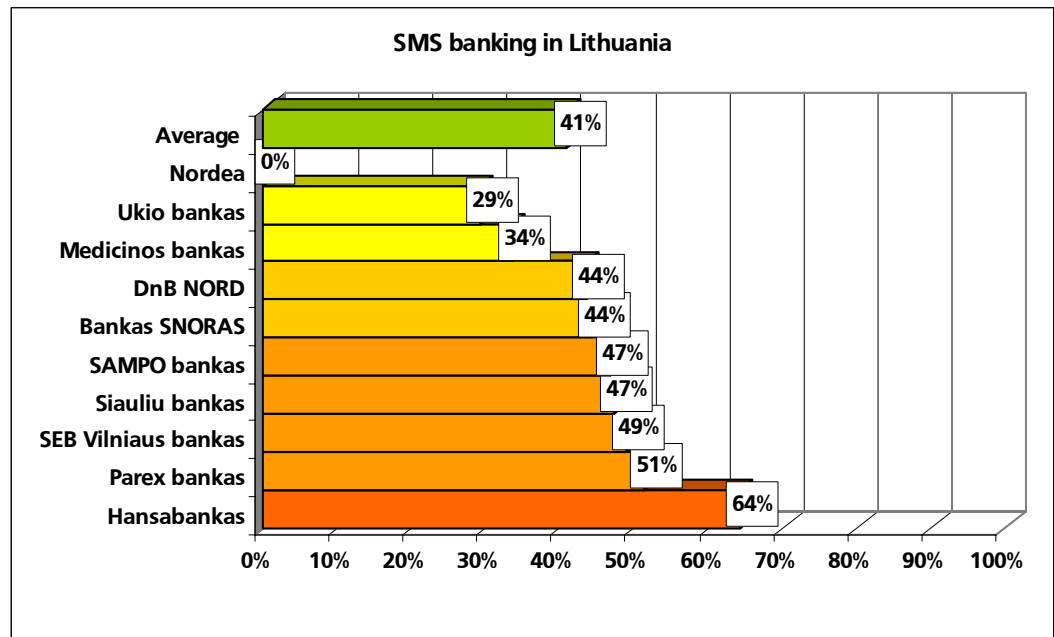
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In the year 2007 changes have taken place in the SMS banking area in all the three Baltic States. Namely, in Latvia and Lithuania the number of banks, which are offering such services has increased. The average mobile banking score has improved by 5%. Opposite trend can be observed in Estonia, where the amount of banks, which are offering SMS banking service has decreased (Sampo Pank at the time of the testing was not offering SMS banking).

The significant improvement in the SMS banking average score for Lithuanian banks is mainly associated with the increase in the result of Hansabankas (it has improved by 19%). This bank at the moment is offering the broadest range of services among all the Baltic banks.

Hansabanka is also the clear leader in the Latvian SMS banking sector. However, the amount of banks, which are offering at least some reporting functions, has significantly increased.

## Lithuanian banks



Higher figures represent better results

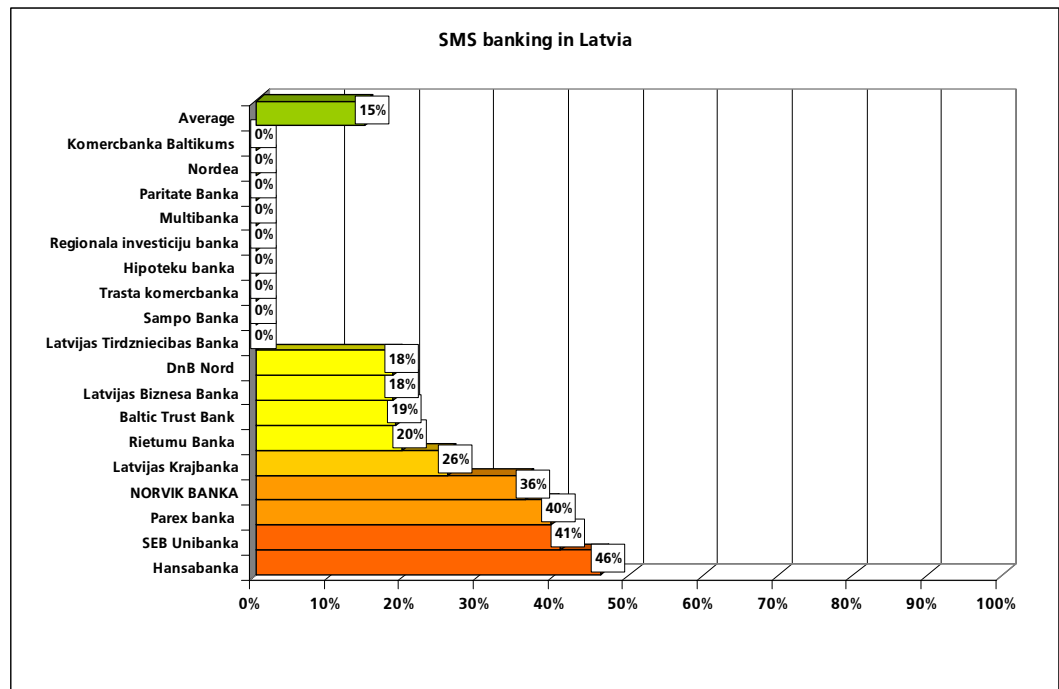
## Detailed testing results

Criteria	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
<b>Subscription &amp; Service Management</b>										
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	-	-	+	-	-	+	-	+	+	-
Service is available 24 / 7	+	+	+	+	-	+	+	+	+	+
<b>Transactional Functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
It is possible to create a local money transfer template	-	-	-	-	-	-	-	-	-	-
It is possible to create an international money transfer template	-	-	-	-	-	-	-	-	-	-
It is possible to cancel money transfer	-	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

Criteria	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
<b>Informational functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Reporting Functionality</b>										
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	+	+	+	-	-	+	+	+	+	-
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-	-
Reminder on approaching payment card expiration date	-	-	-	-	-	-	-	-	-	-
Possibility to customize reminders	-	-	-	-	-	-	-	-	-	-
<b>Other functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Information</b>										
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	-	-	-	-	-	-	+	-	+	-
<b>Security</b>										
Security measures of service described on the public website	+	+	-	-	-	+	+	-	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-
Session time out is present	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
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

