

GLOBAL PAYMENTS CANADA ACCESSIBLE CUSTOMER SERVICE POLICY PROVIDING GOODS AND SERVICES TO INDIVIDUALS WITH DISABILITIES

Global Payments Canada (“Global Payments” or the “Company”) is committed to providing excellent customer service. As part of this commitment, we will ensure that our goods and services are provided to our customers and customer representatives with disabilities in an accessible manner. We understand the importance of treating individuals with disabilities in a way that respects their dignity and independence.

This Global Payments Accessible Customer Service Policy (the “Policy”) establishes the Company’s policies, practices and procedures relating to its provision of goods and services to customers, customer representatives and other third parties. All other Global Payments policies will be interpreted and applied in a manner consistent with the requirements and intent of the Policy.

Accessible Communications

Global Payments will communicate with individuals with disabilities in a manner that takes into account their disabilities.

Our employees and other personnel communicate with customers, customer representatives and others in a variety of ways, including face-to-face interactions, letters, telephone calls and electronic/systems communications. In determining the appropriate method and form of communication, we will take into account accessibility needs resulting from disabilities. The Company encourages individuals we communicate with to identify any accessibility needs so that we can respond appropriately to those needs.

Service Animals

Global Payments welcomes individuals with disabilities who use service animals. Service animals are allowed on the parts of our premises that are open to the public or other third parties, in accordance with applicable laws.

Support Persons

Customers, customer representatives and others with disabilities who require the assistance of a support person will be allowed to have that support person accompany them when visiting the Company.

Assistive Devices

Customers, customer representatives and other individuals with disabilities may use their own assistive devices to access services provided by Global Payments.

To the extent required, the Company will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals when accessing our goods and services, including but not limited to TTY services, and any assistive devices made available by the Company.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities that may be used by individuals with disabilities to access goods or services, Global Payments will notify individuals of the disruption promptly. The notice will advise individuals regarding the reason for the disruption, its anticipated duration, and provide a description of alternative services or facilities available, if any.

The notice will be posted and/or communicated to individuals with disabilities in a manner that is reasonable in the circumstances.

Training of Staff

We understand the importance of making our employees and other personnel aware of accessibility issues. The Company is committed to ensuring that our staff are able to effectively respond to accessibility needs so that we can continue to provide excellent customer service.

The Company will provide training to staff who deal with customers, customer representatives or other third parties, and those who are responsible for customer service policy development, as required by applicable laws.

Such training will include the following general components:

- an overview of applicable laws related to the provision of goods and services to individuals with disabilities;
- an overview of the Policy and any other practices, policies or procedures developed by Global Payments with respect to the provision of goods and services to individuals with disabilities;
- information regarding how to interact and communicate with individuals with various types of disabilities, including interaction with individuals who use assistive devices, support persons and/or service animals;

- instruction on how to use any assistive devices that the Company may have or which may be available to assist individuals with disabilities to access goods or services at Global Payments; and
- instruction on what to do if an individual with a disability is having difficulty accessing Global Payments' goods or services.

Should the Policy or any other related policies, practices or procedures change, training will be provided on those changes.

Feedback Process

We understand the importance of listening to our customers' concerns and responding appropriately to customer feedback. Customers, customer representatives and other third parties are encouraged to provide feedback on the way Global Payments provides goods and services to individuals with disabilities.

Feedback can be provided in person at or by mail to Global Payments Canada 3381 Steeles Avenue East, Suite 200, Toronto, Ontario, Canada M2H 3S7 or by email HR.Canada@globalpay.com. Individuals can generally expect a response or preliminary response to their feedback within fifteen (15) business days of receipt by the Company of the feedback, if the nature of the feedback requires a response.

Global Payments will take such steps as are necessary in the circumstances to rectify any issues or concerns raised in a manner consistent with the Policy. Such steps may include requesting additional information from the individual providing the feedback, investigating specific complaints and/or providing documentation or communications in accessible formats.

The Company will advise the individual providing the feedback of the results of the feedback review process as appropriate in the circumstances.

Distribution of the Policy

The Policy will be posted on the Company's external web-site at the following address: www.globalpayments.com/en-ca/accessibility.

Global Payments will also provide a copy of the Policy to individuals requesting it, in an accessible format if required.