

Brookline Bank External Public Web Site Accessibility Notes and Links 2020

General ADA Findings

1. Since 2019, many more images are now described throughout the web site, so this should continue with aria labels, moving forward prior to the 2021 Brookline Bank ADA Review.
2. Since 2019, many more of the links that say Learn More or click here have gotten more specific! This should keep happening this year, the links that are not specific enough should be updated.
3. While most tables have the note that says that this table may not work with all screen readers, tables without this note should be updated.
4. On all pages, there should be a note that says skip to content, so that users can skip directly to the text of that page, without having to navigate by links to the actual text.
5. Finally, the ADA page should be easier to locate, having it on the home page would be ideal.
6. This ADA review was conducted using Firefox version 68.5.0, and JAWS 2020.

Detailed ADA Findings

1. Title of Web Page: Brookline Bank - Personal, Business and Commercial Banking
(would be better if the title was called Brookline Bank Home Page)
 - A. Link Title: Click to return to Home Page (should be Brookline Bank Home Page)
 - A. Brookline Bank Home Page Link: <https://www.brooklinebank.com/#top>
 - B. Links: While most of the Learn More links are specific, the Learn More link below the phrase “do you conduct business internationally” should be more specific. It can say Learn More about conducting business internationally. Also, the link that talks about the First Ipswich transition should say Learn More about the First Ipswich Bank transition, not Learn More here. Other than that, no other links issues.
 - C. Content: No Issues.
 - D. Images: No Issues.

1A. Title of Web Page: Brookline Bank – Personal

- A. Link Title: Personal
- B. Personal Page Link: <https://www.brooklinebank.com/personal/>
- C. Links: No Issues, I'm glad that the Learn More links are now more specific! We're making progress! Other than that, no links issues.
- D. Content: No Issues.
- E. Images: No Issues.

1B. Title of Web Page: Brookline Bank – Checking

- A. Link Title: Click here to Learn More about our Access Checking Accounts
- B. Learn More about our Access Checking Accounts Page Link: <https://www.brooklinebank.com/personal/checking/>
- C. Links: Like the previous page, it's more than awesome that the Learn More links are labeled! The link title for Compare Checking Account options, however, if possible, should be on the same line, because if users navigate by link, the link title itself only says compare. Other than that, no other links issues.
- D. Content: No Issues.
- E. Images: No Issues.

1C. Title of Web Page: Brookline Bank – PremierAccess

- A. Link Title: Click here to Learn More about Premier Access Checking
- B. Access Checking Page Link: <https://www.brooklinebank.com/personal/checking/premier-access-checking>
- C. Links: No Issues.
- D. Content: No Issues, like the previous review, it's great how the page describes the benefits of premier access accounts.
- E. Images: No Issues.

1D. Title of Web Page: Brookline Bank – AccessPlus

- A. Link Title: Click to Learn More about Access Plus Checking
- B. Access Plus Checking Page Link: <https://www.brooklinebank.com/personal/checking/access-plus-checking>
- C. Links: No Issues.
- D. Content: No issues, similar to premier access, it's great how the benefits of the Access Plus account are listed clearly on the page.
- E. Images: No Issues.

1E. Title of Web Page: Brookline Bank – AccessOne

- A. Link Title: Click to Learn More about Access One Checking
- B. Access one Checking Page Link: <https://www.brooklinebank.com/personal/checking/access-one-checking>

- C. Links: No Issues.
- D. Content: Similar to the above checking account pages, no issues.
- E. Images: It's great how there is a button that says to click on this image to learn more about mobile check deposit!

1F. Title of Web Page: Brookline Bank - Compare Checking Accounts

- A. Link Title: Compare Checking Accounts (interesting on how on each type of check's page, the link title says compare, not compare checking accounts, so this should be fixed)
- B. Compare Checking Accounts Page Link: <https://www.brooklinebank.com/personal/checking/checking-account-comparison>
- C. Links: No Issues.
- D. Content: It's great how prior to this table, there is a note that says that this table may not be accessible with screen readers. Other than that, no other content issues.
- E. Images: No Issues.

1G. Title of Web Page: Brookline Bank – Savings

- A. Link Title: Savings
- B. Savings Page Link: <https://www.brooklinebank.com/personal/personal-savings/>
- C. Links: Below the sentence that says "Our CD specials may be," the link only says Opened Online, so that would be confusing for screen reader users, since the link title is just opened online, if users navigate by link only. This should be reworded somehow. It's great that the Learn More links are now more specific. Progress! Also, on the page, the savings account options are split into two lines. It says on one line, it says savings account, and on the other, it says t options. So, the word account is split. Other than that, no other links issues.
- D. Content: No Issues.
- E. Images: No Issues.

