

HBL Mobile TalkBack — Pakistan's First Screen-Reader-Enabled Banking App for Blind Customers

Digital Inclusion · Good practice · Pakistan

Quality score: 68/100

Evidence strength: Moderate

Summary

On World Sight Day 2023, HBL Mobile became Pakistan's first banking app to formally support phone screen readers (TalkBack/VoiceOver), letting blind and low-vision customers send money, pay bills and check balances independently.

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 2026-09-06

[Habib Bank Limited \(HBL\)](#) — accessed 2026-09-06

[ProPakistani: HBL Mobile becomes Pakistan's first accessible banking app](#) — accessed 2026-09-06

[Business Recorder: same launch, independent outlet](#) — accessed 2026-09-06

Cite this — Evidoria. *HBL Mobile TalkBack — Pakistan's First Screen-Reader-Enabled Banking App for Blind Customers*. Persistent ID: db9537be-699a-4cfa-beec-6a6c3d887b32.