



30 May 2026

Accessibility statement

Reference: POL/ACC/2026.1

Version 1.0 - last revised 25 May 2026

Our commitment

Credicorp Limited is committed to making credicorp.co.uk and our customer portal usable by everyone, including people who use assistive technology, who do not use a mouse, who need larger text, or who prefer plain-English content.

Conformance

We aim to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA. Our team self-audits periodically against the WCAG 2.1 success criteria, and we re-test any feature that materially changes the customer journey.

What we provide

- Simple View - a plain-English condensed view of every public page (toggle in the page footer, or visit /simple/<slug>/).
- Large-text mode - sets the base font size to 19px and increases line-height.
- High-contrast mode - black-on-white flatten of every section, including dark hero banners.
- Keyboard navigation - every interactive element is reachable via Tab, with a visible focus ring and a Skip-to-content link.
- Screen-reader support - semantic landmarks, ARIA labels on icon-only buttons, live regions on AJAX responses, alt text on every meaningful image.
- Reduced motion - every animation respects prefers-reduced-motion.
- Welsh / Scottish Gaelic / Scots - translated marketing pages and policies for visitors who

prefer them.

Known issues

We are transparent about what does not yet conform:

- The PDF versions of regulatory documents are tagged for screen readers, but the reading order on a few legacy templates is not yet optimal. We are rebuilding those templates.
- Some legacy support-article videos do not yet have closed captions.
- The Slice instalment schedule renders as a table that is not yet announced as a "data table" by every screen reader.

How to tell us about a problem

If you find an accessibility issue, please tell us. We aim to fix accessibility issues within 5 working days for high-impact problems and 30 days for everything else.

- Email: accessibility@credicorp.co.uk
- Phone or post: see the contact page

Enforcement

If you are unhappy with how we have responded to an accessibility complaint, you can contact the Equality and Human Rights Commission, the body responsible for enforcing the UK Equality Act 2010.

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