

The Family Credit Union (TFCU) is committed to providing services, via in-person, digital or via telephone that is accessible to a diverse audience, regardless of language, technology, or ability. We are continually working to improve the accessibility and usability of our services and adhere to many of the available standards and guidelines.

The Family Credit Union does not discriminate based on religion, age, race, color, national origin, gender, marital or parental status, or disability. To further our commitment to nondiscrimination, we are working to ensure our website conforms to the Web Content Accessibility Guidelines (WCAG) which defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Citylights WebStore is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard. The guidelines also make the site more user friendly for all people.

Should anyone find information or functionality which is inaccessible, please contact us at 563-388-8328. We will make every reasonable effort to accommodate.

Language Assistance Plan

The Family Credit Union is dedicated to promoting financial wellness and community development. This plan focuses on providing equitable access to financial resources for individuals with limited English proficiency.

Introduction:

TFCU acknowledges the diversity that makes our field of membership, and we understand the significance of verbal accessibility. This plan emphasizes our commitment to serving all members of our community, regardless of language proficiency. The purpose of this Language Access Plan is to make reasonable efforts to reduce English proficiency as a barrier to accessing TFCU products, services, and platforms.

III. Language Assistance Policy:

TFCU affirms its commitment to language assistance, ensuring that non-English speaking individuals have equal access to financial services. This commitment aligns with the principles of Title VI of the Civil Rights Act of 1964, emphasizing nondiscrimination in programs and activities receiving federal financial assistance.

TFCU employees shall take reasonable steps to provide LEP individuals with access to products, services, and programs offered by TFCU, using the people and the processes that we have predetermined.

TFCU shall take reasonable steps to effectively inform membership of the availability of language accessible programs and activities.

Language Assistance Services: TFCU will provide the following language assistance services, with a primary focus on Spanish:

Translation Services:

- ATM transactions are offered in English and Spanish.
- Key development services documents such as financial education materials are primarily in English but can be translated as needed.
- Key documents, such as applications, disclosures, and marketing materials will be translated as needed.
- Staff from a variety of departments can translate transactions, application processes, and handle phone calls.
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Implementation Plan: To seamlessly integrate language assistance services into our operations, TFCU has:

Staff Responsibilities:

- Designated specific staff members responsible for language assistance services.
- Management will oversee the implementation and maintenance of language services as needed.

VII. Monitoring and Evaluation:

TFCU will record deficiencies and feedback analysis to monitor the effectiveness of language assistance services. The results will inform adjustments to staffing to better meet the needs of any LEP people.

Compliance and Reporting: TFCU will maintain thorough records of language assistance activities and provide timely reports to the CDFI Fund and other regulatory bodies.

The Family Credit Union is dedicated to promoting financial inclusion through linguistic accessibility, primarily for the Spanish and French-speaking community. Success of this Language Assistance Plan will contribute to building a more inclusive and thriving membership and community.