

Federal Deposit Insurance Corporation
Customer Service Survey

WHAT FINANCIAL INSTITUTION WERE YOU INQUIRING ABOUT?

INSTRUCTIONS: Using the rating scale below, tell us how satisfied you were with the quality of service you received.

1 = Very Dissatisfied 2 = Dissatisfied 3 = Satisfied 4 = Very Satisfied 5 = Exceeds Expectations NA = Not Applicable

1. How did you initially hear about the bank closing?

- Newspaper ☐
- Television ☐
- E-Mail Communication ☐
- Internet ☐
- FDIC Website ☐
- Friends/family ☐

2. What is your relationship to the bank?

- Employee ☐
- Customer ☐
- Investor ☐
- Media ☐

3. Were you satisfied with the content of the answer to the submitted question?

1. ☐ 2. ☐ 3. ☐ 4. ☐ 5. ☐ NA ☐

4. Were you satisfied with the timeliness of the response to your question?

1. ☐ 2. ☐ 3. ☐ 4. ☐ 5. ☐ NA ☐

5. If you received an FDIC email regarding the events surrounding your institution, how satisfied are you with the content of the email you received?

1. ☐ 2. ☐ 3. ☐ 4. ☐ 5. ☐ NA ☐

6. If you received an FDIC email, how satisfied are you with the timing of the e-mail you were sent on Friday night after the bank closing?

1. ☐ 2. ☐ 3. ☐ 4. ☐ 5. ☐ NA ☐

7. If you received an FDIC email, how satisfied are you with the overall tone of the communication that was sent on Friday night after the bank closing?

1. ☐ 2. ☐ 3. ☐ 4. ☐ 5. ☐ NA ☐

8. How satisfied are you with your content of the FDIC "Question & Answer" Guide?

1. ☐ 2. ☐ 3. ☐ 4. ☐ 5. ☐ NA ☐

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