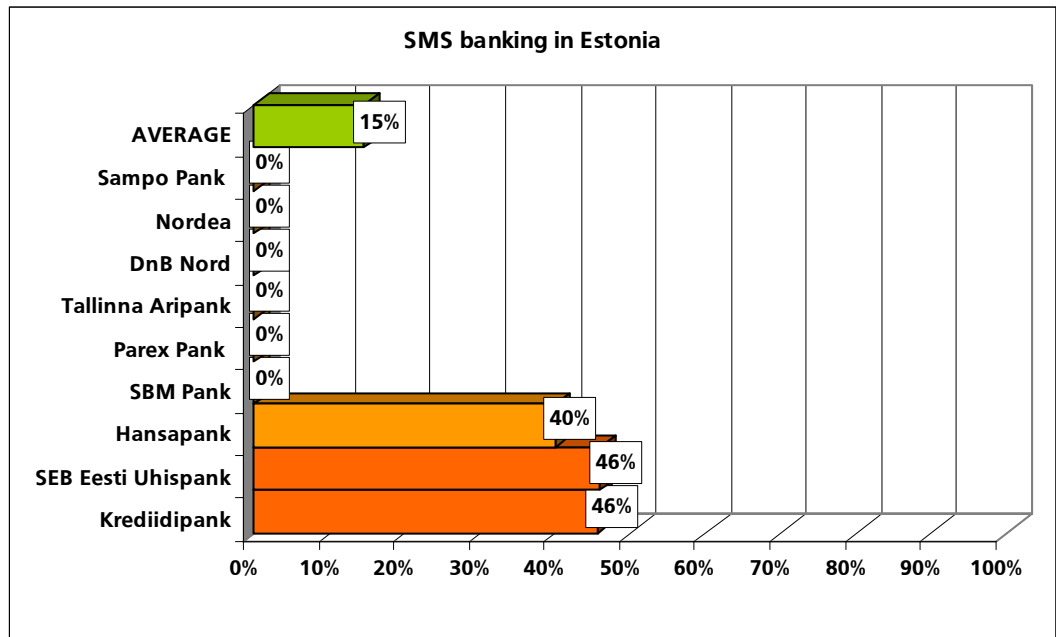
## Detailed testing results

Criteria	Nordea	Komerbanka Baltikums	Paritate Banka	Parex banka	DnB NOR	Latvijas Biznesa Banka	Rietumu Banka	Baltic Trust Bank	Sampo Banka	Hipoteku banka	Latvijas Krajbanka	Multibanka	NORVIK BANKA	Latvijas Tirdzniecības Banka	Trasta komercbanka	Hansabanka	SEB Unibanka	Regionala investiciju banka
<b>Subscription &amp; Service Management</b>																		
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	-	-	-	+	+	+	-	-	-	-	-	-	-	-	-	+	+	-
Service is available 24 / 7	-	-	-	+	-	-	-	+	-	-	+	-	+	-	-	+	+	-
<b>Transactional Functionality</b>																		
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	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	+	-	-
It is possible to create a local money transfer template	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to create an international money transfer template	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to cancel money transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

Criteria	Nordea	Komerbanka Baitikums	Paritate Banka	Parex banka	DnB NOR	Latvijas Biznesa Banka	Rietumu Banka	Baltic Trust Bank	Sampo Banka	Hipoteku banka	Latvijas Krajbanka	Multibanka	NORVIK BANKA	Latvijas Tirdzniecības Banka	Tirasta komercbanka	Hansabanka	SEB Unibanka	Regionāla investīciju banka
<b>Informational functionality</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Reporting Functionality</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	+	-	-
Reminder on approaching loan payment	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	+	+	-
Reminder on approaching payment card expiration date	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	+	-
Possibility to customize reminders	-	-	-	-	-	-	+	-	-	-	+	-	+	-	-	+	+	-
<b>Other functionality</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-	-	-	-
<b>Information</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Security</b>																		
Security measures of service described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+
Session time out is present	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
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

## Detailed testing results

Criteria	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB Nord	Parex Pank
<b>Subscription &amp; Service Management</b>									
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	+	+	+	-	-	-	-	-	-
Service is available 24 / 7	-	+	+	-	-	-	-	-	-
<b>Transactional Functionality</b>									
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	-	-	-	-	-	-	-	-	-
It is possible to create a local money transfer template	-	-	-	-	-	-	-	-	-
It is possible to create an international money transfer template	-	-	-	-	-	-	-	-	-
It is possible to cancel money transfer	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

Criteria	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB Nord	Parex Pank
<b>Informational functionality</b>									
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	-	-	-	-	-	-	-	-	-
<b>Reporting Functionality</b>									
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	-	-	-	-	-	-	-	-	-
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-
Reminder on approaching payment card expiration date	+	-	-	-	-	-	-	-	-
Possibility to customize reminders	+	+	+	-	-	-	-	-	-
<b>Other functionality</b>									
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	-	-	-	-	-	-	-	-	-
<b>Information</b>									
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	-	-	-	-	-	-	-	-	-
<b>Security</b>									
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	-	-	-	-	-	-	-	-	-

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## 16.4 Automated phone banking

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Automated phone banking is still offered by a very small number of banks in the Baltic States. Namely, this service is being present in 3 out of 10 banks in Lithuania, 2 out of 18 banks in Latvia and in 2 out of 9 banks in Estonia.

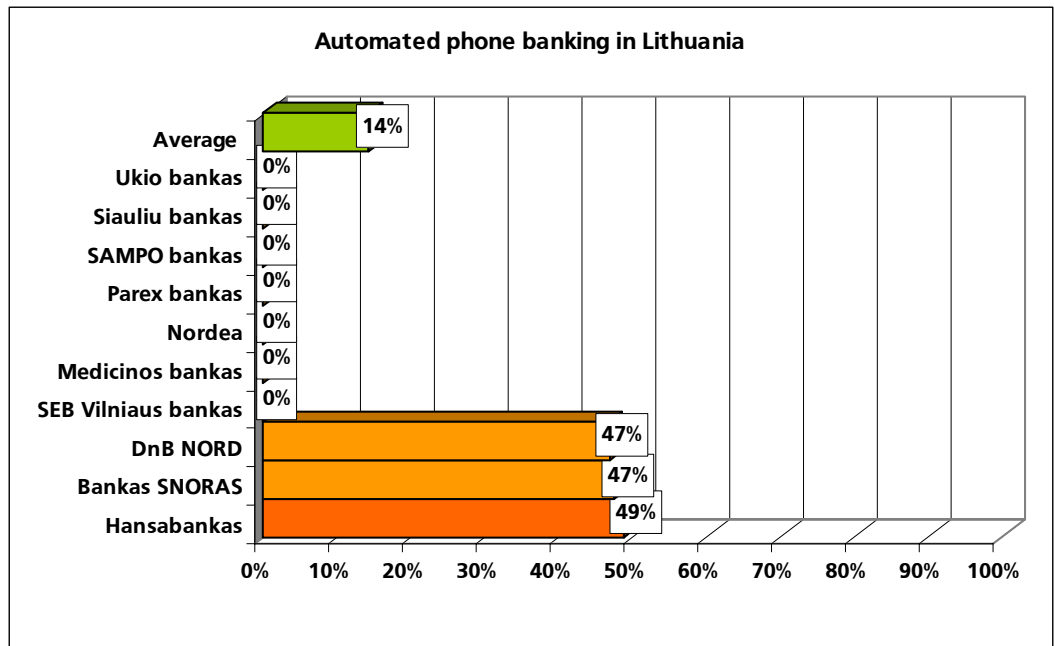
Within a one year time, banks in Lithuania have improved their average automated banking score by 10%. It must be admitted, however, that the range of the offered services is still very narrow. Only Bankas SNORAS offer some kind of transactional functionality (currency conversion).

