

March 29th, 2012

ESSEX COMMUNITY FUTURES DEVELOPMENT CORPORATION SERVICE STANDARDS

Essex CFDC is a federally funded organization, governed by a volunteer Board of Directors. Our mandate is to foster economic development, job creation and strengthen community capacity in rural Essex County. This is achieved through the following four lines of business service:

- Strategic Community Planning and Priorities
- Community Economic Development Projects
- Business Services
- Business Loans

We have established a set of Service Standards to ensure you receive the best assistance available in all our lines of service.

Language of Service

We provide service in both Official Languages – English or French, in all areas, whether online, on the telephone or in person at our office.

Telephone

Qualified, knowledgeable and courteous staff is available to answer your questions Monday to Friday, between 8:30 a.m. to 4:30 p.m. You can reach us at (519) 776-4611. If we are unable to answer your call immediately, please leave a message on the main line. An Essex CFDC representative will return your call within one (1) business day.

On Line

Information about our programs is available on line 24/7 by accessing www.essexcfdc.on.ca Please email us at info@essexcfdc.on.ca for further information. You can expect a response to your email inquiry within two (2) business days.

Visit our Office

We are located at 39 Maidstone Avenue East, Essex, ON N8M 2J3

Service Principles

As a service industry, our performance has to speak for itself.

What you may expect from Essex CFDC:

From start to finish we are here to assist our clients; whether it's starting a business in rural Essex County, require access to capital to expand your existing business, or resources for a community economic development project.

Our staff provides quality service and throughout the process you can expect they will be:

- Professional and courteous
- Confidential - you can be assured that all discussions are private
- Open and realistic and will provide advice relating to your specific situation with candor

Service Delivery Timelines for loans

The target to presenting your loan application to our Loans Committee is between three (3) to six (6) weeks. This goal is only achieved with the cooperation of you, our client. To help ensure a timely submission, our clients have the responsibility to:

1. Complete all pages of the Loan Application Form
2. Provide required information accurately
3. Obtain signatures from all parties involved
4. Respond to questions in a timely manner
5. Provide full disclosure

Fees

There is no fee for our counseling services. Applicable fees relating to the loan process are charged back to the client.

Feedback

We accept suggestions, compliments and complaints regarding Essex CFDC's service delivery. These forms are available on line or at our office.

Accessibility/Disability

If you cannot come to our office due to a disability, alternate arrangements can be arranged.