

Credit Suisse – The Accessible Bank



Access to our products and services should be as easy as possible for all our clients.

We are committed to providing the greatest possible accessibility for people with impaired vision, hearing or mobility.

This applies to our branches as well as our ATMs, web pages, online banking, account statements, and advisory process.

We Offer You Easy Access

To enable us to offer all our clients a high-quality service that is tailored to them and their needs – including when dealing with people with disabilities – we provide our employees with continuous training to raise their awareness of issues.



The Easy Way to User-Friendly Banking

It is important to us to provide our clients with easy access to our branches and ATMs. For this reason we have been applying comprehensive standards to new and renovated buildings since 2008 in order to make them accessible to disabled and elderly clients.

Access to our branches and counters is designed so that people with limited mobility do not encounter any obstacles. We are also gradually adapting our ATMs for easy access as part of a renovation program.

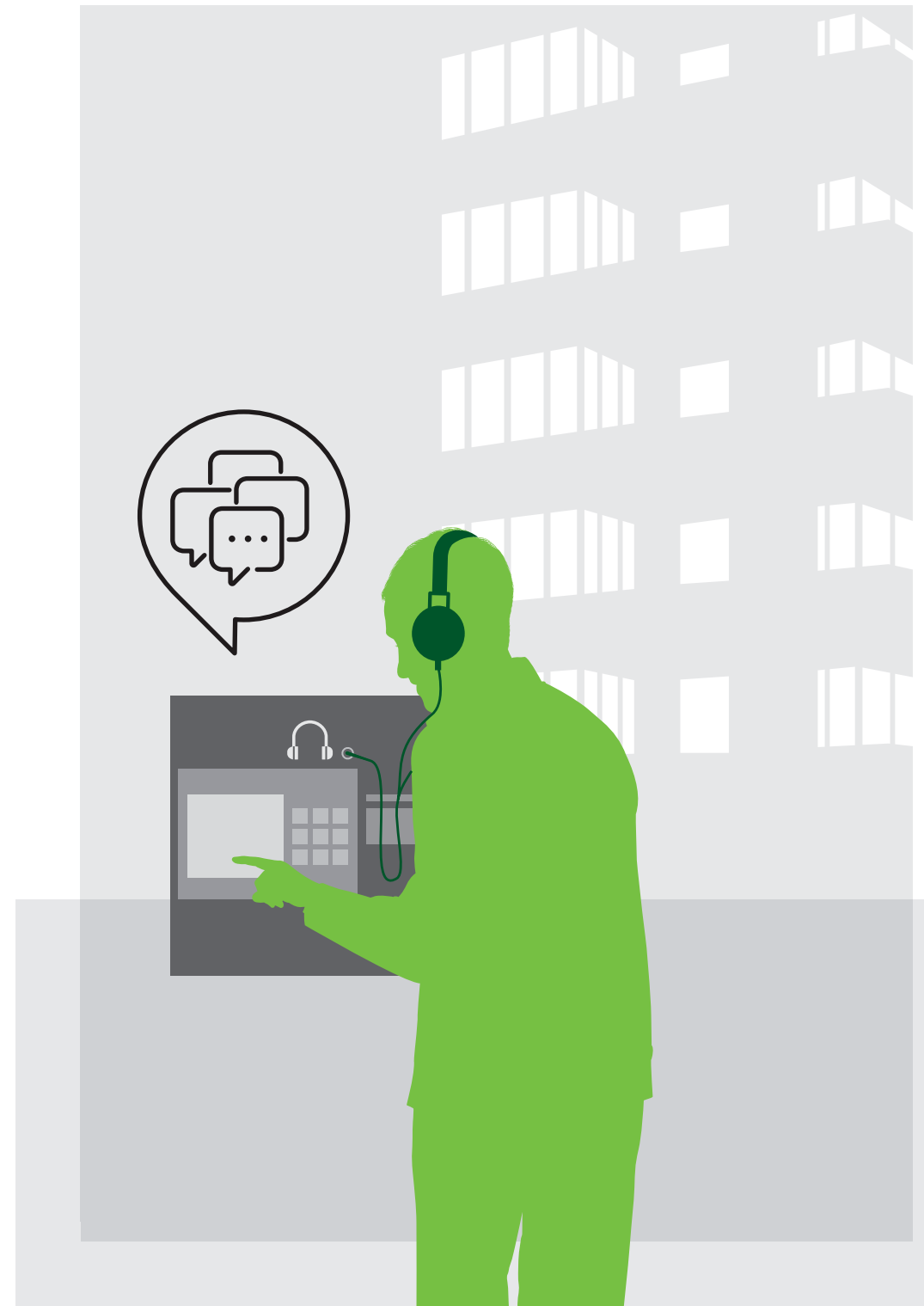
At selected locations, there are ATMs with a keyboard just 84 centimeters above floor level. This means that wheelchair users can also use the machines easily. ATMs of this kind are clearly marked with the relevant symbol.



Talking ATMs

Across Switzerland, we provide around 500 talking ATMs for people with impaired vision, making it easier for them to withdraw money or check their account balance. The speech output, which is available in German, French, Italian, and English, is activated automatically when clients plug in their headphones. There are audio instructions to assist clients. The ATMs have tactile function keys and are marked with a headphone symbol.

A list of the locations with these modified ATMs can be found at: [credit-suisse.com/accessibility](https://www.credit-suisse.com/accessibility)



Checking Account Transactions – Point by Point

We offer bank statements in large print (15 point size) or braille to clients with limited vision. This service is available for extracts from account statements, itemized account statements, standard account statements, and daily statements. In addition to this free service, our clients continue to receive their normal account statements. Please contact your client advisor for details.



