



Speak Easy Communication cards

For customers who may
find it difficult to speak.

These cards were created
using feedback from people
with lived experience of
communication difficulties.

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



Urgent



Support



Help

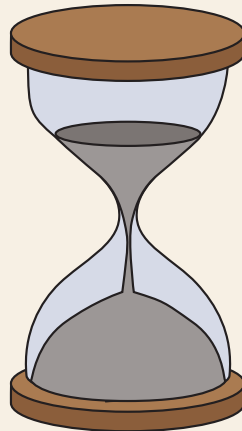
Before we start

Can we go
somewhere **quieter?**



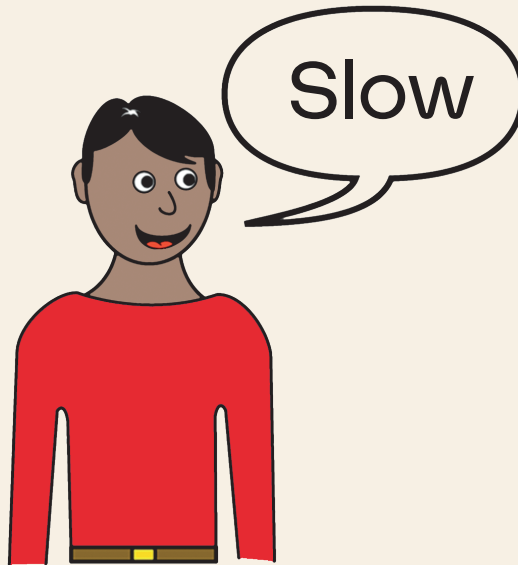
Before we start

Please **be patient**
with me.



Before we start

Please **speak slowly.**



Before we start

Can I have
a pen and paper?



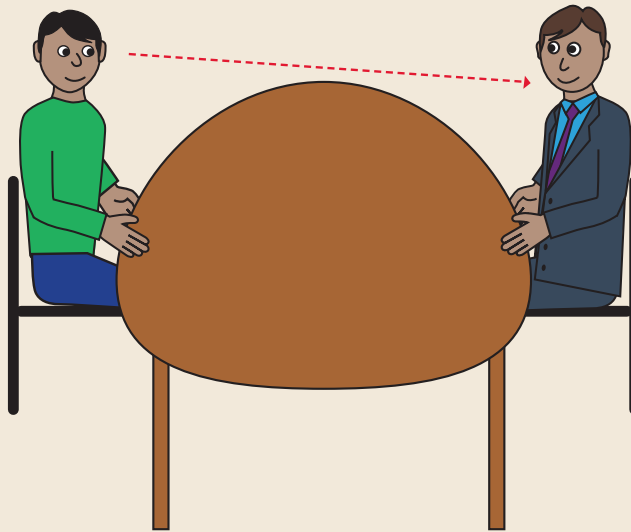
Before we start

I have **someone helping** me.

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

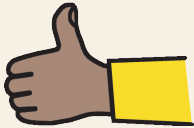
Before we start

I lipread, please **face** me.

