

Citizen's Charter Answers	Responses	Percentage
Did not specify	4	0.11%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,391	325	3	0	0	0	3,719	99.92%
Service Quality Dimensions								
Responsiveness	3,147	555	8	2	1	6	3,719	99.70%
Reliability	3,212	503	3	0	0	1	3,719	99.92%
Access and Facilities	3,209	504	4	0	0	2	3,719	99.89%
Communication	3,212	485	9	0	1	12	3,719	99.73%
Costs	2,038	483	9	5	1	1,183	3,719	99.41%
Integrity	3,275	429	8	0	0	7	3,719	99.78%
Assurance	3,287	421	5	1	0	5	3,719	99.84%
Outcome	3,268	443	3	0	0	5	3,719	99.92%
Overall	24,648	3,823	49	8	3	1,221	29,752	99.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	405
2	Opening of other Deposit Account	34
3	Release of Captured Card	3
4	Request for ATM PIN Change	83
5	Request for Card Replacement	59
6	Cash Deposit - (Peso/Foreign Currencies)	470
7	Cash Withdrawal	189
8	Check Deposit - Peso	398
9	Check Encashment	407
10	Online Collection Payments	106
11	Request for Checkbook	1
12	Request for Fund Transfer	8
13	Request for Passbook Replacement	108
14	Request for Stop Payment Order	15
15	Updating of Bank Records - Change in Account Details/Type	274
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	380
17	Handling of Customer's Complaint	17
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	70
20	Bond Redemption and Interest Payment	3
21	Claim of Remittance Proceeds	2
22	Electronic Fund Transfer/Outgoing Remittance	89
23	Release of Inward Returned Check	20
24	Sale/Purchase of Foreign Currencies	6
25	Servicing of Modified Disbursement System Transactions	38

External Services		Responses
26	Trust/Treasury Placements	21
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	280
28	Bank Statement/Snapshot	186
29	Application for LBP Credit Card Easy Pay Program	4
30	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
31	Lifting of Hold-out on Deposit	2
32	Reissuance of Credit Card	2
33	Settlement of Past Due Account	3
34	Inquiry, Counseling and Processing of Loan	21
35	Issuance of Certificate of Full Payment	10
36	Issuance of Letter of Guarantee	2
Total		3,719

CSM Results – Region IX

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	33,768	5,578	97	20	54	1	39,518	99.57%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	31,297	7,630	408	59	63	61	39,518	98.66%
Reliability	32,540	6,776	151	10	33	8	39,518	99.51%
Access and Facilities	28,507	6,999	228	19	32	3,733	39,518	99.22%
Communication	31,687	7,365	271	18	24	153	39,518	99.20%
Costs	17,192	6,699	555	18	63	14,991	39,518	97.41%
Integrity	32,418	6,832	194	16	39	19	39,518	99.37%
Assurance	33,010	6,312	146	14	29	7	39,518	99.52%
Outcome	32,219	6,964	178	13	24	120	39,518	99.45%
Overall	238,870	55,577	2,131	167	307	19,092	316,144	99.12%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	36,660	92.77%
2. I know what a CC is but I did not see this office's CC.	403	1.02%
3. I learned of the CC only when I saw this office's CC.	1,948	4.93%
4. I do not know what a CC is and I did not see this office's CC.	497	1.26%
N/A	-	-
Did not specify	10	0.03%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	36,817	93.19%
2. Somewhat easy to see	1,916	4.85%
3. Difficult to see	105	0.27%
4. Not visible at all	37	0.09%
N/A	628	1.59%
Did not specify	5	0.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	36,906	93.41%
2. Somewhat helped	1,829	4.63%
3. Did not help	59	0.15%
N/A	702	1.78%
Did not specify	12	0.03%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	7,791	98.84%
2	ATM Card Requests	2,238	98.53%
3	Branch Over-the-Counter Transactions	19,192	99.25%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2,388	98.88%
5	Branch Banking Loan Servicing	1,469	99.18%
6	Other Branch Products/Services	3,493	99.75%
7	Request for Bank Documents	365	99.93%
8	Regular Loan Processing	1,891	99.36%
9	Credit Card Services	330	99.31%
10	Agrarian Services	130	92.27%
11	Complaints Management	231	96.64%
Total		39,518	99.12%

1. Aurora (Zamboanga del Sur) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,508	93.03%
2. I know what a CC is but I did not see this office's CC.	29	0.77%
3. I learned of the CC only when I saw this office's CC.	173	4.59%
4. I do not know what a CC is and I did not see this office's CC.	61	1.62%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,599	95.44%
2. Somewhat easy to see	80	2.12%
3. Difficult to see	2	0.05%
4. Not visible at all	3	0.08%
N/A	87	2.31%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,585	95.07%
2. Somewhat helped	97	2.57%
3. Did not help	-	-
N/A	89	2.36%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,517	249	1	1	3	0	3,771	99.87%
Service Quality Dimensions								
Responsiveness	3,416	340	7	3	2	3	3,771	99.68%
Reliability	3,506	263	1	0	1	0	3,771	99.95%
Access and Facilities	3,484	276	4	1	1	5	3,771	99.84%
Communication	3,447	306	12	0	2	4	3,771	99.63%
Costs	1,102	298	11	4	2	2,354	3,771	98.80%
Integrity	3,521	243	5	0	1	1	3,771	99.84%
Assurance	3,551	217	1	1	1	0	3,771	99.92%
Outcome	3,419	326	11	2	1	12	3,771	99.63%
Overall	25,446	2,269	52	11	11	2,379	30,168	99.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	296
2	Opening of other Deposit Account	47
3	Release of Captured Card	9
4	Request for ATM PIN Change	28
5	Request for Card Replacement	107
6	Cash Deposit - (Peso/Foreign Currencies)	378

External Services		Responses
7	Cash Withdrawal	389
8	Check Deposit - Peso	375
9	Check Deposit - Foreign Currency	1
10	Check Encashment	382
11	Online Collection Payments	497
12	Request for Checkbook	121
13	Request for Fund Transfer	15
14	Request for Passbook Replacement	57
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	268
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	248
18	Handling of Customer's Complaint	34
19	Salary Loan	82
20	Claim of Remittance Proceeds	3
21	Electronic Fund Transfer/Outgoing Remittance	42
22	Purchase of Over-the-Counter Check	30
23	Release of Inward Returned Check	101
24	Sale/Purchase of Foreign Currencies	33
25	Trust/Treasury Placements	7
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	43
27	Bank Statement/Snapshot	119
28	Change of Name and Civil Status	1
29	Inquiry, Counseling and Processing of Loan	55
30	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		3,771

2. Basilan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	331	81.13%
2. I know what a CC is but I did not see this office's CC.	2	0.49%
3. I learned of the CC only when I saw this office's CC.	73	17.89%
4. I do not know what a CC is and I did not see this office's CC.	2	0.49%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	362	88.73%
2. Somewhat easy to see	43	10.54%
3. Difficult to see	1	0.25%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	2	0.49%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	362	88.73%
2. Somewhat helped	43	10.54%
3. Did not help	1	0.25%
N/A	2	0.49%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	341	63	1	1	2	0	408	99.02%
Service Quality Dimensions								
Responsiveness	331	71	3	0	3	0	408	98.53%
Reliability	340	65	2	0	1	0	408	99.26%
Access and Facilities	336	69	2	0	0	1	408	99.51%
Communication	335	69	4	0	0	0	408	99.02%
Costs	160	67	1	0	0	180	408	99.56%
Integrity	338	66	2	1	1	0	408	99.02%
Assurance	339	65	1	0	3	0	408	99.02%
Outcome	337	70	1	0	0	0	408	99.75%
Overall	2,516	542	16	1	8	181	3,264	99.19%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	31
3	Release of Captured Card	1
4	Request for ATM PIN Change	6
5	Request for Card Replacement	6
6	Cash Deposit - (Peso/Foreign Currencies)	14
7	Cash Withdrawal	44
8	Check Deposit - Peso	21
9	Check Encashment	114
10	Online Collection Payments	12
11	Request for Checkbook	1
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	12
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	66
15	Handling of Customer's Complaint	6
16	Salary Loan	55
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	2

External Services		Responses
19	Servicing of Modified Disbursement System Transactions	3
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
21	Bank Statement/Snapshot	9
Total		408

3. Buug Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,757	98.55%
2. I know what a CC is but I did not see this office's CC.	5	0.10%
3. I learned of the CC only when I saw this office's CC.	60	1.24%
4. I do not know what a CC is and I did not see this office's CC.	5	0.10%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,792	99.27%
2. Somewhat easy to see	30	0.62%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	0.10%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,791	99.25%
2. Somewhat helped	30	0.62%
3. Did not help	-	-
N/A	6	0.12%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,776	51	0	0	0	0	4,827	100.00%
Service Quality Dimensions								
Responsiveness	4,564	261	2	0	0	0	4,827	99.96%
Reliability	4,756	71	0	0	0	0	4,827	100.00%
Access and Facilities	4,742	81	3	1	0	0	4,827	99.92%
Communication	4,527	263	6	0	0	31	4,827	99.87%
Costs	1,865	61	2	1	2	2,896	4,827	99.74%
Integrity	4,732	91	3	0	0	1	4,827	99.94%
Assurance	4,762	64	1	0	0	0	4,827	99.98%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	4,758	66	2	0	0	1	4,827	99.96%
Overall	34,706	958	19	2	2	2,929	38,616	99.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	370
2	Opening of other Deposit Account	24
3	Release of Captured Card	10
4	Request for ATM PIN Change	46
5	Request for Card Replacement	37
6	Cash Deposit - (Peso/Foreign Currencies)	1,101
7	Cash Withdrawal	388
8	Check Deposit - Peso	426
9	Check Encashment	942
10	Online Collection Payments	323
11	Request for Checkbook	120
12	Request for Fund Transfer	24
13	Request for Passbook Replacement	14
14	Request for Stop Payment Order	3
15	Updating of Bank Records - Change in Account Details/Type	154
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	24
17	Handling of Customer's Complaint	9
18	Salary Loan	139
19	Claim of Remittance Proceeds	2
20	Electronic Fund Transfer/Outgoing Remittance	7
21	Purchase of Over-the-Counter Check	5
22	Release of Inward Returned Check	49
23	Sale/Purchase of Foreign Currencies	3
24	Servicing of Modified Disbursement System Transactions	185
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
26	Bank Statement/Snapshot	413
Total		4,827

4. Dapitan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,025	91.42%
2. I know what a CC is but I did not see this office's CC.	12	0.36%
3. I learned of the CC only when I saw this office's CC.	249	7.52%
4. I do not know what a CC is and I did not see this office's CC.	18	0.54%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	5	0.15%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,969	89.86%
2. Somewhat easy to see	307	9.29%
3. Difficult to see	7	0.21%
4. Not visible at all	1	0.03%
N/A	20	0.61%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,973	89.98%
2. Somewhat helped	302	9.14%
3. Did not help	4	0.12%
N/A	24	0.73%
Did not specify	1	0.03%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,454	847	6	1	1	0	3,309	99.76%
Service Quality Dimensions								
Responsiveness	2,219	1,076	11	0	2	1	3,309	99.61%
Reliability	2,358	941	6	0	2	2	3,309	99.76%
Access and Facilities	2,288	1,004	7	0	1	9	3,309	99.76%
Communication	2,153	1,086	11	0	2	57	3,309	99.60%
Costs	1,784	1,066	168	2	1	288	3,309	94.34%
Integrity	2,324	974	5	1	1	4	3,309	99.79%
Assurance	2,425	874	6	1	0	3	3,309	99.79%
Outcome	2,213	1,075	8	1	1	11	3,309	99.70%
Overall	17,764	8,096	222	5	10	375	26,472	99.09%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	306
2	Opening of other Deposit Account	109
3	Release of Captured Card	1
4	Request for ATM PIN Change	20
5	Request for Card Replacement	97
6	Cash Deposit - (Peso/Foreign Currencies)	631
7	Cash Withdrawal	242
8	Check Deposit - Peso	328
9	Check Encashment	973
10	Online Collection Payments	85
11	Request for Checkbook	1

External Services		Responses
12	Request for Passbook Replacement	2
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	115
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	70
16	Handling of Customer's Complaint	1
17	Salary Loan	122
18	Electronic Fund Transfer/Outgoing Remittance	4
19	Servicing of Modified Disbursement System Transactions	26
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Bank Statement/Snapshot	55
22	Application for LBP Credit Card Easy Pay Program	1
23	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
24	Reissuance of Credit Card	1
25	Inquiry, Counseling and Processing of Loan	115
26	Issuance of Certificate of Full Payment	1
Total		3,309

5. Dipolog Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,368	96.72%
2. I know what a CC is but I did not see this office's CC.	103	1.86%
3. I learned of the CC only when I saw this office's CC.	73	1.32%
4. I do not know what a CC is and I did not see this office's CC.	3	0.05%
N/A	-	-
Did not specify	3	0.05%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,454	98.32%
2. Somewhat easy to see	85	1.53%
3. Difficult to see	1	0.02%
4. Not visible at all	1	0.02%
N/A	3	0.05%
Did not specify	3	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,440	98.07%
2. Somewhat helped	90	1.62%
3. Did not help	3	0.05%
N/A	4	0.07%
Did not specify	10	0.18%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,891	651	8	0	0	0	5,550	99.86%
Service Quality Dimensions								
Responsiveness	4,276	1,229	44	1	0	0	5,550	99.19%
Reliability	4,349	1,176	25	0	0	0	5,550	99.55%
Access and Facilities	4,234	1,148	24	0	0	144	5,550	99.56%
Communication	4,260	1,266	21	0	0	3	5,550	99.62%
Costs	3,665	1,295	62	0	0	528	5,550	98.77%
Integrity	4,338	1,181	31	0	0	0	5,550	99.44%
Assurance	4,387	1,138	24	1	0	0	5,550	99.55%
Outcome	4,277	1,176	22	1	1	73	5,550	99.56%
Overall	33,786	9,609	253	3	1	748	44,400	99.41%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	519
2	Opening of other Deposit Account	197
3	Release of Captured Card	46
4	Request for ATM PIN Change	200
5	Request for Card Replacement	80
6	Cash Deposit - (Peso/Foreign Currencies)	125
7	Cash Withdrawal	393
8	Check Deposit - Peso	229
9	Check Deposit - Foreign Currency	3
10	Check Encashment	503
11	Online Collection Payments	108
12	Request for Checkbook	164
13	Request for Fund Transfer	27
14	Request for Passbook Replacement	181
15	Request for Stop Payment Order	9
16	Updating of Bank Records - Change in Account Details/Type	701
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	441
18	Handling of Customer's Complaint	17
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
20	Salary Loan	330
21	Bond Redemption and Interest Payment	4
22	Claim of Remittance Proceeds	23
23	Domestic Bills Purchase Initiation/Availment	1
24	Electronic Fund Transfer/Outgoing Remittance	95
25	Purchase of Over-the-Counter Check	1
26	Sale/Purchase of Foreign Currencies	1
27	Servicing of Modified Disbursement System Transactions	339
28	Trust/Treasury Placements	2
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	82

External Services		Responses
30	Bank Statement/Snapshot	414
31	Application for LBP Credit Card Easy Pay Program	10
32	Change of Name and Civil Status	36
33	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
34	Lifting of Hold-out on Deposit	1
35	Reissuance of Credit Card	8
36	Settlement of Past Due Account	6
37	Inquiry, Counseling and Processing of Loan	197
38	Issuance of Certificate of Outstanding Balances and Interest Paid	1
39	Issuance of Certificate of Full Payment	51
Total		5,550

6. Field Support Services Center IX - Zamboanga City

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	48	36.92%
2. I know what a CC is but I did not see this office's CC.	3	2.31%
3. I learned of the CC only when I saw this office's CC.	74	56.92%
4. I do not know what a CC is and I did not see this office's CC.	5	3.85%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	115	88.46%
2. Somewhat easy to see	6	4.62%
3. Difficult to see	1	0.77%
4. Not visible at all	-	-
N/A	7	5.38%
Did not specify	1	0.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	54	41.54%
2. Somewhat helped	33	25.38%
3. Did not help	7	5.38%
N/A	36	27.69%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	95	23	2	3	6	1	130	91.47%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	90	24	8	1	7	0	130	87.69%
Reliability	98	22	2	2	6	0	130	92.31%
Access and Facilities	88	26	1	1	3	11	130	95.80%
Communication	70	28	2	1	3	26	130	94.23%
Costs	32	10	1	1	2	84	130	91.30%
Integrity	104	16	2	1	7	0	130	92.31%
Assurance	109	11	1	2	7	0	130	92.31%
Outcome	91	28	2	1	7	1	130	92.25%
Overall	682	165	19	10	42	122	1,040	92.27%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	8
2	Valuation of Landholdings under RA 6657/RA 9700	3
3	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	100
4	Issuance of Certificate of Payment/s	7
5	Issuance of Certification on Status of AR Bond	2
6	Refund of Excess Payment	6
7	Transfer/Conversion/Exchange/ Replacement of AR Bonds	3
8	Bond Redemption and Interest Payment	1
Total		130

7. Imelda Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	253	69.32%
2. I know what a CC is but I did not see this office's CC.	1	0.27%
3. I learned of the CC only when I saw this office's CC.	105	28.77%
4. I do not know what a CC is and I did not see this office's CC.	6	1.64%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	329	90.14%
2. Somewhat easy to see	27	7.40%
3. Difficult to see	1	0.27%
4. Not visible at all	1	0.27%
N/A	7	1.92%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	343	93.97%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	15	4.11%
3. Did not help	1	0.27%
N/A	6	1.64%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	340	21	3	0	1	0	365	98.90%
Service Quality Dimensions								
Responsiveness	335	24	4	1	1	0	365	98.36%
Reliability	343	21	0	0	1	0	365	99.73%
Access and Facilities	98	23	0	0	0	244	365	100.00%
Communication	331	32	1	0	1	0	365	99.45%
Costs	60	22	1	0	0	282	365	98.80%
Integrity	345	18	1	0	1	0	365	99.45%
Assurance	348	15	1	0	1	0	365	99.45%
Outcome	334	28	2	0	1	0	365	99.18%
Overall	2,194	183	10	1	6	526	2,920	99.29%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	22
3	Release of Captured Card	1
4	Request for ATM PIN Change	27
5	Request for Card Replacement	32
6	Cash Deposit - (Peso/Foreign Currencies)	74
7	Cash Withdrawal	40
8	Check Deposit - Peso	33
9	Check Encashment	22
10	Online Collection Payments	2
11	Request for Checkbook	1
12	Request for Fund Transfer	27
13	Request for Passbook Replacement	18
14	Updating of Bank Records - Change in Account Details/Type	6
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
16	Handling of Customer's Complaint	1
17	Salary Loan	5
18	Purchase of Over-the-Counter Check	1
19	Sale/Purchase of Foreign Currencies	2
20	Bank Statement/Snapshot	37
21	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
	Total	365

8. Ipil Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,795	98.48%
2. I know what a CC is but I did not see this office's CC.	2	0.07%
3. I learned of the CC only when I saw this office's CC.	38	1.34%
4. I do not know what a CC is and I did not see this office's CC.	3	0.11%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,658	93.66%
2. Somewhat easy to see	177	6.24%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	0.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,772	97.67%
2. Somewhat helped	60	2.11%
3. Did not help	2	0.07%
N/A	4	0.14%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,803	34	1	0	0	0	2,838	99.96%
Service Quality Dimensions								
Responsiveness	2,678	156	3	0	0	1	2,838	99.89%
Reliability	2,689	148	1	0	0	0	2,838	99.96%
Access and Facilities	2,658	175	3	0	1	1	2,838	99.86%
Communication	2,655	174	3	0	0	6	2,838	99.89%
Costs	485	157	2	4	33	2,157	2,838	94.27%
Integrity	2,662	168	6	0	0	2	2,838	99.79%
Assurance	2,676	159	3	0	0	0	2,838	99.89%
Outcome	2,683	150	5	0	0	0	2,838	99.82%
Overall	19,186	1,287	26	4	34	2,167	22,704	99.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	134
2	Opening of other Deposit Account	496
3	Release of Captured Card	51

External Services		Responses
4	Request for ATM PIN Change	197
5	Request for Card Replacement	28
6	Cash Deposit - (Peso/Foreign Currencies)	39
7	Cash Withdrawal	44
8	Check Deposit - Peso	29
9	Check Deposit - Foreign Currency	1
10	Check Encashment	112
11	Online Collection Payments	6
12	Request for Checkbook	3
13	Request for Fund Transfer	2
14	Request for Stop Payment Order	4
15	Updating of Bank Records - Change in Account Details/Type	438
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	448
17	Handling of Customer's Complaint	54
18	Salary Loan	333
19	Bond Redemption and Interest Payment	4
20	Electronic Fund Transfer/Outgoing Remittance	11
21	Sale/Purchase of Foreign Currencies	2
22	Servicing of Modified Disbursement System Transactions	308
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	80
25	Bank Statement/Snapshot	6
26	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
27	Lifting of Hold-out on Deposit	2
28	Refund of Overpayment	1
29	Settlement of Past Due Account	2
30	Inquiry, Counseling and Processing of Loan	1
Total		2,838

9. KCC Mall de Zamboanga Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,819	99.48%
2. I know what a CC is but I did not see this office's CC.	11	0.23%
3. I learned of the CC only when I saw this office's CC.	3	0.06%
4. I do not know what a CC is and I did not see this office's CC.	11	0.23%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,805	99.19%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	18	0.37%
3. Difficult to see	-	-
4. Not visible at all	4	0.08%
N/A	17	0.35%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,814	99.38%
2. Somewhat helped	5	0.10%
3. Did not help	7	0.14%
N/A	18	0.37%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,805	19	2	1	17	0	4,844	99.59%
Service Quality Dimensions								
Responsiveness	4,794	24	7	2	16	1	4,844	99.48%
Reliability	4,804	19	9	2	9	1	4,844	99.59%
Access and Facilities	1,881	32	14	3	16	2,898	4,844	98.30%
Communication	4,802	15	10	3	7	7	4,844	99.59%
Costs	1,893	22	6	1	12	2,910	4,844	99.02%
Integrity	4,808	15	3	3	14	1	4,844	99.59%
Assurance	4,808	17	7	0	9	3	4,844	99.67%
Outcome	4,807	19	6	0	9	3	4,844	99.69%
Overall	32,597	163	62	14	92	5,824	38,752	99.49%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	258
2	Opening of other Deposit Account	120
3	Release of Captured Card	26
4	Request for ATM PIN Change	342
5	Request for Card Replacement	154
6	Cash Deposit - (Peso/Foreign Currencies)	342
7	Cash Withdrawal	357
8	Check Deposit - Peso	284
9	Check Encashment	418
10	Online Collection Payments	116
11	Request for Checkbook	189
12	Request for Fund Transfer	184
13	Request for Passbook Replacement	203
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	257
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	343

External Services		Responses
17	Handling of Customer's Complaint	57
18	Salary Loan	178
19	Domestic Bills Purchase Initiation/Availment	26
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Purchase of Over-the-Counter Check	26
22	Release of Inward Returned Check	48
23	Sale/Purchase of Foreign Currencies	57
24	Servicing of Modified Disbursement System Transactions	260
25	Trust/Treasury Placements	25
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	111
27	Bank Statement/Snapshot	347
28	Change of Name and Civil Status	7
29	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	3
30	Lifting of Hold-out on Deposit	1
31	Inquiry, Counseling and Processing of Loan	101
Total		4,844

10. Liloy Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,951	90.28%
2. I know what a CC is but I did not see this office's CC.	49	2.27%
3. I learned of the CC only when I saw this office's CC.	84	3.89%
4. I do not know what a CC is and I did not see this office's CC.	77	3.56%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,968	91.07%
2. Somewhat easy to see	80	3.70%
3. Difficult to see	13	0.60%
4. Not visible at all	5	0.23%
N/A	95	4.40%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,971	91.21%
2. Somewhat helped	88	4.07%
3. Did not help	8	0.37%
N/A	94	4.35%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	527	1,607	23	0	4	0	2,161	98.75%
Service Quality Dimensions								
Responsiveness	457	1,642	54	3	4	1	2,161	97.18%
Reliability	495	1,642	23	0	1	0	2,161	98.89%
Access and Facilities	457	1,661	40	2	0	1	2,161	98.06%
Communication	471	1,644	46	0	0	0	2,161	97.87%
Costs	425	1,654	27	1	1	53	2,161	98.62%
Integrity	485	1,636	33	3	3	1	2,161	98.19%
Assurance	522	1,615	21	2	1	0	2,161	98.89%
Outcome	469	1,659	32	0	0	1	2,161	98.52%
Overall	3,781	13,153	276	11	10	57	17,288	98.28%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	8
2	Opening of other Deposit Account	748
3	Release of Captured Card	9
4	Request for ATM PIN Change	10
5	Request for Card Replacement	5
6	Cash Deposit - (Peso/Foreign Currencies)	293
7	Cash Withdrawal	791
8	Check Deposit - Peso	95
9	Check Deposit - Foreign Currency	2
10	Check Encashment	44
11	Online Collection Payments	6
12	Request for Checkbook	5
13	Request for Fund Transfer	19
14	Request for Passbook Replacement	4
15	Updating of Bank Records - Change in Account Details/Type	29
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	24
17	Handling of Customer's Complaint	5
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	19
20	Claim of Remittance Proceeds	1
21	Electronic Fund Transfer/Outgoing Remittance	1
22	Release of Inward Returned Check	1
23	Sale/Purchase of Foreign Currencies	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	19
25	Bank Statement/Snapshot	20
Total		2,161

11. Molave Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	625	83.44%
2. I know what a CC is but I did not see this office's CC.	5	0.67%
3. I learned of the CC only when I saw this office's CC.	112	14.95%
4. I do not know what a CC is and I did not see this office's CC.	7	0.93%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	686	91.59%
2. Somewhat easy to see	53	7.08%
3. Difficult to see	1	0.13%
4. Not visible at all	-	-
N/A	9	1.20%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	551	73.56%
2. Somewhat helped	190	25.37%
3. Did not help	-	-
N/A	8	1.07%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	289	459	1	0	0	0	749	99.87%
Service Quality Dimensions								
Responsiveness	257	481	11	0	0	0	749	98.53%
Reliability	279	461	9	0	0	0	749	98.80%
Access and Facilities	262	465	22	0	0	0	749	97.06%
Communication	268	473	7	0	0	1	749	99.06%
Costs	152	422	7	0	1	167	749	98.63%
Integrity	218	527	3	0	0	1	749	99.60%
Assurance	392	354	3	0	0	0	749	99.60%
Outcome	237	508	2	1	0	1	749	99.60%
Overall	2,065	3,691	64	1	1	170	5,992	98.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	163
2	Opening of other Deposit Account	15
3	Release of Captured Card	54

External Services		Responses
4	Request for ATM PIN Change	13
5	Request for Card Replacement	144
6	Cash Deposit - (Peso/Foreign Currencies)	43
7	Cash Withdrawal	14
8	Check Deposit - Peso	8
9	Check Encashment	152
10	Online Collection Payments	20
11	Request for Checkbook	3
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	67
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	38
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	3
16	Salary Loan	2
17	Claim of Remittance Proceeds	1
18	Purchase of Over-the-Counter Check	1
19	Servicing of Modified Disbursement System Transactions	1
20	Bank Statement/Snapshot	3
21	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
22	Refund of Overpayment	1
Total		749

12. Pagadian Balintawak Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	221	72.94%
2. I know what a CC is but I did not see this office's CC.	13	4.29%
3. I learned of the CC only when I saw this office's CC.	39	12.87%
4. I do not know what a CC is and I did not see this office's CC.	29	9.57%
N/A	-	-
Did not specify	1	0.33%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	196	64.90%
2. Somewhat easy to see	73	24.17%
3. Difficult to see	1	0.33%
4. Not visible at all	3	0.99%
N/A	29	9.60%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	254	84.11%
2. Somewhat helped	16	5.30%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	32	10.60%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	266	36	1	0	0	0	303	99.67%
Service Quality Dimensions								
Responsiveness	216	79	4	3	0	1	303	97.68%
Reliability	242	61	0	0	0	0	303	100.00%
Access and Facilities	231	71	1	0	0	0	303	99.67%
Communication	246	55	2	0	0	0	303	99.34%
Costs	230	60	6	0	0	7	303	97.97%
Integrity	266	35	2	0	0	0	303	99.34%
Assurance	266	37	0	0	0	0	303	100.00%
Outcome	261	34	7	0	0	1	303	97.68%
Overall	1,958	432	22	3	0	9	2,424	98.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	23
2	Opening of other Deposit Account	238
3	Request for ATM PIN Change	1
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	2
6	Cash Withdrawal	7
7	Check Deposit - Peso	4
8	Check Encashment	7
9	Online Collection Payments	1
10	Updating of Bank Records - Change in Account Details/Type	10
11	Handling of Customer's Complaint	1
12	Salary Loan	5
13	Claim of Remittance Proceeds	1
14	Bank Statement/Snapshot	2
Total		303

13. Pagadian Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	1,661	71.75%
2. I know what a CC is but I did not see this office's CC.	96	4.15%
3. I learned of the CC only when I saw this office's CC.	467	20.17%
4. I do not know what a CC is and I did not see this office's CC.	91	3.93%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,586	68.51%
2. Somewhat easy to see	535	23.11%
3. Difficult to see	64	2.76%
4. Not visible at all	11	0.48%
N/A	119	5.14%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,739	75.12%
2. Somewhat helped	422	18.23%
3. Did not help	14	0.60%
N/A	140	6.05%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,787	483	31	7	7	0	2,315	98.06%
Service Quality Dimensions								
Responsiveness	1,500	604	166	33	12	0	2,315	90.89%
Reliability	1,678	575	53	6	3	0	2,315	97.32%
Access and Facilities	1,672	567	66	5	2	3	2,315	96.84%
Communication	1,660	571	74	7	2	1	2,315	96.41%
Costs	1,277	511	56	1	0	470	2,315	96.91%
Integrity	1,701	540	66	4	3	1	2,315	96.85%
Assurance	1,731	524	53	6	1	0	2,315	97.41%
Outcome	1,690	565	52	5	1	2	2,315	97.49%
Overall	12,909	4,457	586	67	24	477	18,520	96.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	320
2	Opening of other Deposit Account	488
3	Release of Captured Card	26
4	Request for ATM PIN Change	15
5	Request for Card Replacement	18
6	Cash Deposit - (Peso/Foreign Currencies)	325
7	Cash Withdrawal	79

External Services		Responses
8	Check Deposit - Peso	223
9	Check Deposit - Foreign Currency	2
10	Check Encashment	232
11	Online Collection Payments	10
12	Request for Checkbook	7
13	Request for Fund Transfer	13
14	Request for Passbook Replacement	2
15	Updating of Bank Records - Change in Account Details/Type	210
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	31
17	Handling of Customer's Complaint	2
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	80
20	Claim of Remittance Proceeds	7
21	Electronic Fund Transfer/Outgoing Remittance	3
22	Servicing of Modified Disbursement System Transactions	1
23	Trust/Treasury Placements	1
24	Bank Statement/Snapshot	25
25	Application for LBP Credit Card Easy Pay Program	168
26	Change of Name and Civil Status	2
27	Settlement of Past Due Account	1
28	Inquiry, Counseling and Processing of Loan	20
29	Issuance of Certificate of Outstanding Balances and Interest Paid	1
30	Issuance of Letter of Guarantee	1
Total		2,315

14. Sindangan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	364	91.23%
2. I know what a CC is but I did not see this office's CC.	9	2.26%
3. I learned of the CC only when I saw this office's CC.	22	5.51%
4. I do not know what a CC is and I did not see this office's CC.	4	1.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	366	91.73%
2. Somewhat easy to see	27	6.77%
3. Difficult to see	1	0.25%
4. Not visible at all	1	0.25%
N/A	4	1.00%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	372	93.23%
2. Somewhat helped	22	5.51%
3. Did not help	-	-
N/A	5	1.25%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	314	79	5	0	1	0	399	98.50%
Service Quality Dimensions								
Responsiveness	222	165	10	1	1	0	399	96.99%
Reliability	282	114	2	0	1	0	399	99.25%
Access and Facilities	250	144	3	1	1	0	399	98.75%
Communication	257	129	11	0	1	1	399	96.98%
Costs	242	126	11	0	1	19	399	96.84%
Integrity	255	132	11	0	1	0	399	96.99%
Assurance	277	112	9	0	1	0	399	97.49%
Outcome	259	128	8	0	1	3	399	97.73%
Overall	2,044	1,050	65	2	8	23	3,192	97.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	222
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	17
5	Cash Withdrawal	41
6	Check Deposit - Peso	31
7	Check Deposit - Foreign Currency	1
8	Check Encashment	44
9	Online Collection Payments	5
10	Request for Checkbook	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	5
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	16
14	Salary Loan	8
15	Release of Inward Returned Check	1
16	Bank Statement/Snapshot	2
Total		399

15. WMSU Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,330	96.66%
2. I know what a CC is but I did not see this office's CC.	10	0.73%
3. I learned of the CC only when I saw this office's CC.	25	1.82%
4. I do not know what a CC is and I did not see this office's CC.	11	0.80%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,329	96.58%
2. Somewhat easy to see	26	1.89%
3. Difficult to see	4	0.29%
4. Not visible at all	4	0.29%
N/A	13	0.94%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,331	96.73%
2. Somewhat helped	27	1.96%
3. Did not help	4	0.29%
N/A	14	1.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,307	56	2	4	7	0	1,376	99.06%
Service Quality Dimensions								
Responsiveness	1,231	123	10	4	8	0	1,376	98.40%
Reliability	1,248	118	5	0	5	0	1,376	99.27%
Access and Facilities	1,235	133	2	2	3	1	1,376	99.49%
Communication	1,211	152	8	1	2	2	1,376	99.20%
Costs	1,204	145	6	0	3	18	1,376	99.34%
Integrity	1,221	145	4	2	4	0	1,376	99.27%
Assurance	1,221	149	3	1	2	0	1,376	99.56%
Outcome	1,245	122	4	1	0	4	1,376	99.64%
Overall	9,816	1,087	42	11	27	25	11,008	99.27%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	205
2	Opening of other Deposit Account	307

External Services		Responses
3	Release of Captured Card	3
4	Request for ATM PIN Change	3
5	Request for Card Replacement	25
6	Cash Deposit - (Peso/Foreign Currencies)	171
7	Cash Withdrawal	127
8	Check Deposit - Peso	54
9	Check Deposit - Foreign Currency	1
10	Check Encashment	222
11	Online Collection Payments	67
12	Updating of Bank Records - Change in Account Details/Type	21
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	74
14	Handling of Customer's Complaint	4
15	Salary Loan	28
16	Bond Redemption and Interest Payment	3
17	Servicing of Modified Disbursement System Transactions	1
18	Trust/Treasury Placements	2
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
20	Bank Statement/Snapshot	54
21	Inquiry, Counseling and Processing of Loan	1
Total		1,376

16. Zamboanga City LC (ZAMLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	60	69.77%
2. I know what a CC is but I did not see this office's CC.	2	2.33%
3. I learned of the CC only when I saw this office's CC.	20	23.26%
4. I do not know what a CC is and I did not see this office's CC.	4	4.65%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	73	84.88%
2. Somewhat easy to see	9	10.47%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	4.65%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	68	79.07%
2. Somewhat helped	9	10.47%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	1	1.16%
N/A	8	9.30%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	74	8	3	0	1	0	86	95.35%
Service Quality Dimensions								
Responsiveness	66	17	2	0	0	1	86	97.65%
Reliability	70	15	0	0	0	1	86	100.00%
Access and Facilities	67	15	2	0	0	2	86	97.62%
Communication	64	16	5	0	0	1	86	94.12%
Costs	58	11	1	0	0	16	86	98.57%
Integrity	73	13	0	0	0	0	86	100.00%
Assurance	79	7	0	0	0	0	86	100.00%
Outcome	70	15	1	0	0	0	86	98.84%
Overall	547	109	11	0	0	21	688	98.35%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	67
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
3	Issuance of Certificate of Full Payment	16
4	Issuance of Letter of Guarantee	1
5	Total	86

17. Zamboanga del Norte LC (ZANLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	418	87.45%
2. I know what a CC is but I did not see this office's CC.	7	1.46%
3. I learned of the CC only when I saw this office's CC.	25	5.23%
4. I do not know what a CC is and I did not see this office's CC.	28	5.86%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	411	85.98%
2. Somewhat easy to see	31	6.49%
3. Difficult to see	2	0.42%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	1	0.21%
N/A	33	6.90%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	415	86.82%
2. Somewhat helped	28	5.86%
3. Did not help	1	0.21%
N/A	34	7.11%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	411	66	1	0	0	0	478	99.79%
Service Quality Dimensions								
Responsiveness	392	79	4	1	1	1	478	98.74%
Reliability	412	64	1	0	0	1	478	99.79%
Access and Facilities	347	69	6	1	0	55	478	98.35%
Communication	391	79	3	1	0	4	478	99.16%
Costs	199	60	3	1	1	214	478	98.11%
Integrity	407	66	4	0	0	1	478	99.16%
Assurance	428	49	0	0	0	1	478	100.00%
Outcome	404	69	3	0	0	2	478	99.37%
Overall	2,980	535	24	4	2	279	3,824	99.15%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	472
2	Issuance of Certificate of Outstanding Balances and Interest Paid	3
3	Issuance of Certificate of Full Payment	3
	Total	478

18. Zamboanga del Sur LC (ZASLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	30	76.92%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	3	7.69%
4. I do not know what a CC is and I did not see this office's CC.	5	12.82%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	1	2.56%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	23	60.53%
2. Somewhat easy to see	9	23.68%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	13.16%
Did not specify	1	2.63%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	60.53%
2. Somewhat helped	9	23.68%
3. Did not help	-	-
N/A	5	13.16%
Did not specify	1	2.63%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	31	8	0	0	0	0	39	100.00%
Service Quality Dimensions								
Responsiveness	30	8	1	0	0	0	39	97.44%
Reliability	30	9	0	0	0	0	39	100.00%
Access and Facilities	31	8	0	0	0	0	39	100.00%
Communication	26	12	1	0	0	0	39	97.44%
Costs	19	8	3	0	0	9	39	90.00%
Integrity	30	9	0	0	0	0	39	100.00%
Assurance	34	4	1	0	0	0	39	97.44%
Outcome	28	11	0	0	0	0	39	100.00%
Overall	228	69	6	0	0	9	312	98.02%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	34
2	Issuance of Certificate of Full Payment	5
	Total	39

19. Zamboanga Main Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,096	91.49%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	44	0.79%
3. I learned of the CC only when I saw this office's CC.	303	5.44%
4. I do not know what a CC is and I did not see this office's CC.	127	2.28%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,096	91.49%
2. Somewhat easy to see	300	5.39%
3. Difficult to see	6	0.11%
4. Not visible at all	2	0.04%
N/A	166	2.98%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,048	90.63%
2. Somewhat helped	343	6.16%
3. Did not help	6	0.11%
N/A	173	3.11%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,740	818	6	2	4	0	5,570	99.78%
Service Quality Dimensions								
Responsiveness	4,223	1,227	57	6	6	51	5,570	98.75%
Reliability	4,561	991	12	0	3	3	5,570	99.73%
Access and Facilities	4,146	1,032	28	2	4	358	5,570	99.35%
Communication	4,513	995	44	5	4	9	5,570	99.05%
Costs	2,340	704	181	2	4	2,339	5,570	94.21%
Integrity	4,590	957	13	1	3	6	5,570	99.69%
Assurance	4,655	901	11	0	3	0	5,570	99.75%
Outcome	4,637	915	10	1	2	5	5,570	99.77%
Overall	33,665	7,722	356	17	29	2,771	44,560	99.04%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1,345
2	Opening of other Deposit Account	774
3	Release of Captured Card	115
4	Request for ATM PIN Change	19
5	Request for Card Replacement	223
6	Cash Deposit - (Peso/Foreign Currencies)	224
7	Cash Withdrawal	166
8	Check Deposit - Peso	112

External Services		Responses
9	Check Deposit - Foreign Currency	3
10	Check Encashment	360
11	Online Collection Payments	39
12	Request for Checkbook	51
13	Request for Fund Transfer	14
14	Request for Passbook Replacement	4
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	406
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	555
18	Handling of Customer's Complaint	40
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	15
20	Salary Loan	57
21	Bond Redemption and Interest Payment	3
22	Claim of Remittance Proceeds	12
23	Domestic Bills Purchase Initiation/Availment	16
24	Electronic Fund Transfer/Outgoing Remittance	46
25	Purchase of Over-the-Counter Check	31
26	Release of Inward Returned Check	5
27	Sale/Purchase of Foreign Currencies	1
28	Servicing of Modified Disbursement System Transactions	14
29	Trust/Treasury Placements	2
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	15
31	Bank Statement/Snapshot	87
32	Application for LBP Credit Card Easy Pay Program	26
33	Change of Name and Civil Status	16
34	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
35	Lifting of Hold-out on Deposit	3
36	Redemption of Reward Points	1
37	Refund of Overpayment	12
38	Reissuance of Credit Card	8
39	Settlement of Past Due Account	4
40	Waiver of Credit Card Annual Fee	1
41	Inquiry, Counseling and Processing of Loan	717
42	Issuance of Certificate of Outstanding Balances and Interest Paid	11
43	Issuance of Certificate of Full Payment	13
44	Issuance of Letter of Guarantee	1
Total		5,570

CSM Results – Region X

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	34,780	3,329	141	25	59	1	38,335	99.41%
Service Quality Dimensions								
Responsiveness	33,073	4,647	340	74	79	122	38,335	98.71%
Reliability	34,244	3,858	146	18	45	24	38,335	99.45%
Access and Facilities	33,676	4,215	195	26	39	184	38,335	99.32%
Communication	33,425	4,433	326	33	41	77	38,335	98.95%
Costs	28,607	3,899	296	31	95	5,407	38,335	98.72%
Integrity	34,378	3,661	182	39	56	19	38,335	99.28%
Assurance	34,886	3,267	112	23	36	11	38,335	99.55%
Outcome	33,793	4,186	171	16	34	135	38,335	99.42%
Overall	266,082	32,166	1,768	260	425	5,979	306,680	99.18%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	32,411	84.55%
2. I know what a CC is but I did not see this office's CC.	769	2.01%
3. I learned of the CC only when I saw this office's CC.	3,900	10.17%
4. I do not know what a CC is and I did not see this office's CC.	986	2.57%
N/A	46	0.12%
Did not specify	223	0.58%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	34,218	89.89%
2. Somewhat easy to see	2,373	6.23%
3. Difficult to see	200	0.53%
4. Not visible at all	62	0.16%
N/A	1,195	3.14%
Did not specify	18	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	34,497	90.62%
2. Somewhat helped	2,125	5.58%
3. Did not help	121	0.32%
N/A	1,304	3.43%
Did not specify	19	0.05%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	7,133	98.96%
2	ATM Card Requests	2,277	98.81%
3	Branch Over-the-Counter Transactions	21,375	99.23%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial)	1,403	98.96%
5	Branch Banking Loan Servicing	1,255	99.62%
6	Other Branch Products/Services	2,329	99.45%
7	Request for Bank Documents	155	97.58%
8	Regular Loan Processing	1,688	99.64%
9	Credit Card Services	354	99.82%
10	Agrarian Services	120	98.20%
11	Complaints Management	246	99.63%
Total		38,335	99.18%

1. Aglayan (Bukidnon) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	891	92.91%
2. I know what a CC is but I did not see this office's CC.	12	1.25%
3. I learned of the CC only when I saw this office's CC.	42	4.38%
4. I do not know what a CC is and I did not see this office's CC.	14	1.46%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	904	94.26%
2. Somewhat easy to see	34	3.55%
3. Difficult to see	2	0.21%
4. Not visible at all	-	-
N/A	19	1.98%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	862	89.89%
2. Somewhat helped	75	7.82%
3. Did not help	1	0.10%
N/A	21	2.19%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	846	109	2	1	1	0	959	99.58%
Service Quality Dimensions								
Responsiveness	654	293	9	1	2	0	959	98.75%
Reliability	741	214	2	0	2	0	959	99.58%
Access and Facilities	583	369	4	1	1	1	959	99.37%
Communication	733	218	7	0	1	0	959	99.17%
Costs	551	363	10	1	2	32	959	98.60%
Integrity	827	123	5	2	2	0	959	99.06%
Assurance	857	96	4	1	1	0	959	99.37%
Outcome	656	294	4	0	2	3	959	99.37%
Overall	5,602	1,970	45	6	13	36	7,672	99.16%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	59
2	Opening of other Deposit Account	510
3	Release of Captured Card	1

External Services		Responses
4	Request for ATM PIN Change	3
5	Request for Card Replacement	12
6	Cash Deposit - (Peso/Foreign Currencies)	174
7	Cash Withdrawal	37
8	Check Deposit - Peso	29
9	Check Encashment	78
10	Online Collection Payments	28
11	Request for Checkbook	4
12	Updating of Bank Records - Change in Account Details/Type	2
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
14	Handling of Customer's Complaint	3
15	Salary Loan	6
16	Electronic Fund Transfer/Outgoing Remittance	2
17	Purchase of Over-the-Counter Check	1
18	Trust/Treasury Placements	2
19	Bank Statement/Snapshot	6
Total		959

2. Balingasag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	60	50.85%
2. I know what a CC is but I did not see this office's CC.	5	4.24%
3. I learned of the CC only when I saw this office's CC.	43	36.44%
4. I do not know what a CC is and I did not see this office's CC.	10	8.47%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	88	74.58%
2. Somewhat easy to see	14	11.86%
3. Difficult to see	2	1.69%
4. Not visible at all	-	-
N/A	14	11.86%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	92	77.97%
2. Somewhat helped	13	11.02%
3. Did not help	-	-
N/A	13	11.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	100	16	1	0	1	0	118	98.31%
Service Quality Dimensions								
Responsiveness	85	31	1	1	0	0	118	98.31%
Reliability	91	27	0	0	0	0	118	100.00%
Access and Facilities	89	27	2	0	0	0	118	98.31%
Communication	85	32	1	0	0	0	118	99.15%
Costs	70	31	1	0	0	16	118	99.02%
Integrity	90	27	1	0	0	0	118	99.15%
Assurance	94	22	2	0	0	0	118	98.31%
Outcome	83	34	0	0	0	1	118	100.00%
Overall	687	231	8	1	0	17	944	99.03%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	15
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	32
5	Cash Withdrawal	10
6	Check Deposit - Peso	14
7	Check Encashment	40
8	Updating of Bank Records - Change in Account Details/Type	2
9	Electronic Fund Transfer/Outgoing Remittance	1
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
11	Bank Statement/Snapshot	1
Total		118

3. Bukidnon LC (BUKLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	490	69.11%
2. I know what a CC is but I did not see this office's CC.	14	1.97%
3. I learned of the CC only when I saw this office's CC.	183	25.81%
4. I do not know what a CC is and I did not see this office's CC.	22	3.10%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	582	82.09%
2. Somewhat easy to see	97	13.68%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	3	0.42%
4. Not visible at all	2	0.28%
N/A	25	3.53%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	602	84.91%
2. Somewhat helped	72	10.16%
3. Did not help	4	0.56%
N/A	31	4.37%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	617	85	5	0	2	0	709	99.01%
Service Quality Dimensions								
Responsiveness	561	130	7	4	2	5	709	98.15%
Reliability	603	105	1	0	0	0	709	99.86%
Access and Facilities	584	119	1	1	0	4	709	99.72%
Communication	566	129	11	0	0	3	709	98.44%
Costs	436	93	6	0	0	174	709	98.88%
Integrity	620	87	2	0	0	0	709	99.72%
Assurance	641	68	0	0	0	0	709	100.00%
Outcome	597	109	2	0	0	1	709	99.72%
Overall	4,608	840	30	5	2	187	5,672	99.33%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	697
2	Issuance of Certificate of Outstanding Balances and Interest Paid	4
3	Issuance of Certificate of Full Payment	7
4	Issuance of Letter of Guarantee	1
Total		709

4. Cagayan de Oro LC (MSRLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	10	66.67%
2. I know what a CC is but I did not see this office's CC.	1	6.67%
3. I learned of the CC only when I saw this office's CC.	2	13.33%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	2	13.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	12	80.00%
2. Somewhat easy to see	1	6.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	13.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	66.67%
2. Somewhat helped	3	20.00%
3. Did not help	-	-
N/A	2	13.33%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	12	3	0	0	0	0	15	100.00%
Service Quality Dimensions								
Responsiveness	13	1	1	0	0	0	15	93.33%
Reliability	13	2	0	0	0	0	15	100.00%
Access and Facilities	12	3	0	0	0	0	15	100.00%
Communication	11	3	0	0	0	1	15	100.00%
Costs	9	1	0	0	0	5	15	100.00%
Integrity	12	3	0	0	0	0	15	100.00%
Assurance	13	2	0	0	0	0	15	100.00%
Outcome	11	4	0	0	0	0	15	100.00%
Overall	94	19	1	0	0	6	120	99.12%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	14
2	Issuance of Certificate of Full Payment	1
	Total	15

5. Cagayan de Oro Limketkai Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	139	78.53%
2. I know what a CC is but I did not see this office's CC.	4	2.26%
3. I learned of the CC only when I saw this office's CC.	20	11.30%
4. I do not know what a CC is and I did not see this office's CC.	14	7.91%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	141	79.66%
2. Somewhat easy to see	18	10.17%
3. Difficult to see	2	1.13%
4. Not visible at all	-	-
N/A	16	9.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	141	79.66%
2. Somewhat helped	18	10.17%
3. Did not help	-	-
N/A	18	10.17%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	162	15	0	0	0	0	177	100.00%
Service Quality Dimensions								
Responsiveness	152	22	2	0	1	0	177	98.31%
Reliability	157	20	0	0	0	0	177	100.00%
Access and Facilities	156	20	0	0	0	1	177	100.00%
Communication	149	24	3	0	0	1	177	98.30%
Costs	124	22	3	1	0	27	177	97.33%
Integrity	154	23	0	0	0	0	177	100.00%
Assurance	161	16	0	0	0	0	177	100.00%
Outcome	151	21	0	0	0	5	177	100.00%
Overall	1,204	168	8	1	1	34	1,416	99.28%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	40
2	Opening of other Deposit Account	43
3	Request for Card Replacement	1

External Services		Responses
4	Cash Deposit - (Peso/Foreign Currencies)	22
5	Cash Withdrawal	19
6	Check Deposit - Peso	18
7	Check Encashment	13
8	Online Collection Payments	8
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	6
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
12	Handling of Customer's Complaint	2
13	Domestic Bills Purchase Initiation/Availment	1
14	Purchase of Over-the-Counter Check	1
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		177

6. Calamba (Mis. Occ.) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,763	88.94%
2. I know what a CC is but I did not see this office's CC.	33	0.62%
3. I learned of the CC only when I saw this office's CC.	475	8.87%
4. I do not know what a CC is and I did not see this office's CC.	84	1.57%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,037	94.06%
2. Somewhat easy to see	205	3.83%
3. Difficult to see	9	0.17%
4. Not visible at all	1	0.02%
N/A	103	1.92%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,068	94.64%
2. Somewhat helped	184	3.44%
3. Did not help	-	-
N/A	103	1.92%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,065	287	2	0	1	0	5,355	99.94%
Service Quality Dimensions								
Responsiveness	4,926	403	21	3	0	2	5,355	99.55%
Reliability	5,005	345	5	0	0	0	5,355	99.91%
Access and Facilities	4,964	365	15	1	0	10	5,355	99.70%
Communication	4,946	388	16	0	1	4	5,355	99.68%
Costs	3,246	344	16	3	2	1,744	5,355	99.42%
Integrity	5,001	339	11	0	1	3	5,355	99.78%
Assurance	5,057	293	5	0	0	0	5,355	99.91%
Outcome	4,954	364	21	0	1	15	5,355	99.59%
Overall	38,099	2,841	110	7	5	1,778	42,840	99.70%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	589
2	Opening of other Deposit Account	400
3	Release of Captured Card	101
4	Request for ATM PIN Change	147
5	Request for Card Replacement	36
6	Cash Deposit - (Peso/Foreign Currencies)	760
7	Cash Withdrawal	437
8	Check Deposit - Peso	285
9	Check Deposit - Foreign Currency	4
10	Check Encashment	999
11	Online Collection Payments	123
12	Request for Checkbook	112
13	Request for Fund Transfer	43
14	Request for Passbook Replacement	73
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	244
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	297
18	Handling of Customer's Complaint	16
19	Salary Loan	174
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	2
22	Domestic Bills Purchase Initiation/Availment	2
23	Electronic Fund Transfer/Outgoing Remittance	5
24	Purchase of Over-the-Counter Check	34
25	Release of Inward Returned Check	48
26	Sale/Purchase of Foreign Currencies	13
27	Servicing of Modified Disbursement System Transactions	2
28	Trust/Treasury Placements	11
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4

External Services		Responses
30	Bank Statement/Snapshot	292
31	Change of Name and Civil Status	15
32	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
33	Lifting of Hold-out on Deposit	1
34	Settlement of Past Due Account	2
35	Inquiry, Counseling and Processing of Loan	81
Total		5,355

7. Camiguin Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	13	68.42%
2. I know what a CC is but I did not see this office's CC.	2	10.53%
3. I learned of the CC only when I saw this office's CC.	1	5.26%
4. I do not know what a CC is and I did not see this office's CC.	3	15.79%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	12	63.16%
2. Somewhat easy to see	4	21.05%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	15.79%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	68.42%
2. Somewhat helped	3	15.79%
3. Did not help	-	-
N/A	3	15.79%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	17	2	0	0	0	0	19	100.00%
Service Quality Dimensions								
Responsiveness	14	5	0	0	0	0	19	100.00%
Reliability	15	4	0	0	0	0	19	100.00%
Access and Facilities	17	2	0	0	0	0	19	100.00%
Communication	15	4	0	0	0	0	19	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	10	2	0	0	0	7	19	100.00%
Integrity	18	1	0	0	0	0	19	100.00%
Assurance	19	0	0	0	0	0	19	100.00%
Outcome	17	2	0	0	0	0	19	100.00%
Overall	125	20	0	0	0	7	152	100.00%

External Services		Responses
1	Opening of other Deposit Account	4
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	1
5	Check Deposit - Peso	1
6	Updating of Bank Records - Change in Account Details/Type	3
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
8	Salary Loan	1
9	Sale/Purchase of Foreign Currencies	1
10	Trust/Treasury Placements	1
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
12	Bank Statement/Snapshot	1
Total		19

8. Capistrano Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	591	76.46%
2. I know what a CC is but I did not see this office's CC.	23	2.98%
3. I learned of the CC only when I saw this office's CC.	22	2.85%
4. I do not know what a CC is and I did not see this office's CC.	79	10.22%
N/A	-	-
Did not specify	58	7.50%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	580	81.12%
2. Somewhat easy to see	33	4.62%
3. Difficult to see	3	0.42%
4. Not visible at all	8	1.12%
N/A	89	12.45%
Did not specify	2	0.28%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	582	81.40%
2. Somewhat helped	26	3.64%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	10	1.40%
N/A	95	13.29%
Did not specify	2	0.28%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	697	55	8	1	12	0	773	97.28%
Service Quality Dimensions								
Responsiveness	535	168	11	1	15	43	773	96.30%
Reliability	577	176	10	2	6	2	773	97.67%
Access and Facilities	587	159	13	3	6	5	773	97.14%
Communication	513	230	16	4	5	5	773	96.74%
Costs	484	200	8	1	6	74	773	97.85%
Integrity	630	119	10	3	8	3	773	97.27%
Assurance	660	97	6	3	5	2	773	98.18%
Outcome	560	191	8	0	8	6	773	97.91%
Overall	4,546	1,340	82	17	59	140	6,184	97.39%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	85
2	Opening of other Deposit Account	17
3	Release of Captured Card	2
4	Request for ATM PIN Change	20
5	Request for Card Replacement	22
6	Cash Deposit - (Peso/Foreign Currencies)	31
7	Cash Withdrawal	81
8	Check Deposit - Peso	72
9	Check Encashment	298
10	Online Collection Payments	8
11	Request for Checkbook	2
12	Request for Fund Transfer	3
13	Request for Stop Payment Order	14
14	Updating of Bank Records - Change in Account Details/Type	40
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	19
16	Handling of Customer's Complaint	2
17	Salary Loan	13
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	5
20	Purchase of Over-the-Counter Check	1
21	Servicing of Modified Disbursement System Transactions	1
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9

External Services		Responses
24	Bank Statement/Snapshot	25
25	Inquiry, Counseling and Processing of Loan	1
Total		773

9. Carmen Cagayan de Oro Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	820	67.94%
2. I know what a CC is but I did not see this office's CC.	95	7.87%
3. I learned of the CC only when I saw this office's CC.	136	11.27%
4. I do not know what a CC is and I did not see this office's CC.	103	8.53%
N/A	27	2.24%
Did not specify	26	2.15%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	776	67.24%
2. Somewhat easy to see	213	18.46%
3. Difficult to see	37	3.21%
4. Not visible at all	8	0.69%
N/A	119	10.31%
Did not specify	1	0.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	842	72.96%
2. Somewhat helped	165	14.30%
3. Did not help	18	1.56%
N/A	128	11.09%
Did not specify	1	0.09%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	916	257	29	4	1	0	1,207	97.18%
Service Quality Dimensions								
Responsiveness	793	322	54	17	6	15	1,207	93.54%
Reliability	885	271	32	1	15	3	1,207	96.01%
Access and Facilities	887	278	35	1	4	2	1,207	96.68%
Communication	840	300	50	8	2	7	1,207	95.00%
Costs	855	274	34	0	17	27	1,207	95.68%
Integrity	932	249	15	7	3	1	1,207	97.93%
Assurance	971	221	11	3	1	0	1,207	98.76%
Outcome	911	259	25	2	3	7	1,207	97.50%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	7,074	2,174	256	39	51	62	9,656	96.39%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	663
2	Opening of other Deposit Account	45
3	Request for ATM PIN Change	9
4	Request for Card Replacement	30
5	Cash Deposit - (Peso/Foreign Currencies)	51
6	Cash Withdrawal	151
7	Check Deposit - Peso	56
8	Check Encashment	61
9	Online Collection Payments	29
10	Request for Checkbook	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	34
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
14	Handling of Customer's Complaint	6
15	Salary Loan	6
16	Electronic Fund Transfer/Outgoing Remittance	11
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
18	Bank Statement/Snapshot	37
19	Redemption of Reward Points	1
20	Reissuance of Credit Card	1
Total		1,207

10. CDO Centro Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	27	71.05%
2. I know what a CC is but I did not see this office's CC.	2	5.26%
3. I learned of the CC only when I saw this office's CC.	2	5.26%
4. I do not know what a CC is and I did not see this office's CC.	7	18.42%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	21	55.26%
2. Somewhat easy to see	8	21.05%
3. Difficult to see	-	-
4. Not visible at all	1	2.63%

Citizen's Charter Answers	Responses	Percentage
N/A	8	21.05%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	60.53%
2. Somewhat helped	5	13.16%
3. Did not help	1	2.63%
N/A	9	23.68%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	26	10	0	0	2	0	38	94.74%
Service Quality Dimensions								
Responsiveness	24	10	1	1	2	0	38	89.47%
Reliability	27	8	1	1	1	0	38	92.11%
Access and Facilities	26	8	2	0	2	0	38	89.47%
Communication	25	9	2	1	1	0	38	89.47%
Costs	21	5	4	1	1	6	38	81.25%
Integrity	27	6	3	0	1	1	38	89.19%
Assurance	27	9	0	0	2	0	38	94.74%
Outcome	25	7	3	0	1	2	38	88.89%
Overall	202	62	16	4	11	9	304	89.49%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	5
5	Check Deposit - Peso	4
6	Check Encashment	11
7	Online Collection Payments	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Settlement of Past Due Account	1
	Total	38

11. CDO Cogon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	282	60.65%
2. I know what a CC is but I did not see this office's CC.	19	4.09%
3. I learned of the CC only when I saw this office's CC.	117	25.16%
4. I do not know what a CC is and I did not see this office's CC.	47	10.11%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	295	63.44%
2. Somewhat easy to see	77	16.56%
3. Difficult to see	31	6.67%
4. Not visible at all	5	1.08%
N/A	57	12.26%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	297	63.87%
2. Somewhat helped	88	18.92%
3. Did not help	14	3.01%
N/A	66	14.19%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	319	134	10	1	1	0	465	97.42%
Service Quality Dimensions								
Responsiveness	277	158	23	5	2	0	465	93.55%
Reliability	309	145	9	0	1	1	465	97.84%
Access and Facilities	316	134	10	2	2	1	465	96.98%
Communication	289	145	26	1	1	3	465	93.94%
Costs	243	117	21	4	3	77	465	92.78%
Integrity	319	134	10	2	0	0	465	97.42%
Assurance	346	109	8	2	0	0	465	97.85%
Outcome	274	160	18	1	0	12	465	95.81%
Overall	2,373	1,102	125	17	9	94	3,720	95.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	136
3	Request for ATM PIN Change	8
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	74
6	Cash Withdrawal	80

External Services		Responses
7	Check Deposit - Peso	71
8	Check Deposit - Foreign Currency	1
9	Check Encashment	41
10	Online Collection Payments	13
11	Request for Checkbook	1
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	5
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
15	Handling of Customer's Complaint	8
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	3
18	Electronic Fund Transfer/Outgoing Remittance	5
19	Purchase of Over-the-Counter Check	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
21	Bank Statement/Snapshot	2
22	Application for LBP Credit Card Easy Pay Program	2
Total		465

12. Don Carlos Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,148	71.62%
2. I know what a CC is but I did not see this office's CC.	160	9.98%
3. I learned of the CC only when I saw this office's CC.	113	7.05%
4. I do not know what a CC is and I did not see this office's CC.	80	4.99%
N/A	12	0.75%
Did not specify	90	5.61%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,136	75.68%
2. Somewhat easy to see	256	17.06%
3. Difficult to see	11	0.73%
4. Not visible at all	5	0.33%
N/A	84	5.60%
Did not specify	9	0.60%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,152	76.75%
2. Somewhat helped	246	16.39%
3. Did not help	8	0.53%
N/A	87	5.80%
Did not specify	8	0.53%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,246	342	13	1	0	1	1,603	99.13%
Service Quality Dimensions								
Responsiveness	1,188	374	23	2	4	12	1,603	98.18%
Reliability	1,236	344	20	1	0	2	1,603	98.69%
Access and Facilities	1,189	392	15	2	0	5	1,603	98.94%
Communication	1,184	372	37	0	0	10	1,603	97.68%
Costs	985	347	28	1	2	240	1,603	97.73%
Integrity	1,226	353	15	1	1	7	1,603	98.93%
Assurance	1,240	349	9	1	1	3	1,603	99.31%
Outcome	1,214	353	13	2	0	21	1,603	99.05%
Overall	9,462	2,884	160	10	8	300	12,824	98.58%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	230
2	Opening of other Deposit Account	43
3	Release of Captured Card	42
4	Request for ATM PIN Change	102
5	Request for Card Replacement	85
6	Cash Deposit - (Peso/Foreign Currencies)	312
7	Cash Withdrawal	141
8	Check Deposit - Peso	128
9	Check Encashment	191
10	Online Collection Payments	31
11	Request for Checkbook	12
12	Request for Fund Transfer	2
13	Request for Stop Payment Order	6
14	Updating of Bank Records - Change in Account Details/Type	49
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	59
16	Handling of Customer's Complaint	7
17	Salary Loan	13
18	Bond Redemption and Interest Payment	3
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	8
21	Purchase of Over-the-Counter Check	4
22	Release of Inward Returned Check	1
23	Sale/Purchase of Foreign Currencies	48
24	Servicing of Modified Disbursement System Transactions	1
25	Trust/Treasury Placements	2
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
27	Bank Statement/Snapshot	78
28	Change of Name and Civil Status	1
29	Inquiry, Counseling and Processing of Loan	1

External Services		Responses
	Total	1,603

13. El Salvador City Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	48	69.57%
2. I know what a CC is but I did not see this office's CC.	9	13.04%
3. I learned of the CC only when I saw this office's CC.	11	15.94%
4. I do not know what a CC is and I did not see this office's CC.	1	1.45%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	51	73.91%
2. Somewhat easy to see	16	23.19%
3. Difficult to see	-	-
4. Not visible at all	1	1.45%
N/A	1	1.45%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	59	85.51%
2. Somewhat helped	8	11.59%
3. Did not help	1	1.45%
N/A	1	1.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	65	3	0	0	1	0	69	98.55%
Service Quality Dimensions								
Responsiveness	52	16	0	0	1	0	69	98.55%
Reliability	60	8	0	0	1	0	69	98.55%
Access and Facilities	56	12	0	0	1	0	69	98.55%
Communication	57	11	0	0	1	0	69	98.55%
Costs	58	10	0	0	1	0	69	98.55%
Integrity	54	14	0	0	1	0	69	98.55%
Assurance	58	10	0	0	1	0	69	98.55%
Outcome	63	5	0	0	1	0	69	98.55%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	458	86	0	0	8	0	552	98.55%

External Services		Responses
1	Opening of other Deposit Account	7
2	Cash Deposit - (Peso/Foreign Currencies)	6
3	Cash Withdrawal	17
4	Check Deposit - Peso	12
5	Check Encashment	14
6	Online Collection Payments	2
7	Request for Fund Transfer	2
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
10	Salary Loan	5
11	Electronic Fund Transfer/Outgoing Remittance	2
Total		69

14. Field Support Services Center X - Cagayan De Oro

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	79	65.83%
2. I know what a CC is but I did not see this office's CC.	1	0.83%
3. I learned of the CC only when I saw this office's CC.	26	21.67%
4. I do not know what a CC is and I did not see this office's CC.	7	5.83%
N/A	-	-
Did not specify	7	5.83%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	99	87.61%
2. Somewhat easy to see	4	3.54%
3. Difficult to see	1	0.88%
4. Not visible at all	-	-
N/A	9	7.96%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	102	90.27%
2. Somewhat helped	2	1.77%
3. Did not help	-	-
N/A	9	7.96%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	98	21	0	0	1	0	120	99.17%
Service Quality Dimensions								
Responsiveness	91	26	1	0	1	1	120	98.32%
Reliability	92	26	0	0	2	0	120	98.33%
Access and Facilities	85	24	3	0	1	7	120	96.46%
Communication	91	28	0	0	1	0	120	99.17%
Costs	39	17	1	1	1	61	120	94.92%
Integrity	99	20	0	0	1	0	120	99.17%
Assurance	100	19	0	0	1	0	120	99.17%
Outcome	93	25	1	1	0	0	120	98.33%
Overall	690	185	6	2	8	69	960	98.20%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	3
2	Payment of Land Transfer Claim Proceeds	3
3	Valuation of Landholdings under RA 6657/RA 9700	4
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	99
5	Issuance of Certificate of Payment/s	8
6	Refund of Excess Payment	2
7	Amendment of Claims Based on Final Survey Plan/Claims Adjustment Folder (FSD/CAF)	1
	Total	120

15. Gingoog Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	195	79.92%
2. I know what a CC is but I did not see this office's CC.	2	0.82%
3. I learned of the CC only when I saw this office's CC.	47	19.26%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	157	64.34%
2. Somewhat easy to see	87	35.66%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	150	61.48%
2. Somewhat helped	45	18.44%
3. Did not help	14	5.74%
N/A	35	14.34%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	183	59	2	0	0	0	244	99.18%
Service Quality Dimensions								
Responsiveness	178	64	2	0	0	0	244	99.18%
Reliability	183	60	0	1	0	0	244	99.59%
Access and Facilities	181	61	0	1	0	1	244	99.59%
Communication	177	63	1	2	0	1	244	98.77%
Costs	101	21	3	0	0	119	244	97.60%
Integrity	183	58	2	1	0	0	244	98.77%
Assurance	188	55	0	0	1	0	244	99.59%
Outcome	189	54	0	0	0	1	244	100.00%
Overall	1,380	436	8	5	1	122	1,952	99.23%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	11
3	Request for ATM PIN Change	75
4	Request for Card Replacement	9
5	Cash Deposit - (Peso/Foreign Currencies)	26
6	Cash Withdrawal	43
7	Check Deposit - Peso	11
8	Check Encashment	28
9	Online Collection Payments	4
10	Request for Fund Transfer	2
11	Updating of Bank Records - Change in Account Details/Type	3
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	16
13	Handling of Customer's Complaint	2
14	Salary Loan	3
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
16	Bank Statement/Snapshot	8
17	Change of Name and Civil Status	1
Total		244

16. Iligan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,044	79.57%
2. I know what a CC is but I did not see this office's CC.	44	3.35%
3. I learned of the CC only when I saw this office's CC.	180	13.72%
4. I do not know what a CC is and I did not see this office's CC.	30	2.29%
N/A	-	-
Did not specify	14	1.07%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,086	83.67%
2. Somewhat easy to see	160	12.33%
3. Difficult to see	14	1.08%
4. Not visible at all	2	0.15%
N/A	36	2.77%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,075	82.82%
2. Somewhat helped	177	13.64%
3. Did not help	14	1.08%
N/A	32	2.47%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,115	182	7	3	5	0	1,312	98.86%
Service Quality Dimensions								
Responsiveness	1,015	260	16	7	7	7	1,312	97.70%
Reliability	1,157	142	5	2	3	3	1,312	99.24%
Access and Facilities	1,075	211	8	4	2	12	1,312	98.92%
Communication	1,033	251	17	5	2	4	1,312	98.17%
Costs	803	125	9	5	2	368	1,312	98.31%
Integrity	1,151	145	7	2	7	0	1,312	98.78%
Assurance	1,120	179	8	3	2	0	1,312	99.01%
Outcome	1,096	201	6	1	2	6	1,312	99.31%
Overall	8,450	1,514	76	29	27	400	10,496	98.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	207
2	Opening of other Deposit Account	59
3	Release of Captured Card	17

External Services		Responses
4	Request for ATM PIN Change	98
5	Request for Card Replacement	103
6	Cash Deposit - (Peso/Foreign Currencies)	63
7	Cash Withdrawal	87
8	Check Deposit - Peso	61
9	Check Encashment	103
10	Online Collection Payments	13
11	Request for Checkbook	23
12	Request for Fund Transfer	13
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	128
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	75
16	Handling of Customer's Complaint	17
17	Salary Loan	94
18	Claim of Remittance Proceeds	8
19	Electronic Fund Transfer/Outgoing Remittance	3
20	Purchase of Over-the-Counter Check	3
21	Release of Inward Returned Check	1
22	Servicing of Modified Disbursement System Transactions	5
23	Trust/Treasury Placements	39
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	19
25	Bank Statement/Snapshot	23
26	Change of Name and Civil Status	1
27	Lifting of Hold-out on Deposit	2
28	Settlement of Past Due Account	3
29	Inquiry, Counseling and Processing of Loan	40
30	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		1,312

17. Iligan Plaza Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,755	70.51%
2. I know what a CC is but I did not see this office's CC.	15	0.38%
3. I learned of the CC only when I saw this office's CC.	1,118	28.62%
4. I do not know what a CC is and I did not see this office's CC.	19	0.49%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,847	98.46%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	23	0.59%
3. Difficult to see	8	0.20%
4. Not visible at all	1	0.03%
N/A	28	0.72%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,850	98.54%
2. Somewhat helped	21	0.54%
3. Did not help	3	0.08%
N/A	33	0.84%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,833	64	3	1	6	0	3,907	99.74%
Service Quality Dimensions								
Responsiveness	3,759	132	8	3	5	0	3,907	99.59%
Reliability	3,790	104	7	1	5	0	3,907	99.67%
Access and Facilities	3,782	114	5	0	6	0	3,907	99.72%
Communication	3,780	120	3	1	3	0	3,907	99.82%
Costs	3,784	102	4	0	3	14	3,907	99.82%
Integrity	3,800	92	7	1	7	0	3,907	99.62%
Assurance	3,812	88	2	0	5	0	3,907	99.82%
Outcome	3,790	108	3	2	3	1	3,907	99.80%
Overall	30,297	860	39	8	37	15	31,256	99.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	404
2	Opening of other Deposit Account	253
3	Release of Captured Card	2
4	Request for ATM PIN Change	31
5	Request for Card Replacement	17
6	Cash Deposit - (Peso/Foreign Currencies)	1,360
7	Cash Withdrawal	555
8	Check Deposit - Peso	201
9	Check Encashment	631
10	Online Collection Payments	277
11	Request for Checkbook	5
12	Request for Fund Transfer	8
13	Updating of Bank Records - Change in Account Details/Type	21
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	60
15	Handling of Customer's Complaint	3

External Services		Responses
16	Salary Loan	38
17	Claim of Remittance Proceeds	19
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
21	Bank Statement/Snapshot	11
Total		3,907

18. Kapatagan (Lanao Del Norte) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	107	50.95%
2. I know what a CC is but I did not see this office's CC.	11	5.24%
3. I learned of the CC only when I saw this office's CC.	42	20.00%
4. I do not know what a CC is and I did not see this office's CC.	50	23.81%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	111	52.86%
2. Somewhat easy to see	34	16.19%
3. Difficult to see	-	-
4. Not visible at all	2	0.95%
N/A	63	30.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	118	56.19%
2. Somewhat helped	29	13.81%
3. Did not help	1	0.48%
N/A	62	29.52%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	114	90	5	0	1	0	210	97.14%
Service Quality Dimensions								
Responsiveness	92	102	13	3	0	0	210	92.38%
Reliability	105	100	4	0	1	0	210	97.62%
Access and Facilities	104	96	7	0	1	2	210	96.15%
Communication	99	97	12	0	2	0	210	93.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	85	96	8	1	0	20	210	95.26%
Integrity	102	102	5	0	1	0	210	97.14%
Assurance	111	93	4	0	2	0	210	97.14%
Outcome	95	103	7	1	1	3	210	95.65%
Overall	793	789	60	5	8	25	1,680	95.59%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	13
2	Opening of other Deposit Account	92
3	Release of Captured Card	1
4	Request for ATM PIN Change	1
5	Request for Card Replacement	1
6	Cash Deposit - (Peso/Foreign Currencies)	31
7	Cash Withdrawal	33
8	Check Deposit - Peso	18
9	Check Encashment	12
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	1
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
13	Claim of Remittance Proceeds	1
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
15	Bank Statement/Snapshot	2
Total		210

19. Lanao LC (LANLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	13	56.52%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	6	26.09%
4. I do not know what a CC is and I did not see this office's CC.	4	17.39%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	69.57%
2. Somewhat easy to see	3	13.04%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	17.39%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	69.57%
2. Somewhat helped	3	13.04%
3. Did not help	-	-
N/A	4	17.39%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	19	4	0	0	0	0	23	100.00%
Service Quality Dimensions								
Responsiveness	15	8	0	0	0	0	23	100.00%
Reliability	16	7	0	0	0	0	23	100.00%
Access and Facilities	18	5	0	0	0	0	23	100.00%
Communication	14	8	1	0	0	0	23	95.65%
Costs	11	8	0	0	0	4	23	100.00%
Integrity	16	7	0	0	0	0	23	100.00%
Assurance	16	7	0	0	0	0	23	100.00%
Outcome	13	10	0	0	0	0	23	100.00%
Overall	119	60	1	0	0	4	184	99.44%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	18
2	Issuance of Certificate of Outstanding Balances and Interest Paid	4
3	Issuance of Letter of Guarantee	1
	Total	23

20. Maigo (Lanao del Norte) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,066	92.62%
2. I know what a CC is but I did not see this office's CC.	11	0.96%
3. I learned of the CC only when I saw this office's CC.	68	5.91%
4. I do not know what a CC is and I did not see this office's CC.	6	0.52%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	1,097	95.31%
2. Somewhat easy to see	42	3.65%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	12	1.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,097	95.31%
2. Somewhat helped	40	3.48%
3. Did not help	1	0.09%
N/A	13	1.13%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,087	63	1	0	0	0	1,151	99.91%
Service Quality Dimensions								
Responsiveness	1,061	82	5	2	0	1	1,151	99.39%
Reliability	1,077	72	2	0	0	0	1,151	99.83%
Access and Facilities	1,073	74	3	0	0	1	1,151	99.74%
Communication	1,066	82	3	0	0	0	1,151	99.74%
Costs	1,030	73	3	2	0	43	1,151	99.55%
Integrity	1,078	70	3	0	0	0	1,151	99.74%
Assurance	1,088	63	0	0	0	0	1,151	100.00%
Outcome	1,068	81	2	0	0	0	1,151	99.83%
Overall	8,541	597	21	4	0	45	9,208	99.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	79
2	Opening of other Deposit Account	15
3	Request for ATM PIN Change	5
4	Request for Card Replacement	10
5	Cash Deposit - (Peso/Foreign Currencies)	816
6	Cash Withdrawal	58
7	Check Deposit - Peso	37
8	Check Encashment	56
9	Online Collection Payments	16
10	Request for Checkbook	2
11	Updating of Bank Records - Change in Account Details/Type	3
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
13	Handling of Customer's Complaint	3
14	Salary Loan	4

External Services		Responses
15	Bank Statement/Snapshot	14
16	Application for LBP Credit Card Easy Pay Program	14
17	Inquiry, Counseling and Processing of Loan	15
	Total	1,151

