

Accessibility Statement

Affinity Credit Union

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Our commitment to accessibility

Affinity Credit Union is committed to providing services that are accessible and inclusive for all members, including people with disabilities. We aim to ensure that our products, services, communications and digital channels can be used as independently and effectively as possible by everyone.

This Accessibility Statement has been prepared in accordance with the European Union (Accessibility Requirements of Products and Services) Regulations 2023 (S.I. No. 636/2023), which implement the European Accessibility Act (Directive (EU) 2019/882) in Ireland. Consumer banking services are within the scope of these requirements

Services covered by this statement

This statement applies to:

- The Affinity Credit Union website.
- Online member services and member portal.
- Mobile banking application (where applicable).
- Electronic communications, including emails and eStatements.
- Online loan application processes and digital forms.
- Digital documents and member information.
- In-branch member services.
- Telephone and email support services.

Accessibility standards

Affinity Credit Union aims to ensure that its digital services conform to:

- EN 301 549 Accessibility Requirements for ICT Products and Services.
- Web Content Accessibility Guidelines (WCAG) 2.2 Level AA where applicable.
- Relevant requirements of the European Accessibility Act and associated Irish regulations.

Measures we have taken

To improve accessibility, Affinity Credit Union:

- Considers accessibility when developing and updating digital services.
- Uses plain and understandable language in member communications.
- Seeks to ensure website navigation can be completed using a keyboard.
- Works towards compatibility with assistive technologies such as screen readers.
- Reviews digital documents to improve accessibility and readability.
- Provides alternative methods of contacting the credit union where required.
- Provides staff training and awareness on accessibility and inclusive service delivery.
- Considers accessibility requirements when procuring new digital products and services.
- Invests heavily in technology and services that meet accessibility standards.
- Trains, guides and instructs our team members and management on how to support our members.

Website and digital accessibility

We are committed to ensuring that our website and online services are:

Perceivable

- Information is presented in ways that can be perceived by different users.
- Images include alternative text where appropriate.
- Content is designed to maintain sufficient colour contrast.
- Text can be enlarged without loss of functionality.

Operable

- Key functions can be accessed using a keyboard.
- Navigation and page structures are designed to be consistent and predictable.
- Users are provided with sufficient time to complete online activities.

Understandable

- Information is presented in clear, plain language.
- Forms include instructions and validation messages where appropriate.
- Navigation and functionality are designed to be consistent.

Robust

- Digital services are designed to work with commonly used assistive technologies and modern web browsers.

Member communications

Affinity Credit Union is committed to making member communications accessible. Where reasonably practicable, we can provide information in alternative formats, including:

- Larger print.
- Accessible electronic formats.
- Providing additional assistance when reviewing documents.
- Alternative communication arrangements based on individual needs.

Members who require information in an alternative format should contact us using the details below.

Physical accessibility

Affinity Credit Union seeks to provide an inclusive environment within its branches and service locations. Where required, members may request reasonable assistance from staff to help access services.

Feedback and accessibility requests

We welcome feedback on the accessibility of our services.

If you experience difficulty accessing information or using any of our services, please contact us:

Affinity Credit Union

Main Street

Cashel

Co Tipperary

E25CX21

Email: info@affinitycu.ie

Telephone: 0818 222 919

Website: www.affinitycu.ie

When contacting us, please provide:

- The nature of the accessibility issue.
- The service or webpage concerned.
- Your preferred method of communication.
- Any alternative format required.

We will endeavour to respond as quickly as possible and work with you to provide access to the information or service requested.

Continuous improvement

Accessibility is an ongoing commitment. Affinity Credit Union regularly reviews its services, systems and communications to identify opportunities for improvement and to support compliance with accessibility requirements.

We will continue to monitor developments in accessibility standards, member feedback and regulatory expectations and will update this statement as required.
