



Listening for telephone options

(You'll need to listen to the audio clip **Bank options** to complete this worksheet.)

Ana has changed her address. She has a current account with a bank and wants to find out what she should do to make sure her bank has her new address details. She decides to make a **telephone call** to ask what to do.

She prepares for the call by thinking about some of the **key words** she might hear:

| | | |
|-----------------|-------------|------------|
| current account | credit card | debit card |
| balance | PIN | |
| branch | statement | overdraft |

She also makes sure she has her **account information** to hand:

- Account number: 50983612
- Branch sort code: 54-23-10

When Ana rings the bank she has to listen to a recording and choose options to get through to the right department.

Listen to the audio clip **Bank options**. **Pause** the audio clip at each choice to decide which option she should choose, then **play** to find out what she does.

Which **options** should Ana choose?

Choice 1 _____

Choice 2 _____

Choice 3 _____

