

June 16: Withdrawal Day

LEAFLET

BANK OF AMERICA Branches

INSTRUCTIONS

1. Where to Leaflet: Leaflet where customers pass on their way to the main door of the B of A branch. Do not leaflet in the Bank, and politely move if a Bank employee tells you to get off Bank property. Move to the closest public property where you can leaflet the flow of customers, such as the sidewalk.
2. Time to Leaflet: On Friday, June 16, the rush hours are the best. They are 11:30 am to 1:00pm and 4:30 pm to 6:00pm. However, other times of the day may also be busy because customers will be coming to deposit checks received on June 15.
3. How to Give Out the Leaflet:

\$TOP BANKING
ON APARTHEID
2160 LAKE St.
SAN Francisco
94121
(415) 752-7766

- Approach the customer. Smiling helps. Be aware that signs or buttons may cause customers to shy away from taking a leaflet. Ordinarily, many will take leaflets out of curiosity.
- Say something respectful or polite, like "Please, would you read this information about your deposits in the Bank of America?" It is sufficient to say "Please look at this."
- Do not try to force people to take a leaflet. Do not hit them with the leaflet or stick it into their arms, or carrying bags. Do not block people's path.
- Silently ignore people who want to pick a fight or argue angrily with you. Such people are defensive and not open-minded. Arguing with them will only close their minds more and will not help the cause of black South Africans.

4. How To Respond To Questions: Tell them what you think, and refer to the leaflet and other factual information you have. If you cannot answer a question, offer to take their address so that \$top Banking Against Apartheid can mail them an answer and other information.

Introduce yourself by name, if people ask who you are, and say you represent \$BOA. Do not give them your own address and phone, show them \$OBA's on the leaflet.

5. If Leaflets Run Out: Try your luck going into the Bank to pick up leaflets discarded on counters and in wastebaskets. If Bank people ask what you are doing, say "I'm cleaning up the leaflets so the Bank doesn't look like a mess." Leave immediately if told to do so.

If you really need a delivery of leaflets, call the phones listed below. If you have extra leaflets, try to return them or give them to other leafletters.

6. Call one of these phones: 1) if there is an emergency; 2) to report your leafleting hours and customer response.
Berkeley-845-4046/San Francisco-752-7766/ other cities _____