1H. Title of Web Page: Brookline Bank - Compare Savings Accounts

- A. Link Title: Savings Account Options
- B. Savings Account Options Page Link: <https://www.brooklinebank.com/personal/personal-savings/compare-savings-accounts>
- C. Links: No Issues.
- D. Content: It's great that there's a note on this page, that says that this table may not work with screen readers. Awesome. Other than that, no issues.
- E. Images: No Issues.

1I. Title of Web Page: Brookline Bank - Savings & Money Market Accounts

- A. Link Title: Click Here to Learn More about Savings and Money Market Accounts
- B. Savings and Money Market Accounts Page Link: <https://www.brooklinebank.com/personal/personal-savings/savings-money-market-accounts>
- C. Links: No Issues.

- D. Content: No Issues, it's great how each type of savings account is explained clearly on the page.
- E. Images: No Issues.

1J. Title of Web Page: Brookline Bank - Certificates of Deposit (CDs)

- A. Title of Web Page: Click here to Learn More about Certificates of Deposit (CDS)
- B. CDS Page Link: <https://www.brooklinebank.com/cds>
- C. Links: No Issues.
- D. Content: There is a CD specials table that, unfortunately, doesn't have the note that says that it may not be accessible with screen readers, so this needs to be added ASAP. Other than that, no other issues.
- E. Images: No Issues.

1K. Title of Web Page: Brookline Bank - FDIC Insurance

- A. Link Title: FDIC
- B. FDIC Page Link: <https://www.brooklinebank.com/aboutus/fdic-insurance>
- C. Links: No Issues, but it's great how the link tells you that you leave Brookline Bank's web site, and that you'll be taken to the FDIC eedee web site.
- D. Content: There is a CD disclosure, which is accessible, but there should be a note, telling people that the file is in PDF format. Other than that, no other issues.
- E. Images: No Issues.

1J. Title of Web Page: Consumer - Brookline Bank

- A. Link Title: Click here to open your CD online
- B. CD Online Page Link: https://jha.loanspq.com/consumer/v2/login/landing.aspx?enc2=CjDDGQgp6ViDEpMSQAmj1NkGQHHv01fjeRbyAnUNITpIUKbX7Hj9JQizoDjwp-t0_dA7jHYINxZPG9TaVJae5WrIKOzt2Nu4FacmGj-PQbm8TDbuPpxSrkszYOqU2xQk3
- C. Links: No Issues.
- D. Content: Applying for a CD is accessible with JAWS, so that's awesome.
- E. Images: No Issues.

1K. Title of Web Page: Brookline Bank - CD Ladder Calculator

- A. Link Title: CD Ladder Calculator
- B. CD Ladder Calculator Page Link: <https://www.brooklinebank.com/personal/personal-calculators/calculator-cd-ladder>
- C. Links: No Issues.
- D. Content: It's awesome that this calculator has a note that says that it may not work with screen readers. Other than that, no other issues.
- E. Images: No Issues.

1L. Title of Web Page: Brookline Bank - Individual Retirement Accounts (IRAs)

- A. Link Title: Click here to learn more about Individual Retirement Accounts (IRAS)
- B. IRAS Page Link: <https://www.brooklinebank.com/iras>
- C. Links: No Issues.
- D. Content: On the page, it says visit us any Brookline Bank location, the word us should be taken out! Other than that, no other issues.
- E. Images: No Issues.

1M. Title of Web Page: Brookline Bank - Traditional IRAs

- A. Link Title: Traditional IRAs
- B. Traditional IRAs Link: <https://www.brooklinebank.com/personal/personal-savings/individual-retirement-accounts/traditional-ira>
- C. Links: No Issues.
- D. Content: It's great how this table also has a note that says that it may not work with all screen readers. Other than that, no issues.
- E. Images: No issues.

1N. Title of Web Page: Brookline Bank - Roth IRAs

- A. Link Title: Roth IRAs
- B. Roth IRAs Page Link: <https://www.brooklinebank.com/personal/personal-savings/individual-retirement-accounts/roth-iras>
- C. Links: No Issues.
- D. Content: Like the previous IRAs, it's great how this table also has the note that says that it may not work with all screen readers. Other than that, no issues.
- E. Images: No Issues.

1O. Title of Web Page: Brookline Bank - Rollover IRAs

- A. Link Title: Rollover IRAs
- B. Rollover IRAs Page Link: <https://www.brooklinebank.com/personal/personal-savings/individual-retirement-accounts/rollover-ira>
- C. Links: No Issues.
- D. Content: No Issues, interesting how there is no table, like for the previous IRAs.
- E. Images: No Issues.

1P. Title of Web Page: Brookline Bank – Borrowing

- A. Link Title: Borrowing
- B. Borrowing Page Link: <https://www.brooklinebank.com/personal/personal-borrowing/>
- C. Links: It's great that the Learn More links are a lot more specific, as in the other sections. Other than that, no issues.
- D. Content: No Issues.
- E. Images: No Issues.

