

Jobs boost as MoBank sets up call centre in Isle of Man

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JOBS will be created after a mobile banking service set up its customer call centre in Douglas.

MoBank is due to launch its service across the UK next month and has opened its customer call centre at the Town House, Loch Promenade.

The concept for MoBank is to enable its customers to do banking, shopping and book tickets via their mobile phone.

The company currently employs five staff at the call centre, carrying out system testing research and training, and expects to expand quickly with up to 20 workers by the end of the year. Recruitment will take place in the Island.

All customer contact for MoBank will be handled from the call centre, including phone, email and web queries relating to the service.

MoBank will be available first from mid-February on iPhones and soon after that on Java, Google and Blackberry phones.

'It gives the ability to do what you want, whenever you want,' explained Mel Hunter, head of communications for MoBank.

'If you're on your way home and remember it's your mum's birthday, with a click you can pay for flowers.'

Users can also buy cinema tickets, music, books, train tickets, flowers, gifts and takeaways, pay bills and transfer money between accounts.

It works by connecting the buyer, via the internet on their phone, to a payment system. They have a PIN number to pay/buy, meaning the user does not have to enter their 16-digit credit or debit card details every time they make a transaction.

MoBank explained that this is a completely secure system so account numbers, card details and PIN are not stored on the phone itself and nor is any of the user's banking data.

The service is the brainchild of MoBank's chief executive officer Steve Townend and chief operating officer Dominic Keen.

The Douglas call centre will be run by Steph Gregg, who is operations director of MoBank in the Isle of Man.

Ms Gregg worked with Mr Townend and Mr Keen at both First Direct and Egg, and also held management roles at Vodafone Retail, Barclays Private Clients International, before joining MoBank.

She said: 'Mobile banking is the obvious progression for people with busy lives, who are used to doing everything on the move.

'But the real success of any new company comes from really understanding what customers want. A big part of our role here is to gain insights to what people want from MoBank so that we can develop new services.

'It's incredibly exciting to be involved at the start of something that has such huge potential.'

For more information about MoBank visit www.themozone.com