

Dear Valued Customer:

ValueBank Texas strives to provide great customer service while keeping pace with your banking needs. Thank you for participation in this survey.

### Survey Questions

1. Are you greeted / acknowledged when you enter the bank?

Always Often Seldom Never

2. Is your business handled efficiently and in a timely manner?

Always Often Seldom Never

3. Teller friendly and courteous?

Always Often Seldom Never

4. Teller/ bank officer have knowledge of bank products and services?

Always Often Seldom Never

5. Did teller/ bank officer offer additional products?

Always Often Seldom Never

6. Is bank facility clean and orderly?

Always Often Seldom Never

7. How often do you use our online services?

Always Often Seldom Never

8. Would you use electronic delivery of account notices and statements?

Yes No

9. Comments/Suggestions \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please print and mail or fax it to:

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