

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	_____	

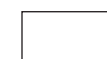
OVERALL SATISFACTION

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.

Thanks for helping us serve you better.

**PLACE BANK
LOGO HERE**

BACK COVER

FOLD

FRONT COVER

Customer Satisfaction Survey

Print this survey on white cardstock.

Trim on indicated cropmarks. Fold in half.

SIDE 1

CSSV3