



Sonde

Accessibility Health Check

<https://chase.com>

941



Excellent

April 28, 2026

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

4 pages | **102** findings | **8** critical | **10** high | **76** medium | **8** low | **25.5** avg/page |
4,592 elements | **76** with findings | **98.3%** ECR | **3m 22s** total | **50.5s** per page

Top Findings

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

CRITICAL Insufficient color contrast: 1.00:1 (required: 4.5:1 for normal text). WCAG 1.4.3 [🔗](#)


Foreground: rgb(0, 94, 184), background: rgb(0, 94, 184). Text: "Slide 1"

Page: [/](#) [WCAG 1.4.3](#)

Element:

```
<span class="bh3abbp14ff9w40">Slide 1</span>
```

1.00:1 x CURRENT **4.53:1** ✓ SUGGESTED

 →

#005eb8 on #005eb8 #c0dcff on #005eb8

SONDE FIX PLAN

Current ratio: 1.00:1 (need 4.5:1). Change foreground from #005eb8 to #c0dcff (ratio: 4.5:1). Or change background from #005eb8 to #000000.

CRITICAL Insufficient color contrast: 1.08:1 (required: 4.5:1 for normal text). WCAG 1.4.3 [🔗](#)


Foreground: rgb(16, 24, 32), background: rgb(4, 30, 66). Text: "Loading"

Page: [/business](#) [WCAG 1.4.3](#)

Element:

```
<span class="accessible-text">Loading</span>
```

1.08:1 x CURRENT **4.51:1** ✓ SUGGESTED

 →

#101820 on #041e42 #7c8791 on #041e42

SONDE FIX PLAN

Current ratio: 1.08:1 (need 4.5:1). Change foreground from #101820 to #7c8791 (ratio: 4.5:1). Or change background from #041e42 to #000000.

CRITICAL Insufficient color contrast: 1.00:1 (required: 3:1 for large text). WCAG 1.4.3 [🔗](#)

Foreground: rgb(255, 255, 255), background: rgb(255, 255, 255). Text: "Chase logo links to Chase Home"

Page: [/digital/banking](#) [WCAG 1.4.3](#)


Element:

```
<span class="accessible-text" id="chase-header-logo-hat"> Chase logo links to Chase Home</span>
```

1.00:1 x CURRENT **3.03:1** ✓ SUGGESTED

→ Chase logo links to Chase Home

#ffffff on #ffffff #959494 on #ffffff

 **SONDE FIX PLAN**
Current ratio: 1.00:1 (need 3:1). Change foreground from #ffffff to #959494 (ratio: 3.0:1).

CRITICAL Insufficient color contrast: 1.00:1 (required: 4.5:1 for normal text).
Foreground: rgb(255, 255, 255), background: rgb(255, 255, 255). Text: "ATM & branch" WCAG 1.4.3 ⓘ

Page: [/digital/banking](#) WCAG 1.4.3


Element:

```
<a href="https://locator.chase.com/?locale=en_US" class="chaseanalytics-track-link" data-pt-name="hd_atmbranch">ATM & branch</a>
```

1.00:1 x CURRENT **4.53:1** ✓ SUGGESTED

→ ATM & branch

#ffffff on #ffffff #777676 on #ffffff

 **SONDE FIX PLAN**
Current ratio: 1.00:1 (need 4.5:1). Change foreground from #ffffff to #777676 (ratio: 4.5:1).

CRITICAL Insufficient color contrast: 1.00:1 (required: 4.5:1 for normal text).
Foreground: rgb(255, 255, 255), background: rgb(255, 255, 255). Text: "Explore Products " WCAG 1.4.3 ⓘ

Page: [/digital/banking](#) WCAG 1.4.3


Element:

```
<a class="header__section--dropdown__title__link chaseanalytics-track-link" role="button" href="#" data-pt-name="hd_exploreproducts">Explore Products<span class="icon-down-expansion"></span></a>
```

1.00:1 x CURRENT **4.53:1** ✓ SUGGESTED

→ Explore Products ...

#ffffff on #ffffff #777676 on #ffffff

 **SONDE FIX PLAN**
Current ratio: 1.00:1 (need 4.5:1). Change foreground from #ffffff to #777676 (ratio: 4.5:1).

Insufficient color contrast: 1.00:1 (required: 4.5:1 for normal text).

