



**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**

26 DEC 2014

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 warmth service.  
Just like our local banks. Very highly recommendable  
to friends and colleagues if they really need an short  
term loan.

New Customer

Name: \_\_\_\_\_ Mobile: \_\_\_\_\_ (Optional)

Email Address: \_\_\_\_\_ (Optional)

**FOR OFFICIAL USE**

Signature & Date:

26 DEC 2014

Served by

Signature & Date:

Reviewed by Manager /MR/ Director

(Signature required, only when negative feedbacks collected)

Improvement for recommendations:

<< ☺ Thank you for your feedback ☺ >>