21. Malaybalay Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	841	83.18%
2. I know what a CC is but I did not see this office's CC.	28	2.77%
3. I learned of the CC only when I saw this office's CC.	86	8.51%
4. I do not know what a CC is and I did not see this office's CC.	47	4.65%
N/A	-	-
Did not specify	9	0.89%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	842	84.03%
2. Somewhat easy to see	104	10.38%
3. Difficult to see	4	0.40%
4. Not visible at all	-	-
N/A	51	5.09%
Did not specify	1	0.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	878	87.62%
2. Somewhat helped	66	6.59%
3. Did not help	1	0.10%
N/A	56	5.59%
Did not specify	1	0.10%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	923	82	2	2	2	0	1,011	99.41%
Service Quality Dimensions								
Responsiveness	797	166	9	2	6	31	1,011	98.27%
Reliability	916	87	3	1	0	4	1,011	99.60%
Access and Facilities	897	105	2	1	1	5	1,011	99.60%
Communication	864	124	9	1	3	10	1,011	98.70%
Costs	798	101	4	0	0	108	1,011	99.56%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	923	82	5	0	1	0	1,011	99.41%
Assurance	947	60	2	0	0	2	1,011	99.80%
Outcome	902	96	1	0	1	11	1,011	99.80%
Overall	7,044	821	35	5	12	171	8,088	99.34%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	211
2	Opening of other Deposit Account	29
3	Request for ATM PIN Change	50
4	Request for Card Replacement	34
5	Cash Deposit - (Peso/Foreign Currencies)	134
6	Cash Withdrawal	86
7	Check Deposit - Peso	26
8	Check Encashment	61
9	Online Collection Payments	55
10	Request for Checkbook	1
11	Request for Fund Transfer	2
12	Updating of Bank Records - Change in Account Details/Type	178
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	47
14	Handling of Customer's Complaint	1
15	Salary Loan	20
16	Bond Redemption and Interest Payment	1
17	Claim of Remittance Proceeds	2
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Sale/Purchase of Foreign Currencies	2
20	Servicing of Modified Disbursement System Transactions	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	61
23	Inquiry, Counseling and Processing of Loan	7
Total		1,011

22. Manolo Fortich Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	499	76.89%
2. I know what a CC is but I did not see this office's CC.	44	6.78%
3. I learned of the CC only when I saw this office's CC.	53	8.17%
4. I do not know what a CC is and I did not see this office's CC.	52	8.01%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	1	0.15%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	450	69.44%
2. Somewhat easy to see	101	15.59%
3. Difficult to see	9	1.39%
4. Not visible at all	7	1.08%
N/A	80	12.35%
Did not specify	1	0.15%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	473	72.99%
2. Somewhat helped	96	14.81%
3. Did not help	1	0.15%
N/A	77	11.88%
Did not specify	1	0.15%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	491	146	11	1	0	0	649	98.15%
Service Quality Dimensions								
Responsiveness	442	177	25	3	1	1	649	95.52%
Reliability	497	146	3	0	0	3	649	99.54%
Access and Facilities	485	155	9	0	0	0	649	98.61%
Communication	459	170	17	0	0	3	649	97.37%
Costs	440	139	17	0	1	52	649	96.98%
Integrity	489	147	12	0	1	0	649	98.00%
Assurance	522	122	5	0	0	0	649	99.23%
Outcome	473	165	4	0	0	7	649	99.38%
Overall	3,807	1,221	92	3	3	66	5,192	98.09%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	81
2	Opening of other Deposit Account	121
3	Release of Captured Card	1
4	Request for ATM PIN Change	10
5	Request for Card Replacement	37
6	Cash Deposit - (Peso/Foreign Currencies)	98
7	Cash Withdrawal	66
8	Check Deposit - Peso	57
9	Check Encashment	111
10	Online Collection Payments	17
11	Request for Fund Transfer	2
12	Request for Passbook Replacement	1

External Services		Responses
13	Updating of Bank Records - Change in Account Details/Type	11
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	13
15	Salary Loan	13
16	Bond Redemption and Interest Payment	2
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
19	Bank Statement/Snapshot	5
Total		649

23. Maramag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	47	68.12%
2. I know what a CC is but I did not see this office's CC.	2	2.90%
3. I learned of the CC only when I saw this office's CC.	10	14.49%
4. I do not know what a CC is and I did not see this office's CC.	10	14.49%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	42	60.87%
2. Somewhat easy to see	16	23.19%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	11	15.94%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	46	66.67%
2. Somewhat helped	10	14.49%
3. Did not help	-	-
N/A	13	18.84%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	58	10	0	0	1	0	69	98.55%
Service Quality Dimensions								
Responsiveness	48	16	3	1	1	0	69	92.75%
Reliability	53	15	0	0	1	0	69	98.55%
Access and Facilities	50	17	0	0	1	1	69	98.53%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	52	14	0	0	1	2	69	98.51%
Costs	42	10	1	0	1	15	69	96.30%
Integrity	58	10	0	0	1	0	69	98.55%
Assurance	60	8	0	0	1	0	69	98.55%
Outcome	52	11	1	0	1	4	69	96.92%
Overall	415	101	5	1	8	22	552	97.36%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	22
3	Request for ATM PIN Change	1
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	4
6	Cash Withdrawal	3
7	Check Deposit - Peso	1
8	Check Encashment	1
9	Online Collection Payments	1
10	Request for Passbook Replacement	1
11	Updating of Bank Records - Change in Account Details/Type	8
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
13	Handling of Customer's Complaint	1
14	Salary Loan	6
15	Purchase of Over-the-Counter Check	1
16	Sale/Purchase of Foreign Currencies	1
17	Inquiry, Counseling and Processing of Loan	2
	Total	69

24. Masterson Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	47	75.81%
2. I know what a CC is but I did not see this office's CC.	3	4.84%
3. I learned of the CC only when I saw this office's CC.	6	9.68%
4. I do not know what a CC is and I did not see this office's CC.	6	9.68%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	45	72.58%
2. Somewhat easy to see	8	12.90%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	2	3.23%
4. Not visible at all	-	-
N/A	7	11.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	46	74.19%
2. Somewhat helped	6	9.68%
3. Did not help	1	1.61%
N/A	9	14.52%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	59	1	0	1	1	0	62	96.77%
Service Quality Dimensions								
Responsiveness	52	6	1	1	1	1	62	95.08%
Reliability	55	5	1	1	0	0	62	96.77%
Access and Facilities	57	3	1	0	1	0	62	96.77%
Communication	53	5	2	0	1	1	62	95.08%
Costs	38	9	2	0	1	12	62	94.00%
Integrity	55	4	2	0	1	0	62	95.16%
Assurance	57	4	0	0	0	1	62	100.00%
Outcome	54	5	2	0	0	1	62	96.72%
Overall	421	41	11	2	5	16	496	96.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	29
3	Cash Deposit - (Peso/Foreign Currencies)	8
4	Cash Withdrawal	5
5	Check Deposit - Peso	2
6	Check Encashment	3
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Details/Type	2
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
10	Handling of Customer's Complaint	1
11	Bank Statement/Snapshot	2
Total		62

25. Oroquieta Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,338	88.85%
2. I know what a CC is but I did not see this office's CC.	27	0.72%
3. I learned of the CC only when I saw this office's CC.	338	9.00%
4. I do not know what a CC is and I did not see this office's CC.	54	1.44%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,572	95.08%
2. Somewhat easy to see	96	2.56%
3. Difficult to see	7	0.19%
4. Not visible at all	1	0.03%
N/A	81	2.16%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,572	95.08%
2. Somewhat helped	99	2.64%
3. Did not help	2	0.05%
N/A	84	2.24%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,593	154	7	1	2	0	3,757	99.73%
Service Quality Dimensions								
Responsiveness	3,476	262	15	2	2	0	3,757	99.49%
Reliability	3,551	196	8	0	1	1	3,757	99.76%
Access and Facilities	3,436	199	9	1	2	110	3,757	99.67%
Communication	3,497	239	18	0	2	1	3,757	99.47%
Costs	3,158	189	12	0	3	395	3,757	99.55%
Integrity	3,560	181	9	2	5	0	3,757	99.57%
Assurance	3,594	149	12	1	1	0	3,757	99.63%
Outcome	3,522	221	12	0	1	1	3,757	99.65%
Overall	27,794	1,636	95	6	17	508	30,056	99.60%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	402
2	Opening of other Deposit Account	111
3	Release of Captured Card	3
4	Request for ATM PIN Change	6

External Services		Responses
5	Request for Card Replacement	117
6	Cash Deposit - (Peso/Foreign Currencies)	130
7	Cash Withdrawal	60
8	Check Deposit - Peso	426
9	Check Encashment	575
10	Online Collection Payments	33
11	Request for Checkbook	41
12	Request for Fund Transfer	6
13	Request for Passbook Replacement	46
14	Request for Stop Payment Order	5
15	Updating of Bank Records - Change in Account Details/Type	312
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	210
17	Handling of Customer's Complaint	2
18	Salary Loan	429
19	Electronic Fund Transfer/Outgoing Remittance	3
20	Purchase of Over-the-Counter Check	39
21	Release of Inward Returned Check	1
22	Servicing of Modified Disbursement System Transactions	17
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
25	Bank Statement/Snapshot	232
26	Change of Name and Civil Status	1
27	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
28	Refund of Overpayment	85
29	Settlement of Past Due Account	70
30	Inquiry, Counseling and Processing of Loan	369
31	Issuance of Certificate of Full Payment	21
Total		3,757

26. Oroquieta Centro Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,625	99.89%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	3	0.08%
4. I do not know what a CC is and I did not see this office's CC.	1	0.03%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,626	99.92%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	2	0.06%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	0.03%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,626	99.92%
2. Somewhat helped	2	0.06%
3. Did not help	-	-
N/A	1	0.03%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,620	9	0	0	0	0	3,629	100.00%
Service Quality Dimensions								
Responsiveness	3,608	21	0	0	0	0	3,629	100.00%
Reliability	3,610	19	0	0	0	0	3,629	100.00%
Access and Facilities	3,613	16	0	0	0	0	3,629	100.00%
Communication	3,614	15	0	0	0	0	3,629	100.00%
Costs	3,604	13	0	0	0	12	3,629	100.00%
Integrity	3,611	18	0	0	0	0	3,629	100.00%
Assurance	3,614	14	1	0	0	0	3,629	99.97%
Outcome	3,618	11	0	0	0	0	3,629	100.00%
Overall	28,892	127	1	0	0	12	29,032	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	345
2	Opening of other Deposit Account	31
3	Release of Captured Card	12
4	Request for ATM PIN Change	129
5	Request for Card Replacement	49
6	Cash Deposit - (Peso/Foreign Currencies)	935
7	Cash Withdrawal	451
8	Check Deposit - Peso	239
9	Check Deposit - Foreign Currency	16
10	Check Encashment	450
11	Online Collection Payments	213
12	Request for Checkbook	16
13	Request for Fund Transfer	60
14	Request for Passbook Replacement	17
15	Updating of Bank Records - Change in Account Details/Type	74

External Services		Responses
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	129
17	Handling of Customer's Complaint	38
18	Salary Loan	16
19	Claim of Remittance Proceeds	5
20	Electronic Fund Transfer/Outgoing Remittance	27
21	Purchase of Over-the-Counter Check	13
22	Release of Inward Returned Check	72
23	Sale/Purchase of Foreign Currencies	51
24	Trust/Treasury Placements	5
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	38
26	Bank Statement/Snapshot	178
27	Change of Name and Civil Status	17
28	Inquiry, Counseling and Processing of Loan	3
Total		3,629

27. Ozamis Osrox Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,657	95.56%
2. I know what a CC is but I did not see this office's CC.	5	0.29%
3. I learned of the CC only when I saw this office's CC.	72	4.15%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,668	96.19%
2. Somewhat easy to see	65	3.75%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	0.06%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,673	96.48%
2. Somewhat helped	57	3.29%
3. Did not help	-	-
N/A	4	0.23%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,665	69	0	0	0	0	1,734	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	1,651	83	0	0	0	0	1,734	100.00%
Reliability	1,654	80	0	0	0	0	1,734	100.00%
Access and Facilities	1,660	73	0	0	0	1	1,734	100.00%
Communication	1,628	100	1	0	0	5	1,734	99.94%
Costs	817	22	0	0	37	858	1,734	95.78%
Integrity	1,652	81	1	0	0	0	1,734	99.94%
Assurance	1,667	66	0	0	0	1	1,734	100.00%
Outcome	1,645	87	0	0	0	2	1,734	100.00%
Overall	12,374	592	2	0	37	867	13,872	99.70%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	326
2	Opening of other Deposit Account	24
3	Release of Captured Card	26
4	Request for ATM PIN Change	151
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	339
7	Cash Withdrawal	53
8	Check Deposit - Peso	81
9	Check Encashment	360
10	Online Collection Payments	119
11	Request for Checkbook	2
12	Request for Fund Transfer	16
13	Request for Passbook Replacement	23
14	Updating of Bank Records - Change in Account Details/Type	63
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	22
16	Handling of Customer's Complaint	13
17	Salary Loan	29
18	Claim of Remittance Proceeds	1
19	Purchase of Over-the-Counter Check	2
20	Release of Inward Returned Check	53
21	Sale/Purchase of Foreign Currencies	2
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
23	Bank Statement/Snapshot	10
24	Application for LBP Credit Card Easy Pay Program	13
25	Inquiry, Counseling and Processing of Loan	1
Total		1,734

28. Ozamiz Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,016	92.45%
2. I know what a CC is but I did not see this office's CC.	41	0.94%
3. I learned of the CC only when I saw this office's CC.	220	5.06%
4. I do not know what a CC is and I did not see this office's CC.	65	1.50%
N/A	-	-
Did not specify	2	0.05%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,102	94.47%
2. Somewhat easy to see	146	3.36%
3. Difficult to see	12	0.28%
4. Not visible at all	4	0.09%
N/A	77	1.77%
Did not specify	1	0.02%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,140	95.35%
2. Somewhat helped	113	2.60%
3. Did not help	8	0.18%
N/A	79	1.82%
Did not specify	2	0.05%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,035	301	6	0	2	0	4,344	99.82%
Service Quality Dimensions								
Responsiveness	3,907	404	29	2	2	0	4,344	99.24%
Reliability	4,020	322	1	0	1	0	4,344	99.95%
Access and Facilities	3,969	357	12	2	1	3	4,344	99.65%
Communication	3,936	374	25	1	2	6	4,344	99.35%
Costs	3,631	332	16	0	2	363	4,344	99.55%
Integrity	3,993	333	12	2	2	2	4,344	99.63%
Assurance	4,054	278	7	2	1	2	4,344	99.77%
Outcome	3,975	353	7	0	1	8	4,344	99.82%
Overall	31,485	2,753	109	9	12	384	34,752	99.62%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	415
2	Opening of other Deposit Account	288
3	Release of Captured Card	6
4	Request for ATM PIN Change	299
5	Request for Card Replacement	173
6	Cash Deposit - (Peso/Foreign Currencies)	323

External Services		Responses
7	Cash Withdrawal	377
8	Check Deposit - Peso	227
9	Check Deposit - Foreign Currency	2
10	Check Encashment	568
11	Online Collection Payments	109
12	Request for Checkbook	231
13	Request for Fund Transfer	84
14	Request for Passbook Replacement	47
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	117
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	319
18	Handling of Customer's Complaint	36
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	128
21	Bond Redemption and Interest Payment	50
22	Claim of Remittance Proceeds	1
23	Electronic Fund Transfer/Outgoing Remittance	9
24	Purchase of Over-the-Counter Check	2
25	Sale/Purchase of Foreign Currencies	7
26	Servicing of Modified Disbursement System Transactions	36
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	18
28	Bank Statement/Snapshot	181
29	Application for LBP Credit Card Easy Pay Program	43
30	Change of Name and Civil Status	59
31	Reissuance of Credit Card	8
32	Settlement of Past Due Account	1
33	Inquiry, Counseling and Processing of Loan	176
34	Issuance of Letter of Guarantee	1
Total		4,344

29. Puerto (CDO) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	547	93.50%
2. I know what a CC is but I did not see this office's CC.	14	2.39%
3. I learned of the CC only when I saw this office's CC.	19	3.25%
4. I do not know what a CC is and I did not see this office's CC.	5	0.85%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	536	91.62%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	36	6.15%
3. Difficult to see	2	0.34%
4. Not visible at all	2	0.34%
N/A	9	1.54%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	547	93.50%
2. Somewhat helped	27	4.62%
3. Did not help	1	0.17%
N/A	10	1.71%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	502	75	4	3	1	0	585	98.63%
Service Quality Dimensions								
Responsiveness	480	92	10	1	2	0	585	97.78%
Reliability	503	75	6	1	0	0	585	98.80%
Access and Facilities	489	89	5	1	1	0	585	98.80%
Communication	492	81	11	0	1	0	585	97.95%
Costs	409	86	47	0	0	43	585	91.33%
Integrity	488	90	3	1	2	1	585	98.97%
Assurance	500	78	4	0	3	0	585	98.80%
Outcome	493	83	5	2	2	0	585	98.46%
Overall	3,854	674	91	6	11	44	4,680	97.67%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	75
2	Opening of other Deposit Account	92
3	Release of Captured Card	20
4	Request for ATM PIN Change	34
5	Request for Card Replacement	20
6	Cash Deposit - (Peso/Foreign Currencies)	69
7	Cash Withdrawal	55
8	Check Deposit - Peso	27
9	Check Deposit - Foreign Currency	1
10	Check Encashment	64
11	Online Collection Payments	5
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	8
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	13

External Services		Responses
16	Handling of Customer's Complaint	7
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
18	Salary Loan	21
19	Bond Redemption and Interest Payment	1
20	Claim of Remittance Proceeds	5
21	Purchase of Over-the-Counter Check	2
22	Release of Inward Returned Check	1
23	Servicing of Modified Disbursement System Transactions	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
25	Bank Statement/Snapshot	7
26	Application for LBP Credit Card Easy Pay Program	1
27	Settlement of Past Due Account	2
28	Inquiry, Counseling and Processing of Loan	43
Total		585

30. Quezon (Bukidnon) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	434	83.14%
2. I know what a CC is but I did not see this office's CC.	19	3.64%
3. I learned of the CC only when I saw this office's CC.	24	4.60%
4. I do not know what a CC is and I did not see this office's CC.	45	8.62%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	359	68.77%
2. Somewhat easy to see	114	21.84%
3. Difficult to see	1	0.19%
4. Not visible at all	-	-
N/A	48	9.20%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	351	67.24%
2. Somewhat helped	118	22.61%
3. Did not help	-	-
N/A	53	10.15%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	208	314	0	0	0	0	522	100.00%
Service Quality Dimensions								
Responsiveness	210	310	2	0	0	0	522	99.62%
Reliability	208	312	2	0	0	0	522	99.62%
Access and Facilities	216	303	3	0	0	0	522	99.43%
Communication	203	313	5	0	0	1	522	99.04%
Costs	188	306	2	0	0	26	522	99.60%
Integrity	216	304	1	1	0	0	522	99.62%
Assurance	225	295	2	0	0	0	522	99.62%
Outcome	210	310	1	0	0	1	522	99.81%
Overall	1,676	2,453	18	1	0	28	4,176	99.54%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	51
2	Opening of other Deposit Account	44
3	Release of Captured Card	3
4	Request for ATM PIN Change	4
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	94
7	Cash Withdrawal	91
8	Check Deposit - Peso	49
9	Check Deposit - Foreign Currency	4
10	Check Encashment	66
11	Online Collection Payments	26
12	Request for Checkbook	3
13	Request for Fund Transfer	9
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	22
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	15
17	Handling of Customer's Complaint	2
18	Salary Loan	4
19	Claim of Remittance Proceeds	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Bank Statement/Snapshot	24
Total		522

31. Tangub (Misamis Occidental) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	39	70.91%
2. I know what a CC is but I did not see this office's CC.	3	5.45%
3. I learned of the CC only when I saw this office's CC.	5	9.09%
4. I do not know what a CC is and I did not see this office's CC.	8	14.55%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	40	72.73%
2. Somewhat easy to see	4	7.27%
3. Difficult to see	2	3.64%
4. Not visible at all	1	1.82%
N/A	8	14.55%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	44	80.00%
2. Somewhat helped	1	1.82%
3. Did not help	2	3.64%
N/A	8	14.55%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	40	14	1	0	0	0	55	98.18%
Service Quality Dimensions								
Responsiveness	37	15	3	0	0	0	55	94.55%
Reliability	41	13	1	0	0	0	55	98.18%
Access and Facilities	40	10	1	1	0	3	55	96.15%
Communication	38	13	2	0	0	2	55	96.23%
Costs	22	14	0	0	0	19	55	100.00%
Integrity	39	12	2	2	0	0	55	92.73%
Assurance	43	11	0	1	0	0	55	98.18%
Outcome	37	14	1	0	0	3	55	98.08%
Overall	297	102	10	4	0	27	440	96.61%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for ATM PIN Change	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	14
5	Cash Withdrawal	6
6	Check Deposit - Peso	3

External Services		Responses
7	Check Encashment	13
8	Request for Checkbook	1
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	4
11	Bond Redemption and Interest Payment	1
12	Servicing of Modified Disbursement System Transactions	1
13	Bank Statement/Snapshot	2
Total		55

32. Tubod Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,004	84.45%
2. I know what a CC is but I did not see this office's CC.	66	2.78%
3. I learned of the CC only when I saw this office's CC.	260	10.96%
4. I do not know what a CC is and I did not see this office's CC.	36	1.52%
N/A	7	0.29%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,056	86.90%
2. Somewhat easy to see	232	9.81%
3. Difficult to see	23	0.97%
4. Not visible at all	8	0.34%
N/A	46	1.94%
Did not specify	1	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,059	87.02%
2. Somewhat helped	241	10.19%
3. Did not help	5	0.21%
N/A	59	2.49%
Did not specify	2	0.08%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,191	161	15	1	5	0	2,373	99.12%
Service Quality Dimensions								
Responsiveness	2,078	258	23	7	5	2	2,373	98.52%
Reliability	2,157	203	6	3	3	1	2,373	99.49%
Access and Facilities	2,139	214	13	3	3	1	2,373	99.20%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	2,097	244	18	7	5	2	2,373	98.73%
Costs	1,919	218	16	7	7	206	2,373	98.62%
Integrity	2,118	224	17	8	6	0	2,373	98.69%
Assurance	2,153	204	7	5	4	0	2,373	99.33%
Outcome	2,122	232	11	3	4	1	2,373	99.24%
Overall	16,783	1,797	111	43	37	213	18,984	98.98%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	187
2	Opening of other Deposit Account	48
3	Release of Captured Card	24
4	Request for ATM PIN Change	24
5	Request for Card Replacement	12
6	Cash Deposit - (Peso/Foreign Currencies)	138
7	Cash Withdrawal	239
8	Check Deposit - Peso	103
9	Check Deposit - Foreign Currency	1
10	Check Encashment	489
11	Online Collection Payments	10
12	Request for Checkbook	9
13	Request for Fund Transfer	85
14	Request for Passbook Replacement	2
15	Updating of Bank Records - Change in Account Details/Type	75
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	55
17	Handling of Customer's Complaint	72
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	214
20	Claim of Remittance Proceeds	1
21	Electronic Fund Transfer/Outgoing Remittance	3
22	Purchase of Over-the-Counter Check	1
23	Release of Inward Returned Check	105
24	Servicing of Modified Disbursement System Transactions	151
25	Trust/Treasury Placements	4
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	28
27	Bank Statement/Snapshot	108
28	Change of Name and Civil Status	2
29	Lifting of Hold-out on Deposit	4
30	Inquiry, Counseling and Processing of Loan	175
31	Issuance of Certificate of Outstanding Balances and Interest Paid	2
Total		2373

33. Valencia Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	258	64.50%
2. I know what a CC is but I did not see this office's CC.	33	8.25%
3. I learned of the CC only when I saw this office's CC.	38	9.50%
4. I do not know what a CC is and I did not see this office's CC.	55	13.75%
N/A	-	-
Did not specify	16	4.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	268	69.79%
2. Somewhat easy to see	48	12.50%
3. Difficult to see	6	1.56%
4. Not visible at all	1	0.26%
N/A	59	15.36%
Did not specify	2	0.52%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	288	75.00%
2. Somewhat helped	31	8.07%
3. Did not help	1	0.26%
N/A	62	16.15%
Did not specify	2	0.52%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	293	102	4	0	1	0	400	98.75%
Service Quality Dimensions								
Responsiveness	260	123	14	1	1	1	400	95.99%
Reliability	282	109	7	0	0	2	400	98.24%
Access and Facilities	280	110	6	1	0	3	400	98.24%
Communication	286	107	4	0	0	3	400	98.99%
Costs	254	102	10	3	1	30	400	96.22%
Integrity	287	102	10	0	0	1	400	97.49%
Assurance	304	91	4	0	1	0	400	98.75%
Outcome	290	103	3	0	0	4	400	99.24%
Overall	2,243	847	58	5	3	44	3,200	97.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	71
2	Opening of other Deposit Account	67
3	Release of Captured Card	2
4	Request for ATM PIN Change	7

External Services		Responses
5	Request for Card Replacement	1
6	Cash Deposit - (Peso/Foreign Currencies)	56
7	Cash Withdrawal	55
8	Check Deposit - Peso	31
9	Check Deposit - Foreign Currency	3
10	Check Encashment	74
11	Online Collection Payments	8
12	Request for Passbook Replacement	1
13	Updating of Bank Records - Change in Account Details/Type	4
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
15	Salary Loan	2
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
17	Bank Statement/Snapshot	4
18	Inquiry, Counseling and Processing of Loan	2
Total		400

34. Velez Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	518	77.20%
2. I know what a CC is but I did not see this office's CC.	21	3.13%
3. I learned of the CC only when I saw this office's CC.	112	16.69%
4. I do not know what a CC is and I did not see this office's CC.	20	2.98%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	564	84.05%
2. Somewhat easy to see	72	10.73%
3. Difficult to see	9	1.34%
4. Not visible at all	2	0.30%
N/A	24	3.58%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	603	89.87%
2. Somewhat helped	35	5.22%
3. Did not help	9	1.34%
N/A	24	3.58%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	565	90	3	4	9	0	671	97.62%
Service Quality Dimensions								
Responsiveness	542	107	8	4	10	0	671	96.72%
Reliability	558	96	10	3	2	2	671	97.76%
Access and Facilities	561	91	11	0	3	5	671	97.90%
Communication	533	120	8	2	6	2	671	97.61%
Costs	342	107	10	0	2	210	671	97.40%
Integrity	550	101	12	4	4	0	671	97.02%
Assurance	567	91	9	1	3	0	671	98.06%
Outcome	540	110	10	1	2	8	671	98.04%
Overall	4,193	823	78	15	32	227	5,368	97.57%

External Services		Responses
1	Opening of other Deposit Account	15
2	Release of Captured Card	5
3	Request for ATM PIN Change	1
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	125
6	Cash Withdrawal	126
7	Check Deposit - Peso	226
8	Check Deposit - Foreign Currency	2
9	Check Encashment	89
10	Online Collection Payments	26
11	Request for Checkbook	2
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	6
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
16	Handling of Customer's Complaint	4
17	Salary Loan	6
18	Purchase of Over-the-Counter Check	2
19	Sale/Purchase of Foreign Currencies	1
20	Servicing of Modified Disbursement System Transactions	16
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
22	Bank Statement/Snapshot	4
Total		671

CSM Results – Region XI

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	49,453	8,110	792	39	50	0	58,444	98.49%
Service Quality Dimensions								
Responsiveness	47,097	10,147	924	105	85	86	58,444	98.09%
Reliability	48,706	9,122	532	33	32	19	58,444	98.98%
Access and Facilities	47,331	10,015	666	28	46	358	58,444	98.73%
Communication	46,751	10,584	870	53	43	143	58,444	98.34%
Costs	43,534	9,243	831	66	58	4,712	58,444	98.22%
Integrity	47,867	9,381	1,089	40	44	23	58,444	97.99%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	49,310	8,498	548	30	33	25	58,444	98.95%
Outcome	48,950	8,415	579	32	52	416	58,444	98.86%
Overall	379,546	75,405	6,039	387	393	5,782	467,552	98.52%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	47,307	80.94%
2. I know what a CC is but I did not see this office's CC.	1,446	2.47%
3. I learned of the CC only when I saw this office's CC.	4,069	6.96%
4. I do not know what a CC is and I did not see this office's CC.	5,470	9.36%
N/A	3	0.01%
Did not specify	149	0.25%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	45,422	77.92%
2. Somewhat easy to see	6,120	10.50%
3. Difficult to see	463	0.79%
4. Not visible at all	108	0.19%
N/A	6,026	10.34%
Did not specify	153	0.26%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	46,980	80.59%
2. Somewhat helped	4,955	8.50%
3. Did not help	162	0.28%
N/A	6,171	10.59%
Did not specify	24	0.04%

	External Services	Responses	Overall Score
1	Opening of a Deposit Accounts	11,154	98.08%
2	ATM Card Requests	4,554	98.50%
3	Branch Over-the-Counter Transactions	29,885	98.73%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2,411	98.51%
5	Branch Banking Loan Servicing	1,902	98.90%
6	Other Branch Products/Services	5,138	98.45%
7	Request for Bank Documents	626	98.34%
8	Regular Loan Processing	1,391	98.53%
9	Credit Card Services	595	96.19%
10	Agrarian Services	89	99.53%
11	Complaints Management	699	98.33%
	Total	58,444	98.52%

1. Bajada Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,550	95.85%
2. I know what a CC is but I did not see this office's CC.	36	0.76%
3. I learned of the CC only when I saw this office's CC.	49	1.03%
4. I do not know what a CC is and I did not see this office's CC.	54	1.14%
N/A	1	0.02%
Did not specify	57	1.20%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,408	94.01%
2. Somewhat easy to see	70	1.49%
3. Difficult to see	10	0.21%
4. Not visible at all	8	0.17%
N/A	59	1.26%
Did not specify	134	2.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,568	97.42%
2. Somewhat helped	36	0.77%
3. Did not help	9	0.19%
N/A	70	1.49%
Did not specify	6	0.13%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,097	630	8	3	9	0	4,747	99.58%
Service Quality Dimensions								
Responsiveness	3,999	699	23	8	14	4	4,747	99.05%
Reliability	3,907	824	7	3	5	1	4,747	99.68%
Access and Facilities	3,646	1,069	16	1	6	9	4,747	99.51%
Communication	3,350	1,356	22	3	6	10	4,747	99.35%
Costs	3,430	1,232	19	1	4	61	4,747	99.49%
Integrity	3,607	1,120	9	0	10	1	4,747	99.60%
Assurance	3,882	848	5	3	6	3	4,747	99.70%
Outcome	4,141	581	8	2	5	10	4,747	99.68%
Overall	29,962	7,729	109	21	56	99	37,976	99.51%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	639
2	Opening of other Deposit Account	124
3	Release of Captured Card	57
4	Request for ATM PIN Change	125
5	Request for Card Replacement	131
6	Cash Deposit - (Peso/Foreign Currencies)	617
7	Cash Withdrawal	344
8	Check Deposit - Peso	161
9	Check Encashment	168
10	Online Collection Payments	132
11	Request for Checkbook	59
12	Request for Fund Transfer	279
13	Request for Passbook Replacement	38

External Services		Responses
14	Request for Stop Payment Order	2
15	Updating of Bank Records - Change in Account Details/Type	372
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	364
17	Handling of Customer's Complaint	173
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	6
19	Salary Loan	249
20	Domestic Bills Purchase Initiation/Availment	34
21	Electronic Fund Transfer/Outgoing Remittance	96
22	Release of Inward Returned Check	36
23	Servicing of Modified Disbursement System Transactions	44
24	Trust/Treasury Placements	2
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
26	Bank Statement/Snapshot	307
27	Change of Name and Civil Status	1
28	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	15
29	Settlement of Past Due Account	8
30	Inquiry, Counseling and Processing of Loan	148
31	Issuance of Certificate of Outstanding Balances and Interest Paid	2
32	Issuance of Certificate of Full Payment	1
33	Issuance of Letter of Guarantee	11
Total		4,747

2. Bansalan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,817	97.44%
2. I know what a CC is but I did not see this office's CC.	2	0.07%
3. I learned of the CC only when I saw this office's CC.	69	2.39%
4. I do not know what a CC is and I did not see this office's CC.	3	0.10%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,858	98.86%
2. Somewhat easy to see	28	0.97%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	0.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,852	98.65%
2. Somewhat helped	27	0.93%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	7	0.24%
N/A	5	0.17%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,778	112	1	0	0	0	2,891	99.97%
Service Quality Dimensions								
Responsiveness	2,685	199	7	0	0	0	2,891	99.76%
Reliability	2,729	157	5	0	0	0	2,891	99.83%
Access and Facilities	2,686	187	7	0	1	10	2,891	99.72%
Communication	2,693	186	11	0	0	1	2,891	99.62%
Costs	2,518	182	7	1	0	183	2,891	99.70%
Integrity	2,729	154	7	0	0	1	2,891	99.76%
Assurance	2,757	133	1	0	0	0	2,891	99.97%
Outcome	2,730	155	5	0	0	1	2,891	99.83%
Overall	21,527	1,353	50	1	1	196	23,128	99.77%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	420
2	Opening of other Deposit Account	95
3	Release of Captured Card	26
4	Request for ATM PIN Change	53
5	Request for Card Replacement	71
6	Cash Deposit - (Peso/Foreign Currencies)	536
7	Cash Withdrawal	363
8	Check Deposit - Peso	206
9	Check Deposit - Foreign Currency	1
10	Check Encashment	421
11	Online Collection Payments	4
12	Request for Checkbook	18
13	Request for Passbook Replacement	3
14	Request for Stop Payment Order	4
15	Updating of Bank Records - Change in Account Details/Type	205
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	113
17	Handling of Customer's Complaint	42
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	3
19	Salary Loan	203
20	Claim of Remittance Proceeds	4
21	Electronic Fund Transfer/Outgoing Remittance	4
22	Purchase of Over-the-Counter Check	10
23	Sale/Purchase of Foreign Currencies	3

External Services		Responses
24	Trust/Treasury Placements	13
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
26	Bank Statement/Snapshot	57
27	Change of Name and Civil Status	2
28	Lifting of Hold-out on Deposit	1
29	Reissuance of Credit Card	1
30	Inquiry, Counseling and Processing of Loan	4
31	Issuance of Certificate of Outstanding Balances and Interest Paid	1
32	Issuance of Certificate of Full Payment	1
Total		2,891

3. Calinan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	521	86.69%
2. I know what a CC is but I did not see this office's CC.	9	1.50%
3. I learned of the CC only when I saw this office's CC.	45	7.49%
4. I do not know what a CC is and I did not see this office's CC.	26	4.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	528	87.85%
2. Somewhat easy to see	35	5.82%
3. Difficult to see	3	0.50%
4. Not visible at all	2	0.33%
N/A	33	5.49%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	547	91.01%
2. Somewhat helped	22	3.66%
3. Did not help	-	-
N/A	32	5.32%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	567	32	0	0	2	0	601	99.67%
Service Quality Dimensions								
Responsiveness	547	44	5	4	1	0	601	98.34%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	561	40	0	0	0	0	601	100.00%
Access and Facilities	559	40	1	0	0	1	601	99.83%
Communication	551	46	4	0	0	0	601	99.33%
Costs	506	40	5	0	1	49	601	98.91%
Integrity	565	33	3	0	0	0	601	99.50%
Assurance	571	28	2	0	0	0	601	99.67%
Outcome	556	43	1	0	0	1	601	99.83%
Overall	4,416	314	21	4	2	51	4,808	99.43%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	113
3	Release of Captured Card	2
4	Request for ATM PIN Change	15
5	Request for Card Replacement	14
6	Cash Deposit - (Peso/Foreign Currencies)	64
7	Cash Withdrawal	85
8	Check Deposit - Peso	106
9	Check Encashment	118
10	Online Collection Payments	12
11	Request for Checkbook	1
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	11
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
16	Handling of Customer's Complaint	1
17	Salary Loan	7
18	Electronic Fund Transfer/Outgoing Remittance	2
19	Servicing of Modified Disbursement System Transactions	2
20	Trust/Treasury Placements	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	15
23	Change of Name and Civil Status	1
24	Inquiry, Counseling and Processing of Loan	4
	Total	601

4. Davao - JP Laurel Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	4,021	85.48%
2. I know what a CC is but I did not see this office's CC.	90	1.91%
3. I learned of the CC only when I saw this office's CC.	524	11.14%
4. I do not know what a CC is and I did not see this office's CC.	69	1.47%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,110	87.37%
2. Somewhat easy to see	509	10.82%
3. Difficult to see	9	0.19%
4. Not visible at all	-	-
N/A	76	1.62%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,117	87.52%
2. Somewhat helped	506	10.76%
3. Did not help	4	0.09%
N/A	77	1.64%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,332	363	9	0	0	0	4,704	99.81%
Service Quality Dimensions								
Responsiveness	4,199	468	36	0	1	0	4,704	99.21%
Reliability	4,217	463	24	0	0	0	4,704	99.49%
Access and Facilities	4,201	461	40	1	0	1	4,704	99.13%
Communication	4,191	467	44	0	0	2	4,704	99.06%
Costs	4,144	376	96	1	1	86	4,704	97.88%
Integrity	4,212	450	41	1	0	0	4,704	99.11%
Assurance	4,222	444	36	0	0	2	4,704	99.23%
Outcome	4,203	459	38	0	0	4	4,704	99.19%
Overall	33,589	3,588	355	3	2	95	37,632	99.04%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	511
2	Opening of other Deposit Account	274
3	Release of Captured Card	2
4	Request for ATM PIN Change	204
5	Request for Card Replacement	69
6	Cash Deposit - (Peso/Foreign Currencies)	1,026
7	Cash Withdrawal	572

External Services		Responses
8	Check Deposit - Peso	683
9	Check Deposit - Foreign Currency	40
10	Check Encashment	460
11	Online Collection Payments	525
12	Request for Checkbook	81
13	Request for Fund Transfer	17
14	Request for Stop Payment Order	6
15	Updating of Bank Records - Change in Account Details/Type	48
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	87
17	Handling of Customer's Complaint	1
18	Salary Loan	9
19	Domestic Bills Purchase Initiation/Availment	2
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Trust/Treasury Placements	2
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	10
23	Bank Statement/Snapshot	72
24	Application for LBP Credit Card Easy Pay Program	1
Total		4,704

5. Davao - Palma Gil Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,780	88.73%
2. I know what a CC is but I did not see this office's CC.	27	1.35%
3. I learned of the CC only when I saw this office's CC.	100	4.99%
4. I do not know what a CC is and I did not see this office's CC.	99	4.94%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,823	90.88%
2. Somewhat easy to see	66	3.29%
3. Difficult to see	8	0.40%
4. Not visible at all	1	0.05%
N/A	108	5.38%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,820	90.73%
2. Somewhat helped	73	3.64%
3. Did not help	-	-
N/A	113	5.63%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,924	70	10	1	1	0	2,006	99.40%
Service Quality Dimensions								
Responsiveness	1,873	107	17	1	5	3	2,006	98.85%
Reliability	1,906	93	4	0	1	2	2,006	99.75%
Access and Facilities	1,904	91	6	0	1	4	2,006	99.65%
Communication	1,882	105	10	2	1	6	2,006	99.35%
Costs	1,864	96	12	3	2	29	2,006	99.14%
Integrity	1,911	86	5	3	1	0	2,006	99.55%
Assurance	1,944	56	5	1	0	0	2,006	99.70%
Outcome	1,891	87	8	1	0	19	2,006	99.55%
Overall	15,175	721	67	11	11	63	16,048	99.44%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	48
2	Opening of other Deposit Account	246
3	Release of Captured Card	10
4	Request for ATM PIN Change	207
5	Request for Card Replacement	24
6	Cash Deposit - (Peso/Foreign Currencies)	366
7	Cash Withdrawal	321
8	Check Deposit - Peso	347
9	Check Encashment	328
10	Online Collection Payments	48
11	Request for Checkbook	1
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	30
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
15	Handling of Customer's Complaint	3
16	Salary Loan	1
17	Electronic Fund Transfer/Outgoing Remittance	2
18	Trust/Treasury Placements	2
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
20	Bank Statement/Snapshot	1
21	Change of Name and Civil Status	1
22	Inquiry, Counseling and Processing of Loan	1
Total		2,006

6. Davao - R. Magsaysay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,431	99.19%
2. I know what a CC is but I did not see this office's CC.	6	0.17%
3. I learned of the CC only when I saw this office's CC.	8	0.23%
4. I do not know what a CC is and I did not see this office's CC.	14	0.40%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,431	99.19%
2. Somewhat easy to see	12	0.35%
3. Difficult to see	1	0.03%
4. Not visible at all	-	-
N/A	15	0.43%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,425	99.02%
2. Somewhat helped	19	0.55%
3. Did not help	-	-
N/A	15	0.43%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,436	22	1	0	0	0	3,459	99.97%
Service Quality Dimensions								
Responsiveness	3,419	35	5	0	0	0	3,459	99.86%
Reliability	3,424	35	0	0	0	0	3,459	100.00%
Access and Facilities	3,426	33	0	0	0	0	3,459	100.00%
Communication	3,401	50	7	0	0	1	3,459	99.80%
Costs	3,369	50	9	0	1	30	3,459	99.71%
Integrity	3,432	24	3	0	0	0	3,459	99.91%
Assurance	3,434	25	0	0	0	0	3,459	100.00%
Outcome	3,423	34	0	0	0	2	3,459	100.00%
Overall	27,328	286	24	0	1	33	27,672	99.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	710
2	Opening of other Deposit Account	406
3	Release of Captured Card	24

External Services		Responses
4	Request for ATM PIN Change	36
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	1,245
7	Cash Withdrawal	207
8	Check Deposit - Peso	237
9	Check Deposit - Foreign Currency	1
10	Check Encashment	73
11	Online Collection Payments	258
12	Request for Checkbook	2
13	Request for Fund Transfer	19
14	Updating of Bank Records - Change in Account Details/Type	129
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
16	Handling of Customer's Complaint	4
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	10
19	Domestic Bills Purchase Initiation/Availment	1
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Release of Inward Returned Check	28
22	Sale/Purchase of Foreign Currencies	3
23	Servicing of Modified Disbursement System Transactions	1
24	Trust/Treasury Placements	6
25	Bank Statement/Snapshot	2
26	Application for LBP Credit Card Easy Pay Program	4
27	Settlement of Past Due Account	1
28	Waiver of Credit Card Annual Fee	1
29	Inquiry, Counseling and Processing of Loan	28
Total		3,459

7. Davao - San Pedro Pelayo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,163	99.21%
2. I know what a CC is but I did not see this office's CC.	14	0.33%
3. I learned of the CC only when I saw this office's CC.	9	0.21%
4. I do not know what a CC is and I did not see this office's CC.	10	0.24%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,133	98.50%
2. Somewhat easy to see	52	1.24%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	1	0.02%
4. Not visible at all	-	-
N/A	10	0.24%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,132	98.47%
2. Somewhat helped	53	1.26%
3. Did not help	-	-
N/A	11	0.26%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,112	65	12	7	0	0	4,196	99.55%
Service Quality Dimensions								
Responsiveness	4,048	137	9	2	0	0	4,196	99.74%
Reliability	4,108	85	3	0	0	0	4,196	99.93%
Access and Facilities	4,097	90	5	1	1	2	4,196	99.83%
Communication	4,108	80	5	0	1	2	4,196	99.86%
Costs	4,090	85	6	1	0	14	4,196	99.83%
Integrity	4,113	79	3	0	1	0	4,196	99.90%
Assurance	4,118	74	3	0	1	0	4,196	99.90%
Outcome	4,124	64	4	0	1	3	4,196	99.88%
Overall	32,806	694	38	4	5	21	33,568	99.86%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	267
2	Opening of other Deposit Account	172
3	Release of Captured Card	22
4	Request for ATM PIN Change	136
5	Request for Card Replacement	86
6	Cash Deposit - (Peso/Foreign Currencies)	367
7	Cash Withdrawal	325
8	Check Deposit - Peso	289
9	Check Deposit - Foreign Currency	47
10	Check Encashment	373
11	Online Collection Payments	306
12	Request for Checkbook	120
13	Request for Fund Transfer	284
14	Request for Passbook Replacement	40
15	Request for Stop Payment Order	3
16	Updating of Bank Records - Change in Account Details/Type	237

External Services		Responses
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	282
18	Handling of Customer's Complaint	40
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	17
20	Salary Loan	2
21	Bond Redemption and Interest Payment	1
22	Claim of Remittance Proceeds	4
23	Domestic Bills Purchase Initiation/Availment	3
24	Electronic Fund Transfer/Outgoing Remittance	43
25	Purchase of Over-the-Counter Check	178
26	Release of Inward Returned Check	73
27	Sale/Purchase of Foreign Currencies	83
28	Trust/Treasury Placements	6
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	78
30	Bank Statement/Snapshot	286
31	Application for LBP Credit Card Easy Pay Program	5
32	Change of Name and Civil Status	14
33	Settlement of Past Due Account	2
34	Inquiry, Counseling and Processing of Loan	5
Total		4,196

8. Davao (Recto) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,306	90.58%
2. I know what a CC is but I did not see this office's CC.	57	1.20%
3. I learned of the CC only when I saw this office's CC.	344	7.24%
4. I do not know what a CC is and I did not see this office's CC.	46	0.97%
N/A	-	-
Did not specify	1	0.02%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,940	61.86%
2. Somewhat easy to see	1,725	36.29%
3. Difficult to see	30	0.63%
4. Not visible at all	3	0.06%
N/A	51	1.07%
Did not specify	4	0.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,526	74.18%
2. Somewhat helped	1,163	24.47%
3. Did not help	10	0.21%

Citizen's Charter Answers	Responses	Percentage
N/A	50	1.05%
Did not specify	4	0.08%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,848	1,886	9	3	8	0	4,754	99.58%
Service Quality Dimensions								
Responsiveness	2,734	1,982	23	5	8	2	4,754	99.24%
Reliability	3,109	1,627	8	2	7	1	4,754	99.64%
Access and Facilities	2,765	1,966	13	3	5	2	4,754	99.56%
Communication	2,861	1,863	22	1	4	3	4,754	99.43%
Costs	2,948	1,741	18	2	4	41	4,754	99.49%
Integrity	2,780	1,947	17	1	7	2	4,754	99.47%
Assurance	2,991	1,743	10	2	7	1	4,754	99.60%
Outcome	3,139	1,595	10	3	4	3	4,754	99.64%
Overall	23,327	14,464	121	19	46	55	38,032	99.51%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	99
2	Opening of other Deposit Account	249
3	Release of Captured Card	115
4	Request for ATM PIN Change	151
5	Request for Card Replacement	143
6	Cash Deposit - (Peso/Foreign Currencies)	209
7	Cash Withdrawal	273
8	Check Deposit - Peso	266
9	Check Deposit - Foreign Currency	27
10	Check Encashment	251
11	Online Collection Payments	212
12	Request for Checkbook	147
13	Request for Fund Transfer	179
14	Request for Passbook Replacement	62
15	Request for Stop Payment Order	35
16	Updating of Bank Records - Change in Account Details/Type	195
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	145
18	Handling of Customer's Complaint	186
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	5
20	Salary Loan	66
21	Claim of Remittance Proceeds	23
22	Domestic Bills Purchase Initiation/Availment	22
23	Electronic Fund Transfer/Outgoing Remittance	199
24	Purchase of Over-the-Counter Check	110

External Services		Responses
25	Release of Inward Returned Check	207
26	Sale/Purchase of Foreign Currencies	87
27	Servicing of Modified Disbursement System Transactions	160
28	Trust/Treasury Placements	112
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	191
30	Bank Statement/Snapshot	161
31	Change of Name and Civil Status	68
32	Lifting of Hold-out on Deposit	82
33	Settlement of Past Due Account	1
34	Inquiry, Counseling and Processing of Loan	109
35	Issuance of Certificate of Outstanding Balances and Interest Paid	128
36	Issuance of Certificate of Full Payment	79
Total		4,754

9. Davao del Norte LC (DAVLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	126	83.44%
2. I know what a CC is but I did not see this office's CC.	2	1.32%
3. I learned of the CC only when I saw this office's CC.	20	13.25%
4. I do not know what a CC is and I did not see this office's CC.	3	1.99%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	120	79.47%
2. Somewhat easy to see	26	17.22%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	3.31%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	123	81.46%
2. Somewhat helped	23	15.23%
3. Did not help	-	-
N/A	5	3.31%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	123	27	1	0	0	0	151	99.34%
Service Quality Dimensions								
Responsiveness	112	37	2	0	0	0	151	98.68%
Reliability	104	47	0	0	0	0	151	100.00%
Access and Facilities	108	37	1	0	0	5	151	99.32%
Communication	98	45	4	0	0	4	151	97.28%
Costs	78	28	3	0	0	42	151	97.25%
Integrity	116	35	0	0	0	0	151	100.00%
Assurance	133	17	1	0	0	0	151	99.34%
Outcome	102	44	0	0	0	5	151	100.00%
Overall	851	290	11	0	0	56	1,208	99.05%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	148
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	2
Total		151

10. Davao del Sur LC (DASLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	125	79.62%
2. I know what a CC is but I did not see this office's CC.	7	4.46%
3. I learned of the CC only when I saw this office's CC.	21	13.38%
4. I do not know what a CC is and I did not see this office's CC.	4	2.55%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	122	77.71%
2. Somewhat easy to see	26	16.56%
3. Difficult to see	2	1.27%
4. Not visible at all	-	-
N/A	7	4.46%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	131	83.44%
2. Somewhat helped	17	10.83%
3. Did not help	-	-
N/A	9	5.73%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	125	31	1	0	0	0	157	99.36%
Service Quality Dimensions								
Responsiveness	114	43	0	0	0	0	157	100.00%
Reliability	118	39	0	0	0	0	157	100.00%
Access and Facilities	113	39	1	0	0	4	157	99.35%
Communication	108	47	1	0	0	1	157	99.36%
Costs	97	43	1	0	0	16	157	99.29%
Integrity	116	41	0	0	0	0	157	100.00%
Assurance	126	31	0	0	0	0	157	100.00%
Outcome	110	45	2	0	0	0	157	98.73%
Overall	902	328	5	0	0	21	1,256	99.60%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	105
2	Issuance of Certificate of Outstanding Balances and Interest Paid	24
3	Issuance of Certificate of Full Payment	26
4	Issuance of Letter of Guarantee	2
5	Total	157
Total		157

11. Davao LC (DAVCLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	154	81.05%
2. I know what a CC is but I did not see this office's CC.	3	1.58%
3. I learned of the CC only when I saw this office's CC.	29	15.26%
4. I do not know what a CC is and I did not see this office's CC.	4	2.11%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	154	81.05%
2. Somewhat easy to see	31	16.32%
3. Difficult to see	1	0.53%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	4	2.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	141	74.21%
2. Somewhat helped	44	23.16%
3. Did not help	-	-
N/A	5	2.63%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	165	24	1	0	0	0	190	99.47%
Service Quality Dimensions								
Responsiveness	148	31	8	0	0	3	190	95.72%
Reliability	155	32	2	0	0	1	190	98.94%
Access and Facilities	147	28	9	0	0	6	190	95.11%
Communication	145	24	10	0	0	11	190	94.41%
Costs	113	38	4	2	0	33	190	96.18%
Integrity	167	21	2	0	0	0	190	98.95%
Assurance	173	15	2	0	0	0	190	98.95%
Outcome	142	40	4	1	0	3	190	97.33%
Overall	1,190	229	41	3	0	57	1,520	96.99%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	141
2	Issuance of Certificate of Outstanding Balances and Interest Paid	34
3	Issuance of Certificate of Full Payment	14
4	Issuance of Letter of Guarantee	1
	Total	190

12. Digos Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	945	33.25%
2. I know what a CC is but I did not see this office's CC.	452	15.90%
3. I learned of the CC only when I saw this office's CC.	208	7.32%
4. I do not know what a CC is and I did not see this office's CC.	1,237	43.53%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	885	31.14%
2. Somewhat easy to see	295	10.38%
3. Difficult to see	34	1.20%
4. Not visible at all	15	0.53%
N/A	1,612	56.72%
Did not specify	1	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	922	32.44%
2. Somewhat helped	252	8.87%
3. Did not help	17	0.60%
N/A	1,651	58.09%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,103	680	58	1	0	0	2,842	97.92%
Service Quality Dimensions								
Responsiveness	1,946	759	127	7	1	2	2,842	95.25%
Reliability	2,113	641	81	4	0	3	2,842	97.01%
Access and Facilities	2,041	637	66	2	0	96	2,842	97.52%
Communication	1,999	680	106	6	1	50	2,842	95.95%
Costs	817	448	66	8	9	1,494	2,842	93.84%
Integrity	2,078	670	82	7	1	4	2,842	96.83%
Assurance	2,106	650	71	4	1	10	2,842	97.32%
Outcome	1,977	550	51	5	4	255	2,842	97.68%
Overall	15,077	5,035	650	43	17	1,914	22,736	96.59%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	545
2	Opening of other Deposit Account	216
3	Release of Captured Card	77
4	Request for ATM PIN Change	43
5	Request for Card Replacement	93
6	Cash Deposit - (Peso/Foreign Currencies)	116
7	Cash Withdrawal	634
8	Check Deposit - Peso	63
9	Check Encashment	165
10	Online Collection Payments	32

External Services		Responses
11	Request for Checkbook	18
12	Request for Fund Transfer	11
13	Updating of Bank Records - Change in Account Details/Type	169
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	307
15	Handling of Customer's Complaint	118
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
17	Salary Loan	57
18	Bond Redemption and Interest Payment	1
19	Claim of Remittance Proceeds	4
20	Domestic Bills Purchase Initiation/Availment	1
21	Electronic Fund Transfer/Outgoing Remittance	2
22	Servicing of Modified Disbursement System Transactions	11
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	16
25	Bank Statement/Snapshot	89
26	Change of Name and Civil Status	2
27	Refund of Overpayment	20
28	Settlement of Past Due Account	25
29	Inquiry, Counseling and Processing of Loan	4
Total		2,842

13. Field Support Services Center XI – Davao

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	47	52.81%
2. I know what a CC is but I did not see this office's CC.	1	1.12%
3. I learned of the CC only when I saw this office's CC.	33	37.08%
4. I do not know what a CC is and I did not see this office's CC.	1	1.12%
N/A	2	2.25%
Did not specify	5	5.62%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	77	93.90%
2. Somewhat easy to see	4	4.88%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	1.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	64	78.05%
2. Somewhat helped	17	20.73%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	1	1.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	77	11	1	0	0	0	89	98.88%
Service Quality Dimensions								
Responsiveness	75	13	0	0	0	1	89	100.00%
Reliability	78	11	0	0	0	0	89	100.00%
Access and Facilities	65	19	1	0	0	4	89	98.82%
Communication	71	17	1	0	0	0	89	98.88%
Costs	10	6	0	0	0	73	89	100.00%
Integrity	75	13	1	0	0	0	89	98.88%
Assurance	81	8	0	0	0	0	89	100.00%
Outcome	78	11	0	0	0	0	89	100.00%
Overall	533	98	3	0	0	78	712	99.53%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	8
2	Payment of Land Transfer Claim Proceeds	9
3	Valuation of Landholdings under RA 6657/RA 9700	1
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	30
5	Issuance of Certification on Status of AR Bond	1
6	Refund of Excess Payment	33
7	Transfer/Conversion/Exchange/ Replacement of AR Bonds	6
8	Bond Redemption and Interest Payment	1
Total		89

14. Lupon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,198	72.78%
2. I know what a CC is but I did not see this office's CC.	90	5.47%
3. I learned of the CC only when I saw this office's CC.	189	11.48%
4. I do not know what a CC is and I did not see this office's CC.	167	10.15%
N/A	-	-
Did not specify	2	0.12%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	1,223	74.39%
2. Somewhat easy to see	198	12.04%
3. Difficult to see	21	1.28%
4. Not visible at all	6	0.36%
N/A	196	11.92%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,270	77.25%
2. Somewhat helped	174	10.58%
3. Did not help	1	0.06%
N/A	199	12.10%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,247	383	15	1	0	0	1,646	99.03%
Service Quality Dimensions								
Responsiveness	1,064	516	45	12	4	5	1,646	96.28%
Reliability	1,204	420	20	1	0	1	1,646	98.72%
Access and Facilities	1,159	454	28	0	1	4	1,646	98.23%
Communication	1,123	473	43	4	0	3	1,646	97.14%
Costs	946	458	35	3	3	201	1,646	97.16%
Integrity	1,211	406	25	2	0	2	1,646	98.36%
Assurance	1,268	363	14	1	0	0	1,646	99.09%
Outcome	1,118	479	30	1	0	18	1,646	98.10%
Overall	9,093	3,569	240	24	8	234	13,168	97.90%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	11
2	Opening of other Deposit Account	562
3	Release of Captured Card	4
4	Request for ATM PIN Change	4
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	154
7	Cash Withdrawal	269
8	Check Deposit - Peso	137
9	Check Deposit - Foreign Currency	3
10	Check Encashment	415
11	Online Collection Payments	11
12	Request for Fund Transfer	5
13	Updating of Bank Records - Change in Account Details/Type	11
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	22

External Services		Responses
15	Salary Loan	16
16	Bond Redemption and Interest Payment	2
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
18	Bank Statement/Snapshot	6
	Total	1,646

15. Malita Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	415	78.45%
2. I know what a CC is but I did not see this office's CC.	15	2.84%
3. I learned of the CC only when I saw this office's CC.	42	7.94%
4. I do not know what a CC is and I did not see this office's CC.	30	5.67%
N/A	-	-
Did not specify	27	5.10%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	386	76.89%
2. Somewhat easy to see	65	12.95%
3. Difficult to see	12	2.39%
4. Not visible at all	2	0.40%
N/A	36	7.17%
Did not specify	1	0.20%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	403	80.28%
2. Somewhat helped	56	11.16%
3. Did not help	4	0.80%
N/A	39	7.77%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	389	116	12	8	4	0	529	95.46%
Service Quality Dimensions								
Responsiveness	325	161	26	8	5	4	529	92.57%
Reliability	398	111	11	4	4	1	529	96.40%
Access and Facilities	358	140	20	5	1	5	529	95.04%
Communication	368	131	14	6	5	5	529	95.23%
Costs	356	124	23	8	2	16	529	93.57%
Integrity	407	107	9	3	3	0	529	97.16%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	410	99	11	5	2	2	529	96.58%
Outcome	408	102	11	4	3	1	529	96.59%
Overall	3,030	975	125	43	25	34	4,232	95.40%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	123
2	Opening of other Deposit Account	14
3	Release of Captured Card	3
4	Request for ATM PIN Change	35
5	Request for Card Replacement	41
6	Cash Deposit - (Peso/Foreign Currencies)	63
7	Cash Withdrawal	29
8	Check Deposit - Peso	19
9	Check Encashment	38
10	Online Collection Payments	22
11	Request for Checkbook	2
12	Request for Fund Transfer	7
13	Updating of Bank Records - Change in Account Details/Type	23
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	34
15	Salary Loan	42
16	Bank Statement/Snapshot	27
17	Inquiry, Counseling and Processing of Loan	7
Total		529

16. Mati Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	353	81.71%
2. I know what a CC is but I did not see this office's CC.	30	6.94%
3. I learned of the CC only when I saw this office's CC.	37	8.56%
4. I do not know what a CC is and I did not see this office's CC.	12	2.78%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	349	80.79%
2. Somewhat easy to see	55	12.73%
3. Difficult to see	3	0.69%
4. Not visible at all	2	0.46%
N/A	23	5.32%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	372	86.11%
2. Somewhat helped	39	9.03%
3. Did not help	2	0.46%
N/A	19	4.40%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	367	61	1	1	2	0	432	99.07%
Service Quality Dimensions								
Responsiveness	325	94	7	3	3	0	432	96.99%
Reliability	350	77	1	1	2	1	432	99.07%
Access and Facilities	261	153	10	1	4	3	432	96.50%
Communication	322	99	4	2	5	0	432	97.45%
Costs	188	162	9	1	1	71	432	96.95%
Integrity	341	84	5	0	2	0	432	98.38%
Assurance	347	79	1	1	2	2	432	99.07%
Outcome	239	181	7	1	2	2	432	97.67%
Overall	2,373	929	44	10	21	79	3,456	97.78%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	16
2	Opening of other Deposit Account	152
3	Release of Captured Card	3
4	Request for ATM PIN Change	4
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	11
7	Cash Withdrawal	70
8	Check Deposit - Peso	9
9	Check Encashment	34
10	Online Collection Payments	1
11	Request for Checkbook	12
12	Request for Fund Transfer	14
13	Updating of Bank Records - Change in Account Details/Type	25
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	13
15	Handling of Customer's Complaint	2
16	Salary Loan	47
17	Electronic Fund Transfer/Outgoing Remittance	3
18	Bank Statement/Snapshot	7
19	Application for LBP Credit Card Easy Pay Program	1
	Total	432

17. Matina Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	104	63.41%
2. I know what a CC is but I did not see this office's CC.	12	7.32%
3. I learned of the CC only when I saw this office's CC.	29	17.68%
4. I do not know what a CC is and I did not see this office's CC.	19	11.59%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	112	68.29%
2. Somewhat easy to see	22	13.41%
3. Difficult to see	3	1.83%
4. Not visible at all	2	1.22%
N/A	25	15.24%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	122	74.39%
2. Somewhat helped	13	7.93%
3. Did not help	2	1.22%
N/A	27	16.46%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	128	31	1	1	3	0	164	96.95%
Service Quality Dimensions								
Responsiveness	115	36	6	2	5	0	164	92.07%
Reliability	128	30	5	0	1	0	164	96.34%
Access and Facilities	122	33	4	1	2	2	164	95.68%
Communication	125	34	3	0	2	0	164	96.95%
Costs	111	28	3	0	2	20	164	96.53%
Integrity	133	25	4	0	2	0	164	96.34%
Assurance	134	25	3	0	2	0	164	96.95%
Outcome	126	31	3	0	2	2	164	96.91%
Overall	994	242	31	3	18	24	1,312	95.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	9
2	Opening of other Deposit Account	85

External Services		Responses
3	Release of Captured Card	2
4	Request for ATM PIN Change	3
5	Request for Card Replacement	1
6	Cash Deposit - (Peso/Foreign Currencies)	6
7	Cash Withdrawal	18
8	Check Deposit - Peso	14
9	Check Encashment	2
10	Online Collection Payments	1
11	Request for Fund Transfer	2
12	Updating of Bank Records - Change in Account Details/Type	5
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
14	Salary Loan	8
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
16	Bank Statement/Snapshot	1
17	Refund of Overpayment	1
Total		164

18. Monkayo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,584	89.56%
2. I know what a CC is but I did not see this office's CC.	59	1.47%
3. I learned of the CC only when I saw this office's CC.	283	7.07%
4. I do not know what a CC is and I did not see this office's CC.	76	1.90%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,653	91.28%
2. Somewhat easy to see	234	5.85%
3. Difficult to see	17	0.42%
4. Not visible at all	9	0.22%
N/A	89	2.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,686	92.10%
2. Somewhat helped	204	5.10%
3. Did not help	10	0.25%
N/A	102	2.55%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,676	315	9	0	2	0	4,002	99.73%
Service Quality Dimensions								
Responsiveness	3,410	576	13	1	2	0	4,002	99.60%
Reliability	3,440	545	13	1	3	0	4,002	99.58%
Access and Facilities	3,409	577	11	0	2	3	4,002	99.67%
Communication	3,438	530	18	2	1	13	4,002	99.47%
Costs	3,203	468	21	1	7	302	4,002	99.22%
Integrity	3,445	527	25	3	1	1	4,002	99.28%
Assurance	3,490	497	10	1	3	1	4,002	99.65%
Outcome	3,484	436	18	1	19	44	4,002	99.04%
Overall	27,319	4,156	129	10	38	364	32,016	99.44%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	885
3	Release of Captured Card	60
4	Request for ATM PIN Change	129
5	Request for Card Replacement	116
6	Cash Deposit - (Peso/Foreign Currencies)	364
7	Cash Withdrawal	298
8	Check Deposit - Peso	332
9	Check Deposit - Foreign Currency	2
10	Check Encashment	431
11	Online Collection Payments	323
12	Request for Checkbook	69
13	Request for Fund Transfer	201
14	Request for Passbook Replacement	4
15	Updating of Bank Records - Change in Account Details/Type	190
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	261
17	Handling of Customer's Complaint	76
18	Salary Loan	91
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Purchase of Over-the-Counter Check	3
21	Release of Inward Returned Check	15
22	Trust/Treasury Placements	5
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
24	Bank Statement/Snapshot	119
25	Application for LBP Credit Card Easy Pay Program	16
26	Issuance of Certificate of Outstanding Balances and Interest Paid	2
Total		4,002

19. Nabunturan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	428	70.63%
2. I know what a CC is but I did not see this office's CC.	52	8.58%
3. I learned of the CC only when I saw this office's CC.	65	10.73%
4. I do not know what a CC is and I did not see this office's CC.	58	9.57%
N/A	-	-
Did not specify	3	0.50%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	382	63.35%
2. Somewhat easy to see	121	20.07%
3. Difficult to see	15	2.49%
4. Not visible at all	4	0.66%
N/A	81	13.43%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	426	70.65%
2. Somewhat helped	91	15.09%
3. Did not help	4	0.66%
N/A	82	13.60%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	434	152	14	3	3	0	606	96.70%
Service Quality Dimensions								
Responsiveness	344	225	28	4	4	1	606	94.05%
Reliability	357	230	16	3	0	0	606	96.86%
Access and Facilities	327	236	35	3	3	2	606	93.21%
Communication	312	251	37	3	1	2	606	93.21%
Costs	317	203	40	4	1	41	606	92.04%
Integrity	332	220	47	4	3	0	606	91.09%
Assurance	356	208	38	2	2	0	606	93.07%
Outcome	384	199	19	3	1	0	606	96.20%
Overall	2,729	1,772	260	26	15	46	4,848	93.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	219
3	Release of Captured Card	3

External Services		Responses
4	Request for ATM PIN Change	3
5	Request for Card Replacement	1
6	Cash Deposit - (Peso/Foreign Currencies)	62
7	Cash Withdrawal	48
8	Check Deposit - Peso	54
9	Check Encashment	51
10	Online Collection Payments	3
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	3
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
14	Salary Loan	14
15	Servicing of Modified Disbursement System Transactions	2
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
17	Bank Statement/Snapshot	120
18	Refund of Overpayment	8
Total		606

20. Panabo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,126	84.28%
2. I know what a CC is but I did not see this office's CC.	49	3.67%
3. I learned of the CC only when I saw this office's CC.	103	7.71%
4. I do not know what a CC is and I did not see this office's CC.	58	4.34%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,115	83.46%
2. Somewhat easy to see	140	10.48%
3. Difficult to see	15	1.12%
4. Not visible at all	-	-
N/A	66	4.94%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,141	85.40%
2. Somewhat helped	124	9.28%
3. Did not help	5	0.37%
N/A	66	4.94%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,009	307	20	0	0	0	1,336	98.50%
Service Quality Dimensions								
Responsiveness	910	366	53	7	0	0	1,336	95.51%
Reliability	1,029	293	11	2	0	1	1,336	99.03%
Access and Facilities	1,000	307	24	1	0	4	1,336	98.12%
Communication	972	328	33	2	0	1	1,336	97.38%
Costs	841	273	33	2	1	186	1,336	96.87%
Integrity	1,025	271	34	4	1	1	1,336	97.08%
Assurance	1,092	232	12	0	0	0	1,336	99.10%
Outcome	991	319	19	0	0	7	1,336	98.57%
Overall	7,860	2,389	219	18	2	200	10,688	97.72%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	47
2	Opening of other Deposit Account	375
3	Release of Captured Card	15
4	Request for ATM PIN Change	17
5	Request for Card Replacement	15
6	Cash Deposit - (Peso/Foreign Currencies)	161
7	Cash Withdrawal	128
8	Check Deposit - Peso	121
9	Check Deposit - Foreign Currency	4
10	Check Encashment	239
11	Online Collection Payments	19
12	Request for Checkbook	10
13	Request for Fund Transfer	9
14	Request for Passbook Replacement	4
15	Request for Stop Payment Order	3
16	Updating of Bank Records - Change in Account Details/Type	32
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	16
18	Handling of Customer's Complaint	2
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	18
21	Claim of Remittance Proceeds	9
22	Electronic Fund Transfer/Outgoing Remittance	3
23	Release of Inward Returned Check	1
24	Servicing of Modified Disbursement System Transactions	1
25	Trust/Treasury Placements	18
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	12
27	Bank Statement/Snapshot	3
28	Application for LBP Credit Card Easy Pay Program	31
29	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	7

External Services		Responses
30	Reissuance of Credit Card	1
31	Waiver of Credit Card Annual Fee	1
32	Inquiry, Counseling and Processing of Loan	1
33	Issuance of Certificate of Full Payment	5
34	Issuance of Letter of Guarantee	7
Total		1,336

21. Samal Island Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,285	75.10%
2. I know what a CC is but I did not see this office's CC.	95	5.55%
3. I learned of the CC only when I saw this office's CC.	156	9.12%
4. I do not know what a CC is and I did not see this office's CC.	140	8.18%
N/A	-	-
Did not specify	35	2.05%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,264	75.42%
2. Somewhat easy to see	202	12.05%
3. Difficult to see	33	1.97%
4. Not visible at all	9	0.54%
N/A	164	9.79%
Did not specify	4	0.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,297	77.39%
2. Somewhat helped	183	10.92%
3. Did not help	14	0.84%
N/A	178	10.62%
Did not specify	4	0.24%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,330	357	21	2	1	0	1,711	98.60%
Service Quality Dimensions								
Responsiveness	1,159	468	48	9	3	24	1,711	96.44%
Reliability	1,316	371	18	2	1	3	1,711	98.77%
Access and Facilities	1,270	394	29	2	2	14	1,711	98.06%
Communication	1,216	433	44	4	3	11	1,711	97.00%
Costs	1,102	372	48	3	2	184	1,711	96.53%
Integrity	1,345	335	25	2	1	3	1,711	98.36%
Assurance	1,402	291	8	6	0	4	1,711	99.18%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	1,265	400	25	4	1	16	1,711	98.23%
Overall	10,075	3,064	245	32	13	259	13,688	97.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	443
2	Opening of other Deposit Account	151
3	Release of Captured Card	3
4	Request for ATM PIN Change	27
5	Request for Card Replacement	26
6	Cash Deposit - (Peso/Foreign Currencies)	312
7	Cash Withdrawal	170
8	Check Deposit - Peso	92
9	Check Deposit - Foreign Currency	2
10	Check Encashment	126
11	Online Collection Payments	162
12	Request for Checkbook	4
13	Updating of Bank Records - Change in Account Details/Type	67
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	35
15	Handling of Customer's Complaint	1
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	40
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Sale/Purchase of Foreign Currencies	1
21	Bank Statement/Snapshot	41
22	Change of Name and Civil Status	1
23	Inquiry, Counseling and Processing of Loan	3
Total		1,711

22. San Pedro (Davao) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,872	85.40%
2. I know what a CC is but I did not see this office's CC.	8	0.36%
3. I learned of the CC only when I saw this office's CC.	278	12.68%
4. I do not know what a CC is and I did not see this office's CC.	22	1.00%
N/A	-	-
Did not specify	12	0.55%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	2,094	96.06%
2. Somewhat easy to see	58	2.66%
3. Difficult to see	3	0.14%
4. Not visible at all	3	0.14%
N/A	22	1.01%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,094	96.06%
2. Somewhat helped	61	2.80%
3. Did not help	1	0.05%
N/A	23	1.06%
Did not specify	1	0.05%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,082	104	3	0	3	0	2,192	99.73%
Service Quality Dimensions								
Responsiveness	2,018	156	9	3	3	3	2,192	99.31%
Reliability	2,066	115	8	0	1	2	2,192	99.59%
Access and Facilities	2,057	118	6	1	5	5	2,192	99.45%
Communication	2,035	139	12	1	1	4	2,192	99.36%
Costs	1,336	90	14	4	2	746	2,192	98.62%
Integrity	2,072	107	9	0	2	2	2,192	99.50%
Assurance	2,120	65	4	1	2	0	2,192	99.68%
Outcome	2,062	117	7	2	1	3	2,192	99.54%
Overall	15,766	907	69	12	17	765	17,536	99.42%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	246
2	Opening of other Deposit Account	55
3	Release of Captured Card	1
4	Request for ATM PIN Change	443
5	Request for Card Replacement	256
6	Cash Deposit - (Peso/Foreign Currencies)	135
7	Cash Withdrawal	73
8	Check Deposit - Peso	38
9	Check Encashment	222
10	Online Collection Payments	28
11	Request for Checkbook	2
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	232
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	278

External Services		Responses
15	Handling of Customer's Complaint	1
16	Salary Loan	130
17	Domestic Bills Purchase Initiation/Availment	1
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	39
21	Bank Statement/Snapshot	6
22	Application for LBP Credit Card Easy Pay Program	1
23	Inquiry, Counseling and Processing of Loan	2
Total		2,192

23. Sto. Tomas (Davao del Norte) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,196	93.51%
2. I know what a CC is but I did not see this office's CC.	12	0.94%
3. I learned of the CC only when I saw this office's CC.	54	4.22%
4. I do not know what a CC is and I did not see this office's CC.	17	1.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,184	92.57%
2. Somewhat easy to see	69	5.39%
3. Difficult to see	4	0.31%
4. Not visible at all	-	-
N/A	22	1.72%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,200	93.82%
2. Somewhat helped	47	3.67%
3. Did not help	3	0.23%
N/A	29	2.27%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,030	232	17	0	0	0	1,279	98.67%
Service Quality Dimensions								
Responsiveness	841	359	61	14	4	0	1,279	93.82%
Reliability	773	466	40	0	0	0	1,279	96.87%
Access and Facilities	822	409	45	1	0	2	1,279	96.40%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	847	364	64	2	0	2	1,279	94.83%
Costs	784	388	54	0	0	53	1,279	95.60%
Integrity	859	366	51	2	0	1	1,279	95.85%
Assurance	870	366	43	0	0	0	1,279	96.64%
Outcome	871	366	38	1	0	3	1,279	96.94%
Overall	6,667	3,084	396	20	4	61	10,232	95.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	472
2	Opening of other Deposit Account	93
3	Release of Captured Card	7
4	Request for ATM PIN Change	28
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	91
7	Cash Withdrawal	93
8	Check Deposit - Peso	43
9	Check Encashment	29
10	Online Collection Payments	52
11	Request for Checkbook	76
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	121
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	41
16	Handling of Customer's Complaint	8
17	Salary Loan	75
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	5
20	Release of Inward Returned Check	4
21	Bank Statement/Snapshot	22
22	Inquiry, Counseling and Processing of Loan	2
Total		1,279

24. Tagum Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,394	56.07%
2. I know what a CC is but I did not see this office's CC.	165	2.11%
3. I learned of the CC only when I saw this office's CC.	320	4.08%
4. I do not know what a CC is and I did not see this office's CC.	2,957	37.73%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	1	0.01%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,081	52.08%
2. Somewhat easy to see	541	6.90%
3. Difficult to see	215	2.74%
4. Not visible at all	36	0.46%
N/A	2,963	37.81%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,276	54.57%
2. Somewhat helped	504	6.43%
3. Did not help	57	0.73%
N/A	2,998	38.26%
Did not specify	1	0.01%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	6,411	1,341	69	7	9	0	7,837	98.92%
Service Quality Dimensions								
Responsiveness	5,876	1,762	146	13	17	23	7,837	97.75%
Reliability	6,188	1,544	90	8	6	1	7,837	98.67%
Access and Facilities	5,958	1,606	102	4	8	159	7,837	98.52%
Communication	6,072	1,612	131	10	10	2	7,837	98.07%
Costs	5,418	1,548	147	3	13	708	7,837	97.71%
Integrity	6,246	1,457	118	6	7	3	7,837	98.33%
Assurance	6,354	1,381	95	3	4	0	7,837	98.70%
Outcome	6,271	1,439	107	2	7	11	7,837	98.52%
Overall	48,383	12,349	936	49	72	907	62,696	98.29%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	213
2	Opening of other Deposit Account	867
3	Release of Captured Card	206
4	Request for ATM PIN Change	320
5	Request for Card Replacement	307
6	Cash Deposit - (Peso/Foreign Currencies)	463
7	Cash Withdrawal	462
8	Check Deposit - Peso	463
9	Check Deposit - Foreign Currency	3
10	Check Encashment	637
11	Online Collection Payments	411

External Services		Responses
12	Request for Checkbook	199
13	Request for Fund Transfer	327
14	Request for Passbook Replacement	87
15	Request for Stop Payment Order	10
16	Updating of Bank Records - Change in Account Details/Type	356
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	338
18	Handling of Customer's Complaint	37
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	6
20	Salary Loan	258
21	Bond Redemption and Interest Payment	16
22	Claim of Remittance Proceeds	257
23	Electronic Fund Transfer/Outgoing Remittance	73
24	Purchase of Over-the-Counter Check	281
25	Release of Inward Returned Check	150
26	Sale/Purchase of Foreign Currencies	43
27	Servicing of Modified Disbursement System Transactions	152
28	Trust/Treasury Placements	15
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	192
30	Bank Statement/Snapshot	367
31	Application for LBP Credit Card Easy Pay Program	106
32	Change of Name and Civil Status	89
33	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
34	Reissuance of Credit Card	1
35	Settlement of Past Due Account	1
36	Inquiry, Counseling and Processing of Loan	121
37	Issuance of Certificate of Outstanding Balances and Interest Paid	2
Total		7,837

25. Tagum Capitol Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,154	93.29%
2. I know what a CC is but I did not see this office's CC.	15	1.21%
3. I learned of the CC only when I saw this office's CC.	53	4.28%
4. I do not know what a CC is and I did not see this office's CC.	15	1.21%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,159	93.69%
2. Somewhat easy to see	51	4.12%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	4	0.32%
4. Not visible at all	2	0.16%
N/A	19	1.54%
Did not specify	2	0.16%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,184	95.72%
2. Somewhat helped	28	2.26%
3. Did not help	2	0.16%
N/A	20	1.62%
Did not specify	3	0.24%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,204	31	2	0	0	0	1,237	99.84%
Service Quality Dimensions								
Responsiveness	1,178	55	3	0	1	0	1,237	99.68%
Reliability	1,202	35	0	0	0	0	1,237	100.00%
Access and Facilities	1,196	40	0	0	0	1	1,237	100.00%
Communication	1,185	50	2	0	0	0	1,237	99.84%
Costs	1,177	48	0	1	1	10	1,237	99.84%
Integrity	1,204	32	1	0	0	0	1,237	99.92%
Assurance	1,207	30	0	0	0	0	1,237	100.00%
Outcome	1,208	26	1	0	0	2	1,237	99.92%
Overall	9,557	316	7	1	2	13	9,896	99.90%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	313
2	Opening of other Deposit Account	179
3	Request for ATM PIN Change	8
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	21
6	Cash Withdrawal	32
7	Check Deposit - Peso	25
8	Check Deposit - Foreign Currency	2
9	Check Encashment	39
10	Online Collection Payments	194
11	Request for Checkbook	4
12	Request for Fund Transfer	2
13	Request for Stop Payment Order	2
14	Updating of Bank Records - Change in Account Details/Type	41
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1