1Q. Title of Web Page: Brookline Bank – Mortgages

- A. Link Title: Mortgages

- B. Mortgages Page Link: <https://www.brooklinebank.com/mortgages>
- C. Links: There is a typo, it should say click here to learn more about our adjustable rate mortgages, not click here! Other than that, no issues.
- D. Content: No issues, but it would be helpful if prior to the phone number and the e-mail address of people to contact, it said phone and it said e-mail. For example, for Larry Bourgoin, it should say phone: 814-660-4228, and for e-mail it should say e-mail: lbougoin@brkl.com.
- E. Images: No Issues.

1R. Title of Web Page: Brookline Bank - Home Equity Credit

- A. Link Title: Click Here to Learn More about Brookline Bank Mortgages
- B. Home Equity Credit Page Link: <https://www.brooklinebank.com/personal/personal-borrowing/home-equity-credit/>
- C. Links: It would be great if the current rates and terms links were more specific, since those come up a few times throughout this page. Other than that, no issues.
- D. Content: No Issues.
- E. Images: No Issues.

1S. Title of Web Page: Brookline Bank - Home Equity Rates and Terms

- A. Link Title: Home Equity Rates and Terms
- B. Home Equity Rates and Terms Page Link: <https://www.brooklinebank.com/personal/personal-borrowing/home-equity-credit/home-equity-rates/>
- C. Links: No Issues.
- D. Content: There are two tables on this page, and it's great how both tables have the note that they may not work with screen readers. It may be good to just have one note, that says that both of the tables may not work with screen readers. Just a thought.
- E. Images: No Issues.

1T. Title of Web Page: Brookline Bank - Application Process

- A. Link Title: Application Process
- B. Application Process Page Link: <https://www.brooklinebank.com/personal/personal-borrowing/home-equity-credit/he-application-process/>
- C. Links: No Issues.
- D. Content: No Issues, the application process is clear, so that's good.
- E. Images: No Issues.

1U. Title of Web Page: Brookline Bank - Home Equity Calculator

- A. Link Title: Home Equity Calculator
- B. Home Equity Calculator Page Link: <https://www.brooklinebank.com/personal/personal-borrowing/home-equity-credit/home-equity-calculator>
- C. Links: No Issues.

- D. Content: While the edit boxes are accessible with JAWS, like the tables, there should be a note that says that this calculator may not be accessible with screen readers. Other than that, no issues.
- E. Images: No Issues.

1V. Title of Web Page: Brookline Bank - Request A Call

- A. Link Title: Request A Call
- B. Request a Call Page Link: <https://www.brooklinebank.com/personal/personal-borrowing/home-equity-credit/request-a-call>
- C. Links: No Issues.
- D. Content: No issues, the form to call is accessible with JAWS.
- E. Images: No Issues.

1W. Title of Web Page: Brookline Bank - Personal Loans

- A. Link Title: Personal Loans
- B. Personal Loans Page Link: <https://www.brooklinebank.com/personal/personal-borrowing/personal-loans>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

1X. Title of Web Page: Brookline Bank - Investment Services

- A. Title of Web Page: Brookline Bank - Investment Services
- B. Investment Services Page Link: <https://www.brooklinebank.com/investments>
- C. Links: Like on previous page, if possible, the word phone should be prior to each phone number, and the word e-mail should be located prior to any e-mail address. For example, in a perfect world, it would say, below Paul Hill's information,
Phone: 617-243-3082
E-mail: phill@infinexgroup.com Other than that, no issues.
- D. Content: No Issues.
- E. Images: Great how there is a description of a woman using a calculator. On the page, it actually says photo of woman using calculator! This should be how all images are throughout the web site.

1Y. Title of Web Page: Brookline Bank - Financial Resource Center

- A. Title of Web Page: Financial Resource Center
- B. Financial Resource Center Page Link: <https://resourcecenter.brooklinebank.com/>
- C. Links: Many of the Read More links on this page, unfortunately, just say Read More. It would be better if they said read more about savings bonds Read More about investing for retirement, etc. Additionally, above the free quick guides link, there should be a note, saying what format the quick guides are in. Other than that, no other issues.
- D. Content: While getting to the quick guides can be challenging, they're all accessible PDF files, which is awesome.
- E. Images: No Issues.

1Z. Title of Web Page: Brookline Bank - Connect with a Financial Advisor

- A. Title of Web Page: Brookline Bank - Connect with a Financial Advisor
- B. Connect with a Financial Advisor Page Link:
<https://resourcecenter.brooklinebank.com/sc.php?b=24488130-0>
- C. Links: When selecting a branch, below the combo/drop-down box, there should be a go button, since at this point, I don't know if the location that I want is actually selected. I hope that makes sense. Other than that, no issues.
- D. Content: No Issues.
- E. Images: No Issues.

