

F&M Bank Accessibility Statement

Farmers & Merchants Bank of Central California (F&M Bank) is committed to ensuring that our products and services are accessible to all customers and the public, regardless of disability status. F&M Bank desires to provide a positive customer experience to all of our customers, and we aim to promote accessibility, diversity and inclusion. Our goal is to permit our customers to successfully gather information and conduct business through our website and other technology platforms.

Reasonable Accommodations

Individuals who need a reasonable accommodation to access F&M Bank's products and services should send an email to Accessibility@fmbonline.com or call us at 800-888-1498 (ask to be connected to a member of the F&M Accessibility Team), we welcome relay calls. When you contact us, please provide the date on which the reasonable accommodation is needed and information about the nature of the requested accommodation. Requesters should include contact information such as an email address or telephone number at which they can be reached. Depending on the nature of the request, F&M Bank may need sufficient notice to provide a reasonable accommodation.

Our ATMs take into account the needs of customers with disabilities and include design features such as built-in audio. Our ATMs are designed to meet height and reach requirements to support wheelchair accessibility.

Online Accessibility

Our website has been designed based upon standards recommended by the World Wide Web Consortium in its Web Content Accessibility Guidelines to provide an accessible user experience, including:

- Assistive screen reader compatible
- Providing text alternatives for non-text content
- Providing functionality of content through a keyboard interface
- Utilizing headings or labels to describe topics or purpose
- Ensuring that the default human language of each page can be programmatically determined

In addition, 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
- Having the words on the screen read out loud to you
- Magnifying the contents on the screen
- Enabling high-contrast text

Bank Locations

Our bank locations have been designed to provide an accessible user experience, including:

- We've designed our locations with accessibility and convenience in mind.
- Branches feature accessible doors, and wheelchair-access to ATMs and service areas
- We have reserved parking for customers with disabilities

In the event that a user with a disability experiences accessibility issues with our website or bank location, please notify us by sending an email to Accessibility@fmbonline.com or calling us at 800-888-1498 (ask to be connected to a member of the F&M Accessibility Team). 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.

Third-Party Websites

F&M Bank's website contains links to webpages hosted by third parties. F&M Bank does not make representations with regard to the accessibility of third-party websites and is not able to remediate accessibility barriers on such websites.

Feedback

We are committed to ensuring that our products and services are accessible to all customers and the public, including individuals with disabilities. If you have an idea or question about accessibility support services at F&M Bank, please contact us at 800-888-1498 (ask to be connected to a member of the F&M Accessibility Team) or by email at Accessibility@fmbonline.com.