CRITICAL Foreground: rgb(255, 255, 255), background: rgb(255, 255, 255). Text: "Español" WCAG 1.4.3

Page: </digital/banking> WCAG 1.4.3

Element:

```
<a href="/es/digital/banking" class="chaseanalytics-track-link language-toggle" lang="es" data-pt-name="hd_espanol">Español</a>
```

1.00:1 x CURRENT → 4.53:1 ✓ SUGGESTED

#ffffff on #ffffff → #777676 on #ffffff

SONDE FIX PLAN
Current ratio: 1.00:1 (need 4.5:1). Change foreground from #ffffff to #777676 (ratio: 4.5:1).

All touch targets must be 24px large, or leave sufficient space: Fix any of the following: Target has insufficient size (52.3px by 21.2px, should be at least 24px by 24px) Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 21.2px instead of at least 24px. WCAG 2.5.8

HIGH

Page: [/](#) WCAG 2.5.8

Element:

```
<button type="button" id="show-hide-btn" tabindex="0" style="min-width:0;display:...">
```

SONDE FIX PLAN
Ensure touch targets have sufficient size and space. See: <https://www.w3.org/WAI/WCAG22/Understanding/target-size-minimum>

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

HIGH

Page: </business>

Element:

```
<div class="consent-banner" tabindex="1">
```

SONDE FIX PLAN
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

Insufficient color contrast: 2.51:1 (required: 4.5:1 for normal text).

HIGH Foreground: rgb(255, 255, 255), background: rgb(161, 164, 165). Text: "Explore solutions" WCAG 1.4.3

Page: </business> [WCAG 1.4.3](#)

Element:

```
<span class="sc-73a9a8bc-0 h1NXhq btn-primary-button-text btn-not-inverse disabled">Explore solutions</span>
```

2.51:1 x CURRENT **4.52:1** ✓ SUGGESTED

Explore solutions → Explore solutions

#ffffff on #a1a4a5 #3b3a3a on #a1a4a5

SONDE FIX PLAN
Current ratio: 2.51:1 (need 4.5:1). Change foreground from #ffffff to #3b3a3a (ratio: 4.5:1).

Console warning: [Analytics-Lite]: clearEventsQueue() is deprecated. You can safely remove this function call from your codebase.

HIGH WCAG 1.4.3

Page: </business>

Source: <https://asset.chase.com/web/library/digddsautomation/reportingjs/Reporting.js:0>

MEDIUM

SONDE FIX PLAN
Add Referrer-Policy: strict-origin-when-cross-origin or no-referrer Add Strict-Transport-Security header with max-age of at least 31536000

Focus jumps backward from "See details" to "KNOWLEDGE CENTER" (visual distance: 580px). No explicit tabIndex — likely a DOM order issue. WCAG 2.4.3

HIGH

Page: </business> [WCAG 2.4.3](#)

Element:

```
<a>KNOWLEDGE CENTER</a>
```

SONDE FIX PLAN
Reorder elements in the DOM to match the visual layout.

Focus jumps backward from "See details" to "PAYMENT SOLUTIONS" (visual distance: 580px). No explicit tabIndex — likely a DOM order issue. WCAG 2.4.3

HIGH

Page: </business> [WCAG 2.4.3](#)

Element:

<a>PAYMENT SOLUTIONS



SONDE FIX PLAN

Reorder elements in the DOM to match the visual layout.

HIGH Focus jumps backward from "div:nth-of-type(1) > div:nth-of-type(2) > a" to "Skip to main content" (visual distance: 1388px). No explicit tabIndex — likely a DOM order issue. WCAG 2.4.3

Page: </business> WCAG 2.4.3

Element:

<a>Skip to main content



SONDE FIX PLAN

Reorder elements in the DOM to match the visual layout.

HIGH Focus jumps backward from "Learn more" to "SAPPHIRE RESERVE FOR BUSINESSSM" (visual distance: 580px). No explicit tabIndex — likely a DOM order issue. WCAG 2.4.3

Page: </business> WCAG 2.4.3

Element:

<a>SAPPHIRE RESERVE FOR BUSINESSSM



SONDE FIX PLAN

Reorder elements in the DOM to match the visual layout.

HIGH Focus jumps backward from "Give feedback" to "Skip to main content" (visual distance: 4593px). No explicit tabIndex — likely a DOM order issue. WCAG 2.4.3

Page: </digital/banking> WCAG 2.4.3

Element:

<a>Skip to main content



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.




