



PRESS RELEASE

BDCB BANK'S CUSTOMER SATISFACTION SURVEY 2022

1. Brunei Darussalam Central Bank (BDCB), in collaboration with the Bank Association of Brunei (BAB), will be conducting a survey on Bank's Customer Satisfaction commencing 3 January until 31 March 2023.
2. As part of the BDCB's initiative to strengthen financial consumer protection, this survey is aimed to determine customers' experience with the banking services offered to them; customers' understanding of the bank's internal processes; and areas that require improvements. The outcome obtained from the survey will help BDCB and banks to understand better the customer needs and to be able to strategise accordingly.
3. Selected financial consumers will be given a link to the survey along with a list of Frequently Asked Questions (FAQs) by each participating bank. In supporting the initiative and in order to achieve the outcome of the survey together, banks' customers are encouraged to provide their honest and true experience when completing the survey.
4. The collection of information in the survey, among others, involves requests on details of respondents, basic information on account ownership, financial transactions, and the level of satisfaction towards banks' products and services. The public is also advised to be wary of potential scamming or phishing tactics from unofficial sources, the survey will not require any crucial information such as the respondent's bank account number and passwords.
5. For further enquiries and information regarding the survey, members of the public may contact Financial Consumer Issues, BDCB at 2380007 or via email at fci@bdcb.gov.bn.

Brunei Darussalam Central Bank

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Reference: BDCB/COMMS/3