

Customer Feedback

We would love to hear about your experience at esbs today. To help improve and better our services, please answer the questions below. For every completed customer feedback form we receive, we will donate £2 to our Charity of the Year.

Your Name

Your Account number

Name of Customer Services Assistant.....

Date

How well were you greeted?

 I was greeted with a smile and felt welcomed ☐

 I was acknowledged ☐

 I wasn't acknowledged and I felt unwelcomed ☐

How was your experience here at esbs today?

 Good ☐

 Satisfactory ☐

 Unpleasant ☐

How well did the Customer Services Assistant deal with your transaction/query?

 My query/request was dealt with professionally and efficiently ☐

 It took longer than expected ☐

 I was given/told incorrect information ☐

If you would like to give us any further feedback on your experience today, please comment in the box below.

Thank you for completing this form.