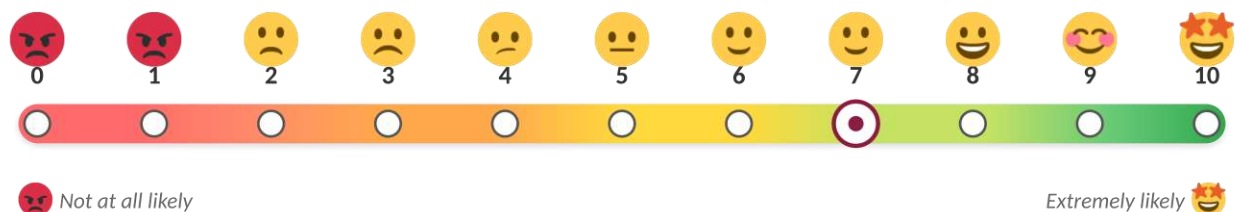


★ Q1. Based on your recent interaction, how likely are you to recommend ICICI Bank to a friend, relative or colleague? (0 = Not at all likely, 10 = Extremely likely)



🎯 Q2. How easy was it to get a resolution from your ICICI Bank Relationship Manager for your query / transaction?

😊 ☐ Very Easy	😊 ☐ Easy	😞 ☐ Difficult	😡 ☐ Very Difficult
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☀️ Q3. Please rate your Relationship Manager on the following aspects:

	Aspect	😊 Very Good	😊 Good	😞 Poor	😞 Very Poor
a	Accessibility – being able to reach your RM whenever needed	☐	☐	☐	☐
b	Frequency / regularity of proactive contact	☐	☐	☐	☐
c	Knowledge of banking products & services	☐	☐	☐	☐
d	Knowledge of investment products & services	☐	☐	☐	☐
e	Understanding of your financial needs / requirements	☐	☐	☐	☐
f	Quality of resolution provided	☐	☐	☐	☐
g	Service delivery within committed timelines	☐	☐	☐	☐
h	RM etiquette (politeness, grooming, attire)	☐	☐	☐	☐