



**McINTOSH**  
COMMERCIAL BANK

*Shared Values. Shared Success.*

# Customer Survey

At McIntosh Commercial Bank, our goal is to provide you with the highest quality service possible. In order to find out how well we are serving you and if there is something we can do to improve our service, please take a moment to answer the questions on the front and back of this card. Your opinions are always very important to us. Thank you for your cooperation.

Please rate the service you received from the following bank associates:

	Excellent	Good	Fair	Poor	N/A		Excellent	Good	Fair	Poor	N/A
<b>TELLERS:</b>						<b>LOAN OFFICERS (continued):</b>					
Speed of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>CUSTOMER SUPPORT:</b>					
Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Speed of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Customer Service Representatives:</b>						Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>ATMs:</b>					
Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>LOAN OFFICERS:</b>						Working order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Safety/Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Which services would you like more information about?  
 Checking     Money Market     Mortgages     Lending Services     Remote Deposit  
 Savings     IRAs / CDs     Investments     Merchant Services     Other \_\_\_\_\_
- Compared to other financial institutions with which you do business, how would you rate the overall quality of service provided by McIntosh Commercial Bank?  
The best  Better than others  About the same  Not as good as others  The worst
- How long have you been banking with McIntosh Commercial Bank? \_\_\_\_\_
- Which McIntosh Commercial Bank location do you visit for your banking needs? \_\_\_\_\_
- If a member of our staff provided extraordinary customer service, please let us know:  
Name: \_\_\_\_\_ Location: \_\_\_\_\_  
Comments: \_\_\_\_\_  
\_\_\_\_\_
- Other Comments / Suggestions: \_\_\_\_\_  
\_\_\_\_\_

**Optional Information:** Name: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_