

Module 6: Corporate banking

Unit 1: Taking care of corporate clients

LISTENING 1

[M = Marta; P = Piotr]

- M: Can you tell me what happens here in this department? How is it different from the Retail Banking Department?
- P: I think the main difference is that we offer tailor-made products to most of our clients. We offer standard products such as current accounts as well but usually we need to find out more exactly what the client needs. We also deal with much larger amounts of money.
- M: And what types of jobs are there in this department?
- P: Well, I began as a credit analyst. That means I had to look carefully at the balance sheets and other financial documents and business plans. Then I had to carry out a risk assessment.
- M: What is that?
- P: A risk assessment finds out if a customer is creditworthy. Basically, I had to ask myself, 'Could a client pay us back if we lent him or her money?'. I had to look at lots of different documents to get this answer. Last year, however, I became a relationship manager and began to work directly with clients.
- M: So your job is different now?
- P: Yes, now I help corporate clients with lots of different matters. This can be financing new projects, helping them with expansion or arranging special loans, for example.

LISTENING 2

Conversation 1

- A: Good morning, Ms Wichinski. I have a question for you. If I wanted to buy goods from Indonesia and import them to Poland, what would I need to do?
- B: Do you have the information about the seller with you, Mr Kosnik?
- A: Yes, here it is. Ameyah Batak. The company is in Jakarta. Here is the full address and the details of the goods I plan to import.
- B: Very good. It looks like you need a letter of credit. I will start work on this right away. Thank you very much.

Conversation 2

- A: Good afternoon, Mr Ferrando. I have asked you to come and talk to me because I have some questions about your cash flow statement and the loan application you made with us.
- B: Is there a problem?
- A: Well, we are looking carefully at your revenues and expenses because we are worried about your ability to pay debts. In addition, the amount of money you owe seems to be quite high.
- B: Yes, but if you look at our income statement, you will see that our net profit margin is higher this year than last year.
- A: I see. If you gave us your income statements for the past several years, we would have a better idea of your company's situation. I am sure we will come to an agreement once we have all the facts.

Conversation 3

- A: Ms Park. How can I help you today?
- B: I wanted to speak to you about our business plans. A business adviser told me that if we had the chance to buy several new shops, we should do this. What do you think?
- A: Well, you have been very successful in the last year, so I think it would be a good idea. And if I needed a credit line or a loan, would you be able to help me?
- B: Of course. I know your company well and I am sure we can find the best solution for you. Why don't we take a look at the figures?

