Accessibility Statement

Commitment to Accessibility

Vivid Money is committed to ensuring digital accessibility for all users, including people with disabilities. We strive to provide an accessible online experience in accordance with the European Accessibility Act (EAA) and the European digital accessibility standard EN 301 549, which incorporates the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA criteria.

Compliance Status

This website is partially compliant with the EN 301 549 standard and WCAG 2.1 Level AA. This means that most requirements are met, but some parts of the content may not yet be fully accessible.

Non-Accessible Content

We are aware that some areas of the website may not be fully accessible, including:

- Some images may lack appropriate alternative text.
- Certain elements may not be fully operable via keyboard navigation.
- Some color contrasts may not meet minimum requirements.

We take accessibility seriously and are actively working to enhance the inclusiveness of our digital experiences. In doing so, we assess each issue based on its impact and urgency, prioritizing fixes in areas where accessibility barriers most significantly affect usability, while continuing to address less critical issues over time. Our goal is to ensure that all users, regardless of ability, can interact with our services as effectively as possible.

Preparation of This Accessibility Statement

This statement was prepared on 16 June 2025 using a combination of self-assessment and automated accessibility testing tools. It will be reviewed and updated annually, or as significant changes are made to the website.

Feedback and Contact Information

We welcome your feedback on the accessibility of our website. If you encounter accessibility barriers or require information in an alternative format, please contact us using the following link: https://vivid.money/en-eu/support/

We aim to respond to accessibility feedback within 5 business days.

Continuous Improvement
Vivid Money is committed to ongoing improvements in digital accessibility. We regularly monitor our website and we are aiming to provide a robust, perceivable, operable, and understandable experience for all users.