

Accessibility Statement

PayMe from HSBC is committed to providing a mobile App and website that are accessible to the widest possible audience, regardless of technology or ability. We are actively working to increase the accessibility and usability of our App and website, in doing so, adhere to internationally accepted standards and guidelines.

Our App and website endeavor to meet the Web Content Accessibility Guidelines Version 2.0 (WCAG 2.0) at a minimum “Double-A” (AA) rating. The guidelines, drawn up by the World Wide Web Consortium (W3C), explain how to make web content more accessible to people with disabilities. We seek to ensure that our App and website are accessible to people who use assistive technology such as screen readers, speech-input software and those unable to use a mouse or a pointing device.

For PayMe Web and App

Accessibility features on our App include:

- Strong colour contrasts
- Text that can be resized
- Web page layouts are flexible, meaning that pages are resized according to the width of the browser window
- Headings are properly structured and coded so that they can be read by screen readers
- Links have meaningful text that explain what the user can expect when they click on them. We don't use ‘click here’
- Tables are laid out in tabular form, with headings and summaries
- Form fields have labels and follow a logical tab sequence to ensure easy navigation
- Images are accompanied by appropriate alternative text that can be read by screen readers
- Error messages are logically for the fault and are automatically announced by screen readers

Our App has been built using code that is compliant with W3C standards for HTML and CSS. Because of this, it displays correctly on current software versions and will also do so on future versions

Devices that we support:

Mobile

- Apple iOS 11.0 and up
- Google Android 7.0 and up

Browsers that we support:

- Microsoft Internet Explorer 11
- Firefox 57
- Apple Safari 11
- Google Chrome 61

Device/ browser updates are available free of charge from the different software providers (Apple, Google, Microsoft and Firefox). We recommend that users of our App and website upgrade their device/browser versions whenever possible, as new versions are faster, have the latest security features and provide an improved browsing experience.

We will update our list of supported device/ browser on this page from time to time as the software used by our users changes.

To ensure that our App and website continue to offer a high level of accessibility, we perform periodic accessibility audits using a range of testing tools. While PayMe from HSBC strives to adhere to accepted guidelines and standards for accessibility and usability, rapid changes in technology mean it is not always possible to do so in all areas of the App and website. We are, however, continually seeking solutions to address accessibility issues.