



## CUSTOMER FEEDBACK FORM

Echelon Insurance encourages service improvements and welcomes feedback to identify areas that require change. Please complete the form. Alternatively, you may submit your feedback by telephone to:

1-(800) 324-3566 Ext. 6682 or (905) 214-6682 or via e-mail to [ezelechowski@echeloninsurance.ca](mailto:ezelechowski@echeloninsurance.ca):

<i>Customer Experience</i>			
Date of Visit:		Time of Visit:	
Did we respond to and meet your customer service needs today?			
<input type="checkbox"/> Yes	<input type="checkbox"/> Somewhat	<input type="checkbox"/> No	
Comments:			
Was our customer service provided to you in an accessible manner?			
<input type="checkbox"/> Yes	<input type="checkbox"/> Somewhat	<input type="checkbox"/> No	
Comments:			
What could Echelon Insurance do to facilitate easier access to our goods and services?			
Comments:			
Additional Comments:			
<i>Contact Information – Complete only if you require a response</i>			
Preferred method of Contact:	<input type="checkbox"/> Mail	<input type="checkbox"/> Phone	<input type="checkbox"/> E-mail
Name:		Telephone Number:	
Address:		E-mail Address:	

I hereby authorize Echelon Insurance to use the information provided by me for the purpose of continuous service improvement. I understand that this information will be used only by the organization to implement the suggested improvements. I further understand that my personal information will only be used to contact me as indicated above.

Signature: \_\_\_\_\_

Echelon Insurance

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