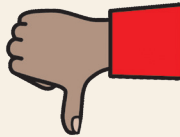


Before we start

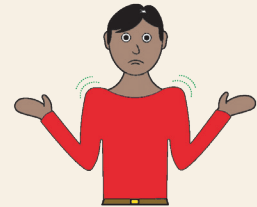
Yes ✓



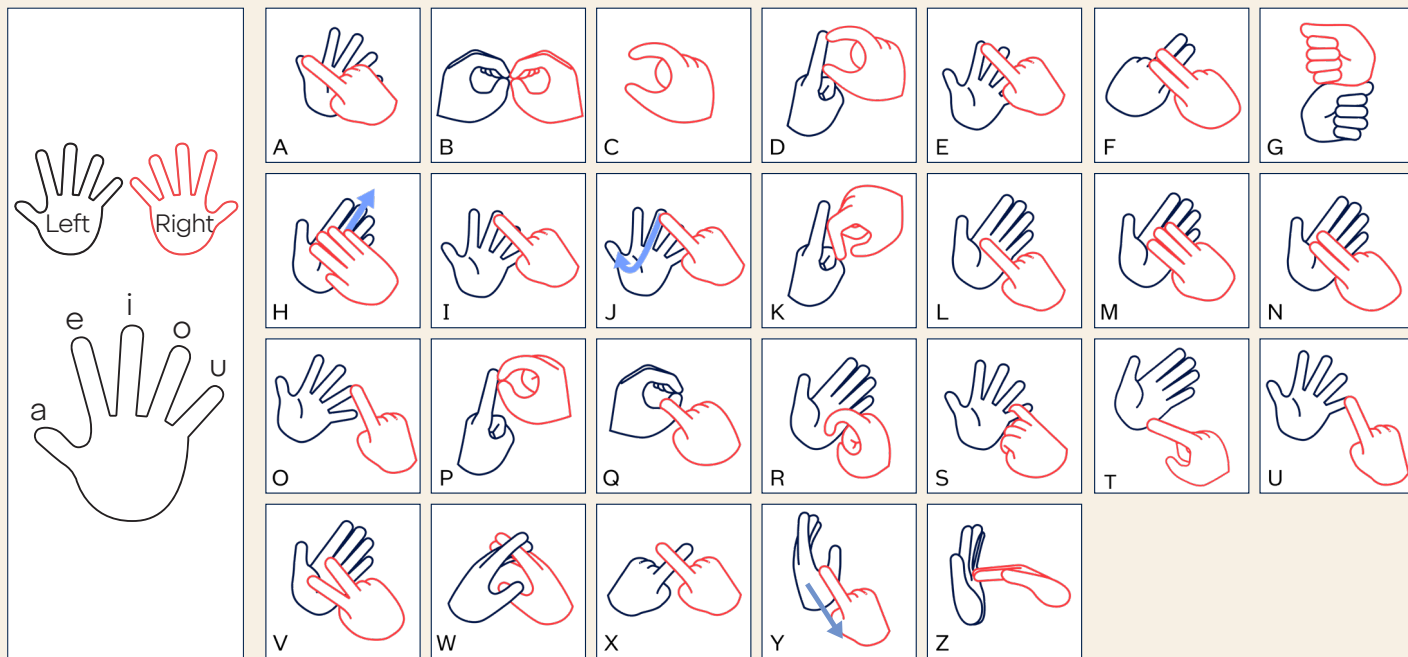
No ✗



Don't Know



British Sign Language (BSL) finger spelling



Urgent

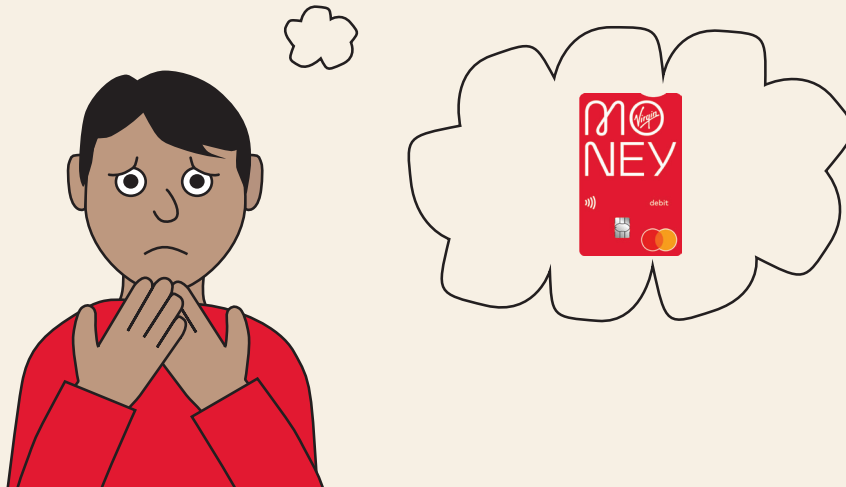




Urgent



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

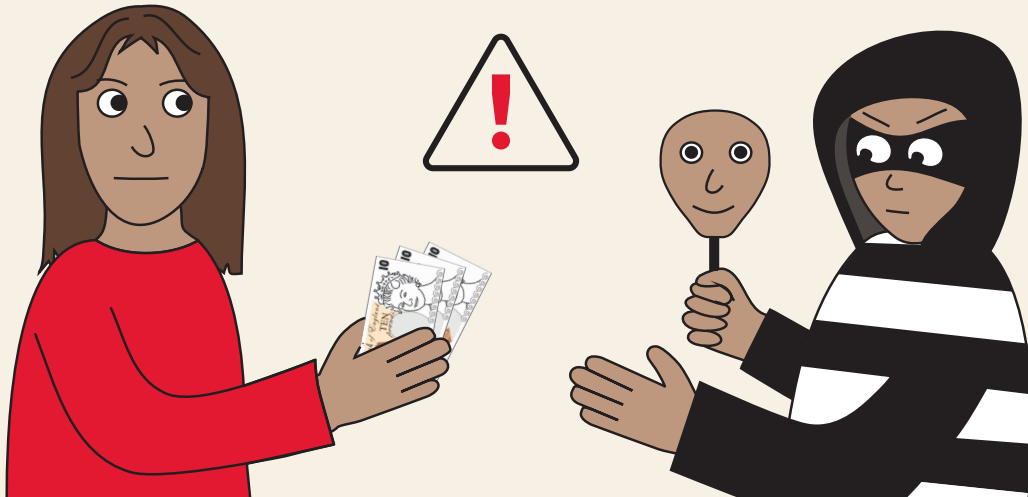




Urgent



I think I have
been **scammed**.

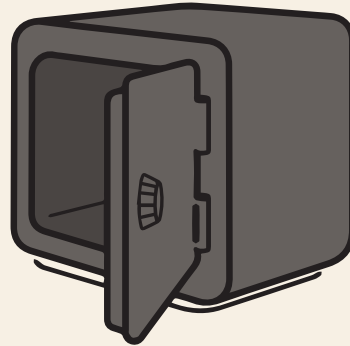




Urgent



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

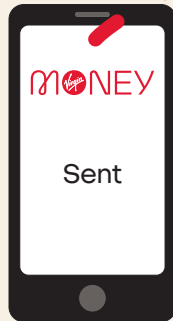




Urgent



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





Urgent



I do not recognise a payment on my account.

Current Account Statement

MONEY

Statement date
15 May 2025

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**?

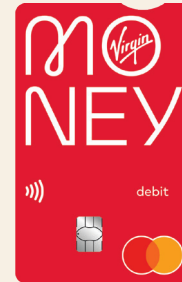
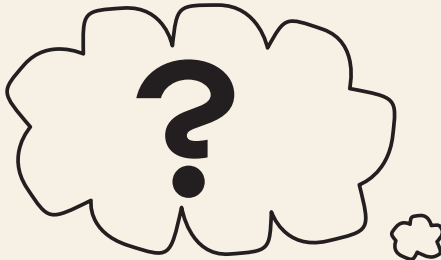




Urgent



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



Support





Support



Can I withdraw...