The conclusions above are also applicable to Latvia, since in Latvia the automated phone banking is an extremely underdeveloped area. None of the banks in Latvia offer transactional functionality.

Within a one year time, average automated banking score has increased by 27% in case of Hansapank and decreased by 11% in case of SEB Eesti Uhispank.



## Lithuanian banks



Higher figures represent better results

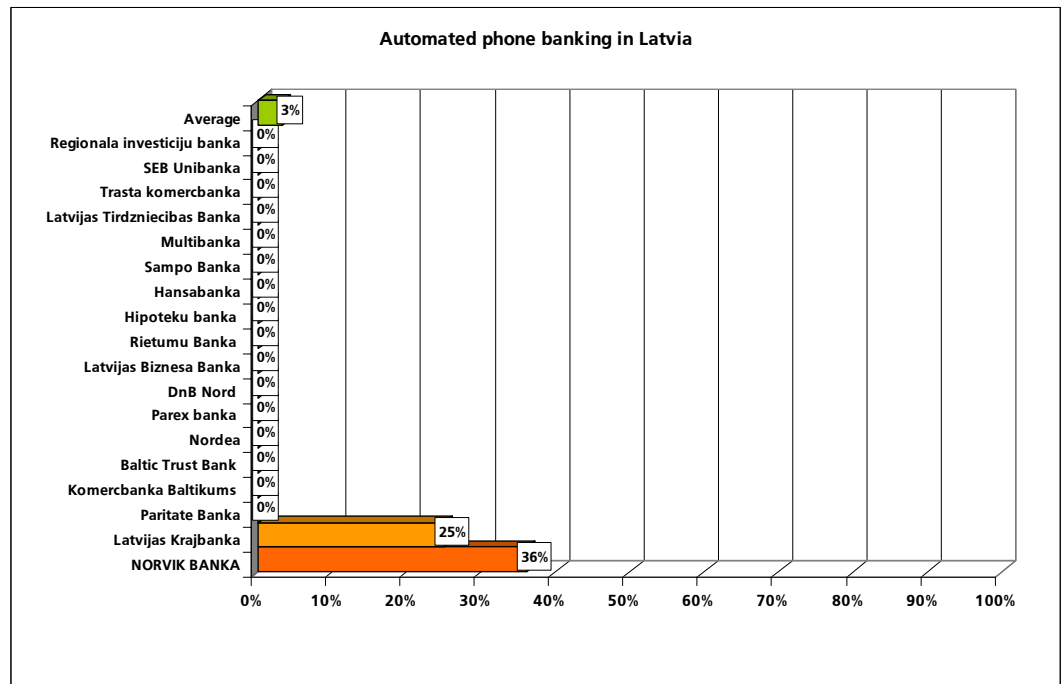
## Detailed testing results

Criteria	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
<b>Subscription &amp; Service Management</b>										
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	-	-	-	-	-	-	-	-	-	-
Service is available 24 / 7	+	+	+	-	-	-	-	-	-	-
<b>Transactional Functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
It is possible to create a local money transfer template	-	-	-	-	-	-	-	-	-	-
It is possible to create an international money transfer template	-	-	-	-	-	-	-	-	-	-
It is possible to cancel money transfer	-	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

Criteria	Bankas SNORAS	DnB NOR	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
<b>Informational functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Reporting Functionality</b>										
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	+	+	-	-	-	-	-	-	-	-
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-	-
Reminder on approaching payment card expiration date	-	-	-	-	-	-	-	-	-	-
Possibility to customize reminders	-	-	-	-	-	-	-	-	-	-
<b>Other functionality</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Information</b>										
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	-	-	-	-	-	-	-	-	-	-
<b>Security</b>										
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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

## Latvian banks



Higher figures represent better results

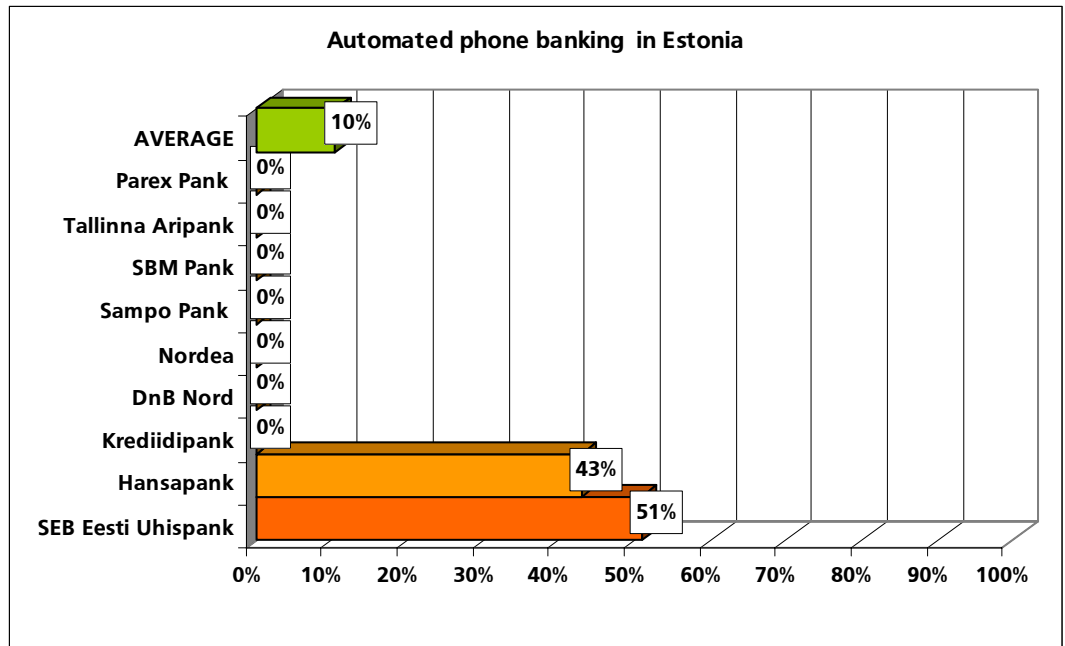
## Detailed testing results

Criteria	Nordea	Komercbanka Baltikums	Paritate Banka	Parex banka	DnB NOR	Latvijas Biznesa Banka	Rietumu Banka	Baltic Trust Bank	Sampo Banka	Hipoteku banka	Latvijas Krajbanka	Multibanka	NORVIK BANKA	Latvijas Tirdzniecības Banka	Trasta komercbanka	Hansabanka	SEB Unibanka	Regionala investiciju banka
<b>Subscription &amp; Service Management</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service is available 24 / 7	-	-	-	-	-	-	-	-	-	+	-	-	+	-	-	-	-	-
<b>Transactional Functionality</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to create a local money transfer template	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to create an international money transfer template	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is possible to cancel money transfer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## Detailed testing results (continued)

