



SIGNINGBANKS UK CASE STUDY

Everyone should be able to discuss their finances discreetly so clarity of sound in banks is essential.

Hearing loops enhance sound for customers who use a hearing device such as a hearing aid, enabling staff to give them clear, efficient customer service.

Contacta Systems are a leader in assistive listening technology. Their hearing loops, together with their window intercom systems, and are installed in banks on every high street.



HEARING LOOPS EXPLAINED

A hearing loop (also known as an induction loop) transmits sound from a microphone as a magnetic signal through a 'loop' of wire. This signal is picked up by a small piece of copper wire in a hearing aid or cochlear implant, known as a telecoil, which converts it into sound. The loop only picks up sound directed at the microphone, so it cuts out distracting background noise.

Hearing loops are a universally recognised technology. No matter where in the world a customer or staff member received their hearing aid, they can benefit.





LOOP LOCATIONS

Banking windows are an ideal location for hearing loops, as this is where customers discuss their day-to-day financial needs. Window intercoms might not give enough amplification for people with hearing loss, which is why Contacta's models have an in-built hearing loop.

The amplifier that powers the loop sits neatly beneath the counter and the staff member has a small microphone on their desk. British Standards now specify that best practice means every banking window should have a hearing loop, not just one, in order to offer equal access.

Reception desks and consultation rooms are two other areas where hearing loops can offer clear sound, meaning no raised voices or other customers over-hearing personal information.

SIMPLE & DISCREET

People don't always want to have to disclose their hearing loss and with hearing loops in place, they don't need to.

With the 'blue ear' sign on the counters that have them installed, customers can just touch a button on their hearing aid to select the 'T' setting and start receiving sound from the loop. They don't need any additional equipment, smartphones or apps.

Once it's installed, the loop system can be left switched on. Contacta's systems are both low energy and produce minimal heat so it's safe and comfortable for staff to sit next to. Installations can be done out of hours so service isn't disrupted.



BREAKING THE SOUND BARRIER

Window intercom systems help every customer at the banking window to hear more clearly, and staff too. A microphone and speakers on either side of the glass transfer speech from one side to the other, and no-one has to raise their voice to make themselves heard and risk disclosing sensitive information.



NATIONWIDE'S COMMITMENT TO HEARING ACCESSIBILITY nationwide

Contacta have been working with Nationwide for the past 25 years.

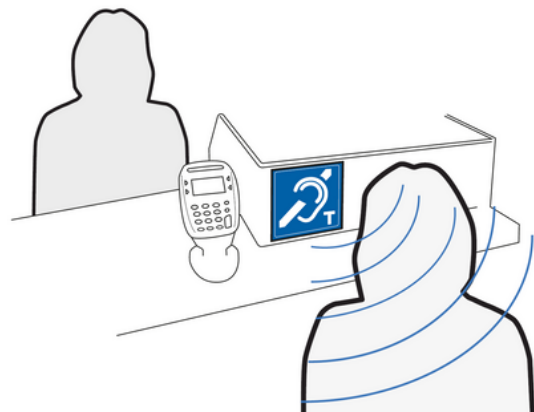
The company began by installing window intercom systems and hearing loops at counter positions in branches across the UK. Nationwide then added portable hearing loops that could be used in meeting rooms and office spaces.

Over the decades, Contacta have continued to improve the specification of their systems and fixed hearing loops have replaced many of the portable units. This enhances accessibility because the loop is permanently available and doesn't have to be requested.

Contacta have also created bespoke window intercom systems tailored to the design requirements the bank had for its extensive refurbishment programme. An ongoing maintenance contract makes sure all of the systems in place are working, and in the case of hearing loops, working to the industry standard, guaranteeing customers high quality sound.

"Banking is the industry where it all started for Contacta and we are proud to still be at the forefront of creating hearing accessibility for this sector," says their Head of Sales, Shelley Rolfe.

"Personal finance is a concern to everyone, and assistive listening technology means there isn't the added stress of not being able to hear clearly."



For more information, visit:

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