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CERTIFICATE

This Is Certified that Mr.TokshiyaShivamOmprakash

Student of Second Year Bachelor of Business Administration

(S.Y.B.B.A.) Of Academic Year 2022-2023 (Sem-IV) Has Been

Successfully Completed Their Project.

Subject Teacher	**Internal Examiner**	**External Examiner**	**HOD**

Declaration

I TOKSHIYA SHIVAM OMPRAKASH by declare that this report titled "STUDY OF ONLINE BANKING AND PAYMENT METHODS" is an original work done in partial fulfillment for the degree of Bachelor Business Administration (B.B.A.), Savatribai Phule Pune University.

I further declare that this work in not partly or wholly submitted for any other purpose and that the data included in the report collected from various sources are true to the best of my knowledge

NAME: TOKSHIYA SHIVAM
OMPRAKASH

Place : Sonai.

Sign.: Shiva

Date: 11\03\2023

Acknowledgment

The project is a great source of learning and a good experience as it made me aware of professional culture and conducts that exist in an organization. Inspiration and guidance are valuable in all aspects of life especially in an academic field.

A project work of such a great significance is not possible without the help of several people, directly or indirectly. First and foremost I have immense happiness in expressing my sincere thanks to my guide Prof.Tambe Sir for his valuable suggestions, cooperation and continuous guidance.

It gives me great pleasure in acknowledging my deep sense of gratitude and Indebtedness for providing me an opportunity and information to undertake this project under their guidance and direction, which ensured its completion.

I would like to thank my family for providing me with their immense support or the completion of the completion of project successfully

Mr. TOKSHIYA SHIVAM OMPRAKASH

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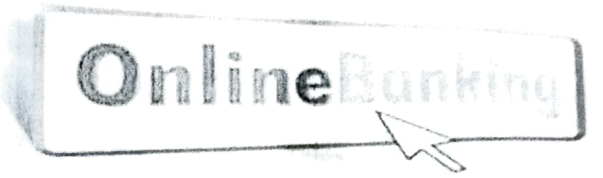
CHAPTER 1



INTRODUCTION

1.1. BACKGROUND

Electronic banking, or e-banking, is the term that describes all transactions that take place among companies, organizations, and individuals and their banking institutions. First conceptualized in the mid-1970s, some banks offered customers electronic banking in 1985. However, the lack of Internet users, and costs associated with using online banking, stunted growth. The Internet explosion in the late-1990s made people more comfortable with making transactions over the web. Despite the dot-com crash, e-banking grew alongside the Internet.

- *Online banking (or internet banking or E-banking) allows customers of a financial institution to conduct financial transactions on a secure website operated by the institution, which can be a retail or virtual bank, credit union or building society.*

- *Online banking is the practice of making bank transactions or paying bills via the Internet. Thanks to technology, and the Internet in particular, people no longer have to leave the house to shop, communicate, or even do their banking. Online banking allows a customer to make deposits, withdrawals, and pay bills all with the click of a mouse.*

1.2. HISTORY

While financial institutions took steps to implement e-banking services in the mid-1990s, many consumers were hesitant to conduct monetary transactions over the web. It took widespread adoption of electronic commerce, based on trailblazing companies such as America Online, Amazon.com and eBay, to make the idea of paying for items online widespread. By 2000, 80 percent of U.S. banks offered e-banking. Customer use grew slowly. At Bank of America, for example, it took 10 years to acquire 2 million e-banking customers. However, a significant cultural change took place after the Y2K scare ended. In 2001, Bank of America became the first bank to top 3 million online banking customers, more than 20 percent of its customer base. In comparison, larger national institutions, such as Citigroup claimed 2.2 million online relationships globally, while J.P. Morgan Chase estimated it had more than 750,000 online banking customers. Wells Fargo had 2.5 million online banking customers, including small businesses. Online customers proved more loyal and profitable than regular customers. In October 2001, Bank of America customers executed a record 3.1 million electronic bill payments, totalling more than $1 billion. In 2009, a report by Gartner Group estimated that 47 percent of U.S. adults and 30 percent in the United Kingdom bank online.

1.3. OBJECTIVES OF THE STUDY

The main objectives of the study are_

- To understand the genesis and concept of Online-Banking.
- To analyse the importance, functions, advantages and limitations of Online-Banking.
- To explain the different form of Online-Banking and to analyse the rules & regulation regarding Online-Banking guided by RBI.
- To highlighting on the security problems of Online-Banking and how to reduce the security issues with the help of security control tools.
- To analyse the trend of Online-Banking with the help of primary data.
- To analyse the present e-banking scenario concerned with ATM, Internet Banking, Mobile banking, credit card-debit card, fund transfer and other e-banking services.
- To examine the impact of ATM, Internet banking, Mobile banking and Credit cards on customer satisfaction by analysing the problems faced by the customers.

