

Banking and Insurance

Customer Satisfaction Survey

Please complete this form and drop it in the box designated or mail to:

**Lieutenant Governor's Office
Division of Banking and Insurance
1131 King Street, Suite 101
Christiansted, St. Croix 00820**

When I called or visited the office, the person answering the telephone or sitting at the reception desk was:

- Courteous and helpful
- Somewhat helpful
- Not very helpful
- Uninterested
- Rude

The person who served me at this office was:

- Courteous and helpful
- Not very helpful
- Uninterested
- Refused to help
- Rude

The service I received at this office was:

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- Poor

The timeliness of response was:

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- Poor

Accuracy of the information was:

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- Poor

I visit this office:

- Frequently
- Not Frequently
- Rarely

WEBSITE USERS ONLY:

Is our website user-friendly?

- Yes
- No

If no, reason?

Was it helpful in providing useful information?

- Yes
- No

If no, reason?

Is there anything you would like to see on our website?

How often do you visit the Lieutenant Governor website?

- Frequently
- Not Frequently
- Rarely

ADDITIONAL COMMENTS

Explain reason for calling or visiting the office or browsing our website:

Other Comments or Suggestions: _____

Optional: Name: _____

Telephone Number: _____