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## FEEDBACK PROCESS UNDER THE ACCESSIBILITY STANDARD FOR ONTARIANS WITH DISABILITIES POLICY

(AUGUST 2021)

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### PURPOSE

*The following is a description of the feedback process put in place by RGA Life Reinsurance Company of Canada (the "Company") for receiving and responding to feedback about the manner in which it provides services to persons with disabilities, the whole in accordance with the Ontario Regulation 429/07 Accessibility Standards for Customer Service enacted under the Accessibility for Ontarians with Disabilities Act, 2005.*

### FEEDBACK AND COMPLAINTS

If a person with a disability has concerns or feedback regarding the services provided by the Company, he/she should bring such feedback forward, in person, by telephone, in writing or via e-mail to the following individuals:

- his/her direct contact with the Company or the contact's supervisor;
- the Company's General Counsel or Legal Counsel; or
- the Company's HR department.

The Company's General Counsel should be promptly advised of all feedback communication that is received and then meet with all employees involved in order to prepare a response and/or to set a course of action.

The response must be given within a reasonable time. When communicating the response, one shall ensure that the person's disability is taken into account.

### CONTACT INFORMATION

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