



EZ LOAN | License No. 27/2015 | Business Reg. No. 53168983B

Block 3 Beach Road #01-4853 Singapore 190003

Block 1 Tanjong Pagar Plaza #02-09 Singapore 082001

QMS-F-17 Rev02

CUSTOMER SATISFACTION SURVEY

09 APR 2015

We are conducting a customer survey as part of our continuous efforts to serve you better. Kindly complete this survey form by rating the individual items. Your participation will be greatly appreciated.

| S/N | Description | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|-----|--------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| | Customer Service in following areas: | | | | | |
| 1. | Professionalism | 5 / | 4 | 3 | 2 | 1 |
| 2. | Helpfulness | 5 / | 4 | 3 | 2 | 1 |
| 3. | Knowledge of Product | 5 / | 4 | 3 | 2 | 1 |
| 4. | Responsiveness | 5 / | 4 | 3 | 2 | 1 |
| 5. | Overall Experience in Office, Office Environment | 5 / | 4 | 3 | 2 | 1 |

Would you recommend us to someone else if they needed financial assistance? Yes No

Other comments or feedback: -VERY COMFORTABLE TO TALK & ACCOMODATING

New Customer

Name: [blurred] Mobile: [blurred] (Optional)

Email Address: [blurred] (Optional)

FOR OFFICIAL USE

| | |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Signature & Date: <u>[blurred]</u> 09 APR 2015 | Served by <u>[blurred]</u> |
| Signature & Date: | Reviewed by Manager /MR/ Director (Signature required, only when negative feedbacks collected) |
| Improvement for recommendations: | |

<< ☺ Thank you for your feedback ☺ >>