



## THE PBAS GROUP

# Accessible Customer Service

The PBAS Group of Companies (Benchmark Decisions Ltd, Prudent Benefits Administration Services Inc., Student Benefits Administrators Inc.), herein referred to as “PBAS”, is committed to providing equal access and participation for people with disabilities while adhering to the principles of dignity, independence, integration and equal opportunity in our customer service practices.

Our customer service practices are intended to ensure that our services are accessible to everyone, and to establish guidelines on providing timely and barrier-free services for our clients, members and the public.

### Assistive Devices

A person with a disability may use their own assistive device for the purposes of obtaining, using and benefiting from PBAS services or facilities.

In situations where an assistive device presents a safety concern or when accessing services provided by PBAS might be an issue, other reasonable measures will be used.

### Guide Dogs, Service Animals and Service Dogs

A person with a disability who is accompanied by a guide dog or service animal is welcome to access areas that are open to members and the public.

If it is not readily apparent that the animal is being used for reasons relating to a disability, PBAS may request verification, such as a letter from a regulated health professional confirming that the person requires the animal for reasons related to the disability.

### Communication

PBAS will communicate with people with disabilities in ways that take into account their disability and preference.

### Support Persons

A person with a disability can be accompanied by a support person while on PBAS premises.

### Temporary Disruptions in Service

A notice will be provided for all planned or unexpected disruptions in services that are used by people with disabilities. The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or resources available.

## Feedback

All feedback and questions regarding the way we provide services to persons with disabilities should be directed to:

**Telephone:** 416-674-3350

**Fax:** 416-674-8018

**E-mail:** [accessibility@pbas.ca](mailto:accessibility@pbas.ca)

**Mail:** PBAS  
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