

## Customer Accessibility Feedback Form

Thank you for visiting Heartland Farm Mutual Insurance Inc. We value all our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Date:

Location:

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

🗌 Yes	Somewhat	$\square$ No (please explain below)
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2. Were you satisfied with the accessible manner in which we provided customer service to you?

 $\Box$  Yes  $\Box$  Somewhat  $\Box$  No (please explain below)

3. Did you have any problems accessing our goods and services?

 $\Box$  Yes  $\Box$  Somewhat  $\Box$  No (please explain below)

Contact Information (optional if you would like to hear back from us):

Thank you,

Heartland Management

## Heartland Contact Information

Head Office Address: 100 Erb Street East Waterloo, ON N2J 1L9 Phone:519-886-4530 Toll Free: 1-800-265-8813 Toll Free: 1-800-461-6933

Regional Office Address: 682794 Road 68, RR4, Box 430 Thamesford, ON N0M 2M0 Phone: 519-285-2916

Nova Scotia Office Address: 220 Commercial Street Berwick, NS B0P 1E0 Phone: 1-902-538-3187

Nova Scotia New Minas Office Address: 8994 Commercial Street New Minas, NS B4N 3E2 Phone: 1-902-681-0680