



# **ACCESSIBILITY POLICY**

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## **1. Policy Statement**

Assetline Finance Ltd (AFL) 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. Purpose**

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 AFL.

## **4. Document, Communication and Information Accessibility**

AFL 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**

AFL 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**

AFL 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**

AFL 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**

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