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**.



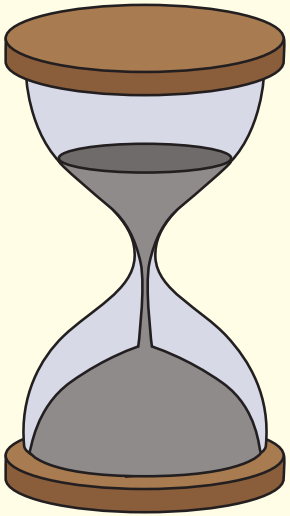
Before we start

Can we go somewhere **quieter**?



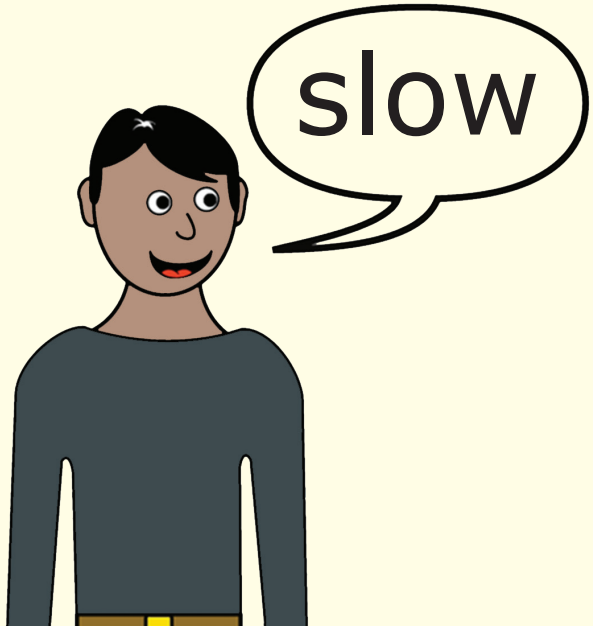
Before we start

Please **be patient** with me.



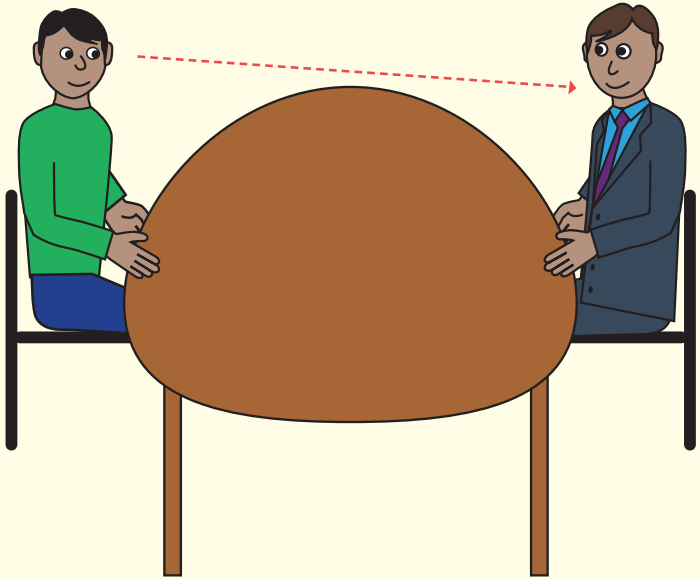
Before we start

Please **speak slowly**.



Before we start

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



Before we start

Can I have a
pen and paper?



Before we start

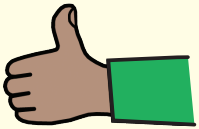
I have **someone helping** me.

You can **speak** about my **personal details** and **money** with them.

