

Multi-Year Accessibility Plan and Accessibility Policy for Customer Service

General Motors Financial of Canada, Ltd. and its subsidiary GM Financial Canada Leasing Ltd., operating as GM Financial and Cadillac Financial, (collectively, “GMFCL” “we”, “us” and “our”) are committed to excellence in servicing all customers, including people with disabilities. Below is our Multi-Year Accessibility Plan and Accessibility Policy for Customer Service.

Multi-Year Accessibility Plan

This multi-year accessibility plan (the “Accessibility Plan”) outlines how GMFCL plans to meet and maintain its accessibility commitments in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the requirements under the *Integrated Accessibility Standards Regulation* (“IASR”).

Our Mission

GMFCL is committed to excellence in serving all customers, including people with disabilities.

Our Commitment

In fulfilling our mission, GMFCL 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.

GMFCL is committed to reviewing and improving its accessibility policies on an ongoing basis. We are also committed to ongoing training of employees to ensure that accessibility is taken into account in the provision of services and employment.

GMFCL is committed to meeting the accessibility standards as they are phased in.

Plan Objectives

The Accessibility Plan outlines GMFCL’s strategy to prevent and remove barriers to meet its requirements under AODA and IASR. GMFCL continuously reviews and assesses our compliance with AODA and IASR to ensure that any barriers to accessibility are identified and removed.

Customer Service

GMFCL will continue to review its Accessibility Policy for Customer Service to ensure it is up to date and in compliance with the Customer Service Standards and that it reflects our organization and practices. Policies will be reviewed to take into consideration any impact to accessibility with people with disabilities.

We will continue to include and create accessible format options to ensure various options are available upon request.

We will continue to establish best practices for employees to ensure that accessibility is taken into consideration when providing customer service.

Training

GMFCL will continue to train its employees on an ongoing basis to highlight our responsibilities under AODA and to ensure that accessibility is taken into consideration in the provision of customer service.

Feedback

Feedback regarding the way GMFCL provides goods and services to people with disabilities can be provided in person, by telephone, in writing or electronically, or in another format that better meets the person's communication needs.

AODA Coordinator

General Motors Financial of Canada, Ltd.

2001 Sheppard Avenue East

Suite 600

Toronto, ON M2J 4Z8

Email: privacy.ca@gmfinancial.com

Phone: 1-877-346-5469

Information and Communications

At GMFCL, accessibility continues to be considered in future planning and purchasing of new equipment and technology. GMFCL audits its facilities on an ongoing basis to ensure public areas are accessible to people with disabilities and provides Accessibility Kits in all public areas.

Accessible Emergency Procedures

Any emergency procedures that are made available to the public will be provided in an accessible format, upon request.

GMFCL will provide its employees with emergency procedures in an accessible format and work with an employee to develop an individualized workplace emergency response plan, upon request. The information will be provided as soon as practicable and shared with the person providing assistance to the employee, with the employee's consent.

Web Content

GMFCL's Canadian websites are accessible in accordance with WCAG 2.0 Level AA requirements.

Employment Standards

GMFCL will continue to develop employment policies and procedures to ensure people with disabilities are able to fully participate in all aspects of employment. GMFCL continues to:

- Audit for and remove identified barriers
- Review and create procedures to address accommodations, in both the recruitment process and in the workplace
- Provide employees and managers with training and tools regarding accessibility

Accessibility Compliance Report

A copy of GMFCL's most recent filed report is available by clicking on the following link:
[Accessibility Compliance Report](#)

Accessibility Policy for Customer Service Providing Goods and Services To People With Disabilities

1. Our mission

GMFCL is committed to excellence in serving all customers including people with disabilities.

2. Our commitment

In fulfilling our mission, GMFCL 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 all customers.

3. Providing goods and services to people with disabilities

GMFCL is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

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

GMFCL will train its employees on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

GMFCL will train employees 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 or in writing if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

GMFCL is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an assistive device on our premises, we will first try to remove the barrier. If we are not able to remove the barrier we will ask the person how we can accommodate and what alternative methods of service would be more accessible to our customer. We will make reasonable efforts to provide an alternative means of assistance to our customer.

3.4 Billing

GMFCL is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in an alternate format upon request.

GMFCL will answer any questions customers may have about the content of the invoice in person, by telephone or email.

4. Use of service animals and support persons

GMFCL welcomes people with disabilities and their service animals, wherever possible. Service animals are allowed access to our premises that are open to the public. If a service animal must be excluded by law, we will explain to our customer why and explore alternative ways to meet the customer's needs.

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 GMFCL's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

In some cases, we will require our customer's consent to disclose personal information to a support person in accordance with our privacy policies or may require a support person to meet our confidentiality requirements.

We may require a person with a disability to be accompanied by a support person where it is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises. Prior to doing so, we will a) consult with the customer to understand their needs; b) consider the identified health and safety reasons and, c) determine if there is another way to protect the health and safety of the person or others on the premises.

5. Notice of temporary disruption

GMFCL will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at the entrance and service counters on our premises.

6. Training for employees

GMFCL will provide training to employees or other third parties, who provide goods, services and facilities on behalf of us and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided as soon as practicable after employees commence their duties.

Training will include the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the *Integrated Accessibility Standards*.
- 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.
- What to do if a person with a disability is having difficulty in accessing our goods and services.
- Our policies, practices and procedures relating to the standards.

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

7. Feedback process

Feedback regarding the way GMFCL provides goods and services to people with disabilities can be provided in the following ways:

In person at: General Motors Financial of Canada, Ltd.
2001 Sheppard Avenue East, Suite 600, Toronto, ON, M2J 4Z8

By telephone at: 1-877-346-5469

In writing to: AODA Co-ordinator
General Motors Financial of Canada, Ltd.
2001 Sheppard Avenue East, Suite 600, Toronto, ON, M2J 4Z8

Electronically to: AODA Co-ordinator at privacy.ca@gmfinancial.com

A Customer Feedback Form will be made available upon request.

Customers can expect to hear back in 14 business days. Complaints will be addressed according to complaint categories already established in our complaint management procedures.

We will ensure that the feedback process is accessible to persons with disabilities and will provide or arrange for accessible formats and communication supports upon request.

8. Modifications to this or other policies

GMFCL is 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 this policy before considering the impact on people with disabilities.

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

9. Documents/Alternate Format

GMFCL will provide required documents, or the information contained in the required documents, with respect to this policy in an alternate format upon request. To request this document or any required document under this policy in an alternate format, please contact us as noted above.