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HSBC UK PARTNERS WITH RNIB TO MAKE BANKING EASIER FOR BLIND AND PARTIALLY SIGHTED

HSBC UK announces nationwide rollout of Talking ATMs

HSBC UK announced today that it has rolled out over 1,500 Talking ATMs across the UK, allowing customers who are blind or partially sighted to receive spoken instructions at cash machines. Working in partnership with the Royal National Institute of Blind People (RNIB), the audio service will make it easier for those living with sight loss to retain their financial independence.

Over two million people in the UK live with sight loss and of these almost half feel cut off from people and things around them¹. Everyday tasks, such as getting money out or checking a bank balance on a cash machine can be difficult when you are blind or partially sighted, with over a quarter of people living with sight loss saying that getting information from banks was not accessible². People with sight loss will be able to use HSBC cash machines independently by simply plugging headphones into the cash machine audio jack and listening to instructions.

In addition to Talking ATMs, HSBC UK already offer a number of services to assist visually impaired customers, such as Braille, large print and audio statements, templates for cheques, credit slips and signing cards, and a secure key with audio (amongst others). The launch of voice recognition technology last year also means that visually impaired customers can simply use their voice as their password, rather than having to read out a pin or a password that may have been written down.

Steve Tyler, RNIB's Head of Solutions, Strategy and Planning said: "Helping people living with sight loss remain independent and carry out day to day tasks with confidence is at the heart of what we do. By offering practical help – such as Talking ATMs – our aim is to empower individuals so they can experience the same freedom as everyone else."

¹ RNIB My voice Report 2015

² RNIB My voice Report 2015



Stuart Haire, HSBC's Head of Retail, UK commented: "Everyone has the right to be able to access and manage their finances easily and independently and we are continually developing ways to make our products and services more accessible to everyone. The rollout of Talking ATMs is just one of the ways we are supporting people living with sight loss to better access and retain independence managing their finances."

For locations of the Talking ATMs please click here: <https://www.hsbc.co.uk/1/2/contact-and-support/branch-locator#>

END

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For more information:

For the latest updates, visit the **HSBC UK newsroom:**

<http://www.about.hsbc.co.uk/news-and-media>

Notes to Editors

HSBC UK

HSBC serves c17 million customers in the UK and employs approximately 43,000 people. In the UK, HSBC offers a complete range of personal, premier and private banking services including bank accounts and mortgages. It also provides commercial banking for small to medium businesses and corporate and institutional banking services. HSBC Bank plc is a wholly owned subsidiary of HSBC Holdings plc.

The HSBC Group

HSBC Holdings plc, the parent company of the HSBC Group, is headquartered in London. The Group serves customers worldwide from around 4,000 offices in 70 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US\$2,416bn at 31 March 2017, HSBC is one of the world's largest banking and financial services organisations.

RNIB

Every 15 minutes, someone in the UK begins to lose their sight. We are the Royal National Institute of Blind People (RNIB) and we're here for everyone affected by sight loss - that's over 2 million people in the UK. If you, or someone you know, has a sight problem, RNIB can help. Call the RNIB Helpline on 0303 123 9999 or visit www.rnib.org.uk