Before we start

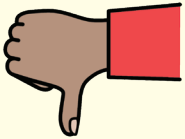
Yes ✓





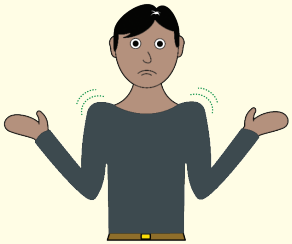
No ✗





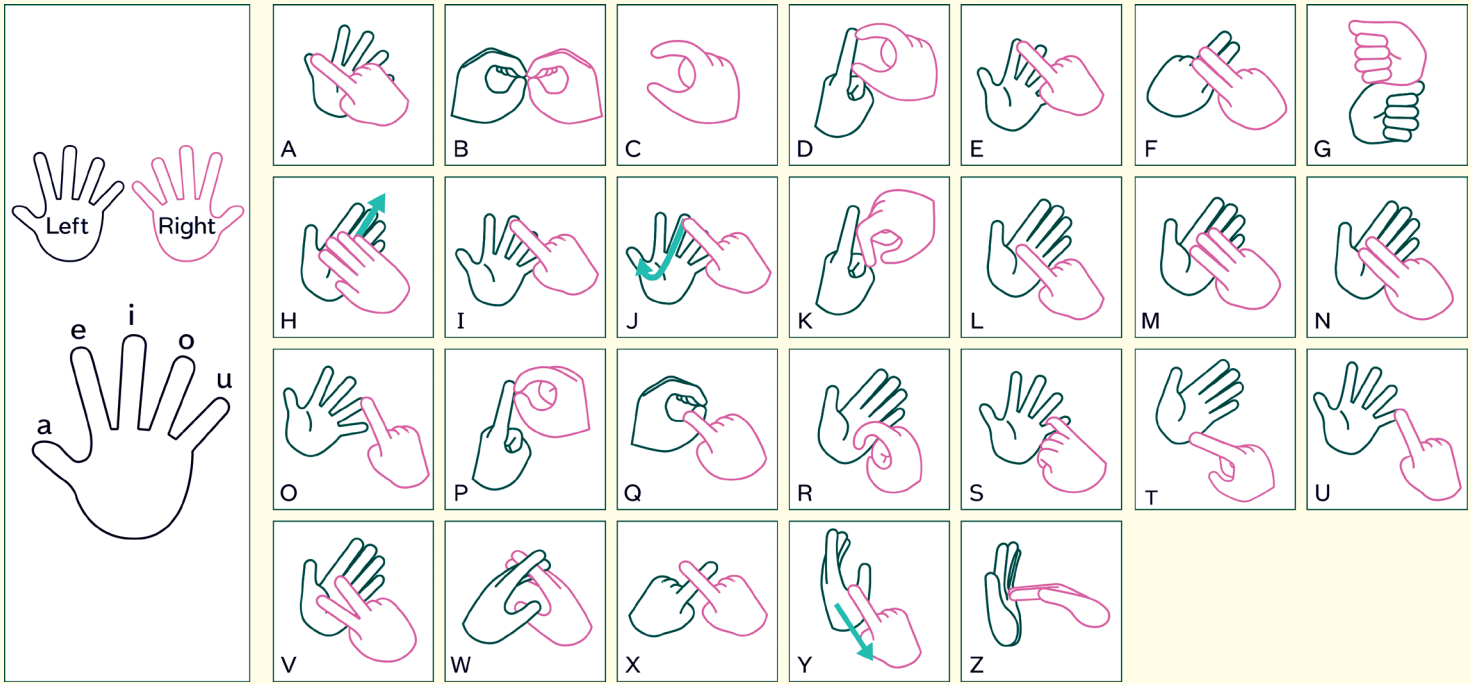
Don’t know





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**.

