



Please help us improve our service delivery by answering this survey. There are no right or wrong answers. Likewise, we assure you that all information and answers will remain CONFIDENTIAL.

Mangyari lamang sagutan ang survey na ito upang mapabuti pa ang aming paghahatid serbisyo. Walang tama o maling sagot sa survey na ito. Sinisiguro namin na ang lahat ng mga impormasyon at kasagutan ay mananatiling kumpidensyal.

I am here for/Ako ay narito para sa
Please check one.

- Claim for Insured Deposit
- Claim for Uninsured Deposit
- Claim of Closed Bank Creditors
- Cancellation of Mortgage
- Loan-related transactions
- ROPA-related transactions
- Others pls specify: _____

No. of visits for this transaction/
Bilang ng pagbisita para sa transaksyong ito

- Please check one.
- 1st visit
 - 2nd visit
 - 3rd visit
 - 4th visit and more

Before this visit, have you made an initial inquiry with PDIC?

Nakipag ugnayan ba kayo sa PDIC bago ang pagpunta rito?

Please check one.

- Yes
 - By phone/personal query
 - By email/FB message
 - Others pls specify: _____
- No

Please indicate your level of agreement based on the following: Please check one (✓).

Mangyaring ipahiwatig ang iyong pagsang-ayon batay sa mga sumusunod: Mag check (✓) ng isa.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
PDIC employees were professional and courteous <i>Ang mga empleyado ng PDIC ay propesyunal at magalang</i>					
PDIC employees were able to respond to my queries <i>Ang mga empleyado ng PDIC ay nakakatugon sa aking mga katanungan</i>					
Office/transaction area was comfortable <i>Ang opisina o lugar ng transaksyon ay kumportable</i>					
Office/transaction area was safe <i>Ang opisina o lugar ng transaksyon ay ligtas</i>					
Procedures to complete the transaction were clear <i>Ang mga hakbang upang matapos ang transaksyon ay malinaw</i>					
Transactions were properly handled <i>Ang mga transaksyon ay wastong naasikaso</i>					
Waiting time to complete the transaction was reasonable <i>Ang paghihintay upang matapos ang transaksyon ay katanggap-tanggap</i>					
I was able to accomplish my purpose at the end of the transaction <i>Nakuha ko ang aking kailangan sa transaksyong ito</i>					
Overall, I am satisfied with PDIC services <i>Pangkalahatang kasiyahan sa mga serbisyo ng PDIC</i>					

What do you like best about PDIC's services? Ano ang pinaka nagustuhan mo sa serbisyo ng PDIC?

How can PDIC serve you better? Paano pa mapapabuti ng PDIC ang pagbibigay serbisyo sa iyo?

Profile

- Client
 - __ Employed
 - __ Self employed
 - __ Senior Citizen/PWD/Pregnant
 - __ Others _____
- Representative
 - __ Individual Account
 - __ Business/Corporation
 - __ Association/Cooperative

Name of Bank (If Applicable)

KINDLY DROP THIS FORM AT THE DROPBOX LOCATED AT THE TRANSACTION AREA.

Mangyari po lamang na ihulog ang form na ito sa dropbox na matatagpuan sa lugar ng transaksyon.

