

INCLUSIVE SERVICES FOR CUSTOMERS WITH SPECIAL NEEDS

1. Priority Service for People with Disabilities

- **Accessible Branches**
Our branches are equipped with **ramps, wheelchair-accessible entrances, and priority seating.**
- **Dedicated Support Staff**
Professional and Well-Trained Staff are available to assist customers with mobility issues, hearing impairments, and other special needs.

2. Services for Hearing & Visually Impaired Customers

- **Sign Language Assistance**
Please ask our staff for support.
- **Documents in Braille**
Please ask our staff for support.
- **Audio Support**
Please ask our staff for support.

3. Special Queueing & Waiting Options

- **Priority Queues**
Customers with disabilities and the elderly can use our **priority queue** for faster service.
- **Home Service**
We offer **home visits** or **virtual assistance** for banking needs for customers unable to visit a branch.
- **Contact us to schedule.**

4. Support for Elderly and Pregnant Customers

- **Priority Seating and Assistance**
If you need assistance or a place to sit while waiting, please inform our staff for immediate help.

5. How to Request Special Services

- **Ask at the Branch:**
Our staff are professional and well trained to accommodate any special needs. Just ask when you visit.
- **Contact Us Ahead of Time:**
For specific requests, call us at:
 - **Tel: (+250) 788 149 600**
 - **Email: inforw@qtbank.com**