

## AODA: Customer Feedback Form

The Canadian Credit Union Association (CCUA) 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 (416) 232-3479 or via e-mail to svarney@ccua.com.

| Customer Experience  |                |
|--|----------------|
| Date of Visit:   | Time of Visit: |
| Did we respond to and meet your customer service needs today?<br><input type="checkbox"/> Yes <input type="checkbox"/> Somewhat <input type="checkbox"/> No<br><br>Comments:     |                |
| Was our customer service provided to you in an accessible manner?<br><input type="checkbox"/> Yes <input type="checkbox"/> Somewhat <input type="checkbox"/> No<br><br>Comments: |                |
| What could CCUA do to facilitate easier access to our goods and services?  |                |
| Additional comments:   |                |



**Contact Information – Complete only if you require a response**

Preferred method of contact:

Mail

Phone

E-mail

Name:

Telephone Number:

Address:

E-mail:

I hereby authorize CCUA 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: \_\_\_\_\_

