

Statement on the Accessibility of Services

ERGO Cestovní Pojišťovna, a. s., declares that it complies with the accessibility requirements for e-commerce services provided to consumers, in accordance with Act No. 424/2023 Coll., on the accessibility requirements for certain products and services, with the Accessibility requirements for ICT products and Services standard No. EN 301 549 v 3.2.1 (**EN**), and with the international Web Content Accessibility Guidelines 2.1 (**WCAG**).

1 How We Ensure Accessibility

We design our websites, online applications, and documents so that they are fully perceivable, operable, understandable, and robust for all users without distinction. The websites are optimized in themselves and include a specialized online tool for further improving accessibility.

1.1 Perceivability and Alternatives for the Senses

Screen reader support: The text content and website structure are optimized for screen readers used by blind or partially sighted users, and a reader is also built into our websites.

Accessible file formats: Documents, such as PDF files, are prepared so that assistive technologies can work with them correctly.

Non-text content: Images that convey essential information are supplemented with alternative text descriptions.

Users can also choose from predefined sets of accessibility features that are commonly used.

1.2 Readability and Design Customization

Contrast and fonts: We use easily readable fonts with sufficient colour contrast against the background.

Content enlargement: The size of text, letter spacing, line spacing, and paragraphs can be easily adjusted and enlarged using standard web browser tools or the integrated specialized tool, without any loss of website functionality.

1.3 Understandability and Structure

Clear language and clarity: The website, as well as contractual and insurance terms and conditions, have a logical structure, are clearly organized, and are written in understandable language.

Glossary of terms: Specific words or terms that we use in a professional sense are clearly explained in our glossary of terms available on the website.

2 Customer Support

The staff of our customer centre are informed about the accessibility features of our services and are prepared to provide clients with information about the accessibility of our websites.

3 Product Information

General information about our insurance products can be found on our websites. Detailed information about our insurance products is available in the insurance terms and conditions.

4 Feedback and Contact Details

If you encounter any barrier on our website, or if you need help accessing certain information, please do not hesitate to contact us. Your feedback helps us continuously improve our services.

Contact details for the customer centre

Email: klient@ergo-cestovni.cz

Tel: +420 221 860 860