



## Mobile Money Exercise Sheet

### **MODULE 6**

#### **Exercise 1**

### Creating an Account and Comparing Prices

#### **Estimated duration**

40-50 min

#### **Material**

Computer, tablet or smartphone  
Internet access

#### **Instructions**

Participants will access an e-commerce website  
(e.g., eMAG, Amazon).

They will create a new account by filling in all the  
required details.

After that, they will choose a specific product (e.g., phone,  
laptop) and find it on at least three different websites.  
Compare the prices and features of the product and note  
the differences.



### Step 1: Access an E-Commerce Website

- Open your preferred web browser (Google Chrome, Mozilla Firefox etc.).
- In the address bar, type the URL of an e-commerce website, such as: **eMAG, Altex, PC Garage**.
- Press Enter to load the website.

### Step 2: Create a New Account/Sign in

- Locate the **Sign Up/Register button**, usually found at the top-right corner of the website.
- Click on it and choose to create a **new account** instead of logging in.
- Fill in the required information, which typically includes:
  - Full name (first and last name)**
  - Email address**
  - Phone number (if required)**
  - Password**
- Click **Submit/Register** and check your email for a verification link.
- Open the email and click the verification link to activate your account.
- Log in using your credentials.

### Step 3: Choose a Specific Product

1. Think about a product you are interested in purchasing (e.g., **smartphone, laptop, smartwatch, headphones**).
2. Use the **search bar** on the website to look for the product.



3. Browse through the available options and select a **specific model** if you want.

4. Take note of the **product details**, such as:

- Brand and model
- Specifications (screen size, processor, RAM, storage, battery life, etc.)
- Seller details (is it sold directly by the website or by a third-party vendor?)
- Customer ratings and reviews

**Step 4:** Find the Same Product on Other Websites

- Open at least **two more e-commerce websites** (different from the first one).
- Use the **search function** to find the exact same model.

**Step 5:** Compare prices and features

**Step 6:** Draw conclusions and buy the product you like it more



# Mobile Money Exercise Sheet

## MODULE 6

### Exercise 2

#### Evaluating Online Payment Methods and Security

#### **Estimated duration**

40-50 min

#### **Material**

Computer, tablet or smartphone  
Internet access

#### **Instruction**

Simulate a Purchase  
Identify Available Payment Methods  
Verify Website Security  
Simulate a Fraudulent Scenario  
Write a Security Report



### **Step 1: Simulate a Purchase:**

- Select a product on any e-commerce site and proceed to the checkout page without completing the purchase.

### **Step 2: Identify Available Payment Methods:**

- List the payment methods provided (e.g., **Credit/Debit Card, PayPal, Apple Pay**).
- Research the security features of each method (e.g., **PayPal** offers buyer protection, **credit cards** have fraud protection).

### **Step 3: Verify Website Security:**

- Check if the website uses **SSL encryption** (look for **https** and a **padlock icon** in the address bar).
- Read **customer reviews** about the site's reliability.

### **Step 4: Simulate a Fraudulent Scenario:**

- Imagine receiving a suspicious email asking to confirm your payment details.
- Describe the steps you would take to verify the legitimacy of the email and protect your personal information.

### **Step 5: Write a Security Report:**

- Summarize the safest payment method and explain how to identify secure websites and avoid phishing attacks.



# Mobile Money Exercise Sheet

## MODULE 6

### Exercise 3

#### Interacting with Customer Support

#### **Estimated duration**

40-45 min

#### **Material**

Computer, tablet or smartphone

Internet access

#### **Instructions**

Choose an Online Store and Find Customer Service Information

Imagine an Order Issue Scenario

Write a Clear and Detailed Message to Customer Support

Simulate the Customer Support Response

Write an Appropriate Reply Based on Their Response



## Step 1: Choose an Online Store and Find Customer Service Information:

- Select an online store
- Navigate to the “**Contact Us**” or “**Help**” section, usually found at the bottom of the homepage or in the menu.
- Identify the available **contact methods**, such as: Email support/phone support/social media channels/live chat
- Take note of the **customer service email address** or prepare to use the live chat feature.

## Step 2: Imagine an Order Issue Scenario:

Imagine you ordered a product (e.g., a pair of headphones) and received:

- A defective item (e.g., it doesn't turn on, has sound issues).
- An incorrect product (e.g., you ordered black headphones, but received white ones).
- A damaged item (e.g., it arrived with visible scratches or broken parts).

## Step 3: Write a Clear and Detailed Message to Customer Support:

Your message should include the following elements:

- **Order Number:** Clearly state the order number for easy reference.
- **Description of the Problem:** Provide specific details about the issue with the product.
- **Proposed Solution:** Suggest how you'd like the issue to be resolved (e.g., refund, replacement, or store credit).



#### **Step 4: Simulate the Customer Support Response:**

Imagine you receive a response from customer support. It could be one of the following scenarios:

1. **Positive Response** (Replacement Approved)
2. **Partial Solution** (Store Credit Offered)
3. **Negative Response** (Issue Not Covered)

#### **Step 5: Write an Appropriate Reply Based on Their Response.**