

Participant Guide

BANK ON IT

FDIC

Money Smart



FDIC Money Smart for Young Adults



Building: Knowledge, Security, Confidence

TABLE OF CONTENTS

MONEY SMART FOR YOUNG ADULTS MODULES	3
YOUR GUIDES	4
PRE-ASSESSMENT	5
CHECKING IN	6
Welcome	6
Purpose	6
Objectives	6
Agenda and Ground Rules	7
Student Materials	7
INCREASING YOUR WEALTH	8
Overview of Banks	8
Why Keep Money in a Bank?	9
Types of Financial Institutions	10
Opening a Bank Account	11
Terms to Know	12
How Do I Open and Use an Account?	13
Deposit and Non-Deposit Accounts	15
ATM and Debit Cards	16
Additional Banking Services	17
Protecting Yourself from Identity Theft	21
CHECKING YOUR BALANCE	25
Module Summary	25
Knowledge Check	26
COURSE ACTIVITIES	27
Activity 1 : Which is Which?	28
Activity 2: Choosing a Bank Checklist	29
Activity 3: Checkbook Register	30
Activity 4: Choosing an Account Checklist	31
Activity 5: Additional Banking Services	32
Activity 6: Bank Employee Role Play	33
Activity 7: Identity Theft Tips	34
GLOSSARY	36
FOR FURTHER INFORMATION	38

MONEY SMART FOR YOUNG ADULTS MODULES

BANK ON IT

An introduction to bank services

CHECK IT OUT

How to choose and keep a checking account

SETTING FINANCIAL GOALS

How to keep track of your money

PAY YOURSELF FIRST

Why you should save, save, save

BORROWING BASICS

An introduction to credit

CHARGE IT RIGHT

How to make a credit card work for you

PAYING FOR COLLEGE AND CARS

Know what you are borrowing before you buy

A ROOF OVER YOUR HEAD

What home ownership and renting are all about



YOUR GUIDES

Some students from Lakeview High are going to be your guides in this lesson. Join them throughout the module in working through some financial situations of their own!



RAMÓN

Hobbies: Movies or mini golf with his girlfriend

School life: Plays on the soccer team

Family: Born in the U.S. but his parents are from Peru; a little sister, and an older brother who is a pilot in the Air Force

Job: Repairing computers; wants to work for NASA someday

Future plans: College on a soccer scholarship to study engineering



GRACE

Hobbies: Art, drawing fashion sketches

School life: Prefers not to get into the high school “scene”

Family: Two parents, no siblings

Job: Clothing store at the mall

Future plans: Wants to go to Fashion Design School; her parents want her to go to college; careful with her money so she can buy art supplies



TODD

Personality: Shy, good sense of humor, intelligent

School life: Likes school but doesn’t work very hard at it

Job: Two part-time jobs (fast food and a grocery store)

Family: Mom and sister

Future plans: Plans to attend college but not sure where to go or how to pay for it, but is saving all he can



JASMINE

Hobbies: Hanging out with friends, shopping, collecting teddy bears

School life: Likes English class, swims on the swim team

Job: Weekends and holidays at her aunt’s gift shop

Family: Younger brother named Dominique, large extended family

Future plans: In-state college, plans to be an exercise physiologist

PRE-ASSESSMENT

1. THE 3 MAJOR TYPES OF FINANCIAL INSTITUTIONS ARE:

- a. ATMs, banks, and direct deposit
- b. Savings & loans, banks, and credit unions
- c. Credit unions, money orders, ATMs
- d. Bank manager, teller, loan officer

2. PEOPLE MIGHT USE A BANK:

- a. For safety of their money.
- b. To send a letter to an employer.
- c. For advice on which car to purchase.
- d. Because they thought the ATM card had a pretty picture on it.

3. DURING ACCOUNT VERIFICATION, THE BANK WILL:

- a. Withdraw money from your new account.
- b. Give you an account number.
- c. Ask you for identification and account histories.
- d. Offer you a credit card.

4. TWO TYPES OF DEPOSIT ACCOUNTS ARE:

- a. Checking and savings.
- b. Money orders and ATMs.
- c. FDIC and EDIE.
- d. Overdraft protection and checking fees.

5. DEBIT CARDS CAN BE:

- a. A quick way to get a small loan.
- b. A way to delay having a purchase come out of your account.
- c. Paid off over time.
- d. Used at many retailers.

6. IF YOU WANT TO GET A LOAN AT A BANK, YOU WOULD MOST LIKELY TALK WITH THE:

- a. Loan officer.
- b. Teller.
- c. Customer service representative.
- d. Bank manager.

CHECKING IN

Learning what you can about the services and functions of a bank will help you choose the one that's right for you when the time comes. This module will help you make those choices. You'll also learn the steps you need to take to open a bank account, and the right person to talk to at the bank when you need different services.



