

Accessibility Statement and Accessibility Features

Nash is committed to making its digital services accessible and usable for all customers, including people with visual, hearing, motor, cognitive and other disabilities.

This Accessibility Statement applies to the Nash website, the Nash web application, and the Nash mobile applications for iOS and Android, insofar as these services are offered to customers in Europe by Nash Exchange B.V. and Neon Exchange AG.

This accessibility statement is prepared in accordance with the reporting requirements of the European Accessibility Act (Directive 2019/882).

Accessibility Standard

Nash's digital services are designed and maintained to conform to the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA. These guidelines explain how to make digital content more accessible for people with disabilities and more usable for everyone.

Based on Nash's current assessment, Nash considers the services covered by this statement to be substantially conformant with WCAG 2.1 Level AA, subject to the known and potential limitations described below.

Accessibility Features

Nash's digital services are designed to support accessibility through, among other things:

- clear page and screen structures;
- support for keyboard navigation;
- compatibility with commonly used screen readers and assistive technologies;
- support for browser zoom up to 400% on the Nash website;
- readable text, labels and instructions;
- sufficient colour contrast for text and important interface elements;
- clear forms, error messages and input fields;
- responsive layouts for different screen sizes;
- accessible support channels for customers who require assistance.

Nash's digital services are designed to provide the software interface needed for customers to use assistive technologies available through their own browsers, devices and operating systems.

Nash has tested key customer journeys using standard Microsoft and Apple accessibility support tools, including:

- Microsoft Narrator;
- Microsoft Magnifier;
- Microsoft keyboard navigation and focus controls;
- Microsoft colour and contrast accessibility settings;
- Apple VoiceOver;
- Apple Zoom;
- Apple keyboard navigation and focus controls;
- Apple display and contrast accessibility settings.

During this testing, these tools worked as expected for the relevant tested journeys.

Nash also trains relevant support staff to handle accessibility-related questions and to assist customers who may require information in an accessible format.

How Nash Supports Different Accessibility Needs

Nash is designed to help customers use its digital services in accessible ways. The summary below explains how Nash supports different accessibility needs.

Use Without Vision

Nash supports use with screen readers and assistive technologies. The Nash website, web application and mobile applications are designed with clear structures, labels and navigation so that customers who use screen readers can understand and operate the service.

Nash has tested key customer journeys with standard Microsoft and Apple accessibility support tools, including Microsoft Narrator, Microsoft Magnifier, Microsoft keyboard navigation and focus controls, Microsoft colour and contrast accessibility settings, Apple VoiceOver, Apple Zoom, Apple keyboard navigation and focus controls, and Apple display and contrast accessibility settings. These tools worked as expected for the relevant tested journeys.

Use With Limited Vision

Nash supports customers with limited vision through readable text, clear layouts, sufficient colour contrast and support for browser zoom up to 400% on the Nash website. Nash's digital services are also designed to work with operating-system accessibility features such as screen magnification, display scaling and contrast settings.

Use Without Perception of Colour

Nash does not rely only on colour to communicate important information. Where colour is used, Nash aims to also provide text, labels, icons, structure or other visual indicators so that customers do not need to perceive colour in order to understand or use the service.

Use Without Hearing

The core Nash service does not require customers to hear audio in order to use the website, web application or mobile applications. Where information is provided visually or in text, customers can access it without relying on sound.

Use With Limited Hearing

The core Nash service does not require customers to hear audio instructions or audio alerts in order to use the service. Where audio or video content is used, Nash aims to provide the relevant information in an accessible alternative format where appropriate.

Use Without Speech

Nash does not require customers to use speech input to operate its website, web application or mobile applications. Customers can use the service through standard text, touch, keyboard and interface controls.

Use With Limited Manual Dexterity or Strength

Nash supports keyboard navigation and standard operating-system input methods. The service is designed so that customers can navigate and interact with digital features without requiring unnecessary strength, complex simultaneous movements or speech input.

