

## Accessibility for all

**Speakers: Tracy, Priyanca, and Yahye**

**[Tracy, speaking in Chinese]** When I'm on stage, I feel relaxed, unburdened.

**[Priyanca]** I love being immersed in nature. There's a timelessness, a sort of preciousness.

**[Yahye]** I feel most at peace and total serenity when I'm in front of the water.

**[Priyanca]** Sometimes the world can feel very overwhelming. I can find lights too bright and sounds too intense. It really saps my energy completely in a way that maybe a neurotypical person wouldn't be as impacted.

**[Yahye]** The world doesn't slow down when you're blind. The hardest part is not the darkness, it's when people think I live in it.

**[Tracy]** I can't hear. Sometimes, I can only guess and try to piece information together, and that is exhausting.

**[Yahye]** When your agency is taken away from you, you cannot manage your finances. You feel belittled, you feel vulnerable.

**[Tracy]** In the past, when I handled my finances, even very simple transactions required me to ask someone I trusted to help me. I had to reveal things I wanted to keep private to them.

**[Priyanca]** With ADHD you can easily feel overwhelmed. I used to not really engage with my finances. You don't get extra hours in the day or extra energy as a disabled person to navigate all of these quite inaccessible systems.

**[Yahye]** Open HSBC.

**[Screenreader]** HSBC notifications.

**[Yahye]** What I really love about the HSBC app is that I can do anything, just like anyone else.

**[Screenreader]** My accounts.

**[Yahye]** I'm able to look at investments...

**[Screenreader]** World trader

**[Yahye]** ...at savings. I'm able to make payments.

**[Screenreader]** Pay and transfer.

**[Yahye]** I'm able to do things that take minimal effort without having to worry about the challenges that come with lack of accessibility.

**[Priyanca]** When things are designed with intention, the way you interact with them can feel a lot more natural. It doesn't drain all your energy.

Being able to simply open the app, use my fingerprint or biometrics and I'm straight in.

When I'm on the app, I don't feel different. I can just do things as quickly as anyone else. I'm way more likely to be in control and feel empowered to access and manage my money.

**[Tracy]** When I went to the Mong Kok branch, and when I did not know how to use the app, they would patiently show me so that I could understand. Being able to take control of my own affairs allows me to have privacy and dignity.

**[Priyanca]** Finances might not be the most exciting or sexy subject, but it enables you to do things that you actually enjoy and enables you to live the life that you want.

**[Yahye]** Financial independence is complete life independence. I'm experiencing life and the world fully and I'm able to do the same things as other people but just in my own alternative way.

**[Tracy]** Being able to independently handle financial matters allows me to live life in my own way, making life more fulfilling and more vibrant.

**[Text on screen]** HSBC | Opening up a world of opportunity