

Language Assistance Plan Policy

Effective Date: March 5, 2024

Citizens National Bank is committed to providing financial services to as many individuals and businesses as possible in the markets we serve. In the spirit of that commitment, we want to do everything we can to make it as easy as possible for potential and existing customers to communicate with us and access the services they need.

1. Purpose and Scope:

This Language Assistance Plan (LAP) Policy is established to ensure that Citizens National Bank provides meaningful access to its products and services for individuals with limited proficiency in the English language, in accordance with federal and state laws.

2. Applicability:

This LAP applies to all products, services, and activities offered by Citizens National Bank, and to all individuals accessing or seeking services from our financial institution.

3. Methods of Assisting Limited English Proficiency Individuals:

To assist individuals with Limited English Proficiency (LEP), Citizens National Bank has a Translate link on our website for their benefit. <https://www.yourcnb.com/accessibility/> In addition, a bilingual CNB employee or Google Translate will be used to further assist based on customer needs. All Bank owned iPads and iPhones will include the Google Translate App. Citizens National Bank employees will be trained to offer language assistance services utilizing this App.

4. Notification and Outreach:

Our Bank will display Spanish notices in our bank lobbies which invite persons to let us know if they need assistance with our banking products and services. Information about language assistance will also be included on our website.

5. Training and Education:

Staff members will receive training in regard to the importance of language access, and the proper use of the language assistance tool, Google Translate, through an Employee Guide.

6. Legal Compliance:

This Language Assistance Plan is designed to comply with all applicable federal, state, and local laws governing language access and anti-discrimination, including but not limited to Executive Order 13166 of Title VI of the Civil Rights Act which calls for the improvement of access to services for persons with limited English proficiency.