EUROBANK

Visiting a Eurobank Branch

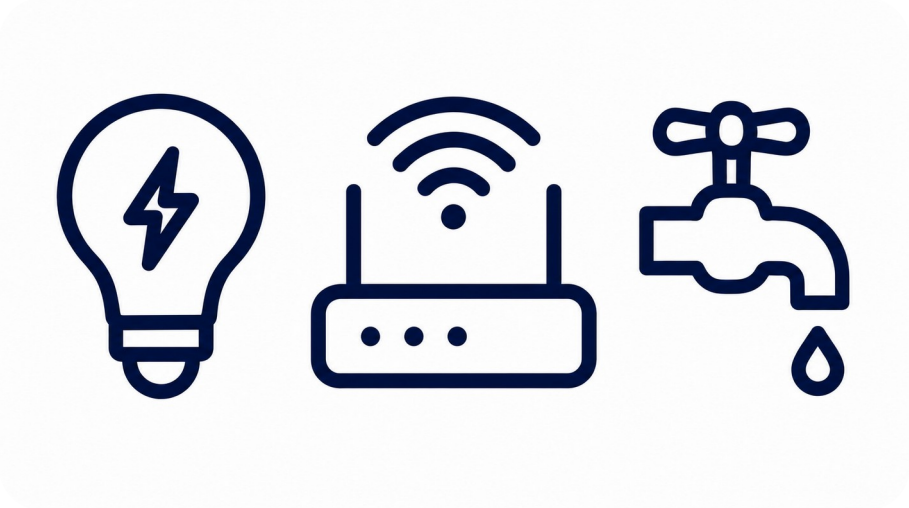
Social Narrative

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.

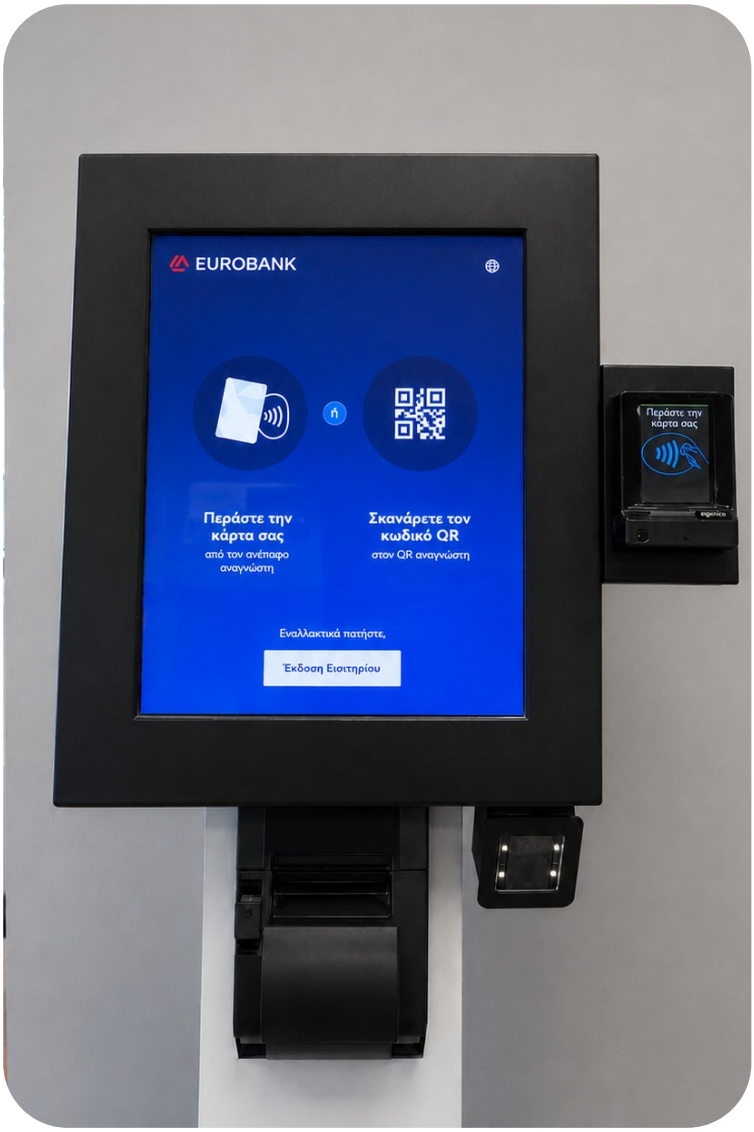
One of these banks is Eurobank.



Eurobank has branches throughout Greece.



Eurobank has a branch in the Loutraki-Ammoudia area of Skiathos.



The customer needs a queue number before the cashier can help them.

The customer gets their queue number from the ticket machine.



There is a small screen near the cashier.

The screen shows the next queue number.

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

For any other service, the customer waits in the waiting area until it is their turn.

When the customer waits patiently, he is calm and easily follows the bank's rules.

When it is their turn, the customer goes 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.



Sometimes the bank can be very crowded and noisy.

Some customers may find the crowds and noise uncomfortable.

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 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.