



ACCESSIBILITY POLICY

Money Mart is committed to excellence in serving all customers. We will strive to ensure that our services are accessible to customers with disabilities. The following policies are intended to prevent and eliminate barriers experienced by people with a disability.

- We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.
- We will communicate with people with disabilities in ways that take into account their disability. This may include, but is not limited to:
 - Offering information in writing for a person with a hearing disability
 - Reading information to a person with a learning disability
 - Asking a customer how you can best communicate with them if you are unsure
- 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.
- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (E.G. wheelchair access), Money Mart will notify customers 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.
- Money Mart will provide training to employees who deal with the public (CSRs, Store Managers, District Managers, Customer Service Operators). This training will be provided within the first 45 days of employment.
- Customers who wish to provide feedback on the way Money Mart provides services to people with disabilities can contact the Customer Service Centre:
 - Phone: 1-800-361-1407
 - Email: disabilitycompliance@moneymart.ca
 - Fax: 1-866-519-1309
 - Mail: Attn. Compliance Department – 401 Garbally Rd, Victoria BC, V8T 5M3
- All accessibility feedback will be directed to the Disability Compliance team (disabilitycompliance@moneymart.ca).
- Complaints will be addressed according to Money Mart's regular complaint management process.
- This Policy, and related practices and protocols, shall be made available to any member of the public upon request. Notification of same shall be posted on National Money Mart's website.
- National Money Mart will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.