

## **Commitment to Customer Service Statement Providing Goods and Services to People with Disabilities – AODA**

### **Our Commitment**

Curo Claims Services strives at all times to provide our services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### **Providing Goods and Services to People with Disabilities**

We are committed to excellence in serving customers including people with disabilities and we will carry out our functions and responsibilities in the following areas.

#### Communication

We will communicate with people with disabilities in a manner that takes into account their disability. We will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### Telephone Services

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

#### Assistive Devices

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

#### Use of Service Animals or 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. We will also ensure that employees are 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 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.

#### Notice of Temporary Disruption

We will provide customers with notice in the event of a planned or unexpected disruption in services at our premises. 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 public entrances of our premises.

#### Training for Employees

We will provide training for all employees who deal with the public, and those who are involved in the development of customer service policies, practices and procedures, on how to interact and communicate with people with various types of disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

#### Feedback Process

Our ultimate goal is to meet customer expectations while serving customers with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated and can be communicated by telephone at 1-866-952-2876 or by e-mailing [inquiries@curocanada.com](mailto:inquiries@curocanada.com).