1.4. REVIEW OF LITERATURE

- **An Introduction to E-Commerce**: - written by Ramit Kumar Roy & Debasri Dey and published by the Elegant Publications.
- **E-Commerce**: - written by Prof.(Dr.) Dilip Kumar Chakraborty & Prof. Debdulal Chatterjee and published by B.B. Kundu Grandsons.
- **Introduction to Information Technology & its Business Application:** - written by A.K. Mukhopadhyay & A. Das and published by Kalimata Pustakalaya.

1.4. DATABASE AND METHODOLOGY

- *Data Collection:*

  Primary Source: The study is based on both of primary and secondary data. For the purpose of case study primary data have been collected from the people of UTTARPARA through phone calls, social network and direct interview from them.

  Secondary Source: The secondary data have been collected from different articles & website resources such as www.wikipedia.com, www.google.co.in and so many others. We have used simple pictures, tables & graphs to analysis & present the data. Apart from this I also followed my supervisor's instructions to finish the project.

- *Sampling Methodology:* The Primary data have been collected through a survey with a pre-tasted structured QUESTIONNAIRE on a sample of randomly selected 114 people of UTTARPARA in which some are college students, business persons, service holders, working women and some people who belong to 20-60 age group. From 114 respondents 100 respondents use online banking and the data collected from those people are used to analysis the trend of Net-Banking.

1.5. LIMITATION OF THE STUDY

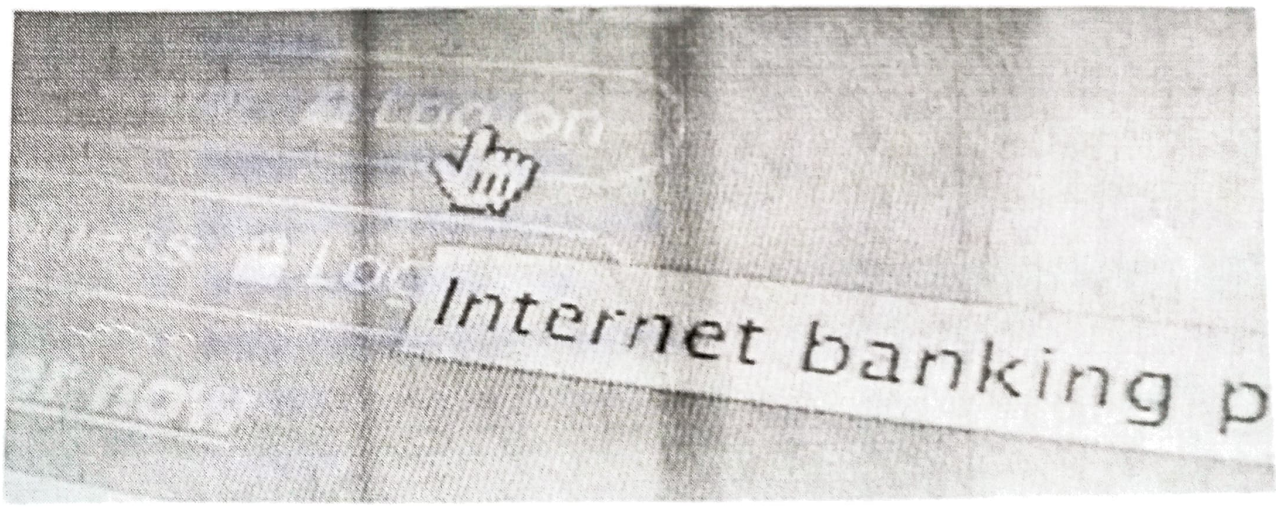
The major limitations of the study are:

- A small sample size of 114 respondents are taken to primary data analysis. So I cannot draw proper inferences about the respondents from this sample size.
- I have not used modern statistical tools to analysis the data.
- Due to shortage of time I have not been able to make a depth study.
- I could not collect data from out site of UTTARPARA.
- This study is based on the prevailing respondents' satisfaction. But their satisfaction may change according to time, fashion, need etc.

1.6. CHAPTER PLANNING

The study is divided into six chapters with reference:

- Introduction
- Online Banking- An Overview
- Different Types of Online Banking
- Online Banking in India-Guidelines of RBI
- Growth of online banking in India
- Findings, Conclusions & Recommendations
- References
- Bibliography.



