

## **CUSTOMER SERVICE, COMMUNICATION AND INFORMATION**

### **Communication**

Manulife will communicate with persons with disabilities in ways that take into account their accessibility needs.

This means staff will communicate in a way that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting goods, services and facilities.

### **Accessible Formats and Communication Supports**

Upon request, we will provide, or arrange for the provision of, accessible formats or communication supports for persons with disabilities in a timely manner, taking into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.

We will consult with the customer to determine the suitability of the accessible format or communication support. Where it is not practicable to provide the requested alternate format or communication support, the person with disability will be informed in a timely manner.

Please contact us at [accessibility@manulife.ca](mailto:accessibility@manulife.ca) or **1-855-891-8671** to request an alternate format or communications supports.

### **Assistive Devices**

Manulife is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

Manulife will ensure that staff are familiar with and can advise customers regarding the assistive devices that are available to help them access our goods and services.

### **Use of Service Animals and Support Persons**

Persons with disabilities may bring their service animal on the parts of our premises that are open to the public.

Any person with a disability who is accompanied by a support person will be allowed to have that support person accompany them on company premises.

When support persons are required (e.g., sign language interpreters, real-time captioners, attendants) for company meetings, consultations, or events, Manulife will, upon request, pay support persons directly for their time and reasonable travel expenses, in accordance with company travel and hospitality guidelines.

On rare occasions where Manulife determines that, in compliance with other applicable laws, a support person or a service animal is unable to enter an area of the premises, we will suggest appropriate alternatives and provide assistance.

## **Self-Service Kiosks**

Manulife will continue to consider accessibility needs when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities.

## **Notice of Temporary Disruptions**

Manulife will notify customers in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. The notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services that are available.

The notice will be placed at all public entrances and reception counters on our premises. Depending on the nature of the disruption, notice will also be provided on outgoing telephone recordings and/or on Company websites.

## **Training**

Manulife will provide training to all employees, volunteers, individuals who are involved in the development of customer service/employee policies, practices and procedures and all individuals providing goods, services or facilities on the Company's behalf. Training will be provided to new employees at the time of hire.

The training will include:

- Definition of disability.
- Manulife commitment, policy, practices and procedures relating to the provision of goods or services to persons with disabilities.
- A review of the purposes of accessibility laws, accessible customer service standards.
- Information and communication standards and other applicable standards as may be developed under accessibility laws.
- The human rights codes as it relate to people with disabilities.
- Tips on how to interact and communicate with persons with various types of disabilities.
- How to interact and communicate with persons 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 Manulife's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities.
- What to do if a person with a disability is having difficulty in accessing Manulife's goods and services.
- Employment standards to support employees with disabilities

Training will be provided to:

- All its employees and volunteers;
- All persons who participate in developing Manulife's policies; and

- All other persons who provide goods, services, or facilities on behalf of Manulife.

The training will be appropriate and geared towards the duties of the employees, volunteers and other persons. Training will also be provided when changes are made to Manulife's accessibility policies. Manulife will keep a record of the training it provides.

## **FEEDBACK**

To continue to improve our customer service, we welcome your comments about the provision of our goods and services to people with disabilities. We will continue to ensure that our process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. Please contact [accessibility@manulife.ca](mailto:accessibility@manulife.ca) or **1-855-891-8671**.

Privacy will be respected and feedback will be reviewed and addressed in accordance with the company's [Complaint Handling](#) protocols.

Customers can expect an acknowledgement within two business days and, in most cases, a response within fifteen business days of the receipt of the complaint.

The Manufacturers Life Insurance Company

January 2022