

Customer information for refugees from Volksbank Raiffeisenbank

The 1021 members of the local cooperative banks (*Volksbanken und Raiffeisenbanken*), Sparda Banks and PSD Banks in Germany are cooperative credit institutions. As universal banks with networks of some 11000 branches, 19400 ATMs and 155300 employees, they constitute a major group of German financial institutions.

Our bank, Volksbank Raiffeisenbank, is one of these cooperative banks and operates in the region. As a capable bank for our local customers and members, we offer a broad range of banking products and services. The focus of our daily work is on supporting the members of the bank, and therefore the region.

If you have come to Germany as a refugee, it is important that you first open a **current account** (*Girokonto*), in order to be able to participate in general economic life.

- Your current account will allow you to receive **cashless payments** (such as wages and government welfare payments).
- You can also use the account to make **bank transfers** within Germany and abroad.
- You are able to pay **cash** into your account, and use your **bank card** to withdraw cash from ATMs or at the cash desk in the bank.
- Remember that you can only withdraw cash or make payments **if there is sufficient money** in your account.
- You can also use your bank card at the cash desk or in the account statement printers located in the bank's self-service area to find out your **account balance** (how much money is in your account).
- A current account is not free, and **charges** will apply.

Your deposits at Volksbank Raiffeisenbank are safe! The system to protect deposits and the institutions of the German cooperative banks is recognised as a protection system by the European Union (EU) and the German government. You are the only person who can use your current account; other people or official bodies have no access.

As cooperative banks, we believe in maintaining **direct, personal contact** with our customers. In respect of your day-to-day banking needs, we recommend that you open your current account in the bank or branch that is **closest** to where you are likely to be living for in the longer term.

If you want to open a current account with us, please bring the required **documentation** to the bank located closest to your residence for an **advisory consultation**. To open your account, we will need your passport, a certificate of exceptional leave to remain (*Duldung*) or an arrival certificate (*Ankunftsnachweis*).

If you do not speak German, please also bring along somebody you trust who can interpret and help you to understand.

During the consultation, one of Volksbank Raiffeisenbank's advisors will explain the specific **benefits** and **prices** of the bank's current account product.