

ANNEXURE-III
ATM

Date : _____

Time : _____

CUSTOMER SATISFACTION FEEDBACK FORM :

Name of the customer : _____

Branch Name : _____

Region : _____

Zone : _____

Banking with CBI since : _____

1. Which is/are the Bank(s) that you have an account in? _____

2. Do you prefer using an ATM to Branch Banking? Yes No

If no, why do you prefer Branch Banking _____

3. How often do you use an ATM? Weekly Fortnightly Monthly

4. Which of the following services have you used / planning to use in an ATM?
(Tick as many options as applicable)

- | | |
|---|---|
| <input type="radio"/> Mobile Prepaid Recharge | <input type="radio"/> Internet Packs |
| <input type="radio"/> Donations to Temples | <input type="radio"/> Charity (exempted u/s 88) |
| <input type="radio"/> Mutual Funds Transactions | <input type="radio"/> Bill Payment |
| <input type="radio"/> Calling Cards | <input type="radio"/> None |
| <input type="radio"/> Others (Specify) | |

5. Do you find it necessary for a guard to be present at the ATM? Yes No

6. Are you aware that the fees charged while using an ATM not owned by your bank have been introduced after 5 transactions?

Yes No

7. What are the inconveniences / problems have you encountered while using an ATM?

- Wait in long queues
- Limit on daily withdrawal
- The print on the slip is too small to read
- Inserting card incorrectly
- Not being able to read from the screen well
- None of the above

8. Other ATM Problems

- ATM working too slowly
- ATM not releasing card
- ATM running out of money
- Non availability of Deposit Envelopes
- Others (Specify)
- Incorrect amount of Cash Dispensed
- Unclear instructions / terms used on ATM
- ATM not able to print slips when demanded
- Insufficient Air Conditioner
- Guard present always

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

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

11. If you have any comments for improvement of our ATM functioning. Please suggest.
