

To: (10)(2e) (10)(2e)@minvws.nl
From: (10)(2e)
Sent: Tue 4/21/2020 10:21:44 AM
Subject: FW: Accessibility of the proposed Dutch COVID-19 App - assistance offered
Received: Tue 4/21/2020 10:21:44 AM

Hi (10)(2e),

Nog een aanbod, dit keer van ING.

Groetjes,
 (10)(2e)

Van: (10)(2e) <(10)(2e)@ing.com>
Verzonden: dinsdag 21 april 2020 11:49
Aan: Vragen Coronavirus-app <Vragencoronavirusapp@minvws.nl>
CC: (10)(2e) <(10)(2e)@ing.com>
Onderwerp: Accessibility of the proposed Dutch COVID-19 App - assistance offered

Dear,

On behalf of ING Bank, I'd like to contact and offer our support in the development of the COVID-19 app for The Netherlands. I'm the Global Head of Accessibility, and we recently developed our accessibility assessment tool for the development of accessible and inclusive processes/products.

In regard to the challenges ahead and the discussions during the AppAthon this weekend, we noticed the limited accessibility of the proposals. Recognizing the importance of accessibility of the COVID-19 App, in support of people with a disability, elderly and non-digital natives. We'd like to share our knowledge and assessment framework, with respect to the following conditions:

- The assessment framework can only be used for the one-time development of the COVID-19 App
- ING proprietary of the assessment framework will be respected

Of course we will be available for additional support to explain the assessment framework assuring successful application. We hope we can support the development of an secure, effective and accessible app to support the new reality of the 6-feet-society.

Awaiting your reply, please feel free to contact for additional information,

Met vriendelijke groet / Kind regards,

(10)(2e)
 Global Head of Accessibility, ING Bank
 COO / GTO / Strategic Portfolio Management

(10)(2e)
 E (10)(2e)@ing.com

Verzonden vanuit [Outlook Mobile](#)

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