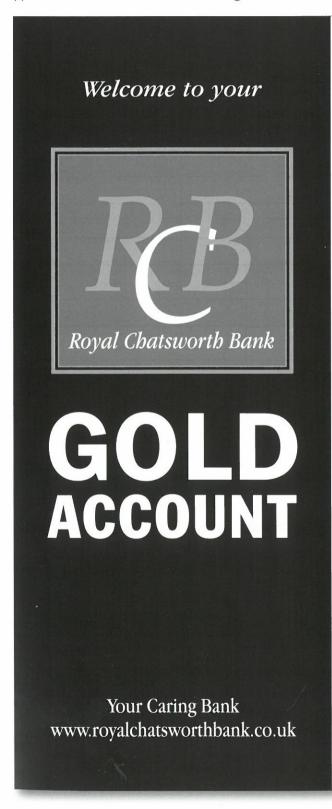


THE LANGUAGE OF BANKING

A BANK ACCOUNT

Alison Finch has recently moved to the town of Chatsworth. She has just opened a new current account with the local bank, the Royal Chatsworth Bank. Because her annual income is over £30,000 Alison is eligible for a GOLD account. This is a current account which offers some privileges.

The bank has given a leaflet to Alison which explains the GOLD account. The front cover of the leaflet appears below. Read the information it gives to customers and do the exercise on the next page.



SERVICES

- Over 400 branches nationwide
- Convenient telephone banking
- Internet banking for quick and easy transactions
- Competitive loan rates
- Instant decisions on loans
- Zero commission foreign currency
- Free legal information helpline

USING YOUR NEW ACCOUNT

- Secure PIN number
- Easy paying-in facilities
- Withdrawal facility of up to £200 a day at ATM machines
- Interest-free overdraft facility*
- Single card for debit payments and cash withdrawals
- Optional identity theft insurance
- Automatic travel insurance when you buy travel tickets using your GOLD account card

* Subject to conditions

Exercise 1

A customer has telephoned the bank to ask for more information about the leaflet. An employee of the bank is explaining it in more detail. For each of her statements below, find the phrase from the leaflet which matches it.

Statement

Example:

'You are covered worldwide. You may claim up to £4 million towards the cost of emergency medical treatment abroad and the cost of returning you home.'

- **a** 'We have a very straightforward, easy to use website. You can check your balance 24 hours a day and print off your current statement.'
- **b** 'All calls will be charged at local rates wherever you ring from in England and Wales. Our staff are there to speak to you whenever you need to.'
- c 'This number will be sent to you when you open your account. If you want to change it you can do so at any branch or at one of our ATM machines.'
- **d** 'This service provides information only. Please note that it cannot cover your legal costs or represent you in court.'
- e 'If you wish to go into the red by more than this amount please contact us for details of our interest rates for GOLD account customers.'
- f 'Borrowing for any reason, from buying a car to consolidating all of your debts, is quick and easy. You will have a decision within 15 minutes of making your application and if you are successful the money will be available to you the same day.'

Phrase from leaflet

Automatic travel insurance when you buy trave
tickets using your GOLD account card.

William Committee Committee		

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Preposition bank

- to open an account with a bank
 'I have two accounts with the Bank of Scotland.'
- to be eligible for something 'You are not eligible for this type of account as you don't earn enough.'
- to make a withdrawal from a bank account 'I withdrew £100 from my account this morning.'
- to be covered by an insurance policy
 'If I am ill when I am abroad the bill will be covered by my insurance.'

- to make a telephone call from a certain number or place
 'Hello, I am calling from Chatsworth.'
- to have a decision within a certain period 'I'll let you know my answer within the next week.'
- to go into the red
- 'My account has gone **into** the red by £48 because I had to pay my gas bill and didn't have enough money in my account.'