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 Page has 3 "navigation" landmarks but only 2 have distinct labels. WCAG 1.3.1   
Screen reader users cannot distinguish between them.

Page: / [WCAG.13.1](#)

Element:

```
<!-- 3 navigation landmarks, 2 labeled -->
```


 **SONDE FIX PLAN**
Add unique aria-label or aria-labelledby to each "navigation" landmark so screen readers can differentiate them. Example: <nav aria-label="Primary">, <nav aria-label="Footer">.




MEDIUM Page has 3 "navigation" landmarks but only 2 have distinct labels. WCAG 1.3.1   
Screen reader users cannot distinguish between them.

Page: /business [WCAG.13.1](#)

Element:

```
<!-- 3 navigation landmarks, 2 labeled -->
```


 **SONDE FIX PLAN**
Add unique aria-label or aria-labelledby to each "navigation" landmark so screen readers can differentiate them. Example: <nav aria-label="Primary">, <nav aria-label="Footer">.


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: /business [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 Focusable element has generic role. Keyboard users can reach it but screen readers provide no context about its purpose. WCAG 4.1.2 


Page: </business> [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 Focusable element has generic role. Keyboard users can reach it but screen readers provide no context about its purpose. WCAG 4.1.2 


Page: </business> [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 Focusable element has generic role. Keyboard users can reach it but screen readers provide no context about its purpose. WCAG 4.1.2 


Page: </digital/banking> [WCAG 4.1.2](#)

Element:

```
<!-- a11y: role="generic" name="Skip to main content" -->
```

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

Page: </business>

Element:

```
<a href="#main" class="sc-f1d44d46-0 eSbDRK mds-body-large-heavier mds-pos-fixed mds-text-center mds-text-decoration-none">Skip to main content</a>
```

 **SONDE FIX PLAN**



Ensure all page content is contained by landmarks. 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: </business>

Element:

```
<div class="consent-banner-section-wrapper" region="landmark" aria-label="Privacy Policy">
```



SONDE FIX PLAN

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

MEDIUM

Link is distinguished from surrounding text only by color (link: rgb(0, 96, 240), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

WCAG 1.4.1

Page: [/ WCAG 1.4.1](#)

Element:

```
<a class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1fdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="/personal/mortgage" data-
```



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, 96, 240), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

WCAG 1.4.1

Page: [/ WCAG 1.4.1](#)

Element:

```
<a class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1fdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="https://creditcards.chase
```



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, 96, 240), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

WCAG 1.4.1



Page: / [WCAG 1.4.1](#)

Element:

```
<a class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1vfdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="/personal/savings/bank-cd
```



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, 96, 240), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

WCAG 1.4.1



Page: / [WCAG 1.4.1](#)

Element:

```
<a class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1vfdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="/personal/credit-cards/fr
```



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, 96, 240), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

WCAG 1.4.1



Page: / [WCAG 1.4.1](#)

Element:

```
<a class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1vfdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="https://personal.chase.co
```



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, 96, 240), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

WCAG 1.4.1



Page: / [WCAG 1.4.1](#)

Element:

```
<a class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1vfdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="/personal/offers/total-ch
```



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, 96, 240), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

WCAG 1.4.1



Page: / [WCAG 1.4.1](#)

Element:

```
<a class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1vfdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="https://creditcards.chase
```



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, 96, 240), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

WCAG 1.4.1



Page: / [WCAG 1.4.1](#)

Element:

```
<a class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1vfdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="https://creditcards.chase
```



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, 96, 240), text: rgb(65, 64, 66)). 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 class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1vfdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="https://personal.chase.co
```



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, 96, 240), text: rgb(65, 64, 66)). 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 class="ceoa7cu1vfdbab1 hdh74911vfdbab0 sqb3ra71vfdbab5 jfv80461vfdbab3 y32955a1vfdbab7 w8tna1t1d6nc7e0 chaseanalytics-track-link regular-link " aria-disabled="false" href="https://creditcards.chase
```



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, 94, 184), text: rgb(16, 24, 32)). Users who cannot perceive color differences may not identify this as a link.

