

**APPENDIX A**



**Harmonic Fund Services Canada Inc.**

**AODA Customer Feedback Form**

---

**Thank you for visiting Harmonic Fund Services Canada Inc. We value all our customers, visitors, agents etc. and strive to meet everyone's needs. Your comments are important to us as we want to ensure that your experience with Harmonic Fund Services Canada Inc. is a pleasant one.**

**Please complete and return this form to the Facilities Manager at our place of business:**

Brookfield Place,  
Bay Wellington Tower  
181 Bay Street, Suite 3830  
Toronto, ON  
M4J 2T3  
Canada

**Thank you in advance for your feedback.**

Please tell us the date and time of your visit (mm/dd/yyyy): \_\_\_\_\_

What services were you looking for?

---

---

Did we respond to your customer service needs today?  Yes  No

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

Yes  Somewhat  No

---

---

Did you have any problems accessing the Building or goods and services within our Office?

Yes  Somewhat  No

---

---

What could Harmonic Fund Services Canada Inc. do to make it easier for you to access our goods and services?

---

---

Additional comments:

---

---

Would you like to be contacted?

No, I do not need to be contacted

Yes, my preferred method of contact is:

Mail,  Phone,  Email

---

**COMPLETE THIS SECTION ONLY IF YOU ARE REQUESTING A REPLY  
-CONTACT INFORMATION-**

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

Harmonic Fund Services Canada Inc. is collecting the personal information you provide on this form so we can respond to your feedback. If you have any questions about the collection, use and disclosure of your personal information by the Firm, please contact us via the following e-mail address: [privacy@harmonic.ky](mailto:privacy@harmonic.ky)