



978-283-8200 • BankGloucester.com
160 Main Street, Gloucester, MA 01930

Tell us what you really think!

Customer Survey

How would you rate BankGloucester in the following areas?

	Excellent	Very Good	Good	Fair	Poor
<i>Staff</i> _____					
Employees are well informed	<input type="checkbox"/>				
Employees are friendly and helpful	<input type="checkbox"/>				
Employees use my name	<input type="checkbox"/>				
I am thanked for my business	<input type="checkbox"/>				
Employees are professional in appearance	<input type="checkbox"/>				
 <i>Convenience</i> _____					
Service is fast and efficient	<input type="checkbox"/>				
Solutions are provided quickly	<input type="checkbox"/>				
Telephones are answered promptly	<input type="checkbox"/>				
Staff (<i>customer service, loan officers, etc.</i>) is available without undue wait	<input type="checkbox"/>				
Tellers are available without undue wait	<input type="checkbox"/>				
A wide range of products and services are provided	<input type="checkbox"/>				
Information is easy to obtain by phone or online	<input type="checkbox"/>				
 <i>General</i> _____					
Statements arrive on time	<input type="checkbox"/>				
Statements are error free	<input type="checkbox"/>				
Statements are easy to read and understand	<input type="checkbox"/>				
Automated teller machine is working	<input type="checkbox"/>				
Service charges are competitive	<input type="checkbox"/>				
How would you rate your overall satisfaction with our bank and its services	<input type="checkbox"/>				

Hours of Operation _____

Would it be beneficial to you if the bank opened earlier? YES NO
If YES, what days and times _____

Would it be beneficial to you if the bank stayed open later? YES NO
If YES, what days and times _____

What do you like best about BankGloucester?

What recommendations do you have to improve BankGloucester?

What products and services would you like to see us offer?

Name: _____

(Optional)

Our customers make a difference!

Thank you for taking the time to participate in our survey

Mail or drop off completed survey to
 BankGloucester
 160 Main Street
 Gloucester MA 01930

or fax to:
 978-281-7283