



333 Chicago Road, PO Box 302  
Paw Paw, IL 61353

Dear \_\_\_\_\_,

We are very grateful for your business and hope you can help us make an even better experience for the next customer. If you could take the time to fill out the survey on your experience with us, we would greatly appreciate it!

On a scale of 1-5, what was your experience regarding the questions below? 1 being the worst, 5 being the best possible.

Please circle the number that represents your answer. 1= worst experience 5= best possible experience

How clear was the information provided for your loan?    1       2       3       4       5

How responsive was your Loan Officer throughout the process?    1       2       3       4       5

How knowledgeable was your Loan Officer?    1       2       3       4       5

How satisfied were you with the length of time to complete your loan?    1       2       3       4       5

If the need arose, how likely are you to use Flanagan State Bank again?    1       2       3       4       5

How likely are you to recommend our services to family or friends?    1       2       3       4       5

How would you rate your overall experience with Flanagan State Bank?    1       2       3       4       5

Additional Comments?

Thank you for taking the time to fill out our survey!