PURPOSE *Bank On It* provides an overview of banking services. It is designed to help you build a positive relationship with financial institutions such as banks, thrifts, and credit unions.

OBJECTIVES After completing this module, you will be able to:



- Identify the major types of insured financial institutions.
- Identify five reasons to use a bank.
- Describe the steps involved in opening and maintaining a bank account.
- Describe two types of deposit accounts.
- Identify additional bank services that come with deposit accounts.
- Describe the main functions of the bank customer service representative, teller, loan officer, and branch manager.



AGENDA AND GROUND RULES If you have experience or knowledge in some aspect of the training material, please share your ideas with the class. One of the best ways to learn is from each other. You might be aware of some method that has worked well for you or some pitfall to avoid. Your contribution to the class will make the learning experience that much better.

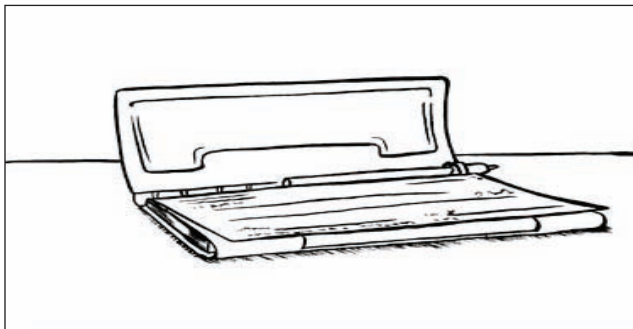
STUDENT MATERIALS Each of you has a copy of the *Bank On It Participant Guide*. It contains:



- Materials and instructions you will need to complete the exercises.
- Checklists and tip sheets related to the module content.
- Space for you to take notes.
- A glossary of the terms used in this module.
- Resources for you to investigate after the class.

You will also receive a copy of the slides I will be using to present this module. We will be using the Participant Guide throughout the training. You will be able to take it home and use it as a reference.

*Do you have any questions
about the module
overview?*





INCREASING YOUR WEALTH

OVER VIEW OF WHAT DO BANKS DO?

BANKS What comes to mind when you hear the word bank?



A bank is a business that offers you a safe place to keep your money and uses your deposits to make loans. This business is also called a financial institution. Banks offer many financial services.



WHAT IS A BANK?

Banks offer many financial services. What experience have you had with a bank?

Where do you keep your money?

WHY KEEP MONEY IN A BANK? Many people keep their money in banks. Why would you keep your money in a bank? Let's take a look at some reasons.

SAFETY

Money is safe from theft, loss, and fire.

CONVENIENCE

You can get money quickly and easily. Using direct deposit, for example, saves you time and allows you quicker access to your money. Funds that are electronically deposited in your account are available sooner than if you deposited a check.

COST

Using a bank is probably cheaper than using other businesses to cash your check (check cashing services, for example) or pay bills.

SECURITY

The Federal Deposit Insurance Corporation (FDIC) insures deposits up to the maximum amount allowed by law. This means that if for some reason a bank closes and cannot give its customers the money they had in the bank, the FDIC will return the money to the customers.

FINANCIAL FUTURE

Building a relationship with a bank establishes a record of paying bills, can help you save money, and is necessary for getting a loan.



You can tell if the FDIC insures a bank by the FDIC logo. Most credit unions are insured by the National Credit Union Administration (NCUA). The deposit insurance rules are the same at NCUA-insured credit unions as they are at FDIC-insured banks.

The FDIC has an online tool called the Electronic Deposit Insurance Estimator (EDIE). It lets you calculate the insurance coverage of your accounts at each FDIC – insured institution. You can find EDIE online at www.fdic.gov.



Do you have any questions?



**TYPES OF
FINANCIAL
INSTITUTIONS**

There are three major types of financial institutions:

BANK

A financial institution that is run under federal and state laws and regulations. Banks make loans, pay checks, accept deposits, and provide other financial services.

CREDIT UNION

A non-profit financial institution owned by people who have something in common. You have to become a member of the credit union to keep your money there.

THRIFT

A savings bank or savings and loan association that is similar to a bank. Thrifts were created to promote home ownership and must have a majority of their assets in housing-related loans. Although many banks also make home loans, the main function of a thrift is to make home loans.



ACTIVITY 1: WHICH IS WHICH

See if you can recall what each type of bank does.

Look at the Activity 1: Which is Which? Page at the back of this Guide. Try matching each bank type to the description.



*Do you have any
questions?*



OPENING A BANK ACCOUNT A bank account is any account you open at a bank, including checking or savings.



What are some questions to ask yourself about a bank before you open an account



ACTIVITY 2: CHOOSING A BANK CHECKLIST

You can use this when you are deciding which bank to choose.

Look at the Activity 2: Choosing a Bank Checklist in the back of your Guide. Ask yourself the questions in the checklist. Whichever bank meets the most of your needs is probably the one that fits you best.