ONLINE BANKING- AN OVERVIEW

2.1. DEFINITION

- Online banking is an electronic payment system that enables customers of a financial institution to conduct financial transactions on a website operated by the institution, such as a retail bank, virtual bank, credit union or building society. Online banking is also referred as internet banking, e-banking, virtual banking and by other terms.
- Online banking or E-banking is an umbrella term for the process by which a customer may perform banking transactions electronically without visiting a brick-and-mortar institution.
- Online banking is the practice of making bank transactions or paying bills via the Internet. Thanks to technology, and the Internet in particular, people no longer have to leave the house to shop, communicate, or even do their banking.

2.1. HOW ONLINE BANKING EVOLVED INTO A MAINSTREAM FINANCIAL TOOL

In today's highly technical world, it's hard to imagine there was once a time when all banking was conducted at an actual brick-and-mortar financial institution. Even simple account transfers required a trip into the bank.

While today's online banking is filled with amazing innovations, it hasn't always been this easy – in fact it took a long time to get this far.

- *HISTORICAL DEVOLOPMENT*

- The precursor for the modern home online banking services were the distance banking services over electronic media from the early 1980s. The term Online became popular in the late 80s and referred to the use of a terminal (keyboard and TV (or monitor)) to access the banking system using a phone line. Home banking was introduced in the early 1980s and required a keypad to send tones down a phone line with instructions to the bank. Online services started in New York in 1981 when four of the city's major banks (Citibank, Chase Manhattan, Chemical and Manufacturers Hanover) offered home banking services using the videotex system. Because of the commercial failure of videotex these banking services never became popular except in France where the use of videotex (Minitel) was subsidised by the telecom provider and the UK where the Prestel system was used.

- While financial institutions took steps to implement online banking services in the mid-1990s, many consumers were hesitant to conduct monetary transactions over the web. It took widespread adoption of electronic commerce, based on trailblazing companies such as America Online, Amazon.com and eBay, to make the idea of paying for items online widespread. By 2000, 80 percent of U.S. banks offered e-banking. Customer use grew slowly. At Bank of America, for example, it took 10 years to acquire 2 million e-banking customers. However, a significant cultural change took place after the Y2K scare ended. In 2001, Bank of America became the first bank to top 3 million online banking customers, more than 20 percent of its customer base. In comparison, larger national institutions, such as Citigroup claimed 2.2 million online relationships globally, while J.P. Morgan Chase estimated it had more than 750,000 online banking customers. Wells Fargo had 2.5 million online banking customers, including small businesses. Online customers proved more loyal and profitable than regular customers. In October 2001, Bank of America customers executed a record 3.1 million electronic bill payments, totaling more than $1 billion. In 2009, a report by Gartner Group estimated that 47 percent of U.S. adults and 30 percent in the United Kingdom are using bank online.

- Today, many banks are internet only banks. Unlike their predecessors, these internet only banks do not maintain brick and mortar bank branches. Instead, they typically differentiate themselves by offering better interest rates and more extensive online banking features.

First Online Banking Services in the United States:

According to "Banking and Finance on the Internet," edited by Mary J. Cronin, online banking was first introduced in the early 1980s in New York. Four major banks—Citibank, Chase Manhattan, Chemical and Manufacturers Hanover—offered home banking services. Chemical introduced its Pronto services for individuals and small businesses in 1983. It allowed individual and small business clients to maintain electronic chequebook registers, see account balances, and transfer funds between checking and savings accounts. Pronto failed to attract enough customers to break even and was abandoned in 1989. Other banks had a similar experience.

❖ *First Online Banking Services in the U.K.:*

Almost simultaneously with the United States, online banking arrived in the United Kingdom. The UK's first home online banking services known as Home link was set up by Bank of Scotland for customers of the Nottingham Building Society (NBS) in 1983. The system used was based on the UK's Prestel view link system and used a computer, such as the BBC Micro, or keyboard (Tandata Td1400) connected to the telephone system and television set. The system allowed on-line viewing of statements, bank transfers and bill payments. In order to make bank transfers and bill payments, a written instruction giving details of the intended recipient had to be sent to the NBS who set the details up on the Home link system.

Stanford Federal Credit Union was the first financial institution to offer online internet banking services to all of its members in October 1994

➧ Banks and the World Wide Web:

In the 1990s, banks realized that the rising popularity of the World Wide Web gave them an added opportunity to advertise their services. Initially, they used the Web as another brochure, without interaction with the customer. Early sites featured pictures of the bank's officers or buildings, and provided customers with maps of branches and ATM locations, phone numbers to call for further information and simple listings of products.

