



DIGITAL BRANCH
TRANSFORMATION

Talk to our
experienced team.

Customer Satisfaction Form



Enhance your business and customer satisfaction with Wavetec's advanced Queue Management and Digital Transformation services with www.wavetec.com

sales@wavetec.com

Customer Information (Optional)

- Name: _____
- Account Number: _____
- Contact Number: _____
- Email Address: _____

Service Experience

1. Date of Visit/Interaction: _____
2. Branch Location: _____
3. Type of Service Received:
 - Account Opening
 - Loan Inquiry
 - Deposit/Withdrawal
 - Customer Support
 - Other: _____

Satisfaction Ratings

Please rate your satisfaction with the following aspects of our service (1 = Very Dissatisfied, 5 = Very Satisfied):

Aspect	Rating (1-5)
Friendliness of Staff	
Knowledge and Competence of Staff	
Timeliness of Service	
Clarity of Information Provided	
Overall Satisfaction	

Open-Ended Questions

1. What did you like most about your experience?

-
-

2. What could we improve to enhance your experience?

-
-

3. Did you encounter any issues during your visit? If so, please describe:

-
-

4. Would you recommend our bank to others?

- Yes
- No
- If no, please explain why: _____

Additional Comments

5. Any other feedback or suggestions?

-
-

6. Consent for Follow-Up (Optional)

- Would you like us to contact you regarding your feedback?
 - Yes, please contact me.
 - No, thank you.