

Banker Report

Report Generated For: 122398

2019 YTD (May)

Report Sample

10

Having a Dedicated Banker (%)



Had Recent Contact (%)



Relationship Quality (%)



Problems Experienced (%)



Problem Resolved (%)



REPORTING PERIOD	CIS NUMBER	NPS Category	Overall Experience Quality	Problem Description	Communication Appreciation	Communication Advice	Continue Doing
2019 June	110025347918	Detractor	5		Not really.	It's fine I don't have a problem, it meets my expectations.	
2019 June		Detractor	0	I was in a bit of financial difficulties and Nedbank refused to accommodate my request.	Not really, they do not look after their customers, they must become more people friendly.	They must be more considerate of their customers instead of just putting fees all time. They can communicate with me mainly via email only and when there is a need.	
2019 May	191046036000	Indifferent	10		Nothing I'm quite happy.		The internet banking I believe there's a new App coming soon. There is no information on it, there is but I'm not quite sure how it's going to work. E-mails because you can always refer back to the e-mails, sms's you turn to delete that from your phone.
2019 May	211392409234	Detractor	7	The problem about the fraud incident, there was a certain amount of money that was taken in my account and investigation were done, but Nedbank took a long time to come to the party.	They have to keep their standard up and make sure everything is fine.		Emails, but there is nothing desirable about them.
2019 April		Detractor	1	I sent my banker a whatsapp and I asked for a letter that my client requested as proof that my company is with Nedbank, because they want original letters and he read my whatsapp but there was no reply and I had to physically go into the branch and stand in long queues to get the letters myself, I am a business owner and I am not prepared to stand in long queues and I regard my business as medium and not small.	Regular phone calls to find out if I am happy and if they can look after their customers.	Nedbank does not care about their customers and they do not phone me at all to thank me for being their customer and I do not get any news letters from them as well. I can not even get an overdraft from them and their service is very poor. They turned me down for a bond because that I applied for, because I am at risk and they want financials and they know my business, because my account is with them. I have been with Nedbank for 5 years. I think this is a general problem with all banks in South Africa. A courtesy call once a month would suffice. I sent my banker a whatsapp and I asked for a letter that my client requested as proof that my company is with Nedbank, because they want original letters and he read my whatsapp but there was no reply and I had to physically go into the branch and stand in long queues to get the letters myself, I am a business owner and I am not prepared to stand in long queues and I regard my business as medium and not small.	
2019 April	191033439200	Indifferent	5	On Saturday I went to my branch. We changed from a Partnership to a Private Company. I had to change the account number and load profiles on to my system. I loaded about 7 but 2 of the profiles I cannot access. I cannot print statements or transfer. I went to the bank and the lady said that I must bring the other Director which is my husband. We went again on Saturday but still it is not done. The lady that assisted us what not nice at all. This was at the Clear Water Inquiries counter and my number was E002. The lady just said that she could not release it and that we would have to make it as a beneficiary because the rules have changed. She just walked away and left us standing there without telling us whether she is coming back or not. The other lady had to call her again. She said I must open another account. I did not like her account and I still have to speak to my Banker about this because I did not experience this problem with my other accounts.	Nothing.	Nothing.	
2019 March	211184746403	Detractor	6		They should make the queue's shorter inside the branch but other than that I am happy.	I am very happy with the service that I receive from Nedbank.	
2019 March	211196529404	Detractor	6	When you get through the call center then they put me through to the next one and I have to explain and then to the next one and I have to explain again and they put me on hold for such a long time so that was not a very good experience for me.	When driving past Sandton I can see from the nedbank buildings that they are making a fair share of money and I appreciate that they need all the documents to make informed decisions but that process takes too long and they are charging me for it so because I am a long standing customer been with the bank for more than 20 years then it means that they know that I have a good track record for them to loan me money without going through all the processes, they should honour my loyalty to them.		The issues is the support when you call the call center they tell you to wait and then the put you through to different people although the emails and posts they are doing very well with that. They should interact more with their clients.
2019 February	191067873607	Indifferent	6	The service at the branch and its always the same branch, when ever I go there its the slowest service, it takes at least 45 minutes to get to where I need.	They can improve the service at their branches.		Email communication, I can choose what I want to read out of it.
2019 February	211426807808	Promoter	10	Long queues when making deposits inside the bank and the banking system being off line inside the bank at Westgate shopping center.	No.		The relevance of emails, I get statements and everything through emails.