FactorBank AG Accessibility Statement

Commitment to Accessibility

FactorBank AG is committed to making its digital services accessible to all users, including people with disabilities. We continuously work to improve the usability and accessibility of our websites and online services in accordance with applicable accessibility legislation and recognized international standards.
This statement applies to the following websites:

- https://www.factorbank.com
- https://online.factorbank.com/

Accessibility Standards

FactorBank aims to ensure that its websites comply with:

- Directive (EU) 2019/882 (European Accessibility Act);
- Applicable Austrian accessibility legislation;
- EN 301 549 Accessibility Requirements for ICT Products and Services;
- Web Content Accessibility Guidelines (WCAG) 2.2, Level AA.

Accessibility Status

The websites are currently undergoing periodic accessibility review and testing.
Current conformity status:

- ✓ Compliant with WCAG 2.2 AA criteria.

Known Accessibility Limitations

As part of our continuous improvement process, some areas of the websites may not yet fully satisfy accessibility requirements.
Any identified issues will be documented and addressed through an accessibility remediation plan.

Compatibility

The websites are designed to be compatible with commonly used assistive technologies and modern web browsers, including:

- Screen readers such as JAWS, NVDA, VoiceOver, Microsoft Narrator;
- Browser zoom functionality up to 200%;
- Keyboard-only navigation;
- Speech recognition technologies were supported by the user's operating system.

Accessibility Assessments

Accessibility assessments are performed periodically and whenever significant changes are made to the websites.
Testing includes compliance verification against WCAG 2.2 AA criteria and EN 301 549 standard.

Feedback and Contact Information

We welcome feedback regarding the accessibility of our digital services.
If you experience any difficulty accessing information or using our websites, please contact us using this form: https://www.factorbank.com/en/contact/complaints/

Preparation of This Statement

This statement was prepared on **20. November 2026**.
The statement is based on:

- ✓ Internal accessibility assessment

The statement will be reviewed at least annually and updated whenever significant changes are made to the websites or following major accessibility remediation activities