External Services		Responses
17	Salary Loan	300
18	Bond Redemption and Interest Payment	4
19	Claim of Remittance Proceeds	12
20	Purchase of Over-the-Counter Check	4
21	Release of Inward Returned Check	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
23	Bank Statement/Snapshot	5
24	Change of Name and Civil Status	1
25	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	5
26	Lifting of Hold-out on Deposit	5
27	Redemption of Reward Points	2
28	Refund of Overpayment	2
29	Settlement of Past Due Account	1
30	Waiver of Credit Card Annual Fee	2
31	Inquiry, Counseling and Processing of Loan	8
32	Issuance of Certificate of Outstanding Balances and Interest Paid	5
33	Issuance of Certificate of Full Payment	1
34	Issuance of Letter of Guarantee	5
Total		1,237

26. Toril Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,212	68.54%
2. I know what a CC is but I did not see this office's CC.	138	2.94%
3. I learned of the CC only when I saw this office's CC.	1,001	21.36%
4. I do not know what a CC is and I did not see this office's CC.	329	7.02%
N/A	-	-
Did not specify	6	0.13%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,831	60.49%
2. Somewhat easy to see	1,485	31.73%
3. Difficult to see	19	0.41%
4. Not visible at all	4	0.09%
N/A	334	7.14%
Did not specify	7	0.15%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,141	67.12%
2. Somewhat helped	1,179	25.19%
3. Did not help	10	0.21%

Citizen's Charter Answers	Responses	Percentage
N/A	345	7.37%
Did not specify	5	0.11%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,459	727	496	1	3	0	4,686	89.33%
Service Quality Dimensions								
Responsiveness	3,633	819	217	2	4	11	4,686	95.23%
Reliability	3,726	791	165	2	1	1	4,686	96.41%
Access and Facilities	3,634	851	186	1	4	10	4,686	95.92%
Communication	3,278	1,174	218	5	2	9	4,686	95.19%
Costs	3,771	716	158	17	1	23	4,686	96.23%
Integrity	3,346	771	563	2	2	2	4,686	87.89%
Assurance	3,722	790	173	0	1	0	4,686	96.29%
Outcome	3,907	612	163	1	2	1	4,686	96.46%
Overall	29,017	6,524	1,843	30	17	57	37,488	94.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	443
2	Opening of other Deposit Account	28
3	Release of Captured Card	54
4	Request for ATM PIN Change	251
5	Request for Card Replacement	176
6	Cash Deposit - (Peso/Foreign Currencies)	377
7	Cash Withdrawal	367
8	Check Deposit - Peso	351
9	Check Deposit - Foreign Currency	12
10	Check Encashment	373
11	Online Collection Payments	376
12	Request for Checkbook	196
13	Request for Fund Transfer	39
14	Request for Passbook Replacement	92
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	286
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	21
18	Handling of Customer's Complaint	4
19	Salary Loan	216
20	Claim of Remittance Proceeds	1
21	Domestic Bills Purchase Initiation/Availment	91
22	Electronic Fund Transfer/Outgoing Remittance	10
23	Release of Inward Returned Check	124
24	Sale/Purchase of Foreign Currencies	90
25	Servicing of Modified Disbursement System Transactions	88

External Services		Responses
26	Trust/Treasury Placements	15
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	69
28	Bank Statement/Snapshot	283
29	Application for LBP Credit Card Easy Pay Program	8
30	Change of Name and Civil Status	42
31	Settlement of Past Due Account	5
32	Inquiry, Counseling and Processing of Loan	87
33	Issuance of Certificate of Outstanding Balances and Interest Paid	84
34	Issuance of Certificate of Full Payment	25
Total		4,686

CSM Results – Region XII

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	27,350	5,363	338	47	74	0	33,172	98.62%
Service Quality Dimensions								
Responsiveness	25,402	6,620	762	135	104	149	33,172	96.97%
Reliability	27,330	5,424	302	28	58	30	33,172	98.83%
Access and Facilities	26,567	5,735	401	52	95	322	33,172	98.33%
Communication	26,246	6,106	567	64	52	137	33,172	97.93%
Costs	19,687	4,819	749	129	586	7,202	33,172	94.36%
Integrity	27,460	5,115	409	61	72	55	33,172	98.36%
Assurance	28,335	4,446	264	45	54	28	33,172	98.90%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	27,045	5,530	332	33	55	177	33,172	98.73%
Overall	208,072	43,795	3,786	547	1,076	8,100	265,376	97.90%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	28,048	84.55%
2. I know what a CC is but I did not see this office's CC.	1,287	3.88%
3. I learned of the CC only when I saw this office's CC.	1,970	5.94%
4. I do not know what a CC is and I did not see this office's CC.	1,539	4.64%
N/A	19	0.06%
Did not specify	309	0.93%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	27,995	85.24%
2. Somewhat easy to see	2,728	8.31%
3. Difficult to see	229	0.70%
4. Not visible at all	91	0.28%
N/A	1,742	5.30%
Did not specify	59	0.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	28,306	86.18%
2. Somewhat helped	2,457	7.48%
3. Did not help	91	0.28%
N/A	1,806	5.50%
Did not specify	184	0.56%

	External Services	Responses	Overall Score
1	Opening of a Deposit Accounts	5,539	97.29%
2	ATM Card Requests	2,446	97.91%
3	Branch Over-the-Counter Transactions	18,058	97.81%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1,324	98.20%
5	Branch Banking Loan Servicing	1,100	99.24%
6	Other Branch Products/Services	1,477	98.47%
7	Request for Bank Documents	167	97.89%
8	Regular Loan Processing	2,098	98.93%
9	Credit Card Services	453	98.18%
10	Agrarian Services	219	99.23%
11	Complaints Management	291	97.57%
	Total	33,172	97.90%

1. Alabel Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,677	79.89%
2. I know what a CC is but I did not see this office's CC.	519	8.87%
3. I learned of the CC only when I saw this office's CC.	319	5.45%
4. I do not know what a CC is and I did not see this office's CC.	238	4.07%
N/A	1	0.02%
Did not specify	100	1.71%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,634	80.55%
2. Somewhat easy to see	768	13.35%
3. Difficult to see	71	1.23%
4. Not visible at all	28	0.49%
N/A	235	4.08%
Did not specify	17	0.30%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,808	83.57%
2. Somewhat helped	546	9.49%
3. Did not help	16	0.28%
N/A	253	4.40%
Did not specify	130	2.26%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,387	1,359	79	7	22	0	5,854	98.16%
Service Quality Dimensions								
Responsiveness	3,829	1,698	194	46	26	61	5,854	95.41%
Reliability	4,515	1,230	73	5	19	12	5,854	98.34%
Access and Facilities	4,275	1,352	93	11	56	67	5,854	97.24%
Communication	4,172	1,474	132	11	22	43	5,854	97.16%
Costs	2,964	987	157	68	519	1,159	5,854	84.15%
Integrity	4,637	1,065	103	9	24	16	5,854	97.67%
Assurance	4,833	919	60	8	20	14	5,854	98.49%
Outcome	4,488	1,244	63	6	19	34	5,854	98.49%
Overall	33,713	9,969	875	164	705	1,406	46,832	96.16%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	415
2	Opening of other Deposit Account	267
3	Release of Captured Card	42
4	Request for ATM PIN Change	199
5	Request for Card Replacement	273
6	Cash Deposit - (Peso/Foreign Currencies)	947
7	Cash Withdrawal	327
8	Check Deposit - Peso	390
9	Check Deposit - Foreign Currency	10
10	Check Encashment	632
11	Online Collection Payments	372
12	Request for Checkbook	117
13	Request for Fund Transfer	4

External Services		Responses
14	Request for Passbook Replacement	12
15	Request for Stop Payment Order	8
16	Updating of Bank Records - Change in Account Details/Type	296
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	439
18	Handling of Customer's Complaint	10
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	226
21	Bond Redemption and Interest Payment	1
22	Claim of Remittance Proceeds	8
23	Electronic Fund Transfer/Outgoing Remittance	72
24	Purchase of Over-the-Counter Check	5
25	Release of Inward Returned Check	10
26	Sale/Purchase of Foreign Currencies	4
27	Servicing of Modified Disbursement System Transactions	142
28	Trust/Treasury Placements	1
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	15
30	Bank Statement/Snapshot	101
31	Application for LBP Credit Card Easy Pay Program	3
32	Change of Name and Civil Status	130
33	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	5
34	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
35	Lifting of Hold-out on Deposit	1
36	Refund of Overpayment	44
37	Settlement of Past Due Account	7
38	Inquiry, Counseling and Processing of Loan	234
39	Issuance of Certificate of Outstanding Balances and Interest Paid	9
40	Issuance of Certificate of Full Payment	73
Total		5,854

2. Calumpang (GSC) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,962	83.60%
2. I know what a CC is but I did not see this office's CC.	159	3.36%
3. I learned of the CC only when I saw this office's CC.	290	6.12%
4. I do not know what a CC is and I did not see this office's CC.	296	6.25%
N/A	10	0.21%
Did not specify	22	0.46%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,937	83.64%
2. Somewhat easy to see	383	8.14%
3. Difficult to see	51	1.08%
4. Not visible at all	22	0.47%
N/A	307	6.52%
Did not specify	7	0.15%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,013	85.26%
2. Somewhat helped	344	7.31%
3. Did not help	21	0.45%
N/A	321	6.82%
Did not specify	8	0.17%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,770	839	101	12	17	0	4,739	97.26%
Service Quality Dimensions								
Responsiveness	3,497	964	182	31	20	45	4,739	95.04%
Reliability	3,823	807	80	12	13	4	4,739	97.78%
Access and Facilities	3,745	840	93	14	15	32	4,739	97.41%
Communication	3,699	836	140	24	13	27	4,739	96.24%
Costs	3,603	787	111	25	17	196	4,739	96.63%
Integrity	3,842	740	100	24	18	15	4,739	96.99%
Assurance	3,972	671	66	13	12	5	4,739	98.08%
Outcome	3,816	788	79	9	18	29	4,739	97.75%
Overall	29,997	6,433	851	152	126	353	37,912	96.99%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	660
2	Opening of other Deposit Account	80
3	Release of Captured Card	49
4	Request for ATM PIN Change	262
5	Request for Card Replacement	70
6	Cash Deposit - (Peso/Foreign Currencies)	795
7	Cash Withdrawal	451
8	Check Deposit - Peso	453
9	Check Deposit - Foreign Currency	6
10	Check Encashment	637
11	Online Collection Payments	430
12	Request for Checkbook	53
13	Request for Fund Transfer	50

External Services		Responses
14	Request for Passbook Replacement	22
15	Updating of Bank Records - Change in Account Details/Type	157
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	69
17	Handling of Customer's Complaint	132
18	Salary Loan	51
19	Bond Redemption and Interest Payment	1
20	Claim of Remittance Proceeds	1
21	Domestic Bills Purchase Initiation/Availment	14
22	Electronic Fund Transfer/Outgoing Remittance	37
23	Purchase of Over-the-Counter Check	30
24	Release of Inward Returned Check	26
25	Sale/Purchase of Foreign Currencies	14
26	Trust/Treasury Placements	1
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	18
28	Bank Statement/Snapshot	97
29	Application for LBP Credit Card Easy Pay Program	6
30	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
31	Reissuance of Credit Card	1
Total		4,739

3. Field Support Services Center XII – Koronadal

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	190	86.76%
2. I know what a CC is but I did not see this office's CC.	2	0.91%
3. I learned of the CC only when I saw this office's CC.	8	3.65%
4. I do not know what a CC is and I did not see this office's CC.	1	0.46%
N/A	-	-
Did not specify	18	8.22%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	186	92.54%
2. Somewhat easy to see	14	6.97%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	0.50%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	182	90.55%
2. Somewhat helped	4	1.99%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	1	0.50%
Did not specify	14	6.97%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	126	93	0	0	0	0	219	100.00%
Service Quality Dimensions								
Responsiveness	107	110	0	0	0	2	219	100.00%
Reliability	119	98	2	0	0	0	219	99.09%
Access and Facilities	101	101	1	0	0	16	219	99.51%
Communication	111	101	1	0	0	6	219	99.53%
Costs	38	18	2	0	0	161	219	96.55%
Integrity	117	100	2	0	0	0	219	99.09%
Assurance	122	94	3	0	0	0	219	98.63%
Outcome	122	96	1	0	0	0	219	99.54%
Overall	837	718	12	0	0	185	1,752	99.23%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	1
2	Payment of Land Transfer Claim Proceeds	35
3	Valuation of Landholdings under RA 6657/RA 9700	31
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	31
5	Refund of Excess Payment	58
6	Transfer/Conversion/Exchange/ Replacement of AR Bonds	51
7	Bond Redemption and Interest Payment	12
Total		219

4. Gen. Santos (Highway) Branch.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	257	78.59%
2. I know what a CC is but I did not see this office's CC.	9	2.75%
3. I learned of the CC only when I saw this office's CC.	33	10.09%
4. I do not know what a CC is and I did not see this office's CC.	28	8.56%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	246	75.23%
2. Somewhat easy to see	45	13.76%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	1	0.31%
4. Not visible at all	3	0.92%
N/A	32	9.79%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	245	74.92%
2. Somewhat helped	32	9.79%
3. Did not help	5	1.53%
N/A	45	13.76%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	285	29	1	4	8	0	327	96.02%
Service Quality Dimensions								
Responsiveness	251	59	4	3	10	0	327	94.80%
Reliability	284	34	2	3	4	0	327	97.25%
Access and Facilities	267	48	5	2	4	1	327	96.63%
Communication	257	56	8	2	2	2	327	96.31%
Costs	224	51	3	1	3	45	327	97.52%
Integrity	265	46	6	2	7	1	327	95.40%
Assurance	284	28	8	1	6	0	327	95.41%
Outcome	267	44	8	1	1	6	327	96.88%
Overall	2,099	366	44	15	37	55	2,616	96.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	12
2	Opening of other Deposit Account	51
3	Request for ATM PIN Change	2
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	93
6	Cash Withdrawal	26
7	Check Deposit - Peso	33
8	Check Encashment	30
9	Online Collection Payments	26
10	Request for Checkbook	3
11	Request for Fund Transfer	4
12	Updating of Bank Records - Change in Account Details/Type	14
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
14	Handling of Customer's Complaint	1
15	Salary Loan	6
16	Claim of Remittance Proceeds	1

External Services		Responses
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Sale/Purchase of Foreign Currencies	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Bank Statement/Snapshot	7
21	Inquiry, Counseling and Processing of Loan	1
Total		327

5. Gen.Santos (Pioneer) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,800	86.66%
2. I know what a CC is but I did not see this office's CC.	58	1.80%
3. I learned of the CC only when I saw this office's CC.	126	3.90%
4. I do not know what a CC is and I did not see this office's CC.	247	7.64%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,746	84.99%
2. Somewhat easy to see	166	5.14%
3. Difficult to see	9	0.28%
4. Not visible at all	5	0.15%
N/A	298	9.22%
Did not specify	7	0.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,545	78.77%
2. Somewhat helped	378	11.70%
3. Did not help	4	0.12%
N/A	298	9.22%
Did not specify	6	0.19%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,619	583	18	4	7	0	3,231	99.10%
Service Quality Dimensions								
Responsiveness	2,621	550	43	5	10	2	3,231	98.20%
Reliability	2,673	537	14	1	5	1	3,231	99.38%
Access and Facilities	2,561	501	19	4	3	143	3,231	99.16%
Communication	2,578	604	37	3	2	7	3,231	98.70%
Costs	2,228	495	16	4	3	485	3,231	99.16%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	2,727	469	23	1	6	5	3,231	99.07%
Assurance	2,780	432	11	1	6	1	3,231	99.44%
Outcome	2,695	496	16	3	2	19	3,231	99.35%
Overall	20,863	4,084	179	22	37	663	25,848	99.05%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	352
3	Release of Captured Card	119
4	Request for ATM PIN Change	42
5	Request for Card Replacement	26
6	Cash Deposit - (Peso/Foreign Currencies)	379
7	Cash Withdrawal	496
8	Check Deposit - Peso	196
9	Check Encashment	422
10	Online Collection Payments	156
11	Request for Checkbook	219
12	Request for Fund Transfer	18
13	Updating of Bank Records - Change in Account Details/Type	13
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	118
15	Handling of Customer's Complaint	111
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	39
18	Claim of Remittance Proceeds	1
19	Domestic Bills Purchase Initiation/Availment	2
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Release of Inward Returned Check	30
22	Sale/Purchase of Foreign Currencies	86
23	Servicing of Modified Disbursement System Transactions	5
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
25	Bank Statement/Snapshot	1
26	Application for LBP Credit Card Easy Pay Program	1
27	Change of Name and Civil Status	1
28	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
29	Settlement of Past Due Account	8
30	Inquiry, Counseling and Processing of Loan	338
31	Issuance of Certificate of Outstanding Balances and Interest Paid	9
32	Issuance of Certificate of Full Payment	26
Total		3,231

6. General Santos LC (GESLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	133	62.74%
2. I know what a CC is but I did not see this office's CC.	15	7.08%
3. I learned of the CC only when I saw this office's CC.	26	12.26%
4. I do not know what a CC is and I did not see this office's CC.	38	17.92%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	127	59.91%
2. Somewhat easy to see	36	16.98%
3. Difficult to see	4	1.89%
4. Not visible at all	2	0.94%
N/A	43	20.28%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	133	62.74%
2. Somewhat helped	29	13.68%
3. Did not help	3	1.42%
N/A	47	22.17%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	142	67	2	0	1	0	212	98.58%
Service Quality Dimensions								
Responsiveness	112	91	7	1	1	0	212	95.75%
Reliability	135	72	4	0	1	0	212	97.64%
Access and Facilities	123	80	6	0	1	2	212	96.67%
Communication	121	87	3	0	0	1	212	98.58%
Costs	88	76	8	0	0	40	212	95.35%
Integrity	121	83	6	2	0	0	212	96.23%
Assurance	132	74	5	0	1	0	212	97.17%
Outcome	115	93	3	0	1	0	212	98.11%
Overall	947	656	42	3	5	43	1,696	96.98%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	182
2	Issuance of Certificate of Outstanding Balances and Interest Paid	11
3	Issuance of Certificate of Full Payment	14
4	Issuance of Letter of Guarantee	5

External Services		Responses
	Total	212

7. Isulan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	930	87.49%
2. I know what a CC is but I did not see this office's CC.	25	2.35%
3. I learned of the CC only when I saw this office's CC.	72	6.77%
4. I do not know what a CC is and I did not see this office's CC.	36	3.39%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	941	88.52%
2. Somewhat easy to see	73	6.87%
3. Difficult to see	3	0.28%
4. Not visible at all	1	0.09%
N/A	44	4.14%
Did not specify	1	0.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	976	91.82%
2. Somewhat helped	41	3.86%
3. Did not help	3	0.28%
N/A	42	3.95%
Did not specify	1	0.09%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	948	108	5	0	2	0	1,063	99.34%
Service Quality Dimensions								
Responsiveness	854	182	18	0	2	7	1,063	98.11%
Reliability	949	104	9	0	1	0	1,063	99.06%
Access and Facilities	923	127	5	1	1	6	1,063	99.34%
Communication	903	142	11	3	1	3	1,063	98.58%
Costs	787	129	8	0	1	138	1,063	99.03%
Integrity	957	94	9	2	0	1	1,063	98.96%
Assurance	969	85	7	1	1	0	1,063	99.15%
Outcome	931	120	7	2	1	2	1,063	99.06%
Overall	7,273	983	74	9	8	157	8,504	98.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	184
2	Opening of other Deposit Account	95
3	Release of Captured Card	7
4	Request for ATM PIN Change	41
5	Request for Card Replacement	39
6	Cash Deposit - (Peso/Foreign Currencies)	134
7	Cash Withdrawal	102
8	Check Deposit - Peso	55
9	Check Encashment	77
10	Online Collection Payments	23
11	Request for Checkbook	2
12	Request for Fund Transfer	3
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	148
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	72
16	Handling of Customer's Complaint	21
17	Salary Loan	16
18	Electronic Fund Transfer/Outgoing Remittance	2
19	Purchase of Over-the-Counter Check	2
20	Servicing of Modified Disbursement System Transactions	4
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
22	Bank Statement/Snapshot	21
23	Change of Name and Civil Status	4
24	Lifting of Hold-out on Deposit	1
25	Inquiry, Counseling and Processing of Loan	4
Total		1,063

8. Kabacan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	193	75.10%
2. I know what a CC is but I did not see this office's CC.	13	5.06%
3. I learned of the CC only when I saw this office's CC.	40	15.56%
4. I do not know what a CC is and I did not see this office's CC.	11	4.28%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	179	69.65%
2. Somewhat easy to see	60	23.35%
3. Difficult to see	4	1.56%
4. Not visible at all	1	0.39%
N/A	13	5.06%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	194	75.49%
2. Somewhat helped	47	18.29%
3. Did not help	3	1.17%
N/A	13	5.06%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	161	94	1	1	0	0	257	99.22%
Service Quality Dimensions								
Responsiveness	124	130	3	0	0	0	257	98.83%
Reliability	138	118	0	0	0	1	257	100.00%
Access and Facilities	152	101	1	1	0	2	257	99.22%
Communication	125	126	5	0	0	1	257	98.05%
Costs	102	87	3	0	0	65	257	98.44%
Integrity	143	111	1	1	0	1	257	99.22%
Assurance	170	86	0	1	0	0	257	99.61%
Outcome	137	117	1	0	0	2	257	99.61%
Overall	1,091	876	14	3	0	72	2,056	99.14%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	36
3	Release of Captured Card	2
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	57
6	Cash Withdrawal	17
7	Check Deposit - Peso	25
8	Check Deposit - Foreign Currency	1
9	Check Encashment	36
10	Online Collection Payments	8
11	Request for Checkbook	2
12	Request for Fund Transfer	2
13	Request for Passbook Replacement	1

External Services		Responses
14	Updating of Bank Records - Change in Account Details/Type	6
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
16	Handling of Customer's Complaint	2
17	Salary Loan	9
18	Release of Inward Returned Check	1
19	Servicing of Modified Disbursement System Transactions	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	29
21	Bank Statement/Snapshot	7
Total		257

9. Kidapawan Amas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,728	99.02%
2. I know what a CC is but I did not see this office's CC.	3	0.11%
3. I learned of the CC only when I saw this office's CC.	20	0.73%
4. I do not know what a CC is and I did not see this office's CC.	4	0.15%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,708	98.29%
2. Somewhat easy to see	40	1.45%
3. Difficult to see	1	0.04%
4. Not visible at all	-	-
N/A	6	0.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,712	98.44%
2. Somewhat helped	37	1.34%
3. Did not help	-	-
N/A	6	0.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,496	257	2	0	0	0	2,755	99.93%
Service Quality Dimensions								
Responsiveness	2,481	271	2	1	0	0	2,755	99.89%
Reliability	2,470	284	1	0	0	0	2,755	99.96%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	2,470	284	1	0	0	0	2,755	99.96%
Communication	2,487	266	2	0	0	0	2,755	99.93%
Costs	1,070	60	1	0	1	1,623	2,755	99.82%
Integrity	2,505	248	2	0	0	0	2,755	99.93%
Assurance	2,511	242	2	0	0	0	2,755	99.93%
Outcome	2,498	257	0	0	0	0	2,755	100.00%
Overall	18,492	1,912	11	1	1	1,623	22,040	99.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	215
2	Opening of other Deposit Account	86
3	Release of Captured Card	7
4	Request for ATM PIN Change	81
5	Request for Card Replacement	75
6	Cash Deposit - (Peso/Foreign Currencies)	625
7	Cash Withdrawal	215
8	Check Deposit - Peso	167
9	Check Encashment	693
10	Online Collection Payments	83
11	Request for Checkbook	1
12	Request for Fund Transfer	70
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	30
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	85
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	141
18	Electronic Fund Transfer/Outgoing Remittance	5
19	Purchase of Over-the-Counter Check	2
20	Release of Inward Returned Check	1
21	Trust/Treasury Placements	3
22	Bank Statement/Snapshot	13
23	Refund of Overpayment	116
24	Settlement of Past Due Account	1
25	Inquiry, Counseling and Processing of Loan	38
Total		2,755

10. Kidapawan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	317	88.55%
2. I know what a CC is but I did not see this office's CC.	13	3.63%
3. I learned of the CC only when I saw this office's CC.	15	4.19%
4. I do not know what a CC is and I did not see this office's CC.	13	3.63%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	322	89.94%
2. Somewhat easy to see	21	5.87%
3. Difficult to see	1	0.28%
4. Not visible at all	1	0.28%
N/A	13	3.63%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	325	90.78%
2. Somewhat helped	17	4.75%
3. Did not help	2	0.56%
N/A	14	3.91%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	307	48	1	0	2	0	358	99.16%
Service Quality Dimensions								
Responsiveness	279	69	7	1	1	1	358	97.48%
Reliability	296	60	1	1	0	0	358	99.44%
Access and Facilities	285	65	3	1	3	1	358	98.04%
Communication	290	60	5	1	1	1	358	98.04%
Costs	267	71	3	0	2	15	358	98.54%
Integrity	298	56	1	2	1	0	358	98.88%
Assurance	303	52	1	1	1	0	358	99.16%
Outcome	281	72	4	0	0	1	358	98.88%
Overall	2,299	505	25	7	9	19	2,864	98.56%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	58
2	Opening of other Deposit Account	111
3	Release of Captured Card	3
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	18
6	Cash Withdrawal	33
7	Check Deposit - Peso	13

External Services		Responses
8	Check Encashment	11
9	Online Collection Payments	6
10	Request for Checkbook	1
11	Updating of Bank Records - Change in Account Details/Type	63
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
13	Salary Loan	2
14	Electronic Fund Transfer/Outgoing Remittance	1
15	Servicing of Modified Disbursement System Transactions	2
16	Trust/Treasury Placements	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
18	Bank Statement/Snapshot	8
19	Change of Name and Civil Status	2
20	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
21	Inquiry, Counseling and Processing of Loan	1
22	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		358

11. Kidapawan Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,129	93.38%
2. I know what a CC is but I did not see this office's CC.	6	0.50%
3. I learned of the CC only when I saw this office's CC.	62	5.13%
4. I do not know what a CC is and I did not see this office's CC.	8	0.66%
N/A	2	0.17%
Did not specify	2	0.17%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,154	95.77%
2. Somewhat easy to see	42	3.49%
3. Difficult to see	1	0.08%
4. Not visible at all	-	-
N/A	7	0.58%
Did not specify	1	0.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,172	97.26%
2. Somewhat helped	26	2.16%
3. Did not help	-	-
N/A	7	0.58%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,138	67	4	0	0	0	1,209	99.67%
Service Quality Dimensions								
Responsiveness	1,104	100	4	0	0	1	1,209	99.67%
Reliability	1,120	85	4	0	0	0	1,209	99.67%
Access and Facilities	1,114	89	4	0	1	1	1,209	99.59%
Communication	1,089	102	10	0	0	8	1,209	99.17%
Costs	787	88	4	0	0	330	1,209	99.54%
Integrity	1,129	75	4	0	0	1	1,209	99.67%
Assurance	1,138	67	3	0	0	1	1,209	99.75%
Outcome	1,116	78	3	0	0	12	1,209	99.75%
Overall	8,597	684	36	0	1	354	9,672	99.60%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	100
2	Opening of other Deposit Account	88
3	Release of Captured Card	5
4	Request for ATM PIN Change	16
5	Request for Card Replacement	5
6	Cash Deposit - (Peso/Foreign Currencies)	246
7	Cash Withdrawal	128
8	Check Deposit - Peso	64
9	Check Encashment	136
10	Online Collection Payments	94
11	Request for Fund Transfer	1
12	Request for Passbook Replacement	1
13	Updating of Bank Records - Change in Account Details/Type	273
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
15	Handling of Customer's Complaint	3
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
17	Salary Loan	18
18	Domestic Bills Purchase Initiation/Availment	1
19	Release of Inward Returned Check	6
20	Sale/Purchase of Foreign Currencies	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
22	Bank Statement/Snapshot	7
23	Change of Name and Civil Status	1
24	Refund of Overpayment	2
	Total	1,209

12. Koronadal Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,460	84.64%
2. I know what a CC is but I did not see this office's CC.	105	6.09%
3. I learned of the CC only when I saw this office's CC.	101	5.86%
4. I do not know what a CC is and I did not see this office's CC.	59	3.42%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,457	84.46%
2. Somewhat easy to see	182	10.55%
3. Difficult to see	6	0.35%
4. Not visible at all	4	0.23%
N/A	76	4.41%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,516	87.88%
2. Somewhat helped	128	7.42%
3. Did not help	5	0.29%
N/A	76	4.41%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,498	217	9	1	0	0	1,725	99.42%
Service Quality Dimensions								
Responsiveness	1,382	308	24	4	4	3	1,725	98.14%
Reliability	1,449	269	7	0	0	0	1,725	99.59%
Access and Facilities	1,396	302	9	2	0	16	1,725	99.36%
Communication	1,392	310	19	3	0	1	1,725	98.72%
Costs	800	307	244	11	12	351	1,725	80.57%
Integrity	1,459	249	15	1	1	0	1,725	99.01%
Assurance	1,482	231	8	4	0	0	1,725	99.30%
Outcome	1,442	260	11	1	0	11	1,725	99.30%
Overall	10,802	2,236	337	26	17	382	13,800	97.17%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	782
2	Opening of other Deposit Account	73
3	Release of Captured Card	52
4	Request for ATM PIN Change	87

External Services		Responses
5	Request for Card Replacement	43
6	Cash Deposit - (Peso/Foreign Currencies)	83
7	Cash Withdrawal	118
8	Check Deposit - Peso	42
9	Check Encashment	49
10	Online Collection Payments	5
11	Request for Checkbook	1
12	Request for Fund Transfer	43
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	32
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	176
16	Handling of Customer's Complaint	2
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	83
19	Electronic Fund Transfer/Outgoing Remittance	13
20	Servicing of Modified Disbursement System Transactions	3
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
22	Bank Statement/Snapshot	7
23	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
24	Lifting of Hold-out on Deposit	1
25	Reissuance of Credit Card	1
26	Inquiry, Counseling and Processing of Loan	14
27	Issuance of Certificate of Outstanding Balances and Interest Paid	6
28	Issuance of Certificate of Full Payment	1
29	Issuance of Letter of Guarantee	2
Total		1,725

13. Koronadal Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,551	73.82%
2. I know what a CC is but I did not see this office's CC.	128	6.09%
3. I learned of the CC only when I saw this office's CC.	225	10.71%
4. I do not know what a CC is and I did not see this office's CC.	195	9.28%
N/A	-	-
Did not specify	2	0.10%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,531	72.94%
2. Somewhat easy to see	286	13.63%
3. Difficult to see	22	1.05%
4. Not visible at all	7	0.33%

Citizen's Charter Answers	Responses	Percentage
N/A	238	11.34%
Did not specify	15	0.71%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,586	75.56%
2. Somewhat helped	251	11.96%
3. Did not help	7	0.33%
N/A	241	11.48%
Did not specify	14	0.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,517	542	34	3	5	0	2,101	98.00%
Service Quality Dimensions								
Responsiveness	1,298	695	90	10	4	4	2,101	95.04%
Reliability	1,477	596	25	0	2	1	2,101	98.71%
Access and Facilities	1,417	616	46	3	1	18	2,101	97.60%
Communication	1,347	670	68	3	3	10	2,101	96.46%
Costs	1,182	578	61	5	2	273	2,101	96.28%
Integrity	1,479	568	46	2	4	2	2,101	97.52%
Assurance	1,537	532	29	2	1	0	2,101	98.48%
Outcome	1,433	597	42	1	3	25	2,101	97.78%
Overall	11,170	4,852	407	26	20	333	16,808	97.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	100
2	Opening of other Deposit Account	321
3	Release of Captured Card	96
4	Request for ATM PIN Change	48
5	Request for Card Replacement	35
6	Cash Deposit - (Peso/Foreign Currencies)	380
7	Cash Withdrawal	223
8	Check Deposit - Peso	196
9	Check Deposit - Foreign Currency	2
10	Check Encashment	312
11	Online Collection Payments	164
12	Request for Checkbook	2
13	Request for Fund Transfer	21
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	27
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	67
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	42

External Services		Responses
19	Bond Redemption and Interest Payment	3
20	Claim of Remittance Proceeds	1
21	Electronic Fund Transfer/Outgoing Remittance	3
22	Release of Inward Returned Check	1
23	Sale/Purchase of Foreign Currencies	1
24	Servicing of Modified Disbursement System Transactions	20
25	Trust/Treasury Placements	2
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
27	Bank Statement/Snapshot	16
28	Application for LBP Credit Card Easy Pay Program	1
29	Change of Name and Civil Status	1
30	Inquiry, Counseling and Processing of Loan	6
Total		2,101

14. Lebak Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,492	99.27%
2. I know what a CC is but I did not see this office's CC.	5	0.11%
3. I learned of the CC only when I saw this office's CC.	21	0.46%
4. I do not know what a CC is and I did not see this office's CC.	7	0.15%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,493	99.29%
2. Somewhat easy to see	20	0.44%
3. Difficult to see	3	0.07%
4. Not visible at all	1	0.02%
N/A	8	0.18%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,490	99.23%
2. Somewhat helped	28	0.62%
3. Did not help	-	-
N/A	7	0.15%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,438	79	7	0	1	0	4,525	99.82%
Service Quality Dimensions								
Responsiveness	4,390	111	19	4	1	0	4,525	99.47%
Reliability	4,421	97	7	0	0	0	4,525	99.85%
Access and Facilities	4,415	98	12	0	0	0	4,525	99.73%
Communication	4,417	100	5	1	0	2	4,525	99.87%
Costs	2,750	74	18	0	3	1,680	4,525	99.26%
Integrity	4,440	78	7	0	0	0	4,525	99.85%
Assurance	4,449	71	5	0	0	0	4,525	99.89%
Outcome	4,412	106	6	1	0	0	4,525	99.85%
Overall	33,694	735	79	6	4	1,682	36,200	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	280
2	Opening of other Deposit Account	77
3	Release of Captured Card	181
4	Request for ATM PIN Change	200
5	Request for Card Replacement	157
6	Cash Deposit - (Peso/Foreign Currencies)	379
7	Cash Withdrawal	360
8	Check Deposit - Peso	357
9	Check Encashment	367
10	Online Collection Payments	361
11	Request for Checkbook	135
12	Request for Fund Transfer	130
13	Request for Passbook Replacement	83
14	Updating of Bank Records - Change in Account Details/Type	281
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	215
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	128
18	Claim of Remittance Proceeds	2
19	Electronic Fund Transfer/Outgoing Remittance	9
20	Purchase of Over-the-Counter Check	75
21	Release of Inward Returned Check	90
22	Servicing of Modified Disbursement System Transactions	168
23	Trust/Treasury Placements	55
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	72
25	Bank Statement/Snapshot	133
26	Application for LBP Credit Card Easy Pay Program	1
27	Change of Name and Civil Status	24
28	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
29	Refund of Overpayment	73

External Services		Responses
30	Reissuance of Credit Card	1
31	Inquiry, Counseling and Processing of Loan	128
32	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		4,525

15. Libungan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	559	74.43%
2. I know what a CC is but I did not see this office's CC.	41	5.46%
3. I learned of the CC only when I saw this office's CC.	81	10.79%
4. I do not know what a CC is and I did not see this office's CC.	70	9.32%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	563	74.97%
2. Somewhat easy to see	88	11.72%
3. Difficult to see	9	1.20%
4. Not visible at all	2	0.27%
N/A	89	11.85%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	586	78.03%
2. Somewhat helped	80	10.65%
3. Did not help	3	0.40%
N/A	82	10.92%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	565	180	5	1	0	0	751	99.20%
Service Quality Dimensions								
Responsiveness	504	224	23	0	0	0	751	96.94%
Reliability	558	187	6	0	0	0	751	99.20%
Access and Facilities	539	201	9	1	1	0	751	98.54%
Communication	520	210	18	1	1	1	751	97.33%
Costs	428	188	16	1	1	117	751	97.16%
Integrity	389	351	10	1	0	0	751	98.54%
Assurance	606	143	2	0	0	0	751	99.73%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	510	225	11	0	0	5	751	98.53%
Overall	4,054	1,729	95	4	3	123	6,008	98.27%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	163
3	Release of Captured Card	21
4	Request for ATM PIN Change	1
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	111
7	Cash Withdrawal	88
8	Check Deposit - Peso	28
9	Check Deposit - Foreign Currency	1
10	Check Encashment	60
11	Online Collection Payments	20
12	Request for Fund Transfer	1
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	20
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
16	Salary Loan	116
17	Bond Redemption and Interest Payment	3
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Trust/Treasury Placements	1
20	Bank Statement/Snapshot	11
21	Inquiry, Counseling and Processing of Loan	86
Total		751

16. Midsayap Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	315	70.00%
2. I know what a CC is but I did not see this office's CC.	33	7.33%
3. I learned of the CC only when I saw this office's CC.	48	10.67%
4. I do not know what a CC is and I did not see this office's CC.	54	12.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	276	61.33%
2. Somewhat easy to see	99	22.00%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	8	1.78%
4. Not visible at all	-	-
N/A	67	14.89%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	298	66.22%
2. Somewhat helped	83	18.44%
3. Did not help	3	0.67%
N/A	66	14.67%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	292	147	11	0	0	0	450	97.56%
Service Quality Dimensions								
Responsiveness	227	193	25	4	1	0	450	93.33%
Reliability	287	157	6	0	0	0	450	98.67%
Access and Facilities	255	175	17	1	2	0	450	95.56%
Communication	230	197	21	2	0	0	450	94.89%
Costs	179	159	13	0	6	93	450	94.68%
Integrity	271	160	18	0	1	0	450	95.78%
Assurance	288	154	6	2	0	0	450	98.22%
Outcome	229	201	16	1	0	3	450	96.20%
Overall	1,966	1,396	122	10	10	96	3,600	95.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	25
2	Opening of other Deposit Account	54
3	Release of Captured Card	1
4	Request for ATM PIN Change	4
5	Request for Card Replacement	6
6	Cash Deposit - (Peso/Foreign Currencies)	58
7	Cash Withdrawal	67
8	Check Deposit - Peso	59
9	Check Deposit - Foreign Currency	1
10	Check Encashment	99
11	Online Collection Payments	9
12	Request for Checkbook	3
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	12
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
16	Handling of Customer's Complaint	1

External Services		Responses
17	Salary Loan	27
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Servicing of Modified Disbursement System Transactions	1
20	Trust/Treasury Placements	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	10
Total		450

17. Mlang (Cotabato) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	722	70.30%
2. I know what a CC is but I did not see this office's CC.	64	6.23%
3. I learned of the CC only when I saw this office's CC.	119	11.59%
4. I do not know what a CC is and I did not see this office's CC.	78	7.59%
N/A	2	0.19%
Did not specify	42	4.09%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	727	73.96%
2. Somewhat easy to see	145	14.75%
3. Difficult to see	14	1.42%
4. Not visible at all	6	0.61%
N/A	85	8.65%
Did not specify	6	0.61%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	758	77.11%
2. Somewhat helped	128	13.02%
3. Did not help	5	0.51%
N/A	87	8.85%
Did not specify	5	0.51%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	786	209	23	6	3	0	1,027	96.88%
Service Quality Dimensions								
Responsiveness	687	274	34	12	10	10	1,027	94.49%
Reliability	767	227	21	1	7	4	1,027	97.17%
Access and Facilities	762	225	28	8	2	2	1,027	96.29%
Communication	741	230	37	7	2	10	1,027	95.48%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	727	225	34	8	7	26	1,027	95.10%
Integrity	805	184	21	8	3	6	1,027	96.87%
Assurance	819	175	22	6	2	3	1,027	97.07%
Outcome	774	210	24	6	5	8	1,027	96.57%
Overall	6,082	1,750	221	56	38	69	8,216	96.13%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	230
2	Opening of other Deposit Account	43
3	Release of Captured Card	5
4	Request for ATM PIN Change	10
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	304
7	Cash Withdrawal	82
8	Check Deposit - Peso	56
9	Check Encashment	75
10	Online Collection Payments	160
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	9
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
14	Handling of Customer's Complaint	1
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	3
17	Bond Redemption and Interest Payment	1
18	Claim of Remittance Proceeds	2
19	Bank Statement/Snapshot	8
20	Inquiry, Counseling and Processing of Loan	12
Total		1,027

18. North Cotabato LC (NCOLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	271	79.47%
2. I know what a CC is but I did not see this office's CC.	8	2.35%
3. I learned of the CC only when I saw this office's CC.	59	17.30%
4. I do not know what a CC is and I did not see this office's CC.	3	0.88%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	316	92.67%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	20	5.87%
3. Difficult to see	1	0.29%
4. Not visible at all	-	-
N/A	4	1.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	307	90.03%
2. Somewhat helped	31	9.09%
3. Did not help	-	-
N/A	3	0.88%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	303	38	0	0	0	0	341	100.00%
Service Quality Dimensions								
Responsiveness	283	48	9	1	0	0	341	97.07%
Reliability	292	49	0	0	0	0	341	100.00%
Access and Facilities	275	58	3	0	0	5	341	99.11%
Communication	302	36	1	0	1	1	341	99.41%
Costs	219	35	5	0	5	77	341	96.21%
Integrity	317	24	0	0	0	0	341	100.00%
Assurance	305	36	0	0	0	0	341	100.00%
Outcome	286	55	0	0	0	0	341	100.00%
Overall	2,279	341	18	1	6	83	2,728	99.05%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	253
2	Issuance of Certificate of Outstanding Balances and Interest Paid	54
3	Issuance of Certificate of Full Payment	32
4	Issuance of Letter of Guarantee	2
Total		341

19. Polomolok Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	196	65.55%
2. I know what a CC is but I did not see this office's CC.	18	6.02%
3. I learned of the CC only when I saw this office's CC.	43	14.38%
4. I do not know what a CC is and I did not see this office's CC.	42	14.05%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	202	67.56%
2. Somewhat easy to see	43	14.38%
3. Difficult to see	3	1.00%
4. Not visible at all	2	0.67%
N/A	49	16.39%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	202	67.56%
2. Somewhat helped	35	11.71%
3. Did not help	-	-
N/A	62	20.74%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	244	47	4	2	2	0	299	97.32%
Service Quality Dimensions								
Responsiveness	217	65	11	4	1	1	299	94.63%
Reliability	242	53	2	1	1	0	299	98.66%
Access and Facilities	236	55	7	0	1	0	299	97.32%
Communication	230	65	2	0	1	1	299	98.99%
Costs	196	58	7	0	1	37	299	96.95%
Integrity	239	56	2	0	2	0	299	98.66%
Assurance	252	41	4	1	1	0	299	97.99%
Outcome	228	63	5	0	1	2	299	97.98%
Overall	1,840	456	40	6	9	41	2,392	97.66%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	16
2	Opening of other Deposit Account	89
3	Request for ATM PIN Change	5
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	43
6	Cash Withdrawal	30
7	Check Deposit - Peso	28
8	Check Encashment	32
9	Online Collection Payments	5
10	Request for Checkbook	1
11	Request for Fund Transfer	1

External Services		Responses
12	Updating of Bank Records - Change in Account Details/Type	17
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
14	Handling of Customer's Complaint	1
15	Salary Loan	11
16	Electronic Fund Transfer/Outgoing Remittance	4
17	Release of Inward Returned Check	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
19	Bank Statement/Snapshot	3
20	Change of Name and Civil Status	2
21	Inquiry, Counseling and Processing of Loan	1
Total		299

20. South Cotabato LC (SCOLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	167	84.34%
2. I know what a CC is but I did not see this office's CC.	2	1.01%
3. I learned of the CC only when I saw this office's CC.	27	13.64%
4. I do not know what a CC is and I did not see this office's CC.	2	1.01%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	183	92.42%
2. Somewhat easy to see	10	5.05%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	2.53%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	180	90.91%
2. Somewhat helped	13	6.57%
3. Did not help	-	-
N/A	5	2.53%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	172	25	1	0	0	0	198	99.49%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	163	33	1	0	1	0	198	98.99%
Reliability	170	25	2	1	0	0	198	98.48%
Access and Facilities	169	25	3	0	0	1	198	98.48%
Communication	161	33	3	0	0	1	198	98.48%
Costs	141	29	0	1	0	27	198	99.42%
Integrity	169	26	3	0	0	0	198	98.48%
Assurance	178	19	1	0	0	0	198	99.49%
Outcome	162	34	1	0	0	1	198	99.49%
Overall	1,313	224	14	2	1	30	1,584	98.91%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	148
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	46
4	Issuance of Letter of Guarantee	3
Total		198

21. Sultan Kudarat LC (SUKLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	160	56.74%
2. I know what a CC is but I did not see this office's CC.	1	0.35%
3. I learned of the CC only when I saw this office's CC.	121	42.91%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	259	91.84%
2. Somewhat easy to see	23	8.16%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	235	83.33%
2. Somewhat helped	47	16.67%
3. Did not help	-	-
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	256	26	0	0	0	0	282	100.00%
Service Quality Dimensions								
Responsiveness	217	62	3	0	0	0	282	98.94%
Reliability	229	53	0	0	0	0	282	100.00%
Access and Facilities	223	58	0	0	0	1	282	100.00%
Communication	229	52	0	0	0	1	282	100.00%
Costs	135	17	0	0	0	130	282	100.00%
Integrity	234	48	0	0	0	0	282	100.00%
Assurance	239	42	0	0	0	1	282	100.00%
Outcome	228	54	0	0	0	0	282	100.00%
Overall	1,734	386	3	0	0	133	2,256	99.86%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	228
2	Issuance of Certificate of Outstanding Balances and Interest Paid	40
3	Issuance of Certificate of Full Payment	13
4	Issuance of Letter of Guarantee	1
Total		282

22. Surallah Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	343	77.43%
2. I know what a CC is but I did not see this office's CC.	18	4.06%
3. I learned of the CC only when I saw this office's CC.	35	7.90%
4. I do not know what a CC is and I did not see this office's CC.	23	5.19%
N/A	4	0.90%
Did not specify	20	4.51%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	323	77.09%
2. Somewhat easy to see	62	14.80%
3. Difficult to see	6	1.43%
4. Not visible at all	3	0.72%
N/A	25	5.97%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	345	82.34%
2. Somewhat helped	48	11.46%
3. Did not help	2	0.48%
N/A	24	5.73%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	343	82	15	3	0	0	443	95.94%
Service Quality Dimensions								
Responsiveness	293	126	15	3	3	3	443	95.23%
Reliability	343	82	12	2	0	4	443	96.81%
Access and Facilities	328	101	11	0	1	2	443	97.28%
Communication	328	100	12	0	1	2	443	97.05%
Costs	299	91	9	1	0	43	443	97.50%
Integrity	352	77	11	2	1	0	443	96.84%
Assurance	371	63	8	1	0	0	443	97.97%
Outcome	342	90	6	1	1	3	443	98.18%
Overall	2,656	730	84	10	7	57	3,544	97.10%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	90
2	Opening of other Deposit Account	36
3	Release of Captured Card	3
4	Request for ATM PIN Change	38
5	Request for Card Replacement	7
6	Cash Deposit - (Peso/Foreign Currencies)	30
7	Cash Withdrawal	12
8	Check Deposit - Peso	4
9	Check Encashment	21
10	Online Collection Payments	4
11	Request for Passbook Replacement	1
12	Updating of Bank Records - Change in Account Details/Type	30
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
14	Salary Loan	141
15	Servicing of Modified Disbursement System Transactions	3
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
17	Bank Statement/Snapshot	9
18	Change of Name and Civil Status	1
19	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1

External Services		Responses
20	Inquiry, Counseling and Processing of Loan	1
21	Issuance of Certificate of Outstanding Balances and Interest Paid	1
22	Issuance of Certificate of Full Payment	1
Total		443

23. Tacurong Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	410	61.29%
2. I know what a CC is but I did not see this office's CC.	31	4.63%
3. I learned of the CC only when I saw this office's CC.	62	9.27%
4. I do not know what a CC is and I did not see this office's CC.	63	9.42%
N/A	-	-
Did not specify	103	15.40%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	405	71.55%
2. Somewhat easy to see	74	13.07%
3. Difficult to see	9	1.59%
4. Not visible at all	3	0.53%
N/A	70	12.37%
Did not specify	5	0.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	414	73.14%
2. Somewhat helped	59	10.42%
3. Did not help	9	1.59%
N/A	78	13.78%
Did not specify	6	1.06%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	476	172	14	3	4	0	669	96.86%
Service Quality Dimensions								
Responsiveness	415	198	34	4	9	9	669	92.88%
Reliability	482	158	20	1	5	3	669	96.10%
Access and Facilities	457	181	20	3	3	5	669	96.08%
Communication	435	199	23	3	2	7	669	95.77%
Costs	418	167	20	4	2	58	669	95.74%
Integrity	479	157	18	4	4	7	669	96.07%
Assurance	501	148	11	3	3	3	669	97.45%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	466	170	18	1	3	11	669	96.66%
Overall	3,653	1,378	164	23	31	103	5,352	95.85%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	267
2	Opening of other Deposit Account	12
3	Release of Captured Card	1
4	Request for ATM PIN Change	28
5	Request for Card Replacement	14
6	Cash Deposit - (Peso/Foreign Currencies)	39
7	Cash Withdrawal	58
8	Check Deposit - Peso	47
9	Check Encashment	71
10	Online Collection Payments	23
11	Request for Checkbook	3
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	23
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
16	Handling of Customer's Complaint	6
17	Salary Loan	31
18	Purchase of Over-the-Counter Check	1
19	Servicing of Modified Disbursement System Transactions	2
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Bank Statement/Snapshot	18
22	Change of Name and Civil Status	1
23	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
24	Inquiry, Counseling and Processing of Loan	4
25	Issuance of Certificate of Full Payment	2
Total		669

24. Tupi (South Cotabato) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	86	62.77%
2. I know what a CC is but I did not see this office's CC.	11	8.03%
3. I learned of the CC only when I saw this office's CC.	17	12.41%
4. I do not know what a CC is and I did not see this office's CC.	23	16.79%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	80	58.39%
2. Somewhat easy to see	28	20.44%
3. Difficult to see	2	1.46%
4. Not visible at all	-	-
N/A	27	19.71%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	84	61.31%
2. Somewhat helped	25	18.25%
3. Did not help	-	-
N/A	28	20.44%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	81	55	1	0	0	0	137	99.27%
Service Quality Dimensions								
Responsiveness	67	59	10	1	0	0	137	91.97%
Reliability	91	42	4	0	0	0	137	97.08%
Access and Facilities	79	52	5	0	0	1	137	96.32%
Communication	82	50	4	0	0	1	137	97.06%
Costs	55	42	6	0	1	33	137	93.27%
Integrity	86	50	1	0	0	0	137	99.27%
Assurance	94	41	2	0	0	0	137	98.54%
Outcome	67	60	7	0	0	3	137	94.78%
Overall	621	396	39	1	1	38	1,096	96.12%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	50
3	Release of Captured Card	2
4	Cash Deposit - (Peso/Foreign Currencies)	29
5	Cash Withdrawal	10
6	Check Deposit - Peso	8
7	Check Encashment	23
8	Online Collection Payments	3
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	3
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
12	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1

External Services		Responses
13	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		137

CSM Results – Region XIII

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,147	693	46	20	21	0	4,927	98.23%
Service Quality Dimensions								
Responsiveness	3,799	924	107	36	24	37	4,927	96.58%
Reliability	4,071	750	51	8	17	30	4,927	98.45%
Access and Facilities	3,989	819	60	8	16	35	4,927	98.28%
Communication	3,910	876	68	19	15	39	4,927	97.91%
Costs	2,757	757	81	22	14	1,296	4,927	96.78%
Integrity	4,139	679	60	14	19	16	4,927	98.11%
Assurance	4,268	592	38	8	15	6	4,927	98.76%
Outcome	4,065	756	60	8	10	28	4,927	98.41%
Overall	30,998	6,153	525	123	130	1,487	39,416	97.95%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,173	84.70%
2. I know what a CC is but I did not see this office's CC.	148	3.00%
3. I learned of the CC only when I saw this office's CC.	364	7.39%
4. I do not know what a CC is and I did not see this office's CC.	190	3.86%
N/A	21	0.43%
Did not specify	31	0.63%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,089	83.88%
2. Somewhat easy to see	451	9.25%
3. Difficult to see	62	1.27%
4. Not visible at all	13	0.27%
N/A	255	5.23%
Did not specify	5	0.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,267	87.53%
2. Somewhat helped	306	6.28%
3. Did not help	25	0.51%
N/A	270	5.54%
Did not specify	7	0.14%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	1,170	97.32%
2	ATM Card Requests	161	97.68%
3	Branch Over-the-Counter Transactions	2,878	98.13%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	78	93.88%
5	Branch Banking Loan Servicing	135	99.23%
6	Other Branch Products/Services	93	97.38%
7	Request for Bank Documents	10	89.87%
8	Regular Loan Processing	381	99.62%
9	Credit Card Services	9	94.12%
10	Complaints Management	12	94.38%
Total		4,927	97.95%

1. Agusan del Sur LC (AGSLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	182	97.33%
2. I know what a CC is but I did not see this office's CC.	1	0.53%
3. I learned of the CC only when I saw this office's CC.	4	2.14%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	181	96.79%
2. Somewhat easy to see	5	2.67%
3. Difficult to see	1	0.53%
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	176	94.12%
2. Somewhat helped	11	5.88%
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	172	15	0	0	0	0	187	100.00%
Service Quality Dimensions								
Responsiveness	176	10	0	0	1	0	187	99.47%
Reliability	176	11	0	0	0	0	187	100.00%
Access and Facilities	170	16	0	0	0	1	187	100.00%
Communication	174	13	0	0	0	0	187	100.00%
Costs	78	4	0	0	0	105	187	100.00%
Integrity	180	7	0	0	0	0	187	100.00%
Assurance	182	5	0	0	0	0	187	100.00%
Outcome	179	8	0	0	0	0	187	100.00%
Overall	1,315	74	0	0	1	106	1,496	99.93%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	164
2	Issuance of Certificate of Outstanding Balances and Interest Paid	10
3	Issuance of Certificate of Full Payment	13
Total		187

2. Bayugan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	567	76.73%
2. I know what a CC is but I did not see this office's CC.	31	4.19%
3. I learned of the CC only when I saw this office's CC.	78	10.55%
4. I do not know what a CC is and I did not see this office's CC.	63	8.53%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	553	74.83%
2. Somewhat easy to see	83	11.23%
3. Difficult to see	14	1.89%
4. Not visible at all	2	0.27%
N/A	87	11.77%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	582	78.76%
2. Somewhat helped	67	9.07%
3. Did not help	4	0.54%
N/A	86	11.64%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	546	183	8	0	2	0	739	98.65%
Service Quality Dimensions								
Responsiveness	493	224	16	2	4	0	739	97.02%
Reliability	538	191	7	1	2	0	739	98.65%
Access and Facilities	524	203	10	0	2	0	739	98.38%
Communication	510	217	8	2	1	1	739	98.51%
Costs	451	211	12	2	1	62	739	97.78%
Integrity	557	165	13	1	2	1	739	97.83%
Assurance	582	150	6	0	1	0	739	99.05%
Outcome	509	215	7	1	1	6	739	98.77%
Overall	4,164	1,576	79	9	14	70	5,912	98.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	214
2	Opening of other Deposit Account	192
3	Release of Captured Card	1
4	Request for ATM PIN Change	31
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	46
7	Cash Withdrawal	50
8	Check Deposit - Peso	23
9	Check Deposit - Foreign Currency	14
10	Check Encashment	16
11	Online Collection Payments	7
12	Request for Checkbook	3
13	Request for Fund Transfer	5
14	Request for Stop Payment Order	18
15	Updating of Bank Records - Change in Account Details/Type	33
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
17	Handling of Customer's Complaint	3
18	Salary Loan	13
19	Claim of Remittance Proceeds	2
20	Trust/Treasury Placements	1
21	Bank Statement/Snapshot	12
22	Application for LBP Credit Card Easy Pay Program	2
23	Settlement of Past Due Account	2
24	Inquiry, Counseling and Processing of Loan	26
25	Issuance of Certificate of Outstanding Balances and Interest Paid	8
26	Issuance of Certificate of Full Payment	1
Total		739

3. Bislig Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	12	85.71%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	2	14.29%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	12	85.71%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	2	14.29%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	64.29%
2. Somewhat helped	5	35.71%
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	8	6	0	0	0	0	14	100.00%
Service Quality Dimensions								
Responsiveness	6	7	1	0	0	0	14	92.86%
Reliability	7	7	0	0	0	0	14	100.00%
Access and Facilities	10	4	0	0	0	0	14	100.00%
Communication	8	3	2	0	0	1	14	84.62%
Costs	3	6	0	0	0	5	14	100.00%
Integrity	6	7	1	0	0	0	14	92.86%
Assurance	11	3	0	0	0	0	14	100.00%
Outcome	7	6	0	0	0	1	14	100.00%
Overall	58	43	4	0	0	7	112	96.19%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	2
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Check Encashment	2
5	Request for Fund Transfer	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
7	Salary Loan	1
8	Bond Redemption and Interest Payment	1
	Total	14

4. Bunawan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,370	93.96%
2. I know what a CC is but I did not see this office's CC.	21	1.44%
3. I learned of the CC only when I saw this office's CC.	40	2.74%
4. I do not know what a CC is and I did not see this office's CC.	16	1.10%
N/A	6	0.41%
Did not specify	5	0.34%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,360	93.99%
2. Somewhat easy to see	59	4.08%
3. Difficult to see	5	0.35%
4. Not visible at all	1	0.07%
N/A	22	1.52%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,394	96.34%
2. Somewhat helped	29	2.00%
3. Did not help	3	0.21%
N/A	21	1.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,362	89	4	1	2	0	1,458	99.52%
Service Quality Dimensions								
Responsiveness	1,289	148	9	4	0	8	1,458	99.10%
Reliability	1,322	99	9	1	1	26	1,458	99.23%
Access and Facilities	1,335	111	7	0	0	5	1,458	99.52%
Communication	1,325	119	7	1	1	5	1,458	99.38%
Costs	884	96	9	0	3	466	1,458	98.79%
Integrity	1,350	104	1	1	2	0	1,458	99.73%
Assurance	1,361	91	4	0	0	2	1,458	99.73%
Outcome	1,355	94	6	0	0	3	1,458	99.59%
Overall	10,221	862	52	7	7	515	11,664	99.41%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	273
2	Opening of other Deposit Account	91
3	Release of Captured Card	24
4	Request for ATM PIN Change	17
5	Request for Card Replacement	10
6	Cash Deposit - (Peso/Foreign Currencies)	448

External Services		Responses
7	Cash Withdrawal	98
8	Check Deposit - Peso	82
9	Check Deposit - Foreign Currency	1
10	Check Encashment	260
11	Online Collection Payments	77
12	Request for Checkbook	3
13	Request for Fund Transfer	4
14	Request for Passbook Replacement	4
15	Updating of Bank Records - Change in Account Details/Type	27
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
17	Handling of Customer's Complaint	2
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	2
20	Bond Redemption and Interest Payment	1
21	Electronic Fund Transfer/Outgoing Remittance	1
22	Release of Inward Returned Check	2
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
24	Bank Statement/Snapshot	10
25	Application for LBP Credit Card Easy Pay Program	2
26	Change of Name and Civil Status	1
27	Issuance of Certificate of Outstanding Balances and Interest Paid	3
Total		1,458

5. Butuan - E. Luna Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	120	80.54%
2. I know what a CC is but I did not see this office's CC.	1	0.67%
3. I learned of the CC only when I saw this office's CC.	12	8.05%
4. I do not know what a CC is and I did not see this office's CC.	10	6.71%
N/A	-	-
Did not specify	6	4.03%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	112	78.32%
2. Somewhat easy to see	16	11.19%
3. Difficult to see	3	2.10%
4. Not visible at all	-	-
N/A	12	8.39%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	116	81.12%
2. Somewhat helped	14	9.79%
3. Did not help	1	0.70%
N/A	12	8.39%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	118	26	1	3	1	0	149	96.64%
Service Quality Dimensions								
Responsiveness	98	42	4	1	3	1	149	94.59%
Reliability	114	32	2	0	1	0	149	97.99%
Access and Facilities	110	33	2	1	1	2	149	97.28%
Communication	107	35	4	1	1	1	149	95.95%
Costs	95	32	2	1	0	19	149	97.69%
Integrity	116	29	2	1	1	0	149	97.32%
Assurance	122	24	2	0	1	0	149	97.99%
Outcome	114	33	2	0	0	0	149	98.66%
Overall	876	260	20	5	8	23	1,192	97.18%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	18
2	Opening of other Deposit Account	24
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	38
5	Cash Withdrawal	23
6	Check Deposit - Peso	16
7	Check Encashment	18
8	Online Collection Payments	4
9	Request for Fund Transfer	2
10	Salary Loan	3
11	Bond Redemption and Interest Payment	1
12	Issuance of Certificate of Full Payment	1
	Total	149

6. Butuan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	771	77.72%
2. I know what a CC is but I did not see this office's CC.	62	6.25%
3. I learned of the CC only when I saw this office's CC.	78	7.86%
4. I do not know what a CC is and I did not see this office's CC.	55	5.54%
N/A	15	1.51%
Did not specify	11	1.11%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	737	76.29%
2. Somewhat easy to see	123	12.73%
3. Difficult to see	26	2.69%
4. Not visible at all	10	1.04%
N/A	68	7.04%
Did not specify	2	0.21%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	783	81.06%
2. Somewhat helped	95	9.83%
3. Did not help	9	0.93%
N/A	76	7.87%
Did not specify	3	0.31%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	700	243	32	11	6	0	992	95.06%
Service Quality Dimensions								
Responsiveness	607	269	63	21	8	24	992	90.50%
Reliability	711	240	26	4	7	4	992	96.26%
Access and Facilities	670	262	31	4	7	18	992	95.69%
Communication	673	243	35	9	6	26	992	94.82%
Costs	627	233	32	6	7	87	992	95.03%
Integrity	716	222	30	5	7	12	992	95.71%
Assurance	751	203	21	7	6	4	992	96.56%
Outcome	721	220	29	5	5	12	992	96.02%
Overall	5,476	1,892	267	61	53	187	7,936	95.08%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	138
2	Opening of other Deposit Account	36
3	Release of Captured Card	3
4	Request for ATM PIN Change	18
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	267
7	Cash Withdrawal	117

External Services		Responses
8	Check Deposit - Peso	18
9	Check Encashment	174
10	Online Collection Payments	47
11	Request for Checkbook	1
12	Request for Fund Transfer	2
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	47
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	39
16	Handling of Customer's Complaint	5
17	Salary Loan	17
18	Bond Redemption and Interest Payment	6
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	5
21	Servicing of Modified Disbursement System Transactions	3
22	Bank Statement/Snapshot	29
23	Inquiry, Counseling and Processing of Loan	4
24	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		992

7. Cabadbaran Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	184	85.58%
2. I know what a CC is but I did not see this office's CC.	3	1.40%
3. I learned of the CC only when I saw this office's CC.	23	10.70%
4. I do not know what a CC is and I did not see this office's CC.	3	1.40%
N/A	-	-
Did not specify	2	0.93%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	179	84.04%
2. Somewhat easy to see	19	8.92%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	15	7.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	185	86.85%
2. Somewhat helped	12	5.63%
3. Did not help	-	-
N/A	15	7.04%

Citizen's Charter Answers	Responses	Percentage
Did not specify	1	0.47%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	182	31	0	1	1	0	215	99.07%
Service Quality Dimensions								
Responsiveness	171	38	1	2	2	1	215	97.66%
Reliability	183	30	1	1	0	0	215	99.07%
Access and Facilities	177	34	2	1	1	0	215	98.14%
Communication	164	47	3	1	0	0	215	98.14%
Costs	131	40	2	3	0	39	215	97.16%
Integrity	175	35	3	1	0	1	215	98.13%
Assurance	186	28	1	0	0	0	215	99.53%
Outcome	164	49	2	0	0	0	215	99.07%
Overall	1,351	301	15	9	3	41	1,720	98.39%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	10
2	Opening of other Deposit Account	18
3	Request for ATM PIN Change	2
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	34
6	Cash Withdrawal	18
7	Check Deposit - Peso	10
8	Check Deposit - Foreign Currency	1
9	Check Encashment	17
10	Online Collection Payments	7
11	Request for Checkbook	2
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	2
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	64
18	Claim of Remittance Proceeds	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
20	Bank Statement/Snapshot	8
Total		215

8. CARAGA North LC (AGNLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	29	76.32%
2. I know what a CC is but I did not see this office's CC.	1	2.63%
3. I learned of the CC only when I saw this office's CC.	3	7.89%
4. I do not know what a CC is and I did not see this office's CC.	3	7.89%
N/A	-	-
Did not specify	2	5.26%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	24	66.67%
2. Somewhat easy to see	6	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	8.33%
Did not specify	3	8.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	27	75.00%
2. Somewhat helped	3	8.33%
3. Did not help	-	-
N/A	3	8.33%
Did not specify	3	8.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	33	5	0	0	0	0	38	100.00%
Service Quality Dimensions								
Responsiveness	26	11	0	0	0	1	38	100.00%
Reliability	29	9	0	0	0	0	38	100.00%
Access and Facilities	28	8	0	0	0	2	38	100.00%
Communication	26	11	1	0	0	0	38	97.37%
Costs	22	10	0	0	0	6	38	100.00%
Integrity	29	8	1	0	0	0	38	97.37%
Assurance	32	6	0	0	0	0	38	100.00%
Outcome	26	12	0	0	0	0	38	100.00%
Overall	218	75	2	0	0	9	304	99.32%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	37
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
	Total	38

9. Claver Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	13	36.11%
2. I know what a CC is but I did not see this office's CC.	2	5.56%
3. I learned of the CC only when I saw this office's CC.	18	50.00%
4. I do not know what a CC is and I did not see this office's CC.	3	8.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	29	80.56%
2. Somewhat easy to see	3	8.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	11.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	47.22%
2. Somewhat helped	11	30.56%
3. Did not help	1	2.78%
N/A	7	19.44%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	32	4	0	0	0	0	36	100.00%
Service Quality Dimensions								
Responsiveness	32	4	0	0	0	0	36	100.00%
Reliability	31	5	0	0	0	0	36	100.00%
Access and Facilities	30	4	0	0	0	2	36	100.00%
Communication	25	10	1	0	0	0	36	97.22%
Costs	24	4	0	0	0	8	36	100.00%
Integrity	33	2	1	0	0	0	36	97.22%
Assurance	33	3	0	0	0	0	36	100.00%
Outcome	30	6	0	0	0	0	36	100.00%
Overall	238	38	2	0	0	10	288	99.28%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	15
2	Opening of other Deposit Account	12

External Services		Responses
3	Release of Captured Card	1
4	Check Deposit - Peso	1
5	Updating of Bank Records - Change in Account Details/Type	2
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
7	Handling of Customer's Complaint	1
8	Salary Loan	1
9	Lifting of Hold-out on Deposit	1
Total		36

10. Dinagat Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	31	86.11%
2. I know what a CC is but I did not see this office's CC.	4	11.11%
3. I learned of the CC only when I saw this office's CC.	1	2.78%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	30	83.33%
2. Somewhat easy to see	5	13.89%
3. Difficult to see	1	2.78%
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	32	88.89%
2. Somewhat helped	3	8.33%
3. Did not help	1	2.78%
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	29	5	0	0	2	0	36	94.44%
Service Quality Dimensions								
Responsiveness	26	7	1	1	1	0	36	91.67%
Reliability	26	7	1	1	1	0	36	91.67%
Access and Facilities	25	6	3	0	0	2	36	91.18%
Communication	23	9	0	1	1	2	36	94.12%
Costs	18	6	1	0	0	11	36	96.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	27	8	0	0	1	0	36	97.22%
Assurance	28	7	0	0	1	0	36	97.22%
Outcome	26	7	2	0	0	1	36	94.29%
Overall	199	57	8	3	5	16	288	94.12%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	9
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	8
4	Check Deposit - Peso	3
5	Check Encashment	4
6	Request for Fund Transfer	1
7	Updating of Bank Records - Change in Account Details/Type	1
8	Handling of Customer's Complaint	1
9	Salary Loan	6
	Total	36

11. San Francisco Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	608	88.12%
2. I know what a CC is but I did not see this office's CC.	7	1.01%
3. I learned of the CC only when I saw this office's CC.	70	10.14%
4. I do not know what a CC is and I did not see this office's CC.	5	0.72%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	592	85.80%
2. Somewhat easy to see	89	12.90%
3. Difficult to see	4	0.58%
4. Not visible at all	-	-
N/A	5	0.72%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	656	95.07%
2. Somewhat helped	20	2.90%
3. Did not help	4	0.58%
N/A	10	1.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	667	17	0	2	4	0	690	99.13%
Service Quality Dimensions								
Responsiveness	625	55	4	3	3	0	690	98.55%
Reliability	634	50	3	0	3	0	690	99.13%
Access and Facilities	631	51	4	1	3	0	690	98.84%
Communication	607	75	3	1	3	1	690	98.98%
Costs	201	38	16	9	3	423	690	89.51%
Integrity	654	23	5	3	3	2	690	98.40%
Assurance	673	11	3	0	3	0	690	99.13%
Outcome	654	29	4	0	3	0	690	98.99%
Overall	4,679	332	42	17	24	426	5,520	98.37%

External Services		Responses
1	Opening of other Deposit Account	8
2	Release of Captured Card	1
3	Request for ATM PIN Change	8
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	175
6	Cash Withdrawal	100
7	Check Deposit - Peso	106
8	Check Encashment	182
9	Online Collection Payments	66
10	Request for Checkbook	1
11	Request for Fund Transfer	2
12	Request for Passbook Replacement	2
13	Updating of Bank Records - Change in Account Details/Type	3
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
15	Salary Loan	20
16	Purchase of Over-the-Counter Check	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
18	Bank Statement/Snapshot	2
19	Inquiry, Counseling and Processing of Loan	3
	Total	690

12. Surigao - San Nicolas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	100	67.11%
2. I know what a CC is but I did not see this office's CC.	12	8.05%
3. I learned of the CC only when I saw this office's CC.	10	6.71%
4. I do not know what a CC is and I did not see this office's CC.	25	16.78%
N/A	-	-
Did not specify	2	1.34%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	93	63.27%
2. Somewhat easy to see	23	15.65%
3. Difficult to see	2	1.36%
4. Not visible at all	-	-
N/A	29	19.73%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	103	70.07%
2. Somewhat helped	14	9.52%
3. Did not help	-	-
N/A	30	20.41%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	102	47	0	0	0	0	149	100.00%
Service Quality Dimensions								
Responsiveness	82	64	3	0	0	0	149	97.99%
Reliability	103	45	1	0	0	0	149	99.33%
Access and Facilities	96	52	1	0	0	0	149	99.33%
Communication	93	54	1	0	0	1	149	99.32%
Costs	81	49	5	0	0	14	149	96.30%
Integrity	100	46	3	0	0	0	149	97.99%
Assurance	106	42	1	0	0	0	149	99.33%
Outcome	96	45	4	0	0	4	149	97.24%
Overall	757	397	19	0	0	19	1,192	98.38%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	55
3	Release of Captured Card	1
4	Request for ATM PIN Change	3
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	37
7	Cash Withdrawal	10

External Services		Responses
8	Check Deposit - Peso	4
9	Check Encashment	8
10	Online Collection Payments	14
11	Request for Checkbook	1
12	Updating of Bank Records - Change in Account Details/Type	7
13	Bank Statement/Snapshot	1
14	Inquiry, Counseling and Processing of Loan	1
Total		149

13. Surigao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	60	83.33%
2. I know what a CC is but I did not see this office's CC.	1	1.39%
3. I learned of the CC only when I saw this office's CC.	6	8.33%
4. I do not know what a CC is and I did not see this office's CC.	2	2.78%
N/A	-	-
Did not specify	3	4.17%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	57	82.61%
2. Somewhat easy to see	8	11.59%
3. Difficult to see	2	2.90%
4. Not visible at all	-	-
N/A	2	2.90%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	57	82.61%
2. Somewhat helped	8	11.59%
3. Did not help	2	2.90%
N/A	2	2.90%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	61	7	0	2	2	0	72	94.44%
Service Quality Dimensions								
Responsiveness	50	16	2	2	1	1	72	92.96%
Reliability	60	9	1	0	2	0	72	95.83%
Access and Facilities	59	11	0	0	2	0	72	97.22%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	52	13	3	2	2	0	72	90.28%
Costs	47	11	2	0	0	12	72	96.67%
Integrity	58	10	0	2	2	0	72	94.44%
Assurance	63	6	0	1	2	0	72	95.83%
Outcome	54	13	2	1	1	1	72	94.37%
Overall	443	89	10	8	12	14	576	94.66%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	15
2	Opening of other Deposit Account	7
3	Request for Card Replacement	5
4	Cash Deposit - (Peso/Foreign Currencies)	6
5	Cash Withdrawal	8
6	Check Encashment	6
7	Online Collection Payments	1
8	Request for Checkbook	2
9	Request for Fund Transfer	4
10	Updating of Bank Records - Change in Account Details/Type	8
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
12	Salary Loan	1
13	Electronic Fund Transfer/Outgoing Remittance	1
14	Servicing of Modified Disbursement System Transactions	1
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
16	Bank Statement/Snapshot	2
17	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
	Total	72

14. Surigao del Sur LC (SURLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	92	85.19%
2. I know what a CC is but I did not see this office's CC.	1	0.93%
3. I learned of the CC only when I saw this office's CC.	14	12.96%
4. I do not know what a CC is and I did not see this office's CC.	1	0.93%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	100	92.59%
2. Somewhat easy to see	6	5.56%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	1	0.93%
4. Not visible at all	-	-
N/A	1	0.93%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	97	89.81%
2. Somewhat helped	10	9.26%
3. Did not help	-	-
N/A	1	0.93%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	97	11	0	0	0	0	108	100.00%
Service Quality Dimensions								
Responsiveness	88	17	2	0	0	1	108	98.13%
Reliability	100	8	0	0	0	0	108	100.00%
Access and Facilities	88	17	0	0	0	3	108	100.00%
Communication	89	18	0	0	0	1	108	100.00%
Costs	71	6	0	1	0	30	108	98.72%
Integrity	99	9	0	0	0	0	108	100.00%
Assurance	99	9	0	0	0	0	108	100.00%
Outcome	95	12	1	0	0	0	108	99.07%
Overall	729	96	3	1	0	35	864	99.52%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	105
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	2
Total		108

15. Tandag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	34	77.27%
2. I know what a CC is but I did not see this office's CC.	1	2.27%
3. I learned of the CC only when I saw this office's CC.	5	11.36%
4. I do not know what a CC is and I did not see this office's CC.	4	9.09%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	30	68.18%
2. Somewhat easy to see	4	9.09%
3. Difficult to see	3	6.82%
4. Not visible at all	-	-
N/A	7	15.91%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	33	75.00%
2. Somewhat helped	4	9.09%
3. Did not help	-	-
N/A	7	15.91%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	38	4	1	0	1	0	44	95.45%
Service Quality Dimensions								
Responsiveness	30	12	1	0	1	0	44	95.45%
Reliability	37	7	0	0	0	0	44	100.00%
Access and Facilities	36	7	0	1	0	0	44	97.73%
Communication	34	9	0	1	0	0	44	97.73%
Costs	24	11	0	0	0	9	44	100.00%
Integrity	39	4	0	0	1	0	44	97.73%
Assurance	39	4	0	0	1	0	44	97.73%
Outcome	35	7	1	1	0	0	44	95.45%
Overall	274	61	2	3	3	9	352	97.67%

External Services		Responses
1	Opening of other Deposit Account	25
2	Cash Withdrawal	1
3	Updating of Bank Records - Change in Account Details/Type	9
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
5	Salary Loan	5
6	Servicing of Modified Disbursement System Transactions	1
Total		44

CSM Results – CAR

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	13,090	1,344	59	15	26	0	14,534	99.31%
Service Quality Dimensions								
Responsiveness	12,245	1,982	190	43	42	32	14,534	98.10%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	12,936	1,530	43	10	10	5	14,534	99.57%
Access and Facilities	12,574	1,714	68	8	16	154	14,534	99.36%
Communication	12,386	1,902	140	13	17	76	14,534	98.82%
Costs	8,454	1,911	445	21	20	3,683	14,534	95.52%
Integrity	12,905	1,513	64	14	18	20	14,534	99.34%
Assurance	13,321	1,143	39	7	19	5	14,534	99.55%
Outcome	12,465	1,892	67	4	14	92	14,534	99.41%
Overall	97,286	13,587	1,056	120	156	4,067	116,272	98.81%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	12,029	82.76%
2. I know what a CC is but I did not see this office's CC.	226	1.55%
3. I learned of the CC only when I saw this office's CC.	1,827	12.57%
4. I do not know what a CC is and I did not see this office's CC.	430	2.96%
N/A	1	0.01%
Did not specify	21	0.14%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	12,361	85.18%
2. Somewhat easy to see	1,529	10.54%
3. Difficult to see	59	0.41%
4. Not visible at all	20	0.14%
N/A	542	3.73%
Did not specify	1	0.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11,988	82.61%
2. Somewhat helped	1,881	12.96%
3. Did not help	34	0.23%
N/A	608	4.19%
Did not specify	1	0.01%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	3,516	98.89%
2	ATM Card Requests	1,062	97.96%
3	Branch Over-the-Counter Transactions	7,814	98.73%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial)	486	98.91%
5	Branch Banking Loan Servicing	511	99.54%
6	Other Branch Products/Services	652	99.47%
7	Request for Bank Documents	87	98.99%
8	Regular Loan Processing	336	99.66%
9	Credit Card Services	52	100.00%
10	Complaints Management	18	99.26%
	Total	14,534	98.81%

