

Please rate us on the following characteristics by checking **HIGHER** numbers for **BETTER** scores and **LOWER** numbers for **WEAKER** scores.

	HOW DO WE SCORE?	HOW IMPORTANT IS THIS TO YOU?
SERVICE	6 5 4 3 2 1	6 5 4 3 2 1
1. Courtesy of our employees	6 5 4 3 2 1	6 5 4 3 2 1
2. Speed of our service	6 5 4 3 2 1	6 5 4 3 2 1
3. Errors corrected promptly	6 5 4 3 2 1	6 5 4 3 2 1
4. Professionalism of our employees	6 5 4 3 2 1	6 5 4 3 2 1
5. Hours of operation	6 5 4 3 2 1	6 5 4 3 2 1
LOCATIONS	6 5 4 3 2 1	6 5 4 3 2 1
6. Convenience of branches	6 5 4 3 2 1	6 5 4 3 2 1
7. Privacy in branches	6 5 4 3 2 1	6 5 4 3 2 1
8. Convenience of ATMs	6 5 4 3 2 1	6 5 4 3 2 1
9. Neatness/Cleanliness of branches	6 5 4 3 2 1	6 5 4 3 2 1
10. Parking	6 5 4 3 2 1	6 5 4 3 2 1
PRODUCTS & SERVICES	6 5 4 3 2 1	6 5 4 3 2 1
11. Checking services	6 5 4 3 2 1	6 5 4 3 2 1
12. Fees & service charges	6 5 4 3 2 1	6 5 4 3 2 1
13. Savings/CD services	6 5 4 3 2 1	6 5 4 3 2 1
14. Investment services	6 5 4 3 2 1	6 5 4 3 2 1
15. Loan services	6 5 4 3 2 1	6 5 4 3 2 1
16. Telephone banking	6 5 4 3 2 1	6 5 4 3 2 1
17. PC banking	6 5 4 3 2 1	6 5 4 3 2 1
18. Account statements	6 5 4 3 2 1	6 5 4 3 2 1
19. Rates on loans	6 5 4 3 2 1	6 5 4 3 2 1
20. Rates on savings	6 5 4 3 2 1	6 5 4 3 2 1

YOUR COMMENTS _____

OVERALL SATISFACTION

21. What's your overall satisfaction? 6 5 4 3 2 1
-
22. Would you recommend us to a friend?
 CERTAINLY PROBABLY MAYBE UNLIKELY NO
-
23. Will you consider us for your next loan?
 YES PROBABLY MAYBE UNLIKELY NO
-
24. Will you consider us for your next new deposit account?
 YES PROBABLY MAYBE UNLIKELY NO
-
25. Will you consider us for your next investment service?
 YES PROBABLY MAYBE UNLIKELY NO
-
26. How does our service compare with other financial companies you use?
 MUCH BETTER BETTER SAME WORSE
-
27. How does our service compare with other companies, in general?
 MUCH BETTER BETTER SAME WORSE

TELL US ABOUT YOURSELF

1. What is your age?
 Under 24 24-34 35-44 45-54 55-64 65-74 75+
-
2. What is your annual family income (000s)?
 Under \$20 \$20-\$39 \$40-\$59 \$60-\$79 \$80-\$99 \$100+
-
3. What are your total investment balances (000s)?
 Under \$5 \$5-\$9 \$10-\$19 \$20-\$49 \$50-\$99 \$100+
-
4. Do you have a personal loan with us?
 YES NO
-
5. My accounts are primarily:
 PERSONAL BUSINESS OTHER
-
6. My Branch Location: _____

Customer Satisfaction Survey
 Print this page on the back of side 1.
 SIDE 2

TOP

Align with **TOP** of Side 2

FOLD

Your opinion matters.

We want to know how well we're meeting your needs, and where we need to improve. Please take just a few minutes to rate our service and performance, then fold and seal this form and drop into any U.S. mailbox.

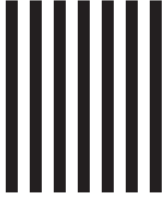
Thanks for helping us serve you better.

**PLACE BANK
LOGO HERE**

FOLD

FRONT COVER

PASTE BANK BARCODE HERE. DO NOT PRINT DOTTED LINES.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

PASTE BANK
BARCODE HERE.
DO NOT PRINT
DOTTED LINES.

SEAL WITH TAPE BEFORE MAILING

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. TYPE CITY NAME HERE

POSTAGE WILL BE HANDLED BY ADDRESSEE

BANK NAME
ADDRESS 1
ADDRESS 2

BACK COVER

Customer Satisfaction Survey

Paste the Bank's business reply mail barcodes in the indicated areas. Do not print dotted lines.

Type city name and business reply permit number in the indicated areas.

Print this survey on white cardstock. Trim on indicated cropmarks. Fold in half.

SIDE 1

CSSV2