



Decorah Bank &  
Trust Company

We want to

**WOW**  
*you*

Decorah Bank & Trust Company would like to know just what it takes to WOW you! We want you to be so thrilled with our service that you would recommend us to your family, friends and colleagues.

Please share your thoughts!

**FDIC**

Are you served promptly and efficiently when you come into our bank?

Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Does our staff give you the friendly personal attention that you like?

Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are your telephone calls answered in a prompt and courteous manner?

Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do we provide ample access to our services? (i.e. lobby hours, locations, ATMs, Direct Dial, Internet Banking)?

Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are there any additional services you think we should offer?

Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are we meeting the needs of our community?

Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Would you recommend our services to your family, colleagues and friends?

Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What else can we do to make your banking experiences extraordinary?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***Optional***

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Would you like us to contact you?    Yes    No

Thank you for choosing Decorah Bank & Trust Company!