Criteria	Nordea	Komerbanka Baltikums	Paritate Banka	Parex banka	DnB NOR	Latvijas Biznesa Banka	Rietumu Banka	Baltic Trust Bank	Sampo Banka	Hipoteku banka	Latvijas Krajbanka	Multibanka	NORVIK BANKA	Latvijas Tirdzniecības Banka	Trasta komercbanka	Hansabanka	SEB Unibanka	Regionāla investīciju banka	
<b>Informational functionality</b>																			
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Reporting Functionality</b>																			
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reminder on approaching payment card expiration date	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Possibility to customize reminders	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Other functionality</b>																			
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Information</b>																			
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Security</b>																			
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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

## Estonian banks



Higher figures represent better results

## Detailed testing results

Criteria	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB Nord	Parex Pank
<b>Subscription &amp; Service Management</b>									
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	+	+	-	-	-	-	-	-	-
Service is available 24 / 7	+	+	-	-	-	-	-	-	-
<b>Transactional Functionality</b>									
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	-	-	-	-	-	-	-	-	-
It is possible to create a local money transfer template	-	-	-	-	-	-	-	-	-
It is possible to create an international money transfer template	-	-	-	-	-	-	-	-	-
It is possible to cancel money transfer	-	+	-	-	-	-	-	-	-

## Detailed testing results (continued)

Criteria	Hansapank	SEB Eesti Ühispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB Nord	Parex Pank
<b>Informational functionality</b>									
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	-	-	-	-	-	-	-	-	-
<b>Reporting Functionality</b>									
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	-	-	-	-	-	-	-	-	-
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-
Reminder on approaching payment card expiration date	-	-	-	-	-	-	-	-	-
Possibility to customize reminders	-	-	-	-	-	-	-	-	-
<b>Other functionality</b>									
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	-	-	-	-	-	-	-	-	-
<b>Information</b>									
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	-	-	-	-	-	-	-	-	-
<b>Security</b>									
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	NA	NA	NA	NA	NA	NA	NA	NA	NA

## 16.5 Human operated phone banking

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Within a 1 year time significant changes have taken place in the human operated banking area. Namely, banks in Lithuania and Latvia have increased their average scores. The average human operated banking index has decreased for Estonian banks on the other hand.

2 out of 10 banks offer human operated banking services in Lithuania - SEB Vilniaus bankas and Hansabankas. Both these banks have improved their results by 14% and 13% correspondingly. At the moment, only Hansabankas provides their users with a broad range of transactional functionality in Lithuania. SEB Vilniaus bankas offers more informational services.

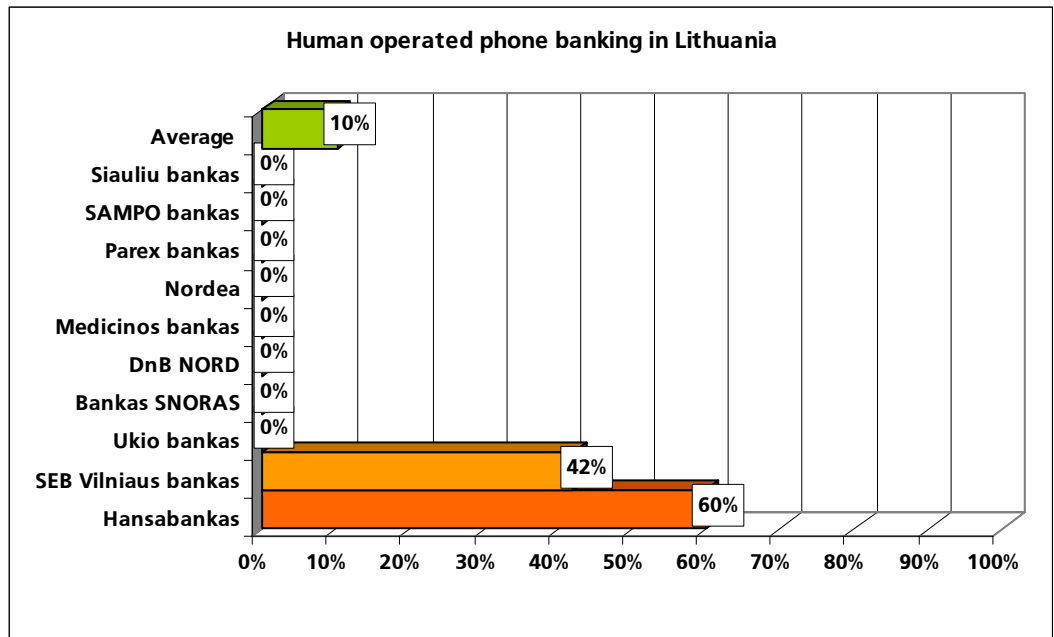
In Latvia, there are big differences between banks which offer human operated banking services. Namely, there are several banks, which offer information about current account balance, exchange rates, etc. On the other hand, there are quite few banks, which offer a range of transactional functionality, including such services, as currency conversation and utility payments.

The above mentioned conclusions cannot be applied to Estonian banks, as in Estonia all banks offer transactional functionality and the difference in the average scores is explained by other factors (such as the information about service provided in the public website and by informational functionality).

