

Online banking survey results

Branch or group

Date

Number of answers

Tally how many customers ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% AGREE
1. Everyday jobs take me less time online than at a branch.							
2. The menus are laid out the way I expect.							
3. Online banking works whenever I try to use it.							
4. Money I send arrives on the date the bank shows.							
5. My balance and transactions online are correct.							
6. I trust my bank to keep my money and details safe online.							
7. The login steps feel secure without slowing me down.							

How do you do most of your banking

ON MY PHONE

ON A COMPUTER OR TABLET

AT A BRANCH COUNTER

AT AN ATM

CALLING THE BANK

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Strengths

The two statements with the highest percent agree.

Fix first

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What customers told you, and the two changes you will make.
