



Dear Valued Customers,

We strive to improve accessibility for our customers. We would like to hear your comments, questions and suggestions about the provision of our goods or services.

Please complete this form and email it to [hr@millerinsurance.ca](mailto:hr@millerinsurance.ca) or mail it to Human Resources, Miller Insurance Brokers, 1115 Sutton Street, Kincardine, ON N2Z 2C5. You can also contact our office directly at 1-800-265-3000.

Please tell us the date and location of your visit:

Date: \_\_\_\_\_ Location: \_\_\_\_\_

**1. Did we appropriately respond to your customer service needs today?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No (please explain)	<input type="checkbox"/> Somewhat
------------------------------	--	-----------------------------------

Comments:

---

---

**2. Was our customer service provided to you in a timely manner?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No (please explain)	<input type="checkbox"/> Somewhat
------------------------------	--	-----------------------------------

Comments:

---

---

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

<input type="checkbox"/> Yes	<input type="checkbox"/> No (please explain)	<input type="checkbox"/> Somewhat
------------------------------	--	-----------------------------------

Comments:

---

---

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

<input type="checkbox"/> Yes	<input type="checkbox"/> No (please explain)	<input type="checkbox"/> Somewhat
------------------------------	--	-----------------------------------

Comments:

---

---

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

<input type="checkbox"/> Yes	<input type="checkbox"/> No (please explain)	<input type="checkbox"/> Somewhat
------------------------------	--	-----------------------------------

Comments:

---

---

**Contact Information (optional)**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Thank you,

Miller Insurance Brokers Inc.

**\*\*Please note:** The information collected will be utilized and stored in compliance with the PIPEDA **Personal Information Protection and Electronic Documents Act**, 2005.

For information on the Act, please visit: [http://www.priv.gc.ca/information/02\\_05\\_d\\_08\\_e.cfm](http://www.priv.gc.ca/information/02_05_d_08_e.cfm)