1. Baguio - Calderon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	755	55.11%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	69	5.04%
3. I learned of the CC only when I saw this office's CC.	298	21.75%
4. I do not know what a CC is and I did not see this office's CC.	248	18.10%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	711	51.90%
2. Somewhat easy to see	350	25.55%
3. Difficult to see	20	1.46%
4. Not visible at all	2	0.15%
N/A	287	20.95%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	758	55.33%
2. Somewhat helped	298	21.75%
3. Did not help	9	0.66%
N/A	305	22.26%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,028	309	29	1	3	0	1,370	97.59%
Service Quality Dimensions								
Responsiveness	849	419	78	15	6	3	1,370	92.76%
Reliability	1,049	306	11	0	3	1	1,370	98.98%
Access and Facilities	1,019	315	24	1	3	8	1,370	97.94%
Communication	913	375	62	4	3	13	1,370	94.92%
Costs	781	321	41	6	7	214	1,370	95.33%
Integrity	1,070	273	20	3	3	1	1,370	98.10%
Assurance	1,148	203	14	0	3	2	1,370	98.76%
Outcome	973	339	22	0	3	33	1,370	98.13%
Overall	7,802	2,551	272	29	31	275	10,960	96.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	126
2	Opening of other Deposit Account	231
3	Release of Captured Card	5
4	Request for ATM PIN Change	464
5	Request for Card Replacement	21
6	Cash Deposit - (Peso/Foreign Currencies)	80
7	Cash Withdrawal	56
8	Check Deposit - Peso	70

External Services		Responses
9	Check Encashment	178
10	Online Collection Payments	37
11	Request for Checkbook	2
12	Request for Fund Transfer	27
13	Updating of Bank Records - Change in Account Details/Type	15
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	38
15	Handling of Customer's Complaint	1
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	4
18	Claim of Remittance Proceeds	1
19	Domestic Bills Purchase Initiation/Availment	2
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Purchase of Over-the-Counter Check	2
22	Release of Inward Returned Check	2
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
24	Bank Statement/Snapshot	1
25	Application for LBP Credit Card Easy Pay Program	1
26	Inquiry, Counseling and Processing of Loan	1
27	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		1,370

2. Baguio Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,977	77.86%
2. I know what a CC is but I did not see this office's CC.	47	0.92%
3. I learned of the CC only when I saw this office's CC.	1,039	20.34%
4. I do not know what a CC is and I did not see this office's CC.	41	0.80%
N/A	-	-
Did not specify	4	0.08%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,283	83.91%
2. Somewhat easy to see	726	14.22%
3. Difficult to see	16	0.31%
4. Not visible at all	4	0.08%
N/A	75	1.47%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,870	75.82%
2. Somewhat helped	1,127	22.08%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	8	0.16%
N/A	99	1.94%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,762	327	13	3	3	0	5,108	99.63%
Service Quality Dimensions								
Responsiveness	4,537	498	54	6	6	7	5,108	98.71%
Reliability	4,679	414	9	2	1	3	5,108	99.76%
Access and Facilities	4,565	458	15	3	2	65	5,108	99.60%
Communication	4,513	520	35	4	3	33	5,108	99.17%
Costs	2,830	970	345	5	4	954	5,108	91.48%
Integrity	4,627	453	12	3	3	10	5,108	99.65%
Assurance	4,826	269	8	3	1	1	5,108	99.77%
Outcome	4,333	743	19	2	1	10	5,108	99.57%
Overall	34,910	4,325	497	28	21	1,083	40,864	98.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	89
2	Opening of other Deposit Account	560
3	Release of Captured Card	6
4	Request for ATM PIN Change	223
5	Request for Card Replacement	115
6	Cash Deposit - (Peso/Foreign Currencies)	583
7	Cash Withdrawal	517
8	Check Deposit - Peso	333
9	Check Deposit - Foreign Currency	2
10	Check Encashment	671
11	Online Collection Payments	1,056
12	Request for Checkbook	11
13	Request for Fund Transfer	31
14	Request for Passbook Replacement	4
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	375
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	222
18	Handling of Customer's Complaint	5
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	96
21	Bond Redemption and Interest Payment	8
22	Claim of Remittance Proceeds	1
23	Electronic Fund Transfer/Outgoing Remittance	13

External Services		Responses
24	Purchase of Over-the-Counter Check	15
25	Release of Inward Returned Check	22
26	Sale/Purchase of Foreign Currencies	4
27	Servicing of Modified Disbursement System Transactions	36
28	Trust/Treasury Placements	4
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	35
30	Bank Statement/Snapshot	52
31	Application for LBP Credit Card Easy Pay Program	2
32	Change of Name and Civil Status	4
33	Lifting of Hold-out on Deposit	1
34	Reissuance of Credit Card	3
35	Settlement of Past Due Account	1
36	Inquiry, Counseling and Processing of Loan	3
37	Issuance of Certificate of Outstanding Balances and Interest Paid	3
Total		5,108

3. Baguio Naguilian Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,637	98.76%
2. I know what a CC is but I did not see this office's CC.	5	0.19%
3. I learned of the CC only when I saw this office's CC.	22	0.82%
4. I do not know what a CC is and I did not see this office's CC.	6	0.22%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,647	99.14%
2. Somewhat easy to see	16	0.60%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	7	0.26%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,626	98.35%
2. Somewhat helped	37	1.39%
3. Did not help	-	-
N/A	7	0.26%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,360	307	2	1	0	0	2,670	99.89%
Service Quality Dimensions								
Responsiveness	2,322	344	1	1	2	0	2,670	99.85%
Reliability	2,352	316	2	0	0	0	2,670	99.93%
Access and Facilities	2,298	320	2	0	1	49	2,670	99.89%
Communication	2,344	315	4	0	0	7	2,670	99.85%
Costs	1,993	139	2	0	1	535	2,670	99.86%
Integrity	2,377	291	1	1	0	0	2,670	99.93%
Assurance	2,382	286	2	0	0	0	2,670	99.93%
Outcome	2,370	292	2	0	0	6	2,670	99.92%
Overall	18,438	2,303	16	2	4	597	21,360	99.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	15
2	Opening of other Deposit Account	288
3	Release of Captured Card	41
4	Request for ATM PIN Change	10
5	Request for Card Replacement	50
6	Cash Deposit - (Peso/Foreign Currencies)	238
7	Cash Withdrawal	29
8	Check Deposit - Peso	121
9	Check Encashment	387
10	Online Collection Payments	697
11	Request for Checkbook	31
12	Request for Fund Transfer	37
13	Request for Passbook Replacement	31
14	Updating of Bank Records - Change in Account Details/Type	20
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	49
16	Handling of Customer's Complaint	4
17	Salary Loan	235
18	Release of Inward Returned Check	129
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	23
21	Bank Statement/Snapshot	189
22	Application for LBP Credit Card Easy Pay Program	22
23	Change of Name and Civil Status	3
24	Refund of Overpayment	3
25	Reissuance of Credit Card	1
26	Settlement of Past Due Account	3
27	Inquiry, Counseling and Processing of Loan	2
28	Issuance of Certificate of Full Payment	11
Total		2,670

4. Bangued Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	926	94.30%
2. I know what a CC is but I did not see this office's CC.	9	0.92%
3. I learned of the CC only when I saw this office's CC.	35	3.56%
4. I do not know what a CC is and I did not see this office's CC.	12	1.22%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	932	94.91%
2. Somewhat easy to see	36	3.67%
3. Difficult to see	1	0.10%
4. Not visible at all	1	0.10%
N/A	12	1.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	948	96.54%
2. Somewhat helped	22	2.24%
3. Did not help	-	-
N/A	12	1.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	939	36	3	2	2	0	982	99.29%
Service Quality Dimensions								
Responsiveness	863	98	11	4	3	3	982	98.16%
Reliability	880	96	3	2	1	0	982	99.39%
Access and Facilities	831	139	8	0	2	2	982	98.98%
Communication	844	128	5	1	1	3	982	99.28%
Costs	218	88	16	5	5	650	982	92.17%
Integrity	864	108	9	0	1	0	982	98.98%
Assurance	881	97	3	0	1	0	982	99.59%
Outcome	890	86	4	0	1	1	982	99.49%
Overall	6,271	840	59	12	15	659	7,856	98.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	537
3	Request for ATM PIN Change	2

External Services		Responses
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	31
6	Cash Withdrawal	42
7	Check Deposit - Peso	11
8	Check Encashment	23
9	Online Collection Payments	5
10	Request for Checkbook	1
11	Request for Fund Transfer	4
12	Updating of Bank Records - Change in Account Details/Type	279
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
15	Salary Loan	19
16	Claim of Remittance Proceeds	1
17	Servicing of Modified Disbursement System Transactions	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	2
20	Issuance of Certificate of Full Payment	1
Total		982

5. Benguet LC (BENLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	260	90.28%
2. I know what a CC is but I did not see this office's CC.	2	0.69%
3. I learned of the CC only when I saw this office's CC.	23	7.99%
4. I do not know what a CC is and I did not see this office's CC.	3	1.04%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	272	94.44%
2. Somewhat easy to see	13	4.51%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	1.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	269	93.40%
2. Somewhat helped	16	5.56%
3. Did not help	-	-
N/A	3	1.04%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	267	21	0	0	0	0	288	100.00%
Service Quality Dimensions								
Responsiveness	257	31	0	0	0	0	288	100.00%
Reliability	269	19	0	0	0	0	288	100.00%
Access and Facilities	261	23	2	0	0	2	288	99.30%
Communication	256	30	1	0	0	1	288	99.65%
Costs	251	10	0	0	0	27	288	100.00%
Integrity	272	15	0	0	0	1	288	100.00%
Assurance	275	13	0	0	0	0	288	100.00%
Outcome	262	23	0	0	0	3	288	100.00%
Overall	2,103	164	3	0	0	34	2,304	99.87%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	217
2	Issuance of Certificate of Outstanding Balances and Interest Paid	48
3	Issuance of Certificate of Full Payment	15
4	Issuance of Letter of Guarantee	8
Total		288

6. Bontoc Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	193	70.44%
2. I know what a CC is but I did not see this office's CC.	17	6.20%
3. I learned of the CC only when I saw this office's CC.	42	15.33%
4. I do not know what a CC is and I did not see this office's CC.	22	8.03%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	193	70.44%
2. Somewhat easy to see	42	15.33%
3. Difficult to see	4	1.46%
4. Not visible at all	3	1.09%
N/A	32	11.68%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	201	73.36%
2. Somewhat helped	33	12.04%
3. Did not help	1	0.36%
N/A	39	14.23%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	223	50	1	0	0	0	274	99.64%
Service Quality Dimensions								
Responsiveness	196	68	7	2	1	0	274	96.35%
Reliability	217	54	3	0	0	0	274	98.91%
Access and Facilities	212	59	2	0	0	1	274	99.27%
Communication	193	74	3	0	1	3	274	98.52%
Costs	133	56	3	1	0	81	274	97.93%
Integrity	218	50	4	1	0	1	274	98.17%
Assurance	232	41	1	0	0	0	274	99.64%
Outcome	211	50	3	1	0	9	274	98.49%
Overall	1,612	452	26	5	2	95	2,192	98.43%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	47
2	Opening of other Deposit Account	62
3	Request for ATM PIN Change	2
4	Request for Card Replacement	8
5	Cash Deposit - (Peso/Foreign Currencies)	20
6	Cash Withdrawal	16
7	Check Deposit - Peso	24
8	Check Encashment	9
9	Online Collection Payments	1
10	Request for Checkbook	2
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	35
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	13
14	Handling of Customer's Complaint	2
15	Salary Loan	16
16	Claim of Remittance Proceeds	1
17	Electronic Fund Transfer/Outgoing Remittance	4
18	Servicing of Modified Disbursement System Transactions	3
19	Trust/Treasury Placements	1

External Services		Responses
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
21	Bank Statement/Snapshot	4
22	Inquiry, Counseling and Processing of Loan	1
Total		274

7. Buguias Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	119	70.00%
2. I know what a CC is but I did not see this office's CC.	11	6.47%
3. I learned of the CC only when I saw this office's CC.	28	16.47%
4. I do not know what a CC is and I did not see this office's CC.	12	7.06%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	135	79.41%
2. Somewhat easy to see	19	11.18%
3. Difficult to see	1	0.59%
4. Not visible at all	-	-
N/A	15	8.82%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	131	77.06%
2. Somewhat helped	21	12.35%
3. Did not help	1	0.59%
N/A	17	10.00%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	135	34	0	0	1	0	170	99.41%
Service Quality Dimensions								
Responsiveness	113	49	5	1	0	2	170	96.43%
Reliability	138	31	1	0	0	0	170	99.41%
Access and Facilities	125	44	0	0	0	1	170	100.00%
Communication	120	44	3	0	1	2	170	97.62%
Costs	105	31	0	0	0	34	170	100.00%
Integrity	134	34	1	1	0	0	170	98.82%
Assurance	142	26	1	0	1	0	170	98.82%
Outcome	127	38	3	0	0	2	170	98.21%
Overall	1,004	297	14	2	2	41	1,360	98.64%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	13
2	Opening of other Deposit Account	46
3	Request for ATM PIN Change	9
4	Request for Card Replacement	7
5	Cash Deposit - (Peso/Foreign Currencies)	18
6	Cash Withdrawal	11
7	Check Deposit - Peso	4
8	Check Encashment	5
9	Request for Checkbook	4
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	27
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	13
13	Salary Loan	5
14	Purchase of Over-the-Counter Check	1
15	Sale/Purchase of Foreign Currencies	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
17	Bank Statement/Snapshot	3
Total		170

8. Cordillera Administrative Region LC (KALLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	16	66.67%
2. I know what a CC is but I did not see this office's CC.	1	4.17%
3. I learned of the CC only when I saw this office's CC.	7	29.17%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	70.83%
2. Somewhat easy to see	5	20.83%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	8.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	70.83%
2. Somewhat helped	3	12.50%
3. Did not help	1	4.17%

Citizen's Charter Answers	Responses	Percentage
N/A	3	12.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	15	8	1	0	0	0	24	95.83%
Service Quality Dimensions								
Responsiveness	14	10	0	0	0	0	24	100.00%
Reliability	20	3	1	0	0	0	24	95.83%
Access and Facilities	16	7	1	0	0	0	24	95.83%
Communication	14	9	1	0	0	0	24	95.83%
Costs	13	6	1	0	0	4	24	95.00%
Integrity	19	5	0	0	0	0	24	100.00%
Assurance	19	5	0	0	0	0	24	100.00%
Outcome	15	8	1	0	0	0	24	95.83%
Overall	130	53	5	0	0	4	192	97.34%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	21
2	Issuance of Certificate of Full Payment	3
	Total	24

9. La Trinidad Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	177	88.06%
2. I know what a CC is but I did not see this office's CC.	7	3.48%
3. I learned of the CC only when I saw this office's CC.	4	1.99%
4. I do not know what a CC is and I did not see this office's CC.	9	4.48%
N/A	-	-
Did not specify	4	1.99%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	161	81.73%
2. Somewhat easy to see	18	9.14%
3. Difficult to see	2	1.02%
4. Not visible at all	3	1.52%
N/A	12	6.09%
Did not specify	1	0.51%

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	160	81.22%
2. Somewhat helped	17	8.63%
3. Did not help	5	2.54%
N/A	14	7.11%
Did not specify	1	0.51%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	172	13	3	6	7	0	201	92.04%
Service Quality Dimensions								
Responsiveness	143	31	5	7	12	3	201	87.88%
Reliability	172	18	6	3	2	0	201	94.53%
Access and Facilities	167	23	5	3	2	1	201	95.00%
Communication	168	20	3	3	4	3	201	94.95%
Costs	141	15	6	1	1	37	201	95.12%
Integrity	174	13	4	3	5	2	201	93.97%
Assurance	179	12	2	4	4	0	201	95.02%
Outcome	171	23	3	0	2	2	201	97.49%
Overall	1,315	155	34	24	32	48	1,608	94.23%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	31
2	Opening of other Deposit Account	50
3	Release of Captured Card	1
4	Request for Card Replacement	23
5	Cash Deposit - (Peso/Foreign Currencies)	9
6	Cash Withdrawal	13
7	Check Deposit - Peso	6
8	Check Encashment	6
9	Online Collection Payments	2
10	Request for Checkbook	2
11	Request for Fund Transfer	3
12	Updating of Bank Records - Change in Account Details/Type	10
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	17
14	Salary Loan	16
15	Electronic Fund Transfer/Outgoing Remittance	2
16	Servicing of Modified Disbursement System Transactions	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
18	Bank Statement/Snapshot	4
19	Application for LBP Credit Card Easy Pay Program	2
20	Inquiry, Counseling and Processing of Loan	1

External Services		Responses
	Total	201

10. Lagawe Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	478	72.75%
2. I know what a CC is but I did not see this office's CC.	31	4.72%
3. I learned of the CC only when I saw this office's CC.	98	14.92%
4. I do not know what a CC is and I did not see this office's CC.	50	7.61%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	464	70.62%
2. Somewhat easy to see	123	18.72%
3. Difficult to see	4	0.61%
4. Not visible at all	4	0.61%
N/A	62	9.44%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	480	73.06%
2. Somewhat helped	108	16.44%
3. Did not help	2	0.30%
N/A	67	10.20%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	521	126	3	1	6	0	657	98.48%
Service Quality Dimensions								
Responsiveness	434	186	19	3	7	8	657	95.53%
Reliability	513	138	2	2	1	1	657	99.24%
Access and Facilities	484	155	6	1	3	8	657	98.46%
Communication	482	159	12	1	0	3	657	98.01%
Costs	339	122	24	0	0	172	657	95.05%
Integrity	498	146	8	1	3	1	657	98.17%
Assurance	570	82	2	0	3	0	657	99.24%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	492	153	4	0	3	5	657	98.93%
Overall	3,812	1,141	77	8	20	198	5,256	97.92%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	56
2	Opening of other Deposit Account	197
3	Request for ATM PIN Change	10
4	Request for Card Replacement	11
5	Cash Deposit - (Peso/Foreign Currencies)	69
6	Cash Withdrawal	48
7	Check Deposit - Peso	35
8	Check Encashment	28
9	Online Collection Payments	5
10	Request for Checkbook	8
11	Request for Fund Transfer	6
12	Updating of Bank Records - Change in Account Details/Type	70
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	52
14	Handling of Customer's Complaint	1
15	Salary Loan	39
16	Electronic Fund Transfer/Outgoing Remittance	3
17	Trust/Treasury Placements	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
19	Bank Statement/Snapshot	14
Total		657

11. Luna Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,000	91.79%
2. I know what a CC is but I did not see this office's CC.	4	0.18%
3. I learned of the CC only when I saw this office's CC.	164	7.53%
4. I do not know what a CC is and I did not see this office's CC.	11	0.50%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,069	94.95%
2. Somewhat easy to see	96	4.41%
3. Difficult to see	2	0.09%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	12	0.55%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,037	93.48%
2. Somewhat helped	127	5.83%
3. Did not help	3	0.14%
N/A	12	0.55%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,156	20	2	1	0	0	2,179	99.86%
Service Quality Dimensions								
Responsiveness	2,047	127	4	1	0	0	2,179	99.77%
Reliability	2,132	44	2	1	0	0	2,179	99.86%
Access and Facilities	2,100	68	2	0	0	9	2,179	99.91%
Communication	2,064	108	3	0	0	4	2,179	99.86%
Costs	1,278	65	3	0	0	833	2,179	99.78%
Integrity	2,139	32	4	1	0	3	2,179	99.77%
Assurance	2,148	26	3	0	1	1	2,179	99.82%
Outcome	2,125	44	3	0	0	7	2,179	99.86%
Overall	16,033	514	24	3	1	857	17,432	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	138
2	Opening of other Deposit Account	879
3	Release of Captured Card	5
4	Request for ATM PIN Change	6
5	Request for Card Replacement	22
6	Cash Deposit - (Peso/Foreign Currencies)	256
7	Cash Withdrawal	66
8	Check Deposit - Peso	93
9	Check Deposit - Foreign Currency	1
10	Check Encashment	173
11	Online Collection Payments	50
12	Request for Checkbook	15
13	Request for Fund Transfer	27
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	6
16	Updating of Bank Records - Change in Account Details/Type	235
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	22
18	Handling of Customer's Complaint	3

External Services		Responses
19	Salary Loan	54
20	Claim of Remittance Proceeds	2
21	Domestic Bills Purchase Initiation/Availment	2
22	Electronic Fund Transfer/Outgoing Remittance	8
23	Release of Inward Returned Check	5
24	Sale/Purchase of Foreign Currencies	4
25	Servicing of Modified Disbursement System Transactions	37
26	Trust/Treasury Placements	2
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	16
28	Bank Statement/Snapshot	45
29	Change of Name and Civil Status	5
30	Reissuance of Credit Card	1
Total		2,179

12. Tabuk Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	491	80.36%
2. I know what a CC is but I did not see this office's CC.	23	3.76%
3. I learned of the CC only when I saw this office's CC.	67	10.97%
4. I do not know what a CC is and I did not see this office's CC.	16	2.62%
N/A	1	0.16%
Did not specify	13	2.13%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	477	79.90%
2. Somewhat easy to see	85	14.24%
3. Difficult to see	9	1.51%
4. Not visible at all	3	0.50%
N/A	23	3.85%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	491	82.24%
2. Somewhat helped	72	12.06%
3. Did not help	4	0.67%
N/A	30	5.03%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	512	93	2	0	4	0	611	99.02%
Service Quality Dimensions								
Responsiveness	470	121	6	3	5	6	611	97.69%
Reliability	515	91	3	0	2	0	611	99.18%
Access and Facilities	496	103	1	0	3	8	611	99.34%
Communication	475	120	8	0	4	4	611	98.02%
Costs	372	88	4	3	2	142	611	98.08%
Integrity	513	93	1	0	3	1	611	99.34%
Assurance	519	83	3	0	5	1	611	98.69%
Outcome	496	93	3	1	4	14	611	98.66%
Overall	3,856	792	29	7	28	176	4,888	98.64%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	98
2	Opening of other Deposit Account	49
3	Request for ATM PIN Change	6
4	Request for Card Replacement	10
5	Cash Deposit - (Peso/Foreign Currencies)	112
6	Cash Withdrawal	90
7	Check Deposit - Peso	61
8	Check Encashment	40
9	Online Collection Payments	17
10	Request for Checkbook	4
11	Request for Fund Transfer	4
12	Request for Passbook Replacement	2
13	Updating of Bank Records - Change in Account Details/Type	27
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	48
15	Handling of Customer's Complaint	2
16	Salary Loan	24
17	Domestic Bills Purchase Initiation/Availment	1
18	Electronic Fund Transfer/Outgoing Remittance	4
19	Sale/Purchase of Foreign Currencies	1
20	Servicing of Modified Disbursement System Transactions	2
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	8
Total		611

CSM Results - Bangsamoro Autonomous Region in Muslim Mindanao

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	13,534	2,541	125	10	22	2	16,234	99.03%
Service Quality Dimensions								
Responsiveness	12,932	2,872	346	46	33	5	16,234	97.38%
Reliability	13,280	2,706	230	2	11	5	16,234	98.50%
Access and Facilities	13,142	2,699	295	11	14	73	16,234	98.02%
Communication	13,071	2,767	309	14	12	61	16,234	97.93%
Costs	11,128	1,922	272	16	18	2,878	16,234	97.71%
Integrity	12,947	2,770	377	46	23	71	16,234	97.24%
Assurance	13,307	2,569	272	14	12	60	16,234	98.16%
Outcome	13,215	2,707	201	13	11	87	16,234	98.61%
Overall	103,022	21,012	2,302	162	134	3,240	129,872	97.95%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	13,952	85.94%
2. I know what a CC is but I did not see this office's CC.	222	1.37%
3. I learned of the CC only when I saw this office's CC.	1,682	10.36%
4. I do not know what a CC is and I did not see this office's CC.	373	2.30%
N/A	-	-
Did not specify	5	0.03%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	14,033	86.47%
2. Somewhat easy to see	1,646	10.14%
3. Difficult to see	80	0.49%
4. Not visible at all	25	0.15%
N/A	434	2.67%
Did not specify	11	0.07%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14,148	87.18%
2. Somewhat helped	1,535	9.46%
3. Did not help	95	0.59%
N/A	451	2.78%
Did not specify	-	-

External Services	Responses	Overall Score
1 Opening of a Deposit Accounts	2,449	97.15%
2 ATM Card Requests	2,026	99.16%
3 Branch Over-the-Counter Transactions	7,909	98.32%
4 Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	835	95.74%
5 Branch Banking Loan Servicing	1,244	99.48%
6 Other Branch Products/Services	1,285	95.17%
7 Request for Bank Documents	172	96.36%
8 Regular Loan Processing	148	99.83%
9 Credit Card Services	89	99.57%
10 Complaints Management	77	95.86%
Total	16,234	97.95%

1. Bongao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	50	90.91%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	3	5.45%
4. I do not know what a CC is and I did not see this office's CC.	2	3.64%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	38	69.09%
2. Somewhat easy to see	3	5.45%
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	3	5.45%
Did not specify	11	20.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	51	92.73%
2. Somewhat helped	2	3.64%
3. Did not help	-	-
N/A	2	3.64%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	35	17	3	0	0	0	55	94.55%
Service Quality Dimensions								
Responsiveness	42	8	5	0	0	0	55	90.91%
Reliability	41	10	4	0	0	0	55	92.73%
Access and Facilities	44	7	3	0	1	0	55	92.73%
Communication	45	9	1	0	0	0	55	98.18%
Costs	42	8	3	0	0	2	55	94.34%
Integrity	45	7	2	0	0	1	55	96.30%
Assurance	47	4	2	2	0	0	55	92.73%
Outcome	49	5	1	0	0	0	55	98.18%
Overall	355	58	21	2	1	3	440	94.51%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	3
4	Cash Withdrawal	13
5	Check Deposit - Peso	27
6	Check Encashment	4
7	Online Collection Payments	2
8	Updating of Bank Records - Change in Account Details/Type	3
9	Salary Loan	1
	Total	55

2. Buluan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	983	87.77%
2. I know what a CC is but I did not see this office's CC.	26	2.32%
3. I learned of the CC only when I saw this office's CC.	91	8.13%
4. I do not know what a CC is and I did not see this office's CC.	20	1.79%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,000	89.29%
2. Somewhat easy to see	87	7.77%
3. Difficult to see	7	0.63%
4. Not visible at all	1	0.09%
N/A	25	2.23%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	953	85.09%
2. Somewhat helped	138	12.32%
3. Did not help	2	0.18%
N/A	27	2.41%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	969	148	3	0	0	0	1,120	99.73%
Service Quality Dimensions								
Responsiveness	899	207	13	1	0	0	1,120	98.75%
Reliability	914	200	5	0	0	1	1,120	99.55%
Access and Facilities	877	240	1	1	0	1	1,120	99.82%
Communication	865	245	7	1	0	2	1,120	99.28%
Costs	767	240	17	1	1	94	1,120	98.15%
Integrity	904	205	6	3	0	2	1,120	99.19%
Assurance	936	180	4	0	0	0	1,120	99.64%
Outcome	869	246	4	0	0	1	1,120	99.64%
Overall	7,031	1,763	57	7	1	101	8,960	99.27%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	99
2	Opening of other Deposit Account	53
3	Release of Captured Card	7
4	Request for ATM PIN Change	8
5	Request for Card Replacement	55
6	Cash Deposit - (Peso/Foreign Currencies)	172

External Services		Responses
7	Cash Withdrawal	135
8	Check Deposit - Peso	92
9	Check Encashment	206
10	Online Collection Payments	9
11	Request for Passbook Replacement	11
12	Updating of Bank Records - Change in Account Details/Type	25
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	67
14	Handling of Customer's Complaint	5
15	Salary Loan	143
16	Domestic Bills Purchase Initiation/Availment	1
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	1
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	10
21	Bank Statement/Snapshot	12
22	Change of Name and Civil Status	5
23	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
24	Reissuance of Credit Card	1
Total		1,120

3. Cotabato - D. Rufino Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,981	95.49%
2. I know what a CC is but I did not see this office's CC.	6	0.14%
3. I learned of the CC only when I saw this office's CC.	168	4.03%
4. I do not know what a CC is and I did not see this office's CC.	14	0.34%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,105	98.46%
2. Somewhat easy to see	48	1.15%
3. Difficult to see	-	-
4. Not visible at all	1	0.02%
N/A	15	0.36%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,090	98.11%
2. Somewhat helped	57	1.37%
3. Did not help	1	0.02%

Citizen's Charter Answers	Responses	Percentage
N/A	21	0.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,162	6	0	0	1	0	4,169	99.98%
Service Quality Dimensions								
Responsiveness	4,152	14	1	0	1	1	4,169	99.95%
Reliability	4,154	14	0	0	1	0	4,169	99.98%
Access and Facilities	4,147	18	0	0	1	3	4,169	99.98%
Communication	4,135	28	4	0	1	1	4,169	99.88%
Costs	3,417	37	4	0	1	710	4,169	99.86%
Integrity	4,092	16	0	0	1	60	4,169	99.98%
Assurance	4,102	8	0	0	1	58	4,169	99.98%
Outcome	4,087	17	1	0	1	63	4,169	99.95%
Overall	32,286	152	10	0	8	896	33,352	99.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	264
2	Opening of other Deposit Account	329
3	Release of Captured Card	12
4	Request for ATM PIN Change	81
5	Request for Card Replacement	158
6	Cash Deposit - (Peso/Foreign Currencies)	841
7	Cash Withdrawal	382
8	Check Deposit - Peso	354
9	Check Encashment	722
10	Online Collection Payments	179
11	Request for Checkbook	31
12	Request for Fund Transfer	17
13	Request for Passbook Replacement	43
14	Updating of Bank Records - Change in Account Details/Type	34
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	274
16	Handling of Customer's Complaint	1
17	Salary Loan	65
18	Purchase of Over-the-Counter Check	1
19	Sale/Purchase of Foreign Currencies	49
20	Trust/Treasury Placements	4
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	76
22	Bank Statement/Snapshot	66
23	Application for LBP Credit Card Easy Pay Program	10
24	Change of Name and Civil Status	36

External Services		Responses
25	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
26	Refund of Overpayment	12
27	Inquiry, Counseling and Processing of Loan	98
28	Issuance of Certificate of Outstanding Balances and Interest Paid	29
Total		4,169

4. Cotabato Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,328	88.01%
2. I know what a CC is but I did not see this office's CC.	3	0.20%
3. I learned of the CC only when I saw this office's CC.	177	11.73%
4. I do not know what a CC is and I did not see this office's CC.	1	0.07%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,485	98.41%
2. Somewhat easy to see	21	1.39%
3. Difficult to see	1	0.07%
4. Not visible at all	-	-
N/A	2	0.13%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,481	98.14%
2. Somewhat helped	25	1.66%
3. Did not help	1	0.07%
N/A	2	0.13%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,390	117	0	0	2	0	1,509	99.87%
Service Quality Dimensions								
Responsiveness	1,363	144	0	0	2	0	1,509	99.87%
Reliability	1,370	137	1	0	1	0	1,509	99.87%
Access and Facilities	1,373	134	1	0	1	0	1,509	99.87%
Communication	1,368	137	0	1	1	2	1,509	99.87%
Costs	947	87	1	0	0	474	1,509	99.90%
Integrity	1,380	125	1	1	1	1	1,509	99.80%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	1,392	116	0	1	0	0	1,509	99.93%
Outcome	1,376	130	1	1	0	1	1,509	99.87%
Overall	10,569	1,010	5	4	6	478	12,072	99.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	125
2	Opening of other Deposit Account	32
3	Request for ATM PIN Change	22
4	Request for Card Replacement	25
5	Cash Deposit - (Peso/Foreign Currencies)	87
6	Cash Withdrawal	125
7	Check Deposit - Peso	51
8	Check Encashment	463
9	Online Collection Payments	80
10	Request for Checkbook	16
11	Request for Fund Transfer	58
12	Request for Passbook Replacement	29
13	Updating of Bank Records - Change in Account Details/Type	79
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	66
15	Handling of Customer's Complaint	61
16	Salary Loan	36
17	Purchase of Over-the-Counter Check	22
18	Release of Inward Returned Check	5
19	Servicing of Modified Disbursement System Transactions	83
20	Bank Statement/Snapshot	26
21	Application for LBP Credit Card Easy Pay Program	2
22	Change of Name and Civil Status	1
23	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
24	Issuance of Certificate of Outstanding Balances and Interest Paid	3
25	Issuance of Certificate of Full Payment	11
Total		1,509

5. Cotabato City Hall Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	222	81.02%
2. I know what a CC is but I did not see this office's CC.	12	4.38%
3. I learned of the CC only when I saw this office's CC.	26	9.49%
4. I do not know what a CC is and I did not see this office's CC.	14	5.11%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	207	75.55%
2. Somewhat easy to see	40	14.60%
3. Difficult to see	1	0.36%
4. Not visible at all	3	1.09%
N/A	23	8.39%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	225	82.12%
2. Somewhat helped	24	8.76%
3. Did not help	1	0.36%
N/A	24	8.76%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	235	36	3	0	0	0	274	98.91%
Service Quality Dimensions								
Responsiveness	210	52	9	3	0	0	274	95.62%
Reliability	242	31	1	0	0	0	274	99.64%
Access and Facilities	240	31	1	1	0	1	274	99.27%
Communication	209	58	4	1	0	2	274	98.16%
Costs	179	42	5	1	0	47	274	97.36%
Integrity	238	33	2	0	0	1	274	99.27%
Assurance	246	27	1	0	0	0	274	99.64%
Outcome	227	41	3	0	0	3	274	98.89%
Overall	1,791	315	26	6	0	54	2,192	98.50%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	17
2	Opening of other Deposit Account	29
3	Request for ATM PIN Change	1
4	Request for Card Replacement	10
5	Cash Deposit - (Peso/Foreign Currencies)	54
6	Cash Withdrawal	42
7	Check Deposit - Peso	28
8	Check Deposit - Foreign Currency	1
9	Check Encashment	68
10	Online Collection Payments	6
11	Request for Fund Transfer	2
12	Updating of Bank Records - Change in Account Details/Type	4

External Services		Responses
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
14	Salary Loan	8
Total		274

6. Jolo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2	40.00%
2. I know what a CC is but I did not see this office's CC.	2	40.00%
3. I learned of the CC only when I saw this office's CC.	-	-
4. I do not know what a CC is and I did not see this office's CC.	1	20.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	60.00%
2. Somewhat easy to see	1	20.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	20.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	60.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	40.00%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3	1	0	0	1	0	5	80.00%
Service Quality Dimensions								
Responsiveness	2	1	0	0	2	0	5	60.00%
Reliability	2	2	0	0	1	0	5	80.00%
Access and Facilities	3	1	0	0	1	0	5	80.00%
Communication	2	1	1	0	1	0	5	60.00%
Costs	3	0	0	0	1	1	5	75.00%
Integrity	3	1	0	0	1	0	5	80.00%
Assurance	4	0	0	0	1	0	5	80.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	4	0	0	0	1	0	5	80.00%
Overall	23	6	1	0	9	1	40	74.36%

External Services		Responses
1	Release of Captured Card	1
2	Updating of Bank Records - Change in Account Details/Type	1
3	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
Total		5

7. Lamitan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	96	63.58%
2. I know what a CC is but I did not see this office's CC.	15	9.93%
3. I learned of the CC only when I saw this office's CC.	16	10.60%
4. I do not know what a CC is and I did not see this office's CC.	24	15.89%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	103	68.21%
2. Somewhat easy to see	21	13.91%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	27	17.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	109	72.19%
2. Somewhat helped	15	9.93%
3. Did not help	-	-
N/A	27	17.88%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	89	62	0	0	0	0	151	100.00%
Service Quality Dimensions								
Responsiveness	81	69	0	1	0	0	151	99.34%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	91	60	0	0	0	0	151	100.00%
Access and Facilities	86	64	0	0	0	1	151	100.00%
Communication	90	61	0	0	0	0	151	100.00%
Costs	75	58	1	1	1	15	151	97.79%
Integrity	87	64	0	0	0	0	151	100.00%
Assurance	85	66	0	0	0	0	151	100.00%
Outcome	81	69	1	0	0	0	151	99.34%
Overall	676	511	2	2	1	16	1,208	99.58%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	125
3	Request for Card Replacement	1
4	Cash Withdrawal	2
5	Check Deposit - Peso	3
6	Check Encashment	1
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Details/Type	4
9	Salary Loan	7
Total		151

8. Marawi Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,352	80.34%
2. I know what a CC is but I did not see this office's CC.	122	2.25%
3. I learned of the CC only when I saw this office's CC.	720	13.29%
4. I do not know what a CC is and I did not see this office's CC.	218	4.02%
N/A	-	-
Did not specify	5	0.09%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,763	69.53%
2. Somewhat easy to see	1,327	24.52%
3. Difficult to see	58	1.07%
4. Not visible at all	16	0.30%
N/A	248	4.58%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,907	72.19%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	1,167	21.56%
3. Did not help	85	1.57%
N/A	253	4.67%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,355	1,933	103	10	14	2	5,417	97.65%
Service Quality Dimensions								
Responsiveness	3,012	2,060	289	33	19	4	5,417	93.70%
Reliability	3,194	2,002	209	2	7	3	5,417	95.97%
Access and Facilities	3,139	1,929	273	7	8	61	5,417	94.62%
Communication	3,164	1,916	269	11	7	50	5,417	94.65%
Costs	2,689	1,185	223	9	12	1,299	5,417	94.07%
Integrity	2,929	2,070	353	41	18	6	5,417	92.39%
Assurance	3,192	1,945	259	10	9	2	5,417	94.87%
Outcome	3,279	1,924	182	11	8	13	5,417	96.28%
Overall	24,598	15,031	2,057	124	88	1,438	43,336	94.58%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	374
2	Opening of other Deposit Account	348
3	Release of Captured Card	19
4	Request for ATM PIN Change	401
5	Request for Card Replacement	333
6	Cash Deposit - (Peso/Foreign Currencies)	267
7	Cash Withdrawal	417
8	Check Deposit - Peso	162
9	Check Encashment	438
10	Online Collection Payments	49
11	Request for Checkbook	209
12	Request for Fund Transfer	8
13	Request for Passbook Replacement	46
14	Request for Stop Payment Order	8
15	Updating of Bank Records - Change in Account Details/Type	597
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	385
17	Handling of Customer's Complaint	7
18	Salary Loan	485
19	Claim of Remittance Proceeds	2
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Purchase of Over-the-Counter Check	59
22	Release of Inward Returned Check	6

External Services		Responses
23	Sale/Purchase of Foreign Currencies	118
24	Servicing of Modified Disbursement System Transactions	259
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	70
26	Bank Statement/Snapshot	340
27	Application for LBP Credit Card Easy Pay Program	3
28	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	3
29	Reissuance of Credit Card	1
30	Issuance of Certificate of Full Payment	1
Total		5,417

9. Parang Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	357	77.61%
2. I know what a CC is but I did not see this office's CC.	7	1.52%
3. I learned of the CC only when I saw this office's CC.	77	16.74%
4. I do not know what a CC is and I did not see this office's CC.	19	4.13%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	412	89.57%
2. Somewhat easy to see	24	5.22%
3. Difficult to see	1	0.22%
4. Not visible at all	-	-
N/A	23	5.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	393	85.43%
2. Somewhat helped	42	9.13%
3. Did not help	1	0.22%
N/A	24	5.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	421	37	2	0	0	0	460	99.57%
Service Quality Dimensions								
Responsiveness	378	77	3	1	1	0	460	98.91%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	418	41	1	0	0	0	460	99.78%
Access and Facilities	416	42	1	1	0	0	460	99.57%
Communication	399	59	2	0	0	0	460	99.57%
Costs	353	52	1	0	0	54	460	99.75%
Integrity	416	43	1	0	0	0	460	99.78%
Assurance	419	40	1	0	0	0	460	99.78%
Outcome	414	44	2	0	0	0	460	99.57%
Overall	3,213	398	12	2	1	54	3,680	99.59%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	6
2	Opening of other Deposit Account	149
3	Request for Card Replacement	18
4	Cash Deposit - (Peso/Foreign Currencies)	29
5	Cash Withdrawal	8
6	Check Deposit - Peso	13
7	Check Encashment	28
8	Online Collection Payments	1
9	Updating of Bank Records - Change in Account Details/Type	6
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
11	Salary Loan	183
12	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
13	Bank Statement/Snapshot	2
14	Application for LBP Credit Card Easy Pay Program	9
15	Inquiry, Counseling and Processing of Loan	1
16	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		460

10. Rosary Heights Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	956	88.03%
2. I know what a CC is but I did not see this office's CC.	21	1.93%
3. I learned of the CC only when I saw this office's CC.	56	5.16%
4. I do not know what a CC is and I did not see this office's CC.	53	4.88%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	958	88.21%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	55	5.06%
3. Difficult to see	11	1.01%
4. Not visible at all	4	0.37%
N/A	58	5.34%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	969	89.23%
2. Somewhat helped	53	4.88%
3. Did not help	4	0.37%
N/A	60	5.52%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	916	156	11	0	3	0	1,086	98.71%
Service Quality Dimensions								
Responsiveness	855	197	21	6	7	0	1,086	96.87%
Reliability	900	175	9	0	1	1	1,086	99.08%
Access and Facilities	870	196	12	1	2	5	1,086	98.61%
Communication	851	209	20	0	2	4	1,086	97.97%
Costs	799	174	15	4	2	92	1,086	97.89%
Integrity	906	168	9	1	2	0	1,086	98.90%
Assurance	929	150	5	1	1	0	1,086	99.36%
Outcome	888	185	6	1	1	5	1,086	99.26%
Overall	6,998	1,454	97	14	18	107	8,688	98.50%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	13
2	Opening of other Deposit Account	50
3	Release of Captured Card	16
4	Request for ATM PIN Change	311
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	46
7	Cash Withdrawal	119
8	Check Deposit - Peso	103
9	Check Deposit - Foreign Currency	4
10	Check Encashment	136
11	Online Collection Payments	2
12	Request for Checkbook	3
13	Request for Fund Transfer	3
14	Updating of Bank Records - Change in Account Details/Type	20
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	16

External Services		Responses
16	Handling of Customer's Complaint	3
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
18	Salary Loan	176
19	Claim of Remittance Proceeds	3
20	Purchase of Over-the-Counter Check	13
21	Servicing of Modified Disbursement System Transactions	17
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
23	Bank Statement/Snapshot	12
24	Settlement of Past Due Account	1
25	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		1,086

11. Wao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,625	81.74%
2. I know what a CC is but I did not see this office's CC.	8	0.40%
3. I learned of the CC only when I saw this office's CC.	348	17.51%
4. I do not know what a CC is and I did not see this office's CC.	7	0.35%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,959	98.54%
2. Somewhat easy to see	19	0.96%
3. Difficult to see	1	0.05%
4. Not visible at all	-	-
N/A	9	0.45%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,967	98.94%
2. Somewhat helped	12	0.60%
3. Did not help	-	-
N/A	9	0.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,959	28	0	0	1	0	1,988	99.95%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	1,938	43	5	1	1	0	1,988	99.65%
Reliability	1,954	34	0	0	0	0	1,988	100.00%
Access and Facilities	1,947	37	3	0	0	1	1,988	99.85%
Communication	1,943	44	1	0	0	0	1,988	99.95%
Costs	1,857	39	2	0	0	90	1,988	99.89%
Integrity	1,947	38	3	0	0	0	1,988	99.85%
Assurance	1,955	33	0	0	0	0	1,988	100.00%
Outcome	1,941	46	0	0	0	1	1,988	100.00%
Overall	15,482	314	14	1	1	92	15,904	99.90%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	34
2	Opening of other Deposit Account	394
3	Release of Captured Card	6
4	Request for ATM PIN Change	343
5	Request for Card Replacement	189
6	Cash Deposit - (Peso/Foreign Currencies)	128
7	Cash Withdrawal	99
8	Check Deposit - Peso	53
9	Check Encashment	193
10	Online Collection Payments	3
11	Request for Checkbook	1
12	Request for Fund Transfer	18
13	Updating of Bank Records - Change in Account Details/Type	182
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	15
15	Salary Loan	138
16	Purchase of Over-the-Counter Check	1
17	Sale/Purchase of Foreign Currencies	3
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
19	Bank Statement/Snapshot	176
20	Lifting of Hold-out on Deposit	2
21	Inquiry, Counseling and Processing of Loan	3
Total		1,988

ASPIRe

1. Administrative Accounting Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	904	84.09%
2. I know what a CC is but I did not see this office's CC.	127	11.81%
3. I learned of the CC only when I saw this office's CC.	13	1.21%
4. I do not know what a CC is and I did not see this office's CC.	0	0
5.N/A	31	2.88%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	858	79.81%
2. Somewhat easy to see	122	11.35%
3. Difficult to see	0	0.00%
4. Not visible at all	3	0.28%
5.N/A	92	8.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	902	83.91%
2. Somewhat helped	93	8.65%
3. Did not help	1	0.09%
4. N/A	79	7.35%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	933	130	6	3	2	1	1075	98.98%
Reliability	957	114	4	0	0	0	1075	99.63%
Access and Facilities	913	122	3	0	0	37	1075	99.71%
Communication	898	133	5	0	0	39	1075	99.52%
Costs	310	67	7	0	5	686	1075	96.92%
Integrity	964	103	3	0	0	5	1075	99.72%
Assurance	960	103	1	0	0	11	1075	99.91%
Outcome	940	123	1	0	0	11	1075	99.91%
Overall	6875	895	30	3	7	790	8600	99.49%

2. Administrative Legal Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	676	85.68%
2. I know what a CC is but I did not see this office's CC.	86	10.90%
3. I learned of the CC only when I saw this office's CC.	5	0.63%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	22	2.79%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	576	73.00%
2. Somewhat easy to see	32	4.06%
3. Difficult to see	1	0.13%
4. Not visible at all	6	0.76%
5.N/A	174	22.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		

1. Helped very much	608	77.06%
2. Somewhat helped	37	4.69%
3. Did not help	2	0.25%
4. N/A	142	18.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	661	87	8	7	1	25	789	97.91%
Reliability	713	62	2	0	0	12	789	99.74%
Access and Facilities	581	52	4	1	0	151	789	99.22%
Communication	561	93	15	1	0	119	789	97.61%
Costs	206	19	7	2	0	555	789	96.15%
Integrity	697	60	3	0	0	29	789	99.61%
Assurance	658	72	1	0	0	58	789	99.86%
Outcome	703	68	2	0	0	16	789	99.74%
Overall	4780	513	42	11	1	965	6312	98.99%

3. Agrarian Accounting Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	138	96.50%
2. I know what a CC is but I did not see this office's CC.	5	3.50%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	5.59%
2. Somewhat easy to see	130	90.91%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	5	3.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	6.29%
2. Somewhat helped	129	90.21%
3. Did not help	0	0.00%
4. N/A	5	3.50%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	5	131	7	0	0	0	143	95.1%
Reliability	12	131	0	0	0	0	143	100%
Access and Facilities	11	131	0	0	0	1	143	100%
Communication	8	131	0	0	0	4	143	100%
Costs		2	0	0	0	141	143	100%
Integrity	12	131	0	0	0	0	143	100%
Assurance	12	131	0	0	0	0	143	100%

Outcome	7	129	1	0	0	6	143	99.27%
Overall	67	917	8	0	0	152	1144	99.19%

4. Area Legal Unit - Mindanao

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	65	98.48%
2. I know what a CC is but I did not see this office's CC.	1	1.52%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	64	96.97%
2. Somewhat easy to see	1	1.52%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	1	1.52%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	66	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	38	27	1	0	0	0	66	98.48%
Reliability	37	29	0	0	0	0	66	100%
Access and Facilities	25	28	0	0	0	13	66	100%
Communication	36	28	1	0	0	1	66	98.46%
Costs	1	25	0	0	0	40	66	100%
Integrity	39	27	0	0	0	0	66	100%
Assurance	37	29	0	0	0	0	66	100%
Outcome	37	29	0	0	0	0	66	100%
Overall	250	222	2	0	0	54	528	99.58%

5. Area Legal Unit - North & Central Luzon

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	49	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	48	97.96%
2. Somewhat easy to see	1	2.04%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%

CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	47	95.92%
2. Somewhat helped	2	4.08%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	38	27	1	0	0	0	66	98.48%
Reliability	37	29	0	0	0	0	66	100%
Access and Facilities	25	28	0	0	0	13	66	100%
Communication	36	28	1	0	0	1	66	98.46%
Costs	1	25	0	0	0	40	66	100%
Integrity	39	27	0	0	0	0	66	100%
Assurance	37	29	0	0	0	0	66	100%
Outcome	37	29	0	0	0	0	66	100%
Overall	250	222	2	0	0	54	528	99.58%

6. Area Legal Unit - South Luzon & Bicol

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	108	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	102	94.44%
2. Somewhat easy to see	6	5.56%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	102	94.44%
2. Somewhat helped	6	5.56%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	94	7	0	1	0	6	108	99.02%
Reliability	103	5	0	0	0	0	108	100%
Access and Facilities	88	9	5	1	0	5	108	94.17%
Communication	96	11	0	0	0	1	108	100%
Costs	9	3	0	0	0	96	108	100%
Integrity	101	7	0	0	0	0	108	100%

Assurance	99	9	0	0	0	0	108	100%
Outcome	104	4	0	0	0	0	108	100%
Overall	694	55	5	2	0	108	864	99.07%

7. Area Legal Unit - Visayas

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	44	97.78%
2. I know what a CC is but I did not see this office's CC.	1	2.22%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	44	97.78%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	1	2.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	43	95.56%
2. Somewhat helped	1	2.22%
3. Did not help	0	0.00%
4. N/A	1	2.22%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	40	5	0	0	0	0	45	100%
Reliability	42	3	0	0	0	0	45	100%
Access and Facilities	42	3	0	0	0	0	45	100%
Communication	16	21	8		0	0	45	82.22%
Costs	4	2	0	0	0	39	45	100%
Integrity	42	3	0	0	0	0	45	100%
Assurance	40	5	0	0	0	0	45	100%
Outcome	44	1	0	0	0	0	45	100%
Overall	270	43	8	0	0	39	360	97.51%

8. Banking Legal Services Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?	449	99.78%
1. I know what a CC is and I saw this office's CC.	1	0.22%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	446	99.11%
2. Somewhat easy to see	3	0.67%
3. Difficult to see	0	0.00%

4. Not visible at all	1	0.22%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	448	99.56%
2. Somewhat helped	1	0.22%
3. Did not help	0	0.00%
4. N/A	1	0.22%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	446	3	1	0	0	0	450	99.78%
Reliability	448	2	0	0	0	0	450	100%
Access and Facilities	445	3	1	0	0	1	450	99.78%
Communication	445	1	3	0	0	1	450	99.33%
Costs	378		2	0	0	70	450	99.47%
Integrity	449	1	0	0	0	0	450	100%
Assurance	447	3	0	0	0	0	450	100%
Outcome	447	3	0	0	0	0	450	100%
Overall	3505	16	7	0	0	72	3600	99.80%

9. Employee Relation Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3	75.00%
2. I know what a CC is but I did not see this office's CC.	1	25.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	75.00%
2. Somewhat easy to see	1	25.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	75.00%
2. Somewhat helped	1	25.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	3	0	1	0	0	0	4	75.00%
Reliability	3	1	0	0	0	0	4	100%
Access and Facilities	3	1	0	0	0	0	4	100%
Communication	3	1	0	0	0	0	4	100%

Costs	2	0	0	0	0	2	4	100%
Integrity	3	0	1	0	0	0	4	75.00%
Assurance	3	0	1	0	0	0	4	75.00%
Outcome	2	2	0	0	0	0	4	100%
Overall	22	5	3	0	0	2	32	90.00%

10. Environmental Program & Management Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	30	90.91%
2. I know what a CC is but I did not see this office's CC.	2	6.06%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	1	3.03%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	26	78.79%
2. Somewhat easy to see	2	6.06%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	5	15.15%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	25	75.76%
2. Somewhat helped	3	9.09%
3. Did not help	0	0.00%
4. N/A	5	15.15%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	14	18	0	1	0	0	33	96.97%
Reliability	17	16	0	0	0	0	33	100%
Access and Facilities	10	13	0	0	0	10	33	100%
Communication	13	13	0	0	0	7	33	100%
Costs	3	8	0	0	0	22	33	100%
Integrity	19	14	0	0	0	0	33	100%
Assurance	20	13	0	0	0	0	33	100%
Outcome	18	14	0	0	0	1	33	100%
Overall	114	109	0	1	0	40	264	99.55%

11. Facilities Management Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	161	76.30%
2. I know what a CC is but I did not see this office's CC.	45	21.33%
3. I learned of the CC only when I saw this office's CC.	2	0.95%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	3	1.42%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	131	62.09%

2. Somewhat easy to see	28	13.27%
3. Difficult to see	2	0.95%
4. Not visible at all	7	3.32%
5.N/A	43	20.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	144	68.25%
2. Somewhat helped	17	8.05%
3. Did not help	0	0.00%
4. N/A	50	23.70%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	167	37	1	3	0	3	211	98.08%
Reliability	168	39	1	0	0	3	211	99.52%
Access and Facilities	147	39	2	0	0	23	211	98.94%
Communication	136	42	6	1	0	26	211	96.22%
Costs	60	11	4	0	0	136	211	94.67%
Integrity	166	25	16	0	0	4	211	92.27%
Assurance	171	34	1	3	0	2	211	98.09%
Outcome	166	36	0	0	0	9	211	100.00%
Overall	1181	263	31	7	0	206	1688	97.44%

12. Field Support Services Center 1

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	875	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	869	99.31%
2. Somewhat easy to see	6	0.69%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	865	98.86%
2. Somewhat helped	10	1.14%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	620	255	0	0	0	0	875	100%
Reliability	864	11	0	0	0	0	875	100%

Access and Facilities	863	12	0	0	0	0	875	100%
Communication	864	11	0	0	0	0	875	100%
Costs	804	11	0	0	0	60	875	100%
Integrity	864	11	0	0	0	0	875	100%
Assurance	863	12	0	0	0	0	875	100%
Outcome	864	11	0	0	0	0	875	100%
Overall	6606	334	0	0	0	60	7000	100%

13. Field Support Services Center 2

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	19	86.36%
2. I know what a CC is but I did not see this office's CC.	3	13.64%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18	81.82%
2. Somewhat easy to see	1	4.54%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	3	13.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	77.27%
2. Somewhat helped	2	9.09%
3. Did not help	0	0.00%
4. N/A	3	13.64%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	17	4	1	0	0	0	22	95.45%
Reliability	18	4	0	0	0	0	22	100%
Access and Facilities	8	4	2	0	0	8	22	85.71%
Communication	13	3	3	0	0	3	22	84.21%
Costs	5	1	2	0	0	14	22	75.00%
Integrity	18	3	0	0	0	1	22	100.00%
Assurance	17	4	1	0	0	0	22	95.45%
Outcome	17	5	0	0	0	0	22	100%
Overall	113	28	9	0	0	26	176	94.00%

14. Field Support Services Center 3

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	49	96.08%
2. I know what a CC is but I did not see this office's CC.	3	13.64%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	2	3.92%

CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	49	96.08%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	2	3.92%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	49	96.08%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	2	3.92%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	26	6	4	15	0	0	51	62.75%
Reliability	30	20	0	1	0	0	51	98.04%
Access and Facilities	28	14	0	0	0	9	51	100%
Communication	29	20	0	0	0	2	51	100%
Costs	11	1	0	0	0	39	51	100%
Integrity	29	20	0	0	0	2	51	100%
Assurance	29	20	0	0	0	2	51	100%
Outcome	29	22	0	0	0	0	51	100%
Overall	211	123	4	16	0	54	408	94.35%

15. Field Support Services Center 4-A

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	0	0	0	0	1	0	1	0%
Reliability	0	0	1	0	0	0	1	0%
Access and Facilities	0	0	1	0	0	0	1	0%
Communication	0	1	0	0	0	0	1	100%
Costs	0	0	0	0	0	1	1	0%
Integrity	0	0	0	0	0	1	1	0%
Assurance	0	1	0	0	0	0	1	100%
Outcome	0	1	0	0	0	0	1	100%
Overall	0	3	2	0	1	2	8	50%

16. Field Support Services Center 4-B

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	6	1	0	0	0	0	7	100%
Reliability	7	0	0	0	0	0	7	100%
Access and Facilities	7	0	0	0	0	0	7	100%
Communication	7	0	0	0	0	0	7	100%
Costs	1	0	0	0	0	6	7	100%
Integrity	7	0	0	0	0	0	7	100%
Assurance	7	0	0	0	0	0	7	100%
Outcome	7	0	0	0	0	0	7	100%
Overall	49	1	0	0	0	6	56	100%

17. Field Support Services Center 5

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	532	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	529	99.44%
2. Somewhat easy to see	1	0.19%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.19%
5.N/A	1	0.19%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	485	91.17%
2. Somewhat helped	46	8.65%
3. Did not help	0	0.00%
4. N/A	1	0.19%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	520	7	1	1	3	0	532	99.06%
Reliability	521	10	0	1	0	0	532	99.81%
Access and Facilities	479	6	0	0	0	47	532	100%
Communication	509	19	0	0	0	4	532	100%
Costs	245	4	0	0	0	283	532	100%
Integrity	523	9	0	0	0	0	532	100%
Assurance	524	8	0	0	0	0	532	100%
Outcome	515	13	0	0	0	4	532	100%
Overall	3836	76	1	2	3	338	4256	99.85%

18. Field Support Services Center 6

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	532	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	529	99.44%
2. Somewhat easy to see	1	0.19%
3. Difficult to see	0	0.00%
4. Not visible at all	1	0.19%
5.N/A	1	0.19%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	485	91.17%
2. Somewhat helped	46	8.65%
3. Did not help	0	0.00%

4. N/A	1	0.19%
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Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	44	1	0	0	0	0	45	100%
Reliability	44	1	0	0	0	0	45	100%
Access and Facilities	43		0	0	0	2	45	100%
Communication	44	1	0	0	0	0	45	100%
Costs	29		0	0	0	16	45	100%
Integrity	44	1	0	0	0	0	45	100%
Assurance	44	1	0	0	0	0	45	100%
Outcome	43	2	0	0	0	0	45	100%
Overall	335	7	0	0	0	18	360	100%

19. Field Support Services Center 7-A

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	10	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	90.00%
2. Somewhat easy to see	1	10.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	7	2	1	0	0	0	10	90.00%
Reliability	7	2	1	0	0	0	10	90.00%
Access and Facilities	4	2	0	0	0	4	10	100%
Communication	5	5	0	0	0	0	10	100%
Costs	1		0	0	0	9	10	100%
Integrity	5	4	1	0	0	0	10	90.00%
Assurance	10		0	0	0	0	10	100%

Outcome	7	3	0	0	0	0	10	100%
Overall	46	18	3	0	0	13	80	95.52%

20. Field Support Services Center 7-B

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1625	99.69%
2. I know what a CC is but I did not see this office's CC.	1	0.06%
3. I learned of the CC only when I saw this office's CC.	4	0.25%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1584	97.18%
2. Somewhat easy to see	43	2.64%
3. Difficult to see	2	0.12%
4. Not visible at all	0	0.00%
5.N/A	1	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1606	98.53%
2. Somewhat helped	23	1.41%
3. Did not help	0	0.00%
4. N/A	1	0.06%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1537	93	0	0	0	0	1630	100%
Reliability	1545	81	4	0	0	0	1630	99.75%
Access and Facilities	1542	84	2	0	0	2	1630	99.88%
Communication	1537	89	1	0	0	3	1630	99.94%
Costs	275	9	39	0	1	1306	1630	87.65%
Integrity	1547	77	4	0	0	2	1630	99.75%
Assurance	1571	59	0	0	0	0	1630	100%
Outcome	1545	84	0	0	0	1	1630	100%
Overall	11099	576	50	0	1	1314	13040	99.57%

21. Field Support Services Center 8

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	25	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	25	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%

4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	25	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	20	3	2	0	0	0	25	92.00%
Reliability	21	4	0	0	0	0	25	100%
Access and Facilities	16	0	0	0	0	9	25	100%
Communication	20	3	2	0	0	0	25	92.00%
Costs	1	0	0	0	0	24	25	100%
Integrity	21	4	0	0	0	0	25	100%
Assurance	21	4	0	0	0	0	25	100%
Outcome	21	4	0	0	0	0	25	100%
Overall	141	22	4	0	0	33	200	97.60%

22. Field Support Services Center 9

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	162	99.39%
2. I know what a CC is but I did not see this office's CC.	1	0.61%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	152	93.25%
2. Somewhat easy to see	2	1.23%
3. Difficult to see	8	4.91%
4. Not visible at all	0	0.00%
5.N/A	1	0.61%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	145	88.96%
2. Somewhat helped	10	6.13%
3. Did not help	0	0.00%
4. N/A	8	4.91%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	142	20	1	0	0	0	163	99.39%
Reliability	155	8	0	0	0	0	163	100%
Access and Facilities	140	10	1	0	0	12	163	99.34%
Communication	142	11	8	0	0	2	163	95.03%
Costs	79	3	8	0	0	73	163	91.11%

Integrity	155	6	2	0	0	0	163	98.77%
Assurance	154	6	3	0	0	0	163	98.16%
Outcome	155	8	0	0	0	0	163	100.00%
Overall	1122	72	23	0	0	87	1304	98.11%

23. Field Support Services Center 10

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	100	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	96	96.00%
2. Somewhat easy to see	4	4.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	92	92.00%
2. Somewhat helped	7	7.00%
3. Did not help	0	0.00%
4. N/A	1	1.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	65	28	2	4	0	1	100	93.94%
Reliability	68	31	1	0	0	0	100	99.00%
Access and Facilities	68	28	0	0	0	4	100	100%
Communication	66	30	1	0	0	3	100	98.97%
Costs	60	6	0	0	0	34	100	100%
Integrity	71	28	0	0	0	1	100	100%
Assurance	71	28	0	0	0	1	100	100%
Outcome	71	25	0	0	0	4	100	100%
Overall	540	204	4	4	0	48	800	98.94%

24. Field Support Services Center 11

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	207	85.89%
2. I know what a CC is but I did not see this office's CC.	34	14.11%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	202	83.82%
2. Somewhat easy to see	39	16.18%
3. Difficult to see	0	0.00%

4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	236	97.93%
2. Somewhat helped	5	2.07%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	163	78	0	0	0	0	241	100%
Reliability	168	73	0	0	0	0	241	100%
Access and Facilities	150	85	0	0	0	6	241	100%
Communication	149	89	0	0	0	3	241	100%
Costs	103	76	1	0	0	61	241	99.44%
Integrity	155	86	0	0	0	0	241	100%
Assurance	165	76	0	0	0	0	241	100%
Outcome	166	75	0	0	0	0	241	100%
Overall	1219	638	1	0	0	70	1928	99.95%

25. Field Support Services Center 12

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	45	97.83%
2. I know what a CC is but I did not see this office's CC.	1	2.17%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	44	95.65%
2. Somewhat easy to see	1	2.17%
3. Difficult to see	1	2.17%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	46	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	40	4	1	1	0	0	46	95.65%
Reliability	42	3	1	0	0	0	46	97.83%
Access and Facilities	42	2	1	0	0	1	46	97.78%
Communication	41	2	1	0	0	2	46	97.73%
Costs	22	2	0	0	0	22	46	100%

Integrity	43	2	1	0	0	0	46	97.83%
Assurance	43	2	1	0	0	0	46	97.83%
Outcome	43	1	2	0	0	0	46	95.65%
Overall	316	18	8	1	0	25	368	97.38%

26. Financial Accounting Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	17	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	3	0	0	14	0	0	17	17.65%
Reliability	3	14	0	0	0	0	17	100%
Access and Facilities	3	14	0	0	0	0	17	100%
Communication	3	14	0	0	0	0	17	100%
Costs	1		0	0	0	16	17	100%
Integrity	3	14	0	0	0	0	17	100%
Assurance	3	14	0	0	0	0	17	100%
Outcome	3	14	0	0	0	0	17	100%
Overall	22	84	0	14	0	16	136	88.33%

27. FX Sales and Hedging Solutions Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	25	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	25	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	0	0.00%

CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	68.00%
2. Somewhat helped	8	32.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	16	9	0	0	0	0	25	100.00%
Reliability	16	9	0	0	0	0	25	100%
Access and Facilities	16	9	0	0	0	0	25	100%
Communication	17	8	0	0	0	0	25	100%
Costs	15	8	0	0	0	2	25	100%
Integrity	17	8	0	0	0	0	25	100%
Assurance	17	8	0	0	0	0	25	100%
Outcome	17	8	0	0	0	0	25	100%
Overall	131	67	0	0	0	2	200	100%

28. International Trade Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	59	85.51%
2. I know what a CC is but I did not see this office's CC.	9	13.04%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	1	1.45%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	56	81.16%
2. Somewhat easy to see	3	4.35%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	10	14.49%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	58	84.06%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	11	15.94%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	54	13	1	0	0	1	69	98.53%
Reliability	56	12	0	0	0	1	69	100%
Access and Facilities	49	9	6	0	0	5	69	90.63%
Communication	50	9	6	1	0	3	69	89.39%
Costs	40	14	0	0	0	15	69	100%
Integrity	56	12	0	0	0	1	69	100%

Assurance	56	13	0	0	0		69	100%
Outcome	53	15	0	0	0	1	69	100%
Overall	414	97	13	1	0	27	552	97.33%

29. Liquidity and Reserve Management Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6	60.00%
2. I know what a CC is but I did not see this office's CC.	2	20.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	2	20.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	60.00%
2. Somewhat easy to see	1	10.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	3	30.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	70.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	3	30.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	8	2	0	0	0	0	10	100%
Reliability	8	2	0	0	0	0	10	100%
Access and Facilities	8	2	0	0	0	0	10	100%
Communication	6	1	0	0	0	3	10	100%
Costs	2	0	0	0	0	8	10	100%
Integrity	8	1	0	0	0	1	10	100%
Assurance	9	1	0	0	0	0	10	100%
Outcome	7	1	0	0	0	2	10	100%
Overall	56	10	0	0	0	14	80	100%

30. Loans Operation Management Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1746	99.26%
2. I know what a CC is but I did not see this office's CC.	12	0.68%
3. I learned of the CC only when I saw this office's CC.	1	0.06%
4. I do not know what a CC is and I did not see this office's CC.		
5.N/A		
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1683	95.68%
2. Somewhat easy to see	73	4.15%
3. Difficult to see	1	0.06%
4. Not visible at all	1	0.06%

5.N/A	1	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1653	93.97%
2. Somewhat helped	70	3.98%
3. Did not help	6	0.34%
4. N/A	30	1.71%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1167	457	16	99	0	20	1759	93.39%
Reliability	1218	502	11	3	2	23	1759	99.08%
Access and Facilities	1081	439	28	1	0	210	1759	98.13%
Communication	1181	439	25	2	0	112	1759	98.36%
Costs	591	259	6	24	2	877	1759	96.37%
Integrity	1292	428	14	6	0	19	1759	98.85%
Assurance	1279	425	46	7	0	2	1759	96.98%
Outcome	1250	493	8	0	1	7	1759	99.49%
Overall	9059	3442	154	142	5	1270	14072	97.65%

31. MDS & Collections Management Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	51	98.08%
2. I know what a CC is but I did not see this office's CC.	1	1.92%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	47	90.38%
2. Somewhat easy to see	2	3.85%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%
5.N/A	3	5.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	51	98.08%
2. Somewhat helped	1	1.92%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	44	7	0	0	0	1	52	100%
Reliability	48	4	0	0	0	0	52	100%
Access and Facilities	42	7	0	0	0	3	52	100%
Communication	44	6	1	0	0	1	52	100%
Costs	23	6	0	0	0	23	52	100%

Integrity	47	4	0	0	0	1	52	100%
Assurance	48	4	0	0	0	0	52	100%
Outcome	46	5	0	0	0	1	52	100%
Overall	342	43	1	0	0	30	416	99.74%

32. Organization Development Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	123	82.00%
2. I know what a CC is but I did not see this office's CC.	23	15.33%
3. I learned of the CC only when I saw this office's CC.	2	1.33%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	2	1.33%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	103	68.67%
2. Somewhat easy to see	14	9.33%
3. Difficult to see	3	2.00%
4. Not visible at all	0	0.00%
5.N/A	30	20.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	109	72.67%
2. Somewhat helped	14	9.33%
3. Did not help	0	0.00%
4. N/A	27	18.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	99	34	5	3	4	5	150	91.72%
Reliability	114	32	4	0	0	0	150	97.33%
Access and Facilities	95	28	3	0	0	24	150	97.62%
Communication	99	38	1	2	0	10	150	97.86%
Costs	22	12	2	0	0	114	150	94.44%
Integrity	115	28	3	0	0	4	150	97.95%
Assurance	98	33	6	1	0	12	150	94.93%
Outcome	113	30	3	0	0	4	150	97.95%
Overall	755	235	27	6	4	173	1200	96.40%

33. Personnel Administration Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?	540	84.77%
1. I know what a CC is and I saw this office's CC.	62	9.73%
2. I know what a CC is but I did not see this office's CC.	9	1.41%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	26	4.08%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	453	71.11%
2. Somewhat easy to see	49	7.69%
3. Difficult to see	2	0.31%
4. Not visible at all	5	0.78%

5.N/A	128	20.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	491	77.08%
2. Somewhat helped	39	6.12%
3. Did not help	1	0.16%
4. N/A	106	16.64%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	489	106	15	7	6	14	637	95.51%
Reliability	536	91	2	0	0	8	637	99.68%
Access and Facilities	444	79	0	0	0	114	637	100%
Communication	450	103	9	1	0	74	637	98.22%
Costs	177	31	8	3	4	414	637	93.27%
Integrity	539	85	3	0	0	10	637	99.52%
Assurance	523	89	1	0	0	24	637	99.84%
Outcome	529	85	2	1	0	20	637	99.51%
Overall	3687	669	40	12	10	678	5096	98.60%

34. Property Valuation Services Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2	50.00%
2. I know what a CC is but I did not see this office's CC.	2	50.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	75.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	1	25.00%
5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	75.00%
2. Somewhat helped	1	0.43%
3. Did not help	1	25.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	3	0	0	0	1	0	4	75%
Reliability	3	0	0	0	1	0	4	75%
Access and Facilities	3	0	0	1	0	0	4	75%
Communication	3	0	0	1	0	0	4	75%
Costs	3	0	1	0	0	0	4	75%

Integrity	3	0	1	0	0	0	4	75%
Assurance	3	0	1	0	0	0	4	75%
Outcome	3	0	1	0	0	0	4	75%
Overall	24	0	4	2	2	0	32	75%

35. Provident Fund Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	207	89.61%
2. I know what a CC is but I did not see this office's CC.	20	8.66%
3. I learned of the CC only when I saw this office's CC.	3	1.30%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	1	0.43%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	188	87.04%
2. Somewhat easy to see	22	10.19%
3. Difficult to see	3	1.39%
4. Not visible at all	3	1.39%
5.N/A	15	6.49%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	196	90.74%
2. Somewhat helped	17	7.87%
3. Did not help	0	0.00%
4. N/A	18	7.79%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	191	34	2	0	4	0	231	97.40%
Reliability	213	17	1	0	0	0	231	99.57%
Access and Facilities	197	23	3	0	0	8	231	98.65%
Communication	196	28	3	2	0	2	231	97.82%
Costs	139	24	1	1	0	66	231	98.79%
Integrity	211	17	2	0	0	1	231	99.13%
Assurance	212	17	1	0	0	1	231	99.57%
Outcome	208	20	1	0	0	2	231	99.56%
Overall	1567	180	14	3	4	80	1848	98.81%

36. Treasury Operations Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2	100.00%
2. I know what a CC is but I did not see this office's CC.	0	0.00%
3. I learned of the CC only when I saw this office's CC.	0	0.00%
4. I do not know what a CC is and I did not see this office's CC.	0	0.00%
5.N/A	0	0.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	100.00%
2. Somewhat easy to see	0	0.00%
3. Difficult to see	0	0.00%
4. Not visible at all	0	0.00%

5.N/A	0	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	100.00%
2. Somewhat helped	0	0.00%
3. Did not help	0	0.00%
4. N/A	0	0.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	0	2	0	0	0	0	2	100%
Reliability	1	1	0	0	0	0	2	100%
Access and Facilities	1	1	0	0	0	0	2	100%
Communication	1	1	0	0	0	0	2	100%
Costs	1	1	0	0	0	0	2	100%
Integrity	1	1	0	0	0	0	2	100%
Assurance		2	0	0	0	0	2	100%
Outcome	1	1	0	0	0	0	2	100%
Overall	6	10	0	0	0	0	16	100%