At the beginning of 2004, some 33 million U.S. households (31% of the market) were using one form or another of online banking. Five years later, 47% of Americans were banking online, according to a survey by Gartner Group. Meanwhile, in the UK e-banking grew its reach from 63% to 70% of Internet users between 2011 and 2012.

➧ First Online Banking in India:

ICICI bank is the first one to have introduced Online-Banking in 1994 for a limited range of services such as access to account information, correspondence and, recently, funds transfer between its branches. ICICI is also getting into e-trading, thus offering a broader range of integrated services to the customer.

2.2. FEATURES OF ONLINE BANKING:

Online banking facilities offered by various financial institutions have many features and capabilities in common, but also have some that are application specific.

❖ *The common features fall broadly into several categories:*

(A) A bank customer can perform non-transactional tasks through online banking, including –

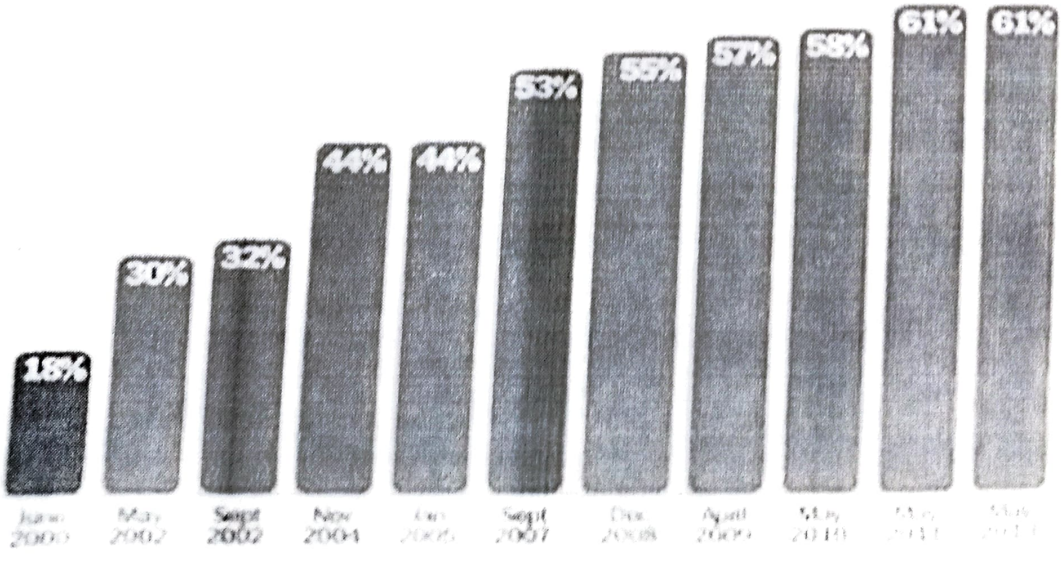
I. Viewing account balances.
II. Viewing recent transactions.
III. Downloading bank statements, for example in PDF format.
IV. Viewing images of paid cheques.
V. Ordering cheque books.
VI. Download periodic account statements.
VII. Downloading applications for M-banking, E-banking etc.

(B) Bank customers can transact banking tasks through online banking, including –

I. Funds transfers between the customer's linked accounts.
II. Paying third parties, including bill payments (see, e.g., BPAY) and third party fund transfers (see, e.g., FAST).
III. Investment purchase or sale.
IV. Loan applications and transactions, such as repayments of enrolments.
V. Credit card applications.
VI. Register utility billers and make bill payments.
VII. Financial institution administration.
VIII. Management of multiple users having varying levels of authority.
IX. Transaction approval process.

me financial institutions offer special internet banking services, for example:

sonal financial management support, such as importing data into personal Accounting Software
ne online banking platforms support account Aggregation to allow the customers to monitor all
heir accounts in one place whether they are with their main bank or with other institutions.



2.4 ADVANTAGES OF ONLINE BANKING:

Many banks have begun to offer customers the option of online internet banking, a practice that has advantages for both all parties involved. The convenience of being able to access accounts at any time as well as the ability to perform transactions without visiting a local branch, draw many people to be involved. Some of these advantages of internet banking but are not limited to include

- **Customer's convenience**

Direct banks are open for business anywhere there is an internet connection. They are also 24 hour a day 365 days a year open while if internet service is not available, customer services is normally provided around the clock via telephone. Real time account balances and information are available at the touch of a few buttons thus, making banking faster, easier and more efficient. In addition updating and maintaining a direct account is easy since it takes only a few minutes to change the mailing address, order additional checks and be informed for market interest rates.

