

Accessibility statement

As part of our commitment to accessibility, we strive on a daily basis to ensure that our digital services meet accessibility standards so that we can give everyone—including disabled users—an equal chance to access our content. Below, we present the current accessibility status of the Simple application, the SimplePay payment page, and the simple.hu website, as well as the measures implemented.

This statement has been prepared in accordance with the provisions of Act XVII of 2022 and Government Decree 605/2022 (XII.28.).

Our services strive to comply with the requirements of European standard EN 301 549 v3.2.1 (2021-03).

1. Accessibility status of the Simple mobile application

1. The following steps ensure accessibility in the Simple mobile application:

- **Magnifiability:** Currently, the application supports content magnification up to size 2.0 on Android and up to size AL on iOS without losing functionality. However, the full implementation of this feature is still in progress and may not yet be available on all screens.
- **Text alternatives:** Text descriptions are provided for buttons and other visual elements.
- **Keyboard navigation:** Keyboard navigation is partially supported at this stage, and we are continuously working on improvements to ensure that the application can be fully operated using only a keyboard.
- **Heading structure:** The numbering of the headings on the page follows a logical sequence so that screen readers can process the content properly. (The screen navigation sequence has been designed in top-down, left-to-right order.)
- **Language settings:** The default language of the page has been set so that assistive technologies can interpret it properly.
- **Error handling:** The forms feature error handling mechanisms providing visual and text feedback.

Our aim is to maintain this state in the future and monitor suitability continuously.

2. Testing and auditing of the Simple mobile application

We have used various methods to test the suitability of the entire Simple mobile application:

- **Manual testing:** We have checked the entire functionality of the application with a keyboard and magnified to size 2.0.
- **Testing the assistive technologies:** we have tested the application on an iOS platform with Apple's VoiceOver function. We have tested the application on an Android platform with Google's TalkBack language completion function.
- The application has also been tested by visually impaired people on both Android and iOS platforms.

3. Non-accessible content in the Simple mobile application

- **Landscape mode:** One of the limitations of the current version of the application is that the Simple application does not support landscape mode. This means that the application can only be used in portrait mode, which might affect the accessibility and use of certain assistive technologies.
- **Colour contrast:** The contrast between text and background colours may not or may only partially comply with the specifications.
- The Device Insurance service, which is available **within the Simple application under the "Insurance" tile**, includes device verification technology for devices purchased after 14 days. This technology may not be made accessible (screen scraping and timed photos), so this service is only partially accessible.
- **Flashing:** Automatic brightness control is activated in the BKK and Nationwide Tickets service when the pass and ticket are presented.

2. Accessibility status of the Android Simple Classic mobile application

We are committed to making our digital products accessible and usable for everyone, regardless of disability. We recognise that the accessibility of the Simple Classic application does not currently meet all expectations. Our accessibility developments have been implemented in our latest application called Simple.

3. Accessibility status of the SimplePay payment platform

Accessibility status of the SimplePay payment platform: our services strive to comply with the requirements of European standard EN 301 549 v3.2.1 (2021-03).

1. The following steps ensure accessibility on the SimplePay payment platform:

- **Magnifiability:** The payment page can be magnified up to 200% without losing functionality.
- **Text alternatives:** Text descriptions are provided for buttons and other visual elements.
- **Keyboard navigation:** The page can also easily be navigated by using a keyboard only.

- **Avoiding flashing:** The page does not include any content which would be dangerous to photosensitive users.
- **Language settings:** The default language of the page has been set so that assistive technologies can interpret it properly.
- **Error handling:** The forms feature error handling mechanisms providing visual and text feedback.

Our aim is to maintain this state in the future and monitor suitability continuously.

2. Testing and auditing of the SimplePay payment platform

We have used various methods to test the suitability of the entire SimplePay payment platform:

- Manual testing: We have checked the entire functionality of the SimplePay payment platform with a keyboard, in various browsers, with 200% screen magnification.
- With JAWS and NVDA screen readers.
- The SimplePay payment platform has also been tested by visually impaired people.

2. Technical specifications

The following technologies ensure the accessibility of the SimplePay payment platform, which operate smoothly with various web browsers and assistive tools:

- HTML
- WAI-ARIA
- CSS
- JavaScript

3. Non-accessible content on the SimplePay payment platform

- Texts provided by external parties (e.g. product descriptions received from merchants) cannot be displayed in the appropriate language, and the payment page displays the content received in all cases.
- **Colour contrast:** The contrast between text and background colours may not or may only partially comply with the specifications.

4. Accessibility status of the simple.hu website

We are committed to making our www.simple.hu website accessible and usable for everyone, regardless of disability. We recognise that the accessibility of our website does not currently meet all the highest expectations. We are working on significant improvements.

In accordance with accessibility standards, we are working on making our web content accessible to as many people as possible.

We plan to implement full-scale accessibility solutions in the near future.

Should you experience any difficulty in using our website, please do not hesitate to contact us at any of our contact details specified in the section on handling complaints.

We are happy to receive your suggestions and feedback to help us in improving our digital environment.

Thank you for your patience and understanding.

5. Handling complaints

Should you have any question or complaints regarding accessibility, you may contact us at any of the contact details below:

Phone number:

- +36 1 366 6611
- +36 20 366 6611
- +36 30 366 6611
- +36 70 366 6611

Email: akadalymentes@simplepay.com

Our aim is to review the complaints received as soon as possible and to solve any problems, if needed.

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