

BancoEstado's Audible ATM Network for Blind and Visually Impaired Customers

Digital Inclusion · Good practice · Chile

Quality score: 68/100

Evidence strength: Descriptive / self-reported

Summary

Chile's state bank BancoEstado equipped 665 ATMs (30% of its network) with audio-guided menus so blind and low-vision customers can withdraw cash and check balances independently, launched with disability agency Senadis in 2021.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-22

[BancoEstado \(with Senadis\)](#) — accessed 2026-09-22

[BioBioChile coverage](#) — accessed 2026-09-22

[Senadis announcement](#) — accessed 2026-09-22

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