

Accessibility Statement

Our Commitment to Accessibility

Because financial freedom is everybody's business.

At Bitpanda, we want everyone to be able to use our websites and mobile apps easily. We are committed to making our services accessible in accordance with the Federal Act on the Accessibility of Products and Services (as amended), implementing the European Accessibility Act (Directive (EU) 2019/882) on accessibility requirements for products and services, ensuring that no one is left out.

In doing so, the Web Content Accessibility Guidelines (WCAG) 2.2 have been complied with to the greatest extent possible.

Scope

This Accessibility Statement applies to www.bitpanda.com, as well as Bitpanda's mobile applications.

This statement is also for the purpose of providing information to users about the functioning of our services.

Service description

Bitpanda GmbH offers its services via a digital investment platform where private customers can invest in different assets. These include, inter alia, crypto-assets, as well as derivative agreements that allow you to participate in the price movements of certain underlying financial instruments (e.g. stocks or Exchange Traded Products) and precious metals. The services are available on the Bitpanda website as well as in mobile apps (iOS and Android). To open an account, you must register and comply with the requirements stated in the terms and conditions (e.g. be at least 18 years old or reach the legal age required to use the Bitpanda Platform in your country and provide basic information such as your name, email address, and a password, and by completing the necessary verification steps).

Our services include:

- E-money and payment services – allows you to store electronic money denominated in fiat currency ("e-money") issued by Bitpanda Payments GmbH;
- Crypto-asset services – including one or more hosted wallets where you can hold, track, transfer, and manage crypto-assets; and

- Financial services related to derivatives (Bitpanda Stocks) – offered by Bitpanda Financial Services GmbH in connection with Bitpanda GmbH.

Fulfilment of the Accessibility Requirements

Our websites and app are guided by Web Content Accessibility Guidelines (WCAG) 2.2 AA. Some of the accessibility features on our apps and websites are:

- We do not design content in a way that is known to cause seizures or physical reactions.
- All non-text content has an equivalent text alternative to make information accessible in multiple formats.
- We maximise compatibility with current and future user agents, including assistive technologies.

Accessibility requirements pursuant to Annex 1 EAA

- a. ensuring the accessibility of the products used in the provision of the service,
- b. providing information, in the following manner, about the functioning of the service, and where products are used in the provision of the service, its link to these products as well as information about their accessibility characteristics and interoperability with assistive devices and facilities:
 - I. making the information available via more than one sensory channel;
 - II. presenting the information in an understandable way;
 - III. presenting the information to users in ways they can perceive;
 - IV. making the information content available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel;
 - V. presenting in fonts of adequate size and suitable shape, taking into account foreseeable conditions of use and using sufficient contrast, as well as adjustable spacing between letters, lines and paragraphs;
 - VI. supplementing any non-textual content with an alternative presentation of that content;
 - VII. providing electronic information needed in the provision of the service in a consistent and adequate way by making it perceivable, operable, understandable and robust;

- c. making websites, including the related online applications, and mobile device-based services, including mobile applications, accessible in a consistent and adequate way by making them perceivable, operable, understandable and robust, and
- d. where available, support services (help desks, call centres, technical support, relay services and training services) providing information on the accessibility of the service and its compatibility with assistive technologies, in accessible modes of communication.

Feedback and Contact

We welcome feedback on the accessibility of our websites and mobile applications. If you encounter any accessibility barriers or have suggestions on how we can improve, please let us know. You can contact our team by email at **support@bitpanda.zendesk.com**. In this case, please briefly describe the problem and provide the URL of the affected website, application or document. We will do our best to address your feedback and resolve any issues.

Enforcement Procedure

If you are not satisfied with our response to your accessibility-related request, you may file a complaint with the **Sozialministeriumservice (Social Ministry Service of Austria)**, which is responsible for monitoring compliance with accessibility requirements under the BaFG. You can reach them at marktueberwachung-BaFG@Sozialministeriumservice.gv.at

Preparation of this Statement

This statement was prepared on 4 November 2025. We will update this statement at least once a year, or whenever there are significant changes to our accessibility efforts. This way, you'll always have the latest information on how we are doing and what we are improving in terms of accessibility.