

# Accessible Canada Act Feedback Process

Scotiabank's Accessibility feedback process was developed with the involvement of many stakeholders, including individuals with disabilities.

This document outlines Scotiabank's accessibility feedback process.

Scotiabank welcomes feedback about barriers that employees, customers, or members of the public experience with Scotiabank, or about the implementation of our **Accessibility Plan**. Feedback is information that is received by Scotiabank through the feedback process that the Accessible Canada Act requires all regulated organizations to establish.



## Designated Person to receive feedback

Scotiabank's Director, Enterprise Accessibility is responsible for receiving feedback on the Scotiabank Accessibility Plan or any barriers related to accessibility.

## How you can submit your feedback

There are many ways you can submit feedback. Scotiabank allows for people to submit feedback by mail, telephone, telephone relay, email, web form, survey, social media, our formal complaints process, online chat or at your local Scotiabank branch.

## Overview of Scotiabank's Feedback Process

Scotiabank welcomes feedback on the accessibility of our products and services. We welcome feedback from our customers, Scotiabank employees, and members of the public on the Scotiabank Accessibility Plan or accessibility barriers you experience when dealing with Scotiabank.

- You may provide your feedback to Scotiabank by mail, telephone, telephone relay, email, web form, survey, social media, our formal complaints process, online chat or at your local Scotiabank branch.
- Feedback can be provided anonymously through mail, telephone, web form, chat, in-branch, social media or by email. If you wish to provide your feedback anonymously through mail or a digital channel, please do not include personal identifying information. If you wish to provide feedback anonymously through branch or telephone, please let the Scotiabank staff member know.
- We will acknowledge accessibility feedback that we receive except for feedback provided anonymously.
- All accessibility feedback will be kept for a period of seven years from the day it is received.
- Scotiabank employees are welcome to use any of the feedback processes to share accessibility feedback with the Bank.

## Mail

Written feedback that is sent to Scotiabank will be digitized and stored electronically. Feedback that is provided through mail will receive a written letter of acknowledgement. We welcome you to share accessibility feedback by mail to the following address

Scotiabank Head Office  
Attn: Accessibility Feedback  
44 King St West  
Toronto ON - M5H 1H

## Telephone and Third-Party Relay

Contact us 24 hours a day, 7 days a week with our toll-free number. Video relay service calls are always accepted. You may contact us to provide accessibility feedback at the following telephone numbers, or through our dedicated accessibility feedback telephone number that you may use to route your call more quickly. Feedback that is provided by telephone, including video relay service calls, will be acknowledged during the feedback conversation.

- 1-800-645-0288 – Accessibility Feedback number.
- 1-800-472-6842 or 1-800-4SCOTIA
- (416) 701-7200  
(Greater Toronto/outside Canada and USA, call collect through your local operator)

## Email

Scotiabank has an accessibility email where you may share your accessibility feedback, request alternate formats, and ask accessibility questions. You may share your accessibility feedback by email, by sending your feedback to [clientaccessibility@scotiabank.com](mailto:clientaccessibility@scotiabank.com).

Accessibility feedback that is received by email will receive an automatic acknowledgement. You may also receive a response depending on the nature of your email.

## Branch

You may share accessibility feedback in a Scotiabank branch with your Bank Representative. Your Bank Representative will acknowledge the feedback and forward accessibility feedback directly to Scotiabank's accessibility team.



## Social Media

You may share your accessibility feedback with Scotiabank through your Scotiabank social media channel of choice. When you provide accessibility feedback through Scotiabank's social media platforms, the Social Media team will acknowledge receipt of the feedback. We welcome you to share accessibility feedback using the following social media channels.

**Twitter:**

<https://twitter.com/scotiabank>

**For questions & customer service requests:**

<https://twitter.com/scotiabankhelps>

**Facebook:**

<Facebook.com/Scotiabank>

**Instagram:**

<https://www.instagram.com/scotiabank>

**YouTube:**

<www.youtube.com/Scotiabank>

**LinkedIn:**

<www.linkedin.com/company/scotiabank>

**TikTok:**

<https://www.tiktok.com/@scotiabank>

## Chat

Scotiabank customers can provide feedback by chat, through the Scotiabank mobile app. To access the chat:

1. Sign-in to your Scotiabank mobile app.
2. On the **Home** screen, select the **More** button.
3. Select the **Contact us** button on the More screen.
4. Select the **Chat with us** button on the Contact Us screen.  
Enter "I have accessibility feedback" in the text box. The chatbot's response will include a link to a survey.
5. Select the **Share feedback** button to open the survey in a new browser and share your feedback.
6. Feedback provided through the survey will be automatically acknowledged.

