

WITHOUT LIMITATIONS

Information on the accessible services of OTP Bank, on the equal access of disabled customers and the details of the applicable banking procedures.

Our objectives

Strengthening its innovative ability EVEN further, OTP Bank strives to continuously improve the services tailored to the needs of various customer groups in partnership with the Hand in Hand Foundation, the IT Foundation for the Visually Impaired, the Hungarian Association of the Deaf and Hard of Hearing and the National Institution for the Blind. Our goal is to ensure that persons with disabilities receive services that are of the same standard as those provided to all other customers yet tailored to their special needs, irrespective of the nature of their disability.

Our general, comprehensive measures


We pay increased attention to customers with a limited capacity to represent their interests – including persons with disabilities – both during personal contact and when providing information over the phone or online. We pay special attention to the nature and degree of the disability upon the provision of information and during contract conclusion.


- We strive to ensure that customers with disabilities are supported by experienced, sensitised staff members in communication, in providing the special assistance they need and in using the services available to them.
- We keep special needs in mind during the refurbishment of our branches and improve the quality of our services on an ongoing basis.
- We set up meeting rooms allowing for unobtrusive service provision or accessible front desks in all of our branches.
- We process data in accordance with the provisions of Act CXII of 2011 on Informational Self-Determination and Freedom of Information.
- The Bank has put in place special procedures for the contract conclusion and banking of customers with disabilities, which are included in the internal regulations and Administrative Directives relevant to the given product or service.
- Customers may request special services in advance when making an appointment through the Internetbank.
- They may also select the accessible search option in the branch and ATM locator available on the Bank's website.


Special service methods

Depending on the nature of the disability, OTP Bank ensures the availability of its services on the channels listed below. Customers with a need for special service can use any of the services that are available to customers without disabilities. Recourse to the services is regulated by special rules of procedure for the clientele concerned.


Visually impaired customers

 Larger branches are equipped with tactile guide strips to help visually impaired customers navigate through the branch. Guide dogs are permitted to enter all of our branches.


 In branches equipped with queue management devices, the ticket dispenser has a physical push button in place to enable visually impaired customers to signal their arrival. A tactile strip helps locate the push button and navigation is assisted with Braille signs.


 57% of our ATMs are equipped with a sound module and an information leaflet written in Braille. ATMs equipped with a sound module automatically switch to speech mode when a customer plugs in their earphones. In addition to the information displayed on the screen, the software assists in using the device, managing the interface and finding the keyboard and the dispenser slots. The service is rolled out through the continuous replacement of ATMs.

 Banking over the phone and online is available 24/7 without restriction.


 Text-to-speech software supports the use of our website, and one-handed use is also enabled.

Customers with reduced mobility


 99.7% of our branches are wheelchair-accessible, and accessible traffic is ensured in the customer area. The queue management unit can be reached from a wheelchair, and the service desk is also wheelchair-accessible.


 75% of the ATMs are now wheelchair-accessible and can be used by customers with disabilities.


 Banking over the phone and online is available 24/7 without restriction.


 They may also select the accessible search option in the branch and ATM locator available on the Bank's website.


Deaf and hearing impaired customers

 We equipped 109 designated branches with mobile amplifiers for hearing impaired customers wearing hearing aids.

 In 167 branches, the banking of deaf and hearing impaired persons is supported by tools ensuring access to the KONTAKT Interpreter Services. This means that a sign language interpreter assists with banking in the branch through live video chat. We set up a monitoring system in order to maintain the operability of tablets.

 Video content available on the website of OTP Bank is subtitled.

 ATMs are available 24/7 without restriction.

 Online banking is available 24/7 without restriction.

Please help our work and help us implement our goals by sharing your comments at the contact details below.

Contact details

Postal address: OTP Bank Nyrt., H-1051 Budapest, Nádor utca 16. Marketing and Communication Directorate

Email: csr@otpbank.hu

Our branch employees will be happy to help you in any branch if you wish to request information in person.

Our continuously updated, recommended branch and ATM lists are available on our website under the OTP branch and ATM locator menu option.