

# LITERASI KEUANGAN

Session #1#

# LATAR BELAKANG

Banyak orang tidak menggunakan lembaga keuangan formal yang disebabkan :

1. Mereka tidak mengetahui bagaimana cara berhubungan dengan mereka;
2. Mereka khawatir dengan kelengkapan persyaratannya.

Dalam Pelatihan ini kita akan mempelajari tentang perbedaan berbagai jenis layanan Bank dan bagaimana mereka memenuhi kebutuhan keuangannya.

# Materi Pelatihan

1. Kebutuhan Keuangan Rumah Tangga
2. Sumber-sumber Layanan Jasa Keuangan
3. Kebutuhan keuangan dan Produk Keuangan
4. Keunggulan Menggunakan fasilitas Bank
5. Pemilihan Produk Keuangan
6. Bagaimana menggunakan fasilitas Perbankan

# Buat dalam 3 kelompok

- Kelompok 1 ,menuliskan tentang pengeluaran harian (daily expenses)
- Kelompok 2, menuliskan tentang pengeluaran masa yang akan datang - predictable
- Kelompok 3, menuliskan tentang pengeluaran masa YAD-unpredictable

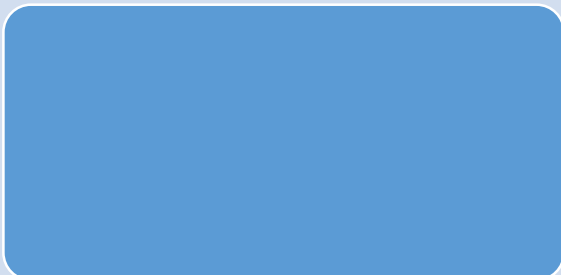
# HOUSEHOLD FINANCIAL NEEDS

Session #1#

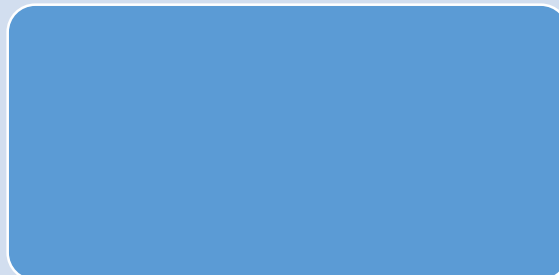
# FINANCIAL NEED

*hasil tulisan Anda, tempelkan dalam flipchart yang tersedia!*

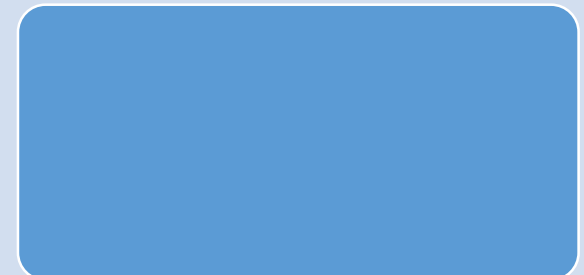
Everyday  
Expenses



Expected Future  
Expenses



Unexpected  
Future Expenses



# FINANCIAL NEED

## Everyday Expenses

Pengeluaran kebutuhan sehari-hari yang besaran dan waktunya dapat diprediksi

## Expected Future Expenses

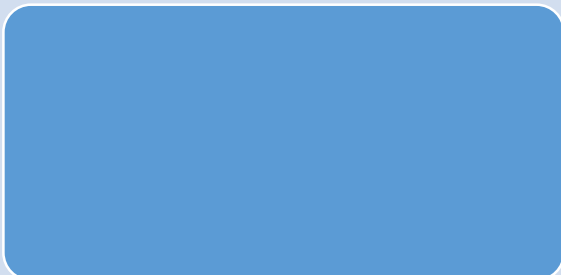
Pengeluaran yang dipergunakan untuk membiayai kejadian penting dalam siklus hidup kita, seperti perkawinan, kelahiran anak, anak sekolah, membeli rumah, dsb

## Unexpected Future Expenses

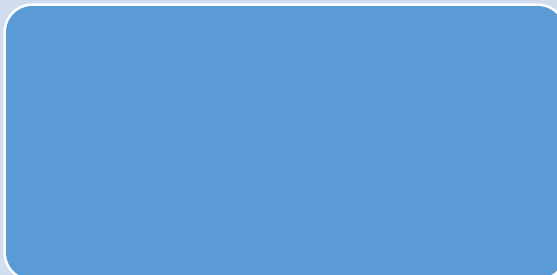
Pengeluaran yg dipergunakan untuk hal2 penting dlm siklus kehidupan namun kapan terjadinya tidak dapat diperkirakan, misal: sakit, kecelakaan, musibah banjir dsb.

