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AODA Customer Feedback Form

This form can be downloaded at: israelbonds.ca/forms

Israel Bonds/Canada-Israel Securities, Limited (CISL) is committed to meeting the needs of our clients, visitors and staff with regard to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Your feedback can help us evaluate and improve accessible services and formats in our offices and online.

If you have any comments or complaints, please take a few minutes to complete this feedback form and let us know how we are doing. You may also have this form provided to you in accessible format upon request.

Thank you,

The Israel Bonds team

* Denotes required field

1. Feedback on your visit			
Date of Visit: *	Time of Visit: *	What was the purpose of your visit today? *	
Did we respond to your customer service needs today? *		If no, please explain:	
<input type="radio"/> Yes <input type="radio"/> No			
Was our customer service provided to you in an accessible manner? *		If no, please explain:	
<input type="radio"/> Yes <input type="radio"/> No			
Did you have any problems accessing our goods or services? *		If yes, please explain:	
<input type="radio"/> Yes <input type="radio"/> No			
Please add any other comments/suggestions you may have:			
2. Your contact information			
First Name *		Last Name *	
Mailing Address		City	Province
			Postal code
Telephone Number	Email Address *		
Would you like to be contacted by the accessibility contact person at Israel Bonds/Canada-Israel Securities, Ltd?			
<input type="radio"/> Yes <input type="radio"/> No			
If yes, please ensure you complete the contact information above. How would you like to be contacted?			
<input type="radio"/> Telephone <input type="radio"/> Email <input type="radio"/> Mail			
How may we ensure this contact method meets your disability requirements? (Customers will be contacted within 5 business days of receiving feedback)			
<input type="radio"/> Large font			
Alternate format including:			

All feedback will be directed to our Office Manager and responses will be provided within 5 business days.