- **More efficient rates**

The lack of significant infrastructure and overhead costs allow direct banks to pay higher interest rates on savings and charge lower mortgage and loan rates. Some offer high yield checking accounts, high yield certificate of deposits (CDs), and even no penalty CDs for early withdrawal. In addition, some accounts can be opened with no minimum deposits and carry no minimum balance or service fees.

- **Services**

Direct banks typically have more robust websites that offer a comprehensive set of features that may not be found on the websites of traditional banks. These include functional budgeting and forecasting tools, financial planning capabilities, investment analysis tools, loan calculators and equity trading platforms. In addition, they offer free online bill payments, online tax forms and tax preparation.

- **Mobility**

Internet banking also includes mobile capabilities. New applications are continually being created to request and process this capability on smart phones and other mobile devices.

- **Transfers**

Accounts can be automatically funded from a traditional bank account via electronic transfer. Most direct banks offer automated transfers at no cost, including those with brick-and-mortar institutions. They will also accept direct deposits and withdrawals for the customer's paycheck or payroll deposits and automatic bill payment.

Ease of use

Online accounts are easy to set up and require no more information than a traditional bank account. Many offer the option of inputting the customer's data online or downloading the forms and mailing them in. If the customer runs into a problem, he has the option of calling or e-mailing the bank directly.

Environment friendly

Internet banking is also environmentally friendly. Electronic transmissions require no paper, reduce vehicle traffic and are virtually pollution-free. They also eliminate the need for buildings and office equipment.

2.4.THE DISADVANTAGES OF INTERNET BANKING:

Internet banking seems like an obvious choice to leave the hassles of traditional money management behind in exchange for it. However, there are potential problems associated with banking over the internet of which customers may not be aware. Consumers need to weigh the advantages as well as the disadvantages of internet banking before signing up. Some of the disadvantages of internet banking include:

Bank relationship

A traditional bank provides the opportunity to develop a personal relationship with that bank. Getting to know the people at your local branch can be an advantage when a customer needs a loan or a special service that is not normally offered to the public. A bank manager usually has some discretion in changing the terms of customer's account if the customer's personal circumstances change. They can help customers solve problems such as reversing an undeserved fee. The banker also will get to know the customer and his unique needs. If the customer has a business account, this personal relationship may help if the customer needs capital to expand. It's easier to get the bank's support if there is someone who understands customer's business and vouch for his operating plan.

Transaction issues

Sometimes a face-to-face meeting is required to complete complex transactions and address complicated problems. A traditional bank can host meetings and call in experts to solve a specific issue. Moreover, international transactions may be more difficult (or impossible) with some direct banks. If a customer deposits cash on a regular basis, a traditional bank with a drive-through window may be more practical and efficient.

Service issues

Some direct banks may not offer all the comprehensive financial services such as insurance and brokerage accounts that traditional banks offer. Traditional banks sometimes offer special services to loyal customers such as preferred rates and investment advice at no extra charge. In addition, routine services such as notarization and bank signature guaranteed are not available online. These services are required for many financial and legal transactions.

Security

Direct banks are subject to the same laws and regulations as traditional banks and accounts are protected by the FDIC. Sophisticated encryption software is designed to protect your account information but no system is perfect. Accounts may be subject to phishing, hacker attacks, malware and other unauthorised activity. Most banks now make scanned copies of cleared checks available online which helps to avoid and identify check fraud. It enables verification that all checks are signed by the customer and that dollar or euro amounts have not been changed. The timely discovery of discrepancies can be reported and investigated immediately.

Connectivity

Another issue is that sometimes it becomes difficult to note whether your transaction was successful or not. It may be due to the loss of net connectivity in between, or due to a slow connection, or the bank's server is down.

CHAPTER-3

DIFFERENT TYPES OF ONLINE BANKING

3.1. CORE BANKING SOLUTION or CBS:

Core Banking is a banking service provided by a group of networked bank branches where customers may access their bank account and perform basic transactions from any of the member branch offices. Core banking is often associated with retail banking and many banks treat the retail customers as their core banking customers. Businesses are usually managed via the Corporate banking division of the institution. Core banking covers basic depositing and lending of money.

Normal Core Banking functions will include transaction accounts, loans, mortgages and payments. Banks make these services available across multiple channels like ATMs, Internet banking, mobile banking and branches.