ANNEX D. Verbatim Comments/ Suggestions

SMILES

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	1,076,911
With comments/ suggestions	46,640
5 stars	1
<3 and friendly a mam	1
1 day processing of loanSuper bilis	1
1 provision of seat to accommodate customer	1
1. Customer Friendly 2. Accommodating 3. Open to Suggestions 4. Followed the Criteria of Bank strictly 5. Assist Clients 6. Explained clearly the policy of the Bank.	1
1. Intensify information advocacy so that the programs and loan programs and other products of Landbank will reach ordinary farmers and clients, particularly in the rural areas.2. Find other ways to make bank transactions simple, straight-forward, seamless and client-friendly.	1
1. Priority lane for elderly and pwd at the costumer service table.2. Additional man power on the costumer service counter(1 person only at the time of transaction)	1
1. Service was fast, less time was spent2. Mas dako ang tingog sa mga guard kaysa teller, murag merkado. Namadlong ang mga guard sa customer nga nag asawa sa call but walay makabadlong nga mas dako ilang tingog nga nagtabi sa may puntahan.	1
1. To provide email on the application status after passing on the qualifying exam. Thank you.	1
10 out 10 for being kind employees	1
10 out of 10 by the service	1
10 out of 10 service	1
10 points mababait	1
10/10	36
10/10 excellent service and very accommodating employees from cashier to back office.	1
10/10 ganda ng serbisyo	1
10/10 para sa service	1
10/10 sa kanilang service	1
10/10 sa kanilanh service	1
10/10 sa proseso	1
10/10 service	4
10/10 Very Good	1
100 percent ang inyong serbisyo wala akung masabi dahil mabuti ang inyong serbisyo.	1
100 percent very good service	1
100 percent, quick and easy	1
100%	2
100% excellent landbank Calinan	1
100% excellent service	1
100% good	1
100% goods	1
100% ko na masasabing magandang talaga services ng landbank. Ipagpatuloy ang ganitong serbisyo.	1
100% mabilis at maayos	1
100% OK	1
100% Satisfied to their service 🦋	1
100% sufficed	1
100% they serve very good for the 4ps member thank you	6
100% very accomodation all staff, wala ma dapat improve the landbank roosvelt💛	1
100% very good service of people well help	1
100percent	1
100percsnt	1
101 perccent satisfied..fast transacion	1
101% satisfied with their customer service	1
11 out of 10 for service	1
11/10	1
1st time in landbank dumaguete	1
1st time pong nag-open account thankful po kasi very mabait yong nagasikaso sa akin. Godbless	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
2 days Ako bumabalik para sa transaction	1
2 teller	1
2 tellers please	1
2 tellers thank you	1
2 thumbs up keep up the good work	1
2 to 3 tellers for the new account. This may help to the transaction faster and the new employees will have their salaries.	1
2nd branch in lanao del sur is highly advised due to the volume of their clients.	1
3 weeks til i get my card but its reasonable	1
3rd floor pero ang elevator not functioning. Hassle to client epecially senior	1
4ps atm	1
5 star	3
5 star for me	1
5 Star Good Service, thank you LANDBANK!	1
5 star quality of service!	1
5 STAR SERVICE	5
5 star service and swift.	2
5 star service as always. Staff are always friendly and accommodating.	2
5 stars. keep up the good work!	1
5 start service	1
5! Very good	1
5. polite staff and guard fast service	1
5/5 very efficient transaction speed	1
A am satisfied, mabilis po and proseso. Salamat	1
A bigger office	1
A bigger venue would be better	1
a bit slow due to lesser people but no bank can beat thefriendly service	1
a CC with big prints and place at the entrance where clients can easily read.	1
A covered and more comfortable waiting area outside the bank would be more appreciated	1
A desk where clients could use to write details	1
a friendly workers, salute to maam weng	1
A good job satisfied	1
A Good Public Service	1
A great service provider and staff are well-mannered and approachable.	1
A JOB WELL DONE	1
A led board showing the numbers to be catered must be posted for the information of clients.	1
A little improvement.	1
A lot of walk-in clients may be another LBP branch is needed somewhere in north caloocan north, near OJNRMAS	1
a more secure and private location for the on-site online application computer. The information could be visible from the designated waiting area.	1
A very approachable staff, it helps a lot.	1
A very pleasant service	1
A very satisfactory service was accorded to me a while ago. All the employees whom I had talked to are very courteous, friendly, and very accommodating. Thank you, Ozamiz Branch!	1
A very welcoming vibe	1
a wider space and parking	1
A.1 good	1
AARON AND MARICAR VERY KNOWLEDGEABLE/PROFESSIONAL AND TREAT CLIENT W/ DECORUM/RESPECT. GOOD JOB!	1
ababait ang empleyado	1
Abo guid nga saeamat sa Aklan Lending Center. Madali katransaksyon.	1
About lang po sa mga tanong nag claim Ng payout nila Sana po next time matuto p silang pumila Ng ayos at patas kasi karamihan po sa kanila ay sumingit Ng pila para Maka pag pay out Yun lang po...at thank you po LandBank 🥰🥰	1
About online account application, kung pwede pong mag help sa mga gumagawa ng account.	1
About the Citizen's charter: can it be sent through email. So that we can browse and refer to it from time to time?	1
About the Weaccess, it was not printed by monthly basis although its filled-out by a month.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
above all based on my experienced I am satisfied with the services. No suggestion for now	1
absolute	1
Absolute and accurate job well done thank you so much!	1
Absolutely excellent service	1
Absolutely good	1
Absolutely good customer service	1
absolutely good for me	1
Absolutely good service	1
Absolutely good the services	1
Absolutely no suggestion nothing to provide it's a good service	1
ABSOLUTELY WOW! GOOD!	1
Abtik kugihan	1
AC add facility Improvement	1
acccomodating thank you	1
accept over the counter deposit	1
accept widrawal and check deposit	1
acceptance of check deposit and otc withdrawal	1
acceptance of deposit and withdrawal over the counter	1
Accessibility to loan services, a kiosk for loans would be great so that those who are interested to apply for loan may inquire and submit requirements.	1
Accomiodating and respectful	1
Accommodate all client and be fair to all client no vip treatmentAlways smile to the customer.	1
Accommodate all your clients when in terms of withdrawal of passbook and any bank transaction must be intertaind when the client is there.... Thank you for your good services🥰	1
accommodate service	1
Accommodating	37
Accommodating & Easy Transaction	1
Accommodating & fast and convenient	2
Accommodating :)	1
Accommodating agency	1
Accommodating always	1
Accommodating and approachable eemployees. Keep up the good work!	1
Accommodating and approachable staff	1
Accommodating and approachable staff... Polite and working efficiently	1
ACCOMMODATING AND EASY TO ASK INFORMATION.	1
Accommodating and easy transaction.	1
accommodating and fast client-assistance	1
Accommodating and fast transaction	2
accommodating and friendly	5
Accommodating and friendly staff	1
accommodating and friendly staff as always	1
Accommodating and friendly staff.	1
Accommodating and friendly staffs	2
Accommodating and Friendly staffs and guards.	1
ACCOMMODATING AND HELPFUL	1
Accommodating and helpful personnel	1
Accommodating and kind	1
ACCOMMODATING AND KIND STAFF	1
ACCOMMODATING AND NICE	1
Accommodating and satisfying services.	1
Accommodating and very fast services. Employees have good rapport with clients	1
Accommodating and very nice and friendly are the personnel.	1
Accommodating and very responsive sa mga queries with regard sa MDS transactions for our Office. Special Thanks to Sir Relance Sanchez, Mam Amy Encinares and Mam Cathy Siscar for extending and exerting efforts to help and assist us in our MDS concerns. More power to LBP Sta Rosa.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Accommodating ang mga employee ng Landbank Nagcarlan Branch at mabilis ang transactions	1
Accommodating Ang mga tawo sa Cebu Mango Branch.	1
Accommodating at approachable	1
Accommodating at friendly.	1
Accommodating at madaling kausap ang loan processor.	1
Accommodating at mga magagalang makitungo	1
Accommodating branch	1
Accommodating Chair outside Waiting area.	1
accommodating employees	1
Accommodating Handling team. Very Satisfied on all transactions	1
Accommodating kahit late na Ako dumating tinanggap Padin ako	1
Accommodating kau ang mga staff ug smiling kau ang sa new accounts.	1
Accommodating landbank employee	1
Accommodating my account	1
accommodating my transactions	1
accommodating naman po ang mga empleyado ng landbank	1
Accommodating ng staff! Job well done!	1
Accommodating nman mga staff.	1
accommodating person	1
Accommodating personnel	5
accommodating personnel / Excellent quality of service	1
Accommodating personnel. Excellent service.	1
Accommodating personnel's	1
Accommodating personnels	1
ACCOMMODATING PERSONNELS AND GOOD SERVICE	1
Accommodating po ang mga tellers	1
Accommodating po ang tellers	1
Accommodating po sila	2
Accommodating po sila.	1
Accommodating po yung sa may new accounts.	1
Accommodating sila tanan	1
Accommodating sila tanan. Tellers nila kai clear mu explained sa details.	1
accommodating staff	21
Accommodating staff and clean office	1
Accommodating staff and clean place. WELL DONE!	1
accommodating staff and friendly	1
Accommodating staff and helpful answering my questions.	1
Accommodating staff and helpful.	1
Accommodating staff and officer	1
Accommodating staff specially their EA	1
Accommodating staff, commendable, smiling face.	1
accommodating staff, thank you!	1
Accommodating staff.	1
Accommodating staffFast service	1
Accommodating staffs	3
Accommodating staffs approachable officers best ever branch head God bless landbank	1
Accommodating staffs, pretty, kind and humble	1
Accommodating teller and check all documents for corrections	1
accommodating teller's	1
Accommodating tellers of the branch. Transactions were processed fastly.	1
Accommodating ung mga employees	1
Accommodating Verifier	1
Accommodating yung mga staff	1
Accommodating, very friendly, happy	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
ACCOMMODATING. ALL STAFF ARE NICE	1
accommodating/fast response	1
AccommodatingApproachable Excellent service	1
Accommodative ang mga employee at teller, na assist ako ng maayos kaya mabilis lang ang processing ng transaction ko	1
Accomodate the clients even in a busy time or in lunch time.	1
Accomodated by the manager, Ms Abby without hesitation even if it is not their account and assisted to fill up my deposit since i forgot to bring my glasses . Very commendable.	1
Accomodating	51
Accomodating & Approachable	1
Accomodating & Fast Transaction	1
accomodating & helpful	1
Accomodating & very kind staff	1
Accomodating all services	1
ACCOMODATING ALWAYS ANG SG ON DUTY MAGALANG,,,	1
Accomodating and approachable staff	1
Accomodating and excellence service	1
accomodating and fast action	1
accomodating and fast especially our check advice	1
accomodating and fast transaction	1
Accomodating and friendly	1
Accomodating and friendly staff	1
Accomodating and friendly staff including guards. Fast service.	1
ACCOMODATING AND GOOD SERVICE NICE ONE	1
Accomodating and great customer service	1
Accomodating and helpful	1
ACCOMODATING AND HELPFUL SG AND SMILING TELLERS,,,,,	1
Accomodating and mabilis ang process. Mababait ang mga employees	1
accomodating and nice personnel thank for	1
Accomodating and pleasant.	1
Accomodating and respectful	2
accomodating and thorough personel	1
Accomodating and very helpful ang mga staff. They addressed my concern politely and diligently. Salute to all the staff of LBP Sanchez Mira for job well done!. God bless you!	1
Accomodating ang branch na to sa interbranch withdrawal ko kahit nasa kabilang branch lang ang account ko.	1
accomodating ang mga employees and also the ojt	1
Accomodating Ang mga staff	1
Accomodating ang mga staff, mababait at mabilis	1
accomodating ang mga staff..	1
Accomodating ang mha staff	1
Accomodating approachble	1
Accomodating at maayos kausap si manager Joy at ang loan processor.	1
Accomodating branch at lagi naggreet sila yan. mabilis magtransact at hindi nakakainip	1
accomodating employees	3
Accomodating fast and services	1
Accomodating Fast Service maganda at mababait ang mga staff	1
Accomodating in facilitating transaction	1
Accomodating kaayo ang mga tao.	1
Accomodating kaayo ang New Accounts Clerk.Great service.	1
Accomodating naman ang mga staff at hindi mahirap magtanong at na aaccess naman nila agad ang mga needs at mga katanongan.	1
Accomodating naman sila	1
accomodating new account	1
Accomodating ok kaayo	1
Accomodating Personnel	1
Accomodating po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Accomodating po ang NAC	1
Accomodating po ang teller.	1
accomodating security personel	1
accomodating service	1
Accomodating si Manager	1
Accomodating si Manager	1
Accomodating staff	15
Accomodating staff , fast processing	1
Accomodating Staff and provided an immediate services to clients	1
accomodating staff and serving with smile	1
Accomodating staff especially the Branch Manager	1
Accomodating staff great service	1
Accomodating staff kahit di nila account	1
accomodating staff thank u	1
Accomodating Staff! Keep up the good work	1
Accomodating staff! Very good service. Keep it up!	1
Accomodating Staff, very helpful and pretty kind.	1
Accomodating staff.	1
Accomodating staff. I am well - assisted by her. Thanks	1
Accomodating staff. Salamat po	1
Accomodating staff. Thank you	2
Accomodating staffi	1
Accomodating staffs	3
accomodating staffs thank you!	1
accomodating teller	2
Accomodating tellers	1
Accomodating tellers&guards pleasant experience.	1
accomodating tellers,.good job	1
accomodating Thankyou Ma'am,	1
ACCOMODATING TO CUSTOMER.	1
Accomodating ung teller	1
accomodating with my gsis withdrawal	1
Accomodating! Good service	1
Accomodating, always smiling. Mababait ang mga guards	1
Accomodating.	4
Accomodatingg	1
AccomodatingLaging naka smile mga empleyado	1
Accommodation	1
Accomodations services and good staff helpful much	1
accompdating ang friendly staffs.Salamat Landbank floridablanca	1
Accompdating service	1
Accompdating staff	1
Account officer is very friendly and approachable. She possesses good communication skills and professionalism named venus javellana.	1
ACCOUNT OPENING IS CONVENIENT AND EASY GREAT STAFF AND VERY HELPFUL	1
account opening is easy and uncomplicated	1
ACCOUNT OPENING WAS CONVENIENT NEW ACCOUNT CLERK IS VERY ACCOMODATING	1
Account opening was incredibly fast and staffs are friendly	1
ACCOUNT OPENING WAS VERY EASY AND STAFF IS VERY ACCOMODATING VERY SATISFIED WITH THE SERVICE	1
ACCOUNT OPENINGS WAS VERY EASY AND CONVENIENT. VERY SATISFIED WITH THE CUSTOMER SERVICE	1
Account updating with calapan branch was very fast and convenient and all their staffs especially the new accounts were very helpful and kind. Thank you	1
accptance of oncall payment for bacacay br lite	1
Accurate	1
Accurate service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
ACEF Loan for farmers should be given out 2-3weeks before the cropping starts, for us to prepare the land and buy our seeds less price and for us bot be left out of stocks of what we need.	1
Acomodating staff and new acct is good	1
ACOOMODATING	1
Activate the screen prompter on sequence number	1
active services on the customer	1
Active services to the customer	1
Active the digital falling in line of clients. Always refill ATM machine and much organize na pila sa labas .	1
Actually goods naman po ang service approachable lahat ng teller ipagpautloy lng po ty	1
Actually I dont have any comments on the service it is because when you are inside of the landbank you feel comfortable and staff was very approachable	1
Actually napaka ganda ng sistema at kultura	1
Actually none because the service here was so good and they are very kind.	1
Actually po wala, kasi kahit guard mabait	1
actually we already received good services in this office and i dont hve anything i can complain about their services.	1
Actually, i can't think of any at the moment. just keep delivering exemplary service to your clients. Thank you	1
Ad 1 teller for faster	1
add 1 more teller to accommodate more clients and make transactions more faster than today.	1
Add 1 teller	1
Add a personnel to maintain cleanliness.	1
Add a screen for queuing customers	1
add additional clerk to make transactions fast	1
Add additional computer for fast online transaction	1
Add additional counter especially during BIR Tax Deadlines	1
Add additional manpower so that LBP personnel wont bework overload and waiting time of depositors be shortened... thank you and more power	1
Add additional staff for NAC transaction.. too crowded and takes time to transact.	1
Add additional staff or teller to make a faster transaction	1
Add additional window for deposit transaction	1
Add an OTHER option for the service availed section of the survey	1
Add another counter for account opening so we don't need to wait for long	1
add another employee for verification	1
Add another teller po. 🫶🏻	1
Add atm machine	1
add canopy at the atm area for costumers shade from the sun..	1
Add deposit machine in the area.	1
add electricfan	1
add employee	1
Add employees to serve faster transactions.	1
add man power especially in open account	1
Add manpower	1
Add manpower esp. account opening	1
add manpower specially in open account	1
Add more ATM	1
add more atm machine	1
Add more atm machine for fast transaction	1
Add more ATM machine in the Centro Mandaue Branc	1
add more bank teller	1
Add more chairs	1
add more counters	1
Add more counters for faster service.	1
Add more counters for faster transaction	1
Add more customer service staff to assist as well for teller for fastest transaction and to avoid long lines outside	1
Add more employee	1
Add more employee to cater more clients. Thank you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Add more employees in New Accounts.	1
Add more employees in this branch.	1
Add more employees so that the transactions will be faster and more efficient. Conduct a developmental study.	1
Add more employees.	1
Add more happy and joyous staffs🙂??	1
Add more Machine for Cash Trasafer	1
Add more machines	1
Add more manpower to fast service	1
Add more new accounts for faster trnsaction	1
ADD MORE PERSONEL IN THE NEW ACCOUNTS ACTION IF POSSIBLE	1
add more personelle to accommodate more clients	1
ADD MORE PERSONNEL	2
Add more personnel in the new acctont section if possible	1
Add more personnel on account opening desk.	1
Add more staff	4
Add more staff and associate for faster transaction	1
Add more staff in NEW ACCOUNTS	1
Add More staff in updating account, snapshot, and must be first come first serve...and never limit the numbers to the client.	1
Add more staff to accommodate the growing number of clients	1
Add more staff to assist for faster transaction.	1
Add more staff to cater clients	1
Add more staff to make the job or transaction easy	1
Add more table for transaction purposes to make it faster.	1
Add more teller	6
add more teller for fastest transaction	1
Add more teller for the fast transaction	1
Add more teller so para mas ma bilis ang trasactions nga mga cx lalu na sa peek hour para hindi ma sayang ang oras nga mga cx sa pag aantay. Since kadalasan dalawa (2) or isa (1) lang ang teller. Thanks you! Magandang Gensan	1
Add more teller so that clients will not wait longer.	1
Add more teller to avoid long que.	1
Add more teller to lessen time spent	1
Add more teller, or employees	1
add more tellers	2
Add more tellers because the queue for the cheque transaction	1
Add more tellers!!!!	1
Add more tellers/staff to accommodate the transactions faster	1
Add music for entertainment purposes.	1
add on[1] personnel in new accounts	1
Add one more teller because BaggaoHub is growing	1
Add one New Accts counter	1
Add one teller for faster	1
Add personnel	1
Add personnel in charge for account services for fast transaction	1
Add personnel to accommodate the needs of clients.	1
Add some employees like Miss Thea! Have exemplary actions for me! Very commendable! Thank! Ms. Thea!	1
Add some l'd para mas madali ang process	1
Add some staff	1
Add staff	1
add staff especialoy on teller section for fast transaction to deal many customer.	1
Add staff for pastest transaction and other needs for bank transaction	1
Add staffs to make transactions fast	1
add teller	2
Add teller and put a cash deposit machine	1
add tellers and extend banking hours please	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Add the teller thanks	1
Add time on clearing	1
Add US Acct to online banking	1
Added employee	1
added machine to commercial areas like malls	1
Adding teller for faster transaction	1
Additional teller	1
additional teller for other transactions	1
Additional Staff	1
Additional air-conditioned especially for senior	1
additional atm machine	4
Additional ATM machine pls...	1
Additional ATM machines to different conspicuous places and repair/replace defective ATM machines	1
Additional ATM machines, or ATM machines located at the Deped Office.	1
Additional ATM near our office. (Rawis, Legazpi City)	1
additional atmmachine	1
Additional bank staff counter 1,2 for updating and others transaction for faster flow of transaction	1
Additional Branches, Availability of Comfort Room for Clients. More Aircon.	1
Additional cashier	2
additional chair for customer thankyou	1
ADDITIONAL CHAIR FOR CUSTOMER'S ASSIST	1
Additional chairs for clients who are standing	1
Additional chairs or if possible lounge coz no seats available esp during peak hours	1
additional chairs very welcoming guard	1
Additional clerk at the counter	1
Additional computer for the digital banking corner	1
Additional contact number for faster transactions	1
Additional counter if needed or so much costumer	1
Additional counter to serve clients faster than usual	1
Additional counters	1
Additional counters, expand the bank/office area because there are lots of people in the bank and it's very crowded.	1
Additional customer service clerk in the opening of account for faster transaction	1
Additional desk assistant	1
Additional employee	3
Additional employee and renovation of the satellite office	1
Additional employee in the new account area	1
Additional employees that will assist other concerns	1
Additional Employees, because sometimes it takes me an hour or more than an hour for my transactions especially when there are a lot of costumers/ people. Thank You,!	1
Additional employer for counter, for opening, an account for a fast moving transactions	1
additional imployee for more fastiest in accomodating clients.	1
Additional instructions on deposit slips	1
Additional lane for other queriesExample follow up or giving additional requirements.ty po	1
Additional line for government agencies remitting collections	1
Additional machine for cash deposit to other landbank area.	1
Additional man power at new account more better.	1
Additional man power during peak	1
ADDITIONAL MAN POWER FOR FAST AND EASY TRANSACTION	1
Additional manpower	3
additional manpower for the customer's service area for a faster and smoother updating and opening of accounts.	1
Additional Manpower in the teller section	1
additional manpower to cater increasing number of clients.	1
additional manpower to cater the increasing frontline transactions	1
ADDITIONAL MANPOWER TO THE BRANCH	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Additional manpower, I only see one teller	1
Additional manpower/ teller for faster transaction	1
Additional manpower-teller	1
Additional members for team Lucban please!	1
Additional mn power	1
additional more staff on this office	1
Additional New Accounts Officer	1
Additional new accounts though my transaction is fast. Much more better if the bank has 2 new account to serve much more faster.	1
ADDITIONAL OFFICE STAFFS TO HELP ASSIST CLIENTS	1
additional on staff to be more easy for customers.	1
additional on staff. the more the easier and the better for clients.	1
ADDITIONAL PARKING	1
Additional permanent teller	1
Additional Personnel	4
additional personnel - they look understaffed	1
Additional personnel pls though thank for the good service	1
Additional personnel so that the transaction will past. Thank you.	1
Additional personnel to attend to some transactions to expedite...	1
Additional personnel to handle new accounts.	1
additional personnel willbe provided	1
additional space	2
additional space and staff	1
Additional staff	9
Additional staff and open counter	1
Additional staff encounter over-all I am satisfied	1
Additional staff in counter 1. There were only two employees who were there. They had a long que so i decided to leave my ID and come back after few days. There should be online appointments so that they will not waste people's time waiting for a long que	1
Additional staff in customer service area even on fridays	1
Additional staff in the new accounts to facilitte easily the transaction.	1
Additional staff of new accounts. Have CR for clients.	1
additional staff to accommodate clients with past transactions.Additional security transaction verification in terms of iacces bank online to avoid scam.	1
Additional Staff to accomodate more clients faster :)	1
ADDITIONAL STAFF TO ASSIST AND HELP CLIENT/S	1
Additional staff to assist clients at the new accounts section. Thank you!	1
Additional staff to assist??	1
Additional staff to cater diff. services considering the volume of transactions daily.	1
Additional staff to cater more government employees working here at ARGAO. Luoy kaau if isa lang siya. Thank you!	1
Additional staff/personnel	1
ADDITIONAL STAFFS TO ASSIST ALL CLIENTS AT ONCE	1
ADDITIONAL STAFFS TO ASSIST CLIENT/S	1
ADDITIONAL STAFFS TO ASSIST CLIENTS	1
ADDITIONAL STAFFS TO ASSIST MORE CLIENTS, MOREOVER THE EMPLOYEES ARE VERY APPROACHABLE	1
ADDITIONAL STAFFS TO FACILITATE CLIENT'S NEEDS, SO FAR THE SERVICES OFFERED ARE GOOD AND REASONABLE.	1
Additional teller	26
àdditional teller	1
ADDITIONAL TELLER AND NEW ACCOUNTS WILL SURELY MAKES YOUR DELIVERY OF SERVICE FROM BETTER TO BEST	1
Additional teller and verifier	1
Additional teller booths	1
Additional teller counters for quicker transaction.	1
Additional teller during weekdays	1
Additional teller for bir transaction.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
additional teller for cash deposit lalo na kung maraming client po,many times i experienced that i waited for about 4 hours maximum before my transaction accomodated.but over all the staff is approachable ang served with kindness.	1
Additional Teller for easy and fast transaction. Presently there are only tellers but previously 3 tellers	1
Additional Teller for fast transaction	1
Additional teller for fast transactions	1
additional teller for faster transaction	1
Additional teller for faster transactions	1
Additional teller for new account	1
additional teller in new account.	1
Additional teller lang po para lalong mapadali ang transaction	1
Additional teller lo lo	1
Additional teller personel to fast transaction	1
Additional teller please	1
Additional Teller Separation of each transaction like withdrawal and deposit, priority, bir payments	1
Additional teller sometimes. Specially in peak season	1
Additional teller staff.	1
Additional teller will greatly help	1
Additional teller windows will help for faster transactions	1
Additional teller, teller to new accouts	1
Additional teller.	1
Additional teller. Good service provider to Clients/customers. Approachable personnel.	1
Additional teller.thank you	1
Additional teller/employee to handle other workloads/Services.	1
Additional tellers	1
Additional tellers 🙂	1
Additional tellers.	1
Additional tellers. Because 2 for deposits are not enough and 1 for accounts is definitely not enough. You could also use the numbering system San Pablo City Branch is using, much easier and efficient, and their branch is quite spacious. Maybe its time to improve the facilities since the Sto Tomas is already a City and expanding rapidly, means your clients will eventually doubled or tripled.	1
Additional tellers..	1
Additional Tent outside	2
additional verifier personnel	1
Additional verifier. 😃Tnx	1
Additional workplace to cater more clients a day. Thank you!	1
Additional tellers	1
additonal parking	1
Addl staff	1
Addl teller	2
Addtiona lemployee	1
Additional personnel	1
additional space	1
Additional Parking	1
Addtl staff for voluminous landbank transaction	1
Addtl teller perhaps to ease load of teller also	1
addtl teller to utilize the last counter.	1
Adopt and innovate digital strategy solutions to lessen paper consumption and carbon foot print.	1
adopt paperless transaction	1
Advance technology for customer lines for easy transactions	1
Advertisement proper and guidance for the first timers.	1
Advise the customer from time to time regarding sa priority number na nakuha nila. Para malaman nila kung aabot paba sila sa cut off or close time ng branch.	1
Affidavit of loss is not a requirement on other banks for replacing the ATM, maybe you would like to consider that.	1
After many attempts, we are finally able to finish because of your staff (RENT) :)	1
After ng pabalik balik, this time with the help of Ms. Jocelyn who is fast and approachable, naghands on sya sa naging problem ko sa iAccess. I commend her being dedicated. Sana kagaya nya lahat ng nasa bank.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
after the merger with UCPB, we never got informed of the status of our title despite of emails, it seems that the previous point person was not able to do a proper turn over. We would like to commend Wraissa Payad for her great service . She even called up on a saturday to ensure that we bring the proper docs. when we pick up our title so we wont be hassled. Good job!	1
Agad agad pong nag response sa concern ko regarding po nung pag replace ko ng atm card the workers po are very approachable in Marawi Branch landbank	1
Agad bigay pera	1
Agad ko pong natanggap	1
Agahan yung operating time	1
Agarang aksyon Lalo na kapag kailangan	1
Agarang pagsagot sa mga katanungan thru Email	1
Agrarian Department staff and head were very helpful and patient as we were trying to resolve our concerns. Special mention to Ms Monina Samonte, Ms Gloria Ortega and Atty. Cachapero for their kind attention to this matter.	1
Agree	1
Agree	2
Agree 💯 supportive	1
ah time management lang	1
ahe say's, she's satisfied	1
Air freshiner may amoy ang loob	1
aircon	3
Aircon in the bank because it's hot	1
Aircon inside the bank	3
Aircon installation for better ventillation.	1
Aircon not working	1
Aircon please	2
Aircon po medjo palamigan thanks	1
Aircon po sana kasi mejo mainit sa branch.	1
Aircon Repairs..🤣	1
Aircon sa loob ng bank	1
aircon too cold	1
Aircon very cold😊	1
Aircon,mainit	1
Airconditioning must be improve.	1
Aircon's too cold to bear. Kidding aside, all is well.	1
aiways smile the clients and to remind what good or bad	1
Akala ko di na mababalik ung pera ko sa winidraw ko sa ATM buti na lng talaga napaka accomodating n Ms Mel. Diko alam na di pla lumabas ung pera ko akala ko my ibang nakakuha. Salamat at naibalik ung pera ko. Salamat sa Villamor Airbase Branch	1
Ako ay mabilis na nakapag open ng personal account sa LANDBANK sa tulong ni Ms. Lonise Enriquez	1
Ako ay nasisiyahan sa serbisyong natanggap lalo na kay Sir Larry Fajardo at sa LBP.	1
Ako ay nasisiyahan sa serbisyong natataggap lalo na kay sir larry fajardo at sa lbp	1
Ako aykasulukuyang kontento sa aking pag punta	1
Ako po ay lubos na nagpapasalamat sa mga pag aasikaso sa amin at tama naman po lahat ng turo sa amin.	1
Ako po ay masaya kc laking tulong po ito sa aking mga anak pang bili ng mga gamit sa school.	1
Ako po ay masaya kc po malaking tulong po sa amin ang landbank.	1
Ako po ay nagpapasalamat s service ng Landbank. Ako po ay nabigyan ng POS at malaking tulong ang POS s amin.Malaki pong tulong sa amin na nabigyan kami ng chance at oppurtunity na kita through Landbank POS . THANK YOU and Godbless.	1
ako po ay napagsilbihan ng maayos ni mr orlando p de guzman at napakaganda ng pag aasikaso sa akin	1
Ako po c Rolando Matin-ao salamat po sa magandang serbisyo mabilis at maaasahan	1
ako po si rolando matin-ao salamat po sa magandang serbisyo sa landbank sta. rosa branch	1
ako poy nagpapasalamat na makakatanggap ng cash card dahil po malaki na pong tulong para sa amen, salamat po	1
ako si ikoy nag usab nako wala nako mo absent, ne skwela nako maayu plat 1 na koa grado nindot kaayu ang landbank	1
Akong masulti ni maam buotan,then motabang,approachable dayon fast transact maayo modala og mga tao with smile i cater dayon ka niya on time.	1
Ako'y masaya at natutulungan ako ng 4s	1
Akoy nasiyahan dahil mabait po ang teller na nagasekaso sa akin	1
akoy nasiyahan kay mam sharon dahil sobrang ganda at mabait natulungan nya ako sa mga dokumentong aking naisumite	1
Aku po ay lubos na nagpapasalamat sa inyong serbisyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Alang sa usa ka costumer sa Land Bank Liloy Branch akong makita nga unsa ka nindot og maayo ang ilang pag tagad sa mga costumer.	1
Albert - polite & approachable staff	1
Aldo mabilis magtransac si maam Grace Tolentino at maayos mgbigay ng customer service.maayos at malinaw rin sy magpaliwanag ng mga transaction n Inyo gagawin.I sudgest n additional teller is b'coz kasama San Ang daming client or customer pr MAs lalo p makabili s Ang service nyo.thanks	1
Ali tano staff ana nina appro dua it highly recommended if so wiha thoo maragen	1
Alimoot ang branch /init kaayu igang	1
All 3 staff were accommodating and my transaction was explained to me in a nice way since it was a late deposit.	1
all applicant are good	1
All approachable. Marami lang talagang tao.	1
all approachable, madami lang talagang tao	1
ALL ARE APPROACHABLE AND COURTEOUS	1
All are courteous and professional.	1
All are courteous including the guard	1
all are excellent	1
All are good	8
All are good and smooth.	1
All are good and very fast transaction	1
all are good here	1
All are good job	1
All are Good.	1
All are good..	1
All are goods, very approachable clerk ??	1
All are great.	1
All are okay	1
All are very accomodating	1
All are very helpful	1
All bank personnel were courteous and helpful	1
All bank staff are very accomodating	1
All bank teller are beautiful and very approachable and helpful.	1
All daily transaction process with good service and very fast	1
All done procedure for the service is done swiftly and accordingly.	1
All employe of landbank is every helpful	1
all employee and even mga guards ay ok pp sila lahat	1
all employee are very accommodating all perfect	1
All employee are very accomodating	3
all employee are very accomodating performance perfect	1
All employee are very polite	1
all employee very accomodating keep it up	1
All employees - very humble, very approachable, very kind	1
All employees and even the officers is very accommodating and very helpful. Thanks for the service. More power	1
All employees are accommodating	1
All employees are accommodating and helpful.	1
All employees are all helpful	1
All employees are approachable	1
all employees are approachable	1
All employees are friendly and accomodating especially Manager Gina	1
All employees are friendly and approachable and always make fast transactions and the guards are all friendly.	1
All employees are friendly and helpful to all customers	1
All employees are good	1
All employees are good and smiling face	1
All employees are kind and accommodating.	1
All employees are kind and approachable,	1
All employees are kind and very approachable..	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All employees are nice and accomodating	1
all employees are professional and pleasant to transact with	1
All employees are very accomodating and always smile. Giving the best service they can give	1
all employees are very accomodating to thier clients	1
All employees are very approachable and willing to help if what client needs	1
All employees are very easy to approach and assisted us with a smile. Would like to commend Sir Paul Samson for his assistance and help. Also the branch manager Sir Roger.	1
All employees are very engaging and helpful everytime I visit LBP East Avenue Branch... thank you to Sir Robel, Sir Dennis and Mam Jonalyn and to the Branch Manager and to all the employees, for their hard work and dedication to the Filipino People who are transacting here in LBP East Avenue...Good Job Everyone	1
all employees are very kind and approachable	1
All employees are very kind.	1
All employees should smile always.	1
All employees were very accomodating and approachable..One of the nicest branch of Landbank.	1
All Employers are very accomadate and respectfull to the customers.	1
All friendly as always	1
All ggod, Very Good	1
All gods. The staff are very approachable.	1
all goes well	1
All goo	1
All good	57
All good 👍	1
All good 👍🏻	1
All good , i got what i need to know	1
All good , the service is fast	1
all good :)	1
all good ; no comments	1
all good and accomodating	1
All good and smooth	1
All good and very approachable bank staffs.	1
All good and well.	1
All good customer service	1
all good everyones ok	1
All good fast release of documents.	1
all good for me nothing to add	1
all good good assistance	1
All good in services . God bless u all	1
All good in the good	1
All good na wala na akung masabi sa services	1
All good naman na po, continue to serve po	1
All good no need suggestion	1
All good please maintain the good work	1
All good po thank you	1
All good service	3
All good so far.	2
All good sonfar	1
all good thank you	1
All good thanks.	1
All Good!	4
All good! Great job.	1
All good! Thanks!	1
All good! The tellers are approachable and witty.	1
All good! Very helpful and accomodating staffs	1
All good!!	1
All good,	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All good, just keep doing the good job.	1
All good, keep safe everyone. Have a good job!	1
All good, thank you!	1
All good.	13
all good. Early opening hours	1
All good. I have no other comment. Thank you for your good service.	1
all good. Pat and Isa were awesome.	1
all good. Pat and Ysa were awesome	1
All good. Staff are nice and well communicated.	1
All good. The staff of landbank españa are kind and helpful in many ways. Very polite and accomodating.	1
All good.🙂	1
All good...	1
All goods	58
All goods :))	1
All goods and improvement would be nice also	1
All goods and very satisfied to akl the staffs here in dinalupihan branch :)	1
All goods for me	2
All goods in the Bank😎	1
all goods in the hood	1
All goods lng ang mga empleyado	1
All goods na	1
All goods na wla ng babaguhin	1
All goods naman	1
All goods Naman po ang lahat mabait ang naka assigned dito	1
all goods naman po lahat	1
All goods no comment	1
all goods no need to improve . fast transaction , kind worker , thankyou . ?? keep up the good work .	1
All goods pi, salamat Po.	1
All goods po	1
ALL GOODS SA MGA STAFF AT SA GUARDS	1
All goods services	1
all goods very friendly	1
All goods!	4
All goods! Mabait si Ms Hannah Mae, Keep up the good work	1
All goods😀	1
All Goods😊	1
All goods.	7
All Goods. 100%😊	1
All goods. Alhamdulillah	1
All goods. Smooth!	1
All goods. The staff are all approachable.	1
All goods. Wala naman dapat baguhin.	1
All goods..	1
All good! Great Landbank Chino Roces team. Special thanks goes to Sheila in helping me all throughout.	1
All goods	1
All great	2
All great except that the guards are a little intimidating and somewhat rude to costumers.	1
All great!	1
All great.	1
all guards is very good	1
All have friendly services	1
All i can say is ,the land bank ahould have bigger spacr so that all customer be able to set specjally during peak hoirs.thank u	1
All I can say is all staff are helpful and accommodating	1
All i can say is good service to everyone.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All I can say is landbank annapolis branch had a very satisfactory performance regarding with there services,there connection with the clienr is very nice because the comply with the great customer services. There transaction is faster compAre to other bank .Thats why i highly recommend landbank annapolis branch for you to open an account because i had great experience with them.	1
All I can say is staff of this bank is accommodating and very approachable. God bless LANDBANK...	1
ALL I CAN SAY IS THANK YOU FOR BEING A GOOD OFFER AND GOOD SERVICES	1
All I can say is thank you landbank for your support to our Kubahasco Multipurpose Cooperative	1
all i can say is that everyone in this branch are all kind and assist those who needed most and I appreciate it all. its just be early to go to bank so you will not be exhausted wait in queue. God Bless us.	1
all I can say is that the staff are so friendly and they are very approachable.	1
All i can say is the services was all goods.	1
All I can say is their service is very good and convenient	1
All I can say kay wala kay nice ra kaayo sila mo approach	1
All i can say the customer service is good!	1
All I can say the employees are very accomodating	1
All I can say toward the employees /worker of Cabadbaran City LandBank , continue being the best in entertaining /assisting client. We are happy and satisfied. God bless us all.	1
all I can say very approachable to client	1
All I can say, thank you so much to the LANDBANK for giving me a chance to solve this problem. All the employees especially Asset Team, SPAD 1, serves well. Thank you and God bless.	1
All I can say, thank you so much to the LMD. Thank you for giving me a choice to solve this problem. All the employees exceedingly assist and SPHD serves well. Thank you and god bless.	1
All i know is landbank has given good and enough services to our fellow costumers. Continue doing great job. Gobdbless	1
All in all 10/10, all the staff are very kind and approachable, I hope every brach of land bank have the same quality that the staff of liloan branch that have. My advice is, just be consistent of having a very outstanding staff, everyone there is very kind including their guards. I highly recommended, Liloan branch, And I already recommended it to my Co-Scholar and friends who needs the service of the very own Landbank with it's quality service.	1
ALL IN ALL I HAVE EXPERIENCE GOOD CUSTOMER SERVICE AND EXCELLENT COMMUNICATION TOWARDS EMPLOYEES WHOM WHO ARE VERY APPROACHABLE IN ANY MEANS OF TRANSACTION.	1
all in all it is ok	1
All in all it was good but can still be improved	1
All in all wala nmn satisfied ako sa service.	1
All in all, the best service so far.	1
All in all, the staffs are very accomadating. The transactions are smooth because they pay attention on what you need as a customer.	1
All in good.	1
All is doing great, so continue in doing your best. Thank you for the great service and God bless.	1
All is done according to their duty and task	1
All is done according to their duty of task	1
All is excellent	1
All is excellent.	1
All is fine as well as the service of the employees.They're approachable	1
All is fine.	1
all is good	12
All is good)	1
All is good already.	1
All is good and all the staff is kind,good service to all.	1
all is good and great employees	1
All is good and I had a smooth transaction.	1
All is good at magaling mahusay at mababait Ang employado sa lpb limay bataan	1
All is good na po very satisfied	1
all is good very accomodating	1
All is good very accomodationg	1
All is good when it-comes to the services and the staff as well as the environment was really good. Keep it up!	1
All is good! Great job	1
All is good!😊	1
All is Good!Good Job!	1
all is good, very accomodating and friendly staff	1
All is good.	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All is ok no comment. All are friendly. Very fast transaction/satisfied.	1
All is okay	1
All is okay.	1
All is okey	6
All is perfect keep up the good work	1
All is perfect!	1
All is satisfactory	1
All is very good	2
All is very good because I am contented when it comes to the services.	1
All is wel.. thank you!	1
All is well	21
All is well 😍	1
All is well , just maintain and keep up . God bless...	1
All is well and my expectations is achieved for my first engagement on business loans even through virtual/video call. Impressed by the Franchising Program that is available not only the typical Business Loan.	1
All is well and service is commendable.	1
ALL is well and very satisfied	1
All is well as of now	1
all is well thanks!	1
All is well with the service.	1
all is well, I am very satisfied with the services of this branch	1
All is well, keep up the good service	1
All is well, Keep up the good Work	1
all is well, none so far	1
all is well, thank you so much for the service, god bless	1
All is well.	5
All is well. 5 Stars!!	1
All is well. Highly recommended.	1
All is well. Keep it going..	1
All is well. Keep it up!	1
All is well. Service is good.	1
ALL IS WELL. SERVICE PROVIDE IS EXCELLENT	1
All is well. Services provide is excellent.	1
All is well...	1
ALL IS WELL..SMILING SERVICE	1
All kind	1
All landbank employees are very kind, very attentive if you ask favor. Keep up the good work.	1
All Landbanks can reactivate online services if locked or deactivated.	1
All LBP personnel are approachable And have good communication between customer	1
all of staffs are vert helpful	1
All of the employees / staff is approachable and kind. Thanks :)	1
All of the employees are accomodating and kind even if I deposit my 1peso coin. 😁	1
All of the LBP personnel are very accommodating and always show good vibes and inspiring. Keep it up.	1
All of the service provided by the LANDBANK is amazing and just waiting to be employed in the industry soon.	1
All of the services availed in LBP office was so excellent!	1
All of the staff and employee were approachable specially Mam Cynthia and Mam Yen	1
All of the staff and management are accomodatiing ang hand on	1
All of the staff are kind and approachable.	1
All of the staff is helpful	1
All of the staff is kind and beatifull	1
all of the staff most especially miss Karen and Miss Elna is one of the best employee of the Office	1
All of the staff was very polite and accomodating. Thank you for your service keep it up :)	1
All of the staffs are kind	1
All of the staffs are very helpful	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
all of the staffs are very kind and has a pleasing personalities	1
All of the staffs were friendly , from the security guard thru the teller. Specially sir tony and maam maria corazon p somera.	1
All of the teller is very nice and approachable Teller 3,4,5, & 6	1
All of their services was good.	1
All of them are courteous and approachable. Excellent service delivered.	1
All of them are polite	1
All of tye sattfs are accommodating and helpful	1
All ok	2
all okay	3
All perfect	2
all perfect.	1
ALL PERSONNEL ARE ACCOMMODATING	1
All personnel are accommodating and friendly. They handle clients very well with care and would inform clients of know-hows related to their corresponding transactions.	1
All personnel are approachable	1
All personnel are friendly	1
ALL PERSONNEL ARE NICE	1
All personnel are very accommodating . Keep up the good work	1
All personnel including the guards are courteous and friendly. thank you for the good service!	1
All personnel of Greenhills - Ortigas Ave. Branch are very friendly and accommodating every time I go to the branch.	1
All personnels have a pleasing personality.	1
All pk, serviceisgood	1
All queries answered in details, prompt responsesnon documents required. Thank you	1
all questions asked were answered by Donald & Carlos	1
all questions asked were answered by Ronald & Carlos.	1
all satisfied	1
All satisfied! I was assisted promptly and courteously it made my query so better responded quickly it saves my time	1
All Service is good	1
all service rendered by the employees is excellent and im strongly satisfied keep up the good work	1
All services are all very good specially the employees of the bank they are all nice and easy to deal with	1
All Services are excellent	1
all services Are Exellent	1
All services are good	2
All services are good! Keep It up!	1
All services are good.. All employees did there job at their best. Thanks for the good service.	1
All services are well organize and followed.	1
All services in this branch are excellent!	1
All services is good	1
all services of the bank is excellent	1
All services rendered are good and I am satisfied.	1
All services was fair & good. No more other suggestions.	1
all smiles	1
All smiling ang staff	1
All so good	1
All staff and the manager are very pleasant and accommodating.	1
all staff ar kind and humble keep the good work	1
All staff are accommodating and friendly.	1
All staff are accommodating.Just continue serving people. Thank you!	1
All staff are accomondating.	1
All staff are accomodating	1
All staff are accomodating and handles query efficiently	1
All staff are accomodating, I satisfied there services	1
all staff are approachable, kind and fast	1
All staff are approachable. :)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All staff are approachable. No further suggestions at present.	1
All staff are attentive and no hassle. Just want to appreciate yung staff nyo esp. Trainee before who's very approachable also yung staff na nasa 1 or 2 ata? Carylle ata name ni Ma'am, 3 times pa lang ako pumasok sa Bank nyo pero consistent talaga sya na focused sa work unlike other banks.	1
All staff are courteous	1
all staff are friendly and easy to approachable	1
All staff are friendly. Very pretty and sexy??	1
All staff are good job at laging nakangiti	1
ALL STAFF ARE GREAT!!	1
All staff are jolly, kind & beautiful! Keep up the good work!	1
All staff are recommended!	1
All staff are so kind	1
all staff are very accommodating	2
All staff are very accommodating and greet all the people with a smile	1
All staff are very accommodating and helpful. Glad to have opened an account with LANDBANK.	1
All staff are very accommodating and polite.	1
All staff are very accomodating & friendly.	1
all staff are very accomodating & helpful glad to have opened an account w/ landbank	1
all staff are very approachable	1
All staff are very approachable.	1
All staff are very friendly especially security staff. Everything is good	1
all staff are very friendly especially the security staff. everything is good	1
All staff are very helpful especially Ms. Vanessa and the other are considerate in helping us.	1
All staff are very kind	1
All staff are very kind and ready to serve the extra mile! Thank you!	1
All staff are very nice and accommodating	1
All staff are very polite and kind. Thank you	1
all staff are very sufficient	1
all staff even the guards are accommodating	1
All staff including guards are supportive	1
All staff including LBP UPD officers are very kind, efficient, and helpful :)	1
All staff is very accommodating and approachable.	1
ALL STAFF IS VERY ACCOMMODATING.	1
All staff of Landbank are very accommodating and kind.	1
all staff of landbank is very helpful and responsible	1
ALL STAFF OF LANDBANK NAGA IS VERY HELPFUL	1
All staff of LBP Cataingan is very nice and approvable.	1
All staff very approachable	1
all staff very helpful to all clint and very good services.	1
All staff were nice and helpful	2
All staff were very accomodating and helpful in assisting us	1
all staff/personal are friendly and very accommodating	1
all staffs & personnel are approachable	1
All staffs are accommodating and friendly	1
All staffs are accommodating and friendly.	1
All staffs are accommodating.	1
All staffs are accommodating. Good Job!	1
All staffs are accomodating. Keep it up!	1
All staffs are approachable and friendly.	1
All staffs are fast	1
All staffs are friendly and approachable	1
All staffs are friendly and approachable.	1
All staffs are smiling	1
All staffs are so good in their services ,very polite, accomodating and respectful, and all the transactions i made with them are smooth and so fast. Landbank is well reccommended.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All staffs are very accommodating and kind.Mostly Ms. Vi, Ms. Rachelle, Ms. Divine & Ms. Eddel	1
ALL STAFFS ARE VERY FRIENDLY and the the flow of transaction was very smooth. Kudos for the JOB WELL DONE.	1
All staffs from the security personnel upto the manager are pleasant to speak with and are all courteous. Thank you and more powers	1
All Staffs including their guards are courteous and kind	1
All staffs treated the customer fairly. Big thanks po to all staff kasi very accomodating sa amin as DSWS 4ps staff and sa amin 4Ps beneficiaries.	1
all staft are dealt with are very good.	1
All teller very nice	1
All teller, staff and Manager of landbank maysilo Branch are very accommodating, approachable and helpful ..	1
All the best!	1
All the employee are good at their work im satisfied	1
All the employee are good when it comes to costumer service	1
ALL THE EMPLOYEE IS GOOD AND NICE	1
all the employee is very much honest and approachable.	1
All the employees are accommodating.	4
All the employees are nice even the security. They are doing their best	1
All the employees are really nice and polite except for one if the guards. Please remind your security guards to be courteous always when assisting and responding to the clients. They are the ones ruining the good standing of your employees.	1
All the employees are very accommodating and hardworking.	1
All the employees are very friendly.	1
All the employees are very helpful.	1
All the employees especially the one assigned at New Account section Mrs Juvy Villanueva are very accommodating. In fact, Mrs Villanueva helped facilitate in the application of change for signatory in our senior high school MOOE. She is very friendly, cordial, amiable and facilitating. She is a reflection of true client service of the entire bank.	1
ALL THE EMPLOYEES OF THIS BRANCH ARE VERY ACCOMODATING AND VERY HELPFUL. I ENJOYED MY BANKING BECAUSE OF THEM	1
All the employees was good in terms of what you asking to them.	1
All the people who work on landbank are very kind and approachable.	1
All the personnel are very polite and accomodating.	1
all the service rendered by the staff including secutrity is just perfect job well done thank you Godbless	1
All the services is good and satisfied.	1
All the services is outstanding	1
All the staff and employees were approachable.	1
All the staff and Officers are very accomodating and friendly. Fast transaction. Appreciate the service	1
ALL THE STAFF ARE ACCOMMODATING.	2
ALL THE STAFF ARE ACCOMODATING	1
all the staff are accomodating and helpful.	1
all the staff are approachable	1
All the staff are courteous and accommodating.	3
ALL THE STAFF ARE FRIENDLY AND VERY ACCOMODATING TO THEIR CLIENTELE	1
all the staff are good	1
All the staff are helpful.	3
All the staff are helpful. They are very accommodating with my interbranch transactions.	2
all the staff are kind	1
All the staff are nice and kind while assisting my requirements. Thank you LandBank - C. Tirona Batangas City	1
ALL THE STAFF ARE RESPONSSIVE AND NICE	1
All the staff are the best	1
All the staff are very accommodating, friendly and very professional.	1
ALL THE STAFF ARE VERY ACCOMODATING,MAGSIMULA SA PINAKA GENTLEMAN NA MGA GUARDS TO STAFF SA LOOB..KEEP IT UP LANDBANK TUAO!KUDOS TO YOUR TEAM!MY TRANSACTION WAS FAST AND EASY!	1
All the staff are very accomodating. Keep up the good work and God Bless.	1
All the staff are very considerate and accommodating, especially the one who catered me. Thank you so much!	1
All the staff are very friendly & corteous and were even smiling upon accepting my transaction.	1
All the staff are very friendly especially the manager Bernz Evangelista	1
ALL THE STAFF ARE VERY POLITE.	1
all the staff here ls very approachable and kind	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All the staff is kind	1
all the staff is very friendly and helpful	1
ALL THE STAFF OF LBP DANA O BRANCH ARE AMAZING	1
All the staff of the branch are very accomodating and friendly	1
All the staff treat the customers well	1
ALL THE STAFF WERE COURTEOUS AND HELPFUL.	1
All the staff were kind and very friendly towards customers	1
All the staff were polite and helpful. Keep up the good work.	1
All the staff/employess of Landbank España ang friendly and always smiling.	1
all the staffs are approachabl and the transaction is fast	1
All the staffs are so helpful ,	1
All the staffs are very friendly especially the guards and the one who assisted me, Ms. Angel Catral. She did her work efficiently. My transaction was also faster than expected. Trully the branch exceeded my expectations! Salute!	1
All the staffs were good.	1
All the stall are train for those particular assign to us. Hindi na kailangan improve	1
All the teller are helpful	1
All the the teller is very good and good service and approachable even the managerial. 1) Robel Altares2) Jonalyn De Ocampo3) Arsenio Ricardo Abuan	1
All the transaction and service are good. I was treated by the staff well and very helpful.	1
ALL THE TRANSACTIONS ARE PROCESS VERY WELL AND VERY FAST	1
All the workers are kind	1
all things are ok..	1
All to well	1
All transaction is good and on the line. Thank you	1
All transaction should be available in our bank at candaba,like request of check book	1
All transactions are attend easily.	1
All transactions are fine.	1
ALL TRANSACTIONS ARE PROCESS WELL AND VERY FAST.	1
All transactions dont need to improve.	1
All transactions is okey	2
All transactions is perfectly good..	1
All transactions okey	2
All Transactions should be in online process	1
All validations made by the teller is free from error compared to other bank institutions thus, all employees are well trained and is expert on what they do.	1
All was good😊	1
All ways smile to customer	1
ALL WE GOOD ESP. IN SERVICE	1
All well	1
All went well	1
All.is well.	1
Allenbranch is good to serve us thank u	1
Allgoods	1
all i. wanna say is entertaining the client / person.thank you.	1
Alll the staff of Landbank Paseo was very friendly and very accomodating to all their clients especially when I transact my change of ATM the teller from Opening Ms Cindy was approachable to me	1
allow the use of cellphone while waiting.	1
Allowed e copy for SOA to have a free payment for this transactionAnd this can be avail through online app of landbank	1
Almost everything was already provided. The staff were approachable	1
Almost excellent service	1
Almost good	1
Almost okie,no comments.	1
Almost perfect	2
Almost perfect po.lalo si sir RYAN KIER TOLENTINO ,ang bait at napaka approachable po nya.	1
Almost satisfied	1
Already efficient	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Already excellent	1
Already excellent performanc	1
Already excellent service	1
Already giving excellent banking service	1
Already good	1
Already good in service	1
Already good service	4
Already have good service	1
Already improve!	1
already improved	1
Already improved from previous visit at different branch.	1
Already Providing A1 services. Thanks	1
Already satisfied	3
Already satisfied on their services.	1
Already satisfied with the service	1
Already satisfied with the service of Landbank	1
already satisfied with the service of personnel of lbp-bayawan especially ms. Franz valerie bulangao	1
Already satisfied with the services LBP (Occ. Mindoro) Lending Office offered. Employees are courteous and approachable.	1
Already satisfied with the servicesGood job	1
Already satisfied with their service	1
already the best	1
Already very satisfied with your service	1
alright	2
Although control of EPS through the Customer Care LBP Manila, we still hope for the problem on accessing it esp. on the authorizer's account be remedied so that on line banking payment for PHIC be back, @ present we're otc @ phic since nov 2023, amidst, More Power LBP !!!	1
Although my request was not granted due to not having the original copy. I was delighted by the accommodating environment that was provided by the employee assigned in the new accounts. I would like to commend the office for nurturing such great employees.	1
Although the employee assisted me well with my transaction; however, I believe the branch needs additional employees in order to deliver its services more smoothly and easily.	1
altogether was great	1
always ?	1
Always a good experience in all my transaction everyday	1
always a good service	1
always a great experience in banks trnasactions. Thank you	1
Always accommodating	2
Always accommodating and Smiling 👌??	1
Always accomodating	3
always accomodating	1
Always allow your crew to keep on smiling !	1
Always approachable	2
Always approachable and kind to your customers.	1
Always approachable to the client.	1
Always assist the guest	1
Always attentive ang mga staff	1
Always be approachable at all times.	1
Always be fair for everyone.	1
Always be fair to costumers at no palakasan po .thank you	1
Always be good always to all clients	1
Always be good employer to our employee	1
Always be happy	1
Always be happy,humble, approachable and punctual! Weather it's a regular client or a VIP client would as well all smiles after leaving the bank and will also be highly recommend it to other people As the saying go's good service,.Means more and more regular people as well as more VIP clients will go to your bank 🏦 for the transaction of their choosing 👍😉👍	1
Always be polite	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
always be polite to all clients.	1
Always be positive to serve the client	1
Always better for good service to our client and all officer and teller we have good attitude.thanks to all for a good services God bless.	1
Always clean environment	1
Always contented with LBP-Boronngan service afforded to me.	1
Always continue the policy	1
Always continue to be good to the customer, im happy for your good approach thank you	1
Always convenient and pleasant to bank at LB FB Harrison Libertad	1
Always doing our job	1
Always engage to the people asked help	1
always enjoy LANDBANK service	1
Always excellent service everytime	1
-Always exercise fairness to all clients.-Time extension wherefore 2:30 is too early.-Constantly guide the customer-Be considerate	1
Always fair	1
ALWAYS FAIR TO THE CUSTOMER AND I WAS TREATED COURTEOUSLY BY THE STAFF	1
Always fast	1
Always fast services	1
Always find way to improve bank client's welfare	1
Always friendly and accommodating	2
Always friendly and accommodating.	1
Always friendly staff	5
Always Give a Priority Number.	1
Always give us updates about the programs of the government that will help to improve the quality of life of the small and marginalize Farmers especially the members of the cooperative.	1
Always give your best smile:	1
Always giving an excellent service to customers. Keep up the good work!	1
Always good and smiley and faster teller	1
Always good at your services	1
Always good for serving people	1
Always good in service	6
Always good service	6
Always good service everytime I deposit	1
Always good service to your clients	1
always good work and good management in our Customers	1
Always goods transaction	1
Always greet and thank customers with a smile, and always be courteous. And please keep up the great customer service I've experienced.	1
Always happy and nakangiti si Sir Aurelio at handsome.	1
Always happy to serve the customers	1
Always happy with their service. They are friendly and happy with how they work. Wag lang sana masungit guard sa labas hahaha!	1
always have room for improvement	1
Always humble	1
always in a good mode in serving the customer	1
always in good mood and smile always	1
Always in good service thank you	1
Always in good service,,thank you	1
always in smooth transaction,maybe an extending ofc hr	1
Always inform clients if there is change in the interest rate immediately on a monthly basis to avoid misleading reaction from the clients behalf.	1
Always smile and be patient sa mga mahina ang pandinig at malabo ang mata.	1
ALWAYS JOB WELL DONE CONGRATS	1
Always keep a humble,happy and active environment! So that every patrons as well as staff members and managers can also feel the same way A humble happy and active environment,.As well as encouragement booster to always keep the blood of staff members as well as managers alive	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Always keep good services to all customers	1
Always keep smiling😊	1
Always keep that smile and courteousness	1
always keep the good relationship with the clients	1
Always keep uo the good work	1
Always keep up the good work	1
Always keep up the good work and services to your customers.	1
Always keep up the good work.God bless.	1
Always keep your custmer be satisfied at your service	1
Always kind to the customer	1
always maayo ang mga staff at teller po	1
Always mababit	1
Always maintain service with care and gentleness.	1
Always maintain the amount balance in the atm.	1
always maintained the atm machine and deposit machine	1
Always make client smile	1
Always make things right for our clients.	1
Always obey and help the client.	1
Always ok	1
Always or just continues good service for the client... God bless	1
Always pleased and relax on the surroundings ,not crowded and the costumer service officer is humble and accommodating.They were all served good services .The costumers I saw were all comfortable.	1
Always productive	2
Always prompt and very attentive	1
always provide good customer service	3
Always provide good customer services	1
Always put a happy face for clients.	1
Always ready and with a smile	1
Always remain in good service to customer	1
Always render quality service. Great job!!!	1
Always respond my transaction.	1
Always responsible	1
always satisfied	1
ALWAYS SATISFIED W/ THE SERVICES OF EVERYONE HERE IN LBP CAPITOL	1
Always satisfied with their service here All staffs are very friendly and approachable	1
Always service to applicant	1
always service with a smile	1
Always show to your client the good customers service, keep it up & thank you.	1
Always smile	24
Always smile 😃	1
Always smile all employees kahit sila ay pagod na sa work nila	1
Always smile and always good to service	1
Always smile and approachable.	1
Always smile and Be helpful	1
Always smile and friendly	1
Always smile and friendly. Highly recommend	1
Always smile and greet	1
always smile and greet customers :)	1
always smile everyday.. god bless	1
Always smile in front of the costumer	1
Always smile in your customers	1
Always smile lang	1
Always smile para dli ma taranta ang customers	1
Always smile para po to attract positivity	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Always smile the client	1
Always smile to client	1
Always smile to client thank you	1
ALWAYS SMILE TO CLIENTS	1
Always smile very accommodating when in comes to service	1
Always smile whenever you extend any help to everyone though everybody is so busy. Tnx	1
Always smile😊	1
Always smile, you guys are doing great	1
always smile..	1
Always smile....	1
Always smile...ok na kmi dun..	1
always smiles teller	1
Always smiley	1
Always smiling	25
Always smiling ??	1
always smiling and kind.	1
Always smiling and pleasant	1
always smiling and very accommodating	1
Always smiling employees	1
Always smiling to people	1
always smiling to served	1
Always smiling to your clients	1
Always smiling. Approachable. Accommodating. Recommended.	1
Always smooth transaction😍🤩💚😘	1
Always speak loudly when you talk the customer because some customers have a problem in hearing.	1
Always start in a good day	1
Always support lbptagudin@gmail.com	1
ALWAYS THANK YOU LANDBANK CALINAN BRANCH quick services	1
Always thank you to Ms Karla and Ms Justine	1
always thankful	1
Always Thankful for the usual kind assistance	1
Always treat the client's with smile, courteous and be approachable...My recognition to Maam Mimz M. Limpao for valuable service in providing us legit informations.	1
always update us	1
Always updated.	1
Always very good service	2
Always very helpful whenever i visit office	1
Always wear smile in front of customer godbless.	1
Always wear your smile for a good ambiance	1
ALWAYS WITH A SMILE	1
Am a satisfied client.	1
Am satisfied	1
Am satisfied already	1
amababait ang tao sa landbank	1
amayos at mabilis ang serbisyo	1
Amazing	18
Amazing and excellent service.	1
amazing and joyful	1
amazing ang bank	1
amazing ang danao branch	1
amazing ang mga teller	2
Amazing ang mga teller gyud	1
Amazing bank	1
Amazing bilis ng OF bank card marelease.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Amazing branch	1
amazing danao branch	1
Amazing effort. Ang saya makipagtransaction sainyo at makita ang passion niyo sa service thank you!	1
Amazing Maam Dona. Very vibe	1
Amazing personnel. Keep up the good work	1
Amazing pinaskohan	1
amazing ra kaayu sila mga staff	1
Amazing service AVP Ma'am Gay on your kind assistance to us of our banking needs	1
Amazing service, Napaka-accommodating ng staff.	1
Amazing service. Approachable and very effecient.	1
Amazing serviceMakes me smile	1
Amazing services and staffs	1
amazing teller	1
amazing tellers	1
Amazing unta ug naay pinaskohan	1
Amazing workplace	1
Amazing!	1
Ambait ng assist sa akin sa landbank	1
Ambait po ni Mam Zandria, yung nag assist saakin	1
Ambience is good, Teller 1 Diana Macahia is pleasant and polite. Fast transaction	1
Ambilis lng nman.	1
Ambilis naman pala mag,-open ng payroll account sa landbank	1
Ambilis ng loan release.	1
Ambilis ng Serbisyo	1
Amesing	1
Among all the Landbank Branches i never got to experience a service like the sulop branch have given me , the teller was so busy but still she was able to to give the best service with a smile ,it makes the costumer more confident to transact . The benevolence of the teller as well as the security guard is so commendable . I am very greatful that i did my transaction here and i will do transact here in the future . That would be all a i thank you and mabuhay ,.??????	1
ample parking space for clients doing transactions	1
AMPLE PARKINGSPACE FOR CLIENTS DOING TRANSACTIONS	1
Ampogi ni sir Mike at sir aurelio madali kausap swabe lang tuloy tuloy hanggang ako ang maging boss niyo salamat sa lahat	1
An appreciaton on how courteous and prompt the assigned staff in dacilitating the request and application.Congratulations and Godbless	1
An good	1
and bait ng mga employee and keep the good work po	1
and I thankyou ??🫶	1
Ang accomodating po ni ms yanie. Walang stress sa transaksyon, mabilis at efficient. Jolly and approachable.	1
Ang ahensya na ito ay maganda at mabilis ang proseso maraming salamat po	1
Ang akin pong suggestion ay maari pong sila ay mag post sa social media na ang kanilang serbisyo ay napakaganda.	1
Ang aking masasa bisakanila ok naman	1
Ang baba it Ang mga empleyado Malo na guardya	1
Ang babait ng incharge and madaling kausap.	1
Ang babait ng mga empleyado ng landbank mas pinadali nila ang transaction	1
ang babait ng mga guard at empleyado..keep it up	1
Ang babait ng mga staff	1
ang babait ng mga staff at manager	1
ang babait ng mga staff ng landband santiago city at ang sisipag makpag kumbaba	1
ang babait ng mga staff super bilis ng transaction	1
Ang babait Ng mga staff. Very patient sa mga client at siyempre maganda at pogi din mga staff.	1
Ang babait ng mga tellers, especially Ms. Saida Cabaro. Smiley face parati kahit maraming tao at napakabusy.	1
ang babait ng ojt	1
ang babait ng staffs	1
Ang babait ng teller Ma'am Marjoanne P. Comiso at Maria Ethel Catalla	1
Ang babait nila.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ang babait po ng staff	1
Ang babait po nila	1
Ang bagal masyado kailangan maging dobleng trabaho	1
Ang bait bait po ng napagtanungan kong staff sa branch. Kahit hindi po dito yung account ko, feeling VIP pa din po kasi lahat po sila mababait at palangiti. Thanks po!	1
Ang bait n ate	1
Ang bait naman incharge sa new paling nka smile	1
Ang bait Ng employee na nag entertain sa akin	1
Ang bait ng guard at guapo	1
Ang bait ng mga employees	1
ang bait ng mga teller lalo na si Ms. Aime. Thank you	1
ang bait ng nag assist sa akin sa new accounts taft quirono branch	1
Ang bait ni kuya guard	1
ANG BAIT NI MAAM NAZIFAH	1
Ang bait ni mam na ang assist saakin	1
Ang bait ni manong guard at masipag	1
Ang bait ni sir June, very accomodating	1
ang bait nila sa branch	1
Ang bait po nang staff sana ganto sa lahat nang branch	1
Ang bait po ng nag assist na new accounts associate, si Ma'am Eunice po.	1
Ang bait po ng nag assist saakin na si Zandria. Inexplain din niya yung mga Savings Account na pwede kong iopen.	1
Ang bait po ni Mam Zandria yung nag assist saakin	1
Ang bait po ni Mam Zandy, yung nag assist saamin.	1
Ang bait po nila sobra.	1
Ang bilis	2
Ang bilis mag transact ng teller	1
ang bilis natapos	1
Ang bilis ng approval ng loan application. Congratulations sa system niyo.	1
Ang bilis ng loan processing, walang hassle at super smooth.	1
Ang bilis ng process	1
Ang bilis ng serbisyo po! Kudos LBP Paniqui!!	1
Ang bilis ng transaction	1
Ang bilis nila	1
Ang bilis po ng transaksyon	1
ang concern ko lang yung sa bank transfer online ko kasi sa ibang bangko pag sinabi ko iactivate activated agad di tulad ng account ko sa LANDBANK	1
Ang cute at ang ganda po ni Maam Wyn, crush ko na po siya, nabihag nya yung puso ko ??????	1
Ang dali	2
ang dali lang ng transakyon, wala akong masabi	1
Ang dali nang transaction.	1
Ang damping options for loans! Puwede para sa iba't ibang needs	1
Ang gaan po ng pakiramdam magtransact. At mabait talaga si ma'am Elsie, hindi ka mahihiya lumapit para magtanong. Mababait din lahat ng empleyado ng branch. Friendly. Hindi nakakahiyang pabalik balik.	1
Ang gaganda ng mga empleyado ng Munoz branch	1
Ang gaganda ng tagablandbank at mga bata pa d tulad ng dati	1
Ang galing ng landbank may atm na kami	1
Ang galing ng landbank nakuha namin ng mabilis ang aming atm	1
Ang ganda ng environment very welcoming.	1
Ang ganda ng layout ng website nila. Napakadali mag-navigate!	1
Ang Ganda Ng nag intertain di Ako maka focus mag sagot🤙🤗	1
Ang ganda ng serbisyo at ang bait ni sir June	1
ang ganda ng serbisyo nila sa landbank	1
Ang ganda po ng pagtrato sa mga clients.	1
Ang ganda po ng serbisyo nyo po thank you	1
Ang ganda serbisyo inaasikaso kami ng mabuti	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
ang ilahang serbisyo nakatabang kaayo namo	1
Ang init po at ang diliim. Hehe ayun lang po. Hehe	1
Ang inyo mga empleyado kay mga bootan	1
Ang kailangan at ang tanong ko ay nasagot kaagad ng buong kahusayan	1
Ang kailangan lang Po,ay magkaroon Ng tamang parking Ang mga kliyente para maiwasan Ang double parking sa labas Ng sa ganun maging maayos. Pwede humingi or magrequest sa Barangay or sa tpmeg para sa trafficking. Ito Po ay suggestions ko po lamang, salamat ??	1
Ang lahat naman nagseserbisyo ay maayos nilang nagagampanan, Sana mapanatili pa nila ang mapabilis na transakyon .	1
Ang lanbank po wala po akong problema madaling lapitan even sa mga Guard they are very helpful all staff magagalang ma aassist ka talaga	1
Ang landbank ay maaasahan at tapat sa serbisyo	1
Ang landbank ay maasahan at tapat sa serbisyo	1
ang landbank dako ng tabang	1
Ang landbank maasahan ng gobyerno at mapagkatiwalaan..mabilis at mapadali ang transaksyon ng bangkong ito...	1
Ang Landbank Sucat mababait ang mga empleyado mabilis ang asikaso. God bless po Landbank Sucat A Santos.	1
ang landbank tumutulong talaga sa mahirap lalo na sa sitwasyon namin na nahirapan kame iclaim ang pera sa atm dahil sa nalimutan ng aking lolo ang pin nito.at agad po nila kameng inasikaso nung araw na un march 20 2024. lubos kameng nag papasalamat sa lahat ng bumubuo ng novaliches branch landbank. sana marami pa po kayong matulungan na katulad namin na kelangan ng tulong at pag lilingkod nyo po para samin maraming salamat po sa inyong lahat	1
ang madali at mabilis na process ay naipakita kaya sana ay magtuloy tuloy ito	1
Ang maging maayos pa po ang pagtanggap sa mga katulad namen na nangangailangan ng inyong serbisyo	1
Ang maging magalang at matyaga sa mga kliyente lalo na po kung eto ay senior citizen or sa mga kliyente na kaunti ang kaalaman sa makabagong teknolohiya	1
Ang maisusuggest kolang is more teller papo siguro	1
Ang masabi ko lng po keep up the good works,normal lng na misan maselan kasi po parti lng po ng trabaho,,keep it up po,,	1
Ang masasabi ko ay lahat sila ay mabubuti at maayos ang tranaho at pikikitungo sa mga client nila.	1
Ang masasabi ko lang ay mabilis amg-assist. Salamat Ms. Cholly.	1
Ang masasabi ko lang po ay ipagpatuluy niyo po Ang magandang pagtanggap niyo sa mga kleyente niyo po salamat	1
Ang masasabi ko lang po magalang at very approachable ang nakatalaga sa section na salary loan. Bukod sa mabait na maganda pa .Hindi ka mag aalangan lumapit .nasasagot nya ang mga katanungan ng mga nag inquire sa kanya.	1
Ang masasabi ko lng po ay sa pag withdraw sa ATM minsan nag hung Ang machine..	1
Ang masasabi ko lng Po maganda Po Ang serbisyo at nag assist Po sakin dto s branch n to .tnx Po mam kristyl	1
Ang masasabi ko po Maayos at Mabilis po ang serbisyo ng Landbank ipagpatuloy niyo po ang ganyang pag serbisyo sa mga customer nyo po!	1
Ang masasabi ko sa serbisyo ng mga staff ng ILand Bank coron Brance,. Madali lang silang lapitan lalo na sa mga papers wiork .	1
Ang masasabi kopo malaking tulong po ito para mapadali ang pag transaction sa mga tao if kinakailangan nila na talaga.	1
Ang masasabi kopo sana ay sa Cabanatuan na lang po sana kasi may kalayuan po itong lugar	1
Ang masasabi q Po s new account n si Ms Eunilaines Marzonias,very accommodating po sya,lagi Po nka smile at tinutulongan po nya aq upang e assist aq s pag ayos ng aking transaction,ganun din Po s manager ng landbank,n npaka accommodating din Po..mabuhay Po Kyo sir/mam continue the good work and good ralation to the client,..salamat Po!	1
Ang mga empleyado ng Branch na ito ay matulungin at mababait. Saludo ako sa kanila.	1
Ang mga impormasyon ay maayos na nailahad sa akin para makapag open account at makapagpasok ng pera sa aking account.	1
ang mga nagtrabaho sa landbank kay kind and approachable	1
Ang mga staff at personnel ng LBP Balanga Branch ay courteous at accommodating as always.	1
Ang mga staff ay magalang at mabilis magprocess	1
ang mga staff ay mga approachable at kapag may concern ka ay talagang aasikasuhin ka nila	1
Ang mga staff Ng land bank ay magaling at mabait,	1
ang mga staff ng landbank ay mababait at magalang thank you po sa inyo keep up the goodwork po	1
Ang nak kai maayohon kau	1
Ang organized ng branch, kahit maraming tao, smooth pa rin ang flow	1
Ang palagi masaya sa pagserbisyo	1
Ang pogi ni Kua 🥰🥰	1
Ang proseso naman po ay mabilis kung kayat wala na akong karagdagan suhestion.	1
Ang saya	1
Ang serbisyo ay maayos at mabilis Ang proseso	1
Ang serbisyo ay patas para sa lahat.	1
Ang serbisyo ng landbank ay walang katulad??	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ang serbisyo ng mga empleyado ay maayos na pagtanggap sa kliyente	1
Ang serbisyo ng mga kawani ay makikita sa lahat ng oras at masasagot abg mga katanungan ng mga depositors/clients, hindi makikitang nahihirapan ang mga clients, bata man o matanda. Satisfied po ako sa serbisyo ng landbank sta cruz capitol branch	1
Ang serbisyo po aking na tanggap, ay talaga na pong masasabing mabuti.	1
Ang serbisyo po ay maayos at mabait ang empleyado	1
Ang serbisyo po ng mga staff ay maayos ang pakikitungo nila sa kanilang mga kliyente, maayos silang makikisalamuha sa bawat may kailangan ng tulong sa kanila.	1
Ang serbisyo sa landbank f pimentel branch ay epektibo saan mang aspeto ng kanilang transaction partikular sa lahat ng empleyado pati na rin sa kanilang mga guard. Mabilis ang kanilang mga empleyado.	1
Ang service po ng office ang napakaganda at mababait at magalang ang mga staff ng office. Need lang po ay sign ng landbank office from intersection or sa likod ng office.. all in all po very satisfying o yung service..	1
Ang suggest ko lang po ay agahan ang pag ope ng bank, instead 8:30 am gwin sanang 8am😃	1
Ang suhestiyon ko lamang po ay sana at kung maaari po na dagdagan ang mga bank teller kada branch po ng Landbank para sa ganoon po ay mas lalo pang mapabilis at mapaganda ang serbisyong Inyong hatid sa bawat customer ng Landbank.	1
Ang suhestiyon ko po ay ipagpatuloy lang po nila ang kanilang mabuting pakikitungo maraming salamat po.	1
ANG TAGAL KASI CGURO KULANG ANG TAO MADAMI KASING NAGTRANSACT TODAY.	1
Ang teller ay palakaibigan at laging may ngiti	1
ang teller deserve maka dawat ug increase sa sweldo kay kapoi baya pud elaha trabaho mao nga deserve unta pud nila mukaun ug lami bisan naa sila kada adlaw sa aircon deserve gyud maka dawat ug dako sweldoMAAYU UNTA MA ACTIONANSALAMAT	1
ang teller need microphone kay usahay kong magtawag dili na dungog	1
Ang tellers kai mutudlo jd ug unsay fillupon	1
Ang transakyon na aking naranasan sa landbank katipunan ay maayos at matiwasay, Mababait ang mga empleyado	1
Ang verifier at bookkeeper na si Sir Rob at Mam Regine ay mabait at inasikaso Ako ng maayos sa aming fund transfer. Mabilis nilang nagawa ang request namin. Laging nakangiti at Hindi nakakalimutang bumati. Very satisfied talaga Ako sa service ng East Avenue branch.	1
Anglamig	1
annex building ,para hindi masyadong maraming tao na nagsisiksikan sa LBP MARAWI BRANCH	1
Anonas branch is very accommodating. Manager Angel always make my banking transactions easy. Good job to the team!	1
Another 1 teller/ customer service counter	1
Another Teller	1
Another type of loan	1
Any branch access comviency	1
any complimentaries like candies or chocolates may be good, but overall the staff and environment is good, thank you and godbless!	1
any ways ok naman po.	1
Anyone will be proud, transaction was easy and the staff were approachable	1
Anything is okay	1
Anything will be provided, easy, and the staff are approachable	1
anyting	1
Apaka ayos ang serbisyo sa land bank	1
Apparently the service the ive experienced among the employees are well organized	1
Apply online banking	1
approachable ang window 7 kung saan ako nag card replacement	1
Appreciate the prompt service.	1
Appreciate the services rendered by staff	1
appreciated	1
Appreciated the kindness and treated fairly the clients transactions.	1
appreciation for ms. Evelyn for smooth & fast transaction	1
Apprichable	1
Approable	1
approable and mga buotan	1
Approachable	44
Approachable & Fast Transaction	1
Approachable & very considerate	2
approachable account officer.	1
Approachable amg staff	1
Approachable and accommodating staff.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Approachable and accommodating.	1
Approachable and accommodating. Excellent job.	1
Approachable and Accomodating	1
Approachable and accomodating sa pag-instruct ng pag gamit sa deposit machine.	1
Approachable and convenient	1
Approachable and easy to transact with	1
Approachable and faster transaction.	1
Approachable and friendly account clerk. Shout out to Maam Venus Javellana who are willingly shared her knowledge to assist me. Easy and fast transaction. Good job and very commendable service!	1
Approachable and friendly ang mga staff	1
Approachable and friendly staff	2
Approachable and friendly tellers	1
Approachable and good in service	1
Approachable and good service	1
approachable and good speed teller	1
Approachable and helpful personnel	1
Approachable and helpful si Ms April	1
Approachable and informative	1
Approachable and kind	3
approachable and kind staffs	1
Approachable and nice	1
Approachable and pretty teller	1
approachable and very accommodating	1
Approachable and very neutral	1
Approachable ang mga empleyado	2
Approachable ang mga empleyado Dito.	1
APPROACHABLE ANG MGA EMPLOYEE SA INQUIRIES NG MGA MAY KAILANGAN.	1
Approachable ang mga employees	2
approachable ang mga naa sa counters bisag strict sila tan-awon kay seryoso sa ilang mga ginatrabaho	1
approachable ang mga staff sa branch na to	1
Approachable ang new accounts	1
Approachable at accommodating ang mga teller. Good job.!	1
Approachable at maasikaso. Thank you Sir Luis.	1
Approachable at very helpful	1
Approachable Banker Clerk.	1
Approachable employee (TELLER) Thank You	1
Approachable employees	3
Approachable employee's	1
Approachable lahat ng employee ng F. Pimentel branch pati na rin ang mga guards. At mabilis ang transactions.	1
approachable lahat ng employees	1
Approachable lahat ng employees.	1
Approachable mga staff	1
Approachable naman po sila, at madali lapitan	1
Approachable naman po sila.	1
Approachable naman sila	1
Approachable nice assist	1
APPROACHABLE OFFICE STAFF!	1
approachable personel	1
Approachable personnel	2
Approachable personnel and good support	1
Approachable personnel in charge	1
Approachable po and aking nakausap. Naipaliwanag ng maayos ang kinakailangan kung document. Mahusay!	1
Approachable po sila	1
Approachable po sila st madali lapitan patungkol sa transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Approachable po sila.	1
approachable sa mga kliyente maasikaso.	1
approachable security guards and good service	1
Approachable sila sa mga client	1
Approachable staff	11
Approachable staff :)	1
Approachable Staff and Efficient Service, Thankyouu	1
APPROACHABLE STAFF AND FAST TRANSACTION	1
Approachable staff and security oersonnel. Smooth transaction	1
Approachable staff and very professional	1
Approachable staff most specially Sir Joel.	1
Approachable Staff with Good communication skills	1
Approachable staff. Good service of cashier and security	1
approachable staffs	4
Approachable staffs :)	1
Approachable teller	1
Approachable teller and kind especially mam justine	1
Approachable tellers.	1
Approachable yung nag aassist	1
Approachable, accomodating very nice organized teller	1
Approachable, Excellent service	1
Approachable, smiling always.	1
Approachable. at mababait po ang mga staff.	1
approachable/fast	1
Approachble	2
approachable	2
Approachable and clear in giving clarifications about their services	1
Approachable and humble	1
approachable and humble ang mga teller	1
Approachable ang mga staff	1
approachable po ang mga empleyado	1
Approachable staff	1
Approcheable, nice personnel and goid service to all clients	1
Approved	1
Approved naman ang service nila	1
Approved without thinking	1
Approved!	3
Approved!!!	1
Aprove	1
approachable and very accomadating ang mga staff.	1
Approachable mga empleyado	1
Arange the Parking Area	1
Araw araw ako pumupunta sa bank. Wala ako masabi satisfied customer ako talaga	1
Araw araw po ako ngbabayad ng pcsa at palagi ako priority kasi senior	1
Area for water and coffee for some clients, if necessary.	1
Argie was very helpful patient and created ways out for me	1
Arlene and Kenneth are both kind and helpful.	1
Arlene Pacete is the staff who takes care of my account opening. I am highly satisfied in all areas of the process. Thank you for your excellent service.	1
Arlene was very helpful! :)	1
Arrangement ng upuan, seperate transaction.	1
as a client all my transactions with LB is 100 0/0 satisfied. just keep up the code of LBP .thanks n more power.	1
As a client for more than five years, I am always satisfied with the customer service that this branch is consistently providing their customers. Thank you for being fair and professional at all times.	1
As a client of your office, I can't have anymore service suggestion. It's because you gave it satisfied and good quality service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
as a client we always experience lag here in bank at early of the day but it end to day, I got out almost afternoon because of many priorities, I suggest to give attention for these holding priority numbers especially those who came from far areas who came very early	1
As a frequent client, I observed that the staff are friendly and are approachable to answer queries. Keep it Up!	1
As a long tme UCPB client, i am glad that i see familiar faces in the branch and they extend the same courteousness.	1
As a new client of Landbank Polangui my experience to the employees especially to the manager Ma'am Camila Batbat they are very accomodating and showing their love and dedication to their works, so that my transaction flow easily because of the services they provide.	1
As a regular customer of Landbank DOLE, I applaud all the personnel for giving great service to all their customers	1
As always excellent service.	1
As always fast transaction and good personality ang mga employee dika mahihiya magtanong sobrang friendly kaya dito ako lagi pumupunta. Thank you so much for the warm welcome and treatment sa mga client nyo 😍 Godbless po ..	1
AS ALWAYS THEY ARE GOOD AND VERY APPROCHABLE IN DEALING CUSTOMERS.	1
As always, very accomodating especially si Manager	1
As an elderly citizen, Ms. Nikki Nanud was very helpful in my transactions.	1
As daily customer of this branch I had a great experience with Landbank Paseo de Sta Rosa. The staff was very friendly and helpful throughout my daily visit. They provided excellent service and made sure all my banking needs were taken care of. Highly recommended!	1
As experience good services	1
As far as for my experience, this branch is doing excellent service for their clientele.	1
As far as I am concern its all okay with me.	1
AS FAR AS I EXPERIENCE YOU DON'T NEED ANY IMPROVEMENT OF YOUR SERVICE	1
as far as i observed ay maganda at maaliwalas.	1
As far as i visit in every branch of Landbank here in bukidnon all staff was so friendly and approachable from the security and all the staff inside, , but just the ATM machine specially in kadingilan LGU branch, , , i was hoping it will be fine next time and make it easy for us to withdraw thank youb	1
as far as my experience, the banking was smooth and did not encounter any problems with it.	1
As first timer here in Municipality of Sulop Landbank office, I don't see any problem here or something to improve. The office is good and I really appreciate the staffs here due to the fact that they accommodate us properly and nicely. Keep it up and be more exquisite.	1
As for me, as a borrower since 2012. I am fully satisfied with your service and also the way your staff entertained their clients, they rendered warm accomodation in every client..NO FURTHER SUGGESTION..BECAUSE I THINK THAT YOU TRAINED YOUR EMPLOYEES VERY WELL.THANK YOU LAND BANK..GOD BLESS LANDBANK LOAN DEPARTMENT.	1
as for now nothing to suggest because everything are okay in service maam claire assisted me better	1
As for Now wala akong idea paano mapapabuti ang serbisyo but for very satisfied ako sa serbisyo	1
As for now your service is really good.	1
As for now.Nothing,Everything is good and fine	1
As for the staff, they are all efficient and welcoming.	1
As i approach maam Karen (New Accounts Department) the transaction went so smooth and fast. It satisfies all my inquiry! All the employees are optimistic! Thank you LBP 🥰	1
as I experience the service is very fast and convenient excellent service for the clients.	1
AS I EXPERIENCE WHEN I NEED HELP REGARDING ON REVERSAL OF MY TRANSACTION THEY AREACTIVELY TAKING ACTIONS IN ORDER TO RESOLVE MY TRANSACTION.	1
As I go to LBP Surallah every other day to transact I observed that too many clients and less work force of LBP Surallah	1
As I have experienced it. I am satisfied and grateful to the attending landbank employee	1
As I observe, not only me but aso others, the ATM from the center is to verry slow to operate, may we recommend to change the ATM, thank you verry much ma'am and Sir. Happy week end	1
As I observe, The ATM from the center, transaction to very slow, thanks and God bless MABUHAY LANDBANK.	1
As it was my first time to open an account at the bank, I did not have any difficulties because of the help of the landbank polangui employees who are very accommodating, ready to help and assist their clients, especially their manager, Ma'am Camila Batbat who is ready to serve everyone.	1
As i've observed, Additional personnel in the branch, since the existing personell are busy juggling from 1 function to another. Para po ma cater lahat.	1
As much as possible limit offline hours	1
As of now all employees are approachable and I can't say anything about it	1
As of now all ismgood	1
As of now East ave as my experience has a good services.	1
As of now have no feedback yet as Ive made my transaction flawlessly. Not sure how the sytem works if they have numbering system or you just line up. Maybe have a different colored chair designated to senior citizen. Will surely transact again in this branch compared to other landbank branch. It's less hassle and quick accomodation of the staff. Staffs are all friendly.	1
AS OF NOW I CANNOT SEE OR SUGGEST ON HOW TO IMPROVE.	1
as of now I didn't see any concern of your service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
As of now I don't have any suggestions since this bank is amazinggg	1
As of now I have no comments and suggestion regarding this survey.Thank you for assessing us.	1
as of now i observe very sutisfied	1
As of now its okay	1
As of now maayos na serbisyo po ang hatid ni landbank at sana magpatuloy pa at tumagal ang serbisyo.	1
As of now maganda at maayos ang pakikipag usap sa mga kliyente	1
As of now none except to have a moo aparone office.	1
As of now ok naman ang sreisyo	1
As of now the services is good and high quality as i also see how well maintained and inviting their approach they give to the people. As one of the student that applied for the work immersion, I see how they systematic handle everyone and smooth transaction they do.	1
As of now theres i dont have any suggestion. All the service are good	1
As of now there's nothing i can recommend for improvement, I'm satisfied.	1
as of now theservice is good and fast.	1
as of now u don't have any suggestions I am content with the service I cot from youre good office/stabishment thank you	1
As of now very good services I've experienced when open my acct.	1
As of now wala na po dapat pa iimproved. Sobrang galang at bait na po ng mga empleyado sa bunker. Salute po sa maayos na serbisyo. More power po. Maraming marsming salamat po.	1
As of now, all is well. All are commendable!	1
as of now, bank and staff handles everything professionally	1
As of now, I am satisfied with the service	1
As of now, I like the service of this Bank. Fast and easy.	1
As of now, none po. Thank you much for making every transaction much easier??	1
As of now, they have better service. Thanks.	1
As of now, we received the good service of us... Job well done Landbank Kidapawan..	1
As of now..It is very satisfactory	1
As of today po wala PO akong suhestyon dahil satisfied po ako s mga services nyo	1
As representative for sino freight forwarding and servicesinc. Transaction is for weaccess but no option shown.	1
As seen in different gov't offices, please make your citizens charter bigger. Thank you	1
As soon as the checkbook requested is available, kindly notify the concerned client immediately. Thank you.	1
As to services got no COMPLAIN and very satisfied, KEEP IT UP LANDBANK....	1
As usual very accomodationg and easy transaction thankyou	1
As usual....verygood	1
AS WHAT I EXPERIENCE FOR HOW MANY TIMES I CAME HERE, I CAN SAY THAT THEY ARE VERY CONSISTENT IN THEIR WORK AS THEY RECEIVED MY TRANSACTION IN A DAY.	1
As what I observe today, I feel the good ambiance, very welcoming, very good to the costumers and also I can say that this branch so did well, and I am filled with joy and satisfaction for being good enough to the costumers.Overall, i was indeed happy aside from the good accommodation also i was happy during my application it is not really hassle if you abide on the rules and regulations. Moreover, I just want to extend my heartfelt gratitude to Palma Gil Landbank Branch.	1
As what I observed that the service quite fast but sometimes internet connection quite slow. Thanks for the staff that were very accomodating and also the manager..	1
Aside from having a designated counter for check encashments, please assign designated counter for Nat'l Agencies such as BIR different from the counter for depository taxes.	1
Ask everyone if they are sready catered or not	1
Ask the client to do this, not as you receive him/her, but AFTER you serve him/her. That's more ethical than letting him/her do this while you do your job in his/her favor.	1
ASKED HELP FROM SECURITY ON HOW TO PROCESS MY TRANSACTION. THEY WERE APPROACHABLE AND HELPED ME ALL THROUGHOUT MY TRANSACTION HERE	1
Asked the client if for follow up so they will not wait for A long time	1
Assign additional front liners	1
Assigned a personnel na mabilis gumalaw at magproseso. Hindi matanda at mabagal malabo pa mata! May pinapaboran pang govt agency! Pinapasingit kapag kilala!	1
Assigned staff for queries and other relative transactions was very tactful and accommodating.Kudos to Sir in White He has consistently manifested positive attitude towards work in dealing with the clienteles	1
assist and treat clients in a good way and manners	1
assist carefully and attends to query.	1
Assist clients in nice way	1
Assist clients more.	1
Assist me well	1
Assist promptly for weaccess concern.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
ASSIST THE CLIENT IMMEDIATELY ESPECIALLY THE VERIFIER	1
assist the visitors	1
Assist very well your customer without any hesitations.	1
Assistance for iaccess enrolment	1
assistance is prompt and consistent	1
Assistance is very goodMabait kausapAt nagtuturo kung paano	1
Assisted by Ma'am Venus Javellana. Excellent service.thank you so much	1
Assisted by mam Lea Punzalan. Acting BSOAssisted all thru out the proceeds until I finally got what I want.	1
Assisted by Ms. Zetgood service.. very approachable..god bless	1
Assisted by Venus Javellana.	1
Assisted friendly by the teller	1
Assisted in the activation of credit card	1
Assisted me courteously	1
Assisted me for iaccess too	1
Assisted me very well. Very accommodating sir victor michael corrales. Thank you so much	1
Assisted satisfyingly,	1
Assisted well in PIN Change of my newly replaced Atm card	1
Associate very accommodating	1
At ease and maintain the standard	1
At peak hours, it would take time for elderlies to finish their transaction. Please add additional staff for the opening of accounts and other account concerns. But the current staff for opening of accounts is incredibly fast even though she is only solo.	1
at setpoint could be set within comfort (too cold)	1
At the moment, I'm satisfied of the services LBP had. Just continue your good service to your clients.	1
atm area is so hot pls make a move	1
ATM AREA NEED SUNSHADE	1
Atm card replacement charges for stolen atm should be removed. :)	1
ATM COMPLAINT WAS EASILY RESOLVED AND ALSO ASSISTED ME WITH MY IACCESS APPLICATION VERY HELPFIL	1
ATM deposit machine request 😄	1
ATM in Philippine Information Agency (north avenue) Bldg. is always hanging	1
atm is often offline very inconvenience to clients	1
ATM LAGING SIRA	1
Atm machine in sabtang	1
atm machine should not slowly to use	1
ATM MACHINE UPGRADE	1
ATM SERVICE.	1
ATM Should always be available during weekends and long holidays.	1
ATM update if possible online and paperless	1
atm was offline at the of visit	1
ATM wish to install at exquadra tower.	1
Atrium landbank makati the best bank, mababait na mga empleyado at teller.. maasikaso sa mga costumer.. salamat po atrium landbank..	1
Attended by ms Venus Javellana. Very satisfied with her assistance	1
Attended to my query right away.	1
Attentive	1
Attentive and polite teller	1
Attentive Clerks	1
Attentive people and excellent service	1
Atu sun ang pagtawag sa mga numero per services rendered, para Maiwasan ang marshal nak paghihintay ng cliente	1
Aut0mated machine transaction.	1
Authomatic costomer numbering	1
Automate all the transactions	1
Automated machine for transaction	2
Automated numbering queu	1
Automated numbering system for queue	1
Automated transaction machine so that the teller doesn't need to make the person right.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Availability of deposit machine.	1
availability of free water inside the establishment (water dispenser) and free coffee for waiting elders if its okay;	1
Availability of Pick Up services for deposits of GOCC's	1
Availed personal accident insurance, successfully enrolled in iaccess for cashless transactions, The staff was grate and very helpful and also Manager joseph.	1
Avoid electricity enteruption	1
Award best performing n courteous employee like mam lorenzo	1
Awesome	11
Awesome	1
Awesome and keep it up	1
Awesome and very efficient customer service by Ms. Claire M. Garcia who was very helpful to us today. Despite being solo there to assist us, and pressed for time we were able to secure our Bank Cert immediately. She was courteous and such an A+ bank personnel. Thanks again to Ms. Claire. With her help, we were able to comply with our child's Chinese visa application.	1
Awesome Kuya guard is very attentive of clients needs It was a quick transaction keep it up	1
Awesome service	1
AWESOME SERVICES	1
Awesome transaction	1
Awesome work! You sorted everything out perfectly. I'm grateful to Ms. Wilhelmina T. Mateo and Ms. Mikaela Clarisse J. Madelo for how easy you make everything seem.	1
awesome!	1
awesome!!	1
awesone service	1
Ayos	3
Ayos ang lahat	1
Ayos ang Pagpapalakad	1
Ayos ang serbisyo at laging naka mood ang employee	1
Ayos ang service	1
ayos ang transaction mababait ang mga staff mabilis ang transaction malamig ang aralaging nakangiti ang mga staff lalo silang gumaganda	1
AYOS LAHAT WALANG PROBLEMA	1
Ayos mabilis	1
Ayos mabilis lang	1
Ayos na para sakin panalo yung teller	1
ayos naman	2
ayos naman ang serbisyo ng mga emplayado ng landbank ng maayos edsa	1
ayos naman ang serbisyo wala ng dapat pang mapabuti	1
Ayos Naman lahat ma ayos very satisfied po Ako comfortable	1
Ayos naman po, wala naman akong naging problema sa serbisyo ng Landbank	1
Ayos nanman	1
Ayos nman po Ang serbisyo Ng Landbank.	1
Ayos nman po mabilis ang proseso sa land bank at npaka bait pa po ng nag assist salamat po kay madam VENUS JAVELLANA	1
ayos po serbisyo madali mag inquire mag approach sa mga staff	1
AYOS SERBISYO	1
Ayus na	1
Ayus naman po ang pamamalakad at mabilis silang natugon kung may mga katanungan po aku	1
Ayus naman po at maganda ang kanilang patakaran sa lahat ng membro.	1
Ayus po ang service mabait at accomodating personnel	1
Ayusin ang elevator para sa mga kleyente	1
Ayusin facilities	1
Ayusin pagdating sa numbering at priority number	1
babalik-balikan mo sa bilis ng serbisyo	1
Back up internet provider incase PLDT is not available	1
Backup in case of intermittent internet connection	1
Bagal ng pila	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Bagalan ang pagtawag sa numbering	1
Bagalan ang salita, ambilis po magsalita, in fact n Hindi na maintindihan pero very approachable	1
Bago mga computers and printers and internet connection	2
Bahala dugay naabot ang pin mailer, pero mga buotan man ang staff	1
Bahalag daghan tao, smiling and very friendly japun ang bank employees	1
Bahalag dghan Clients, Smiling ang Friendly japun Bank Employee's	1
Bait ng mga empleyado. Nakangiti kahit lipasan ng gutom	1
bait ng mga staff	1
Bait ni sir guard	1
Bait po ng mga interns solid	1
Baka pwede pong may mobile number to easily contact you. Minsan delayed ang OTP at hindi agad natatransfer yung fund, halimbawa pag nagtransger ako sa Gcash di agad napapadala.	1
Baka pwede/maaari pong ilapit na lang po sa amin/Nueva Ecija or Region namin ang pag-aayos ng mga dokumento. Salamat	1
Bakit may charge ang cheke na interbranch pag idedeposit. Sana tanggalin ni landbank kasi idedeposit naman sa kanila	1
Bakit nyo po tinanggal yung tent? Kawawa po kami mga customer nyo po.	1
ballpen doesn't have ink in the counter	1
Bank employees and officers are very helpful and accommodating	1
Bank employees and staff were approachable. Assisting PWDs were excellent. The office itself is very comfortable.	1
Bank employees are very pleasant accomodating. Thank you	1
Bank employees are very pleasant and accomodating. Thank you!	1
Bank fees and charges were 2/3 higher than paying online. But the staff, Ms Jasnel, was extremely helpful and facilitative.	1
Bank is very clean	2
Bank is very convenient for everybody.	1
Bank is very efficient. No changes needed.	1
Bank officers and staff are very accommodating and responsive to my queries even beyond banking hours.	1
Bank Personel are Reponsive	1
Bank personnel are all accommodating, specially the bank manager, kudos	1
Bank personnel are nice people. They tend to our needs with grace. Keep ug the good works!	1
Bank personnel was very helpful.	1
Bank staff went above and beyond to assist me with my needs.	1
bank staffs are accommodating.they always smile	1
Bank statements should be free	1
Bank teller is very accomodating and approachable.	1
Bank Teller Mr. Omar Zuñiga assisted us very well. Napaka bait at napaka galang po ninya. Also, Mam Cindy Talan also provided us necessary and accurate information na kailangan namin sa pag open ng account. She's very effective Frontliner.	1
bank tellers are polite	1
Banking hours	1
banking should be extended 3pm is not encouraging	1
banking system and better loan system and lower bank interestoverall good governance by the Philippine government	1
Base on my experience sa landbank mariveles masasabi ko na ang pahat ng employee mag mula sa security guard magmula sa mga bank teller at iba pang position sila lahat ay mababait, pala bati sa mga tao kaya naman maganda ang kanilang relasyon sa mga customer kasi na niniwala ako na kung mabait ka sa tao ganun din ang ibabalik sayo.	1
Base on my experience, I cannot suggest anything that needs to be changed or improved cuz i am very satisfied with their service.	1
Based from our experience, we were treated in a rude way given that our transaction was yet a simple one. The counter in charged may have given as alternatives rather than choosing to ignore our explanations. I recommend counters should have a pleasing personality. They should appear accomodating and must not display a mood that discomforts their clients. Personal moods must be set aside when you're dealing with your clients	1
Based on experience po pag bayaran ng pang BIR sana po may sarili silang pila lalo at bulky po ang transactions nila natetengga po ang sumusunod sa kanila. Salamat po	1
Based on my experience, everything's ok, but if you could put some additional ATM that would be great 😁	1
Based on my observation here in Land bank All of the staff here are so very friendly and responsible to their work .I Rate them 10/10.Thank you so much God bless	1
Based on this experience today, I'm very please to the personnel were all courteous and cheerful. I really have no suggestions at this time. The website is as simple to navigate though especially the keyword search	1
Basin pwedi na mag gamit cellphone sa sud hehe	1
Basta panatiliin maging mabait at maasikaso sa mga cliente, at laging pantay ang tingin sa bawat isa.	1
Bastos yung ibang guard	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Bataan National Highway staff are highly commendable.Mabilis sila magprocess ng transaction.Keep up the good work!	1
Bawal mag cp	1
Bawasan fee hehe	1
bawasan lng ang lamig ng aircon	1
be a blessing to others and stay polite to all 4p's applicant, thank you	1
be a good service all the time,thank you...	1
Be a hardworking employee	1
Be accomodating especially seniorsPrioritize people with disability	1
Be active and enthusiastic	1
Be active and hardworking	1
be agood serving on to costumer and be patient to other	1
Be always being good to client.	1
Be always kind to the client..ty	1
Be approachable and be dedicated to your work.be nice always,	1
Be approachable and be friendly to clients	1
Be approachable at all times.	1
Be approachable to everyone.	1
Be approachable, some of the workers looks intimidating	1
Be as ACOMMODATING to others as they were to me.	1
Be as you are and engage more on the product that LBP have not (all) only on this branch but all branches and its main	1
Be as you are and engage more on the product that LBP have.	1
Be competitive and aproachable	1
Be considerate at all times. God bless	1
Be considerate at all times. God bless!	1
be consistent for great services	1
Be consistent for your services to your client and being approachable.	1
Be consistent with the service provided	1
Be consistent.	1
Be consistently organized and awesome.	1
Be courteous to everybody	1
Be detailed in giving information in information desk.	1
be efficient in job all day and keep smiling	1
Be enthusiasm	1
Be equally polite to the customers.	1
Be fair to all client.	1
be fair to all costumer,walang plakasan	1
Be faithful always our job for god Glory	1
Be friendly	1
Be Friendly/ Satisfying costumer	1
be good	1
Be good at all times keep up the goodwork	1
Be Good at all times!	1
Be greatful to every customer!	1
be happy always	1
Be helpful	1
Be humble	1
Be humble always	1
Be Humble to everyone God bless you 😇	1
Be kind	2
Be kind & Polite	1
Be kind and patient po.More power	1
be kind and respectful to all	1
Be kind to all	1
Be kind to other	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Be more approachable	1
be more attentive	1
Be more flexible on the needs or request of the clients. Other clients request for a specified period of of bank certificate Average daily balance, however due to standard template of form, branch can't issue or include the period asked. Bank statement is also limited to 3months period when requested from different branch.	1
Be more friendly and approachable	1
Be more gender sensitive	1
be more hospitable to the customer	1
Be more responsive and transparent. Consider ARTH timeline.	1
be more responsive, consider ARTH timeline	1
Be more transparent on what customer needs	1
be nice always	2
Be nice everyday:)	1
be nice handle customer well be patient do not allow your staff to raise their voice when atleast on their customers	1
BE NICE TO ALL COSTOMER	1
Be Nice to everyone	2
Be nice to other if they are new here	1
Be nice to your client	1
Be online always	1
Be paient and always smile to the client	1
Be Patience to the client.	1
Be Patient	2
Be patient and Always be positive. Thank you for your service!	1
be patient on every client that ask so many question	1
Be positive always	1
Be productive always	1
Be ready sa madaming client	1
Be respectful always	1
Be responsible	1
be responsible po s lhat ng mga bagay at kng me mga tanong po ang mga costumer sgutin poh ng tama lalo n poh kng mga seniors n po...meaning salamat poh s inyung serbisyo	1
be responsived	1
Be smile always	1
Be smile always and be respectful to customer	1
Be smiley to everyone??	1
Be systematic	1
be systematic and have a maximum tolerance to clients	1
Be systematic and have a maximum tolerance to clients.	1
Be the best	2
be updated on time.	1
Beat practices in survey administration says that respondents should not be asked to provide name and contact details. Just my two cents.	1
Beautiful & friendly teller	1
Beautiful and approachable tellers	1
Beautiful and approachable very accommodating .	1
Beautiful and short line unlike in another bank.	1
Beautiful and smiling tellers. Thank you po	1
Beautiful branch, cozy setting. Some of the employees in this branch that I know are really pleasant. Always friendly and willing to assist you. They seem to know the people they serve on a more intimate level. That's always advantageous in terms of banking.	1
beautiful employees	1
Beautiful manager.	1
Beautiful service of Landbank Naval branch. Excellent in all aspects. Special metion to the beautiful and accomodating Branch Manager, Maam Ruth Balce. Maam, thank you so much. You ara a testament that a Government institution can deliver excellent, timely, and inspiring service! Kudos to all employees of Landbank Naval Branch!	1
BEAUTIFUL TELLERS..	1
Beconsistent sith your implementation even without someond observing you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Been a client for almost 7 years. Happy ang contented to the service. Well done!👍🏻	1
Been a landbank client since 2019 and I would say that they are more than just a bank. Employees are all accommodating and helpful to assist all our needs. They even make sure that every transaction will be smoothly transacted.	1
BEEN HERE MANY TIMES STAY ARE EXCELLENT AND ACCOMODATING,,,,GOOD JOB,,	1
Before entering the newly account check info if complete for faster transaction	1
Being a Sangguniang Member po request lang po na sana ay magka Landbank na dito sa bayan namin ung kumpleto po ang services kasi po wlang bangko dito sa aming bayan.Salamat po	1
Being always proactive in handling issues and concerns of your client's	1
Being kind and patient qualities of an emoloyee are being observed in the office. I hope this will be maintained. Salamat po	1
Bekind to ypur client.	1
bench/chairs for waiting customers...	1
Bery good service. The employees are very helpfun and accomodating. Thank you landbank	1
best	6
Best and very servicing brands	1
Best bank	14
Best bank agencies	1
BEST BANK I EVER TRY	1
Best Branch	2
Best branch ever	2
Best branch in Ilocos Norte	1
Best branch that i visited.	1
Best customer service	1
Best employee	1
Best ever	1
Best ever. Very helpful	1
Best giving service	1
Best good	1
Best in accomodating	1
Best in public service	1
Best in service provide	1
Best landbank brach ever and best LB service ever	1
Best man in the job. Best service	1
Best performance	1
Best performance in serving the people in all transaction in land bank	1
best servic ever	1
Best service	47
best service ??	1
Best service all through out. Ms. Cherrie assist me even beyond banking hours.	1
best service and very well accommodating	1
Best service as always.	3
best service ever	2
Best service ever. Jeany and Gem , staff is punctual and effective	1
Best service in any bank i have been to	1
best service land bank pioneer	1
Best service LBP ATRIUM BRANCH	1
best service offered thank you landbank vab...	1
best service PCSO Landbank branch	1
best service so far	1
best service very accomodating staff helpful	1
Best service!	1
Best Service! Congratulations Landbank Personnel.	1
Best service! I had difficulty transacting my FDA payment in the Linkbiz portal due today Dec 6, 2024. So I went to LBP Sta Rosa Tagaytay Road Branch to get help from Ms. Carla Mae Dimacuha since she was the one who also assisted me in account opening and enrollment of iAccess. She immediately assisted me and checked all possible means to see what was the reason for my transaction in Linkviz to be rejected. Thanks to her, I was relieved that my transaction was successful.	1
Best service! Thanks	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Best service', approachable, convenient and serving the nation,	1
Best service.	1
Best services	1
Best services offered by employees of the bank are accomodating.	1
Best staff I ever encounter. Excellent service	1
best staffs	1
best staffs ever	1
best support great assistant	2
Best talaga sa customer service tong branch. No other suggestions	1
best teller and most approachable ms rachel thank you so much	1
Best to have 3 tellers to serve us	1
Best transac	1
Best transaction	25
BEST WISHES	1
better	1
Better and more conducive receiving area for clients	1
better branch than others	1
Better building po siguro	1
Better customer relations or customer service. Its already good but can still improve. Ty	1
better deposit slips; with customers copy agad	1
Better display of priority number	1
Better good	1
Better if with free water station especially for senior citizens, mothers and those with medications	1
Better internet connection for faster transaction. Kudos to miss ellen for assisting me and approachable.	1
BETTER INTERNET PROVIDER	1
better online banking	1
Better po kung magdagdag pa po kayo ng teller para lang po mas bumilis pa po ang transaction	1
Better seating plan for customers	1
Better service	1
Better service already, keep up the good work.	1
Better service and good communication to clients. Keep it up!	1
Better service in future	1
Better shading for clients lining up in the ATM.	1
better than previous transactions	1
Better to add one teller for a faster and smooth transaction.Over all I like the bank services as well as the staff.They are all accomodating.	1
Better to ask for this survey before exiting the back and not after getting in.	1
bew accounts assisted me with my unlocking/resetting my iaccess very accomodating and helpful	1
beyond blessed and grateful for the landbank agri hub because it opens so many opportunity	1
Bibili ako uli.. [ROPA]	1
Big branch, maliban dun ok naman ang serbisyo approachable lahat ng nasa branch	1
big help, accommodating	1
Big office	1
Big office soon!!!	1
Big simple numbers er, Be Creatively	1
Big space	1
Big thanks to Ms. JASMINE SENYAHAN. Best customer service	1
big thnks and keep up.good work	1
big yes the service is good	1
Bigay agad number para hindi makasingit yung iba	1
Bigay agad pera dito sa landbank, ambilis	1
Bigger and more accessible parking space	1
Bigger area	1
Bigger Bank Space for client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Bigger CC post	1
Bigger display of the CC for new comers to easily see.	1
Bigger lobby area / more chairs for clientsMore parking spaces	1
BIGGER OFFICE	1
Bigger office	1
Bigger office and more personnel, improvement of facilities etc	1
bigger office for increasing number of clients	1
Bigger office para mapabilis ang transaction	1
Bigger office please	1
Bigger office space	1
bigger office😊	1
Bigger size citizen's charter	1
bigger space	3
Bigger Space for client	1
Bigger Space for Clients	1
bigger space place	1
bigger space po	1
Bigger space to accommodate everyone	1
Bigger space to accommodate more people. soon sana!!!!	1
Bigger space, bigger waiting area, should offer coffee to clients. Thank you.	1
Bigyan halaga Ang mga nakatatanda, pag bawalan Ang mga sumisingit sa pila.	1
BIGYAN PO SANA KAMI NG PRIORITY NUMBER LALO NA PO MGA BIG DEPOSITOR PO KAMI	1
Bilang isang gov't employee at parte po ng trabaho, malaking bagay po ang magandang serbisyo at mababait pong empleyado. Nagpapasalamat Po ko Hindi lang Po sa mabilis na transaction ngunit higit Po ay madali po Silang lapitan lalo na po sa mga katanungan ko Po sa eMDS at sa iba pong serbisyo.	1
Bilang isang indibidwal ako po ay kontento sa sistema at serbisyong hatid ng LandBank.Keep up the good service.	1
Bilang isang LBP client, naaappreciate ko ang bawat isa sa kanila lalo na po kpag may mga katanungan ako. Mabilis at ngrerespond po sila. Madali din po silang lapitan. Masaya naman po ko kpag napunta sa bank kahit na po hindi maiiwasan ang mga pagkkataon na marami pong tao. Ngsisilbi naman po sila ng maayos. Thank you po sa inyo.	1
bilib kaau ko mga staff gikan sa guards hangtod sa mga staff kay maaui kaau sila mo dala ug cliyente.. saludo ko sa ila serbisyo.	1
Bilis lang ne	1
bilis lng nman pala	1
Bilis mag proseso	1
Bilis ng serbisyo	1
bilis ng transaction kahit mrami akong dlang papel basic lang kay sir mark na teller	1
bilis po	1
Bilis transaksyon	1
Bilisan pa ang serbisyo	1
Bilisan po ang paglipat ng office for more convenience in banking though i received fast & good service. Thanks	1
Bilisan yung pag assist	1
Bilisan yung service	1
BIR payment is fast. Thank you landbank maasin!	1
bir payment pls	1
bisan sarado na inpasulod la po gihapon ak..ako nla an tawo knina kaya kadali ko la..iba tlga may may kakilalansa sulod..salamat kusog..alaun pki extend sak pasasalamat kan mam karla..	1
Bismillah😇Thank you much for the best & convenient approach to us as your client. God Bless & Take care. All the best. Alhamdullilah🙏	1
Boo is very approachable	1
Bot an og nindot mo serbisyo	1
Botangi intawan ninyo ng itibutor kay mangamatay ang sinio.	1
Both tellers are nice and friendly.	1
both the staffs and the infographics posted around wee helpful and are easy to access.	1
Boutan mo abi abi cila	1
Boutan ug ma abi.abihon mga NAC's	1
Br nice costumers	1
Branch has consistently has accomodating employer	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
branch has good quality service.	1
branch has good service, am well satisfied.	1
Branch Head is very accommodating including all personnel	1
Branch in Boracay Island	1
Branch is very accomodating and helpful	1
Branch llite someday	1
Branch Manager Jane L.Valeras and her assistant Bella Mendez have been outstanding in helping me with my iAccess updating despite my distance. I am now here in the US as a retiree but remains a loyal client of LBP. This happened on March 7-10,2024 when I was in Malaysia. They are true assets of the Bank and project its good image very well. Among the many reasons why I still choosed LBP over the others.	1
Branch Manager Perlie Pacaldo is one of Lanbank's assets. She is very efficient and quick to assist.	1
branch office here in our municipality	1
Branch Officers, staff, and guards are very courteous and accommodating.	1
Branch renovation would be a good help for more comfortable atmosphere	1
Branch staff are all nice....keep it up	1
Branch us well maintained, malinisand excellent customer service	1
branch very good starting w/security staff I acted weird but security are very helpful and knowlegable	1
Branch was very satisfactory. Ms. Amonsot demonstrated professionalism and cordiality during the transaction. She also helped me ease my worries regarding my iAccess.	1
Bravo ! Keep up the good work	1
Bravo!	1
bravo! Ang galing	1
Bravo, the staff was so accomodating. Congrats	1
Brilliant 🌟	1
Brilliant bankers	1
Bring back cue system	1
Bring back the machine with the prio no. serving each counter.	1
bring bank coffee station please	1
Buendia branch was very accommodating and friendly. I had a great tine.	1
bugnaw, limpyo og hinagdanon ang mga empleyado	1
Build rapport but not to the point na para kayong mga chismosa sa kanto	1
Bukid po ng pag update ng account ko. Salamat kay sir at kay ma'am	1
Bukod sa dorbel dapat may mike yung nag tatawag sa counter para mas aware lahat	1
buotan	2
Buotan an staff	1
Buotan ang driver sa Landbank E assist ko Kong asa ko mag claim	1
Buotan ang mga tao sa branch	1
Buotan ang mga trabahante unya maasikaso kaayo, salamat Landbank maasin	1
Buotan ang nac	1
Buotan ang new accounts. Maayo mu explain.	1
buotan ang staff	1
Buotan ang utility Kay mo tudlo ug Dili ko kamao ug unsay ibutang	1
Buotan ani incharge	1
Buotan c maam manager ug ang new account n baji	1
Buotan c mam	1
Buotan c Verifier	1
Buotan jud ang mga empleyado	2
Buotan jud si maam bisan gigutom na padayon lang gihapon, thanks lbpmaasin ug ni ma'am new account	1
Buotan jud sila Kay ge assist ko Pag fill up nako	1
Buotan jud sila maam, gipasabot jud ko ug ayo unsay mga buhaton nko	1
Buotan kaayo ang mga staffs ug approachable pud sila.	1
Buotan kaayo ang staff bahala dugay . Mga gwapo na buoutan	1
Buotan kaayo ang staff. Muassist gayud bisan busy kaayo	1
Buotan kaayo si maam	1
Buotan kau ang new accounts ug maayo kau mu explain	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Buotan kau c Verifier,	1
Buotan kau si ate sa new accounts	1
Buotan kau si ms yel	2
Buotan kau sila tanan	1
Buotan kau silang tanan	1
Buotan mga staff	1
Buotan past past god service	1
Buotan sila, labi na ang teller n akong natongnan	1
Buotan ug gwapa pa jd si ms yel. Accommodating pa jd.	1
Buotan ug Gwapo na mga empleyado	1
Buotan ug ma abi.abihon cla	1
Buotan ug maayo ang serbisyo nila diri sa maasin	1
Buotan ug nindot ang Ila G serbesyo	1
Buotan ug responsible na teller dghan mka avail sa landbank tungod nindot ang pamalakad. Ug humble	1
Buti nalang at chineck ng teller ang philhealth number ko kung hindi mali pa ang mapapasukan ng bayad	1
Buti nalang nagdouble check yung teller kung hindi namali ako ng philhealth no. Salamat Landbank	1
Butihin nyu pa	1
Buutan	1
Buwan buwan ako nag eencash ng sss ko, dito pinakamabilis mag transact	1
By answering immediately our qurries in times of emds and weaccess error, especially during last quarter of the month.	1
By applying paperless transactions	1
By asking suggestions to clients and always have surveys like this.	1
By maintaining good quality service.	1
By no. Siguro mam.	1
By providing more informative and of layman's technical terminolgy on how the compliance and requirements be done accordingly inorder to reach out more qualifier to avail of all the bank facilities	1
C mam venus javellana ay ok ms pg kuha ng aking Atm pg explain o pg detalye s pg kuha ng aking atm card salamat po s pg assess nio s akin	1
CA KAREN LINDE WAS VERY EXCELLENT AND EFFICIENT IN CUSTOMER SERVICE.	1
Call transaction is good na papriority po UNG calls thankyou .	1
Can answer all my inquiry	1
Can we have a carbon function of the deposit slip? Instead of writing twice.	1
can we have a lane for deposit of government fund specially during deadlines where taxpayers and clients have a long que to the teller . Hoping po😊	1
Can we make our guard more approachable, Sometimes they are grumpy.	1
Can we not put name since this is only a survey	1
can you add another counter to entertain clients transacting at the new accounts	1
can you please extend your banking time for one more hour (4pm) for others who came from other municipalities which is far from here	1
can you please post in the socmed for the full complete requirements for the open new account. Thank you!	1
Can you provide flyers or infographics on the different services you offer?	1
Can't suggest anything at all. Security Guards, and Bank tellers are very friendly, knowledgable, and approachable. This specific Bank branch is highly recommended!	1
Can't think of other improvements. The services and staffs are good and friendly.	1
candies should be given to customers to avoid boredom during long queues	1
Candy while waiting.Extra ACChairsAutomated Machine to deposit cash, if possible??	1
Cant suggest anything as of now since I am satisfied with the service given and treated fairly in accordance on what is reflected in the CC.	1
Can't thank enough.	1
Can't think of any at the moment...everything was just satisfying...	1
Capistrano Branch is a great team	1
Capistrano Branch you're excellent	1
Carbonized forms.	1
Carbonized na paper for deposit slip etc. Medyo hassle pagfill up.	1
Carbonized paper for deposit slips	1
Carefulness deposit	1
Caring	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Carry on	2
carry on the good job	1
Carry on the good work	1
Carry on the good work.	1
Carry on..	1
Cascade new rules and regulations thru coordination with finance and publication thru soc med	1
cash and check widrawal and deposit.need space	2
Cash Deposit ATMOnline Check DepositFix numbering for business account opening to match SEC document numbering system	1
Cash Machine Deposit	1
Cash withdrawal good services	1
CC can be printed in Tarp to be seen clearly	1
CC can be printed large so that even clients are waiting, they can take tjme reading the visual material posted in wall	1
CC CHARTER BE PLACED IN A MORE VISIBLE PLACE.	1
cc didnt matter cause the information is given ahead to us.	1
CC Early/Visible Tagalise :)	1
CC in Landbank in Lingayen Branch is outstanding. Everyone is very accomodating ang approachable. It's the location and and floor area that needs improvement . The branch needs a more condusive leasable space and more parking slot for customer and client's convenience. But overall, employees are professional. Out standing CC lingayen branch	1
CC is microscopic. Your Land Bank Mobile Banking is a problem, i coudnt register	1
Cc must be enlarged and easily seen at least upon entrance of the building	1
CC MUST BE HIGHLY VISIBLE WITHIN THE BANK	1
CC must be posted in easily visible area	1
CC should be placed in an easy to see.	1
cc should be visible	1
CC should be visible easy to see	1
CCD not friendly a corteous	1
Centralized air-conditioning	1
Certainly good customer service.	1
Certainly good customers service	2
cery satisfied with services	1
Cguro dpat masmaaga ang pag announced ng skedule	1
Chairs for waiting area before the opening of the bank	1
Chairs for waiting area outside the bank	1
Chairs in front of the bank.	1
Chairs outside for waiting clients and sunshade	1
chairs para sa pila outside the building	1
Chamge the lights its kinda dark inside	1
Change ATM from the center, transactions of withdrawal to slow	1
Change pin with better assistance by Ms. Venus Javellana	1
Change the office	1
Change your internet provider	1
charge of any amount on different region branch on deposits must nothing for it is a savings bank (landbank) and more in nationwide accesible	1
Chatbots would be helpful	1
Cheaper ATM	1
check advice and remit loans amortization.	1
Check ATM for its availability (online) during massive distribution...	1
Check deposit	1
Check encashment teller (male with eyeglasses) ay parang bato kausap. Napakabagal magasikaso at hindi man lang ako inentertain kung hindi ako nag follow up. Cash encashment took 2hrs and halos walang ka tao2x sa bank. Landbank smiles pero ang teller nakasimangot.	1
Check the Online connection	1
checklist of docunents to be submitted and already submitted should be in the 1st page of client's folder for easier and faster processing.	1
Cheerful Landbank staff and very accommodating in processing our transactions. 👍	1
Cheerful personnel, well-ventilated facility, receptionists and security guard very accommodating. Kudos.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Cheerful staff	1
cheerful staffs	1
chilita b. sesno. Good service	1
Chillin' like villain 🫰	1
Cintinue giving your utmost service to clients	1
Citizen Charter can be printed bigger for further clarity	1
CITIZEN'S CHARGTER IS REALLY OF GREAT HELP TO ALL THE PEOPLE.	1
Citizens Charter should be incorporated in the LED TV	1
Citizens Charter to post in Tellers and Account opening window for easyaccess	1
Citizens need to know what a cc is, it's nature and it's objectives. It should be included in it's display.	1
Claiming of cash card is fast. Thank you landbank!	1
Claire was very accommodating and courteous in every client she serve.	1
Clean	1
Clean 🍃	1
Clean And green	1
Clean bank	27
Clean environment	2
Clean environment ang landbank San Jose	1
Clean office environment and so courteous.	1
Clean office space and accommodating staff.	1
Clean place	3
Clean place and environment.	1
Clean queit	1
Clean surrounding	1
clean surroundings	1
Cleanliness	1
Cleanliness needs to improved	1
cleanstaff are kind and courteous	1
Clear communication	1
CLEAR COMMUNICATION, EMPATHY.	1
Clear instruction as to needed requirements	1
Clear instruction for the VCLIST	1
clear quieng of clients	1
Clearer and comprehensive readily available instructions online in opening an account for us to lessen effort	1
Cleen office	1
clever	1
client experience again the undispensd withdrawal last june 25; it is not yet resolve until now; but overall experience with customer care is excellent	1
Client friendly	2
Client friendly bank staff made fast & easy transaction	1
Client must follow the instruction very satesfiefied	1
Clients are well attended given immediately attention	1
Clients number scheme shouLd be organize.	1
coffee	1
Coffee corner inside the branch	1
Coffee please,	1
Coffee please.hehe	1
Coffee station	2
Cold aircon	1
com	1
comfort room common to all clients :)	1
comfortable and easy to avail with service is antifactory	1
comfortable and fast service	1
Comfortable po kami sa serbisyo ng mga empleyado	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
comfortable service to the client	1
Comfortable Transaction	1
command to mira ringos & rachelles thanks for accommodating	1
commend ko po si sir nag asikaso sa amin, mabait po at approachable po sobra. thank you po	1
Commend Mr. Aldo Limon for his excellent service and assistance! Thank you, LandBank!	1
Commend the friendly staffs and guards on duty.	1
Commendable	69
Commendable and fast services was provided	1
Commendable attitude, highly recommended for promotional position.	1
Commendable service	4
commendable service sir albin was really helpful	1
Commendable Service to all the staff and guard.	1
Commendable service to its clients	1
Commendable service. Thank you so much.	1
commendable services were given	1
Commendable work! kudos to Landbank Employees	1
Commendable!	1
commendable! good service, safe and secure.	1
Commendable!The landbank employee assigned is very approachable. Excellent service. Salute!	1
Commendable. Personnel are approachable and courteous. Working professionally and always smiling to the customer. Thank you very much for your service.	1
Commendable. Very accommodating	1
Commendation for Exceptional Service Provided by Ms. Reive of Tarlac Branch I want to express my sincere appreciation for the outstanding service provided by Ms. Reive during my recent transactions with your establishment. Her level of accomodation and professionalism truly exceededmy expectations and left a lasting impression. Her welcoming demeanor and willingness to assist made me feel valued as customer.	1
Commendation for Ms Ragudo of this branch for her helpfulness.	1
Commendation for Outstanding Service and Accomodations for Ms. Angelica Rieve Acaballwant to express my appreciation for the exemplary service and accommodation provided by Ms. Rieve during my recent transactions with your company. Her willingness to go above and beyond to accomodate my requests was trully commendable and made a lasting impression. Ms. Rieve is a true asset to your team!	1
Commendation for Sir Mike for being very accommodating	1
Commendation for the effective and efficient services rendered during my visit	1
Commendation of Ms. Nida Gelomio for being courteous and accommodating...	1
Commendation to Mrs. Lumbrera for being very helpful to OP employees.	1
Commendation to Ms Chris Ann Bayaras Espanol and Ms. Janet Patimo for the exemplary service in processing the electronic fund transfer going to my research publisher.. they made me feel at ease from start to finish... I will definitely recommend Landbank Basco to anyone I know. Thank you again.. 5 stars to Landbank Basco Branch.	1
Commendation to Ms. Argie Gonzales. She patiently assisted & explained how to manage and secure my acct. She introduced the cardless withdrawal that allows me to access my money conveniently.A very accommodating and knowledgeable staff. Her dedication in ensuring my application will be smooth truly exceed my expectations.Can say you got a very professional and dedicated one right there.	1
COMMENDATION TO MS. JOCELYN CASTILLO FOR GIVING GREAT CUSTOMER SERVICE	1
Commendation: Special thanks to Maam Ivy for accommodating my request and going the extra mile in addressing my concerns. I highly appreciate it.	1
commended	1
Commended and polite	1
commended ang landbank	1
commended as the best bank in the philippines	1
Commended staff for properly assisting every client/guest they have	1
Commended the officers and staff.Teller guide me to online registrationThe new accounts staff ar3 accomodating.The managers alsoKudos to this Branch! 10 out of 10	1
Commended. Everything was processed easily & smoothly.	1
Commending assistance from Rose	1
COMMENDING Landbnk Atrium BRANCH FOR BEING SO QACCOMODATING. The other branches are not too understanding of clients situations not flexible enough to accommodate clients needs.Shouldd improve client relations especially branches in nearby provinces.	1
Commending Mam Ivy of Open Accounts for her service, and the way she treated us	1
commending paolo contreras who handled well our inquires exceptional service to the public	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Commending VP Mylene Macapagal and Ms. Florie Jane Gonzales for their efficient services. They were prompt and attentive to the needs of their clients. Keep it up!	1
comment about the employee ms sherene e mesa. i would like to commend her performance. she was very helpful. to me compared to other landbank employees zat i have dealt with. i was able to do fund trnsfer from my dormant account. she was very proactive in providing assistance and explained further what more i can do with my accounts.	1
comment on service: saludo po sa mga nagwowork dito iaassist ka po talaga kasi di mo alam lalagay mo sa form, even the all the security guards mababait iaassist ka din nila. Thank you po Landbank Mandalay =).	1
Comment: Fast processing, attending employees	1
COMMENT: HELPFUL TO FAMILIES BECAUSE OF THE LOW INTEREST OF LOANS	1
Comment: maganda ang service	1
COMMENT: SATISFIED	1
Comment: Well-accommodating to clients	1
Comments: my transaction was to replaced my damaged atm card. The person in New Accts section, R Davide, was able to accommodate and explained to me the other bank transactions I can do. And I was able to update my account, replaced card, withdraw over the counter and update I access and activate ft.She was accommodating and smiling. Keep it up.	1
Commodable services	1
COMMUNICATES WELL, COMMUNICATES IMMEDIATELY WHATEVER THE CUSTOMERS PROBLEM IS, COMMUNICATES CALMLY	1
Communication of each employees	1
compare to other lbp branches lbp iligan's employees are way more approachable and their services is superb	1
Compared to the previous year, this branch is excellent and very fast to transact. Good Job. The staff assisted me very well and she knows the steps on how to make you easy understand in transactions. I would say she did a GOOD JOB (Elisha Nuval)	1
Complete	1
Complete transaction without issues	1
Completely good customer service	1
Completely satisfied with the service provided. Employees are courteous and had the willingness to assist. Indeed it was an excellent experience for a first timer doing transaction with a customer service rep. Kudos to all in this branch. Thank you.	1
Computerize transaction	1
Computerized numbers must provide	1
concern, honesty & satisfied service very friendly to the member	1
conclusive and office friendly including staff/personnel	1
Conducive Area for the parking lot. (Poro Branch Camotes)	1
CONDUCT REGULAR SURVEY	1
Conduct semnar with clients	1
Congatulations you have done great for accomidating us	1
Congatulations! It's my privilege to say the accommodation well-serve and the employees are so so well vewrsed in their job and very cherrful and accomodating	1
congrast good job	1
Congrats	1
congrats continue your good service	1
congrats for a job well done	2
Congrats for being accommodating and supportive	1
CONGRATS FOR THE JOB WELL DONE	1
Congrats Guys! Good Service provided	1
Congrats po...God bless po...	1
Congrats!	2
Congrats! The Security Guards are Polite and the staff	1
Congrats!Afriendly bank serving the people with love and courtesy.	1
Congrats, and good luck.	1
Congratulations for the job well done	1
Congratukatioms...	1
congratulatins!continue the good job	1
congratulation	1
Congratulation and continues your good work	1
congratulation ang good job.	1
congratulation for giving a good and quality service	1
Congratulation Good job!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Congratulation!	1
Congratulation! Keep on!	1
Congratulations	8
Congratulations and God bless landbank!	1
congratulations and keep up the good work landbank BF Branch	1
Congratulations and keep up the good work.	1
Congratulations and More Power!Thank you for serving us fairly. I have a great time.	1
Congratulations and thank you..	1
Congratulations for a fast and effective service to your client	1
Congratulations for a job well done!	2
congratulations for a job well done.	1
Congratulations for a very good accommodation	1
congratulations for excellent service rendered to your clients	1
Congratulations for having a systematic flow of transactions.	1
Congratulations for having courteous & service-oriented staff!	1
Congratulations for job well done	1
congratulations keep up the good work ms malbarbas was very helpful & patient w/y inquiry	1
Congratulations LBP-South Cotabato LC for excellent Service extended to the clients. Keep it up!	1
Congratulations on your best services	1
Congratulations to all staff and employees.You serve your client joyfully with full smile on your face.	1
Congratulations to all the employees. They are all corteous to all customers	1
Congratulations to the good service that this company offer to all clients	1
Congratulations to the working Team..	1
Congratulations tor the good service	1
congratulations!	9
Congratulations! all the members are approachable and friendly.	1
Congratulations! Excellent service	1
CONGRATULATIONS! GOD BLESS LBP, mandalagan EXCELLENCE SERVICE!	1
Congratulations! Job well done!	1
Congratulations! Keep up the good work	2
Congratulations! Landbank Digos City maintain a good relationship with their clientle and they are very accomodating and responsive to the needs of their client.	1
Congratulations! The service provided to customer like me reached to highest satisfaction.	1
Congratulations!Keep up the good work. God bless!	1
Congratulations!The transaction made was fast, easy and was entertained very well	1
congratulations, keep up the good work	1
Congratulations,Continue to serve people with a heart.I salute you all for the job well done	1
Congratulations.	1
Congratulations. I am satisfied with your services	1
Congratulatio ,Keep up the good work	1
congratulation! Keep up the good work! God bless	1
Congratz! Mabuhay!	1
Connection of accounts	1
consider adding more agentsto accept the call for a shorter waiting time	1
Consider adding more manpower at the frontline.	1
Consider adding staff for New Accounts to save on waiting time of clients.	1
Consider to create a new cubicle for the government to government transaction	1
Considerate	1
Consistency of Excellent service	1
Consistency of service	1
Consistency with the service	1
Consistent	1
Consistent and approachable	1
Consistent and very helpful	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Consistent excellent services since the start we made our daily transactions here.I commended Ms MENCHIE MENCIAS for her exceptional work performance that includes the family personalized touch to people like us. Thank you so much!!!!	1
Consistent good service and accomodating staffs.	1
Consistent na,man po ang services. Keep up the good work!	1
Consistent on giving service to people.	1
Consistently excellent service	1
-Consistently guide the client with kindness as it is what they are needing.-Be strict and considerate in the right time and place.-I recommend that the office will close at 3:00 in the afternoon because 2:30 is too early.Above all, I am over the moon vis-a-vis to tge service provided by tge office.	1
constant follow-up the clients	1
Construct a toilet for the Client, thank you	1
cont.serving people in good faith	1
Contact information/details availability online for easier access on concerns for clients for farther locations	1
Contented	3
Contented and very improving	1
CONTENTED KEPT UP THE GOOD WORK THANK YOU	1
Contented on the the services provided. Excellent job!	1
Contented with very good service.Nothing to improve	1
Contented, nothing to improve	1
Contented.	1
Continue to approachable and teach the customer to how easily transactions.	1
Continue	1
Continue pleasant service	1
continoues served the client with outmost consideration and hospitality	1
CONTINUAL INPROVEMENT	1
CONTINUE	1
Continue a good and fair service to everyone, mabuhay ang landbank of the Philippines	1
Continue a good service to the community.	1
Continue a good service to the people.	1
Continue a goog service godbless to all	1
continue a very good service for everyone good luck!	1
Continue aerving the narion	1
Continue and always be good .	1
Continue and do the right thing as always	1
continue and ore improvement	1
Continue and sustain the best practices given.	1
Continue being a approachable employee	1
continue being accommodating and helpful.	1
Continue being accommodating customer	1
Continue being accommodating to clients	1
Continue being accomodating and proactvd	1
CONTINUE BEING APPROACHABLE. THANK YOU!	1
Continue being committed at the pace of own service. Thank you, Landbank!	1
continue being corteous and helpful to client	1
Continue being corteous and helpful. As well for the guards and all the stadd. Happy banking with you <3	1
Continue being courteous and approachable as what I experienced. Thank you	1
Continue being courteous and polite.	1
continue being friendly and approachable to everyone	1
Continue being friendly, and easy to approach.	1
Continue being good public servant..	1
Continue being helpful	1
Continue being helpful and good for all client..	1
Continue being nice to client	1
Continue being of good service to your clients as you usually do. God bless you more	1
continue being polite to customer	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue being responsive with concerns or queries	4
Continue best pracices	1
Continue best practices	1
Continue better services	1
continue building partnershio	1
Continue catering good service to all Filipinos	1
Continue coordination with other government agencies, specially in relation with the CFIDP program. Other farmer's Org/Coop has a misconception of the implementation, that's why their is a limited applicant for Landbank.	1
continue currently what your doing.. good job to all employee on this branch.. more power to you.. shoutout landbank baliuag lahat dun masusungit	1
Continue do your best.	1
Continue doing better	1
Continue doing great!	1
Continue doing or providing people good service	1
continue doing well	1
Continue doing your service with great positivity and a smile... Good job	1
Continue Excellence	1
continue excellent service	1
Continue excellent service to clients..	1
Continue excellent service.	1
Continue fastes and sufficient transaction any time	1
Continue food service to customer.	1
Continue for a good service to the people and the customers	1
Continue for a job well done	1
Continue for being good in your work	1
Continue for being so kind ang easy to access. Sobrang babait po nilang lahat.	1
continue for doing great service!	1
Continue for good services	1
Continue for the snappy service	1
Continue for your good service. Well Approachable personnel and staff. Thank you!!!	2
Continue giving good customer service ,	1
Continue giving good service to your valued customers. God bless !	1
continue giving the best service	1
Continue giving us your good service.	1
Continue giving your outmost best in serving your clients	1
Continue givings smiles on your customers, it really helps us to appreciate more of your services.	1
Continue good all costumer services.	1
Continue good and courteous service.	1
Continue good patronage to clients	1
Continue good performance of your duty.	1
Continue Good quality of service	1
Continue good quality of Services	1
Continue good service	12
Continue good service in helping clients	1
Continue Good Service po Sir Levin..Thank You for your Assistance po..	1
Continue good service quality lane.	1
Continue good service to all customers. God bles.	1
Continue good service to all people. Thank you.	1
Continue good service to client	1
Continue good service to everyone .	1
Continue good service to the costumers and follow the best practices	1
continue good service.	1
CONTINUE GOOD SERVICES TO THE CLIENTS	1
continue good work guys	1
Continue good works and good service to customer.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
continue having a positive and helpful attitude	1
Continue having good services	1
Continue helping farmers	1
Continue honest service to citizens.	1
Continue how you treat your clients. Thank you and Godbless!	1
continue improving	1
continue improving for good service to our country thank you	1
continue improving good service	1
CONTINUE LANG PO ANG MAGANDANG SERBISYO, GOD BLESS.	1
Continue lang po ang magandang trato sa clients.	1
Continue lang po the best po ang ating bank service. Well done!	1
Continue meeting the expectation of customer service	1
Continue na Lang po ang mga Nakita q magdang serbisyo Ng Ako po ay magkaroon knina Ng transaction.Godbless	1
Continue of being friendly and accommodating	1
Continue of being friendly and accommodating to client always	1
Continue of being helpful	1
Continue of what u have doing in office	1
Continue of your good service	1
Continue offering quality and fast service to the public	1
Continue on how you train and inspire your employees for they have been very effective and attentive, I wish to commend Mr Ezequiel balo for he has exceeded my expectations as a loan officer	1
Continue on providing a helping hand to our countrymen for the betterment of their lives and family.	1
Continue prioritize senior cit /pwd customers. Salute to our very helpful guards and tellers. Pls try to add teller during peak hours to help the single teller on duty.	1
Continue promoting quality service	1
Continue proper treatment to us.thank you	1
Continue provide good customer service	1
Continue provide good service/ kahit matagal nag antay	1
Continue provide good services to the client	1
continue providing a good service	1
Continue providing accomodating and courteous service	1
Continue providing excellent service	1
Continue providing excellent services daily.	1
Continue providing fair and good service to your clients.	1
continue providing faster and easy transactions in your office thanks	1
Continue providing good and fast service. And the staffs are accommodating so kindly be consistent with this good client experience.	1
Continue providing good customer service	1
Continue providing good customer service to achieve highest level of customer satisfaction.	1
Continue providing good service	1
Continue providing quality and efficient service to your clients.	1
Continue quality and excellent service.	1
Continue quality service	1
Continue quality services	1
continue rendering excellent service to stakeholders	1
Continue rendering good service	1
Continue serve the best to people who are in need.	1
continue service	1
Continue service excellence 😁	1
Continue service excellent	1
continue service for good	1
continue service people with a smile	1
Continue serviing your client with fairness and with a smile in your face that makes us feel comfortable. thank you	1
continue serving	1
Continue serving client nicely :)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue serving clients and more power	1
CONTINUE SERVING CLIENTS WITH ALL THE BEST THAT YOU CAN GIVE.	1
Continue serving efficiently.	1
Continue serving Filipinos.	1
Continue serving for the best	1
Continue serving Godbless	1
Continue Serving good to everyone	1
continue serving people	1
Continue serving people. Thanks & God Bless this branch	1
Continue serving politely	1
Continue serving the best for the clietele. Congrats <3	1
Continue serving the Filipino people :)	1
Continue serving the Filipinos at your best always.	1
Continue serving the Nation with a Smile😊 Thank you po	1
Continue serving the nation with humility and integrity??	1
Continue serving the nation with passion and dedication..	1
Continue serving the nation with smile!	1
continue serving the nation with the heart & commitment	1
continue serving the people! Good job. 😍	1
CONTINUE SERVING TO YOUR CLIENT WITH YOUR GOOD AND FAST SERVICE	1
Continue serving well.	1
continue serving with a smile	1
Continue serving with fair and courtesy to all customers.	1
Continue serving with professionalism, courtesy and commitment to deliver prompt, reliable service. All the best, LBP-Boac!	1
Continue serving with the heart	1
Continue serving your client with respect. thank yu soo much for being accomodating	1
Continue serving your clients in a nice way and gratefully.	1
Continue serving your clients with smile	1
Continue serving.	1
continue thanks	1
Continue the approachable and easy way	1
Continue the best practices, serving the people	1
Continue the best service	1
Continue the best services for your client.More power LBP Caticlan	1
Continue the best services for your clients.	1
Continue the best services you offered	1
Continue the effective and efficient services for the best interest of both parties	1
continue the efficiency	1
Continue the excellent and outstanding services.Ms Shiela Marie D Javate showed an excellent and outstanding Customer Service. Thank you so much.	1
Continue the excellent performance.	1
Continue the excellent service	1
Continue the excellent service to the nation.	1
Continue the excellent service. Manager very considerate, accommodating, kind, understanding and gives time to help clients	1
Continue the excellent service. thank you very much!	1
Continue the excellent services with very polite and acvomodating personnels	1
Continue the excellent services without delaying the customer seeking a advices.	1
Continue the fast and good service.	1
continue the fast process of the service.	1
continue the fast service. thank you.	1
continue the friendly and good services to clients.	1
Continue the good and accommodating service.	1
Continue the good and efficient service.	1
continue the good and prompt servicetruly appreciated	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue the good and very accommodating staff. thank you	1
Continue the good customer service	2
Continue the good customer service.	2
Continue the good job	3
Continue the good job you are currently doing.	1
Continue the good job!	1
Continue the good practices you've started. Bravo Zulu.	1
continue the good quality of service.	1
continue the good quality service	1
Continue the good quality service.	1
Continue the good reputation of this branch..Kudos to all	1
continue the good service	34
continue the good service .	1
Continue the good service and fast transaction to all the client. Thank you!	1
continue the good service and more power	1
Continue the good service and professionalism of Mr. Jayson Corpuz who attended to my transaction. As well as the other employees who are accommodating.	1
Continue the good service and thank you.	1
continue the good service extended to clients	1
continue the good service of all client	2
Continue the good service provided.	2
continue the good service rendered to clients	1
Continue the good service that you give to all your clients .thank you for serving us.	1
Continue the good service to all. Thank you for your assisting mam rochelle. Thank you	1
Continue the good service to everyone.	1
Continue the good service to the costumer	1
Continue the good service to the Filipino people.Good Job.	1
Continue the good service to you clients.	1
continue the good service your providing not just for us govt. Employee but to all the people Thanj you	1
continue the Good service!	1
continue the good service.	14
Continue the good service. Good job! :)	1
Continue the good service. Much appreciated.	1
Continue the good service..	1
continue the good service.. thank you	1
Continue the good services	2
Continue the good services for your customers	1
CONTINUE THE GOOD SERVICES RENDERED.	2
continue the good services sir/ma'am!	1
Continue the good services to the client	1
Continue the good services to the customers	1
Continue the good services you started	1
Continue the good services.	2
Continue the good services..	1
Continue the good work	6
Continue the good work ??	1
Continue the good work LBP Bayanan :)	1
Continue the good work you started	1
CONTINUE THE GOOD WORK!	1
Continue the good work, po congratulations	1
Continue the good work.	1
Continue the good work. God bless!	1
Continue the good work. Keep it up	1
Continue the good work/job. God bless	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue the good work/sng. God bless.	1
Continue the good works	1
Continue the goodservice. Godbless.	1
Continue the goodwork	1
Continue the great job you are all doing.	1
Continue the office best practices	1
Continue the quality of service you provide to the people.	1
Continue the quality of service.	1
continue the quality service, thank you	1
Continue the service of landbank amlan	1
continue the service that you provide	1
Continue the service to the Filipino people	1
Continue the service wit a smile to customers.	1
Continue the service.	1
Continue the services and accomodations rendered.	1
continue the services, best practices	1
continue the SMILE campaign	1
Continue the superb and outstanding services. kudos!	1
Continue the very good service	1
Continue the very good services.	1
Continue the very satisfactorily service. I want to commend the new manager Evangeline Sacmar for the service rendered. I made additional deposit because of satisfied service.	1
Continue the way you served your clients.	1
Continue their nice service. It really help a lot.	1
continue this type of survey	1
continue tio be a bank of great choice	1
Continue to always say good morning and continue welcome with a smile all your clients regardless how they're wear and how tired you are.thank I so much	1
continue to approachable to client	1
Continue to be a good employee to all customers.	1
Continue to be accommodating & smiling in serving clients.	1
Continue to be accomodating and helpful.Thank you & God bless.	1
continue to be always polite to clients	1
Continue to be approachable.	1
Continue to be courteous and attentive to the needs of your clients. Job well done.	1
Continue to be courteous and smiling.	1
continue to be efficient and client friendly	1
Continue to be friendly and accommodating to the customers. Good job!	1
Continue to be good at your work especially entertaining people fairly.	1
Continue to be helpful and humble as always	1
Continue to be kind and helpful good job po. ??😷	1
Continue to be kind on your clients	1
Continue to be more entertaining and kind..	1
Continue to be nice and patient to all costumer	1
Continue to be of help to your clients	1
Continue to be of service to all	1
Continue to be polite and be very assessive in every transaction	1
Continue to be polite and respectful.	1
Continue to be respectful in giving good service.	1
Continue to being courteous and humble.?	1
continue to being helpful to the customer. Very accomodating staff.	1
Continue to do a good service	1
Continue to do a job well done. You are doing an excellent service and meeting client satisfaction.	1
continue to do a quality service. God Bless.	1
CONTINUE TO DO GOOD SERVICE	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue to do good service.	1
CONTINUE TO DO GOOD SERVICES	1
Continue to do services with a smile	1
continue to do what good for the customers	1
continue to extend quality service to everyone	1
continue to give good service to everyone	1
Continue to give outstanding services.	1
Continue to give your best..God Bless LB KAPALONG	1
Continue to good customer service	1
continue to have a good service	1
Continue to have a Great Service	1
Continue to have good service. Thank you!	2
Continue to help the community, and into the future.	1
Continue to improve client centered service. Adapt to changing times and technology to be more responsive to the needs of clients.	1
continue to improve good service	1
CONTINUE TO IMPROVE THE FAIR TREATMENT AND GOOD SERVICE THANK YOU!!	1
Continue to improve your good service to every client and being fair for whoever and whatever your status in life.Thank you so much	1
Continue to make your customers satisfied.	1
Continue to more be smiling and accomodating to all customers	1
Continue to nice services	1
continue to offer good services to the costumer. thank you	1
Continue to provide a good and efficient service	1
Continue to provide a good services to your customer	1
Continue to provide best service	1
Continue to provide best service to the client	1
continue to provide courtesy	1
Continue to provide effective and credible services to the client.	1
Continue to provide excellent service	5
Continue to provide excellent service to the clients. The security guards and others.	1
CONTINUE TO PROVIDE EXCELLENT SERVICE TO YOUR CLIENTS AND THE GUARDS ARE RESPECTFULL	1
Continue to provide excellent services to your clients.	1
Continue to provide good quality service	1
Continue to provide good service to the people.	1
Continue to provide quality services to stakeholders.	1
Continue to provide service and work ethics to your client. Good job👍👍👍	1
Continue to render very satisfactory services to the DepEd family.	1
Continue to serve and iam very satisfied specially ms.camie and mr. joseph sollano	1
continue to serve bearing excellence with your clientele. Thank you LBP CALBAYOG.	1
Continue to serve better	4
CONTINUE TO SERVE BETTER Good Job and more Power to all Godbless everyone	1
Continue to serve better.	1
Continue to serve courteously. Keep up the good service to your customers/clents.Congratulations.	1
Continue to serve everyone fairly and courteously. Thank you so much!	1
Continue to serve good, Good Bless	1
CONTINUE TO SERVE GOOD. GOD BLESS.	2
continue to serve happily	1
Continue to serve in a good way 😍🥰	1
Continue to serve in a good way and it is easy to transaction. The employees are kind and easy to approach.	1
CONTINUE TO SERVE IN A GOOD WAYS AND MAINTAIN AN EASY TRANSACTIONS.	1
Continue to serve in good service	1
Continue to serve people	2
Continue to serve people.	1
Continue to serve the best as you can.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue to serve the best service	1
Continue to serve the client very well.	1
Continue to serve the client with utmost courtesy.	1
Continue to serve the clients pleasantly	1
continue to serve the customer well ,thank u and God bless	1
Continue to serve the way you've started.	1
Continue to serve well & very committed to score the clients/customer	1
continue to serve with a beautiful smile and heart be patient at all times	1
Continue to serve with a heart😊	1
continue to serve with a smile	1
continue to serve with excellence	1
continue to serve with love	1
Continue to serve with love.	1
continue to serve with politeness	1
Continue to serve with smile	1
Continue to serve with the best services that you had given to us. Thank you Landbank.	1
Continue to serve with utmost integrity and dignity.	1
Continue to serve your client with happy face.	1
Continue to serve your clientele! Thank you for serving well!	1
Continue to serve your clients fairly and good.	1
Continue to serve your clients proudly and courteously.	1
continue to serve your clients with a smile!	1
Continue to serve your clients with quality service	1
Continue to serve your stakeholders with utmost courtesy. With regards to the citizens charter of the agency, it is very evident that all the tellers are expert on their assigned duties and responsibilities.	1
continue to serve,God bless po.	1
continue to serve. God Bless!	1
CONTINUE TO SERVE. GOD BLESS.	1
Continue to served our community and Godbless us all	1
Continue to served to our beloved country.	1
Continue to show goodness in entertaining customers. Salute LBP Maigo.	1
Continue to Smile	1
Continue to smile and friendly to everyone.Dont lose hope,, matatapos at matatapos din lahat ng transaction??	1
Continue to smile.	1
continue to the current mode of services	1
Continue to to provide good customer service.	1
Continue to treat client courteous and with a big😊😊.	1
Continue to treat the client nicely	1
Continue to welcome the people with a smile.	1
Continue to with excellence .God Bless	1
Continue to work with pleasing personalities	1
Continue tye service the way it is...	1
Continue u good services	1
Continue ur excellent service	1
Continue very good attitude to motivate client	1
Continue very good service	1
Continue what has been started	1
Continue what they doing to help other person and I suggest that its better to have a another printer or xerox so that maging mabilis ang proseso	1
Continue what you are doing	1
Continue what you had already shown to everyone,your being friendly,courteous among the guards and bank personnels and all. God bless Land Bank of Tuao.	1
Continue what you have started God Speed	1
Continue with a good services	1
Continue with the best service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue with the excellent service	1
Continue with your helping hands nakaktulung po kayo	1
Continue with your smiles everyday. It always makes us feel welcome. :)	1
Continue with your strong attachment enabling connection with very satisfied customers.	1
Continue you good quality service	1
Continue you very good public service performance	1
continue your best effort on doing your job thank you	1
Continue your efficient service!	1
Continue your excellence service	1
Continue your excellent service	3
Continue your excellent service .God bless us more	1
Continue your excellent service.	2
Continue your excellent service. Always a satisfied customer. Thank you LBP.	1
Continue your excellent service. Thank you	1
Continue your excellent services. Thank you.	1
Continue your exelence services to the public.	1
Continue your fair service. God bless and advance Merry Christmas and Happy New Year.	1
Continue your good attitude towards clients.	1
continue your good client service. Good job	1
Continue your good office to client...	1
Continue your good public service.	1
continue your good quality service	1
Continue your good relationship to your clients.	1
Continue your good seevice..Thank you...	1
Continue your good service	10
continue your good service ! good bless po	1
continue your good service :)	1
Continue your good service and and Godbless evryone	1
Continue your good service and positive attitude towards your clients! More power!	1
Continue your good service in your costumer	1
Continue your good service Thank you	2
Continue your good service to all.	1
Continue your good service to clients	1
Continue your good service to everyone.	1
Continue your good service to everyone. God bless us all.	1
Continue your good service to filipino people	1
continue your good service to people	1
continue your good service to the client.thank you	1
Continue your good service to the people	1
continue your good service to the people.keep up the good work.	1
Continue your good service to us	1
Continue your good service to your clientele..We are grateful for your service.. kudos 🤗😘	1
Continue your good service to your clients	2
Continue your good service to your clients.	1
Continue your good service to your clients..all of them in Jaro br are approachable. Keep it up and God bless you all.	1
CONTINUE YOUR GOOD SERVICE TO YOUR CUSTOMERS. GOD BLESS	1
Continue your good service! I appreciate your assistance and accommodations.	1
Continue your good service! Thank you!	1
Continue your good service.	1
Continue your good service. Thank you	1
Continue your good service. Thumbs up! Thank you <3	1
Continue your good service...	1
continue your good service.all staff were accomodating.thank you so much.	1
continue your good services	4

