

GENERAL INFORMATION	
INITIATIVE ID	AT 1
COUNTRY	Austria
INFORMATION ON THE INITIATIVE	
NAME AND DESCRIPTION	A-Z of Finance Through a qualitative analysis of incoming requests, the most common topics are filtered out and answers to frequently asked questions are provided in a simple language and in an easily understandable manner.
SUBJECT MATTER	Financial literacy and personal finance management
MAIN ORGANISER	Mortgages and loans, payment services and accounts, deposits, financial fraud, insurances and pension, how to file a complaint
CO-ORGANISER	Central bank or competent authority (banking, securities and/or insurance)
FEATURES AND CONTENT	
FORMAT	Website and online tools; social media
START DATE	February 2019
END DATE	Ongoing; work in progress / intended to be dynamic
OBJECTIVE	The aim is to provide consumers with targeted information in line with their information needs without overloading them with content in order to enable them to take personal responsibility.
TARGET GROUP	Consumers in general
LANGUAGES	German, English
TYPE OF OUTPUT PRODUCED	Online information