

# Banking

## How to



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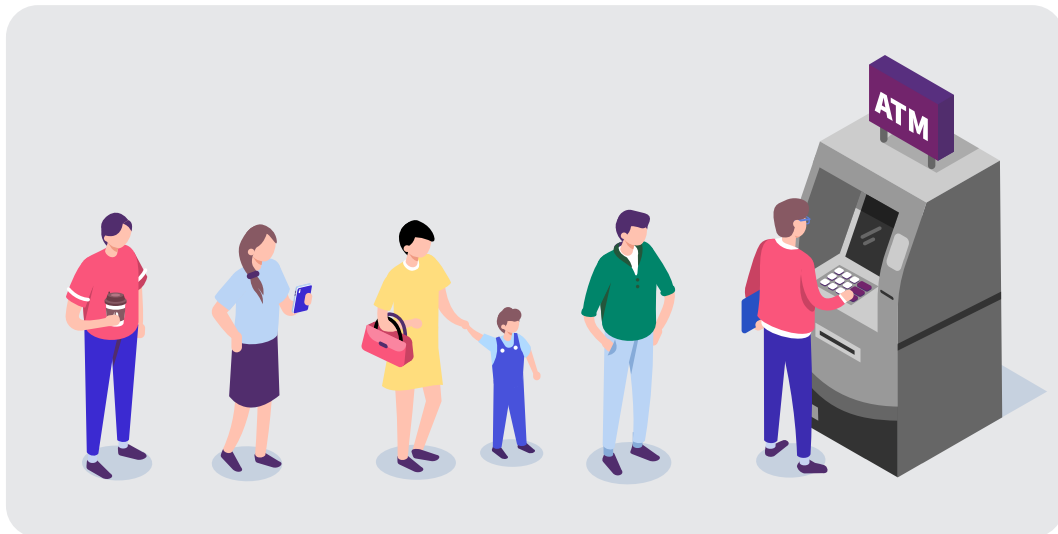
# PART 1: ALL ABOUT BANK ACCOUNTS



# What is a bank account?

A bank keeps your money safe and lets you take it out when you need it.

In the bank, your money is kept in your own account. There are two types of account: Current accounts and Savings accounts.





## 1. Current Account.

You can put money from your job, social welfare or anywhere else into your current account.

Then you can use it to:

- Take money out at an ATM (cash machine)
- Pay for things in a shop.
- Pay bills straight from your account.
- Pay for things online or over the phone.



## 2. Savings Account.

A savings account is also called a 'deposit account'. This is where you keep money you don't need every day.

A savings account is the safest place for your money. If you want your money, you can go into the bank branch and ask for it. Or you can move it to your current account using online banking.

# How to open an account



## 1. Pick a bank

You can open an account in any bank or post office.  
Before you choose which bank to use:

- Pick a bank that's near you
- Ask a family member or friend you trust

# How to open an account



## 2. Think about what you want

**A.** Would you like a friend or family member to help you? If **so talk to them beforehand.**

- Do you want them to come with you to open the account at the bank?
- Do you want them to look at bank statements with you? (A 'statement' shows all the money that was paid in and out of your account.)



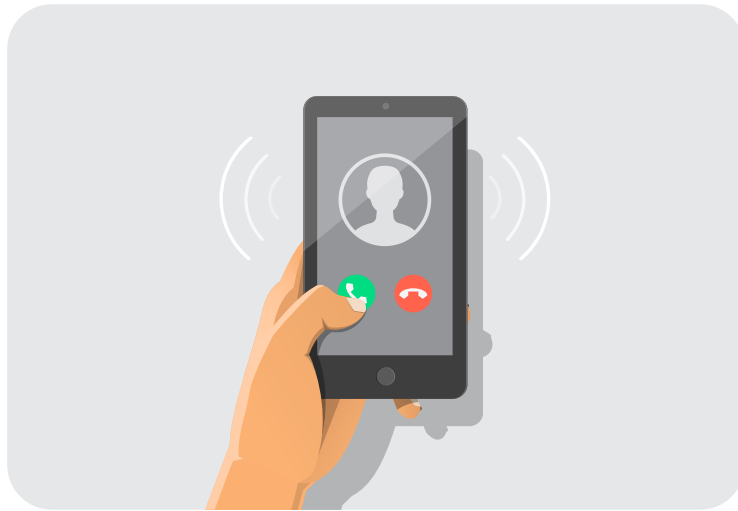
**B.** Do you want money from a job or social welfare to go straight into your account? The bank can help you do this.