We Talk to All Clients – Using Sign Language If Needed

Deaf clients have the option of having a sign language interpreter present at personal consultations twice a year, free of charge. In this way, we ensure that we understand your concerns correctly and can give you the best possible advice. Please contact your client advisor if you require this service.

Deaf clients can obtain information from Credit Suisse and conduct simple transactions by phone through the use of an intermediary from the Procom Foundation. Clients authorize the intermediary to put the query to Credit Suisse and to inform them of the response afterwards. This makes it possible to query an account balance or order paying-in slips, for example. Clients can request this service at any branch.



Accessibility Is Important – Particularly over the Internet and in Online Banking

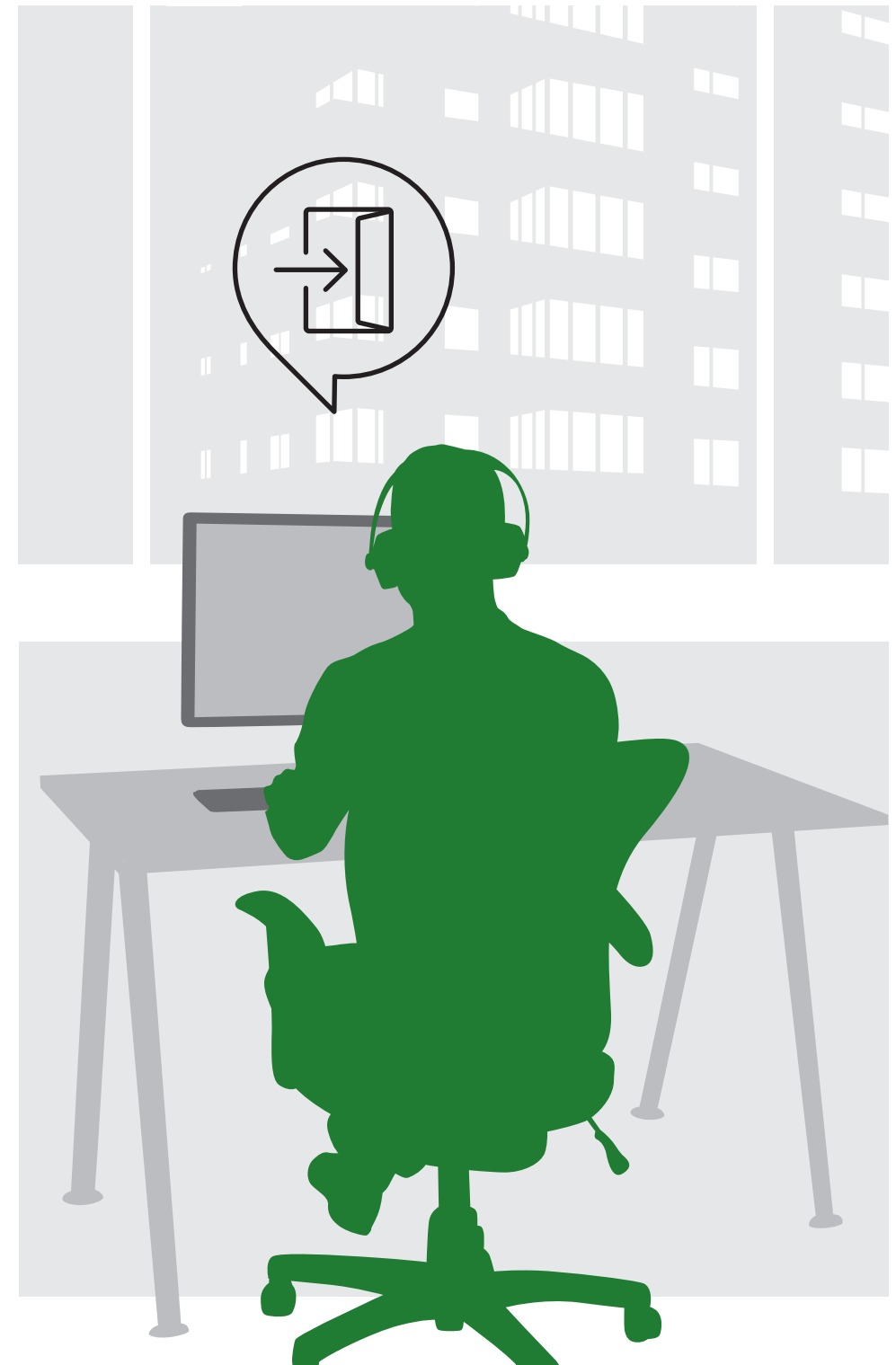
We have made Credit Suisse's current online offering as accessible as possible in accordance with national and international standards. This means that thanks to technical tools such as screen readers, braille displays, and large-font software, people with visual impairments can use our online services to the widest possible extent. Credit Suisse's websites and applications are also as user-friendly as possible for all our clients.

Our Accessible Online Services

Homepage: **[credit-suisse.com](https://www.credit-suisse.com)**

Services: **[credit-suisse.com/accessibility](https://www.credit-suisse.com/accessibility)**

Online Banking: **[credit-suisse.com/onlinebanking](https://www.credit-suisse.com/onlinebanking)**



Do You Have Any Questions about Accessibility?

Contact us via the Center of Accessibility
(center.accessibility@credit-suisse.com)
or by calling 0848 880 840.





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