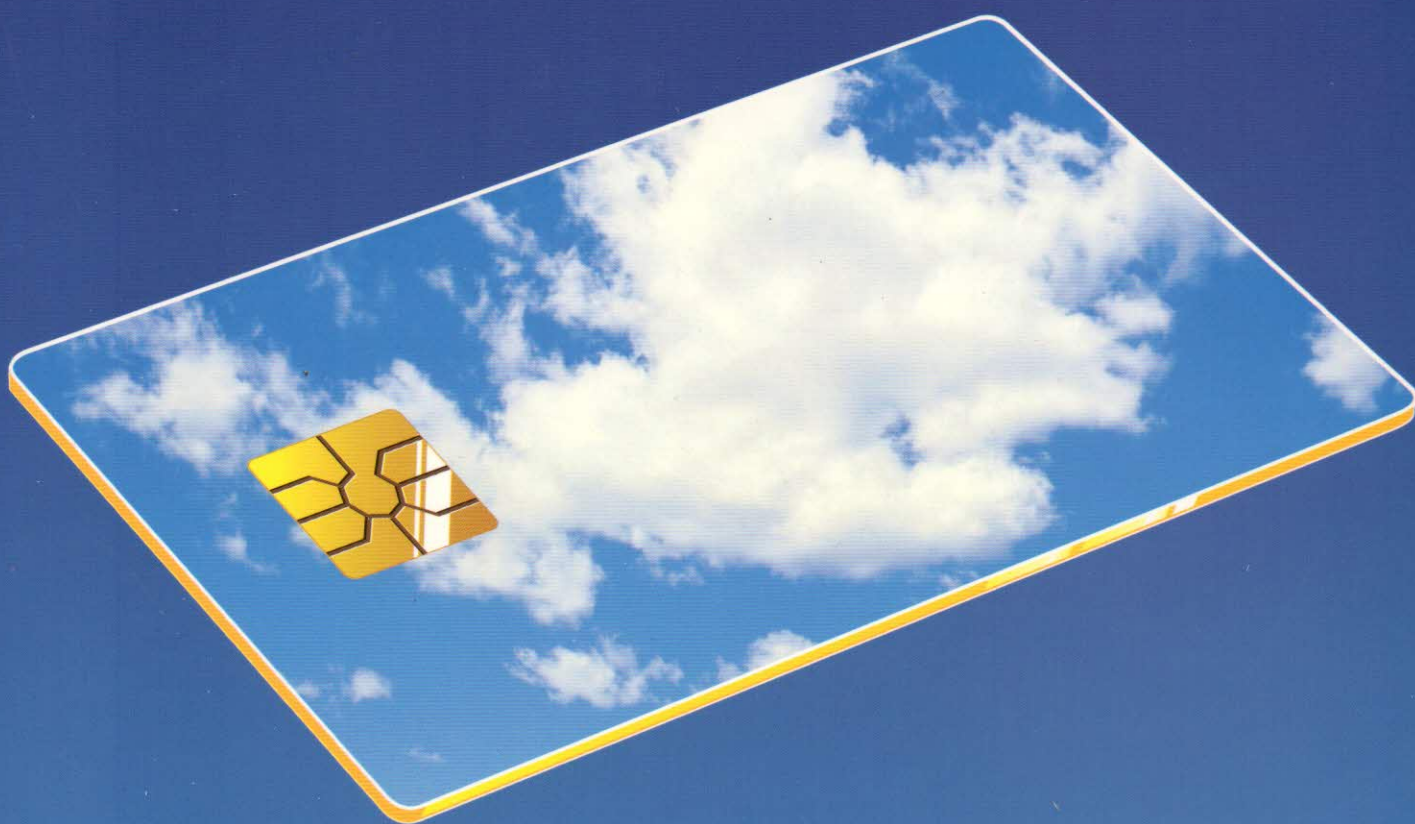


# SMART

MEETING  
THE NEEDS OF ELDERLY

# CARDS

AND DISABLED PEOPLE



JOHN GILL

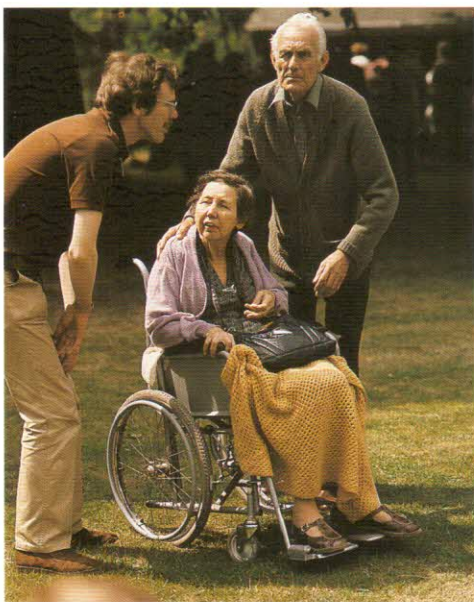
*“Good design for  
disabled and elderly  
people is often good  
design for everyone”*

# Smart Cards

*meeting the needs of disabled and elderly people*

If you wore bifocals or had a hand tremor, you would find self-service machines difficult to use. However the introduction of "smart cards" might make life considerably easier for you, but this assumes that the service provider appreciated your needs at the time of installation of the smart card terminals.

