

The Easy Picture Guide to banking Supplement

Explaining some of the words used in Banking



For use with these Easy Picture Guides:

- Choosing and Opening a Bank Account
- Using a Bank Account
- Your money – Your home
- Moving On and Planning Ahead
- Your money – Your insurance



The Contents

What you can learn about in this supplement:

- Page 2 More information about some of the things talked about in the guides
- Page 9 The meaning of some other words used in the guides

More information about Bank Cards

You can get different types of Bank Cards. They are:

- Cash Card
- Debit Card
- Credit Card



Most bank cards are **Chip and PIN** cards. To use them you will need the correct PIN. Each card has a different **PIN** (see page 8) – a **secret number just for you**. NEVER tell anyone what it is.

If you find it difficult to use or remember a PIN, you can ask your bank for a **Chip and Signature Card** instead.

Every bank card also has its own special **bank card number**. That is the long number on the front of the card. It is made up of four groups of four numbers.

Cash Card



If you have a cash card you can only use it to take out money from a cash machine. You can take out only as much money as you have in your **bank account**.

This card is the one you are most likely to get with a **basic bank account** or a **savings account**.

Debit Card



If you have a debit card you can use it to take out money from a cash machine AND to pay for things such as shopping at a supermarket.

This card is the one you are most likely to get with a **current account**.

Credit Card



A credit card is a bank card which you can use to pay for items from shops. At the end of each month you will be sent a bill. You then have to pay this bill – if you do not you will be **charged interest**.



Please **ASK** someone if you are thinking of having a bank card and **make sure you know what type of card it is!**

More information about Bank Interest



There are two different types of interest:

- Interest charged
- Interest paid to you

Interest charged

If you **borrow money** from a bank or go **overdrawn**, the bank will charge you interest. This means you would have to pay some extra money to the bank.

For example:

This could mean that if you borrowed £100, you might have to pay back the £100 AND an extra £20. That would be a total of £120 that you pay.



Interest paid to you

With some bank accounts, if you **keep money in there**, after a while the bank will pay you interest. This means that the bank will add some extra money to yours.

For example:

This could mean that if you have £100 in a savings account then the bank would pay you £5 by the end of the year. You would then have a total of £105.



More information about Bank Machines

You can get different types of bank machine. These include:



- Cash machine



- Paying-in machine



- Chip and PIN machine
(a hand held machine)

To use any one of these you will need your **bank card** and the right **bank card PIN**.

Apart from taking money out or paying money in, you may be able to do other things, such as **changing your PIN** or **checking how much money** is in your bank account.



Most banks have machines outside and inside. It can be safer to use a machine **inside** the bank, if there is one.

You can usually use the ones outside when the banks are closed.

Always make sure that it is the right kind of machine. The machines may be different in different banks.



Using a machine at the bank can be useful, but if you do not understand what they do or how they work, **ask for help from a bank worker**.

More information about Personal Identification Numbers (PINs)

This is a number given to you by the bank for you to identify yourself to them. It will usually be made up of 4 numbers.



Only you will be told your PIN. You **MUST** keep it safe and secret.

Do not tell anyone your PIN. If you do tell someone accidentally, then tell the bank straight away.

You can get different types of PIN. These include:

- Bank Card PIN
- Telephone PIN
- Internet PIN

6375...+...3651



The telephone PIN might also be called a **security number** or **password**.

If you want to use the telephone or internet for banking you may be given separate, special numbers.

You can change a bank card PIN at a bank machine to one that you find easy to remember.

And on the next few pages...

The meanings of some other words

Balance

This is how much money you have in your bank account.

Bank/Building Society

This is a place where you can keep your money safe.

Bank Account

This is a special place in a bank where you can put your money to keep it safe – it is just for you.

Bank Account Number

This is the number that identifies your bank account – you will be the only person with this number.

Bank Charge

This is an amount of money that the bank can take from your bank account if you have not got enough money in your account to pay a bill.

Branch

This is any bank building where you can go to do your banking. It will have its own address and sort code.

Cash-Back

This is money from your bank account that you can take out as cash when you use your bank card to pay for things in a supermarket.

Cash Card

This is a plastic bank card that lets you take out cash only.

Cheque

This is a piece of paper that you can fill in to pay money to people.

Chequebook

This is a book that the bank sends you and it has cheques and some paying-in slips in it.

Chip and PIN Card

This is the plastic bank card that you get with most types of bank account. Chip and PIN is a way to pay for things with your bank card.

When you use it you will need to remember your secret bank card PIN so the bank can check that it is you using the card.

Chip and Signature Card

This is a plastic bank card that you can ask for with most types of bank account if you find it difficult to use or remember numbers.

When you use it in a shop you will usually be asked to sign something so the bank can check that it is you using the card. Ask the customer adviser if a Chip and Signature card is best for you.

Citizens Advice Bureau (CAB)

The Citizens Advice Bureau helps people with all kinds of problems, including helping people to manage their money. The advice that they give is free.

You can find out where there is a Citizens Advice Bureau near you by asking your local council or by looking on the CAB website at: www.citizensadvice.org.uk/index/getadvice.htm

Credit

This means that you still have money in your Bank Account.

Credit Union

Credit Unions are a bit like banks, but are owned by their members - the people that use them. They offer some banking services, especially loans.

Credit Unions are local. You can ask your local council if there is one near you, or you can look on their website at: www.abcul.org/page/credit-unions

Customer Adviser

This is the person at the bank who can help you if you are not sure what to do.

Debit Card

This is a plastic card that lets you take out cash, pay in money and pay for things that you buy in a shop.

Direct Debit

This is a way of making payments, especially bills. It means that any company you are paying takes out money from your bank account each month. It may not always be the same amount.

To set up a direct debit you need to ask the company to send you a form.

