

ENGL 154 READING PRACTICE

MORE OPTIONS FOR E-BANKING¹

1



In the path towards efficiency and cost savings, banks across Malaysia are intensely promoting electronic **transactions**. The campaigns are so successful that Bank Negara's most recent statistics showed that as many as 73.1% of the Malaysian population were already using Internet banking, up from just 9.8% in 2005.

- 2 In fact, bank branches are now taking it to the next level, by only allowing withdrawals and deposits above RM5,000 over the counter. Anything below should be done at the cash deposit and the automated teller machines (ATMs). A customer service representative of a bank in Phileo Damansara here said yesterday that starting from May 1, company account holders will be charged RM5 for over-the-counter transactions. An A4-size announcement dated Dec 1 last year could be spotted above the **queue** number machine encouraging customers to make deposits or withdrawals below RM10,000 via ATM machines.
- 3 In George Town, several banks have put up notices advising customers to use the cash deposit machines if **they** want to deposit less than RM5,000. A check at a bank in Komtar showed the notice placed at the information counter stating the new ruling in English, Bahasa Malaysia and Chinese. A staff member said the **policy** was **implemented** last month but customers could still head to the counters for help if **they** had problems at the cash

¹ Source <http://www.thestar.com.my/news/nation/2017/04/12/more-opting-for-ebanking-banks-feel-move-assures-cost-savings-for-malaysians/>

deposit machines. Customers at a bank in Sungai Pinang were also required to **adhere** to such a ruling, **which**, according to an employee, was introduced late last year.

- 4 The new rules have sparked a heated debate on social media, with some complaining that **they** are **restrictive** and **inconvenient**. “What about the elderly who may be **unaccustomed** to using ATMs? Isn’t **it** inconvenient?” asked someone in a Facebook comment. Another user, questioned how **illiterate** people were supposed to do their banking transactions. A local bank, when contacted, **reassured** customers that the new rules do not apply to senior citizens and people with disabilities. **They** are welcome to perform any banking transactions at our counters **regardless** of the amount.

Questions

1. What is the general idea of the article?
 - a. That online banking is not suitable for the elderly and disabled customers.
 - b. That Malaysian banks are moving toward online banking in more and more transactions.
 - c. The advantages and disadvantages of online banking.
 - d. The history and development of online banking.
2. Which paragraph illustrated some concerns that some customers arose about making online banking new rules?
 - a. Paragraph 1
 - b. Paragraph 2
 - c. Paragraph 3
 - d. Paragraph 4

3. What is the main reason Malaysian banks are making online banking more compulsory?
- a. To save money
 - b. To save time
 - c. To keep their records free of mistakes
 - d. To use more ATM machines
4. According to the passage, of the Malaysian are using online banking.
- a. almost all
 - b. the majority
 - c. just over the half
 - d. a small percentage
5. In how many languages is the new is written in a bank in Komtar?
- a. One language
 - b. Two languages
 - c. Three languages
 - d. Four languages
6. Which of the following is NOT a concern that the article mentions as to be raised in the social media?
- a. That the charges for depositing over the counter are high.
 - b. That senior citizens may not be able to use online banking efficiently.
 - c. That illiterate people will find this rule against them.
 - d. That disabled people might not be disadvantaged.

What does each of the underlined words mean?

7. transactions
 - a. an instance of buying or selling something.
 - b. The act of moving customers from one service to another
 - c. The amount of money you deposit at your bank account
8. Queue
 - a. Bank account details of a customer
 - b. people standing in order of arrival waiting for their turn
 - c. auto teller machine
9. implemented
 - a. bought, paid for
 - b. withdrawn, taken away
 - c. applied, put into operation
10. policy
 - a. police
 - b. rule
 - c. charges
11. adhere
 - a. follow, stick to
 - b. hear, listen to
 - c. oppose, break
12. restrictive
 - a. easy and flexible
 - b. difficult and limited
 - c. secret and confidential
13. inconvenient
 - a. agreeable, suitable
 - b. countable
 - c. problematic
14. unaccustomed
 - a. unfamiliar
 - b. not a customer
 - c. professional
15. illiterate

Comment [11]: You need to learn how to guess from the context. Read the sentence. See which meanings fit in. Then, after you are done, check the dictionary .

- a. sick
 - b. cannot read or write
 - c. blind
16. reassured
- a. make them feel comfortable and safe
 - b. make them feel uncomfortable and unsafe
 - c. make them feel confused and worried.
17. regardless
- a. despite, without considering
 - b. including, with attention to
 - c. with, in combination of
18. What do the pronouns in boxes in the passage refer to?

According to the article, are these statements true or false? Circle True or False.

19. True False 'Currently, account holders are encouraged to use ATM machines but still can go inside the bank if there was a problem or if they face a difficulty.'
20. True False 'Customers with disabilities are welcome to perform online banking inside the bank if the amount is less than MR10,000.'