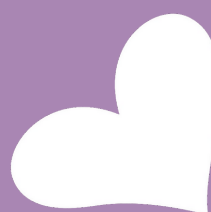


FINANCIAL SKILLS

**Marie Kubátová
and Střední škola Olgy Havlové team**



Iceland 
Liechtenstein
Norway grants



Střední škola
Olgy Havlové
Janské Lázně

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The project is based on the cooperation between Střední škola Ogy Havlové and the Norwegian social enterprise Fretex Pluss AS. The aim of the cooperation is to help young people with intellectual disabilities to successfully integrate into society by strengthening their personal and civic skills. The project is intended to promote awareness of personal rights and opportunities among these young people, to help them become self-sufficient and self-confident. The intention is to create pedagogical resources (courses and manuals with guides) and visual products that could be used in both Czech and Norwegian environments and that could be adapted according to the needs of the target group.

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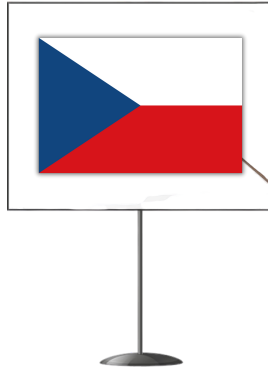
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Money in the Czech Republic

Some countries of the world have their own currency, others have it in common with other countries.

In the Czech Republic,
it is the **Czech crown**
- it is denoted as **CZK**.



Here we pay with
the crown.

The Czech National Bank

The Czech National Bank in Prague decides what the money looks like and how much money is in The Czech Republic.

The banknotes and coins of the
Czech Republic are shown in the
following pictures.



Banknotes

Banknotes

Banknotes are **paper money** and have different **values**. The value is indicated by the number written on the banknote. **The higher the number, the higher the value and the more I can buy with the banknote.**

Hopefully it will be real.



Czech banknotes feature important personalities of our history.

**100 CZK – Charles IV.
King of Bohemia**



**200 CZK – Jan Amos Komenský
teacher**



**500 CZK – Božena Němcová
writer**



**1000 CZK – František Palacký
historian**



**2000 CZK – Ema Destinová
opera singer**



**5000 CZK – T. Garrigue Masaryk
the first Czechoslovak president**



Coins

Coins

Coins are **metal money** and they are also of different values. The value is embossed on the coin by a number. The coins are silver, copper or gold.

Czech coins also bear the value of the coin and important buildings of the Czech Republic, such as Charles Bridge, St. Wenceslas Monument or Prague Castle.

Coins have this value:

1 crown



2 crowns



5 crowns



10 crowns



20 crowns



50 crowns





Memory test

Who can be found on Czech banknotes? Let's try to write who is missing in the box.



.....



.....



.....



.....



.....



.....

In order to buy something, we need to **make money**. There are several options:

Wage or salary

Wage or salary - reward for work at work (for example a shop assistant, a teacher, a driver,...).



Profit

Profit - money that remains to the owner of the business after he pays the costs (for example a hairdresser, a car repairman,...)

Costs - for example a hairdresser - expenses for electricity, water, shampoo, scissors,...



Pension

Pension - Old or sick people cannot work.

The state takes care of them and sends them money regularly = **pension**.



State aid benefits

State aid benefits - people who temporarily find themselves in a difficult life situation (for example job loss, an injury, necessity of taking care of someone else,...) are temporarily provided by the state with money to ease their situation.



And finally here are two puzzles.

1. Are there people among us who don't want to work? What do we call them?
2. What are people who get money in a fraudulent or forbidden way called?

The answers can be found in the following puzzles:

1. A R S C E L K S
2. E S T F I H



What is payment system?

- When we buy a T-shirt, for example, and we pay for it, it's called a **payment system**.
- When someone sells something (for example, a salesman sells an ice-cream) and gets paid for it, it's also a **payment system**.

There can be a payment for:

- **goods** (e.g. a T-shirt, a shampoo, a food,...),
- **services** (e.g. a hairdresser, a car repair, in a restaurant,...),
- **labour** (e.g. a bricklayer builds a wall, a gardener plants a tree,...).



