

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.

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 (<i>month/year</i>) _____			
Other Comments:			

II. COMMUNICATION (Access information regarding Coop activities, loan products and services)	VS	S	NT
<i>Please indicate your scale of satisfaction with regard to the following:</i>			
E-MAIL from HR Coordinator			
PMES Seminar/Orientation			
SMS /Text Messages			
Facebook Page (www.facebook.com/ayalacoop)			
Ayala Coop Website (www.ayalacoop.com)			

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!

“Ang Ayalang Nagkakaisa, Sa Kaunlaran Sama-Sama”