

# Why Accessibility Matters—and How Verifone Makes Payments Work for Everyone

## The importance of accessibility in payments

**16%**  
of the world's population (1.3+ billion people) live with some form of disability.

**25%**  
of adults (101 million people) in the EU alone experience a disability.

### Types of disabilities affecting payment experiences:

- Visual impairments (blindness, low vision, color blindness)
- Motor disabilities
- Hearing impairments
- Cognitive differences

### The opportunity:

Offer payment solutions that work for everyone. You can expand your customer base and drive loyalty by demonstrating inclusive values.

## How Verifone enables accessible payments

### STEP 1

#### Customer approaches terminal

##### The challenge:

Traditional touchscreens eliminated tactile cues that many blind customers relied on for independent transactions.



##### Verifone's solution:

Verifone Navigator is a fully integrated, PCI-compliant touchscreen payment solution designed specifically for users with visual impairments. Many Verifone terminals offer:

- Multiple high-contrast display options for low vision users
- Built-in speakers for audio guidance
- Tactile and haptic feedback capabilities
- Audio jack compatibility for private listening with personal headphones

### STEP 2

#### Accessibility features activate

When a customer launches Navigator, they activate **powerful accessibility features**.



##### Navigator is a revolutionary solution that:

- Transforms a non-tactile touchscreen into a universal keypad with audio confirmation
- Facilitates multiple steps in the payment flow (not just PIN entry)
- Maintains full security standards while enabling independence

### STEP 3

#### Secure, independent PIN entry

##### The breakthrough:

Navigator enables private, secure PIN entry without assistance.



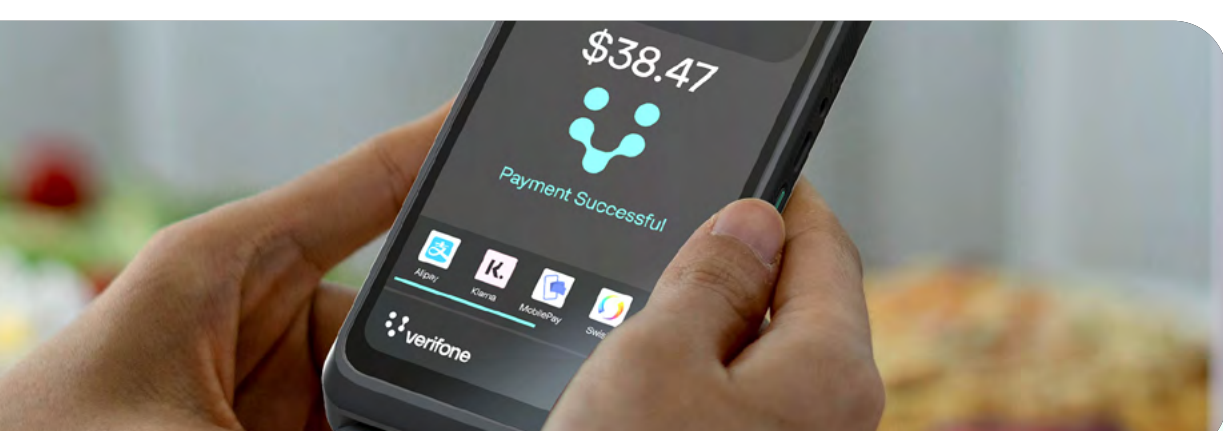
- Voice prompts explain each step.
- Clear audio cues guide finger placement on the touchscreen.
- Color contrast adjustments support customers with low vision or color blindness.
- Same security protections as standard transactions.

### STEP 4

#### Transaction complete

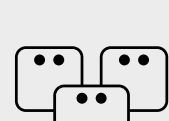
##### Result:

A successful, autonomous payment experience that enables financial privacy.



- Training mode option:** Staff and shoppers can practice using Navigator in a training environment before assisting customers, building confidence and familiarity with accessibility features.

## The business impact of accessible payments



Expand market reach by serving a more diverse range of customers.



Boost brand recognition through a commitment to inclusivity.



Ensure compliance with current and future accessibility regulations and reduce legal risks.

Ready today.  
Innovating for tomorrow.



Verifone is developing enhanced haptic feedback capabilities and biometric authentication options to make payments even more seamless for people with diverse abilities. Discover how Verifone's proven accessibility solutions enable boundless payments for everyone.