1AA. Title of Web Page: Brookline Bank - Select Quick Guides

- A. Title of Web Page: Quick Guides
- B. Quick Guides Page Link:
https://resourcecenter.brooklinebank.com/sc_qg.php?b=24488130-0
- C. Links: To select a quick guide, the checkboxes, unfortunately, aren't clear. For example, they say something like FORM_GUIDE_SELECTOR_guide_3, but below it, it says what the guide is, for example college funding quick guide. It would be better if the name, for example college funding quick guide, is on the same line as the checkbox itself. The submit button is accessible.
- D. Content: Selecting a quick guide is accessible, but after I hit the submit button, the same location combo box/drop-down box comes up. There should be a go button below the combo/drop-down box.
- E. Images: No Issues.

1AB. Title of Web Page: Brookline Bank - Find Information That May Be Important to You

- A. Link Title: Your Personalized Checklist
- B. Your Personalized Checklist Page Link:
<https://resourcecenter.brooklinebank.com/questions.php?b=24488130-0>
- C. Links: No issues, the table is accessible, along with the combo/drop-down boxes, because there is a submit button. However, to be safe, there should be a note like with all other tables, that this one as well may not work with all screen readers.
- D. Content: No other issues.
- E. Images: No Issues.

1AC. Title of Web Page: Brookline Bank - Mobile Banking

- A. Link Title: Click here to Learn More about Mobile Banking
- B. Mobile Banking Page Link: <https://www.brooklinebank.com/mobile>
- C. Links: Some of the Learn More links on this page just say Learn More, so those should be more specific. For example, they should say Learn More about Mobile Check Deposit, and Learn More about additional mobile banking features. Other than that, no issues.
- D. Content: No Issues.
- E. Images: It's great how there's a description, and it says image of smartphone!

1AD. Title of Web Page: Brookline Bank – Calculators

- A. Link Title: Calculators
- B. Calculators Page Link: <https://www.brooklinebank.com/personal/personal-calculators/>
- C. Links: No Issues, getting to the calculators is accessible.
- D. Content: There should be a note, either above or below the link that says calculators, on the calculator's page, or both, that says that these calculators may not be accessible with screen readers, so please call Brookline Bank for assistance.
- E. Images: No Issues.

1AE. Enrolling in Online Banking, as well as navigating the Demo of Online Banking, are both accessible with JAWS. The buttons and the edit boxes are accessible, and they're easy to navigate.

Section 2 of Brookline Bank's External Public Web Site: Business

2A. Title of Web Page: Brookline Bank – Business

- A. Link Title: Business
- B. Business Page Link: <https://www.brooklinebank.com/business/>
- C. Links: No Issues, the Learn More links are now more specific, which is awesome!
- D. Content: No Issues.
- E. Images: No Issues.

2B. Title of Web Page: Brookline Bank - Business Checking

- A. Link Title: Business Checking
- B. Business Checking Page Link: <https://www.brooklinebank.com/business/business-checking-accounts/>
- C. Links: No Issues, all of the business checking account links are now more specific, so that's awesome!
- D. Content: No Issues.
- E. Images: No issues, it's great how the page says click this image to learn more about our cash management services

2C. Title of Web Page: Brookline Bank - Compare Business Accounts

- A. Link Title: Business Checking Accounts (like in the personal banking section, the link should be called compare business checking accounts, if possible)
- B. Business Checking Accounts Page Link: <https://www.brooklinebank.com/business/business-checking-accounts/business-checking-comparison>
- C. Links: No Issues.
- D. Content: It's great how this table, like most of the others on the web site, has a message that says that it may not work with all screen readers. Other than that, no issues.
- E. Images: No Issues.

2D. Title of Web Page: Brookline Bank - Cash Management

- A. Link Title: Click this image to learn More about our cash management services
- B. Cash Management Page Link: <https://www.brooklinebank.com/business/business-cash-management/>
- C. Links: Unfortunately, the links on this page only say Learn More, they need to be more specific about each cash management service. For example, one should say Learn More about Deposit Express.
- D. Content: No Issues.
- E. Images: No Issues, it's great how the images on this page have descriptions, for example, one says click this image to learn more about Deposit Express.

2E. Title of Web Page: Brookline Bank - Deposit Xpress

- A. Link Title: Link to Deposit Express Page
- B. Deposit Express Page Link: <https://www.brooklinebank.com/business/deposit-xpress>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: It's great how the page says that there is an Image of Deposit Xpress scanner and mobile devices. That's good!

