

Accessibility Statement

Silverwings Benefits Ltd

We serve an older audience, and often a disabled one. This site should work well for everyone — here is what we do about it, and how to tell us when it doesn't.

Our Commitment

We aim to meet the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA across silverwingsbenefits.com. This is an ongoing commitment, not a one-off project — we review and improve the site continuously.

What We Do

- Text is sized and spaced to remain readable when a browser's zoom or text-size settings are increased.
- We use high-contrast colour combinations for body text against our backgrounds.
- All interactive elements (buttons, links, form fields) are reachable and operable by keyboard alone, not just by mouse or touch.
- Images carry descriptive alt text so screen readers can convey their meaning.
- Forms, including the benefits calculator, use clear labels, sensible tab order, and visible focus states.
- The site works without JavaScript-dependent tricks that would trap a screen reader or keyboard user.

Known Limitations

No website is perfect, and we'd rather say so than pretend otherwise. Some embedded third-party content (such as review widgets or video players) may not fully meet the same standard as content we control directly. We are working through these as we find them.

Alternative Ways to Reach Us

If any part of this site is difficult for you to use, you don't need to struggle with it — you can call us free on 0808 531 0298 and a member of our team will talk you through everything the website covers.

Tell Us About a Problem

If you find something on this site that's hard to use, please tell us at complaints@silverwingsbenefits.com or call 0808 531 0298. We'll acknowledge accessibility feedback within 5 working days, the same as any other complaint.

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