

Branch Overall CSAT Survey Results for Feb 2026

	Total Respondents	CSAT SCORE			
		Q1	Q2	Q3	Q4
		<i>Were you satisfied with the waiting time at the branch?</i>	<i>Were you satisfied with the friendliness and professionalism of our staff?</i>	<i>Were you satisfied with the staff's explanation in response to your inquiries?</i>	<i>Were you satisfied with how the bank treats you as a customer?</i>
Total	340	99%	99%	99%	98%
Target	340	90%	90%	90%	90%

		NPS
Q5	Overall CSAT Score	
Were you satisfied with the branch environment (cleanliness, comfort, safety)?		
98%	98%	99%
90%	90%	80%