

Barrier-Free Initiatives

Installation of communication tools at all branches

Various communication tools that can be used by customers who are elderly or those who need hearing or writing assistance are available at the counters of all sales branches.

In April 2018, priority seats were set up so that customers with infants and those who are pregnant can use them in addition to the above mentioned customers.



Hearing aid



“Ear mark plate” (for hearing-impaired person)



Writing board for communication



Communication board



Reading glasses



Cane holder



Priority seat

Barrier-free ATM

ATMs with handsets are installed at all branches so that visually impaired or elderly customers can use ATMs smoothly. Operations such as deposits and withdrawals can be made according to the voice guidance from the handset placed next to the ATM. We are also proceeding with installing universal design ATMs so that customers using wheelchairs can easily access ATMs.



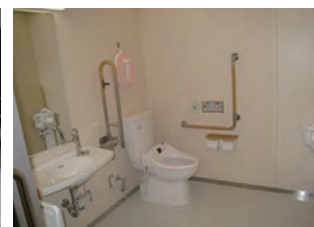
ATM with handset

Barrier-free support at banking outlets

We are promoting the creation of a banking service environment that is safe and convenient for the elderly or customers with disabilities, such as by eliminating steps inside and outside the banking outlet, and installing parking areas convenient for disabled people and those in wheelchairs.



Braille block



Multifunctional toilet

Other initiatives

- The transfer fee at the counter for visually impaired customers will be the same as that for ATM transfer fees.
- For customers who are visually impaired or have difficulty reading, our staff will do the procedure by reading or writing on behalf of the customer.
- We will send notifications in braille by postal mail upon request from the customer.
- Braille business cards are used for visually impaired customers.
- Our website is equipped with a voice reading function.