

HSBC Customer Accessibility, Service Commitment and Plan

Accessibility

(əkˌsesəˈbɪləti)

noun: the quality of being able to be reached or entered.

At HSBC we value and recognise the trust you have placed in us to manage your financial and wealth management needs. We are committed to providing all clients with access to the solutions and services you need as conveniently as possible.

We acknowledge that clients from the differently abled community may require accessible customer services and we are committed to removing barriers and introducing new services as they become available in our branches, offices, ATM's and online-banking sites.

Significant measures and investments have already been taken to improve accessibility at HSBC including:

- ✓ Barrier-free access at almost every HSBC branch and office across the country
- ✓ Audio and Image enhancement devices are available at our retail sites for employees and customers with auditory and visual impairments
- ✓ Relay service is available at all HSBC call centres to enhance communication
- ✓ Mandatory accessibility training for existing and new employees to ensure we always understand the needs of our customers
- ✓ Ongoing measures to identify areas where future enhancements can be made
- ✓ Upgrade of all HSBC Bank Canada websites to adhere to the Web Content Accessibility Guidelines (WCAG) of the World Wide Web Consortium (W3C)
- ✓ Develop printed marketing and informational materials that are available in alternative formats
- ✓ Active monitoring of AODA, Federal and Provincial regulations governing accessibility and commitment to ensuring compliance where required.

Service animals

All service animals are welcomed at HSBC for clients with disabilities visiting our branches or offices. Our definition of a service animal includes dogs used by people who are Blind, hearing alert animals for people who are Deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety. These animals provide services to individuals helping them function with greater self-sufficiency; prevent injuries; and summon help in a crisis.

Support persons

We acknowledge and welcome clients who use support personnel as part of their daily routine to accompany them for all banking or meeting needs. At HSBC we define a support person as an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for our clients with disabilities, HSBC Bank Canada will endeavour to provide notice of the disruption.

Should such a disruption occur or be anticipated, a notice will be posted in a conspicuous location for awareness. The notice will also provide the reason for disruption, anticipated duration and direct customers and visitors to alternative facilities or services, if available.

Training of staff

HSBC is committed to providing guidance and insight into servicing and supporting clients and our peers from the differently abled community. We accomplish this through:

- ✓ Mandatory accessibility and accommodations training for all new employees joining the bank
- ✓ Insights and guidance on effective client/peers interaction and communication for those with visible and invisible disabilities
- ✓ Providing service for clients/peers who use an assistive device or require the assistance of a service animal or a support person
- ✓ Communicating and supporting clients/peers in a manner that is respectful of their disability

Accessibility Plan

Led by our Diversity, Equity & Inclusion office, we have a multi-year plan to identify, eliminate and anticipate barriers that prevent us from delivering service to our clients that meets their needs. The plan conforms to the regulatory requirements of AODA (Accessibility for Ontarians with Disability Act, 2005)

Sharing your feedback

Enhancing our client experiences in all interactions is a priority for us. If you would like to provide feedback please visit our [Contact Us](#) page.