

Banco Pichincha's Co-Designed Accessible Mobile Banking — Blind Customers Guiding App Development in Ecuador

Digital Inclusion · Good practice · Ecuador

Quality score: 92/100

Evidence strength: Descriptive / self-reported

Summary

Banco Pichincha had two blind customers, Mauricio Suárez and Lenin Carrera, help redesign its app's screen-reader navigation, launched in Quito in July 2022. A 2026 hackathon expanded the work; the bank's own blog reports 2,000+ accessible-mode activations since.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-01

[Banco Pichincha](#) — accessed 2026-09-01

[Primicias: Banco Pichincha adapta su 'app' móvil para personas con discapacidad visual](#) — accessed 2026-09-01

[Forbes Ecuador: Banco Pichincha incorpora un diseño inclusivo en su app móvil](#) — accessed 2026-09-01

[Banco Pichincha: Banco Pichincha promueve el diseño inclusivo en su app](#) — accessed 2026-09-01

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