



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.**



**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**