

Customer Feedback Form

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario and sets some of the highest of mandatory standards for accessibility in Canada.

PV&V Insurance Centre Ltd. Is committed to improving accessibility for our customers.

Your feedback is important to us to ensure that our services are accessible and improve wherever there is room to do so. Please complete the Customer Feedback Form below with your comments.

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

Date: _____

Time: _____

2. Type of visit:

- in person
- website
- other electronic means

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

- YES
- NO (please explain below)

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

- YES
- SOMEWHAT
- NO (please explain below)

5. Was our customer service provided to you in a helpful manner?

- YES
- SOMEWHAT
- NO (please explain below)

6. Did you have any problems accessing our services?

- YES
- SOMEWHAT
- NO (please explain below)

7. Please add any other comments you may have:

8. Contact information (optional)*:

Name _____

Email _____

Phone # _____

Would you like to be contacted by a member of our Accessibility team?

- Yes
- No