

DECLARATION OF CONFORMITY OF PARTNER BANK AG IN ACCORDANCE WITH SECTION 15 OF THE ACCESSIBILITY ACT

All people should have unrestricted access to banking services, especially digital channels such as websites or on-line banking. In order to implement this, the legislator has passed the Accessibility Act (BaFG), which provides for the barrier-free design of certain products and services and comes into force on 28 June 2025. Partner Bank AG had already fulfilled some of the requirements before the law came into force, as easy-to-understand, barrier-free access to products and services is a general concern of ours.

To ensure that services are provided in a way that maximises their foreseeable use by all people, the following requirements will be implemented:

- Provision of information via more than one sensory channel, in understandable language and in a way that is perceptible. Font type and size as well as contrasts are appropriate. Alternative presentation options exist for elements in non-text form.
- The provision of identification methods, electronic signatures, security and payment services is recognisable, operable, understandable and robust.
- Information is presented in easy-to-understand, simple language.
- Websites and electronically available information are designed to be perceivable, operable, understandable and robust.

The requirements for websites are regulated in the so-called Web Content Accessibility Guidelines (WCAG) and the European standard EN 301 549 for accessible web design, which have defined requirements in the following 4 areas:

- **Perceptibility:** Content should be prepared in such a way that it is easy to perceive. This includes textual alternatives for non-textual content, clear contrast and easily legible text.
- **Usability:** Websites must be fully operable via the keyboard, without dead ends in the navigation. Content should also be structured in such a way that it is easy to navigate.
- **Comprehensibility:** The use of websites should be intuitive and predictable. Simple language and clear explanations of technical terms increase comprehensibility.
- **Robustness:** Content should be robust enough to be used reliably by different internet browsers, including assisted technologies.

We take care to fulfil the requirements of the law, in detail this means the following:

- The alternative texts for non-text elements are available and also recognisable to screen readers (screen readers). A screen reader conveys information that is displayed on the screen using non-visual output devices (audible or perceptible).
- All menu items, menu functions, links or buttons can also be accessed using the keyboard (without a mouse).
- Presentation of the content in a font with an appropriate font size and suitable font form and with sufficient contrast and adjustable spacing between letters, lines and paragraphs.
- As far as possible, attention is paid to compliance with language level B2 (higher intermediate level), the information on websites, in legally required contractual documents and customer information as well as in the customer portal is explained simply and comprehensibly.
- The requirements for the websites are categorised into three so-called conformity levels (A, AA and AAA), whereby Partner Bank AG implements the first two levels in any case and strives for the highest conformity level wherever possible.
- The perceptibility (especially colour contrasts) in customer service will be revised as part of the corporate design and, as far as possible, already designed to be barrier-free.

- Partner Bank AG's TAN procedure ensures secure customer registration and is designed to be as barrier-free as possible, especially with regard to the read-aloud function and usability as well as sufficient time for entering.

Information about Partner Bank AG

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Partner Bank AG offers services in the following main areas

- Securities services
- Fixed-term deposits and deposit accounts
- Credit agreements
- Trading in physical gold

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Customers can find an information sheet for each of these services on the website <https://www.partner-bank.at/legalinformation>.

We are constantly endeavouring to improve our services! If you have any suggestions or requests for changes, please contact us at atinfo@partnerbank.at or <https://www.partnerbank.at/en/information-required-law>.