MEDIUM

WCAG 1.4.1

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

Element:

```
<a href="https://instagram.com/chase" role="link" title="Instagram" data-pt-name="ft_soc_instagram" rel="noreferrer" target="_blank" class="link btn-link btn-not-inverse btn-content-driven chaseanalyt
```



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, 94, 184), text: rgb(16, 24, 32)). Users who cannot perceive color differences may not identify this as a link. [WCAG 1.4.1](#)

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

Element:

```
<a href="https://www.youtube.com/chase" role="link" title="YouTube" data-pt-name="ft_soc_youtube" rel="noreferrer" target="_blank" class="link btn-link btn-not-inverse btn-content-driven chaseanalytic
```



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, 94, 184), text: rgb(16, 24, 32)). Users who cannot perceive color differences may not identify this as a link. [WCAG 1.4.1](#)

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

Element:

```
<a href="https://twitter.com/Chase" role="link" title="X, formerly Twitter" data-pt-name="ft_soc_x" rel="noreferrer" target="_blank" class="link btn-link btn-not-inverse btn-content-driven chaseanalyt
```



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, 94, 184), text: rgb(16, 24, 32)). Users who cannot perceive color differences may not identify this as a link.

MEDIUM

WCAG 1.4.1

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

Element:

```
<a href="https://www.pinterest.com/chase/" role="link" title="Pinterest" data-pt-name="ft_soc_pinterest" rel="noreferrer" target="_blank" class="link btn-link btn-not-inverse btn-content-driven chasea
```



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, 94, 184), text: rgb(16, 24, 32)). Users who cannot perceive color differences may not identify this as a link.

MEDIUM

WCAG 1.4.1

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

Element:

```
<a href="https://www.facebook.com/chase" role="link" title="Facebook" data-pt-name="ft_soc_facebook" rel="noreferrer" target="_blank" class="link btn-link btn-not-inverse btn-content-driven chaseanaly
```



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, 94, 184), text: rgb(16, 24, 32)). Users who cannot perceive color differences may not identify this as a link.

MEDIUM

WCAG 1.4.1

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

Element:

```
<a href="https://www.linkedin.com/company/chase?trk=company_logo" role="link" title="LinkedIn" data-pt-name="ft_soc_linkedin" rel="noreferrer" target="_blank" class="link btn-link btn-not-inverse btn-
```



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(255, 255, 255), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1



Page: [/digital/banking](#) WCAG 1.4.1

Element:

```
<a href="/es/digital/banking" class="chaseanalytics-track-link language-toggle" lang="es" data-pt-name="sm_espanol">
Español</a>
<p class="sidemenu__prim--title">Español</p>
```



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(255, 255, 255), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1



Page: [/digital/banking](#) WCAG 1.4.1

Element:

```
<a href="https://www.chase.com/personal/education" class="chaseanalytics-track-link category-sm_financial_education" data-pt-name="sm_financial_education">
Financiamiento</a>
<p class="sidemenu__prim--title">Financiamiento</p>
```



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(237, 237, 237), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1



Page: [/digital/banking](#) WCAG 1.4.1

Element:

```
<a href="https://autofinance.chase.com/auto-finance/home?offercode=WDXDPXXX00" class="chaseanalytics-track-link" data-pt-name="sm_fs_autoloans">
    <div class="sidemenu__sec--container">
```



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(237, 237, 237), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: [/digital/banking](#) [WCAG 1.4.1](#)

Element:

```
<a href="https://personal.chase.com/personal/savings" class="chaseanalytics-track-link" data-pt-name="sm_fs_savings">
    <div class="sidemenu__sec--container">
        <span class="sidemenu__se
```



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(255, 255, 255), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: [/digital/banking](#) [WCAG 1.4.1](#)

Element:

```
<a href="https://www.chase.com" class="chaseanalytics-track-link category-home" data-pt-name="sm_home">
    <p class="sidemenu__prim--title">Home</p>
</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(255, 255, 255), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

differences may not identify this as a link.

Page: [/digital/banking](#) [WCAG 1.4.1](#)

Element:

```
<a href="https://www.chase.com/personal/credit-cards/free-credit-score" class="chaseanalytics-track-link" data-pt-name="sm_get_credit_score">
    <p class="sidemenu__prim--title">Free credit score</p>
</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.

