

# EMPIRE LIFE CUSTOMER SERVICE – ACCESSIBILITY FEEDBACK

Thank you for visiting Empire Life. We are committed to providing accessible customer service for persons living with disabilities. Our Company Ombudsman is responsible for receiving, tracking and sharing all accessibility-related feedback with appropriate business areas. In addition to using the “Accessibility Feedback Form”, you may submit your feedback about accessibility using any of the following methods:

By mail to: Ombudsman, Empire Life, 275 King St E,  
Kingston, Ontario K7L 3A8  
By email: [ombudsman@empire.ca](mailto:ombudsman@empire.ca)

By phone: 1 877 548-1881 Extension 3236  
By fax: 1 877 390-6557

## Accessibility Feedback Form

<b>Contact Information</b>	
Please share with us the Date and Location of your visit:	
Date (dd/mmm/yyyy)	Location (street name and city)
Did we respond to your customer service needs today? <input type="radio"/> Yes <input type="radio"/> No	
Was our customer service provided to you in an accessible manner? <input type="radio"/> Yes <input type="radio"/> Somewhat (please explain below) <input type="radio"/> No (please explain below)	
Did you have any problems accessing our web services? <input type="radio"/> Yes <input type="radio"/> Somewhat (please explain below) <input type="radio"/> No (please explain below)	
Please add any other comments you may like to share with us:	
Please advise your relationship with Empire Life: <input type="radio"/> Customer <input type="radio"/> Advisor <input type="radio"/> Other _____	
Would you like a response from us? <input type="radio"/> Yes <input type="radio"/> No	
If Yes, please provide information on your preferred contact method and name:	
First name	Last name
Email	Phone
Bell Relay Service required: <input type="radio"/> Yes <input type="radio"/> No	
<p>Empire Life protects your privacy and your personal information. The personal information collected on this form will be protected by our required adherence to the Federal Personal Information and Personal Electronic Documents Act (PIPEDA). This information will be held in confidence by our Company Ombudsman for a period of 1 year upon which time it will be destroyed unless otherwise directed by you.</p> <p>Please direct any questions about this collection to <a href="mailto:privacy@empire.ca">privacy@empire.ca</a> or by calling 1 800 561-1268 where a Customer Service Representative will be happy to help you. Empire Life may use third party service providers located outside of Canada to process and store your personal information.</p>	