TERMS TO KNOW When you open an account, the bank representative may use some terms you will need to know. They are:

DEPOSIT: A deposit is money you add to your account. It can be in the form of your paycheck, cash, a personal check you may receive from someone, or a cashier's check from another bank.

DEPOSIT SLIP: A deposit slip tells the bank how much money you are adding to your account.

WITHDRAWAL: When you make a withdrawal, you are taking money out of your bank account. You do this by writing a check, giving a teller a withdrawal slip, or using an ATM, or Automated Teller Machine, with your debit card.

BALANCE: Your balance is the amount of money you have in the bank at any given time. Your balance will change whenever you make a deposit or a withdrawal. Remember to record all of those in your check register so that you always know your balance.

FEES: Financial institutions charge you fees for different services. For example, you might be charged a monthly maintenance fee for keeping your account open. You might also be charged a penalty fee if you misuse your account, for example, by bouncing a check or taking out more money than you have in it. When this happens, you have overdrawn your account.

OVERDRAFT: An overdraft occurs when you withdraw more money than you have. For example, if you have \$50 in your account and you write a check for \$60 to pay a bill, then your balance will be -\$10. The bank will charge fees as a penalty, sometimes \$30 or more, which are also charged to your bank account. You must deposit money to correct this and keep your balance positive.



**HOW DO I OPEN
AND USE AN
ACCOUNT?**

Opening and maintaining a bank account is not as difficult as you might think. There are four basic things you have to do:



- Open** the account and go through account verification.
- Make** deposits and withdrawals.
- Record** interest and fees.
- Keep track** of your balance.



ACCOUNT VERIFICATION

The first thing you need to do to open a bank account is go through a process called account verification. The bank wants to make sure that you will be a responsible bank account customer. If you did not handle a bank account you had in the past responsibly, they may not want to risk allowing you to open an account now. The bank also needs to make sure that you are who you say you are.

The bank will request your name, address, date of birth, and Social Security number (SSN) or Individual Taxpayer Identification Number (ITIN). It will then verify your identity, such as by requesting your state-issued identification card, driver's license, passport, or perhaps even your student ID card. It may ask to see more than one piece of ID--this is for the protection of both you and the bank. Since practices vary, ask your bank what type of identification you need.

*Do you have any
questions about account
verification?*



DEPOSITING MONEY

When you open a bank account, you put money into your account. That is called a *deposit*. Whenever you add money to your account, you must fill out a deposit slip. A deposit slip tells the bank how much money you are adding to your account.

Depending on what you deposit—cash, a payroll check, or a check drawn on an out-of-state bank—you may not have immediate use of the funds. The bank must first make sure there are funds at the originating bank (the bank of the person who wrote the check) to cover your check.

You may ask the bank when you can use the money you deposited. Also, even though the bank gives you access to the funds you deposited doesn't mean the check cleared the other bank. If the check you deposited bounces, the bank will deduct the money it made available from your account.



ACTIVITY 3: USING A CHECK REGISTER

Practice keeping track of money in a checking account.

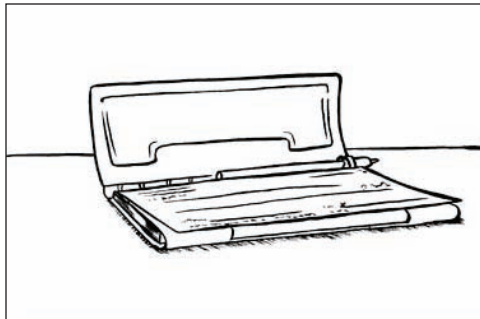
Use the Activity 3: Using a Check Register page at the back of this Guide. Follow your instructor's directions to complete the activity.



USE YOUR CHECKBOOK

Your instructor will read a scenario. Listen to the scenario and continue making entries on your Check Register page from Activity 3.

What entries will you make in your checkbook register? What is your new balance?



Do you have any questions about using a checkbook?



DEPOSIT AND NON-DEPOSIT ACCOUNTS Bank accounts that allow you to add money to the account are called *deposit accounts*. Checking and savings accounts are two examples of deposit products.

CHECKING ACCOUNTS

The financial institution takes the money from your account and pays it to the person named on the check.

The financial institution makes a monthly record of the deposits and withdrawals made available to you either by mail or online. This is called a bank statement.

A **checking account** is an account that lets you write checks to pay bills or to buy goods.

SAVINGS ACCOUNTS

You can often open a savings account with a few dollars, but you might pay a monthly fee if the balance is below a certain amount.

The bank will generally help you keep track of your account by sending you a statement.

A **savings account** is an account that earns interest. You generally cannot write checks on a savings account.



It is a good idea to compare the rules of the different accounts. For example, banks might require you to have a certain balance to open an account, earn interest, or avoid fees. This is usually called a minimum balance.

