



Unit 26 Money matters

Practice

1 PAIRS. Practice the conversation. Then switch roles.

A: Good morning. Direct Banking. How may I help you?

B: Good morning. I'd like to get information about (1) opening an account with you.

A: Of course. (2) Would you like to open a checking account or a savings account?

B: (3) A checking account. Can you tell me if I'll be able to (4) see my bank statement online?

A: Oh, yes. We (5) provide online banking services to all our customers.

B: Great. And can I (6) deposit and withdraw money easily?

A: Sure. You can (7) deposit and withdraw money any time at our ATM machines.

B: Sounds good!

Substitute

2 PAIRS. Use the substitutions in the box to create a new conversation. Practice the conversation. Then switch roles.

For example,

A: Good morning. Direct Banking. How may I help you?

B: Good morning. I'd like to get information about taking out a low-interest loan.

Student A	Student B
(2) How much would you like to borrow? (5) always notify customers of loan decisions within 48 hours (7) also apply over the phone if you like	(1) taking out a low-interest loan (3) Five thousand dollars. I need to buy a car. (4) get an answer pretty quickly (6) apply online

Personalize

3. PAIRS. Role-play the conversation. Use your own words for the underlined parts. Then switch roles.