



# **AIG Insurance Company of Canada Accessible Customer Service Program Overview**

## **Introduction**

AIG Insurance Company of Canada (“AIG Canada” or the “Company”) is committed to providing persons with disabilities every reasonable effort to be treated with respect for their dignity and independence. This includes providing a diverse, inclusive and barrier-free environment, resulting in an accessible organization for employees, customers, and qualified applicants.

This AIG Canada Accessible Customer Service Program Overview provides a high-level overview of the policies and processes that AIG Canada has instituted to achieve accessibility and meet its obligations under applicable legislation, including the Ontario *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”).

Upon request, AIG Canada will provide or arrange for the provision of this document in accessible formats and/or with communication supports for persons with disabilities. The Company will consult with the individual making the request in determining the suitability of an accessible format or communication support.

## **Service Principles**

The Company requires that all service procedures are consistent with the principles of dignity, independence, integration and equal opportunity of persons with disabilities.

## **Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing services provided by the Company. In cases where the assistive device presents a safety or system security concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of services.



## **Communication**

The Company will communicate with people with disabilities in ways that take into account their disability. The Company's customers have several options available for them to give feedback. Feedback may be provided:

- in person at our office locations
- telephone/TTY (using a relay service)
- in writing
- by email; or
- by any other communication technology as reasonably required

If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it and the Company will endeavor to accommodate this request.

## **Use of Guide Dog, Service Dog, or other Service Animal**

A customer with a disability that is accompanied by guide dog, service dog or other service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. If a service animal is excluded by law from the premises, the Company will ensure that other measures are available to enable a person with a disability to access the Company's products, services or facilities.

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, the Company will make all reasonable efforts to meet the needs of all individuals.

## **Support Person**

If a customer with a disability is accompanied by a support person, the Company will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.



## Notice of Disruption of Services

Service disruptions to customers may occur due to reasons that may or may not be within the control or knowledge of the Company. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the Company's services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted by the Company, the following information may be included unless it is not readily available or known:

- services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

When disruptions occur, the Company will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Company's website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

## Customer Feedback

AIG Canada views accessibility as an ongoing effort and is continually evaluating its policies, procedures, and processes, to ensure an inclusive experience for all users, regardless of ability.

Customers who wish to provide feedback on the way the Company provides its insurance products and services to people with disabilities may contact the Ombudsman. If complaints are received, these will be addressed according to the procedure outlined in the Company's [Complaint Resolution Policy](#). Please



refer to the [Accessibility and Customer Satisfaction](#) page on AIG Canada's web site for more information regarding the feedback process.

## **Accessible Formats and Communication Supports**

Upon request, the Company will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, including as part of the feedback process established above. Such accessible formats and/or communication supports will be provided in a timely manner that takes into account the customer's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons (if any). The Company will consult with the individual making the request in determining the suitability of an accessible format or communication support.

## **Training**

AIG Canada provides training to employees as soon as practicable upon joining the Company. Subsequent training is provided on an ongoing basis as deemed necessary and in the event of material changes to legislation, Company procedures and/or practices.

Among other considerations, training includes a review of Company policy, the purposes of AODA, the requirements of the *Integrated Accessibility Standards* regulation under AODA, and instruction about the following matters:

- interacting and communicating with persons with various types of disability;
- interacting with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- using equipment or devices available on the Company's premises or otherwise provided by the Company that may help with the provision of goods, services or facilities to a person with a disability; and
- what to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.



Training is also provided to other persons providing services on behalf of the Company, as appropriate to their duties and as required by legislation.