

Accessibility statement for An Post Insurance

At An Post Insurance (we/us/our) we are committed to making our website accessible, in accordance with [S.I. No. 636/2023 - European Union \(Accessibility Requirements of Products and Services\) Regulations 2023](#). We aim to ensure that as many people as possible, including those with disabilities, can perceive, understand, navigate, and interact with our digital content effectively.

This accessibility statement applies to anpostinsurance.ie.

An Post Insurance takes the following measures to ensure accessibility:

- We are in the process of developing an Accessibility Policy.
- Our website content is regularly checked and monitored for accessibility.
- Clear accessibility targets exist within the organisation.
- Accessibility training is being provided to employees.

Our compliance status

This website is partially compliant with the Web Content Accessibility Guidelines 2.1 level AA. Partially compliant means that while some accessibility features are in place, some areas may not fully conform to the accessibility standard. The non-accessible content items are listed below, and we are actively working to fix these issues. Some of our content, such as some documents and videos, falls outside the scope of the European Accessibility Act.

Accessibility features of this website

We want as many people as possible to be able to use this website. For example, that means that once we have made all required updates you should be able to:

- Change colours, contrast levels and fonts
- Zoom in up to 300% without the text spilling off the screen
- Navigate most of the website using just a keyboard
- Navigate most of the website using speech recognition software
- Listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

- View content in different ways without losing information or structure.

When we publish information on this website, we will try to:

- Structure content well
- Use plain English (except for academic or scientific words that do not have an alternative)
- Use short sentences
- Explain acronyms
- Write good link text
- Make images and videos accessible
- Ensure new features work on assistive technologies.

Non-Accessible Content

We are aware of some accessibility issues, outlined below, which we are actively working to address.

- Some text on the website does not have a high enough level of contrast and may be difficult for some users to read.
- Some images are missing alternative text or have alternative text that does not accurately describe the image.
- Some interactive elements may not be fully accessible to keyboard users.
- Focus styling on parts of the website may not be visible enough.
- Some pages on the site are not responsive and may not work on all screen sizes.
- Some links and buttons do not have accessible text.
- It may not be possible to zoom and scale content on some mobile devices.
- Some form inputs are not labelled correctly or do not have accessible names.
- PDFs and videos published on the website prior to 28th June 2025 fall outside the scope of the European Accessibility Act and may not be compliant.

Preparation of this accessibility statement

This statement was prepared on 26th June 2025. An Post Insurance assessed the accessibility of this site using an external evaluation by an external entity.

Feedback process

We welcome your feedback on the accessibility of this website. You can contact us using the information below. We are committed to providing, arranging, and/or coordinating assistance and guidance, to persons with disabilities accessing services provided by us. If you are visiting our office and wish to discuss physical accessibility in advance, please also contact us.

Our contact details are as follows:

Address: Athlone Business Park, Athlone, Co. Westmeath N37 EF40

Telephone: 0818 33 33 33

Email Address: info@anpostinsurance.ie

We are currently working to improve the accessibility of our PDF documents. In the meantime, if you need content in an accessible format, please contact us and include the following:

- Your contact details.
- Your preferred format (e.g. accessible PDF, large print).
- A description of the content you need including the URL or page location.

We will do our best to accommodate your request as soon as possible.

Enforcement procedure

You are entitled to lodge a complaint with the Office of the Ombudsman or the Workplace Relations Commission if you are dissatisfied with our response to your feedback.

Office of the Ombudsman:

[Contact information for Office of the Ombudsman](#)

Advice on [making a complaint under the Disability Act](#)

Workplace Relations Commission:

[Contact information for Workplace Relations Commission](#)

Advice on [making a complaint under the Equal Status Act](#)