Do you have any questions about Deposit and Non-Deposit accounts?



ATM AND DEBIT CARDS When you open an account, you will probably be given the option to have an ATM card or a debit card. Both types of cards give you access to your account funds when you need them. You can get cash at an ATM or use them at most retailers. ATM and debit cards are similar, but there is one basic difference.



An **ATM card** allows you to make deposits to and withdrawals from checking and savings.

You can usually also check your account balance, print statements, and transfer funds between accounts. Some ATM cards can be used in stores that accept ATMs in your bank's network. It works just like a debit card, but is not as widely available. When you choose an ATM card to make a purchase, the retailer may ask you to sign a receipt instead of inputting your PIN number (Personal Identification Number). Ask your bank if there are additional fees for signing a receipt instead of using a PIN number.



A **debit card**, also known as a Check card, card displays a MasterCard or VISA logo.

It has all the functions of an ATM card and also allows you to pay for goods and services at locations that accept MasterCard or VISA credit cards. It looks like a credit card but it isn't. Your purchases are immediately withdrawn from your account.



Stored Value cards are worth a specific amount.

They can be confused with ATM or debit cards. Common examples of stored value cards are gift cards from stores, or public transportation cards. Some banks also issue stored value cards that you can use at most retailers. You do not have to have a bank account to use them.

You pay a certain amount of money to give the card value, like a gift card from a store. As you use it, the value declines toward 0. Then you add funds as you need them. Usually you can do this with cash at most banks.





ACTIVITY 4: CHOOSING AN ACCOUNT CHECKLIST

Whichever type meets the most of your needs is probably the one that fits you best

Look at the Activity 4: Choosing an Account Checklist in the back of your Guide. You can use this when you are deciding which type of account to open. Ask yourself the questions in the checklist.



ADDITIONAL BANKING SERVICES Banks provide additional services with some deposit accounts. It is important to keep track of the fees charged, if any.

BANKS MIGHT OFFER THESE SERVICES:



- Direct deposit
- Money order
- Telephone and online banking
- Automated Teller Machine (ATM)
- Money transfer
- Debit card
- Stored value cards
- Loans



ACTIVITY 5: ADDITIONAL BANKING SERVICES

See if you can use what you already know to match each additional service with its definition.

Look at Activity 5 in the back of your Guide. Follow the directions to complete the activity.



Do you have any questions about additional banking services?



YOUR INFORMATION IS PRIVATE

Privacy notices explain how the company handles and shares your personal financial information. For example, they explain what information the company collects and how you can possibly limit the company from sharing your information with others.

Privacy notices also explain how your personal financial information is protected. You will receive an initial privacy notice when you open your account and then every year thereafter.

Financial institutions may share your information with other companies to offer you other products and services. Federal privacy laws give you the right to stop or “opt out” of some sharing of your personal financial information.



Federal law requires financial institutions to keep your personal financial information private. The general public does not have access to your personal financial information.

Do you have any questions about privacy laws or regulations?



Now that you have some information about banks and banking, who might you talk with at a bank if you wanted to open an account?





ACTIVITY 6: BANK EMPLOYEE ROLE PLAY

When you visit a bank, you might talk to different employees depending on the reason for your visit

Look at the Activity 6: Bank Employee Role Play page at the back of this Guide. Follow your instructor's directions to complete this activity.



IMPORTANT BANK EMPLOYEES

A financial institution has people who can help you with different banking services.

Understanding the jobs of these bank workers will allow you to know who you should talk to when you go to the bank.

THE PRIMARY PEOPLE IN THE BANK WHO YOU SHOULD KNOW ARE THE:



- Customer service representative
- Teller
- Loan officer
- Branch manager



HERE ARE SOME KEY POINTS TO REMEMBER:



If you do not know who to talk to, ask for help.
Someone will take you to the right person.

Always ask questions until you are clear on all the
information and do not sign anything you do not
understand.

Ask for written information to take home to review.

Remember, you can use the Choosing a Bank Checklist and the
Choosing an Account Checklist to help you choose a bank and the
account that is right for you.

*Do you have any final questions
about the duties of the bank
employees?*



**PROTECTING
YOURSELF FROM
IDENTITY THEFT**

You know there is only one you. DNA analysis can even prove it scientifically. Even so, with enough information about you, a crafty criminal may be able to “clone” you and steal your identity to sign up for new credit cards or go on a spending spree in your name. It is called identity theft or ID theft, and it is a serious problem.



HERE IS WHY:

- Even though law enforcement technology is getting better at detecting fraud, ID thieves are faster. Their schemes are becoming more sophisticated and the number of new victims is growing.
- And if the crime is not detected early, people may face months or years cleaning up the damage to their reputation and credit rating. Sometimes they lose out on loans, jobs and other opportunities.



