

CONVERSATION 1: Opening an Account

A: Good morning! I **would** like to open an account at this _____.

- a) balance
- b) branch
- c) statement

B: Great! **May** I see your ID, please?

A: Here it is. **Can** I get information about how to get a _____ too?

- a) branch
- b) interest
- c) loan

B: Of course!

CONVERSATION 2: ATM Problem

A: Excuse me, I **can't** _____ money from the ATM.

- a) branch
- b) withdraw
- c) statement

B: I **can** help you. Let me check your _____.

- a) balance
- b) checkbook
- c) branch

A: Thank you! **Should** I use a different ATM?

B: Yes, you **can** try the one inside our _____.

- a) credit
- b) interest
- c) branch

CONVERSATION 3: Understanding Charges

A: I don't understand these _____ on my account.

- a) bank charges
- b) checkbook
- c) branch

B: I **can** explain. This is a monthly service fee.

A: How **can** I avoid this _____?

- a) balance
- b) bank charges
- c) loan

B: You **should** keep a minimum _____ of \$500.

- a) interest
 - b) credit
 - c) balance
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CONVERSATION 4: Checking Statement

A: I received my bank _____ yesterday.

- a) branch
- b) checkbook
- c) statement

B: Is everything correct?

A: No, I see a charge for \$50 that I don't recognize. **Can** I get a _____?

- a) refund
- b) loan
- c) interest

B: Yes, the _____ **will** take 3-5 business days.

- a) balance
- b) refund
- c) credit

CONVERSATION 5: Writing a Check

A: Can I pay with a _____?

- a) check
- b) balance
- c) statement

B: Of course! Do you have your _____?

- a) interest
- b) refund
- c) checkbook

A: Yes, here it is. **Must** I write the date?

B: Yes, you **must** write the date and sign here.

🗨️ CONVERSATION 6: Getting a Loan

A: I **would** like to apply for a _____.

- a) statement
- b) loan
- c) balance

B: No problem! **May** I see your ID and credit history?

A: Here you go. How much _____ **will** I pay?

- a) interest
- b) debit
- c) checkbook

B: The _____ rate is 6% per year.

- a) balance
 - b) interest
 - c) refund
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CONVERSATION 7: Withdrawing Cash

A: I need to _____ \$300 in _____.

- a) withdraw / cash
- b) refund / credit
- c) debit / interest

B: Sure! **May** I see your _____ or ID?

- a) statement
- b) debit card
- c) loan

A: Here's my card. **Can** I check my _____ too?

- a) balance
- b) checkbook
- c) branch

B: Of course! You have \$1,200 in your account.

CONVERSATION 8: Avoiding Fees

A: Why do I have _____ every month?

- a) bank charges
- b) checkbook
- c) debit

B: You're paying a \$10 monthly fee.

A: **Can** I avoid this fee?

B: Yes, you **should** keep a _____ of \$500 or more.

- a) loan
- b) balance
- c) statement

CONVERSATION 9: Lost Card

A: I lost my _____! What **should** I do?

- a) debit card
- b) balance
- c) interest

B: Don't worry. I **can** cancel it right now.

A: When **will** I get a new _____?

- a) statement
- b) debit card
- c) loan

B: You **should** receive it in 7-10 days.

🗨️ CONVERSATION 10: Paying Interest

A: I have a _____ for my car. Do I pay _____?

- a) loan / interest
- b) check / balance
- c) branch / refund

B: Yes, you **must** pay _____ every month.

- a) checkbook
- b) interest
- c) branch

A: How much **will** I pay total?

B: You **will** pay \$500 in _____ over 5 years.

- a) interest
 - b) debit
 - c) statement
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CONVERSATION 11: Different Branch

A: Can I use any _____ of this bank?

- a) balance
- b) branch
- c) checkbook

B: Yes! You **can** visit any _____ in the country.

- a) branch
- b) interest
- c) refund

A: Can I _____ money at any location?

- a) withdraw
- b) debit
- c) credit

B: Absolutely! Just bring your _____ or ID.

- a) statement
 - b) debit card
 - c) loan
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CONVERSATION 12: Credit Card Application

A: I want to apply for a _____.

- a) credit card
- b) balance
- c) branch

B: Great! Do you have good _____ history?

- a) checkbook
- b) credit
- c) refund

A: I think so. **Will** I pay _____?

- a) interest
- b) withdraw
- c) statement

B: Only if you don't pay your full _____ each month.

- a) branch
 - b) balance
 - c) loan
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CONVERSATION 13: Using the Teller

A: Excuse me, **can** I speak to a _____?

- a) balance
- b) bank teller
- c) statement

B: I'm a _____! How **can** I help you?

- a) bank teller
- b) checkbook
- c) loan

A: I need to _____ \$500 in _____.

- a) withdraw / cash
- b) refund / credit
- c) debit / interest

B: No problem! **May** I see your ID, please?

CONVERSATION 14: Monthly Statement

A: When **will** I receive my monthly _____?

- a) branch
- b) statement
- c) checkbook

B: You **should** receive it by email on the 1st of each month.

A: Can I see my _____ online too?

- a) balance
- b) loan
- c) refund

B: Yes! You **can** check your _____ anytime on our app.

- a) balance
- b) interest
- c) credit