Payments can take two forms:

cash payments

- we use physical money,



non-cash payments

- it is a transfer of money from one account to the other account via a bank (physical money is not used).



Cash money

Cash money is banknotes and coins. We use it when paying.

Advantages:

- speed of payment, especially for small payments
- certainty of payment, we immediately hold the money in our hand



Coins:

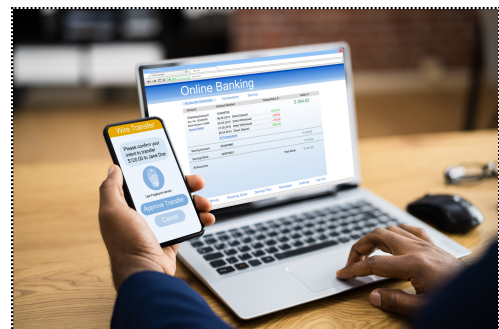
- dangerous and time-consuming transfer of money at larger amounts



Cashless money

Cashless money is money in our bank accounts. We can't physically see them (we don't have it in our wallet). They occur only in the form of numbers on the account.

Payment is made by **transferring** a specified amount of money from one account to another one. The transfer of money is provided by the bank.



So how does it work?

For example:

Money on **account A**



After the money transfer, the total amount on the account will be reduced by the amount transferred (for example -1350 CZK).



Accounts **A** and **B** are in one bank or in different banks.

The bank ensures that the amount is deducted from **account A** and the same amount is added to **account B**.



Bank account B

After the money transfer, the amount on account B will be increased by the amount transferred (for example +1350 CZK).



Questions to think about or interview:

Do you have your own bank account?

Why is it good to have an account?

What is the main advantage of an account?



Payment card and PIN

A **payment card** is a plastic card. It replaces money. We get it when we open a bank account.

To use the card we need to know the **PIN**. Each card has its own PIN. The PIN is a four-digit number. We get it at the bank.



We must not forget it!



Poživání platební karty

With a credit card, we **withdraw real money** from our bank account. We do this using an **ATM**.



We can also **pay** by card in most shops or restaurants.

What can we find on the card?

On the card we can find a lot of data. You just need to know some of them.

The front of the card

Credit card number

Each card has its own number. No two cards have the same number.
The card number is used to recognize it.



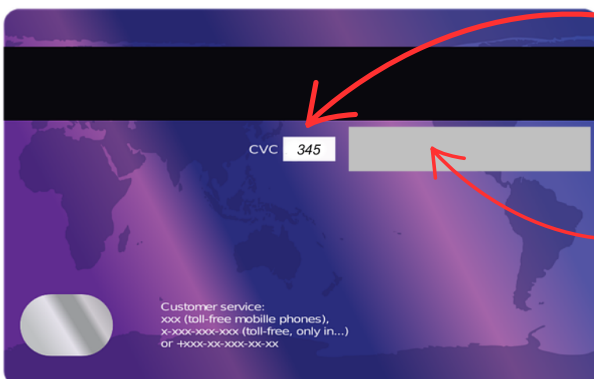
Name of the cardholder

Here is written the name of the person to whom the card belongs.

Card validity

This is the date until which the owner can use the card.
The month number is given first, then the year, for example 08/20
The card can be used by the owner until August 2020.

The back of the card



CVC2 code - - three-digit number.
It is used to pay when we shop online.

Space for the cardholder's signature - the cardholder should sign the card.

How to handle with a payment card

Loss of a credit card

We have to keep an eye on the card so that we don't lose it.

The card is easy to steal.

We must treat a payment card in the same way as money.

The PIN is the key to our bank account.

PIN uchováváme v naprosté tajnosti. We keep our PIN completely confidential.



We don't reveal it
to anyone!

PIN entry

We always enter the PIN ourselves. We make sure no one looks over our shoulder.

Payment by card

When paying in a shop or a restaurant, we never give the card out of our hands.

What to do if we lose our card?

If our payment card is lost or stolen, we immediately report everything to the bank. We can call by mobile phone or go to the bank in person.

A small task at the end



Let's try to correctly fill in missed words to the following text.

A payment card is a card.

