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 in the Loutraki-Ammoudia area of Skiathos.



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.

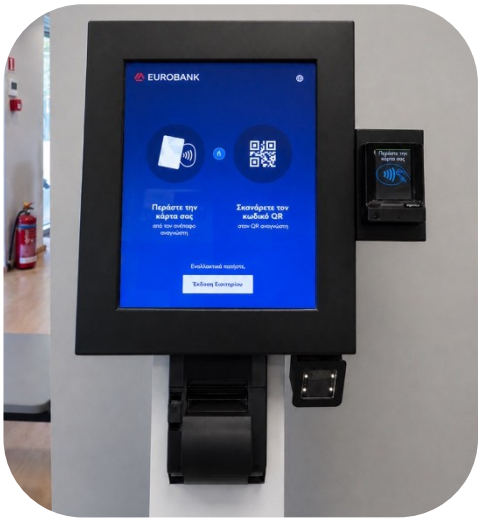
To be served at the cashier, the customer receives a queue number from the bank's queue management system.

For any other transaction, the customer waits in the waiting area until a bank employee is available.



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

- **NemoQ:** Customers use this machine to receive a queue number for the cashier.



- **Waiting Area:** Customers can wait here until it is their turn.





- **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.



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, the customer's calm behaviour makes the service easier.



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

Sometimes the bank can be crowded and noisy.

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.