ACCESSIBILITY COMMITMENT

Evrotrust Technologies AD, as a qualified trust service provider, is committed to ensuring accessibility of the **Evrotrust** mobile application and the website: https://evrotrust.com in compliance with Article 58c of the Electronic Governance Act (supplemented, State Gazette No. 102 of 31 December 2019) and Articles 39 and 39a of the Ordinance on the General Requirements for Information Systems, Registers and Electronic Administrative Services (amended and supplemented, State Gazette No. 4 of 14 January 2020). Evrotrust Technologies AD guarantees the accessibility of the website and the mobile application in accordance with the requirements of Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies (OJ L 327/10 of 02.12.2016) and standard EN 301 549 V3.2.1 (2021-03) (WCAG 2.1, accessibility level AA), ensuring an intermediate level of accessibility.

This Accessibility Statement applies to the website https://evrotrust.com and the **Evrotrust** mobile application, **version 2.0.484 (Android)**, **2.0.759 (iOS) and version 2.0.398 (Huawei), updated on 18.02.2026.**

COMPLIANCE STATUS

The website https://evrotrust.com and the **Evrotrust** mobile application partially comply with the accessibility requirements due to identified non-compliances related to visual design elements, interactive features and assistive technologies that require further optimization. Corrective actions have been included in the development plan, and the Organization is working to improve accessibility and usability for all users.

DATE OF PREPARATION OF THE STATEMENT: 28.11.2025 г.

DATE OF LAST AMENDMENT OF THE STATEMENT: 18.02.2026 г.

METHOD USED TO PREPARE THE STATEMENT: internal audit carried out.

FEEDBACK AND CONTACT DETAILS

For additional information, in case of difficulties or suggestions regarding the accessibility of the website or the mobile application, you may contact Evrotrust Technologies AD via any of

the following channels:

- ✓ by phone: +359 2 4485858;
- ✓ via the contact form on the website of Evrotrust Technologies AD: https://evrotrust.com/contact-us/;
- ✓ by e-mail: support@evrotrust.com or
- ✓ by visiting us at the office of Evrotrust Technologies AD at: 251G Okolovrasten Pat Str., MM Business Center, 1766 Sofia, Bulgaria. Customer working hours are Monday to Friday, 09:00 - 17:00.

You will receive a response within 14 days.

COMPLAINTS PROCEDURE

Pursuant to Article 58d of the Electronic Governance Act, in the event of reports from citizens and organizations concerning violations of the accessibility requirements for the content of a mobile application, the report shall be reviewed within 1 (one) month from its submission. The response shall include a description of the measures taken regarding unmet accessibility requirements, or a reasoned refusal where the request is deemed unfounded or unlawful. The response shall be sent via the same communication channel used by the person submitting the report.

Complaints under Article 58d(2) of the Electronic Governance Act regarding failure to meet accessibility requirements or failure to comply with the procedure for handling reports shall be submitted to the Minister of Electronic Governance in one of the following ways:

- ✓ by e-mail: mail@e-gov.bg, with subject: "Complaint regarding the violation of accessibility of internet pages";
- ✓ via the registry office of the Ministry of Electronic Governance at: 6 Gen. Yosif V. Gurko St., Sofia;
- ✓ by postal service in hard copy to the address of the Ministry of Electronic Governance: 6 Gen. Yosif V. Gurko St., Sofia – 1000.