

# Triodos Bank.

## Accessing your money at an ATM.

Increasingly, high street cash machines are being adapted to help blind and partially sighted people to access their cash easily and safely.

- A number of ATMs now have the ability to talk to customers. To use these you need a pair of earphones. Any standard earphones will work - like the ones you get with a mobile phone
- Each talking ATM has a headphone jack, usually placed on the right-hand side of the screen. Some headphone jacks are shaped like a wedge sticking out slightly, whilst others are flush to the ATM but have a round button next to them
- Once you plug your earphones into the ATM it will give you instructions, asking you to press the appropriate button on the key pad to indicate your choices
- You can use any ATM that talks which supports LINK or Mastercard. If you would like to try an ATM in a quiet environment, ask a local branch if you can be shown how to use one inside, rather than a machine on the street. Another good tip is to only put one ear phone in one of your ears: that way you can hear the instructions but also hear what is going on around you.

The following banks provide talking ATMs at most of their branches:

- Barclays
- Lloyds
- Halifax
- Sainsbury's Bank
- TSB
- Nationwide
- Santander

If you are unsure where your nearest talking ATM is you can use the free ATM locator app provided by LINK. Through the app you can:

- Filter for ATMs that have audio assistance features,
- Filter for ATMs that dispense £5 notes, are free to use, or are operated by a particular bank or other organisation,
- Get directions by foot, car, and public transport to the selected cash points
- Save your favourite ATMs and be alerted when you are nearby to remind you to withdraw cash
- Find advice and guidance on how to use ATMs safely and securely
- Search other areas for ATMs to help you plan ahead.

Many ATMs now also provide tactile features to help you use them, including a raised dot on the 5 button of the key pad, braille labels on the panel and a funneled entry point for your card to be entered. Many are also installed at a height suitable for wheelchair users.

Freephone: 0330 355 0355

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Calls to and from Triodos Bank may be recorded for training and monitoring purposes.

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