



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

21 NOV 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 MAKES CUSTOMERS FEEL COMFORTABLE

New Customer

Name: _____ Mobile: _____ (Optional)

Email Address: _____ (Optional)

FOR OFFICIAL USE	
Signature & Date: _____ 21 NOV 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 ☺ >>