The core banking services rely heavily on computer and network technology to allow a bank to centralise its record keeping and allow access from any location. It has been the development of banking software that has allowed core banking solutions to be developed.

iii) Such customer view gives the bank opportunity to decide directions for business development and marketing strategies.

5. Advantages to Head Office:

i) Consolidation of MIS / statements / reporting at one place reducing duplication of tasks at branches and it is of real time.

ii) Supervision of branches on risk perceptions possible as ongoing process.

iii) Frequent audits and timely control measures can be initiated.

iv) Faster and practically real time reconciliation of accounts.

v) Centralized marking and movement monitoring of NPA accounts.

vi) Better ALM, especially for short term assets and liabilities possible.

vii) Audit on operational aspects of the accounts can be done at a single location as entire data is available at one place.

viii) By installing mailing solution on the intra net of the bank, written communication in the form of letters, between H. O. and branches and vice versa, can be eliminated.

6. Advantages to Branch:

i) With reduced work at the branches they can focus on development of business, customer service and attendance and meaningful liaison with customer for getting new business.

ii) Since customer needs are known with proper analysis they can be well attended even before their demands that boosts the image of bank.

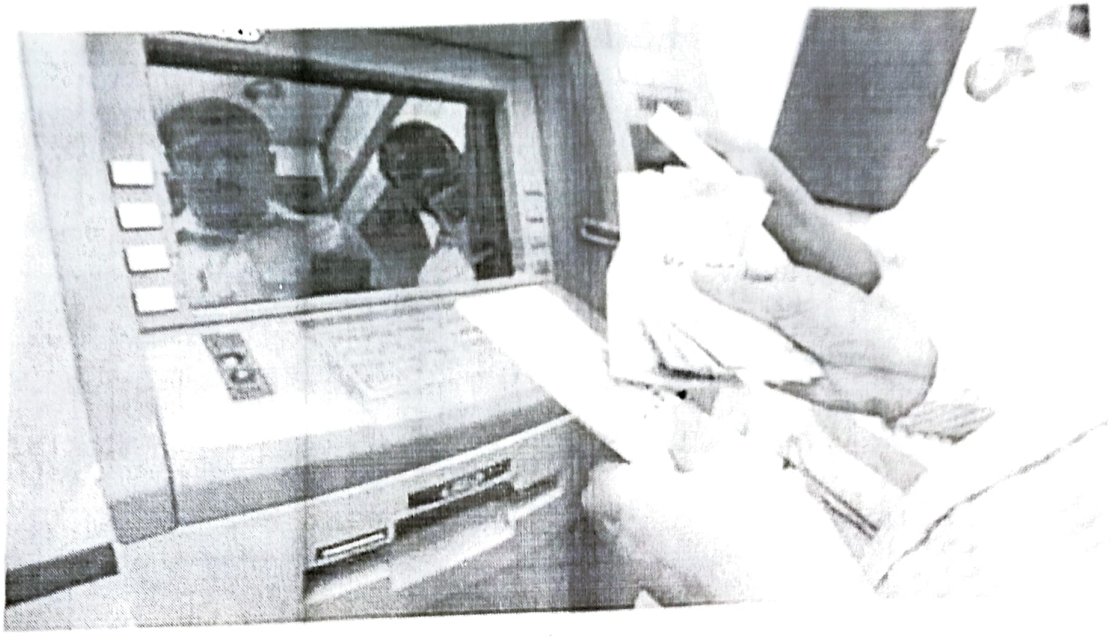
↓ *State Bank of India, World's Largest Centralized Core Processing Implementation:*

The story began in 2000. With its growth curve heading northward, State Bank of India (SBI), the country's largest bank with the largest branch network, realized the need for a core banking solution. An expression of interest was invited in July 2000, and the actual implementation was started in August 2003 when the first branch of the bank was put on TCS' BaNCS core banking solution.

The planning stage lasted three years, while the BaNCS implementation took another five years (till July 2008) to complete. The entire project of implementing the core banking solution was handled by TCS as the systems integrator, while other major technology partners in the project were HP, Data craft, Cisco and Microsoft. The core banking solution implemented at SBI and its associate banks currently execute an average of 42 million transactions per day, with a peak of 1,900 transactions per second through a massive network of about 17,700 branches and over 20,000 ATMs, servicing nearly 243 million customers. The CBS at SBI executes an average of 42 million transactions per day with a peak of 1,900 transactions per second through a network of about 17,700 branches.

Further, SBI had more than 2 lac employees, and many of them had little familiarity with Web based technology before the core banking solution's implementation. SBI and TCS had to ensure that the bank employees were well acquainted with the use of the solution. Indeed, at one point of time, SBI had 58 training centres.

