



**HOW CAN WE BETTER OUR SERVICE?
SERVICE ENHANCEMENT FORM**

DATE RECEIVED	
NAME OF CUSTOMER	
CUSTOMER ID	
HOW DID ISSUE COME IN?	PHONE/ EMAIL/ PERSONAL/ LETTER
WHO RECEIVED THE ISSUE?	
HOW DO WE CONTACT CUSTOMER?	PHONE EMAIL
DESCRIPTION ISSUE	
SIGNATURE CUSTOMER	
<small>For internal use only</small> ANY ACTION ALREADY TAKEN? IF YES, WHAT?	
DATE SENT TO CUSTOMER SUPPORT AND NAME STAFF MEMBER THAT HANDLED.	

This form can be mailed to customer.support@orcobank.com or delivered at the bank.