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue your good services ,and youre vgood approachingi in your client	1
continue your good services specially Agrarian Dept...special mention to Ms. Lilian Diendo...very dependable and courteous	1
Continue your good services! God bless you all!	1
Continue your good services.	1
CONTINUE YOUR GOOD SERVICES. I HOPE THAT THE NEXT TIME I VISIT I SPEND LESS TIME IN PROCESSING MY DOCUMENTS AND TRANSACTIONS	1
Continue your good services. Thank you	1
Continue your good work and always be helpful.	1
Continue your good work ethic and virtue of professionalism.	1
Continue your good work,and GOD BLESS ALL OF YOU in LBP.Thank you...	1
Continue your good works.God bless!	1
continue your great service	1
continue your service	1
continue your service always with respect to your clients professional or not.i like the way you entertain us anyway sir.	1
Continue your service. It was good and fast. Thank you for your good services.	1
Continue your services to pilipino people... with utmost dedications. Thank you landbank.	1
Continue your services. Thank you	1
Continue your smooth transaction. Thank you.	1
Continue your very good service, thank you	1
Continue ypur good service.	1
continued in all good services	1
continued to welcoming and kind to your transaction	1
CONTINUES GIVING GOOD SERVICES	1
Continues improvement of services	1
Continues of good services	1
Continue's Progress	1
Continues servicing in a fast way transaction so that time waiting will be minimize the more person giving good servicing for fastest way the more transaction will come..	1
Continuity of Good service.	1
Continuous good service from security guard to tellers especial mention to Ms. Lorena Yanto for good services very well accomodating.	1
Continuous good service to people	1
Continuous improvement of online banking. Thank you po for your service LBP Dasma	1
Continuous improvement through clients satisfaction feedback updates.	1
continuous transaction	1
contiue the good quality service.	1
Convenience and mabait si ma'am may Ann	1
Convenient	5
Convenient and fast transaction on teller 1	1
convenient and fast transaction. Bait Ng mga staff	1
Convenient and fast transaction. Good ambienceStaff from guard to teller are polite.Definitely will visit the branch again	1
Convenient and satisfied	1
convenient and very accommodating staff	1
convenient at palabati ang guards.	1
Convenient for opening of account	1
convenient or easy transaction	1
Convenient service	2
Convenient service and accomodating staffs.	1
CONVENIENT. KEEP UP THE GOOD WORK.	1
Conversion to branch please. I highly commend the staff assigned at Aroroy LEAF for a very excellent service provided to our agency.	1
Convinient for the client	1
Convinient to everyone, keep up the good work ??	1
Cooler waiting place due to hot weather	1
Cooparate	1
Cooperation	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
COOPERATION/ TELLER ALWAYS THE FRONT DESK	1
Cooperative plan is the best way to success.	1
Copy CC should be placed in an area that can be easily scan be printed in a bigger size	1
CORTEOUS AND ACCOMODATING STAFFS	1
Corteous and helpful staff	1
Corteous ang mga landbank staff	1
Corteous ang mga staff	1
Corteous employees. Willing to assist	1
Corteous employees thank you	1
costumer narin naman po ako nila dati at ok naman po ang serbisyo nila	1
Costumer Service at its finest.	1
Costumer service is excellent and the staff is accommodating	1
could appreciate if CC is displayed in a conspicuous area	1
Could have more numbers of tellers because the Capistrano Branch had a lot of clients to cater with.	1
could have provided queue numbers for efficient transaction.	1
Could help if u add more teller since there were plenty of trasaction daily.	1
Could you please be more effecient in time during processing	1
Counter 1 and Ma'am Rizza are both accommodating	1
Counter is very accommodating Thank you so much	1
courteous	1
Courteous & Accomodating	1
Courteous & efficient service always	1
Courteous and friendly approach. Good Job!	1
Courteous and organized staff including security guards	1
courteous and polite employees.	1
COURTEOUS AND RELIABLE	1
Courteous and very helpful staff mam tin and mam alyssa. Keep up the good work mam.	1
Courteous Employee, Goodserviceee	1
Courteous employees	1
Courteous employees and easy transaction in the teller. Good job! Keep it up!	1
Courteous employees. Fast transaction	1
Courteous Gruards	1
Courteous guard	1
Courteous guards	1
Courteous mga Personnel's	1
courteous po all staff, fast transactions always, keep up the good work po LBP balagtas staff god bless	1
Courteous staff	2
Courteous staff and friendly	1
Courteous staff very procedural in handling my application.	1
courteous staff, pleasant environment	1
courteous staffs	1
Courteous staffs. Accomodated me beyond work hours	4
Courteous to clients	1
Courteous to clients.	1
cozy & very nice environment very accommodating & friendly staff	1
Cpntnue serving the best to everyone.	1
CR for clients	2
Crear pin number	1
Creat more program that help needy people.	1
Create a larger citizen charter by means of Tarpaulin	1
Create more employees like LBP Tuao staffs to create good rapport between the clients and other LBP Branches.	1
Creative employees	2
credit card and credit program for business / farmers	1
credit card annual fee should automatically be waived	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Credit Card would be a nice thing to have in LBP	1
Credit must be avaolable to all	1
credit to mam novelyn villa- outstanding performance- im from vzcaya - she accomodated me well and helped me. shes a good public servant. thankyou to the manager ... continue your good doings	1
Credits to Ms rene	1
Currently satisfied	1
Currently satisfied with existing processes.	1
custimer satisfied	1
CUSTOMER CARE IS IMPORTANT	1
customer friendly	1
Customer number machine needs to be fixed	1
customer oriented bank/ fast transaction bank	1
customer oriented, fast transactions and the personnel were accommodating	1
Customer Parking would greatly help!	1
Customer satisfied here	1
Customer satisfied with the service	1
Customer satisfied!	1
Customer satisfied. Maayos po sila sumagot at makitungo.	1
Customer service approach to provide more customer feedback and services.	1
Customer Service are okay	1
CUSTOMER SERVICE EXCELLENCE	1
Customer service excellent	1
customer service is easy to reach and the undispensed amount has been credited back already	1
Customer service is excellentGood Job	1
Customer service is good.	1
Customer service is great . Good job.	1
Customer service is great. I highly recommend and commend this bank	1
Customer service is remarkable :)	1
Customer service is superb! Staffs are kind and patient.	1
Customer services online, website chat bot	1
Customsd satisfied	1
Customer service satisfactory	1
Cute among head guard	1
Cutie lang	1
Cvery clean bank	1
D maiwasan ang pila pero mabilis namn ang transaction 👍🏻👍🏻👍🏻👍🏻👍🏻	1
d n kaylangan at maganda n po ang serbisyo ng landbank	1
Da best	1
DA BEST GYUD NING MACTAN BRANCH OI, SA KADUGAY NA NILA SINERBISYO SA AMOA, WALA GYUY HASOL UG KUSKUS BALONGOS! ABTIK UG TARONG ILANG PAGPANGALAGAD! MAAYO PALAMBOON. SALAMAT SA TANAN	1
Dabest	1
Dadagdagan ng teller	1
dag dagan Ang teller. para bumilis Ang transactonj	1
dagdag ang staff para mas mabilis ang transaction process	1
Dagdag Ang sweldo mabait ang staff deserve nila mapromote	1
Dagdag lang po ng bagong atm machine but so far maayos ang service ng LBP Cavite City very hospitable pa ang mga employees	1
Dagdag palugit sa pag babayad	1
Dagdag personnel manpower	1
Dagdag Po Ng tao Kasi kulang Po sa tao Ang branch....	1
Dagdagan Ang ATM please	1
Dagdagan ang counters	1
Dagdagan ang empleado na taga open ng account	1
Dagdagan ang empleyado	1
Dagdagan ang employee para mas marami ang ma Cater na clients	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Dagdagan Ang employee sa lebak sultan kudarat branch, kulang na kulang sila, kawawa Ang mga emplyado halos de makakain sa sobrang busy	1
dagdagan ang emplyado sa cashier	1
dagdagan ang mga ATM machines para mas bumilis ang serbisyo	1
Dagdagan ang mga emplyado	1
Dagdagan Ang Oras gawin 4pm	1
Dagdagan ang oras ng Bank time yun lang🤭??	1
dagdagan ang pagiging masiyahin	1
Dagdagan ang pondo	1
dagdagan ang teller	2
Dagdagan ang teller na nagaasikaso sa account opening kahit sa mga araw lang na kailangan nito, halimbawapra sa payroll ng mga JOs.	1
Dagdagan ang teller para mas mabilis ang transaction	1
dagdagan ang teller Re OPENING OF ACCOUNT	1
Dagdagan Ang tellers	1
Dagdagan atm machine ng landbank para nd na maghanap ng machine sa iba	1
Dagdagan mga upuan, need to prior the elderly	1
Dagdagan ng tao	1
Dagdagan nyo po ung employee	1
Dagdagan pa ang mga empleyado	1
dagdagan pa ang mga staff.	1
Dagdagan pa ang mga taong nagbibigay ng serbisyo sa mamamamayan lalo na sa sektor ng pagpapautang. Salamat sa inyong patuloy na pagbibigay ng serbisyo sa mamamayan.	1
Dagdagan pa ang teller ;)	1
dagdagan pa Ang teller para bumilis Ang transaction	1
Dagdagan pa ng aircon unit ang loob sa branch para macomfort ang mga clients. Thanks	1
Dagdagan pa ng mga staff para mas madami ang mabigyan ng serbisyo lalo na yung mga nagtatrabaho na sinusulit yung kanilang oras sa pagtransact sa landbank	1
Dagdagan pa po sana yung counter para mas mapamabilis pa po yung transaction	1
dagdagan pa sana po Ang teller para mas bumilis pa Ang pila	1
Dagdagan yung staff dahil marami client at transaction	1
Dagdan ng tao para sa mas lalo pang mapabilis na transaction	1
Dagdgan ng taller	1
Daghan salamat kaayo Landbank Ipil Branch ug Sir Jan.	1
Daghan salamat landbank	1
DAGHAN SALAMAT PO	1
Daghan salamat sa 4ps kay naka apil ko ani nga programa nakapalit ne anong paninanghalon	1
daghang salamat ani nga programa kay naapil ko nakapalit mesa among panginanghalon	1
daghang salamat kay naka apil ko sa 4ps para sa akung pamilya	1
Daghang Salamat nga naapil ko me sa panginanghalon adlaw ng sa mga bata	1
daghang salamat sa 4ps okay naapil ko ani nga programa tungod sa aking pamilya naka palit me sa mong ganun	1
Daghang Salamat sa Abtik na serbisyo	1
Daghang salamat sa maayomg pag serbisyo	1
Dahil ako ay isang kasama sa mga PWD eh, isa ako sa mga binigyan nila ng priority para makapag open ng account para sa pension ng SSS	1
dahil sa sobrang tanda ko na ginawa nila akong priority	1
Dako jud siyang tabang sa akong studyante	1
dako kaayo gikatabang nako ang land bank	1
dako ko ag kaligay ma nakapil sa mang brigrama ma sa ukoy mga anak nya nu eskwela	1
dakog nakatabang sa mga kinahenglanon sa mga bata	1
Dali ang prosiso dayon kosog mo smile ang mga staff.	1
Dali ang prosiso.	1
Dali ang transaksyon. Thank you, landbank maasin!	1
DALI KAAYO	1
Dali lang ang pag serve sa akoo	1
Dali lang nakuha akoang ATM.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Dali madoulan	1
Dali ra ang pagkuha sa card	1
Dali ra ang process karon.	1
Dali ra ang serbisyo.	1
dali ra ang transaction ug paspas thnks to thnks to eliza joyce jugo	1
Dali ra kaayo ang process	1
Dali ra kaayo ko nahuman. Very accomodating employees and guards. Thank you so much!	1
Dali ra kaayo mag deposit dili gyud masayang imo oras ka hulat	1
Dali ra magprocess sa deposit	1
Dali ra mi nahuman ron.	1
Dali ra nahuman.0	1
Dali ra.	1
Dali raman diay	1
Dali ug pas-pas any transaction maabiabihon sa mga kliyente	1
Damihan nyu po yung mga branch nyu	1
Damo na salamat Burauen Branch labi na han ira manager to staff han kind and accomodating na pagserbisyo.	1
Danghan salamat	1
danghang salamat land bank	1
Dapart sumagut agad Ang contact person namin sa loan	1
Dapat alternate ang pagtawag sa mga client.(Ex: Encashment tapos deposit. Deposit tapos encashment.)	1
dapat ay maging mapanuri pa lalo sa mga nag wiwdraw	1
Dapat dagdagan Ng Empleyado kasi maraming Clients Dito, pro mabilis parin Sila..	1
Dapat dagdagan pa ng emplyado pra mapabilis pa lalo ang transaksyon	1
Dapat dagdagan pa yung teller..para maiwasan ang mahabang pila..thank you..	1
Dapat iba ang window ng mga priority para hindi naghahalo halo	1
Dapat kagaya ng incharge sa salary loan na isang approachable na tao	1
Dapat kasing-bait at marespeto ang pakikitungo tulad ng in-charge sa Loans sa Bais branch.	1
Dapat laging tumulong sa mga Hindi Alam mag online	1
Dapat maayos yung schedule para hindi masyadong maraming tao at para mapabilis yung transaction, pero maayos yung service.	1
Dapat mag lagay ng CC sa labas para madaling makita ng clients	1
Dapat mag trabaho nang matapat	1
Dapat maging actibo pa lalo	1
Dapat maging aktibo pa po sa pagbibigay ng mahahalagang mga impormasyon	1
Dapat makaroon NG mabilis na systema	1
Dapat maraming table mag assist sa mga katulad kung nag patulong ng online bangking.kasi isa lng ang table ang tumatagal	1
Dapat mas dagdagan pa yung bank clerk para mas bumilis yung pila	1
Dapat may isang teller lang sa nagdedeposit ng cash.	1
dapat may kain or merienda na naka pack para sa mga trupa	1
DAPAT MAY LUMALABAS NA NUMBER SA MONITOR OR TELLER PARA MAKITA KASI HINDI MARINIG	1
Dapat may tawo tanan na teller, hehePara malaksi an flow san tawo	1
Dapat may upuan sa labas while waiting para di nakatayo ang mga tao	1
Dapat mbilis Ang transaction	1
Dapat PA pabilisin ang transuction pra mpadali	1
Dapat po magdagdag ng teller	1
Dapat po maging mabuti po yung ugali natin sa mga tao	1
dapat po may coffe machine po hehehe	1
dapat sana magdagdag pa mga empleyado	1
Dapat sumunod sa mga patakaran	1
Dapat sundin ang nga rules and regulation upang mapanatiling maging maganda ang pamamalakd nting mga 4ps	1
Dapat visible ang CC	1
Dapat yung pwesto ng Citizen Charter madali makita	1
Dati matagal yung transaction pero now mabilis na	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Daw palawan pawnshop buh. Wala hasul. Boutan ang incharge sang Salary Loans. Responsive sa mga quiries ko maski kadamu2 ko pamangkot. Well explained ang Amount, charges start kag end ka payment kag ang monthly amortization. Tane hindi siya magbag o. Kudos Landbank Tacurong sa mabout na empleyado.	1
day to day transaction is smooth as always	1
Decrease loan requirements for old borrowers	1
Decrease waiting time	1
defective machine, please replace	1
Definitely a must-tell customer experience at Capistrano Br.	1
Delegate more staff to accommodate clients	1
Deligent to all my queries	1
Delight your customers by exceeding their expectations	1
Delighted client here	2
Dependable and assist to our needs intently.	1
deposit	1
deposit machine	1
deposit machine is defective	1
Deposit machine please!	1
Depositing and encashment were made easy and convenient. Employees were friendly and always smiling.keep up the good work!	1
Depositing and encashment were made easy and convinient. System and employees were friendly, keep up the good work.	1
deserve a raise pay for Ma'am :D	1
Despite the volume of transactions, staff were able to deliver on timely manner.	1
di ako nagtagal sa branch dahilan sa mabilis na pagkilos ng mga teller, laging naka smile at mababait ang mga tellers ng landbank parang mag branch.	1
Di ko maipaliwanag ang galak na aking naramdaman sa pag asikaso sa kin. Masisipag at laging nkangiti ang staff sa subic argonaut branch	1
Di matagal mag antay..Sakto lang..Accomodating naman sila	1
Di naman matagal ang proseso,maganda ang din na serbisyo nila	1
Di pla nakakatakot mag open ng account sa bangko	1
Digital input	1
Digital number on screen para sa pila	1
Digital number queue	1
digital numbering	6
Digital numbers	1
Digital que numbers for different transaction is highly recommended.	1
Digital queeing	1
Digital queuing system and brighter lights	1
digital queuing system like in SSS and BIR	1
Digital way of queuing number	1
Digitalization like queueing systems for faster transactions	1
Digitalization on counter number.	1
Digitalize customer queue especially for teller transactions, and new accounts	1
Digitization of queuing system	1
digitize the priority number	1
diko alm kung paano ang pila hehe...basta ang alm ko lang mabilis pa din kahit wla ng number yung pila bout sa bir	1
diley	1
Dili kaayo ko dugay naghuwat sa ako transaction	1
dili ta ka suggest kay maayo ug paspas ra ang akong transaksyon	1
Dios Mamajes	1
direction for the comfort rooms be made very visible	1
Discipline customer	2
Disiplinado mga tao	1
Display cc somewhere everyone can see enlarge font size bold	1
Display Counter Numbers please.	1
Display queueing number	1
Display water dispenser for tha clients ang employees for easy access to drink water?? thanks	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Dissemination of complete information should start from the entrance security guard. All staff was very helpful.	1
Dito po sa landbank liloy wala po akong ibang masasabi ok po yung serbisyo nila asikaso ka talaga ma bilis yung proceso salamat	1
dito sa landbank sobra naasikaso ako ni cholita b. sesno sobra ok sila dito	1
Dle na unta ma dugay ug mag deposit 🙂	1
do all your best	1
Do good pa...satisfied	1
DO MAKE YOU'R TRANSACTIONS QUICK NEXT TIME :D	1
DO MUCH HELP FOR ME	1
Do not do surveys	10
Do not do surveys.	1
do not let other people or customer use phone while inside the bank	1
do something about faulty ATM	1
Do what best for the client.	1
Do your best that's all	1
Doing great	2
Doing great in banking service	1
Doing great in terms of banking service	2
doing their job flawlessly. no suggestions needed	1
Doing very well in terms of banking service.	1
Don't change,best service ever.	1
Dont do surveys	1
Dont forget to sjile the client	1
Don't have any suggestions cause am definetly satified all the services.	1
Donth Change treated for us	1
Doon po sa receiving area, hinagis lang po yung application ko sa isang personnel (lalaki po yung naghagis). Sana po hindi na maulit.	1
Downloadable deposit slip in excel form	1
Downloadable oncoll/cssh deposits slips in excel format	1
Dpt my free coffee	1
Drive	1
Dto lng po ako nka puntang bangko n napaka husay Ng serbisyo talagang babalik balikan	1
Due to many clients, I spent a longer time waiting for my turn. The office should add another staff for the opening of new accounts	1
Due to the volume of transactions handled by the incharge, medyo natatagalan yung paghihintay pero ginagawa arin nila Ang best nilang ma accomodate lahat ng clients everyday.	1
Due to the volume of transactions handled by the incharge, the waiting period takes longer. But efficiently accommodated per clients .	1
dugay kaayo	1
Dugay kayo ang process..pro masaya parin KC mabuti cla	1
Dugay naamo acct sa landbank	1
Dumame pa ang mga tao matulungan po lalu s mga tao mahihirap	1
Dun po sa natatabunan na email	1
Dungag staff	1
During my first time here, I was nervous because maybe the staff is not approachable but I was wrong because they are friendly and just calm.	1
During noon break, an alternate employee shall continue transactions processes faster.	1
During on my time, here naiha hiya pero goods man manpay man it ira pag assest.	1
During this very hot season, if possible, all clients must wait for their turn inside if only the bank has vacant seats and enough space inside.	1
During transaction naman po ay smooth and easy, tapos yong mga staff naman po ay very accomodate, pag may tanong nagreresponse. Siguro consistent lang po sa pagiging responsive and accomodate sa mga clients. Thank you.	1
E mentain ang magandang pamamahala sa mga. Tao	1
E PRIORITY yung mga matataNDA para mapabilis ang services at bigyan ng sariling line	1
E xcellent servi e	1
E-application should or must be enhanced more.	1
Earlier turnaround of ATM card after application. Mine was after 1 month	1
Early issuance of documents requested	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Early opening of the bank	1
Easier loan requirements	1
Easiest way of transaction	1
Easily and convenient	1
Eassy to transact	1
Easy	1
Easy & outstanding service	1
Easy access	1
Easy access for online banking	1
Easy access for payments	1
Easy and fast approval	1
Easy and fast approval of loan. thank you	1
Easy and fast transaction	2
Easy and fast transaction even tellers are new	1
easy and fast transaction in this branch	1
Easy and Fast Transaction Thank You!	1
Easy and fast transaction, very accommodating staff	1
Easy and fast transactions	1
Easy and good service	1
Easy and Smooth process of account opening	1
Easy and smooth transaction.	1
Easy fast transaction very cooperative	1
Easy lng pala mag open ng account	1
Easy lng. May card na agad.👍	1
Easy process	2
Easy process of applying for new card	1
Easy process,staffs are very polite and easy to communicate with. However i find the security guard unapproachable (although they will entertain you right away)it's just that they seem to be in a foul mood. But all in all I appreciate the staffs efforts and courteousness and i am satisfied with the service.	1
Easy service and approachable teller, like Mr. Joel Marquez. Love it so much	1
Easy telephone access	1
Easy to access	5
Easy to Access and Always update your Customers.	1
Easy to access and has a very kind employees	1
Easy to access and they good of there customer services.	1
Easy to access the laccess	1
Easy to Access with accomodating staff assigned	1
Easy to approach	5
easy to approach at napakalinis ng area	1
Easy to approach with the transaction	1
Easy to comply	1
Easy to comply. Thanky you	1
easy to communicate tha branch of the landbank	1
EASY TO OPEN AN ACCOUNT AND GOOD SERVICE	1
easy to pay	1
Easy to pay bir transaction	1
Easy to process	4
Easy to process check	1
Easy to request MC	1
Easy to se faster transaction	1
Easy to see	3
easy to see and verified	1
Easy to serve!!	1
Easy to transact	11

