

Inflation for October 2025

9.4%

Source: Ghana Statistical Service

Business

OmniBSIC Bank launches braille services to empower visually impaired customers

Business Desk Report

OmniBSIC Bank Ghana LTD has introduced Braille-Assisted Services, enabling

visually impaired customers to bank independently and with dignity as part of its Limitless Banking strategy.

The initiative provides Braille versions of essential banking documents, allowing customers to open accounts, review information, and make decisions without assistance.

According to the Ghana Statistical Service, over 1.2 million Ghanaians about 4 per cent of the population—live with visual impairments, many of whom previously relied on others for banking tasks.

"At OmniBSIC, we believe banking should be for everyone, everywhere," said Daniel Asiedu, Managing Director and CEO.

"Accessibility is a right, not a privilege. We want every customer to experience dignity, independence, and confidence in

our banking halls and digital platforms."

Training

The bank has also begun staff training on visual impairment awareness and plans to extend sensitization programs across its 40-branch network.

Asiedu added that OmniBSIC aims to expand services to all persons with disabilities.

The launch coincided with 2025 Global Customer Service Week under the theme Mission: Possible.

OmniBSIC executives visited the University of Ghana's Assistive Technology Lab, engaging with students and touring voice-assisted computers and screen-reading devices.

Mrs. Chidinma Braye-Yankee, Group Head of Corporate and Support Services, emphasized co-creation with customers:

"We do not presume to know what our customers need. We want to listen, learn, and build solutions that make every interaction meaningful."

Academia and finance

Chief Information Technology Officer at the University, Francis Kwabena Boakye, called the visit a landmark collaboration between academia and finance. Mr. Alexander Bankole Williams, Head of the Assistive ICT Lab and a visually impaired advocate, presented on The

Future of Banking: Enhancing Access for Persons with Disabilities in Ghana. Citing the Persons with Disability Act, 2006 (Act 715), he declared: "Accessibility is a legal and moral imperative."

Professor Joana Salifu Yendork, Director of the Centre for Disability Studies and Advocacy, urged institutions to adopt a "total inclusivity approach."

The Braille services are now active, aligning with Bank of Ghana's Financial Inclusion Directive for Persons with Disabilities and Sustainable Development Goal 10 on reducing inequalities.

OmniBSIC says it will continue partnering with advocates and innovators to ensure no customer is left behind.

• Bank executives of OmniBSIC Bank with some members of the disabled association after the donation

