

# CUSTOMER SATISFACTION SURVEY

The purpose of this survey is to determine how satisfied you are with the services of the Tonga Development Bank and how we can improve our services. Your views are important to us. Please allow about 5 minutes of your time to complete this questionnaire.

This survey addresses different areas of the Bank's services. You are requested to do the following:

1. Read the question carefully
2. Select, by marking the appropriate box, the answer that best describes your satisfaction with that area of service, or select 'not applicable' if you have not used the service.
3. Please suggest ways to improve our services to you.

All of your answers and comments will be studied closely in our efforts to improve our services to you. Your responses will be treated confidentially.

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**TONGA DEVELOPMENT BANK**

CUSTOMER SATISFACTION  
SURVEY 2017

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**Please take one**



Tonga Development Bank

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Please tick ((√))	0 - Not Applicable					1 Very Poor					2 Poor					3 Uncertain					4 Good					5 Very Good				
	<b>A. Customer Service</b>																													
1.	How politely did we answer your telephone calls?																													
2.	How were you greeted at the customer service area?																													
3.	How neat and professional is the appearance of our staff?																													
4.	How helpful is our staff when servicing your needs?																													
5.	How well do the bank officers communicate with you – i.e. emails, letters, phone calls ?																													
6.	How would you rate staff honesty and the integrity of their dealings with you?																													
<b>B. Loan Application</b>																														
7.	How clearly were our loan application procedures and forms explained to you?																													
8.	How well did we respond to your loan enquiries?																													
9.	How was our loan application process - in terms of providing accurate and timely information on your loans?																													
10.	How did you find our interviewing methods?																													
11.	How was the speed of our loan assessment and loan approval process?																													
<b>C. Repayments &amp; loan security</b>																														
12.	How fair is our loan repayment system and salary deduction?																													
13.	How fair are our loan security and collateral requirements?																													
14.	How well does the bank keep insurance(s) of your assets in order?																													
15.	How discreetly and politely does the bank handle late or missed payments?																													

Please tick ((√))	0 - Not Applicable					1 Very Poor					2 Poor					3 Uncertain					4 Good					5 Very Good				
	<b>D. Documentation &amp; Disbursement</b>																													
16.	How efficient is our process for signing the loan agreement?																													
17.	How satisfied were you with our disbursement process?																													
<b>E. TDB Other Services</b>																														
18.	How would you rate TDB's Telegraphic Transfer services?																													
19.	How would you rate TDB's 'Ave Pa'anga Pau services?																													
20.	How would you rate our Foreign Currency Exchange Services?																													
21.	What do you think of TDBs Savings Scheme?																													
22.	How would you rate our Investment package offerings (Term Deposit)																													
23.	How would you rate our online Banking Service ?																													
24.	How has TDB's marketing activities (radio ad & program, facebook) helped you to have a better understanding of our services and products?																													
<b>F. Other Matters</b>																														
25.	How convenient are our working hours during the week (9 am – 4 pm) and Saturday opening (9 am – 12:30pm to you)?																													
26.	How would you rate our involvement with community activities?																													
27.	How easy to access TDB banking services in our network ?																													
28.	Overall, how satisfied are you with our services?																													

29. Are there any additional services you would like to see provided by TDB?

\_\_\_\_\_

30. What can we do to improve our service to you?

31. Do you have any other specific comments or suggestions on the following topics:

Loan Process:

\_\_\_\_\_

Savings: \_\_\_\_\_

Investment (Term Deposit):

\_\_\_\_\_

Customer Service:

\_\_\_\_\_

Telegraphic Transfer & Foreign Exchange Currency:

\_\_\_\_\_

'Ave Pa'anga Pau Voucher Remittance Service \_\_\_\_\_

Online Banking

\_\_\_\_\_

Other: \_\_\_\_\_

**31. What services do you use at TDB?**

Please mark relevant service with a tick (√)

Loans	
Savings	
Investment	
Online Banking	
Telegraphic	
'Ave Pa'anga Pau	
Money Transfer	
Other	

32. Please indicate your age group and gender.

Age Less	
Age between	
Age 50 and	

Male	
Female	

Thank you for your time and effort in completing this survey.