

Our Accessibility Commitment

Peoples Trust Company is committed to ensuring the products and services we provide both in our branch locations and on our website are accessible to all. We embrace the guidelines of the Americans with Disabilities Act (ADA) and are committed to following Web Content Accessibility Guidelines (WCAG) for our website.

We strive to provide access and effective communication to our customers with disabilities. For our website, our efforts to improve accessibility are ongoing and are periodically audited for WCAG compliance.

Customer service support for individuals with disabilities include:

- Contacting our Call Center at 1-800-479-2196 to complete your relay call.
 - Live hours of customer service are 8:00am – 5:00pm M-F
- Sending us an email anytime using our message center - <https://www.ptcvt.com/about-us/contact-us/>

Feedback

Peoples Trust Company desires to accommodate requests to improve accessibility to our bank products, services and branches. If your access to any information or service is blocked, please contact us and we will do our best to improve accessibility (advanced notification may be required). We also welcome and appreciate your feedback on the accessibility of our products and services. You may reach us at:

- Phone: 1-800-479-2196
- E-mail: <https://www.ptcvt.com/about-us/contact-us/>
- Postal address: PO Box 320, Saint Albans, VT 05478

We thank you for your assistance in enhancing the accessibility of our website and we look forward to serving your financial needs!