Collocation bank

to cover your legal

 to open a bank account

costs

 to withdraw money from a bank account

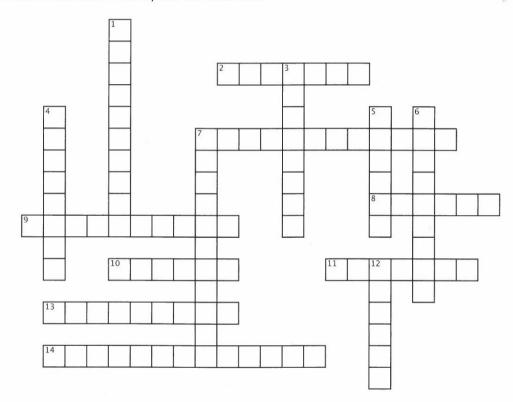
your debts

- accountto consolidate
- loan rate(s)

- to be **covered** by
- an insurance policy
- a loan application
- interest rate(s)
- a range of services
- to make an application for something

Exercise 2

10 minute crossword. This crossword contains words that you have seen in unit 2A. Complete as much of the crossword as you can in 10 minutes to see how many of the words you can remember. Some of the words may have changed their form. For example, if you learned the verb **to withdraw** in unit 2A, you may need the noun **withdrawal** to complete the crossword.



Across

2. If a borrower does not make the repayments as agreed when he or she takes out a loan, the bank will eventually deem that borrower to be in ______ (7)
7. I need a loan. However, I want to borrow money as

cheaply as possible. I will compare the ______
offered by my bank with other High Street banks before I
make an application (8, 4)
8. Not many people pay for things by writing a _____
these days, as most people prefer to pay by direct debit

9. I took £100 out of my account yesterday. I made this _____ at an ATM machine (10)

10. The total amount of money that a person receives in a month from salary and other things. The opposite of outgoings (6)

11. The amount of money that you have in your bank

account is formally known as your _____ (7)
13. How much money are you planning on _____ fr
your bank to buy a new car? (9)

14. In order to process your loan I need to ask about your _____. Are you married, single or divorced? (7, 6)

Down

3. I am pleased to tell you that your loan application has been _____ and the money will be in your account today (8)

4. Please note that you are in arrears on your loan and interest is _____ day by day (8)

5. If you would like to know more about the bank's special offers to new customers, please make an appointment to speak to someone at your local ______ (6)

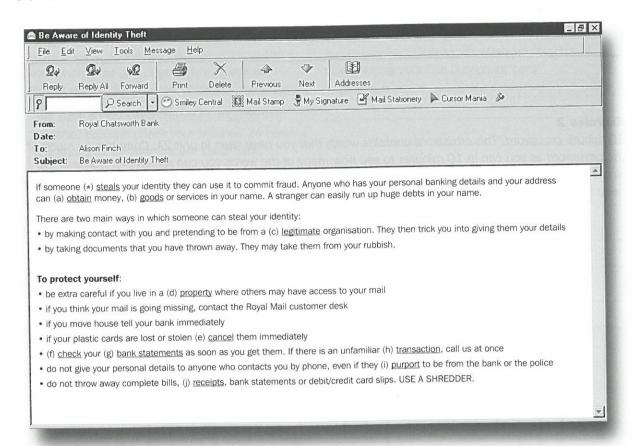
6. The bank's customers receive a ______every mon giving details of all activity on their current account (9) 7. I am repaying my loan in equal monthly _____ (11

12. The opposite of borrower (6)

AN EMAIL FROM THE BANK

Exercise 1

Alison Finch has received this email from her bank. It talks about the problem of identity theft. Some of the words in the text are underlined. Match the underlined word or phrase with the definitions provided.



Underlined words from the email

(*) to steal means to... -

a to obtain means to...

b goods are...

c to be legitimate means to be...

d a property is a...

e to cancel means to...

f to check something means to...

g a bank statement is a...

h a transaction is a...

i to purport means to...

j a receipt is a...

