

The EBS logo is located in the top right corner. It consists of the letters 'EBS' in a bold, red, serif font, enclosed within a white rectangular box. The background of the entire page is a solid red color with a large, dark red, curved shape on the left side.

EBS

EBS Accessibility Statement

Banking for Everyone – Our Commitment to Accessibility

27 June 2025

At EBS we aim to support our customers through banking services that everyone can use.

In this statement we set out how we seek to achieve that aim in line with the European Accessibility Act (EAA). Under the EAA, we try to ensure the websites and apps we use for our banking services are understandable and accessible for people who may have difficulties using them. We also provide information about our banking services in ways that are easy for customers to read and understand.

We include details on the services we offer through our office network, online, over the phone and how we support those services by:

- making them accessible through more than one sense, regardless of the user's ability
- ensuring they are understandable to all users
- providing information on the accessibility of the service; and
- making them compatible with assistive technologies.

How have we made our accounts and services accessible to everyone?

We have put our customers first in approaching the accessibility of our services. This means for example, when we need to communicate a message, we have considered our customers and how they can access our communications.

We've partnered with Tilting the Lens, a disability-led accessibility consultancy, which has run focus groups and gathered customer insights on how to enhance and improve our services.

We have also reviewed our website and online banking services in line with the Web Content Accessibility Guidelines (WCAG) 2.2 AA.

Our banking services:

We provide banking services to our personal customers in the Republic of Ireland. These services include:

- **Current accounts:** You can put money into your current account and then use it to:
 - take money out at an ATM (cash machine)
 - pay for items in a shop, online or over the phone with a debit card
 - pay bills from your account; and
 - move money to another account through online banking.
- **Savings Accounts:** A savings account is also called a deposit account. This is where you can keep money you don't need every day. We typically pay interest on the money in this account, calculated as a percentage of your total balance.
- **Mortgages:** With a mortgage you can borrow money from us over a longer number of years to buy a home. We charge you interest on the money you borrow.

We have made the information on these services accessible through more than one sense. Please see below section on '**Accessing our Services and Additional Support**'.

We've made our online banking services and website more accessible:

What we've done to enhance accessibility:

- Pages are easy to read in most browsers.
- We've made navigation simpler and easier to help users find information quicker.
- We've designed our website to be responsive to different devices. The site will detect your device and show the pages in the best format for it using responsive design.
- We have added descriptions to important images to help people using screen readers.
- Where possible, all text is scalable up and down.
- We've designed our website and online banking services to be compatible with widely used screen readers, ensuring accessibility for users who can't see very well.
- We can print bank statements in large print. Call us on 0818 300 107 or drop into your local office to arrange it.

We have made enhancements to our online banking services and website areas such as colour contrast and call to action navigational buttons. We have also introduced alternative text for images, and we continue to enhance all of these areas to improve readability, for example when using screen readers.

We recommend accessing our Online Banking Service on a computer or laptop, as it's not optimised for use on mobile devices, such as a smartphone or a tablet.

Plain language:

We review our documents, letters, emails, webpages and mobile apps for plain language to ensure they are understandable and accessible for all our customers.

Accessing our Services and Additional Support:

We offer different ways to bank so that you can choose the way that works best for you. We outline them here along with the supports available which include:

- If you are a user of Irish Sign Language, you can contact us through the Irish Remote Interpreting Service (IRIS). Learn more about EBS Accessibility here: www.ebs.ie/support/additional-support-for-our-customers/accessibility
- We have partnered with AsIAm, Ireland's Autism Charity. Our Office network nationwide will be accredited as autism friendly shortly.
- We have also partnered with the NOW Group which helps people who are neurodiverse or have learning difficulties and our Office network nationwide is JAM Card friendly.

Learn more about the additional support we offer our customers here: www.ebs.ie/support/additional-support-for-our-customers. This will include a Visual Guide to Help Prepare for an office visit which is coming soon.

The different ways to bank are:

Visit an Office:

We have offices all over Ireland. You can find out where your nearest EBS office is, with a map and accessibility information for each under Find my nearest EBS office on our website: offices.ebs.ie

Contact by phone:

We're ready to help you over the phone:

- Additional Support Helpline: 0818 300 107 Monday to Friday 9:00 to 17:00 except bank holidays.
- Debit Card Services: 0818 654 328 Monday to Friday 9am to 5pm.
- Lost or Stolen Cards can be reported 24 hours a day, seven days a week on +353 1 665 8080.
- Sales: 0818 654 322 Monday to Friday 9:00 to 17:00 or from outside Ireland +353 1 665800.
- If you think you have been victim of a crime, contact us as soon as you can on 0818 654 322 or from outside Ireland +353 1 6658000.

Online banking services:

EBS Online Banking services allow you to access your banking over the internet. Learn more about these services on www.ebs.ie/daily-banking/online-banking

You can also get more information on our accounts and services through:

- Our website at www.ebs.ie/contact-us
- Our website and brochures where information is available in accessible formats, including paper brochures available at our offices and digital versions on www.ebs.ie
- You can book an appointment to speak to a Mortgage Advisor, a Financial Advisor or to open an account.

You can find more information about these services on www.ebs.ie or in our Network Offices.

Monitoring and improvement

We are committed to monitoring the accessibility of our services, and we aim to improve their accessibility. We have guidelines and procedures about this.

Feedback:

Please let us know if you need help with our services. Also, if you are not happy with how accessible our accounts and services are, or indeed with the information in this document, let us know.

To contact us:

- Visit an office. You can find out where your nearest office here: offices.ebs.ie
- Phone our Additional Support Helpline at 0818 300 107.
We're open Monday to Friday, 9:00 to 17:00 except bank holidays.
- Ask us to call you back through our Contact Us Form here: www.ebs.ie/contact-request-form
- Write to us: 10 Molesworth Street, Dublin 2, D02 R126.
- Learn more at EBS' Additional Support page here: www.ebs.ie/support/additional-support-for-our-customers

Information about these services is also available on www.ebs.ie and in our offices.

This statement was last reviewed and updated on 27 June 2025.

