

CUSTOMER SATISFACTION SURVEY- Revised format

Name: Age: Gender: M/ F

Phone: Email:

Address:

Branch:

Account Number (16 digit)

1) What type of accounts do you hold with us?

SB CD OD/CC

Gold loans Home loans Vehicle loans

Education loans Fixed Deposits Others

If others please specify

2) Do you think that the bank caters to all your banking needs? Yes / No

If No, what are the other services the bank should offer?

3) Does SIB offer competitive interest rates? Yes / No

If No, on what products?

FD / RD Loans Others

If others please specify:

4) Does SIB offer competitive service charges? Yes / No

If No, on what services?

Demand Draft Fund transfer

Any branch banking Others

If others please specify:

5) Do you use the service of any other banks? Yes. No

If Yes, would you please share the reasons?

6) What do you feel about the overaal service quality of our bank ?

Excellent Very good

Good Average Poor

7) Where do you feel that the bank needs improvement?

Customer service Quick response Product range offered
Ambience Personalized service Disposal of credit proposals
Net banking Proper information about Products Others

If others please specify

8) Would you recommend our bank to a friend, relative or an associate?

Yes / No / Maybe

If yes, please provide the contact details?

9) What do you look for in a bank when you decide to start a relationship?

Wide branch network ATM Network Customer service
Choice of products Prompt response Proximity Others

If others please specify

10) When you think of SIB, what comes to your mind first?

Personalized service Wide branch network Customer service
Complete banking 100% Core banking Others

If others please specify

11) Are you aware of the following products / services being offered by the bank?

Demat	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
RTGS / NEFT	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Intra branch fund transfer	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Linking of FD with SB	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Inward remittance from abroad	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Internet Banking	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Mobile alerts	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Debit cum ATM cards	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
At par payable cheques	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
SiberTrade	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
M-Pay	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
SIB Pure Gold	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Privilege Accounts	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Mahila Accounts	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Group Salary Account	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

12) Your opinion on this survey

Satisfactory Will yield result Looking forward for results

Others

If others please specify

Please send the form to : South Indian Bank, Customer Care Centre, Planning & Development Dept., Head Office, SIB House, Mission Quarters, Thrissur- 680 001 Email: ccc@sib.co.in