

Control No: _____

(Online Version)

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)






CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

INSTRUCTIONS: For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office's website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I am confident my online transaction was secure.						
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!



LBP INSURANCE BROKERAGE, INC.

(A SUBSIDIARY OF THE LAND BANK OF THE PHILIPPINES)

12/F SyCip Law Centre Bldg., 105 Paseo De Roxas, Legaspi Village, Makati City 1229

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This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Please read the Endorsement Letter below from LIBI:

Maaring mabasa ang Endorsement Letter ng LIBI sa ibaba:



December 27, 2023

NOTICE OF CONDUCT OF CUSTOMER SATISFACTION MEASUREMENT

TO OUR VALUED CLIENTS,

Greetings!

We, at **LBP Insurance Brokerage, Inc. (LIBI)**, strive to provide you with the best and reliable insurance services and exceptional customer experience. Your satisfaction is our utmost priority, and we value your feedback to help us continually improve. In this regard, we are pleased to announce our nationwide Annual Customer Satisfaction Measurement (CSM) covering C.Y. 2023 to be conducted by the **Premier Value Provider, Inc.**

The survey will only take a couple of minutes to complete, and your input will play a crucial role in shaping the future of our services. Rest assured that LIBI will handle responsibly your information and ensure that all responses that will be acquired by PSRC by reason of this engagement will be treated and considered as confidential.

Should you need further clarification, feel free to contact the Administrative Unit at (+02) 8840-4108. You may also send an email at libi.csat@lbp-insurance.com.

Thank you and keep safe!

CHERRY-MAY T. FREDERICK
Acting President & CEO

* Please input your full name.

* Email address:

* You have the option to make an individual satisfaction rating for each of your transactions/policies with LIBI. However, you also have an option to rate per quarter or for all. Please click your choice below:

- Quarter 1 (Jan - Mar 2023 Transactions)
- Quarter 2 (Apr - Jun 2023 Transactions)
- Quarter 3 (Jul - Sep 2023 Transactions)
- Quarter 4 (Oct - Dec 2023 Transactions)
- All transactions (Jan - Dec 2023)
- Specific Policy Number (please write the policy number)

* Client type

Uri ng Kliyente

- Citizen**
Mamamayan
- Business**
Negosyo
- Government (Employee or another agency)**
Gobyerno (Empleyado o Ahensya)

*** Date**

Petsa

Date

Date

MM/DD/YYYY

*** Sex**

Kasarian

Male
Lalaki

Female
Babae

*** Age**

Edad

*** Region of residence**

Rehiyon

INSTRUCTIONS: Choose your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

PANUTO: Piliin ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/ opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

*** CC1: Which of the following best describes your awareness of a CC?**

- I know what a CC is and I saw this office's CC.**
Alam ko ang CC at nakita ko ito sa napuntahang opisina.
- I know what a CC is but I did NOT see this office's CC.**
Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.
- I learned of the CC only when I saw this office's CC.**
Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.
- I do not know what a CC is and I did not see one in this office.**
Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina.



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*** CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**

Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...

- Easy to see**
Madaling makita
- Somewhat easy to see**
Medyo madaling makita
- Difficult to see**
Mahirap makita
- Not visible at all**
Hindi makita

*** CC3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**

Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

- Helped very much**
Sobrang nakatulong
- Somewhat helped**
Nakatulong naman
- Did not help**
Hindi nakatulong



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*** INSTRUCTIONS: For Service Quality Dimensions (SQD) 0-8, please select the column that best corresponds to your answer.**

PANUTO: Para sa SQD 0-8, piliin ang hanay na pinakaangkop sa iyong sagot.

					N/A
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
<i>Lubos na hindi sumasangayon</i>	<i>Hindi sumasangayon</i>	<i>Walang kinikilingan</i>	<i>Sumasangayon</i>	<i>Labis na sumasangayon</i>	

SQD0. I am satisfied with the service that I availed.

Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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* If you selected '**Strongly Disagree,**' '**Disagree,**' or '**Neither Agree nor Disagree**' for **SQD0**, please provide your reasons for this choice. Your feedback is essential for our improvement efforts. However, if you chose '**Agree**' or '**Strongly Agree,**' you may simply type '**N/A**' as your input.

*** INSTRUCTIONS: For Service Quality Dimensions (SQD) 0-8, please select the column that best corresponds to your answer.**

PANUTO: Para sa SQD 0-8, piliin ang hanay na pinakaangkop sa iyong sagot.



SQD1. I spent a reasonable amount of time for my transaction.

Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.

