

Customer Survey (use after an account is opened)

Dear Customer,

Thank you for opening an account at First Northern Bank and Trust. It has been our pleasure to guide you through the process. To help us keep improving our customer service, we would like to know what you thought about the service you received. Please share your experience by completing this brief survey. We appreciate your time and greatly value your feedback and suggestions.

After your completed survey has been processed, your name will be entered into a drawing for a \$50 gas card, conducted at the end of each quarter. Thank you for helping us serve you better!

Please do not include any sensitive information (such as your account number) in this survey.

Name: _____

Phone: _____

Email: _____

Why did you choose to do business with First Northern Bank and Trust? Check the boxes that apply:

- | | | |
|--|--|--|
| <input type="checkbox"/> Best Rates/Terms | <input type="checkbox"/> Advertising | <input type="checkbox"/> Online/Mobile Banking |
| <input type="checkbox"/> Staff/Service | <input type="checkbox"/> Referral | <input type="checkbox"/> Community Bank |
| <input type="checkbox"/> Branch Locations | <input type="checkbox"/> ATM Locations | <input type="checkbox"/> Local Decision-Making |
| <input type="checkbox"/> Some Other Reason (please specify): _____ | | |

In searching for a financial institution, did you visit our website at 1stnorthernbank.com?

- Yes No

Rate your happiness with the speed at which your account was opened. Circle the number that applies:

1 = Unhappy 5 = Very Happy

1 2 3 4 5

Which items are you interested in receiving via email? Check the boxes that apply:

- E-Statements Alerts Product Specials



**FIRST NORTHERN
BANK AND TRUST CO.**

1stnorthernbank.com • Member FDIC

1-800-344-CASH

Locations: Palmerton (610) 826-2239, Gilbert (610) 681-4671, Sciota (570) 992-5555
Tannersville (570) 629-2600, Blakeslee (570) 646-8000, Mt. Bethel (570) 897-7000
Egypt (610) 261-0300, Bath (610) 837-7100, Northampton (610) 261-9464
Stroudsburg (570) 517-7190, Wind Gap (610) 863-5400



Would you refer First Northern Bank and Trust? Check one box:

Yes If no, please explain: _____

Overall, how satisfied were you with the service you received? Circle the number that applies.

Feel free to leave any comments at the end of this survey.

1 = Very Dissatisfied 5 = Very Satisfied
 1 2 3 4 5

If we followed up with you after your initial visit, did we do so to your satisfaction? Check one box:

Yes No No Follow-Up

Which additional products or services, if any, did our Customer Service Representative recommend?

Check the boxes that apply:

Offered	Selected		Offered	Selected	
<input type="checkbox"/>	<input type="checkbox"/>	Checking Account	<input type="checkbox"/>	<input type="checkbox"/>	MasterMoney® Card
<input type="checkbox"/>	<input type="checkbox"/>	Savings Account	<input type="checkbox"/>	<input type="checkbox"/>	Credit Card
<input type="checkbox"/>	<input type="checkbox"/>	Money Market Account	<input type="checkbox"/>	<input type="checkbox"/>	Remote Deposit
<input type="checkbox"/>	<input type="checkbox"/>	Certificate of Deposit	<input type="checkbox"/>	<input type="checkbox"/>	Online Banking
<input type="checkbox"/>	<input type="checkbox"/>	Club Account	<input type="checkbox"/>	<input type="checkbox"/>	Mobile Banking
<input type="checkbox"/>	<input type="checkbox"/>	Home Equity Line of Credit	<input type="checkbox"/>	<input type="checkbox"/>	Online Bill Pay
<input type="checkbox"/>	<input type="checkbox"/>	Personal/Installment Loan	<input type="checkbox"/>	<input type="checkbox"/>	E-Statements
<input type="checkbox"/>	<input type="checkbox"/>	Residential Mortgage	<input type="checkbox"/>	<input type="checkbox"/>	Online Financial Management
<input type="checkbox"/>	<input type="checkbox"/>	Business Loan	<input type="checkbox"/>	<input type="checkbox"/>	P2P Transfers
<input type="checkbox"/>	<input type="checkbox"/>	IRA	<input type="checkbox"/>	<input type="checkbox"/>	Other (please specify below)

Additional Comments: _____



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