



Accessibility Statement

Last update: 24/06/2025

Introduction

At MeDirect Bank SA, we are committed to ensuring that our services are accessible to all, including persons with disabilities. This commitment is aligned with the obligations set out in the Code of Economic law, which transposes Directive (EU) 2019/882 into Belgian law.

We are continuously working to improve the accessibility of our digital services, including our internet banking platform and mobile application. We are committed to aligning our digital platforms with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, and continue to enhance accessibility as part of our ongoing development efforts.

Scope

This accessibility statement applies to Bank's public website - medirect.be - and its sub-pages

Preparation of this declaration

This website (homepage) has been internally tested with the [WAVE](#) and [Webyes](#).

Compliance Status & ongoing improvements

This website is partially accessible.

Non-compliances on which the Bank is currently working are the following:

- *Compatibility with keyboard navigation and screen readers for 1 drop-down menus must be corrected;*
- *Some "heading elements" are not in a sequentially-descending order;*
- *Some images do not have "[alt]" attributes;*
- *The scalability of some elements must be improved to allow a 200% view.*

Contact Information

We recognise that accessibility is an ongoing responsibility, and we are committed to making continuous improvements. If you encounter any difficulty in accessing our services or would like to provide feedback on accessibility, please contact us via e-mail at info@medirect.be.

Your feedback is important to us and will help us ensure that our services are as inclusive and user-friendly as possible.

Date of Last Update

The present declaration was prepared on June 24, 2025, and not updated since then.