

# Customer Satisfaction Survey

## New mortgages

**esbs**

as individual as you

In our continual efforts to improve the range and quality of the services we provide, it would be appreciated if you could please let us have an honest opinion on your experience with the Society. We would like to know how successful you think we have been in meeting your needs and are very interested in learning those areas in which you believe we have room for improvement. Your opinion is very important to us.

This survey only takes a few moments to complete and once done you can simply return it to us in the enclosed pre-paid envelope.

And by completing the survey, you are also helping a worthy cause as for each one we receive back we will make a donation of £3 to our nominated Charity for this year.

### About you

Name.....

Account number.....

### Why did you choose esbs for your mortgage?

Good reputation ☐

I use other ESBS services ☐

Personal recommendation ☐

Interest rate ☐

Service ☐

Lending Criteria met my circumstances ☐

Other (please specify).....

### Name/type of mortgage

Discounted ☐

Buy-To-Let ☐

Standard Variable ☐

Other (please specify).....

### Purpose of loan?

To buy property ☐

Further advance ☐

Self-build ☐

To fund a second home, either in the UK or overseas

Yes ☐ No ☐

Is the property for renting

Yes ☐ No ☐

Home improvements ☐

Remortgage ☐

Other (please specify).....

### What do you consider to be the most important feature of the product taken?

Competitive interest rate ☐

Daily interest ☐

Term of discount (if applicable) ☐

Low fees ☐

Flexibility of over-payment/capital repayment facilities ☐

Meets my personal circumstances ☐

### From submitting your application, how long was it before you received your mortgage offer?

Up to 4 weeks ☐

Between 4 weeks and 8 weeks ☐

Over 8 weeks ☐

Do you regard this as being

Satisfactory ☐ Unsatisfactory ☐

If unsatisfactory, were you made aware of the reason for the delay?

Yes ☐ No ☐

### Did you approach esbs direct, or were you referred to us through a mortgage broker?

Direct ☐ Broker ☐

### If you used a broker, how was their service?

Satisfactory ☐ Unsatisfactory ☐

### How did you understand the process and information provided?

Fully understood ☐

Reasonably understood ☐

Some parts did not understand ☐

Mostly not understood ☐

How can we improve your understanding?.....

### If you dealt directly with esbs, what did you particularly like about how staff handled your application? (tick all that apply)

Friendliness ☐

Efficiency ☐

Clarity of explanations ☐

Was there anything you did not like? (Please specify)

Also if you came directly, why did you choose the Society over other local organisations

### How could we have improved the service you received? (Please specify)

### Have you visited one of the Society's branches?

Yes ☐ No ☐

If Yes, how often?

Weekly ☐

Monthly ☐

Half yearly ☐

Annually ☐

Less often than annually ☐

Also if Yes, please let us know what more our branches should offer

### Please provide any other comments

### What are your expectations of future services to be provided by the Society?

### Can we use your comments as a testimonial on our website, social media channels or on other marketing material?

Yes ☐ No ☐

(Your name or other personal details will not be shown)

### Also, would you be prepared to be a case study should the press request one that fits your circumstances?

Yes ☐ No ☐

(If so, then you will be contacted at the time by the Society and you have the right to change your mind) If yes, best contact number

### Would you recommend the Society to others?

Yes ☐ No ☐

### Thank you for taking the time to participate in this survey.

All personal information provided by you on this form will be held in confidence and will only be disclosed if you choose to agree that we can share your comments for a testimonial on our website, social media channels or on other marketing material.

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