

Customer Feedback & NPS Survey

Banking, Finance & Fintech

Document type: Plan / SOP / strategy / guide · Generated 29 Aug 2026

This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Builds a customer feedback and NPS survey for a financial-services business — the 0-10 recommend question, rating questions across onboarding, service, transparency, value and trust, and an action plan by promoter / passive / detractor segment. Use this to measure satisfaction and act on it.

Purpose of this tool & output

Measure satisfaction and trust

How the output is used

Use the builder to measure customer satisfaction and trust (NPS) and act on it.

Important cautions

AI-generated survey; keep it short.

Companion documents

- Customer Service SOP
- Complaint Response Templates
- Grievance Redressal Policy
- Customer Retention Playbook
- Online Review Response Writer
- Customer Service Charter

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.