



# Schoellerbank AG

## Accessibility Statement

Schoellerbank AG  
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Everyone should be able to use our products and services without barriers – including digital channels like internet banking, our website, and self-service devices. This is known as „barrier-free use“. The rules for this are set out in a law. In Austria, the law is called the Barrierefreiheitsgesetz (BaFG).

We aim to make our digital channels (websites, mobile apps, and self-service terminals) accessible to everyone. We want to ensure that all our products and services covered by the law are barrier-free.

### Accessibility requirements:

We aim to comply with the requirements of follow the European Standard on the Requirements for the Accessi-bility of Information and Communication Technology (EN 301 549).

We also follow the „Web Content Accessibility Guidelines“ (WCAG) published by the World Wide Web Consortium (W3C).

These guidelines are built around four key principles:

- Perceivability
- Operability
- Understandability
- Robustness

To meet these requirements, we have taken the following steps:

### Perceivability

- Our website and mobile banking app support assistive technologies such as screen readers.
- Our website and the MobileBanking app are responsive and work on many browsers and devices.
- We don't rely solely on color to show information – every message is also displayed as text.
- Visual elements meet color contrast standards.
- The website can be enlarged up to 400% without loss of content. The mobile app follows the device's font size settings. In both cases text stays readable, and navigation remains useable.
- Images and important graphics include alternative text or other textual descriptions.



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## Operability

- Our website and mobile app can be used by keyboard only.
- The content structure is designed for smooth navigation (logical order, clear headings, and skip-links).
- Interactive elements and fields are clearly labeled for everyone.
- Content does not change automatically without warning.

## Understandability

- We use clear, customer-focused language.

## Stability

- We built our website with clean, standard-compliant code so it works reliably on many browsers, and devices.
- This helps users with different needs today and in the future, as technology changes.

## Other notes

- We continue to simplify language and information on our sites.
- Some third-party interactive tools (like charts) may not be fully accessible due to their complexity.
- A few pages or elements on our website and app may still cause problems despite improvements.
- The mobile app supports landscape mode only on certain screens.
- PDFs and other documents are not yet fully accessible; updates are ongoing.
- We know that our Online Banking service does not yet meet all accessibility standards and still has barriers.

### Feedback and contact

We are always working to improve our barrier-free services.

If you find barriers that are not described here, or if you notice problems with accessibility, please tell us:

- Use our [Contact form](#)
- Visit one of our [branches](#).

## Date of this statement

This declaration was last updated on 18th of August 2025.

We also tested accessibility by using many manual tests with different assistive technologies.