Use With Limited Reach

Nash's digital services are provided through websites and mobile applications that can be used on personal devices. Customers can use the accessibility settings and input methods available on their own devices, including keyboard controls, touch controls, screen readers, zoom and other assistive technologies.

Avoiding Photosensitive Seizure Triggers

Nash aims to avoid content that flashes in a way that could trigger photosensitive seizures. Nash also aims to avoid unnecessary animations or visual effects that could interfere with safe and comfortable use.

Privacy When Using Accessibility Features

Where Nash provides accessibility features or accessibility-related settings, customers can use these features without their personal information being disclosed to other customers or third parties for that reason.

Nash does not make a customer's personal information public because the customer enables or uses an accessibility feature, such as screen reader support, text-to-speech, zoom, colour or contrast settings, keyboard navigation, or other accessibility support.

Any personal information processed in connection with accessibility support is handled in accordance with Nash's privacy and data protection practices.

Identification, Security and Biometric Checks

Nash aims to make identification, security and payment-related steps perceivable, operable, understandable and robust. Some verification steps, including liveness verification during onboarding, may be provided by a third-party provider.

Where a customer cannot complete an identification, security or verification step due to an accessibility barrier, the customer can contact Nash support. Nash will provide reasonable guidance and support and, where appropriate, an alternative process, provided this can be done securely, lawfully and in accordance with Nash's regulatory obligations.

Sufficient and Flexible Time

Nash aims to give customers enough time to read, understand and complete important steps. Where time limits are needed for security, fraud prevention or regulatory reasons, Nash aims to make the process as clear and understandable as possible.

Customers who cannot complete a step due to an accessibility barrier can contact Nash support for reasonable guidance and assistance.

Consistent and Understandable Operation

Nash aims to keep navigation, buttons, forms, instructions and error messages consistent and understandable across its website, web application and mobile applications. Nash also aims to use clear wording so that customers can understand what is required before taking important actions.

Compatibility With Assistive Technologies

Nash is designed to work with commonly used assistive technologies and accessibility settings, including screen readers, keyboard navigation, browser zoom, screen magnification, display scaling, colour and contrast settings, focus controls, and standard touch, keyboard and device input methods.

Nash's website, web application and mobile applications are designed to interface with assistive technologies provided through customers' browsers, devices and operating systems.

User Interface, Control, Input and Feedback

Nash's website, web application and mobile applications are designed so that customers can understand, control and receive feedback from the service in accessible ways.

Handling and Control

Customers can use Nash through standard device controls, including touch, keyboard navigation, browser controls and operating-system accessibility settings.

The Nash website supports keyboard navigation and browser zoom up to 400%. Nash's digital services are also designed to work with standard Microsoft and Apple accessibility support tools, including Microsoft Narrator, Microsoft Magnifier, Microsoft keyboard navigation and focus controls, Microsoft colour and contrast accessibility settings, Apple VoiceOver, Apple Zoom, Apple keyboard navigation and focus controls, and Apple display and contrast accessibility settings.

Nash aims to avoid interactions that require unnecessary strength, extensive reach, complex simultaneous actions or precise fine-motor control.

Input

Customers can enter information using standard input methods available on their device, including keyboard, touch input, text input, browser controls and supported assistive technologies.

Nash does not require customers to use speech input to use its website, web application or mobile applications.

Where identification, onboarding, security or verification steps are required, Nash aims to make these steps clear and accessible. Some verification steps, including liveness verification during onboarding, may be provided by a third-party provider. Where a customer cannot complete such a step due to an accessibility barrier, the customer can contact Nash support for reasonable guidance and assistance, provided this can be done securely, lawfully and in accordance with Nash's regulatory obligations.

Output and Feedback

Nash provides information and feedback through visual text, labels, interface messages, form validation, error messages, confirmation screens and other on-screen indicators.

Where Nash uses colour to communicate information, indicate an action, require a response or identify an element, Nash aims to provide an alternative to colour, such as text, labels, icons, structure or other visual indicators.

The core Nash service does not require customers to hear audio instructions or audio alerts in order to use the service. Where audio or video content is used, Nash aims to provide the relevant information in an accessible alternative format where appropriate.

