

# Speak Easy Communication cards

For customers who may  
find it difficult to speak.

These cards were created  
using feedback from the  
**Stroke Association** and the  
**British Institute of Learning  
Disabilities (BILD).**

Proudly working with



**August 2024**

Use these cards to **show**  
**branch staff** what you **need**.  
Cards are **colour coded**.



Before we start

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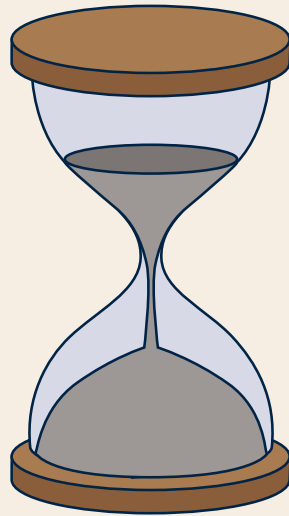
Can we go  
somewhere **quieter**?



Before we start

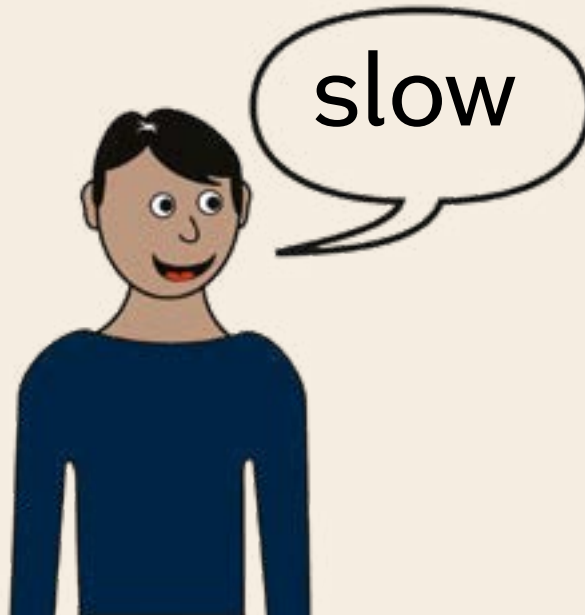
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Please **be patient** with me.



Before we start

Please **speak slowly**.



Before we start

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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**



# Urgent





# Urgent



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





# Urgent



I think I have been  
**scammed.**

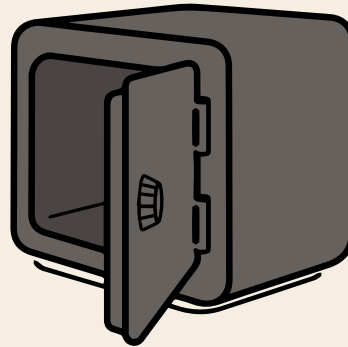




# Urgent



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

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

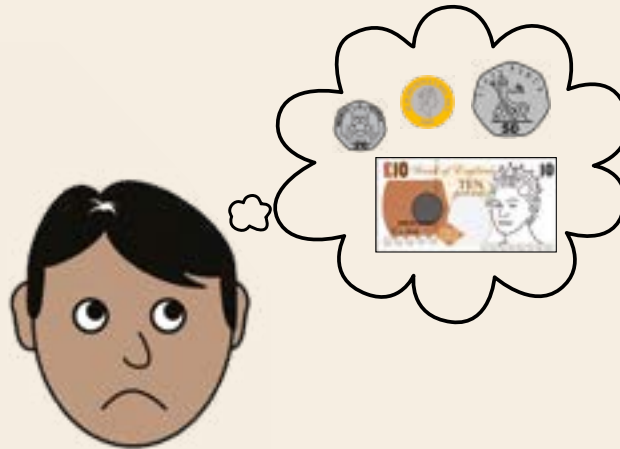




# Urgent



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



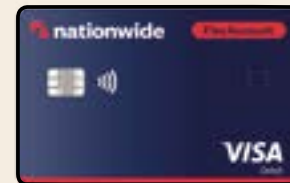
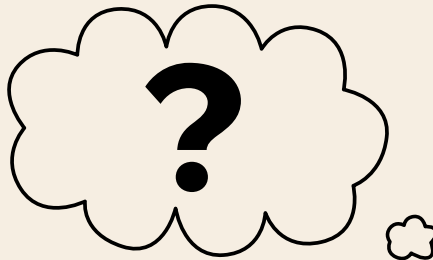




# Urgent



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**?