It replaces We get it when we open a bank

With a credit card, we withdraw real from our account.

We do this using an

We can also by card in most shops or restaurants.

To use the card we need to know the



Task

Let's try to describe a payment card with the help of the picture from this chapter. Write on the lines what is on the card in this place.

.....

.....

.....

.....

.....

.....

What is ATM?

An ATM is a machine that is used to **withdraw money** from an account that we have in the bank. We can withdraw only banknotes. We withdraw money using a **credit card**. We can also **deposit** money into our account at the ATM. Or we can **recharge our mobile phone**. And many other things.



On the ATM we can find:

display

banknote
output
device

a numeric
keypad

a receipt
printer

a card reader



Most current ATMs also have an audio output and a headphone input for the visually disabled.

Procedure for withdrawing money from an ATM

- 1. We insert our card into the ATM.**
- 2. We choose the language which the ATM will use to give us further instructions.**
- 3. We enter the PIN. Each card has its own PIN. The PIN is a four-digit number.**
- 4. We will choose from the operations that the ATM offers us.**
- 5. Once the withdrawal is complete, we can have a printed receipt confirming what we have done.**
- 6. We remove the card from the ATM.**
- 7. In case we have withdrawn cash, we take it away from the ATM.**



Attention - we still have to know:

- 1. When entering the PIN, we always have only three attempts.**
- 2. If we fail to enter the correct PIN for the third time, the card will be returned to us by the ATM, but it will be blocked for further withdrawal.**
- 3. If our card has expired, the ATM will not allow us to take any action.**
- 4. We have to keep an eye on the expiration date of our card and always pick up a new card at our bank in time.**



Memory check

How can we prevent an ATM from refusing to provide us its services?

.....
.....
.....

When can an ATM refuse to provide us any services which it normally offers?

.....
.....
.....

What happens when we run out of all three options when entering a PIN and they were all wrong?

.....
.....
.....



How many times can you enter the wrong PIN when using an ATM?

.....

Types of bank accounts

There are many banks in the Czech Republic. Each bank offers the possibility of opening an account.

There are several types of bank accounts:

- current account,
- savings account,
- overdraft account,
- and others.



We will be interested in a current account.

Current account

Information

The current account is used to store and withdraw cash using a payment card and an ATM.

From a current account, we can make money transfers to other accounts (if we have to pay someone something).

People can send money to our current account in the form of cashless transfers from other accounts (if someone has to pay us something).

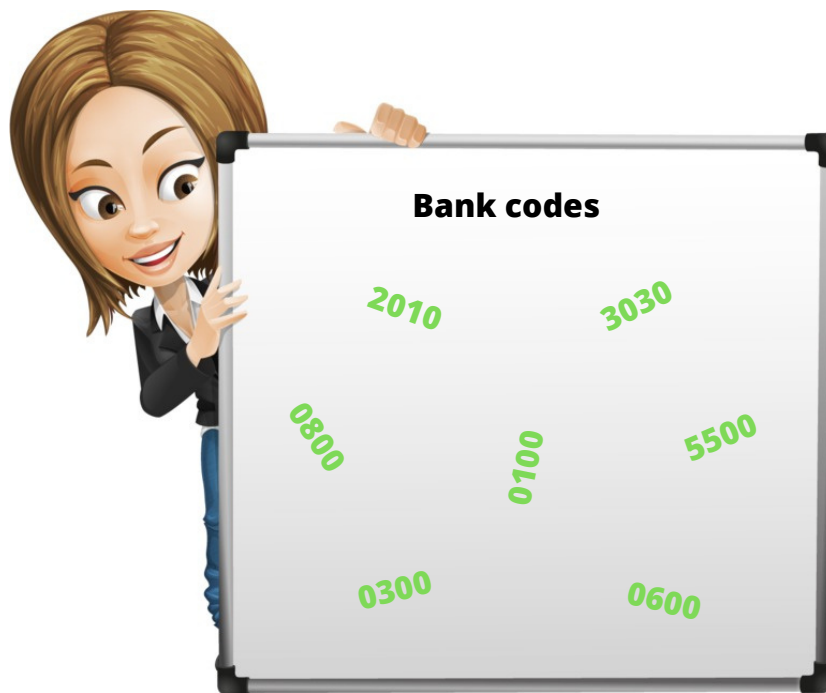


Account number

Each current account in the Czech Republic has its own unique number. The account number is a very long number. It is used to recognize our account among many other accounts in the bank. No two accounts have the same number.

