

New Buffalo Savings Bank
eBanking Service Accessibility Statement

New Buffalo Savings Bank is committed to ensuring the accessibility of its website and all other eBanking services for both customers and consumers with disabilities. eBanking services offered will conform to the requirements of Title II of the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and Department of Justice (DOJ) web accessibility directives in accordance with Web Content Accessibility Guidelines (WCAG 2.0), Level AA conformance, and the United States Access Board's Section 508 Standards.

New Buffalo Savings Bank will ensure customers or consumers with disabilities are able to obtain the same information, engage in and take advantage of the same services as individuals without disabilities. We will further ensure that customers or consumers with disabilities are not excluded from using, denied the benefits of, or otherwise subject to discrimination with any of New Buffalo Savings Bank's eBanking services.

For comments, suggestions, or complaints regarding accessibility, please use our website's *Contact Us* form at <https://www.newbuffalosavings.com/about-us/contact-us.html>.

Complaints regarding website and eBanking services should include the following details:

- Name and Address
- Email and phone number
- Date of the Complaint
- Description of the problem encountered
- URL of the problem website page or details on the eBanking service
- Solution desired

Complaints can be submitted in writing either through email or formal letter. A verbal complaint or grievance may also be made. Our staff will document verbal complaints once information regarding a complaint has been received. Regardless of whether or not a formal complaint or grievance is made, if New Buffalo Savings Bank becomes aware of inaccessible content, appropriate access will be offered as soon as possible.

Complaints or grievances will be investigated by the bank's Compliance Officer. The party making the complaint should be contacted within five business days to review the findings, conclusion, and actions to be taken by the bank as a result of the investigation.

For more information, please contact the bank directly at 269-469-2222.