Link is distinguished from surrounding text only by color (link: rgb(237, 237, 237), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

MEDIUM

WCAG 1.4.1

Page: [/digital/banking](#) [WCAG 1.4.1](#)

Element:

```
<a href="https://www.chase.com/personal/savings/bank-cd" class="chaseanalytics-track-link" data-pt-name="sm_fs_cds">
    <div class="sidemenu__sec--container">
        <span class="sidemenu__sec">
            </span>
        </div>
</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.

Link is distinguished from surrounding text only by color (link: rgb(237, 237, 237), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link.

MEDIUM

WCAG 1.4.1

Page: [/digital/banking](#) [WCAG 1.4.1](#)

Element:

```
<a href="https://creditcards.chase.com/" class="chaseanalytics-track-link" data-pt-name="sm_fs_credit-cards">
    <div class="sidemenu__sec--container">
        <span class="sidemenu__sec--icon">
            </span>
        </div>
</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(237, 237, 237), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1



Page: [/digital/banking](#) WCAG 1.4.1

Element:

```
<a href="https://personal.chase.com/personal/checking" class="chaseanalytics-track-link" data-pt-name="sm_fs_checking">
    <div class="sidemenu__sec--container">
        <span class="sidemenu__
```



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(255, 255, 255), text: rgb(65, 64, 66)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1



Page: [/digital/banking](#) WCAG 1.4.1

Element:

```
<a href="https://secure.chase.com/web/auth/dashboard" class="chaseanalytics-track-link signInBtn" data-pt-name="sm_signinclassic">
    <p class="sidemenu__prim--title">Sign in</p>
</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.chase.com) is missing on this page. Navigation should appear consistently across pages. WCAG 3.2.3




Page: [/business](#) 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.

MEDIUM Navigation region "Customer Type" (present on www.chase.com) is missing on this page. Navigation should appear consistently across pages. WCAG 3.2.3 


Page: </digital/banking> [WCAG 3.2.3](#)

Element:

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

 **SONDE FIX PLAN**

Ensure the "Customer Type" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content. Ensure the "Customer service" 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.

MEDIUM Console warning: [Analytics-Lite]: clearEventsQueue() is deprecated. You can safely remove this function call from your codebase. 


Page: [/](#)

Source: <https://asset.chase.com/web/library/digddsautomation/reportingjs/Reporting.js:0>

MEDIUM

 **SONDE FIX PLAN**

Add X-Content-Type-Options: nosniff Add Referrer-Policy: strict-origin-when-cross-origin or no-referrer

MEDIUM Clicking "Facebook (Opens Overlay)" inserts 2 element(s) without ARIA live region. Screen readers will not announce this dynamic content. WCAG 4.1.3 

Page: </digital/banking> [WCAG 4.1.3](#)

Element:

```
<a role="button" class=" regular-link chaseanalytics-opt-exlnk icon icon-facebook" target="_blank" rel="noopener" href="https://www.facebook.com/chase" data-pt-name="fm_share_fb">
```

 **SONDE FIX PLAN**

Wrap dynamically inserted content in an element with `aria-live="polite"` (or `role="status"/"alert"`) so assistive technologies announce the change.

MEDIUM

Clicking "Footnote1(Opens Overlay)" inserts 2 element(s) without ARIA live region. Screen readers will not announce this dynamic content.

WCAG 4.1.3 



Page: [/digital/banking](#) [WCAG 4.1.3](#)

Element:

```
<a role="button" href="#" class="scroll-top"><span class="disclosure" data-disclosure-url="/content/chase-ux/en/structured/module/disclosure/personal/mobile-online-banking/disc-mobile-app/_jcr_content
```



SONDE FIX PLAN

Wrap dynamically inserted content in an element with `aria-live="polite"` (or `role="status"/"alert"`) so assistive technologies announce the change.

MEDIUM

Clicking "Footnote2(Opens Overlay)" inserts 2 element(s) without ARIA live region. Screen readers will not announce this dynamic content.

WCAG 4.1.3 



Page: [/digital/banking](#) [WCAG 4.1.3](#)

Element:

```
<a role="button" href="#" class="scroll-top"><span data-disclosure-url="/content/chase-ux/en/structured/module/disclosure/personal/checking/checking-quick-deposit-disc/_jcr_content/module/disclosureco
```



SONDE FIX PLAN

Wrap dynamically inserted content in an element with `aria-live="polite"` (or `role="status"/"alert"`) so assistive technologies announce the change.

MEDIUM

Clicking "Footnote4(Opens Overlay)" inserts 2 element(s) without ARIA live region. Screen readers will not announce this dynamic content.

WCAG 4.1.3 



Page: [/digital/banking](#) [WCAG 4.1.3](#)

Element:

