



ADIB Moves to NCR's Voice-Guided ATMs to Improve Accessibility for the Visually Impaired

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Abu Dhabi Islamic Bank to Also Integrate Emirates ID Reader into the New ATMs

ABU DHABI, United Arab Emirates--(BUSINESS WIRE)--Nov. 14, 2016-- [NCR Corporation](#) (NYSE:NCR), a global leader in omni-channel solutions, announced today that [Abu Dhabi Islamic Bank](#) (ADIB), the country's leading financial institution, will transform its 20 ATMs with NCR's voice-guided technology, assisting visually impaired customers to easily and securely navigate ATM transactions without additional assistance. The new ATMs will be available to customers in December 2016.

As part of the agreement, NCR will also upgrade the ATMs with Emirates ID card readers that will allow ADIB customers to reset their EIDA PIN at the ATM – a requirement for the country's eGovernment initiative – without having to visit a physical bank branch.

Philip King, ADIB's Head of Retail Banking, commented, "In line with the Central Bank's commitment to the visually impaired, we are pleased to be partnering with NCR in our efforts to better meet the needs of visually impaired customers, and to empower them to take control of their transactions and have secure access to our ATM services. ADIB continues to look for ways to utilize innovative technology to bring convenience and flexibility to our customers' everyday banking transactions, and deliver a superior customer experience every time."

NCR ATMs are equipped with unique software and hardware features to ensure that executing standard ATM transactions is simple for the visually impaired, including reading aloud on-screen messages that provide complete orientation and makes the transaction easier to navigate. An important security feature of this ATM is that it provides the person an option to blank out the screen as a safety mechanism to avoid shoulder surfing by any by-stander trying to access customer data during the transaction.

"This is the first of its kind of project in the UAE capital and a bank-wide digitization initiative, in line with the Central Bank's commitment to visually impaired cardholders," said Wael El Aawar, managing director for NCR in Saudi and Gulf. "NCR ATMs are designed as per Access for All (AFA) standards and comprises accessible key pads, voice-guidance technology, Braille stickers and multi-lingual capability that allows visually challenged customers to securely execute standard ATM transactions such as withdrawals, deposits and payments without any help."

Approximately 98% of all ADIB's cash transactions are conducted through ADIB's ATMs, which also offer other services including utility bill payments, money transfers and charity donations. ADIB was also first to introduce the region's first biometric ATMs in cooperation with the Emirates ID Authority.

About ADIB

ADIB is a leading bank in the UAE with more than AED 120 billion in assets. Its 900,000 customers benefit from the third largest distribution network in the UAE with 88 branches and more than 770 ATMs. The bank also offers world-class online, mobile and phone banking services, providing clients with seamless digital access to their accounts 24 hours a day. ADIB provides retail, corporate, business, private banking and wealth management solutions. The bank was established in 1997 and its shares are traded on the Abu Dhabi Securities Exchange (ADX).

In the UAE, the Bank has more than 2,300 employees and remains one of the leading banks in the recruitment, development and promotion of local talent in all the markets in which it operates. The bank has one of the highest Emiratization ratios with more than 43 percent of the bank's workforce being UAE Nationals.

ADIB has presence in six strategic markets: Egypt, where it has 70 branches, the Kingdom of Saudi Arabia, the United Kingdom, Sudan, Iraq and Qatar.

Named "Best Bank in the UAE" by The Financial Times' The Banker publication, ADIB has a rich track record of innovation, including introducing the award-winning Ghina savings account, award-winning co-branded cards with Etihad and Etisalat and a wide range of financing products.

About NCR Corporation

NCR Corporation (NYSE:NCR) is the global leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia, with over 30,000 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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