

## What makes a good bank?



**A personal service:** Good communication with a personal banker/financial advisor in the bank or customer assistant through a customer helpline.

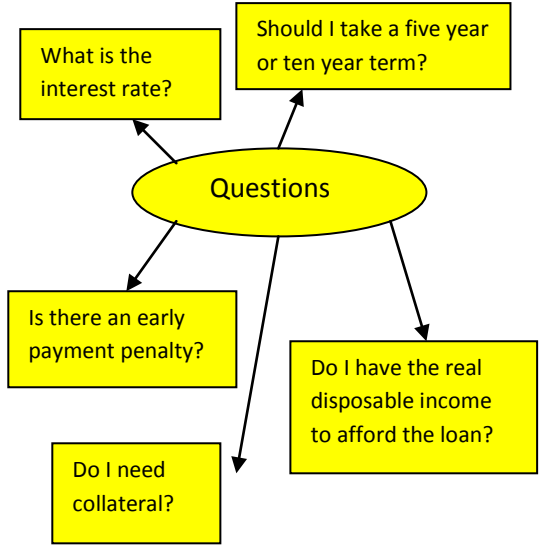
**Accessibility:** A branch that is located close to your work or home.

**Online banking:** Simple navigation, good functionality and strong levels of security.

**Range of services/products:** The bank offers a variety of current and saving accounts and different insurance products.

**Clear terms and conditions:** Information is clearly written and explained. For example you know how much interest you will need to pay on a loan.

## What to consider when taking out a loan



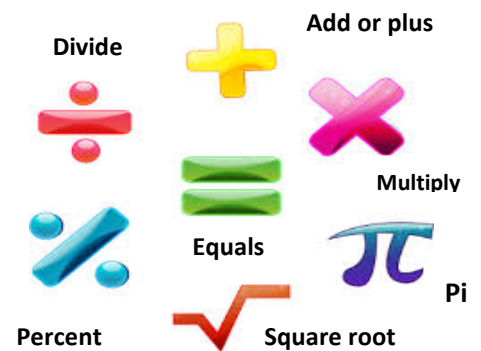
## Your essential banking vocabulary

Word	Definition
Bank balance	The amount of money in your account.
Cashpoint	Sometimes called an ATM or a 'hole in the wall'. This machine allows you to withdraw money 24 hours a day.
Collateral	An asset pledged by a borrower to secure a loan.
Credit	When your bank balance is above zero.
Credit rating	The judgement made on your ability to pay back a loan. (Applied to a country, company or individual.)
Current account	Your 'day to day' account. This is called a 'checking account' in American English.
Debit	When your bank balance is below zero.
Debit card	This payment card directly withdraws money from your current account.
Deposit	To put money into your account.
Direct debit	Where you set up your account to make automatic payments, for example in paying monthly bills.
Loan	An amount of money borrowed from a lender (Car/auto loan or a mortgage for a house). You are a borrower.
Personal Banker	This person in the bank provides advice on how to manage your money. (The terms 'Financial Advisor' or 'Relationship Manager' are also used.)
Pin number	The secret code you use to withdraw money.
Overdraft	An amount of money, agreed with the bank, that you can use when your current account balance goes below zero.
Retail bank	A bank which offers services to the general public and small companies.
Savings account	The account in which your money can accrue/earn interest. (Money you don't want to spend immediately.)
Transfer funds	To move money between different places.
Withdraw	To take money out of your account.

## Quote of the month

*'At its core, banking is not simply about profit, but about personal relationships.'*  
Felix Rohatyn

## Maths in English – revisited



## A credit card culture!

In the UK we have a particular type of plastic card called a **credit card**. This card does not instantly **withdraw** money from your **account**. You pay all or part of your **balance** on a monthly basis and are charged **interest**, normally at a high **rate**. It can be useful in emergencies, for example if your car breaks down. However, this type of card can also be dangerous. You can spend money you don't have and pay huge amounts in interest. You do have a **credit limit** but it is often generous! **Is a credit card a good idea? What do you think?**