

SL NO	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	OPTION E	OPTION F	OPTION G
1	Do you think that your bank caters all your banking needs?	Yes	No					
2	For the past how many years you have account with this bank?	Less than 2 yrs	2 to 5 years	5 to 10 years	More than 10 years			
3	What kind of account do you maintain in this bank?	Current	Savings	Loan A/C	Demat /Credit Card			
4	Does your bank offers competitive service charges?	Yes	No					
5	Do you think your bank offers competitive interest rate?	Yes	No					
6	What do you feel about overall service quality of your Bank	Excellent	Very good	Good	Average	Poor		
7	Would you recommend this bank to your friends, relatives, associates?	Yes	No					
8	When do you think of your bank, what comes first in your mind	Personalised service	Wide branch network	Customer service	Computerised banking	Core Banking		
9	If you are a merging bank customer, did you receive a new debit/ ATM card post amalgamation?	Yes	Applied but not received	Not applied	Not applicable			
10	Did you face any issue with bank on account of amalgamation after April 01, 2020?	Yes	No					
10.A	If YES to number 10 above, What was the issue related to	CBS Transaction	Internet Banking Transaction	ATM Transaction	UPI/Mobile Banking Transaction	Any other payment channel	Change in charges after amalgamation	Others
10.B	Did the bank resolve the issue timely and to your satisfaction	Yes	No					
10.C	Brief of the issue							
11	Do you feel that overall customer service quality of the bank has improved after amalgamation?	Yes	No					
12	Do you feel the frontline staff of the bank is responsive and has knowledge about the product?	Yes	No					
13	Would you like to suggest any changes or improvement in any service or any feature of the bank?							

