Customer Loyalty Survey Questionnaires

Questions

1. I have been loyal to main bank and I am not considering changing to another bank
2. I can tolerate minor mistakes from staff of main bank and their actions do not affect my loyalty to main bank negatively
3. Main bank always satisfy my needs fully even in the other services such as ATM and Transfers and I will continue financial relationship with main bank
4. My loyalty to main bank has been constantly increasing overtime
5. I am loyal to main bank consider it the best
6. I will recommend main bank to another person
7. The price I pay for products and services with main bank is commensurate with the quality of
8. services I receive and I will continue the relationship with main bank
9. Members of staff of main bank are courteous and friendly in handling my complaints and
10. grievances and I am satisfied and I will continue my financial arrangement with main bank
11. I consider main bank as my preferred choice each time
12. I want to make any financial transaction, main bank is my first choice