

# 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 tick):

Head Office  Long Eaton Branch  Loughborough Branch  Derby Branch  Southwell Agency

Staff Member (if known):

## Questionnaire

Please rate the following elements of our service by ticking the appropriate boxes:

	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?					

	Yes	No
Were you informed of the 'cooling off' or 'cancellation period' which applies to your account?		
Were you provided with the Interest Rate leaflet and the Society's Tariff of Charges?		
Were you provided with the 'Summary Product Information' for the account you opened?		

Where did you hear about the Society/account?

Please tell us about anything you particularly liked / disliked about our service/products below;

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Would you recommend Loughborough Building Society to your friends and family?  Yes  No