Accessibility Statement

Last updated: 30/09/2026

Our Commitment

Kilcock Credit Union is a community credit union, and we want every member to be able to use our services with dignity and independence. We are already members of the JAM Card for Business, but are currently working towards making our credit union fully accessible for all our members, including people with disabilities, older members and anyone who needs additional supports. Our aim is to be compliant with the European Union (Accessibility Requirements of Products and Services) Regulations 2023 and we are at the start of our accessibility review - this statement explains where we are and what you can expect from us.

Our Office

Our office is at The Square, Kilcock, Co. Kildare. We are reviewing how physically accessible it is for members, including entrances and movement around the office, the counter and meeting areas, seating, signage, and how we communicate with members face to face and by phone.

While under review, if you would like to make your visit easier, please contact us beforehand and we will do our best to arrange it. You are welcome to bring someone with you. If you can't visit, we will work with you to find another way of doing your business with us.

We are also reviewing the forms, leaflets and notices we use in the office, including print size, plain language and the use of colour and contrast. If you find any of our paper materials hard to read or fill in, please let us know and we will read it to you, fill it in with you, or provide it in another format such as large print.

Our Digital Space

This statement covers our website (www.kilcu.ie), our online banking and our mobile app. We aim to meet the accessibility requirements of the European Accessibility Act, as set out in Irish law in the European Union (Accessibility Requirements of Products and Services) Regulations 2023. Our target standard is EN 301 549 (EN 301 549 is the European harmonized technical standard that defines accessibility requirements for Information and Communication

Technology (ICT) products and services) which includes Web Content Accessibility Guidelines (WCAG) 2.1 Level AA (WCAG 2.1 Level AA is an internationally recognized set of web accessibility standards).

Some of our digital services are provided with the assistance of third-party providers and we are currently working with them to improve accessibility.

Where we are now

We have started reviewing our website, online banking and mobile app. Some pages, documents, forms or features may not yet be fully accessible. Areas we are looking at include:

- navigation using a keyboard
- compatibility with screen readers and other assistive technology
- headings, labels and page structure
- descriptions for images
- colour contrast and text size
- downloadable documents and forms

As our review progresses, we will update this statement with what we find and what we are doing about it.

If you need help

If you have difficulty using any part of our website, app or office, or need information in another format, please tell us and we will do our best to help.

- **Phone:** 01 628 7824
- **Email:** info@kilcu.ie
- **In person:** The Square, Kilcock, Co. Kildare (see our website for opening hours)

It helps us if you tell us the page or service you were using, what went wrong, any assistive technology you use, and how you would like us to reply.

Feedback and Complaints

We welcome your feedback and will reply as quickly as we can. You can also use our complaints procedure. If you are not satisfied with our response, you can contact the Central

Bank of Ireland, which oversees compliance with the European Accessibility Act for consumer banking services: www.centralbank.ie/consumer-hub/european-accessibility-act

Our Ongoing Work

Accessibility is ongoing work for us. We will review this statement regularly and update it as we improve. We would like to thank you for your patience.