

AIBMS and the European Accessibility Act (EAA)

At AIBMS, we are committed to ensuring digital accessibility for everyone. The European Accessibility Act (EAA) is an important step towards making payment solutions more inclusive. Together, we are shaping an inclusive future.

What is the European Accessibility Act (EAA)?

The EAA is a European law that sets requirements to make services like online payment solutions and products like payment terminals accessible to everyone. The aim is to remove barriers to access for people with disabilities.

How AIBMS is fostering inclusivity mandated by the EAA

For online payments solution (gateway) accessibility

We believe that everyone should be able to shop and pay online with ease, regardless of ability. That's why our online payment and e-commerce solutions meet WCAG Level AA standards.

- Clear, consistent layouts and easy-to-understand instructions make online navigation simple.

Supporting people with visual impairments

Our Accessibility features are designed to make payments easier for people with visual impairments. They include:

- Voice-guided navigation that provides clear, step-by-step instructions throughout the payment process.
- A high-contrast display with stronger colours that makes text and buttons easier to see.

Supporting people with motor impairments

Our Accessibility features are designed to make payments easier for people with motor impairments. They include:

- Tactile markings. Raised key buttons for easy navigation, such as the number 5, OK, CORR and STOP.
- Voice prompts. Step-by-step guidance through the payment process



AIB Merchant Services is a registered business name of First Merchant Processing (Ireland) DAC, incorporated in Ireland under registration number 355871 and having its registered office at 10 Hanover Quay, Dublin Docklands, Dublin 2, D02 A3W8.

Directors: Jonathan Redmond, Chris Foscett (USA), David Cooke (UK), Cameron Marr, Lara Byrne, Chelsea Hallman (USA), Rajan Verma (India), Gary Von Lehmden (USA).

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Key Dates:

- **28 June 2025:** From this date, all new products distributed by AIBMS (i.e. payment terminals) introduced to the EU market for the first time, as well as services (i.e. online payment solution - gateway) comply with the accessibility standards outlined in the European Accessibility Act (EAA) as implemented by relevant local legislation.
- **27 June 2030:** By this date, all existing products distributed by AIBMS placed on the EU market prior to 28 June 2025 fully comply with the EAA.

IPG AuthiPay Gateway

What is Authipay?

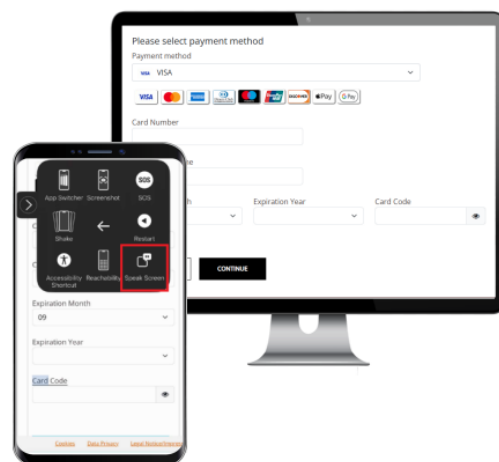
Authipay offers you a convenient way to accept online payments. We offer combined payment gateway and merchant services in one.

WCAG 2.2 Update

The Web Content Accessibility Guidelines (WCAG) are internationally recognised standards aimed at enhancing web content accessibility, particularly for individuals with disabilities.

As part of the initial phase of our regulatory adaptation, the Hosted Payment Page (Connect) has been updated to align with WCAG requirements:

- ✓ **Form accessibility:** Each form element is now associated with a proper label, ensuring that screen readers vocalize these labels when users navigate through the form fields
- ✓ **Semantic Headings:** All document headings are structured using correct HTML elements from <h1> to <h6>, in adherence to the first rule of WAI-ARIA usage.
- ✓ **Accessible UI Components:** All user interface components are configured to ensure that individuals using assistive technology can comprehend all elements effectively
- ✓ **Alternative Text for Graphics:** All graphic controls include localized alternative text. The alternative text takes place when a user disables graphic loading or when the graphics are not accessible



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WCAG 2.2 Compliance Update

We have implemented the remaining changes needed for the Hosted Payment Page (Connect) to comply with WCAG requirements:

- ✓ **Page Titles:** Each web now features a unique descriptive title that reflects its content. This helps users with visual or cognitive impairments, or with short-term memory issues to understand the content of a page and its purpose. For screen-reader users, the title is the first piece of information that they receive, aiding quick navigation decisions.
- ✓ **Structured Navigation Areas:** The HTML elements such as `<main>`, `<footer>`, `<header>`, act as landmarks, are correctly assigned to reflect the page structure. This semantic organization allows users to recognize related content easily and provides a clear overview content the website offers and help users focus on the specific information they seek.
- ✓ **No Keyboard Traps:** User can navigate to and from interactive elements using only a keyboard, ensuring that web content is accessible for individuals with motor, cognitive and visual disabilities.
- ✓ **Language Settings:** The `lang` attribute in the HTML code has been properly set to match the user's browser locale. This adjustment enables screen readers to use the apply the correct pronunciation rules, enhancing accessibility for all users, including non-native speakers.
- ✓ **Contrast:** The design of Connect has been modified to achieve a colour contrast that meets WCAG standards, ensuring content is perceivable and readable for all users, particularly those with visual impairments, colour blindness, and low-contrast conditions
- ✓ **Content Structured:** Only single `<br>` elements are utilized in the web content, which serve as a pause for screen reader users. The usage of double `<br>` elements is avoided to prevent confusion for screen readers and other assistive technologies.

We welcome your feedback and suggestions on Accessibility at any time. Please contact our Accessibility Team via our form.

We're thrilled to build AIBMS as a leading accessible organization and are committed to serve the needs of our diverse and resilient merchant base and their customers.

You can access AIBMS's accessibility statement in alternative formats by enabling your browser's/app's text-to-speech feature.

Please note that product and service availability varies by country. To confirm what's available in your region, please visit our main website.

Browser and operating system compatibility

Our website works the same on major web browsers and devices. We support the latest versions of the following browsers (e.g. Google Chrome, Microsoft Edge, etc)

Our website works with devices using major operating systems, including iOS, Android, Windows and macOS.



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When you view our website on mobile phones and tablets, like iPhones and Android devices, the version you see is designed for those devices.

We make sure using our website always works the same, even if you use a different web browser or device. For the best results, you should update your browser to the most recent version.



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