58

Definitions

...stop something or to make something void. (1)

...document a customer receives from a bank giving details of payments in and out of their account. (2)

...take something that belongs to someone else.

...piece of business. (3)

...claim or to declare that something is true. (4)

...get possession of something. (5)

...piece of paper that proves that I have paid for something. (6)

...building (for example, a house). (7)

...things that are made to be sold. (8)

...real, genuine, lawful. (9)

...look at the details of something and make sure they are correct. (10)



Exercise 1

Alison Finch has decided to apply for a loan with the Royal Chatsworth Bank. Listen to her interview with her account manager and complete this page of Alison's application form.



LOAN APPLICATION

Thank you for choosing to apply for a loan with the Royal Chatsworth Bank.

To apply online you need:

- To have a regular income and be aged 18 or over
- To have a bank account in England or Wales that can pay direct debits
- To be a permanent resident of England and Wales

Purpose of the loan:		
Loan amount:	Repayment period:	
SECTION 2: APPLIC	CANT DETAILS	
Title: Surname:	Forename:	Middle initial(s):
Date of birth:	Email address:	
Number of dependar	nt children: Marital statu	18:
Type of application:	(single or joint)	
Have you been known	n by any other name (inc. maiden name) in	the last 5 years? YES/NO
SECTION 3: CURRE	ENT ADDRESS DETAILS	
SECTION 3: CURRE		ode:
House name/number	r: Post co	ode:
House name/number	r: Post co	ode:

Mobile telephone number:

THE LANGUAGE OF CONTRACT

Here is an extract from an agreement. It is a small part of the contract that Alison Finch has with her bank to use online banking services.

1. SECURITY MEASURES					
1.1	The Customer is responsible for acting in accordance with all security procedures and for making sure that any other Users you have authorised also (a) with all security procedures.				
1.2	The Customer must take all reasonable steps to keep their Password secret and must not (b) it to anyone else including family members, Bank staff or anyone on our 24-hour helpdesk.				
1.3	If the Customer or any User authorised by the Customer thinks that a Password is known to someone else they must (c) the Bank immediately. The Bank will temporarily (d) the Customer's use of the Online Service until a new Password has been created. The Bank will try to resume the Customer's use of the Online Service as soon as we possibly can.				
2. CAI	RRYING OUT YOUR INSTRUCTIONS				
2.1	The Customer can (e) other Users to use the Online Service. The Bank does not need to get further authorisation or confirmation from the Customer.				
2.2	The Customer will not be liable for instruction(s) from themselves or a User under the following circumstances:				
	 the instruction(s) are received after the Customer has informed us that the Password is known to someone else 				
•	the instruction(s) were given as a result of some breach of security that the Bank does not (\mathbf{f}) to the Customer or a User				
	The security codes have been breached due to the actions or negligence of the Bank.				
2.3	The Customer will be liable for instructions in all other cases.				
2.4	Once the Customer or a User has given an instruction it is not possible to (g) or otherwise withdraw it. If circumstances should occur where the Bank (h) it reasonable to try to reverse or otherwise (i) invalid an instruction then the Customer will pay any related costs.				
2.5	The Bank may not be able to (\mathbf{j}) a transaction immediately. If you need to be sure that an instruction has reached us or the time when it is carried out is particularly important the Customer should call the 24-hour number which was provided with their account details.				

Exercise 1

You will see that some of the words in the agreement start with a capital letter. This is because they are defined terms. They are words that are given a precise definition at the beginning of the agreement. Match these defined terms from the agreement with the definitions given below.

