

## Role cards and cases

### Candidate A

#### Your role:

You are a 19-year-old Canadian student

- single with no children
- on a 3-year bachelor course in Germany
- receive €750 a month from your parents
- want to save a small sum regularly
- plan to travel to see more of Europe



#### Your requirements

A current account with:

- low costs
- online banking
- an overdraft facility
- a credit card
- a debit card
- ways to pay regular bills (e.g. cell phone, rent)

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### Candidate B

#### Your role:

You are a trainee and work at the service desk in your branch. Your customer wants to get some detailed information about current accounts. Ask him/her all the relevant information you need.

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### Candidate A

You are Paul/Pauline Godet from France. You speak good English but no German. Your account number is 6577342. You want to transfer €1250 to Giselle de Plessis in Bordeaux, because she has paid the deposit on a holiday villa for you. Her IBAN is FR14 2004 1010 0505 0001 3M02 and the BIC is AGRIFRPP833.



You want to know

- what IBAN and BIC are.
  - how much the transfer will cost and who will pay the charge.
  - how long the transfer will take.
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### Candidate B

#### Your role:

You are a trainee and work at the service desk in your branch. Your customer wants to get some detailed information about current accounts. Ask him/her all the relevant information you need.