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1. Id like to open an account at your bank. Should I take a number first?

2. Whats your interest rate for checking accounts?

3. Id like to transfer my account.   4. Id like to withdraw RMB10,000 from my account.

5. Id like to report the loss of my credit card and cancel it.

6. Id like to exchange some U.S. dollars. Whats todays exchange rate?

7. Wheres the ATM?   8. Do you have an automatic passbook entry machine?

9. Do you offer an inter-bank transfer service?

10. My credit card is expired. Can you renew it for me?

11. Can my credit limit be increased?