

Haven Accessibility Statement

Banking for Everyone - Our Commitment to Accessibility

27 June 2025

At Haven we aim to support our customers through banking services that everyone can use.

In this statement we set out how we seek to achieve that aim in line with the European Accessibility Act (EAA). Under the EAA, we try to ensure the websites and apps we use for our banking services are understandable and accessible for people who may have difficulties using them. We also provide information about our banking services in ways that are easy for customers to read and understand.

We include details on the services we offer by phone, online and how we support those services by:

- > making them accessible through more than one sense, regardless of the user's ability
- > ensuring they are understandable to all users
- > providing information on the accessibility of the service; and
- > making them compatible with assistive technologies.

How have we made our services accessible to everyone?

We have put our customers first in approaching the accessibility of our services. This means for example, when we need to communicate a message, we have considered our customers and how they can access our communications.

We've partnered with Tilting the Lens, a disability-led accessibility consultancy, which has run focus groups and gathered customer insights on how to enhance and improve our services.

We have also reviewed our website in line with the Web Content Accessibility Guidelines (WCAG) 2.2 AA.

Our services:

We provide services to our personal customers in the Republic of Ireland. These services include:

- > **Mortgages:** With a mortgage you can borrow money from us over a longer number of years to buy a home. We charge you interest on the money you borrow.

We have made the information on these services accessible through more than one sense. Please see below section on **'Accessing our Services and Additional Support'**.

We've made our website more accessible:

What we've done to enhance accessibility:

- > Pages are easy to read in most browsers.
- > We've made navigation simpler and easier to help users find information quicker.
- > We've designed our website to be responsive to different devices. The site will detect your device and show the pages in the best format for it using responsive design.
- > We have added descriptions to important images to help people using screen readers.
- > Where possible, all text is scalable up and down.
- > We've designed our website and online banking services to be compatible with widely used screen readers, ensuring accessibility for users who can't see very well.
- > We can print bank statements in large print. Call us on 0818 300 107 to arrange it.

We have made enhancements to our website such as colour contrast and call to action navigational buttons. We have also introduced alternative text for images, and we continue to enhance all of these areas to improve readability, for example when using screen readers.

Plain language:

We review our documents, letters, emails, webpages for plain language to ensure they are understandable and accessible for all our customers.

Accessing our Services and Additional Support:

Learn more about the additional support we offer our customers on www.havenmortgages.ie/support/additional-support

If you are a sign language user, you can contact us using the Irish Remote Interpreting Service (IRIS). You can book an appointment on slis.ie/iris/#what-is-iris

We offer information through our website and brochures in accessible formats. You can find contact details on www.havenmortgages.ie/contact-us

Contact by phone/email:

We're ready to help you over the phone or email:

- > Customer Support Centre: 0818 565 500 Monday to Friday 9:00 to 17:00 except bank holidays.
- > Additional Support Helpline: 0818 300 107 Monday to Friday 9:00 to 17:00 except bank holidays.
- > Arrears Support Unit: 0818 280 280 Monday to Friday 9:00 to 17:00 except bank holidays and Saturday 9:00 to 13:00.
- > Or you can Email us at: info@havenmortgages.ie

Monitoring and improvement

We are committed to monitoring the accessibility of our services, and we aim to improve their accessibility. We have guidelines and procedures about this.

Feedback:

Please let us know if you need help with our services. Also, if you are not happy with how accessible our accounts and services are, or

indeed with the information in this document, let us know.

To contact us:

- > Phone our Additional Support Helpline at 0818 300 107. We're open Monday to Friday, 9:00 to 17:00 except bank holidays.
- > Phone our customer support helpline at 0818 565 500. We're open Monday to Friday, 9:00 to 17:00 except bank holidays.
- > Write to us: 10 Molesworth Street, Dublin 2, D02 R126.
- > Learn more at www.havenmortgages.ie/support/additional-support
- > Further Information about these services is also available on www.havenmortgages.ie

This statement was last reviewed and updated on 27 June 2025.

