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DEVELOPMENT TRENDS AND PROSPECTS OF REMOTE BANKING SERVICES IN UZBEKISTAN

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Abstract. This article examines the development trends of remote banking services in Uzbekistan, their role in increasing the efficiency of the banking system and their importance in ensuring the availability of financial services in the digital economy. The study analyzes the stages of development of internet banking, mobile banking, SMS banking and other modern digital banking services, economic and technological factors affecting their implementation, and the level of use of these services by the population. It also highlights the role of information and communication technologies in the process of digitizing the banking system, the widespread use of fintech solutions, and the results of reforms implemented by the state.

Keywords: remote banking services, digital banking, internet banking, mobile banking, financial accessibility, financial inclusion, fintech, digital economy, banking system, innovative technologies.

Introduction. The rapid development of digital technologies in the global economy is also leading to a fundamental change in the banking system. Modern banks are rapidly developing remote banking services in order to improve the quality of customer service, reduce costs and expand access to financial services. In recent years, Uzbekistan has also been implementing large-scale reforms to digitize the banking system. In particular, mobile applications, internet banking, QR payments, remote account opening and online lending services have been widely introduced.

The article analyzes the main problems encountered in the development of remote banking services, including ensuring cybersecurity, increasing digital literacy, improving internet infrastructure and strengthening customer trust. According to the results of the study, the further development of remote banking services is one of the important factors in expanding the population's access to financial services, increasing the speed and quality of banking operations, reducing transaction costs, and developing the digital economy and financial inclusion in the country. It is also substantiated that the introduction of innovative technologies and the widespread use of international experience in this area will ensure the sustainable development of the banking sector.

Remote banking services not only increase the efficiency of banking activities, but also expand the possibilities of using financial services for all segments of the population. Such services are especially important for citizens living in remote areas and small businesses.

Main part. Today, with the acceleration of digital transformation processes in the global financial market, remote banking services have become one of the most important areas. Remote banking services allow customers to carry out financial transactions via the Internet or mobile communication devices without visiting a bank branch. These services are of great importance in increasing the

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efficiency of banks' activities, reducing service costs, and creating convenience for customers. As a result of the reforms being implemented to digitize the banking system in Uzbekistan, remote banking services have developed significantly. Commercial banks have widely introduced services such as mobile applications, Internet banking, payments via QR codes, electronic wallets, online lending, remote management of deposits, and online issuance of plastic cards. As a result, the quality of banking services is improving, and the population's trust in the banking system is strengthening. One of the main advantages of remote banking services is the ability to save time and money. A client can manage their accounts, pay for utilities, send money transfers or make loan payments at any time without visiting a bank branch. This simplifies business processes not only for individuals, but also for business entities. One of the main factors influencing the development of remote banking services is the development of information and communication technologies. In recent years, Internet coverage in the country has expanded, and mobile Internet speeds are increasing. The increase in the use of smartphones has also significantly increased the demand for mobile banking services. Therefore, banks are paying great attention to the development of modern mobile applications and improving existing platforms. Also, measures taken by the state to reform the banking system and develop the digital economy also contribute to the development of remote banking services

The implementation of the concept of the digital economy, the development of the e-government system, and the increase in the number of online government services are also taking banking services to a new level. Remote banking services are one of the most important tools for ensuring financial inclusion. In particular, residents living in remote areas where there are not enough bank branches have the opportunity to use banking services via the Internet. As a result, the level of use of financial services by the population is increasing, and the share of non-cash payments is expanding. This serves to ensure the transparency of money circulation in the economy and reduce the share of the shadow economy.

Remote banking services also significantly reduce the operating costs of banks. Because many services provided to customers are carried out through automated platforms. As a result, the load on bank branches is reduced, employee productivity increases, and the quality of service improves. At the same time, the speed of customer service increases and errors associated with the human factor are reduced. However, with the development of remote banking services, some problems also arise. One of the most pressing issues is the issue of ensuring information security. Cybercrime, fraud, phishing attacks and illegal acquisition of personal data pose new challenges for banks. Therefore, the introduction of modern encryption technologies, biometric authentication, two-step identification and security systems based on artificial intelligence is of great importance. Another problem is the insufficient formation of digital literacy among some segments of the population. In particular, older citizens and some parts of the population living in remote areas face difficulties in using mobile banking applications. Therefore, it is necessary to organize training programs to develop the digital skills of the population, simplify the interface of banking applications and expand remote consulting services for clients. In the future, the widespread introduction of artificial intelligence, blockchain technology, Open Banking, Big Data and cloud technologies into the banking system will take remote banking services to a new level. These technologies will make it possible to organize banking services more secure, faster and in accordance with individual client needs. Also, expanding cooperation with fintech companies will contribute to an increase in the number of innovative products and services in the banking sector.

In general, the development of remote banking services in Uzbekistan is an important factor in ensuring the stability of the country's financial system, increasing the competitiveness of banks, and

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expanding the population's access to financial services. In the future, reforms in this area will create a basis for the development of the banking sector in accordance with international standards and the further acceleration of the digital economy.

Conclusion. The results of the study show that remote banking services in Uzbekistan are developing rapidly and are becoming an important component of the banking system. The widespread introduction of digital technologies is helping to increase the popularity of financial services, ensure the speed and transparency of banking operations. In the future, strengthening information security, increasing digital literacy, and the widespread use of modern innovative technologies will be of great importance for the development of remote banking services.

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