

Banker Report

Report Generated For: 176392

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	191393902009	Detractor	0		They can start communicating and stop stalling the money. Improve their security. They have high banking fees compare to Capitec, I save more than R3000 on banking fees with Capitec.	Start communicating in anyway. They don't call me, I don't get statements, nothing. They can communicate by Sms or telephone.	
2019 June	211457578727	Promoter	10		I think if they have new things or upgrade on their App they should give us the details, we have to go through the experiment of the new App.		SMS and Email. I have time to read them when I am relaxed and I normally get new products and new staff App and promotions.
2019 May	211626888300	Indifferent	5		No.		I get my statements via emails and I know exactly what's going on in my account.
2019 May	191498902806	Promoter	10		No comment.		They contact us for anything that I need to know. We had a problem, we wanted payroll and they helped us. I appreciate sms's and we usually go to our banker and they advise us on EFT and other things.
2019 April	191091576301	Detractor	7	We applied for credit card we still waiting for it six weeks later which is today, we find out the application never went through. So I put in a new application today. I went to the small business manager to apply for another one, we use him more often he is not the one who was appointed.	Nothing.	Just to communicate will be nice. Sometimes you cannot get hold of the people. By phone or by e-mail only when necessary.	
2019 April	191866110236	Indifferent	8		They can provide a business account that automatically provides interest.		The statements arrive on time, and I have no issues with the service provided by the internet banking. I appreciate the email and the telephone calls, they are prompt, courteous and accurate.
2019 March	211565332007	Promoter	10		So far I have no complaints no issues and they should keep up the good work.		Face to Face, because I will be relaxed and will be able to get more clarity compared to the call center.
2019 February	211062961304	Indifferent	9		Nothing.		I get statements via email on monthly basis.
2019 February	191642069303	Detractor	5	Firstly, the ATMs are not readily available, if they are then they are not functioning. Secondly, I do not have a dedicated team to support me with my needs at Nedbank, I am busy with facilitations and I needed some financial assistance but I did not get any response, I have sent a lot of emails to Hellen Mhlanga and Ernest but still no response, therefore I approached FNB and they responded promptly. I will however, remain with Nedbank to see how they will respond to this. To be honest, the only reason I will remain with them is that I have two accounts of which their salaries gets paid through Nedbank, otherwise I have moved all my other accounts to FNB and I am still moving everything else to FNB including my debit orders.	They need to start talking to their people. If I were to give feedback then I must give you an invoice because now I'll be doing their work.	Business is not about money, it's about relationship, if my Banker wants to grow with me they must understand my business, I haven't received a phone call in a while. The worst part is that I had to phone them saying that they can't take service fee if they have not	
2019 February	191773934503	Detractor	5		Nothing.	They need to be easy with their clients, if we apply for a business loan they should be able to assist me to grow my business.	