

**Karen McCall**

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## **Karen McCall Experience with Banking Institutions and Accessibility**

The following is a summary of experience that Karen McCall has had working with banks and financial institutions on the accessibility of their content.

- 1999 Scotiabank (formerly the Bank of Nova Scotia) in Toronto Ontario. Provided training on adaptive technology for senior manager of an administrative position at head offices.
- 2002 RBC (formerly Royal Bank of Canada) in Toronto Canada. Participated in a focus group of those of us with disabilities on accessible ATM's.
- 2004 CIBC (formerly the Canadian Imperial Bank of Commerce), Toronto Ontario. Consulted and provided expertise in Flash based accessible online training for staff.
- 2005 TD Bank (formerly the Toronto Dominion Bank). Provided JAWS screen reader training for employee in the downtown Ottawa Ontario branch. Consulted with IT department on developing JawsScripts to work with custom banking software.
- 2007 US Bank in Minneapolis MN. Sub-contracted to provide a web audit on customer financial information website to be Section 508 compliant and provided on-site training for staff on accessible PDF documents.
- 2007 J P Morgan. Sub-contracted to provide Section 508 compliance web audit for customer web pages including access to financial and account information.
- 2008 CityBank US. Sub-contracted to provide web audit for Section 508 compliance for customer account part of the website.
- 2008 Bank of Montreal (BMO) in Toronto Canada. Remediated customer service brochures and documentation to be accessible (PDF from InDesign).

- 2009 Mastercard US. Sub-contracted to Provide consulting and expertise in setting up a system where a PDF template would be merged with live data for employees and customers to get dynamic accessible PDF content on account and pension information.
- 2009 Bank of Montreal (BMO) in Toronto Canada. Remediated customer service brochures and documentation to be accessible (PDF from InDesign).
- 2010 Bank of Montreal (BMO) in Toronto Canada. Remediated customer service brochures and documentation to be accessible (PDF from InDesign).