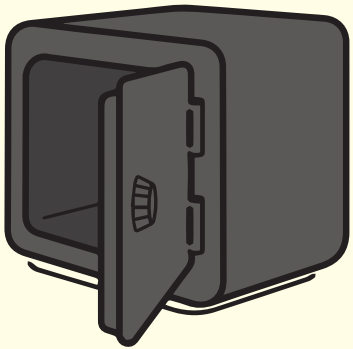


Urgent

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







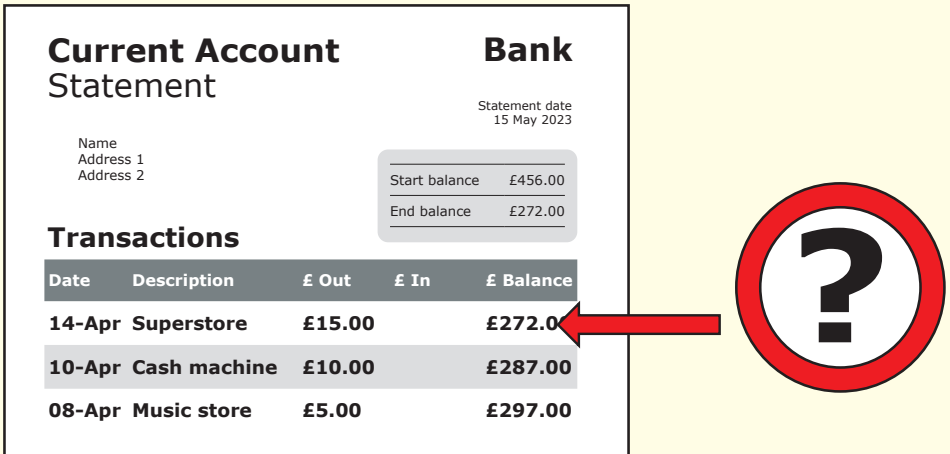
Urgent

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



Urgent

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



Current Account Statement

Bank

Statement date
15 May 2023

Name
Address 1
Address 2

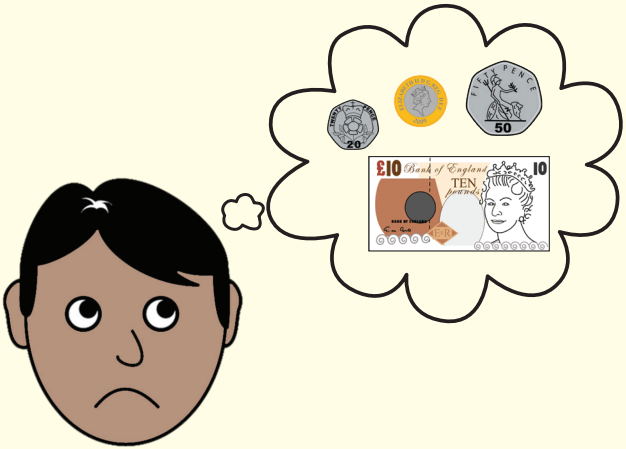
Start balance	£456.00
End balance	£272.00

Transactions

Date	Description	£ Out	£ In	£ Balance
14-Apr	Superstore	£15.00		£272.0
10-Apr	Cash machine	£10.00		£287.00
08-Apr	Music store	£5.00		£297.00

