

Irwin, Sargent & Lowes Limited

Title: Accessibility Standard for Customer Services Feedback Form		Effective: Jan 1, 2012 Revised/Reviewed: June 11, 2024
Section: Human resources		Form Number: F1-02
Revision/Review Number: 7	Approved by: Bryan Kingdon, Partner	

Dear Valued Customers,

At Irwin, Sargent & Lowes Limited we strive to improve accessibility for our customers. We would like to hear your comments, questions and suggestions about the provision of our goods or services. Please complete the Accessibility Standard for Customer Services Feedback Form below and forward to the Office/Finance Manager. Feedback may be verbal (in person or by telephone) or written (e-mail, fax, regular mail or delivered).

Office/Finance Manager

- Mailing Address: P.O. Box 1210, 441 Water Street, Peterborough, ON K9J 7H4
- Telephone Number: 705-742-3861 Extension 225
- Fax Number: 705-742-4304
- E-mail Address: samm.robinson@islinsurance.ca

Thank you.

Irwin, Sargent & Lowes Limited, Management

Customer Feedback Form

We thank you for visiting Irwin, Sargent & Lowes Limited.

1. Please tell us the date and time of your visit:

2. Did we appropriately respond to your customer needs today?

YES NO (please explain below)

3. Was our customer service provided to you in a timely manner?
YES SOMEWHAT NO (please explain below)

4. Was our customer service provided to you in a helpful manner?
YES SOMEWHAT NO (please explain below)

5. Did you have any problems accessing our goods and services?
YES SOMEWHAT NO (please explain below)

6. Please add any other comments you may have:

7. Contact information (optional)*:

Policy

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***Please note:** The information collected will be utilized and stored in compliance with the PIPEDA **Personal Information Protection and Electronic Documents Act, 2005.** For information on the Act, please visit: http://www.priv.gc.ca/information/guide_e.cfm