

# Accessibility Feedback Process at Amex Canada

## Feedback Process

We take pride in our commitment to servicing our customers and are always looking for opportunities to improve your experience. You are welcome to submit your feedback and suggestions to Amex Canada (“Amex”) regarding the implementation of the accessibility plan, accessibility barriers, or any other accessibility matters you’ve encountered in your interaction with Amex, by using any of the ways listed below.

### Email:

- Feedback related to accessibility can be provided by **Email** at [amexaccessibility@aexp.com](mailto:amexaccessibility@aexp.com)
- Feedback provided via email will receive an automatic acknowledgement email response.
- Attachments such as photos, videos, and documents can be included in your feedback. Please ensure the combined file size of all attachments does not exceed 10 MB.
- If the feedback was not provided anonymously, the Accessibility team or Accessibility Officer may contact the customer for additional information or to provide an update.

### Mail:

- Feedback related to accessibility can be provided to the following **Mailing Address**:  
Amex Bank of Canada, Attn: Accessibility Team  
PO BOX 3204 STN F  
Toronto, ON M1W 3W7
- Written feedback regarding accessibility that is sent to Amex will be digitized, and the physical copy will be destroyed after 30 business days of receiving the original letter.
- Feedback provided by mail can expect a written letter of acknowledgement within 10 business days from when it is received.
- If the feedback was not provided anonymously, the Accessibility team or Accessibility Officer may contact the customer for additional information or to provide an update.

### Phone or TTY:

- Feedback related to accessibility can be provided at  
**Phone:** 1-888-301-5312 (toll free)  
**Teletypewriter (TTY):** 1-866-529-1344
- Feedback provided via telephone can be done at any time of the day, seven days a week. The calls received will go to a message recording service.
- All non-anonymous Feedback will be acknowledged by the Accessibility team or Accessibility Officer
- Feedback provided by TTY will be acknowledged through the TTY service by the Accessibility team or Accessibility Officer
- If the feedback was not provided anonymously, the Accessibility team or Accessibility Officer may contact the customer for additional information or to provide an update.

### By Fax:

- Feedback related to accessibility can be provided by **Fax** at 1-866-849-9660

- Feedback provided via Fax will be acknowledged within 5 business days.
- Acknowledgement will be sent via email or mail, dependent on if a return mailing address or email address is submitted along with the feedback.
- If the feedback was not provided anonymously, the Accessibility team or Accessibility Officer may contact the customer for additional information or to provide an update.

#### Anonymous Feedback Form:

- Option 1: Online Feedback Form
  - To access the online form, please visit [Amex.ca](https://www.amex.ca)
  - Scroll down to the universal footer on the bottom of the page and select **Accessibility**.
  - Once on the Accessibility Hub, select the **Feedback** button that is located on your bottom right of the screen.
  - On the Feedback section, click the link “Online Feedback Form” that is located within the fourth column in the bottom side of the screen.
  - The form is intended to receive anonymous feedback. ***Please do not include any personally identifiable or sensitive information in your response when completing the form.***
  - Feedback that is provided through the online form will receive an automatic acknowledgement message that will appear on the webpage upon clicking “Submit”
- Option 2: Manual Feedback Form
  - To download a printable form, please visit the Amex website [Amex.ca](https://www.amex.ca)
  - Scroll down to the universal footer on the bottom of the page and select **Accessibility**.
  - Once on the Accessibility Hub, select the **Feedback** button that is located on your bottom right of the screen.
  - Once on the Feedback section, click the link “**To download the Feedback Form, click here**” that is located within the fourth column in the bottom side of the screen.
  - The form is intended to receive anonymous feedback. ***Please do not include any personally identifiable or sensitive information in your response when completing the form.***
  - Mail a copy of the Feedback Form to:
    - Amex Bank of Canada, Attn: Accessibility Team
    - PO BOX 3204 STN F
    - Toronto, Ontario
    - M1W 3W7

## Feedback Disclosure

Providing feedback related to accessibility through these channels is voluntary. These are not channels for any complaint that is not related to accessibility and your feedback will not be used to open a complaint. To make a complaint, contact our customer care professionals or visit [amex.ca/complaints](https://www.amex.ca/complaints).

## What you can expect when you provide Feedback

- Once a customer shares their feedback, we will send an acknowledgement message only for those cases where the customer provided identifiable information. In the acknowledgement, we

will thank the participant for submitting their feedback related to accessibility and inform them of any next steps, if applicable.

- We will retain an electronic or print copy of any identifiable or anonymous feedback provided by customers for a period of seven (7) years from the moment we receive the feedback.
- The feedback received will be reviewed by the Accessibility Team and Accessibility Officer and it will be used to identify, remove, and prevent accessibility barriers across Amex.
- Your feedback is very valuable to us and will be considered as part of the continuous improvement of our accessibility efforts. It will also be used to meet our planning and reporting requirements and improve how we consult and service persons with disabilities.

## Requesting Alternate Formats

You can request an alternate format of our Feedback Process, Accessibility Plan or Progress Reports using the contact information listed below based on type of alternate format required.

Please see the chart below outlining the available alternate formats, expected delivery timeframe, method of request, and information required from customer to fulfill requirement:

Format	Time	Fulfillment	Information Required
Print or Large Print	15 Days	<b>Email:</b> <a href="mailto:amexaccessibility@aexp.com">amexaccessibility@aexp.com</a> <b>Phone:</b> 1-888-301-5312 (toll free)	Address for delivery of physical copy
Braille	45 Days	<b>Email:</b> <a href="mailto:amexaccessibility@aexp.com">amexaccessibility@aexp.com</a> <b>Phone:</b> 1-888-301-5312 (toll free)	Address for delivery of physical copy
Audio format	45 Days	<b>Email:</b> <a href="mailto:amexaccessibility@aexp.com">amexaccessibility@aexp.com</a>	Email ID for delivery of electronic copy
Electronic	15 Days	<b>Email:</b> <a href="mailto:amexaccessibility@aexp.com">amexaccessibility@aexp.com</a> Download a copy from the Accessibility section within Amex website	Email ID for delivery of electronic copy

## Privacy

If you chose to provide your name or any identifying information about yourself when you submit your feedback, the information you share will only be used for the purpose of identifying, removing, and preventing accessibility barriers.