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Please tick the appropriate response

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SERVICE AREA: | COUNTER [ ]  | LOANS OFFICER [ ]  | SOCIAL MEDIA [ ]  | EMAIL/SOCIAL MEDIA [ ]  | OTHER: [ ]  Specify: |
| Were you greeted with a smile? | YES [ ]  | NO [ ]  |
| Did the DMCU staff member introduce himself / herself by name? | YES [ ]  | NO [ ]  |
| How satisfied are you with the following? : |
| * Courtesy of Staff
 | Very Satisfied [ ]  | Satisfied [ ]  | Neutral [ ]  | Dissatisfied [ ]  | Very Dissatisfied [ ]  |
| * Accuracy of transaction
 | Very Satisfied [ ]  | Satisfied [ ]  | Neutral [ ]  | Dissatisfied [ ]  | Very Dissatisfied [ ]  |
| * Speed of transaction
 | Very Satisfied [ ]  | Satisfied [ ]  | Neutral [ ]  | Dissatisfied [ ]  | Very Dissatisfied [ ]  |
| * Helpfulness
 | Very Satisfied [ ]  | Satisfied [ ]  | Neutral [ ]  | Dissatisfied [ ]  | Very Dissatisfied [ ]  |
| * Information provided
 | Very Satisfied [ ]  | Satisfied [ ]  | Neutral [ ]  | Dissatisfied [ ]  | Very Dissatisfied [ ]  |
|  |
| How long did you have to wait to be served? | Less than 10 minutes [ ]  | 10 – 20 minutes [ ]  | Over 20 minutes [ ]  |
| Once served, how long did it take to complete your transaction? | Less than 5 minutes [ ]  | 5 – 10 minutes [ ]  | 10 – 20 minutes [ ]  | Over 20 minutes [ ]  |
| Were you thanked for doing business with the DMCU? | YES [ ]  | NO [ ]  |
|  |
| Please detail additional feedback below. I have a: | Complaint [ ]  | Compliment [ ]  | Suggestion [ ]  |
|  |
|  |
|  |
|  |
|  |
|  |
| DATE:(Day / Month / Year) | NAME:(Optional) | PHONE CONTACT:(Optional) |

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**CUSTOMER**

**FEEDBACK**

**FORM**

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Today Tomorrow Together