

## Product Specification: Student Current Account

### 1 Keeping the student informed and in control - account balances and alerts

*This section looks at features that let the student know exactly how much is available to spend at any given point in time giving the student a sense of control and the information to manage their finances.*

- 1.1 The balance can be obtained at any time by the student with a mobile app.
- 1.2 The product provides the student with the ability to trigger a message if the balance has reached a certain level and/or automatically sends a message on a low balance.
- 1.3 The product provides the customer with the ability to set a message if the account balance has reached a maximum level in addition to 1.2.

### 2 Enabling the student to keep track of income and expenditure

*This section looks at features that let the customer track how much income, including student loans they are receiving against how much they are spending, helping them to identify trends i.e. whether expenditure is less than income, a key factor of financial well-being.*

- 2.1 The product enables the student to track their overall income, including student loans and expenditure, i.e. the product provides a summary of the overall income received for a period and the overall expenditure during that period.
- 2.2 The product enables the student to produce or receive an income/expenditure time profile i.e. the customer can look at the change in income and expenditure over time using a monthly average to smooth for a term.
- 2.3 The product enables the student to produce different views of income and expenditure (e.g. graphs and tables).
- 2.4 The product highlights to the customer opportunities for regular savings.

### 3 Enabling the student to keep track of expenditure by detailed category

*This section looks at features that may help students to be on top of their expenditure by providing an in-depth understanding of where they spend their money. These would be provided by mobile app or online.*

- 3.1 The product enables the student to review expenditure by category e.g. eating out, petrol, groceries, entertainment.
  - 3.2 The product enables the student to review expenditure by category through time i.e. can the customer look at how expenditure categories change over time.
  - 3.3 The product enables the student to produce different views of the expenditure categories (e.g. graphs and tables).
  - 3.4 The expenditure category functionality allows for comparison with others e.g. an average for other students spending habits for each category (perhaps with similar income levels).
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#### **4 Enabling the student to set a budget**

*This section looks at features that help students to be realistic about the amount they receive and what they have to spend and help them to stay within their budget.*

- 4.1 The product enables the customer to set an overall budget.
- 4.2 The product enables the customer to set a budget by different categories, e.g. dining out, petrol, groceries, entertainment.
- 4.3 The product tracks the actual expenditure against the set budget.
- 4.4 The product provides alerts with helpful prompts to amend budget plan if circumstances change.
- 4.5 The product gives incentives for achieving budget; these can be financial or non-financial.

#### **5 Encouraging parental involvement**

*This section looks at features that help students to get support from parents when agreed.*

- 5.1 The product encourages parents to provide advice on budgeting e.g. optional e-mail to parents to check budget is complete or pack encouraging a discussion with parents.

#### **6 Providing short term deterrents to reduce expenditure**

*This section looks at features that are designed to help students to control their spending in a straightforward way.*

- 6.1 The product enables the student to deactivate the debit card for a period of time e.g. when going out for the evening to reduce the likelihood of over-spending.
- 6.2 The product can send a message if expenditure in a period (e.g. week) reaches a certain level determined by the student.
- 6.3 The product enables the student to restrict the maximum spend in a day/week without having to take action i.e. creates a deterrent for large expenditure.

#### **7 Enabling the student to manage their debts**

*This section looks at features that help students to be in control of their debts and not to acquire greater debt than is necessary.*

- 7.1 There is a check to ensure the student only has one product with an interest free overdraft limit.
  - 7.2 The product enables students to set a plan to reduce debt, for example with income from temporary or part-time work.
  - 7.3 The product gives incentives to meet plan.
  - 7.4 The product notifies the customer with a message if the balance is near the authorised credit limit.
  - 7.5 The product notifies the customer with a message if a debit transaction/s will take the balance over the authorised credit limit that day enabling the customer to take remedial action.
  - 7.6 The product provides students with the opportunity for a temporary overdraft increase (maximum of 3 months) to cope with unforeseen expenses; the overdraft limit would be reduced following receipt of monies into the account.
  - 7.7 The product will suggest the student takes independent advice from suitable agencies if he/she is experiencing financial difficulties and check to see that the advice is being sought e.g. individual colleges and NASMA.
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## **8 Transition from student to mainstream account**

***This section looks at how the transition to a mainstream account occurs and how the student is prepared for this together with features to assist with the transition into work.***

- 8.1 The product makes the student aware of the different terms of the new account, especially the overdraft arrangements, early enough to enable the student to make adjustments e.g. reduce the overdraft.
  - 8.2 The product has flexibility for students that have not been able to find employment e.g. by postponing the charging of full interest, it could include suggestions to seek the benefits to which they are entitled.
  - 8.3 The product provides features for graduates to provide financial management as they enter the workforce e.g. tailored budgeting, awareness of bills, how to reduce overdrafts and credit card balances and obtaining a good credit rating.
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