



OMBUDSMAN

for Banking Services | des Services Bancaires
and Investments | et d'Investissement

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

The Ombudsman for Banking Services and Investments (OBSI) 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 individuals with disabilities while accessing OBSI's dispute resolution services.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises 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.

Since our services are free, support persons will not be charged a fee.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, OBSI will make this information available immediately. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on our website, our phones lines and at our head office.

Training for staff

OBSI will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to all new staff at the time of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- OBSI's accessible customer service plan.
- 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
- How to use the TTY device
- What to do if a person with a disability is having difficulty in accessing OBSI's services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way OBSI provides services to people with disabilities can call, write, email or use our online form. All feedback will be directed to the Client Services Manager. Customers will hear back within one business day. We can be reached at:

OBSI
401 Bay St
Toronto ON M5H 2Y4

Toll-free phone: 1-888-451-4519
Fax: 1-888-422-2865
TTY: 1-855-TTY-OBSI
Email: ombudsman@obsi.ca
Online: www.obsi.ca

Modifications to this or other policies

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