

# Customer Comment Card



Albina Community Bank

Date of Visit

Name

Address

City  State  Zip

Email

Phone

I have my banking relationship with Albina because :

- Local Ownership     Convenience / location
- Knowledgeable and friendly staff
- Products and services offered
- Other

- Yes Is Albina your primary financial institution?
- No If not, what can we do to become your primary financial institution?

- Yes Are there other financial services needs that we can assist you with to help meet your personal or business goals?
- No

Which Albina Office did you visit?

Was your recent experience with us:  In Person  By Phone  Online

Please rate your Albina experience between "5" = Excellent and "1" = Poor

<b>For your Telephone Experience</b>	
Were you greeted promptly?	
Was the employee knowledgeable and professional?	
How well did the employee take care of your banking request?	
How well did we offer the products and services that fit your banking needs?	
Did the employee explain the features / benefits of the products / services discussed?	
<b>For your Online Experience</b>	
Was the information on our website useful?	
Did you find our website easy to navigate?	
How would you rate our online banking services, i.e. ease of use, capabilities, etc?	
<b>Other</b>	
Overall, How would you rate your experience with Albina?	
How likely are you to refer a friend, family member, or business associate to Albina?	

Comments