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money myth 5 - “Customer service is lacking with digital banking”

Back in the day, you rolled into your local bank branch and saw your friendly neighborhood teller to deposit money, cash checks or open an account. Though transacting face-to-face with a bank teller isn't exactly an artifact of the past, things have changed.

As our lives become more digitally driven, so does our banking. In a Q3 2018 Forbes Insights survey, 42% of respondents said they are already using one or more digital banks, which can offer much higher savings rates, low-to-no fees and other conveniences. And many of these digital bank customers have come to enjoy doing more for themselves instead of having to ask (and wait) for someone else to help them.

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