

Tangerine Accessibility Feedback Process

Introduction

This document outlines Tangerine's accessibility feedback process.

We welcome feedback about any barriers that employees, Clients, or members of the public experience with us, or about the implementation of our accessibility plan. Feedback is information that Tangerine receives through the feedback process the Accessible Canada Act requires all regulated organizations to establish.

Designated Person to receive feedback

Tangerine's Chief Customer Officer, Voice of the Client is responsible for receiving feedback on the Tangerine Accessibility Plan or any barriers related to accessibility from Clients, members of the public and employees.

How you can submit your feedback

Feedback can be submitted using the contact information below by mail, telephone and relay, email, social media, our complaints process, and surveys including feedback forms on web and mobile.

Overview of Tangerine's Feedback Process

We welcome feedback on the accessibility of our products and services as well as feedback from our Clients, employees, and members of the public on the Tangerine Accessibility Plan or any accessibility barriers you experience when dealing with us.

- You can provide your feedback by mail, telephone, telephone relay, email, web and mobile form, survey, social media, and our formal complaints process.
- Feedback can be provided anonymously through mail, telephone, web and mobile form, social media or by email. If you'd like to provide your feedback anonymously through mail or a digital channel, please don't include personal identifying information. If you'd like to provide feedback anonymously by telephone, please let the Tangerine Associate know.
- We'll acknowledge accessibility feedback that we receive that isn't anonymous.
- All accessibility feedback will be kept for a period of seven years from the day it's received.
- Tangerine employees are welcome to use any of the feedback processes to share accessibility feedback with the Bank.

Mail

Written feedback we receive will be digitized and stored electronically. Feedback that is provided through mail will receive a written letter of acknowledgement.

You can mail your accessibility feedback to:

Tangerine
Attn: Chief Customer Officer, Voice of the Client Team
3389 Steeles Ave E
Toronto ON
M2H 0A1

Telephone and Third-Party Relay

Contact us 24 hours a day, 7 days a week on our toll-free number. Relay service calls, including video, are always accepted. You can contact us to provide accessibility feedback at the following telephone numbers, or through our dedicated accessibility feedback telephone number, which can route your call faster. Feedback provided by telephone, including video relay service calls, will be acknowledged during the conversation.

[1-888-728-2603](tel:1-888-728-2603) – Designated accessibility feedback telephone number open from 9:00 AM to 9:00 PM Eastern Time.

[1-888-826-4374](tel:1-888-826-4374) or 1-888-TANGERINE — To experience our award-winning Client service, call us toll free, 24 hours a day, 7 days a week.

Video relay service calls are always accepted.

Email

You can email us with your accessibility feedback, requests for alternate formats and accessibility questions at welisten@tangerine.ca. You'll receive an automatic acknowledgement and may also receive a response, depending on the nature of your email.

Social Media

You can share accessibility feedback through your social media channel of choice using the links below. Our Social Media team will acknowledge receipt of your feedback.

LinkedIn - www.linkedin.com/company/tangerine-bank

Facebook @TangerineBank - www.facebook.com/TangerineBank

Instagram @tangerinebank - www.instagram.com/TangerineBank

Twitter @TangerineBank - www.twitter.com/TangerineBank

Twitter @BanqueTangerine - www.twitter.com/BanqueTangerine

Twitter @TangerineHelps - www.twitter.com/TangerineHelps

Complaints

Accessibility complaints are handled according to our complaints process. Complaints are defined as an expression of dissatisfaction submitted to us in writing or verbally, about a product or service. If you have an accessibility complaint, please call us at 1-888-826-4374.

Please refer to [Tangerine's Complaint Process](#) to learn more about options available to you. Please note that if you express an anonymous complaint, you won't receive an acknowledgment.

Web and Mobile Form

Feedback can be provided by web form at Tangerine.ca, or on the Tangerine Mobile Banking app.

To access the web form, navigate in your web browser to www.tangerine.ca. On the Tangerine.ca homepage, there's a 'Feedback' button that will open the form. You can share your accessibility feedback in the comments box on the form. Feedback provided through the web form will receive an automatic acknowledgement when the form is submitted. We review feedback on a regular basis, however we aren't able to respond to feedback directly and ask you not to share any personal details in this form. If you'd like a response to your feedback, please reach out through one of the other methods mentioned here.

To access the mobile form, open our Mobile Banking app and log in. Then tap 'More' followed by 'Feedback' to open the form. You can share your accessibility feedback in the comments box on the form. Feedback provided through the mobile form will receive an automatic acknowledgement when the form is submitted. We review feedback on a regular basis, however we aren't able to respond to feedback directly and ask you not to share any personal details in this form. If you'd like a response to your feedback, please reach out through one of the other methods mentioned here.

Digital and Email Surveys

Accessibility feedback can also be provided through surveys at www.tangerine.ca and through our Mobile Banking app.

As a Tangerine Client, you may be prompted with a survey during your online or mobile banking session where you can provide accessibility feedback. Once you complete the survey, you'll receive an automatic acknowledgement. You can also submit accessibility feedback when you receive an email survey after a service interaction is completed. Once you complete the survey, you'll receive an automatic acknowledgement.

Feedback received by survey is reviewed on a regular basis and won't receive a response.

Employee Feedback Process

Since Tangerine is a subsidiary of The Bank of Nova Scotia, similar to Scotiabank employees, Tangerine employees have several ways to ask questions, provide feedback and escalate concerns related to accessibility.

Our employees can share accessibility feedback directly using a general email box available on the Scotiabank's intranet portal. If an employee has been working with Workplace Accommodation on their own accommodation arrangements, they can 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. 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 address your feedback

What to expect

Feedback is used to improve accessibility at Tangerine. We may address some feedback right away or use the feedback to develop future accessibility plans. All accessibility feedback is organized, analyzed, and reported annually through our progress reports.

We document and store all accessibility feedback for 7 years in a database managed by our Design 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 Design Centre of Excellence team will review and analyze feedback continuously to determine how best to remove and prevent barriers across the bank.

Alternate Formats

Alternate formats of this document are available upon request. You can request print, large print, Braille, audio format or an electronic format compatible with assistive technologies by email, mail or telephone using the contact information above.