

ptsb



Hearing Inclusive Support

A Guide to Our New Process

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At PTSB, we recognise that certain customers may need extra support when trying to reach out to us. To address this, we have introduced a new procedure that allows customers with hearing impairments to connect with us over the phone through their preferred interpreter or family member. This innovative approach ensures a secure and accessible communication channel for customers with hearing impairments.

What to do first?

- Visit your local branch to receive comprehensive details about the process.
- Alternatively, delegate someone to contact our Enhanced Customer Support Line on 0818 818 721 on your behalf to gather further information.
- Prior to making any decisions, we strongly recommend thoroughly reviewing the information provided including the indemnity form to assess all potential risks. Should you have any queries or apprehensions, our dedicated staff members are readily available to assist you.
- If you feel comfortable with the information provided and wish to proceed, you may sign the indemnity form at our branch and a copy will promptly be provided to you.
- If you prefer to take the informational brochure home for a more thorough discussion with your family, you are welcome to do so.
- In the event that you require the services of a registered interpreter, additional information can be obtained on the SLIS website.

To book an appointment:

- Visit your local branch
- A representative can also call on your behalf on 0818 818 721 and book an appointment

What happens at the appointment?

- Show your ID (e.g. passport or driving licence) to our staff for security purposes.
- Review the indemnity form, and if not already done so, feel free to ask any questions or share concerns.
- If you're ready to proceed and everything looks good, you can sign the indemnity form during the branch appointment, we will also provide you with a completed copy.
- If you still have doubts or need more time to decide, you can take this brochure home to consider your options.

What happens once I've signed?

- After signing the indemnity form, you will receive a copy for your records.
- It is important you safeguard this document and share it only with trusted interpreter or family member whom you authorise to contact us on your behalf.
- Your designated interpreter can then reach out to the bank via phone and follow the process as outlined by our dedicated staff.
- Once the necessary security checks are completed on the phone, you can proceed with your query through your chosen interpreter.

How you or your interpreter can contact us

EnhancedCustomerSupport@ptsb.ie
Enhanced Customer Support Line: 0818 818 721

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Permanent TSB plc trading as PTSB is
regulated by the Central Bank of Ireland.