

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

Stroke
Association

bild

August 2024

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



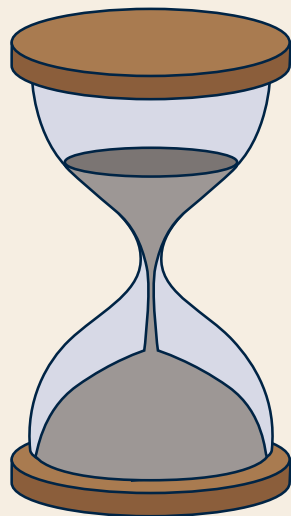
Before we start

Can we go
somewhere **quieter**?



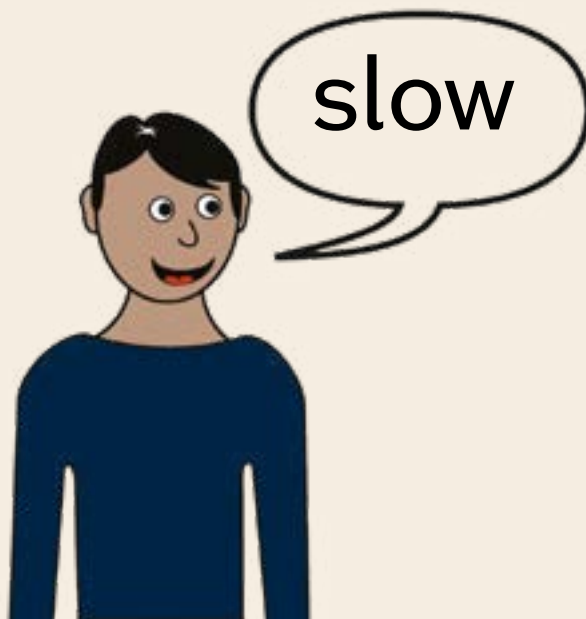
Before we start

Please **be patient** with me.



Before we start

Please **speak slowly**.



Before we start

Can I have a
pen and paper?

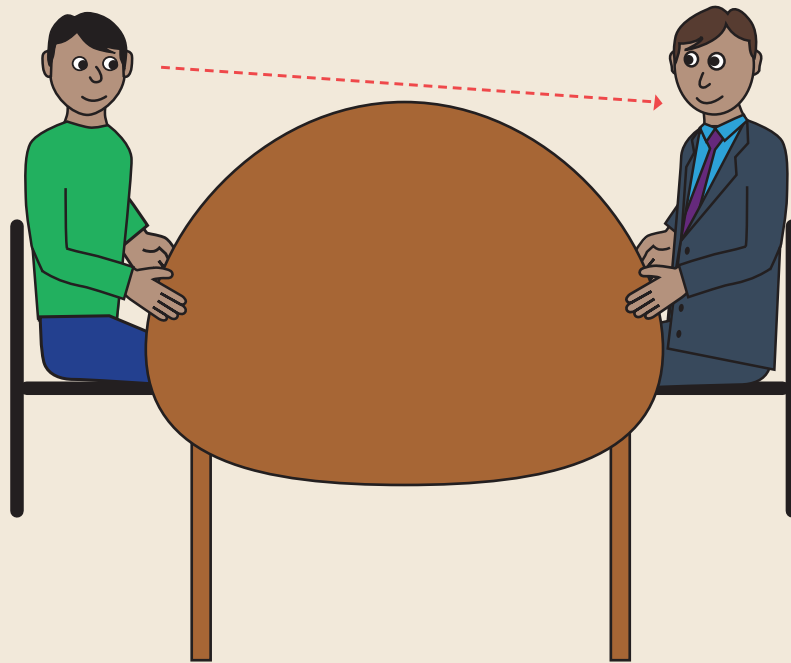


Before we start

I have **someone helping** me.

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

I lipread, please **face** me.



