

Bank Customer Website Usability Testing Questions (www.helpwithmybank.gov)

1. You're upset with your bank and would like to find out how to file a complaint against your bank, but you are not sure who to contact. What words would you use to search for more information?
2. You are about to view a new website that deals with banking issues. What is your initial impression of the home page?
3. You have a concern over something that is happening at your bank, what is the phone number to reach one of the OCC Customer Assistance Specialists?
4. You bank at the Glenmede Trust Company in Philadelphia but are not sure if your bank is a National Bank. Is it possible to find a list of National Banks on this website?
5. If you have a complaint about a National bank, a Customer Assistance Specialist will attempt to resolve your questions while on the phone. If the specialist cannot resolve your complaint immediately, they may request that you submit a formal written complaint. Do you need to use a certain format to file your complaint?
6. How many pages does the official OCC complaint form have?
7. If you think the terms of your home equity loan are too excessive, how many business days do you have to cancel?
8. Are banks allowed to change the interest rate on your credit card account to a higher rate?
9. How many business days can the bank make you wait after depositing a non-local check before funds are available for withdrawal?
10. You heard that members of the military are eligible for interest rate reductions on their credit card debt incurred before they entered military service. What is the reduction?
11. You bank at the Chevy Chase Bank, which is located in Mclean, VA. You know that your bank is not a National Bank. You are wondering who you would complain to if you wanted to. What agency would you submit your complaint to?
12. You have a concern over something that has happened at your bank, but it is not regulated by the OCC. What are some of the other regulatory agencies you could contact?
13. You know your credit union is not regulated by the OCC. Find the agency that does regulate it.

Customer Satisfaction Post-Test Questions:

14. Which of the following URL's is the best fit for the website you just used?
15. Select the tagline that most accurately describes the website you just used.
16. What was your overall reaction to the site?
17. What did you like best about the site?
18. What did you like least about the site?
19. What improvements would you make to the site?