

Accessibility Statement

Generali Expatriates, part of Generali, is committed to Accessibility, and by virtue of this it intends to make its channels and services accessible, in accordance with national legislation (Statutory Instruments No. 636 of 2023) transposing Directive (EU) 2019/882 of the European Parliament and of the Council. It also complies with the provisions of the UNE-EN 301549 v 3.2.1 technical standard based on the Accessibility Guidelines for Web and App Content (WCAG 2.1 AA).

This accessibility statement applies to the following channels:

- Websites
- Contact Center
- Pre-contractual and contractual documentation
- Commercial communications

Considering the merger process the Company is undergoing and the extensive assets across various channels, a structured action plan has been devised to facilitate a gradual adaptation, aiming to achieve the highest level of accessibility for all customers

The following outlines the primary accessibility features integrated into our channels:

Websites

The Company's websites feature various elements that demonstrate a strong commitment to accessibility, aimed at providing an inclusive experience for all users. Among the available functionalities are enhancements in:

- Multimedia content, such as subtitles, audio descriptions and appropriate textual alternatives.
- Keyboard navigation
- Adequate contrast levels and compatibility with display technologies

Contact Center

Generali Expatriates's Contact Center channel has integrated multiple functionalities designed to enhance service accessibility, showcasing a decisive commitment to inclusion. Among the most outstanding advances are:

- The incorporation of an alternative sensory channel of contact through a written medium
- A clear and logical presentation of menu options.

- A keystroke-based mode of operation, which avoids simultaneous actions and does not require a specific speed in interaction, making it easier to use by people with fine motor difficulties
- Possibility of being accompanied during the call by support professionals, such as interpreters, thus guaranteeing accessible attention.

Pre-contractual and contractual documentation

Generali Expatriates's pre-contractual and contractual documentation channel incorporates a variety of accessibility features that ensure inclusive and comprehensible access for all users.

Some of the accessibility features present in these documents include:

- Measures that facilitate understanding and navigation for all users, especially for people with visual or cognitive disabilities.
- Use of logical structures along with formatting features such as text-image contrast
- Clear instructions are provided that do not depend solely on elements such as color or shape.
- Correctly define elements such as headings, tags, and the language of the content

Commercial communications

Generali Expatriates 's commercial communications channel has accessibility features that allow users to interact and understand information more easily.

Some of the accessibility features present in our communications, such as PDF or Word documents, are:

- Measures that facilitate understanding and navigation for all users, especially for people with visual or cognitive disabilities.
- Use of logical structures along with formatting features such as text-image contrast
- Clear instructions are provided that do not depend solely on elements such as color or shape.
- Avoid unnecessary use of text images
- Correctly define elements such as headings, tags, and the language of the content

Preparation of this accessibility statement

This statement was prepared on 27 June 2025.

Last revision of the return: June 27, 2025.

Commitment to improvement

Generali Expatriates reaffirms its commitment to accessibility, ensuring continuous improvement across all its channels and services. Although various functionalities have already been incorporated that comply with the principles of accessibility and contribute to a better user experience, there are still certain elements that do not fully comply with the established requirements.

To address this, a progressive action plan has been defined. This plan takes into account the current integration context of the organization and its inclusion within the global strategy reflects a strong commitment to achieving full compliance with current regulations, thereby guaranteeing genuine accessibility for all individuals.