

D. Scan Anna's bank statement to answer the questions.

1. What type of account is this statement for?
2. How much does Ana have in her account?
3. What is the maximum she can withdraw? Why?
4. What time period is the statement for?
5. Where did Ana withdraw money? (In the branch? At the ATM?)
6. What kinds of deposits are on the statement?
7. Where did Ana use her debit card?
8. How much did Ana move into her chequing account?
9. How much interest did Ana make?
10. What transactions did Ana make online?
11. What did Ana pay service charges for? Which transactions do not have a service charge?
12. How can Ana save money on service charges next month?

E. 🎧 Listen to the conversations and complete the table.

	Problem	Explanation
Conversation 1		
Conversation 2		
Conversation 3		
Conversation 4		

F. Search the *Financial Consumer Agency of Canada (FCAC)* website to find:

- a list of current fees for ATM transactions
- the steps to take if you need to make a complaint against your bank

Discuss your findings in small groups.