

## ACCESSIBILITY STATEMENT

First Investment Bank AD undertakes to provide access to its websites in accordance with Art. 58c of the Electronic Government Act (Promulgated SG, issue 46 of 12.06.2007; last amended SG issue 80 of 19.09.2023) and Art. 39 and 39a of the Ordinance on the general requirements for information systems, registers and electronic administrative services (Promulgated SG, issue 5 of 17.01.2017; last amended SG No. 47 of 24.06.2022).

This accessibility statement refers to the official website available at: <https://www.fibank.bg>

**Accessibility requirements standard to be complied with:** [EN301549V2.1.2\(2018-08\)](#)

### COMPLIANCE STATUS

This website partially complies with the requirements of the standard due to the inconsistencies and exceptions listed below.

### INACCESSIBLE CONTENT

The requirements of the standard that have not yet been covered or are partially covered are described in *Appendix 1*.

Date of initial statement:	<b>13.10.2021</b>
Date of annual actualization (review) of the declaration:	<b>27.09.2024</b>
Method used to prepare the statement:	<b>self-assessment</b>

### FEEDBACK AND CONTACT DETAILS

To provide feedback or suggestions on the accessibility of this website, you can use the [contact form](#), email [call@fibank.bg](mailto:call@fibank.bg), or phone \*2265 (brief number for access from landlines or mobile phones) or **0800 11 011**

### IMPLEMENTING PROCEDURE

Pursuant to Art. 58d of the EGA and in accordance with its internal procedures, First Investment Bank AD shall respond to feedback within 30 days. Response shall be provided according to the communication channel selected.

In the event that the Bank does not respond to feedback within the specified period or does not take measures to eliminate the accessibility violation indicated therein, the matter may be referred to the Ministry of Electronic Government (MEG):

- by e-mail to: [mail@e-gov.bg](mailto:mail@e-gov.bg), with subject line: "Feedback regarding website accessibility violation";
- at the office of MEG at 6, Gen. Iosif Gurko Blvd., Sofia;
- by paper mail to the address of SAEG at: 1000 Sofia, 6, Gen. Iosif Gurko Blvd.

First Investment Bank AD is committed to ensuring a high degree of accessibility, eliminating any identified discrepancies in accessibility requirements on its website and ensuring a consistently high level of accessibility for the information published.

Requirement of EN 301 549 v2.1.2 (2018-08) WCAG 2.1	Description
9.1.2.1 Audio-only and video-only (pre-recorded)	Not applicable: no audio recordings are published
9.1.2.4 Captions (live)	Not applicable: there is no live video broadcast
9.1.4.3 Contrast (minimum)	Partially provided, except for alternative or explanatory texts
9.1.4.11 Non-text contrast	Partially provided, except for part of banners
9.2.2.1 Timing adjustable	Not applicable given the requirements of the Payment Services and Payment Systems Act for introduction by the payment service provider of appropriate security measures and protection of the confidentiality and integrity of personalized security features of payment service users when accessing online payment accounts or initiating electronic payment transactions