

AFM Customer Service Policy Statement

Providing Products and Services to People with Disabilities

1. Our Mission

Our team of insurance professionals provide peace of mind while building strong relationships with our members.

2. Our Commitment

In fulfilling our mission, AFM strives at all times to provide our products 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 products and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing Products and Service to People with Disabilities

AFM 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:

a. Communication

We will communicate with people with disabilities in a way that takes 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.

b. Telephone Services

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 if telephone communication is not suitable to their communication needs or is not available.

c. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our products and services. We will ensure our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our products and services.

d. Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or email.

4. 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 and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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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 AFM's 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.

5. Notice of Temporary Disruption

AFM will provide policyholders and clients with notice in the event of a planned or unexpected disruption of 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 all public entrances on our premises.

6. Training for Staff

AFM will provide training to all employees on customer service policies, practices and procedures.

Training will include the following:

- The purpose of the Accessibility for Ontarians 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 and assistive device or require the assistance of a service animal or a support person
- How to use the elevator and other assistive devices that may help with the provision of products and services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing AFM's products and services
- AFM's policies, practices and procedures relating to the customer service standard

This training will be provided to all staff as part of their orientation and health and safety training. All staff will be trained on policies, practices and procedures that affect the way products 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.

7. Feedback Process

AFM's ultimate goal 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 AFM provides products and services to people with disabilities can be made by verbal suggestions to any staff member of AFM or via the AFM website located at www.ayrmutual.com. You may also print the form from the website and return to the office.

All feedback will be directed to the Manager of Human Resources. Policyholders and clients can expect a response to their inquiry within a two week period.

8. 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 this policy before considering

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

9. Question about this Policy

This policy exists to achieve service excellence to policyholders and clients 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 your Department Manager or the Manager of Human Resource Services.

Applicable Forms:

- Customer Feedback Form
- Feedback Process Notice
- Record of Customer Feedback
- Service Disruption Notices – Washroom and Elevator

Applicable Legislation

Accessibility for Ontarians with Disabilities Act (AODA) and Customer Service Regulation 429/07