```
<a role="button" href="#" class="scroll-top"><span data-disclosure-url="/content/chase-ux/en/structured/module/disclosure/personal/checking/checking-online-bill-pay-disc/_jcr_content/module/disclosure
```



SONDE FIX PLAN

Wrap dynamically inserted content in an element with `aria-live="polite"` (or `role="status"/"alert"`) so assistive technologies announce the change.

MEDIUM Clicking "Footnote3(Opens Overlay)" inserts 2 element(s) without ARIA live region. Screen readers will not announce this dynamic content. WCAG 4.1.3

Page: [/digital/banking](#) [WCAG 4.1.3](#)

Element:

```
<a role="button" href="#" class="scroll-top"><span class="disclosure" data-disclosure-url="/content/chase-ux/en/structured/module/disclosure/personal/checking/checking-quickpay-disc/_jcr_content/modul
```

SONDE FIX PLAN
Wrap dynamically inserted content in an element with aria-live="polite" (or role="status"/"alert") so assistive technologies announce the change.

MEDIUM Clicking "Footnote5(Opens Overlay)" inserts 2 element(s) without ARIA live region. Screen readers will not announce this dynamic content. WCAG 4.1.3

Page: [/digital/banking](#) [WCAG 4.1.3](#)

Element:

```
<a role="button" href="#" class="scroll-top"><span class="disclosure" data-disclosure-url="/content/chase-ux/en/structured/module/disclosure/commercial-banking/golden-source/CB000002-account-alerts/_j
```

SONDE FIX PLAN
Wrap dynamically inserted content in an element with aria-live="polite" (or role="status"/"alert") so assistive technologies announce the change.

MEDIUM Broken link: <https://www.chase.com/content/dam/chaseux-fragments/en/chase-footnotes-and-disclosures/business/banking/ranked-1> returned status 404 Not Found after 1 attempts

Page: [/business](#)

Element:

```
<a href="https://www.chase.com/content/dam/chaseux-fragments/en/chase-footnotes-and-disclosures/business/banking/ranked-1">Footnote 10pens overlay</a>
```

MEDIUM Content clipped by 71px 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: [/business](#) [WCAG 1.4.12](#)

Element:

```
<span class="sc-5ed86311-0 bSfPPF accessible-text">0pen side menu</span>
```



SONDE FIX PLAN

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

MEDIUM

Content clipped by 95px 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: [/business](#) [WCAG 1.4.12](#)

Element:

```
<a href="#main" class="sc-f1d44d46-0 eSbDRK mds-body-large-heavier mds-pos-fixed mds-text-center mds-text-decoration-none">Skip to main content</a>
```



SONDE FIX PLAN

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

MEDIUM

Content clipped by 215px 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: [/business](#) [WCAG 1.4.12](#)

Element:

```
<span id="nav-logo-link-text" class="sc-5ed86311-0 bSfPPF accessible-text">Chase for Business links to Chase for Business home</span>
```



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 388px at 320px width.

WCAG 1.4.10



Page: [/business](#) [WCAG 1.4.10](#)

Element:

```
<div aria-hidden="true" class="sc-93c77d2f-1 TKxB mds-body-medium h-100 w-100 mds-pos-fixed mds-top-0" aria-label="Sign in panel" role="dialog"><div class="h-100 mds-d-none"></div></div>
```



SONDE FIX PLAN

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

MEDIUM

Element overflows viewport by 439px at 320px width.

WCAG 1.4.10



Page: [/digital/banking](#) [WCAG 1.4.10](#)

Element:

```
<ul class="sub-header__nav util clearfix" aria-label="secondary navigation" role="menubar" style="width: 759px; opacity: 1; transition-timing-function: cubic-bezier(0.1, 0.57, 0.1, 1); transition-duration: 0.3s;">
```



SONDE FIX PLAN

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

MEDIUM Element overflows viewport by 8px at 320px width.

WCAG 1.4.10



Page: [/digital/banking](#) [WCAG 1.4.10](#)

Element:

```
<div class="footer__module-footer__section--tiles row">  
  <div class="seo-content parsys"><div class="seocontent section"><div  
class="footer__module-footer__section--tile col-xs-12 col-sm-12">
```



SONDE FIX PLAN

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

MEDIUM Content clipped by 47px 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: [/digital/banking](#) [WCAG 1.4.12](#)

Element:

