

Declaration of Conformity in accordance with the Law for Accessibility of Products and Services

1. Introduction

As of 28 June 2025, all Investment Firms including The Cyprus Investment and Securities Corporation Ltd (the “Company”, “CISCO”), must comply with the accessibility rules established under the law (N. 57(I)/2024) for accessibility of products and services (the “Law”).

For the Company, accessibility means that anyone interested in investment services, including those with disabilities of any kind, such as blind or visually impaired individuals, those who are hard of hearing, or those with certain physical limitations, should be able to use the Company’s services and products.

This Declaration of Conformity is issued in accordance with the Law and explains what measures have been taken by the Company to ensure its compliance with that.

2. Relevant EU Legislation and Accessibility Standards

The Company, besides the Law, has taken into consideration the following in its action plan:

- the EU Directive 2019/882 on the accessibility requirements for products and services
- Web Content Accessibility Guidelines (WCAG) 2.2
- Guidance from the Association of Cyprus Banks (ACB)

3. Identification of the Company’s Products and Services

The following Company’s products and services have been identified by the Company as falling under the Law:

The Investment Services in Financial Instruments according to the “Markets in Financial Instruments Directive II, 2014/65/EU” (“MiFID II”) which include:

- Reception and transmission of orders in relation to one or more Financial Instruments;
- Execution of orders on behalf of clients;
- Portfolio Management;
- Investment Advice;
- Underwriting of financial instruments and/or placing of financial instruments on a firm commitment basis;
- Placing of financial instruments without a firm commitment basis;
- Safekeeping and administration of Financial Instruments for the account of clients including custodianship and related services such as cash/collateral management and excluding maintaining securities accounts at the top tier level;

- Granting credits or loans to an investor to allow him to carry out a transaction in one or more financial instruments, where the firm granting the credit or loan is involved in the transaction;
- Advice to undertakings on capital structure, industrial strategy and related matters and advice and services relating to mergers and the purchase of undertakings;
- Foreign exchange services where these are connected to the provision of investment services;
- Investment research and financial analysis or other forms of general recommendation relating to transactions in financial instruments.
- Services related to underwriting.

The Financial Instruments include inter-alia:

- Equities
- Bonds
- Exchange Traded Funds (“ETFs”)
- Mutual Funds
- Futures Contracts
- Options
- Contracts for Difference (“CFDs”)

4. Accessibility Measures Implemented

The following measures have been taken by the Company to ensure its compliance with the Law when providing the above – mentioned products and services to its customers:

Website:

- Upgrade of the Company’s website to enhance accessibility, ensuring that all individuals, regardless of ability, can easily navigate and use it with ease. The upgrade includes improved keyboard navigation, readable fonts and colors and alternative text for images.

Trading Platforms:

- Global eTrading Platform: At present, the platforms Global TraderPRO and Global TraderGO are in partial compliance with the Web Content Accessibility Guidelines (WCAG) 2.2 level AA. This means that while some accessibility requirements are met, there are some remaining issues to be addressed.

CISCO’s / Tied Agents’ offices:

- Arrangements were made with the Bank of Cyprus, the parent company of CISCO, to have accessible branches where a Tied Agent or Company officer can meet with a customer whenever necessary.
- Accessible parking spaces, entrances, restrooms, and soundproofed private meeting rooms are available at selected branches.
- All branches welcome assistance dogs as long as the proper harness and certification are presented.

Documents:

- Producing Information Sheets that outline the fundamental features of the Company's products and services, in plain, understandable terms.

5. Technical Prerequisites

Customer's computers and / or mobile phone need to have the following capabilities or tools in order for the Company's accessibility measures to be workable:

- Screen reader software (e.g. NVDA, VoiceOver, TalkBack) for users with visual disabilities.
- Keyboard access (for desktop or laptop users, especially for users navigating without a mouse).
- PDF reader applications to open documents such as statements, terms and conditions etc.
- Email and SMS access for receiving alerts, authentication codes, or communication from the Company.

6. Method of Conformity Assessment

The Company's compliance with the Law has been assessed by conducting internal evaluation by the Company's Accessibility team.

Methods used: Gap Analysis, Steering Committee reviews, Screen Reader compatibility review, colour contrast validation.

7. Accessibility Measures Planned

The Company is continually improving the accessibility of its products and services to customers.

In particular, the Company has planned to take action in the following areas, in due course:

- Further improving the accessibility of Global eTrading platform.
- Making all our customer-facing documents accessible.
- Providing Cypriot sign language interpreters for customer appointments in-branch.

8. Contact Information

The Company values customer feedback and aims to service its customers in the most efficient way possible, therefore if you experience any difficulties accessing our products / services or wish to report a complaint for an accessibility issue, please contact the Company, as following:

Accessibility Contact Point

Email: ciscocustomerservice@bankofcyprus.com

Phone: +357 22121700, option 3

Postal address: 1 Agiou Prokopiou and Posidonos, 1st Floor, 2406 Engomi, Nicosia

Website: <https://www.cisco-online.com.cy/en-gb/home/who-we-are/contact-us/> or at:
<https://www.cisco-online.com.cy/en-gb/home/who-we-are/customer-complaints/>

9. Submission of Complaints

If the Company's feedback is not satisfactory, you may contact the Cyprus Accessibility Authority, as following:

Name of Cyprus Accessibility Authority: Deputy Ministry of Social Welfare

Email: deputyministry@dmsw.gov.cy

Phone: +357 22406610

Postal address: 5 Stasinou Street, Y. Charalambides Building, 2404 Engomi, Cyprus

Website: <https://www.gov.cy/dmsw/>

10. Declaration of Conformity

The Company, with the present Declaration of Conformity, declares that it complies with the accessibility requirements of the Law. For the Company, continuous adherence to and compliance with accessibility requirements is essential and aims to remain informed about legal changes and technological developments with the purpose of servicing anyone interested in the investment services, including those with any kind of disability.