

## **Template for Bank Websites**

*Page Name: Services for Customers with Disabilities*

*Page Content*

As per RBI circulars *DBOD. No. Leg BC. 91 /09.07.005/2007-08 dated June 4, 2008; DBOD.No.Leg.BC.123/09.07.005/2008-09 dated 13<sup>th</sup> April 2009, DBOD.No.Leg.BC.38 /09.07.005/2012-13 dated 5<sup>th</sup> September 2012, DBOD.No.Leg.BC.113 09.07.005/2013-14 dated May 21, 2014 and DBR.No.Leg.BC.96/09.07.005/2017-18 dated 9<sup>th</sup> November, 2017 all banking services are being provided to persons with disabilities.*

<bank name> is committed to providing all our services to customers with disabilities without Discrimination.

*The RBI guidelines have been upheld by the internal circular numbers \_\_\_\_\_ (Banks to fill respective data). These circulars uphold the bank's commitment to offer all its banking services and products to customers with disabilities without discrimination.*

We are committed to make our websites, net banking and mobile banking compliant to Web Content Accessibility Guidelines (WCAG).

*Our bank has accessible ATMs set up as per the 'IBA Standards on Accessible ATM'. Details about talking ATM locations can be seen in the file attached here (bank to attach a file with Accessible ATM locations and update the same every 3 months) or visit our page \_\_\_\_\_*

In case of a customer with disability facing any difficulty in receiving any services of the bank please contact *(bank to insert the contact designation, name, email id and phone number of local bank officials and the nodal officer at the center)* for redressal.

Download "BANKERS' GUIDE FOR CUSTOMERS WITH SPECIAL NEEDS AND PERSONS WITH DISABILITIES" book Compiled by Indian Banks' Association. (The Book to be uploaded here)