

Making our services inclusive

Speakers: Chong Chan-yau, Chong Chan-yau's daughter Charmaine, iPhone screen reader

[Chong Chan-yau interview]

I hear trams, pedestrians rushing by. Always busy. This is a vibrant city that I love. My name is Chong Chan-yau. I was born and educated in Hong Kong.

[Chong Chan-yau in his office]

Good morning, everyone. Let's update each other on our work progress.

[Chong Chan-yau interview]

I am on the board or I am a CEO of five organisations in areas of disability rights, diversity and inclusion and sustainability.

I have been a HSBC account user for 50 years.

[Chong Chan-yau speaking into his phone]

Hi Charmaine, how are you? How is California?

[Chong Chan-yau's daughter Charmaine on speaker phone]

Hi Dad, everything is good. I'm at a baseball game actually.

[Chong Chan-yau interview]

My daughter is in the United States, so I opened a HSBC U.S. account. I access HSBC services one way or the other on a daily basis through voice output, braille displays and other assistive technology.

[Chong Chan-yau typing commands into his braille keyboard]

HSBC.com.hk. This is home, investment, support... All the functions on this app.

[Chong Chan-yau Interview]

HSBC has introduced accessibility standards to designing its products and services.

[Screen reader] HSBC HK.

[Screen reader] Log on screen.

[Screen reader] Selected. FPS transfer button.

[Chong Chan-yau interview]

I have tried other banks and I do believe that HSBC provides me with the most convenience in terms of technology.

I'm smelling the sea, hearing boats passing by. The breeze and the sun is really wonderful. This is a place where we encourage people to explore new frontiers.

I'm looking forward to an era where we have more opportunities than before.

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