

Al Majmoua	1. Overall, how would you rate your recent experience with Al Majmoua?				
	<input type="checkbox"/> Excellent <input type="checkbox"/> Normal <input type="checkbox"/> Good <input type="checkbox"/> Bad		If bad, why? <input type="checkbox"/> The procedure was annoying (time wasting, must close the shop for a while, need to take a work break...) <input type="checkbox"/> Disrespectful and bad treatment <input type="checkbox"/> Loan is unsuitable for my needs and expectations		
	2. What do you value the most at Al Majmoua?				
<input type="checkbox"/> Good treatment by LA <input type="checkbox"/> Quick service and disbursement <input type="checkbox"/> Other, specify:					
3. What do you devalue the most at Al Majmoua?					
Loan Analyst	4. Have you had or currently having trouble contacting the loan analyst?				
	<input type="checkbox"/> Yes <input type="checkbox"/> No				
	5. Did the loan analyst give you clear and sufficient information about the lending process and details about your loan before disbursement?				
	Preparatory Meeting	History of Al Majmoua	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
		Procedures	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
		Interest rate and loan fees	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Disbursement/Repayment Agents		<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Welcome letter		<input type="checkbox"/> Yes	<input type="checkbox"/> No	Ask after staff training – SMART	
Committee Decision	Were you informed of the committee's decision before going to the branch for disbursement, or were you surprised by it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Were you informed of the committee's decision if the loan approved was the same as the requested, or were you surprised by it at disbursement?	
6. In general, how do you describe the loan analyst's service?					
<input type="checkbox"/> Excellent <input type="checkbox"/> Normal <input type="checkbox"/> Good <input type="checkbox"/> Bad		If bad, why? <input type="checkbox"/> Disrespectful and bad treatment <input type="checkbox"/> The employee (loan analyst) did not give me clear or sufficient information about the lending process and details about disbursement <input type="checkbox"/> Service was slow and the explanations were unclear/nonexistent <input type="checkbox"/> Can't reach him/her, I leave messages but no answer or replies <input type="checkbox"/> Takes appointments and doesn't show up <input type="checkbox"/> Never visits me			
Branch	7. Reception at the Branch: Were the staff helpful?				
	<input type="checkbox"/> Yes <input type="checkbox"/> No		If no, how? <input type="checkbox"/> There was no one at the reception <input type="checkbox"/> The staff did not look at me or welcome me <input type="checkbox"/> I waited for a long time before someone helped me		
	8. How did you find the disbursement procedures at the branch?				
<input type="checkbox"/> Excellent <input type="checkbox"/> Normal <input type="checkbox"/> Good <input type="checkbox"/> Bad		If bad, why? <input type="checkbox"/> The procedures were slow and the explanations were unclear/nonexistent <input type="checkbox"/> It took a long time to reach the branch <input type="checkbox"/> Disrespectful and bad treatment			
Loan	9. Was the loan you received suitable for your needs? How:				
	Loan Amount	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
	Loan Term	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
	Interest Rate	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
	Repayment Amount	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
	Payment Date	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Guarantee	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
Maj. App.	10. Are you using Al Majmoua's mobile application?				
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know about it		
11. In general, how do you rate Al Majmoua's mobile application?					
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Normal	<input type="checkbox"/> Bad		

	12. How can Al Majmoua develop the mobile application to better serve you?		
Agents	13. Are the Disbursement Agents suitable?		14. Are the Repayment Agents suitable?
	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No
Al Majmoua	15. Have you ever heard about the Customer Care Unit?		16. Do you know the number to call for help?
	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No
	17. Who is the best financial institution in the market?		
	<input type="checkbox"/> Al Majmoua		Other, Why? <input type="checkbox"/> Easy Procedures (how) <input type="checkbox"/> Easy follow up <input type="checkbox"/> Larger Loan amounts <input type="checkbox"/> Allow delay payment (...days) <input type="checkbox"/> Less Interest Rate <input type="checkbox"/> Good and Respectful Treatment <input type="checkbox"/> Easier Guarantees (how) <input type="checkbox"/> Various programs (savings/mortgage ...)
	<input type="checkbox"/> Other: (Drop Down List Available in the system)		
	<input type="checkbox"/> Don't know, I only dealt with Al Majmoua		
18. How can Al Majmoua develop its services to better suit your needs?			
<input type="checkbox"/> Easy procedures (how)	<input type="checkbox"/> Easy follow up	<input type="checkbox"/> Exemption from delay penalty	
<input type="checkbox"/> Larger loan amounts	<input type="checkbox"/> Good and respectful treatment	<input type="checkbox"/> Grace period	
<input type="checkbox"/> Less interest rate	<input type="checkbox"/> Various programs (how)	<input type="checkbox"/> Non-Financial Services	
<input type="checkbox"/> Easier guarantees (how)	<input type="checkbox"/> Show gratitude to loyal borrowers (how)	<input type="checkbox"/> Loan specifications that fit my needs	
Other	19. Would you like to add anything we didn't cover in our conversation?		