



Sonde

# Accessibility Health Check

<https://americanexpress.com>

968



Excellent

April 28, 2026

Provided free by Sonde

<https://daylight.sonde.life/usfin/americanexpress-com/>

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**2** pages | **41** findings | **0** critical | **5** high | **34** medium | **2** low | **20.5** avg/page |  
**1,744** elements | **35** with findings | **98%** ECR | **2m 34s** total | **1m 17s** per page

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## Top Findings

[Copy a direct link to share a finding](#) · [Open a discussion to give feedback on a finding](#)

<p><b>HIGH</b> Image has no accessible name in the accessibility tree. Screen readers will skip or announce it generically. <span style="float: right;">WCAG 1.1.1 </span></p>
<p><b>Page:</b> <a href="/en-zw/network/">/en-zw/network/</a> <a href="#">WCAG 1.11</a></p> <p><b>Element:</b></p> <pre>&lt;!-- a11y: role="image" --&gt;</pre> <p><b>SONDE FIX PLAN</b> Add alt text to the image. If decorative, mark with role="presentation" or alt="". WCAG 1.1.1 requires text alternatives for non-text content.</p>
<p><b>HIGH</b> ARIA progressbar nodes must have an accessible name: Fix any of the following: aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute <span style="float: right;">WCAG 1.1.1 </span></p>
<p><b>Page:</b> <a href="#">/</a> <a href="#">WCAG 1.11</a></p> <p><b>Element:</b></p> <pre>&lt;div role="progressbar" aria-label="" aria-valuemin="0" aria-valuemax="100" aria-busy="true" class="css-17ov6kb"&gt;&lt;/div&gt;</pre> <p><b>SONDE FIX PLAN</b> Ensure every ARIA progressbar node has an accessible name. See: <a href="https://www.w3.org/WAI/WCAG22/Understanding/non-text-content">https://www.w3.org/WAI/WCAG22/Understanding/non-text-content</a></p>
<p><b>HIGH</b> Focus jumps backward from "Skip to main" to "#amex-logo-small" (visual distance: 565px). No explicit tabIndex — likely a DOM order issue. <span style="float: right;">WCAG 2.4.3 </span></p>
<p><b>Page:</b> <a href="#">/</a> <a href="#">WCAG 2.4.3</a></p> <p><b>Element:</b></p> <pre>&lt;a&gt;&lt;/a&gt;</pre> <p><b>SONDE FIX PLAN</b> Reorder elements in the DOM to match the visual layout. Align DOM order with visual presentation, or use tabIndex to match the visual sequence.</p>
<p><b>HIGH</b> Focus jumps backward from "Site Map" to "Skip to main" (visual distance: 1838px). No explicit tabIndex — likely a DOM order issue. <span style="float: right;">WCAG 2.4.3 </span></p>
<p><b>Page:</b> <a href="#">/</a> <a href="#">WCAG 2.4.3</a></p>

**Element:**

```
<a>Skip to main</a>
```

**SONDE FIX PLAN**  
Reorder elements in the DOM to match the visual layout. Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**HIGH** Missing X-Content-Type-Options header

**Page:** </en-zw/network/>

**SONDE FIX PLAN**  
Add X-Content-Type-Options: nosniff Add X-Frame-Options: DENY or SAMEORIGIN Add a Content-Security-Policy header with appropriate directives Add Referrer-Policy: strict-origin-when-cross-origin or no-referrer

**MEDIUM** Focusable element has generic role. Keyboard users can reach it but screen readers provide no context about its purpose. WCAG 4.1.2

**Page:** [/ WCAG 4.1.2](#)

**Element:**

```
<!-- a11y: role="generic" -->
```

**SONDE FIX PLAN**  
Add an explicit ARIA role (e.g., role="button") and an accessible name. WCAG 4.1.2 requires interactive elements to expose their role.

**MEDIUM** Document should have one main landmark: Fix all of the following: Document does not have a main landmark

**Page:** [/](#)

**Element:**

```
<html lang="en-US" country="US">
```

**SONDE FIX PLAN**  
Ensure the document has a main landmark. See: <https://www.w3.org/WAI/WCAG22/quickref/>  
Ensure that the page, or at least one of its frames contains a level-one heading. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

**Page:** [/](#)

**Element:**

```
<div style="display:flex;justify-content:center;height:100vh" data-msg="page template data is loading"><div role="progressbar" aria-label="" aria-valuemin="0" aria-valuemax="100" aria-busy="true" clas...
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

Heading levels should only increase by one: Fix any of the following: Heading order invalid



**Page:** </en-zw/network/>

**Element:**

```
<h4 class="heading-4 offer-header margin-b" style="height: 28px;"><p>Use your American Express Card<br></p></h4>
```



**SONDE FIX PLAN**

Ensure the order of headings is semantically correct. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

The skip-link target should exist and be focusable: Fix any of the following: No skip link target



**Page:** </en-zw/network/>

**Element:**

