



## **Customer Service Policy Statement Providing Goods and Services to People with Disabilities**

### **1. Our Mission:**

The mission of The CG&B Group Inc. is to comply with the Accessibility Standards for Customer Service.

### **2. Our commitment:**

In fulfilling our mission, The CG&B Group Inc. strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### **3. Communication:**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email and mailings if telephone communication is not suitable to their communication needs or is not available.

We will also ensure that staff knows how to use the following assistive devices available on our premises for customers – email, Teletypewriter.

#### **4. Documents:**

We are committed to providing accessible documents to all our customers.

Documents will be provided in the following formats upon request, hard copy, large print, e-mail. We will answer any questions customers may have about the content of the documents in person, by telephone or by e-mail.

#### **5. Use of Service animals and support persons:**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the CG&B premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

#### **6. Disruption Of Services:**

In the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, The CG&B Group Inc. will advise customers by posting written notices on the front doors of our office, throughout the building and on the CG&B website.

This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

## 7. Training

The CG&B Group Inc. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- Account Executives
- Managers
- Account Managers
- Financial Advisors
- Account Representatives
- Investment Advisors
- Receptionists
- Vice Presidents
- Sales Representatives
- Independent Adjustors
- Third Parties who provide goods and services on CG&B's behalf

The training will be provided as soon as possible after staff commences their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarian with Disabilities Act, 2005 and the requirements of 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 a support person
- How to use the Teletypewriter device that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing The CG&B Group Inc.'s goods and services
- The CG&B Group Inc.'s policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way Goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **8. Feedback process**

The ultimate goal of The CG&B Group Inc. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way The CG&B Group Inc. provides goods and services to people with disabilities can be made by e-mail, verbally in person, by telephone or in writing. All feedback will be directed to the appropriate management team. Customers can expect to hear back in 5 business days.

## **9. Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to the policy before considering the impact on people with disabilities. Any policy of The CG&B Group Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to any one of our management staff at The CG&B Group Inc.