

# FIRST FINANCIAL BANKSHARES

First Financial Bankshares, Inc. and its affiliates (collectively and severally, the “Company”) strive to provide services in a way that respects the dignity and independence of persons with disabilities. We have established policies and procedures to foster the provision of services to all our customers in a manner consistent with this core value. The Company is committed to promoting the accessibility of its facilities to persons with disabilities, including accessibility to our websites.

To the extent reasonably practicable, the Company’s websites will adhere to Level AA of the most current version of the World Wide Web Consortium’s Web Content Accessibility Guidelines (WCAG), a set of guidelines adopted by a private group designed to maximize accessibility of web content.

This policy applies to all web content produced or updated by the Company. The Company also ensures third-party content providers are aware of our web accessibility policy. The Company favors providers based on their accessibility conformance claims.

On occasion, our websites may link to, or interface with, third-party websites that we do not control. These third-party vendors may not have undertaken the efforts that the Company has to comply with WCAG standards. Each of our websites inform users when they are about to leave our websites and prompts confirmation as to whether the user wishes to be redirected to a third party-controlled website.

As the law and accessibility standards continue to change, we will strive to deliver the most up-to-date content online, please understand that our efforts to improve online accessibility are ongoing. If you encounter an accessibility issue, please email [marketing@ffin.com](mailto:marketing@ffin.com) or call 855-660-5862. Be sure to specify the web page and we will make all reasonable efforts to make that page accessible.