# Interim Accessibility Statement

Athenry Credit Union Ltd

**Date of Statement:** 24th of November 2026

**Review Date:** 30 June 2027

## Our Commitment

Athenry Credit Union Ltd is committed to providing accessible and inclusive financial services to all members. We recognise that accessibility is essential to ensuring that members can access and use our products and services independently, with dignity and confidence.

As a credit union authorised and regulated by the Central Bank of Ireland, we are committed to achieving and maintaining compliance with the European Union (Accessibility Requirements of Products and Services) Regulations 2023 (S.I. No. 636/2023), which implements the European Accessibility Act in Ireland.

The information provided in this Statement can also be provided orally on request.

## Services Covered by this Statement

This statement applies to the consumer banking services provided by Athenry Credit Union Ltd, including:

- Our website and online member services (Digital Accessibility)
- Digital communications and documents (Accessible Information and Alternative Formats)
- Member service channels (phone, email, in-person)
- Branch and In Person Services

Our aim is to make digital information and services:

- **Perceivable**, so that information can be presented in ways members can recognise and use;
- **Operable**, so that members can navigate and use services using different input methods;
- **Understandable**, through clear information, instructions and navigation; and
- **Robust**, so that content is compatible, as far as possible, with commonly used assistive technologies.

## Digital Accessibility

We aim to ensure that our website and digital services are accessible to the widest possible audience, including people who use assistive technologies.

We are working towards achieving and maintaining conformance with:

- Web Content Accessibility Guidelines (WCAG) 2.1 Level AA; and
- EN 301 549 Accessibility Requirements for ICT Products and Services.

A review of our website identified accessibility issues that may affect some users, particularly members who use screen readers, keyboard navigation, screen magnification or other assistive technologies

The following issues have been identified:

- The website's heading structure and page language are not always correctly defined. This may affect navigation and the way content is interpreted by assistive technologies.
- Some images do not have appropriate text alternatives, which may make their purpose or content unavailable to screen reader users.
- Some form fields do not have accessible labels, which may prevent assistive technologies from explaining their purpose to users.
- Some links do not contain descriptive accessible names and may not provide sufficient information about their purpose or destination.
- Zoom may be restricted on some mobile devices, which may affect members who need to enlarge content.
- A skip-navigation mechanism is not currently available, which may make it more difficult for keyboard and screen reader users to move directly to the main page content

We are working with our website service provider to address these issues as part of our accessibility improvement programme.

## Accessible Information and Alternative Formats

We are committed to presenting information in clear and understandable language.

Members may request information in an alternative format, such as:

- Large print;
- An accessible electronic format; or
- Another reasonable format appropriate to the member's needs.

The availability of a particular format may depend on the nature of the document or information requested. We will work with the member to identify a suitable accessible alternative.

Members can also request assistance where they need information explained in more detail or require support when accessing a product or service.

## Member Service Channels

We recognise that members have different communication and accessibility needs. Members can contact us in person, by telephone or by email, and our staff are happy to provide additional assistance or reasonable adjustments to help members access our services.

## Branch and In-Person Services

We are committed to providing accessible and inclusive in-person services. We continue to review our physical environment and service arrangements to identify barriers that may affect members with disabilities.

Members who require assistance when visiting the credit union are encouraged to contact us. We will seek to provide reasonable assistance based on the member's individual requirements.

## Overall Compliance Status

Athenry Credit Union Ltd is currently partially compliant with the European Union (Accessibility Requirements of Products and Services) Regulations 2023. We have identified a number of accessibility issues and are actively working to address these as part of our ongoing accessibility improvement programme.

## Accessibility Improvement Programme

Accessibility is an ongoing commitment. We are working with our website service provider to address identified issues and improve compliance with WCAG 2.1 Level AA requirements.

Where an accessibility issue cannot be corrected immediately, we will seek to provide reasonable assistance or an accessible alternative so that members can obtain the relevant information or service.

While we strive for full accessibility, some limitations may exist e.g. certain older documents may not fully meet accessibility standards.

## Feedback and Accessibility Concerns

Members who have trouble accessing our products, services, premises, information or digital channels are encouraged to contact us.

If you require information in an alternative format or assistance accessing any of our services, please contact us using the details below. We will review accessibility-related feedback and seek to address identified issues wherever possible.

**Accessibility Officer** Emma Coughlan
**Telephone:** 091 844306, extension 321
**Email:** emma.coughlan@athenrycu.ie

When contacting us, it would be helpful if you could describe:

- The product, service, webpage or document concerned;
- The difficulty you experienced;
- The format or type of assistance required; and
- Your preferred method of contact.

We will make every reasonable effort to respond promptly and provide appropriate assistance.

If you are not satisfied with our response, you may escalate your concern through our formal complaints process.

## Review of this Statement

We are committed to ongoing improvements in accessibility across all our services. This Statement is reviewed on a regular basis and updated to reflect changes in legislation, regulatory guidance, and our services.

The conformance status will be updated as remediation work progresses.

Mathilde Barteau
CEO Athenry Credit Union
November 2026