

# CONVERSATION STARTERS:

## Ideas for Youth Employment Professionals to Help Youth Access Bank Accounts





**This brochure can help workforce providers discuss collaborative opportunities with a federally insured-bank or credit union (referred to collectively as banks) to improve the financial capability of young people.**

The suggested discussion topics and questions are not all-inclusive and can be customized based on your needs.

Workforce providers can help young people gain financial education skills and put lessons into practice through access to safe and affordable financial products that enable money management and savings.

And, workforce providers are often well-positioned to help young people establish bank accounts.

Selecting accounts with youth-friendly features is important for youth to learn how to manage their first accounts.

You may consider using online search engines, such as <https://research.fdic.gov/bankfind>, to find bank branches near you.



Help financial institutions understand your youth program



## Overview your program.

- Is the program summer-only or longer?
- When does the program start? End?
- Does the program serve in-school or out-of-school youth?
- How many participants will the program engage?
- What documentation is collected from the youth to verify their identity? Will the bank accept this documentation to open an account for the youth?
- Does the program service primarily low- and moderate-income youth?
- How will the youth be paid (direct deposit, prepaid card, paper check) and at what frequency and on what payment day(s) (weekly, biweekly, on Fridays, Tuesdays, etc.)?



## Overview the youth served by your program.

- How old are the youth?
- Do the youth have government-issued identification (e.g., state ID card or school picture ID card)?
- Is English a second language for the youth?




## **Overview the onboarding process and when bankers should engage the youth.**

- Is there an ideal part of the program, e.g., orientation period, during which a bank can engage the youth to open accounts?
- How often can the bankers engage your program participants to open accounts?
- How many participants might the bankers expect during each engagement?
- Will multiple banks be involved?
- Is it likely that the youth will maintain their accounts after the program is over? Is this based on past experience?



## **Overview of the youth financial education, if any.**

- Does your program include a financial education component? If yes, how is it delivered, e.g., online, classroom, one-on-one, etc.?
- Will the youth receive financial education related to opening and maintaining an account prior to account selection? Who will provide the training? What are the roles of the bank and workforce provider in delivering financial education?
- What topics are included in your financial education program?
- How many financial education sessions are (will be) taught throughout the program? How long is each session? Will the youth receive certificates of completion?



**Questions to  
ask about the  
bank's accounts  
and services**





## What types of accounts will be available?

- What types of accounts are available to the youth? Checking accounts? Checkless checking? Pre-paid cards? Savings accounts?
- Will the bank offer debit cards? Are there any restrictions on their use?
- Do they offer special terms for your participants? If so, what are the advantages to these accounts, e.g., greater interest rates, lower balance requirements, etc.? If there are age restrictions, what happens when a student is no longer eligible for the account?

## What are some of the general account characteristics?

- Is there a minimum opening deposit? Is the minimum opening balance low, e.g., \$10-\$25?
- If direct deposit is mandatory, can the account be opened right away with a zero opening deposit?
- Will transaction accounts provide/allow automatic transfers into savings, or other savings options?
- Are electronic bill pay, online mobile banking and banking alerts services available and free?



## What fees might the youth be charged?

- Does the bank charge monthly fees on the account product being considered? If so, what are they? How can they be avoided?
- Is there potential for the youth to incur fees for overdrawing the account? If so, what are the fees? How can the youth avoid the risk of incurring an overdraft fee?
- How about non-sufficient funds fees? And, can they be avoided?
- What is the bank's policy regarding dormant accounts? Does the bank charge dormancy fees? If so, what are they? How can the youth avoid dormancy fees?
- Are there charges to consult with the bank's customer service representatives? Does the answer change if the consultation is by phone, in person, or online?
- Are there any charges for customers to make account deposits such as through a branch, ATM, or smartphone?

## What are the requirements to open an account?

- What identification requirements are necessary for the bank to open accounts for the youth? If the youth do not have state-issued identification, will the bank accept other documentation, such as the documentation collected to hire and onboard the youth into the employment program?
- Will consumer reports or other third-party screening tools be used as part of the account opening process? If so, under what circumstances will the youth be unable to open an account? Are there alternatives for youth who do not meet the bank's eligibility requirements to open a standard account?
- Under what circumstances, if any, may a youth under the age of 18 open a non-custodial account (that is, an account in his/her name only)?
- If a parent/guardian must be a custodian on the account, what additional documentation is required? (For more information about custodial and non-custodial accounts, see *Figure 4– Comparison of Account Ownership Structures* at [www.fdic.gov/ysplessons](http://www.fdic.gov/ysplessons).)

## Can the bank open the expected number of accounts in the desired timeframe?

- Can the bank open accounts before the youth receive their first paycheck?
- Does the bank have staffing resources to manage opening the number of expected accounts within the program's desired timeframe?
- Can accounts be opened remotely, e.g., at the workforce provider's site or other non-bank location? Can the accounts be opened online?

## What reporting capabilities does the bank have, if any?

- Can the bank provide the workforce provider statistics on account openings and usage? How frequently?
- Does your program include a financial education component? If yes, how is it delivered, e.g., online, classroom, one-on-one, etc.?
- Will the youth receive financial education related to opening and managing an account prior to account selection and maintenance prior to opening one?
- Who will provide the training? What are the roles of the bank and workforce provider in delivering financial education?
- What topics are included in your financial education program?

To learn more about how to use the FDIC's free financial education curricula or how to help participants in youth employment programs open a safe and affordable account at an insured financial institution, please visit [www.fdic.gov/youthemployment](http://www.fdic.gov/youthemployment).

The resources you will find there include guides that highlight opportunities for financial institutions and youth employment programs to work together, a resource to help you find statutory requirements for opening bank accounts for minors, and the Bureau of Consumer Financial Protection's Report on financial capability for young workers.

[www.fdic.gov/youthemployment](http://www.fdic.gov/youthemployment)



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