

Name of the Policy	Accessibility Policy	Policy Number	AFIN/SM/AP/1.1
Policy Owner	Last approved date	Next Review date	Revision Made
Chief Marketing Officer	September 2024	September 2026	Yes

ACCESSIBILITY POLICY

First Issued Date – 11th September 2024



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1. Policy Statement

Assetline Finance PLC (AFIN) is committed to providing fair and equal access to financial products and services for all individuals, regardless of their abilities/disabilities, marital status, race, caste, gender etc. This Accessibility Policy outlines our dedication to ensuring that our documents, communication, information, websites, mobile applications, infrastructure, Cash Deposit Machines (CDMs) and other similar services are accessible to everyone.

2. Objective

The Central Bank of Sri Lanka has issued the Financial Consumer Protection Regulations No. 01 of 2023 for Financial Service Providers. According to such regulations, the Financial Service Provider shall formulate and implement an accessibility policy with a view to 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.

3. Scope

This policy applies to all financial products and services offered by AFIN.

4. Document, Communication and Information Accessibility

AFIN shall ensure that all documents, communication, and information related to our financial products and services are accessible to financial consumers. This includes:

- Providing documents in alternative formats upon request, such as large print or electronic formats compatible with screen readers.
- Ensuring that communication channels, such as emails, letters, and brochures, are designed to be easily understandable and accessible.
- Making information available in all three languages to accommodate diverse linguistic needs.

5. Web Accessibility

AFIN is committed to ensuring that all web contents are perceivable, operable, understandable and robust. This includes:

- 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.

6. Infrastructure Accessibility

AFIN shall strive to ensure that our physical infrastructure is accessible to individuals with disabilities. This includes:

- Providing accessible entrances, ramps, and elevators in our buildings and branches.
- Making facilities such as restrooms and meeting rooms accessible to individuals with mobility impairments.

7. Training and Awareness

AFIN shall provide training to employees on accessibility best practices and the importance of ensuring equal access to financial products and services for individuals with disabilities. Employees will be encouraged to familiarize themselves with accessibility guidelines and incorporate them into their work.

8. Communication to General Public

AFIN shall communicate this Accessibility Policy to employees, financial consumers and other relevant stakeholders through marketing materials, and other appropriate channels.

9. Revision History

This Policy will be reviewed annually.

Version	Revised / Reviewed Date	Approved By	Approved Date	Changes available (Yes/No)
AFL/SM/AP/1.0	September 2024	Board of Directors	September 2024	New Policy
AFIN/SM/AP/1.1	September 2025	Board of Directors	September 2025	Yes

10. Connected Policies & Procedures

This policy should be read in conjunction with the following policies and procedures

- Financial Consumer Protection Policy
- Risk Based Pricing Policy
- Communication Policy
- Credit Policy
- Recovery Policy
- New Product Development Policy
- Compliance Policy
- Deposit Policy
- Credit Operating Instruction
- AFIN Sales & Marketing Procedures and Guidelines
- Margine Trading Credit Policy
- Branch Expansion and Operation Policy