

Module 1: Banking and Finance Essentials | Unit 3: What can banks give to customers?

LISTENING TRANSCRIPT

Peter: Marwan, could you help me go over this checklist for helping new customers, please?

Marwan: Yes, of course.

Peter: So, this is what I've got. I can help customers open new accounts. A current account is for paying everyday bills and expenses. And a savings account is sometimes called a deposit account – is that right?

Marwan: That's right. It's for savings – money the customer wants to put aside for the future.

Peter: And the bank pays the customer interest on a savings account?

Marwan: Yes, that's right. You can tell customers that at the moment the interest rate for savings accounts is three percent.

Peter: OK, let's see. I can also offer new customers a debit card, show them how the ATM works and help them deposit and withdraw money. Is that all right?

Marwan: Yes, but don't forget to offer them cheques as well. People in the UK or in the USA still use these a lot. Customers also often ask about online banking so they can do their banking from their computers at home.

Peter: Right. Those are good points, Marwan. Thanks. How about loans and mortgages? They might be interested in buying a new car or a flat.

Marwan: Yes, you can tell them the interest rates on loans and mortgages.

Peter: Great. Thanks for your help.

Marwan: You're welcome.