

## **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 phone 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 Manger. Customers will hear back within one business day.

We can be reached at:

OBSI

20 Queen Street West,  
Suite 2400, P.O. Box 8,  
Toronto ON M5H 3R3

Toll-free phone: 1-888-451-4519

Fax: 1-888-422-2865

TTY: 1-855-TTY-OBSI

Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

Online: [www.obsi.ca](http://www.obsi.ca)