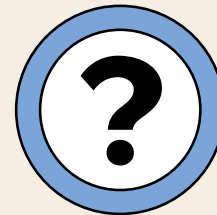


# Support



## What is my account balance?

</





# Support



## I need a **statement**.

### Current Account Statement



Statement date  
15 May 2023

Name  
Address 1  
Address 2

Start balance	£456.00
End balance	£272.00

### Transactions

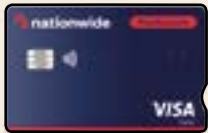
Date	Description	£ Out	£ In	£ Balance
14-Apr	Superstore	£15.00		£272.00
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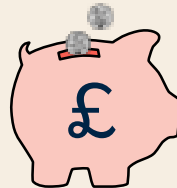
# Support



I want to **open...**



**Current  
account**



**Savings  
account**



**Investment**



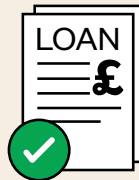
# Support



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



**Credit  
Card**



**Loan**



**Mortgage**






# Support



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

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



# Support



I need **help managing**  
my account.

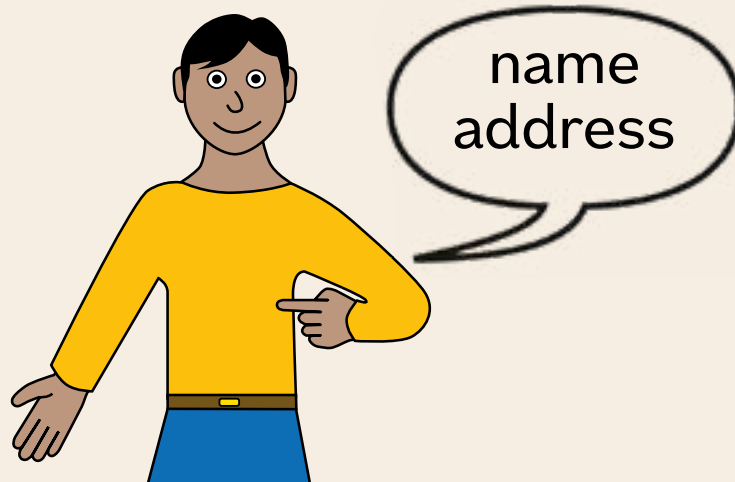




# Support



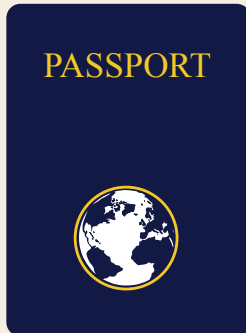
I want to **update** my  
**personal details.**



# Support



I am here to **provide ID.**

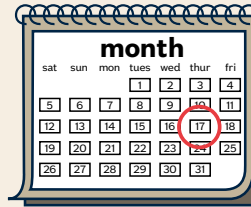




# Support



## Help me set up...



**Single** payment



**Regular** payment



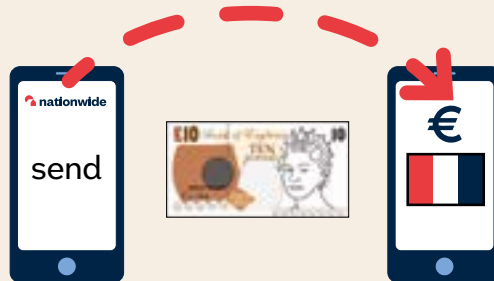
# Support



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**



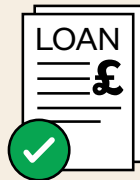
## Help



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



**Credit  
Cards**



**Loans**



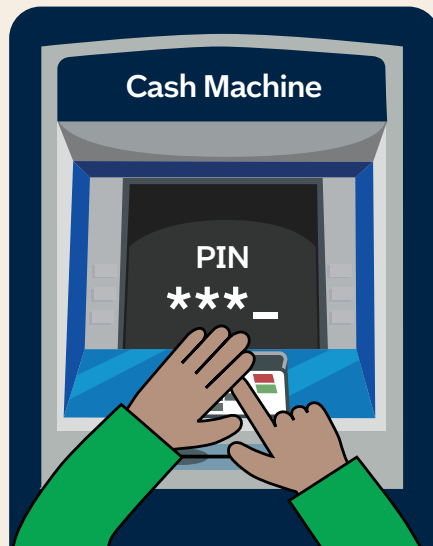
**Investments**



# 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**



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