

Accessibility Statement

Bank of Ireland for Intermediaries is committed to making its website accessible, in accordance with the Equality Act 2010.

This accessibility statement applies to www.bankofireland4intermediaries.co.uk.

Compliance Status

This website is **partially compliant** with Web Content Accessibility Guidelines 2.1 Level AA.

Bank of Ireland for Intermediaries has started their journey towards full digital accessibility. We are committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability, and we are currently working with IA Labs and Vision Ireland to ensure we meet accessibility standards. We are continually improving the user experience for everyone and adhering to the required accessibility standards.

The Web Content Accessibility Guidelines (WCAG 2.1) defines requirements for designers and developers to improve accessibility for people with disabilities.



Accessibility Features of this Website

Keyboard/Screen reader navigation – has been implemented across the website to assist users who navigate the site using assistive technologies or who do not use a mouse.

Skip to content link – is functional on all webpages to allow keyboard users to bypass repeated sections like navigation panes.

Accessible images – to inform users using assistive technologies about an image's contents.

Accessible tables – have correct labels.

Accessible videos – have captions and text transcripts.

Useful, descriptive link text – to inform users where links will bring them.

Correctly structured content with good heading usage – to increase readability and assist users using screen readers or other assistive technologies.

Cross operating system compatibility and mobile navigation – to ensure consistency in layout and navigation across all devices and operating systems.

Non-accessible Content

Document accessibility – has not yet been implemented. If you require an accessible document, please contact us using the email address at the end of this document.

Preparation of this Accessibility Statement

The Statement was prepared by **IA Labs** where **IA Labs** performed a blend of manual and automated accessibility tests using multiple platforms Windows (JAWS, NVDA), Mac (VoiceOver), iOS (VoiceOver) and Android (TalkBack) and their native accessibility tools. A detailed issue log was created to measure against WCAG 2.1 standards. These issues were presented to the development team who are amending these issues and bringing the website in to WCAG 2.1 AA compliance.

This statement was **created** by IA Labs in January 2024.

The statement was **last reviewed** in January 2024.

Feedback and Contact Information

We welcome feedback on the accessibility of this website. If you find any problems not listed on this page, contact MortgageCommsTeam@boi.com

Enforcement Procedure

If you are not happy with our response or if you want to raise an accessibility issue that is not related to this website, you can make a complaint via MortgageCommsTeam@boi.com or the [Minister for the Cabinet Office](#).

WCAG 2.1 Accessibility Auditing Service

If you would like your website, application or digital documents reviewed and tested against the WCAG 2.1 standards, please contact the IA Labs team at hello@ialabs.ie.