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

## Detailed testing results

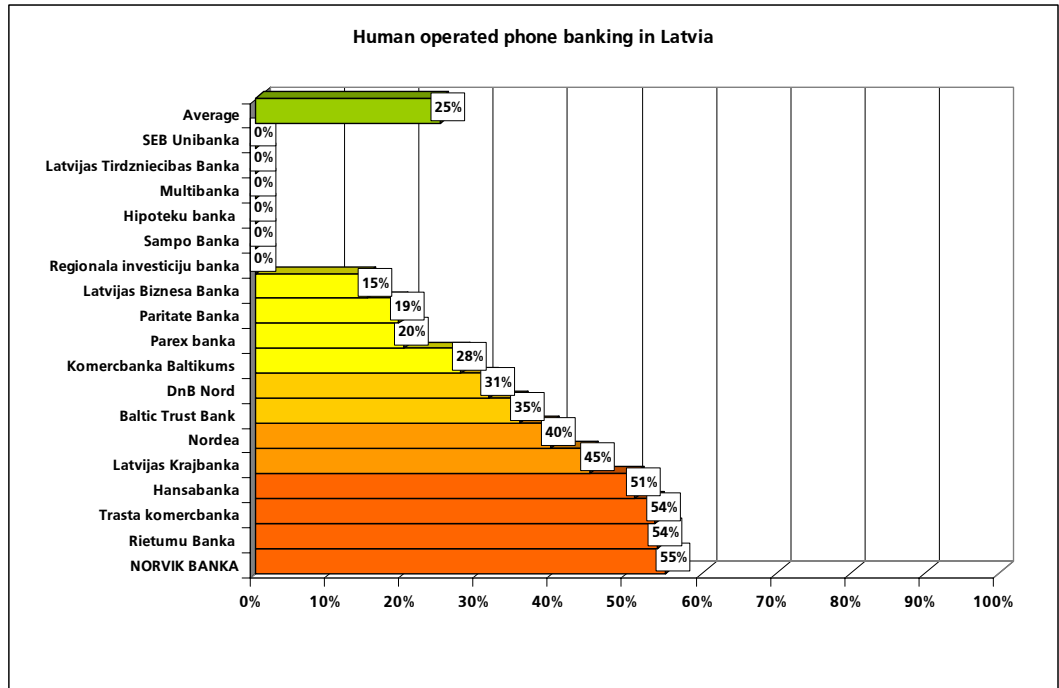
Criteria	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parex bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Ukio bankas
<b>Subscription &amp; Service Management</b>										
It is possible to activate mobile banking service by visiting branch	-	-	+	-	-	-	-	+	-	-
It is possible to 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	-	-	-	-	-	-	-	-	-	-
Service is available 24 / 7	-	-	-	-	-	-	-	-	-	-
<b>Transactional Functionality</b>										
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	-	-	+	-	-	-	-	-	-	-
It is possible to create a local money transfer template	-	-	-	-	-	-	-	-	-	-
It is possible to create an international money transfer template	-	-	-	-	-	-	-	-	-	-
It is possible to cancel money transfer	-	-	+	-	-	-	-	-	-	-



## Detailed testing results (continued)

Criteria	Bankas SNORAS	DnB NORD	Hansabankas	Medicinos bankas	Nordea	Parix bankas	SAMPO bankas	SEB Vilniaus bankas	Siauliu bankas	Utkio bankas
<b>Informational functionality</b>										
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	-	-	+	-	-	-	-	+	-	-
<b>Reporting Functionality</b>										
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	-	-	+	-	-	-	-	-	-	-
Reminder on approaching loan payment	-	-	+	-	-	-	-	+	-	-
Reminder on approaching payment card expiration date	-	-	+	-	-	-	-	+	-	-
Possibility to customize reminders	-	-	-	-	-	-	-	-	-	-
<b>Other functionality</b>										
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	-	-	+	-	-	-	-	+	-	-
<b>Information</b>										
Service description available on the public website	-	-	+	-	-	-	-	+	-	-
Service commands are described on the public website	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
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	-	-	-	-	-	-	-	-	-	-
<b>Security</b>										
Security measures of service described on the public website	-	-	+	-	-	-	-	-	-	-
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-
Session time out is present	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

## Latvian banks



Higher figures represent better results

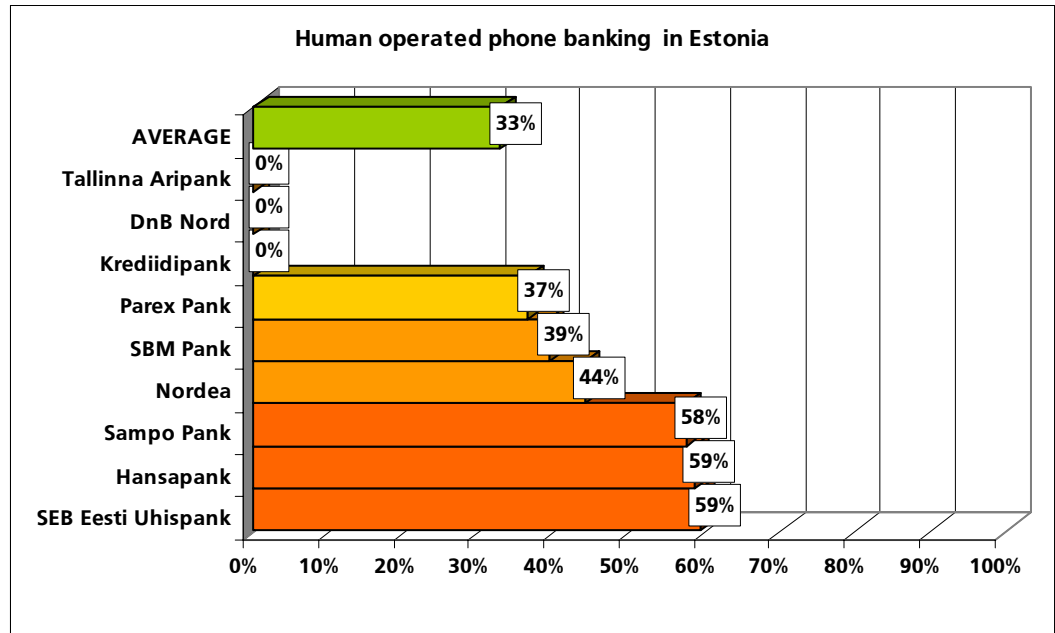
## Detailed testing results

Criteria	Nordea	Komercbanka Baltikums	Paritate Banka	Parex banka	DnB NORD	Latvijas Biznesa Banka	Rietumu Banka	Baltic Trust Bank	Sampo Banka	Hipoteku banka	Latvijas Krajbanka	Multibanka	NORVIK BANKA	Latvijas Tirdzniecības Banka	Trasta komercbanka	Hansabanka	SEB Unibanka	Regionāla investīciju banka
<b>Subscription &amp; Service Management</b>																		
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service is available 24 / 7	-	-	-	+	-	-	+	-	-	-	-	-	-	-	-	-	-	-
<b>Transactional Functionality</b>																		
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	-	-	-	-	+	-	-	-	-	-	+	-	+	-	+	+	-	-
It is possible to create a local money transfer template	-	-	-	-	+	-	-	-	-	-	+	-	+	-	+	+	-	-
It is possible to create an international money transfer template	-	-	-	-	+	-	-	-	-	-	+	-	+	-	+	+	-	-
It is possible to cancel money transfer	+	-	-	-	+	-	-	-	-	-	+	-	+	-	+	+	-	-

