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Book an Appointment

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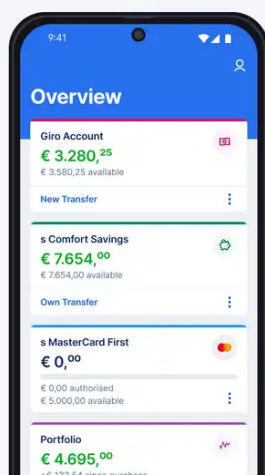
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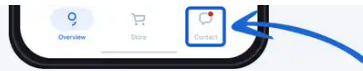
George makes banking easy, smooth and convenient for you. Anyway, sometimes you might need a little advice on something or help with a problem concerning your finances. In that case, you can contact your advisor via George, or you can book an in person or phone appointment.

App

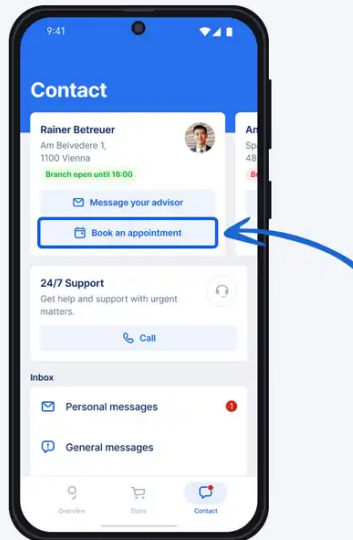
How it works

Click on the "Contact" icon in the bottom right corner.



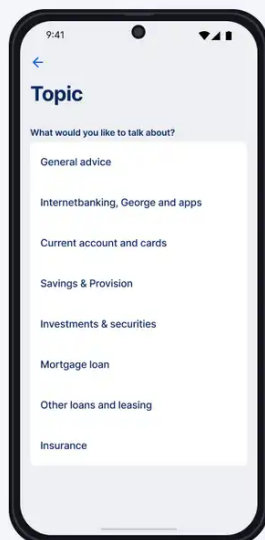


Go to "Book an appointment".

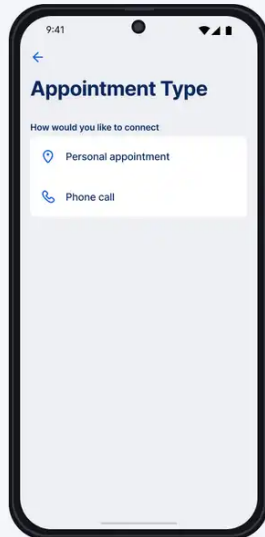


Choose a topic from the provided list.

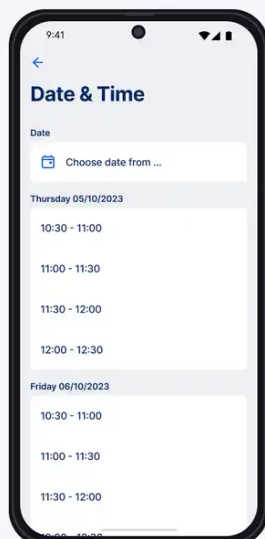
If none fits your specific concern, choose "General advice".



Select if you want to come to a branch in person or book a phone call.



Select a date and time.



You will then see a screen with your appointment details.

Check, if everything is correct and

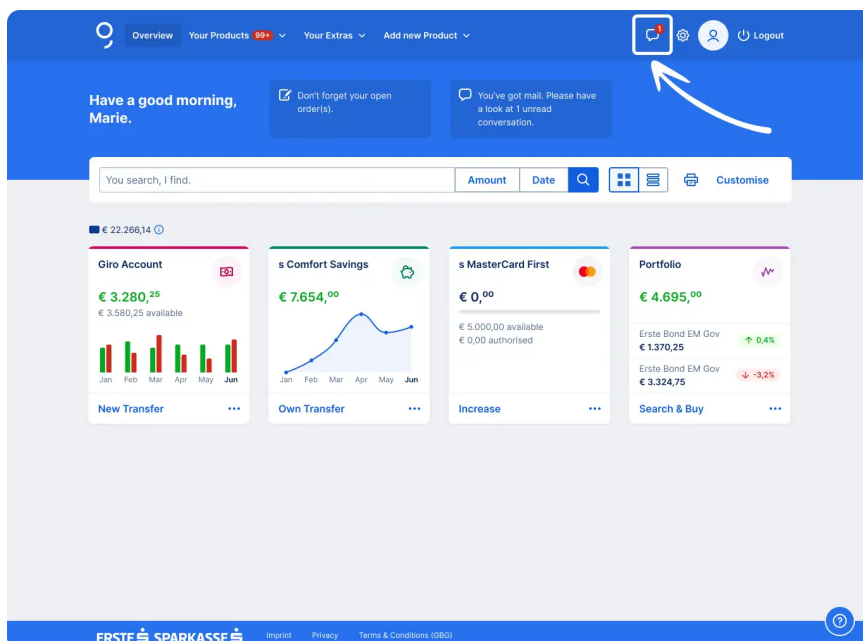
confirm.

Of course you can always reschedule or cancel an appointment, if you can't make it. Therefore, go to "Appointments" again. There you see all your upcoming in-person appointments or phone calls you booked. Click on the "Edit" button in the top right corner. Then choose to either reschedule or cancel the appointment.

Web Browser

How it works

Click on the message icon on the top right of the website.



Go to "New appointment".

Choose a topic in the dropdown menu.

If none fits your specific concern, choose "General advice".

Select if you want to come to a branch in person or book a phone call.

Choose a date and time.

You will then see a screen with your appointment details.

Check, if everything is correct and confirm.

Of course you can always reschedule or cancel an appointment, if you can't make it. Therefore, access your communication hub as described above. Go to "Your Appointments". There you see all your upcoming in-person appointments or phone calls you booked. Click "Details/Change". Then choose to either reschedule or cancel the appointment.

If you don't want to come to a branch or book a

phone call, you can also always **contact your advisor** via George. They will get back to you as soon as possible and assist you with your concerns and problems.

Author: Stephanie Schüller

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