

# Customer Satisfaction Survey

## Redeemed mortgage accounts

**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 .....

### Which type of mortgage account did you redeem?

Discounted ☐  
Tracker ☐  
Buy-To-Let ☐  
Standard Variable ☐  
Loyalty ☐  
Other (please specify).....

### Why did you redeem the account?

Changing to another lender ☐  
If so, are they providing:  
More competitive interest rate ☐  
(please state new rate).....  
Better service ☐  
(please state the reasons our services did not meet your requirements)  
.....

More appropriate product ☐

Other .....

If applicable when does any incentive period on the new mortgage end?  
.....

Can we contact you at that time to discuss coming back to esbs?

Yes ☐ No ☐

### Property is sold

Are you buying a new home with a mortgage? ☐

Yes ☐ No ☐

If Yes, is it an esbs mortgage? ☐

Yes ☐ No ☐

If no, why not?.....

Paid off the mortgage early ☐

The mortgage has now reached the end of its natural term ☐

### Did you incur an Early Repayment charge for redeeming your mortgage with us?

Yes ☐ No ☐

### How long did you hold the mortgage with us?

Less than 1 year ☐

Between 1 and 3 years ☐

Between 3 and 5 years ☐

More than 5 years ☐

### How would you describe the service you have received from esbs during the time we have provided your mortgage?

Excellent ☐

Good ☐

Satisfactory ☐

Poor ☐

### If applicable, how does this service compare with previous lenders you have used?

Better ☐

Worse ☐

The same ☐

What could we have done better for you? (please specify)  
.....  
.....

### Would you consider using esbs mortgage products in the future if the need arose?

Yes ☐ No ☐

If 'No', please provide details  
.....  
.....

### 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  
.....  
.....

### 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)

### 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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