



Accessibility at Lone Star National Bank

At Lone Star National Bank we make providing superior customer service a top priority. Our customers, including people with disabilities, are provided banking services through access of our products and services online, over the phone and in our banking centers. We strive every day to improve the level of service and banking experience we offer our customers.

We Offer the Following Services:

- Reader Services for persons who are blind or have low vision – Our Personal Bankers can read and explain appropriate materials, assistance in opening products/services or to conduct financial transactions.
- Telecommunications Relay Service for persons who are deaf, are hard of hearing, or have speech disabilities – We accept relay calls or come into our branches we will communicate by exchanging notes.
- Voice Guidance ATMs – Customers can use standard headphones for audible access to financial services through our voice guidance ATMs and each ATM meets The Americans with Disabilities Act (ADA) maximum height and reach requirements.

Physical Accessibility At Our Branches:

- Accessible parking spaces
- Accessible restrooms and Braille signage (*where available*)
- Ramps in locations with steps
- Facilitate the use of mobility devices and service animals in our branch locations

Lone Star National Bank strives to comply with laws and regulations regarding ADA. We want to ensure that our customer's banking experience is positive and meets the needs of customers that need assistance. If you have any suggestions on how we can improve our customer's banking experience please contact us. We are always seeking ways to improve our services.

Our Locations:

We regularly monitor our braches for compliance with the ADA, state and local accessibility laws and have a formal process for investigating and promptly responding to any accessibility concerns of our customers or potential customers.

Contact Us:

We are always looking for ways to improve and enhance our site, services and accessibility. Please send us your comments, questions or suggestions. You can contact us in the following ways:

Toll-Free:

1-800-580-0322

Email:

customerservice@lonestarnationalbank.com

Mail:

ATTN:
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