



## Nationwide Deploys NCR Software to Improve ATM Access for Visually Impaired Consumers

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*Innovative solution driven by RNIB's Make Money Talk campaign is part of a wider Nationwide ATM update based on NCR APTRA™ software*

LONDON--(BUSINESS WIRE)--Oct. 9, 2013-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, and [Nationwide Building Society](#) announced today that Nationwide Building Society is deploying NCR's Voice Guidance text-to-voice capabilities to improve access at ATMs for visually impaired customers. The innovative project is in partnership with [Royal National Institute of Blind People \(RNIB\)](#) and part of a wider software update for Nationwide's ATMs in the UK that is based on [NCR APTRA™ software](#)

Nationwide will roll-out a pilot of the Voice Guidance solution to 50 Nationwide branches in Q4 2013. Seventy-five percent of Nationwide's 1,300 branch ATMs will have the functionality by the end of February 2014.

"As part of our continuing efforts to improve our service, we must ensure that the consumer experience continues to be enhanced for all customers," said Chris Shott, Head of Property & Corporate Services at Nationwide Building Society. "This includes the large number of visually impaired customers who bank with Nationwide. To achieve this, we have partnered closely with the RNIB and NCR to scope out what is required. We are proud of this innovative software-based solution that will soon be rolled out across most Nationwide branch ATMs in the U.K."

The upgrade, driven by Nationwide, is in partnership with NCR and aligned with RNIB's Make Money Talk campaign. [Originally launched in 2011](#), RNIB's campaign highlighted how only 11 percent of the 2 million people with sight loss in the U.K. used ATMs without assistance compared to 80 percent of the general public. RNIB has actively encouraged major U.K. banks to make Britain's ATM network accessible to blind and partially sighted people.

Fazilet Hadi, RNIB's group director of Inclusive Society said, "We are delighted that Nationwide has worked with NCR to begin rolling out speech-enabled ATMs, benefiting thousands of people with sight loss. We believe all banks in the U.K. should provide cash machines with audio facilities for their blind and partially sighted customers."

Nationwide is deploying [NCR APTRA Advance NDC](#). It includes Voice Guidance text-to-voice capabilities and is the world's most popular self-service ATM software for NDC (NCR Direct Connect) host environments. Based on Microsoft Windows®, it enables retail banks to drive a single application across multiple vendors' hardware, providing many transactions 'out-of-the-box' and a platform for the rapid deployment of new ATM software functionality.

"High quality, interactive experiences for consumers at financial institutions are fundamental to the long-term success of those institutions. This includes provision of services for customers who are visually impaired," said Rachel Nash, director of Financial Services at NCR U.K. "At NCR we are committed to enabling this type of inclusiveness, as we believe it is something that all organisations should aspire to. We are proud to be working with the RNIB and financial institutions, such as Nationwide, to define and develop the software, hardware and services required to make it a reality."

Windows is a registered trademark of Microsoft Corporation

### About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 300 million transactions daily across the retail, financial, travel, hospitality, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 26,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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### About Nationwide Building Society

Nationwide is the world's largest building society as well as the second largest savings provider and a top-three provider of mortgages in the UK. It is also a major provider of current accounts, credit cards, ISAs and personal loans. Nationwide has around 15 million members.

Customers can manage their finances in a branch, on the telephone, internet and post. The Society has around 15,000 employees. Nationwide's head office is in Swindon with administration centres based in Northampton, Bournemouth and Dunfermline. The Society also has a number of call centres across the UK.

Source: NCR Corporation

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