Customer Satisfaction Survey

Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the service you have received so far. We appreciate your business and want to make sure we meet your expectations.

What accounts do you hold with Mawarid Finance PJSC?

🞏 Credit Card 🞏 WPS and Payroll Card Services

🞏 SME Finance 🞏 Personal Finance

🞏 Home Finance 🞏 Financial/ Performance & other Bank Guarantees

🞏 Labour Guarantee 🞏 Wakalah Deposit

Are you fully informed by our company on the terms of the products/services availed by you from our Finance Company?

⭘ Strongly Agree ⭘ Agree ⭘ Disagree

How do you feel about the overall service quality of our Finance Company?

⭘ Excellent ⭘ Very Good

⭘ Good ⭘ Average

⭘ Poor

Do we succeed in providing the following?

🞏 Greeted with a smile and eye contact whenever you meet our relationship officer

🞏 Service Quality of our Staff

🞏 Statement of Accounts provided reflect Accurate Transactions

🞏 AECB credit records updated with Accurate Transactions and timely information

🞏 Confidentiality Maintained

🞏 Are we Quick and Attentive to your request?

🞏 Others, please specify?

What areas do you feel we need to improve?

🞏 Customer Service 🞏 Service Quality

🞏 Product Range Offered 🞏 Staff Knowledge

🞏 Quick Response 🞏 Communication

🞏 Others, please specify?

Are you currently using any of the following convenience products/services being offered?

Mawarid Online (only for Retail and Corporate customers of credit card, finance & wakalah)

⭘ Yes ⭘ No

Mobile Application (only for credit card)

⭘ Yes ⭘No

Call Center Services (for all products)

⭘ Yes ⭘No

Do you feel any of these services need improvement? If so, please explain

**CALL CENTER**

Are the calls answered promptly by the call center agent?:

⭘ Yes ⭘No

Are the call center staff knowledgeable and are genuinely interested in assisting me and resolving my complaint?:

⭘ Yes ⭘No

Are you satisfied with the resolution provided by the assisting agent?:

⭘ Yes ⭘No

What other products or services would you like to see from Mawarid Finance PJSC?

Would you recommend Mawarid Finance PJSC as a preferred financial services provider choice to your colleagues / Friends/ Family Members?:

Overall, I am very satisfied with the service quality provided by Mawarid Finance PJSC:

⭘ Strongly Agree ⭘ Agree ⭘ Disagree

Feedback and suggestions as to how we can improve our financial services relationship with you:

**Required information: (\*mandatory fields)**

Name of the Customer\*

Customer Address

(Including PO Box & Emirate)\*

Contact Person\*

Contact Phone Number\* +**971**

Contact Email Address\*

Emirates ID Number/

Trade License Number\*