Washington Banks

The National Federation of the Blind is seeking feedback regarding the accessibility of the following banks’ websites: Boeing Employees Credit Union (BECU), Columbia Bank, Sterling Savings, Washington Federal, and Washington Trust. If you are a customer of any of these banks, please take time to answer the following questions. Your feedback will help the NFB continue to press for website accessibility. Please return your surveys by June 15 to Valerie Yingling, Legal Program Coordinator, at vyingling@nfb.org.

## Survey

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Type of screen access software used: VoiceOver on iPhone 7 & MacBook Air

1. With whom do you bank? BECU
2. How do you access your account, e.g. website or mobile app? website
3. When did you most recently access your account? June 4, 2017
4. Have you experienced accessibility barriers when doing any of the following? If yes, please describe the barriers.
5. Logging into your account:
6. Finding and checking balances:
7. Accessing history of recent transactions:
8. Reviewing electronic monthly statements:
9. Completing transactions, e.g. transferring funds, wiring funds, or making deposits:
10. Any other online service:
11. Are there any services that are accessible on your bank’s website, but inaccessible on the mobile app, or vice versa? This credit union’s mobile app is completely inaccessible.
12. Additional comments: