

**As a reaffirmation of its existing commitment to access, the
Associations Adopt this Restatement of Voluntary Access
Principles**

1) TBA and IBAT encourage their members to make commercially reasonable efforts to convey public web commerce transaction functionality in a manner presentable to their visually impaired and low vision customers, potential customers and companions to such customers or potential customers. While the United States Department of Justice has not formally adopted a presentability standard, an acceptable standard for presentability includes, but is not limited to, the World Wide Web Consortium's Version 2.0 of the Web Content Accessibility Guidelines ("WCAG 2.0"). Nothing herein is intended to suggest that members should adopt an accessibility standard greater than that which may ultimately be adopted by the United States Department of Justice.

2) Training. TBA and IBAT encourage their members to conduct periodic training for their employees responsible for electronic banking service accessibility to promote progress toward accomplishing the goal described in Paragraph 1.

3) Electronic Banking Service Accessibility Guidelines. TBA and IBAT encourage their members to develop Electronic Banking

Service accessibility guidelines designed to promote increased independent use of the member's Electronic Banking Services by their customers and potential customers with disabilities, as well as their companions. The details of the accessibility policies adopted, if any, will be in the sole discretion of each individual member.

4) Target Implementation Date. TBA and IBAT encourage their members to implement these Principles on or before December 31, 2019.

5) Website Access Barrier Customer Service. TBA and IBAT encourage their members to post notification and contact information in connection with their provision of Electronic Banking Services for their customers and potential customers who claim to encounter access barriers. Members are encouraged to provide a reasonably prompt response to customer/potential customer inquiries or complaints related to any alleged access barriers.

6) Third Party Vendors. TBA and IBAT will encourage their members to communicate to all of their third party vendors the member's goal that customer and potential customer facing digital content provided by that vendor conform to these Principles.