



Disabled(s)

For the purpose of the CBB Rulebook “**disabled**” means: all those who suffer from permanent total or partial physical or sensory impairments as a result of illness, accident, congenital or hereditary factor that may prevent them from accessing banking and financial services on an equal basis with others. These are the customers who have the ability to make their own decisions but they need assistance to do so due to their circumstances. Disabled includes visual impairments and blind, hearing impairments and physical impairments.

People who have limited ability to take their own decisions (mental impairment) do not fall within this definition.