

Accessibility Statement

According to Article 13 and Annex V: Information regarding services that meet the accessibility requirements of Law 4994/2022 (Government Gazette A 215/18.11.2022) for the transposition of Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services, and other urgent provisions to enhance development.

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1. Accessibility Statement

Eurobank Equities (hereinafter referred to as “the Company”) is committed to making its services, channels, and built environment accessible in accordance with Law 4994/2022, which incorporates the European Union’s Accessibility Directives. The Company also aims to ensure that all individuals, with or without any form of disability, have equal access to its products, services, and facilities. This commitment is grounded in the Company’s belief that accessibility is not only a legal obligation, but also a fundamental expression of respect, inclusion, and customer-centered service.

This accessibility statement, prepared by the Company on 14/11/2025, applies to all services provided, channels, and the built environment that fall within the scope of Law 4994/2022.

2. Legislative Framework

The Company’s approach to accessibility is aligned with the provisions of Greek Law 4994/2022 and the European Accessibility Act (EAA). Specifically, the Company ensures the accessibility of its digital assets by adhering to internationally recognized standards such as EN 301 549:2021 and the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. The Company’s objective is to achieve full compliance with WCAG 2.2 Level AA.

For the accessibility of its physical infrastructure, the Company aims to align with the standards and general guidelines that are consistent with the «Design for All» framework (Design Guidelines issued by the Ministry of Environment, Spatial Planning and Public Works) and the New Building Regulation (NOK). It seeks to integrate accessibility into its design, development, and operational processes as part of a long-term commitment to providing inclusive investment and brokerage services.

3. User Feedback Mechanism and Contact Information

The Company welcomes customer feedback regarding the accessibility of its services. Individuals who identify content in this document that is not accessible, require information in alternative accessible formats, or wish to suggest improvements or ask questions, may contact the Company via the email addresses info@eurobankequities.gr and complaints@eurobankequities.gr. Otherwise, interested parties may contact the Company by telephone or through Eurobank Trader. Clients may also contact the Company’s offices or an authorized representative in order to submit their request or receive further assistance.

4. Compliance and Accessibility Status

The Company maintains a firm commitment to creating an inclusive and accessible environment, both in its digital services and its physical premises.

4.1 Digital Channels

General Description

The Company offers a comprehensive ecosystem of digital communication channels, providing a wide range of information and electronic services to the general public. The Company’s digital channels include the following:

- eurobankequities.gr
- Eurobank Trader Platform
- Eurobank Trader App
- Digital Documents - PDF
- Digital Documents - Email

Compliance and Accessibility

The Company places strong emphasis on the accessibility of its digital channels, ensuring that all its digital services are partially compliant with Law 4994/2022, the European standard EN 301549:2021, and WCAG 2.1 at level AA. Several core functions of the digital channels are already fully or partially accessible, and the Company continues to work towards improving the user navigation experience across them. Certain digital channels, like the Company’s website, largely support keyboard navigation and a wide range of assistive technologies, such as screen readers, magnification features, and voice-recognition systems, ensuring a high level of functionality.

The Eurobank Trader and the digital documents do not yet fully support access through assistive technologies, keyboard navigation, or content comprehension, nor do they sufficiently utilize user preference settings provided by the device or browser. As a result, further improvements are required for these channels to fully meet universal accessibility requirements.

4.2 Call Center

General Description

The Company's Call Center is a comprehensive communication channel that enables clients to place trading orders and obtain information on investment matters easily and securely, through the telephone system at 210-3720000.

Compliance and Accessibility

The Company's call center offers a stable and reliable service experience, placing special emphasis on voice interaction and maintaining a high level of security. It is partially compliant with Law 4994/2022 and the European standard EN 301549:2021. The service is designed to meet the needs of a wide range of users, while to a satisfactory extent it offers a more user-friendly and easy-to-navigate experience. The Company ensures that its customers, including those with hearing impairments, have access to alternative digital service channels (Eurobank Trader App, Eurobank Trader Platform, etc.).

4.3 Physical Premises

General Description

The Company's physical premises serve as points of provision for specialized investment and brokerage services to individual and institutional clients. Despite the expansion of digital service channels, these physical premises continue to play an important role in building trust-based relationships, providing advisory support, and delivering personalized solutions. The facilities operate with modern infrastructure and are designed with a focus on safety, comfort, and a high-quality customer service experience.

