

19. Do they charge unnecessarily for not maintain minimum balance in your account?

- ☒ Yes
- ☐ No

20. Does your bank have listed its share in stock exchange?

- ☐ Yes
- ☐ No
- ☒ We Don't Know

21. What do you feel about overall service quality of your bank?

- ☒ Excellent
- ☐ Very good
- ☐ Good
- ☐ Average
- ☐ Poor

22. In your own words, what are the things you like most about your current bank?

Good bank