

Customer Satisfaction Survey

Please tick a box on each line to show how you feel about the different areas of our service.

Managing your account

Q1. How satisfied are you with the way we:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Experience
Handle your account efficiently, without mistakes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apologise for any mistakes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain charges clearly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Handling enquiries

Q2. How satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Experience
The time taken by members of staff to answer the telephone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way in which staff members answer your call?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clearness of the staff member's voice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of reaching the person you need to speak with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How quickly your enquiry was understood and responded to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3. When did you last phone us?

In the last month In the last 3 months In the last 6 months More than 6 months ago

Q4. How satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Experience
The time taken by us to respond to your letters?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy our letters are to understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clearly our letters answer your enquiry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5. Have you experienced any of the following issues in the last six months? If not, go to Q7.

	Happened	Complained about
A mistake on your account	<input type="checkbox"/>	<input type="checkbox"/>
Instructions not carried out	<input type="checkbox"/>	<input type="checkbox"/>
Your name or address misspelt on letters	<input type="checkbox"/>	<input type="checkbox"/>
A mistake with a standing order or direct debit	<input type="checkbox"/>	<input type="checkbox"/>
A disagreement about charges	<input type="checkbox"/>	<input type="checkbox"/>
Unhelpful staff	<input type="checkbox"/>	<input type="checkbox"/>
Other reason to complain (Please give reason below):	<input type="checkbox"/>	<input type="checkbox"/>

Q6. If you have complained, please tell us how satisfied you were with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
The way your complaint was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person who sorted out your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken to sort out your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The follow-up contact you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please answer the following questions about the branch you visit most often.

Staff

Q7. How satisfied are you that we have staff who are:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Experience
Knowledgeable about the services we offer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to give good advice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to give you 100% of their attention?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pleased to be assisting you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smart and professional?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the branch

Q8. How satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Experience
The level of privacy we offer in the branch?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the branch?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How your enquiries are passed between staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often you have to queue?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How long you have to queue?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our efforts to reduce queuing time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How quickly our cashiers carry out your instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9. How satisfied are you with this branch's cash machines:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Experience
Being open?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being clean and tidy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing readable printouts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General

Q10. When were you last in the branch?

- In the last month In the last 3 months In the last 6 months More than 6 months ago

Q11. How likely are you to:

	Very Likely	Likely	Unlikely	Very Unlikely
Recommend this bank to a friend or relative?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remain a customer of this bank?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buy another product or service from this bank?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12. Have you actually recommended BankX to a friend or relative?

- Yes No

Q13. Overall, how satisfied are you with the service you receive?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

Q14. Over the last year, has our service:

- Got Better Stayed the Same Got Worse

Q15. What one aspect of service could the branch you visit most often improve?

Thank you for taking the time to fill in this survey.
Please return it in the enclosed envelope to: BankX, PO Box 56, London