

**EDGE MUTUAL INSURANCE**  
**Accessibility Standard for Customer Service**

**CUSTOMER SERVICE PLAN**

**Implementation Date: January 1, 2015**

Edge Mutual Insurance is committed to excellence in serving all customers including people with disabilities.

**Assistive Devices:**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

**Communication:**

We will communicate with people with disabilities in ways that take into account their disability.

**Service Animals:**

We welcome people with disabilities and their service animals.

**Support Persons:**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

We will notify customers of this through a notice posted on our premises at our front desk.

**Notice of Temporary Disruption:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Edge Mutual Insurance will notify clients 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.

The notice will be placed at our front reception desk as applicable.

**Training for Staff:**

Edge Mutual Insurance will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Management
- Claims

- Underwriting
- Administration

This training will be provided to staff during orientation, typically within 30 days of being hired with Edge Mutual Insurance.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, and the requirements of the customer service standard
- Edge Mutual Insurance plan related to the customer service standard
- 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 support person
- What to do if a person with a disability is having difficulty in accessing Edge Mutual Insurance goods and services.

Staff will also be trained when changes are made to this plan.

### **Hiring:**

Edge Mutual Insurance welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

### **Feedback Process:**

Customers who wish to provide feedback on the way Edge Mutual Insurance provides services to people with disabilities can provide feedback verbally or in written format. All feedback will be directed to the President.

Customers can expect to hear back within 30 days.

Complaints will be addressed according to our business' regular complaint management procedures.

### **Modifications to this or Other Policies:**

Any policy of Edge Mutual Insurance that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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