# DARIMANA SUMBER DANA ANDA?

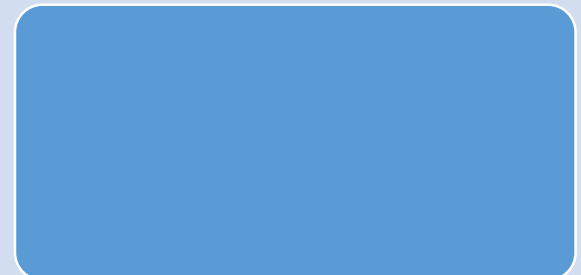
Everyday  
Expenses



Expected Future  
Expenses



Unexpected  
Future Expenses



# HOW TO PAY DIFFEREN EXPENSES?

## Everyday Expenses

- a. Income from business or salary
- b. Money sent from relatives
- c. Borrowing from family and friends
- d. Credit form shopkeepers

## Expected Future Expenses

- a. Long-term Savings account
- b. Saving clubs
- c. Saving in the form Gold

## Unexpected Future Expenses

- a. Loan
- b. Long term saviings
- c. Insurance
- d. Borrow from Friend
- e. Grant
- f. Fundraisers
- g. Pawn Consumer

# TRUE/FALSE STATEMENT

## Pilih benar atau salah?

Membayar pengeluaran harian dari uang gaji atau hasil usaha

Sebab, anda tidak pernah tahu kapan anda akan mengeluarkan biaya tidak terduga, anda tidak dapat mempersiapkannya

Anda seharusnya menabung untuk memenuhi kebutuhan yang predictable maupun unpredictable

Mengambil pinjaman untuk membiayai pengeluaran kebutuhan harian adalah salah satu bentuk manajemen keuangan yang baik

Anda seharusnya mengambil pinjaman ketika uang pinjaman dapat meningkatkan pendapatan usaha anda

Orang-orang miskin tidak dapat menabung

# FINANCIAL NEED CARDS

## Life-cycle Events Requiring Expenditures

Major illness	Major holidays	Religious Ceremonies
Marriage	Birth	Pregnancy
Buy a house	Parental Care	Funerals
House expenditure	Clothes	Furniture
Entertainment	Vaction	Unemployment
Injury	Deathh of supouse	Divorce
Old Age	Crime	Business failure
Business Equipment	Accident	Riots (kerusuhan)
Strikes (Pemogokan)	Natural disaster	Disabilitu
Food Purchase	School fees	Rent
Transportation	refrigerator	Business supplies

# SOURCES OF FINANCIAL SERVICES

Session #2#

List the different Sources of financial services available to this community

- **WHERE CAN YOU AND MEMBERS OF YOUR COMMUNITY OBTAIN FINANCIAL SERVICES?**
- **DEFINITIONS OF FORMAL AND UNFORMAL FINANCIAL SERVICES?**

# Where do you or your neighbors obtain financial services?

	Financial Services			
1.	Bank			
2.	Insurance company			
3	Burial Societies			
4	Savings and credit associations			
5	Moneylender			
6	Microlenders			
7	Employers			
8	Retailers			
9	Your Mattress			
10	Pawn Shop			
11	Cooperative Societies			
12	NGO MFIs			
13	Saving Collectors			

# DEFINITIONS OF FORMAL AND INFORMAL FINANCIAL SERVICES

- ***Informal Financial Services***
- All financial transactions, loans and deposits occurring outside the regulation and supervision of the government's central banking authority. They include local moneylenders, pawnbrokers, self-help groups and NGOs, as well as family members who contribute their savings to a microenterprise.

# DEFINITIONS OF FORMAL AND INFORMAL FINANCIAL SERVICES

- ***Formal Financial Services***
- All financial transactions, including loans and deposits, provided by institutions which are regulated and supervised by the government's central banking authority. These include commercial banks, finance and insurance companies. They must report regularly to the government.

# DEFINITIONS OF FORMAL AND INFORMAL FINANCIAL SERVICES

- ***Semi-formal Financial Services***
- All financial transactions provided by institutions which are not regulated by banking authorities but are licensed and supervised by other government agencies. Examples are credit unions and cooperative banks, which are often supervised by a government bureau or agency in charge of cooperatives.

