Report Creator: , May 21, 2020

Evaluation Commissioner:

Summary of the evaluation findings

Demand letter items have been addressed and remedied. See items below:

- 1. Home Page and all other pages where it appears a— "First Security Mortgage" Name/Logo Box Missing Alternative Text When indicator (mouse) accesses area where company name/logo box is located, user is unable to identify the company name/logo. The screen reader is unable to describe what is depicted in the company's name/logo box, as such, the user must be able to identify the company name/logo and the link attached in order to utilize the screen reader.
- 2. Home Page and all other pages where it appears Social Media Icons When indicator (mouse) accesses area where the social media icons are located, it's not able to identify the link attached to each social media icon. Therefore, user does not know what these icons represents; or where this link would lead to if it was clicked on accidentally.
- 3. Home Page and all other pages where it appears Missing Alternative text error At the bottom part, image for "Equal Housing Lender" logo does not have its corresponding link text. Therefore, the user does not know what these images represent.
- 4. Contact Us page Linked Image Missing Alternative Text error The MAP is missing its alternative text. User only hears "Frame Clickable", the user is unable to acknowledge that there is a map attached, therefore, the user does not know where this link would lead to if it was clicked on accidentally.

Additional Steps taken include:

- 1. ALT Text for all images, icons and text content.
- 2. All form fields labeled per ARIA recommendations.
- 3. Application of stationary movement of First Security Mortgage Section on Home page.
- 4. Text resize coding implementation to meet ADA standards.
- 5. Form submission implementation of alternatives and input error suggestions to meet ADA standards.
- Keyboard website navigation ability implemented with specific functions to ensure no trapping on forms or pages per ADA standards.
- 7. Implement descriptive page titles.
- 8. Ensure that any content generated by scripts is accessible.
- 9. Implement all form fields with a label, title and a rating including description where an action needs to be taken where applicable.
- 10. Ensure all content is intuitive and has appropriate structure and formatting across platforms.
- 11. Implemented ability for user to highlight links and buttons to ensure there is no reliance on only one color to convey information.
- 12. Limited images of text.
- 13. Ensure links have a description where applicable.
- 14. All headings are labeled and accessible via page element.
- 15. Defined the English language throughout.
- 16. Defined consistent font throughout.

Scope of the evaluation

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Website name			
Scope of the website	All website content of the site		
WCAG Version	WCAG 2.0		
Conformance target	Level AA		
Additional evaluation requirements	The evaluation and outcome will cover all web pages and web content as described in the attached list of tasks completed.		
Accessibility support baseline	Testing any software that retrieves and presents web content for users including, web browsers, media players, plug-ins, and other programs that help in retrieving, rendering, and interacting with web content. Search engine guidelines for Google Search, Yahoo Search and Bing Search, including Robot.txt and best practices.		
Relied upon technologies	 HTML5 HTML 4.01 CSS WAI-ARIA Flash PDF 		

Overview of audit results

Results of Level AA

Principle	Level A	Level AA
1. Perceivable	9/9	4/5
2. Operable	8/9	3/3
3. Understandable	5/5	5/5
4. Robust	2/2	0/0
Total	24 / 25	12 / 13

Detailed audit results

Principle 1 Perceivable

1.1 Text Alternatives

1.1.1 Non-text Content: (Level A)

Results for the entire sample:

Outcome: Passed Findings: Image ALT Txt and Field labels created and An ARIA role, state, or property is present.

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1.2 Time-based Media

1.2.1 Audio-only and Video-only (Prerecorded): (Level A)

Results for the entire sample:

Outcome: Not present Findings: No functions exist needing this modification.

1.2.2 Captions (Prerecorded): (Level A)

Results for the entire sample:

Outcome: Not present Findings: No functions exist needing this modification.

1.2.3 Audio Description or Media Alternative (Prerecorded): (Level A)

Results for the entire sample:

Outcome: Not present Findings: No functions exist needing this modification.

