

**General Reinsurance Corporation's
Accessibility for Ontarians with Disabilities Act of 2005
Customer Service Policy**

I. Purpose & Scope

General Reinsurance Corporation (“Gen Re”) is committed to providing its goods and services in a way that respects the independence, dignity, integration and equal opportunity of all individuals.¹ This policy outlines Gen Re’s accessible customer service policy, including practices and procedures, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

In accordance with this policy, reasonable efforts will be made to ensure that:

- a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from Gen Re’s goods and services;
- b) Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- c) The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit. The alternative measure may be temporary or permanent;
- d) Communications with a person with a disability are conducted in a manner that takes the person’s disability into account; and
- e) Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access Gen Re’s goods and services unless superseded by other legislation.

II. Providing Service to People with Disabilities

Gen Re is committed to excellence in serving all customers, including people with disabilities. We will carry out our functions and responsibilities in the following areas:

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

¹ Note that Gen Re is in the business of selling reinsurance coverage; Gen Re is not in the business of selling goods, and does not offer open access to the public, nor any in-office services.

June 1, 2026

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals shall be permitted entry to the Company's premises that are open to the public, unless otherwise excluded by law.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises that are open to the public, unless otherwise excluded by law. Fees will not be charged for support persons

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Gen Re will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available at the following locations: in the Toronto office in Gen Re's Toronto office pantry.

Training

Gen Re will provide Accessible Customer Service training to all employees based in Ontario, including new hires, who will receive training within thirty days after being hired. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty in accessing Gen Re's services.

Staff will also be trained when any changes are made to this plan.

June 1, 2026

Feedback process

Customers who wish to provide feedback on the way Gen Re provides services to people with disabilities can provide feedback by contacting Linda Dalesio in Gen Re's Human Resources Department at LDalesio@genre.com or at 203.328.5385.

All feedback, including complaints, will be forwarded to Gen Re's Human Resources Department. Customers can expect to hear back in seven days or less.

Notice of availability of Documents

The following documents will be made available upon request:

- The Customer Service Policy

Modifications to this or other policies

Any policy, practice or procedure of Gen Re that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.