Customer Service Questionnaire Form



At The Loughborough, your opinions are valuable to us. So we can continually improve our service, we'd be grateful if you'd spend a few minutes completing this short questionnaire to let us know what you thought of our savings service.

Account Information						
Account Name:						
Account Number:						
 						
I applied for my account through (please tic	,					
Head Office Long Eaton	Loughb	orough D	erby	Anstey	Southwell	Agency
Staff Member (if known):						
Questionnaire						
Please rate the following elements of our so	ervice by	ticking the app	ropriate b	oxes:		
	Poor	Satisfactory	Good	Very Good	Excellent	
Quality of service provided.						
Clarity of the information given in our						
literature.						
Speed in which you received your						
passbook/certificate. How would you rate our understanding						
and response to your needs?						
and response to your needs:	<u> </u>					ı
		,	⁄es	No		
Were you informed of the 'cooling off' or	r ' cancell	ation				
period' which applies to your account?	-41-41 41	<u> </u>				
Were you provided with the Interest Rate leads Society's Tariff of Charges?	afiet and ti	ne				
Were you provided with the 'Summary F	roduct					
Information' for the account you opened						
M/h a ra did way b a ra ab a state of Casiste //a						
Where did you hear about the Society/a	ccount?					
Please tell us about anything you partice	ularly like	d / disliked abo	ut our sei	rvice/products	helow.	
. loade ton de about anymmig you partie		a, a.o		71.00, p. 000.010		
Would you recommend Loughborough I	Building S	Society to your f	riends ar	nd family?	Yes	No

Loughborough Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Financial Services Register number 157258.