



Please help us improve our service delivery by answering this survey. There are no right or wrong answers. Likewise, we assure you that all your 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 iyong mga kasagutan ay mananatiling kumpidensyal.

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

- 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 above

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?*

I am here as *(Check one)*
 ___ Student
 ___ Employed
 ___ Self-employed
 ___ OFW
 ___ Retiree/Pensioner
 ___ Business Corporation
 ___ Organization/Association
 ___ Religious/Foundation
 ___ Cooperative
 ___ Others

Sex *(Check one)*
 ___ Male
 ___ Female

Age *(Check one)*
 ___ 20 and below
 ___ 21-39
 ___ 40-59
 ___ 60 and above

Name of Bank

Name of Respondent *(optional)*

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.