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BankRI Becomes First Rhode Island Bank to Offer Free Technology Service that Assists Blind and Low-Vision Customers

Available at all BankRI branches, bank joins Aira Access Network to provide equal experiences to all

PROVIDENCE, R.I. – Bank Rhode Island (BankRI) has joined its parent company Brookline Bancorp in teaming up with Aira to introduce a new technology that enhances accessibility to banking in both the physical and digital space for blind and low-vision customers. In joining the Aira Access Network, BankRI becomes the first bank in Rhode Island to offer the free service, which is available at all 20 of its branches.

“While the Aira technology is designed to aid the visually-impaired, the initiative reflects our commitment to being a leader in customer service and making banking easier for all,” said Mark J. Meiklejohn, President and CEO, BankRI. “Aira not only expands accessibility at our physical bank locations, but is also a tremendous resource for navigating our website and conducting online and mobile banking.”

Using the Aira app on their smartphone, which utilizes the phone’s camera, customers can connect with trained professionals who deliver information about a user’s surroundings. Aira agents then work with each customer to complete any number of tasks, such as using an ATM, entering and moving throughout a bank branch, or navigating BankRI’s online and mobile banking systems. Aira agents are highly-vetted, trained professionals who have signed strict non-disclosure clauses to ensure users’ privacy is protected, with additional safeguards built into the app such as “Privacy Mode.”

“We are excited to have Brookline Bancorp and its subsidiaries be the first financial organizations 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 for building and enhancing customer relationships, and this partnership marks yet another step forward in improving experiences for the blind and low-vision community.”

Free access to Aira is available at all BankRI branch locations. The Aira app is available on iOS and Android, and can be downloaded at www.aira.io/app.

About Bank Rhode Island

Bank Rhode Island, a wholly owned subsidiary of Brookline Bancorp, Inc. (NASDAQ:BRKL), is a full-service, FDIC-insured financial institution headquartered in Providence, Rhode Island. The bank operates 20 branches and more than 40 ATMs throughout Providence, Kent, Newport and Washington Counties. For more information, visit www.bankri.com. You can also find BankRI on Facebook at www.Facebook.com/BankRhodeIsland.

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.

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