£10

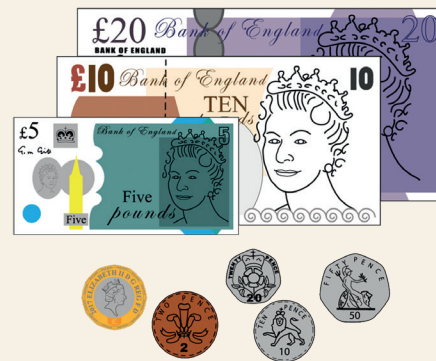
£100

£20

£200

£50

A different amount

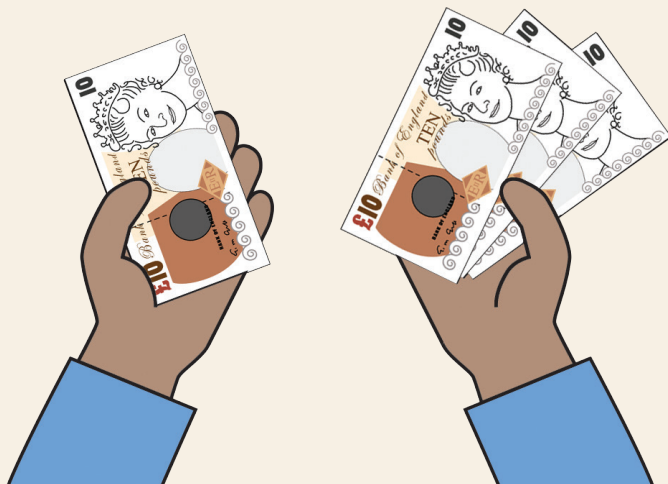




Support



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





Support



What is my account balance?

Current Account Statement

mONEY

Statement date
15 May 2025

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		MONEY		
Name Address 1 Address 2		Statement date 15 May 2025		
		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



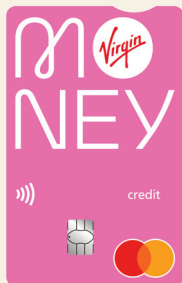
Investment



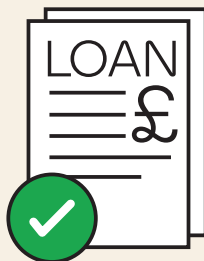
Support



I want to apply for..



Credit
card



Loan



Mortgage



Support



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

The screenshot shows a 'Direct Debits' section from a Virgin Money account. It contains a table with columns for 'Date', 'Description', and 'Amount'. The entries are: 1-Apr Home insurance (£33.00), 6-Apr Electric Bill (£123.00), 6-Apr Mobile phone contract (£45.00), 6-Apr Window cleaner (£15.00), and 10-Apr Gym membership (£60.00). A red arrow points from the '6-Apr Mobile phone contract' row to a red-bordered 'Cancel' button.

Date	Description	Amount
1-Apr	Home insurance	£33.00
6-Apr	Electric Bill	£123.00
6-Apr	Mobile phone contract	£45.00
6-Apr	Window cleaner	£15.00
10-Apr	Gym membership	£60.00

[Cancel](#)



Support



I need help **managing**
my account.





Support



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





Support



Help me set up...



