**[Risk of Making Online Banking Mistakes](https://youtu.be/E7WHIxCSN0U)**

**Narrator:**

This Vignette concerns Financial Risk

Interviewees will be discussing the Risk of Making Online Banking Mistakes.

This risk perception relates to a fear of making mistakes transferring funds online. It manifests in observable behaviour as an avoidance of online banking.

In this section, you will hear a number of video vignettes extracted from interviews with older Australians.

Our first interviewee Eda, aged 77, discusses an experience of making an error and how she’s had to adapt her online banking behaviour.

**Eda:**

I know what has been spent and what it's been spent on. I feel I'm more aware of what's going on, and therefore less likely to be... suddenly find there's been a loss. I mean, I did, unfortunately during some banking, put another zero on the amount once and paid somebody 2500 instead of 250 and they were really good about it and I got it back, but it made me sit up and think, "Look, you've really got to be careful." And I'm... I think I now really concentrate when I do it. And it's very easy to make a mistake like that and you could end up in trouble.

**Narrator:**

The next vignette is of Dawood, aged 74, who because of similar concerns relies on family members to organise and manage his money online.

**Dawood:**

I have my own account online, go online do it and I feel safe. There is nothing to worry about. Some people say that I don't do it. I leave it to my son because I'm afraid I do a mistake and my money will go to another account.

**Narrator:**

Finally, Lindsay, aged 78, speaks to the concerns of his friends when making online transactions in contrast to their preference for person to person transactions.

**Lindsay:**

Just going online with some of our people is quite a task, particularly when they then go to PayPal and transact their fees, which they're not terribly comfortable doing. They would prefer to come to a physical office and transact the money by their face, which is actually the same thing they're doing online, but they don't associate the risk with person to person transaction.

**Narrator:**

These vignettes were developed by the Shaping Connections Research Program at RMIT University’s School of Economics, Finance and Marketing.

Our research develops insights on social inclusion and technology use among older Australians.

Please find additional information about these vignettes in the video description below.

You can get more information about the project by visiting www.shapingconnections.org. if you have any questions, comments or feedback please use the contact us section of the website and we will get back to you.