Before we start

Yes ✓



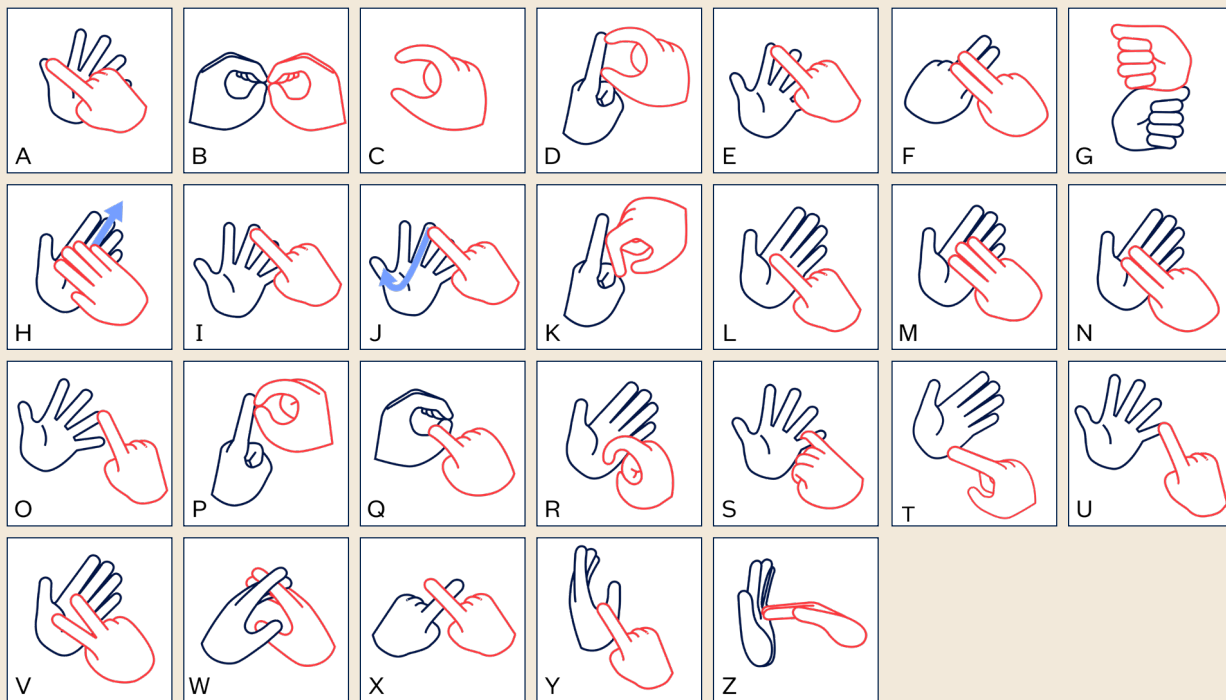
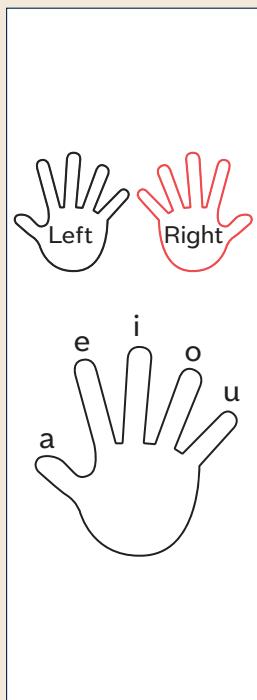
No ✗



Don't know



British Sign Language (BSL) finger spelling



Urgent





Urgent



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





Urgent



I think I have been
scammed.

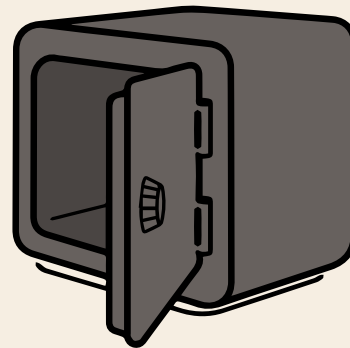




Urgent



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 

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

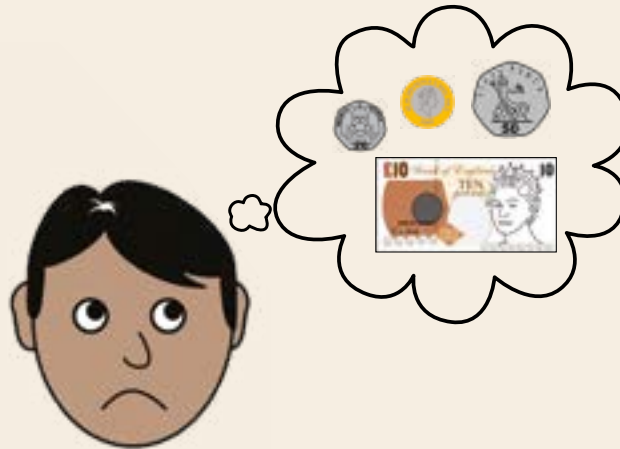




Urgent



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

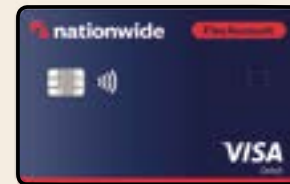
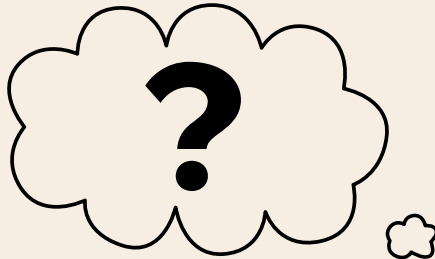




Urgent



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 

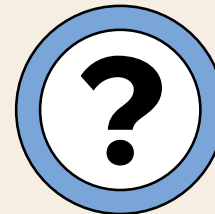
Statement date
15 May 2023

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				
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 want to **open...**



**Current
account**



**Savings
account**



Investment



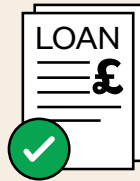
Support



I want to **apply** for..



