

If you need extra help with your banking

Did you know that Metro Bank can offer additional support to make banking easier for you? You might have a disability or health issues that affect your day-to-day activities, find it difficult to understand or manage money, or be going through a stressful time.

Whatever your situation, let us know so that we can help you. With your consent, we'll make a note on your accounts so that you won't have to mention it again, and we can offer you the right help in the future.

The types of support we can offer

- Our specialist support teams can help you get back on track if you're struggling to make payments.
- We can give you as much time as you need to ask questions or understand information whenever you speak to us - please feel free to ask for this.
- We can help you add a friend or family member to your accounts, to assist you with your banking.
- Statements and other documents are available in accessible formats - for example, braille, large print, blue paper or audio CD.
- We have portable induction loop amplifiers and integrated hearing loops in all our stores.
- If you have hearing loss or speech difficulties, you can call us through Relay UK to communicate in text through a Relay Assistant - visit relayuk.bt.com to find out more.

If you need extra help with your banking *(continued)*

The types of support we can offer

- InterpretersLive! is a secure video interpreting service you can use to speak to us using British Sign Language, either over the phone or in store. You can book time with a NRCPD-registered interpreter or get one on demand seven days a week. Ask about this in store, or go to metrobankonline.co.uk/bsl
- Signature guidance templates are available in every store, and we have signature stamps for those who need extra help when signing.
- All our stores are step free and have private meeting rooms, accessible customer toilets with baby-changing facilities, and at least one ATM with a raised pin pad.

If you need extra support and want to find out about how we can help, please speak to one of our friendly colleagues in store, or call us on 0345 0808 500.

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