



Five College Center for the Study of World Languages

Conversation Preparation Guides

Title: Closing a Bank Account

Topic: Financial Matters

Level: Intermediate

Practice on Your Own

Imagine that you have been studying or living abroad in a country where the language is spoken, but you are about to return to your home country. You need to close your bank account before leaving the country.

- Prepare to call the bank. Make a list of questions to ask. For example:
 - Can I close my account over the phone, or do I have to go to the bank in person or send a letter?
 - What documents or information will I need to prove my identity?
 - How will I receive the money (in person/in the mail, cash/check, etc.)?
 - If the bank will send a check in the mail, be prepared to give your address and ask when you will receive the check.
 - What time does the bank open and close?
 - And any other questions you can think of...
- Prepare for a conversation in the bank. Think about how you will greet the teller, explain what you need, answer her/his questions, provide your mailing address, etc.

Practice in Conversation Session

- To warm up, tell your conversation partner and fellow students where you have been studying/living and why you are moving back to your home country. Go over any banking vocabulary that you need help with, making sure you have the correct terms and pronunciations.
- Be prepared to role play calling the bank. Use appropriate greetings and polite expressions, and make sure you get all the information you need to close your account.
- Then role play going to the bank. Greet the teller, explain what you need, answer her/his questions, and provide any necessary information, such as your account number, mailing address, etc. Make sure you know how and when you will get your money.
- Are there differences in the ways banks operate in your home country and in the country/ies where the language is spoken?