

CLONAKILTY Permanent TSB bank visual guides

My visit to Permanent TSB bank

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I am going to PTSB bank today

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When I see the sign over the door I know I have arrived.

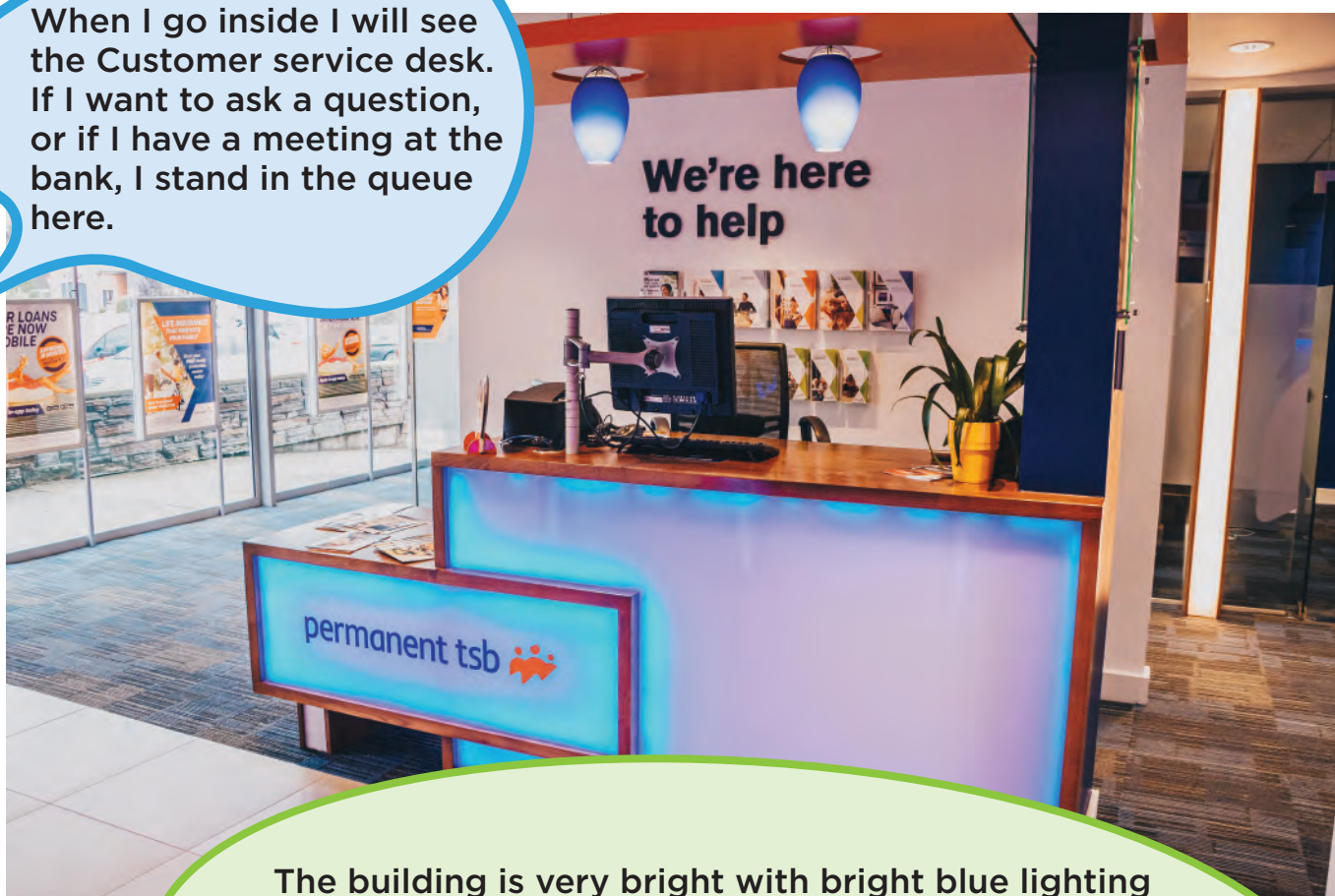
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When I go inside I will see the Customer service desk. If I want to ask a question, or if I have a meeting at the bank, I stand in the queue here.



The building is very bright with bright blue lighting inside.

