

# Accessibility Statement

European Union (Accessibility Requirements of Products and Services) Regulations 2023  
S.I. No. 636/2023 | Directive (EU) 2019/882

PART 1 — DOCUMENT DETAILS

|                                   |                                                                                                                                                  |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Credit Union Name                 | Teachers Union of Ireland Credit Union                                                                                                           |
| Registered Address                | No8, The Exchange, Calmount Park, Ballymount, Dublin 12, D12 W354                                                                                |
| Regulatory Status                 | Authorised and regulated by the Central Bank of Ireland as a credit union under the Credit Union Act 1997 (as amended)                           |
| Date of this Statement            | July 2026                                                                                                                                        |
| Review Date                       | July 2027                                                                                                                                        |
| Responsible Officer               | Risk & Compliance Officer                                                                                                                        |
| Contact for Accessibility Queries | 014266060                                                                                                                                        |
| Regulatory Reference              | S.I. No. 636/2023 (Regulation 14 and Schedule 3) Directive (EU) 2019/882 (European Accessibility Act)                                            |
| Compliance Authority              | Central Bank of Ireland (CBI) New Wapping Street, North Wall Quay, Dublin 1, D01 F7X3 <a href="http://www.centralbank.ie">www.centralbank.ie</a> |

PART 2 — INTRODUCTION AND COMMITMENT TO ACCESSIBILITY

TUICU Credit Union is a member-owned financial cooperative authorised and regulated by the Central Bank of Ireland. We are committed to ensuring that our services, whether delivered in person, online, by telephone, or through any other channel, are accessible to all our members, including persons with disabilities.

This Accessibility Statement has been prepared in accordance with Regulation 14 and Schedule 3 of the European Union (Accessibility Requirements of Products and Services) Regulations 2023 (S.I. No. 636/2023), which transposes Directive (EU) 2019/882 (the European Accessibility Act, or EAA) into Irish law.

The EAA came into effect on 28 June 2025 and requires that consumer banking services, including digital platforms, member communications, self-service terminals, and basic banking operations, are designed and delivered in a way that maximises their foreseeable use by persons with disabilities.

We publish this statement to explain, in plain language, which of our services and channels are in scope, what accessibility measures we have taken or are taking, where limitations remain, and how members can contact us to raise accessibility concerns or request alternative formats.

## PART 3 — SERVICES COVERED BY THIS STATEMENT

This Accessibility Statement applies to the following consumer banking services provided by TUI Credit Union to our members in our capacity as a regulated credit union:

### 3.1 Digital Services

- Credit union website: <https://tuicu.ie/>
- Mobile banking application (TUI Credit Union) – IOS/Android
- Online loan application forms and supporting documentation upload facility
- Online Payments - Use your debit card to make a payment online through our website.
- Online savings / deposit account access
- Email communications and digital newsletters to members
- Electronic account statements
- Mobile banking app pin can be sent out in post

### 3.2 In-Branch and Physical Services

- Main office – No8, The Exchange, Calmount Park, Ballymount, Dublin 12, D12 W354
- Payment terminal - card payments accepted
- Branch printed materials including loan application forms, member leaflets, and notices

### 3.3 Telephone and Remote Services

- Customer Service: 014266060 Monday to Friday 9am – 5pm

### 3.4 Written and Printed Member Communications

- Loan agreements and credit documentation
- Account statements and balance notifications
- General member correspondence (letters, notices, annual reports)
- Terms and conditions for all products and services
- Member notices of AGMs and Special General Meetings

## PART 4 — ACCESSIBILITY REQUIREMENTS AND HOW WE MEET THEM

### 4.1 Website and Digital Platform

TUI Credit Union's website and digital services are designed to conform with accessibility standards

### 4.2 Mobile Application

TUI Credit Union's mobile application is available on iOS/Android - The app is being assessed against EN 301 549.

### 4.3 Payment Terminals

TUI Credit Union operates payment terminals:

- The Card machine at our office is being progressively replaced with EAA-compliant terminals to comply with applicable accessibility requirements.

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## 4.4 Member Communications and Written Documents

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We are committed to ensuring that communications with our members are accessible. This includes:

- Written communications are produced in clear, plain English that does not exceed Level B2 of the Common European Framework of Reference for Languages (CEFR) — as required by Schedule 1, Part 4(e) of S.I. No. 636/2023
- Loan agreements, account statements, and key member documentation are being reviewed for plain language compliance
- Members who require documents in alternative formats — including large print, audio, or electronic accessible formats — may request these by contacting us (see Part 5 below).

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## 4.5 Identification and Authentication

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Identification methods, electronic signatures, and security processes used in our consumer banking services are designed to be:

- Perceivable — authentication steps are presented through more than one sensory channel where possible
- Operable — members are not required to perform complex actions within unreasonably short timeframes
- Understandable — identification and verification processes are clearly explained in plain language
- Compatible with assistive technologies — Our online identity verification process has been assessed for compatibility with screen readers and keyboard-only navigation.

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## 4.6 In-Branch Accessibility

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We are committed to welcoming all members at our office in an accessible and dignified manner:

- Our office at no8, The Exchange, Calmount Park, Ballymount Dublin 12 has step-free access to the public office via main ground floor entrance.
- Private consultation rooms are available upon request for members who require a quieter or more private environment.
- Staff are trained to assist members with disabilities and to offer reasonable adjustments to the standard service process.
- Large print forms are available on request at the counter.
- Our office is accessible by wheelchair
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## 4.7 Telephone and Remote Member Services

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- Our telephone support line 014266060 operates Monday to Friday 9am to 5pm and is staffed by trained personnel who can assist members with disabilities
- We can arrange for information to be read aloud to members who have difficulty reading written communications.

## PART 5 — FEEDBACK, REQUESTS, AND CONTACT

We welcome feedback from our members on the accessibility of our services. If you experience any difficulty accessing any of our services or communications, or if you would like to request content in an alternative format, please contact us using any of the following methods:

|                     |                                                                   |
|---------------------|-------------------------------------------------------------------|
| <b>By telephone</b> | 014266060                                                         |
| <b>By email</b>     | <a href="mailto:info@tuicu.ie">info@tuicu.ie</a>                  |
| <b>By post</b>      | No 8, The Exchange, Calmount Park, Ballymount Dublin 12, D12 W354 |
| <b>In person</b>    | At the above address                                              |

We will acknowledge receipt of accessibility-related requests or complaints within 3 business days and will aim to provide a substantive response within 10 business days. Where we are unable to make content accessible immediately, we will seek to provide information in an accessible format on request.

## PART 6 — REGULATORY AND SUPPORT CONTACTS

| Organisation                                            | Role                                                                                      | Contact                                                      |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| <b>Central Bank of Ireland (CBI)</b>                    | Designated compliance authority for consumer banking services under S.I. No. 636/2023     | <a href="http://www.centralbank.ie">www.centralbank.ie</a>   |
| <b>National Disability Authority (NDA)</b>              | Advises the CBI on EAA accessibility requirements; promotes Universal Design              | <a href="http://www.nda.ie">www.nda.ie</a>                   |
| <b>Relay Ireland</b>                                    | Communication relay service for members who are deaf, hard of hearing, or speech impaired | <a href="http://www.relayireland.ie">www.relayireland.ie</a> |
| <b>NCBI (National Council for the Blind of Ireland)</b> | Support and advocacy for members with sight loss                                          | <a href="http://www.ncbi.ie">www.ncbi.ie</a>                 |
| <b>DeafHear</b>                                         | Support and advocacy for members who are deaf or hard of hearing                          | <a href="http://www.deafhear.ie">www.deafhear.ie</a>         |