

ANNEXURE-II
INTERNET BANKING

Date : _____

Time : _____

CUSTOMER SATISFACTION FEEDBACK FORM :

Name of the customer : _____

Branch Name : _____

Region : _____

Zone : _____

Account No : _____

Banking with CBI since : _____

1. What were your reason for choosing our online banking service ? Please select all that apply :

- Convenience
- To save time
- 24 hour access to accounts
- Other

2. How often do you use our online service

- Daily
- Weekly
- Monthly
- Yearly

3. Which online features do you use regularly? Please select all that apply

- Pay Bills
- Make an account enquiry
- Transfer funds between accounts
- Government transactions
- ASBA
- Account Statement

4. Please rate the following online features :

	Excellent	Good	Neutral	Poor	N/A
Bill Payment					
Balance enquiry					
ASBA					
Government Transactions					

Transfer Funds					
Account Statement					

5. Would you use your mobile phone to do your banking ?

- Yes
- No
- N/A

6. Which of the following mobile banking features would you use ? Please select all that apply :

- Balance Enquiry
- Utility Bill Payment
- Funds transfer to own account
- Stop Cheque payment
- Cheque Book request
- Funds transfer to other accounts within Bank.
- Funds transfer to other Bank accounts

7. Do you still visit our branches since you started using our online banking ?

- Yes
- No
- N/A

8. Overall, how satisfied are you with our online banking service ?

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

9. Are you availing Internet Banking services of other Bank ? Yes No

10. If yes, which services you would like Central Bank to offer to you in Internet Banking?

11. If you have any comments for improvement of our Internet Banking. Please suggest.