**C.** Do you want a debit card? With a debit card you can get money out of a cash machine and pay for things in a shop or online.



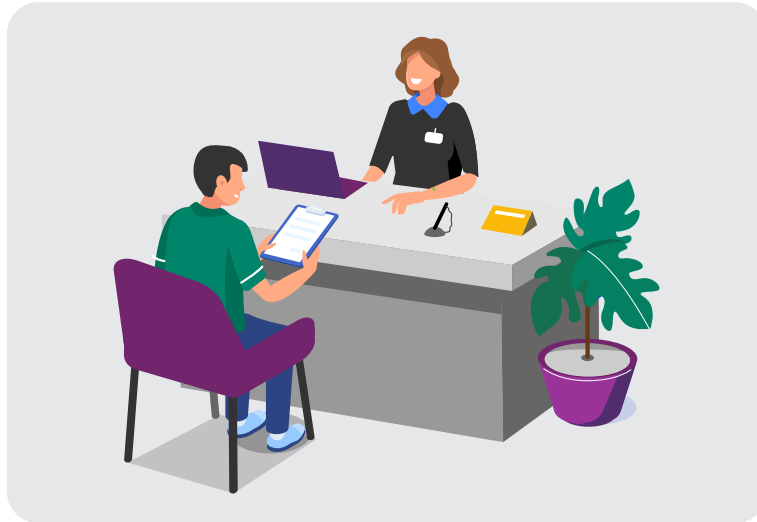
**D.** Do you want online banking? With online banking you can check how much money you have and see what you have paid for, all online. You can also send money to other people's accounts.



### **3. Arrange to meet the bank**

- Phone or visit the branch. Tell them you want to open an account.
- Ask the bank what you need to bring. The bank will need documents that show who you are and where you live.
- Tell the bank if you need any help. For example, is it hard for you to read or write? If so, they will help.





## 4: Visit the Bank

The people in the bank will go through everything. There's no hurry. They will explain everything and ask some questions.

They will ask what you want the account for. They will also ask what money will go into your account.

You might want to ask:

- How can you get your money?
- When will they send a statement?
- How can you check how much money you have.(This is called your 'balance')
- How much will the account cost?

## REMEMBER...

Don't do anything if you don't understand it.

Take your time.

Ask the bank to write everything down. Bring this home with you.

## What the words mean

<b>Bank branch.</b>	This is the building where your account is looked after.
<b>Balance.</b>	This is how much money is in your account.
<b>Statement.</b>	This is a document that says what was paid in and out of your account.
<b>Deposit Account.</b>	This is an account where you save money.

The Competition and Consumer Protection Commission (CCPC) website has a handy list of banks, including their current account charges.

<https://www.ccpc.ie/consumers/money/banking/>

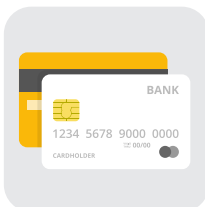
## PART 2: PAYING FOR THINGS FROM YOUR CURRENT ACCOUNT



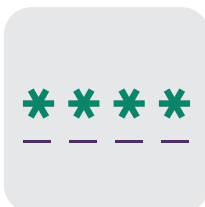
# Do you keep money in a bank current account?

This is how to pay for things with it.

## 1. Get your Debit Card



- When you open a current account, the bank will send you a Debit Card. You can pay for things with this.



- Later, they will send you a PIN. This is a secret number that lets you use your Debit Card. Never tell anyone your PIN!



- You can pay for things with your Debit Card and PIN. You can also get paper money from an ATM with them.

## 2. Getting money from an ATM

Is there money in your account? You can take it out at an ATM with your Debit Card:



- Put your card into the ATM.
- The ATM will prompt you to enter your PIN.



- Always cover your hand. This stops other people seeing the numbers you are pressing.



- The ATM will ask you how much you want.

There are ATM machines in banks, supermarkets, train stations and other places.



### 3. How to pay in a shop with your Debit Card

You can buy things in shops with your Debit Card. But make sure you have enough money in your account.

- First, the shop person will give you a small machine.



- Touch your Debit Card on the machine's screen. The money should go from your account to the shop.
- Ask the shop person if it worked.



- You might have to insert your Debit Card into the machine. Then press the numbers of your PIN.
- Don't let anyone see your numbers and don't give your card to anyone.
- Ask the shop person if it worked this time.