* If you selected '**Strongly Disagree,**' '**Disagree,**' or '**Neither Agree nor Disagree**' for **SQD1**, please provide your reasons for this choice. Your feedback is essential for our improvement efforts. However, if you chose '**Agree**' or '**Strongly Agree,**' you may simply type '**N/A**' as your input.

*** INSTRUCTIONS: For Service Quality Dimensions (SQD) 0-8, please select the column that best corresponds to your answer.**

PANUTO: Para sa SQD 0-8, piliin ang hanay na pinakaangkop sa iyong sagot.



SQD2. The office followed the transaction's requirements and steps based on the information provided.

Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.

* If you selected **'Strongly Disagree,' 'Disagree,'** or **'Neither Agree nor Disagree'** for **SQD2**, please provide your reasons for this choice. Your feedback is essential for our improvement efforts. However, if you chose **'Agree'** or **'Strongly Agree,'** you may simply type **'N/A'** as your input.

*** INSTRUCTIONS: For Service Quality Dimensions (SQD) 0-8, please select the column that best corresponds to your answer.**

PANUTO: Para sa SQD 0-8, piliin ang hanay na pinakaangkop sa iyong sagot.



SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.

Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.

* If you selected '**Strongly Disagree,**' '**Disagree,**' or '**Neither Agree nor Disagree**' for **SQD3**, please provide your reasons for this choice. Your feedback is essential for our improvement efforts. However, if you chose '**Agree**' or '**Strongly Agree,**' you may simply type '**N/A**' as your input.

* **INSTRUCTIONS: For Service Quality Dimensions (SQD) 0-8, please select the column that best corresponds to your answer.**

PANUTO: Para sa SQD 0-8, piliin ang hanay na pinakaangkop sa iyong sagot.



SQD4. I easily found information about my transaction from the office's website.

Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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* If you selected '**Strongly Disagree,**' '**Disagree,**' or '**Neither Agree nor Disagree**' for **SQD4**, please provide your reasons for this choice. Your feedback is essential for our improvement efforts. However, if you chose '**Agree**' or '**Strongly Agree,**' you may simply type '**N/A**' as your input.

*** INSTRUCTIONS: For Service Quality Dimensions (SQD) 0-8, please select the column that best corresponds to your answer.**

PANUTO: Para sa SQD 0-8, piliin ang hanay na pinakaangkop sa iyong sagot.



SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)

Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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* If you selected '**Strongly Disagree,**' '**Disagree,**' or '**Neither Agree nor Disagree**' for **SQD5**, please provide your reasons for this choice. Your feedback is essential for our improvement efforts. However, if you chose '**Agree**' or '**Strongly Agree,**' you may simply type '**N/A**' as your input.

*** INSTRUCTIONS: For Service Quality Dimensions (SQD) 0-8, please select the column that best corresponds to your answer.**

PANUTO: Para sa SQD 0-8, piliin ang hanay na pinakaangkop sa iyong sagot.



SQD6. I am confident my online transaction was secure.

Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.

* If you selected **'Strongly Disagree,' 'Disagree,'** or **'Neither Agree nor Disagree'** for **SQD6**, please provide your reasons for this choice. Your feedback is essential for our improvement efforts. However, if you chose **'Agree'** or **'Strongly Agree,'** you may simply type **'N/A'** as your input.

*** INSTRUCTIONS: For Service Quality Dimensions (SQD) 0-8, please select the column that best corresponds to your answer.**

PANUTO: Para sa SQD 0-8, piliin ang hanay na pinakaangkop sa iyong sagot.



SQD7. The office's online support was available, and (if asked questions) online, support was quick to respond.

Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.

* If you selected **'Strongly Disagree,' 'Disagree,'** or **'Neither Agree nor Disagree'** for **SQD7**, please provide your reasons for this choice. Your feedback is essential for our improvement efforts. However, if you chose **'Agree'** or **'Strongly Agree,'** you may simply type **'N/A'** as your input.

*** INSTRUCTIONS: For Service Quality Dimensions (SQD) 0-8, please select the column that best corresponds to your answer.**

PANUTO: Para sa SQD 0-8, piliin ang hanay na pinakaangkop sa iyong sagot.



SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.

Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.

* If you selected **'Strongly Disagree,' 'Disagree,'** or **'Neither Agree nor Disagree'** for **SQD8**, please provide your reasons for this choice. Your feedback is essential for our improvement efforts. However, if you chose **'Agree'** or **'Strongly Agree,'** you may simply type **'N/A'** as your input.

Suggestions on how we can further improve our services (optional):

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

* [Privacy Policy](#)

- All information collected will be treated as confidential and handled responsibly for purposes of collecting responses for this survey. By filling out and submitting this form, I am giving consent to make use of my personal data herein provided for the above-mentioned purpose.

THANK YOU!
MARAMING SALAMAT!