



EXIT QUESTIONNAIRE

As you leave Keystone Sacco Society Ltd as a registered member, we would like to ask you to share your experience as our esteemed customer for the time we have served you. We would appreciate you taking a few minutes to answer the following questions as honestly as possible. Your response will greatly contribute towards continuous improvement of our customer experience in line with our mission and vision.

We commit to holding your responses in strict confidence.

1. How was your experience when you first registered as a member with our Sacco?

Excellent [] very Good [] Good [] bad [] very bad []

2. Did you find our staff well equipped with Sacco products? Yes [] No []

3. Did our Sacco meet your goals as a member? Yes [] No []

4. What did you like about our services?.....
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5. What did you dislike about our services?.....
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6. What made you decide to withdraw your membership?.....
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7. Before making your decision to withdraw as a member, did you explore other options available that would have made you retain your membership? Yes [] No [] If yes, which option did you explore and what was the feedback?.....
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8. What would you wish we do differently to make members stay in the Sacco?.....
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9. What are your contact details in case the Sacco would wish to contact you for business in future?

Name:.....

Phone Number:.....

10. CEO's comment:.....