



Video title: What do you think can be done to increase financial education for consumers?

Could hold public meetings. And if you're interested you can go and do them and have them by non-biased people who actually want to share information and don't want to get people into their banks.

Stop the technical terms and try to you know, like put it down on the streets a bit, you know. I mean, I know it's a hard thing to do you know, it's a balance, you know, but I suppose people are afraid of financial institutions because of that.

I think that it should be taught in school because I didn't know about my emergency tax, my manager never told me about it.

My school never told me about it.

So I was getting taxed so much until I actually had to go and ask my friends.

I think it should start in primary school like a young age.

Like learn to manage your finances.

I like the idea of all these little cards now for kids to give them their pocket money and stuff.

Well I suppose if children start at an early age, 5th or 6th class learning about it and also in secondary school they might be more savvy financially when they go out into the world and start earning money.



Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem

Video Transcript

I think you spend so much time learning how to get a big salary when you graduate.
However, you don't really ever learn how to take advantage of your salary
or be able to use it to its fullest extent.



Video title: Would you be more likely to buy a financial product or service if it was marketed as “green” or “sustainable”?

If it is marketed as green and sustainable

I do, like I guess instantly will think, oh, that's great.

But I think in today's world where you can you know look up kind of, if a company is actually doing the right thing or if it's just doing it for marketing purposes.

Yeah, yeah, because I need I need to know I'm doing my part in you know, in trying to make the earth green.

I don't think I really care, to tell you the truth. If I got a good rate

Yeah I don't think I'd be

That would be the main the main important thing, you know.

The short answer is yes but I would need to look into that because I know there are many brands for example, in fashion that consider themselves green but they're not actually green.

If I had if I was buying something I wouldn't buy something, because it is.

But if I was buying something and that was part of a competitor's campaign

I would probably go with theirs.

Probably, like it wouldn't be the only reason that I buy it if I'm interested in it and I'm going to buy it anyways then I'd say oh, well, yes, it's good that it's green but is it actually green?

How green is it? You never know.



Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem

Video Transcript

I think more and more that's something that I started looking at
Maybe growing up, you know and how much value has been
put on it and our education and kind of learning more and more
about the importance of sustainability it's something that certainly would influence decisions.



Video title: How do you feel about being targeted by online ads based on your personal data?

I hate it. I hate any kind of ads.

Just like personalised or, you know, whatever.

I just don't like it.

I actually think that can be kind of useful.

I think there's a stigma against using data but I think that whether you're able to make the ads personally cater to you and your preferences you're able to get better insights into potential financial decision making.

I don't like that at all. I don't like being watched on my phone.

Hate it.

Delete, delete, delete.

I think it's overwhelming sometimes because there's so much ads so many ads but sometimes it is indeed useful because you see something that's on sale that you really want to buy or you've been looking for for a long time.

I don't mind. It doesn't bother me really you know.

If you weren't, you'd be getting ads anyway that were no use to you.

So at least these might be good for you.



Video title: Is the phrase “regulated by the Central Bank of Ireland” useful when you’re making decisions about financial products or service providers?

I think so.

Because, you know, in the end it's like kind of a guarantee.

You know, so if I read it, you know

I think OK, it is not a scam.

It's something.

You know, it's okay.

So I can trust it.

Cos' it's faceless it seems to be
difficult to know exactly what that means.

I don't

I don't know what that means.

But I'm used to hearing it.

Yes, because we we have to know that whatever
an entity is you know, whatever
whatever financial company we are dealing with
we need to know that, you know they are followed by
you know the Central Bank of Ireland.
Like somebody is watching over them in case you know
because I need to know where my money is going



if I'm you know, if I'm to invest and all that.

Yeah,

I think it gives a lot of credibility to a financial service.

And I feel like, it really adds

some value to the consumer to feel more safe

that there is a you know, third party involved

that has sort of given their seal of approval

to something and shown that it has a certain certain standard,

a certain degree of value.



Video title: Should vulnerable consumers be allowed to nominate a friend or family member to deal with financial services firms on their behalf?

Definitely.

Because in this day and age

I've experience myself with all this high tech stuff.

We're not all geniuses with technology

so to get to talk to somebody at a bank or sort out things for you is impossible.

They need to have somebody

to advocate for them and to speak on their behalf.

So I think it's absolutely necessary

and it should be allowed.

If the products aren't accessible like if there's no way

they can use them otherwise, then yes.

But I think there's like a risk if you nominate someone can they actually lock you

out of your own financial stuff?

So I think there's a fine line. It depends.

I think so.

If, in a case where you feel they are vulnerable, they are unable to contact

their account by themselves so if they have someone they trust

maybe a family member or friends I think it would be okay for them to authorise such person.



Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem

Video Transcript

If they're willing to do so yeah

I wouldn't like them being coerced into someone speaking for them
but if they are willing to do so.

Yeah, I have no problem with it, no.



Video title: Do you think there's enough choice when it comes to financial products?

Participant 1: No, I don't.

Not since the exit of the Ulster Bank and KBC.

I think people are very vulnerable in that market.

The Bank of Ireland and AIB have a total monopoly.

So we need to get some more competitors into the market.

Participant 2: Not really

I just kind of know Bank of Ireland and AIB, it's one or the other really

for me, I know there's probably more but they're the two main ones, you know.

Participant 3: Sometimes I think it's too much choice but without choice.

There's a lot of companies but they're all the same.

Participant 4: I think in general, there's not enough competition in Ireland with banks.

Then you've had the merger of Permanent TSB kind of merged together.

There's just not enough competition I think.