

Type of Feedback

Suggestion

Compliment

Complaint

Products/Services

ATM

Deposit Accounts

Corporate Banking

ATM Card

Finance

Staff

Credit Card

Online Banking

Others

Comments

Please rate the following

| | Excellent | Average | Poor |
|---|--------------------------|--------------------------|--------------------------|
| Product & Services variety | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service Charges | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff willingness to deliver services promptly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff responsiveness to customer demands/requests | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Electronic Banking Services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Others <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Contact details

Name: Tel:

Email:

Date:

CPR/ CR: