

1. Our Commitment to Accessibility

We are Revolut Bank UAB (Revolut Bank), an authorised bank which is regulated by the Bank of Lithuania. Our company number is 304580906. This list can be found on the [website of the Bank of Lithuania](#). Revolut Bank registered address is at Konstitucijos ave. 21B, 08130 Vilnius, the Republic of Lithuania. Revolut Bank UAB has established a branch in the Netherlands, with the establishment number 000053153170 and whose address is at Barbara Strozilaan 201, 1083HN Amsterdam, the Netherlands (our “**Netherlands Branch**”).

At Revolut, we are dedicated to ensuring our digital banking and investment services are accessible to and usable by everyone, including people with disabilities and those with diverse functional needs. We believe that managing your finances should be straightforward and empower independent living. In line with the European Accessibility Act (Directive (EU) 2019/882) and applicable local legislation, we are continuously working to enhance the user experience for all our customers by applying relevant accessibility standards to our website and mobile applications.

You can find the detailed description of Revolut digital banking services [here](#):

- [Personal Terms](#) sets out the terms and conditions for your Revolut personal account (your account) and its related services. It also sets out other important things that you need to know.
- Detailed descriptions of other services you can find [here](#).
- Mainly we provide these banking services: payment, credit services and services linked to payments accounts (e.g. basic bank account). Also, we have more specific products such as mentioned below and other services:
 - [\(Paid\) Plans](#) - it is how you provide our services. Revolut Plans contain payment service and additional financial and non- financial services. You can choose free (Standard) or any paid plan (Plus, Premium, Ultra) depending on your needs.
 - [Instant Access Savings](#) - it is a deposit service; by using it, you can keep your money in a Revolut and get interest for it. The interest rate depends on your plan.
 - [Joint account](#) - you can open an account jointly with another Revolut user and

you can both access the money in that account, make payments and track spendings.

If you have any questions please contact us, more information on how to do it is in Section 4.

2. How We Are Making Our Services Accessible

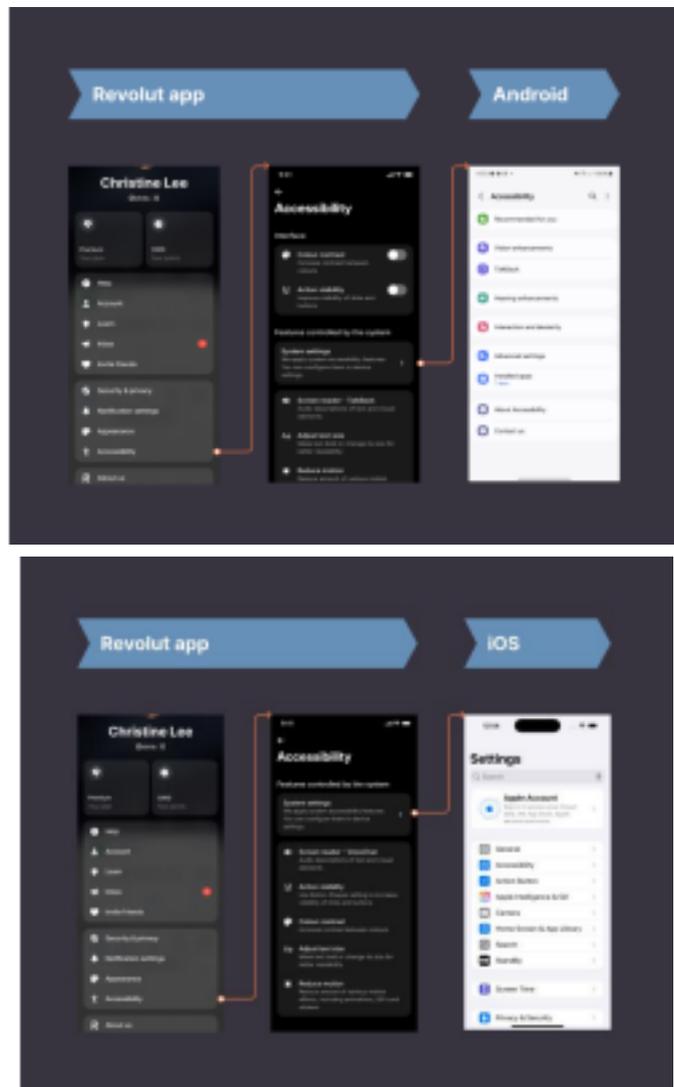
Our mobile app uses the accessibility features that are already built into your phone's iOS (iPhone) or Android system. When you turn on these features in your phone's settings, our app will automatically use them.

