NiCKEL
COMPTE POUR TOUS

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 needs.

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

Nickel places accessibility and universality at the heart of its strategy: 190 passports or identity documents are accepted, and no income requirements are imposed. **Nickel is the account for everyone!**

PHYSICAL ACCESSIBILITY

Thanks to its network of over 8,200 points of sale in France, Nickel also offers a physical presence to as many people as possible.

You can view the list of Nickel partner points of sale on our website:
https://nickel.eu/fr/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 the Common European Framework of Reference for Languages (CEFR) level B.

ACCESSIBILITY VIA OUR CUSTOMER SERVICE

All of our advisors are trained and aware of how to manage 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.

For our deaf and hard-of-hearing customers in France, you can contact us by phone using the Acceo application from our website (https://app.acce-o.fr/client/nickel). A video signal is then transmitted to an interpreter who orally translates your gestures to your contact person.

ACCESSIBILITY OF OUR OFFERS

Our new payment cards now contain a notch and a flat personalization (instead of embossing), allowing for ease of 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.

NICKEL