

# Customer Satisfaction Survey

esbs

as individual as you

## New mortgages

In our continual efforts to improve the range and quality of the services we provide, it would be appreciated if you could please let us have an honest opinion on your experience with the Society. We would like to know how successful you think we have been in meeting your needs and are very interested in learning those areas in which you believe we have room for improvement. Your opinion is very important to us.

This survey only takes a few moments to complete and once done you can simply return it to us in the enclosed pre-paid envelope.

And by completing the survey, you are also helping a worthy cause as for each one we receive back we will make a donation of £3 to our nominated Charity for this year.

### About you

Name .....

Account number .....

### Why did you choose esbs for your mortgage?

Good reputation

I use other ESBS services

Personal recommendation

Interest rate

Service

Lending Criteria met my circumstances

Other (please specify).....

### Name/type of mortgage

Discounted

Buy-To-Let

Standard Variable

Other (please specify).....

### Purpose of loan?

To buy property

Further advance

Self-build

To fund a second home, either in the UK or overseas  
Yes  No

Is the property for renting  
Yes  No

Home improvements

Remortgage

Other (please specify).....

### What do you consider to be the most important feature of the product taken?

Competitive interest rate

Daily interest

Term of discount (if applicable)

Low fees

Flexibility of over-payment/capital repayment facilities

Meets my personal circumstances

### From submitting your application, how long was it before you received your mortgage offer?

Up to 4 weeks

Between 4 weeks and 8 weeks

Over 8 weeks

Do you regard this as being  
Satisfactory  Unsatisfactory

If unsatisfactory, were you made aware of the reason for the delay?  
Yes  No

Did you approach esbs direct, or were you referred to us through a mortgage broker?  
Direct  Broker

If you used a broker, how was their service?  
Satisfactory  Unsatisfactory

### How did you understand the process and information provided?

Fully understood

Reasonably understood

Some parts did not understand

Mostly not understood

How can we improve your understanding?.....

### If you dealt directly with esbs, what did you particularly like about how staff handled your application? (tick all that apply)

Friendliness

Efficiency

Clarity of explanations

Was there anything you did not like? (Please specify)

Also if you came directly, why did you choose the Society over other local organisations

### How could we have improved the service you received? (Please specify)

### Have you visited one of the Society's branches?

Yes  No

If Yes, how often?

Weekly

Monthly

Half yearly

Annually

Less often than annually

Also if Yes, please let us know what more our branches should offer

### Please provide any other comments

### Can we use your comments as a testimonial on our website, social media channels or on other marketing material?

Yes  No

(Your name or other personal details will not be shown)

### Also, would you be prepared to be a case study should the press request one that fits your circumstances?

Yes  No

(If so, then you will be contacted at the time by the Society and you have the right to change your mind) If yes, best contact number

### Would you recommend the Society to others?

Yes  No

Thank you for taking the time to participate in this survey.

All personal information provided by you on this form will be held in confidence and will only be disclosed if you choose to agree that we can share your comments for a testimonial on our website, social media channels or on other marketing material.

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