## Detailed testing results (continued)

Criteria	Nordea	Komerbanka Baltikums	Paritāte Banka	Parex banka	DnB NOR	Latvijas Biznesa Banka	Retumu Banka	Baltic Trust Bank	Sampo Banka	Hipoteku banka	Latvijas Krajbanka	Multibanka	NORVIK BANKA	Latvijas Tirdzniecības Banka	Trasta komercbanka	Hansabanka	SEB Unibanka	Reģionālā investīciju banka	
<b>Informational functionality</b>																			
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	+	+	+	+	+	+	+	+	-	-	+	-	+	-	+	+	-	-	
<b>Reporting Functionality</b>																			
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	+	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Reminder on approaching payment card expiration date	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	
Possibility to customize reminders	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Other functionality</b>																			
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	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Information</b>																			
Service description available on the public website	+	+	-	-	-	-	+	-	-	-	+	-	+	-	+	+	-	-	
Service commands are described on the public website	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Security</b>																			
Security measures of service described on the public website	-	-	-	-	-	-	+	-	-	-	+	-	+	-	+	+	-	-	
Tips for secure connection are described on the public website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Session time out is present	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	

## Estonian banks



Higher figures represent better results

## Detailed testing results

Criteria	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB Nord	Parex Pank
<b>Subscription &amp; Service Management</b>									
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	+	-	-	-	-	-	-	-	-
Service is available 24 / 7	+	+	-	-	-	-	-	-	-
<b>Transactional Functionality</b>									
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	+	+	-	+	-	-	-	-	+
It is possible to create a local money transfer template	+	+	-	-	+	-	-	-	-
It is possible to create an international money transfer template	+	+	-	-	+	-	-	-	-
It is possible to cancel money transfer	+	+	-	+	+	+	-	-	+

## Detailed testing results (continued)

Criteria	Hansapank	SEB Eesti Uhispank	Krediidipank	Nordea	Sampo Pank	SBM Pank	Tallinna Aripank	DnB Nord	Parex Pank
<b>Informational functionality</b>									
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	+	+	-	+	+	+	-	-	+
<b>Reporting Functionality</b>									
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	-	-	-	-	-	-	-	-	-
Reminder on approaching loan payment	-	-	-	-	-	-	-	-	-
Reminder on approaching payment card expiration date	-	-	-	-	-	-	-	-	-
Possibility to customize reminders	-	-	-	-	-	-	-	-	-
<b>Other functionality</b>									
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	-	-	-	+	-	-	-	-	-
<b>Information</b>									
Service description available on the public website	+	+	-	+	+	+	-	-	-
Service commands are described on the public website	NA	NA	NA	NA	NA	NA	NA	NA	NA
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	-	-	-	-	-	-	-	-	-
<b>Security</b>									
Security measures of service described on the public website	+	+	-	+	+	-	-	-	-
Tips for secure connection are described on the public website	+	-	-	-	-	-	-	-	-
Session time out is present	NA	NA	NA	NA	NA	NA	NA	NA	NA
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	NA	NA	NA	NA	NA	NA	NA	NA	NA

# Composite rankings 2007

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
<b>SUM</b>	<b>10</b>	<b>10</b>

The reasoning behind the weights was that some tests were simulating the behavior 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*).

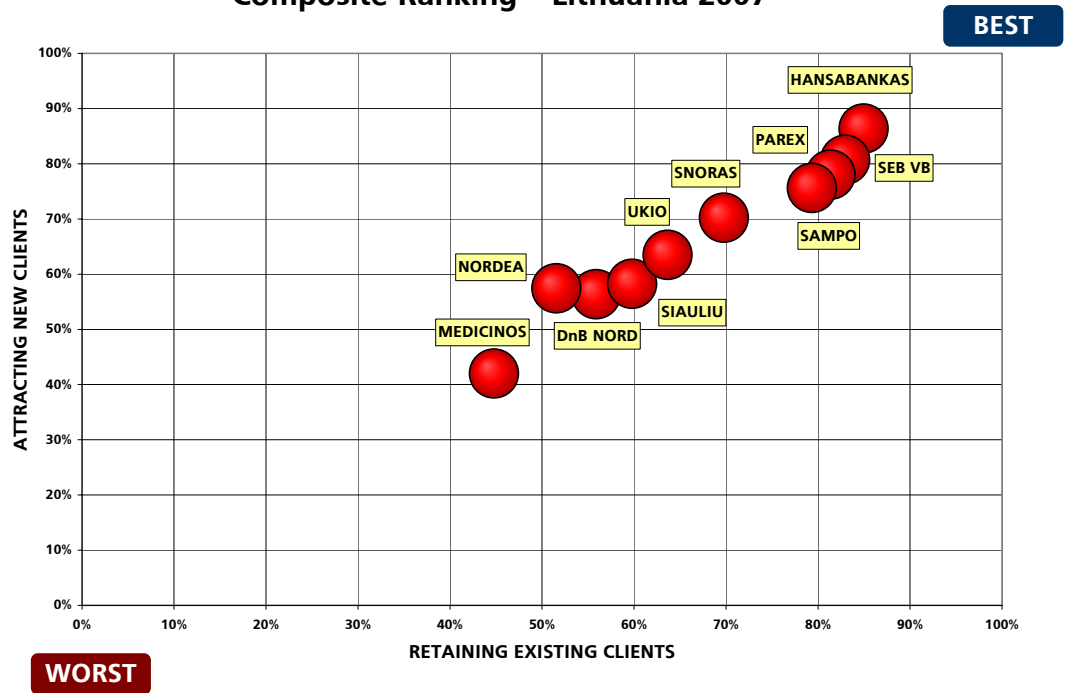
## **NOTE on Composite Ranking**

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.