```
<a href="#main">Skip to main content</a>
```



**SONDE FIX PLAN**

Ensure all skip links have a focusable target. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(61, 61, 61)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1



**Page:** [/ WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/en-us/newsroom/?inav=en_us_footer_About_Newsroom" class="_standaloneLink_10m5c_213" data-icon="false" label="Newsroom" rel="" title="Newsroom" tracking="en_us">
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(61, 61, 61)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://network.americanexpress.com/globalnetwork/v4/?inav=en_us_footer_about_global_network" class="_standaloneLink_10m5c_213" data-icon="false" label="Global Network" rel=" " title="Global
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(61, 61, 61)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/en-us/careers/?inav=en_us_footer_About_Careers" class="_standaloneLink_10m5c_213" data-icon="false" label="Careers" rel=" " title="Careers" tracking="en_us_foo
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(61, 61, 61)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/us/credit-cards/?inav=en_us_footer_products_services_credit_cards" class="_standaloneLink_10m5c_213" data-icon="false" label="Credit Cards" rel=" " title="Cred
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(61, 61, 61)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/us/credit-cards/business/business-credit-cards/?inav=en_us_footer_products_services_business_credit_cards" class="_standaloneLink_10m5c_213" data-icon="false"
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(61, 61, 61)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://ir.americanexpress.com/investor-relations/default.aspx?inav=en_us_footer_about_investor_relations" class="_standaloneLink_10m5c_213" data-icon="false" label="Investor Relations" rel="
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(61, 61, 61)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/en-us/support/contacts/?inav=en_us_footer_about_contact_us" class="_standaloneLink_10m5c_213" data-icon="false" label="Contact Us" rel=" " title="Contact Us" t
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(61, 61, 61)). Users who cannot perceive color differences may not identify this as a link.

**MEDIUM**

WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/us/credit-cards/business/corporate-credit-cards/?inav=en_us_footer_products_services_corporate_programs" class="_standaloneLink_10m5c_213" data-icon="false" la
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link.

**MEDIUM**

WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/us/customer-service/?inav=en_us_menu_help" class="_standaloneLink_jcgeo_208_hiddenSmDown_14p6k_5086_helpLink_t7ahx_105_tabsOutline_t7ahx_439" data-icon="fa
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(61, 61, 61)). Users who cannot perceive color differences may not identify this as a link.

**MEDIUM**

WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/en-us/company/?inav=en_us_footer_about_about_american_express" class="_standaloneLink_10m5c_213" data-icon="false" label="About American Express" rel=" " title
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(51, 51, 51)). Users who cannot perceive color differences may not identify this as a link. [WCAG 1.4.1](#)

Page: [/en-zw/network/](#) [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/en-zw/network/" class="nav-link" aria-label="Home">Home</a>
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 111, 207), text: rgb(51, 51, 51)). Users who cannot perceive color differences may not identify this as a link. [WCAG 1.4.1](#)

Page: [/en-zw/network/](#) [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.americanexpress.com/en-zw/network/merchant.html" class="nav-link" aria-label="Merchant">Merchant</a>
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Navigation region "Customer Service" (present on [www.americanexpress.com](#)) is missing on this page. Navigation should appear consistently across pages. [WCAG 3.2.3](#)

Page: [/en-zw/network/](#) [WCAG 3.2.3](#)

**Element:**

```
<!-- missing: nav[aria-label="Customer Service"] -->
```



**SONDE FIX PLAN**

Ensure the "Customer Service" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content. Ensure the "About" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content. Ensure the "Products & Services" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content. Ensure the "Links You May Like" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content. Ensure the "Additional Information" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content. Ensure the "nav" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content. Ensure the "legal-links" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content.

**MEDIUM**

"Download the App" is visually at position 16 but receives focus at position 6 (drift: 10).

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

**Element:**

```
<a>Download the App</a>
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

"Search Button" is visually at position 6 but receives focus at position 14 (drift: 8).

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

**Element:**

```
<button>Search Button</button>
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

"Contact Us" is visually at position 15 but receives focus at position 3 (drift: 12).

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

**Element:**

```
<a>Contact Us</a>
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

"Banking" is visually at position 4 but receives focus at position 12 (drift: 8).

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

Element:

```
<button>Banking</button>
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

"My Account" is visually at position 3 but receives focus at position 11 (drift: 8).

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

Element:

```
<button>My Account</button>
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

"Careers" is visually at position 11 but receives focus at position 2 (drift: 9).

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

Element:

```
<a>Careers</a>
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

"View All Gift Cards" is visually at position 12 but receives focus at position 5 (drift: 7).

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

Element:

```
<a>View All Gift Cards</a>
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

MEDIUM

"Rewards & Benefits" is visually at position 5 but receives focus at position 13 (drift: 8).

