

# Declaration of Conformity in accordance with the Law for Accessibility of Products and Services

## 1. Introduction

At Genikes Insurance, we are committed to ensuring equal access to our services for all individuals. In accordance with the Accessibility of Products and Services Law of 2024 (N. 57(I)/2024), we strive to make both our digital platforms and in-person services accessible, inclusive, and user-friendly.

We are actively working to ensure that our services comply with the accessibility requirements set out in the national legislation and the EU Accessibility Act (Directive 2019/882). This includes making our services perceivable, operable, understandable, and robust for all users.

For Genikes Insurance, accessibility means that the services and products should be able to be used by as many people as possible including those with any kind of disability. For example, if you are blind or visually impaired, have difficulty hearing, or have certain physical limitations.

## 2. Relevant EU Legislation and Accessibility Standards

Genikes Insurance, besides the Law, has taken into consideration the following in its action plan:

- the EU Directive 2019/882 on the accessibility requirements for products and services
- Web Content Accessibility Guidelines (WCAG) 2.2

## 3. Identification of the Products and Services

The following products and services have been identified by Genikes as falling under the Law:

- Insurance coverage services offered to individuals
- Claims management services
- Policy management services
- Consumer support services

## 4. Accessibility Features Implemented

The following measures have been taken by Genikes to ensure that it is in compliance with the Law when providing the above – mentioned products and services to its customers:

### Genikes Customer Portal and Website.

- Design and development in line with WCAG 2.2 standard.

- Compatibility with screen readers and assistive technologies.
- Keyboard navigation and high-contrast display options.
- Alternative text for all images and multimedia content.
- Accessible online forms and policy documents.

## In-Person Services

- Step-free access to all customer service locations.
- Staff educated in inclusive communication and disability awareness.
- Priority service for individuals with disabilities.
- Guide dogs are welcome in our branches.

## Call Centre Accessibility

- Clear, jargon-free communication.
- Alternative contact methods (email).
- Staff educated to assist customers with speech, hearing, or cognitive disabilities.

## Staff Training

- Branch staff informed about accessibility and on the features the Genikes provides
- Back-office staff trained on creating accessible customer-facing documents

More information with respect to the Genikes compliance with the Law, can be found on the [Accessibility page](#)

## 5. Technical prerequisites

Computer or mobile phone with the following capabilities or tools:

- Screen reader software (e.g., NVDA, VoiceOver, TalkBack) for users with visual disabilities
- Keyboard access (for desktop or laptop users, especially for users navigating without a mouse)
- PDF reader applications to open documents such as statements, or terms and conditions

## 6. Method of Conformity Assessment

Genikes Insurance compliance with the Law has been assessed by conducting internal evaluation.

## i) Internal assessment

Methods used: Gap Analysis, Steering Committee reviews, Screen Reader compatibility review, colour contrast validation, testing involving people with disabilities.

## ii) External verification

External verification has not been conducted but will be considered in the near future.

# 7. Current Limitations

Genikes Insurance is continually improving the accessibility of its products and services. In particular, we continue to take action in the following areas:

- Making all of our customer-facing documents accessible
- Providing sign language interpreters for customer appointments in-branch

# 8. Contact Information

Genikes Insurance values customer feedback and aims to service its customers in the most efficient way possible, therefore if you experience any difficulties accessing our services and products or you wish to report a complaint for an accessibility issue, please contact the Genikes, as following:

### **Accessibility Contact Point**

**Email:** [easy.support@gic.bankofcyprus.com](mailto:easy.support@gic.bankofcyprus.com).

# 9. Submission of Complaints

If Genikes Insurance feedback is not satisfactory, you may contact the Cyprus Accessibility Authority, as following:

**Name of Cyprus Accessibility Authority:** Deputy Ministry of Social Welfare

**Email:** [deputyministry@dmsw.gov.cy](mailto:deputyministry@dmsw.gov.cy)

**Phone:** 22406610

**Postal address:** Stasinou 5 street, Y.Charalambides Building, 2404 Egnomi, Cyprus

**Website :** <https://www.gov.cy/dmsw/>

# 10. Declaration of Conformity

Genikes Insurance, with the present Declaration of Conformity, declares that is in compliance with the accessibility requirements of the Law. For Genikes, continuous adherence to and compliance with accessibility requirements is essential and aims to stay updated on legal changes and technological development with the purpose of servicing as many people as possible including those with any kind of disability.