



ACCESSIBILITY STATEMENT

We believe that all users - regardless of disability, language level, age or other differences in personal circumstances - should be able to find what they're looking for on our website.

ACCESSIBILITY FEATURES

This Royal London website includes the following accessibility features for the convenience of users who access the site with screen readers, keyboard-only interactions and other assistive technologies.

- **Tab-accessible main navigation** - Users who prefer to use the keyboard can use the Tab and Enter keys to move through our primary navigation. The Tab (and Tab-Shift) keys allow you to move from item to item and use the Enter key to open an item.
- **Skip to content** - If you have reached a page and wish to progress straight to the page content, you can use the 'Skip to content' functionality to do so. To use this, from the browser address bar, press the Tab key. The 'Skip to content' navigation item should be immediately selected. Pressing the Return or Enter key will take you to the main content area of the page, which can be navigated using the Tab key.
- **Clear headings for mobile users** - Our content is structured using Heading 1 to Heading 6 and you can use the 'Rotor' setting in Voiceover on iOS to move between headings. The Talkback screenreader app on Android can also move between headings using the 'Right then down' gesture or 'Left then up' gesture.

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 200% 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 (Job Access with Speech), NVDA (NonVisual Desktop Access) and VoiceOver).

We've also made the website text as simple as possible to understand.

HOW ACCESSIBLE THIS WEBSITE IS

We know some parts of this website are not fully accessible:

- some parts may not be fully compatible with screen readers
- you may not be able to access all content by using the keyboard alone
- not all media will have a transcript or be subtitled
- some older PDF documents are not fully accessible to screen reader software.

HOW TO SEND FEEDBACK ON THIS WEBSITE'S ACCESSIBILITY

We welcome feedback on the accessibility of this website.

- Email us at: customerqueries@royallondon.com
- Phone us on: 0345 60 50 050
- Write to us at: Royal London House, Alderley Road, Wilmslow SK9 1PF



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**We're happy to provide your documents in a different format, such as Braille,
large print or audio, just ask us when you get in touch.**

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