

Accessible Customer Service Plan

Trans Union of Canada, Inc., its business units and affiliates ("TransUnion") is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting requirements under accessibility legislation.

TransUnion shall maintain a program in which an individual with a disability can make reasonable requests for and obtain services through the TransUnion website, Call Centre or office locations, including but not limited to:

Policies, practices and procedures on the provision of goods or services to people with disabilities:

- **Assistive devices**
TransUnion will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- **Communication**
TransUnion will communicate with individuals with disabilities in ways that take into account their disability.

Service animals and support persons

- **Service animals**
TransUnion will welcome individuals with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.
- **Support persons**
An individual with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruptions

- **Notice of temporary disruption**
In the event of a planned or unexpected disruption to services or facilities for individuals with disabilities, TransUnion will notify individuals promptly. 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.

Disruption of facility notice will be placed at **3115 Harvester Road, Suite 201, Burlington, Ontario L7N 3N8.**

Reporting

TransUnion is required to submit a report to the Ministry detailing how we are doing in regards to the AODA by December 31, 2014.

- Every 3 years after

Training

Training for Associates

TransUnion will provide training to its associates and affiliates who deal with the public or other third parties on their behalf. TransUnion will also provide training to associates who participate in developing our policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

New associates will receive training with the Human Resource Department's new hire package.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- TransUnion's Accessibility Standard - Customer Service Policy.
- How to interact and communicate with individuals with various types of disabilities
- How to interact with individuals with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use any equipment or devices (e.g. TTY) available on-site or otherwise that may help with providing goods or services to individuals with disabilities
- What to do if an individual with a disability is having difficulty in accessing TransUnion's goods and services

Associates will also be trained when changes are made to our Accessibility Standard - Customer Service Policy.

Feedback Process

Individuals who wish to provide feedback on the way TransUnion provides goods and services to people with disabilities can do so verbally, via email, or in writing.

All feedback will be directed to the Compliance Department who will log the complaint and vet the issue to the appropriate area for resolution and/or process or procedure updates.

Individuals can expect to hear back within 30 days.