## Complaints

Accessibility complaints are handled according to Scotiabank's Complaints Handling Process. Complaints are defined as an expression of dissatisfaction that is received by or expressed to the Bank in writing or verbally, about a Bank product or service. If you have an accessibility complaint, please contact your bank representative, visit a Scotiabank branch, or reach out to the Customer Contact Centre (1-800-4SCOTIA or 1-800-472-6842). A Scotiabank representative will contact you with the outcome of your complaint or if any additional information is required.

To learn more about filing a complaint, please refer to [Scotiabank's Complaints Handling](#) page to learn more about the options available to you. Please note, complaints can be handled anonymously, however if you express an anonymous complaint, you will not receive an acknowledgment.



## Web form

Feedback can be provided by web form on Scotiabank.com. To access the web form, navigate in your web browser to [www.Scotiabank.com](http://www.Scotiabank.com).

On the Scotiabank.com home web page, there is a “Feedback” button. Select the Feedback button to open the web form. Once the form is open, you can rate your experience, and share your accessibility feedback in the comments box. Feedback that is provided through the web form will receive an automatic system acknowledgement once the feedback has been submitted. This feedback is reviewed on a regular basis but please note that we are unable to respond to the feedback directly and ask not to share any personal details over this form. If you require a response to your feedback, we recommend reaching out through one of the other methods mentioned above.



## Email Survey and Mobile App

Accessibility feedback can also be provided after customer service interactions with Scotiabank and online through the Scotiabank mobile app.



As a Scotiabank customer, you can submit accessibility feedback when you receive an email survey after a service interaction is completed. Once you complete the survey, you will receive an automatic acknowledgement. Feedback received by email survey or through the mobile application is reviewed on a regular basis and will not receive a response.

## Employee Feedback Processes

Scotiabank employees have several ways to ask questions, provide feedback and escalate concerns related to accessibility.

Scotiabank employees may share accessibility feedback directly with the Workplace Accommodation team using a general email box available on the team’s intranet portal. If an employee has been working with Workplace Accommodation on their own accommodations at the Bank, they may share their accessibility feedback directly with their Workplace Accommodation case manager. All feedback is acknowledged by a member of the Workplace Accommodation team who takes action to address the feedback including engaging other stakeholders where necessary.

New in 2024, Scotiabank employees have access to an Employee Accessibility Feedback Survey through the internal HR website. Scotiabank has launched the Accessibility Feedback Survey to continually improve the Bank’s accessibility tools, processes, resources, and culture. By providing input and feedback, Canadian employees have the

power to drive change and support the Bank in creating a more accessible work environment. The Survey is always open, and employees of all identities and abilities can provide input multiple times, though a maximum of once per day.

All employees have access to AskHR (a Human Resources support mechanism) to communicate with HR by phone, email, or an online portal, to share feedback and request support when needed. All non-anonymous feedback is acknowledged.

## How we will action your feedback

### What to expect



We will use your feedback to improve accessibility at Scotiabank. We may address some feedback right away or use the feedback to develop future accessibility plans. All accessibility feedback will be organized, analyzed, and reported on annually through our progress reports.



All accessibility feedback received by Scotiabank will be documented and stored for 7 years in databases managed by the Accessibility Centre of Excellence team or by human resources teams, and used to identify, remove, and prevent accessibility barriers.



Feedback will be organized by themes, Accessible Canada Act focus areas, communication channels, disability related needs, and other categories to understand impacts and opportunities for improvement. The Accessibility team will review and analyze feedback continuously to determine how best to remove and prevent existing and new barriers across the bank.

### Alternate Formats

Alternate formats of Scotiabank's feedback process are available upon request. You may request print, large print, Braille, audio format or an electronic format compatible with assistive technologies through the following channels:



**Email**

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**Mail**

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**Telephone**