Single payment



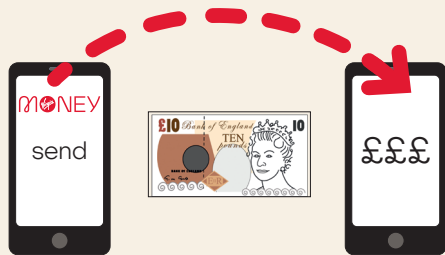
Regular payment



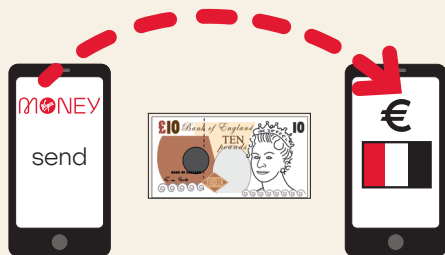
Support



I want to make



Large payment



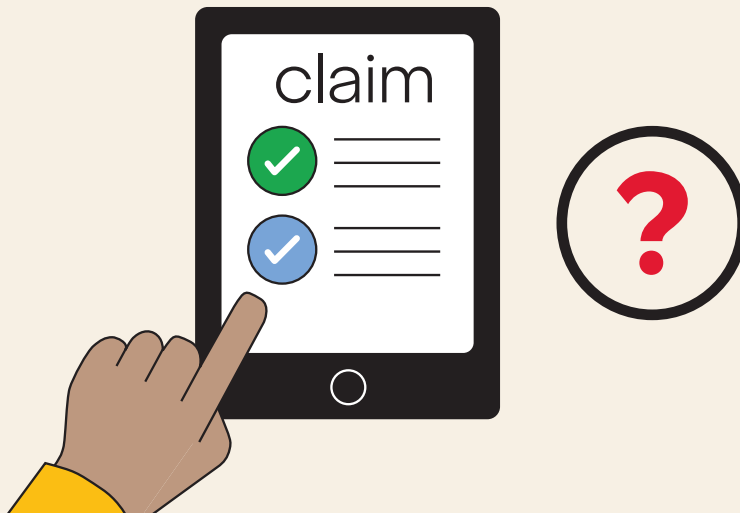
Overseas payment



Support



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



Help





Help



Can you **give** me
information on:



Current
accounts



Savings
accounts



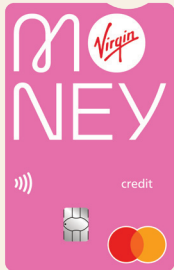
Mortgages



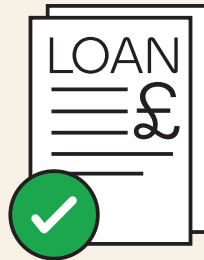
Help



Can you **give** me
information on:



Credit
cards



Loans



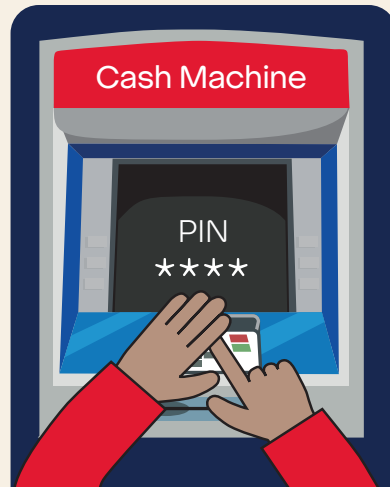
Investments



Help



**Help me use the
cash machine:**

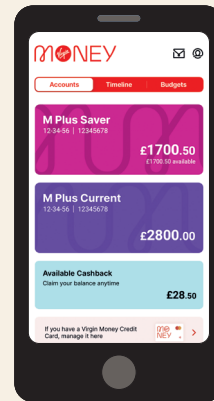
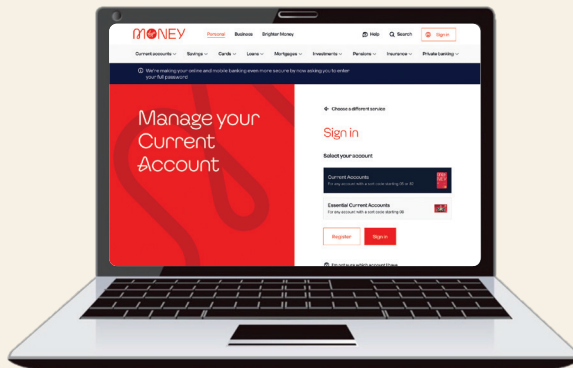




Help



Help me with Internet banking or the banking app?

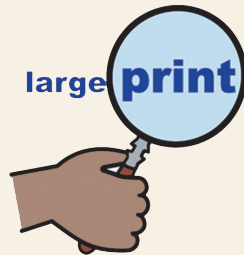




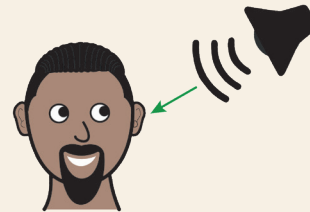
Help



I need letters in



Large font



Audio