# Do you have any comments or questions about these different types of financial services?

- **For each type of service that we identified, let's decide whether it is informal, formal or semi-formal.**
- *Put three columns on your flip chart to the right of the list of the financial services: one column for formal, one for semi-formal and one for informal.*
- *Review the list of services; for each one ask participants to tell you if it is formal, informal or semi-formal and place an "x" or checkmark in the corresponding column, as shown in the example below.*

# Check your answer

	Financial Services			
1.	Bank	<b>X</b>		
2.	Insurance company	<b>X</b>		
3	Burial Societies		<b>X</b>	
4	Savings and credit associations		<b>X</b>	
5	Moneylender		<b>X</b>	
6	Microlenders			<b>X</b>
7	Employers		<b>X</b>	
8	Retailers		<b>X</b>	
9	Your Mattress		<b>X</b>	
10	Pawn Shop			<b>X</b>
11	Cooperative Societies			<b>X</b>
12	NGO MFIs		<b>X</b>	
13	Saving Collectors			<b>X</b>

# Identify Advantages and Disadvantages of Different Kinds of Financial Services

- **What are the advantages and disadvantages of each type of financial service?**

# ADVANTAGES AND DISADVANTAGES OF A FINANCIAL SERVICE PROVIDER

Financial Service	Advantages	Disadvantages
Bank		
MFI/Coop		
ARISAN		

# KESIMPULAN

- Memegang uang cash dapat hilang, dicuri orang, tidak ada recovery
- Bank memiliki asuransi yang dapat meng-cover “hilang atau dicuri”
- Bank memiliki banyak dana untuk dipinjamkan
- Ketika uangmu didepositkan di bank, anda sulit untuk segera menghabiskannya
- Bank aman dan terpercaya
- Tabungan di Bank dapat menyesuaikan untuk memenuhi kebutuhan jangka pendek maupun jangka panjang
- Bank memberikan bunga tabungan
- Bank memberikan layanan keuangan lainnya seperti transfer, ATM, dsb.

# FINANCIAL PRODUCTS AND FINANCIAL NEEDS

Session #3#

# Identify Financial Products Offered by Different Financial Services Organizations

## **SAVING**

- Accounts hold deposits and pay interest. Different types of accounts are tailored to short- or long-term savings goals. Interest rate varies with type of account and length of time money held in account.

## **LOANS**

- Money lent to client for various purposes.
- Type of loan and terms vary with purpose

# Lanjutan ...

## **INSURANCE**

- Client makes regular payments (called premiums) to insurance provider or MFI for purchase of protection in event of accident or loss.
- Insurance products cover specific events, e.g.:
  - Accident
  - Death
  - Hospitalization

# Lanjutan ...

## **CURRENT ACCOUNT**

- Bank account that enables client to make regular transactions— deposits and withdrawals. May offer ATM and debit cards for easy withdrawals.

## **PAYMENT SERVICES**

- Bank transfers money from client account to designated recipient, e.g. remittances to family members. Bill payment.

# Match Financial Needs with Financial Products

<b>Housing Loans</b>	House Expenditure (new roof)	Buy a House
<b>Long-Term Savings</b>	Major Illness	Marriage
<b>Enterprise Loans</b>	Business Equipment	
<b>Passbook Savings Account</b>	School Fees	
<b>Current Account</b>	Food Purchase	

**Why do you think this financial product is appropriate for this financial need?**

# FINANCIAL SERVICE USES CHART

Financial Services	Savings	Loans	Insurance	Current Account	Payment Services
<b>Suggested Uses</b>	<ul style="list-style-type: none"> <li>■ Marriage</li> <li>■ Festivals</li> <li>■ Sickness</li> <li>■ Old Age</li> <li>■ Ceremonies</li> <li>■ Children's Education</li> </ul>	<ul style="list-style-type: none"> <li>■ Business Capital</li> <li>■ Business Equipment</li> <li>■ House Purchase</li> <li>■ House Repair</li> </ul>	<ul style="list-style-type: none"> <li>■ Maternity</li> <li>■ Hospitalization</li> <li>■ Death</li> <li>■ Loss of Assets</li> <li>■ Earthquake</li> <li>■ Floods</li> </ul>	<ul style="list-style-type: none"> <li>■ Day-to-Day Expenditures: Rent, Food, Clothing, Etc.</li> <li>■ Direct Deposit of Salary or Pension</li> </ul>	<ul style="list-style-type: none"> <li>■ Sending Money to Parents</li> <li>■ Sending Money to Children</li> <li>■ Receiving Money from Children or Other Relatives</li> <li>■ Paying Utility Bills</li> </ul>

# Discuss How to Use Financial Services More Effectively

How can you better use the services of a bank?

