

Customer Service Feedback Form

Dear Valued Customers,

At Dalton Timmis Insurance Group, Inc. 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 the Customer Feedback Form below or contact George Kehagias, Human Resources Director in person, by mail, by phone at 647-556-5376, or by email George.kehagias@nfp.com to share your comments.

Thank you!

Dalton Timmis Insurance Group Management

Customer Feedback Form

We thank you for visiting Dalton Timmis Insurance Group, Inc.

1. Please tell us the date and time of your visit:

2. Did we appropriately respond to your customer needs today?

YES NO (please explain below)

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

YES SOMEWHAT NO (please explain below)

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

YES SOMEWHAT NO (please explain below)

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

YES

SOMEWHAT

NO (please explain below)

6. Please add any other comments you may have:

7. Contact information (optional)*:

***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/guide_e.cfm