

# Alternate Document Formats

## Meeting the Communications Needs of Your Blind and Visually Impaired Customers

Approximately 38 million Americans have a visual impairment or are blind. Americans with Disabilities Act (ADA) legislation mandates that you provide these individuals with equal access to their account documents and in their preferred format.

**Services in audio, braille, electronic text, large print and accessible PDF formats allow a segment of your customers to maintain access to account documents. These formats help you meet the communication needs of your blind and partially sighted customers – while supporting the growing senior population, a source of new demand for these services.**

From account statements and letters, to terms and conditions documents, our solution helps meet the needs of your diverse customer base.

### Benefits to Your Business



#### Operations Efficiencies

Fiserv offers document formats that seamlessly integrate into our routine statement print production – helping to save you money and drive greater efficiencies.



#### Customer Relationships

Fiserv offers a choice of printed and digital formats for the visually impaired, which allows you to enhance your customer relationships with the visually impaired.



#### Leading Expertise

Fiserv provides security and privacy of your customers' information. Our exclusive partnership with T-Base Communications, a leading alternate format company, provides you with even more document solutions.

Direct access to account information, bills and notices is important to your customers. However, those with visual impairments require alternate document formats. These formats allow a segment of your customers to maintain their independence and helps put you in compliance with federal and state laws.

## Accessible PDF

Fiserv provides an accessible PDF that is a fully tagged, electronic bill or statement to allow visually impaired customers to navigate the document with the use of accessibility software. It contains all large-print features. Customers can use their accessibility software application to magnify and read text on screen. It is shipped in a CD format.

## Audio

Fiserv can present an audio format of a document, bill or statement using synthetic voices to create a listening experience for those who are visually impaired. The audio is created and shipped in a CD format.

## Braille

Fiserv offers your customers access to their transactional documents in braille. We can transcribe materials in many languages, including English and Spanish. Our braille transcription process meets the standards of the Braille Authority of North America (BANA).

## Electronic Text

Fiserv offers bills, statements and other documents converted to electronic text. Any charts and graphs with accompanying data is turned in to text. The text is set to predefined link length to work with screen readers. Once the electronic text is created, it is shipped in CD format.

## Large Print

Adhering to federal guidelines regarding large type is vital for many of your customers to be able to see their account documents. At Fiserv, creating large print documents is more than simply increasing the font size. Leveraging global style guidelines, every detail of your overall document is reviewed to create a large print version that is easily readable for your visually impaired customers.

Providing alternate document formats not only helps your business to be compliant, it also provides your customers the independence and dignity they deserve.



## Fiserv Print Capabilities

Our cost-efficient, automated approach helps you create more effective communications – providing your customers with the account information they need in the format they want.

Our customer document design, variable messaging and decisioning-based offers all are delivered through our state-of-the-art composition tools. Our document formatting options include, enhanced layout and design capabilities:

- Flexible messaging
- Full-color print capabilities with selective perforation for dynamic coupon and check offers
- Two-dimensional QR bar codes
- Weight management
- White space management
- Mail piece thickness management
- Data-driven charts and tables

# Connect With Us

For more information about alternate document formats, please contact your Fiserv Account Executive.

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Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today.

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