List of Possible Financial Services/Products Available in a Community

# LIST of POSSIBLE FINANCIAL SERVICES AVAILABLE IN COMMUNITY

## **SAVING**

Short term

Long term

Demand deposits

## **CURRENT ACCOUNT**

## **LOAN**

Housing Loan

Enterprises Loan

Consumption Loan

# LIST of POSSIBLE FINANCIAL SERVICES AVAILABLE IN COMMUNITY

## **PAYMENT SERVICES**

Domestic Remittances

International Remittance

Bill Payment Services

## **INSURANCE**

Health Insurance (Long Term)

Life Insurance (Long Term)

Property Insurance (Short term)

# Advantages of Using Banks

Session #4#

# Brainstorm Common Perceptions About Banks

- Sometimes people, places or institutions develop a reputation, something that many people believe about them, whether it is true or not. For
- example, many people believe that all Americans are rich and have a lot of money. Because some Americans are very wealthy, it is easy to assume that **everyone** is. Banks are similar in that many people believe things about banks that may or may not be true. Today we are going to try to figure out which widely held beliefs about banks are true, and which are only myths

# When I say the word “Bank,” what images or thoughts come to your mind?

- *Make a list of all their answers. When they run out of steam, review the list and add the following points if they have not been made already. Then, decide which are true and which are myth. People may disagree. Encourage discussion.*

# COMMON MYTHS ABOUT BANKS

# COMMON MYTHS ABOUT BANKS

- ■ You Have to be Rich to Use a Bank
- ■ Banks are Unfriendly
- ■ Going to the Bank Takes a Lot of Time
- ■ If a Bank is Robbed, You Will Lose Your Money
- ■ Banks Will Take Your House Away

*To conclude, say:*

Some of these things are simply not true; some may be true only some of the time. This module will help us understand better what banks are really like and how we can use them to better manage our money.

# Analyze the Story of Two Sisters

- **STORY OF TWO SISTERS: HABIBA AND AMINA**

There once were two sisters: Habiba and Amina. When their father passed away he left them \$100 each. Habiba, the oldest sister, was very cautious. She wanted to save her money for a rainy day and was afraid to lose it. So, she hid her money in her home. Amina, the younger sister, wanted to save her money too and make it grow. She decided to put her money in the bank. Amina opened a long-term savings account which required a term deposit for one year and paid quarterly interest at the rate of 5% per year, or \$5 in one year.

# Lanjutan ....

- 1ST QUARTER
- After 3 months, Amina stopped at the bank to see how her deposit was doing. Her \$100 had grown to \$101.23. While she was there, the bank teller mentioned to her that a savings account could serve as collateral for a microenterprise loan from the bank. Habiba, too, checked her hiding place to make sure that her money was still there. She found only \$92. Someone had taken \$8! When she told her husband about this, he admitted to taking the money to buy cigarettes. After learning that her husband had taken some of the money, Habiba divided it up and put small amounts in different hiding places.

- **What happened to the money of each sister? Why?**

# Lanjutan ...

## 2ND QUARTER

- During the next 3 months, Amina's youngest child started school. Amina decided that she now had the time to start a small business to supplement the family's income and help pay for school expenses. At her bank, she learned that, with her savings deposit, she qualified for a \$200 loan. She used this loan to purchase a sewing machine and begin a dressmaking business. During the same period, Habiba used some of her money to purchase a beautiful tablecloth that a vendor brought to her house. Although Habiba had intended to save her money, she had no cloth for her table and could not resist this very beautiful one. At \$5, it was a bargain.

Lanjutan ...

At the end of this period, Amina had \$102.47 in her savings account but she owed the bank \$160 in loan repayments (\$200 over 6 months at 20% flat interest). Her business was making a small income even after her loan repayments, so she was not worried. Habiba had \$87 hidden in different places in her house.