2F. Title of Web Page: Brookline Bank - Card Payment Processing

- A. Link Title: Link to Card Payment Processing Page
- B. Card Payment Processing Page Link: <https://www.brooklinebank.com/business/merchant-services>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

2G. Title of Web Page: Cash Management Online Demo: This requires Adobe Flash player, so there should be a note on this main cash management page, that says that the cash management online demo, unfortunately, isn't accessible with screen readers.

2H. Title of Web Page: Brookline Bank - Payroll Services

- A. Link Title: Learn More, it should be Learn More about Payroll Services
- B. Payroll Services Page Link: <https://www.brooklinebank.com/business/payroll-services>
- C. Links: It's great that there is a link that says Payroll web site, so this lets customers know that by clicking it, this will leave Brookline Bank's web site.
- D. Content: No Issues.
- E. Images: It's great how there is a description of an image of a woman in a suit. That's good!

2I. Title of Web Page: Brookline Bank - Business Checking

- A. Link Title: Click Here to Learn More about our Basic Business Checking Account

- B. Basic Business Checking Account Page Link:
<https://www.brooklinebank.com/business/business-checking-accounts/basic-business-checking>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

2J. Title of Web Page: Brookline Bank - Business Gold Checking

- A. Link Title: Click here to Learn More about our Business Gold Checking Account
- B. Business Gold Checking Page Link: <https://www.brooklinebank.com/business/business-checking-accounts/business-gold-checking>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: It's great how there is an image of the Deposit Xpress page.

2K. Title of Web Page: Brookline Bank - Commercial Checking

- A. Link Title: Click here to Learn More about our Commercial Checking Services
- B. Commercial Checking Services Page Link: <https://www.brooklinebank.com/business/business-checking-accounts/business-commercial-checking/>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

2L. Title of Web Page: Brookline Bank - Non-Profit Checking with Interest

- A. Link Title: Click here to learn more about our checking accounts for not-for-profit organizations
- B. Non-Profit Organizations Page Link: <https://www.brooklinebank.com/business/business-checking-accounts/non-profit-checking>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

2M. Title of Web Page: Brookline Bank - Community Access Checking

- A. Link Title: Click here to Learn More about our Community Access Checking Accounts
- B. Community Access Checking Accounts Page Link: <https://www.brooklinebank.com/business/business-checking-accounts/community-access-checking>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

2N. Title of Web Page: Brookline Bank - IOLTA Checking

- A. Link Title: Click here to Learn more about our IOLTA Account for Lawfirms
- B. IOLTA Page Link: <https://www.brooklinebank.com/business/business-checking-accounts/iolta-checking>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

2O. Title of Web Page: Brookline Bank - Re\$ubmitIt

- A. Link Title: Click here to Learn More about our Re-submitted Service
- B. Re-submitted Service Page Link: [https://www.brooklinebank.com/business/business-checking-accounts/re\\$ubmit-it](https://www.brooklinebank.com/business/business-checking-accounts/re$ubmit-it)
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

2P. Title of Web Page: Brookline Bank - Business Online Banking

- A. Title of Web Page: Business Online Banking
- B. Business Online Banking Page Link: <https://www.brooklinebank.com/business/business-online-banking.html>
- C. Links: The link that talks about the business online banking demo should be re-worded if possible, because the link title just says business online banking. It might be good to have it say click here to access Brookline Bank's Business Online Banking demo. Other than that, no other links issues.
- D. Content: The demo of business online banking is accessible with JAWS, it's easy to click on the previous and the next button. Additionally, Business Billpay seems to be accessible with JAWS as well, the buttons are clearly labeled. Other than that, no Issues.
- E. Images: It's great how there is a description of a desktop computer, a tablet, and a mobile device. Other than that, no issues.

2Q. Title of Web Page: Brookline Bank - Business Savings

- A. Link Title: Click Here to Learn More about Business Savings and Money Market Accounts
- B. Business Savings Page Link: <https://www.brooklinebank.com/business/business-savings>
- C. Links": No Issues.
- D. Content: No Issues.
- E. Images: Great how it says click this image to go to our contact us form. Other than that, no issues.

2R. Title of Web Page: Title of Web Page: Brookline Bank - Business Lending

- A. Link Title: Click here to Learn More about our Business Lending Options
- B. Business Lending Page Link: <https://www.brooklinebank.com/business/business-lending/>
- C. Links: No Issues.
- D. Content: No Issues.

- E. Images: Similar to the previous page, it's great how there's an image that says image of a business owner, as well as to click an image to go to our contact us form. Other than that, no issues.

Section 3 of Brookline Bank's External Public Web Site: Commercial

3A. Title of Web Page: Brookline Bank – Commercial

- A. Link Title: Commercial
- B. Commercial Page Link: <https://www.brooklinebank.com/commercial/>
- C. Links: Links: No Issues, the Learn More links are now specific, which is awesome!
- D. Content: No Issues.
- E. Images: It's great how there is an image that says Learn More about our cash management services. Other than that, no issues.

