



## GM Financial Multi-Year Accessibility Plan

### Accessibility Policy for Customer Service

## GM Financial Multi-Year Accessibility Plan

This multi-year accessibility plan (the “Accessibility Plan”) outlines how GM Financial 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

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

### Our Commitment

In fulfilling our mission, GM Financial 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.

GM Financial 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.

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

### Plan Objectives

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

### Customer Service

GM Financial 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 GM Financial’s organization and practices. Policies will be reviewed to take into consideration any impact to accessibility with people with disabilities.

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

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

## **Training**

GM Financial 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 GM Financial 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  
GM Financial  
2001 Sheppard Avenue East  
Suite 600  
Toronto, ON M2J 4Z8  
[Email: privacy@gmfinancial.com](mailto:privacy@gmfinancial.com)  
Phone: 1-877-346-5469

## **Information and Communications**

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

**Accessible Emergency Procedures:** Any emergency procedures that are made available to the public will be provided in an accessible format, upon request. GM Financial 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.

**Web Content:** GM Financial's Canadian website is accessible in accordance with WCAG 2.0 Level A. GM Financial will continue to strive to ensure that its website and web content are accessible in accordance with WCAG 2.0 Level AA requirements by 2021.

## **Employment Standards**

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



GM FINANCIAL

## **Accessibility Policy for Customer Service**

### **Providing Goods and Services To People With Disabilities**

#### **1. Our mission**

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

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

In fulfilling our mission, GM Financial 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**

GM Financial 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**

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

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

##### **3.2 Telephone services**

We 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**

We are 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**

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

We 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**

We welcome 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 GM Financial'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.

GM Financial 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, GM Financial 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**

GM Financial 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 GM Financial entrance and service counters on our premises.

## **6. Training for employees**

GM Financial will provide training to employees or other third parties, who provide goods, services and facilities on behalf of GM Financial 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 GM Financial's goods and services.
- GM Financial's 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 GM Financial provides goods and services to people with disabilities can be provided in the following ways:

In person at: GM Financial  
2001 Sheppard Avenue East, Suite 600, Toronto, ON, M2J 4Z8

By telephone at: 1-877-346-5469

In writing to: AODA Co-ordinator GM Financial  
2001 Sheppard Avenue East, Suite 600, Toronto, ON, M2J 4Z8

Electronically to: AODA Co-ordinator at [privacy.ca@gmfinancial.com](mailto: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 GM Financial's complaint management procedures.

GM Financial 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**

GM Financial 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 GM Financial that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **9. Documents/Alternate Format**

GM Financial 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 GM Financial as noted above.