

Banking Customer Satisfaction Survey

How to fill this in

Please share your honest feedback about banking with us. Fill the checkboxes completely using a blue or black pen. Your answers are anonymous and confidential.

01 Your banking experience

Please rate your agreement with the following statements.

Please cross one in each line

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
It is easy to do my banking with you	☐	☐	☐	☐	☐
Staff are knowledgeable and helpful	☐	☒	☐	☐	☐
Problems are resolved quickly	☐	☐	☐	☐	☐
Fees and charges are clear	☐	☐	☐	☐	☐
I trust the bank with my money	☐	☐	☐	☐	☐
Online and in-branch services work well together	☐	☐	☐	☐	☐

How much effort did it take to get what you needed today?

Very little effort ☐ ☐ ☐ ☐ ☐ A great deal of effort

02 Overall

How likely are you to recommend us to friends or family?

Not likely ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Very likely

What would make your banking easier?