



Accessibility for Ontarians with Disabilities Act, 2005

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

EXECUTIVE SUMMARY: This policy exists to fulfill the AODA policy requirements of providers of goods and services in Ontario.

**Accessible Customer Service
Plan Providing Goods and
Services to People with
Disabilities (WUBS)****Policy ID:**
Effective Date: 01-Jan-2012
Revision Date: 01-Nov-2017
Last Reviewed Date:
Policy Owner: VP, WUBS Canada
Approving Authority: GCO**1. PURPOSE:**

This policy defines the requirements and sets forth the Western Union Policy of the Accessible Customer Service Plan Providing Goods and Services to People with Disabilities as required by the Accessibility for Ontarians with Disabilities Act.

2. POLICY SCOPE:

This Policy applies to all employees and Western Union service providers that work in or provide services on behalf of Western Union Business Solutions in Ontario, Canada.

3. POLICY STATEMENT:

Custom House ULC (“WUBS”) is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with any assistive devices we have on site or that we provide 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

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. Fees will not be charged for support persons.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, WUBS will notify customers on its website, electronically, verbally or in writing, as applicable. WUBS will provide notice of any planned or unexpected disruption to services or facilities for customers with disabilities, including information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

WUBS will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf or who participate in developing our policies.

This training will be provided to employees no later than 60 days after hiring. Call center employees and customer service representatives will be trained upon being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- WUBS'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.
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing WUBS's goods and services.

Additional training will be provided when changes are made to WUBS's accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way WUBS provides goods and services to people with disabilities (including this feedback process) can email aodafeedbackwubs@westernunion.com, or call 1-877-577-9746.

All feedback, including complaints, will be reviewed internally and addressed as appropriate in the circumstances. WUBS will make reasonable efforts to respond to customers within seven (7) business days from the date in which the feedback was received, if appropriate in the circumstances. Customers may request information or documentation in accessible formats or with communication supports as part of the feedback process.

Modifications to this or other policies

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

Notice of availability

WUBS will notify the public that our policies are available upon request by posting the policies on our website. Accessible formats of this document are available free upon request.

4. EXCEPTIONS TO POLICY

None.