

# **First Bank of Greenwich Accessibility Statement**

May 21, 2019

The First Bank of Greenwich (the “Bank”) is committed to serving the needs of all our customers, potential customers, and their companions, including those with disabilities and provides the following information for those who may require special assistance to access The First Bank of Greenwich Products and services.

## **Banking in Person**

Our branches are all in buildings which provide accessible parking spaces, as needed entry ramps, easy open doors, elevator controls in braille, wheel chair accessible transaction desk and restrooms and staff trained to facilitate your banking needs.

## **Documentation Accessibility**

On request, the Bank will offer visually and hearing impaired customers with special accommodation free of charge. For visually impaired customers, we will provide account statements, notices, checks, standardized forms and informational materials in alternate accessible formats, such as large print and/or electronic format. Hearing impaired customers may request sign language interpreters. To request alternate document formats or sign language interpreters, please contact our Chief Operating Officer or Assistant Vice President of Deposit Operations at (203) 629-8400 or [access@greenwichfirst.com](mailto:access@greenwichfirst.com).

## **ATM Transactions**

The First Bank of Greenwich ATM has braille controls and a headphone jack to provide spoken instructions to help guide you through your transactions. Customers can obtain cash, make deposits, inquire on account balances and complete other transactions at the Bank’s ATM.

## **Online Banking**

The First Bank of Greenwich offers online banking at [greenwichfirst.com](http://greenwichfirst.com). The Bank’s website is designed with accessibility in mind and is being enhanced to include even more WCAG 2.0 features. With The First Bank of Greenwich Online Banking, you can check your balance, pay bills online, transfer funds between accounts and make loan payments.

## **Call Our Branch**

If you prefer, you can speak to a representative at our branch by calling (203) 629-8400.

The Bank accepts relay and video relay calls.

## **Questions or Concerns**

If you have any questions or concerns about accessibility and banking with us, please contact the Bank’s Chief Operating Officer or Assistant Vice President of Deposit Operations at (203) 629-8400 or [access@greenwichfirst.com](mailto:access@greenwichfirst.com).