



Speakers: Chan-yau, Narrator, Robert, Luis

Chan-yau: Digital accessibility is one of the most important things in modern services and I think HSBC is the most accessible bank in Hong Kong, if not in the world.

Narrator: Chan-yau Chong, Former President of the Hong Kong Blind Union.

Text on screen: Through our partnership with the Hong Kong Blind Union, we recruit people with a range of disabilities to research and test our products.

Narrator: Robert Hsu, Senior Manager in Digital Experience and Accessibility, HSBC.

Robert: We have been working very hard to ensure that all our digital products and services across business lines are fully accessible to our disabled customers here in Hong Kong.

So, we are working with disabled and neurodiverse customers to ensure that we are not just accessible, but providing a great experience that will retain customers and attract new customers.

Chan-yau: For me, it means that I can do my accounts, I can pay, I can make donations, I can check my credit cards. I can even buy shares.

Text on screen: We are partnering with the Nesbitt Centre to hire people with learning difficulties into roles at HSBC.

Narrator: Fresh-faced Luis Wen, Inclusive Workplace Coordinator, Nesbitt Centre.

Luis: HSBC and the Nesbitt Centre have worked together to remove barriers by making the job openings accessible to individuals with learning difficulties, streamlining the hiring process and creating inclusive interview opportunities by allowing a companion with the candidates.

So, we continue to make the process more flexible and inclusive, which has already led to hires for people with learning difficulties at HSBC Central.

Text on screen: We want to be the bank of choice for disabled and neurodiverse customers, and the employer of choice for disabled and neurodiverse staff.

Narrator: HSBC. Opening up a world of opportunity.