

- b) Greeting was professional & to your expectation.  
(  Agree     Disagree)
- c) The level of phone courtesy was appropriate  
(  Agree     Disagree)
- d) Overall the telephone experience was valuable  
(  Agree     Disagree)

28. How often do you call HFC?

- a)  Frequently
- b)  Always
- c)  Hardly

29. If you left a message, was your message actioned?

- a)  Yes
- b)  No

30. How would you rate the overall experience of your affiliation with HFC?

- a)  Excellent
- b)  Good
- c)  Fair
- d)  Poor

31. Are you likely to recommend your family and friends to HFC?

- a)  Very highly
- b)  Highly
- c)  Moderately
- d)  No

**Finally we would like to know the most effective means of communication to you apart from personalized contact either through email, phone or writing.**

32. Which is your preferred print media?

- a)  Fiji Times
- b)  Fiji Sun
- c)  Daily Post
- d)  Others [Specify.....]

33. In case of print media, which day(s) in your opinion is more widely read?

- a)  Sundays
- b)  Mondays - Wednesdays
- c)  Thursdays - Fridays
- d)  Saturdays.

34. Which is your preferred Radio Station?

- a)  Fiji Broadcasting Corporation Limited
- b)  Communication Fiji Limited
- c)  Bula Namaste
- d)  Radio Paschim
- e)  Others [Specify.....]

35. In case of Fiji Broadcasting Corporation Limited, which station in your opinion is most frequented?

Please specify [.....]

36. In case of Communication Fiji Limited, which station in your opinion is most frequented?

Please specify [.....]

37. What is the most prime time that you listen to the radio?

- a)  5am – 9am
- b)  9am – Noon
- c)  Noon – 4pm
- d)  4pm to 7pm
- e)  7pm – Midnight
- f)  Midnight – 5am

38. Which TV station do you watch the most?

- a)  Fiji TV
- b)  Mai TV
- c)  Others [Specify.....]

39. What is your preferred TV prime time?

- a)  6am – Midday
- b)  Midday – 6pm
- c)  6pm – 9pm
- d)  9pm – Midnight
- e)  Midnight – Early Morning

40. If you were satisfied with our customer service, please tell us in what way were you satisfied?

.....  
 .....  
 .....  
 .....

41. If you were dissatisfied with our customer service, please tell us in what way were you dissatisfied?

.....  
 .....  
 .....  
 .....

42. In your opinion how can HFC improve its Customer Service?

.....  
 .....  
 .....  
 .....

**We thank you immensely for taking your time to provide us with your feedback. Your feedback is indeed very valuable to us.**



## CUSTOMER FEEDBACK SURVEY

Name .....

Account Number .....

Email .....

Phone .....

Postal Address .....

.....

Thank you very much for your affiliation with HFC. It is our endeavor to provide our customers the best possible products and services and in order to improve the customer satisfaction level; we require your valuable feedback.

All answers to the questions will be treated in the strictest confidence maintaining the highest level of customer confidentiality.

Please spare a few minutes to answer this questionnaire which you may complete at your leisure, however to qualify for a draw for cash prize, you need to return the completed form to us before 23rd December 2009 by either dropping it off at the branch nearest to you or simply mail it to us (P O Box 161, Suva Fiji).

Questionnaire form can also be downloaded from our website [www.hfc.com.fj](http://www.hfc.com.fj) and you may email it to [info@hfc.com.fj](mailto:info@hfc.com.fj)

**Personal Information**

1. Indicate your gender?

- a)  Female                      b)  Male

2. What is your age?

- a)  18 to 25                      b)  26 to 34  
c)  35 to 49                      d)  50 to 64  
e)  65 and over

3. What is the highest level of education that you have achieved?

- a)  Primary School                      b)  High School  
c)  Certificate/ Diploma                      d)  Degree  
e)  Post Graduate/Masters/Doctorate

4. What was your annual income for 2009?

- a)  \$0 to \$24,999                      b)  \$25,000 to \$49,999  
c)  \$50,000 to \$74,999                      d)  \$75,000 to \$99,999  
e)  \$100,000 to \$124,999                      f)  125,000 to \$149,999  
g)  \$150,000 or more

5. What was your total annual commitment in 2009?

- a)  \$0 to \$24,999                      b)  \$25,000 to \$49,999  
c)  \$50,000 to \$74,999                      d)  \$75,000 to \$99,999  
e)  \$100,000 to \$124,999                      f)  125,000 to \$149,999  
g)  \$150,000 or more

