

**PlanetHomeLending.com**

# Accessibility Statement

Updated: January 2024

## GENERAL

In compliance with Title III of the Americans with Disabilities Act, Planet ensures that information communicated to consumers, including through Planet's website, is accessible to individuals with disabilities. Planet continually tests, monitors and improves the user experience on our website, applying relevant and recommended accessibility standards.

## CONFORMANCE STATUS

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for individuals with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Planet's public-facing website is conformant with WCAG 2.1 level AA.

## FEEDBACK

We welcome your feedback on the accessibility of the **planethomelending.com** website. Please let us know if you encounter accessibility concerns.

**Please use the information below to provide feedback.**

- **Phone:** 866.882.8187
- **E-mail:** [accessibility@planethomelending.com](mailto:accessibility@planethomelending.com)
- **Postal address:** PO BOX 1001, Meriden CT 06450
- **Web form:** <https://info.planethomelending.com/accessibility-statement-website/>

**To process your feedback, the following information is requested:**

1. Your name and/or the name of the individual who encountered the accessibility concern.
2. The email address and phone number of the individual who encountered the accessibility concern.
3. The date and time that the accessibility concern was encountered.
4. The web page(s) or web address(es) where the accessibility concern was encountered.
5. The browser (name and version) that was used when the accessibility concern was encountered.
6. The operating system on the device that was used when the accessibility concern was encountered.
7. Please provide a detailed description of the accessibility concern .
8. If applicable, kindly share the assistive technology/technologies that was/were in use when the accessibility concern was encountered.

## **TECHNICAL SPECIFICATIONS**

Accessibility of Planet's website relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- Javascript

These technologies are relied upon for conformance with the accessibility standards used.

## **LIMITATIONS & ALTERNATIVES**

Despite our best efforts to ensure accessibility, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

### **Known limitations:**

1. Our website may contain 3<sup>rd</sup>-party content, such as maps, videos or data embedded via iframes or API integration, please let us know immediately if an issue is encountered.
2. Archived documents might not work with current assistive technologies because they use outdated technologies that do not support accessibility. Please contact [accessibility@planethomelending.com](mailto:accessibility@planethomelending.com) for support or use the information provided in the above 'Feedback' section of this page.
3. **You may encounter issues if** you are using an older computer web browser (e.g., older than the latest 3 versions of any web browser) and/or older mobile operating system (e.g., older than 4 years)..

## **ASSESSMENT APPROACH**

In an ongoing effort to continually improve and remediate accessibility issues, we also regularly scan, test and remediate **planethomelending.com** to identify and fix possible accessibility barriers on our site. In that effort, we may employ any number of tools, techniques, and practices for that endeavor, which *may* include (but may not be limited to):

- The use of automated, non-human technologies and solutions to scan the website (such as Pope.tech, Axe DevTools, Userway etc.)
- The use of human testing using assistive technologies (such as NVDA, JAWS, etc.)

## **DISCLAIMER**

Planet continues its efforts to constantly improve the accessibility of its **planethomelending.com** site and services allow seamless, accessible and unhindered use for individuals with disabilities. Despite our best efforts to make all pages and content on **planethomelending.com** fully accessible, some content may not have yet been fully adapted to the strictest accessibility standards. This may be a result of not having found or identified the most appropriate technological solution, or the issue residing outside of our direct control.