

ACCESSIBILITY OF SERVICES FOR PERSONS WITH DISABILITIES

PURPOSE OF THE DOCUMENT

This document describes the accessibility of Broker Consulting, Inc. ("**BC**") services to clients and potential clients in accordance with the requirements of No. 424/2023 Coll., on requirements for accessibility of certain products and services ("**The Act**").

BC offers a wide range of financial services and advice, particularly in the areas of investments, insurance, supplementary pension savings, consumer credit and real estate brokerage. This document focuses on the accessibility of these services, including e-commerce.

The document includes a general description of the services concerned, an overview of sales and communication channels, and information on how BC meets accessibility requirements.

If you would like to hear this document in audio form or have suggestions on accessibility, please contact us on our client line +420 800 800 080.

This document was prepared on 28/06/2025 based on our own assessment of the services provided.

1. GENERAL DESCRIPTION OF OUR SERVICES

a) GENERAL DESCRIPTION OF SERVICES

BC provides services through a network of qualified retained representatives who help clients design and implement a long-term financial plan based on a needs analysis. This plan may include the following areas:

- Investments - collective investments, mutual funds, securities, retirement products;
- Insurance - life, property, casualty, liability and travel;
- Supplementary retirement savings;
- Consumer credit - including mortgage financing and refinancing;
- Real Estate - buying, selling and renting real estate, through the Reality spolu brand.

For complete information on the services provided, please refer to the document 'Summary Pre-Contract Information of Broker Consulting, Inc.'

Services are provided mainly in person but also by electronic means, i.e. by telephone, e-mail, video call or online form, always in accordance with the applicable legislation.

b) ELECTRONIC CHANNELS AND COMMUNICATIONS

BC services can be used through the following electronic channels:

- Websites - www.bcas.cz, www.bcas.cz/reality/

They contain complete information on the services provided and contacts to the sales outlets and relevant tied agents.

- **Client Portal** - for registered clients, offers an overview of contracts, portfolios, documents and direct communication with an advisor.
- **Email Communications** - info@bcas.cz

Primarily used by BC to send pre-contract information, documents for approval, financial plan proposals and contract documentation.

- **By phone** - by calling the Client Care Centre's client line +420 800 800 080 on weekdays from 9:00 am to 4:30 pm.
- **Chatbot** - available on the web at www.bcas.cz, which allows basic communication and transfer of contact outside of client line hours.

c) BUSINESS POINTS

BC operates through franchisees operating branches designated as Broker Point Premium, where financial and real estate advice is provided. Most of the locations are equipped with wheelchair access.

BC recommends making an appointment by phone or via the web before visiting.

2. ACCESSIBILITY REQUIREMENTS

a) FULLY ACCESSIBLE SERVICES

Our electronic services are fully accessible to persons with the following limitations:

- persons who are deaf;
- persons who are deaf or hard of hearing;
- persons without vocal abilities;
- persons with limited range;
- persons at risk of photosensitive reactions;
- people with limited cognitive abilities.

b) PARTIALLY ACCESSIBLE SERVICES

We are working to improve accessibility for these groups:

- persons with limited motor skills;
- people with colour blindness;
- people with visual impairment.

Pending the issuance of implementing technical standards, BC considers that the website meets the requirements of the Act. Beyond the scope of the Act, the website is partially compliant with EN 301 549 V2.1.2 and WCAG Recommendation 2.1.

If you have a suggestion to improve the accessibility of our services, please contact us by email at info@bcas.cz or by calling our client line at +420 800 800 080.

3. PROCEDURE FOR ENFORCEMENT OF RIGHTS

In case you are not satisfied with the accessibility of the services within the meaning of this declaration, you may contact:

Czech Trade Inspection Authority
Gorazdova 1969/24, 120 00 Prague 2
Website: www.coi.cz

4. CONCLUSION

Accessibility of services is important to BC, and it strives to ensure that advice and technology are usable by the widest possible public regardless of health or other limitations.

Thank you for your confidence,
Broker Consulting, Inc.