

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 under “**Contact Us**”
2. **Email** - hr@cmls.ca
3. **Telephone** - (416) 646-1005
4. **In Person** - 145 Wellington Street West, 4th floor, Toronto, ON M5J 1H8
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.