



Bank AL Habib Limited

PRINCIPAL OFFICE: 2ND FLOOR MACKINNON'S BUILDING, I.I CHUNDRIGARH ROAD. KARACHI – PAKISTAN.
PHONE: (92-21) 2412421-2412986 & 111-786-110 FAX: (92-21) 2419752, 2470124 & 2401171

Customer Satisfaction Survey Form

Dear Customer,

We value our customers and are committed to providing quality services on an ongoing basis. To find out that customer needs are being met in a timely and efficient manner at the right price, we request you to complete this feedback form and return it in the enclosed self addressed envelope provided herewith.

Please respond by ticking in any of the three columns (Very satisfied, Satisfied or Not Satisfied) to the following questions, to reflect your level of satisfaction:

No.	Question			
1	In the past months, have you personally experienced a problem or annoyance in any aspect of your relationship with Bank AL Habib ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	Can you identify the problem area/service? _____			
		Not Satisfied	Satisfied	Very Satisfied
		Unlikely	Likely	Very Likely
2	Overall, how satisfied are you with the way Bank AL Habib handled or Is currently handling this problem or annoyance?			
3	If a problem arises in future are you confident that Bank AL Habib will work Towards fair and satisfactory resolution?			
4	Are you satisfied with the quality and range of products & Services?			
Please name any product/service that is needed By you that is not available at Bank AL Habib? _____				
5	Are you satisfied with the quality of services provided by the branch (and The staff) you usually use?			
6	Are you satisfied that our charges for services are reasonable?			
7	Are you satisfied with the cleanliness and convenience of our branches?			
8	Overall, how satisfied are you with the time it takes for processing your Request for providing you the required service?			
9	Taking into account all the products you receive from Bank AL Habib, overall How satisfied are you with Bank AL Habib?			
10	How likely are you to continue to do business with Bank AL Habib in future?			
11	How likely are you to recommend Bank AL Habib to a friend or associate?			

Additional written Comments: _____

Customer name an A/C Number/Branch (optional): _____
_____ Customer Since: _____

We thank you for banking with us and providing us with your valuable feedback/suggestions

REGISTERED OFFICE: 120-C, OLD BAHAWALPUR ROAD, MULTAN