

Accessibility statement for CAA Insurance Company – caainsurancecompany.ca.

CAA Insurance Company is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

Measures to support accessibility.

CAA Insurance Company has taken the following measures to ensure accessibility of caainsurancecompany.ca:

- Included accessibility as part of our digital design and development processes
- Employed formal accessibility quality assurance testing procedures and methods
- Conducted internal and/or external accessibility assessments
- Provided accessibility training for our staff and on a continual basis when required
- Included accessibility as part of the standard requirements for our third-party vendors
- Assigned clear accessibility targets and responsibilities on areas which requires improvements

Conformance status.

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Caainsurancecompany.ca is partially conformant with WCAG 2.0 Level AA. Partially conformant means that due to certain limitations, some parts of the content do not fully conform to the accessibility standard.

Compatibility with browsers and assistive technology.

Caainsurancecompany.ca is designed to be compatible with the following assistive technologies:

- Google Chrome with JAWS and NVDA on Windows 10
- Firefox with assistive JAWS and NVDA on Windows 10
- Microsoft Edge with JAWS and NVDA on Windows 10
- Apple Safari with VoiceOver Utility on Mac OS Catalina and Mojave
- Google Chrome with VoiceOver Utility on Mac OS Catalina and Mojave
- Apple Safari with Voiceover Utility on Apple iOS and iPadOS 14 and 13

- Google Chrome with Voiceover Utility on Apple iOS and iPadOS 14 and 13
- Google Chrome with TalkBack on Android 11 and 10

Caainsurancecompany.ca may not be compatible with:

- Internet Explorer 11 and older
- Browsers versions older than 2 major versions
- Operating systems for desktop computers older than 5 years
- Operating systems for mobile devices older than 3 years

Technical specifications.

Accessibility of caainsurancecompany.ca relies on the following technologies to work with the combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives.

Despite our best efforts to ensure accessibility, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations:

- 1. Google Maps:** Users with a visual impairment may have issues accessing content on our site which uses of Google Maps to visually display information, for example, our “How to Buy” page. However, this information is meant to be supportive and secondary in nature, while the pertinent content remains fully accessible on the pages. For example, users will still be able to locate their nearest insurance broker by accessing our search even though they may not be able visually see the location on Google Maps.
- 2. PDF documents:** Some of the PDF documents available for download on our site may not be fully accessible. If you require assistance with the content on these PDF documents, please feel free to contact us by phone or email.

3. **Third-party websites and tools:** We may use third-party tools or plugins to support certain functions on our website. Whenever possible, we have customized such tools to follow compliance standards, however at times, such customizations options may not be available. We have made effort in limiting the use of such tools to lower the impact of possible disruptions.
4. **Electronic Auto Insurance Card page:** Users may have issues accessing some of our content with assistive technologies. We are currently working diligently on resolving such issues. If you require assistance, please email us at cadsupport@caasco.ca or contact us at 1-877-222-1717.
5. **Claims flow:** During the customer claims process, users may encounter a problem in using assisted technology in the typeahead driver address fields and the loss date. We are aware of an AODA Compliance issue, and we are working on this to ensure compliance. We will update our accessibility policy once we have solved this issue. If you require assistance, please email us at cadsupport@caasco.ca or contact us at 1-877-222-1717.
6. **Inconsistent behavior for certain buttons on focus and hover:** We are aware that there are some minor AODA compliance issues that we are investigating to ensure AODA compliance. If you require assistance, please email us at cadsupport@caasco.ca or contact us at 1-877-222-1717.

Assessment approach.

CAA Insurance Company assessed the accessibility of caainsurancecompany.ca by the following approaches:

- Self-evaluation
- External evaluation

Evaluation report.

An evaluation report is available upon request. Please contact us at privacy@caasco.ca.

Feedback.

We welcome your feedback on the accessibility of caainsurancecompany.ca. Please let us know if you encounter accessibility barriers.

Phone: 905-771-3000 Ext. 25043

E-mail: privacy@caasco.ca

Address: CAA Privacy Office, 60 Commerce Valley Drive East, Thornhill, ON L3T 7P9

We try to respond to feedback within 3-5 business days.