TWO NEW FORMS OF ID THEFT

Two new forms of ID theft have become common. They are “**phishing**” and “**pharming**.”



PHISHING

In **phishing**, criminals send out unsolicited emails that appear to be from a legitimate source: perhaps from your bank, well-known merchants, your Internet service provider, or even a trusted government agency. They attempt to trick you into divulging personal information. To defend yourself, never divulge personal information in response to an unsolicited call, letter or e-mail. And, clicking on a link in an e-mail or an Internet ad is risky. You are safer typing in the URL (Web address) from scratch based on the address listed, for example, on your monthly statement.

PHARMING

Pharming makes fake Websites appear legitimate in order to obtain personal or private information. Your browser may even show that you are at the correct Website. This makes pharming more difficult to quickly detect than phishing. You can protect yourself by installing and maintaining updated versions of virus detection and spyware scanning tools to protect your computer, and ensuring websites where you transact business are secure.



ONLINE SHOPPING SECURITY

Online security is a hot topic in technology and with merchants. Some people say it's the best way to shop. Others don't trust it at all; they are afraid their credit card numbers or other information will be stolen.

Online services exist which help you protect your information. You open an account with them that is linked to your credit card. When you buy goods or services online, some merchants allow you to use this online account to pay instead of using your credit or debit card directly.

DID SOMEONE STEAL YOUR INFORMATION?

No matter how carefully you protect yourself online, if your wallet or purse is stolen or someone obtains your personal information, you may become a victim of identity theft. Here is what to do if you lose your wallet or think you are a victim of ID theft:



- File a report with the police. Keep a copy of the report in case the bank or creditors need it.
- Cancel your credit cards immediately. Get new cards with different numbers. You will still have to pay the balance on the old cards up to the date it was canceled, but if anyone tries to use them, they won't work.
- Contact your bank. Have them cancel your ATM or debit card and ask them for information about how to keep any checks you lost from being accepted.
- Place a fraud alert on your credit report by calling one of the three credit agencies: Equifax, TransUnion, or Experian.
- Contact the fraud department of any of the three credit reporting agencies: Experian, TransUnion, or Equifax.



For more information, visit the Federal Trade Commission at www.ftc.gov/idtheft/.



What are some steps you can take to void identity theft?



ACTIVITY 7: IDENTITY THEFT TIPS

Crooks target young people like you even if you are too young to have a checking account or credit card. They can use your name, address and Social Security Number to open accounts.

Read over the information on the Activity 7: Identity Theft Tips page at the back of this Guide. Then use the information to answer the questions that follow.



Do you have any questions about identity theft?





CHECKING YOUR BALANCE

Module Summary



You have completed the *Bank On It* module. You have covered a lot of information today about how to save for the future. You learned:

- Types of insured financial institutions.
- Basic banking terms.
- Opening and maintaining a bank account.
- Differences between banks and check-cashing services.
- Types of accounts.
- Types of banking services.
- Bank employees and their jobs.

You should now be able to take this information and begin using a bank.

Do you have any final questions?



KNOWLEDGE CHECK

1. THE 3 MAJOR TYPES OF FINANCIAL INSTITUTIONS ARE:

- a. ATMs, banks, and direct deposit
- b. Savings & loans, banks, and credit unions
- c. Credit unions, money orders, ATMs
- d. Bank manager, teller, loan officer

2. PEOPLE MIGHT USE A BANK:

- a. For safety of their money.
- b. To send a letter to an employer.
- c. For advice on which car to purchase.
- d. Because they thought the ATM card had a pretty picture on it.

3. DURING ACCOUNT VERIFICATION, THE BANK WILL:

- a. Withdraw money from your new account.
- b. Give you an account number.
- c. Ask you for identification and account histories.
- d. Offer you a credit card.

4. TWO TYPES OF DEPOSIT ACCOUNTS ARE:

- a. Checking and savings.
- b. Money orders and ATMs.
- c. FDIC and EDIE.
- d. Overdraft protection and checking fees.

5. DEBIT CARDS CAN BE:

- a. A quick way to get a small loan.
- b. A way to delay having a purchase come out of your account.
- c. Paid off over time.
- d. Used at many retailers.

6. IF YOU WANT TO GET A LOAN AT A BANK, YOU WOULD MOST LIKELY TALK WITH THE:

- a. Loan officer.
- b. Teller.
- c. Customer service representative.
- d. Bank manager.



COURSE ACTIVITIES

ACTIVITY 1 : WHICH IS WHICH?

Choose the correct financial institution for each description. Make a \checkmark in the box below the description.

Blue Bowl Financial Institution makes home loans and only provides financial services related to home ownership. It's their main reason for existence. Which one is it?

	Bank
	Credit Union
	Thrift

Stars & Stripes Financial Institution is insured by the FDIC. It must follow federal and state laws. You could get a loan, a credit card, or open a checking or savings account here. Which one is it?

