

Fundata Canada Inc. Customer Service & Accessibility Policy

AODA Customer Service Policy

General

Fundata Canada Inc. is committed to excellence and equality in serving our customers. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

Fundata Canada Inc. put the following policies into practice as required by the *Accessibility for Ontarians with Disabilities Act, 2005*. Our accessible customer service policies are consistent with the following principles: independence, dignity, integration, and equality of opportunity for people with disabilities:

Inclusive Communication

Fundata Canada Inc. will consider a person's disability when communicating with them. We will work with the person with a disability to determine what method of communication works for them.

Telephone Services

We will offer to communicate with customers by other methods, e.g. email, if telephone communication is not suitable or not available.

Assistive Devices

Fundata Canada Inc. is committed to serving people with disabilities who use assistive devices to obtain our services.

Service Animals and Support Persons

We welcome persons with disabilities who are accompanied by a service animal. Service animals are allowed on the parts of our premises that are open to the public. In the event a service animal must be excluded by law, Fundata Canada Inc. will ensure that other measures are made available to enable the individual to access our services.

We welcome persons with disabilities who are accompanied by a 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. No fee will be charged for support persons.

Billing

Fundata Canada Inc. is committed to providing accessible invoices to all customers. For this reason, invoices can be provided in various formats, upon request: hard copy, large print, or e-mail.

We are happy to answer any questions that a customer may have about invoice content in person, by e-mail, or telephone.

Notice of Temporary Disruption

Fundata Canada Inc. will notify customers in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. The clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notice will be provided by posting the information at a

conspicuous place at our facilities, on our web site or by another reasonable method based upon the circumstances.

The notice will be located at all public entrances and service counters.

Feedback Process

Fundata Canada Inc. welcomes feedback on the accessibility of our goods and services. Members of the public can provide feedback to Fundata Canada Inc. by: (1) e-mailing Fundata Canada Inc. at hr@fundata.com, (2) calling Fundata Canada Inc. at 416-445-5534 (3) providing in-person feedback to any of Fundata Canada Inc.'s staff, or (4) by completing a feed-back form that will be available at Fundata Canada Inc.'s offices.

Customer Service Training

Fundata Canada Inc. will provide accessible customer service training to:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides services or facilities to customers on our behalf

Training will be provided on an on-going basis to employees as they are assigned applicable duties. Training will also be provided when there are changes to Fundata Canada Inc.'s practices, policies, or procedures.

Training will include:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard;
- Fundata Canada Inc.'s plan related to 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 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 our goods and services;

Fundata Canada Inc. will keep records regarding the training provided, including the dates on which training was provided and the individuals who completed the training.