



FCA Canada Inc.'s Accessibility Customer Service Plan

FCA Canada Inc. is committed to excellence in serving all customers including people with disabilities. The objective of this Accessibility Customer Service Plan is to ensure any persons acting on behalf of FCA Canada comply with the Accessibility for Ontarians with Disabilities Act, 2005 (the "Act") by providing services to our customers in a manner that respects the dignity and independence of persons with disabilities.

Assistive devices

FCA Canada will ensure that persons acting on behalf of FCA Canada are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services.

Communications

FCA Canada will communicate with people with disabilities in ways that take into account their disability.

Support persons

A person with a disability who is accompanied or assisted by a support person will be permitted to have the support person assist the person with a disability. In situations where personal information of a customer is discussed, FCA Canada may require a signed consent or authorization from the customer to allow their support person to be present or represent the person with a disability.

Training for Staff

FCA Canada will provide training to its customer service representatives. This training will be provided during orientation and as otherwise required. Training will include

- An overview of the Act and associated regulations;
- FCA Canada's Accessibility Customer Service Plan;
- How to interact and communicate with people with various types of disabilities, including but not limited to the use of the Bell Relay Service;
- How to interact with people with disabilities who use an assistive device or a support person, including but not limited to the Bell Relay Service; and
- What to do if a person with a disability is having difficulty in accessing FCA Canada's customer service representatives.

Staff will also be trained when changes are made to this FCA Canada Accessibility Customer Service Plan.



FCA Canada will ensure that any third parties acting on FCA Canada's behalf will receive appropriate training, in accordance with the Act.

Accessibility Plan Feedback

Customers can obtain a copy of the FCA Canada Accessibility Customer Service Plan via e-mail by clicking [here](#) or by contacting the Customer Care Center via telephone at 1-800-465-2001, or via mail at FCA Canada, Customer Care Center, P.O. Box 1621, Windsor, ON N9A 4H6.

Customers who wish to provide feedback related to the manner in which FCA Canada provides services to persons with disabilities may contact FCA Canada, as described above. All feedback will be directed to the Top Care Management Team and complaints will be addressed in accordance with FCA Canada's standard complaint management procedures.