



BANK OF AFRICA

BMCE GROUP 

PLEASE GIVE US YOUR SCORE

Bank of Africa is committed to provide its esteemed clients the highest quality of products and services. In the effort to continue exceed our client's expectations, would you kindly please take a few minutes to complete this questionnaire.

Customer Information (Optional)

Name: -----

Phone Number: -----

Email Address: -----

What was the Purpose of visiting the branch:

General services Account opening Cash Transactions others -----

What is the Name of the Branch Visited:

Please score on a scale of 1 to 5

1(Poor), 2(Fair), 3(Good), 4(Very good), 5(Excellent)

Services delivery

1. Overall service provided by the bank official

2. The speed in which the service was delivered

Communication

1. Communication and friendliness of the bank official

2. Clarity of information or advice provided

Product Quality

1. Quality of our products

2. Product delivery/Effectiveness

Customer Service (Please indicate YES/NO)

- 1. Was the staff helpful?
- 2. Did you feel treated with respect and fairness?
- 3. Did you feel welcomed and comfortable being in the bank?
- 4. Was your request addressed timely and efficiently?

Do you have any comment or suggestions that could help us improve our services?

If you would like to reach our Call Center/Customer Care, please contact us at 0788172600 or 5120(Short code)

We appreciate your loyalty!

MWATUBWIRA UKO MUBONA SERIVISI ZACU

Bank of Africa yiyemeje kubagezaho produit na serivisi zo kurwego rwo hejuru, dukora ibishoboka byose ngo tubagezeho serivisi zibanogeye. Twabasabaga gufata akanya mukuzuza iyi fishi. Murakoze kubisubizo byanyu

Umwirondoro w'umukiliya (Kumahitamo)

Izina: -----

Telefoni: -----

Email: -----

Impamvu ituma usura Banki:

Serivisi Rusange Gufungura Konti Kubitsa no Kubikuzza Ibindi -----
Nirihwe shami mwasuye:

Tanga amanota kuva kuri 1 kugeza kuri 5

1(Nabi), 2(ni ibisanzwe), 3(Neza), 4(Neza Cyane), 5(Agahebuzo)

Itangwa rya serivisi

1. Serivisi rusange mwahawe n'umukozi wacu
2. Ukwiwuhuta kwa serivisi

Uburyo Mwakiriwe

1. Kuganirizwa neza n'umukozi wa Banki
2. Ubusobanuro cyangwa inama mwahawe

Imiterere ya produit

1. Ubuziranenge bwa produit za banki
2. Imitangire ya produit za Banki

Imitangire ya serivisi (Subiza na YEGO/HOYA)

1. Mwaba mwarahawe ubufasha bukwiriye n'umukozi wa banki?
2. Mwaba mwakiriwe neza mu kinyabupfura?
3. Mwaba mwisanzuye igihe mwari muri Banki?
4. Ikibazo cyanyu cyakemuwe mugihe gikwiye kandi muburyo bunoze?

Mwaba mufite icyo mwakongeraho cyangwa igitekerezo cyadufasha mu kunoza serivisi zacu?

Mubaye mwifuza kuvugana n'umukozi wa banki Mwahamagara: 0788172600 cg 5120

Murakoze!