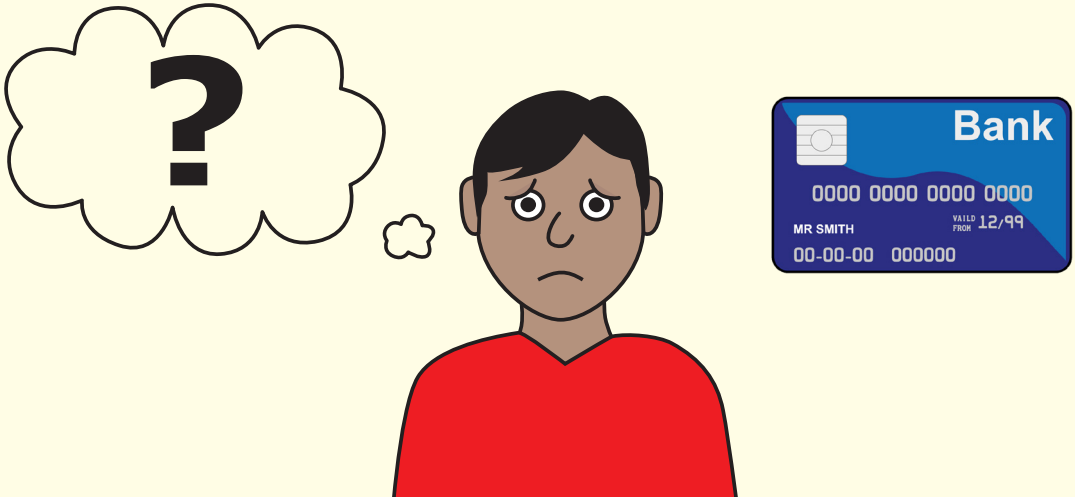
Urgent

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



Urgent

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



Support



Support

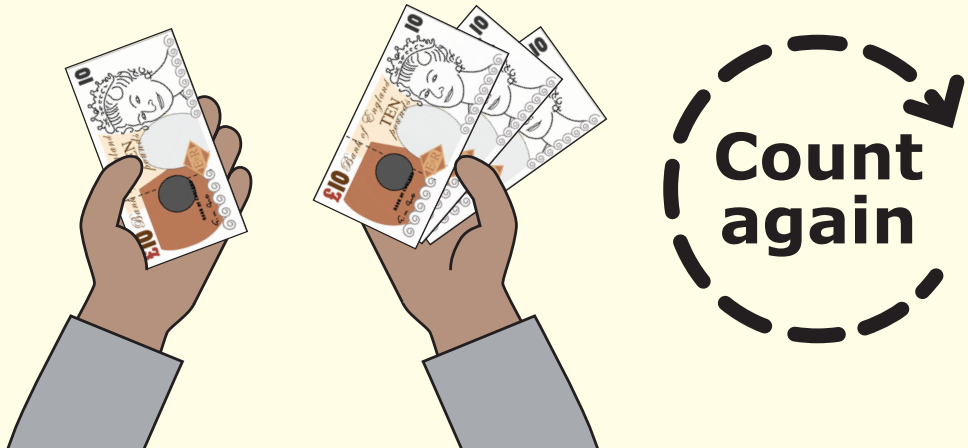
Can I **withdraw**…

£10	**£100**
£20	**£200**
£50	**A different amount**



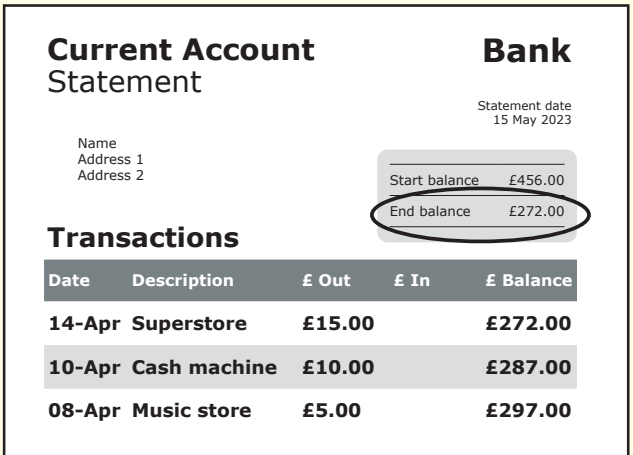
Support

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



Support

What is my **account balance**?



Current Account Statement

Bank

Statement date
15 May 2023

Name
Address 1
Address 2

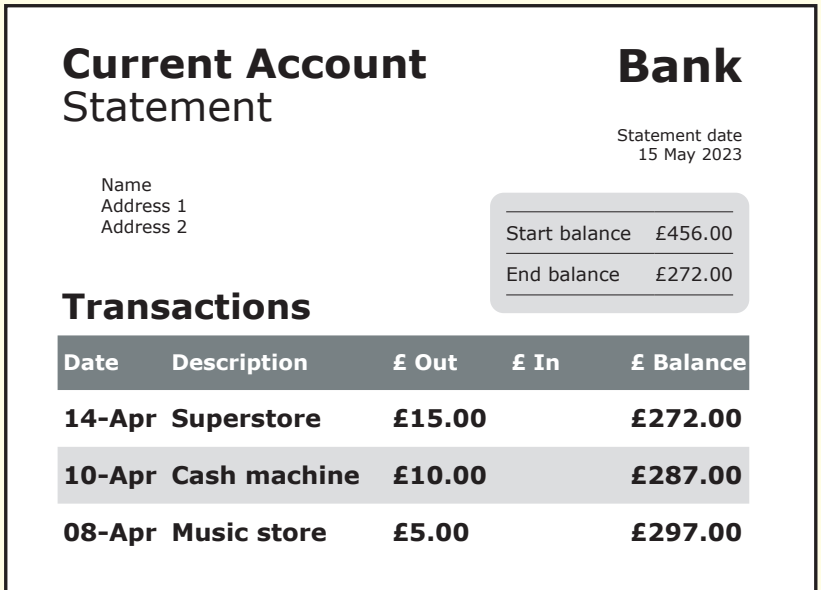
Start balance	£456.00
End balance	£272.00

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 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



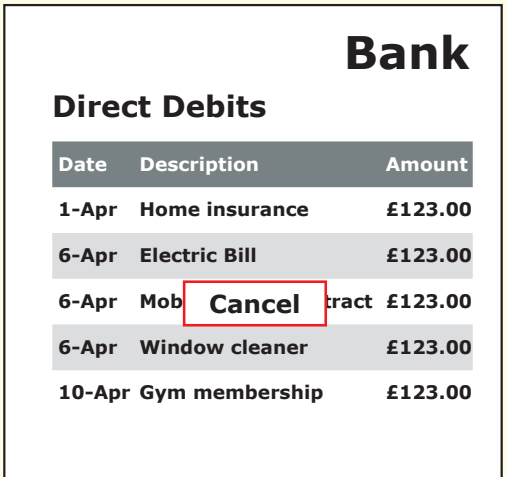
Loan



Mortgage

Support

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



Support

I need **help managing** my account.