1.2.5 Audio Description (Prerecorded): (Level AA)

Results for the entire sample:

Outcome: Not present Findings: No functions exist needing this modification.

1.3 Adaptable

1.3.1 Info and Relationships: (Level A)

Results for the entire sample:

Outcome: Passed Findings: All images, text an form fields have labels, an ARIA role, state, or property is present and no

functionality requiring voice labels is necessary.

1.3.2 Meaningful Sequence: (Level A)

Results for the entire sample:

Outcome: Passed Findings: Content drives down the page in an expected manor. Information is consistent for what the companies

product claim is.

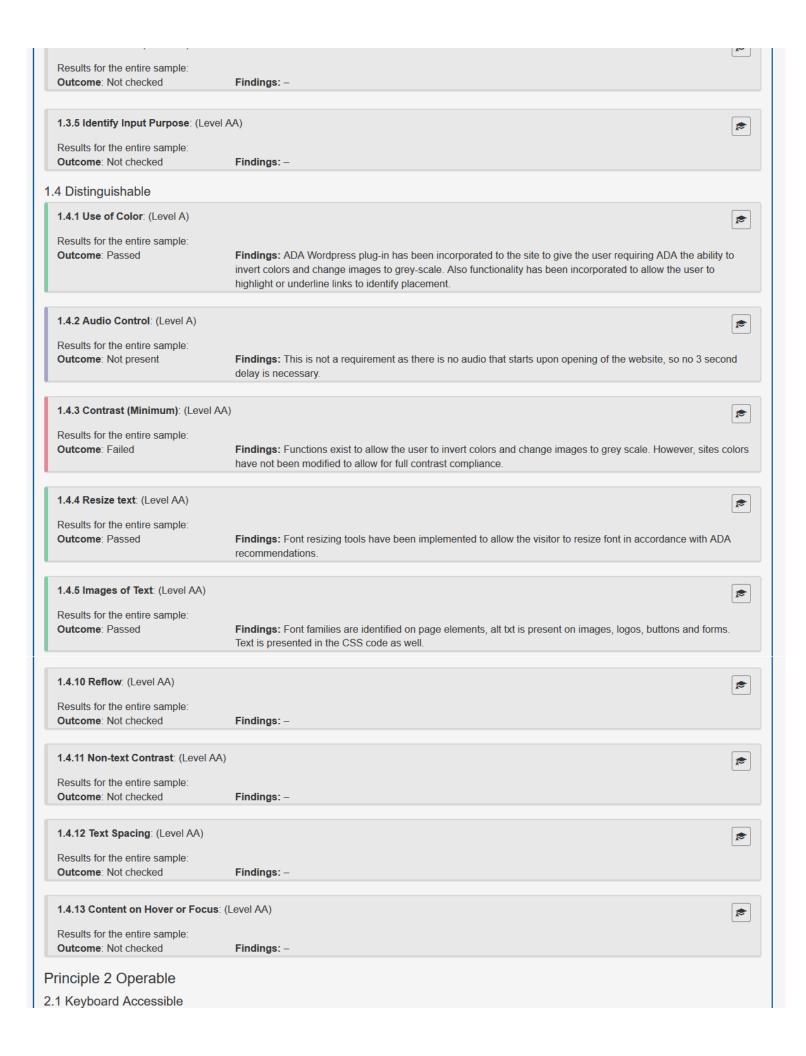
1.3.3 Sensory Characteristics: (Level A)