	Bank
	Credit Union
	Thrift

Joe's Great Financial Institution requires account holders to be a faculty or staff member or student at Joe's Great University. The account holders are also the owners. Which one is it?

	Bank
	Credit Union
	Thrift

ACTIVITY 2: CHOOSING A BANK CHECKLIST

The questions below can help you choose a bank that is right for you.

	BANK A	BANK B	BANK C
NAME OF BANK			
DOES IT OFFER THE SERVICES I NEED? <i>List the services you need here</i>			
IS IT CLOSE TO HOME?			
DOES IT HAVE REASONABLE HOURS?			
DOES IT HAVE ATMS? <i>If so, are they located near where I live, work, or shop?</i>			
IF I AM CHOOSING A CREDIT UNION, AM I ELIGIBLE?			
DO ANY EMPLOYEES SPEAK MY LANGUAGE?			
WHAT, IF ANY, FEES WILL BE CHARGED?			
IS THIS BANK INSURED?			

ACTIVITY 4: CHOOSING AN ACCOUNT CHECKLIST

The questions below can help you choose an account that is right for you.

	BANK 1	BANK 2	BANK 3
TYPE OF ACCOUNT			
HOW MUCH MONEY DO I NEED TO OPEN THE ACCOUNT?			
HOW MUCH DO I HAVE TO KEEP IN MY ACCOUNT TO AVOID FEES?			
WHAT ARE THE FEES FOR BOUNCED CHECKS?			
HOW MANY CHECKS CAN I WRITE BEFORE EXTRA FEES ARE CHARGED?			
HOW MANY WITHDRAWALS CAN I MAKE EACH MONTH?			
DOES THIS ACCOUNT PAY INTEREST?			
DOES AN ATM OR DEBIT CARD COME WITH THIS ACCOUNT?			
WILL I BE CHARGED TO USE THE ATM OR DEBIT CARD AT THIS BANK?			
WILL I BE CHARGED TO USE THE ATM OR DEBIT CARD AT ANOTHER BANK?			
ARE THERE ANY OTHER FEES?			

ACTIVITY 5: ADDITIONAL BANKING SERVICES

Use what you already know to match each service with its description.
Write the correct letter in the blank.

1. DIRECT DEPOSIT

2. MONEY ORDER

3. TELEPHONE AND ONLINE BANKING

4. ATM

5. MONEY TRANSFER

6. DEBIT CARD

7. STORED VALUE CARDS

8. LOANS

- a. This is used like a check to pay a bill.
- b. When you use this card to buy something from a store or another business, the money comes out of your bank account immediately.
- c. This allows you to check your account balance by phone or online.
- d. A kiosk or terminal where you can deposit, withdraw, or transfer money from one account to another 24 hours a day.
- e. A card onto which you can “load” money to be used for future purchases.
- f. One method your employer or a government agency might choose to give you your paycheck or benefits check.
- g. Money you borrow from a bank with a written promise to pay it back later.
- h. A method of electronically transferring money from one bank to another.

ACTIVITY 6: BANK EMPLOYEE ROLE PLAY

Read the part of the script for which you volunteered.

AS THE CUSTOMER SERVICE REPRESENTATIVE, I CAN:

- Help you open your account.
- Explain services.
- Answer general questions.
- Refer you to a person who can help you.
- Provide written information explaining the bank products.

HI, I'M THE TELLER. A BANK TELLER WILL:

- Deposit your money for you.
- Cash your checks.
- Answer questions.
- Refer you to the person who can help you with other bank services.

HI, I'M THE LOAN OFFICER. IF YOU NEED A LOAN, I CAN:

- Take applications for loans offered at the bank.
- Answer questions.
- Provide written information explaining loan products.
- Help you fill out a loan application.

HELLO, I'M THE BRANCH MANAGER. I WILL:

- Supervise all the bank operations that take place at this branch.
- Help fix the problems that other employees can't solve.

ACTIVITY 7: IDENTITY THEFT TIPS

Use the tips below to answer the questions.

