

## Accessible Customer Feedback Process

### **Methods of Providing Feedback**

The following methods of providing feedback to CMLS Financial on the provision of goods and service to customers with disabilities are available:

1. **Website** - via the website email feedback form at [www.cmls.ca](http://www.cmls.ca) under “**Contact Us**”
2. **Email** - [hr@cmls.ca](mailto:hr@cmls.ca)
3. **Telephone** - (416) 646-1005
4. **In Person** - 18 York Street, Suite 1500, Toronto, ON M5J 2T8
5. **Letter/Fax** - (416) 646-1009

### **Alternate Formats**

Alternate formats will be provided to accommodate a customer’s disability upon request.

### **Response to Feedback**

Every customer that provides feedback will receive a response. The HR department at CMLS Financial is dedicated to responding to all inquiries, regardless of method, as quickly as possible. An HR representative will contact each customer in the method which they have requested to be contacted. All customer feedback is logged and tracked to ensure quality response and resolution, including the actions that were or will be taken.

### **Confidentiality**

CMLS Financial will not disclose personal information for purposes other than those required to address feedback and inquiries related to accessible customer services.