

CLONAKILTY Allied Irish Bank visual guides

My visit to Allied Irish Bank

Supported by

SuperValu

Developed by

AS I AM .IE



I am going to Allied Irish Bank today.
When I see the "AIB" sign over the door I know I have arrived.

Supported by
SuperValu

Developed by



When I go inside, I will see a large open area with clear signs listed for different services. The signs show me where I should go.

Supported by
SuperValu

Developed by



The Customer service desk will be on my right-hand side. If I want to ask a question, or if I have a meeting at the bank, I queue here to speak with a staff member who will be wearing a uniform.

Supported by
SuperValu

Developed by



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

Supported by
SuperValu

Developed by



Different people work in the bank and they are there to help me. There may not always be someone behind the customer service desk, so sometimes I must wait at the desk until someone comes.

Supported by
SuperValu

Developed by



There can be other people in the bank while I am there. They might be in a queue to use the card machines in the self-service areas. These areas are signed as "quick-banking". I can lodge or withdraw money here.

Supported by
SuperValu

Developed by



I get my card ready before I get to the top of the queue. I will need to put my bank card into the machine

Supported by
SuperValu

Developed by



There is also a cash desk if I need to meet a cashier to lodge or withdraw money. The area is clearly marked. I wait in line if people are already queuing.

Supported by

SuperValu

Developed by



I will need to give my
bank card to the
cashier



When I have finished at the bank
I say thank you to the cashier
and then I can leave.

Supported by
SuperValu



I may not be able to get to the bank when it is open. I could also forget to go to the bank to take out money.

There is an ATM machine outside the 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.