

Speak Easy Communication cards

For customers who may
find it difficult to speak.

Use these cards to **show**
branch staff what you **need**.

Cards are **colour coded**.



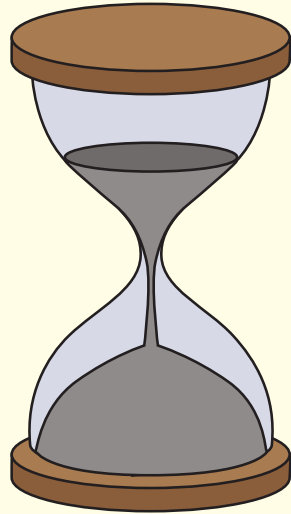
Before we start

Can we go
somewhere **quieter?**



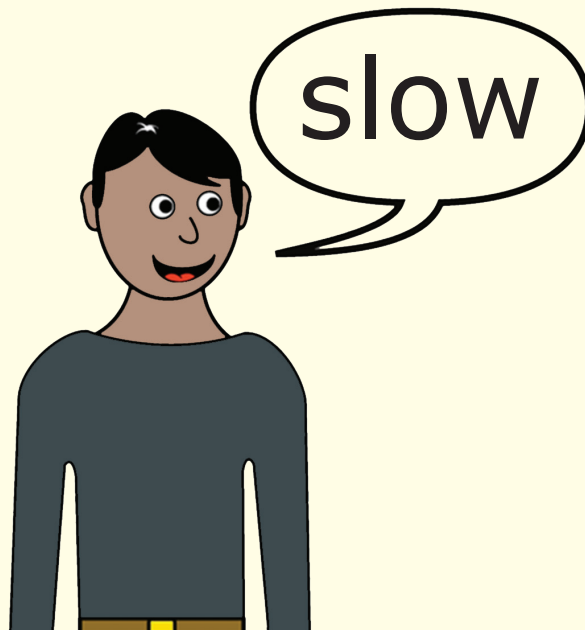
Before we start

Please **be patient** with me.



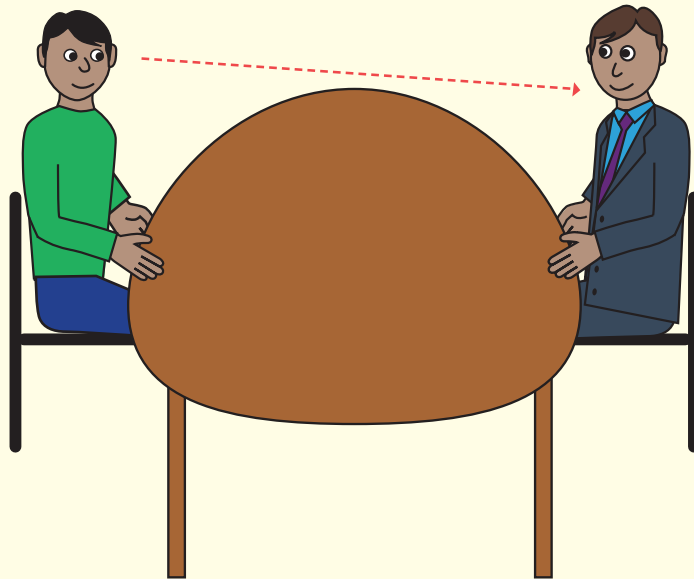
Before we start

Please **speak slowly.**



Before we start

I **lipread**, please **face** me.



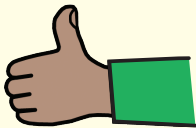
Before we start

Can I have a
pen and paper?

