

## **Hastings Insurance Accessibility Statement**

### **Scope**

This Accessibility Statement applies to website content and online applications made available by Hastings Insurance that fall within the scope of 'e-commerce services' and 'consumer banking services' under the EU (Accessibility Requirements of Products & Services) Regulation 2023 ('2023 Regulations').

For the purpose of this Statement, references to 'Hastings Insurance' include the following legal entities:

- Hastings (Westport) Ltd trading as Hastings Insurance, Hastings Financial & Hastings Mortgages is regulated by the Central Bank of Ireland
- David Flannelly Holdings Ltd trading as Hastings Insurance, Hastings Financial & Hastings Mortgages is regulated by the Central Bank of Ireland
- Pat Hardiman Insurances Ltd trading as Hastings Insurance & Hastings Financial is regulated by the Central Bank of Ireland
- Burke Insurances Ltd trading as Hastings Insurance, Publicliability.ie & Plinsurance.ie is regulated by the Central Bank of Ireland
- Hastings Insurance (Dublin) Ltd trading as Hastings Insurance is regulated by the Central Bank of Ireland
- Hastings Life & Pensions Ltd trading as Hastings Insurance & Hastings Financial is regulated by the Central Bank of Ireland

### **Introduction**

At Hastings Insurance, we are committed to ensuring digital accessibility for all users. We continually strive to improve the user experience for everyone and to apply the relevant accessibility standards in accordance with the **European Union (Accessibility Requirements of Products and Services) Regulations 2023** and **Web Content Accessibility Guidelines (WCAG) version 2.2 AA**. These explain how to make services more accessible for people with disabilities.

### **Our Commitment**

In line with the European Accessibility Act and WCAG, we aim to ensure that our website and digital services are:

- **Perceivable** – Information and user interface components must be presentable to users in ways they can perceive.
- **Operable** – User interface components and navigation must be operable by all users.
- **Understandable** – Information and the operation of the user interface must be understandable.
- **Robust** – Content must be robust enough to be interpreted reliably by a wide variety of user agents, including assistive technologies.

**While the 2023 Regulations do not explicitly cover our online services to clients, we are committed to providing digital accessibility across all platforms we operate.**

## Measures We Have Taken

To ensure accessibility, we have taken the following measures:

- Redesigned and rebuilt Hastings.ie and Publicliability.ie, improving accessibility features throughout, whilst also simplifying content and page navigation for users.
- Provided numerous ways you can contact us for support, including telephone, webchat, e-mail and contact forms.
- Integrated accessibility into our digital development lifecycle.
- Trained staff responsible for web content and development on accessibility best practices.
- Conducted accessibility audits and testing with assistive technologies.

We continue to address additional areas for improvement, such as:

- Maintaining consistent identification and navigation across pages.
- Improving colour contrast for better readability.
- Enhancing the accessibility of PDFs.
- Updating of Plinsuarance.ie to the required standards
- Continued accessibility reviews across our digital platforms to identify areas that require further development.

## Supports and Feedback

If you encounter any accessibility issue with our websites/ online content or have any feedback that could improve the user experience, please contact us using one of the following methods:

- Phone: 0818 911 222
- E-mail: [info@hastings.ie](mailto:info@hastings.ie)
- Address : Hastings Insurance, The Octagon, Westport, Co.Mayo, F28 C921
- Webchat
- Talk to us in your local branch – Ballina, Castlebar, Dublin, Claremorris, Galway city, Sligo, Tuam or Westport.

We are committed to ensuring you can access the information and services you need. Your input helps us improve our services. We aim to respond to accessibility feedback within **five (5) business days**.

## Preparation of this statement

This Statement was prepared on 30 June 2025 and will be reviewed annually.