

Customer Feedback Form
Borang Maklum Balas Pelanggan

Dear Valued Customer,

We take your feedback on the quality of our services very seriously. As such, please highlight to us should you have any comments or suggestions on our services. We would like to know how we fare and what we can do to improve the services we provide.

Thank You.

Para Pelanggan Yang Dihormati,

Kami amat mengambil berat maklumbalas anda terhadap mutu perkhidmatan kami. Oleh yang demikian, sila maklumkan kepada kami sekiranya anda mempunyai sebarang komen atau aduan bagi mempertingkatkan mutu perkhidmatan kami.

Terima Kasih.

1. How do you rate the overall service of this branch?

Apakah penilaian anda terhadap mutu perkhidmatan kami dicawangan ini?

Excellent / Cemerlang

Good / Baik

Satisfactory / Memuaskan

Unsatisfactory / Tidak Memuaskan

2. How knowledgeable and helpful are the staff who serve you?

Apakah tahap pengetahuan dan kerjasama yang diberikan oleh kakitangan kami kepada anda?

Excellent / Cemerlang

Good / Baik

Satisfactory / Memuaskan

Unsatisfactory / Tidak Memuaskan

Please share with us on how we can serve you better?

Sila beri cadangan bagaimana kami boleh meningkatkan mutu perkhidmatan kami kepada anda?

Name/ Nama : _____

Date / Tarikh : _____

Account No. / Account No. : _____

Contact No. / No. Telefon : _____

Branch Reference No. : _____

No. Rujukan Cawangan