



FARMERS STATE BANK

PO Box 190
Victor, MT 59875
Att: Tricia Kiefer

How can we improve?

Please take a moment to help us improve. When you're done, please return to any branch or mail to the address above.

Class Content

How would you rate your own Internet Banking/Bill Pay knowledge and experience level?

- First time – never used before
- Have used it in the past, but not regularly
- Used other bank's Internet banking and bill pay services, but new to Farmers State Bank
- Use FSB's Internet Banking/Bill Pay regularly but wanted to learn more

What about Bill Pay was the most beneficial to you?

- Setting up payees
- Setting up one-time or recurring payments
- Reports/research capabilities
- Ability to categorize payments
- Other: _____

What about Internet Banking was the most beneficial to you?

- PowerPoint presentation
- Internet Banking Demo
- Account Summary/Account History
- Account Transfers
- Exporting Data to Financial Software
- Reports
- User Options
- Other: _____

Service and Environment

How would you rate the facility utilized for the class?

- Excellent – clean, pleasant, had materials needed for the class
- Adequate
- Inadequate – unclean, felt the facility was not sufficient for the class

How would you rate the length of the class for the topics covered?

- Excellent – had plenty of time to cover material and did not feel rushed
- Adequate
- Inadequate – felt rushed through material during the time allotted

How would you rate the refreshments provided?

- Excellent
- Adequate
- Inadequate
- Suggestion: _____

How did the instructors do covering the material and adhering to the time allotted for the class?

- Excellent – explained material clearly and class started and/or ended on time
- Good
- Poor – unclear explanation of material and class did not start and/or end on time

Additional Comments

Thank you for your participation!