

First Choice Credit Union

Accessibility Statement

Background

In this document we provide information about the rule of the **European Accessibility Act** (“**EAA**” or “**the Act**”). The EAA aims to improve the accessibility of certain products and services across the European Union and to help ensure that people with disabilities can access and use those products and services without unnecessary barriers.

First Choice Credit Union is committed to providing accessible services and to continually improving the accessibility of its Digital Services.

This Accessibility Statement is intended for members of First Choice Credit Union.

Measures to support accessibility

- **Digital Services**

First Choice Credit Union is committed to ensuring that its website, online banking and mobile banking app (collectively, our “Digital Services”) are accessible to as many people as possible, including people with disabilities.

We are currently undertaking a formal accessibility assessment of our Digital Services against applicable accessibility requirements, including relevant Web Content Accessibility Guidelines (“WCAG”) criteria. We anticipate this assessment will be completed by 31 March 2027.

As part of this process, we are working to identify, assess and address accessibility barriers across our Digital Services. We will review and update this Accessibility Statement following completion of the assessment to reflect our findings and any measures taken or planned to improve accessibility.

If you experience difficulty accessing our Digital Services or require information in an alternative accessible format, please contact us. We will endeavour to provide the information or service through an accessible alternative.

- **Our Communications**

We aim to communicate with our members in clear and understandable language and to provide information about our services in accordance with applicable accessibility requirements. In some circumstances, legal or regulatory requirements may require us to use specific terminology or technical language.

Feedback or Complaints

We welcome your feedback on the accessibility of <https://firstchoicecreditunion.ie/>. Please let us know if you encounter accessibility barriers on <https://firstchoicecreditunion.ie/>:

- Phone: +353 1 8731101
- E-mail: access@fccu.ie
- Visitor Address: Market Square, Castlebar Co Mayo
- Postal Address: F23 NW25
- <https://www.instagram.com/firstchoicecreditunion/>
- <https://www.facebook.com/firstchoicecu/>

We try to respond to feedback within 5 working days.

Areas under review to determine accessibility compliance

While we strive for full accessibility, some limitations may exist:

- Some older documents may not fully meet accessibility standards.
- Some third-party or legacy components may have limited accessibility functionality.
- Some of our branch locations may not meet full accessibility needs.

We are actively working to identify and address accessibility barriers, where possible.

Statement Review

We are committed to ongoing improvements in accessibility across all our services. This Statement is reviewed on a regular basis and updated to reflect changes in legislation and regulatory guidance.

Anne King
CEO, First Choice Credit Union
1 October 2026

Date

This statement was created on: 14 September 2026

Last review date: 1 October 2026

Next review date: 1 February 2027