

ACCESSIBILITY POLICY



Version: 1.1

1 Introduction

Vallibel Finance PLC has a strong commitment to making our products and services accessible and inclusive for everyone, regardless of their abilities. In this respect, we have established an environment that is collaborative and inclusive, where everyone feels valued and empowered. Accessibility is seen as a continual process, with a commitment to the continued enhancement of procedures being maintained. The commitment to accessibility is relies on core values of the Company: simplicity, trust, integrity and flexibility.

Objective of this Accessibility Policy is to uphold principles of fairness and equality by ensuring all customers have equitable access to our financial products and services.

2 Scope of Application

This policy has been based on the regulatory requirements set out under the Financial Consumer Protection Regulation No. 01 of 2023 issued by the Central Bank of Sri Lanka. The policy ensures accessibility irrespective of the social status, physical ability, marital status, race, caste, gender, age, religion and financial literacy of the Customer.

The Accessibility Policy consists of,

- i. Documents, communication and information accessibility
- ii. Websites and mobile applications accessibility
- iii. Infrastructure accessibility

3 Documents, communication and information accessibility

All relevant information and documents are disclosed or provided at any stage of the Contract in a complete, clear, concise, accurate, non-misleading, and timely manner in Sinhala, Tamil, or English, based on the language preferred by the financial consumer.

“Key Facts Document” of products/ services in printed or electronic form written in simple language in Sinhala, Tamil and English, are available to financial customers and displayed on corporate website.

Upon request, supplementary documents and information are promptly made available, as applicable.

Multiple channels for communication are implemented to handle information and complaints.

Information regarding our services and promotional offers is available on our corporate website, accessible in Sinhala, Tamil and English.

Financial customer data is limited to the purpose for which it is collected adhering with data privacy and confidentiality requirements.

All customers can make informed decisions with the help of our trained and knowledgeable staff, who enthusiastically provide explanations and clarifications on aspects of our products and services.

4 Websites and mobile applications accessibility

The official website of the Company www.vallibelfinance.com is designed with offering navigation and functionality in all three languages.

All key products, services, and information is provided upfront and easily navigable and accessible on all mobile devices.

Our website and digital platforms accessible to customers with following features:

- Font size, color and color contrast adjustability
- Full navigability and ability to function with the keyboard
- Full readability with screen readers
- web elements appropriately labeled or alternative text used
- All security, protection or safety features provided in text and audio options
- Adequate time provided to perform all functions

5 Infrastructure accessibility

In constructing the physical infrastructure, the company complies with the general rules of accessibility, such as accommodating differently abled and elderly financial customers.

Elevators are available in multi-story office locations, Corporate Office and Head Office, facilitating easy access for customers with mobility impairments.

Our commitment to accessibility extends beyond physical accommodations. Personalized assistance is provided to customers with disabilities who require support when using our facility ensuring customer comfort and convenience during service interactions.

The company makes best possible efforts to:

- Ensure that pathways leading to branch entrances are free of obstructions.
- Strive to select door hardware that is easy to operate.
- Provide adequate light for safety and mobility.
- Provide adequate seating facilities for customers.
- Appropriate entrances are situated near accessible parking spaces.
- Clearly marked and accessible exits for all customers.
- The location of the head office departments can be found using interactive guides.

6 Continuous Improvement

As part of our ongoing commitment to excellence in accessibility, our practices, and infrastructure are regularly reviewed and enhanced. Our continuous efforts are focused on best practices in accessibility, ensuring that exemplary service is provided to all customers, regardless of their individual needs.

7 Feedback and Contact

Feedback from our customers and stakeholders is valued as an essential component of our commitment to continuous improvement. Customer feedback is crucial in helping us refine our accessibility initiatives and ensure that company consistently meets the diverse needs of our customer base.

If you have any questions or suggestions please contact:

Manager - Relationship

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