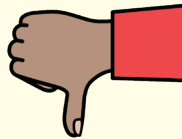


Before we start

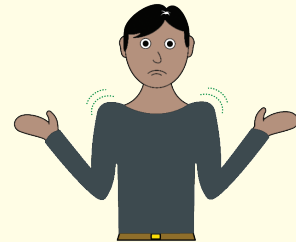
Yes ✓



No ✗

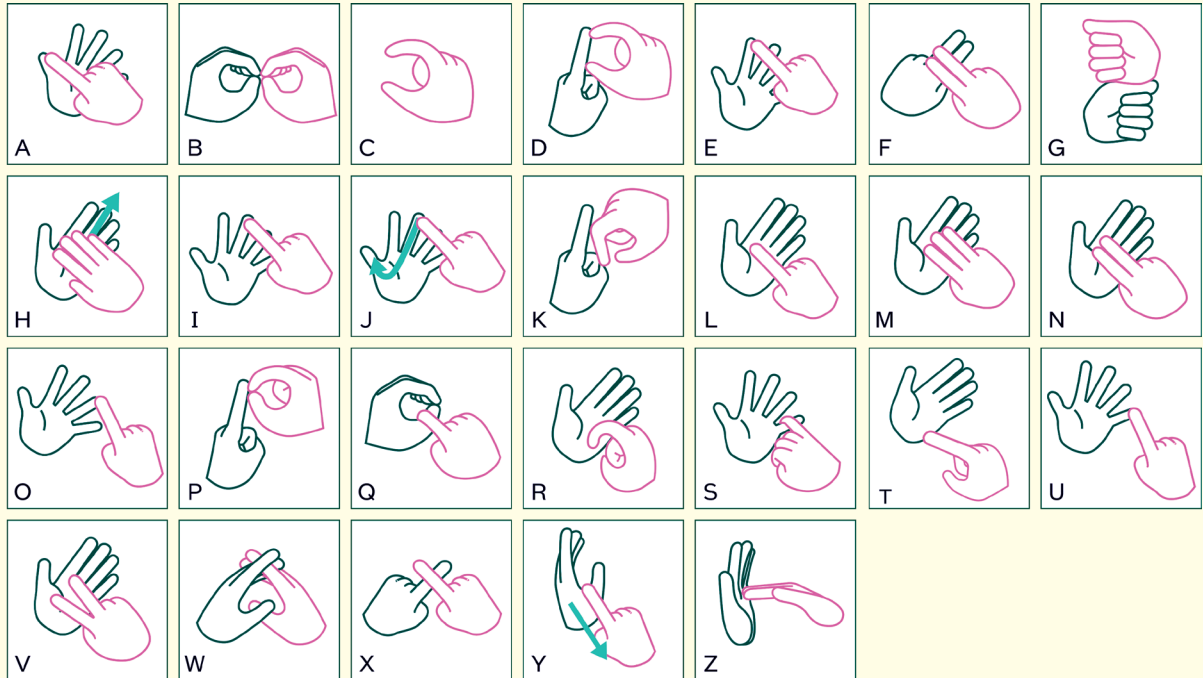
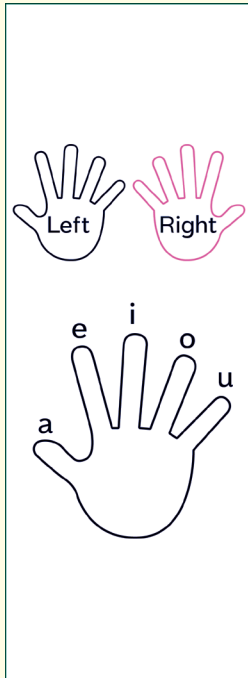


Don't know



Before we start

British Sign Language (**BSL**) finger spelling



Urgent





Urgent



My **card** has been
lost or stolen.





Urgent



I think I have been
scammed.

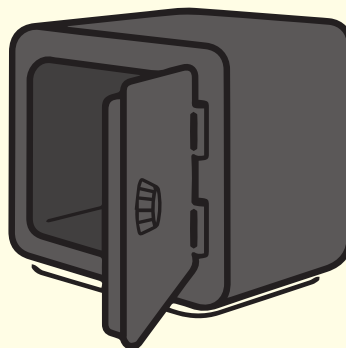




Urgent



I am worried my money
is **not safe**.

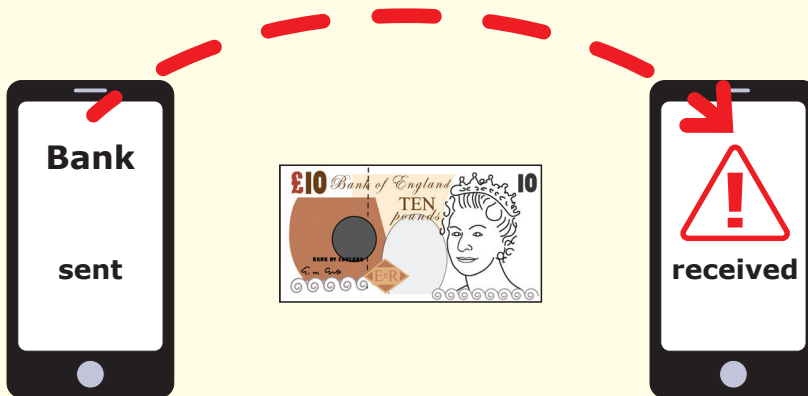




Urgent



I have **sent money** to the
wrong account.





Urgent



I do **not recognise** a
payment on my account.

Current Account Statement				Bank
Name Address 1 Address 2				Statement date 15 May 2023
				Start balance £456.00
				End balance £272.00
Transactions				
Date	Description	£ Out	£ In	£ Balance
14-Apr	Superstore	£15.00		£272.00
10-Apr	Cash machine	£10.00		£287.00
08-Apr	Music store	£5.00		£297.00

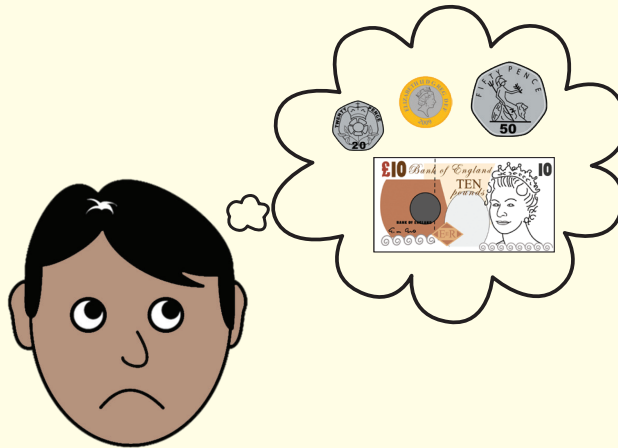




Urgent



I have **money worries**.
How can you **help**?

