

Friends Bank Accessible Banking

Friends Bank is committed to providing outstanding service to everyone, including those individuals with specific challenges and/or disabilities. Management's goal is to have everyone be able to access an account, pay a bill on-line and/or learn more about our products and services on-line.

Management strives to enhance the Friends Bank website to increase accessibility and usability for everyone. Our website's accessibility is based on the ***Web Content Accessibility Guidelines (WCAG) 2.0, Levels A and AA, as well as the ADA Section 508.***

Friends Bank is committed to providing greater accessibility to all of its products and services. ***Should you have any questions about accessible banking, call us at 386.428.2299.***

Principles for Accessible Banking are:

- 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 who are blind or "seeing" impaired including offering raised line or large font checks to those persons; and
- Assisting persons with the reading of and completion of forms.

Please note: So that we may provide folks 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.

Friends Bank has a wide range of services dedicated to make banking easier and more accessible to everyone. We utilize multiple methods to deliver more convenient banking across all of our channels.

Our Banking Services Include:

- Three full-service branches located within Volusia County (View all of our locations [here](#).)
- Our customer service representatives who can accommodate customer needs both in person and over the phone.
- Paying your bills, accessing e-statements and check images and managing your accounts from home utilizing our Personal Online banking products for both Personal and Business accounts.
- Our website has limited range of support for devices and screen sizes. All of our pages are designed against guidelines from the Web Content Accessibility Guidelines (WCAG) 2.0, Levels A and AA, as well as the ADA Section 508.
- Providing ATMs that can relate information presented on the screen over headphones, ATM key pads contain Braille and our ATMs meet The Americans with Disabilities Act (ADA) maximum height and reach requirements.