This publication aims to show that smart card systems can help organisations respond to the specific needs of their individual customers, including those who are elderly or have a disability.



*Already the international banking and telecommunications industries are increasingly using smart card technology.*

## *What is a Smart Card?*

**A** smart card is a credit card sized plastic card incorporating an integrated micro circuit. This circuit holds information in electronic form that can be easily, securely and accurately accessed by all sorts of terminals.

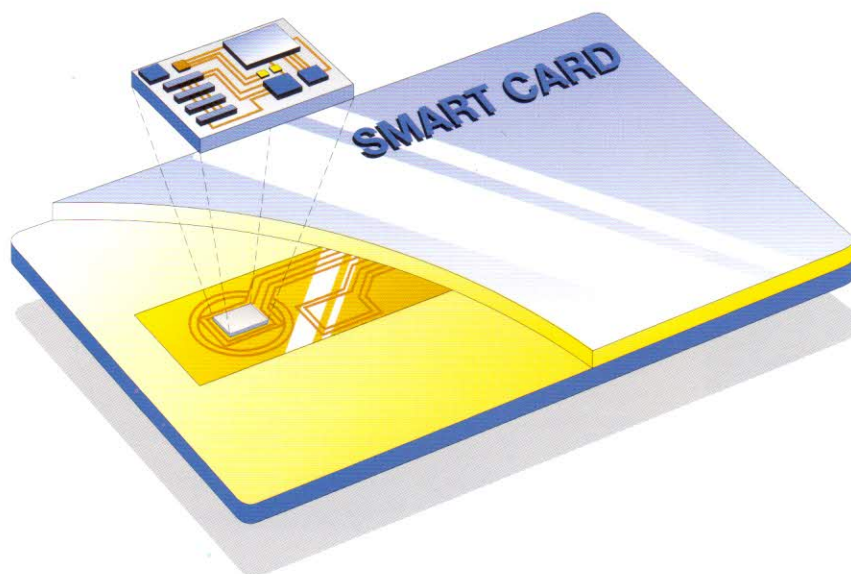
Smart cards are one of three main types:

**MEMORY ONLY** - often used as pre-payment cards for public telephones.

**MICROPROCESSOR** - this adds the possibility of incorporating security features for banking applications.

**CONTACTLESS** - eliminates the need to put the card in a reader which is useful for transport applications.

Following the introduction of smart cards in banking and telecommunications, smart cards are now being developed for public transport, medical services and retail shopping. For many people the ability to interact with machines and computer terminals makes life easier, but for the growing population of elderly and disabled people special requirements must be considered.



### **A SMART CARD**

*Holds information reliably in electronic form.*

*Exchanges information with computer systems or electronic equipment.*

*Acts as a bridge between man and machine.*



"Smart cards create the opportunity to make machines more 'user friendly' than they have ever been before".

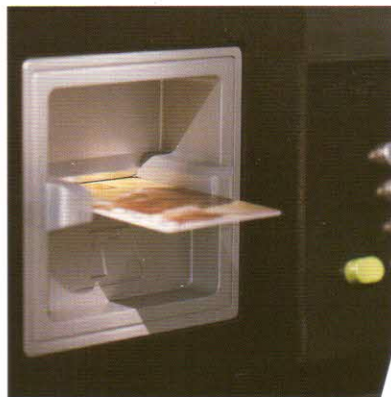
London Transport  
**REGISTERED BLIND PERSON'S SMARTCARD**  
 NO PHOTOGRAPH REQUIRED

The accompanying Travel Permit is valid on Buses, Underground and DLR **ALL DAY** on British Rail from 0930 Monday to Friday and all day on public transport



Smart cards are used for:

- public telephones
- customer loyalty systems
- public transport
- banking applications
- medical information



GEMPLUS



現代  
法國

一九九四 法國科技展  
 七月一日至七月四日  
 臺北世界貿易中心

PARTNERSHIP THROUGH TECHNOLOGY

**DIACARD**

DOCTEUR :  
**SPECIMEN**

Introduire la carte dans le sens de la flèche présentée sur la face antérieure, elle ne sera fonctionnelle que lorsque vous aurez ressenti un "CLIC".

Cette carte est strictement personnelle, les informations qu'elle contient ne peuvent être accessibles que par le médecin prescripteur.

GEMPLUS

