



EZ LOAN | License No. 31/2014 | 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

11 FEB 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 friendly and helpful in explaining the loan contract and advising the client the correct loan plan to take up.

New Customer

Name: _____ Mobile: _____ (Optional)

Email Address: _____ (Optional)

FOR OFFICIAL USE

Signature & Date:  11 FEB 2015	Served by 
Signature & Date:	Reviewed by Manager /MR/ Director (Signature required, only when negative feedbacks collected)
Improvement for recommendations:	

<< ☺ Thank you for your feedback ☺ >>