



## CUSTOMER ASSESSMENT FEEDBACK

To assist us to monitor our service to you, and to enable us to plan for future improvement, we would appreciate your feedback. We thank you for making the time to complete the following questionnaire.

Membership Account Name:

Membership Account Number:

Postcode:

Regional Agency Area:

**1. Have you visited an E Banc Trade office?**

- ☐ Frequently
- ☐ Seldom
- ☐ Never

**2. What do you consider to be your level of understanding of the concept of trade and the services available through E Banc Trade**

- ☐ Good
- ☐ Average
- ☐ Poor

**3. Would you attend a training session on maximising the benefits of your E Banc Trade membership?**

- ☐ Yes      If yes, would you prefer ☐ daytime or ☐ evening sessions
- ☐ No

**4. Would you prefer to receive emails/faxes promoting member services, specials and exchange events**

- ☐ Weekly
- ☐ Fortnightly
- ☐ Monthly
- ☐ Never

**5. My preferred form of communication is**

- ☐ Fax
- ☐ Email
- ☐ Australia Post

**6. Do you consider regular personal phone contact from your Customer Support team**

- ☐ Valuable
- ☐ Unnecessary
- ☐ No opinion

**7. Which benefits are you gaining from your membership?**

- ☐ Increased market share
- ☐ Cash conservation
- ☐ Improved profit levels
- ☐ Improved lifestyle
- ☐ Promotion of goods or services
- ☐ No benefits



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8. Would you refer business acquaintances to E Banc Trade?

- ☐ Yes  
☐ No

9. Are you a member of more than one trade exchange?

- ☐ Yes  
  
  
☐ No

How do you rate our fee structure comparatively?

- ☐ Excellent Value  
☐ Similar  
☐ Expensive

10. Customer Service

a. How would you generally rate our customer service?

- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent                | Good                     | Average                  | Poor                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

b. When talking to our office staff, do you find them

- |          |                          |                          |
|----------|--------------------------|--------------------------|
|          | Yes                      | No                       |
| Helpful  | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendly | <input type="checkbox"/> | <input type="checkbox"/> |
| Polite   | <input type="checkbox"/> | <input type="checkbox"/> |

c. How can we improve our customer service?

In general:

Specifically to you:



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### 11. Online Services

#### a. How often would you visit our Website?

- ☐ Monthly  
☐ Weekly  
☐ Daily  
☐ Never

#### b. How would you generally rate our online services?

- Excellent      Good      Fair      Poor  
☐      ☐      ☐      ☐

#### c. Which services do you use and how often

	Regularly	Seldom	Never	Unaware of Service
<input type="checkbox"/> Directory Search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Advertising in Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Online transactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Viewing transaction Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bid'n'Buy Auction Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Classifieds Listing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### d. How would you rate specific online services that you have used?

	Excellent	Good	Fair	Not Effective
Directory Search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advertising in Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online transactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing transaction Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bid'n'Buy Auction Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classifieds Listing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### e. How can we improve our service?

**SUBMIT**