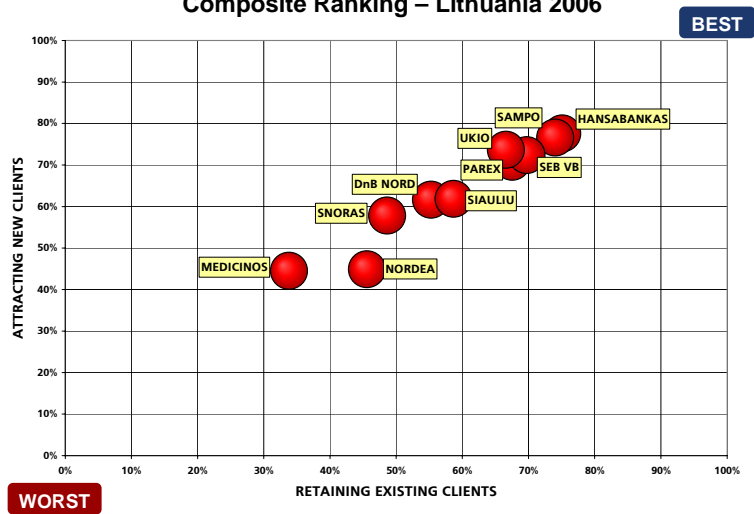
This of course does not prevent a reader from doing cross-border performance comparisons in areas where absolute rather than relative figures are available (convenience test results are a suitable example).

# Lithuanian banks

## Composite Ranking – Lithuania 2007



## Composite Ranking – Lithuania 2006



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

## Overall rankings 2007 in Lithuania

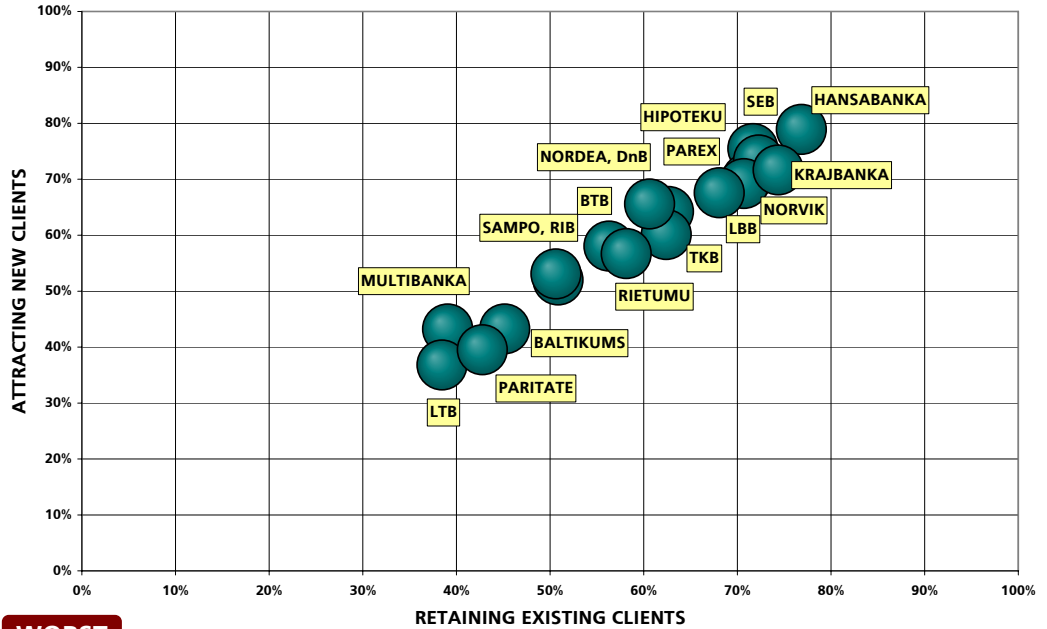
Rank 2007	Rank 2006	Bank	Attracting new clients	Retaining existing clients	Total
<b>1</b>	(1)	Hansabankas	8.5	8.6	<b>17.1</b>
<b>2</b>	(3)	SEB Vilniaus bankas	8.3	8.1	<b>16.4</b>
<b>3</b>	(5)	Parex bankas	8.1	7.8	<b>15.9</b>
<b>4</b>	(2)	SAMPO bankas	7.9	7.6	<b>15.5</b>
<b>5</b>	(8)	Bankas SNORAS	7.0	7.0	<b>14.0</b>
<b>6</b>	(4)	Ukio bankas	6.4	6.3	<b>12.7</b>
<b>7</b>	(6)	Siauliu bankas	6.0	5.8	<b>11.8</b>
<b>8</b>	(7)	DnB NORD	5.6	5.6	<b>11.2</b>
<b>9</b>	(9)	Nordea	5.2	5.7	<b>10.9</b>
<b>10</b>	(10)	Medicinos bankas	4.5	4.2	<b>8.7</b>
		<b>AVERAGE</b>	<b>6.7</b>	<b>6.7</b>	<b>13.4</b>