Bank code

The names of banks are sometimes long. Therefore, banks have numeric codes. Each bank has a different code. We find the bank code after the slash of the account number



For example:

1234987654321 / 0800



account number



bank code

How to open a current account?

Opening a bank account

As customers of the bank, we have the right to request information about the conditions for opening a current account from the bank. We can also ask for an explanation if we do not understand anything.

It is a good thing to visit the bank **together with someone who can help us** (a social worker, parents and so on).



So how to do it?

- We must be competent to do financial tasks.
- We have to bring an ID card with us.
- We visit the selected bank.
- A bank employee will draw up a contract on opening an account with us.
- We will sign the contract and keep one copy.
- We will receive a card with an account number.

Attention - this is not a credit card!



We will also receive the following to the account:

- an internet banking contract,
- a payment card - we will receive it by post to our home.

A small task at the end



Search for the right words.

1. The money we have in our wallet
2. An ordinary bank account
3. The place where I set up an account
4. A machine for money withdrawal
5. A number representing the name of the bank



1.							
2.							
3.							
4.							
5.							

What do we need?

When using electronic banking we communicate with the bank via the **Internet**.

All we need is a computer with internet connection or a smartphone.



Every bank offers electronic banking.



How does electronic banking work?

1. We must have a **current account** in the bank. Electronic banking is a part of every current account.
2. We agree with the bank that we want to use **electronic banking services**.
3. We choose a **username and a password**.

Username - the original recognition code. We will use the code when logging into our bank's electronic banking.

For example: jana.stastna tomas123@email.cz

Password - as with logging into email, we will come up with a secret password.



The image shows a login interface on a dark blue background. It features two white input fields. The first field is labeled 'Uživatelské jméno' (Username) and has a small keyboard icon to its right. The second field is labeled 'Heslo' (Password) and has an eye icon and a keyboard icon to its right. Below the fields is a green button with the text 'Přihlásit se' (Log in).

4. On the Internet:

- we enter the bank's web address,
- find the login to electronic banking,
- fill in the username,
- fill in the password,
- or fill in the numeric SMS code. The bank will send it to our mobile phone.

That brings us to our account.

5. We can do everything on the account as if we were in a bank (for example, pay for a call from a mobile).

Example of a window after entering a payment order



Domácí platba

Platba QR kódem | Přenos souborů

Do České republiky | Do zahraničí

Příjemce
Zadejte název příjemce (u zahraničních plateb pře
Zadejte prosím název nebo vyberte jeden z Vašich kontaktů.

Číslo účtu
Zadejte číslo účtu (např. 19-4175/081) | Kód banky

Částka
0,00 | CZK
Nový disponibilní zůstatek 48 923,00 Kč

Variabilní symbol Nepovinné

Konstantní symbol Nepovinné

Specifický symbol Nepovinné

Zpráva pro příjemce Nepovinné

Zpráva pro mě Nepovinné

Platbu jsem uložil. Najdete ji v zadávaných platbách, kde ji můžete potvrdit.
Zadané platby

<https://www.csas.cz/cs/firmy/microsites/george>

Every beginning is sometimes difficult.

For the first few logins to the electronic banking, we can invite more experienced person, who we trust, to help. For example, it can be a parent, a teacher or a social worker. Then we can certainly do it by ourselves



A game at the end

Could we do it? Let's give it a try!



Let's play with a friend. One of us wants to open an account with a bank. The other one plays a clerk in a bank and explains everything

A household

A household is a group of people living together in one place.
(For example, in an apartment, a house, a hostel or lodgings.)

These people manage common property and money.

A basic example of a group of people is **THE FAMILY**.

A household can also consist of one person living independently and taking care of themselves.



Property:

- **personal belongings** (e.g. glasses, medical aids, keys, a mobile phone,...)



