

# 407 ETR Ombudsman Contact Form

The Ombudsman's mandate is to act as an advocate for fairness and to address customers' unresolved issues or concerns related to customer service matters. Please read the information below to learn more and contact the Office of the Ombudsman.

## How do I resolve my service issue?

- 1** Contact 407 ETR by calling 1-888-407-0407. If your issue is not resolved, you can ask to speak to a customer advocate. If your issue still is not resolved, submit the following form to the 407 ETR Ombudsman. If the matter falls within our mandate, we will begin working towards a resolution. Resolution recommendations are provided in writing within 10 days of receiving a valid dispute.
- 2** Ensure you keep track of names, dates, emails and letters during your dispute.

## Terms of Service

- 1** The Office of the Ombudsman takes all complaints very seriously. If your issue does not fall within our mandate we will work to refer it to the appropriate group.
- 2** Our investigations are unbiased and impartial. Our resolutions and recommendations are based on 407 ETR's policies, procedures and processes.
- 3** Our services are free.
- 4** We will investigate matters that fall within our mandate and are no more than 12 months old from the date the issue began.
- 5** Issues that fall outside of our mandate include: collections issues, legal matters, highway infrastructure issues, pricing, promotions and balance reductions.

## How do I submit my dispute?

- 1** Fax: 905-264-4486
- 2** Email: [ombudsman@407etr.com](mailto:ombudsman@407etr.com)
- 3** Mail: 6300 Steeles Avenue West, Woodbridge, Ontario L4H 1J1

For general information,  
please call 905-264-4485

# 407 ETR Ombudsman Contact Form

## 1 Customer Information

NAME		ADDRESS
TELEPHONE NUMBER		
ACCOUNT NUMBER	TRANSPONDER ID	LICENCE PLATE NUMBER

## 2 Complaint Information

DATE OF COMPLAINT	NAME OF CUSTOMER SERVICE ADVOCATE
COMPLAINT SUMMARY	
RESPONSE FROM COMPANY	
SUSPECTED CAUSE	
REQUESTED RESOLUTION	