



**Corporate Office:** Centrum House, CST Road, Vidyanagari Marg, Kalina, Santacruz (E), Mumbai-400 098. Email: care@unitybank.co.in  
**Toll Free No.:** 1800 209 1122. **Website:** www.theunitybank.com

In an honest effort to improve our quality of service, we would like your opinion on various aspects of our performance. We also invite your suggestions on extra services that you feel the Bank should provide. With continuous co-operation and interaction from valued customers like you, we hope to add new dimensions to customer centric services.

### ABOUT YOURSELF

Account No. : \_\_\_\_\_ Branch : \_\_\_\_\_ Date : \_\_\_\_\_

Name : \_\_\_\_\_

Cell No. : \_\_\_\_\_ E-Mail : \_\_\_\_\_

### ABOUT OUR BRANCH

(Please tick wherever applicable)

	NOT SATISFACTORY	SATISFACTORY	GOOD	EXCELLENT
Overall service standard of this Branch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of the staff about our products & services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed, efficiency and courtesy of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Track record of the Branch in resolving your problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Suggestions \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your Compliments \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your Complaints \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Accepted by :

Ms. / Mr. \_\_\_\_\_ Emp. Code : \_\_\_\_\_ Sign. \_\_\_\_\_ Date : \_\_\_\_\_

Received from Mr./Ms. \_\_\_\_\_ A/c. No. \_\_\_\_\_

on \_\_\_\_\_ at \_\_\_\_\_ hrs.

Accepted by :

Ms. / Mr. \_\_\_\_\_

Emp. Code : \_\_\_\_\_ Date : \_\_\_\_\_ Sign. \_\_\_\_\_

Branch Seal