- **financial assets** (e.g. money, jewellery, bills,...)



- **tangible items** (e.g. clothing, furniture, electronics,...)



- **intangible assets** (e.g. song copyrights, patents for inventions,...)

Needs

Needs are feelings of lack that a person is trying to satisfy. Every member of the household has some needs.

Potřeby se dělí na:

- **physiological needs** (such as sleep, food, warmth, security, sex, love, self-esteem,...),
- **material needs** (e.g. a house, a car, clothing, holidays,...),
- **non-material needs** (e.g. friends, work, recognition, education,...).



Meeting the needs

Household members meet their needs

- by helping each other and caring for each other (non-material needs, physiological needs),
- using money (material needs).



How do household members raise money?

(See the chapter of the same name.)

They **earn it by working** and receive a wage.

Or the **state pays** them

- pension (sick, elderly people),
- unemployment benefits,
- social benefits (parental allowance, child benefits,...).



Two small tasks to think about

1. Write down six of your daily needs. Divide them into physiological, material and non-material.

physiological

material

non-material

↓	↓	↓

2. Think about it and try to cross out at least three of your written needs that you can live without.

What does the word budget mean?

A budget is a plan of how the household will manage its money. A household can be just one person or several people, such as a family. *(More in the chapter Household and Supplies)*



In order to learn how to draw up a budget we need to distinguish between **income and expenses**. We **compare** income and expenses in the budget.



The inventory and comparison of income and expenses is called **the budget.**

Income

By income we mean money obtained from employment, business or the state in the form of various social benefits (such as pension and so on). Income is also gifts or pocket money and so on. (More in the chapter How to get money)

The money we get and can manage is income.



Expenses

It is money that we spend on the purchase of various items and services. We should think carefully what we spend our money on.

- **Regular expenses** - electricity, gas, heating, water, rent, transport, mobile, internet, savings, loan repayments, ordinary purchases (food, clothing, etc.)
- **Irregular expenses** - for entertainment, for education, for travel, for repairs,...

The money we spend on various things and services is called expenses.

Comparison of income and expenses



When income is greater than expenses, we will have **savings (surplus)**.



When income equals expenses, we have an **empty wallet (settled)**.



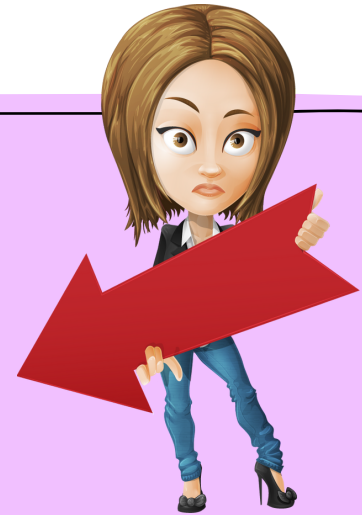
When income is lesser than expenses, we incur **debts (deficit)**.

Using the **larger/smaller>equals** symbols we can show a comparison of income and expenses.

Human needs are unlimited but the income to satisfy them is limited.

We have to choose which needs we satisfy.

Simply put, **we can't have it all.**



Income > **expenses** → **savings**



Income = **expenses** → **0 zero**



Income < **expenses** → **debts**



Summary at the end

Income	money that we receive and can deal with it
Expenses	money spent on the purchase of items and services
Budget	inventory and comparison of income and expenses
Balanced budget	income and expenses are the same
A budget with surplus	income is greater than expenses
A budget with a deficit	income is lesser than expenses



Task - let's try to answer the following questions:

INCOME

- 1. Do you have any income?**
- 2. What kind of income is that?**
- 3. Can you buy everything you usually want?**
- 4. How do you make purchasing decisions?**
- 5. Do you save regularly?**

EXPENDITURES

- 1. Do you know what you spend the most money on?**
- 2. Is this expense of yours necessary?**
- 3. Could you somehow reduce this expense?**
- 4. What could you save money on?**



Wasn't it easy? Never mind. In the next chapter, we will show you how to handle this all well.

Money management

In order to properly manage your money it is good to create a budget. This way we will find out if our budget is:

- in surplus (we have money left),
- balanced (we do not have money left or lack),
- with a deficit (we lack money, we have debt).

