

Other services available for our customers

- Modified print versions of key banking documents
- Braille versions of key banking documents
- Audio transcripts of letter / banking documents
- Alternative format card readers for online banking
- Facsimile signature stamps
- 24/7 call centres

Talk to us

For more information about Talking ATMs and other accessible banking services, customers can call our Telephone Banking team on **08457 212 212**

Please call 08457 212 212 if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority subscribes to the Lending Code and the Financial Ombudsman Service, and is licensed by the Office of Fair Trading (No. 006110)

Calls may be monitored or recorded for security and training purposes. Lines are open 24 hours a day, 7 days a week.

The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No. 990937

Talking ATMs for the blind and partially sighted

Because banking with us should be as easy as possible for all

The **co-operative** bank
Here for you for life

Improved cashpoint accessibility with new Talking ATMs

We are pleased to announce the introduction of Talking ATMs to enable blind and partially sighted customers to use our cash machines independently.

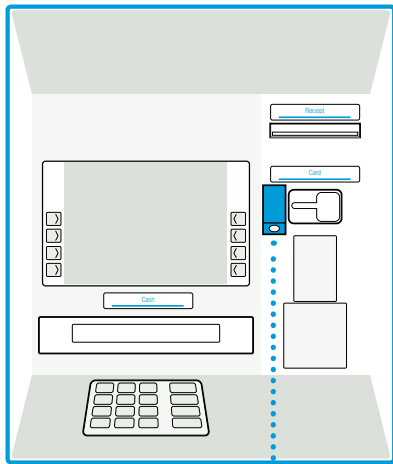
Our Talking ATMs will allow customers to operate transactions through a headset which is plugged into an audio jack point on the ATM.

The ATM will deliver private, spoken instructions and will prompt the user at each stage of their transaction.

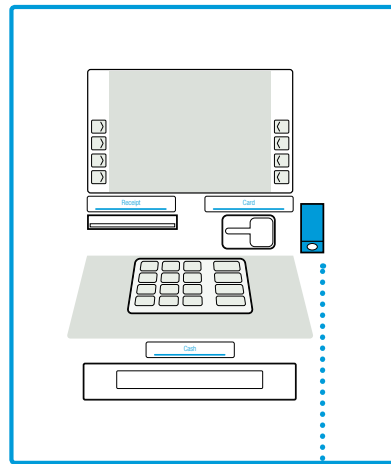
The available transactions are withdrawals, balance enquires and PIN services.

The addition of new high-contrast screens will further help those customers who are partially sighted.

Through the wall ATM



Internal stand alone ATM



This service is not just for Co-operative banking customers.

Talking ATMs can be accessed by any customers who hold a Link or Visa card.

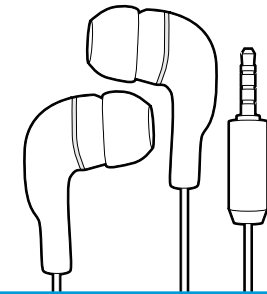
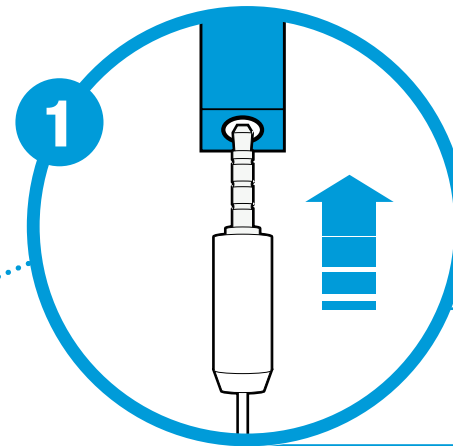
We are committed to converting the majority of our ATMs by the end of 2014.

Currently there are over 1000 Co-operative ATMs with talking functionality and high contrast screens. Our on-going programme will convert nearly all of our ATMs, including those in Co-operative Food stores.

Go to www.co-operativebank.co.uk/talkingatms to find your nearest Talking ATM.

How our Talking ATMs work

Any mini-plug headset will work with our Talking ATMs.



Start by inserting the headset into the audio jack next to the card entry point. Instructions on how to use our ATMs will play automatically.

2

To begin your transaction at any time, press the '5' key before entering your card, which is located using the raised dot on the keypad. The high-contrast screen will be activated.

3

The numbered keypads are identical to a standard touch-tone telephone keypad.

4

The far right side of the keypad contains a column of important keys that, from top to bottom, are:

Cancel – with the universal tactile shape 'X'

Clear – with the universal tactile shape 'I'

Enter – with the universal tactile shape 'O'

