



Going to the  
Bank  
CrediaBank

A person goes to the bank when they need to do something with their money.



A person may go to the bank to pay bills for electricity, telephone, water and other services.



The customer may go to the bank to get a credit card or a debit card.

The customer may go to the bank to open a new bank account.

There are many banks.

One of these banks is CrediaBank on Panepistimiou street  
in Athens.



At the bank there is a welcome desk.





The customer goes to the welcome desk.

The customer tells the welcome desk officer  
their name and what they need.

Next, the customer goes to the waiting area.  
The customer waits patiently for their turn.



When the customer waits patiently, they feel relaxed and can easily follow the rules of the bank.



The welcome desk officer goes to the bank employees.

The welcome desk officer tells the employees that a customer has arrived and is waiting in the waiting area.

When a bank employee is ready, they go to the customer.



The bank employee and the customer sit together in this area.





The customer explains to the bank employee  
what they want to do at the bank.



When a customer talks politely, the employee understands what they want and helps them.



Talking politely can also help the customer feel very proud of themselves.



At the bank there is also this machine.





With this machine, the customer can on their own:

- pay bills
  - deposit or withdraw money
- without going to an employee.

At the bank there is a cashier's desk.





The customer who wants to deposit or withdraw money goes to the cashier's desk.



Here the customer can:

- ask about loans
- cancel their card
- or increase the limit on their card.

At the bank there is also a first floor.



Customers who visit the bank often go to the first floor.



The bank employees and the customer sit together in this room.





Sometimes the bank can have many people  
and noise.



Some customers may be bothered by many people and noise.



For this reason, on the first floor there is this room.



Here the customer can sit and relax.



The customer can leave if they want.



The customer comes back to the bank another day.



It is very important that the customer can choose what they will do.



When the customer chooses what they will do,  
this shows they have confidence and  
independence.



Important information.

Depending on what people want to do at the bank, they need to bring some documents with them.



For example, one such document can be the identity card or a copy of the tax number (AFM).

People go to the bank when they have things to do with their money.



At the bank there are employees.

They help the customers.



On the first floor there is a quiet room for any customer who wants to rest.



On this page there is a QR code.

It looks like a small square with black and white patterns. If I want, I can scan it with my phone's camera. It will take me to some questions about what I read or about my visit.

There is no right or wrong answer. If I do not want to answer, that is okay.





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