

UBA's Braille Account-Opening Form — A Promised First for Blind Bank Customers in Nigeria, Two Years On

Digital Inclusion · Good practice · Nigeria

Quality score: 52/100

Evidence strength: Descriptive / self-reported

Summary

In June 2023 UBA launched Nigeria's first braille account-opening form for blind customers, with plans to replicate it across 19 African countries. By late 2025, independent reporting found most blind customers had never seen or been offered it.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	0/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

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

[United Bank for Africa \(UBA\)](#) — accessed 2026-09-09

[Fintech Magazine Africa investigation](#) — accessed 2026-09-09

[Leadership.ng launch coverage](#) — accessed 2026-09-09

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