Support

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

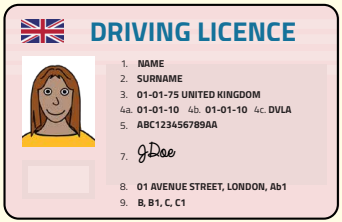


Support

I am here to **provide ID**.







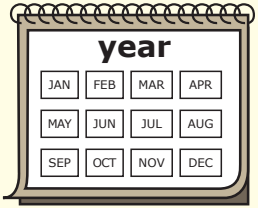
Support

Help me **set up**...





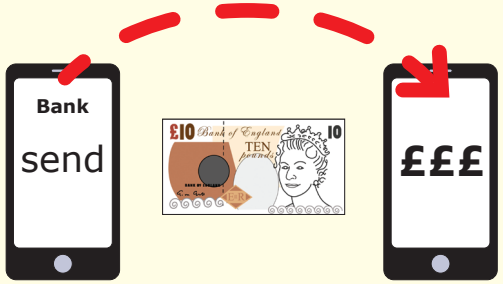
Single payment



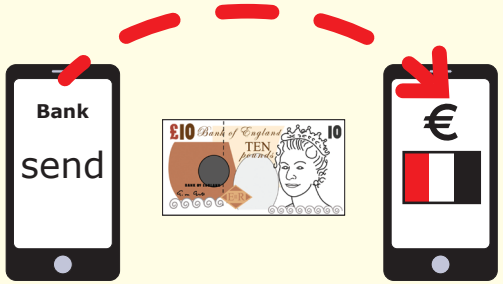
Regular payment

Support

I want to **make...**



Large payment



Overseas payment

Support

I need an **update** on my **claim**.



Help



Help

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



Current accounts



Savings accounts



Mortgages

Help

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



Credit Cards



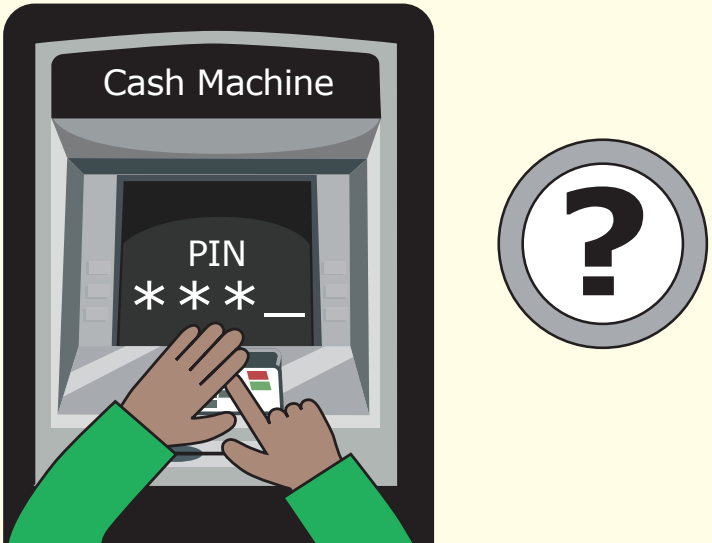
Loans



Investments

Help

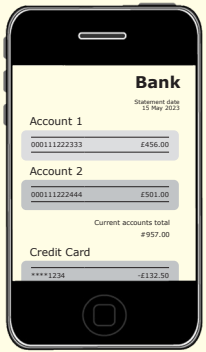
Help me use the **cash machine**.



Help

Help me with the **Internet Bank** or **Banking app**?



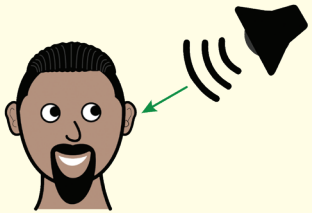


Help

I need **letters** in...



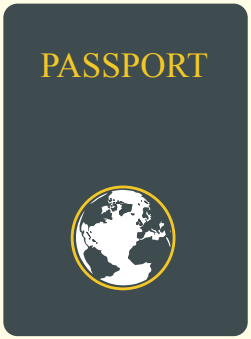
Large font



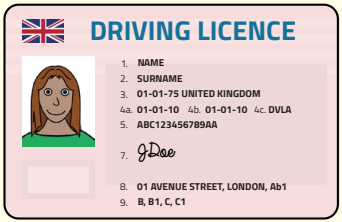
Audio

Help

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







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