



Customer Service Monitoring

All of your answers should relate to your personal dealings with the bank, rather than any dealings you may have had for business purposes.

Please write the address of the branch, where your account is held, in the space below.

Please write in the sort code for your branch here.
(The code appears on all of your cheques as a six digit number e.g. 68-06-08).

If you visit another branch more often than your own account branch (as named in Question 1 above) please can you write the address of your preferred branch here? (If you are unsure of the exact address, then give the street and town).

Does the branch you visit most often have an external cash point machine?

Yes

No

How often do you visit your preferred branch? (i.e. go into the branch, and not just use the external cash point machine).

More than once a day

Once a day

2 - 3 times a week

Once a week

Once a fortnight

Once a month

Rarely

Never

As far as you know, what are the weekday opening hours of this branch?

8.30 am - 4.30 pm

9.00 am - 4.30 pm

8.30 am - 5.00 pm

9.00 am - 5.00 pm

8.30 am - 5.30 pm

9.00 am - 5.30 pm

How acceptable do you find these weekday opening hours?

Very acceptable

Fairly acceptable

Not very acceptable

Not at all acceptable

At what time of day do you normally visit this branch on a weekday? (Again, we mean actually go into the branch for service, not just to use the cash machine.)

Before 9.00 am

12.00 noon to 2.00 pm

4.30 pm to 5.30 pm

9.00 am to 10.00 am

2.00 pm to 3.30 pm

On a weekday, but not at any specific time

10.00 am to 12 noon

3.30 pm to 4.30 pm

Normally on a Saturday