The **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** is provincial legislation that aims to achieve a fully accessible Ontario.

It is the intent of all personnel representing **J/E Bearing and Machine Ltd.** to provide information to all persons accessing our goods and services in a format that would assist them in their decision-making process. We are committed to providing quality services that are accessible to all and we will make every reasonable effort to ensure our policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.

Feedback regarding the way **J/E Bearing and Machine Ltd.** provides goods and services to people with disabilities can be made by email, mail, telephone, or in person. All feedback will be directed to the President of **J/E Bearing and Machine Ltd.** Customers can expect to hear back in five business days. If it is not possible to resolve the issue/inquiry during that time, the acknowledgement will outline what steps are being taken and whether there will be further response.

Date of Visit: _________________________ Time of Visit: ______________________

Please outline in detail the nature of your concern including the names of all individuals involved.

________________________________________________________________________

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________________________________________________________________________

Was our customer service material provided to you in an accessible manner? YES  □ NO □
If no, please explain:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Did we respond appropriately to your customer service needs today? YES □ NO □
If yes, please explain:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Please provide us with your contact information below:
(Any personal information is collected pursuant to Ontario Regulation 429/7, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Full Name: ____________________________________________

Mailing Address: ____________________________________________

________________________________________________________________________

Phone #: ___________________________ Email Address: ___________________________

Thank you for your feedback.

J/E Bearing and Machine Ltd. Contact Information:

Email: joev@je-bearing.com

Telephone: 519-842-8476 / Fax: 519-842-2217

Mail: 68 Spruce Street, Tillsonburg, Ontario, N4G 5V3

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