



Preparatory Material

2026





Dear Visitors,

Welcome to CrediaBank.

Consistent with our commitment to equal service for all, CrediaBank takes initiatives to make our branches accessible and more welcoming to individuals on the autism spectrum.

To this end, we have developed and provide specialised tools and educational materials that contribute to enhancing the visit experience:

- **Social Narrative Support and Social Informational Support.**
These are educational materials designed for individuals on the autism spectrum, helping them familiarise themselves in advance with the key stages of a visit to a CrediaBank branch, so that their experience is as smooth and enjoyable as possible.
- **Sensory Map**
This is a floor plan of the branch, highlighting areas that may cause discomfort due to noise, crowding, or strong smells, as well as the quieter zones of the space where one can rest and feel more at ease.

Important Note

The two educational materials, the Social Narrative Support and the Social Informational Support, aim to describe in a simple and accessible way the social context (in this case, the visit to the CrediaBank) in order to prepare and inform the individual, helping to reduce potential sources of anxiety. The content may be adapted by caregivers to the needs and characteristics of each person.

In this way, we strive to make the visit experience more **accessible, welcoming, and barrier-free** for everyone.

Sincerely,
CrediaBank.