For more information see the chapter Budget.

How do we create a budget?

We create a household budget for a certain period of time. Most often **for one month**. We must:

1. write down and add up the monthly income of a household or family,
2. make a list of all monthly expenses,
3. compare income and expenses and find out the difference.

It could look like this:



Rodinný rozpočet			
Příjmy - měsíční		Částka v Kč	
Mzda, plat			
Dávky sociální podpory			
Přídavek na dítě			
Důchod			
Ostatní			
Celkem příjmy			
Bilance rodinného rozpočtu		Částka v Kč	
Příjmy celkem			
Mínus výdaje celkem			
Zůstatek			

Výdaje - měsíční		Částka v Kč	
Potraviny, drogerie			
Bydlení			
TV, rozhlas			
Internet, telefon			
Doprava			
Děti			
Oblečení			
Koníčky a domácí zvířata			
Cigarety, alkohol			
Pojištění			
Splátky úvěrů			
Úspory			
Celkem výdaje			

Overview of daily income and expenses

For individuals we can create a budget for one week or one month. For example, the table for your personal weekly budget might look like this:

month (complete)	INCOME	In total	EXPENSES	In total
from last week				
MONDAY date (complete)				
TUESDAY date (complete)				
WEDNESDAY date (complete)				
THURSDAY date (complete)				
FRIDAY date (complete)				
SATURDAY date (complete)				
SUNDAY date (complete)				
IN TOTAL				
DIFFERENCE				

Rules for establishing the budget

After filling in the income and expenses of the household we compare the income and expenses of our budget and find out how we manage.

1. **We can go through all the expenses again and think if some expenses are unnecessary or too high.**
2. **The second recommendation is to put aside money for worse times (reserve).** A reasonably high amount of money intended for the creation of a reserve should therefore also become a part of the household budget.
3. **Regularity is important!** Putting off saving until we can afford it means never starting!



Task

Keep track of your income and expenses for a month. How to do it?

- Write down what you spend the money on for a month.
- Keep all receipts from cash registers, receipts from ATMs or postal orders.
- For example, you can record your daily expenses.
- At the end of the month, sort your expenses into categories such as entertainment, food, magazines, books, etc.

Many of you may be surprised with the fact that we spend a lot of money by spending it gradually in small amounts.

For example, you can use a table for your personal weekly budget to fill in. For a month you will need four of them.



Lending money

A credit (also a loan) means money that we can borrow from a bank. We pay interest for this credit to the bank.

There are many types of loans. Most often we can meet the following types of loans:

- consumer credit,
- personal loan,
- mortgage loan.



What do we need to know?

Interest is money we pay to the bank for lending us money. Interest is given as a percentage (%).

Repayment of the loan means that we repay the loan in regular monthly instalments. How much money we repay monthly depends on our income and our budget (see the Budget chapter).

A guarantor is a person who is obliged to pay a loan when the owner of the loan will not be able to repay. If we are going to be a guarantor to someone, we always run the risk of having to pay a loan for this person.

Proof of income is a document that must be submitted to the bank. In particular, we must prove that we have regular work and wage.

Execution is the seizure of property in favour of a bank.

Limitation of financial capacity is the protection of people who are less well versed in finances against abuse of their situation. It applies mostly on credits. If a person with limited financial capacity signs a credit agreement, the credit agreement shall be null and void.

Consumer credit

It is mainly used to buy more expensive consumer items (such as a washing machine, a refrigerator, a television, a computer, furniture and so on). For consumer credits interests rates are quite high, so it pays off to repay the debt **as quickly** as possible.

Disadvantages

- Depending on the purpose of the loan, interest in the bank ranges from ten to sixteen percent per year. For non-banking companies they are usually higher.
- In order to take away the selected goods, we must have a positive loan application in hands.



Example:

Adam's friends wanted to go abroad for a language stay during the holidays. The stay, including travel, accommodation and food, costs 20,000 CZK to each of them. Adam also wants to go but he has no money. Therefore, he decided to ask for a consumer credit. He went to his bank where they explained the conditions for its provision. Adam mentally counted his income and expenses. He calculated that he could repay a maximum of two thousand crowns a month. What would his loan look like?

