



**The Neffs  
National Bank**  
A Subsidiary of Neffs Bancorp, Inc.  
STRENGTH. TRUST. COMMUNITY.

## Current Customer Satisfaction Survey

Thank you for choosing The Neffs National Bank. To help us determine how we can better serve you, please provide us with feedback by filling out the survey below.

You will be entered to win a \$50 Amazon Gift Card at the end of each quarter. Winners will be chosen randomly and contacted using the information given at the conclusion of the survey.

*Please do not include any sensitive information, like your account number, in this survey. Thank you.*

**How long have you banked with The Neffs National Bank?** \_\_\_\_\_

**Is The Neffs National Bank your primary financial institution?**

Yes

No

If "No," which other institution(s) do you use and why?

**How did you hear about The Neffs National Bank? *Please check all that apply.***

Personal Referral

Drive Past

Community Event

Other:

Internet Search

Advertising

Social Media

\_\_\_\_\_

**Which communication channels do you use when looking for information on products and services? *Please check all that apply.***

Branch Promotions

Statements

Employees

Other:

Newspaper

Website

Social Media

\_\_\_\_\_

**Which banking products or services do you use? *Please check all that apply.***

Free Checking

Savings

Online Banking

Bankline

Investment (IRA/CD)

Loans

Mobile Banking

ATM

Drive-Thru

Other: \_\_\_\_\_

**How often do you visit a The Neffs National Bank office?**

Not at All

Rarely

Daily

Weekly

Monthly

06/01/2020

**How often do you use our NetTeller® online banking platform?**

Not at All      Rarely      Daily      Weekly      Monthly

**How often do you use our goDough® mobile banking app?**

Not at All      Rarely      Daily      Weekly      Monthly

**How often do you use our Bankline 24-Hour Telephone Banking Service?**

Not at All      Rarely      Daily      Weekly      Monthly

**Are there any additional products or services that you would like The Neffs National Bank to offer?**

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**Overall, how satisfied are you with The Neffs National Bank?**

Very Satisfied      Satisfied      Neutral      Dissatisfied      Very Dissatisfied

**How likely are you to recommend The Neffs National Bank to family or friends?**

Very Likely      Likely      Neutral      Unlikely      Very Unlikely

**Contact Information:**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Age Demographics:      18 and Under      19 - 34      35 - 49      50 - 69      70 +

Thank you for filling out our survey. Your feedback and suggestions are very important to us, and is what helps us give you the best service possible.

Be sure to have answered all contact information questions accurately. You will be entered to win a \$50 Amazon Gift Card at the end of each quarter. Winners will be chosen randomly and contacted using the information given in the Contact Information portion of this survey.

If you have any questions about this survey, email us at [info@neffsnatl.com](mailto:info@neffsnatl.com) or call us at **610-767-3875**.

*Check that you have not included any sensitive information, like your account number, before submitting this survey. You can be assured that your responses and information are completely confidential and secure. Thank you.*

Completed surveys can be submitted with one of our tellers, Customer Service Representatives or mailed to:

**Attn: Marketing**  
The Neffs National Bank  
5629 Route 873 P.O. Box 10  
Neffs, PA 18065