



Accessible customer service policy (the “Policy”)

Our commitment to accessibility

CIBC is committed to meeting the accessibility needs of people with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equal opportunity for people with disabilities. The purpose of this Policy is to communicate CIBC’s approach with respect to promoting an accessible environment and removing barriers to accessibility for people with disabilities.

Accessibility

We continue to make enhancements across our organization so that we can offer barrier-free facilities and services. To learn more, please visit our [Accessibility at CIBC](#) page and our annual [Sustainability Report](#).

Communication

We will communicate with people with disabilities in a manner that takes into account their disability. We will work with the person with a disability and determine a method of communication based on their needs.

Assistive devices

Clients with disabilities may use their personal assistive devices when accessing our services or facilities.

Service animals

We welcome clients with disabilities and their service animals when accessing our services or facilities.

Support persons

Clients with a disabilities can be accompanied by a support person when accessing our services or facilities.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, CIBC will notify clients promptly. The notice will be in a conspicuous location and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

Training of staff

CIBC provides accessible customer service training to employees at the time of hire and on an ongoing basis in respect of any material changes to this Policy as required by legislation, including (as applicable):

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and the requirements of the customer service standards set out in the AODA regulations;
- this Policy;
- how to interact and communicate with clients with various types of disabilities;
- how to interact with clients with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use equipment or devices available on-site (if any) or otherwise, that may help with providing services to clients with disabilities; and

- what to do if a person with a disability is having difficulty in accessing our services or facilities.

In addition, CIBC requires that relevant volunteers and other relevant persons who provide goods, services or facilities on its behalf receive accessible customer service training, as required by legislation.

Feedback process

CIBC welcomes feedback on how we provide accessible customer service. You may contact CIBC in person at any of our branches or through other communication methods as set out on our [Contact Us](#) page, which includes mail, email, live electronic chat, and telephone ([1 800 465-2422](#) or [1 800 465-7401](#) (TTY)). We will, upon request, provide or arrange for accessible formats and communication supports in order to provide feedback.

Feedback will be addressed through our regular feedback handling procedures, which includes documenting any complaints in a central database and escalating complaints to Client Care if they cannot be resolved locally. We will respond to feedback in a manner that takes into account the person's disability.

Notice of availability of documents

CIBC will provide this Policy in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.