- **Be extra careful** with your full name and address, date of birth, Social Security Number, bank account information, phone number and your mother's maiden name. Since banks and other businesses use this information to confirm your identity, it is very valuable to an ID thief wanting to pose as you to commit fraud.
- **Never share your passwords or ID numbers** for your computer with friends or strangers. Be suspicious of new “friends” you’ve met through the Internet, such as through a website where people can post information about themselves and can contact others. These people could be fraud artists.
- **Don't give out personal information** in response to an incoming call or e-mail from a stranger or an advertisement on the Internet. And, never provide bank, credit card or other sensitive information when visiting a website that doesn't explain how your personal information is protected, including its use of “encryption” to safeguard data.
- **Protect your computer.** Examples: install a free or low-cost “firewall” to stop intruders from gaining remote access to your PC. Download and frequently update security “patches” offered by your operating system and software vendors to correct weaknesses that a hacker might exploit. Use software that detects and blocks “spyware,” which can record your keystrokes to obtain your credit card number and other personal information.
- **Guard your mail**, both your outgoing mail (by depositing letters in locked mailboxes or at the post office), and your incoming mail (pick up your mail as soon as possible or use a locked mailbox).
- **Keep your financial trash “clean.”** Don't throw away old bank statements or other documents containing personal information without shredding them first. ID thieves pick through trash bins looking for trash they can turn into cash. Similarly, before selling, donating or disposing of an old personal computer, use special software to completely erase files that contain financial records, tax returns and other personal information.
- **Beware of offers that seem too good to be true.** Con artists often pose as charities or business people offering jobs, rewards or other “opportunities.” Be extremely suspicious of any offer that involves “easy money” or “quick fixes.” Be careful if you're being pressured to make a quick decision. Also beware of any transaction for which you receive a cashier's check made out for more money than the amount due to you with a request to wire back the difference — you could lose a lot of money if the check is fraudulent.
- **Be alert to signs that require immediate attention.** These include bills that do not arrive as expected, unexpected credit cards or bank statements, and calls or letters about purchases you did not make. Review your credit report.

CHECK THE BOX FOR THE CORRECT ANSWER.

You answer the phone one evening at home. The voice on the other end is offering a free weekend trip to a ski resort but to get your coupon, you must give a credit card number. It sounds like a great idea. Do you give the number?

<input type="checkbox"/>	Yes! I need a vacation!
<input type="checkbox"/>	No way! They could use the number to commit fraud.

You get an email from somebody that says they're in your math class, but you don't know them. They say that they need to get on the school network to check homework, but they lost their password. They want to "borrow" yours. Should you give it to them?

<input type="checkbox"/>	Yes! We had homework tonight so it must be someone from class.
<input type="checkbox"/>	No way! It could be anybody trying to do damage to your login account.

You call your bank to find out if a deposit was posted to your account. They ask you for your Social Security Number to verify your identity. Do you give it to them, or hang up?

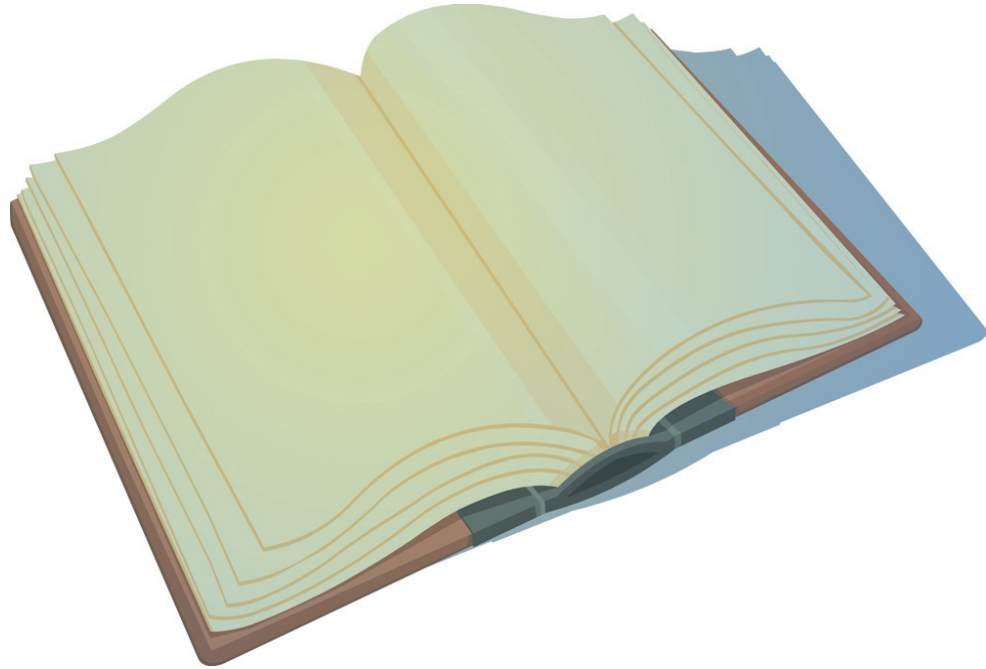
<input type="checkbox"/>	Give it to them. If you called the institution, you know it's legitimate and OK to give information to receive the service you need.
<input type="checkbox"/>	Hang up. You should never give out information on the phone.

Your dad just paid all the family bills for the month. He hands you a stack of bill stubs and asks you to throw them away. Should you:

<input type="checkbox"/>	Trash them. You don't want to disobey your dad.
<input type="checkbox"/>	Ask him to borrow a pair of scissors to cut them up before you throw them away, so no one else can get his information from them.