WCAG 2.4.3



Page: [WCAG 2.4.3](#)

Element:

```
<button>Rewards & Benefits</button>
```



SONDE FIX PLAN

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

MEDIUM

Page has only one navigation mechanism (navigation). WCAG requires at least two ways to locate a page within a set of pages.

WCAG 2.4.5



Page: [/en-zw/network/](#) [WCAG 2.4.5](#)



SONDE FIX PLAN

Add at least two of: site navigation (<nav>), search functionality (input[type="search"] or role="search"), a sitemap link, breadcrumb navigation, or a table of contents.

MEDIUM

Element overflows viewport by 26px at 320px width.

WCAG 1.4.10



Page: [WCAG 1.4.10](#)

Element:

```
<ul class="nav-menu">
  <li class="nav-item">
    <a href="https://www.americanexpress.com/en-zw/network/" class="nav-link" aria-label="Home">Home</a>
  </li>
</ul>
```



SONDE FIX PLAN

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM

Element overflows viewport by 26px at 320px width.

WCAG 1.4.10



Page: [WCAG 1.4.10](#)

Element:

```
<a href="https://www.americanexpress.com/en-zw/network/" class="nav-link" aria-label="Home">Home</a>
```



SONDE FIX PLAN

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

**MEDIUM**

Content clipped by 89px when text spacing is applied per WCAG 1.4.12. Text may be hidden when users adjust spacing for readability.

WCAG 1.4.12 



**Page:** [WCAG 1.4.12](#)

**Element:**

```
<div id="skip-main">
  <a href="#main">Skip to main content</a>
</div>
```



**SONDE FIX PLAN**

Avoid fixed-height containers with overflow: hidden for text content. Use min-height or allow containers to grow.

**MEDIUM**

Element overflows viewport by 26px at 320px width.

WCAG 1.4.10 



**Page:** [WCAG 1.4.10](#)

**Element:**

```
<li class="nav-item">
  <a href="https://www.americanexpress.com/en-zw/network/" class="nav-link" aria-label="Home">Home</a>
</li>
```



**SONDE FIX PLAN**

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

**MEDIUM**

Content clipped by 22px when text spacing is applied per WCAG 1.4.12. Text may be hidden when users adjust spacing for readability.

WCAG 1.4.12 



**Page:** [WCAG 1.4.12](#)

**Element:**

```
<span class="_srOnly_jfnet_1">Search Button</span>
```



**SONDE FIX PLAN**

Avoid fixed-height containers with overflow: hidden for text content. Use min-height or allow containers to grow.

**MEDIUM**

x-content-type-options header has invalid or weak value: nosniff nosniff



**Page:** [/](#)



**SONDE FIX PLAN**

Add X-Content-Type-Options: nosniff

**MEDIUM** Stuck loading state: aria-busy="true" on <div> persists after page readiness

Page: [/](#)

Element:

```
<div role="progressbar" aria-label="" aria-valuemin="0" aria-valuemax="100" aria-busy="true" class="css-17ov6kb"></div>
```

**LOW** Broken link: https://x.com/americanexpress returned status 403 Forbidden after 1 attempts

Page: [/](#)

Element:

```
<a href="https://x.com/americanexpress"></a>
```

**LOW** Possible stuck loading animation: "spinner-indeterminate" still running after page readiness

Page: [/](#)

Element:

```
<div role="progressbar" aria-label="" aria-valuemin="0" aria-valuemax="100" aria-busy="true" class="css-17ov6kb"></div>
```

## Methodology

The Sonde Score is a universal 0–1000 compliance index — think of it like a credit score for accessibility. Each finding is weighted by its impact on human access: a keyboard trap (critical) counts far more than a best-practice suggestion (low). The raw penalty is normalized per page so scores are comparable across sites of any size. A harmonic curve ensures every site gets a meaningful score — no zeros, no false perfection.

$$\text{Score} = \text{round}(1000 \times S / (S + P/N))$$

where S = sensitivity (750), P =  $\Sigma(\text{weight} \times \text{count})$ , N = pages scanned

TIER	WEIGHT	EXAMPLES
Critical	10	Keyboard traps, missing page language
High	3	Missing alt text, insufficient contrast
Medium	1	Heading hierarchy, unclear link purpose
Low	0.25	Best-practice suggestions

*The Sonde Score is a living standard (v0.1). We're building it in the open because accessibility is too important for closed-door decisions. Your expertise makes it better.*

### Enter Mission Control

Review raw findings data, track changes between scans, and contribute to Sonde's open methodology.

 [View Findings Data](#)

 [Track Changes](#)

 [Nominate a Site](#)

 [Report a Scanning Issue](#)