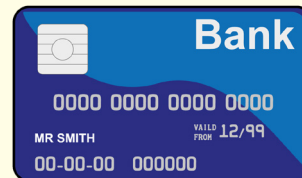
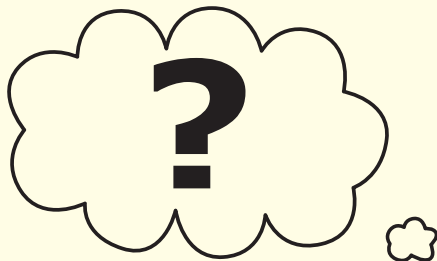




Urgent



I am having **trouble**
with my **card**.



Support





Support



Can I **withdraw**...

£10

£100

£20

£200

£50

**A different
amount**





Support



Can you **re-count**
my **money**?





Support



What is my account balance?

Current Account Statement			Bank	
Name Address 1 Address 2			Statement date 15 May 2023	
			Start balance	£456.00
			End balance	£272.00
Transactions				
Date	Description	£ Out	£ In	£ Balance
14-Apr	Superstore	£15.00		£272.00
10-Apr	Cash machine	£10.00		£287.00
08-Apr	Music store	£5.00		£297.00





Support



I need a **statement**.

Current Account Statement

Bank

Statement date
15 May 2023

Name
Address 1
Address 2

Start balance £456.00

End balance £272.00

Transactions

Date	Description	£ Out	£ In	£ Balance
14-Apr	Superstore	£15.00		£272.00
10-Apr	Cash machine	£10.00		£287.00
08-Apr	Music store	£5.00		£297.00



Support



I want to **open...**



**Current
account**



**Savings
account**



Investment



Support



I want to **apply** for...



**Credit
Card**



Loan



Mortgage



Support



I want to **cancel** a **payment** from my account.

Bank		
Direct Debits		
Date	Description	Amount
1-Apr	Home insurance	£123.00
6-Apr	Electric Bill	£123.00
6-Apr	Mob Cancel tract	£123.00
6-Apr	Window cleaner	£123.00
10-Apr	Gym membership	£123.00



Support



I need **help managing**
my account.





Support

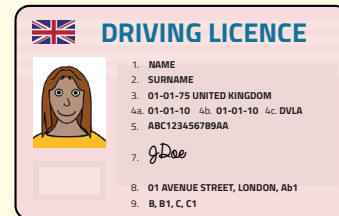


I want to **update** my
personal details.





I am here to **provide ID.**





Support



Help me set up...



Single payment



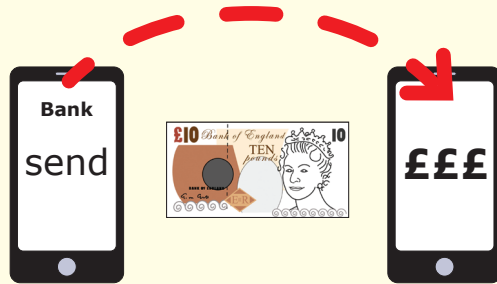
Regular payment



Support



I want to **make...**



Large payment



Overseas payment

Help





Help



Can you **give** me **information** on:



**Current
accounts**



**Savings
accounts**



Mortgages



Help



Can you **give** me **information** on:



**Credit
Cards**



Loans



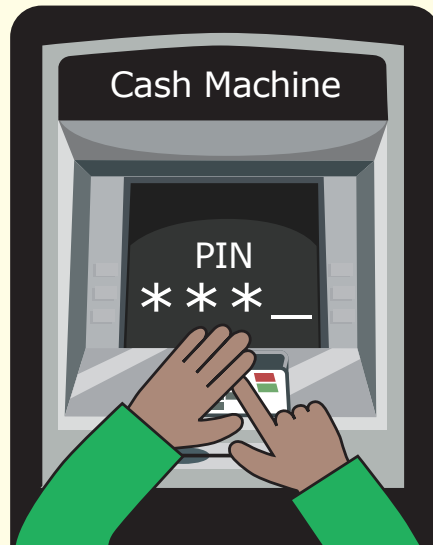
Investments



Help



Help me use the cash machine.

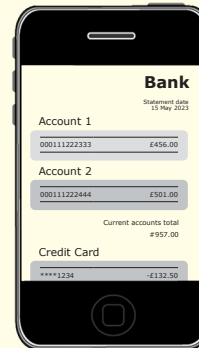




Help



Help me with the Internet Bank or Banking app?





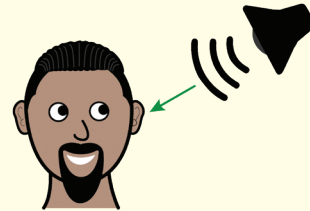
Help



I need **letters** in...



Large font



Audio



What **ID** do I need to **open an account?**



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