

My visit to PTSB

ptsb



When I see the
“PTSB” sign over the
door, I know I have
arrived at the Branch.



ptsb



When I enter the Branch, I will see clearly worded signs.

The signs list the different services available and tell me where I should go.



There will be a customer service desk near the entrance of the Branch.

If I have a meeting in the Branch, have a query or need some help, I queue here to speak with a staff member who will be wearing a uniform and a name badge.



Some Branches have a Cash Desk.

I can go here if I need to do a transaction. A staff member will help me.

The area is clearly marked. Sometimes I must wait in a queue for the Cash Desk.

The Branch locator on the [ptsb.ie](https://www.ptsb.ie) website will tell me if there is a Cash Desk in the Branch.



There will be a “Self Service” area in the Branch.

Here I can withdraw cash from my account. I can also lodge cash or cheques to my account. A staff member will be nearby if I need help.

Other people might be queuing to use these machines when I arrive.



There will be a “Self Service” area for Online and Telephone banking too.

A staff member will be nearby if I need help.



There will be a seating area where I can wait to speak to a staff member.



People work in different areas of the Branch, and they are there to help me.

Sometimes there may not be a staff member at the customer service desk, so I must wait until someone comes to help me.



There will be an ATM outside the Branch.

I put my card into the machine, and it provides instructions to help me. I can withdraw cash even when the bank is closed.



There may be an AsI Am Quiet Space available in the Branch.

I can wait here during my visit to the Branch. Every Branch has a Sensory Kit containing ear defenders and other sensory items available should I require it. I can ask a staff member to provide this.



