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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 | | |
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| DATE:  (Day / Month / Year) | | | | NAME:  (Optional) | | | | | | | | | | | PHONE CONTACT:  (Optional) | | | | | | |

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**CUSTOMER**

**FEEDBACK**

**FORM**

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Today Tomorrow Together