Fee

A bank fee is an amount of money that the bank can take from your bank account if you ask the bank to do something special for you.

Identification/ID

This means anything that proves who you are and where you live.

Income Tax

This is the money that a person who has a job or a lot of savings may have to pay to the government.

Loan

This is when the bank lends you some money which you then pay back, usually plus some interest as well.

Mini-Statement

This is a piece of paper that you can get from a bank machine that will show how much money you have paid into or taken out of your bank account most recently and how much you have left in there.

Mortgage

This is a special type of loan from a bank to help people buy their own home.

Overdrawn

This means that you have spent more money than is in your bank account.

Passbook

This is a book that you use to pay in and take out money. It will also show you how much money you have left.

Password

This is a word that you give the bank so that they can check it is you. Only you know what it is.

Paying-in book/Paying-in Slip

This is what you can use to pay money into your bank account.

PIN

This is your Personal Identification Number (PIN) and it is a secret number that only you will know.

Receipt

This is to show that you have paid money into or out of your bank account, or that you have paid someone some money, or paid a bill.

Security Details

These are things that the bank will have on their files to make sure you are who you say you are.

Sort Code

This is the special number for your bank. Each bank has a different number.

Statement

This is a piece of paper that will show all the money you have paid into or taken out of your bank account and how much you have left in there.

A mortgage statement shows how much of your mortgage you have paid off and how much is left to pay.

Standing Order

This is a way of making payments, especially bills. It means that the bank takes out money from your bank account each month to pay anyone that

you tell it to. It will always be the same amount unless you change it.

To set up a standing order you need to ask the bank to give you a form.

Terms and Conditions

These are the bank's rules. They tell you what the bank will do for you and what you must do to keep your bank account.

Third Party Authority

This is when you give permission for someone to look after your bank account for you.

Transfer

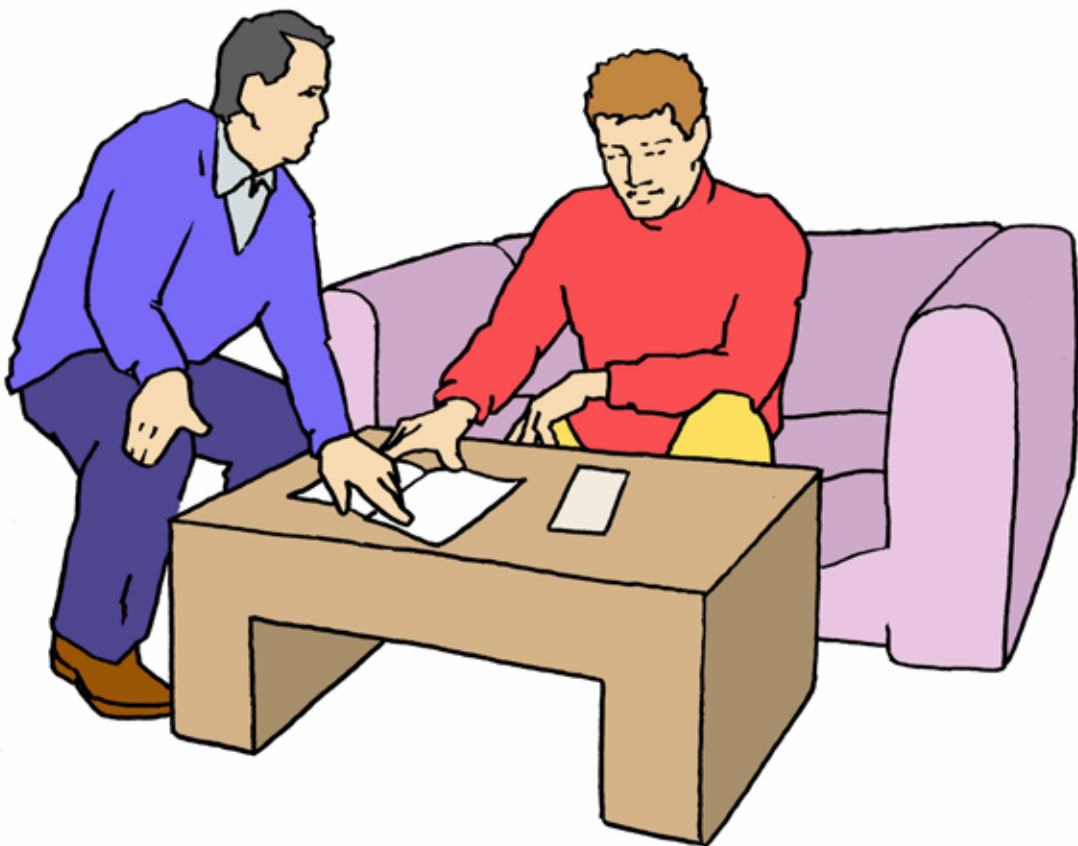
A bank transfer means that money can be moved from one bank account to another.

Transaction

This is what happens each time you take out or put money into your bank account.

Withdrawal

This is when you take out some or all of your money from your bank account.



Published by United Response 2008. Updated 2014. All details correct at the time of going to press.

United Response does not accept responsibility for any errors or omissions or any actions arising therefrom.

The inclusion of third party information does not represent an endorsement by United Response.

Acknowledgements

Making Money Easier resources created by:

United Response

www.unitedresponse.org.uk

Association for Real Change

www.arcuk.org.uk

Content creation and illustrations supported by:

The Friends Provident Foundation

Booklet supported by:

The Now Let's Talk Money Campaign

Illustrations by:

Chris Perfect

Design and project development:

Andrew Popkiewicz

Making Money Easier resources tested with people with learning disabilities at:

UR Consultants

www.unitedresponse.org.uk/ur-consultants

Content approved by HSBC