



## CUSTOMER FEEDBACK FORM

Serial No. \_\_\_\_\_

At K-UNITY, we value and appreciate your feedback. Kindly take a moment to talk to us by completing this form and drop it in the suggestion box.

Branch \_\_\_\_\_

Date \_\_\_\_\_

### What service did you use today?

Deposit  Withdrawal  Account opening

Enquiry  Loans  Unicash activation

Other, please specify \_\_\_\_\_

### How would you rate us in the following areas? 5=Excellent and 1=Poor

Speed of service

Staff friendliness

Sufficient feedback

Cleanliness of the branch

Did our staff greet you and offer you help? \_\_\_\_\_

In your view, how can we improve our services? \_\_\_\_\_

Did the staff know the products? \_\_\_\_\_

\_\_\_\_\_

Was the staff respectful? \_\_\_\_\_

\_\_\_\_\_

### How would you rate your overall satisfaction with our banking services?

Very satisfied  Satisfied  Neutral

Unsatisfied  Very unsatisfied

### On a Scale of 1-10 How likely is it that you would recommend K-unity to a friend?

1=Less Likely 10=Most likely

1	2	3	4	5	6	7	8	9	10
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If you would like us to get back to you, please give your contact details (Optional)

Name \_\_\_\_\_ Phone No. \_\_\_\_\_

**Thank you. We value your feedback**

For further feedback kindly contact us through

0707424774

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