

Accessibility

Sabal Palm Bank is committed to providing accessible services for all our customers, including those who have disabilities. We do this because it makes good business sense, and also because it is the right thing to do. It's consistent with our values and our concern for our community.

Physical Locations

Sabal Palm Bank strives to provide reasonable access to all of our physical locations. Each of our three branches has a drive-thru lane, handicapped parking spots and wheelchair ramps. Our Fruitville Road and Venice Avenue locations both have wheelchair accessible teller windows which meet the ADA height requirements.

Individuals who need additional accommodations to access Sabal Palm Bank products and services should email adaaccess@spbank.com or call a local branch office, to provide the date on which the accommodation is needed and information about the nature of the requested accommodation. Requests should include contact information such as email address or telephone number where you can be reached. Never provide your full account number in an email. Depending on the nature of the request, Sabal Palm Bank may need sufficient notice to provide additional accommodations.

ATMs

Sabal Palm Bank ATMs take into consideration the needs of customers with disabilities.

- Audio Capability: Our downtown Sarasota location offers access by plugging in a standard headset - you will be guided through your transaction while the screen appears blank.
- A Braille sticker on all ATMs directs vision-impaired customers to the audio jack.
- ATMs meet height, reach requirements to support wheelchair accessibility, and are fully compliant with ADA Guidelines.

Online Accessibility

Sabal Palm Bank has an ongoing commitment to assure that online and mobile banking is easy for all our customers to use, including those with disabilities. We continually enhance the accessibility and usability of our website based upon standards by the World Wide Web Consortium (W3C) in its Web Content Accessibility Guidelines 2.0 (<http://www.w3.org/TR/WCAG20/>). If a user with a disability experiences accessibility issues with our website, please notify us by calling us at (941) 361-1122 or emailing adaaccess@spbank.com. In your communication to us, please specify the nature of the accessibility difficulty, including the URL/web address that may have presented an accessibility challenge.

There are several accessibility features on your computer and mobile device that can help maximize the comfort of your online experience. Things like:

- Increasing the size of the text on the screen
- Magnifying the contents on the screen
- Enabling high-contrast text
- Having the words on the screen read out loud to you

For help on customizing any of these features, choose the appropriate websites for your operating system and/or browser shown below.

Operating Systems

To modify system colors, text size or to enable text to speech, visit the appropriate website for your operating system.

- Windows: <https://www.microsoft.com/en-us/accessibility/>
- MAC: <https://www.apple.com/ca/accessibility/>
- IOS: <https://www.apple.com/ca/accessibility/iphone/>
- Android: <https://support.google.com/accessibility/android/answer/6006564?hl=en>

Sabal Palm Bank always recommends using the latest version of your browser and your assistive technology when accessing our website and online banking.

Third Party Websites

Sabal Palm Bank's website may contain links to webpages hosted by third parties. Sabal Palm Bank does not make representations regarding the accessibility of third-party websites and is not able to remediate accessibility barriers on such websites.

Feedback

We are always working to ensure that our products and services are accessible to everyone in our communities, including individuals with disabilities. If you have an idea or question about accessibility support services at Sabal Palm Bank, please contact a customer service representative by email at adaaccess@spbank.com.