



IRELAND'S AUTISM CHARITY

EBS



My visit to EBS



**I am going
to EBS today.**

When I see the "EBS" sign over
the door I know I have arrived.



When I go inside, I may see an open area with signs showing me where to go for different services.



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

If I want to ask a question, or if I have a meeting at the bank, I wait in line if people are queuing to speak with a staff member who will be wearing a uniform. The area is clearly marked.



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



I have my ID and my Bank Card (or passbook) ready before I get to the top of the queue.

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



I may need to put my Bank Card into the machine on the counter.

I also may need to show the staff member my ID, if they need to see it.



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



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

There may be an ATM outside of a neighbouring AIB 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 0818 300 107
(Monday to Friday 09:00 to 17:00, excluding Bank Holidays)
or visit www.ebs.ie**