



# **Blarney Credit Union Visual Guide**



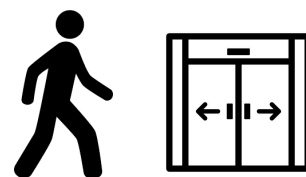
This guide will help you know what to do and what to expect when you visit Blarney Credit Union.



## Arriving at Blarney Credit Union

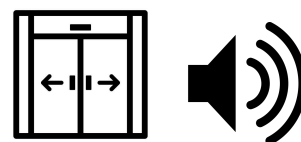
There is ample parking outside of our office.  
We have two designated wheelchair spaces for use just  
outside our front door.





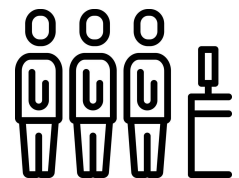
## Entering the building

You will walk through the open doors into a small hall and there are sliding doors to your right which will open to the right and bring you into the banking hall.



The doors will open quickly and make a quiet whooshing sound. The doors will close again after you walk through them and will open and close automatically when a person is near them.





## Joining the Que

If there is a queue for the counter, you can take a seat in this area. A staff member will call you when they are free.

Our staff will be aware of your place in the queue and will call people up in order of when they came in.

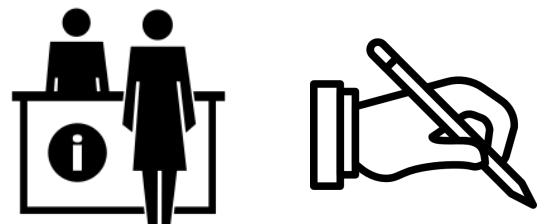
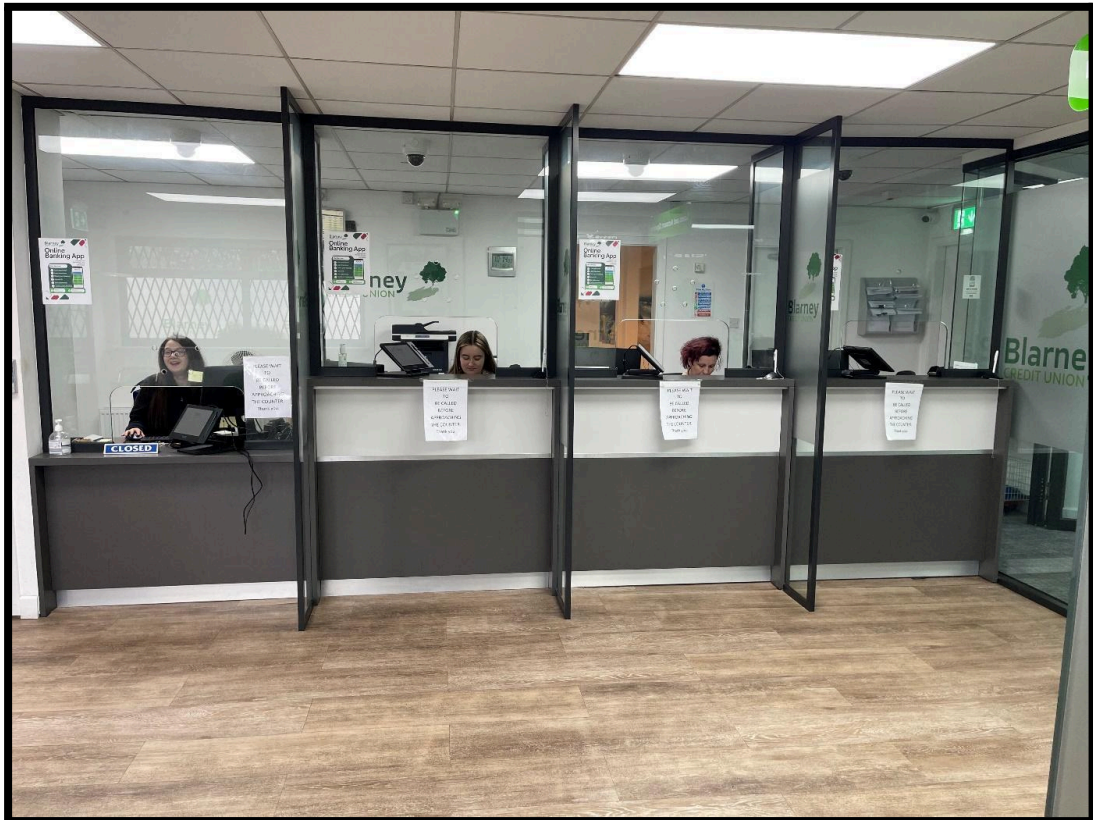
You may have to wait in line for a few minutes before someone becomes free.



