Accessibility Statement

This statement describes the accessibility of services governed by **EU Directive 2019/882 (European Accessibility Act - EAA)** made available through the following channels:

- **ATM (Automated Teller Machine)**
- **Branch Queue Manager**

Version updated: October 2026

1. General Description of the Channels

ATM (Automated Teller Machine)

The ATM channel consists of self-service devices through which the Bank provides essential banking services, including withdrawals, deposits, payments, balance consultations, card management, and other banking operations.

Relevant services include:

Payment Services

- Cash withdrawals

Services Related to Payment Accounts

- Cash deposits (Advanced ATMs only)
- Account balance and transaction enquiries

Electronic Money Services

- Credit card installment payments
- Card balance and transaction enquiries
- PIN management for debit, credit

Branch Queue Manager

The Branch Queue Manager is a self-service terminal installed in selected retail branches for managing customer flows. It allows customers to select a service and obtain a queue ticket for service at the counter.

The channel supports:

- Queue management
- Customer routing to branch services
- Access to cash and consultation services

---

2. Description and Operation

2.1 Activation

ATM

- No activation required

Branch Queue Manager

- Service selection through touch interface
- Issuance of queue ticket

2.2 Access Methods

ATM

- Debit card and PIN
- Credit card and PIN

Branch Queue Manager

- Direct access at participating branches
- Autonomous use, with support available from branch staff when required

2.3 Usage

ATM

- Touchscreen interaction
- Use of physical function keys

Branch Queue Manager

- Selection of desired service
- Issuance of queue ticket
- Display of queue number and assigned counter on information screens

2.4 User Support

Support is available through:

- Branch staff
- Customer service channels provided by the Bank
- Customer support telephone services

---

3. Accessibility

3.1 Technical Standards and Methodologies Adopted

UniCredit applies accessibility best practices throughout software design and development processes and verifies compliance before production releases.

Compliance assessments are performed against:

- **EN 301 549**
- **WCAG 2.2 Levels A and AA**

3.2 Accessibility Features

ATM

The ATMs do not yet fully comply with all applicable accessibility requirements

Branch Queue Manager

Currently, the Branch Queue Manager does not provide dedicated accessibility features.

3.3 Known Limitations

The channels do not yet fully comply with all applicable accessibility requirements.

ATM Limitations

- Some processes include time limits that cannot be adjusted.
- Certain user inputs may trigger automatic actions that can lead to unintended outcomes.

Branch Queue Manager Limitations

- Interaction is primarily based on a touchscreen interface.
- Alternative input methods are not fully available.
- Compatibility with assistive devices cannot be fully guaranteed.
- Some aspects of contrast, navigation and interaction may not fully support autonomous use by all users.

These limitations may create difficulties for users with visual, motor, cognitive or other accessibility needs.

3.4 Accessibility Improvement Plan

he systems and devices currently deployed were designed before the introduction of EAA requirements. A gradual adaptation and replacement with devices which complies with applicable accessibility requirements will be placed.

3.5 Available Alternatives

To ensure continuity of access to services, customers may use alternative channels offering different interaction methods, including assisted services.

Available alternatives include:

- Internet Banking web platform
- Mobile Banking applications
- Branch staff assistance

Accessibility information for each alternative channel is provided in its respective accessibility notice.

3.6 Support Requests

Feedback and contact information

UniCredit Bulbank strives to constantly ensure the necessary standards for digital accessibility. If you encounter difficulties while working with the systems or some of the content is not available to you, please contact us at e-mail: ccm@unicreditgroup.bg and describe the problem.