



SURVEY QUESTIONNAIRE FOR CENTRAL BANK/COMMERCIAL BANKS

Dear Taxpayer, kindly complete this form and click on the submit button below.

Date of visit:

Place of Visit

Name of surveyor:

Telephone Number of Surveyor:

Questions

What was the bank's staff attitude towards you when you approached him/her?

Was the staff serving you knowledgeable of the service you needed?

Did you have to wait to be served?

If yes, for how long?

How would you rate your overall experience with our bank service?

Please comment on your overall experience/observation and let us know how we could serve you better.

Thank you most sincerely for your comments; we look forward to serving you better.



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