



**FEEDBACK FORM**

Retail Banking

At Butterfield, we appreciate your business and want to do everything possible to make sure every visit with us is a positive experience. Our clients are very important to us and we value your input and opinions.

Please take a minute to complete this form. Your answers and comments will help us improve our service. Once completed, kindly submit this form:

- to any of our Banking Centres.
- via e-mail to [info@butterfieldgroup.com](mailto:info@butterfieldgroup.com).

**Your contact details**

Name \_\_\_\_\_ Date (dd/mm/yy) \_\_\_\_\_

Home number \_\_\_\_\_ Work number \_\_\_\_\_ Cellular number \_\_\_\_\_

Fax number \_\_\_\_\_ Account number \_\_\_\_\_

Mailing address \_\_\_\_\_

E-mail address \_\_\_\_\_

Preference for response (*please indicate one*):

By post  By fax  By e-mail

**Your feedback**

Please provide details of your compliments/grievance:

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

If you have a grievance, what do you consider to be a fair and reasonable resolution?

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

How could we make this experience better in the future?

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

Do you have any other comments or suggestions?

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

Signature \_\_\_\_\_ Date \_\_\_\_\_

Clients and other individuals have certain rights with respect to the data held by Butterfield. The details of the individual rights, as well as how we handle the data provided to us, can be found in our Privacy Statement which can be obtained from [www.butterfieldgroup.com](http://www.butterfieldgroup.com) or by contacting [LICBermuda@butterfieldgroup.com](mailto:LICBermuda@butterfieldgroup.com). The Bank of N.T. Butterfield & Son Limited is licensed to conduct banking business by the Bermuda Monetary Authority.

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