EUROBANK

Visiting a Eurobank Branch

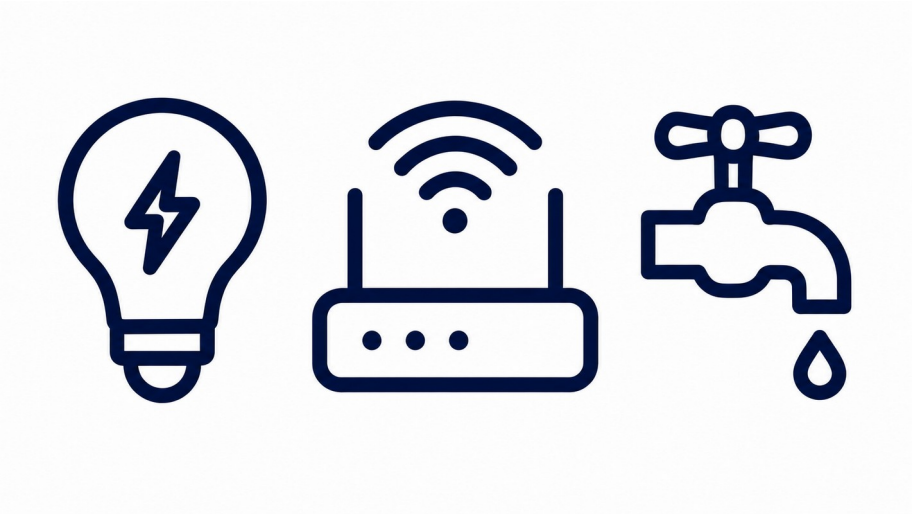
Social Narrative

2026

the happy act®



People go to the bank when they need banking services.



People may go to the bank to pay bills. These may include:

- electricity bills
- telephone bills
- water bills.



People may go to the bank to:

- apply for a credit card
- open a new bank account.



There are many banks in Greece.

One of these banks is Eurobank.



Eurobank has branches throughout Greece.



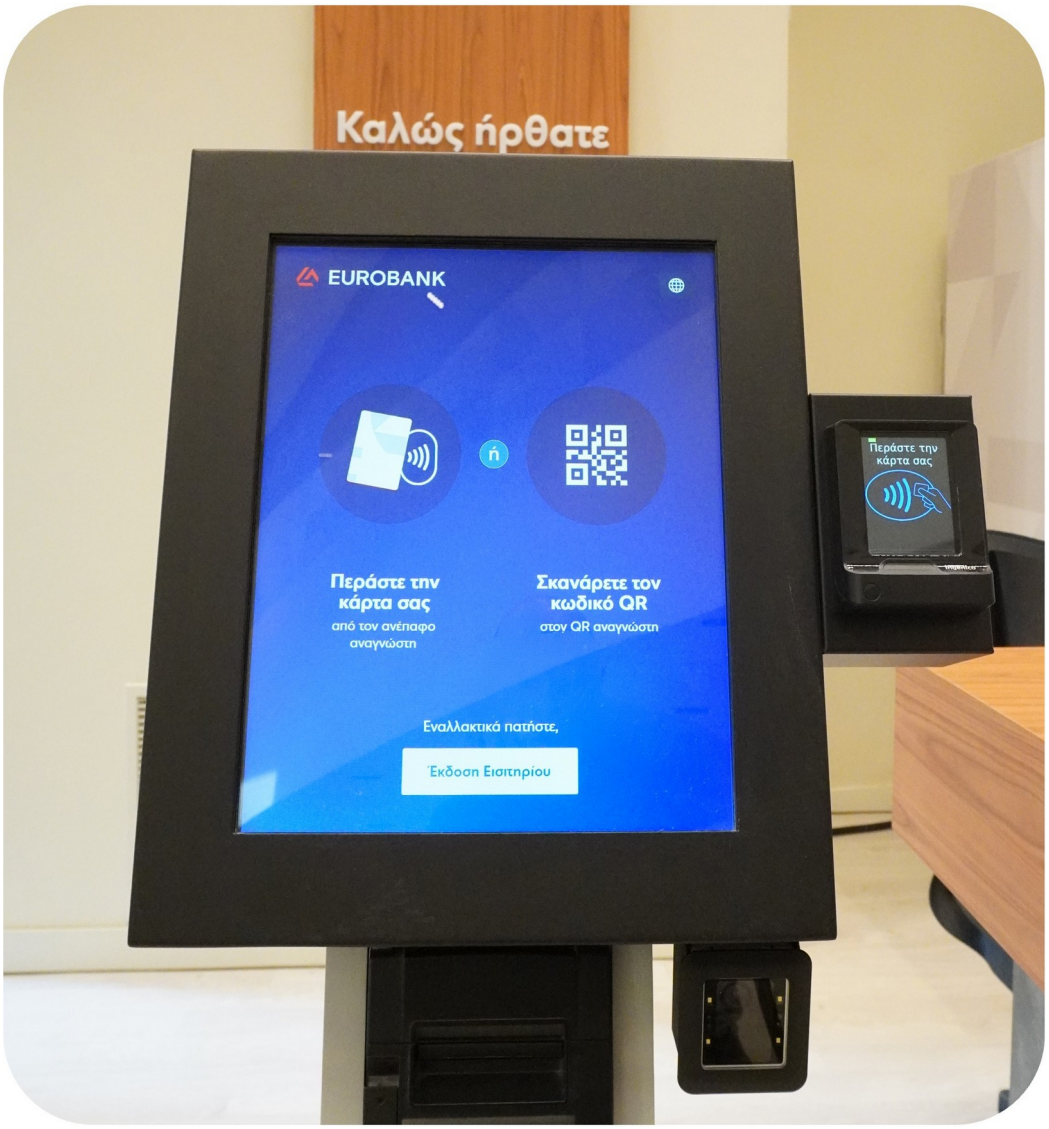
Eurobank has a branch in Kountouriotou Street in Rethimno, Crete.