Timing

Nash aims to give customers enough time to read, understand and complete important steps. Where time limits are required for security, fraud prevention or regulatory reasons, Nash aims to make the process clear and understandable.

Customers who cannot complete a step due to an accessibility barrier can contact Nash support for reasonable guidance and assistance.

Consistency and Understandability

Nash aims to keep navigation, buttons, forms, instructions, warnings, confirmations and error messages consistent and understandable across its website, web application and mobile applications.

Nash also aims to use clear wording so that customers can understand what is required before taking important actions, including onboarding, account access, verification, payments, crypto transactions and other financial or security-relevant steps.

Assistive Technology Compatibility

Nash's website, web application and mobile applications are designed to interface with commonly used assistive technologies provided through customers' browsers, devices and operating systems.

This includes support for assistive software and device-level accessibility features such as:

- screen readers;
- keyboard navigation;
- browser zoom;
- screen magnification;
- display scaling;
- colour and contrast settings;
- focus controls;
- standard touch, keyboard and device input methods.

Nash has tested key customer journeys using standard Microsoft and Apple accessibility support tools, including:

- Microsoft Narrator;
- Microsoft Magnifier;
- Microsoft keyboard navigation and focus controls;
- Microsoft colour and contrast accessibility settings;
- Apple VoiceOver;
- Apple Zoom;
- Apple keyboard navigation and focus controls;
- Apple display and contrast accessibility settings.

During this testing, these tools worked as expected for the relevant tested journeys.

Nash will continue to review compatibility with assistive technologies as part of its accessibility management process. Customers who experience compatibility issues with assistive technology can contact Nash at support@nash.io.

Third-Party Components

Most customer flows are integrated into Nash's own digital environment. Certain technical services may be provided by third parties through APIs or embedded functionality. In particular, the liveness verification step used during onboarding is provided by a third-party provider.

Where third-party components are used, Nash works to ensure that the customer experience remains accessible and usable. However, certain aspects of third-party technology may not be fully controlled by Nash.

Known Limitations

Nash is continuously reviewing and improving the accessibility of its digital services. Some parts of the service may not yet fully meet WCAG 2.1 Level AA in all circumstances.

Known or potential limitations may include:

- some complex financial, crypto, chart, wallet, transaction or verification interfaces may require further accessibility review;
- certain third-party components, including liveness verification technology, may have accessibility limitations outside Nash's direct control;
- some historical website or app content may require further remediation.

Where Nash identifies, or is informed of, an accessibility barrier, Nash will assess the issue and take reasonable steps to remediate it. Where immediate remediation is not reasonably possible,

Nash will provide reasonable guidance, assistance, or an accessible alternative way to obtain the relevant information or use the relevant service.

Support and Alternative Access

Customers who experience accessibility barriers or need information in an accessible format can contact Nash at:

support@nash.io

Nash aims to respond to accessibility-related requests within five business days.

Where a customer cannot access information, complete a step or use a feature due to an accessibility barrier, Nash will provide reasonable guidance and support. Where appropriate, Nash may provide the relevant information in an alternative accessible format or assist the customer through an alternative process, provided this can be done securely, lawfully and in accordance with Nash's regulatory obligations.

When contacting Nash, customers are encouraged to describe the accessibility issue, the page or feature affected, the device and browser or app version used, and the type of assistive technology involved, where applicable.

Ongoing Accessibility Management

Nash treats accessibility as an ongoing part of its product, design, development and support processes. Nash maintains and improves accessibility by:

- reviewing new and existing digital features against WCAG 2.1 Level AA;
- testing relevant customer journeys with keyboard navigation, browser zoom and assistive technologies;
- improving the accessibility of documents, forms and customer communications;
- reviewing third-party components that form part of the customer experience;
- addressing accessibility issues identified through testing, customer feedback or user reports.

Where Nash identifies an accessibility issue, it will assess the issue and take reasonable steps to remediate it or provide the relevant information or service in an accessible alternative format.

Statement Preparation

Nash will review and update this statement periodically and when material changes are made to its digital services.