

Accessibility Statement

This statement was written on May 2, 2025, for the website clients.henner.com.

It is valid from the date of publication and must be updated every 3 years, following major modifications to the site, or 18 months after a new version of the accessibility guidelines is released.

In evaluating our corporate website, we collaborated with Accessiway, an independent third-party specialising in digital accessibility.

Henner's Commitment

Henner is committed to making its websites, mobile applications, intranet, extranet, and software solutions accessible in accordance with Article 47 of French Law No. 2005-102 of February 11, 2005.

Compliance Status

The website clients.henner.com has an accessibility rate of 67.62% and is therefore partially compliant with the General Accessibility Improvement Guidelines (RGAA 4.1.2).

Audit Results

The compliance audit conducted on May 2, 2025, by AccessiWay revealed that 67.62% of RGAA 4.1.2 criteria are met.

Breakdown of results:

- Number of compliant criteria: 37
- Number of non-compliant criteria: 18
- Number of non-applicable criteria: 51

[henner.com](https://clients.henner.com)

*Here to care : Répondre présent à chaque moment

Henner, SAS de gestion et de courtage d'assurances - Capital de 8 212 500 € - RCS Nanterre 323 377 739 - TVA intra-communautaire FR 48323377739 - Immatriculation ORIAS n° 07.002.039 (www.orias.fr)
- Relevant du contrôle de l'ACPR (4 Place de Budapest - CS 92459 - 75436 Paris Cedex 09, www.acpr.banque-france.fr) - Siège social : 14 bd du Général Leclerc, 92200 Neuilly-sur-Seine, France - www.henner.com - Réclamations : consulter la rubrique Réclamations sur www.henner.com. Crédit : © GettyImages.



Non-accessible Content

The contents listed below are not accessible for the following reasons.

Non-compliance

- 1.1: Does each image that conveys information have a text alternative?
- 3.1: On each web page, information should not be conveyed solely by colour. Is this rule being followed?
- 3.2: On each web page, is the contrast between the text colour and the background colour sufficiently high (except in special cases)?
- 3.3: On each web page, do the colours used in interface components or graphic elements that convey information provide sufficient contrast (except in special cases)?
- 7.1: Is each script, where necessary, compatible with assistive technologies?
- 7.3: Can each script be controlled by the keyboard and any pointing device (except in special cases)?
- 7.5: On each web page, are status messages correctly rendered by assistive technologies?
- 8.6: For each web page with a page title, is this title relevant?
- 9.1: On each web page, is the information structured through the appropriate use of headings?
- 9.2: On each web page, is the document structure consistent (except in special cases)?
- 9.3: On each web page, is each list correctly structured?
- 10.6 : Dans chaque page web, chaque lien dont la nature n'est pas évidente est-il visible par rapport au texte environnant ?
- 10.7: On each web page, for each element receiving focus, is the focus visible?
- 11.1: Does each form field have a label?
- 11.9: In each form, is the label of each button relevant (except in special cases)?
- 11.10: In each form, is input validation used appropriately (excluding special

cases)?

- 12.8: On each web page, is the tab order consistent?
- 13.1: For each web page, does the user have control over each time limit that changes the content (excluding special cases)?
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Disproportionate Burden Exceptions

None to report.

Content Not Subject to Accessibility Obligations

None to report.

Establishment of this Accessibility Statement

This statement was established on May 2, 2025.

Technologies Used to Develop the Website

- Angular
- CSS
- Javascript

Testing Environment

Operating Systems

- Apple Mac Os X 13.4
- Microsoft Windows 11
- Apple Ios 16
- Google Android 15

Browsers and Software (latest versions on each OS)

With the latest version:

- Google Chrome
- Windows Edge
- Safari
- Brave
- Adobe Acrobat Reader / Preview on Mac (PDFs only)

Accessibility Evaluation Tools

- Screen emulators, magnifiers, and on-screen keyboards across platforms
- VoiceOver (Apple systems only)
- TalkBack (Android only)
- NVDA 2024 and Freedom Scientific JAWS 2022 (Windows only)
- Tanaguru RGAA4 browser extension
- RGAA Assistant
- Visual assessment tools for contrast, subtitles, etc.

Pages Reviewed for Accessibility Compliance

- [Page d'accueil](#)
- [Page contact](#)
- [Mentions légales](#)
- [Authentification](#)
- [Mes remboursements](#)
- [Simuler un remboursement](#)
- [Consommation de forfaits](#)
- [Demander un remboursement](#)
- [Demander une prise en charge hospitalière](#)
- [Services](#)
- [Mon compte : Mon contrat](#)

Feedback and Contact

If you are unable to access a piece of content or a service, you may [contact](#) Henner's accessibility officer to be guided toward an accessible alternative or to obtain the content in another format.

Legal Remedies

If you notice a lack of accessibility preventing you from accessing content or features on the site, and you do not receive a satisfactory response after notifying us, you may submit your complaint or request for intervention to the French Defender of Rights.

You may do so in the following ways:

- Send a message to [the Defender of Rights](#)
- Contact a local delegate of [Defender of Rights](#)
- Send a letter (postage-free, no stamp required) to:
Défenseur des droits
Libre réponse 71120
75342 Paris CEDEX 07
France