## 4. How to pay bills

Here is how to pay bills from your Current Account:

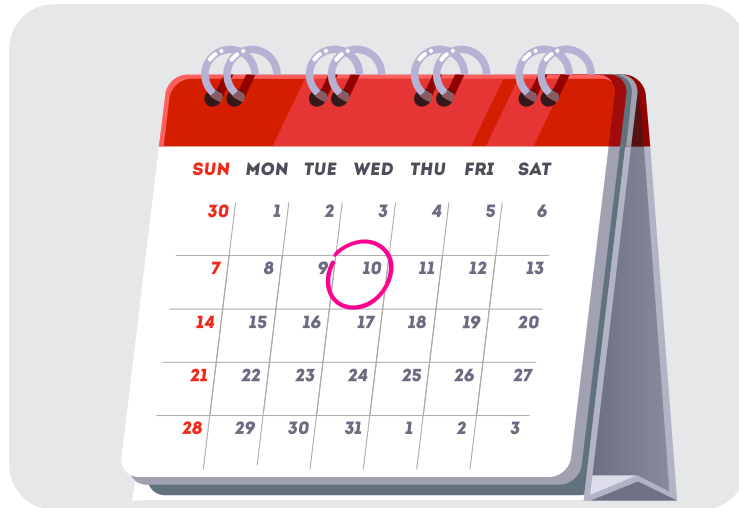
### **Pay at a post office or your bank**

- Bring your bill to a post office or your bank.
- Tell them you want to pay it with your Debit Card.
- Then it's the same as using your Debit Card in a shop. Insert your card into the machine and enter your PIN number.

### **Pay direct from your account**

- A 'Direct Debit' is the easiest way to pay a bill.
- You allow the company who sent the bill to take the money from your account.
- Just tell the company you want to pay by Direct Debit. They will tell you how.
- Direct Debit only works if you have enough money in your account to pay the bill.

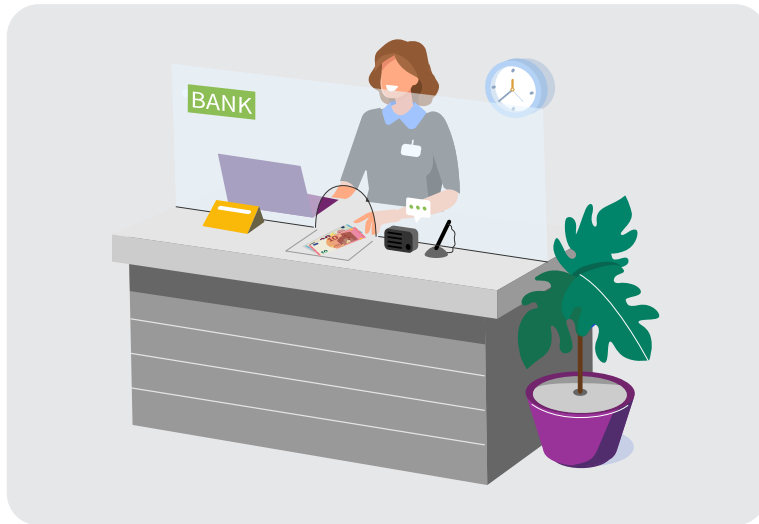




## 5. How to make regular payments

Do you need to make the same payment regularly? For example, your rent. Or do you want to move the same amount of money to your savings account every month?

- A Standing Order is the easiest way to do this.
- It moves the money. You don't have to do anything.
- Your bank can set up a Standing Order. Just ask them.
- You can stop a Standing Order anytime.



## REMEMBER ...

1. Check your statement when you get it. Make sure everything on it is OK.
2. Never tell anyone your PIN.
3. If you are worried about anything, tell your bank.

## PART 3: KEEPING YOUR MONEY SAFE



## Who can you trust with your money?



You can trust your bank. They will not tell anyone about your bank account unless you allow them.

You might like to have a friend or family member help you with your banking. Choose someone you trust.

Keep the details of your account to yourself. Only share them with people you trust.

If you feel rushed or under pressure to do something with your money, stop and think. Don't sign anything unless you feel it is safe to do so.

