

# Declaration of Conformity in accordance with the Law for Accessibility of Products and Services

## 1. Introduction

At Eurolife Limited (“Eurolife”), we are committed to ensuring equal access to our services for all individuals. As of 28 June 2025 in accordance with the Accessibility of Products and Services Law of 2024 (N. 57(I)/2024) (the “Law”), we strive to make both our digital platforms and in-person services accessible, inclusive, and user-friendly.

We are actively working to ensure that our services comply with the accessibility requirements set out in the Cyprus national legislation and the EU Accessibility Act (Directive 2019/882).

For Eurolife, accessibility means that our services should be able to be used by as many people as possible including those with any kind of disability. For example, if you are blind or visually impaired, have difficulty hearing, or have certain physical limitations.

These rules apply only to consumers i.e. customers who use services and products for personal use, not for trade, business, or profession.

This Declaration of Conformity is issued in accordance with the Law and explains what measures have been taken by Eurolife to ensure its compliance.

## 2. Relevant EU Legislation and Accessibility Standards

Eurolife, besides the Law, has taken into consideration the following in its action plan:

- the EU Directive 2019/882 on the accessibility requirements for products and services
- Web Content Accessibility Guidelines (WCAG) 2.2.

## 3. Identification of Eurolife’s Services

The following services have been identified by Eurolife as falling under the Law :

- Insurance coverage services offered to individuals
- Claims management services
- Policy management services
- Consumer support services.

## 4. Accessibility Features Implemented

The following measures have been taken by Eurolife to ensure that it is in compliance with the Law when providing the above-mentioned services to its customers:

## **Eurolife's Myeurolife Portal, Myeurolife App and Website**

- Design and development in line with WCAG 2.2 standard
- Compatibility with screen readers and assistive technologies
- Keyboard navigation and high-contrast display options
- Alternative text for all images and multimedia content
- Accessible online forms and policy documents
- Information Sheets and KIDs were drafted to include, in simple intelligible language, the basic characteristics of the consumer's product and general information as to the product's operation.

## **In-Person Services**

- Step-free access to all customer service locations
- Staff educated in inclusive communication and disability awareness
- Priority service for individuals with disabilities
- Guide dogs are welcome in our branches
- Private conference room availability.

## **Call Centre Accessibility**

- Clear, jargon-free communication
- Alternative contact methods (email)
- Staff educated to assist customers with speech, hearing, or cognitive disabilities.

## **Staff Training**

- Branch staff informed about accessibility and on the features Eurolife provides
- Back-office staff trained on creating accessible customer-facing documents.

More information with respect to Eurolife's compliance with the Law, can be found on Eurolife's website <https://www.eurolife.com.cy/>.

## **5. Technical prerequisites**

Computer or mobile phone with the following capabilities or tools:

- Screen reader software (e.g., NVDA, VoiceOver, TalkBack) for users with visual disabilities
- Keyboard access (for desktop or laptop users, especially for users navigating without a mouse)
- PDF reader applications to open documents such as statements, or terms and conditions etc.

## **6. Method of Conformity Assessment**

Eurolife's compliance with the Law has been assessed by conducting internal evaluation by Eurolife's Accessibility team with the following methods:

Gap Analysis, Steering Committee reviews, Screen Reader compatibility review, colour contrast validation.

## 7. Current Limitations

Eurolife is continually improving the accessibility of its services. In particular, Eurolife has planned to take action in the following areas in due course:

- Making all our customer-facing documents accessible
- Providing sign language interpreters for customer appointments in our branches.

## 8. Contact Information

Eurolife values customer feedback and aims to service its customers in the most efficient way possible, therefore if you experience any difficulties accessing our services or you wish to report a complaint for an accessibility issue, please contact Eurolife, using the following:

### **Accessibility Contact Point**

**Email:** accessible@eurolife.bankofcyprus.com

**Postal address:** 4 Evrou Street, 2003, Strovolos, Cyprus.

## 9. Enforcement Procedure

If Eurolife's feedback is not satisfactory, you may contact the Cyprus Accessibility Authority, as following:

**Name of Cyprus Accessibility Authority:** Deputy Ministry of Social Welfare

**Email:** deputyministry@dmsw.gov.cy

**Phone:**+357 22406610

**Postal address:** Stasinou 5, Y.Charalambides Building, 2404 Egkomi, Cyprus

**Website:** <https://www.gov.cy/dmsw/>.

## 10. Declaration of Conformity

Eurolife, with the present Declaration of Conformity, declares that is in compliance with the accessibility requirements of the Law. For Eurolife, continuous adherence to and compliance with accessibility requirements is essential and aims to stay updated on legal changes and technological development with the purpose of servicing as many people as possible including those with any kind of disability.