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Easy to transact and fast teller. No delays.Salamat po	1
Easy to transact and friendly ang mga employees dito	1
Easy to transact po sa Calapan Branch	1
Easy to transact with ad polite employees	1
Easy to transact. Thank you!	1
Easy to transact. Thank you.	1
Easy to transact	1
easy to understsand and fast transaction	1
Easy to use and fast service	1
Easy to used and easy to get ATM card	1
easy transacting with bank personnel, friendly	1
Easy transaction	12
easy transaction and convienient	1
Easy transaction I do not wait long	1
easy transaction since it was a system generated. but sometimes network hindrances. overall, performances were excellent. staffs are well trained. keep it up.	1
Easy transaction, friendly employees	1
Easy transaction, kind staff :)	1
Easy transaction. Keep up the good work.	1
Easy transactions	1
easy way to process or to open account	1
EASYA AND FAST SERVICE	1
Ecilent	1
Excellent service	1
Edi wow	1
Edlene O Sahagun delivered best service to the client.	1
edutiocational assistance	1
Eevrything is ok	1
Effecient	1
efficient and effective service of lbp esperanza. Kudos!	1
Effective and efficient service	1
Effective office staff. I'm very satisfied with the service. Thanx.	1
effective po sa pagserve ng client	1
Efficient	7
Efficient & Fast Transaction	1
EFFICIENT AND ACCOMMODATING	1
Efficient and Approachable	1
Efficient And Systematic Management System & Services	1
Efficient customer service	1
Efficient Service	5
Efficient service and courteous employees. Thank you	1
Efficient Services	1
efficient services, friendly approachable staff, and seamless transaction processes, ???? thank you landbank	1
Efficient staff.	1
efficient transaction	1
Efficient transaction process	1
EFFICIENT TRANSACTION PROCESSING AND ACCOMMODATING STAFF	1
Efficient use especially during the weekend. Most of the time the App is offline or serves error.	1
Efficient work and friendly staff.	1
Efficient, friendly, and outstanding service. thank you!	1
Eight years na akong nag tatransact sa landbank East Avenue Branch at masasabi kong maganda ang serbisyo nila lalo na po sina Boss Patricia Soligam at Ma'am Mary Ann Apdua. Salamat sa palaging pagsagot sa nga tanong at pag tulong kung may problema ang aming mga transaksyon. Thank you! 🙂	1
Electronic numbering/ on screen	1
electronic priority number	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Electronics request & Electronics Bank statement	1
Eliminate the verification	1
ELLE WAS VERY HELPFUL & COURTEOUS	1
Email follow throughs about my car loan started june 2023 but up to now it has no closure	1
Email for updates of the application	1
Enhanced customer service and invest in community projects that promote sustainable land use.	1
Employees are respectful	1
Employ more employees	2
employ more staff to serve the clients	1
Employee are all hardworking	1
Employee are approachable and kind.	1
Employee are good	1
Employee are very friendly and courteous..keep up the good work.	1
Employee is very accommodating and approachable. Keep it up sir	1
Employee like ELA GAPUSAN is an asset of your branch. With her excellent service to me as client, my transaction runs smoothly and no complication. Her service is really commendable.	1
employee of land bank all very good	1
EMPLOYEES (STAFF) ARE ACCOMMODATING	1
Employees always smiling	1
Employees are accommodating.	1
Employees are accommodating & has strong work ethics	5
employees are accommodating keep it up	1
Employees are all accommodating. Excellent customer service.	1
EMPLOYEES ARE ALL ACCOMODATING	1
Employees are all approachable	2
Employees Are all Good	1
Employee's are all helpful and accommodating	1
Employees are always happy to serve	1
Employees are always smiling	2
EMPLOYEES ARE APPORACHABLE AND ACCOMODATING	1
employees are approachable	2
Employees are approachable and accommodating.	1
Employees are approachable and ready to help. Continue your good service.	1
Employees are approachable and the process is excellent.	1
Employees are approachable.especially in the accounts section	1
employees are approachablr and great Good job.	1
Employees are are approachable.	1
employees are courteous and very approachable/accomodating	1
Employees are dedicated to serve us customers..they are always happy to serve	1
Employees are friendly	1
Employees are friendly and approachable.	1
Employees are friendly and well served	1
employees are generous and happy	1
Employees are going above and beyond their duties to cater all client's needs.	1
Employees are helpful and courteous and prompt action on my request	1
Employees are helpful in answering my questions	1
Employees are highly commendable. Provides assistance and fully explain the process. Fast and clear transaction.	1
employees are hospitable	1
EMPLOYEES ARE HOSPITABLE AND ACCOMODATING	1
Employees are hospitable and respectful.Services rendered were excellent.Keep it up.	1
Employees are kind	1
Employees are kind and attentive.	1
Employees are kind, Fast and good.	1
Employees are nice &kind very approachable and Helpful	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
employees are nice and accommodating	1
Employees are pleasant	1
Employees are professional at work also kind and main priority is their customers/clients	1
Employees are professionals and courteous.	1
Employees are respectful	1
Employees are service-orient	1
Employees are so accommodatingI am satisfied customer.	1
Employees are so kind that I have my trust and confidence	1
Employees are verg courteous	1
Employees are very accomodate. I want service.	1
Employees are very accommodating	3
Employees are very accommodating and assist you all through the transaction.	1
employees are very accomodating	1
Employees are very accomodating. I receive an convient assistance.	1
Employees are very approachable	3
Employees are very approachable and accommodating.	1
Employees are very approachable and easy to ask for help. Moreover, they have well mannered approach towards customers.	1
Employees are very approachable and kind.	1
EMPLOYEES ARE VERY APPROACHABLE. THANK YOU SO MUCH!	1
Employees are very approachable...	1
Employees are very courteous and showed willingness to help the Client. Hope this atmosphere will continue and improve more in the future.	1
Employees are very courteous from the Guard down to the Manager	1
Employees are very courteous.	1
Employees are very friendly and accomodating	1
Employees are very friendly and helpful.	1
Employees are very helpful	1
Employees are very helpful and courteous. Keep up the good work and be inspired everyday.	1
Employees are very helpful and kind.	1
Employees are very kind and accommodating	1
Employees are very professional in handling their individual tasks.	1
Employees are very professional..	1
EMPLOYEES ARE VERY WELCOMING.	1
Employees at Century Park Branch are accommodating and kind. I wish to commend the services of Mr. Domingo B. Ferrer, Jr., NAC, who has been helpful considerate and thoughtful in the process of opening an account. My transaction has been a positive experience, thanks to him.	1
Employees easy to ask about the tranzaction that i cant understand.They are nice and friendly.God bless po	1
Employees esp. Elaine are all accommodating & kind....	1
Employees have high degree of professionalism	1
employees is approachable and accomodating	1
Employees of Angeles Branch are very courteous. They executed excellent service particularly in handling pick up and cash delivery services.	1
Employees of Land Bank are approachable.	1
Employees of the branch are very approachable including the guards.	1
employees of this branch are very accomodating	1
Employees were accommodating and nice	1
Employees were approachable	1
Employees were commendable.	1
Employees were very courteous and accommodating. Special mention to Ms. AJ RACO.	1
Employees were very courteous and helpful. Guards janitor and tellers assistance was veryexcellent.	1
Employees were very kind.	1
Employees were very nice and accommodating compared to other branches	1
Employee's were very polite ang helpful	1
Employees, specifically guards are welcoming and very accommodating	1
Employes are very approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Enable interbranch deletion of iaccess	1
Encashment	1
Encashment is fast. The tellers are courteous too.	1
Encashment of the check was fast. Excellent job, landbank maasin!	1
Enclosed cubicle & parking	2
ENCLOSED CUBICLE AND ADDITIONAL PARKING	1
Enforce wearing of mask once again.	1
Engage more on invitation training	1
Engaging and extending efforts to our concern in opening of pass through account. Special thanks to Mam Loida Limbo for always updating us on the status. More power to the LBP Sta Rosa team.	1
ENGAGING STAFF AND EXCELLENT TEAM	1
Enhance better line management and continue the best service	1
Enhance customer service	1
ENHANCE DIGITAL BANKING SERVICES	1
Enhance good customer service	1
ENHANCE GOOD SERVICE	1
enhance online banking features	1
Enhance online banking platforms, mobile apps, and website interfaces to make them more user-friendly, intuitive, and accessible. Additional equipment like aircon in the facilities	1
Enhance the internet	1
Enjoyed dealing with Employees here	1
Enlarge CC for easy access of client... install in area that can be easily read	1
Enlarge the building to accommodate more	1
Enlarge your posted CC for visibility.	1
Enough	1
Enough Parking Area	1
Employees are very friendly and accomodating	1
Enrollment in we access facility	1
Enrollment of iaccess was easy and fast. Thank you for the assistance of Mr Jonjie of Calapn Branch.	1
Enrollment of WeAccess, accommodating by Sir Aurelio T. Mones IV	1
Enrolment of my fund transfer is fast. They assisted me in what to do. Thank you, landbank maasin!	1
Entertain and provide the details	1
entertain by analiza cuaton satisfied w/ the action of the staff	1
Entertain service	1
Entertain the client	1
entertain the client is good	1
Entertain the client. Very fast the transactions	1
Entertain Well	1
entertained well	1
Environment Friendly	1
Equipped the clients with the knowledge of the services provided by the company by:- through advertisements	1
Establishing a LandBank Sinacaban Branch is deemed necessary to us (clients) since it is very accessible in the constituents of Sinacaban and its neighboring Municipalities. Also, there are only two LandBank branches in Misamis Occidental which is far from the said Municipalities.	1
Etong survey po ninyo, pagkataas-taas. Saka kelangan techie ka masyado para hindi kana tuturuan ng Teller, sayang ang oras ng Tellers para dito. I think need nyo lang ng simpleng survey. Just smileys na gauge.	1
Even life is hard don't forget to wear your beautiful smile with your customers and greet them. Because you dont know what they feel??	1
even lunch break ma'am still assist us with our	1
even the guards are very helpful	1
Ever since salute for Ms Joyce Angela L Viray,she attended all clients courteously with smiling face .I just wanted to take a moment to recognize her excellent job.	1
Everhting is great	1
Everthing is all organized from the Guards who are so courteous , and the good services of the employees of the bank. They are all helpful and all smiling to their clients. That is one of the things that made me have my accounts here.	1
Everthing is okay	1
everthing was good including the accomodation thank you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Every employee was very accommodating	1
EVERY GOOD	1
Every good service	1
Every staff give smile to client to show higher respect	1
Every staff is nice and approachable3	1
every thing ok	1
Every thing okay	1
Every time I go here in Landbank all staffs approach me pleasingly and give the best service of their ability. Therefore, I have nothing to suggest, but remind them to keep who they are.	1
Every transactions runs smoothly. Very informative staff. Keep it up!	1
EVery useFUL banking system	1
Every visit I got fast transaction keep it up!	1
Everybody is so respectful, helpful, especially Marivic. She was so professional.	1
Everybody is very accomodating. From the Manager and all staff.	1
Everybody is very corteous & kind <3	1
Everything is accomoted very well with the staff of the bank.	1
Everyone accomodating	1
Everyone are so good...	1
everyone at LANDBANK NAIA TERMINAL 1 Branch is kind and very much helpful in assisting and guiding me with my transaction today and even on other days that I have simple queries.	1
Everyone has a good way of transacting clients and well trained. Thank you so much	1
Everyone is accomodated, good service :)	1
Everyone is accomodatiig. They are helpful and friendly to customers. I guess they just need to maintain this for easier transactions.	1
Everyone is always smiling	2
Everyone is approachable	2
Everyone is approachable and they have good services.	1
Everyone is busy performing their respective duties well so i think SMILE after transaction will be the best...	1
Everyone is doing a good job.	1
Everyone is excellent	1
Everyone is friendly and always smiling	1
everyone is helpful	1
everyone is helpful and kind. I have nothing more to say	1
Everyone is helpful and polite and accomodating	1
Everyone is nice	1
Everyone is smiling	1
Everyone is so accomodating. The facility is neat.	1
Everyone is the best!	1
Everyone is very accomodating	1
Everyone is very accomodating and helpful. They have awareness if you need help	1
everyone is very generous and smiley smiley face. Thank you	1
Everyone is very kind	1
Everyone is working so well. Highly appreciated on how they establish rapport to all people who transact in this bank.	1
EVERYONE SERVES WELL => KEEP IT UP *heart	1
Everyone serves well.. accomodating...	1
Everyone was courteous and very helpful. Keep it up :)	1
Everyone was nice	1
Everyone was so accomodating, courteous & very helpful especially NEIL CONCEPCION. Very precise & meticulous w/ paperwork. Excellent work! Good job!	1
Everyone was very helpful and courteous!	1
Everyone was very polite and attentive to the needs	1
everyone who attended to me were courteous helpful	1
everything is very good	1
Everything are good .	1
Everything are well organize. God Bless!!	1
Everything comes alright	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
everything commendable	1
Everything fine	1
everything goes well	1
Everything goes well??. Lagi mga nakasmile from security guard,teller staff and managers. They give priorities to our elderly and they helped them out in their needs. Kudos team landbank cavite city. More power and God bless you all po.	1
Everything here is good, malo ma power hung employees	1
Everything in this breanch is ok.	1
Everything is already great.	1
Everything is alright.	1
Everything is best in this bank	1
Everything is doing well.	1
everything is done smoothly	1
Everything is excellent	1
Everything is excellent and I have always been satisfied with the services Landbank,Marinduque offers	1
Everything is excellent.	1
Everything Is Execellent so I DON'T HAVE ANY COMMENTS OR SUGGESTION THANK YOU	1
Everything is fine	5
Everything is fine , the services and the staff of Sulop Lanbank office is very approachable and kind.	1
Everything is fine and satisfied	1
Everything is fine naman po	1
Everything is fine, job well done.	1
Everything is fine.Transactions run smoothly and fast. Continue the good service. Thank you.	1
Everything is going smoothly. Keep up the good work and the effective services.	1
Everything is going well of my transaction	1
Everything is good	17
Everything is good	1
Everything is good :)	1
Everything is good and everyone are doing their job well.	1
Everything is good and fast💞💞	1
everything is good and fine	1
Everything is good and i dont have more to request..just keep it up.	1
Everything is good and in order. But i think you need more chairs for the Clients and more ATM machines outside.	1
Everything is good and smooth.	1
Everything is good and the atmosphere.	1
Everything is good inside the premises.	1
Everything is good so far thank you	1
Everything is good that I can't suggest anything.	1
Everything is good, and I don't see any problem from the staff. They're so much approachable as well!	1
Everything is good, staff's and guards are polite and very professional. Thanks	1
Everything is good.	3
Everything is good. I don't have any suggestion.	1
Everything is good. Thanks for the assistance.	1
Everything is good. We're very satisfied.	1
Everything is good..	1
Everything is great	6
Everything is great , keep up the good work	1
everything is great :) !	2
Everything is great and awesome!	1
everything is great from this branch	1
Everything is great! Love the service and staffs from LBP Sulop!	1
Everything is great.	4
Everything is in order and fine.continue the good work.	1
everything is in place. free drinking water could be place at the corner for clients.	1
Everything is ok	4

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Everything is ok and implemented no other suggestion	1
Everything is ok.	1
everything is ok. they serve well.	1
Everything is Okay	3
Everything is okay and impressive	1
everything is okay- mababait ang staffs and also the guards . They assisted me well hanggang sa matapos .	1
Everything is okay na	1
Everything is okay, nothing to add more.	1
Everything is okay.	2
Everything is okey	3
everything is perfect !	1
Everything is perfect in Limay Branch.	1
Everything is Perfect!	1
Everything is perfect! Thanks very much Mam Rona and the rest of her team for accommodating me .	1
Everything is perfect! Very smooth transaction	1
Everything is perfect, keep it up!	1
Everything is perfect.	1
Everything is perfect...thank you	1
everything is set as excellent	1
Everything is smooth	1
Everything is smooth and all the staff are approachable. More power LANDBANK COTABATO CITYHALL BRANCH.	1
Everything is smooth and super ok while transacting in this bank. thank u	1
everything is smooth on my application	1
Everything is smooth to process	1
Everything is smooth..??	1
everything is superb.	1
Everything is very good, I cant Suggest on Improvements	1
EVERYTHING IS WELL AS IT IS BUT IT WOULD BE BETTER IF ATM CARDS ARE PROCESS WAY FASTER	1
Everything is well organized	1
Everything is well.	2
Everything OK	1
Everything ok.	1
Everything Perfect.	1
everything perfect...!!	1
Everything run smoothly and Ma'am Elyza assisted us in opening account of the sk. Having her good attitude and professionalism deserve a promotion.	1
Everything seem rather fine. :)	1
everything seemed sewata, the employees are vey approachable in dealing w/their customers everything perfect	1
Everything seems fine	1
Everything seems working very good	1
Everything wad smooth	1
Everything was enough to satisfy our visit.	1
everything was explained for me clearly. And helped me through it.	1
Everything was explained well and easy to understand.	1
Everything was fine. Thank you	1
Everything was good	1
Everything was good and in order. Thank you for the good service. God bless :)	1
Everything was good and staffs are very helpful to us to easily understand the instruction/process of opening a new account.	1
EVERYTHING WAS GOOD.	1
Everything was great! Thank you so much LBP-Labo!	1
Everything was great.	1
Everything was handled well by the person in charge, Ms. Ella. She knows what her doing and extended more than the minimum requirements. She even updates me on the exact date of the title, that can't be seen in a GOCC, kudos to you Ms. Ella, may your tribe increase.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Everything was just fine.	1
Everything was nice	1
Everything was perfect	1
EVERYTHING WAS PERFECT!	1
Everything was smooth.	2
everything was smoothed and approachable.	1
Everything was smoothly intellectually conducted.	1
Everything was smoothly, staff is helpful and knows what she's doing. Very friendly. Jenny is commendable	1
Everything was so smooth, I just hope that they will continue what they are doing.	1
Everything was very smooth.	1
Everything went smooth! Great experience as always.	1
Everything went well	1
Everything went well and easy. Maintain the good practicees	1
Everything went well and my transaction is seamless.	1
Everything went well and perfect	1
Everything went well. Satisfied with the service.	1
everything will be good	1
Everything working good	1
Everything works fine. All staff are not intimidating especially those performing their duties in the opening of new account. Only few establishments have this kind of atmosphere. The LANDBANK in Samson Road raise the bar regarding the standard of how establishment should accommodate their clients. Job well done :)	1
everything's good!	1
everything's good, nothing to say.	1
Everything's great	2
Everything's a breeze! Thank you!	1
Everythings fine	1
Everything's fine	1
EVERYTHINGS GREAT	1
Everything's great.	1
Everything's ok	1
Everything's organized already	1
Everything's/everyone's okay including guards that helped a lot. Satisfied on good services. More power and good luck to the officers and staffs.	1
Everythin went well with my transaction.	1
everytime i visit taguig branch landbank i always get hr best service	1
Eveybody was helpful. Thank you.	1
Everything Ok specially the guard in duty doing a good job. Greeting the client by saying a good morning we realy appreciated	1
Evidence I liked my request. 1st this branch. The staff pay particular attention to my concern postivelyresponded. Kind, polite, and professional :)	1
Evrything was serve in a right and correct manner.	1
Ex cellent service served by mam ruth	1
Exactly good service	1
Exccellent	1
Exccellent services profesional	1
Exceed expectations	1
Excelent	4
EXCELENT CUSTOMER SERVICES AND VERY ACCOMODATING	1
excelent service	2
Excelent service .. keep up	1
Excelince	2
Excelkent service	1
Excellemt services gace to me. Thank you LB!	1
Excellen & quality service	1
Excellen Service	1
Excellen! No more suggestion/s.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Excellence	5
Excellence 🫶🏻	1
Excellence 🫶🏻🫶🏻	1
Excellence service	2
Excellence service for Cabarroguis Branch.	1
Excellence Service for LBP-Cabarroguis	1
Excellence service of Ms. Danylyn Flores, and fast transactions.	1
EXCELLENCE SERVICE! CONTINUUE YOUR GOOD SERVICE!	1
Excellence service. Very accommodating staff	1
Excellence services	1
Excellenent service	1
Excellend Services provided for multiple transaction. Thank you Sir Kim and Ms Aila.🫡🫡	1
Excellent	327
Excellent	2
Excellent !!??	1
Excellent & Congratulations.	1
Excellent 👌	3
Excellent 💓	1
Excellent 💓👍🏻	2
Excellent 🫶🏻	1
Excellent , efficient, friendly service. I love landbank cauayan br	1
Excellent , Helping Us to grow	1
Excellent .	1
Excellent . Nothing to be improved	1
Excellent :)	1
Excellent 100% satisfied!	1
excellent accomodate for our purpose. Thank you very much!	1
Excellent accomodation	1
Excellent accomodation of client/depositor. More power to you.	1
Excellent already and very accomodating	1
Excellent and accomodating	1
Excellent and beautiful service especially from ma'am Mobie.	1
Excellent and efficient service!	1
Excellent and efficient service. Accommodatingnstaff =)	1
Excellent and fast service	2
Excellent and fast service.	2
excellent and friendly service	1
excellent and friendly service from the staff. except defective aircon	1
Excellent and kind public servants	1
Excellent and outstanding service	1
Excellent and pretty Venus javellana	1
Excellent and quality service. Staff are very accomodating and very courteous, need and quires were attended axcellent	1
Excellent and Relivant	1
Excellent and speedy customer service.	1
Excellent and Very Accomodating	1
Excellent and very good	1
excellent ang performance nila & friendly	1
Excellent ang service	1
Excellent Assistance and Service	1
Excellent Bank Service	1
Excellent bank service provider	1
Excellent banking service...	1
Excellent branch	2
Excellent Branch in customer service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Excellent client services of all staff	1
excellent client support by Ms. Jeany	1
Excellent costumer service	1
Excellent costumer service very polite	1
Excellent Customer Care from Miss Mher.	1
Excellent customer service	22
excellent customer service :)	1
Excellent Customer service and relation	1
Excellent customer service from the door to the transaction process. Thankful for the professional assistance by Ms E Gallo, provided great customer care to my senior mother who is on wheelchair. Thank you again	1
Excellent customer service from very efficient and courteous staff	1
Excellent customer service on my bank certification request. Kudos!	1
Excellent customer service!	6
Excellent customer service! Expertise of the team - from manager down the line - delivered w/ utmost patience, courtesy and respect. LANDBANK Dinalupihan is TRULY a PRO w/ a Heart. Kudos to All!	1
Excellent customer service.	3
Excellent customer service. Fast transaction	1
Excellent customer service. Keep it up!	1
Excellent customer service. Keep it up.	1
Excellent customer service. Keep up the good work	1
Excellent customer service. Staff members are very helpful. Awesome :)	1
Excellent customer service. Staff were very courteous.	1
Excellent customer service. Thank you	1
Excellent Employees, very accommodating and will guide you throughout the process	1
Excellent environment	1
Excellent experience! Kudos	1
excellent for overall services	1
Excellent hospitality fast service	1
Excellent in assisting account opening	1
Excellent in costumer service	1
Excellent in entertaining the people	1
Excellent in service	1
Excellent in service and very approachable.	1
Excellent in terms of services	1
Excellent job	5
Excellent Job Landbank Lucena! Keep Going GOD BLESS	1
Excellent job Ma. Ezalyn Canseco who assisted me	1
EXCELLENT JOB WELL DONE	1
Excellent Job!	1
Excellent job! Shout out to Abi Molina	1
Excellent job😃	1
Excellent job.	2
excellent keep it up	1
Excellent Knowledgeable and nice personality	1
Excellent lahat thank you sa landbank mababait yung mga Guard lahat sila	1
Excellent ma ezalyn n canseco	1
EXCELLENT MISS KISS IS GREAT ON ASSISSTING! THANK YOU!	1
EXCELLENT MISS KISS IS GREAT ON ASSISTING! THANK YOU	2
Excellent naman service	1
excellent nice job	1
Excellent no comment	1
Excellent office	2
Excellent office congratulations to the management	1
Excellent oky	1
EXCELLENT OR SPEEDY CUSTOMER SERVICE	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Excellent performance	6
Excellent performance of tellers and servers.God bless Land bank of the Philippines!	1
Excellent performance of the staff	1
Excellent performance😊	1
Excellent po, mabilis	1
Excellent public servants	1
excellent public service	1
Excellent quality service	1
Excellent seevice	2
Excellent serice	1
Excellent service	1
Excellent service	448
EXCELLENT SERVICE !!!	1
Excellent service 👍	1
Excellent Service 💓	2
Excellent service 💯	1
Excellent service / God bless	1
Excellent service :)	2
EXCELLENT SERVICE ALL THE TIME	1
Excellent service already	1
EXCELLENT SERVICE ALWAYS	2
Excellent service and accommodating staff	1
Excellent service and accommodation staff.	1
Excellent service and approachable personnel. Job well done and keep up the good work.	1
Excellent service and approachable staff	1
excellent service and courteous staff	1
Excellent Service and Environment.	1
Excellent service and fast transaction	1
Excellent service and fast transaction.	1
Excellent Service and Friendly Staff	1
Excellent service and satisfied customer. Thank you madam manager for keeping San Carlos City Landbank branch customer friendly and the security guards are very courteous. Congratulations.	1
Excellent service and smooth selling	1
EXCELLENT SERVICE AND STAFF!	1
excellent service and staff/personnel are approachable especially mr. saturnino d. layugue jr.	1
excellent service and thank you for all the help & accommodation	1
Excellent service and very accommodating n pleasant to talk to and make inquiries as needed.	1
Excellent Service and very friendly and accommodating employee particular Miss Ella Gapusan. Please sustain. Thank you so much. God bless po	1
excellent service and very much approachable the teller help and instructed me very well. 👍🏽	1
Excellent service and well-organized space.	1
Excellent service approachable	1
EXCELLENT SERVICE AS ALWAYS	1
Excellent service as always!	1
Excellent service as always, especially Sir Mike and Sir Dandy from the teller posts.	1
Excellent service as always.	1
Excellent service by Exequiel rene o. Balo	1
Excellent service by Land bank employees.	1
Excellent Service by Ma'am Venus Javellana	1
excellent service by maam cholly	1
Excellent service by Mr. Jerome Valiente! Carry on!	1
Excellent service by Paolo Noble. He was very courteous and explained the details in a way that is easily understood by the client.	1
Excellent service commendable experienced with Mam Joy Baruela of Landbank Shaw.	1
Excellent service congrats	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
excellent service continue serving the filipino	1
Excellent service- counter 4 verifier	1
excellent service esp Ms. gellie Ann	1
Excellent service esp New Accts NOEL ESTARES.	1
Excellent Service esp. the bank manager. Mam Jen	1
excellent service especially w/ left over personal belongings	1
Excellent service ever	1
Excellent service everyone	1
Excellent service for the people.	1
Excellent service Friendly employees@Dominic turqueza@jennilyn puliKeep it up	1
excellent service from government	1
Excellent service from LANDBANK GREENHILLS ORTIGAS AVENUE BRANCH, especially Ms. Cely B. Giangan and all the other staff. More power!	1
excellent service from prince & grace!	1
Excellent service from the branch	1
Excellent service from the LBP staff. Fast and easy transaction. Thank You.	1
Excellent service from the staff	2
Excellent service from the staff of BOC MICP Br	1
EXCELLENT SERVICE HELPED ME WITH ALL MY QUIRIES	1
Excellent Service incharge is courteous to clients	1
Excellent service including the guards.	1
Excellent service keep itvup	1
Excellent Service Keep on!	1
Excellent Service Ms sacupayo	1
Excellent service na po	1
Excellent service of counter 4 verifier mam mileen t manarpaac	1
Excellent Service of Ms. Karla	1
Excellent service of the Personnel Dept. So happy ??	1
Excellent service of the staff assigned in the new accounts section. Need to maintain such excellent service to clients.	1
Excellent service of the tellers	1
Excellent service offered	1
Excellent service offered by the employees. The place is also clean.	1
Excellent service offered by the staff.	1
excellent service on i access enrollment	1
Excellent service past transaction	1
Excellent Service provided by Mr. Carlo Relao,Got all the information that I needed for my future Loan.	1
Excellent service provided to us	1
Excellent service rendered	1
Excellent service so far. Please continue .	1
Excellent service thank you so much for good service Godbless you all	1
Excellent service they have	1
excellent service to clients and very helpful	1
Excellent service to clients.	1
Excellent service to counter 4 verifier	1
Excellent service to the 10th power 💯	1
Excellent service to the client. Thank you so much.	1
EXCELLENT SERVICE VERY ACCOMODATING TELLER	1
Excellent service very kind and intelligent supportive and beautiful Venus Javellana	1
Excellent service was provided with full of courtesy & kindness.	1
Excellent service!	39
Excellent service! :)	2
Excellent service! <3	1
Excellent service! Accommodating New Accounts Clerk	1
Excellent service! Always!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
EXCELLENT SERVICE! KEEP IT UP!	1
Excellent service! Keep it up.	1
Excellent service! Keep up the good work! Mabuhay ang LBP!	1
Excellent service! Kudos	1
Excellent Service! Kudos Carbon Branch!	1
Excellent service! More power to LBP Bajada.	1
EXCELLENT SERVICE! THANK YOU	1
Excellent service! Thank you Landbank Maasin!	1
Excellent service! Thank you landbank maasin! And to its personnel, thank you for accomodating us!	1
Excellent service! Thank you landbank!	1
Excellent service! Thank you!	1
Excellent service! Thank you, landbank maasin!	1
EXCELLENT SERVICE! THANK YOU.	1
Excellent service! The teller is very polite.	1
Excellent Service!!	3
Excellent service!!!	1
excellent service!!!!	1
EXCELLENT SERVICE,	1
Excellent service, continue the good work	1
Excellent Service, Deserves an outstanding rating to be given. Kudoz to the officer Kimberly Ballesteros and the Manager Ms. Juliet Delos Reyes	1
excellent service, efficient & competent staff & officers	1
Excellent service, especially with help from Ms Phoebe Nano, the customer service who assisted me.Suggest to check the internet connection speed to help improve the service connection.Also, pls remind the security guards to be more courteous and patien	1
Excellent service, especially with help from Ms Phoebe Nano, the customer service who assisted me.Suggest to check the internet connection speed to help improve the service connection.Also, pls remind the security guards to be more courteous and patient with clients.	1
Excellent service, fast and very accommodating staff of Landbank Candon Br.	1
Excellent service, God bless!	1
Excellent service, God bless...	1
excellent service, keep it up	1
Excellent service, landbank maasin!	1
Excellent service, Sir Dandy & Sir Mike!	1
Excellent service, staff is very friendly and accomodating	1
excellent service, staffs are very accomodating	1
Excellent service, thanks to Sir Audie Macapal	1
Excellent service, they are so approachable and very happy to serve ..nakaka attract po ng happy mood ang nguti nila sa pagserve	1
Excellent service, they are very accomodating and approachable especiallu the branch manager Ma'am Maria Lydia Padilla	1
Excellent service.	34
EXCELLENT SERVICE. A PAPERLESS TRANSACTION WOULD BE A GREAT IMPROVEMENT FOR FASTER TRANSACTIONS	1
Excellent service. Accommodating and friendly staff.	1
excellent service. Accomodating staff	1
Excellent service. Careful and thoughtful in helping my transaction.	1
Excellent service. Congrats po.	1
EXCELLENT SERVICE. CONTINUE QUALITY SERVICE	1
Excellent service. Counter employees assisting all clients.	1
Excellent service. Employees are accommodating.	2
Excellent service. Felt safe on the transaction	1
Excellent Service. Friendly Staff	1
Excellent service. God bless and more power	1
Excellent service. Good job!	1
Excellent Service. Good Job.	1
Excellent service. Goodjob.	1
Excellent service. Great Job!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Excellent service. Highly recommend	1
Excellent service. I am very satisfied client here :)	1
Excellent service. I am very satisfied.	1
Excellent service. Keep it up	2
Excellent Service. Kudos to LBP Echague	1
Excellent service. Me and my mother really like your services. Thank you	1
Excellent service. Ms. Ester Serrano was very accommodating. Keep up the good work.	1
Excellent service. No hassle.	1
Excellent Service. None so far.	1
Excellent service. Paperless transaction would be a great improvement for faster transaction	1
Excellent service. Please keep it up.	1
Excellent service. Satisfied	1
EXCELLENT SERVICE. TELLER AND STAFF & CREW ARE HELPFUL AND COURTEOUS.	1
Excellent service. Thank you	3
Excellent Service. The staff is approachable and they always shows smile that makes the customer comfortable. Satisfied customer!	1
Excellent service. The staffs are very approachable.	1
excellent service. very satisfied	1
Excellent service..	2
excellent service.. thank u to all staff and management..	1
Excellent service...	1
Excellent Service... All staffs are accommodating...	1
Excellent service.Courteous staff.Thankyou.	1
Excellent service/service oriented	1
Excellent ServiceAccomodating as always	1
Excellent servicee	1
Excellent ServiceExcellent Tellers (Mr. Christopher Jay M. Diaz)And the rest of the team very accommodating..	1
excellent services	22
Excellent services and employees are approachable.	1
Excellent services and servisee	1
Excellent services and Tellers /Employees	1
excellent services but only provide parking area to feel more convenient to us😊	1
Excellent services by all of the staff	1
excellent services from new accounts clerk very accomodating and polite	1
Excellent services in Jaro Plaza Branch.	1
Excellent services of Sir Orlando P. De Guzman	1
excellent services offered	1
excellent services po...	1
Excellent services rendered to us by LBP-Sipalay City personnel.	1
Excellent services to clients.	1
excellent services towards others	1
Excellent services towards others.	1
Excellent services very good accomodating	1
Excellent services was observed from opening a bank accomodating with a credit card, visa cards the T-Bills investment. Looking forward for more transactions with LBP.	1
Excellent Services!	1
Excellent services.	10
Excellent services. Congrats LBP!	1
Excellent services. Employees are approachable.	1
Excellent services. Good job!	1
Excellent services. Thank you.	1
Excellent services. Very fast transacting with you from updating to withdrawal. Keep up and kudos to all staffs. They are very accommodating	1
Excellent Services/Accomodating & friendly personal	1
Excellent servide	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Excellent Service	1
Excellent servise, vrry hrlpful	1
Excellent servive	1
Excellent sevice	2
Excellent so far.	1
excellent srrvice po	1
Excellent Ssrvice	1
excellent staff	1
excellent staff and they are friendly.	1
Excellent story-telling Ms. Cholly, suggesting relevant ways to save and even earn in the future. I also appreciate her interpersonal skills for educating me about the dormant, active and closed type of account. Recommendations: 1. Organizational neatness can be improved. 2. corner must ensure that both computers are working and the availability of the staff to assist customers-the staff is responsible to explain first the details before opening of account.	1
excellent support from Ms. Jeany	1
excellent svc	1
Excellent teamwork and very friendly.	1
Excellent Thanks Maam	1
Excellent Thankyou ??💖	1
excellent transaction with ms sheila mercado 100	1
excellent transactions and services in Landbank Nagcarlan Branch	1
Excellent treatment	1
Excellent very good approachable	1
excellent very good service	1
Excellent very satisfying services	1
excellent work	1
EXCELLENT!	17
Excellent! Commendable! Thank you for accommodating!	1
excellent! Continue serving the client with good manner	1
Excellent! Very good accomodation	1
Excellent!!!	1
Excellent!!! Highly recommended.	1
EXCELLENT!!! VERY GOOD ACCOMODATION	1
Excellent!!!!	1
Excellent, all employees from. Guardsto tellers. Very accomodating esp the one assigned in the giving of priority numbee and the lady assigned in window 2. She's pretty and charming.	1
Excellent, friendly	1
Excellent, good job Landbank. Thank you.	1
excellent, keep it up! they also offer me to open savings account. and dahil matagal na akong nagdedeposit, feel at ease ako sa kanila. magaan sa feeling ang branch and the ambiance maliwanag at malinis.	1
Excellent, kind ataff	1
Excellent, kind staff	1
Excellent, lalo pag-ibayohin ang magandang serbisyo.	1
excellent, thanks very accomodating	1
Excellent.	7
Excellent. Accommodating	1
Excellent. Accomodating	1
Excellent. Dali ra kaayo ang transaction. Very good in accomodation.	1
Excellent. God bless.	1
Excellent. Keep up the good perfromance.	1
Excellent. Nice being here even last office hours .. almost 4pm wards.	1
Excellent. Nothing.	1
Excellent. small space for parking area	1
Excellent. Thankyou 🥹	1
Excellent. The staff are very accomodating and they guided me very well.	1
Excellent. Very cooperative (Sir Orlando)	1
excellent. very good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Excellent.. Fast Transaction	1
Excellent... Thanks especially to the Manager	1
excellent/approachable	1
Excellent/Approachable Staff during transaction	1
Excellente	2
Excellents service provided	1
Excellentt Service	1
excellentt services rendered	1
Excellentvservice..no need to improve,gorgeous teller	1
Excelleny service	1
Excelleny service po lahat ng tao, magagalang at mabait silang lahat.	1
Excellet service	1
excelletn service to client	1
excelllent service (general information)	1
excenlent to assist to all office	1
Exceptional	1
Exceptional Service	2
Exceptional service and very friendly staff	1
exceptional service regardless if it's face to face or phone calls. This branch is really provided excellent service	1
Exceptional service with a smile on their faces	1
Exceptional Service!	2
exceptional service.	2
Exceptional services and the employee are easy to get in touch with when it becomes to assisting customer concerns. Great Job!	1
excfellent service	1
Excilent mga mga employees dto thank you s much pati mga guard po nilaSa pag intertain samin. Mabuhay kayo!!!	1
Excillent	3
Excillent job	3
Excillent sevice	7
Excillent to all employeeThe guards are very accommodating and kind	1
Exciting atmosphere in LBP Capistrano due to the captivating plants	1
Excllent service	1
Execellent	1
Excellent service	3
Excellent! Approach	1
Execent in service in this branch more power LBP	1
Execllent service	1
Exelent Service	1
Exellect service (:	1
Exellence	2
Exellent	2
exellent service	3
EXCELLENT SERVICE AND FRIENDLY AND ACCOMMODATING STAFF	1
Exellent Service, fast and organized	1
Exellent Service/Service Oriented	2
Exellent stay who you are	1
exemplary	2
Exemplary service from the staff and officer	1
Exemplary service of Capistrano Branch despite the heavy transactions	1
Exemplary services & logistics	1
Exercise priority lane.	1
exicilent	73
exicilent service s	1
Expand atm machine	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Expand bank office...add employees	1
EXPAND BRANCH NETWORK AND ACCESSIBILITY	1
Expand the bank for more other transaction	1
Expand the building	1
EXPAND THE RANGE OF INVESTMENT OPTION	1
EXPAND THE RATE OF FINANCIAL PRODUCT	1
Expand to more branches to accommodate more clients. Palaging napupuno ang branches	1
Expansion of Office	1
expansion since this is the only government bank in town.	1
Expansioin of the building	1
Expectations well done	1
expecting for a good service.	1
Experienced good service from the staffs continue best practices	1
Explain the procedure very well. Easy to investment.	1
Explain the process and attend the needs of the client with No discrimination.	1
Explained clearly	1
express lane for gov't agencies	1
express lane. hindi matagal magtransact.	1
Extremely satisfied with the service rendered by staff.	1
Extend bank operating hours and also better if the bank is open on Saturdays so that employees who work weekdays can go to the bank.	1
Extend banking hours	2
Extend banking hours to around 430 to 5pm.	1
Extend banking hours to atleast 4pm.	1
extend more time for client	1
Extend office hour by 5 pm	1
Extend the banking business hour until 4:30PM.	1
Extend the banking hours at least up to 3:30 p.m.to consider the arrival of client due to the assignment area and that is not easy to leave the post due to transportation.	1
Extend working hours	1
Extended hours would help clients	1
Extended parking and louver for customers	1
Extending my huge thanks to LBP Marawi Branch. Your good services means a lot to us.	1
Extension branch for betterand faster transaction	1
Extension of banking hour at least 1hr	1
Extension of time during Monday from 9am to 4pm	1
Extremely happy to see Ms Ester Serrano a very efficient bank officer whom I have known quite sometime. who helped me a lot in my multiple transactions with LB. She was so knowledgeable in answering all my banking questions and needs at that time. I hope for her to be promoted to a position she truly deserve. Great job and congratulations also to all the hatdworking and efficient personnel of LB EDSA Ext. Roxas Blvd!	1
Extremely satisfied, special thanks to their branch manager, Totsi, for the extra time, will visit the branch again. Keep up the great job Naga branch team!	1
f agree and very reconable for there job they helpfui for what transaction	2
Faat service	1
Facilitating skill is required.	1
Fadt service	1
Fair	2
Fair and good to everyone	1
Fair and nice to all customer.	1
Fair on everyone	1
Fair service	1
Fair to everyone.	1
Fair to service	1
Fair treatment	7
Fairly	1
Fait treatment	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
FAMILY support for Landbank Staff	1
Fantastic banking service	1
Fantastic service	1
Fare enough	1
FARMERS NEED TRAINING OR SEMINARS ABOUT LOAN CREDITS ARON DAGHAN PA MATABANGAN	1
fascilities are old	1
fash transaction.	1
Fasst service and approachable employees	1
Fast	22
fast & accommodating staff	1
Fast & effectit services rendered by the new account employee.	1
fast & Efficient service	1
Fast & efficient service. Very accommodating staff	1
Fast & effoient service	1
Fast & excellent service	1
Fast & friendly transaction	1
Fast & Reliable service	1
Fast & reliable service was rendered to me.	1
Fast & secured	1
fast & smooth trasaction	1
Fast ,excellent and caring service! THANK YOU SO MUCH, Maam Janirose Fernandez for a very humane accomodation.Indeed you are a PWD - conscious employee.God bless ypu for servibg with a heart maam!	1
fast :)	1
Fast accommodatiion and approaching staff	1
Fast accommodation and the staff are very nice	1
Fast accommodation.	2
Fast accommodation. Thank you very much😍	1
Fast accomodation	1
fast account opening	1
Fast account opening. Very good service.	1
fast acct opening	2
fast amd good Transaction	1
Fast and accommodating	2
fast and accommodating employees :)	1
Fast and Accommodating with friendly staffs.	3
fast and accommodating.	1
FAST AND ACCOMMODATING. FRIENDLY STAFF AND HELPFUL	1
Fast and accommodating. Very satisfied clients	1
fast and accomodating	4
Fast and accomodating and pleasing	1
Fast and accomodating transaction.	1
Fast and accompdating	1
Fast and accurate as always	1
Fast and accurate service as always	1
Fast and approachable employees	1
fast and approachable staff	1
Fast and approachable staffs	1
Fast and approachable teller -Geb	1
Fast and approcheable	1
Fast and best in customer service even my account is interbranch	1
Fast and best service offer.	1
Fast and convenient	10
Fast and convenient magtransact lagi sa Landbank branch na ito. Mababait at magigiliw ang mga teller	1
Fast and convenient to transact	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
FAST AND CONVENIENT TO TRANSACT.	1
Fast and Convenient to transact. Very Friendly staff.	3
FAST AND CONVENIENT. ACCOMMODATING STAFF	1
fast and convenient. Client since ucpb days and Sana may palibreng coffee rin. Good may palibreng candies	1
fast and convenient. masayahin sila at accomodating!	1
Fast and convenient. Staff are also kind	1
Fast and Convinient. The Staff are good and hospitable.	1
FAST AND COURTEOUS	1
Fast and Courteous services and approachable employees	1
FAST AND DEFINITELY WILL TRANSACT AGAIN	1
Fast and easy	9
fast and easy :)	1
Fast and easy and super accomodate to the costumers and well entertain.	1
Fast and easy implementation of electronic filing and payment system with respect to withholding taxes of government agencies	1
FAST AND EASY PROCESSING	2
FAST AND EASY SERVICE	1
Fast and easy service.	1
Fast and easy to transact. No Hussle and Approachable employees.	1
Fast and easy transaction	7
Fast and easy transaction thank you	1
Fast and easy transaction thanks landbank	1
fast and easy transaction. good job. thank you for your service!	1
Fast and easy transaction. Good work & nice staff even the security guards on duty. Kudos :)	1
Fast and easy transactions	2
Fast and easy, Great Job!	1
Fast and easy.	2
Fast and easy. Employees are approachable.	1
Fast and easy. Good job.	1
Fast and easy..	1
Fast and efficient	4
fast and efficient and very accommodating	1
Fast And Efficient Customer Service 💓	1
fast and efficient keep it up, sir vormine garcia	1
FAST AND EFFICIENT NEW ACCOUNT	1
FAST AND EFFICIENT SERVICE	4
Fast and efficient service.	2
Fast and efficient service. Accomodating manager and staff notwithstanding the crowd. Thank you and more power Landbank!	1
Fast and efficient service. God bless	1
FAST AND EFFICIENT SERVICE. VERY ACCOMMODATING STAFF ESPECIALLY MGR EDITH GAMBOA AND MS. SEVILLA WHO ASSISTED ME IN THE ACCOUNT OPENING.	1
Fast and efficient staffs	1
Fast and efficient! Great job.	1
Fast and Efficient. Ms Mel of New Accounts is very accommodating and reliable.	1
Fast and epicient	1
Fast and excellent service	9
FAST AND EXCELLENT SERVICE. VERY ACCOMODATING	1
Fast and excellent service. Very friendly staff.	1
Fast and excellent services.	1
Fast and friendly. Thank you. Rated 5/5	1
Fast and goid service. Thank you	1
Fast and good	1
fast and good ambiance	1
fast and good flow of transactions well recommended branch	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fast and good performance of staff in all transactions of the clients	1
Fast and good service	13
FAST AND GOOD SERVICE PROVIDER LANDBANK ESCOLTA	1
Fast and good service.	1
Fast and good services	1
Fast and great customer service.	1
fast and great service provider	1
Fast and hassle free transaction	1
fast and helpful	12
FAST AND HELPFUL PERSONNEL	1
FAST AND HELPFUL STAFF	2
fast and helpful. kind teller	1
fast and hospitable services from the employees	1
fast and in order	1
Fast and informative	1
Fast and nice service.	1
fast and not hassle	1
Fast and Pleasant 💖	1
Fast and polite employee	1
FAST AND QUALITY SERVICE	2
Fast and quality service.	1
FAST AND REALIABLE SERVICE	1
FAST AND RELIABLE PERSONNEL	1
FAST AND RELIABLE PERSONNELS	1
Fast and reliable service	2
Fast and reliable service provided by the employees. Keep it up!	1
Fast and reliable transaction	1
Fast and safe	1
fast and satisfied	1
Fast and services nice view	1
fast and smooth	1
Fast and smooth service. All good.	1
Fast and smooth service. very accommodating.	1
Fast and smooth transaction	4
fast and smooth transactions commend!	1
Fast and smooth transactions.Mababait po ang mga guardia at approachable at mga staffs.	1
Fast and smooth yung transaction	1
Fast and smooth.	1
Fast and sooth	1
Fast and staffs are very nice	1
fast and useful	1
Fast and very effective transaction	1
fast and very good	1
Fast and very good service	1
fast and very helpful	3
fast and nice staff	1
fast ang process	1
Fast Assist and Kindnes	1
Fast atid smooth transaction	1
Fast clear transactionsAccomodating honest Tellers and Staff	1
Fast Clearing ??	1
FAST CLIENT ASSISTANCE, ACCOMODATING	1
Fast costumer service thankyou landbank sulop	1
Fast customer service,from verification to teller.Got my money in just 5 minutes	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fast easy to transaction with friendly employees	1
fast encashment	2
Fast excellent	1
fast flow of transaction thnks to marie corinne aragon	1
fast flow of transaction thnks to ms jogo and mr bejer and ms aragon an to all the staff of lpb dal.	1
Fast Friendly and Excellent Service	1
Fast Good work	1
Fast internet connection	1
Fast Kind and accommodating new accts	1
Fast MC transaction	1
Fast moving employee to cater prompt cilient.	1
Fast moving transaction	1
fast nad good thanks to aime sari .polite and kind	1
fast opening of account	1
Fast pag change pin request	1
Fast pay-out	1
Fast po ang open account kahit solo	1
Fast po at okay namnPo	1
Fast po sila mag asikaso ng open ko account na si ma'am tinuruan pa ako mag deposit sa CDM. Salamat po ma'am Jessa	1
FAST PROCESS	4
Fast process & all the staff & crew are polite and kind please promote everyone they are the epitome of a good government employee	1
fast process all the staff & crew are through for polite & kind please promote everyone they are epitome of a good government employee.	1
Fast process and helpful employees	1
Fast process of transaction	1
Fast processing	5
FAST PROCESSING OF LOAN	1
Fast processing of loan application.	1
fast processing thnks to marie corinne aragon shes nice in handling costumers well recommended branch	1
Fast processing, commendabke service	1
Fast Processing. Salamat po	1
fast release of atm card	1
Fast reliable	1
Fast remittance transaction.	1
Fast response on asking for assistance on opening an account but the waiting time for the snapshot took me 20 mins.	1
fast servcie	1
Fast servcd	1
Fast service	322
Fast service	2
Fast Service !!! Thank you Landbank for very good service. Staff are friendly and approachable, guards are courteous!	1
Fast service , smiling and friendly staff.	1
Fast service accomodating	2
Fast service and accommodating	2
Fast Service and accommodating loan Officer...GOD BLESS YOUR COMPANY IN SERVING PEOPLE...	1
Fast service and accommodating manager and staff	1
Fast service and accommodating staff	2
Fast service and accommodating staff and also the Manager	1
Fast service and accomodating	1
Fast service and accomodating staff	1
Fast service and accomodating staff👍👍👍Salamat Landbank Plaridel😊	1
Fast service and all employees are courteous .	1
Fast service and approachble staff	1
Fast service and employees are accommodating	1
Fast service and friendly employees	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
FAST SERVICE AND FRIENDLY NEW ACCOUNT	1
Fast service and good customer service approach. Thank you very much!	1
FAST SERVICE AND GOOD STAFF	1
Fast service and good to communicate	1
Fast service and kind employees esp veriefier and tellr	1
Fast service and kind staff	1
FAST SERVICE AND NICE STAFF	2
FAST SERVICE AND POLITE	1
Fast service and polite new accounts	1
fast service and smooth transaction.	1
FAST SERVICE AND STAFF ARE NICE	1
Fast service and the transaction was easy to complete	1
FAST SERVICE AND VERY ACCOMMODATING	1
Fast service and very helpful staff especially the new account staff	1
Fast service and very much satisfied. Staff are very polite.	1
fast service at teller	1
Fast service by Ms Venus Javellana.	1
Fast service by new account Mam Venus	1
Fast service especially to senior citizens	1
Fast service for clients like me. It takes me more than 2hrs and still not finish while filling your survey.	1
FAST SERVICE FOR ENCASHMENT	1
fast service from the teller & kudos to ms. Marie fe thanks	1
Fast Service in getting SOA or any request	1
Fast Service in the client	1
Fast service kind staff	1
Fast service mababait	1
fast service ng new account	2
fast service ng new account Ms Rosalesfriendly staff of the branch	1
Fast service of assigned teller. Thank you.	1
FAST SERVICE OF NEW ACCOUNT	2
FAST SERVICE ON DOLLAR WITHDRAWAL	1
Fast service po	1
Fast service provided by the new account officer.	1
Fast service sa new account counter. Magalang po sila	1
Fast service to client thank you. Si ma venus javellana	1
Fast service today	1
fast service when ATM card iz stucked in the machine	1
fast service with a smile	1
Fast service!	2
Fast service👍	1
fast service😊	1
Fast Service, accomodating staff	1
Fast service, great staffs.	1
Fast service, kind teller	2
Fast service, nice staff	1
Fast Service, staff are accommodating 😀	1
fast service, thank you so much	1
FAST SERVICE, VERY CONVENIENT	1
Fast service.	5
Fast service. Assisted me in enrolling iAccess	1
Fast service. Easy transaction	1
Fast service. Employees are accommodating.	1
fast service. friendly staff	1
fast service. Good job :)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fast service. Good job everyone	1
Fast service. Guards are so helpful also.	1
Fast service. Reliable tellers. Thank you Landbank	1
Fast service...thank you	1
Fast services	8
fast services and clean branch	1
fast services provided	1
Fast services.	3
Fast Serving	1
Fast serve	1
Fast setvice	1
Fast srvice	1
FAST TANSACTION	1
Fast teller	1
Fast teller and pretty officers	1
Fast tellering service	1
Fast tracking of all transactions	1
fast traction maganda ang serbisyo	1
Fast trancsaction, the teller is approachable	1
Fast transact	1
Fast transacting in this office	1
Fast transacting of my cash deposit	1
Fast transaction	234
fast transaction & accommodating	1
FAST TRANSACTION & ACCOMODATING	1
Fast transaction & excellent :)	1
fast transaction & very friendly recommendable bank & services	1
Fast transaction . Friendly staff	1
Fast transaction .. Thank you for the good service CARMEN ROSALES BRANCH!	4
Fast transaction :)	3
Fast Transaction accommodating	1
FAST TRANSACTION ALL IS WELL	1
Fast Transaction and Accommodating Staff	1
fast transaction and accommodating staffs	1
Fast transaction and accommodating staffs. Thank you	1
Fast transaction and approachable	1
Fast Transaction and Approachable always smiling face.	1
Fast transaction and approachable employees	2
Fast Transaction and approachable staff	2
Fast transaction and comfortable seat	1
Fast transaction and courteous staff! Good job!	1
Fast transaction and easy to communicate to all staffs	1
Fast transaction and employees are accommodating.	1
fast transaction and excellent service	1
fast transaction and friendly staff	2
Fast transaction and friendly staff, very satisfied.	1
Fast transaction and friendly staff.	1
Fast transaction and friendly tellers. Good job!	1
Fast transaction and good	1
Fast Transaction and Good 👌	1
Fast transaction and good service	3
Fast transaction and good services	1
Fast transaction and great customer service	1
Fast transaction and great service,! Nothing i can think of	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fast transaction and great service.	1
Fast Transaction and Kind staff	1
Fast transaction and kind staffs.	1
fast transaction and most outstanding bank for me	1
Fast transaction and nice tellers	1
Fast transaction and quality service	1
FAST TRANSACTION AND RESPONSIVE EMPLOYEES..	1
Fast transaction and smooth	1
Fast transaction and staff are approachble	1
fast transaction and very accommodating	1
Fast transaction and very accommodating. Thank you ms. Bernie ^_^	1
FAST TRANSACTION AND VERY ACCOMODATING	1
Fast Transaction and very Accomodating To Client	1
Fast transaction andceady	1
Fast transaction as always	4
Fast transaction everyday	1
Fast Transaction for every deposit the teller is accommodating	1
fast transaction for the check deposit	1
fast transaction good for every one here thnk you	1
fast transaction good job	1
Fast transaction greetjob	1
fast transaction here in this branch	1
fast transaction highly recommended.	1
Fast Transaction Kind staff	1
FAST TRANSACTION KUDOS!!!!	1
Fast transaction lbp rosales... 😍	1
Fast transaction maganda po si Maam at approachable	1
fast transaction maintain the good service	1
Fast transaction of my encashment	1
Fast transaction palagi.	1
Fast transaction po	1
Fast transaction po. Thank you	1
Fast transaction poSalamt	1
Fast transaction salute to Aldwin Canilao	1
Fast transaction service :)	1
fast transaction so far	3
Fast transaction staff friendly and excellent service	1
fast transaction teller and the guards helped me to do what I need to do I highly suggest that your official bank will add more tellers to assist all clients in timely manner over all I am satisfied with your service	1
Fast Transaction than other branches	1
Fast transaction thank you	4
Fast transaction thank you :-)	1
fast transaction thank you good service	1
Fast Transaction Thanks you Maam Sara Barba	1
fast transaction the best	1
Fast transaction time.	1
Fast transaction today	1
fast transaction today, thank you	1
Fast transaction tsaka mababait yung mga staff sa landbank	1
Fast transaction unlike Parian Branch	1
fast transaction very accomodating always smile/mam cholie	1
fast transaction very accomodating si emil	1
fast transaction very convenient	1
fast transaction w/ ms monet samonte and ronald bonilla	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fast transaction will recommended	1
Fast transaction with Ms. Venus Javellana	1
Fast transaction with the help pg Ms. Hannah.	1
fast transaction with you.	1
Fast transaction!	3
Fast transaction! Keep it up.	1
Fast transaction! Very accommodating.	1
Fast transaction!!! Thank youu LBP CARMEN BRANCH!!	1
Fast transaction	1
Fast transaction, accommodating staff specially Mam Justine. Thank you po	1
Fast transaction, and easy to follow instruction.kind and courtieous employee.keep it up	1
Fast transaction, approachable staffs.	1
Fast transaction, atm is working.	1
Fast transaction, employees are mababait	1
Fast transaction, friedly staff	1
Fast Transaction, Friendly and accommodating staff	1
Fast transaction, I'm happy.	1
Fast Transaction, Keep it up!	1
fast transaction, kind employees	1
Fast transaction, mabilis na entertain. Good service.	1
FAST TRANSACTION, POLITE STAFF	1
Fast transaction, released my atm right away after claiming.	1
Fast transaction, responsive approachable	1
Fast transaction, salamat po bauan branch.	1
Fast transaction, sobrang dali lang nung naiassist akk	1
fast transaction, thank you	2
fast transaction, thank you for accomudation	1
fast transaction, very convenient and friendly staff	1
fast transaction, well done	1
Fast transaction.	12
FAST TRANSACTION. ACCOMODATING STAFF	1
fast transaction. easy to navigate. very helpful	1
Fast transaction. Good job	1
Fast transaction. Na cater po ako agad. Approachable staff too	1
Fast transaction. No further suggestion.	1
Fast transaction. Thank you Bauan Branch	1
Fast transaction. valued client time. Friendly and cheerful staff esp bank teller	1
Fast transaction..smooth..	1
Fast Transaction/Friendly Staff	1
Fast transactions	13
Fast transactions and accomodating staff from NAC to Teller and everyone in the Branch is very nice.	1
Fast transactions and friendly approach of the team	1
Fast transactions and staffs are approachable	1
Fast transactions in opejing of account	1
Fast transactions, good service and very accomodating.	1
Fast transactions, very good	1
Fast transactions.	2
fast transactions. very helpful and easy to navigate	1
Fast transactionThank you	1
Fast transactionThe staffs are very accomodating	1
Fast transanction and approachable employeesAssisted by venus javellana	1
Fast transcation	1
Fast transction	1
Fast transction pls	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fast Transition, no long line	1
Fast trasaction	2
Fast ttansaction	1
Fast txn	1
Fast txn. Friendly staff	1
Fast txn. Thank you landbank buluan	1
fast updating	2
Fast updating of acct. New accts teller is fast	1
FAST UPDATING OF SSC	1
Fast withdrawal	1
Fast, considerate & w/ care	1
Fast, efficent and friendly	1
FAST, FRIENDLY AND VERY ACCOMMODATING	1
Fast, Presentable Staff	1
fast, reliable	1
Fast. Thank you ?	1
Fast/great	1
FastbTransaction	1
Faster	1
Faster & Easy	1
Faster and accomodating	1
Faster and helped very much	1
Faster appraisalFaster apprivalFaster loan release	1
Faster clearing	1
Faster connection	1
Faster creation of certificate, and we are assisted well by Ms. VENUS JAVELLANA	1
Faster internet connection maybe	1
Faster internet so transactions will be faster on the part of the employees and clients	1
Faster Numbering	1
Faster process	1
Faster processing	1
Faster processing of credit card application	1
faster processing of our home loan and mprtgage. System must be upgraded and satisfactorily compliance	1
Faster processing of terminal pay, including PFO and GSIS claims	1
Faster processing of transactions	1
Faster processing. The assisting clerk was very polite and helpful. (Ms. Angad) Thank you.	1
Faster service in every transaction	1
Faster service of deposit	1
Faster speed for iaccess	1
faster than last time	1
Faster the transaction	1
Faster transaction	6
Faster transaction and good service	1
Faster transaction are always the best. Thank you	1
faster transation the waiting line is too long particularly the new accounts lane	1
Faster transsction in dollar transactions	1
Faster. Service	1
fastest	1
Fastest releasing of ATM account	1
Fastest service	1
fastest transaction	1
FastPrompt service	1
Fasts transaction	1
FASTTRANSACTION	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fat transaction	1
Federick personally assisted us thru enrollment and payment of govt premiums in Landbank. He made the conversion from UCPB and Landbank easy.	1
Feedback using Tablet for easy access. Email should be replied ASAP.	1
Feel good	1
feeling valued	25
felt so relaxed while having my transactions, smile :)	1
Find way to schedule every transactions .	1
First come, first served basis is being implemented.	1
First come,first serve please!	1
First of all I would like to say thank you because they make my cash transaction quick .They always smile and practice good customer service .Landbank annapolis branch is a very excellent team when t comes in service and bank,transactions . Landbank annapolis branch for me is a perfect one for us...	1
First of all, guards are very professional. They will guide without hesitation. Tellers and everybody inside here are great. Continue your good service.	1
First of all, i wish to express my sincere appreciation on the leadership of Commonwealth Branch Manager, Marichie M. Bonifacio. I visit the branch occasionally for my dollar account. And all i can say is "i got an exceptional service" in every visit. The exceptional leadership of the manager also noticeable among her staff who always greet me with a very friendly smile. I always look forward in visiting this branch because they treat their clients exceptionally well.	1
First time ko ang babait ng staff at ang bilis ng process nila. Thank you so much	1
first time ko dito nag answer lang	1
first time ko lang pero sobrang bait sa pag aasikaso.	1
first time ko po at inutusan ako ng boss ko na mag deposit, ok naman po medyo mahaba lang ang pila	1
First time ko po sa landbank and na iexperience ko is mabilis yung pag aasikaso nila salamat po	1
First time nako sa landbank. Okay ra man kay paspas ra ako transaction dri sa branch.	1
First time to transact in Land Bank	1
First time to visit to you branch	1
first time to visit your branch	1
First transaction thank you po Maam Justine	1
Firstly, I'd like to appreciate Ms. Analyn Reduca for courteously assisting me with my follow up transactions regarding my request to activate my Fund Transfer in iAccess. Thanks Ms. Ana for the effort. God bless!	1
Five star	1
Fix iaccess	1
Flexible to the client	1
Focus	1
Follow instruction properly and be honest all the time..	1
FOLLOW RIGHT THE FIRST COME, FIRST SERVE POLICY!	1
FOLLOW RIGHT THE FIRST COME, FIRST SERVE POLICY!!	1
FOLLOW THE NUMBERING PROVIDED TO AVOID DELAYS AND FAST TRANSACTION	1
Food	2
food customer service by new accounts	1
For being good to clients	1
For Blr deadline pls provide more teller on early hours not just beyond 3PmThank you	1
For deposit of interbranch there should not charge, because it is still land bank.	1
For employees to keep up their good work, untiring service, knowledge in banking needs.	1
For faster service in any transaction	1
for having more tellers for fast transaction	2
for having more tellers for fast transactions	1
for me , siguro magkaroon lamang ng kaunting pag intindi sa mga tiga isla dahil sa malayo at minsan mabilisan ang pag uwi . But overall very good performance	1
For me appreciated all their services. Thanks	1
for me as your client. im fully satisfied and very thankful for your services...	1
For me because this office do very good is all services	1
For me everything's alright,nothing gonna change,all staffs they are so approachable and helpful..	1
For me I am satisfied for the service .	1
for me i think no need to change anything because i am happy with thier services	1
For me im satisfied their services,They are all so good and ntertained anytime I enter the LBP office Whatever information i ask they explained us very understandable.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
for me is wala na..kasi all the tellers are good dealing clients..lahat sila naka smiles pati guard well good..good job land bank santiago	1
For me its ok very satisfy gdthank you	1
For me just continue being accommodating to your clients .	1
For me LB P Danao are very friendly	1
For me LBP staff are looks tidy, friendly and approachable	1
For me no because Sipalay City Branch is so good when it comes to service and more improvements this year.	1
for me no more im satisfied client	1
For me nothing . thank you for guiding us and helping	1
For me nothing it's everything ok	1
For me po okie po lahat NG serbisyo nla. Napaka bubuti po NG mga teller, lahat po cla approachable at na kikita ko po na pinapatupad Nila ang mga rules sa loob NG bank, mga priority na Tao po ay naipatatupad nla ung rules sa mga senior, pwd, pregnant. Wala po vip vip sa kanila. Mabait po ang lahat NG staff lahat palagi Naka smile ganun din po ang mga guard.	1
For me satisfied naman ako ha sa serbisyo.	1
For me sobrang satisfied ako sa service na binigay ni Sir Andrew Deri Salazar. He's very approachable and lahat ng questions and clarification nasabi, naibigay and nasagot niya naman. I really appreciate the service na binigay niya.	1
For me the LBP Danao Branch Staff are friendly, have good customerr service😊	1
For me the service i had experience is very approachable ang friendly	1
For me the service was all good.	1
For me the service was good and the staff was so approachable	1
For me the way my account officer (Mam Sheryl Legaspi) is handling my account, is superb. There is always a room for improvement but currently i am very very satisfied with the service and the way she is helping me. Thank you.	1
for me there is no need to improve bec they are very good in accommodating & services	1
For me there is nothing because their staff is great and kind,you can ask questions if you don't know how to do something and they are ready to help and assist you,good job Rosario branch	1
for me theres no need and improvement to the staff, very acomodating nad approachable to the costumer... the transctions is running smoth with the good employees. applause!	1
For me there's nothing to improve kasi gamay nila ang kanilang mga individual task	1
for me they are good at serving the people. I have nothing more to say. godbless	1
For me they were all doing their job properly.They are very much accomodating.	1
For me very expirience transaction here. Easy	1
For me wag na baguhin nasisiyahan Po Ako sa service ng ofbank..thanks and God bless us	1
For me your office has a very good services rendered to your clients,and thank you so much.	1
For me your service is excellent so no need to improve.	1
For me your service is good and very easy	1
For me your service is very good for what I have experience.	1
For me, ayos naman po ang pag accept nila lalo na kaming mga client.	1
for me, I am very much appreciate the service of this company, with the very kind and approachable employee	1
For me, I don't have any comment just keep up the good work! The officer and staff are very accomodating and considerate to the client.	1
For me, I don't have any comment. Service to the people is good. Everyone of them are helpful and kind.	1
For me, the employees are accommodating,friendly and fair.	1
For me, the service is good. All you need is to keep servicing like this.	1
For me, the services provided by this bank is so effecient and recommend to maintain.	1
For me, there's no need to improve because as I can see I was treated courteously by the staff and very accommodating.	1
For me, this office is a very good help to us especially for the easy ways to transact any transactions. All the staffs and workers are very approachable and very kind to everyone. They are very good enough in assisting their client and customers.	1
For me. I'm very satisfied on how they assist me.	1
for more than 30 year I transacted this I really appreciate what the employee serve	1
For Mr. Orlando Deguzman is nice and efficient to the process and coommunicate. Excellent service.	1
For my every inquiry, the bank staffs of this branch assist me very well especially Ms. Maeden Colonel, so I think having a dedicated CS staffs is really helpful in every transactions.	1
For my experience, it was good and okay.	1
For my opinion or observation i am very satisfied for your service. Thank you sir/maam.	1
For my own opinion, there is no need to improve because I was very satisfied on their services	1
for my personal opinion nothing for the moment	1
For new clients who open an account and if card is delayed, notification should be sent to the client.	1
For now mabilis po ang process ng kanilang pag proprocess ng mga bagong new account .	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
For now no suggestions shall be given since I was satisfied with the service provided by this office	1
For now theres nothing i can say against about their services because im fully satified,They served me well.	1
For now theres nothing i can suggest about the services of this bank im satisfied with their services.	1
For now, I don't commend any suggestions because I am grateful enough for being acknowledged with careful instructions to obey for passing all the required documents. I very much appreciated the kindness and humor of Ma'am Arlene Piamonte for helping us to fulfill our request for changing and updating details for the SK and also a request copy of the bank statement as a compliance to the office of COA.	1
For now, nothing because service they have is good quality service	1
For now, so good	1
For now, the services they've let me experience was good, so nothing to suggest.	1
For now. Wala po ako ma susuggest dahil naseserbisyuhan po ako ng maayus at madali lang po ang proccess.	1
For online enrollment of new accounts, it is vetter to have a personnel who could assist the individuals accessing the computer units in the branch	1
For Sec, grand-excellent service. They assist me & help me. For SG posting inside, excellent service!	1
For teller : Monitor properly for alternate call of cash, deposit, and encashment transaction to avoid complains.	1
For the Loan Officer Ma'am Giean Racines... Thank you for your service and kindness	1
For the nth time, Ms. Pat is still the best clerk i've encountered. The most accommodating and patient employee. Thanks Ms. pat!	1
For the security guard pls be specific of their instructions for the seat because there are client that didn't know the area and first timer entering this building.	1
For the tellers a little kinder for the first timer sa mga transaction.	1
For today the transaction went fast than inspected	1
For updates of system, we may request that we still can able to open upon giving security measures to open the mobile app, as I experience months ago, I found annoying to come to any offices just to address certain issues wherein other system has offered user friendly access. No hassles evvertime logging in or updates been made. I know LBP has that superb security measures,. Thanks...	1
For withdrawals, please ask clients in what denomination they would like to receive their cash.	1
For your good service please fix the busted lights.	1
Found some best practices at LBP QC Hall Branch. Just continue.😊Kudos to Maam Rachelle and her partner sa counter, ang bilis nila kumilos! And also to Maam Eddel for a fast approval. Check encashment has been very fast. Theyre all in SMILE including the courteous guards on duty! Kudos, LBP QC Hall Branch! Keep it up!	1
Free candies!	1
Free candies? 😁	1
Free check deposits please, other banks don't charge to deposit checks.	1
Free coffee	3
free coffee :) like in ucpb branches	1
Free coffee and water 😂??	1
Free coffee or water to drink	1
Free drinking water for Senior Citizens	1
Free food, coffee, or water while waiting for our transaction please :)	1
Free kopi hahah	1
Free money	1
FREE OF CHARGE TRANSACTION WHEN TRANSACTING IN DIFFERENT BRANCHES	1
free refreshment. Thanks	1
Free snacks	4
Free snacks please	1
Free water for everyone	1
Free water or coffee😁😁😁	1
Free water, coffee and biscuits next visit.	1
Free wifi	1
Free wifi for the convenient of customers	1
Free wifi.	1
FREINDLY STAFFS.	1
frendly	1
Frendly cla	1
frendly poh lahat ng empleyado ng land bank echague.. thumbs up😘😘😘	1
Frendly staff	2
Frendly staff and very accommodating😊😊	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
friendly environment	1
friendly po ang mga teller	1
Friendly staff and very accomodating	1
friendly	16
Friendly & helpful staff	1
Friendly accomodating staffs	1
friendly all teller	1
Friendly ambeyance	1
Friendly ambience	1
friendly and accomedating. happy client thank you	1
Friendly and accommodating	8
FRIENDLY AND ACCOMMODATING PERSONNEL	1
friendly and accommodating silang lahat, thumbs up! Madami silang inooffer na products and services which is good dahil nakakapili ang mga customers nila pati mga employees namin. they handle clients very well. healthy workplace and good working environment! good vibes	1
Friendly and accommodating staff	4
Friendly and accommodating staff as always.	1
Friendly and Accommodating Staff.	2
Friendly and Accommodating staff. Fast and convenient service.	1
Friendly and accommodating staff. Fast and convenient to transact.	1
FRIENDLY AND ACCOMMODATING STAFF. FAST AND CONVENIENT TRANSACTION	1
FRIENDLY AND ACCOMMODATING STAFF. FAST AND CONVENIENT TRANSACTION.	8
FRIENDLY AND ACCOMMODATING STAFF. FAST AND CONVENIENT TRANSACTION. OVERALL SMOOTH,SPLENDID	1
FRIENDLY AND ACCOMMODATING STAFF. FAST AND CONVENIENT.	1
Friendly and Accommodating staffs. Fast transactions.	2
Friendly and accommodating.	1
Friendly and Accommodating. Fast Transactions	1
Friendly and accomodating staff. Fast and convenuent transaction	1
Friendly and Accomodating Staffs	1
Friendly and approachable 👍🏼😁	1
friendly and approachable environment	1
Friendly and approachable staff.. excellent service	1
Friendly and Approachable staffs	1
Friendly and beautiful staffs	1
friendly and courteous staff	1
Friendly and Good Communication	1
Friendly and good service	2
friendly and great service	1
FRIENDLY AND GREETABLE TO CUSTOMERS	1
Friendly and helpful In all inquiry.	1
Friendly and helpful staff. Fast and Convenient To transact.	1
Friendly and helpful staff. Fast and Covenient.	2
FRIENDLY AND KIND STAFF	1
Friendly and macm-accommidate sila sa client	1
Friendly and nice	1
FRIENDLY AND NICE STAFF	1
friendly and palaging bumabati. sobrang mabait at accommodating.	1
friendly and very accomodate god bless to all	1
Friendly and very accomodating	1
Friendly ang employees	1
Friendly ang mga empleyado, pinapaliwanag ng mabuti ang instructions at mga requirements. Attentive	1
Friendly Ang mga empleyado	1
Friendly ang mga frontliners	1
Friendly ang mga staff	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Friendly Ang staff	1
friendly ang staff..very helpful sa lahat ng transaction	1
Friendly at mababait ang mga staff ng Bataan Highway	1
friendly atmosphere	1
friendly bank	1
Friendly care	1
Friendly Employee	1
Friendly employee and friendly environment	1
Friendly employee and quick access I'm so happy u	1
friendly employees	2
friendly especially the tellers handsome and cute	1
Friendly Guards	1
Friendly guards always	1
Friendly Guards.	1
Friendly LBP Capistrano Branch Personnels	1
Friendly mga empleyado	1
Friendly new account and fast service. Thanks.	1
Friendly quick and swift service.	1
Friendly ra ang mga teller	1
Friendly service	1
Friendly service and fast service	1
friendly si kua teller, mabilis natatapos ang transaction saglit lang ginugugol kong oras.... thanks kua sir mark lester serrano...	1
friendly staff	24
Friendly staff and accommodating very much.	1
FRIENDLY STAFF AND ACCOMMODATING. FAST AND CONVENIENT TO TRANSACT. EXCELLENT SERVICE.	1
Friendly staff and accommodating. Fast Transaction	2
Friendly staff and always accommodating and best service	1
Friendly staff and approachable	1
Friendly staff and clean environment.	1
Friendly staff and clean office.	1
Friendly staff and convenient transaction	1
Friendly staff and courteous.	1
friendly staff and fast service	2
FRIENDLY STAFF AND FRIENDLY	1
friendly staff and helpful to me	1
Friendly staff and helpful.	2
friendly staff and Mabilis transaction	1
Friendly staff and managersAccommodating staff including security guards	1
friendly staff and super accommodating. nag ooffer sila ng candies and water sa branch. hindi ka nila hahayaan magkaron ng dull moment sa branch. fast and convenient.thank you	1
Friendly staff and tellers. Good job	1
Friendly staff and very accommodating. Fast and excellent service	1
Friendly staff and very accomodating.	1
friendly staff and very convenient	1
Friendly staff easy to aproach	1
Friendly staff fast and smooth transaction	1
Friendly Staff😃	1
FRIENDLY STAFF, FAST AND CONVENIENT	1
FRIENDLY STAFF, FAST AND CONVENIENT, ACCOMMODATING AND HELPFUL	1
Friendly staff, fast transactions.	1
Friendly staff, mabilis kumilos.	1
friendly staff, makes bank brighter	1
Friendly staff, very accomodating and fast and convenient	1
Friendly staff, very accomodating and fast and convenient transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Friendly staff.	1
Friendly staff?? tas always naka smile??	1
Friendly Staffs	10
friendly teller and fast transaction	1
Friendly Teller with A Pleasing Personality	1
Friendly Tellers	2
Friendly Teller's	1
Friendly Tellers and Guards! All smiling	1
Friendly to clients.	1
Friendly yong mga staff nila	1
Friendly, accommodating and helpful staff. Fast and Covenient.	4
Friendly, accommodating and helpful staff. Fast service.	1
Friendly, always smile	1
Friendly, helpful and accommodating staff.	1
friendly,polite staff and with good customer service	1
Friendly/swift	1
FROM GUARDS AND STAFFS LAHAT SILA APPROACHABLE	1
From online updating to the counter, the transaction was fast. The service was good. Thank you, landbank maasin!	1
From the guard po they are very courteous at alam po kanino ang tamang empleyado mag inquire, kaya mabilis po ang inquiry. Maraming Salamat Landbank Angeles.BranchMaliwanag na sinagot po mga katanungan namin reagrding sa pag avail ng salary loan	1
From the parking assistance, security services to the actual transaction (release of my condo title), services were SUPERB. Thanks to Rosalie Alamo for the release transaction and Mitch Novaro who went the extra mile to explain to me an inquiry I asked.	1
From the verification of check to the encashment, the service is fast. Thank you Landbank Maasin!	1
From the verification of check to the encashment, transaction is fast. I commend the service.	1
from what i experience in this branch I am satisfied of their services and they are treating us good. So I dont have any suggestions in my mind ,from what I experience here ,I am satisfied.	1
Fromthe bottom of my heart i'm so happy	1
Frontliners are very friendly and approachable.	1
Fucos lang.	1
Fucos on work	1
Full Satisfy the service rendered by teller	1
Fully automatic number queueing, and mobile application for savings/business account for easy monitoring of transactions.	1
fully sanitized what the client want thanks	1
Fully satisfide	1
Fully satisfied	6
Fully satisfied keep up the good work	1
FULLY SATISFIED ON THE SERVICE PROVIDED	1
Fully satisfied with my transaction thank you Mr. Genesis, assigned in the new accounts, for your assistance.	1
Fully satisfied with the experience and transaction, i love the way the teller smiles and vibrate positive energy.	1
Fully satisfied with the service	1
Fully satisfied with the service and assistance.	1
Fully satisfied with the service rendered	1
fully satisfied with the service. ms Charlene is very much accommodating.	1
Fully satisfied with the services rendered by Ms. ESTER SERRANO.	1
Fully Satisfied with their service	2
fully satisfied. from the manager to the guards	1
Further enhancement	1
further extend the term of payment from current 36 months to 60 months.	1
G00d work and performance.	1
Gagamitin nmin sa magandang paraan tulad ng rolling vendor	1
Gagamitin sa magandang kinabukasan ng mga bata	1
Galing dito. Accomodating	1
Galing lang	1
Galing ng service ni mam divina on assisting us for manager"s check	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Galing. Mabilis	1
Galingan ang pag bigay ng serbesyo	1
Galingan nyo pa	1
galingan pa ang serbisyo	1
Ganahan ko og naay bank account kay iwas scam og isalig og lain tao	1
Ganahan ko sa Pag trato nila nko	1
Ganahan ko ug unsa sila mo assist sa client	1
Ganahan kos serbesyo, paspas unya buotan, salamat Landbank maasin, unta ingon ana Ra kanunay	1
ganda ng serbisyo	2
Ganda ng service. Mabilis	1
Gandahan ang serbisyo lalo	1
Gast and good assistance	1
Gawapa ang tellerBuotan og dali ang processing	1
Gawin Po sanang Tagalog Ang primary question at Hindi subtitle lang	1
gawing branch na ang LB echague	1
Gaya ng lbp alaminos po magkaroon po ng no mga papasok sa office	1
geat service	1
Gem llaguno is very helpful to me when I have questions. She is very pleasant and most of all is very knowledgeable of the processes and etc of the bank. She is very patient and I have observed that she is very pleasant to all those she assists. I commend her efficieny.	1
Gender responsive	1
generally snappy!	1
Generous and kind	1
Genuinely smiling	1
Get another staff	1
Ggod	1
Gi explaine po s aq og tarong,about s aq concern.	1
Giganahan mi sa inyong pag serbisyo	1
Ginagawa naman ng mga employee yung best nila para maaccomodate lahat ng clients, pero dahil sa sobrang ginagawa nila at kukunti lamang sila it takes too long talaga to wait.	1
giod fast Transaction	1
giod job	1
Gipaningkamotan jud mahuman ni ma'am bisan hapon na kaayo, thank you ma'am sa imong pagkabuotan, Landbank maasin new account	1
Gitabangan jud ko sa ako problema sa ako withdrawal nga wala mogawas ang kwarta	1
Gitagad og tarong	1
Give a smile to the customer before leaving	1
Give as possible	1
Give drinking water (bottled or with dispenser) specially during summer.	1
give higher pay to the workers	1
Give more emphasis in prioritizing the service to sr citizens and pwd. Thanks	1
Give more iupdate information to the customer so that they learn more about the do's and don't of the office. Thank you.	1
Give some reminders like in the wall ex. No cellphone allowed dating	1
GIVE THEM A FULLY SATISFACTION TO THE CUSTOMER	1
Give time first to any government transactions since that they have also work.	1
Give us as students a priority to go first in line too esp. withdrawing cash because time is running for us (Class). Thank you so much landbank.	1
Given already the best service possible.	1
giving consideration to iland municipality spacially on time of transaction	1
Giving excellent service in terms of banking needs.	1
giving only one category of numberings seems fair for everybody. i like it now than before	1
Glad that the transaction todsy is easier and faster.Thank you for the convenience.	1
Gladis is very accommodating.	1
GO GO GO :)	1
Go land bank	2
Go on.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Go service	1
God bleed & more power <3	1
God bless	18
God Bless & More Powers	1
God Bless 🤍	1
God bless :)	1
God bless all the staffs and security guards.	1
GOD BLESS ALWAYS	1
GOD BLESS AND MERRY CHRISTMAS	1
God bless and more power	1
GOD BLESS KEEP UP THE GOOD WORK	1
God bless Landbank Oroquieta Branch :)	1
God bless Landbank- Siquijor	1
God bless Landbank!	1
GOD BLESS LANDBANK.	1
God bless LBP	2
god bless lbp!	1
God Bless o	1
God bless po	1
God bless po thank you po sa masisipag na empleyado niyo	1
God bless Thank you	2
God bless to all	1
God bless us all.	1
god bless yo all	1
God bless you all!	1
God bless!	7
God bless!!!	2
God bless.	2
God blessed	1
God job	1
God job ??	1
God service	1
God speed	1
God speed And more power to all	1
God speed to all staffs!	1
God speed!	1
God speed.	2
Godbless	6
Godbless Landbank	1
Godbless LBP	1
Godbless u all maam and sir ??	1
Godbless.	2
God's speed!	1
GOGOOOO!	1
Goid service	2
Goid service and very approachable	1
Goid service. Nice and clean	1
Goid services	1
Goo ambiance	1
Goo job	1
GOO JOB FOR LANDBANK KABANKALAN STAFF!	1
Goo service	1
Goob jon	1
Good	546

