



Dear Valued Customer,

The ultimate goal of Jonview is to meet and surpass customer expectations while serving customers with disabilities. We will communicate with persons with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

We will provide communication support when needed such as; reading the written information aloud to the person directly, exchanging hand-written notes (or providing a note taker or communication assistant), captioning or audio description, assistive listening systems, augmentative and alternative communication methods and strategies (e.g., the use of letter, word or picture boards, and devices that speak out), sign language interpretation and intervenor services, repeating, clarifying or restating information.

We will also provide accessible formats such as; HTML and Microsoft Word, accessible audio formats, large print, text transcripts of visual and audio information

We would welcome your feedback on our efforts in providing accessibility to our customers with disabilities. Feedback regarding the way Jonview provides goods and services to persons with disabilities can be made by email and or verbally.

All feedback will be directed to Info-hr@jonview.com. Customers can expect to hear back within 14 days. If you prefer, please request a copy of our Customer Service Feedback questionnaire and we will send it to you. Our Customer Service Policy is also available upon request.

Regards,

Human Resources Department