



ACCESSIBILITY FEEDBACK FORM

American Eagle Outfitters and aerie are committed to improving accessibility for individuals with disabilities. We value your feedback regarding accessibility. We would like to hear your comments, questions or suggestions about the provision of our goods or services to individuals with disabilities. Please complete this Feedback Form and submit it to:

American Eagle Outfitters - Human Resources
450 Courtneypark Drive West
Mississauga, ON
L5W 1Y6

If you require assistance in providing your feedback, or require this Feedback Form in an accessible format or with a communication support, please contact our Customer Relations Line at 1-855-468-4333 / CanadaCare@ae.com.

Please tell us the date, time and location of your visit:

Date: _____

Time: _____

Location: _____

Did we respond to your customer service needs today?

- YES (please explain below) SOMEWHAT (please explain below) NO (please explain below)

Was our service provided to you in an accessible manner?

- YES (please explain below) SOMEWHAT (please explain below) NO (please explain below)

Did you have any problems accessing our services?



YES (please explain below) SOMEWHAT (please explain below) NO (please explain below)

Do you have any other comments to help us better serve individuals with disabilities?

Would you like to be contacted by American Eagle Outfitters and aerie in respect of the feedback provided?

YES NO

If yes, please provide us with your contact information below (optional):

(Any personal information is collected pursuant to the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Full Name: _____

Mailing Address: _____

Telephone Number: _____

E-mail Address: _____

How would you like to be contacted? Telephone E-mail Mail

Thank you for your feedback.

American Eagle Outfitters & aerie

FOR OFFICE USE ONLY

Date Feedback was received: _____

Received by: _____

Follow up required: YES NO

If yes, when was it done: _____

Action Plan required: YES NO

If yes, please explain what action was taken: _____