# Latvian banks

## Composite Ranking – Latvia 2007

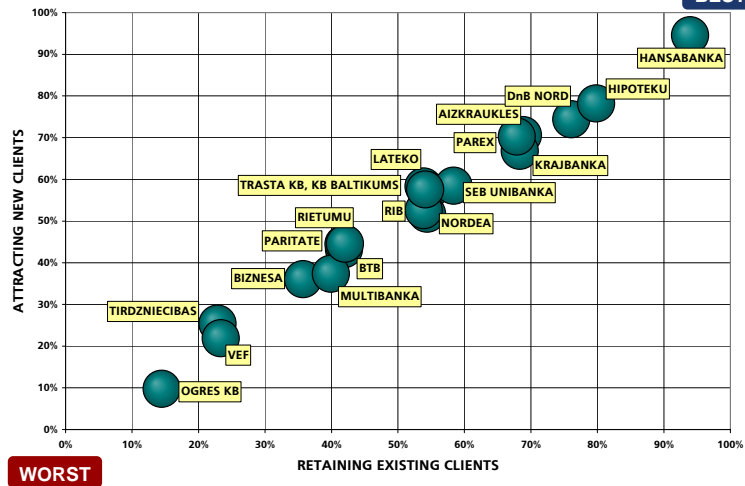
**BEST**



**WORST**

## Composite Ranking – Latvia 2006

**BEST**



**WORST**

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

## Overall rankings 2007 in Latvia

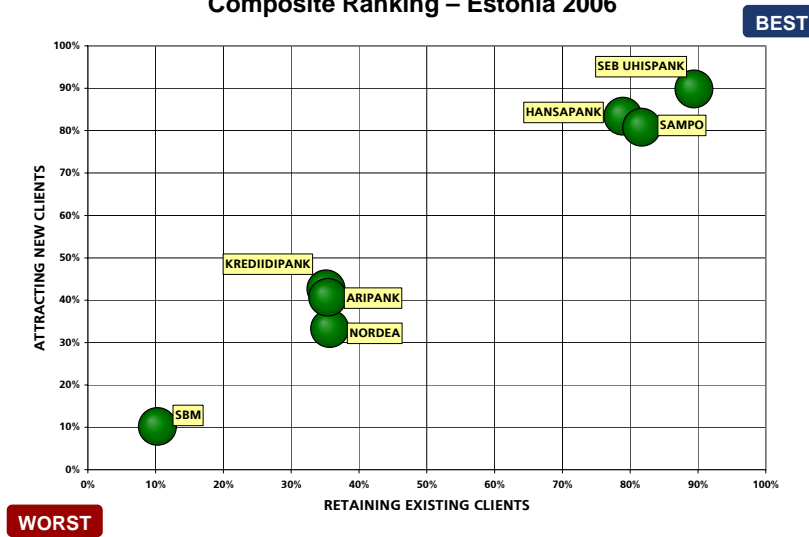
Rank 2007	Rank 2006	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	Hansabanka	7.7	7.9	15.7
2	(6)	Latvijas Krajbanka	7.8	7.5	15.3
3	(2)	Hipoteku banka	7.4	7.5	14.9
4	(7)	SEB Unibanka	7.2	7.6	14.7
5	(9)	NORVIK BANKA	7.3	7.2	14.5
6	(5)	Parex banka	7.0	6.9	13.9
7	(17)	Latvijas Biznesa Banka	7.0	6.9	13.9
8	(12)	Nordea	6.3	6.8	13.1
9	(3)	DnB NORD	6.4	6.6	13.0
10	(10)	Trasta komercbanka	6.4	6.2	12.5
11	(15)	Baltic Trust Bank	6.0	6.2	12.2
12	(14)	Rietumu Banka	6.0	5.8	11.8
13	(11)	Regionala investiciju banka	5.5	5.8	11.3
14	New	Sampo Banka	5.2	5.3	10.5
15	(8)	Komercbanka Baltikums	4.6	4.4	8.9
16	(16)	Multibanka	4.0	4.4	8.5
17	(13)	Paritate Banka	4.3	4.0	8.3
18	(18)	Latvijas Tirdzniecibas Banka	3.9	3.8	7.7
		<b>AVERAGE</b>	<b>6.1</b>	<b>6.2</b>	<b>12.3</b>

## Estonian banks

### Composite Ranking – Estonia 2007



### Composite Ranking – Estonia 2006



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

## Overall rankings 2007 in Estonia

Rank 2007	Rank 2006	Bank	Attracting new clients	Retaining existing clients	Total
1	(1)	SEB Eesti Uhispank	8.2	8.3	16.6
2	(2)	Sampo Pank	8.1	8.2	16.3
3	(3)	Hansapank	7.8	7.7	15.6
4	(4)	Krediidipank	6.0	6.2	12.2
5	New	Parex Pank	5.5	5.7	11.2
6	(5)	Tallinna Aripank	5.2	5.2	10.4
7	(6)	Nordea	4.6	5.2	9.8
8	(7)	SBM Pank	3.8	4.1	7.9
9	New	DnB NORD	2.2	2.2	4.3
		<b>Average</b>	<b>5.7</b>	<b>5.9</b>	<b>11.6</b>

# Top e-bugs and e-blunders '07

## Latvia

If it was historically so that the banks tended to respond worse to e-mails sent not in the working hours, then in Latvia situation appeared to be reversal – most of responses were collected for e-mails sent on weekends and in the night hours.

## DnB NORD

DnB Nord still uses bizarre mail subjects when replying:

"[<AD1348>] {2064}", the subject was the only information DnB Nord has written in the e-mail.

## Latvijas Biznesa Banka

Latvijas Biznesa Banka, answering to a simulated e-mail inquiry apparently forgot to delete the interbank communication. The e-mail reply contained the following text:

"Sergej! Whom should I resend this mail?"

One of the Latvijas Biznesa Banka replies consisted of the following text:

"Pozvonite 7775806"

It is worth to mention that e-mail inquiry was in Latvian.

Weird reply was from Latvijas Biznesa Banka, which was intended to one of the employees most likely:

"Sergey, last letter!"

(The name of a virtual inquiring person was Vasilij)

## Baltic Trust Bank

Baltic Trust Bank have two clocks next to log in fields: one is showing the local time, while second - bank's time (apparently different from the "real" time) ☺



## Latvijas Tirdzniecības Banka

Response from Latvijas Tirdzniecības Banka contained a sequence of forwarded e-mail inquiries throughout bank's employees (4 in total). The ultimate answer to the e-mail inquiry was:

"Inara Maculska IS administratore Talr. 7043520."

## Regionāla investīciju banka

After making the transaction of 0.01 LVL, our tester was telephoned and was asked (in the angry voice) to give an explanations of such transactions in the written form. ☺

## Sampo Banka

An e-mail reply from Sampo Banka was formatted in 6 different colors and 3 different font sizes.

## Nordea

Loan section in the public website of Nordea contains a language mistake – instead of "Paterina kredītkarte" (Consumer credit card) the title says "Petēriņa kredītkarte" (Peter's credit card):



## Trasta komercbanka

Trasta komercbanka spam filter has recognized the e-mail inquiry as a spam:

**Re: tkb mail thinks that this mail might be spam**

**Дата:** Mon, 30 Jul 2007 10:28:13 +0300

**От:** [Rita Latarija](#)[+]

**Кому:** [Inta Mazupite](#)[+]

**Reply-To:** [Rita Latarija](#)[+]

**Размер:** 7 KB

**Части:**

## Estonia

### SBM Pank

During the functionality tests our tester was asked to give a consultation on whether they really needed to include the information on accrued interest into their new internet banking system or not.

## Conclusions

1. Surprisingly Customer Service Responsiveness has worsened noticeably in all three Baltic States as banks have answered on average fewer emails (except for Latvia where this score has slightly improved) and were responding much slower than the last year. It seems that most of the banks have troubles in consistently answering customer inquiries in a timely manner.
2. Baltic Banks continue to develop new functionality both in core banking and extra service areas, however neither clarity nor convenience results improved. This leads to the conclusion that E-Banking development remains focused on technology rather than usability. This is worrying as increasing penetration of e-banking puts forward the need for e-banking solutions that are not only functional but also easy to use even for consumers lacking computer proficiency.
3. The leaders of Baltic E-Banking market remained the same during 2007: Hansabank in Lithuania and Latvia, SEB Uhispank at the top in Estonia.
4. Among the all Baltic banks Latvijas Biznesa Banka has made the biggest jump this year moving from 17<sup>th</sup> to 7<sup>th</sup> position. In general, the differences between scores of Latvian e-banking players have diminished most of the Baltic States showing heating competition in the market.
5. In Lithuania and Estonia no banks impose fee for the e-banking services. Latvia remains to be the follower here – a lot of banks still require various fees for using their services.



# 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.

Metasite on the web: [www.metasite.net](http://www.metasite.net)

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