



**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**

29 JUL 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: Friendly and helpful. Patient in explaining terms and conditions. Makes you feel comfortable during the loan processing. Allows customer to think through before committing to take up the loan.

New Customer

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

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

**FOR OFFICIAL USE**

Signature & Date: 29 JUL 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 © >>