

DECLARATION OF ACCESSIBILITY



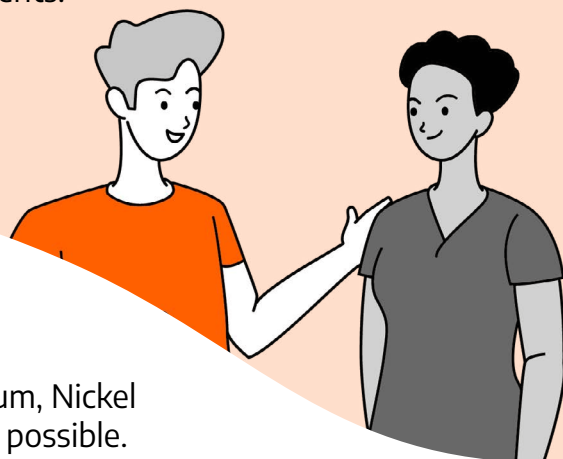
At Nickel, we place each customer at the heart of our actions. Our mission is to be a payment institution accessible to everyone, at every stage of life. We are committed to providing respectful, inclusive, and user-friendly services, whether via mobile or through our payment solutions. Because we believe that everyone should be free to manage their operations independently, including people with specific



Inclusion and Universality: Two Values at the Core of Nickel's DNA

Nickel places accessibility at the heart of its strategy: we welcome customers from 190 countries, with no income requirements.

Nickel is the account for everyone!



PHYSICAL ACCESSIBILITY

Thanks to its network of 1160 points of sale in Belgium, Nickel also offers a physical presence to as many people as possible.

The BPost branches, which distribute Nickel, are designed to offer simplified access to all of our customers: wide passages, access ramps, adapted counters, etc. In addition, the CASH points have voice guidance, and the majority are accessible to people with reduced mobility.

You can view the list of Nickel points of sale via
our Store locator:

<https://nickel.eu/fr-be/points-de-vente>



ONLINE AND MOBILE ACCESSIBILITY

Digital accessibility aims to allow everyone, including people with disabilities, to use our digital tools in a simple, fluid, and autonomous manner.

To this end, we ensure that the information on our websites and applications is as clear and understandable as possible. We use level B2 (advanced) of the Common European Framework of Reference for Languages of the Council of Europe.



ACCESSIBILITY VIA OUR CUSTOMER SERVICE

All of our advisors undergo awareness training in managing interactions with people with disabilities. As a result, we are able to provide a welcoming environment in all circumstances, allowing people with disabilities to discuss the issues they encounter with peace of mind.



ACCESSIBILITY OF OUR OFFERS

Our new payment cards now feature the blind notch and flat personalization (instead of embossing), making them easier to use for visually impaired people, in a sustainable way. This system has been approved by associations for the visually impaired (Valentin Haüy and the Fédération des Aveugles et Amblyopes de France).



AND TOMORROW?

Because inclusion is at the heart of Nickel's mission, we are currently working to make our services even more accessible.

Improvements will be incorporated into the next versions of our mobile application, customer area, and website.

Nickel, the account for everyone.

