



Treasury Committee

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Dear Andrew,

Accessible formats provided by financial institutions

It has been brought to the Committee's attention that financial consumers with visual impairments may be being denied equal access to financial services.

The law imposes a duty on service providers to make information available in accessible formats. The FCA's Occasional Paper 17, 'Access to Financial Services in the UK', touches upon this problem of digital exclusion.

I would be grateful if you could outline any further action the FCA intends to take, in particular on;

- Details on accessible formats only being included in small print on publications.
- A lack of provision of accessible formats to non-existing customers, for example marketing material.

I will be placing this letter and your response in the public domain.

Andrew Tyrie

RT HON ANDREW TYRIE MP
CHAIRMAN OF THE TREASURY COMMITTEE