

# Brookline Bancorp, Inc.

## **For Immediate Release**

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## **Brookline Bancorp Joins Aira Access Network To Provide Equal Experiences To All**

*Demonstration video available for media*

BOSTON, MA, September 19, 2019 - Brookline Bancorp and Aira are proud to announce a joint effort to enhance accessibility in both the physical and digital worlds at all customer locations within the Brookline Bancorp network, including the 51 combined offices of Brookline Bank, First Ipswich Bank, and the Bank Rhode Island.

Since 1871, Brookline Bancorp has built a legacy of consistent financial strength, trust, outstanding banking services, and strong customer relationships. In the spirit of furthering this legacy, Brookline Bancorp has joined the Aira Access Network to provide free service to blind and low-vision employees and customers at any Brookline Bancorp location, as well as for navigating its website and conducting online and mobile banking.

*A demonstration video is available at: <https://youtu.be/ton58S15Fik>*

“We are excited to have Brookline Bancorp be the first financial organization in the Northeast to provide free Aira Access for its website, digital services, and physical locations,” said Suman Kanuganti, Founder and President of Aira. “Brookline Bancorp’s banks have strong reputations in their regions for building and enhancing customer relationships, and this partnership marks yet another step forward in improving experiences for the blind and low-vision community.”

“While the Aira technology is designed to help blind and low-vision populations, this initiative is also about our ongoing efforts to make banking easier for all our customers and to be a leader in customer service,” said Paul Perrault, President and CEO of Brookline Bancorp. “We chose Aira to expand accessibility not only at our physical bank locations, but also for our digital offerings.”

Customers can use the Aira app on their smartphone to connect with trained professionals who deliver information about a user’s surroundings, and who work with them to complete any number of tasks – such as using an ATM touchscreen, entering and moving around a bank branch or navigating within the Bank’s online banking and mobile banking systems. Aira’s agents are all highly-vetted, trained professionals who have signed strict non-disclosure clauses to ensure that a users’ privacy is protected, with additional safeguards built into the app such as “Privacy Mode.”

Additionally, customers will benefit from the fact that many of the banks’ locations are near MBTA public transportation locations, which also feature free Aira services thanks to AccessAI,

a recently-announced collaborative pilot between Aira and the MBTA. This means that not only is Aira free to use in Brookline Bancorp offices, on its website, and with its online banking services, but also free to use on public transport, making the trip to a bank location much more convenient for those who are blind or have low vision. You can read more about this pilot at [www.accessAI.today](http://www.accessAI.today).

“We’re excited to see the Aira Access Network expand through this partnership, moving us closer to a world where inaccessibility is a thing of the past,” added Suman Kanuganti.

Free access to Aira is now available at every Brookline Bank, Bank Rhode Island, and First Ipswich Bank location and for use with their online and mobile banking solutions and websites. The Aira app can be downloaded at [www.aira.io/app](http://www.aira.io/app), available on iOS and Android. To access the banks’ free offer, customer should search the “Apply free access offer” section of the app, or request help from an Aira Agent.

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### **About Brookline Bancorp, Inc.**

Brookline Bancorp, Inc., a bank holding company with approximately \$7.6 billion in assets and branch locations in eastern Massachusetts and Rhode Island, is headquartered in Boston, Massachusetts and operates as the holding company for Brookline Bank, Bank Rhode Island, and First Ipswich Bank. The Company provides commercial and retail banking services and cash management and investment services to customers throughout Central New England. More information about Brookline Bancorp, Inc. and its banks can be found at the following websites: [www.brooklinebank.com](http://www.brooklinebank.com), [www.bankri.com](http://www.bankri.com), and [www.firstipswich.com](http://www.firstipswich.com).

### **About Aira**

Aira is a service that connects people who are blind or have low vision to highly trained, remotely-located agents. At the touch of a button, Aira delivers instant access to visual information, enhancing everyday efficiency, engagement, and independence. To learn more, visit [www.aira.io](http://www.aira.io) or call 1-800-835-1934.