
Supporting your Needs

At AstroBank, we are committed to ensuring that our Bank is an accessible Bank for everyone, including individuals with disabilities and neurodiversity.

In compliance with the European Accessibility Act (EAA), and in accordance with Annex III N. 57(l)/2024 we have taken steps to enhance accessibility across our branches, digital banking platforms, and customer service operations.

- **Website, Internet Banking & Mobile App Accessibility:** We know it is important for you to have easy online access to your banking services. We are working towards meeting AA level of the Web Content Accessibility Guidelines (WCAG) standards and EN 301549 Accessibility Requirements, ensuring smooth navigation for all users. We have included on our website how-to instructions to enable the accessibility settings of your browser and mobile devices to effectively navigate our digital online platforms. Digital platforms are designed to be compatible with screen readers and mobile banking app accessibility features.

ATM Terminals: Our new personal cards have distinctive notches to improve service accessibility, assisting customers who are blind or visually impaired in recognising between card types, and help with placing the cards at ATMs or any other point of service for immediate service and secure use. Specifically, debit cards have a circular notch, while credit Mastercard cards feature a squared notch.

- **Customer Support Services:** We can provide accessible communication options upon your request. Please inform us of any specific or special requests. Added through our website, customers may submit any special accessibility requests via the 'Online Appointment' option to make your banking experience easier.
- **Banking Documents & Information:** Essential banking documents are available to everyone in accessible formats.
- **Branches:** Our branches are equipped with accessible ATMs, wheelchair-accessible entrances, elevators, and designated waiting areas to ensure ease of access to everyone.
- **Training and Awareness:** As appropriate, Bank personnel may receive training to support customers with disabilities, ensuring a smooth and inclusive banking experience for all.

Our Services

- **Personal & Business Banking:** Open accounts for daily transactions, savings and fixed deposits.
- **Payments & Transactions:** Online banking, mobile banking and debit and credit card payments.
- **Loans & Credit Facilities:** Personal loans, mortgages, and overdraft services.
- **Private Banking:** Investment accounts and portfolio management.
- **Customer Support & Assistance:** Services available through branches, by phone or through online services.

Compliance & Continuous Improvement

At AstroBank we are committed to continuously reviewing and updating our accessibility measures to ensure compliance with the EAA. Your voice matters. Share with us how we can make your banking experience better.

Contact Information

For accessibility-related inquiries or assistance, please contact: ✉ Email: info@astrobank.com
☎ Phone: 800 11 800 🌐 Website: www.astrobank.com