## Keep an eye on your statements.



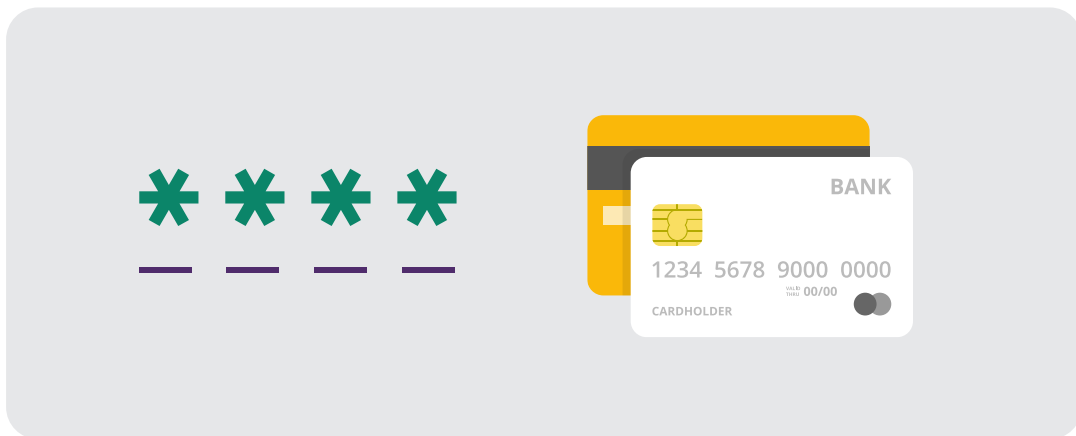
Your bank will send you a statement of your account in the post or in your online banking. You can decide which you want.

The statement shows you everything you have done with your money. It shows you where and when you spent the money in your account over the last month, or since your last statement.

Make sure you check these statements when they come in.

It shows you how much money is left in your account. This is called the balance and you can check your balance at the bank or on online banking.

## Keep your PIN and bank card safe.



Your PIN is the number that lets you spend money. Keep it secret. Never tell anyone what your PIN is.

Keep your debit card somewhere safe like inside your pocket and don't give it to anyone. Never keep your PIN with your debit card.

When you are taking money out of a cash machine only take out as much as you need. It's easy to lose paper money. It's also easy for others to steal it.

Take your time and put your card and money away safely before moving away from the cash machine or shop.

If you lose your card ring your bank. They will stop anyone else using your lost card and send you a new one.

# Watch out for people who contact you about your money.



A scam is when someone tries to take your money by pretending to help you or by offering you something.

They can try to contact you by calling you, texting you or sending you an email. Don't click on a link in an email or text message.

Be careful if you get a call or a text from people you don't know or a company you have not heard of.

If someone calls asking for your personal details just hang up. It is the safest thing to do. Don't worry about being rude.

Sometimes your bank may need to contact you. But they will not ask you to give them your secret PIN or card details.

Tell them you will ring them back if you are unsure. There is never a problem with doing this.

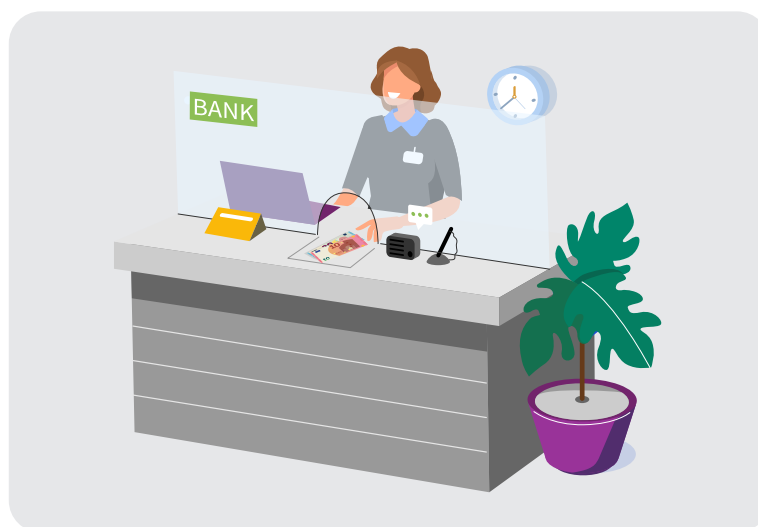
Never feel under pressure to make a decision or give information. If you are unsure, talk to someone you trust.

### Things to watch out for in a call or email:

- Someone asks you to make a quick decision. Take your time. Talk to your friends and family about it.
- Someone asks you to keep the call a secret.
- They ask you for money or offer you money.
- They say you have won a competition.
- They ask for your help. They might tell you they are sick or need money to get a flight home.
- They want to put money into your bank account for a short while.



## Remember ....



Your bank is there to help you look after your money.

If you are worried, contact your bank. They will know how to help you.



AIB's partnership with the NOW Group is part of our economic and social inclusion strategy. The NOW Group is a social enterprise that supports people with learning difficulties and autism. Their participants invented the JAM Card as a simple, discreet way for people to indicate when they need 'Just A Minute'. AIB is a JAM Card Friendly organisation



A big thanks to the NOW Group Ambassadors who provided valuable feedback and insight in developing this course..