This is possible because we use a standard set of design elements across the app. This means that our app works well with the following accessibility options:

- **Screen Readers (VoiceOver for iOS and TalkBack for Android):** These tools read what is on the screen out loud. This helps you know what you are touching and what you can do on each screen.
- **Better Action Visibility:** To make actions easier to see, we underline links and put a clear shape around buttons.
- **Higher Colour Contrast:** you can enable higher colour contrast by changing settings in your device that makes it easier to see the difference between various elements on the screen.
- **Adjustable Text Size:** You can make the text in our app bigger or smaller by changing the text size in your phone's main settings.
- **Reduced Motion:** If you choose this setting on your phone, we will reduce animations in the app. For example, effects like flashing lights on charts will be turned off to make the experience more comfortable.

How to change accessibility setting in the Revolut app and your

phone: On iPhone: On non- iPhone/ Android:



Go to your **Revolut app** → **press the icon** in the upper corner on the left side → press **Accessibility** - here you can adopt part of setting your needs.

If you press **System settings** you will be redirected to your phone settings → press **Accessibility** - here you can change more accessibility settings.

Screen Readers

Go to your **Revolut app** → **press the icon** in the upper corner on the left side → press **Accessibility** - here you can adopt part of setting your needs.

If you press **System settings** you will be redirected to your phone settings - here you can change more accessibility settings.

Our apps and website are designed to be accessible for everyone, including people with visual impairments.

We achieve this by adding special information to all the buttons, images, and other elements you see on the screen. This information allows our apps to work with screen readers.

What are screen readers?

Screen readers are tools that describe what's on the screen. For example, they can read text aloud, making it possible for someone who can't see the screen to understand and use our app.

Common Screen Readers:

- **On your phone:** iPhones use [VoiceOver](#), and Android phones use [TalkBack](#).
- **On your computer:**
 - Different web browsers and operating systems have their own screen readers. For instance, Apple computers also use **VoiceOver** to navigate the entire system, including websites in a browser.
 - Also, we use a web standard called ARIA, or Accessible Rich Internet Applications, which is used by many different applications and tools available for the websites.

A quick note: Using a screen reader for the first time can feel different. They have their own set of rules for navigation, which usually involve specific taps and swipes on a phone or keyboard shortcuts on a computer. It might take a little practice to get used to it.

Information Provision (Multiple Sensory Channels):

- Important information is primarily conveyed through text, and we provide textual alternatives for significant non-text content, such as 'alt text' for images that convey information.
- For video content, we are committed to providing captions and, where appropriate,

transcripts to ensure information is accessible to users with auditory impairments or those who prefer text.

- Key features include clear and consistent navigation structures; options for adjusting text size where feasible; careful consideration of colour contrast for readability; and ensuring that interactive elements can be operated via keyboard.
- Forms across our platforms are designed with clear, programmatically associated labels and provide accessible error identification and suggestions for correction.

Customer Support (Accessible Channels):

You can reach our customer support team through various channels, including but not limited, our in-app chat and email. Also, you can request a call in our in-app chat and we will call you at an agreed time. We are working to ensure these support interactions are accessible. Information on the accessibility features of our support services and their compatibility with assistive technologies can be found in our **Help Centre, Q&A** or by contacting our support team.

ATMs/Payment Terminals (if Revolut deploys its own physical terminals):

Any Revolut-branded Automated Teller Machines (ATMs) or payment terminals placed on the market after 28 June 2025, will be designed to incorporate accessibility features as required by Annex I of the European Accessibility Act. These may include features such as text-to-speech output, tactilely discernible keys, and considerations for users with limited reach or strength. ATMs placed on the market before 28 June 2025 will be gradually modified in order to be compliant with the accessibility requirements in the legal term allowed by the European Accessibility Act.

Consumer Banking Accessibility

- We aim to provide identification methods, electronic signatures, security, and payment services which are perceivable, operable, understandable and robust.
- We aim to ensure that the information we provide is understandable, without exceeding a level of complexity superior to level B2 (upper intermediate) of the Council of Europe's Common European Framework of Reference for Languages.
- Wording of

Revolut Terms and Conditions is simple and understandable. We try to avoid difficult legal language as much as possible.

3. Conformance Status

Revolut is actively working to ensure its website and mobile application conform to the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA. We recognize that achieving and maintaining full conformance is an ongoing process. Currently, our platforms are conformant, with most WCAG 2.2 Level AA requirements. We are committed to continuous improvement and addressing any identified areas of non-conformance. Currently our mobile app does not support landscape.

4. Feedback and Contact Information

Your feedback is invaluable in helping us improve the accessibility of our services. If you encounter any accessibility barriers while using Revolut's website or mobile app, or if you have suggestions on how we can enhance accessibility, please do not hesitate to contact us:

- **Email:** support@revolut.com;
- **In-app Chat:** Please navigate to the 'Help' section in your Revolut app and contact general support with your accessibility query.

Country	Responsible authority
The Netherlands	Dutch Authority for the Financial Markets (AFM)