At the bank there is a welcome desk.

The customer goes to the welcome desk.

The customer tells the employee at the welcome desk what they need help with.



The customer needs a queue number before a bank employee can help them.

The customer gets their queue number from the ticket machine.



There is a screen in the waiting area.

The screen shows the next queue number.

When the customer's queue number appears on the screen, it is their turn.

The customer waits in the waiting area until it is their turn.

The queue helps bank employees serve customers in order.

When the customer's queue number appears on the screen, they go to a bank employee.

The customer tells the bank employee their name and what they would like help with.

The bank employee listens carefully and asks questions if more information is needed.

Speaking clearly and politely can help the customer communicate with the bank employee.



The bank also has self-service machines.

The customer can use these machines for some banking services.



There is a cashier's desk at the bank.

The customer may go there to:

- withdraw money
- deposit money.

In this area the customer can:

- ask about loans.
- cancel a bank card.
- ask for a higher card limit.



There is an area in the bank with sofas and computers.

There, the customer can get advice from a bank employee on saving money and other banking services.



Sometimes the bank can be very crowded and noisy.

Some customers may find the crowds and noise uncomfortable.



If the bank is crowded or noisy, there are comfortable seats on the first floor.

The customer can sit there and rest while they wait.



The bank also has a meeting room.

The meeting room is a quiet place away from crowds and noise.

If the room is available, the customer may sit there for a short time.

The customer may leave if they wish.

They can return to the bank another day.

The customer can choose what they would like to do.

Having choices can support independence.

The customer may need to bring

certain documents when they visit the bank.



These documents may include:

- an identity card
- a passport
- proof of address, such as an electricity bill
- a document showing the customer's Greek Tax Identification number (AFM).

People go to the bank when they need banking services.

There are employees at the bank.

They are there to help customers.

There are comfortable seats on the first floor for customers who would like to sit down and take a break.



There is a QR code on this page.

It looks like a small square with black- and- white patterns.
If I want to, I can scan it using my phone's camera.

It will open a page with a few questions about what I have read or about my visit.

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