

FURTHER DEVELOPMENT AND EXPANSION OF REMOTE BANKING SERVICES

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From the first days of the quarantine, all commercial banks focused on further development of remote banking services, improvement of mobile applications, activation of online deposit, credit and payment services and expansion of opportunities to deliver all types of banking services to customers without coming to the bank building.

As a result, the number of users of online banking services has increased significantly in a short period. According to the results of 9 months of this year, the state of financial stability of banks, including the consequences of the coronavirus pandemic, and the performance of tasks set for optimizing crediting processes, were reflected in the main indicators.

The provision of remote banking services is a set of services that provide the opportunity to perform various banking operations remotely. It is enough to use a computer or mobile phone without visiting a bank.

Remote technologies allow the client to use banking services with maximum convenience and to minimize time and financial costs in the process of working with the bank.

The remote service system can be divided into two types according to the nature of the services provided to customers:

- informative;
- transactional.

Informational banking is focused on providing financial information to customers, while transactional banking provides an opportunity to carry out financial transactions.

The main principle of remote banking services is the remote exchange of various information between the client and the bank. The bank ensures the security of this operation.

Types of remote service systems for bank accounts:

Bank-Client is a computer-based system in which a special program is installed on the client's computer. This program stores all customer information (mainly payment documents and account statements) on the computer. Direct communication between the bank and the client's computer is carried out through a modem.

Internet banking is a system that allows clients to manage their deposit accounts, including bank card accounts, via the Internet. This type of service is a system designed to transfer payments in real time while the client is connected to the bank remotely. The user accesses the system through a web browser. The Internet banking system is hosted on the bank's web server. The user has the opportunity to review all his information (payment documents and account statements) on the bank's website.

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Through the Internet banking service, the client can:

- transfer payments;
- monitoring the stages of payment;
- makes it possible to use its practices like getting all reports at any time.

Through Internet banking, the client will be able to connect to the bank's website from his workplace, see the money coming into his account, prepare money transfers, and send them to the bank.

The mobile banking system is created because of internet banking technology.

SMS-banking is a system of receiving information in the form of SMS to bank customers about transactions in their deposit accounts and accounts opened for bankcards. In order to receive information from the account, the client needs to send an SMS request to the bank's special phone number.

The SMS-banking service allows the client to perform the following actions:

- funds received on the account;
- expenses made from the account;
- account balance; to receive operational information about bank operations conducted during the day.

Today, the population can perform real-time card-to-card (P2P) money transfer operations, make tax, budget, utility and other payments, receive microloans and repay loans, issue online deposits, deposit and loan (credit) accounts through the mobile application programs of commercial banks. remote opening, making payments from an international bank card account, online conversion operations and other remote banking services are widely used.

In turn, for enterprises and organizations, through remote management systems of bank accounts, real-time management of funds in bank accounts and making payments, sending an order for the purchase (conversion) of foreign currency funds to the service bank in electronic form, transferring monthly wages and equivalent payments opportunities were created for transferring an electronic account to the bank and using other services.

Our banks that offer Internet banking services today include InfinBank, Microkreditbank, Halk Bank, UzKDB Bank, Trustbank, Ipak Yuli Bank, Kapitalbank, Khamkorbank, Universalbank, Samarkandbank, Hi-Tech Bank, Asia Alliance Bank, Amirbank, Turkistonbank, Alokabank, Uzbek-Turkish bank and Turonbank. The fact that the number of banks offering this type of service is increasing day by day, and the fact that they are creating a greater sense of humor for customers, is considered a success. However, not all of these commercial banks offer services for individuals, but only Samarkandbank and Alokabank offer this type of service for individuals.

Compared with the Bank-Client program, the low level of security can be seen as its main drawback. Because in the Bank-Client program, special software is installed on the client's computer and cannot start the system with another computer. It should also be noted that there

are several factors that slow down the development of the Internet-Banking program in our country. Their elimination can create many new opportunities for both the client and the bank.

For example:

- Conducting marketing research passively;
- Low quality of advertising services;
- Low trust of our people in these remote services (mainly the Internet);
- Even in the center of the Internet technologies, it does not work quickly and in a way that meets the demand, etc.

The prospects for the development of Internet banking services in our country can be expressed as follows: our banks should make their image attractive, expand advertising and marketing research aimed at attracting customers, and then spread it to all means of communication (including the Internet) of the population of our country. Because of increased trust, such modern innovative technologies can be developed.

We can offer the following as suggestions to eliminate the existing shortcomings in the Internet banking service offered by our commercial banks today:

- Connecting to the Internet banking service and taking measures to reduce the cost of monthly customer fees due to their relatively high cost;
- Due to the fact that the necessary programs of the Internet banking service are obtained from abroad at high prices, the development of their national programs and the formation of special groups for the operation of local programs;
- Formation of a special working group on the Internet banking security system, establishment of a guarantee fund, etc.

Of course, some time is required for the improvement of this type of service, as the shortcomings in the use of all new services will be eliminated over time.

References

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