Compliance and Accessibility

The Company maintains premises in Athens (in a Eurobank-owned building), Thessaloniki (within a Eurobank branch), and Larissa. In addition, certain clients are served on a transactional basis through selected Eurobank branches. Furthermore, authorized representatives of the Company operate in various regions of Greece, managing investment portfolios and serving clients from their own professional offices.

The physical service areas are not yet fully compliant with Law 4994/2022 and the relevant standards, however the Company aims to upgrade its physical premises with a focus on enhancing the visitor experience and gradually integrating principles of universal accessibility. In this context, it seeks to progressively assess the adaptation needs of its infrastructure, in line with best practices and current guidelines for creating an accessible and welcoming environment for all.

4.4 Training

As part of staff training, the Company has implemented, through the SAP Success Factors platform, the seminar "Digital Guide to Serving People with Disabilities", aiming to enhance understanding and awareness on issues of accessibility and inclusive service. Although there is currently no cross-departmental team dedicated exclusively to accessibility, the Company strives to systematically strengthen its related culture and integrate good practices into its daily operations.

5. Accessibility Assessment and Results

5.1 Testing Methodology

The drafting of this Accessibility Statement and the underlying evaluation of the Company's services are based on external evaluations conducted by specialized accessibility consultants (Grant Thornton). During the assessments, accessibility experts examine the channels in their current state, performing a series of automated and manual tests aimed at identifying limitations and deviations from relevant regulatory accessibility requirements.

The most recent review of the Company’s service accessibility was completed in October 2025.

Detailed below are all the audits:

- eurobankequities.gr, October 2025 (Grant Thornton)
- Eurobank Trader Platform, October 2025 (Grant Thornton)
- Eurobank Trader App, October 2025 (Grant Thornton)
- Call Center, October 2025 (Grant Thornton)
- Digital Documents - PDF, October 2025 (Grant Thornton)
- Digital Documents- Email, October 2025 (Grant Thornton)

The Company is committed to reviewing and updating the Accessibility Statement in the event of significant changes to its services.

5.2 Test Results

5.2.1 Digital Channels

According to audits conducted in October 2025 by Grant Thornton, the Company’s digital channels are partially compliant with Law 4994/2022, the EN 301549:2021 standard, and the WCAG 2.1 level AA standard. Specifically, both automated and manual tests were performed during the assessment to determine the level of compliance with legislation and standards, as well as to identify outstanding accessibility issues. For this purpose, numerous evaluation tools were used, such as Screaming Frog, PAC (PDF Accessibility Checker), Lighthouse (Chrome Dev Tools extension), Text Spacing Editor και Webaim Contrast Checker etc., as well as various assistive technologies like screen readers (e.g. NVDA, Voice In – Speech-To-Text Dictation, VoiceOver, TalkBack).

Area	Compliance
eurobankequities.gr	Partial
Eurobank Trader Platform	Partial
Eurobank Trader App	Partial
Digital Documents - PDF	Partial
Digital Documents - Email	Partial

Several core functions of the channels are already fully or partially accessible. The Company’s website has been designed to be as compatible as possible with a wide range of assistive technologies, including screen readers (e.g. NVDA, VoiceOver, TalkBack), screen magnification software, speech recognition systems, and alternative input methods. The platform, the Eurobank Trader application, and the Company’s digital documents still have room for improvement to more effectively support assistive technologies, keyboard navigation, and content comprehension for all users. Strengthening the compliance and accessibility of these channels, as well as further enhancing the already strong accessibility levels of the Company’s website, remains a key priority.

5.2.2 Call Center

According to audits conducted in October 2025 by Grant Thornton, the call center system is partially compliant with Law 4994/2022 and the EN 301549:2021 standard. Specifically, the accessibility assessment was carried out through manual inspections.

Area	Compliance
Call Center	Partial

The service has been designed to be inclusive and accessible to the general public, and it is continuously evolving to offer more user-friendly and intuitive navigation. Many support services are already available and accessible to all users through the telephone channel, while future efforts aim to further enhance both the clarity and functionality of the system, as well as the levels of accessibility it provides.

5.2.3 Physical Premises

No audits or assessments have been conducted to date regarding the accessibility of the Company's physical premises, and until recently there were no established policies or guidelines to ensure physical accessibility. In addition, no specialized equipment for people with disabilities is currently available at the physical premises of the Company

The Company has now received accessibility guidelines from specialized consultants (Grant Thornton) in order to set future targets for the gradual enhancement of accessibility in its physical premises and the creation of a more inclusive service environment for all customers.

6. Preparation of the Accessibility Statement

This accessibility statement was issued by the Company on 14/11/2025 and applies to all of its services, channels, and built environment.