

Your feedback is important to us...

Please may we ask of a few minutes of your precious time to help us maintain our pledge to excellence by filling in the below questionnaire. For each questionnaire completed online at www.thehanley.co.uk/feedback we'll donate 10p to our nominated charity. Once complete please post it to, Marketing Department, Hanley Economic Building Society, FREEPOST Granville House, Festival Park, Hanley, Stoke-on-Trent, ST1 5BR. Alternatively drop it into your local branch, next time you're passing. Thank you.

Your details

Name
Address
.....
Telephone Number:
Email Address:

Are you currently a customer of The Hanley?

From the list below, please select the products/services that we provide to you (You may select more than one)

Savings Accounts
Hanley Mortgage
Mortgage through another provider
Financial Services (HFS)

How did you find out about the Hanley?

Visited branch
Through media
The Hanley website
A personal recommendation

How did you make contact with The Hanley?

Visited Branch
Telephoned
Through the website

Which age range do you fall into?

18-25
26-35
36-45
46-55
56+

Do you live or work in Staffordshire/Cheshire?

Yes
No

I receive an excellent level of service from The Hanley

Completely agree
Tend to agree
Tend to disagree
Completely disagree
Comments
.....

I received product or service information

Verbally
In writing
I did not receive any information

The information I received was clear and easily understood

Completely agree
Tend to agree
Tend to disagree
Completely disagree
Comments
.....

The Hanley has an excellent range of products and service

Completely agree

Tend to agree
Tend to disagree
Completely disagree
Comments
.....

I was pleased with the speed and service I received from The Hanley

Completely agree
Tend to agree
Tend to disagree
Completely disagree
Comments
.....

I receive a better quality of service from The Hanley when compared to other banks or building societies

Completely agree
Tend to agree
Tend to disagree
Completely disagree
Comments
.....

I would recommend The Hanley to others

Completely agree
Tend to agree
Tend to disagree
Completely disagree
Comments
.....

Overall I am very satisfied with the service I have received from The Hanley

Completely agree
Tend to agree
Tend to disagree
Completely disagree
Comments
.....

Would you be interested in finding out about the other products and services we provide?

Yes
No

Which of our products or services would you be interested in?

Savings
Mortgages
Life cover
Independent Financial Advice
Household Insurance
Tax Free Savings

The best method for us to contact you

Post
Telephone
Email
I do not wish to be contacted