



Client Satisfaction Survey Form

Name	Position
VP Karl G. Reyes	IT Planning & Applications Management Head
Client Company	Period Covered
Development Bank of the Philippines	January 1 to December 31, 2015

Understanding your needs and DCI's performance is important to us. In view of this, we value any feedback you can provide us. Whether you have had a great experience with our people or feel that we could have done things better, we would be glad to hear from you. Kindly fill out this form and return it to us. We would appreciate receiving the accomplished form not later than February 10, 2016. Thank you.

Please check the appropriate box below.

1. Do our people have sufficient knowledge and skills to perform the tasks assigned to them?
 - Commendable
 - Highly Satisfactory
 - Satisfactory
 - Needs Improvement
 - Failed
2. Do our people exhibit sense of urgency, sense of responsibility and sensitivity to your needs?
 - Commendable
 - Highly Satisfactory
 - Satisfactory
 - Needs Improvement
 - Failed
3. Do our people deliver the service required of them in a timely manner?
 - Commendable
 - Highly Satisfactory
 - Satisfactory
 - Needs Improvement
 - Failed
4. Do our people demonstrate creative and flexible approaches in meeting project objectives?
 - Commendable
 - Highly Satisfactory
 - Satisfactory
 - Needs Improvement
 - Failed

5. Do our people listen, learn, and then execute an approach to solve business/technical problems?

- Commendable
- Highly Satisfactory
- Satisfactory
- Needs Improvement
- Failed

6. Do our people exhibit professionalism and courtesy in dealing with DBP personnel?

- Commendable
- Highly Satisfactory
- Satisfactory
- Needs Improvement
- Failed

7. Do our people comply with DBP rules and regulations?

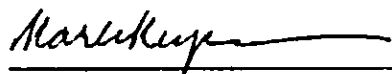
- Commendable
- Highly Satisfactory
- Satisfactory
- Needs Improvement
- Failed

8. How would you rate the overall service of DCI?

- Commendable
- Highly Satisfactory
- Satisfactory
- Needs Improvement
- Failed

Additional comments:

Signature


VP Karl G. Reyes

Date:

Jan. 15, 2016