



## Accessibility Statement

Version: 1.1 | Last update: 26.03.2025

### Our Commitment

MEXEM Financial Services UK Limited ("Mexem UK") is committed to making our website and service accessible to all users, regardless of technology or ability. We aim to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA to ensure inclusive experience for every client.

### Accessibility Features on Our Website

We have implemented a range of features to support accessibility:

- Text alternatives for non-text content
- Keyboard navigation support
- Clear heading structure
- Sufficient color contrast
- Resizable text without loss of functionality
- Compatible with screen readers
- Clear and consistent navigation

### Known Issues

We are actively working to resolve the following known issues:

- Some older PDF documents may not be fully accessible
- Certain third-party content may not meet accessibility standards
- Legacy video content may lack closed captions
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### Assistive Technology Support

Our website works with common assistive technologies including:

- Screen readers (NVDA, JAWS, VoiceOver)
- Speech recognition software
- Screen magnification tools
- Alternative keyboard and mouse tools



## **Feedback and Support**

We welcome feedback to help improve accessibility. If you encounter accessibility issues or have specific needs, please get in touch:

- Email: [accessibility@mexem.com](mailto:accessibility@mexem.com)
- Phone: +44 1613941076
- Website contact form: [uk.mexem.com/support](https://uk.mexem.com/support)

We aim to respond to accessibility requests within 2 business days.

## **Technical Specifications**

- Built according to W3C standards
- Regular accessibility testing
- Ongoing monitoring and updates