

Accessibility Policy of LOLC Finance PLC

1. Purpose

The purpose of this Accessibility Policy is to ensure fair and equal access to our financial products and services for all consumers, regardless of their social status, physical ability, marital status, race, caste, gender, age, religion, or financial literacy. This policy is based on the financial consumer protection regulation no.1 of 2023.

2. Key Areas of Accessibility

2.1 Document and Information Accessibility

- a. All financial documents will be provided in accessible formats upon request of the FC.
- b. Communication materials will be clear, concise, and available in multiple languages as needed.
- c. Consumers may request assistance from authorized individuals, such as caregivers or representatives, by providing appropriate documentation (e.g., a letter of authority or power of attorney).
- d. Provides adequate facilities to use assistive technology and equipment.

2.2 Digital Accessibility

2.2.1 Website Accessibility

Our websites will meet recognized accessibility standards to ensure content is perceivable, operable, understandable, and robust.

- a. Font size, colour, and contrast will be adjustable.
- b. All web elements will be appropriately labelled and alternative text will be used where applicable.
- c. Navigation will be possible using keyboard.
- d. Compatibility with screen readers will be ensured.
- e. Security and safety features will be available in both text & audio formats.
- f. Adequate time provided for users to perform all functions.

2.2.2 Mobile Applications Accessibility

- Our mobile applications will be designed to be fully accessible, featuring:
 - a. Adjustable font sizes, colours, and contrasts.
 - b. Navigability through various mobile interfaces.
 - c. Compatibility with screen readers.
 - d. Clear labelling of all app elements.
 - e. Adequate time provided for users to perform all functions.

2.3 Infrastructure Accessibility

- a. New buildings and physical infrastructure will comply with relevant accessibility laws, facilitating access for differently-abled and elderly consumers.
- b. Accessible debit and credit cards will be available upon request.

2.4 Signature Verification

We will ensure that all signatures, including electronic signatures, are clear and acceptable for verification. Thumbprints will be treated as equivalent to traditional signatures.

3. Non-Discrimination

LOLC Finance PLC is committed to provide services without discrimination based on social status, physical ability, marital status, race, caste, gender, age, religion, or financial literacy. We will focus on making every effort to ensure special assistance to elderly, physically disabled and low-financial literacy consumers to ensure fair access to our products and services and appointed client relationship officers in each branch for necessary assistance.