3B. Title of Web Page: Brookline Bank - Commercial Banking

- A. Link Title: Click here to Learn More about our Commercial Banking Services
- B. Commercial Banking Page Link: <https://www.brooklinebank.com/commercial/commercial-banking>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Content: No Issues.
- F. Images: No Issues.

3C. Title of Web Page: Brookline Bank - Meet Our Commercial Bankers

- A. Link Title: Click here for a list of our Commercial Bankers
- B. Commercial Bankers Page Link: <https://www.brooklinebank.com/commercial/commercial-banking/meet-our-commercial-bankers>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

3D. Title of Web Page: Brookline Bank - Cash Management

- A. Link Title: Click here to Learn More about our Cash Management Services
- B. Cash Management Page Link: <https://www.brooklinebank.com/commercial/commercial-cash-management/>
- C. Links: Some of the links say Learn More, so they should be more specific, if possible. For example, one of them should say Learn More about Deposit Xpress.
- D. Content: No Issues.

E. Images: No Issues.

3E. Title of Web Page: Brookline Bank - Deposit Xpress

A. Link Title: Deposit Xpress

B. Deposit Xpress Page Link: <https://www.brooklinebank.com/commercial/commercial-cash-management/deposit-xpress-cash.html>

C. Links: No Issues.

D. Content: No Issues.

E. Images: It's great how there's a description, it says Image of Deposit Xpress scanner and mobile devices. Other than that, no issues.

3F. Title of Web Page: Brookline Bank - Card Payment Processing

A. Link Title: Card Payment Processing - Merchant Services

B. Merchant Services Page Link: <https://www.brooklinebank.com/commercial/commercial-cash-management/merchant-service-cash.html>

C. Links: No Issues.

D. Content: No Issues.

E. Images: No Issues.

3G. Title of Web Page: Brookline Bank - Payroll Services

A. Link Title: Payroll Services

B. Payroll Services Page Link: <https://www.brooklinebank.com/payroll>

C. Links: No issues, it's good how the link that says Payroll web site tells customers that they're actually leaving Brookline Bank's web site.

D. Content: No Issues.

E. Images: It's great how there is a description of an image of a woman in a suit. Other than that, no issues.

3H. Title of Web Page: Brookline Bank - Commercial Real Estate Banking

A. Link Title: click here to learn more about Commercial real estate banking service it should be click here to learn more about our Commercial real estate banking service

B. Commercial Real Estate Banking Service Page Link: <https://www.brooklinebank.com/commercial/commercial-real-estate-banking>

C. Links: One of the links just says Learn More, so it would be good if it said something like Learn More about Brookline Bancorp's 1031 Exchange Services.

D. Content: No Issues.

E. Images: No Issues.

3I. Title of Web Page: Brookline Bank - Meet Our Commercial Real Estate Bankers

A. Link Title: Meet Our Commercial Real Estate Bankers

B. Commercial Real Estate Bankers Page Link: Meet Our Commercial Real Estate Bankers

C. Links: No Issues.

- D. Content: No Issues.
- E. Images: No Issues.

3J. Title of Web Page: Brookline Bank - 1031 Exchange Services

- A. Link Title: Learn More
- B. 1031 Exchange Services Page Link: <https://www.brooklinebank.com/1031>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: It's great how the page says Image of the Brookline Bancorp 1031 Exchange Logo. Other than that, no issues.

3K. Title of Web Page: Brookline Bank - Benefits of 1031 Exchange

- A. Link Title: Benefits of 1031 Exchanges
- B. 1031 Exchange Page Link: <https://www.brooklinebank.com/commercial/1031-exchange-services/benefits-of-1031-exchange>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

3L. Title of Web Page: Brookline Bank - Our Services & Approach

- A. Link Title: Our Services and Approach
- B. Our Services and Approach Page Link: <https://www.brooklinebank.com/commercial/1031-exchange-services/our-services-and-approach>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

3M. Title of Web Page: Brookline Bank - Nine Steps to Success

- A. Link Title: Nine Basic Steps to a Successful 1031 Exchange
- B. Successful Exchange Page Link: <https://www.brooklinebank.com/commercial/1031-exchange-services/nine-steps-to-success>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

3N. Title of Web Page: Brookline Bank - Foreign Exchange Services

- A. Link Title: Foreign Exchange (FX) Services
- B. FX Services Page Link: <https://www.brooklinebank.com/commercial/fx/>
- C. Links: One of the links says Learn More, it should say Learn More about our FX Services.
- D. Content: No Issues.

- E. Images: It's great how the page says Photo of world globe and foreign currency symbols. Other than that, no issues.

