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## **The Use of Modern Technology by Financial Institutions in Combating Financial Exclusion**

Financial exclusion can be considered one of the important problems at the average level of socioeconomic development, which includes, among others, Poland. It consists in the presence of difficulties in accessing and/or using financial products and services on the main market that are suitable for the needs of individuals, and prevents them from leading a normal life in society. Due to its own characteristics and the trends in financial markets, this phenomenon is closely linked to the issue of the digital divide. Accordingly, it can be seen that solutions leading to the reduction of the financial exclusion are based on tools using information technology innovations and modern technologies. One of the methods recognized as the most effective in this area is financial education, which is aimed largely at children and adolescents, which justifies additionally the choice of such tools. It was equally important to determine the extent to which modern instruments are preferred in comparison to traditional ones. The aim of this paper will be the analysis of the solutions based on modern technologies that are used in actions taken to prevent financial exclusion in selected EU countries, including Poland. The structure of the paper is as follows: the first part will present the problem of financial exclusion (identifying groups particularly at risk), then it will review methods of preventing and combating financial exclusion, with particular emphasis on modern ICT tools, and the final part will indicate the possible directions and barriers facing the solutions that may lead to

a reduced level of financial exclusion of individuals. The method made use of in-depth analysis of the literature and a review of existing solutions, which financial institutions provide on the Web.

**Keywords:** financial exclusion, financial education, Information and Communication Technologies (ICT)

**JEL Classification:** D14, G21, O33