

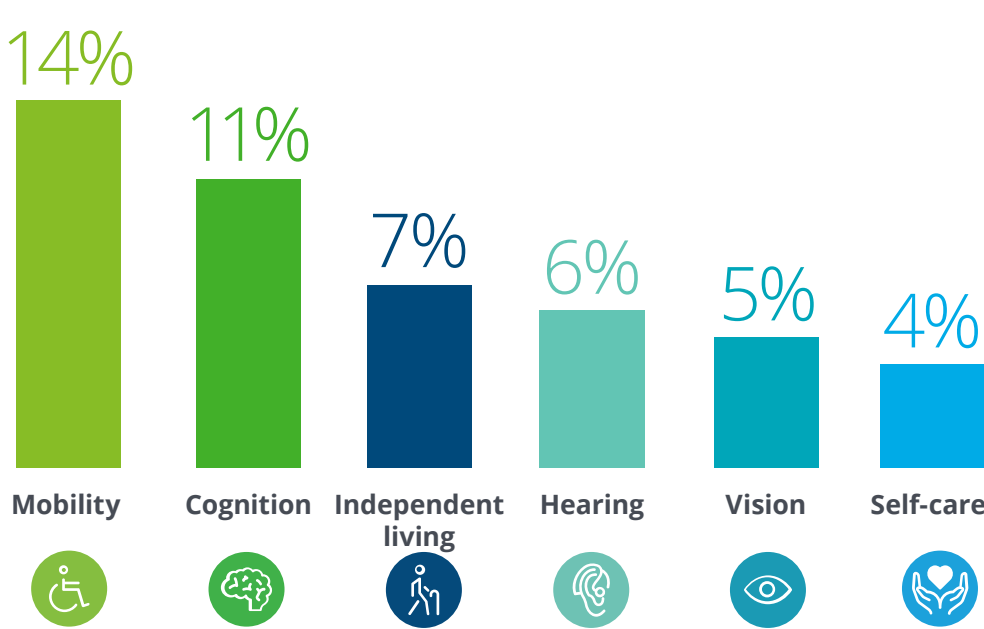
# Banking for people with disabilities

## Honoring their dignity and serving with empathy

Millions of Americans identify as having a disability.<sup>1</sup> Are the banking needs of people with disabilities unique? What challenges do they face in achieving their financial goals? And what more can banks do to elevate the financial well-being of people with disabilities?

