# RNIB – Chip and PIN video transcript

[Footage showing David Clarke, RNIB’s Chief Operating Officer, speaking to camera, with shots of an accessible touchscreen PIN pad.]

**David Clarke:**

The change to touchscreen technology from the physical PIN pad is likely to be a difficult one for many blind and partially sighted people.

But the change is coming, it's a reality.

RNIB's involvement means that people with sight loss should feel confident that they will be able to use the device to complete secure payments using touchscreen technology independently and, importantly, with confidence.

[Footage of a payment card being entered into the device. A simple number pad appears on the screen. The device speaks.]

**Device:**

The keypad is a standard telephone layout with 1, 2, 3 towards the middle of the screen and cancel, zero and OK at the bottom.

If you are too high on the screen, the device will tell you “PIN pad below”.

Please enter your PIN, find the desired key using the beeps and tactile markings, then double tap anywhere on the screen to confirm.

When finished, select enter at the bottom right and double tap.

[Device remains on screen with simple number pad showing.]

**Narrator:**

It is best practice to start in one of the bottom corners, as the size of the buttons will be different from what you might be used to on your phone.

As the top of the screen is not part of the PIN pad, the device will tell you “PIN pad below” to indicate if you are too high on the screen.

[Narrator touches the top of the screen to demonstrate.]

**Device:**

PIN pad below.

[Device beeps.]

**Narrator:**

To enter digit two, start in the top left and move your finger onto the screen.

When you hear a beep, you will know you're on the number one.

[Device beeps.]

**Narrator:**

Then move to the right and when you hear another beep you will know you're on the number 2.

[Device beeps]

**Narrator:**

Once you've found the digits you want, lift your finger and double tap anywhere on the screen to enter it.

You will hear “one digit entered”.

[Device beeps.]

**Device:**  
One digit entered.

**Narrator:**

After entering four digits, find the OK button at the bottom right of the screen and double tap. The device will confirm if the payment has been successful or not.

**Device:**

OK. PIN accepted. Transaction completed.

**Voice-over:**

RNIB. See Differently.