
Multilingual Banking Forms Localization

Powered by Lyric® | Under the EASE Framework | Bank of India

Overview

Bank of India, one of India's premier public sector banks, partnered with Lyric® to drive a transformative language localization initiative under the Government of India's EASE (Enhanced Access and Service Excellence) framework. The objective was to ensure that all customer-facing banking documents are accessible to every Indian citizen in their native language, removing linguistic barriers and promoting financial inclusion across the country.

About the EASE Framework

The EASE (Enhanced Access and Service Excellence) framework is a Government of India initiative designed to reform public sector banks and improve banking services for all citizens. A key mandate under EASE is to make banking more accessible to regional language speakers across India by providing documentation and customer communications in all official Indian languages.

The Challenge

Bank of India serves millions of customers across diverse linguistic regions of India. Key challenges included:

- The majority of banking documents, forms, and agreements were available only in English and Hindi, creating barriers for non-English-speaking customers.
- Translating complex legal and financial terminology accurately into 14 official Indian languages required specialized linguistic and domain expertise.
- Maintaining consistency, legal accuracy, and regulatory compliance across all translated documents was critical.
- Manual translation processes were time-consuming, costly, and error-prone, making scalability a significant concern.

The Lyric® Solution

Lyric®, a global leader in language technology and localization, deployed its AI-powered translation and localization platform to address these challenges. The solution covered:

- End-to-end localization of customer-facing forms, agreements, account opening documents, loan application forms, KYC documents, and scheme brochures.
- Accurate translation into all 14 official regional Indian languages as mandated under the EASE framework, including Hindi, Bengali, Telugu, Marathi, Tamil, Urdu, Gujarati, Kannada, Malayalam, Odia, Punjabi, Assamese, Maithili, and Sanskrit.
- A robust quality assurance process involving native-speaking linguistic experts and financial domain specialists to ensure accuracy and compliance.
- A scalable, cloud-based localization workflow enabling rapid turnaround of new or updated documents as banking regulations evolve.

- Consistent terminology management ensuring uniform use of financial and legal terms across all languages and document types.

Languages Covered

The localization initiative covered all 14 official Indian languages as mandated under the EASE framework:

Hindi	Bengali	Telugu	Marathi
Tamil	Urdu	Gujarati	Kannada
Malayalam	Odia	Punjabi	Assamese
Maithili	Sanskrit		

Results & Impact

- Successfully localized 100+ customer-facing banking documents, forms, and agreements into 14 official Indian languages.
- Significantly improved financial accessibility for millions of regional language-speaking customers across India.
- Bank of India achieved full compliance with EASE framework mandates for multilingual customer documentation.
- Reduced translation turnaround time by over 60% compared to traditional manual methods.
- Enhanced customer trust and satisfaction through culturally appropriate, accurate language communication.
- Set a scalable foundation for ongoing localization of future banking products and regulatory updates.

Key Documents Localized

- Account Opening Forms (Savings, Current, Fixed Deposit)
- KYC (Know Your Customer) Documents
- Loan Application Forms (Home Loan, Personal Loan, Agricultural Loan)
- Customer Agreements and Terms & Conditions
- Banking Scheme Brochures and Product Information Leaflets
- Grievance Redressal Forms and Customer Feedback Forms

Learn How Lyric® Can Help Your Bank

Transform your banking documentation with AI-powered multilingual localization

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