

Freedom Bank Accessibility Statement

Freedom Bank strives to offer an exceptional customer experience by providing accessible services for all our customers, current and potential, including people with disabilities.

This policy applies to all content produced or updated by Freedom Bank on its website. While Freedom Bank does not operate or control the third-party websites referenced on the Bank's website, the Bank will make its best efforts to ensure that third-party content providers are aware of its web accessibility policy. Additionally, Freedom Bank will favor service providers who are dedicated to web accessibility for disabled individuals.

Reasonable Accommodations

Individuals who need a reasonable accommodation to access Freedom Bank's products and services should email info@freedombank.com or call a local banker at 727.820.8600. Never provide your full account number in an email.

Principles for Accessible Banking include:

- An on-going commitment to treating all individuals with dignity and respect, offering the same or equivalent access to products, services and facilities as is provided to those without disabilities;
- Prohibiting discrimination, retaliation, coercion, interference, intimidation or any other action against individuals with disabilities;
- Promoting accessible banking through a variety of tools and services;
- Facilitating the use of mobility devices and service animals in our retail locations;
- Assisting persons with the reading and completion of forms.

ATMs

Freedom Bank's ATMs take into consideration the needs of customers with disabilities.

- **Audio Capability:** Access in English by plugging in a standard headset – you will be guided through your transaction while the screen appears blank. A Braille sticker on all ATMs directs vision-impaired customers to the audio jack.
- **Design features:** ATMs meet height, reach requirements to support wheelchair accessibility, and are with ADA Guidelines.

Online Accessibility

As part of the Bank's an ongoing commitment to assure that online and mobile banking is easy for all our customers to use, we continually enhance the accessibility and usability of our website based upon standards by the World Wide Web Consortium (W3C) in its Web Content Accessibility Guidelines 2.0 (<http://www.w3.org/TR/WCAG20/>). If a user with a disability experiences accessibility issues with our website, please email info@freedombank.com or call a local banker at 727.820.8600. In your communication to us, please specify the nature of the accessibility difficulty, including the URL/web address that may have presented an accessibility challenge.

Please note: So that we may provide customers with the best possible experience, we encourage everyone to keep their technology up to date and utilize the latest versions of their web browser and/or assistive technology, whenever possible. For more information on utilizing your operating system's accessibility features you can use the following links to learn more:

- Windows <https://www.microsoft.com/en-us/accessibility/>
- MAC <https://www.apple.com/ca/accessibility/>
- IOS <https://www.apple.com/ca/accessibility/iphone/>
- Android <https://support.google.com/accessibility/android/answer/6006564?hl=en>

For questions or more information regarding Freedom Bank's website or accessibility policy, including access to the website, please contact us by email at info@freedombank.com or call a local banker at 727.820.8600.