



## **Accessible Customer Service Plan**

**Acumen Insurance Group is committed to excellence in serving all customers including people with disabilities.**

### **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

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

### **Service animals**

Acumen Insurance Group welcomes people with disabilities and their service animals. Service animals are allowed in the parts of our office that are open to the public.

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons. Due to the privacy act we will require permission to discuss insured's information in the presence of the support person(s).

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Acumen Insurance Group will notify customers promptly upon arrival to the office (example: washroom facilities not accessible, etc).

### **Employment**

Acumen Insurance Group will provide employment accommodation for employees with disabilities and to applicants during the recruitment process as we encourage all employees to reach their full potential.

### **Training**

Acumen Insurance Group will provide accessible customer service training to employees, volunteers and others who deal with the public or third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Individuals in the following positions will be trained: All Staff members who interact with the public. Staff will be trained on Accessible Customer Service within 30 days after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard.
- Acumen Insurance Group's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities who use an assistive device or require the assistance of a service animal or a support person.
- Staff will also be trained when changes are made to our accessible customer service plan.

## **Feedback process**

Customers who wish to provide feedback on the way Acumen Insurance Group provides goods and services to people with disabilities can provide feedback in the following way(s):

- By telephone at (905)574-7000 (speak to management)
- In writing to: **Attention: Accessibility Feedback, Acumen Insurance Group**, 835 Paramount Drive, Unit #301, Stoney Creek, Ontario L8J 0B4
- Or by email to: [info@acumeninsurance.com](mailto:info@acumeninsurance.com) to the attention of management

All feedback and complaints will be reviewed and handled by management. Customers can expect to hear back within 2 days.

## **Notice of availability**

Acumen Insurance Group will notify the public that our documents related to accessible customer service, are available upon request by contacting our office directly by phone, in writing, or via email above.

## **Modifications to this or other policies**

Any policy, practice or procedure of Acumen Insurance Group that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.