Required amount of money (the loan)	20.000 CZK
Loan fee	500 CZK
Loan maintenance fee	600 CZK
Interest per year (20.000 CZK x 10%)	2.000 CZK
<u>In total he will pay 23.100 CZK (20.000 + 500 + 600 + 2.000).</u>	

At most Adam wants to repay 2.000 CZK
 Installment amount 1.925 CZK (23.100 CZK: 12 months)
 If we add up the loan, fees and interest for the year we get to the amount of 23.100 CZK.

The bank divided this amount into 12 monthly installments so Adam will pay 1.925 CZK per month. This suits his monthly budget.

In total he will overpay 3.100 CZK (23.100 CZK - 20.000 CZK)

Altogether, **Adam will pay 3.100 CZK more than he borrowed.**

Personal loan

It is a loan, usually of cash, under certain conditions.

Advantages

- a bank will lend us money quickly and usually without giving a reason,
- a bank often will not ask you for any proof of income,
- up to certain amount we usually do not need a guarantor.

Disadvantages

- high interest,
- high fees.

In case of non-repayment of the loan we are threatened with:

- an increase in the interest rate (this means that we will pay much more money),
- execution of real estate or other property.

Example:

What would Adam's story look like if he decided to take a personal loan? It seems to him that he overpays unnecessarily a lot of money in such a short time. Therefore, he contacts a company that deals with personal loans and tries to enter the same data, with the difference that the repayment period will be approximately 12 months.

What did the selected company offer him?

Loan	20.000 CZK
Repayment period	12 months
Installment amount	2.350 CZK
Total pay	28.200 CZK (12 months x 2.350 CZK)
Total overpay	8.200 CZK (28.200 CZK - 20 000 CZK)



Non-bank loan

In television, magazines, advertising leaflets we probably come across many offers of various personal and consumer loans.

For example:

Loan for you!!! 200.000 CZK to all with no fees. Approved within 30 minutes. We are on your side. We will come to your home. Money on hand.

These are mostly offers from non-banking companies. They are private companies, they are not banks. **Sometimes even scammers are hiding behind this advertisement.**

Advantages

- Getting this loan is easier than with a bank.

Disadvantages

- It is more risky.
- These companies are not controlled by the state.
- We usually pay more in interest and fees than with a bank.

In case of non-repayment of the loan we are threatened with:

- an increase in the interest rate (this means that we will pay much more money),
- execution of real estate or other property.

Therefore, it is always safer to set up loans through **banks.**



Mortgage

A mortgage is a long-term loan that must always be secured by real estate.

Use of a mortgage loan

We most often use a mortgage loan to get our own housing.

For example:

- purchase of real estate,
- purchase of a share in a housing cooperative,
- construction or reconstruction of a house or an apartment.

What affects the amount of a mortgage loan?

- the amount of income (the higher the income, the higher the mortgage we can get),
- the age of applicant.

Criteria for choosing a mortgage loan:

- the amount of interest,
- the maturity of the mortgage,
- the fees associated with the application, arrangement, maintenance and termination of the mortgage.



Procedure for choosing a mortgage loan

1. At the beginning we think about how much money we will really need.
2. We look on the Internet for mortgage offers and compare them with each other.
3. We choose the three most interesting offers, visit these banks and ask directly about our specific case, let the bank process our demand.
4. We need to realize how much money we can repay monthly.
5. The amount of the monthly installment affects the length of repayment of the mortgage (the lower the installment, the longer the repayment period and at the same time the bigger the overpayment of mortgage).
6. Choosing the mortgage that seems to us the most advantageous.
Beware, the lowest initial interest rate does not always mean the most advantageous mortgage.
7. We also pay attention to the fees associated with securing mortgage. This is a fee for processing and evaluating the application, a monthly fee for maintaining a loan, a fee for changing conditions or the cost of securing the necessary documents.
8. Last but not least, we must not forget the insurance of the property we use to secure the loan.



Loans are among the more complex financial tasks. Therefore, it is always better for someone we trust to help us get them - parents, a social worker, a guardian and so on.