Definitions	
a	means the secret word or combination of a word and a number known only to a user which is used to confirm their identity and which gives access to the service.
	means the system that allows customers to give instructions about their bank account using their computer.
:	means you, the client, the person who holds the account with the bank.
d	means any other person you may have given permission to use the service.
)	_ means the organisation registered as 'The Royal Chatsworth Bank'
ixercise 2	
low complete the extract from the lo	an agreement with one of the following words.

f _____ g ____ h ____ i ____ j ____

nit 2B/Higher

Exercise 3

Read the loan agreement again and find the relevant clause or clauses that deal with the following situations.

a A customer has telephoned the bank to say that he has lost his wallet in central London and the wallet contained his password. Money is transferred out of the customer's account four hours later. The customer says that the bank is liable for this.

b A customer buys some music CDs online and then decides the same day that he doesn't want to buy them after all. The customer calls the bank to cancel payment but the bank says that it's not possible. The customer then demands that the bank refunds £30 for the unwanted CDs.

Relevant clause?	
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c A customer wants a payment to be made urgently to pay for some goods she wants to buy for her business. She authorises payment for the goods online, confident that payment will be made quickly because the system has always been fast before. Unfortunately, the seller of the goods doesn't receive the payment on time and sells the goods to someone else. The customer is furious and demands compensation from the bank.

Relevant	clause?	

Collocation bank

- to hold an account with a bank
- to take steps to do something
- to render something invalid

m

Preposition bank

- a combination of two or more things
 'The password for my email account is a combination of letters and numbers.'
- information that is known to a person
 'Was the information known to anyone else except you?'
- to be registered as a particular company name
 'Her company is registered as Mitchell Holdings plc.'
- to behave in accordance with something 'The bank's legal department must draft the contract in accordance with English banking law.'

- to be authorised by someone to do something
 'I am authorised by my head office to give you a few more days to pay.'
- to be liable for something
 'We will not be liable for any car that is left in the car park of the bank.'
- under the circumstances
 'I'm afraid that under the circumstances we will have to refuse you the loan.'
- to attribute something to someone
 'I attribute the success of the bank to our customer care service.'
- interest accrues on a debt or loan
 'I am writing to inform you that interest is accruing on your overdraft at the rate of 18%.'

THE REGISTER OF LETTER WRITING

Exercise

Alison Finch has received this letter from her bank. Unfortunately, she hasn't made all of her loan repayments. The words that are underlined in the letter are too informal. Complete the same letter on the next page by choosing a better word or phrase from those in the blue box.



The Royal Chatsworth Bank
1 St Joseph's Square

Chatsworth CH1 2DD

20th May 20XX

Ms Alison Finch 39 Belle Vue Avenue Chatsworth CH5 9QJ

Dear Ms Finch

Your loan account: Ref FIN/790R/000932RCB

I am writing to (a) <u>tell</u> you that your loan account with this bank, account number as provided above, has (b) got late in its payments.

As you were aware when you (c) got this loan for £6000 in January of this year you agreed to pay back the total amount over a period of 36 months in monthly (d) parts of £186.11 by direct debit from your current account. The bank has been unable to (e) get your monthly payment for the last two months as there have been insufficient funds in your current account.

Please note that interest is (f) growing on this outstanding amount and that the rate of interest (g) demanded by the bank on this outstanding amount is higher than our (h) normal rate.

Despite a letter to you earlier this month I see that we have received no (i) <u>answer</u> from you. If we do not hear from you within seven days of the date of this letter you will be deemed by the bank to be (j) <u>not going to pay at all</u>. The bank will then follow its usual recovery procedures through our legal department.

Yours sincerely

Michil Role

Michael Rose (Account Manager)

- accruing
- response
- took out
- fallen into arrears

- in default charged
- inform collect
- instalments

standard

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The Royal Chatsworth Bank

1 St Joseph's Square Chatsworth CH1 2DD

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Ms Alison Finch 39 Belle Vue Avenue Chatsworth CH5 9QJ

Dear Ms Finch

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I am writing to (a) you that your loan account with this bank, account number as provided above, has (b)
As you were aware when you (c) this loan for £6000 in January of this year you agreed to pay back the total amount over a period of 36 months in monthly (d) of £186.11 by direct debit from your current account. The bank has been unable to (e) your monthly payment for the last two months as there have been insufficient funds in your current account.
Please note that interest is (f) on this outstanding amount and that the rate of interest (g) by the bank on this outstanding amount is higher than our (h) rate.
Despite a letter to you earlier this month I see that we have received no (i) from you. If we do not hear from you within seven days of the date of this letter you will be deemed by the bank to be (j) The bank will then follow its usual recovery procedures through our legal department.

