



December 28, 2017

CUSTOMER SERVICE POLICY

The Firm is committed to providing services to customers, clients and client representatives with disabilities in a manner that provides equal access and respects the dignity and independence of such individuals.

Accessible Communications

The Firm will communicate with persons with disabilities in a manner that takes into consideration their disabilities.

Assistive Devices

An assistive device is a piece of equipment that assists a person with a disability with daily living. The Firm permits a person with a disability to use his or her personal assistive devices while on the Firm's premises.

Service Animals

The Firm permits service animals upon whom persons with disabilities rely. Service animals are allowed on the parts of the Firm's premises that are open to the public or third parties, in accordance with applicable laws.

Support Persons

Persons with disabilities who require the assistance of a support person will be allowed to have that person accompany them on the Firm's premises and in other locations where Firm-related matters are being conducted (including, but not limited to, alternative meeting space and courts). Appropriate measures will be taken to address any confidentiality and/or privilege issues raised by the presence of a support person. Such measures will be determined on a case-by-case basis.

Notice of Temporary Disruptions

The Firm will endeavour to maintain the condition and operation of all accessibility features and/or services. However, in some instances, such features or services may require repair or will be temporarily out of service. In such cases, the Firm will notify persons with disabilities promptly and this notice will be provided in accessible formats and posted in public areas.