3.2. ATM BANKING:



Full-service banking, 24 hours a day.

Make banking more convenient with ATMs and debit card.

- **Convenient Self Service**
  - Deposits – Cash and check deposits can be made at most BBVA Compass ATMs.
  - Withdraw Funds – The cash you need when you need it.*
  - Transfer funds – Move funds between checking accounts and savings accounts that are linked to your debit card.
- **Account Management**
  - Check Balance – View your account balance before you make a withdrawal.
  - Mini Statement – Receive a print out of your transaction history and account balances.*
- **Customizable**
  - Fast Cash – Set standard ATM withdrawal amounts.
  - Receipt Options – Set whether or not you will receive a receipt when you make transactions.
  - Preferred Language – Choose between English or Spanish.

CREDIT vs. DEBIT

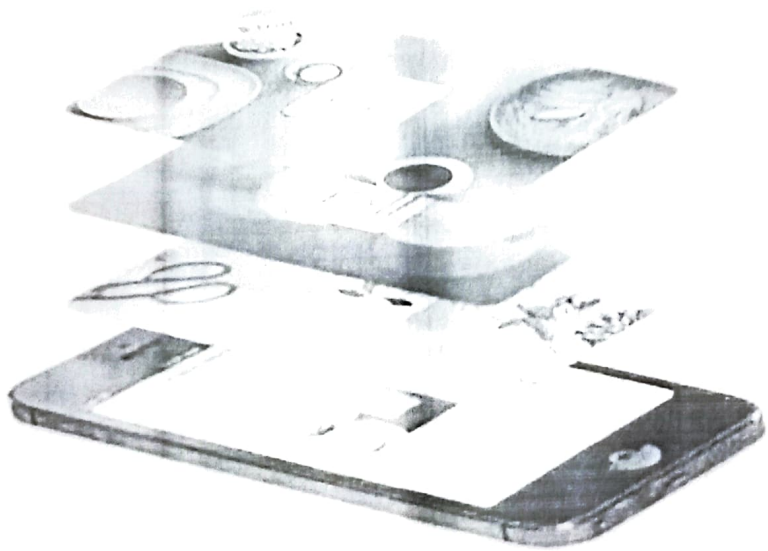
Debit Cards vs. Credit Cards

	Debit Cards	Credit Cards
Payments	pay now	pay later
Interest Charges	No charges apply	Charges will apply
Fees	• **Fees**	• Fees and penalties • Some cards also have annual fees • Not all cards offer grace periods
Other Potential Benefits	• Easier and faster • No risk • **freebies or rebates** •	• Freebies • withhold payment • Purchase protections • your credit score may go up
Other Potential Concerns	• **protections** •	• Over-spending • you will pay interest

3.3. DIGITAL WALLET

Nowadays, we find ourselves carrying cold hard cash less and less because you can just as easily make your purchase with payment cards, and track your spending online. Plus, it's more secure than carrying $350 to buy the latest iPad (MINI).

Certain payment or loyalty cards also let you earn rewards or entries to contests, but they do add up. They make your wallet unnecessarily thick and heavy. Perhaps it's time to swap the system again, this time, for something that you have always been carrying around: your smartphone.



Digital wallets can help take you there. They are smartphone apps that hold your payment and loyalty card information. Google Wallet and Apple's Passbook are two of the more popular ones we often hear about, but if they are not your fancy, there are plenty of other digital wallets that carry perks and benefits that you may prefer.

1. Google Wallet

Instead of tapping your credit card on the NFC machine at the checkout counter, all you have to do is wave your smartphone or tap it on the machine to make your payments. It'll be able to identify the credit card information linked on your Google account.

For this to work, Google Wallet requires Near Field Communication (NFC) technology available which unfortunately is only available on certain smartphones and tablets.

You link your debit or credit card to your Google account and you can leave your wallet at home – but at the moment, it only works with phones and credit cards from the US and only in the US. Currently, it supports 20+ merchants on the ground and online, promising more merchants to come.

2. Apple's Passbook

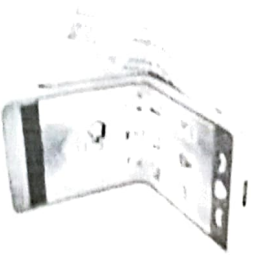
Apple's Passbook was introduced in iOS 6 and relies on scanning 2D barcodes to help you manage your movie, concert and airline tickets as well as loyalty cards and coupons for selected merchants.

The result: you get location and time-based notifications when you're near a cafe where you can use your loyalty card or when your airline, movie or concert ticket is nearing its due date.

