

# Speak Easy Communication cards

For customers who may  
find it difficult to speak.

These cards were created  
using feedback from the  
**Stroke Association** and the  
**British Institute of Learning  
Disabilities (BILD).**

Proudly working with

**Stroke**  
Association

**bild**

**August 2024**

Use these cards to **show**  
**branch staff** what you **need**.  
Cards are **colour coded**.



Before we start

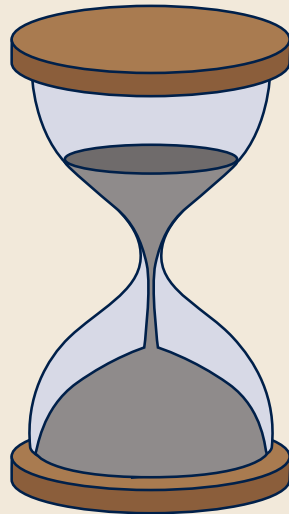
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Can we go  
somewhere **quieter**?



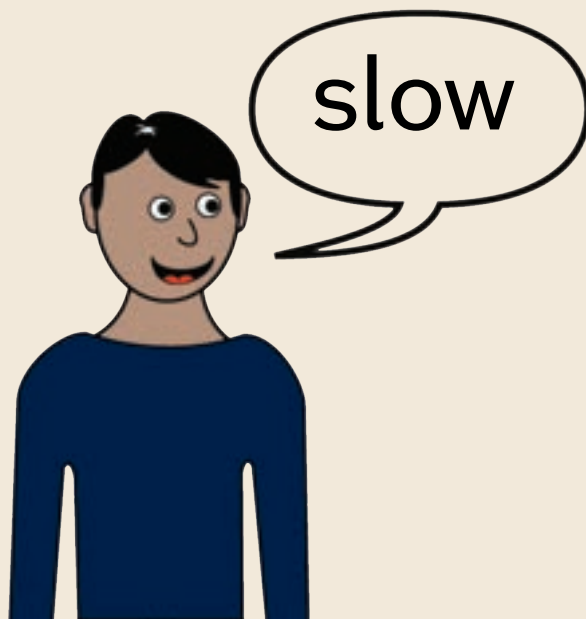
Before we start

Please **be patient** with me.



Before we start

Please **speak slowly**.



Before we start

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Can I have a  
**pen and paper?**



Before we start

---

I have **someone helping** me.

You can **speak** about my  
**personal details** and  
**money** with them.



# Before we start

Yes ✓



No ✗



Don't know



# Urgent





Urgent



My **card** has been  
**lost** or **stolen**.





**Urgent**



I think I have been  
**scammed.**

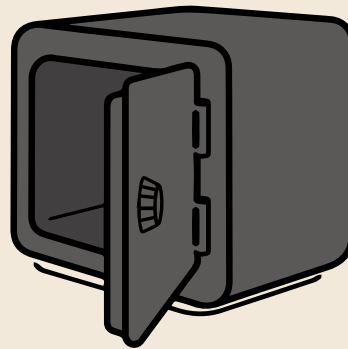




Urgent



I am worried my money  
is **not safe**.





# Urgent



I have **sent money** to the  
**wrong account.**






# Urgent



I do **not** recognise a **payment** on my account.

**Current Account Statement** 

Statement date  
15 May 2023

Name  
Address 1  
Address 2

Start balance	£456.00
End balance	£272.00

**Transactions**

Date	Description	£ Out	£ In	£ Balance
14-Apr	Superstore	£15.00		£272.00
10-Apr	Cash machine	£10.00		£287.00
08-Apr	Music store	£5.00		£297.00

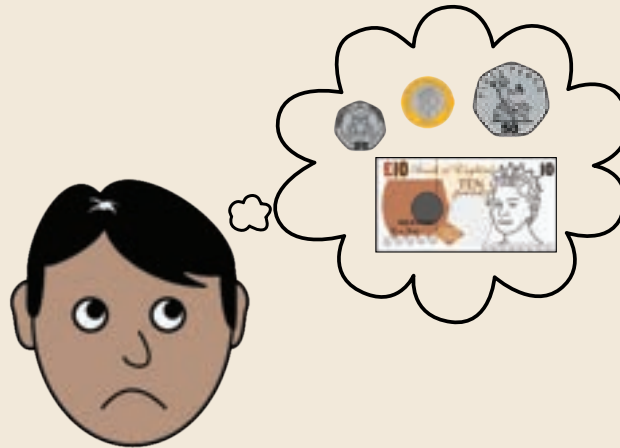




# Urgent



I have **money worries**.  
How can you **help**?



