



For the life  
you're after



# My visit to AIB



**I am going  
to AIB today.**

**When I see the “AIB” sign over  
the door I know I have arrived.**



**When I go inside,  
I may see a large area  
with clear signs listed  
for different services.**

**The signs show me  
where I should go.**



**There may also be a cash desk in the bank, I can go here if I need to lodge or withdraw money.**

The area is clearly marked. I wait in line if people are already queuing.



# **There will be a Customer Service Desk in the bank.**

**If I want to ask a question,  
or if I have a meeting at the  
bank, I queue here to speak  
with a staff member who will  
be wearing a uniform.**



**There are also seats  
here where I can wait  
if I need to.**



**Different people work  
in the bank and they  
are there to help me.**

There may not always be  
someone behind the customer  
service desk, so sometimes  
I must wait at the desk until  
someone comes.

## QUICKBANKING



**There may be a  
Self-Service area  
in the bank.**

**These areas are signed  
as “Quick Banking”.**

Other people might be queuing for these machines while I am there.



**I get my card ready  
before I get to the top  
of the queue.**

**I will need to put my Bank Card  
into the machine.**



I may not be able to get to the bank when it is open.

**There may be an ATM outside the building.**

I put my card into the machine and it gives me instructions so I know what to do. And I can still take out money even if the bank is closed.



**If I need extra support, I can call the  
Additional Support Helpline on 0345 646 0318  
(Monday to Friday 09:00 to 17:00  
excluding Bank Holidays) or visit  
→ [www.aibni.co.uk](http://www.aibni.co.uk)**