

## EXAMPLE EXIT SURVEY QUESTIONS

- What is your most recent: loan size, savings deposit, on-time repayment/ late repayment, business type?
- How is your business doing now?
- During your most recent loan cycle, did you experience problems with: your loan officer; group members; business; family?
- During your time with our institution did you have problems: understanding the terms and conditions of your product; making payments on time; getting the loan size you needed for your business?
- Would you consider returning to our institution? If so, under what conditions?
- Do you have suggestions for how our institution can improve products; services; delivery channels; customer service?
- Are you currently using products/services from another financial institution?
- Would you recommend our institution to your friends or relatives?