

Law Office of Lainey Feingold

DISABILITY RIGHTS LEGAL ADVOCACY

TCF Bank Talking ATM Press Release

This press release was issued as a result of the TCF Bank Settlement Agreement which addressed ATMs and the bank's alternative formats. The agreement was negotiated using Structured Negotiations on behalf of the Illinois Council of the Blind, an affiliate of the American Council of the Blind, and a blind TCF customer. The settlement was negotiated by Lainey and co-counsel Amy Peterson of the Chicago-based disability rights organization Equip For Equality.

Simplified Summary of this Document

TCF BANK TO INSTALL TALKING ATMs AND ENHANCE OTHER SERVICES FOR CUSTOMERS WITH VISUAL IMPAIRMENTS

Bank Announces Collaboration with the Illinois Council of the Blind and Equip for Equality

Wayzata, MN, (December 3, 2008)– TCF Bank (TCF), a subsidiary of TCF Financial Corporation (NYSE: TCB), the Illinois Council of the Blind, an affiliate of the American Council of the Blind, and Equip for Equality announced today that TCF has launched a major initiative intended to provide easier access to its banking services for individuals with visual impairments. The program will include the installation of Talking ATMs and greater accessibility to printed materials.

The bank will begin installing Talking ATMs in less than nine months. Hundreds of TCF banking locations will have the devices by the end of next year. Talking ATMs, which deliver audio information privately through any standard personal headset, make it possible for persons who are blind or who otherwise have difficulty reading an ATM screen to use the ATM independently.

In addition to Talking ATMs, TCF will enhance its current programs for communicating with customers with visual impairments. The bank will provide monthly bank statements for consumer accounts in Braille and large print, and will adopt a policy for ensuring effective communication of other banking documents.

TCF announced today's initiatives as part of a collaboration with the Illinois Council of the Blind (ICB) and Equip for Equality, an Illinois disability advocacy organization.

We congratulate TCF Bank for its commitment to improving accessibility for people who are blind and visually impaired. We know that customers throughout TCF's service area will appreciate and benefit from today's announcement. — *Camille Caffarelli, Project Liaison for ICB*

Amy F. Peterson, senior attorney at Equip for Equality said, “We commend TCF Bank for embracing the use of accessible technology to positively impact the daily lives of people with disabilities”.

At TCF, our goal is to build trusting relationships with our customers and communities offering a suite of convenient products and services. As a Leader in Convenience Banking, we believe providing services such as Talking ATMs is an important step toward meeting the needs of customers with visual impairments.
— *Jason Korstange, TCF Bank Director of Corporate Communications*

About TCF Bank

TCF Financial Corporation is a Wayzata, Minnesota-based national financial holding company with \$16.5 billion in total assets. The company has 445 banking offices in Minnesota, Illinois, Michigan, Colorado, Wisconsin, Indiana and Arizona, providing retail and commercial banking services. TCF also conducts leasing and equipment finance business in all 50 states. For more information on TCF Bank, visit www.tcfbank.com.

About the Illinois Council of the Blind

The Illinois Council of the Blind (“ICB”) is the Illinois affiliate of the national organization, the American Council of the Blind (ACB). The ICB provides advocacy services on behalf of blind and visually-impaired persons in Illinois, and is dedicated to promoting the well-being of blind and visually-impaired persons, and providing information to the general public about the accomplishments, needs and contributions of blind and visually-impaired persons. More information about ICB can be found at www.icbonline.org .

About Equip for Equality

Equip for Equality is a private, not-for-profit entity designated in 1985 by the Governor to administer the federally mandated Protection and Advocacy system for safeguarding the rights of people with physical and mental disabilities in Illinois. EFE is dedicated to expanding opportunities for people with disabilities to live full and independent lives by providing self-advocacy assistance, legal services, disability rights education, public policy advocacy and abuse investigations.

Media Contacts

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