



Accessibility Policy

Harvard FCU strives to provide exceptional service to all of our members. As such, we provide access to all of our banking services for people with disabilities.

WEBSITE ACCESSIBILITY

Harvard FCU is committed to ensuring our website is accessible for all of our member and website visitors with the following:

- **Ability to Modify Text / Image Size**

Most web browsers allow for users to adjust the text and image size of web pages for easier viewing, especially for members with decreased vision capabilities.

- **Use of Cascading Style Sheets (CSS)**

The use of CSS follows the principle of separating content from the presentation of our website pages. If members have difficulty reading these web pages because of the fonts or colors, the CSS can be disabled on the web browser being used.

- **Use of Alternative Text Descriptions for Images**

For members who are visually impaired, we actively use "alt text" descriptions with our images, which is compatible with text-to-speech software and allows website visitors with visual disabilities to have an accurate experience when they visit our site.

- **Adobe® Portable Document Format (PDF) Files**

Some of the information on our website is provided in a PDF format. We recommend the use of Adobe Acrobat® Reader® v. 6.0 or higher, which comes installed with Read Out Loud, a Text-to-Speech (TTS) tool. This software is able to read text that is contained in the document window.



PHYSICAL ACCESSIBILITY

Harvard FCU's banking facilities and ATMs are available to all members. Therefore, to ensure access, we provide the following physical accessibility features:

- **Audio/Braille-Enabled ATMs**

All of the Harvard FCU ATMs feature a braille keypad and are audio-enabled with voice guidance, which allows members to conduct ATM transactions by providing instructions through a headset or via braille instructions. Headsets need to be provided by members and are not available at stores or ATMs. Additionally, to ensure the security of members utilizing the audio-enabled features of our ATMs, such ATMs are equipped with privacy screens and/or features that render the ATM screen blank for greater security. Our ATMs also meet height and reach requirements of the ADA Accessibility Guidelines. Harvard FCU regularly audits the accessibility functionalities of our ATMs to ensure continued compliance with all applicable state and federal ADA regulations and requirements.

- **Barrier-Free Banking Facilities**

We work to ensure our stores are compliant with the standards of the Americans with Disabilities Act (ADA) and all the accessibility guidelines. We regularly review our facilities for accessible walkways, entrances and lobby areas, as well as accessible service counters, and other amenities. Additionally, all new facilities constructed for Harvard FCU are reviewed by a registered accessibility specialist to confirm compliance with current ADA regulations.



Harvard
FEDERAL CREDIT UNION

AUXILIARY AIDS FOR COMMUNICATION

To communicate effectively with our members, we are committed to providing the following auxiliary aids:

- **Telecommunications Devices for the Deaf (TDD) via Relay Service**

Our Contact Center accepts TDD calls via a relay operator service for members that utilize these devices. Members can reach the Contact Center during our regular hours by calling (617) 495-4460.

- **Assistance with Reading or Completing Paperwork**

For members who are visually impaired, our branch staff can read paperwork and other literature aloud, as well as assist in completing forms and other paperwork. Documents can be enlarged via enlarged photocopies or on an employee's computer screen for the member to read. Members can also request to have documents and forms emailed to them. For members who are hearing impaired, our branch staff and Contact Center can provide written communications explaining our products, services, procedures and other information. Additionally, private meetings can be requested in the stores.