

Accessibility Statement

Effective Date: August 26, 2026

Mortgage Vault Corp., doing business as My Mortgage Vault ("Mortgage Vault," "we," "us," and "our")

mymortgagevault.com · 2810 N. Church St., Unit 558336, Wilmington, DE 19802

Mortgage Vault Corp. is committed to making mymortgagevault.com and our apps usable by everyone, including people who use screen readers, keyboard-only navigation, screen magnification, or other assistive technology.

1. Our Standard

We aim to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. We treat accessibility as part of our design and engineering review process, not as an afterthought.

2. What We Do

- semantic HTML with proper heading structure and landmark regions;
- keyboard access to every interactive control, with visible focus indicators;
- text contrast of at least 4.5:1 for body text in both light and dark themes;
- accessible names and labels on buttons, links, form fields, and icons;
- content that remains readable and functional at 200% zoom;
- respect for reduced-motion preferences; and
- alternative text for meaningful images and non-color cues for status information.

3. Known Limitations

Some third-party components we embed — including Plaid Link and Stripe Checkout — are controlled by those providers, and their accessibility depends on them. Complex data tables, charts, and generated PDF reports may present information that is harder to consume with a screen reader; a text or CSV alternative is available for every export.

4. Ongoing Testing

We test with keyboard-only navigation, automated accessibility checks in our build process, and screen readers (VoiceOver and NVDA) on major browsers. Accessibility issues found in testing or reported by users are triaged like any other product defect.

5. Feedback and Assistance

If you encounter an accessibility barrier, or need information in an alternative format, email support@mymortgagevault.com or call 1-866-201-3079 (Monday through Friday, 9:00 a.m. to 6:00 p.m. Pacific Time). Please include:

- the page or screen where you encountered the barrier,
- what you were trying to do, and
- the assistive technology you use.

We respond within one (1) business day and will work with you on an accommodation while we fix the underlying issue.

6. Formal Complaints

If you are not satisfied with our response, you may submit a formal complaint by writing to:

Mortgage Vault Corp.
Attn: Accessibility
2810 N. Church St., Unit 558336
Wilmington, DE 19802
Email: legal@mymortgagevault.com

7. Changes to This Statement

We may update this Accessibility Statement from time to time as our practices evolve. Material changes will be posted here with a new Effective Date.