

Multi-Year Accessibility Plan

PayPal is committed to making our website's content accessible and user friendly to everyone. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing accessibility barriers and meeting accessibility requirements.

Our multi-year accessibility plan shows how PayPal¹ will play its role in making Canada an accessible country for all. It is a five-year plan to identify, remove, and prevent accessibility barriers across the organization by committing to specific initiatives and outcomes aimed at making sure that people with disabilities are serviced with respect and dignity.

As applicable, this plan applies to PayPal Giving Fund Canada, an independent registered charity that is an affiliate of PayPal.

Customer Service

PayPal is committed to providing accessible customer service to people with disabilities.

The following are steps PayPal takes to achieve this:

- Support for people using assistive technologies.
- Customer service agents are trained to accept feedback on compatibility issues relating to assistive technology when using our applications.

In the next 5 years, we will continue to provide a Customer Service Standard to persons with disabilities at the same level of quality and timeliness as we would for all customers.

Information and Communications

PayPal is committed to meeting the communication needs of people with various types of disabilities.

The following are steps PayPal takes to achieve this:

- PayPal takes steps to ensure our information and communication conforms with applicable Web Content Accessibility Guidelines.
- PayPal ensures existing feedback processes are accessible to people with disabilities upon request.

In the next 5 years, we will continue to provide communication to those who require communication in various accessible formats.

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Employment

PayPal is committed to fair and accessible employment practices.

The following are steps PayPal takes to achieve this:

- When requested, we will accommodate people with disabilities during the recruitment process and throughout their employment.
- We will also provide employees with disabilities with individualized emergency response information, as necessary.

In the next 5 years, we will continue to promote fairness and accessible employment practices.

Training

PayPal will continue to provide training to employees and other staff members on Canada's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

The following are steps PayPal takes to achieve this:

- Training will be provided best suiting the duties of employees and other staff members.
- Continuous annual customer service training is required of all our employees to address customers with accessibility needs.
- In the next 5 years we will continue to provide accessibility training to our various employee groups.

For more information

If you are having difficulty viewing or navigating the content on this website, or notice any content, feature, or functionality that you believe is not fully accessible to people with disabilities, please [Contact Us](#) and provide a description of the specific feature you feel is not fully accessible or with suggestions for improvement. We take your feedback seriously and will consider it as we evaluate ways to accommodate all of our customers and our overall accessibility policies. Additionally, while we do not control such vendors, we strongly encourage vendors of third-party digital content to provide content that is accessible and user friendly.