


# At the Bank Conversation

## Common Questions and Answers

Bank Teller / Bank Manager	Client
<p>Hello.</p> <ul style="list-style-type: none"> <li>• What can I help you with?</li> <li>• What can I do for you?</li> <li>• How can I help you?</li> </ul> 	<p>Hello.</p> <p>I would like to get more information about opening a chequing account.</p> <p>I would like to _____.</p> <ul style="list-style-type: none"> <li>• Open an account</li> <li>• Deposit some money</li> <li>• Withdraw some money</li> <li>• Get a credit card</li> <li>• Deposit my paycheque</li> <li>• Transfer some money</li> </ul>
<ul style="list-style-type: none"> <li>• What kind of account would you like to open?</li> <li>• Would you like to open a chequing account or a savings account?</li> </ul>	<p>I would like to open a chequing account.</p> <p>I would like to open a savings account.</p>
<ul style="list-style-type: none"> <li>• How much money would you like to deposit?</li> </ul>	<p>I would like to deposit _____ dollars.</p>
<ul style="list-style-type: none"> <li>• Would you be interested in: overdraft protection? a credit card? a better plan? a cheque book?</li> </ul>	<p>Yes, I would be. Could you please tell me more?</p> <p>No, sorry, I'm not interested.</p>
<ul style="list-style-type: none"> <li>• Do you have a piece of ID?</li> <li>• Do you have two pieces of ID?</li> </ul>	<p>Yes I do. Here you go.</p>

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<ul style="list-style-type: none"> <li>• What are the different plans?</li> </ul>	We have a basic plan, a plus plan and a super plan.
<ul style="list-style-type: none"> <li>• Is there a service fee for the basic plan?</li> </ul>	Yes but it can be waived.
<ul style="list-style-type: none"> <li>• How much is the fee?</li> </ul>	The basics plan is \$3.95 a month but that fee can be waived if you keep a minimum balance of \$1,000 in your account.
<ul style="list-style-type: none"> <li>• How many transactions can I make in a month?</li> </ul>	In the basics plan you can make 8 transactions a month. In the plus plan, you can make 24 and in the super plan you can have unlimited.
<ul style="list-style-type: none"> <li>• What is the withdrawal limit?</li> </ul>	The withdrawal limit from an ATM machine is \$ _____. But, you can take out any amount from a bank teller.
<ul style="list-style-type: none"> <li>• Do you have a 24-hour ATM?</li> </ul>	Yes we do. We also have a 24 hour drive through ATM on the outer side of the bank.
<ul style="list-style-type: none"> <li>• Can I use online banking?</li> </ul>	Yes of course. You can set that up after you open the account.
<ul style="list-style-type: none"> <li>• When do you send monthly statements?</li> </ul>	We send out monthly statements at the end of each month.
<ul style="list-style-type: none"> <li>• Can I switch to paperless billing?</li> <li>• Can I get online statements?</li> </ul>	Yes of course. Can I please have your email address? Then, we can change it to paperless.
<ul style="list-style-type: none"> <li>• Can I transfer money to my native country?</li> </ul>	Yes, you can but we need to have the account number of the bank account in your native country.
<ul style="list-style-type: none"> <li>• Do you have overdraft protection?</li> </ul>	Yes some of our plans come with overdraft protection like our plus plan and our super plan.
<ul style="list-style-type: none"> <li>• Can I get a cashback credit card?</li> </ul>	Yes, we give the cashback credit card with the plus and super plans.
<ul style="list-style-type: none"> <li>• Do you have any special offers?</li> </ul>	Yes, the cashback credit card.
<ul style="list-style-type: none"> <li>• Do you have _____?</li> <li>• Can I _____?</li> </ul>	