EUROBANK

Visiting Eurobank

Social Article

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A bank is a place where people go to use banking services.

At a bank, customers can:

- open a bank account
- apply for a credit or debit card
- pay electricity, phone and water bills
- get advice on saving or investing money
- apply for a loan
- make a loan payment.

In Greece, there are many banks.

One of them is Eurobank.

This is the Eurobank branch at the intersection of 25th August Martyrs Street and Koronaiou Street in Heraklion, Crete.



Before visiting the bank, a customer can check which documents they may need to bring

Depending on the service, they may need to bring an identity card and a document showing their tax identification number (AFM).

Having the necessary documents can help make the bank visit easier.

The bank has employees who help customers. The customer can tell an employee which service they need. Sharing this information can help the employee provide the appropriate service. The bank has procedures that help staff provide services safely and accurately. These procedures can help the bank visit go smoothly.

The bank has a welcome desk. There, the customer can tell an employee which service they need.



The customer receives a queue number from the bank's queue management system.

Then, the customer waits in the waiting area until their queue number appears on the screen. Waiting for their number to appear is a normal part of a bank visit.



Inside the bank, there are different areas. Each area has its own purpose.

- **NemoQ:** Customers use this machine to select the service they need and receive a queue number.



- **Active Waiting Area**: Customers can wait here until it is their turn. They can use the touchscreen to explore the bank's website. On the website they can learn about the available services.



- **Self-service Machines:** Customers can use these machines to make payments, deposit money or transfer money to a Eurobank account. They can also pay credit cards bills and utility bills and make repayments on Eurobank loans.



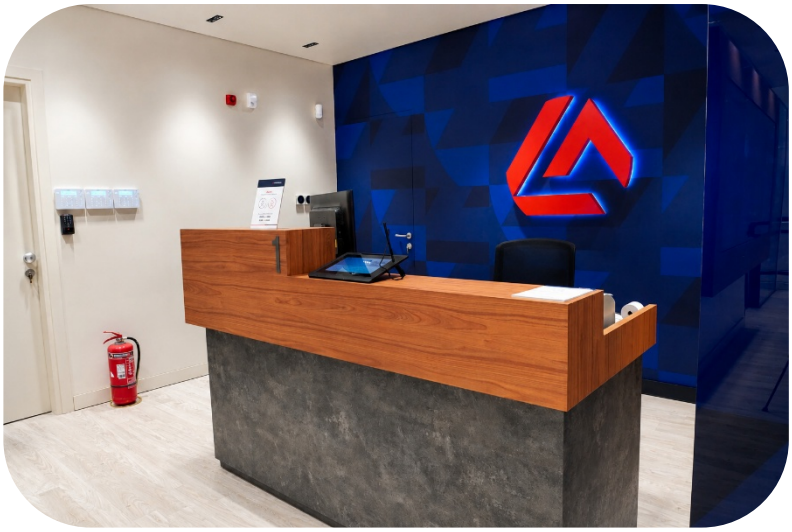
- **PPU - Passbook Printer Update**: Customers can use this machine to update their bank passbooks.



- **Conversation booths:** Here, customers can talk to bank employees about saving or investing their money.



Some customers may need to visit the cashier's desk to deposit or withdraw money, ask about loans, or get help with a credit card. At the cashier's desk, customers can tell the cashier which service they need. The cashier can help them complete the transaction.



For help with another banking service, or if they have a question, customers can speak to a staff member at the welcome desk.

Sometimes the bank can be crowded and noisy. If a customer feels uncomfortable, they can go to the first floor, where comfortable seats are available.



There are also meeting rooms in the bank. Meeting rooms are usually quieter than the main banking area. If a meeting room is available, the customer can sit there for a while.



Customers can choose the option that feels most comfortable for them. They can leave and come back another day or they can wear noise-cancelling headphones during the visit.

For some customers, using banking services is part of becoming more independent. Each visit gives them an opportunity to practice using these services.