



2025 Accessibility Plan Progress Report

General

Motus Bank (“motusbank”) is committed to providing goods and services in a way that respects the dignity and independence of people with disabilities. motusbank is also committed to giving people with disabilities the same opportunity to access its goods and services, and allow them to benefit from the same services, in the same place, and in a similar way as other members. motusbank is committed to meeting its obligations under the Accessible Canada Act (“ACA”) and the Accessible Canada Regulations (the “Regulations”)

As part of this commitment, motusbank developed a plan which outlines its strategy to prevent and remove barriers to accessibility and to meet the requirements under ACA (the “Accessibility Plan”). In accordance with the ACA, motusbank has an obligation to complete a report in respect of the progress of the Accessibility Plan (“Progress Report”).

If you have feedback on barriers, the Accessibility Plan, or would like a copy of the Accessibility Plan, this Progress Report, or feedback process descriptions in an alternate format, please contact the Accessibility Officer through one of the following means.

Position Title:

Accessibility Officer

1. Email: yourfeedbackmatters@motusbank.ca

Note: Please do not include any confidential information, as email correspondence is not guaranteed to be secure.

2. Mail: [motusbank](#)

Attention: Accessibility Officer
3280 Bloor Street West
Centre Tower, 7th Floor
Toronto, ON, M8X 2X3



3. Phone: 1-833-696-6887

We also accept calls through third party providers of Internet Protocol (“IP”), video relay services, and Teletypewriter (“TTY”) services.

Accessibility Statement

motusbank is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services, and allow them to benefit from the same services, in the same place, and in a similar way as other members and non-members.

Consultation

On March 26, 2025, motusbank announced its intention to wind down operations. Pending regulatory approval, deposit and loan accounts will be moving to Meridian Credit Union (“Meridian”) and/or Coast Capital Savings Federal Credit Union (“Coast Capital”). Exact timing of when motusbank will cease operations will depend on approval from financial regulators. Due to these circumstances, motusbank continues to rely on the initial consultation that was completed for the Accessibility Plan.

Areas described under section 5 of the ACA

The purpose of the ACA is to “benefit all persons, especially persons with disabilities, through the realization of a Canada without barriers, on or before January 1, 2040, particularly by identification and removal of barriers, and the prevention of new barriers, in the following areas.¹”

Area	Barriers	Progress on Actions
Employment	<ul style="list-style-type: none">• Attitudes and discrimination• Lack of representation• Workplace accommodations• Benefits• Inaccessible workspace/work tools• Recruiting processes	Provided relevant tools, resources, and training across all levels to further educate and assist staff.
Built Environment	<ul style="list-style-type: none">• Lighting and/or sound• Small spaces/cramped layout• Entryways	Continue plan to review future office planning to ensure accessibility features are leveraged where possible.
Information and Communication Technologies (“ICT”)	<ul style="list-style-type: none">• Insufficient training or support• Lacks adherence to Web Accessibility Standards	Provided relevant tools, resources, and training across all levels to further educate and assist staff.

¹ [Section 5 ACA](#)

Communication, other than ICT	<ul style="list-style-type: none"> • Comprehension difficulties • Insufficient training/knowledge/support 	Reviewed phone systems for opportunities to simplify menu options, as well as provide staff with tools required to provide information in accessible means.
Procurement of goods, services, and facilities	<ul style="list-style-type: none"> • Lack of awareness • Inaccessible bidding and evaluation criteria 	Continue plan to review internal standard requirements for alignment with new and upcoming legislation for third party management.
Design and delivery of programs and services	<ul style="list-style-type: none"> • Insufficient time • Inconvenient scheduling • Lack of accessible equipment 	Implemented flexible time arrangements to ensure individuals are able to understand information presented and ask questions.
Transportation	Not Applicable as not within motusbank's products or services.	Not Applicable as not within motusbank's products or services.

Feedback

During the period from June 1, 2024, to April 30, 2025, motusbank received no feedback related to the Accessibility Plan through communication and/or feedback channels provided by the Bank. This includes but is not limited to, email, surveys, Contact Centre communications, or direct mail.