

Exercise: Accessible Documentation

Explain in 200-300 words an ATM card to a visually-impaired person.

Answer:

Dear esteemed customer,

Please find enclosed your ATM card, specially designed for differently-abled customers like you. This ATM card will help you conveniently withdraw cash from our bank's ATMs.

Know your card:

This is rectangular plastic card with the following information embossed on its front side:

- Name of our bank on the top
- Your name
- The sixteen-digit card number
- Card expiry month and year
- EMV chip on the right side. It is similar to a mobile SIM card.
- MasterCard logo at the right-side bottom. This indicates that this card is accepted at all MasterCard-accepting ATMs, including our bank's ATMs.

When inserting the card into an ATM's card slot, please ensure that the front side is facing up and the card's right side with the EMV chip is inserted first.

The following information appears on the back of this card:

- Magnetic strip. This strip is placed across the length of the card. Please ensure this strip is not scratched or damaged.
- Card CVV. This is a three-digit number used to set the card's Personal Identification Number (PIN). Please call 1800-XXX-XXXX and follow the IVR instructions to set the PIN for your card.

Please also find enclosed the list of our bank's ATMs that are accessible to differently-abled customers and have special features like voice prompts and braille keypads.

You can call our customer care at 1800-XXX-XXXX for more information about your card.

Sincerely,

Your Trusted Bank