

How can we improve?

Please take a moment to help us improve your internet banking with Floridian Bank.

Personal Internet Banking

How easy was it for you to sign up for internet banking?

Is the account summary clear and easy to navigate?

Is the “upcoming transactions” tab useful in keeping track of daily transactions?

Are you using the “export file” feature for Quicken or Microsoft Money? If so, is this working to your satisfaction?

Are you viewing and reconciling your statements on the site?

Do you use the “transfer funds” or “pay loans” function successfully?

When sending a message, do you receive a timely response?

Are you using the password reset feature?

Bill Pay

Is the new upgrade for Bill Payment providing the service you need to pay bill in a timely fashion?

What changes would help you manage your bills better?

Cash Management (Business)

Was the enrollment process clear and concise?

If using Quick Books, do you find that your transactions are exported accurately?

Do the Domestic and Swift wire transfers service run smoothly?

When using the ACH payroll feature is the format clear and process easy to follow? What would you like changed?

Do you use the Positive Pay feature? If so, is it user friendly?

Common Concerns

How satisfied are you overall with internet banking?

Floridian Bank is interested in You. Everything we do is designed to make your banking experience easy, seamless, and enjoyable. We value your comments concerning our internet banking site. Please take a moment to give us feedback on any area of concern we may have missed.

May we contact you in regards to this survey? If so, please list your name and email address.
