

Module 3: Retail banking 2 | Unit 2: Personal loans and overdrafts

VOCABULARY

1. Complete these sentences with the correct form of the words and phrases in the box. You do not need all the words/phrases:

apply for/application form	authorized/authorization	cash flow
cover overdraft/expenses	instalment	in the black/in the red
loan officer	overdraw/overdraft (facility)	penalties/penalise

- Every month Ben Mellor earns €1,000 but spends €1,200. He _____ his account and is always _____.
- Ben uses his overdraft to _____ his _____.
- If Ben doesn't apply for an overdraft, the bank will _____ him.
- Every month, Hana Stevens earns €1,200 and spends €1,000. She has no _____ problems. She always stays _____.
- If she needs more money, Hana can _____ an overdraft or personal loan. She will agree the overdraft or loan with a(n) _____ at her bank. A(n) _____ overdraft isn't very expensive.
- Hana pays her loan in _____.

LISTENING

2. AUDIO 1: Listen to Caroline, a trainee retail banker, asking her manager some questions about a customer's account. What is the problem and what is the solution?

3. Listen again and answer these questions:

- When does Mr. Mueller overdraft his account?
- What does Mr. Mueller have to do to be in the black?
- What does Mr. Mueller have to pay when he is over the limit?
- Why is his overdraft expensive?

STUDY TIP

In exercises 2, 3, 4 and 5, it's a good idea to actually write down all the answers in full. It's excellent language practice – listening and writing combined! 😊

4. AUDIO 2: Caroline meets Mr Mueller, the customer. Listen. Are these sentences true (T) or false (F)?

- Mr. Mueller wants to talk to Caroline about his account. (T/F)
- He sometimes has to wait for a customer to pay him. (T/F)
- Mr. Mueller has an overdraft facility to pay his bills. (T/F)
- The interest rates on a loan are the same as on an overdraft facility. (T/F)
- Mr. Mueller like Caroline's suggestion. (T/F)
- Mr. Mueller doesn't have to talk to a loan officer because Caroline has the application form. (T/F)

5. Listen again and write sentences about what Mr. Mueller has to do.

KEY:

Exercise 1: 1) overdraws / in the red; 2) cover; 3) penalize; 4) cash flow / in the black; 5) apply for / loan officer / authorized; 6) instalments

Exercise 2: *problem* – Mr. Mueller often overdraws his account. ; *solution* – He can apply for a personal loan.

Exercise 3: 1) every two months; 2) deposit enough money; 3) interest; 4) Because the bank charges more for an overdraft than a personal loan.

Exercise 4: 1) F 2) T 3) T 4) F 5) T 6) F

Exercise 5: Mr. Mueller has to fill out an application form.

Mr. Mueller has to talk to a loan officer.

Mr. Mueller has to give the loan officer information about his income and expenses.

Mr. Mueller doesn't need to do anything else.