

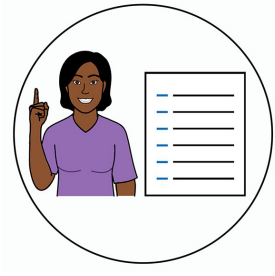


How to get help from an interpreter

Bank of Melbourne



Easy English



Hard words

This guide has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this guide



You can get someone you trust to help you

- read this guide

- know what this guide is about



- find more information.

About this guide



This guide is from Bank of Melbourne.



This guide is about how to get help from an **interpreter**.



An interpreter is a person who can

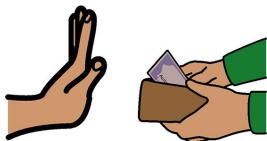
- speak your language, including Auslan



- help you understand us



- help us understand you.



It is **free** to get help from an interpreter at Bank of Melbourne.

What is an interpreter?



An interpreter might be a person who works at

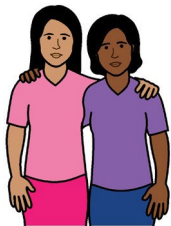
- Language Loop



- the Translating and Interpreting Service or TIS



- the National Relay Service.



An interpreter might be someone you know.

For example

- a friend



- a family member



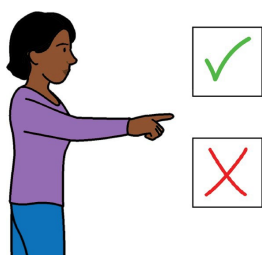
- a support worker.

An interpreter can help you understand our products and services.

How to use an interpreter



It is important to ask for help if you need it.



We will ask for your **consent** to use an interpreter.

Consent means you say **yes**.

In a Bank of Melbourne branch



Ask our bank staff in the branch for an interpreter to help you talk about your banking needs.



The bank staff will organise for an interpreter to be with you

- in person

or



- on the phone.

On the phone



Ask our Customer Care team for an interpreter to help you with your call.

Call 132 266

On our website



We have information on how to get help in languages other than English on our website.

bankofmelbourne.com.au/accessibility

Other support services

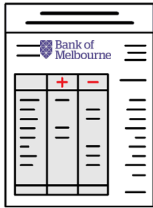


Call our Customer Care team if you have a vision impairment or mobility issue.

Call 03 8536 7889



X X X X - X X X X



The Customer Care team will ask for your

- customer number that is 8 numbers long

- access code that is 3 numbers long

- account information.

If you need help to speak or listen you can use the National Relay Service to contact us.

Call 1800 555 660

Website

accesshub.gov.au/about-the-nrs

TTY

Call 133 677

Ask for 132 266

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