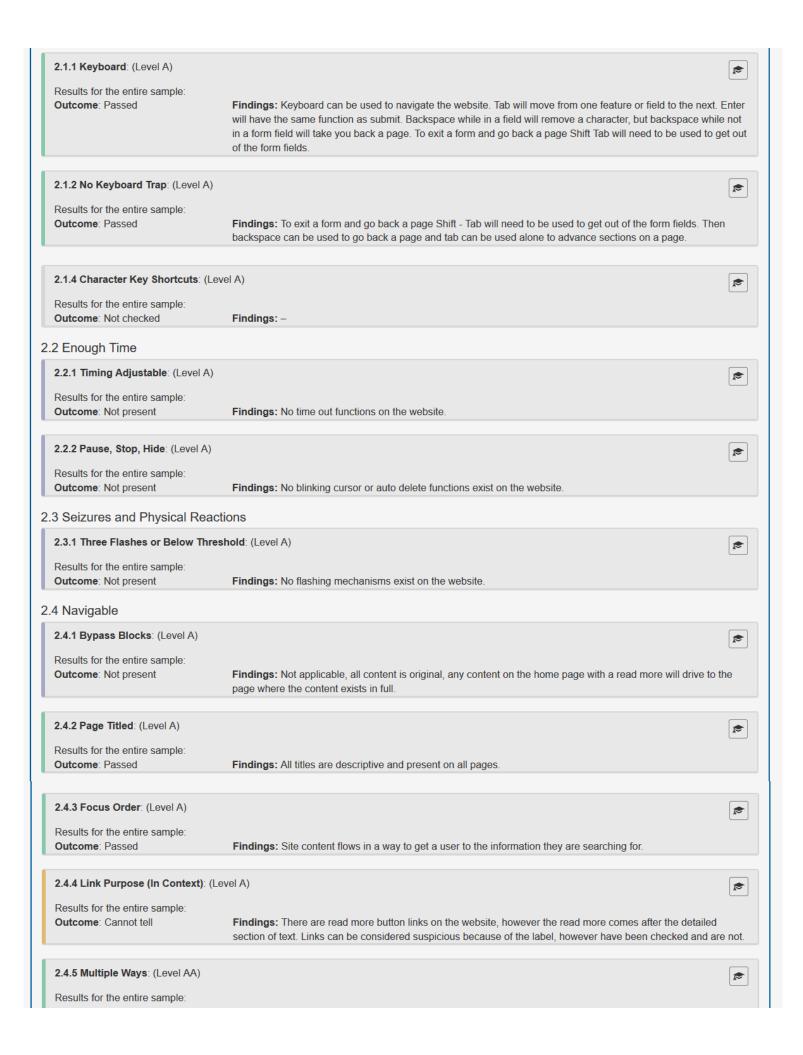
Results for the entire sample:

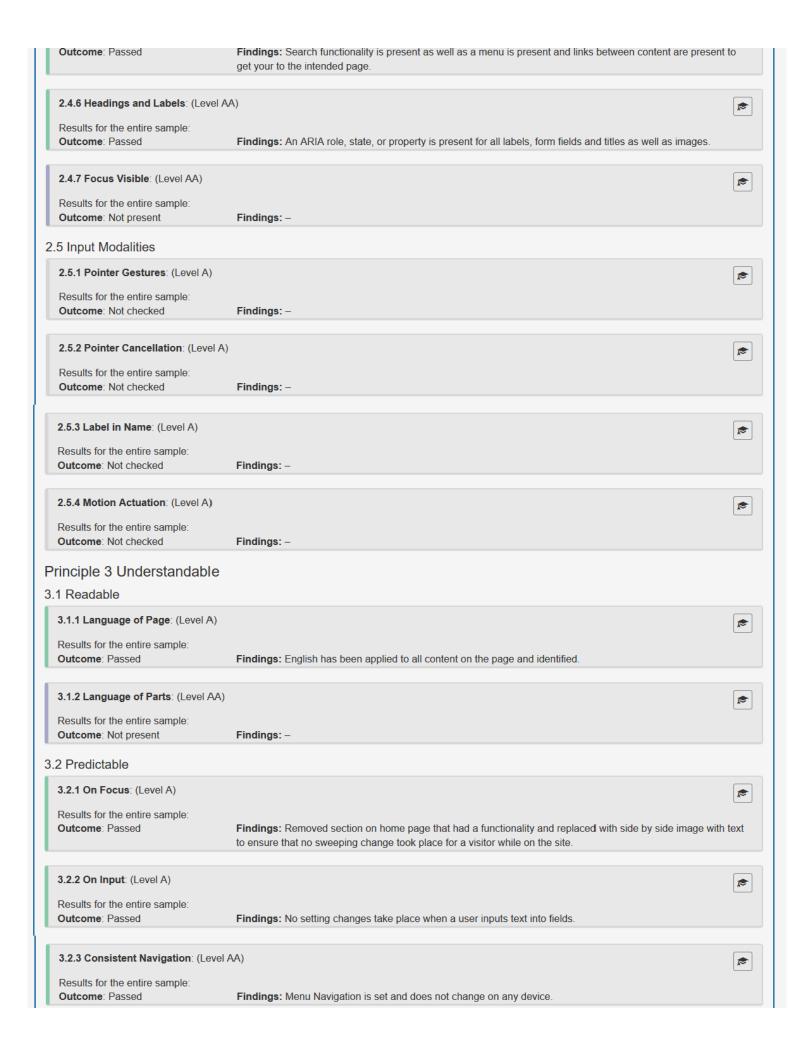
Outcome: Passed Findings: ALT Text and labels are on all buttons, links and form fields to ensure that functions can be read by ADA

