



Press Release

Athens, January 13, 2021

Transactions with voice guidance for the visually impaired by Alpha Bank's ATM network

Alpha Bank has activated the possibility of making **transactions with voice guidance**, for persons with visual impairments, at **102** 24-hour access **ATMs** in its Network throughout the country, as part of its Corporate Responsibility principles and its program of Digital Transformation.

The new functionality is particularly easy to use, giving the opportunity to Alpha Bank Customers to withdraw cash or check the balance of their accounts **just by connecting their earphones** to the respective ATM slot. This is **the first time in the Greek market** that the possibility of voice guidance is available in such a large number of ATMs around Greece.

Before starting any transaction with the new functionality, Customers listen to a **pre-recorded message with detailed instructions**, while every choice they make is confirmed with a voice message. The new service is **bilingual**, it provides **vocal information about the account balance** once the transaction has been completed and allows Customers to **hide their transaction screen**, hence enhancing their safety and protecting their personal data.

"The possibility of making transactions with voice guidance is expected to significantly facilitate the daily lives of our visually impaired Customers, as it has been especially designed to meet their needs in the best possible way. The voice guidance option will soon be available in more of our Network's ATMs, offering the possibility of even more transactions, including that of accepting cards of other Greek banks, through the DIAS system", said the **Manager of Alpha Bank's Digital Networks Division, Sotirios Kiriakos**.

Additional information about the [voice guidance possibility](#) and the ATMs where it is available can be found at the Bank's website.