6. Total Number of Dependents in the family

- a)  1-3                      b)  4-6  
c)  7-9                      d)  over 9

7. The value of your total assets (what you own) as at December 2009

- a)  \$0 to \$99,999                      b)  \$100,000 to \$199,999  
c)  \$200,000 to \$299,999                      d)  \$300,000 to \$399,999  
e)  \$400,000 to \$499,999                      f)  500,000 to \$599,999  
g)  \$600,000 or more

8. The value of your total liabilities (what you owe) as at December 2009

- a)  \$0 to \$99,999                      b)  \$100,000 to \$199,999  
c)  \$200,000 to \$299,999                      d)  \$300,000 to \$399,999  
e)  \$400,000 to \$499,999                      f)  500,000 to \$599,999  
g)  \$600,000 or more

**This section focuses on HFC's products and a little on your current bankers.**

9. How long have you been associated with HFC?

- a)  0-5yrs                      b)  5-10 yrs

- c)  10-15 yrs                      d)  15- 20 yrs  
e)  Over 20yrs

10. Which branch of HFC do you have your account in?

- a)  Nadi                      b)  Labasa  
c)  Lautoka                      d)  Suva

11. Who are your main bankers?

- a)  ANZ                      b)  Westpac  
c)  Colonial National Bank                      d)  Bank of South Pacific  
e)  Bank of Baroda

12. How do you compare the services of HFC to other financial institutions and commercial banks?

- a)  Excellent                      b)  Good  
c)  Fair                      d)  Poor

13. How would you rate the product pricing of HFC?

- a)  Excellent                      b)  Good  
c)  Fair                      d)  Poor

14. What style of Loan account do you hold with HFC

- a)  None  
b)  Home Loan  
c)  Personal [Car] Loan  
d)  Business Loans  
e)  Home and Personal [Car] Loans  
f)  Home and Business Loans  
g)  Business and Personal [Car] Loans  
h)  Home, Personal [Car] and Business Loan

15. What is your total loan balance as of December 2009 with HFC?

- a)  \$0 to \$74,999                      b)  \$75,000 to \$99,999  
c)  \$100,000 to \$149,999                      d)  \$150,000 to \$499,999  
e)  \$500,000 to \$999,999                      f)  \$1,000,000 to \$1,900,000  
g)  \$2000,000 or more

16. What are the other products of HFC you have?

- a)  None                      b)  Term Deposit  
c)  Insurance                      d)  Term Deposit and Insurance

17. What is your total deposit balance as of December 2009 with HFC?

- a)  \$0 to \$74,999                      b)  \$75,000 to \$99,999  
c)  \$100,000 to \$149,999                      d)  \$150,000 to \$499,999  
e)  \$500,000 to \$999,999                      f)  \$1,000,000 to \$1,900,000  
g)  \$2000,000 or more

18. What are the Insurance Products that you have with HFC?

- a)  General House and Car Insurance  
b)  Excess Loan Guarantee [ELGI]  
c)  Mortgage Protection Insurance  
d)  Funeral Policy  
e)  None of the Insurance products  
f)  All the insurance products

19. Are you interested to know more about HFC's products and services?

- a)  Yes                      b)  No

20. If yes, which products would you be interested in?

- a)  Home & Personal Loans                      b)  Business Loans  
c)  Term Deposits                      d)  Insurance Services  
e)  All the products.

**This section of the questionnaire relates to the services of HFC**

21. How would you rate the products of HFC compared to what is offered in the market?

- a)  Convenient                      b)  Not Convenient

22. How would you rate the location of the current branch?

- a)  Excellent                      b)  Good  
c)  Fair                      d)  Poor

23. How would you rate the professional appearance of the branch?

- a)  Excellent                      b)  Good  
c)  Fair                      d)  Poor

24. How would you rate the customer-to-staff relationship of HFC?

- a)  Excellent                      b)  Good  
c)  Fair                      d)  Poor

25. How would you rate the speed/turnaround time of customer service?

- a)  Excellent                      b)  Good  
c)  Fair                      d)  Poor

26. How would you rate the greeting, hospitality of the branch personnel?

- a)  Excellent                      b)  Good  
c)  Fair                      d)  Poor

27. How was your call answered at HFC when you contacted us?

- a) Call was answered within 3 rings.  
(  Agree     Disagree)