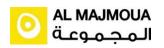


## **Customer Satisfaction Phone Survey**

Date	(D/M/Y)	•	/ <b>/.</b>
Dail 1		/	/

	1. Overall, how would you rate your recent experience with Al Majmoua?						
Al Majmoua	□ Excellent □ Good	□ Normal □ Bad	If bad, why?  ☐ The procedure was annoying (time wasting, must close the swork break) ☐ Disrespectful and bad treatment			the shop	o for a while, need to take a
[aj				my needs and expectations			
$\mathbf{Z}$	2. What do you value the most at Al Majmoua?					• •	
A	☐ Good treatment b	-	☐ Quick service and d	ısbursement		<b>□</b> Other	, specify:
	3. What do you do	3. What do you devalue the most at Al Majmoua?					
4. Have you had or currently having trouble contacting the loan analyst?							
	☐ Yes ☐ No						
	5. Did the loan analyst give you clear and sufficient information about the lending process and details about your loan before disbursement?						
	History of		Al Majmoua	☐ Yes	□ No		
	Preparatory	Procedures		☐ Yes	□ No		
	Meeting		e and loan fees	☐ Yes	□ No		
	Wiceting		ent/Repayment Agents	☐ Yes	☐ No		
		Welcome 1		☐ Yes	□ No		er staff training – SMART
lys			nformed of the committee's			Were y	ou informed of the
na	Committee		efore going to the branch for		□ No		ttee's decision if the loan
Loan Analyst	Decision	disburseme	ent, or were you surprised by it?	☐ Yes			ed was the same as the
, 0a							ed, or were you surprised by bursement?
7	6. In general, how	y do vou desc	ribe the loan analyst's service	?		it at ais	oursement:
	or in general, now	do you dese	If bad, why?	•			
	□ Excellent □ Good	□ Normal □ Bad	lending process and details about Service was slow and the ex	analyst) did not give me clear or sufficient information about the etails about disbursement and the explanations were unclear/nonexistent r, I leave messages but no answer or replies			
7. Reception at the Branch: Were the staff helpful?							
Branch	☐ Yes ☐ No ☐ If no, how? ☐ There was no one at th ☐ The staff did not look a			•			
Bra	8. How did you find the disbursement procedures at the branch?						
	□ Excellent □ Normal □ The procedures were s □ Good □ Bad □ It took a long time to r □ Disrespectful and bad						
	9. Was the loan you received suitable for your needs? How:						
			☐ Yes ☐ No				
<b>=</b>	Loan Term		☐ Yes ☐ No				
Loan	Interest Rate		☐ Yes ☐ No				
	Repayment Amount		☐ Yes ☐ No				
	Payment Date		□ Yes □ No				
	Guarantee		☐ Yes ☐ No				
<u>d</u>		Al Majmoua'	s mobile application?				
Ap	☐ Yes	-	I I	Don't know abou	ıt ıt		
Maj. App.			Al Majmoua's mobile application?			N. 1	
Z	☐ Excellent		Good	Normal			Bad



## **Customer Satisfaction Phone Survey**

Date (	(D/M/Y)	) :	/	· /	<b></b>

	12. How can Al Majmoua develop the mobile application to better serve you?						
ts	13. Are the Disbursement Agents suitable?  □ Yes □ No			14. Are the Repayment Agents suitable?			
Agents				☐ Yes	□ No		
	15. Have you ever heard about the Co	Unit?	16. Do you k	6. Do you know the number to call for help?			
	☐ Yes	□ No		☐ Yes	□ No		
	17. Who is the best financial institution in the market?						
Al Majmoua	☐ Al Majmoua		Other, Why? ☐ Easy Procedures (how) ☐ Easy follow up				
	☐ Other: (Drop Down List Available in the system)		☐ Less Interest Rate		<ul><li>□ Allow delay payment (days)</li><li>□ Good and Respectful Treatment</li></ul>		
	☐ Don't know, I only dealt with Al Ma	☐ Easier Guarantees (how) ☐ Various programs (savings/mortgage)					
¥	18. How can Al Majmoua develop its services to better suit your needs?						
	☐ Easy procedures (how)	•	☐ Easy follow up		☐ Exemption from delay penalty		
			respectful treatment		☐ Grace period		
	1		rograms (how)		☐ Non-Financial Services		
	☐ Easier guarantees (how)	☐ Show gratitude to loyal borrowers (how)			☐ Loan specifications that fit my needs		
	19. Would you like to add anything we didn't cover in our conversation?						
er							
Other							