

## ADA Accessibility Statement

October 2016

Bank of Dickson has an ongoing commitment to make customer's account and banking information readily accessible to them through a variety of channels. We are also committed to making our internet and mobile banking products easy for all customers to use, including those with disabilities. We strive to enhance the accessibility and usability of our sites, with the assistance of our partners like NCR Digital Insight, based upon standards recommended by:

- World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) version 2.0 Level AA
- Web Accessibility Initiative (WAI) Accessible Rich Internet Applications Suite (ARIA)

We use Internet Explorer (IE) Version 11 in conjunction with Job Access with Speech (JAWS) Version 16 as a baseline for general accessibility and screen reader testing. This means that Internet Explorer 11 and JAWS 16 are supported and recommended for use as a minimum, when accessing our Internet Banking site.

We also support Mac OS X version El Capitan 10.11 with Safari 7, and the latest version of Firefox as a baseline. While other web browser and screen reader combinations may work, we cannot guarantee that other user agents will interface optimally with our Internet Banking site.

Our mobile applications are built on platforms that have built-in accessibility tools (iOS and Android). We are focused on making the most frequently used tasks accessible in mobile banking, and we continue to apply accessibility requirements as we enhance mobile functionality. We currently support iOS and Android built-in accessibility tools. The minimum operating system requirement for Android mobile banking is Android version 4.4.2. The minimum operating system requirement for iOS mobile banking is iOS version 8.

Some customers may need more assistance than can be provided by an Internet Banking site. It is for this reason we provide auxiliary services such as Telephone Banking, electronic statements and a support center during banking hours to serve our customer's needs. If you need further assistance or questions, please call us during regular banking hours at 615-446-3732.

This statement is subject to change as new technologies and software versions are released. Please check this site for the latest information regarding accessibility.