3O. Title of Web Page: Brookline Bank - Condo Association Lending

- A. Link Title: Click here to learn more about our banking services for Condominium Associations
- B. Condo Page Link: <https://www.brooklinebank.com/commercial/>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

Section 4 of Brookline Bank's External Public Web Site: Security and Privacy

4A. Title of Web Page: Brookline Bank - Security & Privacy

- A. Link Title: Security and Privacy
- B. Security and Privacy Page Link: <https://www.brooklinebank.com/security>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

4B. Title of Web Page: Brookline Bank - Online & Mobile Banking

- A. Link Title: Online and Mobile Banking
- B. Online and Mobile Banking Page Link: <https://www.brooklinebank.com/security/online-and-mobile-banking/>
- C. Links: The Learn More about each security topic links are much more specific, similar to previous lists of Learn More links throughout the web site. Awesome!
- D. Content: No Issues.
- E. Images: It's great how it says Image of paddle locks and digital data. Other than that, no issues.

4C. Title of Web Page: Brookline Bank - Account Alerts

- A. Link Title: Click here to Learn more about Account Alerts
- B. Account Alerts Page Link: <https://www.brooklinebank.com/security/account-alerts.html>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: It's great how the page says Woman looking at phone. Other than that, no issues.

4D. Title of Web Page: Brookline Bank - IBM® Trusteer Rapport®

- A. Link Title: Click here to Learn more about Trusteer Rapport
- B. Trusteer Rapport Page Link: <https://www.brooklinebank.com/trusteer-rapport>

- C. Links: The Learn More links for each browser that Trusteer Rapport works with need to be more specific. For instance, Learn More about Trusteer Rapport with Firefox, Learn More about Trusteer Rapport with Google Chrome, and Learn More about Trusteer Rapport with Microsoft Edge. Also, the link just says download, so users who read by links only won't know that it's to download Trusteer Rapport, so it should say download Trusteer Rapport.
- D. Content: No Issues.
- E. Images: It's great how the page says Image of Trusteer Rapport Protection Notification Icons. Other than that, no issues.

4D. Title of Web Page: Brookline Bank - Mobile Banking Features

- A. Link Title: Click here to Learn More about the Manage Cards Feature
- B. Manage Card Feature Page Link: <https://www.brooklinebank.com/servicecenter/mobile-banking/mobile-features.html>
- C. Links: The Learn More links on this page need to be more specific, like on other pages throughout the web site. For example, one should say Learn More about mobile check deposit.
- D. Content: No Issues.
- E. Images: No issues.

4E. Title of Web Page: Brookline Bank - Mobile Check Deposit

- A. Link Title: Learn More, it should be Learn more about Mobile Check Deposit
- B. Mobile Check Deposit Page Link: <https://www.brooklinebank.com/MCD>
- C. Links: No Issues.
- D. Content: No Issues on that page. I tried to enroll in mobile check deposit, and while most edit boxes and the submit button are accessible with JAWS, there are a few edit boxes with no label, so those should be looked at.
- E. Images: No Issues.

4F. Title of Web Page: Brookline Bank – FAQs

- A. Link Title: FAQs
- B. FAQs Page Link: <https://www.brooklinebank.com/servicecenter/faqs>
- C. Links: No Issues, all links to all categories of FAQs are accessible.
- D. Content: This page, as well as all pages with the FAQs, are accessible. It's great how there's the question, and the answer right below it.
- E. Images: It's great how the page says Click on this image to learn more about Access Chcking, it should be checking!! Other than that, no issues.

4G. Title of Web Page: Brookline Bank - Text Banking

- A. Link Title: Learn More/Sign Up
- B. Text Banking Page Link: <https://www.brooklinebank.com/servicecenter/mobile-banking/text-banking>
- C. Links: The link shouldn't just say click here, but on the same line, it should say click here to enroll in text banking.

- D. Content: No Issues, and enrolling in Online/text banking is accessible with JAWS. The edit boxes are labeled, as well as the continue button.
- E. Images: No Issues.

4H. Title of Web Page: Brookline Bank - ATM & Debit Card Security

- A. Link Title: ATM and Debit Card Security
- B. ATM and Debit Card Security Page Link: <https://www.brooklinebank.com/security/atm-and-debit-cards>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No issues.

4I. Title of Web Page: Brookline Bank - Mobile Wallets

- A. Link Title: Click here to Learn More about Mobile Wallets
- B. Mobile Wallets Page Link: <https://www.brooklinebank.com/mobile-wallets>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: It's great how the images on this page all have descriptions!

