

Accerta Accessible Customer Service Policy

1. Policy Statement

AccertaClaim Servcorp Inc. (“Accerta” or the “Company”) delivers industry-leading healthcare plan management to governments and private businesses in Ontario and other Canadian markets. In accordance with the goals of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”), Accerta is committed to excellence in providing services to all Accerta members and members of the public, including those with disabilities. Further, we endeavour to ensure that our Accessible Customer Service Policy and related practices and procedures are consistent with the core principles of dignity, equality of opportunity, integration and independence.

The goal of the AODA is to create a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. The Customer Service Standard has been established under the AODA to ensure goods and services are, where at all possible, equally accessible to every Ontarian.

2. Scope

This policy applies to all of the Company’s operations in Ontario and to all persons who deal with members of the public or other third parties on behalf of the Company, or who are responsible for developing the Company’s policies, including employees, agents, volunteers and contractors of the Company.

3. Definitions

For the purposes of this policy:

Assistive Device:

Means any device that is designed, made or adapted to assist a person to perform a particular task, including physical or technical aids, such as communication devices, canes, crutches, hearing aids and wheelchairs.

Barrier:

Means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability:

Means:

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

(b) a condition of mental impairment or a developmental disability;

(c) a learning disability, or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language;

(d) a mental disorder; or

(e) an injury or disability for which benefits were claimed or received under the insurance plans established under the *Workplace Safety and Insurance Act, 1997*.

Support Person:

Means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Accessible Formats:

May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports:

May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Workers:

Includes all persons who deal with members of the public or other third parties on behalf of the Company, or who are responsible for developing the Company's policies, including employees, agents, volunteers and contractors of the Company.