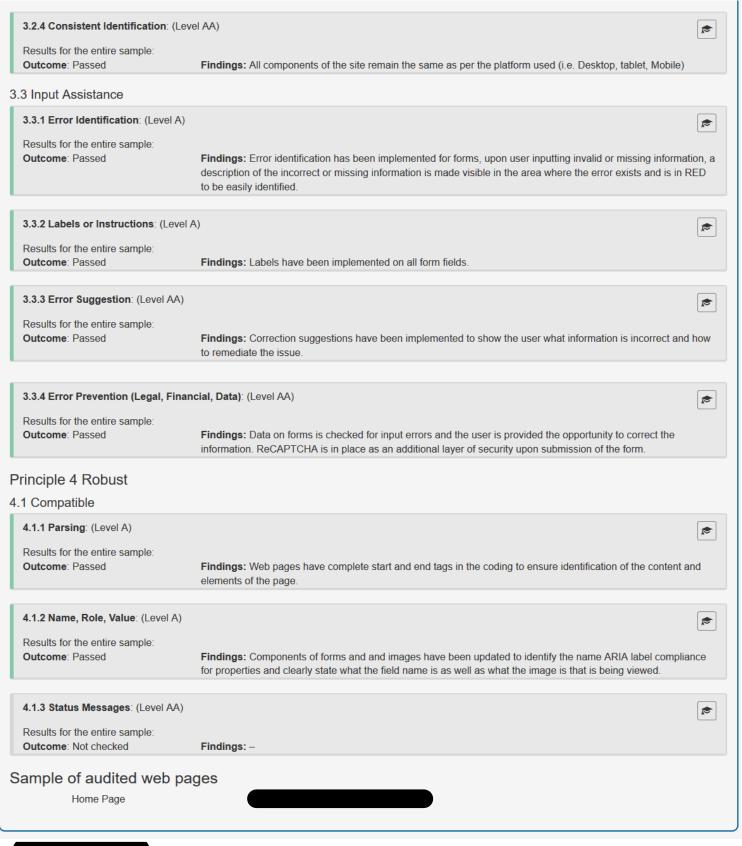
accessible software.

1.3.4 Orientation: (Level AA)









completed tasks related to website compliance as discussed and agreed upon. The solutions offered by a compliance were NOT intended to be legal advice. All steps were taken to cover what was discussed in the proposal however, eLocal Solutions is will not be liable for lawsuits arising out of other ADA complaints, loss of income or any other circumstances.