

Accessible Customer Service Policy

1. INTRODUCTION

Cambridge Mercantile Corp., trading as Cambridge Global Payments (“Cambridge”), is committed to providing a barrier-free environment for our clients, employees and other stakeholders: whether they enter our premises, receive services from us or access our information. Cambridge strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. As an organization, we are committed to treating all people in a way that allows them to maintain their dignity and independence. Cambridge believes in integration and equal opportunity, is committed to meeting the needs of people with disabilities in a timely manner, and is committed to meeting the accessibility requirements under the AODA.

2. PURPOSE

This Policy addresses the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005. Our business is committed to fulfilling our requirements under the Ontario statute: www.canlii.org/en/on/laws/stat/so-2005-c-11/latest/so-2005-c-11.html (“AODA”).

3. SCOPE

This Policy applies to all Cambridge personnel who deal with members of the public or other third parties on behalf of Cambridge, whether the person does so as an employee, agent, volunteer or otherwise (referred to herein as “employees”).

4. PROVIDING SERVICES TO PEOPLE WITH DISABILITIES

Cambridge is committed to excellence in serving all clients, including persons with disabilities. In particular:

- a) **Communication**
Cambridge will communicate with persons with disabilities in ways that take into account their disability. Cambridge will train employees who communicate with clients on how to interact and communicate with persons with various types of disabilities.
- b) **Telephone Services**
Cambridge is committed to providing fully accessible telephone service to its clients. Cambridge will train employees to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

Cambridge will offer to communicate with clients by email, fax or such other manner as may be reasonably requested if telephone communication is not suitable to their communication needs or is not available.
- c) **Assistive Devices**
Cambridge is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its services. Cambridge will ensure that employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

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d) Confirmations

Cambridge is committed to providing accessible deal confirmations to all of our clients. For this reason, confirmations will be provided in the following formats upon request: hard copy, large print or email.

Cambridge will answer any questions clients may have about the content of the deal confirmations, by telephone or by email.

5. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

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

Cambridge is committed to welcoming persons 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 Cambridge'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. Permission will be obtained from the person with the disability prior to a discussion of a confidential nature taking place with the support person present.

6. NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities, Cambridge will notify its clients. The notice will contain information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

When disruptions occur, Cambridge will provide notice by posting notices at conspicuous places, including at the main entrance of our premises and/or on Cambridge's website, verbally notifying clients if they have an appointment or by any other method that may be reasonable in the circumstances.

7. TRAINING FOR EMPLOYEES

Cambridge employees who deal regularly with the public or other third parties on behalf of Cambridge receive training in how to communicate with and provide assistance to persons with various disabilities. This training is also provided to those who are involved in the development and approval of Cambridge's client service policies, practices and procedures.

Training covers the following topics:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the accessibility standards for customer service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person; and
- Information regarding Cambridge's policies, practices and procedures relating to the accessibility standard for customer service;
- How to offer assistance if a person with a disability is having difficulty in access Cambridge's services.

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Training is included in new hire orientation. Revised training will be provided in the event of any changes to legislation or to Cambridge's policies, practices and procedures relating to clients with disabilities.

8. CLIENT FEEDBACK

Cambridge's ultimate goal is to meet and surpass client expectations while serving persons with disabilities. Comments on how well those expectations are being met are welcome and appreciated. Moreover, Cambridge's process for receiving and responding to feedback is, upon request, accessible to persons with disabilities. That accessibility includes accessible document formats, as well as communication supports. Clients can expect to hear back from Cambridge within 10 business days of when they deliver any request or feedback to Cambridge.

Feedback regarding the way Cambridge provides goods, services, and/or facilities to persons with disabilities can be made in person (at the mailing address that follows), by telephoning Cambridge's Human Resources department at 1-(800) 374-8077 or by writing to Cambridge using mail, fax or email as follows:

Attention: Human Resources Department, Cambridge Global Payments
212 King Street West, Suite 400 Toronto, Ontario, Canada M5H 1K5

Fax: (800) 982-4778
E-mail: humanresources@cambridgefx.com

9. MODIFICATIONS TO THIS POLICY

Cambridge is committed to developing client 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 persons with disabilities.

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

10. QUESTIONS ABOUT THIS POLICY

This Policy exists to achieve service excellence to clients with disabilities. If anyone has a question about this Policy, or if the purpose of a policy is not understood, an explanation will be provided by Cambridge's Human Resources Department.

To receive a copy of this Policy in a format that is most accessible for you, please contact us by any of the means outlined in the Client Feedback section above.

11. SENIOR MANAGEMENT APPROVAL

This Policy was originally implemented on August 16, 2012. This is the current version of the Policy as of March 26, 2018.

All of the foregoing Statements are official Cambridge Policy adopted by the respective Boards of Directors of the companies comprising the Cambridge Global Payments.

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