

## **TFS Plan – Accessibility for Customers with Disabilities**

Toyota Financial Services ("TFS") respects an individual's rights to equal access to our services free from discrimination. This plan is intended to reflect and promote the principles of dignity, independence, equality of opportunity and integration.

TFS are provided nationwide through a centralized Customer Service Center. TFS offers services to all Customers via mail, fax, telephone, or online customer portal.

### **TO BETTER SERVE YOU, WE WILL:**

Comply with the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations.

Ensure that all of our staff is trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our services. We endeavor to communicate with individuals with disabilities in ways that take into account their disability.

Provide training to our associates governing the provision of accessible customer service to the public. Our training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and requirements of the customer service standard;
- A review of TFS' Accessibility for Customers with Disabilities Plan;
- How to interact and communicate with individuals with various types of disabilities;
- How to interact with individuals with disabilities who use an assistive device or require the assistance of a service animal or support person;
- How to use equipment and devices that may help with providing services to individuals with disabilities; and
- What to do if an individual with a disability is having difficulty accessing TFS' services.

## WE WELCOME YOUR FEEDBACK

We encourage your feedback in order to continuously improve our processes. If your feedback is about a specific incident, please provide us with as much information as you feel comfortable, such as the date the incident occurred; what happened; what made the experience a good experience or otherwise, and your suggestions for improvement.

If you request that TFS respond to your feedback in a specific format (i.e. e-mail, customer portal, verbal, etc.) or communication support, please specify this during your feedback submission.

Please mark all correspondence with the heading “**Accessibility Feedback**”. To protect your personal information, TFS will only use this information to acknowledge and respond to your submission within five (5) business days.

If you have questions about TFS Accessibility for Customers with Disabilities Plan or would like to obtain documentation in an alternate format, please contact us:

- **Telephone:**                    905-513-8200                    Toll-free: 800-661-3062
- **Fax:**                                905-513-9776                    Toll-free: 800-665-4948
- **By Mail:**                        Toyota Financial Services  
80 Micro Court, Suite 200  
Markham, Ontario, Canada, L3R 9Z5  
Attention: Customer Service Manager
- **Customer Portal:**        <http://portal.toyotafinancial.ca>

TTY users who wish to use our toll-free services, should contact **Bell Relay** at: 1-800-268-9242, and provide the Relay Operator with our toll-free telephone number noted above.

- Our office is open 8am to 8pm Eastern.