THE SMART LINK

a25.com
514 766-8225
1 855 766-8225
Toll free number

A25 – Service client
6801, boul. Lévesque Est
Laval, Québec H7A 0E1

COMPLAINT FORM

Please return this form to:	**A25 The Smart Link, A25 Service Centre – Customer Service** 6801 Lévesque Blvd. East, Laval, Quebec H7A 0E1 Canada	Fax: 450 664-6336

We are sorry that you are unsatisfied with A25 Bridge services. It is important for us to fully understand the nature of your complaint to ensure that your case is adequately handled.

Our review process ensures that your concern will be fully and independently assessed. Our evaluation will be based on a review of your request and on applicable legal provisions, including the *Act respecting transport infrastructure partnerships* and the *Regulation respecting toll road infrastructures operated under a public-private partnership agreement*.

To submit a complaint, please complete the form below. On receipt of your complaint, an acknowledgement of receipt will be sent to you along with a reference number. We may subsequently contact you by telephone to review your situation. A response will be sent to you in writing once your complaint is processed.

Complaint Form

Last Name

Date

First Name

Phone

Address

Email address

City

Registred account owner ◯ No ◯ Yes

Registred account number

Province

Zip Code

Complaint category

Please select the category: ◯ Customer Service ◯ Infrastructure Toll ◯ Road maintenance

Description

Continued on reverse >

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Complaint (cont'd)