

Dear Ayala Coop Member,



We would like to thank you for giving us the chance to delight you more. We highly appreciate your membership and we want to ensure that we will meet your expectations.

By filling out this survey questionnaire, you will be entitled to a raffle stub.

Personal Information:

Name: _____ Company: _____ Branch/Location: _____

Age: _____ Male _____ Female _____ Marital Status: _____ Position: Staff _____ Officer _____

Current Address: _____ Home Number: _____

Email Address: _____ Mobile Number: _____

RATING SCALE: VS – Very Satisfied S – Satisfied NT – Not Satisfied

I. PRODUCT AND SERVICES	VS	S	NT
TAT (Turn Around Time) release of loan proceeds			
Overall, are you satisfied with the services provided by Ayala Coop			
What Ayala Coop Loan did you last avail? _____ Please specify (month/year) _____			
Other Comments:			

II. COMMUNICATION (Access information regarding Coop activities, loan products and services)	VS	S	NT
Please indicate your scale of satisfaction with regard to the following:			
E-MAIL from HR Coordinator			
PMES Seminar/Orientation			
Phone/SMS			
Ayala Coop Website			

III. CUSTOMER SERVICE	YES	NO
Customer service help you understand the cause and solution to the problem		
Overall, did our customer service meet your expectation?		

IV. We appreciate if you also take a moment to answer the following questions

How your Ayala Coop membership improve your quality of life?

THANK YOU FOR YOUR VALUABLE FEEDBACK!