

Public

Best Practice in Accessibility at Credit Suisse

Financial Services Accessibility Innovation for Seniors
and Persons with Disabilities

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Credit Suisse

We Strive to Meet the Needs of Our Clients and Employees

Restricted mobility



Inability to move without any mobility aids.

Visually impaired



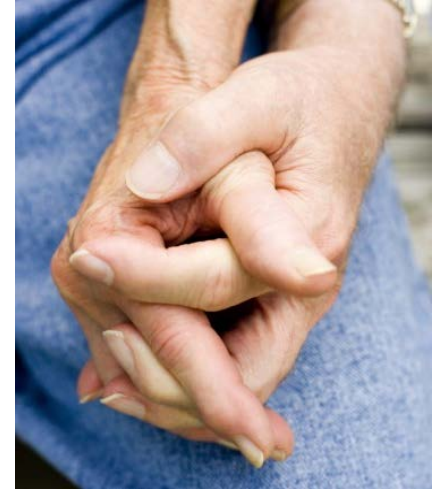
Limited vision or completely visually impaired.

Hearing impaired



Limited or completely hearing impaired.

Cognitive limitations



Limited cognitive control of thought, emotion, and behavior.

Increasing number of potential clients due to demographic development

Commitment of Credit Suisse: Accessibility is a MUST

Best Practice in Accessibility at Credit Suisse



- At Credit Suisse we follow binding Accessibility Guidelines
- We provide accessible web content on internal and external channels
- We offer training to human resources staff, relationship managers, web/IT developers and web publishers
- For our clients, we provide the following accessible products and services
 - Bank statements in Braille
 - Bank statements in larger fonts
 - Talking ATMs
 - Sign language interpreter for deaf clients (see flyer on left)
 - Induction system for hearing impaired clients
 - Other
- We provide accessible infrastructure for employees with disabilities
- We established a dedicated accessibility organization
- We have a professional and strong leadership in the Center of Accessibility
- We build on our network with a large number of disability organizations

How to contact Accessibility at Credit Suisse



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