



PRESS RELEASE

BANK'S CUSTOMER SATISFACTION SURVEY EXTENDED UNTIL 31 MAY 2023

1. Brunei Darussalam Central Bank (BDCB) would like to inform members of the public that the period of running the Bank's Customer Satisfaction Survey has been extended until 31 May 2023.
2. This survey, conducted in collaboration with Brunei Association of Banks (BAB), is part of BDCB's initiative to strengthen financial consumer protection. This survey aims to understand customers' experience with the banking services offered to them; gauge customer's understanding of bank's internal processes; and identify areas of improvement. The findings will assist BDCB and banks to better understand customers' needs and subsequently, develop relevant strategies moving forward.
3. The survey will be distributed by participating banks either to their walk-in customers or selected customers via SMS or email. Customers may also be notified via phone call.
4. Among the information which will be gathered include respondents' details; basic information on account ownership and financial transactions; as well as their level of satisfaction towards banking products and services. The survey will not seek sensitive information such as respondents' bank account number and passwords. On this note, the public is advised to be wary of potential scamming or phishing tactics from unofficial sources. If in doubt, members of public may contact their respective banks directly for verification purposes.
5. In supporting this initiative and in order to achieve the best possible outcome, participating customers are encouraged to provide their honest and accurate feedback throughout the survey.
6. For any enquiries or further information regarding the Bank's Customer Satisfaction Survey, please contact Financial Consumer Issues, BDCB at 2380007/8380007 or email at fcf@bdcg.gov.bn.

Brunei Darussalam Central Bank

Date: 20 Ramadhan 1444H / 11 April 2023M

Reference: BDCB/COMMS/3