Complaints and their resolution

Complaint is the possibility to return damaged goods or unsatisfactory service. We have the right to complain on the basis of the law (Civil Code – Consumer Protection Act).

There are three options for settling the claim:

1. **Refund** – the defect is irreparable or has occurred repeatedly,
2. **Exchange of goods** - the defect is irreparable or has occurred repeatedly,
3. **Repair of goods** – it is possible a maximum of three times then we are entitled to exchange the goods or a refund.



The period for settling the claim is a maximum of 30 days. If the claim is not resolved within 30 days, we may require a refund or exchange of the goods.

What can we claim?

Defective product

Example: We bought a mobile phone and after two months the device switches off by itself for no reason. This is a product defect that we did not cause, so we are entitled to a complaint.

Poor service

Example: In a restaurant we ordered a schnitzel with potatoes and cucumber for lunch. When we start eating we find that the potatoes are semi-raw and the cucumber is missing. Even in this case we have the right to complain (i.e. to a new meal).



Can I complain about a holiday?

Yes. If a travel agency sells us a package tour where something really differs substantially from the offer, we can complain about this fact.

Example: The distance of the beach from the hotel is much greater than stated in the offer. This is misleading information and we have the right to complain.

Or: The hotel is not actually of the category that the travel agency stated (for example, instead of 4* the hotel has only 2*). This is a failure to perform services and we have the right to complain.



How to proceed with a complaint?

- 1. We go to the store where we bought the product. In the case of a chain of stores we can go to any store of this chain. For example, a mobile phone purchased in the Tesco chain can be claimed in any Tesco store in the Czech Republic.**
- 2. We will present the seller with proof of purchase of the goods - a receipt. Here are all the data relevant to the complaint. The most important one is the date of purchase of the goods.**
- 3. During the warranty period the seller is obliged to accept our complaint and take over the product from us. Upon taking over the product we will issue a proof of complaint. This day suspends the warranty period of the product.**



Proof of claim

In the document the seller must state:

- the date on which he received the goods from us,
- the name of the goods,
- a precise description of the defect,
- the name of the person who took over the goods from us,
- the signature of the person taking over.



The period for settling the claim is a maximum of 30 days.

How to proceed when taking over the goods after settling the claim?

If the seller has settled the complaint in time, he **must** let us know that the complaint is ready (for example, by text message, call, email).

When taking over the product we check in the store:

- that the defect is actually repaired and the product works,
- that the defect that has been repaired is correctly written on the delivery document,
- that the date of taking over the repaired product is written on the document. From this date the warranty period of the product starts to run again.

The buyer has the right to reimbursement of the costs incurred in connection with the complaint (such as postage).



Warranty period

The warranty period is the period during which it is possible to claim defective goods (services).

Industrial products

The usual warranty period is 24 months, i.e. 2 years.

If another exact period is indicated on the goods, the warranty period ends with the expiry of this period.

A longer warranty period is stated in the product warranty card.

The warranty period does not apply to defects for which we have purchased the goods at a discount. (For example, a mobile phone is sold at a discount because it has a scratched screen. Therefore, we cannot claim the scratch of the screen as a defect after buying a mobile.)

Food warranty period

Date of minimum durability - for non-perishable foods (e.g. rice, flour, pasta, sugar, biscuits, drinks, etc.).

After this date it can be sold without a guarantee of taste.

Expiry date - for perishable foods (e.g. milk, yoghurt, other dairy product, fish, poultry, cold food products, etc.). It must not be sold after this date.

Food without an expiry date - food from a delicatessen (e.g. sliced cheese and sausages, spreads, fruit, vegetables, meat, pastries, unpacked ice-cream, etc.).



Resources used:

- **www.bankovky.yc.cz/?page_id=21**
- **www.ceske-penize.eu/ceske-mince/**
- **www.banky.cz**
- **www.pixabay.com**
- **cs.wikipedia.org**
- **www.canva.com**

Other brochures were produced in the same project:

- **Digital skills**
- **Work skills**
- **Self-care skills**
- **Democratic participation**
- **Suggestions for re-education of deficient mental and psychomotor functions**

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