



## How 5G Will Affect Digital Banking

by [Steve Brown](#) Topics: [digital banking](#), [mobile banking](#), [technology](#)

**Summary:** 5G is supposed to be 100x faster than 4G. So how can your bank leverage the power, speed and capabilities of 5G to enhance customer service and operations?

We saw a story the other day in the press that warned vacationers that microbes of bacteria will colonize your skin after only 10 minutes of swimming in the ocean. Researchers say that may not be a bad thing, but they do suggest taking a shower to rinse off after you get out, just to be safe.

As community banks swim around the oceans of technology advances, one that is getting more press lately is about 5G. As billed, 5G is 100x faster than 4G for moving around data through mobile wireless networks.

So, how can your bank leverage the power, speed and capabilities of 5G to enhance customer service and operational activities, and when will it all be available?

Things are already moving forward, as 5G networks with massive bandwidth are being incrementally rolled out across the country. Such networks have "ultra-low latency," meaning there is minimal delay when processing extreme volumes of data. That makes them as close to real time as possible. Because 5G leverages both satellite and relay points that will be located much closer to each other than existing cell towers, it means essentially no dead zones and few if any dropped calls or online interruptions.

Coupled with the rollout of 5G phones and tablets starting this year, the possibilities for enhanced banking are gigantic. Here are some of the other benefits 5G promises to deliver.

**Safer.** Mobile banking will become ubiquitous, thanks to virtually no latency or reliability issues anywhere. It could also be more secure, as 5G will enable banking apps to access cloud-based biometric authentication services that have more computing power than devices alone. This will allow the capability to deliver more accurate facial and other biometrics.

**Faster.** Customers will greatly benefit from banks deploying third-party application programming interfaces (APIs). 5G will enable fintech apps utilizing APIs to access and process customer bank account information in near real time. This will give customers even more features exactly when they need them.

**Easier.** Customers will be able to download "lighter" apps too. This will enable banks to process mobile transactions on the cloud, which means faster computing times and easier upgrades for the bank. Apps with fewer computing requirements would be more responsive and also free up more space on customer devices too.

**Connected.** Customers could use their mobile devices to have video sessions with remote tellers, thanks to 5G. Banks could more effectively use artificial intelligence to immediately detect locations and offer more accurate advice for instance. This could include such things as offering deals on auto loans right when a customer pulls up to a car dealership, for example.

**Mobile.** Virtual reality streaming through 5G networks can also enhance experiences in branches and at ATMs through the use of wearables. Banks could also deploy mobile branches with more capabilities at large events, like football games.

The full promise of 5G will be upon us before we know it, so read up now so your team is ready to take advantage!

# ECONOMY & RATES

Rates As Of: 07/19/2019 12:36PM (PDT)

Treasury	Yields	MTD Chg	YTD Chg
3M	2.04	-0.04	-0.31
6M	2.01	-0.08	-0.47
1Y	1.92	0.00	-0.68
2Y	1.80	0.05	-0.69
5Y	1.80	0.03	-0.71
10Y	2.05	0.04	-0.64
30Y	2.58	0.05	-0.43
FF Market	FF Target	Fed Disc	
2.41	2.50	3.00	
SOFR	Prime	Unemp	
2.46	5.50	3.70	

[More Market Rates](#)

## BANK NEWS

### Embezzlement Stats

According to a survey by Hiscox, a global insurance company: 79% of embezzlement cases they studied involved more than one perpetrator; 85% of cases were committed by an employee at the manager-level or above; 70% of the embezzlement went on for more than 1Y; \$357,650 was the average loss and only 39% of embezzled funds were recovered on average through settlements, restitution or insurance.

### Less Burnout

Gallup researched workplace burnout and what managers can do to avoid or reverse this. Here are the five things they can do: 1) Listen to work-related problems 2) Encourage teamwork 3) Make everyone's opinion count 4) Make work purposeful 5) Focus on strengths-based feedback and development - staff that get to do what they do best are 57% less likely to experience burnout frequently.

### Changing Households:

The Census Bureau reports shifting demographics for old and young, lower marriage rates, longer life expectancy, urbanization, and the impact of the Great Recession have all resulted in more people living alone. At this point, 28% of households live alone vs. 23% in 1980 and 13% in 1960.

### App Risk

A security firm found that 76% of mobile apps have security vulnerabilities that could leave phones open to hackers stealing sensitive information. High-risk vulnerabilities were found in 38% of Apple apps and in 43% of Android apps.

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