

Accessibility Statement

Credit Union Plus is committed to making its website accessible, in accordance with [European Union \(Accessibility Requirements of Products and Services\) Regulations 2023](#).

This accessibility statement applies to [Credit Union Plus: Your Trusted Financial Partner](#) *

*It does not apply to other content or websites published on any of its subdomains. These websites and their content will have their own specific accessibility statement.

This website is designed to comply with the [technical standard for websites and mobile apps, EN 301 549 v.3.2.1](#). This closely follows level 'AA' of the [Web Content Accessibility Guidelines 2.2 level AA](#).

Compliance Status

This website is **partially compliant** with [technical standard EN 301 549 v.3.2.1](#) and the [Web Content Accessibility Guidelines 2.2 level AA](#). See 'non-accessible content' for more details.

Credit Union Plus is committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability.

We are currently working with Vially and Vision Ireland to ensure we meet accessibility standards. We are continually improving the user experience for everyone and adhering to the required accessibility standards.

The Web Content Accessibility Guidelines (WCAG 2.2) defines requirements for designers and developers to improve accessibility for people with disabilities.

Preparation of this Accessibility Statement

The Statement is based on manual accessibility testing, using multiple platforms;

- Windows (JAWS, NVDA),
- Mac (VoiceOver),
- iOS (VoiceOver) and Android (TalkBack) and their native accessibility tools.

A detailed issue log was created to measure against WCAG 2.2 standards. These issues were presented to the development team who are amending these issues and bringing the website in to WCAG 2.2 AA compliance.

This statement was **created** by Vially in June 2026.

The statement was **last reviewed** in June 2026.

Feedback and Contact Information

We welcome feedback on the accessibility of this website. If you have any comments or find any problems not listed on this page, please contact [\[client to enter email\]](#)

Compatibility with browsers and assistive technology

This website is designed to be compatible with the following most used assistive technologies:

The latest version of Google Chrome, Microsoft Edge and Apple Safari browsers;

In combination with the latest versions of NVDA, VoiceOver and TalkBack.

Technical specifications

The accessibility of this website relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript



Accessible Content

Images – Images across website have been given contextual alternative text where possible.

Correctly structured content with good heading usage – Most of the pages on this website feature correctly structured heading content.

Colour Contrast – We have adjusted the colour contrast of all text, elements and backgrounds in order to reach a higher contrast ratio.

Page Titles – All pages on this website are assigned titles that accurately describe their content. Pages also feature heading elements that match the title of the page.

Skip to content link has been implemented. The “skip to content” link appears as the first element on the page.

Link Text, Buttons & Graphical Elements – we have removed links named ‘click here’ and ‘find out more’ where possible. Links, buttons and graphical elements such as icons, have been given clear labels. Additionally extra contextual text has been provided where possible.

Non-accessible Content

Despite our best efforts to ensure the accessibility of this website, we are aware of some limitations, which we are working to fix. Below is a description of known limitations and potential solutions. Please contact us if you encounter an issue not listed below.

Known limitations for this website:

Keyboard/Screen reader navigation is not yet accessible on parts of the website.

Content Reflow - the website does not function correctly when scaled up or zoomed in.

Mobile navigation – along with cross operating system compatibility, this website will be designed with mobile navigation in mind.

Third-party content – there are areas of our website controlled by third-party companies, such as the cookies/chatbot. These are not funded by, developed, or controlled by Credit Union Plus, but work is in progress to resolve as many issues related to these areas as feasibly possible.

WCAG 2.2 Accessibility Auditing Service

If you would like your website, application or digital documents reviewed and tested against the WCAG 2.2 standards, please contact the Vially team at hello@vially.com.