**Going to the teller.**

Our staff will be behind the counter and are behind safety glass. They may be sitting or standing.

When you are called by the teller you will walk up to the counter. You can tell the teller what you need or ask a question, and the teller will help you.



You may need to use an electronic pen to sign your paperwork, and this is done on an iPad-like device and the pen can make a small clicking sound on the screen.



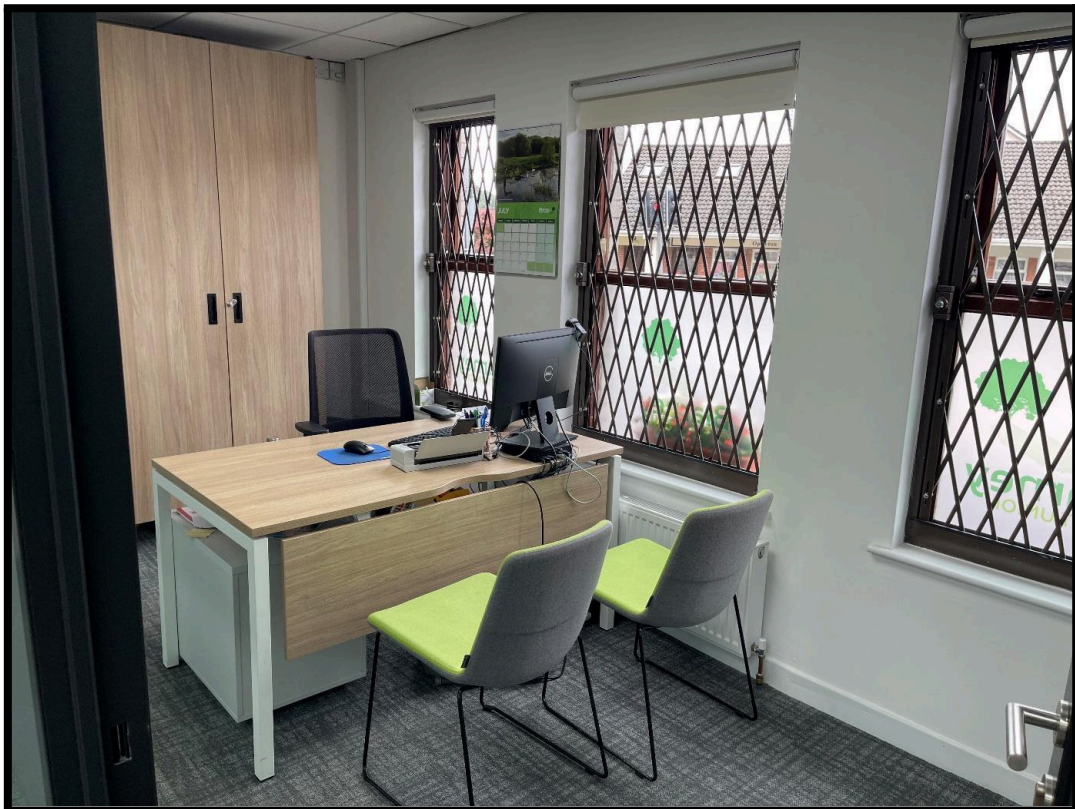
The teller will often stand up to show you the screen and to give you instructions on how to use it.



The bank might be busy with people talking or machines making noises. If you feel overwhelmed, you can tell a staff member, and they will help you.



We are proud members of the JAM community and staff will recognize the JAM card when shown to them.



If you need to talk about something private, the staff might take you to a quieter room.

It's okay to ask for a quiet space if you need it.



When you are finished you will leave through the sliding doors first and then back out through the main door which leads back to the car park.

### **Busy/Quiet times:**

We find that the banking hall can be quite busy just before the local school's finish and throughout lunchtimes.

Our car park is very busy at school opening and closing times as we are adjacent to the primary school.

It can be very noisy outside at this time also as the pedestrian crossing for children coming and going from the school is outside our office gates.

The office is at its quietest in the morning from 10 o'clock until 11 and from 4 o'clock until 4.30.

We would be happy to make an appointment to meet someone in a private room if preferred.

Our telephone number is **021 4381149**

(choose extension 3 for any questions)

and our email address is

**info@blarneycu.ie**