



Accessibility Statement

This accessibility statement applies to First Active products and services.

Our commitment

We believe in offering digitally accessible services to our customers. While we've made progress, we know there's still more to achieve.

We recognise that everyone's needs are different, so we aim to make banking as accessible as possible for our customers, including those people with disabilities and long-term conditions. We also understand that the needs of our customers and the support they require may change over time.

Our approach

Our vision is to become an accessible bank by design.

We use a set of Digital Accessibility Standards (pdf) aligned to the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) v2.2 AA. These standards include information and resources to help ensure that our applications and systems are built to be digitally accessible.

Support

AbilityNet are a charity partner who can provide support and advice on making your device easier to use if you have a disability. This is called My Computer My Way__, and is available from the AbilityNet website__.

How accessible are we currently

We want as many people as possible to be able to use our digital products and services. For example, we:

- Support browser or device settings to change colours and contrast levels.
- Support keyboard or speech recognition software to navigate our products.
- Provide alternative text and logical heading structures to support screen readers.
- Ensure links have meaningful text that shows the user what to expect when they click on it, instead of using "click here".
- Improved form navigation with labelled fields and a logical tab sequence.