



## **Accessible Customer Feedback Process**

### **Methods of Providing Feedback**

The following methods of providing feedback to Teachers Life on the provision of goods and services to customers with disabilities are available:

1. **Email – [insuring@teacherslife.com](mailto:insuring@teacherslife.com)**
2. **Telephone - 1-866-620-LIFE (5433)**
3. **In Person – 50 Burnhamthorpe Road West, Suite 703, Mississauga, ON L5B 3C2**
  - a. *Please note that we currently operate on a hybrid work schedule and are generally in the office on Tuesdays and Wednesdays*
4. **Letter – same mailing address as above, addressed to “Director, People and Culture.”**

### **Alternate Formats**

Alternate formats will be provided to accommodate a customer’s disability upon request.

### **Response to Feedback**

Every customer that provides feedback will receive a response. The HR department at Teachers Life is dedicated to responding to all inquiries, regardless of method, as quickly as possible. An HR representative will contact each customer in the method which they have requested to be contacted. All accessible feedback is logged and tracked to ensure quality response and resolution, including the actions that were or will be taken.

### **Confidentiality**

Teachers Life will not disclose personal information for purposes other than those required to address feedback and inquiries related to accessible customer services.