4J. Title of Web Page: Brookline Bank - Contact Us

- A. Link Title: Click here to Learn More about how to Contact Us
- B. Contact Us Page Link: <https://www.brooklinebank.com/aboutus/contact-us>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

4K. Title of Web Page: Brookline Bank - ATM Safety Tips

- A. Link Title: Click here to Learn More about ATM safety tips
- B. Safety Tips Page Link: <https://www.brooklinebank.com/security/atm-and-debit-cards/atm-safety-tips>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

4L. Title of Web Page: Brookline Bank - ATM Locations

- A. Link Title: Locate our convenient ATMs
- B. ATM Locations Page Link: <https://www.brooklinebank.com/servicecenter/atm-locations>
- C. Links: There is a link that is just called click, it says we have click for your convenience as well. That should be changed to we have ATM only locations for your convenience as well. Other than that, no issues.
- D. Content: No Issues.
- E. Images: It's great how the page says Image of Brookline Bank logo. Other than that, no issues.

4M. Title of Web Page: Brookline Bank – Locations

- A. Link Title: Click here for branch locations
- B. Branch Locations Page Link: <https://www.brooklinebank.com/locations>
- C. Links: No Issues, it's great how there is a table, and the note says that this table may not be accessible with screen readers.
- D. Content: This page, along with all of the branch locations pages, are accessible with JAWS.
- E. Images: It's great how the page says Click on this image to learn more about Mobile Banking. Other than that, no issues.

4N. Title of Web Page: Brookline Bank - Protecting Your Business

- A. Link Title: Protecting your Business
- B. Protecting your Business Page Link: <https://www.brooklinebank.com/security/protecting-your-business>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: It's great how the page says Man checking email on laptop computer. Other than that, no issues.

4O. Title of Web Page: Brookline Bank - Password Protection Tips

- A. Link Title: Password Protection Tips
- B. Password Protection Tips Page Link: <https://www.brooklinebank.com/security/online-and-mobile-banking/password-protection-tips>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

4P. Title of Web Page: Brookline Bank - Reporting Fraud

- A. Link Title: Reporting Fraud
- B. Reporting Fraud Page Link: <https://www.brooklinebank.com/security/reporting-fraud/>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

4Q. Privacy Notice: There should be a note that this file is in PDF. The PDF, on my laptop, is accessible with JAWS.

Section 5 of Brookline Bank's External Public Web Site: Service Center

5A. Title of Web Page: Brookline Bank - Service Center

- A. Link Title: Service Center
- B. Service Center Page Link: <https://www.brooklinebank.com/servicecenter/>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

5B. Title of Web Page: Brookline Bank - Online Banking

- A. Link Title: Click here to Learn More about Online Banking
- B. Online Banking Page Link: <https://www.brooklinebank.com/servicecenter/online-banking/>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

5C. Title of Web Page: Brookline Bank - Telephone Services

- A. Link Title: Click here to Learn More about our Telephone Services
- B. Telephone Services Page Link: <https://www.brooklinebank.com/telephone-banking>
- C. Links: No Issues.
- D. Links: No Issues.
- E. Images: No Issues.

5D. Title of Web Page: Brookline Bank - Mail Services

- A. Link Title: Click here to Learn More about our Mail in Services
- B. Mail Services Page Link: <https://www.brooklinebank.com/servicecenter/mail-services/>
- C. Links: No Issues.
- D. Content: No Issues.
- E. Images: No Issues.

5E. Title of Web Page: Brookline Bank - Order Checks

- A. Link Title: Click here to go to our Check Ordering Page
- B. Check Ordering Page Link: <https://www.brooklinebank.com/servicecenter/order-checks>
- C. Links: No Issues.
- D. Content: It would be helpful if there was a note that says that the link to order checks leaves Brookline Bank's web site. Other than that, no issues.
- E. Images: No Issues.

5F. Title of Web Page: Brookline Bank - Overdraft Privilege Service

- A. Link Title: Click here to Learn More about our Overdraft Privilege Service
- B. Overdraft Privilege Service Page Link: <https://www.brooklinebank.com/odp>
- C. Links: No Issues.
- D. Content: No Issues.

- E. Images: It's great how the page says Click on this image to opt in or out of debit card or ATM withdrawal overdraft coverageSpelling errors on this and coverage should be fixed!!

Section 6 of Brookline Bank's External Public Web Site: About Us

6A. Title of Web Page: Brookline Bank - Brookline Bank in The News

- A. Link Title: Click for Brookline Bank in the News
- B. Brookline Bank in the News Page Link: <https://www.brooklinebank.com/aboutus/brookline-bank-in-the-news/>
- C. Links: No Issues, the news articles links are accessible.
- D. Content: No Issues, this page, and all news articles, are accessible with JAWS.
- E. Images: No Issues.

6B. Title of Web Page: Brookline Bank – Careers

- A. Link Title: Click for careers
- B. Careers Page Link: <https://www.brooklinebank.com/aboutus/careers.html>
- C. Links: No Issues.
- D. Content: This page, as well as the open positions, are accessible with JAWS.
- E. Images: No Issues.