

Your feedback is important to us

We thank you for choosing DBS Bank as your Wealth Management partner and hope the process of opening the account has been to your satisfaction. As part of our commitment to provide 100% satisfaction to our clients we request you to spare a few minutes from your busy schedule to score us on how we fared from the time our officer first met you to the receipt of the welcome pack.

You can respond by downloading the questionnaire and mail it to Head - Marketing, DBS Bank, 5th Floor, Fort House, 221 D N Road, Fort, Mumbai -400001, India, or request your Relationship Manager to have it collected. In case you wish to respond over email you can get in touch with customer-care-india@dbs.com.

Warm regards,
Head – Wealth Management

Your Feedback

i	Was your RM punctual for all the appointments fixed with you	<input type="checkbox"/> Always	<input type="checkbox"/> Mostly	<input type="checkbox"/> Rarely
ii	Was your RM attired professionally?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
iii	Was your TRM accompanied with a colleague for any of the meetings	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	If yes, was he accompanied by: <input type="checkbox"/> Investment Counselor (IC) <input type="checkbox"/> Regional Head (RH) <input type="checkbox"/> Product Partner <input type="checkbox"/> Any other _____			
iv	Did your TRM spend time detailing our offer and understanding your needs?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
v	Was your TRM able to answer your queries satisfactorily?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
vi	Did your TRM propose to draw up a financial plan for you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Did you receive the financial plan	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Was the plan informative and provided inputs for your investment decision	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
vii	Was any DBS marketing material shared with you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	If yes, state your views on the content of the material: <input type="checkbox"/> Informative <input type="checkbox"/> Average <input type="checkbox"/> Could be better <input type="checkbox"/> Poor Any suggestions _____			
viii	Was your TRM fully aware of the account opening process	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Was your TRM able to respond to your queries to your satisfaction	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<input type="checkbox"/> Within committed time <input type="checkbox"/> Beyond committed time <input type="checkbox"/> Needed much follow up to get details			
ix	What is your feedback on the DBS Welcome Kit received by you?			
	<input type="checkbox"/> Good quality and contents <input type="checkbox"/> Not upto standard, your suggestions to improve _____			

General Rating on a scale of 5 (1 being the lowest and 5 the highest)

I	Particulars	RM	IC	Product Partner
1	Thorough knowledge of products and services			
2	Thorough knowledge of processes and procedures			
3	Knowledge of markets / industry / environment			
4	Courteous and willing to assist			
5	Good communication skills			
		Overall rating		
Overall experience with DBS Bank				

Comments on what you felt was managed very well or could be done better:

Thank you for your time

The information you provide is for the internal use of DBS Bank. Your answers will not be published and your contact details will not be resold or given to anyone else. Thank you for filling out the survey and good luck. The information is not intended for distribution to, or use by, any person or entity in any jurisdiction or country where such distribution or use would be contrary to law or regulation