Yours sincerely

Michael Rose (Account Manager)

USING YOUR KNOWLEDGE

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	offication review complete these sentences with a collocation that you have seen.
а	If you need a new bank account I suggest you one with the Royal Chatsworth Bank, as it is a very efficient and reliable organisation.
b	What of interest does your bank charge its customers for a business start-up loan?
С	I have an application for a loan but I don't know at the moment if my application has been successful.
d	I must go to an ATM machine immediately to some money. At the moment I have nothing in my wallet!
е	When I am at the ATM machine I will the balance of my account as I am not sure how much money I have in there at the moment.
f	My bank offers a very wide of services, including telephone banking.
g	The legal helpline that my bank provides will give me advice but it will not my legal costs.
h	I have a lot of debts and I am thinking of them into one large loan that I can pay off over a long period of time.
i	My bank does not always a transaction immediately and I have to call the bank if I want to make sure that something has been done.
j	I a loan two years ago but I fell into arrears when I became unemployed.
Vo	a loan two years ago but I fell into arrears when I became unemployed. Cocabulary review Complete these sentences with a word that you have seen.
Vo Co	ocabulary review
Vo Co a	ocabulary review omplete these sentences with a word that you have seen.
Vo Co a b	Discabulary review Discaple the se sentences with a word that you have seen. My bank has over 500 in cities and towns all over England. I need to ask my bank if I can have an facility on my bank account. I need some
Vo Co a b	My bank has over 500 in cities and towns all over England. I need to ask my bank if I can have an facility on my bank account. I need some extra money for a few months but I don't want a loan. If you use internet banking it is important that you never tell anyone your or else
Vo Co a b	Decabulary review amplete these sentences with a word that you have seen. My bank has over 500 in cities and towns all over England. I need to ask my bank if I can have an facility on my bank account. I need some extra money for a few months but I don't want a loan. If you use internet banking it is important that you never tell anyone your or else that person could access your account online. The bank all customers' use of online banking for a few hours yesterday but the
Vo Co a b c	Inced to ask my bank if I can have an facility on my bank account. I need some extra money for a few months but I don't want a loan. If you use internet banking it is important that you never tell anyone your or else that person could access your account online. The bank all customers' use of online banking for a few hours yesterday but the service resumed after two hours.
Vo Co a b c	Incabulary review Implete these sentences with a word that you have seen. My bank has over 500 in cities and towns all over England. I need to ask my bank if I can have an facility on my bank account. I need some extra money for a few months but I don't want a loan. If you use internet banking it is important that you never tell anyone your or else that person could access your account online. The bank all customers' use of online banking for a few hours yesterday but the service resumed after two hours. I am in arrears with my loan payments and interest is on the outstanding amount.

i	My bank account went into the for a while last year but I paid the money back quickly as I hate being in debt.				
j	My bank sends me a to my home address every month. This document tells me what has gone into my bank account and what has been paid out.				
Pr Co	Preposition review Complete these sentences with the correct preposition.				
а	Last year I opened an account Lloyds Bank.				
b	Yesterday I withdrew £100 the ATM machine on Cambridge High Street.				
С	My bank has written to me to say that I am not eligible a loan.				
d	What is your date birth and what is your marital status?				
е	How long have you been your current address?				
f	I am authorised my company to withdraw cash for my expenses.				
g	I am paying a very high rate interest on my loan and I am thinking of transferring my business to another bank.				
h	I am paying back my loan a period of five years.				
i	If we do not hear from you seven days we will deem you to be in default.				
j	The bank will follow its usual recovery procedures our legal department.				