

Accessibility Feedback Form
Reviewed date: September 2023



Thank you for visiting Ayr Farmers Mutual Insurance Company. We value all of our customers and strive to meet everyone's needs.

Please tell us the date of your visit:

Date: _____

1. Were you satisfied with the customer service we provided you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Comments

2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Comments

3. Did you experience any problems accessing our goods and services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Comments

Contact Information (optional)

Name: _____ Phone Number: _____

Email: _____

Accessibility Feedback Form

Reviewed date: September 2023



Thank-you,

Ayr Farmers Mutual Insurance Company Management

Customers can also provide feedback via these alternative methods:

Tel: 1-800-265-8792 ext. 376

Mail: 1400 Northumberland St. Ayr, Ontario N3B 1E0 E-mail: JerrodB@AyrMutual.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to the Manager of Distribution & Marketing.

Customers that provide formal feedback that constitutes a complaint about accessibility of services to persons with disabilities will receive acknowledgement of their feedback within ten business days using the same means of communication that was used to provide the feedback, along with any resulting actions based on concerns or complaints that were submitted. All reasonable efforts will be made to resolve the complaint.

Ayr Farmers Mutual Insurance Company is authorized under the *Freedom of Information and Protection of Privacy Act*, sections 38(2) and 41(1)(b), to collect and use the information provided in feedback about Ayr Farmers Mutual Insurance Company services.