



## **Accessible Customer Service Commitment and Plan**

At Home Trust Company we believe in creating an environment that is accessible for all of our existing and future clients, including those with disabilities. We recognize that people with disabilities may have different needs and we work hard to provide the same level of customer service to all of our clients by providing barrier-free facilities and services in our branches, offices and online.

### **Accessible customer service**

Home Trust Company offers accessibility for visually and hearing-impaired clients, the elderly, and persons with restricted mobility through:

- Acceptance of Local Telephone Relay Service;
- Deposit Advisors who will meet with clients at their home, in their office or other agreed upon locations
- Online banking through Oaken.com

### **Service animals**

Service animals assisting our clients are always welcome in our offices and branches. Support persons A client with a disability can be accompanied by a support person, which may include conducting banking business or attending a meeting.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, Home Trust Company will provide notice of the disruption. The notice will be in a conspicuous location and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

### **Training of staff**

Home Trust Company trains our employees on:

- Communicating with clients with various types of disabilities
- Interacting with clients with disabilities who use an assistive device or require the assistance of a service animal or a support person; and
- Communicating and/or providing support to clients in a manner that is respectful of their disability

### **Feedback process**

Your comments are important to us. To provide feedback on how we can provide better service or products to you; please visit the Accessibility page of our website at [www.hometrusted.ca](http://www.hometrusted.ca).

### **Multi Year Plan**

At Home Trust Company, our multi-year plan outlines our strategy to prevent and remove barriers. In doing so, we are committed to providing a website that is accessible to the widest possible audience, which will include conforming to the standards of the Web Content Accessibility Guidelines ("WCAG") 2.0 AA Standard by 2021.

**This plan was reviewed in June 2019 and is scheduled to be reviewed again in August 2024.**