|  |  |  |  |
| --- | --- | --- | --- |
| **Getting cash out of cash machine** | **Order number:** | **What to be careful of?** **What do we need to check?** | **Why?** |
| Put in your pin number |  |  |  |
| Insert your debit card |  |
| Select which service you require |  |
| Take your cash and card  |  |
| **Depositing a cheque at the bank** | **Order number:** | **What to be careful of?** **What do we need to check?** | **Why?** |
| Go to the counter |  |  |  |
| Take your receipt and leave |  |
| Sign a confirmation slip with your signature |  |
| Give the banker your debit card (or savings book) and the cheque |  |
| **Paying for clothes using a credit/debit card** | **Order number:** | **What to be careful of?** **What do we need to check?** | **Why?** |
| Take your card back and leave |  |  |  |
| Give the clothes you want to the person behind the counter |  |
| Put your card in the chip and pin machine (or on the touch screen machine) |  |
| Put in your pin number (or just wait until the touchscreen has beeped) |  |
| **Paying a gas bill over the phone** | **Order number:** | **What to be careful of?** **What do we need to check?** | **Why?** |
| Ask to pay by debit card |  |  |  |
| Check the number and ring up the number on the bill letter |  |
| Give them the long card number (16 digit) |  |
| Give them your customer account number and name |  |
| When they say the transaction has gone through, you are done. |  |
| Give them the name on the card (your name) and your postcode the card is registered to |  |
| Give them the 3 digit security number (on the back of the card) |  |