



FEEDBACK FORM

Retail Banking

At Butterfield, we appreciate your business and want to do everything possible to make sure every visit with us is a positive experience. Our clients are very important to us and we value your input and opinions.

Please take a minute to complete this form. Your answers and comments will help us improve our service. Once completed, kindly submit this form:

- to any of our Banking Centres.
- via e-mail to info@butterfieldgroup.com.

Your contact details

Name _____ Date (dd/mm/yy) _____

Home number _____ Work number _____ Cellular number _____

Fax number _____ Account number _____

Mailing address _____

E-mail address _____

Preference for response (*please indicate one*):

By post By fax By e-mail

Your feedback

Please provide details of your compliments/grievance:

If you have a grievance, what do you consider to be a fair and reasonable resolution?

How could we make this experience better in the future?

Do you have any other comments or suggestions?

Signature _____ Date _____

Clients and other individuals have certain rights with respect to the data held by Butterfield. The details of the individual rights, as well as how we handle the data provided to us, can be found in our Privacy Statement which can be obtained from www.butterfieldgroup.com or by contacting LICBermuda@butterfieldgroup.com. The Bank of N.T. Butterfield & Son Limited is licensed to conduct banking business by the Bermuda Monetary Authority.

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