You add passes through apps that support Passbook (link opens iTunes). So instead of bringing your grocery coupons and stack of loyalty cards wherever you go, you can store it in Passbook. Unlike Google Wallet, you cannot use your debit or credit card for purchases in-store, however you can use Bill Guard to view your bank balance and other related information on your iPhone.

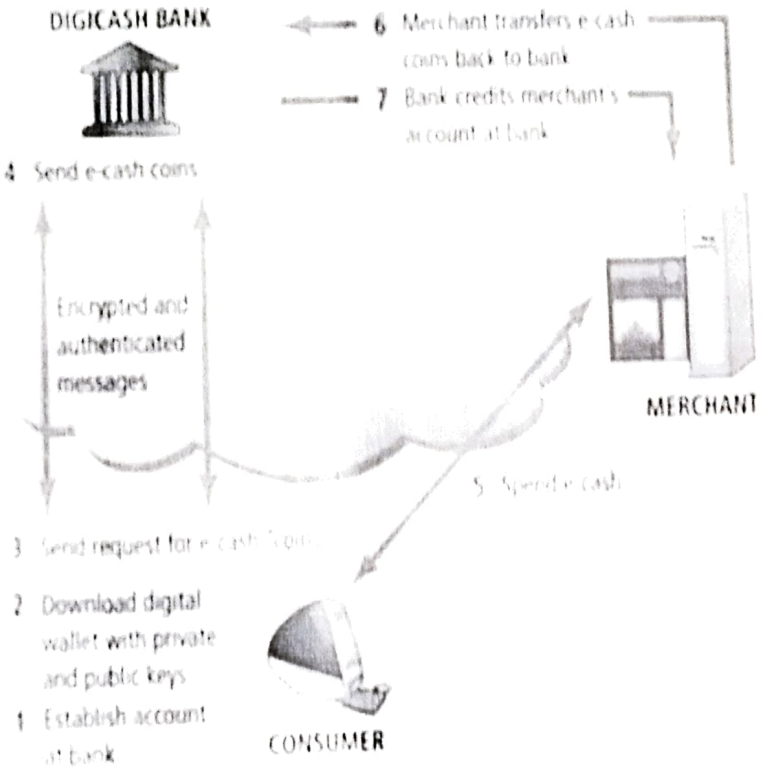
3.4. DIGITAL CASH:

Digital Cash acts much like real cash, except that it's not on paper. Money in your bank account is converted to a digital code. This digital code may then be stored on a microchip, a pocket card (like a smart card), or on the hard drive of your computer.



The concept of privacy is the driving force behind digital cash. The user of digital cash is assured an anonymous transaction by any vendor who accepts it. Your special bank account code can be used over the internet or at any participating merchant to purchase an item. Everybody involved in the transaction, from the bank to the user to the vendor, agree to recognize the worth of the transaction, and thus create this new form or exchange.

Digicash: How First Generation Digital Cash Worked



3.5. KIOSK BANKING:

This is the latest development on the remote baking front, also known as 'Touch-screen' banking. A kiosk is a self - service banking terminal that can be operated with both credit & debit cards. The Debit/credit card can be swiped at against the card reader at the kiosk and account accessed post entering the ATM PIN. Currently, very few banks like Citibank offer this facility to their customers at select ATM centres across the country.

Unlike an ATM, which is primarily used for cash transactions like withdrawals, deposits, etc., a kiosk is primarily used for non-cash transactions like cheque book request, printing bank account statements, funds transfer etc. The number of transactions a particular location is expected to be able to support is key here along with the types of transactions required. An ATM and a Kiosk can both easily perform the same non cash and non-deposit transactions however the real differentiators come down to how much time/ input the transaction takes (Financial Kiosks have full keyboards and document printers, ATMs generally don t) and queuing considerations (at an ATM, most people just want to get their cash and go).

3.6. NEFT:

National Electronic Funds Transfer (NEFT) NEFT is electronic funds transfer system, which facilitates transfer of funds to other bank accounts in over 63000 bank branches across the country. This is a simple, secure, safe, fastest and cost effective way to transfer funds especially for Retail remittances.

FEATURES & BENEFITS

Customers can remit any amount using NEFT Customer intending to remit money through NEFT has to furnish the following particulars.

- IFSC (Indian Financial System Code) of the beneficiary Bank/Branch
- Full account number of the beneficiary
- Name of the beneficiary

The facility is also available through online mode for all internet banking and mobile banking customers.

For corporate customers, bulk upload facility is also available at branches.