



Service 1 FCU Accessibility Policy

It's the commitment of Service 1 Federal Credit Union to provide a website experience with the same accessibility as our branch locations for all users, and we're continually adding significant features to this end.

Service 1 Federal Credit Union is working towards implementing features that improve basic menu navigation and labeling, simplify the navigation experience, and complement the use of assistive technologies, primarily for those who use assistive technologies, but also for those operating a low-end browser or computer. We utilize the recommendations outlined in the [Web Content Accessibility Guidelines](#) (WCAG) as published by the [Web Accessibility Initiative](#) (WAI) of the [World Wide Web Consortium](#) (W3C).

There is no single definitive test of conformance to Level AA of the WCAG. We've employed a variety of methods for assessing our accessibility, not limited to but including automated scanning and physical tests using screen readers and keyboard only. If you find a part of the site that you feel does not conform to Level AA of the WCAG or are having difficulty obtaining the information you need, please contact us using one of these methods so that we can rectify it:

- Contact us by phone at [\(800\)-879-9697](tel:800-879-9697)
- Contact us via our [Contact Us](#) form
- Contact us via email: msr@service1fcu.com

Service 1 Federal Credit Union will make best efforts to ensure that new and updated web content produced by our organization meets Level AA [Web Content Accessibility Guidelines](#) as published by the [Web Accessibility Initiative](#) and suggested by the United State Department of Justice within a reasonable timeframe. We commit to conduct website accessibility testing on a regular basis, as well as provide mandatory training for affected staff members.

Content provided for our site by third-party developers is not the responsibility of Service 1 Federal Credit Union, and therefore we do not claim full site-wide conformance, notably where it concerns crucial third-party plug-ins and widgets. Our conformance claim only extends to pages within the www.service1fcu.com domain. User-generated content is also excluded. Service 1 Federal Credit Union understands W3C's position that there is as of yet no tool that can perform a completely automatic assessment on the checkpoints in the guidelines, and fully automatic testing may remain difficult or impossible.

The Service 1 Federal Credit Union website accessibility policy will be reviewed annually by a Compliance Officer. This policy was last reviewed on August 10, 2017.