```
<h1 class="accessible-text">Digital Banking Features</h1>
```



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 69px at 320px width.

WCAG 1.4.10



Page: [/digital/banking](#) [WCAG 1.4.10](#)

Element:

```
<a class="regular category-deposits" href="#deposits" role="menuitem">  
  Deposit checks</a>
```



SONDE FIX PLAN

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

MEDIUM Element overflows viewport by 373px at 320px width.


WCAG 1.4.10






Page: [/digital/banking](#) [WCAG 1.4.10](#)

Element:

```
<a class=" category-Stay" href="#stay" role="menuitem">
    Stay connected</a>
```


 **SONDE FIX PLAN**
Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.




MEDIUM Content clipped by 37px 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: [/digital/banking](#) [WCAG 1.4.12](#)

Element:

```
<span class="accessible-text"> Show Search</span>
```


 **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 87px at 320px width. WCAG 1.4.10   

Page: [/digital/banking](#) [WCAG 1.4.10](#)

Element:

```
<li class="sub-header__nav--item" role="none">
    <a class=" regular category-deposits" href="#deposits" role="menuitem">
        Deposit checks</a>
```


 **SONDE FIX PLAN**
Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM Content clipped by 35px 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: [/digital/banking](#) [WCAG 1.4.12](#)

Element:

```
<span class="accessible-text" id="chase-header-logo-hat"> Chase logo links to Chase Home</span>
```

 **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 224px at 320px width.

WCAG 1.4.10



Page: [/digital/banking](#) [WCAG 1.4.10](#)

Element:

```
<a class=" category-payments" href="#payments" role="menuitem">
    Make payments</a>
```



SONDE FIX PLAN

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

MEDIUM Element overflows viewport by 8px at 320px width.

WCAG 1.4.10



Page: [/digital/banking](#) [WCAG 1.4.10](#)

Element:

```
<div class="seo-content parsys"><div class="seocontent section"><div class="footer__
module-footer__section--tile col-xs-12 col-sm-6 col-md-4 col-lg-2">
    <div class="footer__module-footer__section
```



SONDE FIX PLAN

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

MEDIUM Element overflows viewport by 8px at 320px width.

WCAG 1.4.10



Page: [/digital/banking](#) [WCAG 1.4.10](#)

Element:

```
<div class="seocontent section"><div class="footer__module-footer__section--tile col
-xs-12 col-sm-6 col-md-4 col-lg-2">
    <div class="footer__module-footer__section--tile__icon icon-checking-small
```



SONDE FIX PLAN

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

LOW

Console warning: [Analytics-Lite]: clearEventsQueue() is deprecated. You can safely remove this function call from your codebase. (2 occurrences)



Page: [/digital/banking](#)

Source: <https://asset.chase.com/web/library/digddsautomation/reportingjs/Reporting.js:0>

MEDIUM



SONDE FIX PLAN

Add Referrer-Policy: strict-origin-when-cross-origin or no-referrer

LOW

Broken link: <https://twitter.com/Chase> returned status 403 Forbidden after 1 attempts



Page: [/](#)

Element:

```
<a href="https://twitter.com/Chase">X, formerly Twitter</a>
```

LOW

Link timeout: <https://optout.aboutads.info/?c=2&lang=EN> did not respond within 5000ms after 8 attempts



Page: [/](#)

Element:

```
<a href="https://optout.aboutads.info/?c=2&lang=EN">AdChoices</a>
```

LOW

Broken link: <https://twitter.com/Chase> returned status 403 Forbidden after 1 attempts



Page: [/business](#)

Element:

```
<a href="https://twitter.com/Chase">X, formerly Twitter, Opens overlay</a>
```

LOW

Link timeout: <https://optout.aboutads.info/?c=2&lang=EN> did not respond within 5000ms after 8 attempts



Page: [/business](#)

Element:

```
<a href="https://optout.aboutads.info/?c=2&lang=EN">AdChoices, Opens overlay</a>
```

LOW

Broken link: <https://twitter.com/Chase> returned status 403 Forbidden after 1 attempts



Page: [/digital/banking](#)

Element:

```
<a href="https://twitter.com/Chase">X, formerly Twitter  
(Opens Overlay)</a>
```

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](#)