

Making it **easier**

A guide to services and facilities
for your accessibility needs



Better banking for **everyone**

We believe banking should be easy for everyone. That's why we offer a range of services and facilities designed to help your accessibility needs.

In this guide you will find lots of useful information about how we can help you do business with us.

We can help you with:

- > Reading difficulties or visual impairments
- > Deafness or hard of hearing
- > Difficulties remembering your PIN number
- > Access to Stores and Lounges
- > Using our ATMs (cash machines)
- > Problems with signing your name
- > Help managing your account
- > Extended or accompanied appointments

If you need additional support not covered above, please just ask – we'll do our best to help.

Reading difficulties or visual impairments

We can provide the following options for all of our literature, for customers with reading difficulties or visual impairments:

- > Large print
- > Braille (Universal English Braille, contracted or uncontracted)
- > Audio CD
- > A range of reading aids, magnifiers and signature guides
- > Correspondence on coloured paper
- > Our colleagues are also happy to explain printed materials to you

Deafness or hard of hearing

All of our Stores and Lounges have a portable induction loop system for use at counters or interview points. If you need a longer chat, we can also arrange a private meeting with additional support (with advance notice), including:

- > Qualified sign language interpreter
- > Lip speaker
- > Note taker
- > Speech to text

It may also be possible to provide British Sign Language information on DVD with subtitles. Please just ask.

If you are a user of Next Generation Text services, our call handlers are ready to receive your call.

Difficulties remembering your PIN number

If using a chip and PIN card is a little tricky, we can give you a chip and signature card. If you need one of these cards, please complete the relevant section of this leaflet and hand it in at your local Store or Lounge.

Access to Stores and Lounges

We also try hard to make sure all of our Stores and Lounges are easily accessible for all customers. Most of our locations have a loop system, wheelchair access and automatic door opening.

If you have any questions about the access facilities at your local Store or Lounge, please speak to a member of staff.

Using our ATMs (cash machines)

If you need money on the go, we can help. Wherever we can, our ATMs are installed at an accessible height for wheelchair users.

If you experience difficulties accessing or operating any of our ATMs, please ask a Store or Lounge colleague for assistance or a demonstration.

Problems signing your name

If you have difficulty signing your name, we can help. We can produce a stamp which reproduces your signature, and you can use this in our Stores and Lounges to verify your identity.

Help managing your account

There are a number of different ways another person can help you with banking and making decisions about your finances, including having secure access to your accounts.

If you need help using your bank account, giving someone you trust access could be the right move, visit our help with day-to-day banking page to discover how or chat to one of our colleagues to find out more.

Extended or accompanied appointments

We try to arrange our time slots with customers in Stores and Lounges based on our experience of how long it takes to complete various transactions or applications. If you would like to take more time, just let us know and we'll arrange a longer appointment.

You are also free to bring a friend or family member with you, if this would help.

'Making it easier' form

If you need any of our literature in a different format, please complete and return this form to us.

First name:

Last name:

Address:

Postcode:

Alternative format(s) required for (tick all required):

- Mortgages
- Current Accounts
- Credit Cards
- Investments
- Savings
- Insurances
- Pensions

Account number(s):

Please continue on reverse



Please mark an “x” in the relevant box(es) below:

- Large print
- Braille (we provide contracted as standard, let us know if you would like uncontracted)
- Audio CD
- Correspondence on coloured paper
- BSL information on DVD
- Signature stamps
- Magnifying sheets
- Chequebook template
- Sign language interpreter*
- Lip speaker*
- Note taker*
- Chip and signature card
- Foreign Language Interpreter*

Once you have completed this form, please hand it in at your local Store or Lounge, or post it to:

Disability Awareness Team, Virgin Money, Jubilee House, Gosforth, Newcastle upon Tyne NE3 4PL

If you have any additional accessibility needs, please speak to one of our colleagues.

*We rely on a third party company to provide these services who are dependent on specially trained agents being available to support an appointment. So we can't always guarantee the location and availability of this support.

More information

If you'd like more information about any of the facilities in this guide, or want to discuss your needs, you can contact us in the following ways:

Visit: Your local Virgin Money Store or Lounge

Call: 0191 279 5300*

Email: disability.awareness@virginmoney.com

Write to:

Disability Awareness Team

Virgin Money

Jubilee House

Gosforth

Newcastle upon Tyne

NE3 4PL

*We are here from 8am to 8pm Monday to Friday, 8am to 4pm on Saturdays and 10am to 3pm on Sundays. Calls are charged at your service provider's prevailing rate and may be monitored and recorded.

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