

(Please complete and return)

KOPERASI JAYADIRI MALAYSIA BERHAD

11TH FLOOR, WISMA MCA, 163 JALAN AMPANG, 50450 KUALA LUMPUR
TEL : 03-21616499 FAX : 03-21621413 WEBSITE : <http://kojadi.my> EMAIL : loan@kojadi.com.my

Customer Satisfaction Survey

We constantly strive to improve our services to our members and the public.
To help us serve you and understand your needs better, please complete this survey form.

1. How long have you been a member of KOJADI ? (Please tick \checkmark where applicable)

() Yet to become a member () Less than 1 year () 1 to 5 years () 5 years and above

2. How satisfied are you with KOJADI's services ? (Please tick \checkmark where applicable)

Item / Description	Very Satisfied	Satisfied	Fair	Dissatisfied	Very Dissatisfied
Service provided over the phone					
Counter / Reception Area					
Face-to-face with staff					
Correspondence					
On line enquiry service or loan information provided via KOJADI Website					

3. How satisfied are you with KOJADI loan products & and benefits as a member ? (Please tick \checkmark where applicable)

Benefits and services provided by KOJADI	Very Satisfied	Satisfied	Fair	Dissatisfied	Very Dissatisfied
Education Loan Scheme (EL)					
SME Loan (BL)					
Micro Credit Scheme (MC)					
TUKAR / ATOM Loan Scheme (AT)					
Property Loan Scheme (PL)					
Investment Returns (Dividend/Bonus Shares)					
Share Redemption					

4. If you are a KOJADI loan borrower, how satisfied are you with KOJADI loan features ? (Please write EL, BL, TA or PL for the loan product(s) of your response)

Item / Description	Very Satisfied	Satisfied	Fair	Dissatisfied	Very Dissatisfied
Choice of loan schemes					
Terms and conditions of loan					
Interest rate					
Time taken to approve loan application					
Sufficiency of loan Amount offered					
Mode of disbursement					
Mode of repayment					

Customer Satisfaction Survey

5. If you are an applicant of KOJADI Share Redemption Fund, how will you rate your satisfaction in the following areas ? (Please tick ✓ where applicable)

	Very Satisfied	Satisfied	Fair	Dissatisfied	Very Dissatisfied
Time taken to process and approve share redemption application					
Terms and conditions of share redemption					

6. What is your overall experience with KOJADI's services ?

() Very Satisfied () Satisfied () Fair () Dissatisfied () Very Dissatisfied

7. How likely are you to : (Please tick ✓ where applicable)

Rate those that applicable	Likely	Fairly Likely	Unlikely
Become a member of KOJADI			
Remain a member of KOJADI			
Apply for loan facility from KOJADI			
Redeem your shares in KOJADI			
Transfer your shares in KOJADI to someone else			
Recommend someone to become a member			
Recommend someone to apply for loan facility from KOJADI			

8. What suggestions would you like to offer to KOJADI in order for us to improve our service to you ?

CONSENT AND PRIVACY NOTICE
<p>Please read and understand our privacy notice attached or from our website: http://kojadi.my</p> <p>By submitting this Form, you hereby agree that KOJADI may collect, obtain, store and process your personal data that you provide in this form for the purpose of receiving updates, news, promotional and marketing mails or materials from KOJADI. You hereby give your consent to KOJADI to:-</p> <ul style="list-style-type: none"> Store and process your Personal Data; Disclose your Personal Data to the relevant governmental authorities or third parties where required by law or for legal purposes. <p>In addition, for the purpose of updating or correcting such data, you may at any time apply to KOJADI to have access to your personal data which are stored by KOJADI.</p> <p>For the avoidance of doubt, Personal Data includes all data defined within the Personal Data Protection Act 2010 including all data you have disclosed to KOJADI in this Form.</p>

Your Personal Particulars

Name : _____	Sex : _____ Age : _____
Occupation : _____	Marital Status : _____
Tel No. : _____	Membership No. (If any) : _____
H/P : _____	Email : _____
Address : _____	

**Thank you very much for your time in completing this survey.
Your feedback will be very useful for us to further improve our services to you.**