



**FIRST NATIONAL BANK
OF NIAGARA**
AURORA – FLORENCE – SPREAD EAGLE

SURVEY

Date _____

Name _____

Phone _____

1. Reason you selected our bank: _____ Friend/neighbor (Name) _____

_____ Convenient location: _____ Niagara _____ Aurora _____ Florence _____ Spread Eagle

_____ Advertising (Media name) _____ Radio Station _____ News Paper _____ TV Station _____ Other

_____ Bank's reputation _____ Convenient hours _____ Other (Explain) _____

2. Please check the column that indicates whether you agree or disagree with the state ments listed below.

Bank Staff:	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a) Are Friendly	_____	_____	_____	_____
b) Are Knowledgeable	_____	_____	_____	_____
c) Complete transaction accurately	_____	_____	_____	_____
d) Are helpful	_____	_____	_____	_____
e) Complete account opening promptly	_____	_____	_____	_____

3. Were other bank services offered and explained to you? _____ Yes _____ No

4. About which product or service would you like more information? (please check)

- | | | |
|------------------------------|--------------------------|----------------------------|
| _____ Annuities | _____ Home Equity | _____ Money Market |
| _____ Bank by Mail | _____ Financial Planning | _____ Payroll Deduction |
| _____ Certificate of Deposit | _____ IRA'S | _____ Overdraft Protection |
| _____ Checking Accounts | _____ Internet Banking | _____ Safe Deposit Box |
| _____ Club Accounts | _____ Investments | _____ Savings Accounts |
| _____ Credit Cards | _____ Loans (Business) | _____ Trust Services |
| _____ Direct Deposit | _____ Loans (Mortgages) | _____ Debit Card/ATM |

5. What bank are you transferring your funds from? _____

6. Do you currently use a computer? _____ Home _____ Business _____ Neither

7. Are you currently using the Internet? _____ Home _____ Business _____ Neither

8. If you use the Internet, have you signed up for Internet Banking service? _____ Yes _____ No

9. Please provide your e-mail address for our records *Optional _____

*Strictly for the use of the First National Bank of Niagara. Will not be sold to outside parties and will be kept confidential at all times.

10. Comments:

