



## OVERVIEW

**Product:** ListenLoop

**Location:** New York

Capital One Bank has installed a compact counter hearing loop in their 77th Street and Third Avenue branches to help those who are hard of hearing facilitate communication with their bankers. The bank installed this assistive technology at two of the banking windows and two of the banking desks.

As the exclusive, distributor for the Americas of Ampetronic, Listen Technologies provided the counter loop systems that enables customers who need assistive listening to receive clear, amplified sound directly through their t-coil hearing aid, cochlear implant, or hearing loop receiver. Hearing loops are a preferred technology for t-coil hearing aid and cochlear implant wearers as it allows them a discreet way to amplify the sound, allowing for a more clear understanding of conversations with their bankers.

The hearing loop systems were installed by Leo Garrison of Metro Sound Pros, who specializes in loop installations throughout New York City. Garrison is a Level II certified Listen Technologies Hearing Loop Integration Partner, which ensures that his customers' hearing loop installations meet the IEC60118-4 performance standard.

Metro Sound Pros has installed hearing loops in museums, tour buses, zoos, banks, the infamous Gershwin Theatre, and other Broadway Theatres.

The hearing loop enables Capitol One Bank to be compliant with current ADA requirements and standards for assistive listening. Hearing loops are one of three technologies that are available to venues to meet ADA compliance – radio frequency (RF) and infrared (IR) are the other two assistive listening technologies.

### System Components:

- CLD1-CB Compact Loop Driver
- Q400 Boundary Microphones with Cardioid Directional Pickup
- GE00001 Multi-Turn Preformed Loop for CLD1
- 12 VDC Power Supply (North America)
- T-LOGO-SMALL "T" Logo Installed Adhesive Sign – Small (5.8" x 4.1")
- LP-IL Hearing Loop Receiver with Lanyard Package

“Due to the privacy glass between the teller and the customer, the individuals using the loop hear better than those with normal hearing.”

—LEO GARRISON  
Senior Designer, Metro Sound Pros, Inc.

## ABOUT

Capital One is a Fortune 500 company headquartered in McLean, Virginia. They offer a variety of financial products and services. According to Wikipedia, Capital One Financial Corporation "...is the eighth largest bank holding company in the United States." The bank operates close to 1000 branches, including some with café style locations. They also do business in Canada and the United Kingdom. One item of note is their being a pioneer in the mass marketing of credit cards in the 1990's.

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