**Credit
Card**



Loan



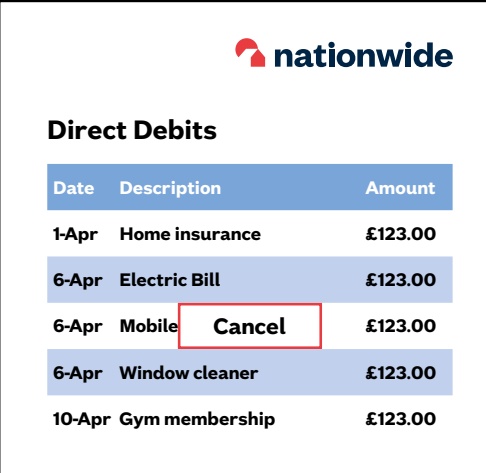
Mortgage



Support



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



The screenshot shows the Nationwide logo at the top right. Below it is the heading "Direct Debits". A table lists several direct debits with columns for Date, Description, and Amount. The row for "6-Apr Mobile" has a red box around the word "Cancel", indicating the action to be taken.

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



Support



I need **help managing**
my account.

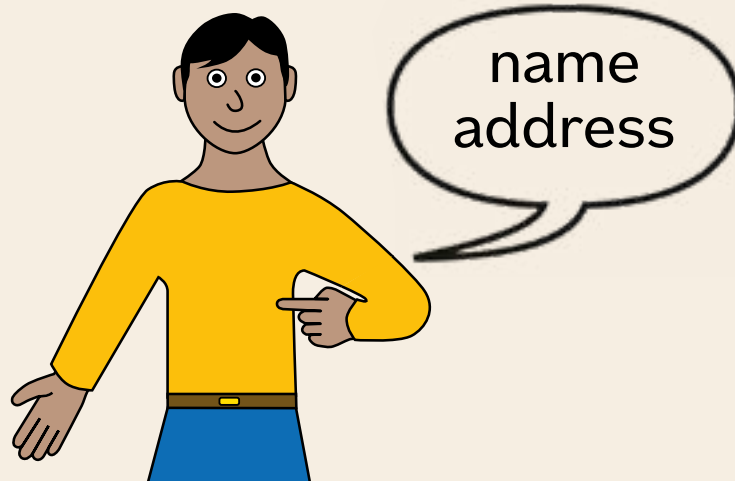




Support



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





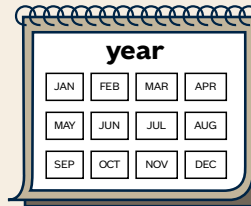
Support



Help me set up...



Single payment



Regular payment



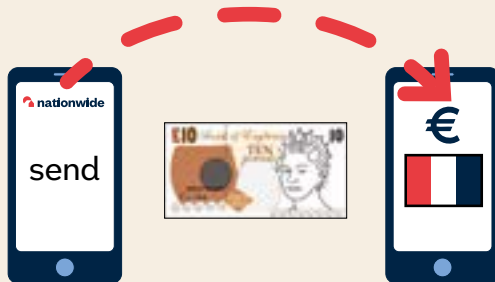
Support



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



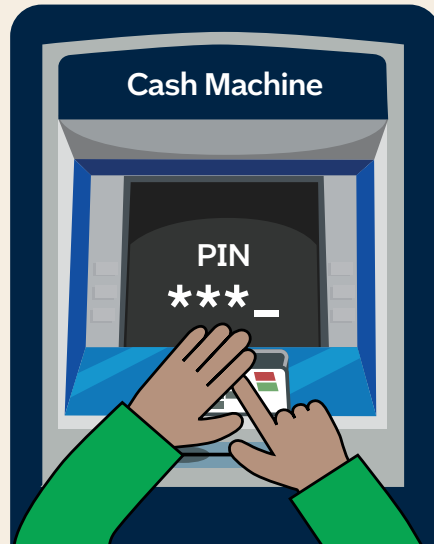
Investments



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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