



First Data® Alternate Document Formats

Meeting the communications needs of your blind and visually impaired customers.

Approximately 38 million Americans have a visual impairment, or are blind. ADA legislation mandates that you provide these individuals with equal access to their account documents, and in their preferred format.

First Data offers secure statement and letter processing services in Braille and Large Print. Our Alternate Document Formats help you meet the communication needs of your blind and partially sighted customers — while supporting the growing senior population, a source of new demand for these services.

From account statements and letters, to terms and conditions documents, our solution helps meet the needs of your diverse customer base.

Source: *The Silver Book*, The Alliance for Aging Research

2018 First Data Corporation. All Rights Reserved.

Benefits to Your Business



Operations Efficiencies

Alternate Document Formats seamlessly integrate into First Data's routine statement print production — helping to save you money, and drive greater efficiencies.



Customer Relationships

Braille and Large Print formats allow a segment of your customers to maintain their independence, and helps put you in compliance with federal and state laws.



Leading Expertise

First Data provides security and privacy of your customers' information. Our exclusive partnership with T-Base Communications, a leading alternate format company, provides you with even more document solutions.

First Data®

First Data Print Capabilities

Our cost-efficient, automated approach helps you create more effective communications – providing your customers with the account information they need in the format they want.

First Data's customer document design, variable messaging, and decisioning-based offers all are delivered through our state-of-the-art composition tools. Our document formatting options include enhanced layout and design capabilities:

- Flexible messaging
- Full color print capabilities with selective perforation for dynamic coupon and check offers
- Two dimensional QR bar codes
- Weight management
- White space management
- Mail piece thickness management
- Data-driven charts and tables

First Data®

Alternate Document Formats

Direct access to account information is important to your customers. However, those with visual impairments require alternate document formats. Braille and Large Print formats allow a segment of your customers to maintain their independence, and helps put you in compliance with federal and state laws.

Braille

Our Alternate Document Formats offer your customers access to their account information in Braille. First Data transcribes materials in many languages, including English and Spanish. Our Braille transcription process meets the standards of the Braille Authority of North America (BANA).

Large Print

Adhering to federal guidelines regarding large type is vital for many of your customers to be able to see their account documents. At First Data, creating Large Print documents is more than simply increasing the font size. Leveraging global style guidelines, every detail of your overall document is reviewed to create a Large Print version that is easily readable for your visually impaired customers.

Providing alternate document formats like Braille or Large Print not only help your business to be compliant, it also provides your customers the independence and dignity they deserve.

For more information about First Data's Alternate Document Formats, contact your Account Representative.

First Data®