

St. Paul Fire and Marine Insurance Company and Travelers Insurance Company of Canada are the Canadian licenced insurers known as Travelers Canada.

Accessibility Policy for Travelers Canada

Background

The *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) was created to ensure that all persons with disabilities are treated with respect, dignity and equally by providers of goods and services. AODA provides that all persons or organizations that provide goods or services to the public must do so in accordance with AODA and Ontario Regulation 429/07 Accessibility Standards for Customer Service (the “Accessibility Standard”).

Travelers Canada is committed to ensuring full compliance with AODA and the Accessibility Standard.

Travelers Canada’s Policy

Travelers Canada is committed to providing its goods and services in a manner that respects the dignity and independence of persons with disabilities and to ensuring that all persons have full and equal access to all of Travelers Canada’s goods and services.

Travelers Canada will implement its policy by training all employees and others who interact with the public on behalf of Travelers Canada and those employees who are involved in developing our policies, practices and procedures. Training and education by Travelers Canada will include the following:

1. the purpose of AODA and the requirements of the Accessibility Standard;
2. Travelers Canada’s policies and procedures relating to the Accessibility Standard;
3. how to interact and communicate with people with various types of disabilities;

4. how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
5. the assistive devices available within Travelers Canada and how to use them including alternate formats for persons with disabilities; and
6. what to do if a person with a disability is having difficulty in accessing our goods or services.

Travelers Canada will deliver full and equitable access to persons with disabilities by adopting the following procedures:

1. Accessible Information

Travelers Canada will employ a variety of formats, when possible, to support information dissemination and dialogue. These may include but are not limited to large print, email, simplified summaries, illustrations and verbal communication.

2. Assistive Devices

In the event a person with a disability requires an assistive device, such as a wheelchair or oxygen, Travelers Canada will make all reasonable efforts to accommodate such devices.

3. Use of Service Animals and Support Persons

Service Animals

Travelers Canada welcomes persons with disabilities who are accompanied by a service animal. When a visitor enters the premises with a service animal every reasonable effort will be made to accommodate the service animal and ensure that the surroundings will allow the individual to effectively maintain his/h er relationship with the service animal. If this is not possible due to health or safety concerns, a mutually agreed upon location for the service animal may be identified for a limited time. In this instance, other provisions will be made to ensure that the individual receives the support otherwise provided by the service animal.

Support Persons

Any person with a disability who is accompanied by a support person will be allowed to have the support person present while on the premises unless it becomes a health or safety risk. In this instance, other provisions will be made to ensure that the individual receives the support otherwise provided by the support person. In some cases, it may be necessary to seek the consent of the person with the disability prior to discussing confidential information in front of the support person.

4. Notice of Temporary Disruption

Travelers Canada will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. Such alternatives might include an alternate route where a ramp or elevator is not available or in-person assistance upon arrival. Information on disruptions will be provided where persons with disabilities receive information including on all public entrances and via the Travelers Canada website. Visitors may also be contacted by phone prior to an appointment to advise them of the change/disruption and alternatives.

Feedback Process

Travelers Canada wants to meet and exceed the Accessibility Standard and accommodate all persons with disabilities in the provision of Travelers Canada's goods and services. Feedback is welcomed and appreciated. Anyone wishing to provide feedback on the manner in which Travelers Canada provides goods and services to persons with disabilities may do so by telephone, email or regular mail (including feedback in writing, on disc or otherwise) as follows:

Mark Knudsen, General Counsel
Phone No.: 416 642 3656
Email: mknudsen@travelers.com
Address: 20 Queen Street West, Suite 300, Toronto, Ontario, M5H 3R3

Any complaints with respect to this policy or Travelers Canada's execution of this policy may be sent to Travelers Canada's Complaints Liaison Officer at the address noted above.

Questions about this policy

If you have any questions regarding this policy or any part of it you may contact us by any of the means noted above.

A copy of this policy is available on Travelers Canada's web site:

www.travelerscanada.ca

Alternatively, you may contact us by any of the means noted above to request a copy of this policy in a format that takes into account any disability you may have.