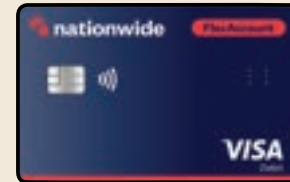
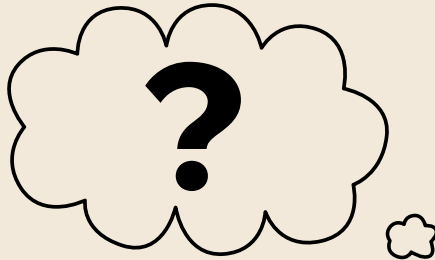




# Urgent



I am having **trouble**  
with my **card**.





# Support





# Support



## Can I withdraw...

**£10**

**£100**

**£20**

**£200**

**£50**

**A different amount**





# Support



Can you **re-count**  
my **money**?






# Support



## What is my account balance?

**Current Account Statement** 

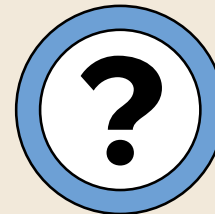
Statement date  
15 May 2023

Name  
Address 1  
Address 2

Start balance £456.00  
End balance £272.00

**Transactions**

Date	Description	£ Out	£ In	£ Balance
14-Apr	Superstore	£15.00		£272.00
10-Apr	Cash machine	£10.00		£287.00
08-Apr	Music store	£5.00		£297.00






# Support



## I need a **statement**.

### Current Account Statement



Statement date  
15 May 2023

Name  
Address 1  
Address 2

Start balance	£456.00
End balance	£272.00

#### Transactions

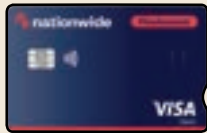
Date	Description	£ Out	£ In	£ Balance
14-Apr	Superstore	£15.00		£272.00
10-Apr	Cash machine	£10.00		£287.00
08-Apr	Music store	£5.00		£297.00



# Support



I want to **open...**



**Current  
account**



**Savings  
account**



**Investment**



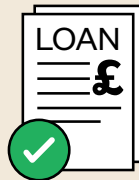
# Support



I want to **apply** for..



**Credit  
Card**



**Loan**



**Mortgage**

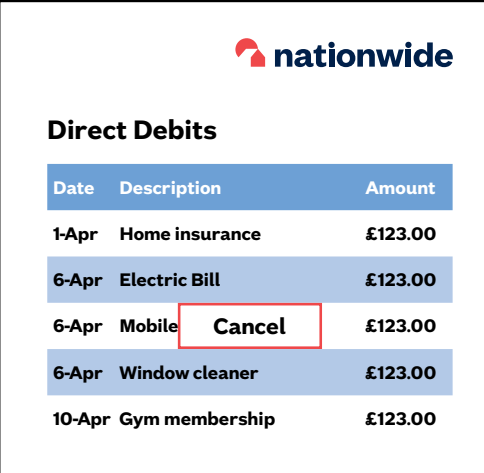




# Support



I want to **cancel** a **payment** from my account.



The screenshot shows the Nationwide logo at the top right. Below it is the heading "Direct Debits". A table lists several direct debits with columns for Date, Description, and Amount. The "Mobile" entry has a "Cancel" button highlighted with a red box.

Date	Description	Amount
1-Apr	Home insurance	£123.00
6-Apr	Electric Bill	£123.00
6-Apr	Mobile <b>Cancel</b>	£123.00
6-Apr	Window cleaner	£123.00
10-Apr	Gym membership	£123.00



# Support



I need **help managing**  
my account.