- **What happened to the money of each sister? Why?**

## 3RD QUARTER

- During the next quarter, Amina's bank was robbed. One day bandits came and left with all the cash in the bank. Amina thought she had lost all her savings plus the interest she had earned. But she learned that the bank had insurance and therefore they would be able to recover all the money that was stolen. Her balance at the end of the quarter was \$103.73. Habiba still had \$87 in her "mattress account."

## 4TH QUARTER

- A few months after Amina's bank was robbed, someone broke into Habiba's house. The thief found \$25 that she had hidden in a pot. Fortunately, he did not find all her money. She was left with \$62. At the end of the one year, Amina's \$100 had grown to \$105 while Habiba's \$100 had become \$62.

**What happened to the money  
of each sister? Why?**

**•What would you do if you received \$100? Why?**

# Describe Why a Bank is Better than a “Piggybank” or “Mattress Account”

- In your small group, discuss and list the advantages of using a bank. The group that comes up with the most, wins!
- *Give the groups 5 minutes. Then ask them to stop. Tell the groups to select one representative to come to the front and put her group’s piece of paper on the wall. All groups should do this at the same time.*

# BENEFITS OF USING A BANK

- ■ Security (money is safe)
- ■ Liquidity (for savings)
- ■ Reliability
- ■ Privacy
- ■ Income (money earns interest)
- ■ Many Products Available (varying types of loans and savings accounts)
- ■ Allows You to Build a Credit History
- ■ Operates within Banking Laws
- ■ Access to Financial Advice from Knowledgeable Staff

**Is there anything on your list that has not been mentioned yet?**

*Summarize the advantages of using a bank.  
Make reference to features of local banks  
that may not have been highlighted in earlier  
sections or sessions.*

## Step 4

### Talk About Using a Bank at Home

- ➤ **In your family, who would you have to convince to open a bank account?**
- ➤ **How would you convince your family to open an account at a bank?**

# Choosing an Account

Session #5#

# Different People Need Different Accounts: Two Stories

*Read each of the stories below.*

## **TWO WOMEN: TWO BANK ACCOUNTS** ROBINA OPENS A CURRENT ACCOUNT

Robina has a stable but meager income washing clothes for regular customers.

She rarely has extra money. But recently she found a job as a store clerk in the mornings, leaving her afternoons free for her laundry business. She is eager to have this extra income to pay her daughter's secondary school fees. Now that her daughter is a teenager, Robina knows that she will want many things. She will need to save a little money each week.

# Lanjutan ....

- At the bank, Robina learned about its current account that allows her to make frequent deposits and withdrawals. However, she was surprised by the fees that come with the account. First she must have \$100 to open this account. To get this much money, Robina will have to save every penny of her store earnings for a month or more. If the balance in her account falls under \$100, the bank will charge a monthly service fee of \$1.00 and 50 cents for each withdrawal. But with the minimum balance of \$100, Robina can withdraw money from her account 5 times per month for free. For every withdrawal after the first 5, she will be charged 50 cents. The account earns a small interest rate of one-half percent.

# Lanjutan ...

- At first, Robina was so confused by all these rules and charges. But after she read the material several times and talked it over with the bank manager, she realized that by keeping \$100 in the account, she could avoid most of the charges. Although that would require a sacrifice in the short term, the money would always be hers. With a little discipline and planning with her daughter about what to buy and when, she could manage to limit withdrawals to 5 per month and avoid extra fees.

- ➤ **What happened in the story?**

**Why is a current account good for Robina?**

# FLORENCE CONSIDERS A TIME-DEPOSIT ACCOUNT

- Florence wants to open a fresh-flower kiosk. She has been saving for this goal and now has \$200 in a locked box at home. She carries the key on her person all the time and worries about losing it. Recently, however, Florence learned that putting her money in a time-deposit account at the bank will help her grow her savings and reach her goal faster. This account pays interest of 3% per year of the amount on deposit. That is three times the rate of interest paid on passbook accounts. However, to get such a high rate, Florence must agree to leave her money on deposit at the bank for a specific period of time, called a “term.” She can choose terms from six to sixty months. The longer the term, the higher the interest rate.

