

ASSOCIATED MOTOR FINANCE CO.PLC  
ACCESSIBILITY POLICY

# INTRODUCTION

We are committed to complying with the Accessibility Standard for Customer Service under Financial Consumer Protection Regulation no 01 of 2023. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for all our customers with fair treatment.

The policy with a view of enhance fair and equal access to financial products and services, irrespective of the social status, physical ability, marital status, race, caste, gender, age, religion and financial literacy of the financial consumer and company is not issuing any policies or circulars which may encourage discrimination or inaccessibility. We provide the required training on accessible customer service to employees, relevant agents and management in order to comply with the regulatory requirements.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility standard for customer service. This policy applies to all employees, agents, and management of the company.

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## Non-discrimination

Associated Motor Finance Co. Plc (AMF) does not discriminate against financial consumers on grounds not relevant to provision of financial services applied for, such as social status, physical ability, marital status, race, caste, gender, age, religion, financial literacy, etc. However, the company will provide exclusive financial products and services in compliance with the stipulated internal policies and procedures.

Associated Motor Finance Co. Plc shall provide special attention to financial consumers such as elderly, physically disabled, low income and low financial literate to ensure fair access to all financial products and services.



## Documents, communication, and information accessibility.

- The Financial Service Provider shall provide all necessary documents in accessible formats at the request of the financial consumer.
- The Financial Service Provider shall grant permission to the financial consumer to have assistance from a person who has been authorized by the financial consumer by way of a letter of authority, a power of attorney or a board resolution, as the case may be.
- The Financial Service Provider shall provide adequate facilities to use assistive technology and equipment.

## websites and mobile applications accessibility

Associated Motor Finance Co. website and mobile applications are facilitated to;

- i. All web contents are perceivable, operable, understandable, and robust.
- ii. Web accessibility is included but not limited to:
  - Font size, colour and colour contrast adjustability.
  - Full navigability and ability to function with the keyboard.
  - Full readability with screen readers.
  - All web elements shall be appropriately labelled, or alternative text shall be used.
  - All security, protection or safety features shall be provided in text and audio options.
  - Adequate time shall be provided to perform all functions.

## **Mobile applications accessibility**

- Font size, colours and colour contrast, and background colour adjustability.
- Full navigability when using mobile applications.
- Full readability with screen readers.
- All mobile application elements shall be appropriately labelled, or alternative text shall be used.
- All security, protection or safety features shall be provided in text and audio options.
- Adequate time shall be provided to perform all functions.

## **Infrastructure accessibility.**

- The Financial Service Provider shall comply with general laws regarding accessibility, such as facilitating differently abled and elderly financial consumers, when constructing new buildings and physical infrastructure.