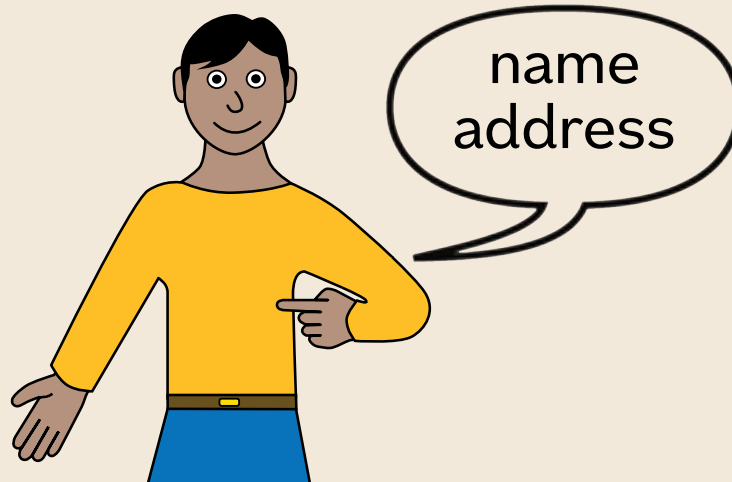




# Support



I want to **update** my  
**personal details.**



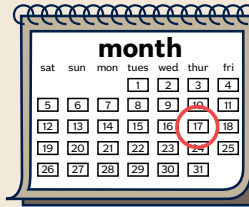




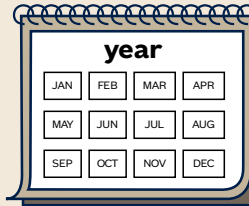
# Support



## Help me set up...



**Single** payment



**Regular** payment



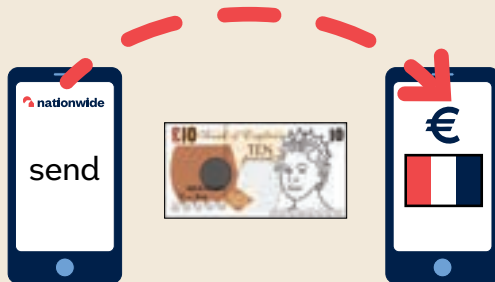
# Support



I want to **make...**



**Large** payment



**Overseas** payment



# Support



I need an **update** on my **claim**.





# Help



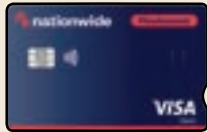




## Help



Can you **give** me **information** on:



**Current  
accounts**



**Savings  
accounts**



**Mortgages**



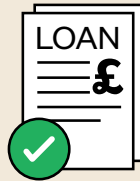
# Help



Can you **give** me **information** on:



**Credit  
Cards**



**Loans**



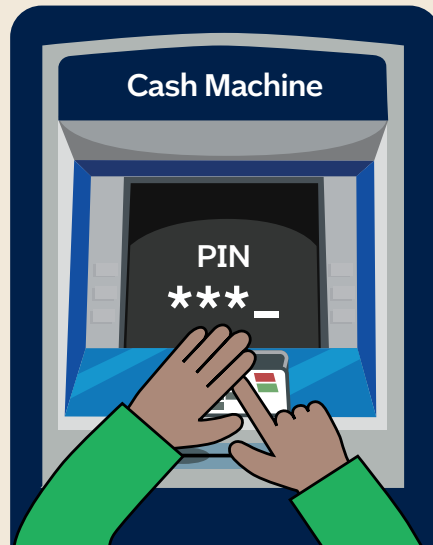
**Investments**



# Help



**Help me use the cash machine.**





# Help



## Help me with the Internet Bank or Banking app?





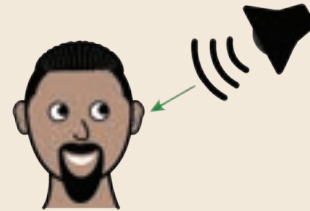
# Help



I need **letters** in...



**Large font**



**Audio**