# Lanjutan ...

- Florence knows that putting her money in a time deposit will help her both avoid spending it and earn interest that she would not get by keeping it at home. But she has to think about how long she is willing to put the money away. What if she needs some of that money for an emergency, or school fees? The bank charges a penalty on any money withdrawn before the term is completed. What term should she choose? Should she put all of her \$200 in the term account, or keep a portion in a different account that offers greater access to her money? Finally, she decides on a term of 12 months for her deposit. When she is ready to open her business next year, maybe she will decide to take a loan and use her time deposit as collateral

# FLORENCE CONSIDERS A TIME-DEPOSIT ACCOUNT

- Florence ingin membuka sebuah kios bunga segar. Dia telah menabung untuk tujuan ini dan sekarang memiliki \$200 dalam kotak terkunci di rumah. Dia membawa kunci pada orang-nya sepanjang waktu dan khawatir tentang kehilangan itu. Baru-baru ini Florence belajar bahwa menyimpan uang di deposito di bank akan membantu meningkatkan tabungannya dan mencapai tujuannya lebih cepat. Account ini membayar bunga \$3 per tahun dari jumlah deposit. Itu adalah tiga kali tingkat bunga yang dibayarkan pada passbook account. Namun, untuk mendapatkan tingkat yang tinggi, Florence harus setuju untuk meninggalkan uang deposit di bank untuk periode tertentu, yang disebut "deposito" Dia dapat memilih jangka waktu dari enam bulan ke enam puluh bulan. Makin panjang jangka waktunya, semakin tinggi tingkat bunganya.

# Lanjutan ...

- Florence tahu bahwa meletakkan uang di deposito akan membantu dia menghindari menghabiskannya maupun memperoleh bunga yang dia tidak akan mendapatkannya jika disimpan di rumah. Tapi dia harus berpikir tentang berapa lama dia bersedia untuk menyimpan uang. Bagaimana jika dia membutuhkan beberapa uang untuk keadaan darurat, atau biaya sekolah? biaya penalti pada uang ditarik sebelum jangka waktu selesai. Jangkawaktu apa yang harus ia memilih? Seharusnya dia menaruh semuanya \$200 dalam akun deposito, atau disimpan sebagian dalam account yang berbeda yang menawarkan akses yang lebih mudah atau fleksibel? Akhirnya, ia memutuskan pada jangka waktu 12 bulan untuk depositonya. Ketika dia sudah siap untuk membuka bisnis tahun berikutnya, mungkin dia akan memutuskan untuk mengambil pinjaman dan menggunakan depositonya sebagai jaminan

- **What happened in the story?**
- **Why is a time-deposit account good for Florence?**
- **How are Florence and Robina different?**

# EXAMPLE OF BARRIERS AND THEIR SOLUTIONS TO USING A CURRENT ACCOUNT

Barrier to Use	Possible Solution
Maintaining Minimum Deposit	<ul style="list-style-type: none"><li>Plan ahead, save minimum amount up front to leave in account</li><li>Have a separate savings account for your emergency fund so you are not forced to draw below the minimum on your current account</li><li>If you have to fall below the minimum, replace those funds as quickly as possible in order to limit the number of months you have to pay the service fee</li></ul>
Fees on Account Transactions	<ul style="list-style-type: none"><li>Keep careful track of your withdrawals and limit them to the number allowed at no charge</li><li>Plan ahead to anticipate when you will need to withdraw. Consolidate withdrawals to avoid fees</li></ul>

# *Time Deposit (Florence)*

- *What interest rate does the account pay?*
- *What conditions come with that rate of interest?*
- *What is the shortest period I have to leave my money on deposit?  
What is the longest?*
- *How does the interest rate change between the shortest term  
and the longest?*
- *What are the penalties for taking money out of the account  
before the term is complete?*

**Why do you think the time-deposit account  
pays higher interest than the current  
account?**

# EXAMPLE OF BARRIERS AND THEIR SOLUTIONS TO USING A TIME-DEPOSIT ACCOUNT

<i>Barriers to Use</i>	<i>Possible Solutions</i>
Not having access to my money if I really need it.	Decide how much you can afford to put away in a time-deposit account and put the rest in an account with more flexibility.
Not being able to meet the minimum required to open an account.	Save in your regular account until you have enough “surplus” that you feel comfortable putting money in a time-deposit account.

