

As an elderly customer with limited mobility, I want the banking system to have large, easy-to-read fonts and provide clear audio instructions, offer online banking options with large, clear buttons, have wheelchair accessibility in branches, and offer telephone support with customer service representatives who are patient and helpful so that I can manage my finances independently.

Acceptance Criteria: The banking system should have large, easy-to-read fonts and provide clear audio instructions for all features and functions, ensuring that elderly customers can easily navigate the system. The online banking options should have large, clear buttons that are easy to find and use, making it simple for elderly customers to manage their finances without assistance. All bank branches should have wheelchair accessibility, including ramps, wide doorways, and elevators, ensuring that elderly customers can easily access all areas of the branch. Telephone support should be available with customer service representatives who are patient, helpful, and trained to assist elderly customers with any questions or issues they may have when using the banking system.