



Help Every Customer Finish What They Came to Do

Glassbox Accessibility reveals accessibility barriers in real customer sessions, including behind the login every day across web and mobile apps, against WCAG standards. It shows which barriers reach the most customers, so your team can fix those first, track progress and reduce the risk of complaints and lawsuits.

SERVE EVERY CUSTOMER · LOWER YOUR LEGAL RISK · FIX ISSUES FASTER

The Challenge for Financial Institutions

Barriers to access become barriers to banking. A customer using a screen reader can't get past one field on a loan application. A payment button in the mobile app can't be read aloud. Scans that crawl pages from the outside can't see behind the login, so barriers like these stay hidden until an audit, a complaint or a demand letter brings them up. By then, customers have already called for help or gone somewhere else.

HOW IT WORKS

**01**

See accessibility issues in real journeys

Every issue shows how many sessions it reached and links to the replay, so teams see exactly what customers hit, with no manual scans or test accounts.

**02**

Track progress with one score

One accessibility score for your app and each page, measured against WCAG and tracked over time, so you can show leadership and compliance how far you've come.

**03**

Hand engineering a clear fix

Share any issue as a PDF with its location in the code, a suggested fix where available and a replay link, so developers can act without Glassbox access.

WHAT IT'S BUILT TO IMPROVE

⚡ Customers served

More customers, including people with disabilities, can open accounts, pay and get help without hitting a barrier.

⚡ Risk reduced

Know where you stand, show progress to leadership and compliance, and fix issues before they turn into complaints, demand letters or lawsuits.

⚡ Time to fix

A faster path from finding an issue to fixing it, with less manual testing and reporting.

See where your customers hit barriers.

Pick a journey that matters most, like an account opening or a payment, and we'll show you the accessibility issues customers hit along it. **Already a Glassbox customer?** Ask your account team about Accessibility.

Learn more: glassbox.com/platform/accessibility