## STEP 2

### Match Account Features to the Right Account and Explain Rationale

- **SAMPLE BANK ACCOUNT FEATURE CARDS**

# STEP 3

## What Did You Learn?

- **➤ What is the most useful new information you learned during the session?**
  
- **➤ What new way will you use bank accounts?**

<i>Feature</i>	<i>Definition (What is it?)</i>	<i>Type of Account</i>
High Interest Rate	Rate of interest on this account is higher than others.	Time Deposit
Monthly Service Fee	Bank charge for maintaining the account.	Current
Penalty for Early Withdrawal	Fee bank charges if you take money out of the account before it has 'matured' or before the term is complete.	Time Deposit
Minimum Deposit to Open	Smallest amount of money you must have to open an account.	Time Deposit and Current
Minimum Deposit Required to Avoid Monthly Service Charge	Amount of money you must keep in your account to avoid monthly service fee.	Current
Term	Period that the account is active; can be 6–60 months.	Time Deposit
“Free Withdrawals”	Transactions or withdrawals from your account for which the bank does NOT charge a fee.	Current

# How to Use A Bank

Session #6#

# STEP 1

## Share Personal Stories of Visiting or Using a Formal Bank

- *Explain:*
- Today we are going to learn what you need to do to start using

## STEP 2

### Match Descriptions of Roles and Responsibilities with Key Bank Features, Staff and Services

- *This learning session helps participants get acquainted with the various aspects of a bank, the staff, the information they need to take to the bank, the forms to fill out, etc. Steps 2, 3 and 4 provide the opportunity to learn these things through simulation; however, actually going to a bank to see the real thing and even interview someone who works there would be a great learning experience. If your class is meeting in a convenient location near a bank, try to plan a visit. Contact the bank manager in advance to arrange a tour.*

# LABEL AND DESCRIPTION CARDS WITH BANK FEATURES, STAFF AND SERVICES

<i>Labels</i>	<i>Descriptions</i>
Application Form	You need to fill me out in order to open an account at the bank. After you fill me out you also need to present your personal identification documents to the bank officer to complete the process. Once you complete the application and present your documents, you go to the teller and deposit money into your account.
Accounts Manager	I sit at a desk in the branch lobby. My job is to help customers open accounts. I can give you an application form. I can also help you decide which accounts are more suitable for your needs. Ask me what products we offer and what forms you need to use. Ask me what documents you need to open an account. Don't ask me to accept deposits or to give you your money.

Branch Manager	I oversee all the staff and make sure they are carrying out their responsibilities. In addition to the staff you see, I also supervise the staff who work in the back office doing the accounts and other jobs. Come to see me if you have problems that the other staff cannot solve for you. Don't come to me about opening an account.
Teller	It is my job to handle the money and to record the transactions. I collect deposits from customers and I give them their cash withdrawals. Customers must provide proof of identification and have the correct form filled out for me to help them. Ask me how much money you have in your account or whether a deposit has arrived. Don't ask me to open an account for you.
Security Guard	My job is to protect the bank, the bank staff and the customers. In order to do my job, I need to keep an eye on everything that is happening in the bank. Don't ask me for information about how to open an account or what forms to use.
Information Board	I contain information about the kinds of products offered and how much they cost.

Document Table	I hold all the forms that are necessary for carrying out transactions. You will need my forms if you want to conduct business with the Teller.
Withdrawal Form	You will need to fill me out completely and sign your name if you want to take money out of your account.
Check	You can use me to pay someone without using cash. When you fill me out and sign me, you are giving the bank permission to pay the person whose name you have written on me. The bank will pay that person with money taken out of your checking account.
Deposit Form	You will need to fill me out completely, including your account number, if you want to put money into your account.

# STEP 3

## Practice Applying to Open a Bank Account

- ➤ **Where can you get information about the bank's products?**
- ➤ **Who is the first person you should go to see? Why?**
- ➤ **Who is the second person you need to see in order to open your account? Why?**

# DOCUMENTS YOU NEED TO OPEN AN ACCOUNT

- ■ Identity Card or Passport
- ■ Salary Slip/Pay Stub
- ■ Proof of Physical Address, such as a Utility Bill

# REASONS FOR DOCUMENTS

- ■ Verify Identity
- ■ Verify Employment
- ■ Verify Residence

- **➤ What difficulties will you have in getting these documents and information together for the bank?**
- **What can you do to make sure that you have all the documents and information you need?**

## STEP 4

# Practice Filling Out Deposit and Withdrawal Slips

- **Does everyone have a blank withdrawal form and a blank deposit form?**
- **What difficulties did you have filling out the forms?**
- **➤ How can you avoid these difficulties when you go to a bank?**
- **➤ What have you learned during this learning session that you will use in your own life?**