

# Provisional Accessibility Statement

## Introduction

At Bankinter, SA – Portugal Branch, we are committed to universal digital accessibility, continuously working to ensure that our digital assets are usable by all people, regardless of their abilities, age, or personal circumstances.

Our Accessibility Statement is based on the harmonized European technical standard EN 301 549, in its latest version, which constitutes the European standard for digital accessibility approved by the European Commission. This standard defines the accessibility requirements for technological products and services.

The scope of this statement covers the BANKINTER PORTUGAL corporate website in its public section, excluding embedded content from external domains. However, Bankinter, SA – Portugal Branch and its external suppliers maintain an active commitment to improving the accessibility of external content included in its digital assets, with the aim of ensuring the most inclusive digital experience possible.

Our objective is to carry out continuous monitoring and correction of any digital accessibility barriers, in order to provide an inclusive and obstacle-free experience for all users.

Beyond regulatory compliance, Bankinter, SA – Portugal Branch aims to exceed the legal requirements for digital accessibility. Our commitment is to achieve the highest accessibility standards, aiming to meet AAA level criteria, continuously improve the usability of our digital products, and obtain certifications that attest to our excellence in accessibility.

To achieve this ambitious goal, we have implemented a Comprehensive Digital Accessibility Service (S.I.A.), developing and applying corrective measures that include specialized training for our teams, systems for continuous assessment and improvement of accessibility, as well as proactive actions on both our websites and mobile applications, with the ultimate purpose of ensuring a truly universal and inclusive digital experience.

## Adopted Criteria

Bankinter, SA – Portugal Branch follows the EN 301 549 standard to ensure the digital accessibility of its Digital Assets. Some of the functionalities implemented to improve content accessibility are:

- (9.1.1.1) A thorough review of all significant images is being conducted to ensure they have appropriate alternative text (alt text), thereby ensuring that visual information is also accessible to individuals with visual impairments.

- (9.1.4.1) Additional visual cues such as underlines, icons, or explanatory text are being added to prevent color from being the sole means of conveying information.
- (9.1.4.3) Automatic and manual tools are being utilized to verify that the contrast between text and background meets the minimum requirements to ensure legibility.
- (9.2.4.4) The wording of link texts is being reinforced to make them more descriptive on their own and understandable without needing additional context.
- (9.4.1.2) Work is being done to enhance the semantic accessibility of all custom components, ensuring they correctly convey their role, state, and value to assistive technologies.

### **Preparation of this provisional accessibility statement**

This statement was prepared on 14/08/2025.

The method used to prepare the statement was a partial review, based on the requirements of the EN 301 549 standard, carried out by the company Everycode S.L. on 12/08/2025.

Everycode S.L. has an independent inspection unit accredited by ENAC (Spanish National Accreditation Body), in accordance with the requirements established in the ISO/IEC 17020 standard, for carrying out inspections of websites and mobile applications according to the EN 301 549 standard.

Last review of the statement: 14/08/2025.

### **Remarks and contact details**

We value your active participation in the continuous improvement of our digital accessibility. Should you wish to make suggestions, report issues, or request information about the accessibility of our website, you can contact us through the following channels:

- Telephone: 210548000
- [acessibilidade.pt@bankinter.com](mailto:acessibilidade.pt@bankinter.com)