

Serenia Life Financial – Accessibility Feedback

Thank you for visiting Serenia Life Financial. We are committed to providing accessible information for persons with disabilities. Our organization's Member Services is responsible for receiving, tracking, and sharing all accessibility-related feedback with appropriate business areas.

In addition to using the "Accessibility Feedback Form," you may submit your feedback about accessibility using any of the following methods:

By email: member.services@serenialife.ca

By mail: 300-470 Weber Street North, Waterloo ON N2L 6J2

By phone: 1-800-563-6237 or 519-886-4610



Accessibility Feedback Form Contact Information

Please share with us the date and location of your visit:

Date (dd/mmm/yyyy) Location (street name and city)

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

Was service provided to you in an accessible manner?

Yes Somewhat (please explain below) No (please explain below)

Did you have problems accessing our web service?

Yes Somewhat (please explain below) No (please explain below)

Please add any other comments you may like to share with us:

Please advise your relationship with Serenia Life: Customer Advisor Other

Would you like a response from us? Yes No

If yes, please provide information on your preferred contact method and name:

First name: Last name:

Email: Phone:

Relay Service required:* Yes No

Serenia Life Financial protects your privacy and personal information. The personal information collected on this form will be protected by our required adherence to the Federal Personal Information and Personal Electronic Documents Act (PIPEDA). We will only collect, use, and disclose your personal information with your consent, except where otherwise required or permitted by law.

If you have any questions about the above information or wish to receive a copy of Serenia Life Financial's Privacy Policy, feel free to contact Member Services at 1-800-563-6237.

*Relay services provide individuals with a hearing or speech disability the option to utilize a relay operator to assist in making and receiving telephone calls. The operator reads the text message to the other party, and then types the spoken words back to the user.

"Serenia Life Financial" is an alternate business name used by FaithLife Financial. All benefits are provided, and all policies are underwritten, by FaithLife Financial.