

WE VALUE YOUR SUGGESTIONS:

Please let us know how we can make your banking experience better.

Suggestion:

Are there any other products or services that you would like to see First National Bank offer?



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 21 SHELBY, NC

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



POSTAGE WILL BE PAID BY ADDRESSEE
ATTENTION: Marketing Department
FIRST NATIONAL BANK
PO BOX 168
SHELBY NC 28151-9922



We Value Your Opinion



**FIRST
NATIONAL
BANK**

Hometown Banking Since 1874

Customer Comment Card

RATE OUR SERVICES - Please complete any relevant questions and drop this card into one of our Customer Comment Boxes or return it by mail, no postage necessary. If you prefer, you can also complete this card online at www.ibankatfnb.com/comments.

Personal service:

On your last visit to an FNB office;

were the employees courteous?

Excellent Good Average Needs Improvement Poor

were you promptly served?

Excellent Good Average Needs Improvement Poor

were the employees knowledgeable about the products or services that you needed?

Excellent Good Average Needs Improvement Poor

were you greeted by name?

Excellent Good Average Needs Improvement Poor

Name of service provider (if known) _____

Location of Service _____

Time of Service _____

Automatic Teller Machines:

The last time you visited one of our ATMs was it in good working condition?

Excellent Good Average Needs Improvement Poor

Location of ATM _____

Date of Use _____ Time _____

Online Banking Services:

The last time that you used our online services was the service user friendly and easy to navigate?

Excellent Good Average Needs Improvement Poor

What was the service used? (ex. Online Banking, Online Bill Pay, Website, eStatements)

If you had a problem, please describe?

Date of Use _____ Time _____

May we contact you? Yes No (We will not contact you for telemarketing purposes)

Name _____

Best way to contact you? _____

Best time to contact you? _____ am pm

Age Group (optional) 23 and under 24 to 44 45 to 63

64 and above