



# Going to the Bank CrediaBank

# Social Informational Support

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A person goes to the bank when they have tasks related to money, such as paying bills, getting a card, or opening an account. There are many banks. One of them is CrediaBank on Tsimiski Street in Thessaloniki.



When a customer visits the bank, it is a good idea to be prepared.

The bank has staff members who help customers. When the customer speaks politely and explains what they need, they make the process easier and show respect. The service goes more smoothly when a person follows the bank's rules.

At CrediaBank, there is a reception area.





The customer goes there first. They tell their name to the staff member and explain what they need. The staff member offers them a warm coffee and invites them to sit in the waiting lounge.



In the waiting lounge, the customer waits patiently. This patience shows strength and calm.

The staff member informs the office staff that a customer has arrived and is waiting. The first available staff member comes to the customer. Together, they sit in the service area.



The customer explains what they need to do at the bank.



Customers who have been visiting the bank for many years, and customers who are business owners, are served on the first floor.

There is also a self-service machine at the bank. With this machine, the customer can complete some transactions on their own, which gives a feeling of independence and autonomy.



When needed, the customer goes to the teller to deposit or withdraw money, ask about loans, or make changes to their credit card. At the teller, calm and careful behaviour makes the service easier.





All of this structured flow helps the customer feel safe, independent, and in control of the process.

Sometimes the bank may be very busy and noisy. If the customer feels uncomfortable, they can go up to the first floor, to the meeting room. There, they can rest and feel calm again.



They can also leave and come back another day. What matters is that they can choose what makes them feel comfortable.

Preparation is important:

The customer always brings the necessary documents, such as their ID and tax number. This shows responsibility and helps them finish their task quickly.

For the customer, the process at the bank is a step towards their independence. Every time they successfully complete a banking transaction, they show how responsible and capable they are.

A visit to the bank can become a useful experience of confidence and independence.



At the bottom of this page there is a QR code.

Scanning it with the camera on your phone will take you to a short questionnaire.

Through the questionnaire you can share whether this material helped you prepare for your visit, and mention anything that was difficult or caused discomfort during your visit.

Participation is optional and anonymous, and it helps us continuously improve the accessibility experience.

