

# **ACCESSIBLE CUSTOMER SERVICE POLICY**

## **Providing goods, services or facilities to people with disabilities**

Chase Merchant Services is committed to complying with both the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities as described below:

- Dignity – provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people
- Independence – a person with a disability is allowed to do things on their own without unnecessary help or interference from others
- Integration – provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities
- Equal opportunity – provide service to a person with a disability in such a way that they have an equal opportunity to access goods, services or facilities as what is given to others

## **Use of Assistive Devices**

Chase Merchant Services will allow people with disabilities to use their personal assistive devices when accessing its goods, services or facilities and will continue to identify the availability, if any, of other helpful measures Chase Merchant Services offers for people with disabilities to access its goods, services or facilities.

## **Communication**

Chase Merchant Services will communicate with people with disabilities in ways that take into account their disability.

We will make written information and other forms of communication accessible, upon request. We will consult with the individual requesting such services to determine a suitable format or support.

## **Service Animals**

We welcome people with disabilities and their service animals. Chase Merchant Services will allow guide dogs / other service animals to enter parts of its premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on parts of our premises that are open to the public.

In certain cases, Chase Merchant Services might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Chase Merchant Services will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Chase Merchant Services will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Training**

Chase Merchant Services will ensure training is provided on the obligations under Ontario's accessibility laws and aspects of the Ontario Human Rights Code (OHRC) that relate to persons with disabilities:

- To all employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides goods, services or facilities to customers on our behalf

The Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- Accessible Customer Service Policy of Chase Merchant Services
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use assistive devices or equipment when made available at the premises of Chase Merchant Services
- What to do if a person with a disability is having difficulty in accessing goods, services or facilities of Chase Merchant Services

We will provide training to new hires as part of their orientation to Chase Merchant Services and on an on-going basis when there are material changes to our Accessibility Policy or Training material.

### **Feedback Process**

Chase Merchant Services welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Chase Merchant Services provides goods, services or facilities to people with disabilities can do so by writing to [AODA-Representative@chase.com](mailto:AODA-Representative@chase.com)

We will acknowledge receipt of feedback within five to seven business days. The acknowledgement will outline the status of the feedback and our plan to address it. We will endeavour to address feedback promptly; however, some feedback may require more effort to address, and must be reviewed for action, possibly involving multiple areas within the business.

Chase Merchant Services will make sure its feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### **Notice of Availability of Documents**

Chase Merchant Services will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

### **Additional Information**

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Accessibility reports filed are available for review.