You receive a letter in the mail from a well-known credit card company. It says they are "concerned about recent activity on your account" and they want to protect their customers. But you have never had a credit card with that particular company. There is a 1-800 number to call to speak with a fraud service representative. Should you call it?

<input type="checkbox"/>	Yes, you should find out if it's true or not.
<input type="checkbox"/>	No, they will ask for private information from you and you know not to give it out.



GLOSSARY

GLOSSARY

BALANCE

The amount of money you have in the bank at any given time.

BANK

A financial institution that is run under federal and state laws and regulations. Banks make loans, pay checks, accept deposits, and provide other financial services.

CHECKING

A type of deposit account from which you can also withdraw money for daily needs like paying bills or buying groceries.

CREDIT UNION

A non-profit financial institution owned by people who have something in common. You have to become a member of the credit union to keep your money there.

DEPOSIT

Money that is added to your account.

DEPOSIT SLIP

A deposit slip tells the bank how much money you are adding to your account.

FEES

An extra charge for certain services. Fees charged by financial institutions vary by institution.

OVERDRAFT

A withdraw of more money than you have available in your account.

SAVINGS

A type of deposit account in which you put money for long-term future purposes like college or emergencies.

THRIFT

A savings bank or savings and loan association that is similar to a bank. Thrifts were created to promote home ownership and must have a majority of their assets in housing-related loans. Although many banks also make home loans, the main function of a thrift is to make home loans.

WITHDRAWAL

Taking money out of your bank account.

FOR FURTHER INFORMATION

FEDERAL DEPOSIT INSURANCE CORPORATION (FDIC)

Division of Supervision &
Consumer Protection

2345 Grand Boulevard, Suite 1200
Kansas City, Missouri 64108

1-877-ASK-FDIC (1-877-275-3342)

Email: consumer@fdic.gov

www.fdic.gov

U.S. FINANCIAL LITERACY AND EDUCATION COMMISSION

www.mymoney.gov

1-888-My-Money (1-888-696-6639)

MyMoney.gov is the U.S. Government's website dedicated to teaching all Americans about financial education. Whether you are planning to buy a home, balancing your checkbook, or investing in your 401k, the resources on MyMoney.gov can help you.

Throughout the site, you will find important information from 20 Federal agencies.

FEDERAL CONSUMER INFORMATION CENTER (FCIC)

www.pueblo.gsa.gov

800-688-9889

The Federal Consumer Information Center (FCIC) provides free online consumer information to help the public. The FCIC produces the Consumer Action Handbook, which is designed to help citizens find the best sources for assistance with their consumer problems and questions.

USA.GOV: THE FEDERAL GOVERNMENT'S WEB PORTAL

www.usa.gov

FirstGov.gov is the official gateway to all government information.

CONSUMER.GOV: A RESOURCE FOR CONSUMER INFORMATION FROM THE FEDERAL GOVERNMENT

www.consumer.gov

DEPARTMENT OF EDUCATION

www.ed.gov/students

The Department of Education provides Information relating to college, financing, and student aid.

For other education-related resources:

- Complete the FAFSA online at www.fafsa.ed.gov.
- Find out more about scholarships at www.ftc.gov/bcp/menus/consumer/education/scholarships.shtml.
- For more information on Federal Loan Programs, studentaid.ed.gov.

FEDERAL TRADE COMMISSION

www.ftc.gov

877-FTC-HELP (382-4357)

The Federal Trade Commission website offers practical information on a variety of consumer topics, including credit and identity theft.

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)

www.hud.gov

800-669-9777

The HUD website offers educational resources on buying and renting homes.

INTERNAL REVENUE SERVICE

www.irs.gov

You can get copies of IRS publications and forms at this website or by calling 800-829-3676. Call 800-829-1040 for questions about your income taxes.

SECURITIES AND EXCHANGE COMMISSION (SEC)

www.sec.gov

800-SEC-0330

The SEC provides information about investing.

SOCIAL SECURITY ADMINISTRATION

www.ssa.gov

800-772-1213

You can find out about Social Security benefits at this site.

GO DIRECT

www.GoDirect.org

(800) 333-1795

To quickly and easily sign up for direct deposit of your Social Security or other federal benefit payments, contact Go Direct, a campaign sponsored by the U.S. Department of the Treasury and the Federal Reserve Banks.

NATIONAL ASSOCIATION OF SECURITIES DEALERS

www.nasd.com

1-800-289-9999

The National Association of Securities Dealers provides information about registered securities brokers to help you decide whether to do business with them.

THE CENTER FOR SOCIAL DEVELOPMENT (CSD), GEORGE WARREN BROWN SCHOOL OF SOCIAL WORK, WASHINGTON UNIVERSITY, ST. LOUIS, MO.

gwbweb.wustl.edu/csd/asset/idas.htm

The CSD Website includes useful information on Individual Development Accounts (IDAs).