

Sample Customer Feedback and Satisfaction Survey

Please answer the following questions about your experience. We appreciate your feedback on how we can improve our program!

1. To what extent do you agree with the following statements:

	Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree
The application process was straight forward					
The office is in a convenient location					
Staff communicated clearly about who is qualified for a loan					
Staff communicated clearly about what documents I needed to apply for a loan					
Staff communicated clearly about the costs (interest and fees) associated with the loan					
I felt respected throughout the loan application process					
My loan was approved in a timely manner					
I understand the terms of my loan agreement					
I know how to make payments on my loan					
I know what to do if I am unable to make a loan payment					
I am satisfied with my experience of taking out a loan					
I would take out another loan from here if I needed one!					

2. What can we do better?

Please feel free to provide additional comments, suggestions, and additional information on the back of this page.