



A/C NO .....

NAMES .....

DATE .....

**The Manager**

Dear Sir/Madam

**RE: ACCOUNT CLOSURE**

This is to notify you of my/our intention to close account No. \_\_\_\_\_ In the name of \_\_\_\_\_ with your institution because of: \_\_\_\_\_

**Kindly complete the following information**

- 1. What mode of payment would you prefer? **Cheque** \_\_\_\_\_ **Transfer** \_\_\_\_\_ **Cash** \_\_\_\_\_
- 2. If transfer, indicate beneficiary account **Branch** \_\_\_\_\_ **No.** \_\_\_\_\_  
Names \_\_\_\_\_
- 3. Do you have any outstanding debts/loans with Equity? **Yes** \_\_\_\_\_ **No** \_\_\_\_\_
- 4. Have you ever banked with any other bank other than Equity? **Yes** \_\_\_\_\_ **No** \_\_\_\_\_
- 5. If yes how do you compare Equity Bank to other banks?  
Good  Fair  Poor

6. Rank the following Equity services

**(Tick appropriately)**

	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>
a) Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Staff willingness to assist clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Speed/quality of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Pleasantness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Physical facilities/appearance of the bank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Given a chance would you bank with us again? \_\_\_\_\_

Other remarks: \_\_\_\_\_

**Thank you for banking with Equity Bank**

Yours Faithfully,

Name

ID No.

Signature

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