

DESCRIPTION OF THE ACCESSIBILITY OF SERVICES PROVIDED BY THE FINBEE GROUP COMPANIES TO CLIENTS

This document provides information on how the services provided by UAB „Finansų bitė“, UAB „Elektroninių pinigų bitė“, and UAB „Finansų bitė verslui“ (hereinafter in this document – the Group companies) comply with the accessibility requirements set out in the legal acts of the European Union and the Republic of Lithuania (hereinafter – the Accessibility Requirements).

The Group companies strive to ensure that all services are designed and provided to clients on equal terms, regardless of a person's abilities or functional disabilities, and aim to make the services as accessible as possible to everyone.

The Group companies' services are provided only through digital channels. The digital channel used to provide the services is the website www.finbee.lt

If you need additional assistance or the desired service is difficult to access, please do not hesitate to contact our staff directly.

This document is publicly published on the website www.finbee.lt in Lithuanian and English, and may be provided to the client in writing or orally.

We provide our services in accordance with the legal acts of the European Union and Lithuania that establish service accessibility requirements (for example, Directive (EU) 2019/882 of the European Parliament and of the Council on the accessibility requirements for products and services, and the Law on Accessibility Requirements for Products and Services of the Republic of Lithuania).

To make our digital channels convenient for you to use, we rely on the international web accessibility standard WCAG. When developing and improving our digital channels, we follow the WCAG 2.1 AA level principles and adapt our solutions for persons with different needs or disabilities.

Accessibility of digital channels

Compatibility with browsers and assistive technologies

The website is designed to be compatible with the most commonly used assistive technologies, specifically:

- “NVDA” (Windows)
- “TalkBack” (for Android devices)
- “VoiceOver” (for iOS devices)

Clear and understandable information

We aim to present information about our services, including contracts, terms and conditions, and other documents, clearly and simply, using language no more complex than B2 level.

Zooming in and out

You can zoom in or out on the website – this allows you to enlarge text and images. In most browsers, use “Ctrl” or “Cmd” together with “+” to zoom in, with “-” to zoom out, and with “0” to restore the original size.

Accessibility limitations of this website

- The heading structure of some web pages is not consistent;
- Not all interactive elements are accessible via keyboard or screen reader;
- The contrast between text and background may be insufficient in some places;
- Some active buttons do not have clear labels;
- Some PDF format documents may be inconvenient for users who use screen reader software.

Feedback on accessibility

We welcome your feedback on the Group companies' digital channels.

We constantly strive to ensure that our customer service channels are as accessible as possible. If, while using our services or digital channel solutions, or while reading this notice, you have noticed any shortcomings – please let us know.

You can contact us:

- By phone: +370 5219 9529
- By email: privatiems@finbee.lt, verslui@finbee.lt or investuok@finbee.lt
- By post: Vilniaus g. 4-10, LT-01102 Vilnius

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