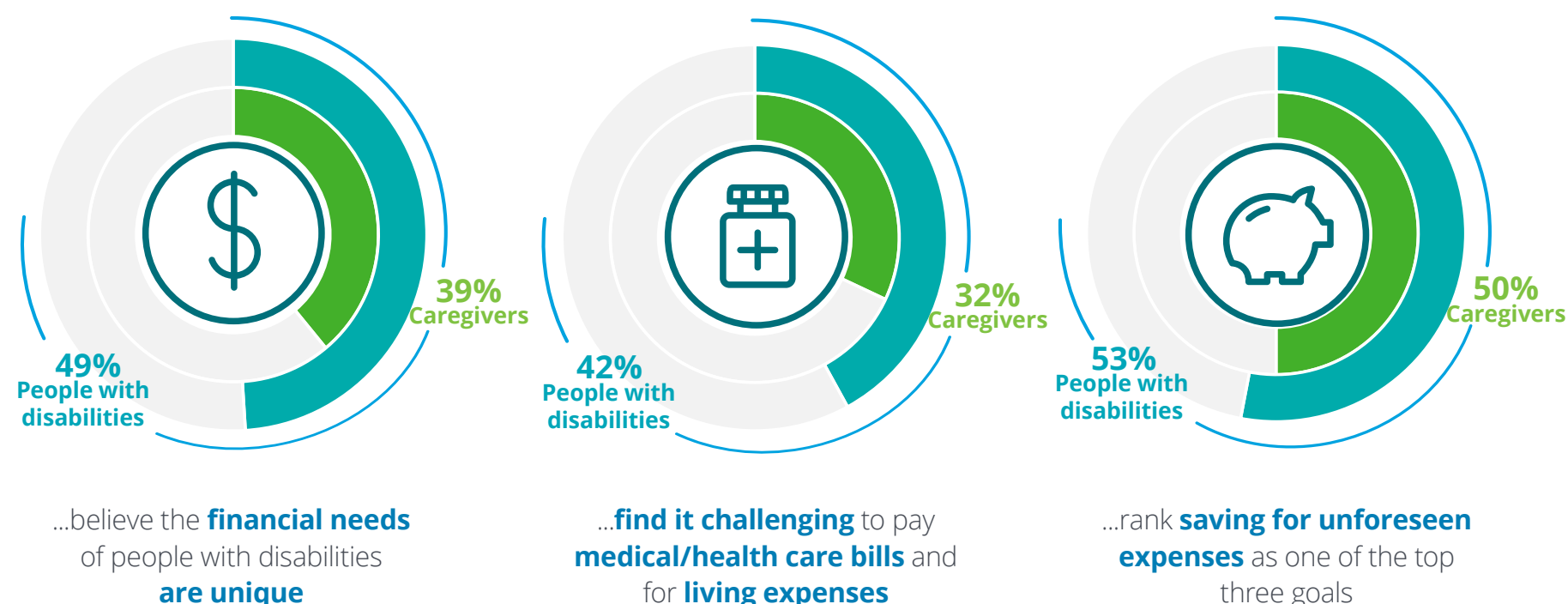


Percentage of Americans with functional disabilities<sup>3</sup>

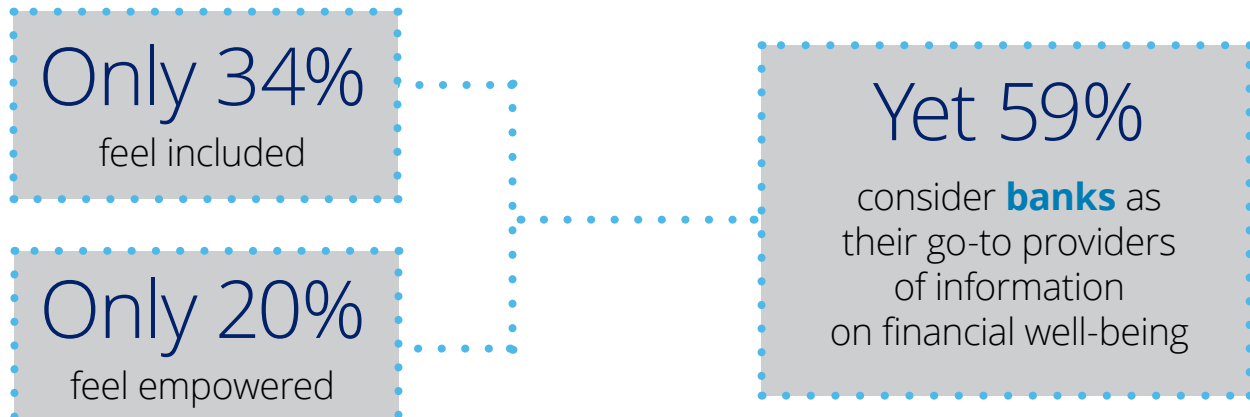


The Deloitte Center for Financial Services surveyed 1,000 people with disabilities and 1,000 caregivers to assess their challenges, how they feel about their overall banking relationships, and how they rate the service they receive from banks.

In our survey, respondents cited several financial challenges.



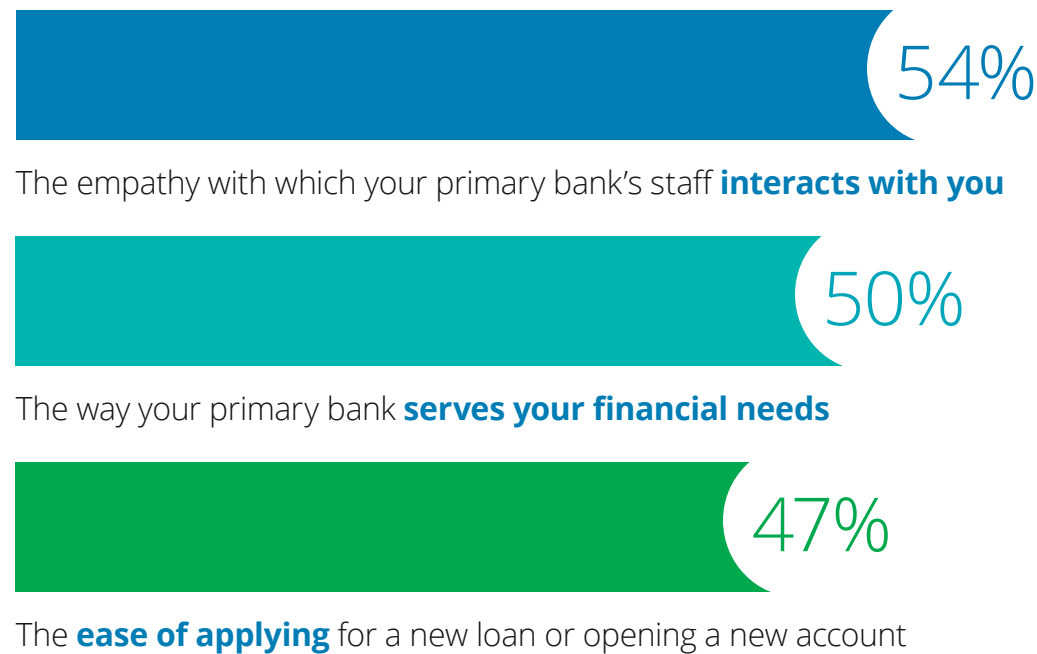
A majority of people with disabilities in our survey do not feel included and empowered by their banks, yet many rely on banks as an important source of information for their financial well-being.



While some institutions have made progress in making banking more accessible and inclusive for people with disabilities, more should be done to elevate their financial well-being.

### Satisfaction with primary bank

(Percentage who are satisfied or very satisfied among respondents identifying as having a disability)



Sources:  
1. CDC, "Disability impacts all of us," accessed on November 17, 2022.  
2. Ibid.  
3. United States Census Bureau, QuickFacts, accessed on November 17, 2022.

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Please look for a series of reports and events on Banking for People With Disabilities in early 2023. We will use the insights from the survey and our Deloitte experience in financial services to inspire banks to enhance financial well-being among people with disabilities.

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