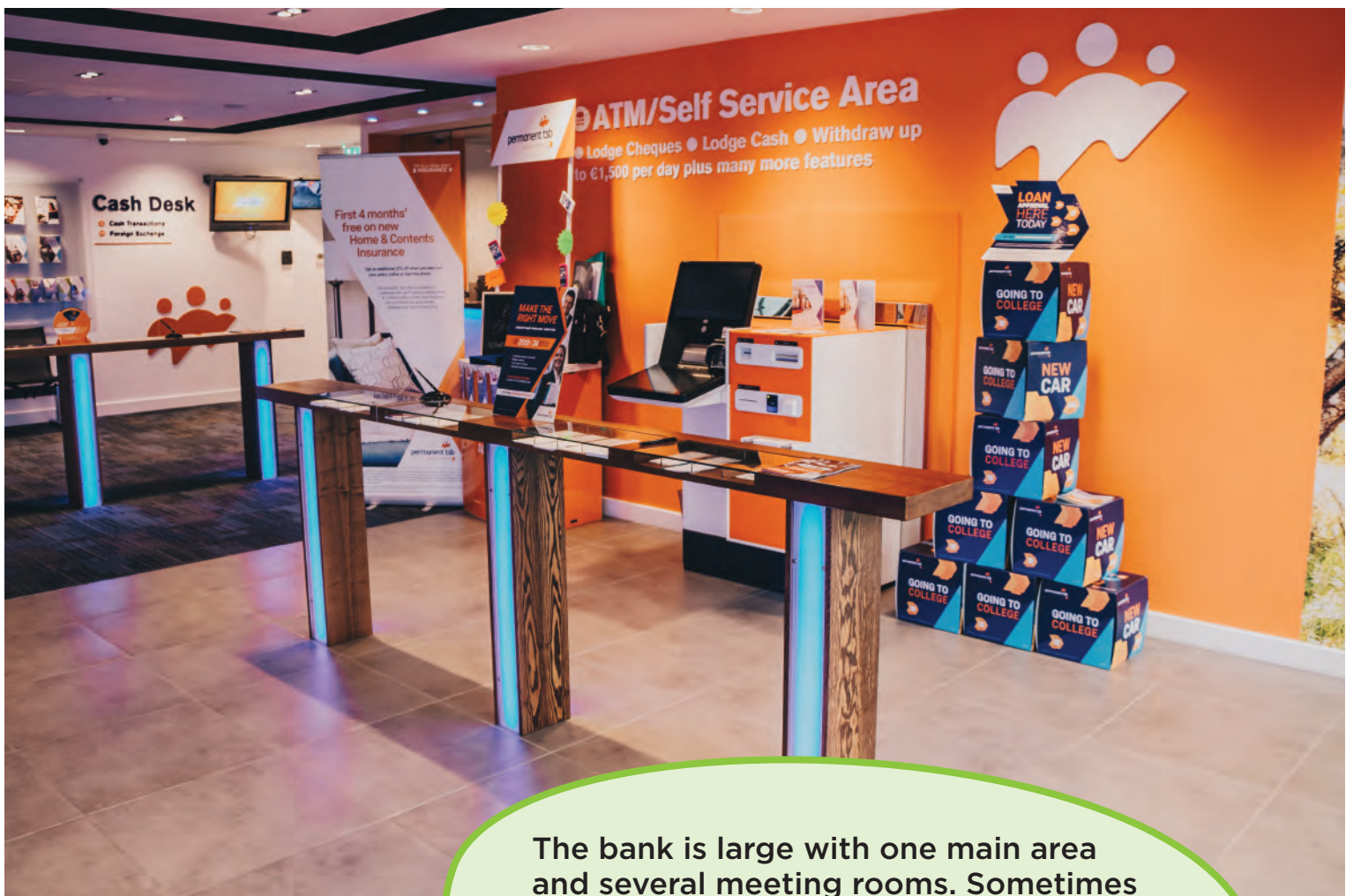
Different people work in the bank and they are there to help me. There may not always be someone behind the customer service desk, so sometimes I have to wait at the desk until someone comes.

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The bank is large with one main area and several meeting rooms. Sometimes there may be other people in the bank. They might be in a queue to use the card machine in the self-service area.

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There is also a self-service area for phone and internet banking at the back of the bank. I will see the sign for this but may have to wait to use it if I need to.



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There might be people in a different queue at the cash desk.

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I queue at the cash desk if I want to lodge money, take out money or get foreign exchange, which allows me to change my own money into a different currency. I would also go to the cash desk if I need a bank draft or to complete a transfer or open a bank account. I might need to fill out a form to do these things.

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There is a place I can sit while I am waiting or else I queue in the line until it is my turn.



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