

goeasy Ltd. Accessibility Plan Pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Accessibility Plan for goeasy Ltd. and its affiliates to whom the *Accessibility for Ontarians with Disabilities Act, 2005*, SO 2005, c 11 and its regulations (“**AODA**”) applies (collectively “**goeasy**” or the “**Company**”) outlines the policies, practices and actions that goeasy will implement in Ontario over a multi-year period (the “**Plan**”) to improve accessibility for individuals with disabilities.[The Plan also incorporates and references goeasy’s existing accessibility policies and practices in an effort to streamline the Company’s efforts in achieving its accessibility goals, and to comply with all applicable laws.

In accordance with the requirements set out in AODA, goeasy will:

- Establish a multi-year accessibility plan, review and update this Plan at least once every five years;
- Post this Plan on its website; and
- Provide this Plan in an accessible format, upon request.

0. Statement of Commitment

goeasy strives to meet the needs of its employees and customers with disabilities and is working diligently toward removing and preventing barriers to accessibility.

goeasy is committed to ensuring that we provide services to our clients and client representatives with disabilities in an accessible manner and in a way that respects the dignity and independence of those individuals. The Company’s commitment to ensuring accessible service is part of our overall objectives of providing excellent client service and promoting diversity. We are committed to meeting the needs of all individuals with disabilities in a timely manner and will identify and remove barriers to accessibility in the Company’s operations and services. We believe in integration and equal opportunity. We are committed to ensuring compliance with the accessibility requirements contained in AODA.

The Human Resources team at goeasy will be responsible for ensuring that the Company implements the obligations contained in this Plan in accordance with this Statement of Commitment.

goeasy has completed the following accessibility initiatives.

1. Customer Service

goeasy maintains an accessibility policy in respect of customer service, along with appropriate feedback mechanisms with respect to that policy. We remain committed to complying with this policy and will review it on an ongoing basis for any required changes in order to promote accessibility within our client service operations.

goeasy has procedures in place to notify the public of service disruptions to the accessible parts of our offices and to prevent such disruptions to the extent reasonably possible.

2. Accessible Emergency Information

goeasy is committed to providing clients and other third parties with any publicly available emergency information in an accessible manner, upon request. We will also provide employees with disabilities with individualized emergency response information where necessary, in accordance with AODA. goeasy takes steps to determine whether employees require individualized emergency response information as part of our on-boarding process for new employees and our continuing occupational health and safety planning.

3. Training

goeasy has completed the training required by the Accessibility Standards for Customer Service under AODA and will continue to provide updated training to new staff as required.

goeasy will ensure that training is provided to employees, volunteers and other staff (including all persons who participate in the development of our policies and provide goods and services on our behalf) regarding AODA and the Ontario Human Rights Code as it pertains to individuals with disabilities as required by AODA. The content and delivery of such training is determined based on the job duties of employees, volunteers and other staff and in consultation with the Company's internal training resources. This training has been offered through in-person seminar opportunities as well in an on-demand, online learning format that will allow us to track completion of the training program.

4. Kiosks

Following a review of our operations, it has been determined that the Company does not maintain kiosks. However, to the extent that kiosks are acquired or operated in the future, goeasy will consider accessibility issues at that time.

5. Information and Communications

goeasy is committed to meeting the communication needs of individuals with disabilities. goeasy will, in consultation with such individuals, provide information and communications in an accessible format in a timely manner. Such information and communications will be provided at no cost or at a cost that is no more than any regular cost. goeasy will continue to develop practices to ensure that it can make information accessible to individuals with disabilities upon request.

goeasy is also committed to ensuring that individuals with disabilities continue to have the ability to access the Company's feedback processes. Individuals will be notified about the accessibility of feedback processes in accordance with AODA.

goeasy will monitor the creation of any new Internet websites and content, including those Internet websites undergoing a significant refresh and as applicable will make those websites conform to WCAG 2.0 Level A as required by AODA. goeasy also recognizes its obligation under AODA to ensure the accessibility of its Internet websites in accordance with WCAG 2.0 Level AA (with certain exceptions) by January 1, 2021. On an ongoing basis, goeasy will ensure a process is in place to confirm these obligations as any new content or sites are created or existing content is significantly refreshed and to meet 2021 obligations.

6. Employment

goeasy is committed to accessible employment practices and to removing any barriers that prevent or hinder the recruitment, retention and career development of employees with disabilities. We take the following steps to ensure compliance with AODA:

- Notify our employees, potential candidates and the public (including via our recruitment website) that goeasy accommodates people with disabilities as required by law, at all times during the recruitment and selection process and during the course of employment, including making such information available in accessible formats;

- The Human Resources and leadership teams at goeasy will be trained with respect to accommodations for persons with disabilities to ensure that the needs of employees with disabilities are considered in performance management and career development processes and strategies;
- goeasy has renewed its employment-related documentation for Ontario employees to ensure that such documentation is compliant with AODA and its regulations; and
- The Company will ensure its continuing commitment to developing individual accommodation and return-to-work plans whenever appropriate.

7. Design of Public and Client Spaces

goeasy will meet its AODA accessibility obligations in respect of the design of public and client spaces when building or making major modifications to these spaces, including meeting rooms, reception and waiting areas. goeasy ensures that our leadership and facilities teams are fully aware of AODA requirements and will work with relevant designers, engineers, builders, and other experts and third parties involved in the builds or modifications to ensure that all necessary requirements are met.

8. Modification of the Plan

This Plan will be reviewed and updated by goeasy at least every five years. At the time of revision, information regarding any new accessibility policies and practices adopted by goeasy in accordance with the Plan or otherwise will be included in the revised Plan.

For more information regarding our Accessibility Plan, please contact:

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