Business Annex E **Disability UK Customer Profile on Disability Forum** Building disability-smart organisations 44% of disabled people have **19%** of the UK 78% of disabled people reported that they have at least acquired their impairment population have a One in three people are three impairments. at the age of 16 or older disability disabled or close to someone who is 83% of Nearly 4 Nearly 9 disabled million million people have customers customers may More than 15 walked away may have have at least 3% of the More than 7 million million customers a disability from an three population banking customers may are likely to be impairments inaccessible have sight have became disabled disabled or close to service after the age someone who is loss provider to of 16 Almost 7.5 million take Over 1 million may have customers could be **Adult** sight loss business population in England and walking away from elsewhere inaccessible services Wales: More than 4.5 million Almost 8 million people are 45.5 million customers may have likely to have hearing loss dyslexia 1 in 6 of 10% of the Almost the Almost **700,000** may 455,000 customers UK Over 5 6 million population have a speech may have dementia population million customers are have impairment has customers likely to have hearing dyslexia may have paid or unpaid loss limited caring mobility responsibilities

More than **1.5%** of the population have a speech impairment

Almost 11% of the UK population have limited mobility

1 in 8 adults are carers

Almost 1% of the worldwide population have dementia