

Bank Customer Satisfaction Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about your most recent visit to the branch named above. Please do not include account numbers, balances, passwords, or transaction details. Contact the bank through its usual support channel for account help. Every question is optional.

1. What was the main purpose of your latest branch visit?

- ☐ Make a deposit or withdrawal
- ☐ Ask about an existing account or service
- ☐ Discuss opening or changing a service
- ☐ Resolve a problem
- ☐ Another purpose
- ☐ I have not visited this branch recently

2. How satisfied were you with the time you waited before receiving help?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ I did not receive help

3. How respectfully were you treated during the visit?

- ☐ Not at all respectfully
- ☐ Slightly respectfully
- ☐ Moderately respectfully
- ☐ Very respectfully
- ☐ Extremely respectfully
- ☐ I did not interact with staff

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4. How clear were the explanations you received?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I did not receive an explanation
- ☐ Not applicable

5. What was the outcome of your request?

- ☐ Fully resolved during the visit
- ☐ Partly resolved
- ☐ Not resolved
- ☐ Referred to another team or channel
- ☐ I only wanted information
- ☐ Not applicable

6. How clear are you about any next steps?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ No next steps are needed
- ☐ I do not know whether there are next steps

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7. What would most improve a future visit to this branch?