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good ! :)	1
Good & efficient services.	1
good & fast service transaction	1
Good & satisfied services	1
Good 🙂	1
Good (Naassist po kmi agad, mabilis)	1
GOOD :)	2
Good =)	1
Good 5'S lang p siguro ang need to improve lang. Thank you po.God bless	1
good accommodated service	1
good accommodating	6
GOOD ACCOMMODATING TO ALL EMPLOYEES	2
Good accommodating to employees	1
Good accommodation	3
Good accommodation and approach	1
good accommodation of staff	1
Good accommodation. Good, friendly and approachable personnel.	1
Good accommodation. Thank you	1
Good accommodations	1
good accomodate to the customer very approachable and welcoming. thank you so much	1
Good accomodating	5
good accomodating service	1
Good accomodating.	1
GOOD ACCOMODATIO	1
Good accomodation	7
Good accomodation keep it up god bless	1
good accomodation, polite, thank you po	1
good accurate services rendered	1
Good aervice	1
Good aesy	1
Good all	2
Good already	1
good ambiance	2
Good ambiance and friendly staff.	1
Good ambiance and staff keep it up	1
Good Ambience. Teller 1 DianaMay priority lane na mabilis at magalang	1
good and accomodating	2
GOOD AND ACCOMODATING BRANCH, KEEP GROWING	1
good and approachable	2
Good and attentive staff, Nice transaction and well coordinate.	1
good and clear services	1
Good and communication	1
Good and Continue your Service	1
Good and easy	1
Good and efficient	2
Good and Efficient Service	1
Good and excellent service	2
Good and Excellent Service Very approaable Thankss	1
Good and excellent service.	1
Good and exemplary service	1
Good and fair service	1
Good and fair treatment	1
Good and Fast	3
Good and Fast Assistance 👌	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
good and fast efficient branch	1
Good and fast flow of transaction	1
Good and fast service	12
Good and fast service of staff	1
Good and fast service provider	3
Good and fast service.	1
Good and Fast Services	2
good and fast transaction	2
Good and Fast transaction dito sa LBP Nagcarlan Branch	1
Good and fastest transaction	1
good and friendly	1
GOOD AND FRIENDLY STAFF	1
Good and great ang experience ko. mabilis ang naging transaction ko	1
Good and helpful	1
Good and instructions are easy to follow.	2
GOOD AND KIND PERSONNEL	1
Good and Kind Staff	1
good and nice	3
Good and past	1
good and perfect service all the employee	1
Good and pleasing to the klient	1
Good and prompt service	2
Good and Quality Service	3
GOOD AND QUALITY SERVICE PROVIDED TO CLIENTS	1
Good and Quality Service Thank You!	1
Good and quality service.	1
Good and quality service. Thank you!	1
Good and Quality Services	1
Good and quality services,they are all friendly with their clients 🤩🤩	1
good and quick service	1
Good and relevant service.	1
Good and responsive	1
Good and satisfied	3
Good and Satisfy	1
Good and secure service.	1
Good and secured	1
Good and smooth transaction	1
Good and smooth transaction. With pleasing personality.	1
Good and Smooth.	1
good and very accommodating	1
Good and very accommodating staff	1
good and very accomodating	1
GOOD AND VERY APPPREACHABLE	1
Good and Very fast	1
Good and very nice in services	1
Good and very satisfactory	1
Good and very satisfactory service. Thank you!	1
good ang landbank	1
Good ang service	1
Good ang services.	1
Good answer	1
good appointment to all CLIENT	1
Good approach	2
Good approach to the client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good approach to the costumer and always wear your smile	1
Good approaching and nice accommodating.	1
Good as smooth	1
Good as so far🥰	1
Good as well	1
Good assist	21
good assist to all employees	1
good assist to client, thank you	1
good assistance	1
Good assistance Thank you po Ms. She	1
Good assistance to the clients	1
Good assistance. More people in counter 1. Thank you	1
GOOD ASSISTS	1
Good at .all...	1
Good at all	1
Good at all services	1
Good at all times	1
Good at mabilis	1
Good at mabilis ang transaction	1
good at mabilis po ang proseso salamat po	1
Good at services 🫶🏻	1
GOOD ATITUDE	1
Good Atitude Teller	1
Good attitude and more helping to clients	1
Good attitude and respectable	1
Good attitude and services to all client	1
Good attitude to serve the client.	1
Good bank	4
Good bank with approachable employees	1
good banking and service	1
good because everything we need is provided we understand better what needs to be done	1
good bless	2
Good bless lbp	1
Good branch	1
Good but sometimes you waited longer than expected.	1
GOOD C.S	1
Good client service. Keep it up!	1
Good cnduck	1
Good Communicate	1
Good communicate to clients, thank you	1
Good communicate with each other	1
Good communication	6
Good communication and good transaction.	1
Good communication is the good services	1
Good communication with client	1
Good communication with clients	1
Good communication.	1
Good Communicator	1
Good communicator shes always smiling. Teller Justa Prado	1
Good conduç for work	1
Good conduç	1
Good Conversation	1
Good cooperate	3
Good cooperate to all employees	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good costumer service	1
good cs	1
Good customer handle and very fast and reliable to his client	1
Good customer including the Security Guard	1
Good Customer relationship to clients	1
Good customer service	54
Good customer service and all the staff are approachable.	1
Good customer service and cool place	1
Good customer service and fast transaction	1
GOOD CUSTOMER SERVICE AND STAFF ARE ACCOMMODATING.	1
good customer service and staff are approachable	1
good customer service and very approachable staffs	1
Good customer service and very friendly staffs.	1
Good customer service as always Landbank Muñoz Science City Branch	1
Good Customer service by Ma'am Venus Javellana (account clerk) mabait si madam helpful and always wearing her smile while assisting clients thanks for her assistance.	1
Good customer service naman po kayo kaya as of now wala pa po masuggest	1
Good customer service!	2
Good customer service,the security guards as well as the staff is very accommodating,,,	1
Good customer service.	4
Good customer service. Dali ra kaayo deposit kay naay machine (CDM) sa gawas.	1
Good customer service. Fast transactions.	1
Good customer service. Knowledgeable on my inquiries. Friendly faces	1
Good customer service. Please keep up the good work	1
good customer service. Very accommodating	1
Good customer service.Keep up the good work.	1
good customer services happy staffs	1
Good customer servicr	1
Good day and sir Landbank calinan branch Thank you always and good service	1
Good day calinan landbank nice good to serve you clients Thank you	1
GOOD DAY HELLO SMILE LANDBANK CALINAN GOOD SERVICES, HELPFUL VERY MUCH APPROACHABLE OF PERSONNEL STAFF.	1
Good day LANDBANK CALINAN BRANCH ALWAYS KEEPING TO NICE ACCOMMODATING YOUR CLIENTS THANK YOU LAND BANK CALINAN BRANCH	1
Good day Landbank Calinan branch merry advance Christmas for being assist your clients Thank you	1
GOOD DAY LANDBANK CALINAN BRANCH NICE SERVICES AND ALWAYS SMILE YOUR CUSTOMER.THANK YOU	1
Good day landbank Calinan branch quickly to serveThank you	1
Good day LANDBANK CALINAN BRANCH thank for being approachable of your clients Thank you	1
Good day LANDBANK CALINAN BRANCH THANK YOU ALWAYS ASSESSMENT TRANSACTION	1
Good day Landbank Calinan branch Thank you for always assessment your clients	1
Good day LANDBANK CALINAN BRANCH THANK YOU FOR BEING ALWAYS CARE YOUR CLIENTS	1
Good day landbank Calinan branch Thank you for helping my transaction quicklyMerry Christmas 🎄 Thank you	1
Good day landbank Calinan branch thank your for your good service	1
Good day Landbank Calinan personnel staff very smiles.Thank you	1
Good day Landbank Calinan thank you for always keeping smiling your clients	1
Good day landbank Calinan thank you the good services.Thank you and God bless you all.	1
Good day ma'am and landbank Calinan branch Thank you always for being good and smiley services.	1
Good day ma'am and sir Landbank calinan branch for always being support assessment your client Thank you ma'am	1
Good day ma'am and sir Landbank calinan branch for being always assessment your clients	1
Good day ma'am and sir Landbank calinan branch Thank for always being good day and smiling thru you clients	1
Good day ma'am and sir Landbank calinan branch thank you always for accomodations quickly	1
Good day ma'am and sir Landbank calinan branch thank you always for being assessment you clients	1
Good day ma'am and sir thank for transaction quickly Thank you Landbank calinan branch	1
Good day ma'am and sir Thank you landbank ca4linan	1
Good day ma'am landbank Calinan branch nice to be serve your clients and always keep smiling.Thank you	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good day ma'am, CALINAN LANDBANK ALWAYS KEEPING SMILE S.THANK YOU	1
Good day ma'am/sir I strongly agree your accomodations services Thank you landbank calinan branch	1
Good day ma'am/sir land bank calinan very good services and all staffs very approachable Thank you	1
GOOD DAY MA'AM/SIR LANDBANK CALINAN ALWAYS GOOD ACCOMODATIONS OF CLIENTS GOD BLESS YOU THANK YOU	1
Good day ma'am/sir landbank Calinan branch nice to smile Thank you	1
Good day ma'am/sir landbank Calinan branch strongly accomodations of clients Thank you	1
GOOD DAY MA'AM/SIR LANDBANK CALINAN BRANCH THANK YOU FOR ASSESSMENT ALWYY	1
Good day ma'am/sir landbank Calinan branch very accessible assessment to customer. Thank you	1
Good day ma'am/sir Landbank Calinan I'm so glad your service as a client Thank you	1
GOOD DAY MA'AM/SIR LANDBANK CALINAN IS GOOD SERVICES OF THE CLIENTS. THANK YOU GOD BLESS YOU	1
Good day ma'am/sir landbank Calinan staff very helpful and approachable. Thank you	1
Good day ma'am/sir landbank Thank you for your staff always smile😊😊 God blessed your day...	1
Good day ma'am/sir Thank you for always caring your clients landbank Calinan branch	1
Good day ma'am/sir, landbank Calinan branch Have a nice services. Thank you	1
Good day ma'am/sir, landbank Calinan thank you for smiles everyday personnel staff . Thank you	1
Good day ma'am/sir, landbank Calinan Thank you nice services	1
Good day none po all goods. thank you very much	1
good day po ma'am/sir, maganda ang pkikitungo ng mga staff sa akin..mabilis ang kanilang serbisyo ..thank you and god bless	1
Good day sir/ma'am LANDBANK CALINAN BRANCH THANK YOU FOR ALWAYS ASSESSMENT OF YOUR CLIENTS	1
Good day sir/ma'am landbank Calinan very good services. Thank you	1
Good day! Actually Landbank Dinalupihan is one of the most organize and very nice branch that i visit . They have already the quality that ive looking for. They treated very nice in all clients . I saw that because i visit everyday in this branch for my personal transaction and in as part of my job. I think i recommend that or suggest to share what they have in this branch to other branch. When it comes in online banking its very very easy to understand and follow the steps .	1
Good Day! Dagdag nalang po ng upuan sa loob ng bank, especially po sa nga months ngayon na masyadong mainit. Yun lang po. Thank you and have a blessed day ahead!.	1
Good Day! Hi I'm one of the regular clients here in Landbank I just want to share my wonderful experience at KALAW Branch from guards and teller they are very accomodating friendly and nice! They will make your transaction fast as possible. Special mention for Sir Mark Ma'am Mia, Ma'am Bella and Ma'am Beth. They are the best!	1
good day! just keep it up the good service.	1
Good employe always	1
Good employee	4
Good employees and approachable..	1
Good enough	1
Good enough	8
Good enough nothing to improve	1
Good enough.	1
good environment pero matagal pila then mababait ang employee	1
good ervice	1
Good Excellent service. Thankyou 🥹	1
Good excellent!	1
good experience and very approachable	1
Good fast and services	1
Good Fast Service	2
good fast service. Keep it up	1
good fast transaction	1
Good Fast Transaction / Good Service 💖	1
good financial	1
Good for following the standard process & friendly/approachable staff	1
good for following the standard process and friendly/approachable staff	1
good for working staff	1
Good gob !	1
Good Good Very Good	1
Good governance	1
Good Health & God bless always more power	1
good health and god bless.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
good improved	1
Good in all	1
good in all aspects	1
Good in communication. Very smiling. Approachable.	1
Good in Service	17
good in service accommodate quickly	1
Good in service and very approachable	1
Good in service. God bless.	1
Good in services	1
Good in servicing	2
Good internet connection	1
Good jib. Approachable.	1
Good jo	1
Good job	414
Good job !	4
Good Job ! Congrats	1
Good Job ! Congratulations!	4
Good Job & God Bless	1
Good job 👍	2
Good job ...keep up the good work!	1
Good Job .God bless	1
Good Job :)	3
Good job ??	1
good job =) satisfied client here!	1
Good job all employee	2
Good job all employees	1
Good job always	1
GOOD JOB AND ACCOMMODATING	1
Good Job and be healthy	1
Good job and continue for being approachable to your clients.God Bless	1
Good job and continue good service to the public.	1
Good job and excellent service!	2
Good job and friendly staff and manager and security	1
Good Job and God Bles	1
good job and God Bless	1
Good Job and Keep it up	1
Good Job and Keep it up always well, recommended bank. Thank you	1
Good job and please continue.	1
Good Job and very accomodating and respectful staff.	1
Good job and very approaching, Thank you.	1
Good job and well done. God bless!	1
Good job at mababait ang mga teller	1
good job citizen charter corner needy & uniquely presented, continue the good service to clients	1
good job congrats	1
good job congratulations	2
Good Job Continue	3
Good job everyone	1
good job everyone godbless =)	1
Good job everyone. More power!	1
good job fast service is approachable staff	1
Good job Fast transaction	1
GOOD JOB FOR ALL LBP PERSONNEL. THANK YOU FOR THE GREAT ACCOMMODATION.	1
Good job for all the employee of landbank kabankalan branch	1
good job for faster processing	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good job for Landbank Bais for demonstrating a good service that will satisfy clients.	1
good job for mr orlando de guzman thank you	1
Good Job for teller no. 2 of coa branch	1
Good Job for the service rendered. Thank you Maam Maphel Fernandez.	1
good job for the tellers a very respectful employee, highly trained by their Manager	1
Good job from the staff	1
Good job godloves	1
good job is	1
Good job Kabacan Branch!	1
Good job kc mabilis transaction ko	1
good job keep it up	6
Good job keep it up. God bless	1
Good Job Keep up the good work	2
Good job keep up the good work!!	1
Good job keep up the good work.	1
good job land bank batangas branch..mababait mga staff specailly mam rena jannine	1
Good job landbank	3
Good job Landbank and your very helpful staff! Keep it up!	1
Good job LANDBANK Aquino Avenue.	1
Good job Landbank Kabacan!	1
Good Job landbank Karuhatan branch, esp for Miss Venus Javellana	1
Good job Landbank liloy branch.	1
Good job landbank parang!	1
Good job Landbank Thank you for your prompt action regarding my queryGod bless	1
Good job landbank! Thank you	1
good job laoag branch,	1
Good job lbp	2
good job LBP Iligan	1
Good job Lbp Kabacan Branch personnel!	1
Good job LBP Mandalagan	1
Good job lbp navotas branch	1
Good job lbp navotas!	1
Good job ma'am sir,ma's pinadali transac ko.	1
Good job mam Yray	1
Good Job Ms Zarah!	1
Good Job Ms. Lhey for the immediate processing of my request.	1
Good job Ms. Nichole Mercado	2
Good job New Very pass service...	1
Good job nice	1
Good job nice one	1
Good job nice service	1
Good job on NAC assistance(updated my iaccs). / kindly add more service providers to ur list as we're instructed to pay at any Landbank branch, only to know that u cannot cater this kind of transaction.... thanks!	1
good job po sa inyo napakababait po ninyo lahat 😀	1
Good Job po sa lahat ng empleyado 😀	1
Good job po!	1
Good job po.	2
Good job po. 😁	1
Good Job po. May you continue to grow po and marami pa po kayong ma accommodate.	1
Good job sa mga teller sobrang babait 😀	1
Good job services	1
Good Job Sir Aldwin!	1
Good job sir and ma'am..	1
Good job sirves	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
good job staff are accomodating	1
Good job team LBP Tags!	1
Good job thank you	1
Good Job Thank you!!	1
Good job to all employee	1
Good job to all employees	1
Good job to all lbp employees esp to ms. Mayette bondoc who assisted me at her best efforts	1
good job to clients	1
Good job to LBP Marawi branch	1
Good job very accommodating staff	1
good job w/ service very accomodating	1
GOOD JOB WELL DONE	1
Good job well done keep up the good work	1
Good job with the customer service. Keep it up!	1
Good Job!	84
Good job! 😁	1
Good job!)	1
Good job! <3	1
good job! commendable and and prompt delivery of service (Sir Baysa)	1
Good job! Congrats!	1
Good Job! Congratulation	1
Good Job! Congratulations	2
good job! Congratulations!	1
Good Job! God bless	1
Good job! God Bless po!	1
Good Job! God Bless.	1
Good Job! Godbless us all	1
Good job! I like the service	1
Good job! I'm very satisfied.	1
Good Job! Just continue being helpful of approachable.	1
Good job! Keep it up	1
Good Job! Keep it up !	1
good job! keep it up!	3
good job! keep it up!congratulations	1
good job! keep it up.	1
good job! keep it well	1
Good Job! Keep up the Good work	1
Good Job! Keep up the good work🙂	1
Good Job! Keep Up the good work.	2
Good job! Keep up.	1
Good job! Mabilis ang actions and approaches.	1
GOOD JOB! MADALI AT MAAAYOS KAUSAP LAHAT NG EMPLEYADO	1
Good job! Thank you	2
good job! Thank you!	1
Good job! very accommodating staff. TY	1
Good job! Very attendance and easy process.	1
GOOD JOB! WITH MOTOR PARKING!	1
Good Job! Youve done your work well as gov't employee	1
Good Job!!	5
Good job!! Keep it up!!	1
Good job!! Very well serviced.	1
Good job!!!	5
Good Job!!! 😀	1
Good job!!! Keep up the good work LBP. Thank you	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good Job!!!!	1
good job!😊🥰	1
Good job!keep up the good work	1
Good job😁	1
Good Job😊	1
Good job, continue good services to community	1
GOOD JOB, CONTINUE ON SERVING THE PEOPLE.	1
Good job, continue your good service, thank you	1
Good Job, God Bless & Thank you	1
good job, keep it ip	1
Good job, keep it up	1
Good Job, Keep it up! Security guards do their job properly I feel safe.	1
Good job, keep it up.	1
good job, keep the good work. Thank you	1
GOOD JOB, KEEP UP THE GOOD WORK	1
Good job, Land Bank.	1
Good job, landbank maasin! You'll did great	1
Good job, less paperworks to update accounts.	1
Good Job, Thank you	1
good job, very accomodating	1
Good job.	19
Good job. 5 stars performance.	1
Good job. 5 stars!	1
Good job. Add some entertainment while waiting	1
Good Job. Cash Deposit transaction	1
Good job. Congratulations	2
Good job. Continue serving the constituents with a smile.	1
Good job. Continue your best service.	1
Good job. Employees are very kind and hospitable.	1
GOOD JOB. GOD BLESS	1
Good job. God bless!	1
Good Job. God Bless.	1
Good job. God Bless. Stay Simple be humble	1
Good Job. Highly commendable services.	1
Good job. Keep it up	1
GOOD JOB. KEEP IT UP =)	1
Good Job. Keep it up Thank you	1
Good job. Keep it up!	3
GOOD JOB. KEEP IT UP.	2
GOOD JOB. KEEP IT UP. GOD BLESS	1
Good Job. Keep it up.More power	1
Good job. Keep up the good work!	1
GOOD JOB. KEEP UP THE GOOD WORK. PERSONNEL WAS VERY ACCOMODATING. KUDOS.	1
Good Job. Magalang at mababait.	1
Good job. More smile to the clients will make a positive vibe to everyone especially the security guards assigned at the lobby.	1
Good job. Teller is fast and nice.	1
Good job. Thank you	2
Good Job. Thank you for your kind assistance. Keep up the good work. Counter 6.	1
Good job. Very fast	1
Good Job. Very friendly Personnels	1
Good job. Very satisfied. Hehe	1
Good job. Very smiling and approachable.	1
Good job..	1
Good job..😊😊😊😊	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good job...	5
Good Job... Congratulations	1
Good job....	2
Good Job..Thank you!!!	1
good job...keep it up	1
good jobe land bank min branch..	1
Good job & more power. God bless	1
Good job	4
Good job	1
Good lahat	1
Good luck	4
Good luck and god bless!	1
GOOD LUCK AND MORE POWER GOD BLESS	1
Good luck, keep up the good works	1
Good luck.. More costumers to come.	1
Good luck... More costumers to come..	1
good man ang landbank	1
Good management!	1
Good morning and Godbless!	1
Good morning ang pakikitungo ang inportante sa lahat.	1
Good morning landbank Calinan branch Thank you for being to kind your customer and always keeping smiling Thank you	1
good morning po mga maam dto sa Land bank ng Echague,Nagpapasalamat ako sa inyo sa kabaitan niyo sa akin kanina Unang pasok ko palang po ay inoobserbahan ko na kayo. Napakabuti at bait nyo po sa mga client nyo.Pati narin ang mga kasamahan nyong Security po.Thank you so much po!.	1
Good morning, So far the service is OK, They are very approachable. I am really appreciated. Thank you.	1
Good na	1
Good na good!	1
Good naman	2
Good naman ang transaction	1
good naman po	1
Good naman po lahat	1
Good naman. Maganda ang service. Friendly ang staff.	1
Good nicee	1
Good nothing to improve	1
Good of service , and hapsay and malinawon	1
Good of serving client	1
Good office	16
good office & Staff	1
Good office. All staffs are smiling and welcoming. Good job!	1
Good office., very satisfy	1
Good people	3
Good people and fast transaction	1
Good people/employee	1
Good performance	11
Good performance at mabilis	1
Good performance...	1
Good personalities of workers.	1
Good personalities.	1
Good po ang service nila	1
Good po lahat. .mabaet	1
Good priority fir Deaf-PWD	1
good process	2
good product	1
Good public servant	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good quality assistance, Thankyou and Godbless	1
Good Quality Customer Service.	1
good quality of service	1
Good quality of service.	2
Good quality service	4
Good quality service to all the clients	1
Good quality service, and efficient.	1
Good quality service.	5
Good quality service. Very accomodating	1
Good quality services	1
good quality servuce	1
Good quality sirvice	1
Good quality standard	1
Good queing.	1
Good relation	1
Good Samaritan	1
Good satisfaction	1
Good Satisfactory service	1
good se4vice	1
Good seevice	1
Good seevices	2
Good serbisyo	1
Good serbisyo at ang friendly ang mga staff	1
Good Serices	1
good servant	3
GOOD SERVICE	1
Good servcice at New accounts!	1
good servcie	1
Good serve	1
GOOD SERVE TO THE CLIENT. KEEP UP THE GOOD WORK	1
good served	1
Good serveroy	1
Good Servery	1
good servic	1
Good servic3	1
Good service	3,868
Good service-	1
Good service	2
Good service - keep up the good work	1
Good Service - they cater the transaction quickly.	1
Good Service & accommdating Mr. Orlando P De Guzman	1
Good Service & Approachable	1
Good service & very accomodidating in terms of banking transactions	1
Good service 👍	2
Good service 👍🏻	2
GOOD SERVICE 🙂 EASY TO APPROACH....	1
Good service 🫰	1
Good service 🫶🏻	1
Good Service , Easy to access	1
Good service .	1
Good service :)	3
good service ;)	1
Good service ??	1
Good Service Accommodating	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good service accomudating	1
Good service all employee	16
Good service All employees	14
GOOD SERVICE ALREADY AND ACCOMMODATING STAFF.	1
Good service already. but, better if you can offer the one with passbook, atm and checking and online in one account. Thank you	1
Good service also employees are mababait	1
Good service always	5
good service always.	1
Good service amd have a approachble staffs	1
Good service and	1
Good service and accommodating	1
good service and accommodation	1
Good service and accommodation.	1
Good service and accomodated clients well	1
good service and accomodating	3
Good Service and all the staff are kind	1
Good service and ambiance for the branch.	1
Good service and ammo dating five star 🌟🌟🌟🌟🌟	1
Good service and approach. Thanks Counter 1	1
Good service and approachable employees	1
Good service and approachable staff	2
Good service and approachable staff ang guards	1
Good service and approachable staff Keep it up!	1
Good service and approachable staffs	1
Good service and approachable/accommodating staffs and personnel.	1
Good service and attentive in duty	1
Good service and being assisted very well.	1
Good service and clear information regarding our inquiry.	1
good service and continue it to serve us better	1
GOOD SERVICE AND COURTEOUS STAFF	1
Good service and easy access	1
Good service and employees	1
Good service and employees are very approachable	1
Good service and entertained waiting clients	1
Good service and excellent	3
Good service and excellent all employees	1
Good service and fair	1
Good service and fast	8
Good service and fast approved	1
Good service and fast service	1
Good service and fast transaction	9
Good service and fast transaction.	1
good service and fast transaction. Nice job	1
Good service and fastest	1
Good service and friendly staff	4
Good service and friendly staff.	1
GOOD SERVICE AND GOOD COMMUNICATION TO THE CUSTOMERS	36
Good service and good employee	1
GOOD SERVICE AND GOOD EMPLOYEES	1
Good service and good teller	1
Good service and has a accommodating employees	1
Good service and have a reasonable time to focus to each client.	1
Good service and helpful employees	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
good service and helpful employees.	1
good service and helpfull	1
good service and highly recommended to Ms. Lea and Ms. Honey	1
Good service and humble that all thank you	1
Good service and kind employee	2
GOOD SERVICE AND KIND STAFF	1
Good service and kind teller/staff.	1
Good service and mabait po yung staff😇	1
good service and mabilis	1
Good service and magaling makasama	1
Good service and nice employees.	1
GOOD SERVICE AND NICE LADIES	1
GOOD SERVICE AND NICE STAFF	7
Good service and polite ms venus	1
Good service and polite staff	1
good service and quick lovely staff	1
Good Service and Smiling staff	2
good service and staff	1
good service and staff ate accommodating	1
Good service and super approuchable and super bait ni ma'am venus javellana	1
GOOD SERVICE AND THE EMPLOYEES ARE SO KIND PLEASE CONTINUE THE GOOD SERVICE THANK YOU	1
Good service and the security guard are polite	1
Good service and the staffs are all approachable!	1
Good service and the staffs are very approaching	1
Good service and transactions	1
good service and trust	1
good service and verry willcoming	1
Good service and very accommodating	2
Good service and very accommodating ang mga empleyado sa LBP Nagcarlan Branch	1
Good service and very accommodating staff	1
Good Service and Very Accommodating.	1
Good service and very accomodatind	1
good service and very fast	1
Good service and very kind	1
Good service and very kind too help to others	1
Good service and well explained if our papers are not complete	1
Good service ang paso de blas branch	1
Good Service anytime	1
Good service approachable	1
Good service approachable staffs	1
Good service as a	1
Good service as always	2
Good service as always 🥰	1
good service at all	6
Good Service at all times. LBP Bolinao Staffs are very understanding and kind.	1
Good service at all!!!	1
Good Service at mababait mga staff etc...	1
Good service but been better if I can withdraw..But it's okay..	1
Good service but needs additional teller	1
Good Service by sir Jojie	1
Good Service by sir Jojie!	1
Good service clients	1
Good service delivery	1
Good service efficient	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good service ever since	1
Good Service experience	1
Good service fast	1
Good Service fast and corteous	1
Good service fast in bank transaction	1
Good service fast service walang aberya	1
Good service fast Transaction	1
Good service fast transaction very accommodating staff	1
Good service for client	2
good service for every customers	1
Good Service for the client	2
Good service for the customers	1
GOOD SERVICE FRIENDLY STAFFS	1
Good service from everyone	1
Good service from good staff	1
Good service from the staff	2
Good service from the tellers	1
Good service from your company	1
Good service god people	1
good service good job	1
good service hope the 1000 unit for the transfer fee exmption could be in increase to 3.M luck thanks	1
Good service immediately response	1
Good service in client	1
Good service in general	1
Good service in people and public employee	1
Good Service in the Costumer	1
Good service is much appreciated	1
Good service just continue your good work	1
good service just keep it up	1
good service kahit bumabagyo	1
Good service kahit madaming tao	1
Good service kay naka withdraw mi og sayo	1
good service keep it up	17
Good service keep it up 👍	1
good service keep it up God bless	1
Good Service keep it up Landbank Sulop branch	1
GOOD SERVICE KEEP IT UP!	1
GOOD SERVICE LAND BANK	1
Good service Landbank Paso de Blas	1
Good service lang	1
good service lbp	2
Good service Lbp Capistrano	1
Good service love it	1
Good service mam venus javellana	1
GOOD SERVICE MS. REGINA IS VERY GOOD PROFESSIONAL AND GIVE THE INFORMATION I NEEDED	1
Good service n accomodating employees	1
Good service na po	1
Good service naman po	1
Good service naman po ang landbank wala naman na po akong ibang masasuggest regarding sa service mababait at approachable naman lahat ng empleyado	1
good service need more counter	1
Good service need pang to look after sa nagsingit	1
good service ni teller	1
Good service nice people very approachable clean inside and outside of the office	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
GOOD SERVICE NICE STAFF	1
Good service nila	1
Good Service no comment Thank you	1
Good service nothing to improve.	1
Good service of all employees	1
Good service of ms Venus	1
Good service of NAC	1
Good service of staffs and employees.	1
Good service of the staff	1
good service of the staff of the bank	1
Good Service Over all	1
Good service particularly the guards and staff	1
Good service po	2
Good Service po 🤗	1
Good service po ha 👍🏻??	1
Good service po kayo	1
Good service polite employess	1
Good service provided	2
Good service provided as always ..	1
GOOD SERVICE PROVIDED! GOOD JOB!	1
Good service provided. Continue the good work.	1
Good service provider 🥰💯	1
Good service quality. None as of now.	1
Good Service really serving the nation	1
Good service received and never what I have expected as process served and explained very well on my queries. Good job team keep it up. Thanks for never ending supports on our inquiry. God bless	1
Good service rendered and very accomodating	1
Good service sa mga tellers	1
Good service salamat sir Michael...	1
Good service sila sa mga client	1
Good service sila sa mga kagaya ko, Approachable	1
good service smile	1
Good Service Smiling	1
good service so far	6
Good service so far.	1
Good service specially to the Staff	1
Good Service Staff	1
Good service staff very accomodating	1
Good service staff were friendly and accomodating, will recommend this bank to my family,relatives & friends	1
Good service sulop branch	1
Good service Thank you	9
good service thank you a good service	1
Good service thank you ms jornet	1
Good service the client	1
Good service the staff is very accomodating . THANK YOU	1
Good service to all	1
GOOD SERVICE TO ALL CLIENTS	1
good service to all employees	1
Good service to client	1
Good service to client.	1
Good service to clients	2
Good service to clients.	1
Good service to everyone.	1
GOOD SERVICE TO NEW CLIENT	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good service to people	1
Good service to people!	1
Good service to people. Thank you Landbank.	1
Good service to people. The staff always have their best smile whenever I visit the bank. Thank you so much	1
good service to the client	4
Good service to the client with respect.	1
good service to the clients.	1
good service to the people	1
good service to you clients and assist them	1
Good service towards and staff are really nice and approachable .	1
GOOD SERVICE two LANDBANK EMPLOYEE ARJEAN F. MONIA & Sherra	1
good service ty	1
Good service very accommodating thanks to Ms. Mary Joy Tamayo	1
Good service very accomodating	2
good service very good	1
good service very humble and helpful employees	1
Good service wala akong masabi😘??	1
Good service were provided.	1
GOOD SERVICE WITH A SMILE	1
Good Service with Happy Employee	1
Good service with kind	1
good service with smiling face	1
good service with smiling teller	1
Good service ya ??👍🏻	1
Good Service!	23
good service! :)	1
Good service! Congratulations!	1
good service! Extremely satisfied	1
GOOD SERVICE! GOOD JOB! KEEP UP THE GOOD WORKS. A SPECIAL MENTION SIR MARK ESPINOZA AND MAM ABIGAIL	1
Good Service! I don't have any recommendations so far as I was assisted accordingly by Ms. Eula Camille Nava. Keep up the good work!	1
Good service! Keep it up!	3
Good service! Mam gen is nice.	1
GOOD SERVICE! THANK YOU@!!	1
Good service! They're all very nice at Urdaneta Br Perez Avenue.	1
good service! Ty!	1
GOOD SERVICE! VERY APPROACHABLE STAFF	1
Good service! Very satisfied.	1
Good service!!	1
Good Service!!!	1
good service!!!!	1
Good service👍	1
Good service👍🏻	1
good service, accommodating and friendly employees	1
good service, accommodation and friendly environment	1
Good service, also the gurad	1
Good service, and I have no problem about their services. Continue their services.	1
Good service, approachable staff. Thank you	1
Good service, assist me well.	1
Good service, but there shouls be a depositor machine in the branch for faster deposit	1
Good service, clean branch, and orderly security.	1
good service, commendable	1
Good service, courteous, hospitable staffs	1
Good service, easy to transact	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good service, everyone is so accommodating.	1
Good service, friendly staff	1
good service, good employees	1
good service, good treatment mam cholly - verifier	1
Good service, keep it up	2
Good service, keep it up!	2
Good Service, keep up the good service	1
Good service, limpyo buotan ang mga empleyado apil mga guard	1
Good service, mabait ang mga tao even mga guard	1
Good service, nice staffs.	1
Good service, old branch.	1
Good service, staff are very friendly	1
Good service, staffs are very helpful! :)	1
good service, thank you	1
good service, thank you for a good service	1
Good service, thank you.	1
Good service, very fast transaction.	1
good service, very good	1
Good service, very helpful mga staff	1
Good Service, Very Helpful, good Employee	1
GOOD SERVICE, VERY SATISFIED	1
Good service, walang hassle	1
GOOD SERVICE,,,,	1
Good service,good personels	1
Good service,Safe and fast.	1
Good service,staff are friendly and approachable	1
Good service,thank you	1
Good service.	49
Good Service. ??	1
Good service. 5 stars	1
Good service. 5/4 stars	1
Good service. Accommodating and kind employees	1
Good service. Always smiling.	1
Good service. Approachable and kind customer service personnel.	1
Good service. Approachable.	1
Good service. Better office	1
Good service. Continue :-)	1
Good Service. Easy to approach	1
Good Service. Friendly and accommodating Staff	1
Good service. God bless.	1
Good Service. Good Employees	1
Good service. Hope it will continue to operate and serve their clients well and good.	1
Good service. Just continue!	1
Good service. Keep it up	4
Good service. Keep it up!	1
Good service. Keep it up.	1
good service. keep it up...	1
Good service. Keep up the good work.	1
Good service. Mababait	1
Good service. Mababait ang mga guard at mga teller.	1
Good service. Mabilis and mabait si Sir Joriedelle	1
Good service. Mabilis! Keep it up	1
Good service. Nice ambience.	1
Good service. Salute to the staff.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good service. Satisfied!	1
Good service. Thank you	4
Good Service. Thank you god bless.	1
GOOD service. THANK YOU VERY MUCH	1
Good service. Thank you.	1
good service. Thank you. Keep it up	1
good service. thanks to the staff for accomidating us	1
Good service. The bank teller, Aiza Marasigan is very accomodating and polite. I am verysatisfied with the way she handled my deposit transaction.	1
Good service. The Branch Manager is VERY ACCOMMODATING.	1
Good service. The CC is visible but font is too small to read.	1
Good service..	1
good service.. fast transaction	1
good service...	2
good service...keep it up,	1
good service..thank you	1
Good Service/ Fast service to client	1
Good Service/ No suggestion	1
Good service/ very accomodating	1
Good service/more convenient office parking	1
Good service....and past	1
good servicea and they have easy transactions	1
Good serviceeee	1
GOOD SERVICEFRIENDLY STAFF	1
Good serviceRobel AltaresDennis Jeriho SorianoJonalyn De Ocampo	1
Good services	218
Good services & costumer service lalo na sa mga guards at kay kua de guzman sobrang bait niya thanks	1
Good services :)	1
good services 100%	1
Good services always	1
Good services and approachable employees	12
Good services and approachable to all clients	1
Good Services and Approachable Emlyoees	3
Good Services and Approachable Employees	5
good services and assist you well in your visiting in the landbank	1
Good services and excelleng	1
good services and fast realeasing to all document	1
Good Services and Fast Transaction	1
good services and friendly employees	1
good services and friendly staffs	1
good services and good entertainer	1
Good services and humility oriented also respect personnel services.	1
Good Services and Quality Employees	1
GOOD SERVICES AND REUABLE	1
good services and very accomodating. Thank you	1
Good Services and Very Approachable	1
good services ang mga personel	1
Good services as always	1
good services as per experience	1
Good services by by	1
Good services ever.	1
Good services fast transaction	1
Good services For mam Cholly Senso	1
Good services for transactions all taff & guard thanks landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good services from good people.	1
Good services From mam cholly Sesno	1
Good services from the staff	1
Good services I really appreciate there effort	1
good services no comment	1
Good Services non suggestions	1
Good services offered	2
GOOD SERVICES OFFERED TO THE CLIENT.	1
Good services offered.	1
GOOD SERVICES PROVIDED	1
Good services provided. Good job!	1
Good services staff and guards	1
Good services to all clients	1
Good services to her client and respectfully ,	1
Good services to the bank client	1
Good services u	1
Good services very accomodating	1
good services very fast	1
Good services very satusfaction officer god bless and more power	1
Good Services!	2
good services, excillent	1
Good services, highly recommended	1
Good services, thank you,	1
Good services,, keep it up	1
GOOD SERVICES,,,	1
Good services,smiling workers	1
Good Services.	12
Good services. Excellent.	1
Good services. No comment.	1
Good services. The staff are very kind and accommodating	1
Good Services...	1
Good servicess	4
Good serviceThank you	1
Good servicing	2
GOOD SERVICING BRANCH HIRE MORE LIKE ANGEL CUSTODIO TELLER	1
Good servicer	2
Good servie	4
good servie at lbp deped	1
Good serviice and excelling	1
Good servince	1
Good serving	1
Good serving always	1
Good serving!	1
Good servise	4
Good servive	1
Good sevice of client	1
Good Service,keep it up	1
Good sevicees	1
Good sevrvicees its ok	1
Good siirvice	1
Good sir very	1
Good sirbisyo	1
Good sirbisyo kaayo	1
Good sirves	141

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good sirves nice	7
Good sirves nice service	1
Good sirves nice...	1
good sirvisng	1
Good slow of Transaction very fast	1
good smile	1
Good so far	1
Good so far!	1
Good Speed Landbank	1
Good srvice	1
Good staff	5
Good staff accommodating and polite. The branch head Ms. Marissa Garduque is extra helpful and accommodating.	1
Good staff all	1
Good staff and good service!	1
Good staff and very accommodating	1
Good staff service	1
Good staff.	1
Good staff. Very accomodating	1
Good staffs	1
good survey	1
Good survey.	2
Good talaga ang morning ko ngayon😊	1
Good teamwork and collaboration.	1
Good teller	1
Good teller and helpfull	1
Good to assist the cotumers.	1
Good transact	1
Good transaction	23
Good Transaction and accomodating staff	1
good transaction and smooth	1
Good transaction and then mababait yung mga staff mabilis lang yung pag process	1
Good Transaction very fast then all staffs are decent	1
Good transaction very welcoming and accommodating	1
Good transaction, smooth.	1
Good transaction. Very polite staff	1
Good Transactions 💖😌	1
Good transactions and employees are very generous.	1
Good transition	1
Good treatment and very excellent service	1
Good treatment to the customer	1
Good up the good work! Mabilis ang transaction	1
good very accomodating	1
good vibes palagi pagpasok sa branch	1
Good well done	1
Good with smile 🥰	1
Good Work	16
Good work and services	1
Good work ang good relationship to client.	1
good work God Bless	1
good work keep it up	1
Good work landbank	1
Good work love your service	1
good work so far	1
Good work to all	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good work!	1
Good work...	1
Good working relationship. Wholesome dealing with the clients. Keep up the good work!	1
Good!	5
Good! Good! Good!	1
Good! Satisfied client	1
GOOD!!!	1
Good,	1
good, accommodating	1
good, fast and kind employees	1
Good, Friendly & Sociable Personnel. God bless.	1
Good, Good Luck , Thank you	1
Good, keep up the good work Godbless	1
Good, Management	1
Good, Nice	1
good.	19
Good..	1
Good...	1
Good....	1
Good.Easy to approach if naa e ask dn fair sa tanang clients especially sa numbering ty	1
Good.Mabait po yung mga staffs ng landbank	1
Good? And smart nga mga guard.	1
Goodassistance to service	1
Goodday, Today i was assisted by ms venus javellana.i am grateful that i was entertained and answered my questions with a smile.it was explained to me the way i will understand it. Thank you Landbank.	1
goodjjob	1
Goodjob	13
Goodjob landbank!	1
goodjob po at maraming salamat sa lahat ng pagtityaga .. maka pay out lang kme 🥰🥰	1
Goodjob Thankyouuu	1
Goodjob! Friendly and courteous staff...keep it up! God bless 🙏	1
goodjob! Keep up the good work	1
Goodluck	1
Goodluck and God Bless!	1
Goodluck and more power!!!	1
GoodMorning! Kindly continue your good service for the community at stake. God Bless	1
Goodnjob	1
goodnservice	2
Goodperformance	1
Goods	38
GOODS <3	1
Goods costumer services & lalo na si kua guard de guzman verry good for me ang galing mag assist palage naka smile sana lahat ng guard kagaya niya galing ako sa jasa lahat ng guard doon bastos thanks.	1
Goods na	4
goods na goods tas malamig sa loob 5 star fr fr must come and magaganda ung mga nasa loob	1
Goods naman hehe	1
Goods naman lahat	2
Goods naman lahat walamg problema	1
Goods naman mabilis transactiom	1
Goods Naman po	1
Goods naman po lahat	4
Goods po	2
Goods po lahat	2
Goods po. Maapproach po lahat untl guard palang okay na sila.. salamt po	1
Goods service	5

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
goods service & lalo na sa mga guards magaling sila mag assist & good costumer services thank you	1
Goods services	1
Goods services :)	1
Goods services and friendly staff	1
goods very services	1
Goods.	1
Goodservice	15
Goodservice 👍🏻	1
Goodservice 🤙🏻	1
Goodservice Mabilis mababait silaa	1
Goodserviceeee 🫶🏻😌	1
GoodServices	2
Goodservicetoclient	1
Goodwork	1
Goodwork!	1
Goof job	1
Goof service	3
goof service keep it up	1
Goof service, friendly employees	1
Goog Job!	1
Goog luck	1
Gook	1
Goood service	1
Goood servicing	1
goooooood	1
Goos costumer service	1
Goos transaction	1
Gorgeous and accommodating staff	1
Got an easy inquiry with the staff during my visit at Landbank.	1
Government service maayos yung service thank you	1
Gov't services are excellent. A good improvement as before.	1
grabe ka Approachable c Sir Verifier	1
Grabe NAC's Personnels kahit maraming ng.open, Smiling pa rin	1
Grace was so helpful and made my account opening very easy	1
GRATEFUL AND HAPPY TO ENTERTAIN THEIR CLIENTS. THANKS AND GOD BLESS	1
Grateful for ma'am Jessa sa pag open ng accout at mabilis na pag assist for senior like me	1
Grateful for such excellent service offred by the bank and its personnel.	1
Grateful for your Service	1
Grateful to landbank and its personnel for providing me such wonderful service.	1
Grateful to landbank maasin and its personnel for accomodating me. Tha transaction is fast. Personnel are also very nice.	1
Grateful to landbank maasin for rendering such great service. Transaction is also fast and personnel are nice	1
Grateful to landbank! Such excellent service rendered.	1
Graveh kabut.an sa empleyado.thank you kaayo	1
Graveh sila mo accomodate madale ang transaction the manager and staff always smile maabiabihon maayon pajud mga gwapa pajud kaayo sila..	1
Great	38
Great & fast service. Very thankful for assistance.	1
great 5 stars!	13
GREAT ACCOMADATION	1
GREAT ACCOMODATION...THANK YOU	1
Great and approachable	1
Great and fast service as usual. Keep it up, Tellers!	1
Great and fast service in opening of account at Landbank Binan.	1
GREAT AND FRIENDLY STAFF	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Great and I'm satisfied with their services.	1
GREAT AND WONDERFUL SERVICE!!!!	1
Great ang service at mabilis mababait din ang mga employee at mga tao sa Landbank Nagcarlan Branch	1
Great as is	1
Great Assistance	1
Great bank Love the services of land bank dost bicutan services Mabuhay..PNP NCRPO TEAM	1
Great bank services!	1
Great bank. Thank you.	1
Great banking service	1
great client support from Mr. Jeany	1
great cs	1
Great customer performance.	1
Great customer service	13
Great Customer Service for Landbank-TM Kalaw Branch. From the Bank Manager Jane And all the staff are very courteous, accomodating and efficient. I commend the excellent service and Im Happy to partner with Landbank on my banking needs.	1
great customer service keep it up	1
Great customer service.	1
Great customer service. Keep it up! Thank you	1
Great customer service. The tellers and other staff of Landbank FTI are very accommodating. They always greet their clients.	1
Great customer service.Highly commendable.??	1
Great Day!	1
great employees	3
great experience	3
great experience I enjoy the great customer service	1
Great experience! Will surely comeback.	1
Great experience!!!	2
Great experience. Helpful document examiner sir Robel Altares and also the guards are welcoming	1
Great experienced	1
Great good very attentive assistance courteos	1
Great help regarding may inquires	1
Great help, Ms. Honey Pearl! Thank you!	1
great hospitality, thank you. Great job. Keep up the special mentions Kristina Mendoza	1
Great Job	30
Great Job ! Congratulations!	1
Great job and to Ms Tin she handled me really well.	1
Great job Capistrano Branch for the fast and friendly service	1
great job congratulations	1
Great job especially everyone at Landbank Banilad branch.	1
Great job for helping me in my transactions effeciently	1
Great job for the bank teller! Ms aw and michael	1
Great job for the verifier	1
great job kuddos	1
Great job landbank	1
Great job Landbank Malolos!Keep it up	1
Great job Landbank Maysiloa	1
Great job Landbankers!	1
Great job LBP	1
Great Job LBP Capistrano br for fast transaction	1
Great job lbp dau	1
Great job Ms April... very accommodating and facilitative cheers!	1
Great job on handing customer's issue. And very good accomodating customer	1
GREAT JOB ON HANDLING CLIENTS ISSUES QUICKLY AND PROFESSIONALITY	1
Great job on serving the clientKeep it up!	1
Great job!	19

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Great job! And keep the good work till my next transactions...	1
great job! God bless!	1
Great Job! Job well done. Keep up the good work!	1
Great job! Keep it up and may our good Lord continually bless and use each of you in fulfilling Landbank's mission and vision.	1
Great job! Keep it up!	2
Great job! Keep it up.	2
Great Job! More Power!!	1
great job! staff are very knowledgable and helpful. keep up the good work	1
great job! staff are very knowledgable ans helpful. keep up the good work	1
Great job! Thank you	1
Great Job! Thank you for you wonderful service!	1
Great job! Thank you land bank!	1
Great Job! Very convenient and do not consume so much time.	1
GREAT JOB!!	1
Great job!!! thank you so much!!	1
Great Job!;	1
Great job!Congratulations	1
Great job, satisfied with the service.	1
Great Job, The staff & employees Are Helpful, Most Especially the guards who are very accomodating & willing to assist excellent customer service & very courteous	1
Great job,thank you for helping your customer.	1
Great job.	1
Great job. Fast transaction	1
Great job. Keep it up!	1
Great job. Keep it up.	1
great job. Nice teller	1
Great job. Very accomodating	1
Great job! Statisfied client here.	1
Great LBP Branch!	1
Great office of staffs	1
great perfuncion	1
Great Products and Services! Kudos to Angeles Landbank team.	1
Great quality of service.	1
Great Service	76
GREAT SERVICE - FROM THE GUARD UP TO OPENING MY ACCOUNT	1
GREAT SERVICE !!	1
Great Service & Good Job (heart)	1
Great service	1
Great service .keep it up	1
Great service ??	2
GREAT SERVICE ACCOUNT OPENING	1
GREAT SERVICE ALWAYS!	1
Great service and accomodating	1
Great service and accomodating employee. Keep it up!	1
great service and assistance of mr rosalie alano	1
Great service and effecent service by the teller	1
Great service and elegant ambience.	1
Great service and fast transaction.	1
Great service and good ambience, friendly staff and helpful	1
great service and more power	1
GREAT SERVICE AND POLITE STAFF AND MANAGER	1
Great service and very accommodating staff	1
Great service and very prompt response to my queries.	1
Great service from all the Land Bank Villamor Air Base personnel as always! Keep up the great work. Thanks	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Great service from all the staff. Good job.	1
great service from miss margie	1
Great Service from Rosalie Alamo. Fast Transaction and accomodating to all questions.	1
great service good to meet jack thanks	1
great service it was very helpful in answering mu quiries.	1
GREAT SERVICE KEEP IT UP	1
Great service— keep it up!	1
Great service landbank pasig capitol branch!	1
Great service LBP Vigan,Thank you ma'am Suzan, ma'am Lea, Sir Jeremy and Sir Josh.	1
Great service more power	1
great service of facing the client thanks	1
Great service provider	1
Great service provider and the staff are well-mannered and approachable.	1
Great service received	1
GREAT SERVICE SO FAR👍	1
Great service so far, very accomodating and friendly.	1
GREAT SERVICE STAFF IS APPROACHABLE (MA REGINA JOYCE C ESQUIVEL)	1
great service thanks ma'am cholly!	1
Great service the account clerk name Venus Javellana was very accommodating in assisting customers. Continue an excellent service I suggest to add additional staff	1
Great service to the client/Depositor	1
Great service very accomodating management & staff, Thank you	1
Great service!	19
Great service! 😃	1
Great service! I love them all!	1
Great Service! Keep it up!	1
Great service! Kudos to Villamor Air Base branch 💚	1
Great service! Landbank argao	1
Great Service! Thank you for your assistance :)	1
Great service! Thank you so much.	1
Great Service! Very Satisfied customer here	1
Great service!!	1
Great service!! Diliman branch is easy for the time of my transaction...	1
Great service!Costumer service is second to none!😉	1
Great service, especially friendly guard keep it up	1
Great service, keep it up!	1
Great service, very accomodating staff	1
Great service, very fast transacting with you. Congratulations...keep it up	1
Great service,just maintain!	1
Great Service,nice attitude of workerd. Thank you.	1
Great service.	5
Great service. Fast and easy transaction.	1
Great service. Fast transaction.	1
Great Service. Keep it up !	1
Great service. Keep it up!	1
GREAT SERVICE. STAFF ARE VERY PLEASING AND KIND.	1
Great service. Staffs are welcoming	1
Great service. Suggestion for improvement, monitor that shows queue number formpre organized experiences	1
Great Service. Thank you	2
Great service. Thank you!	1
Great service. Very accommodating teller	1
Great service. Very accomodating & helpful	1
GREAT SERVICE.. KEEP IT UP MA'AM =)	1
Great service.very polite staff. Keep up the good work.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Great service/pretty teller	1
great services	8
great services offered	1
great services. Keep it up and congratulations. More power	1
Great sevice	1
Great staff	2
Great staff accomodation	1
great staff and good too	1
Great staff and very accomodating! Keep up the good work!	1
Great staff very good services	1
GREAT STAFF VERY HELPFUL	1
GREAT STAFFS AND ALL ARE WELCOMING	1
Great staffs very accommodating	1
Great team, teamwork	1
Great teller	1
Great thank you	1
great thanks	1
Great transaction! The staff are accomodating!	1
great work	1
Great work and happy serving it's clientele. Thank you for your usual and utmost consideration.	1
Great work when not much people in the branch, I hope it stays the same when peak hours	1
Great work!	1
Great work! Landbank for serving.	1
Great!	6
Great! good luck	1
Great! The guard's are very helpful	1
Great, and well done	1
great, none	1
great.	1
Greatful	1
greatjob!	1
Greatly satisfied with all the service. Thank you	1
Greatly satisfied. Thank you Ma'am Riza for the good service.	1
Greattt !! 🤗	1
Green Smile 💚	1
Greet Job 🎉??	1
greet your customer with your smile. Wag nakasimangot	1
greeted courteously and served immediately	1
Greeting the customer and thanking him after and every transaction with the bank	1
greetings with the client keep it up	1
Guapa buotan ug abtik	1
guard and teller - thankful for the staff's assistance as i was unfamiliar with the transaction they help made it easier	1
Guard is very accomodating. Management is approachable.	1
Guard on duty and Employees are approachable and Helpful / Sir Bruce was so Helpful even the guard on duty	1
GUARD ON DUTY WHO ASSISTED ME DURING MY VISIT IS VERY HELPFUL AND COURTEOUS.	1
guards & tellers are polite and helpful	1
guards and employees are very approachable and kind	1
Guards and staff are approachable	1
GUARDS AND STAFF ARE VERY FRIENDLY THAT'S WHY I ALWAYS CHOOSE THIS BRANCH.	1
guards are accomodating so w/ the staff	1
Guards are courteous , and respectful! Thank you Landbank??	1
Guards are honest & courteous. I lost my wallet here and they gave it to me.	1
Guards are very friendly and helpful	1
guards are very helpful fast transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Guards are very kind!	1
Guards now ok	1
Guards will not give queue number automatically.Which is needed for facilitating any transaction aside from the fact that The number is outside the building, guards will have to go outside then get the number	1
Gud day ask of me good jud accomodating kaau cla	1
Gud day po landbank unity po God bless	1
Gud day sa land bank all i can say s im so thankful nice kaau ang accomodation ni maam which s helpful kaau and thank u kang sir guard	1
Gud service ela @ joseph caliquuran & office	1
Guide the clients more	1
guide us	1
Gumamit electronics numbers para di n kailangang sumigaw ang teller	1
gusto ko dito sa landbank	1
gusto ko dito sa landbank dahil mab8lis ang kanilang transanction	1
Gusto ko lang po icompliment si Ms Abegail Ocleana Destura. Super fast and reliable staff po siya ng Guadalupe LBP Branch po. Excellent customer service rin po lagi ang ipinoprovide nya. Keep up the good work! She is an asset sa branch po ninyo! Thank you	1
Gusto ko lang po ipaabot ang pasasalamat po dahil sa bawat katanungan at kailangan po ay maayos at mdaling lapitan po lalo na po sa pagsasaayos ng aming weAccess. Bago po kmi sa paggamit ng atm payroll uploading thru weAccess Pero nging successful po sa tulong nila at matiyaga po kming inaassist.. thanks po sa LBP Calapan employees.	1
Gusto ko nga madungan pa Ang mga farmer nga maka avail sa loan para daghan Ang matabangan	1
Gusto ko pong pasalamatan at icommend ang landbank east avenue branch sa mabutubg pakikitungo nila sa amin. Lalo na po kay mam Mary Ann Apdua at Mam Regine Javalde. Thank you po!	1
Gusto ko yung mga promos at rewards program It makes banking more rewarding	1
Gusto Kong icommend at pasalamatan sina Rob Altares at Liza May Novicio sa pag-assist sa akin na maenrol ang aking iaccess. Sobrang matulungin at maasikaso sila. Hindi nila Ako pinabayaan hangga't di successful ang enrollment ko sa iaccess. Dahil sa kanilang assistance, napadali ang iaccess enrollment ko. Kudos sa inyong dalawa at sa buong East Avenue branch.	1
Gusto lang namin mapadali ang mga transaksyon namin sa inyong tanggapan,salamat.	1
Gusto po sana malaman kung nanjan na po ang aking credit card	1
GUYS HERE ARE VERY ACCOMMODATING	1
Gwapa ang tellers ug nac ug mga buotan	1
Gwapa c ma'am weng	1
Gwapo ang driver	1
Gwapo ang utility	1
gwapo ng guard mister billones	1
habaan pa ang oras nyo khit 5pm	1
Habaan pa po ang pasensya lalo na sa aming less knowledge sa pag update.	1
Habaan yung transaction time	1
Had a Best transaction	1
Had fun interacting with Marge. So cheerful and helpful too.	1
Had no issues completing my transaction	1
Halos lht nm n po ay maayos s tingin ko po ay n meet po lht ng expectations.regarding s service for our customers/client	1
Handa po kme tulongan kung anu nais namin gusto nmin sabhin	1
Handle well	1
handling of customer care is ok but other channels like online banking is the waterloo of LANDBANK	1
Hands On techncial assistance provided	1
hands-on sa pag guide sa akin ang mga landbank personnel kahit na ang ilang beses akong namamali sa pagpirma. inaalokan pa nila ako ng tubig para kumalma daw ako. maraming salamat sa kabutihan ng mga landbank personnel.	1
HANK YOU FOR THE PROMPT SERVICE AND ACCOMODATING STAFF	1
hapoy po	1
Happily served	1
Happy	15
happy & very satisfied to the service of incharge staff	2
happy 61st landbank More years to collect and counting	1
Happy Ako dito	1
Happy Ako dito mag transact	2
Happy and contented po aq sa seebisyo ng enyong ahensya...maraming salamat po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Happy and satisfied with the service	1
Happy and satisfied with the service.	1
Happy and thankful. Good job!	1
Happy and Very Sastified	1
Happy ang transaksyon ko dito	1
happy anniversary landbank😘😘😊😊😊	1
Happy at satisfied naman ako sa service ng LBP Nagcarlan Branch	1
HAPPY CLIENT ,ACCEPTING GOOD SERVICE	1
Happy customer here	1
happy customer mababait ang tao s branch from guard to staff salamat	1
happy customers	1
Happy face	1
Happy face suits you, always be polite to client.	1
Happy in branch	1
Happy kaa u	1
Happy kami	1
happy kami dito	2
Happy lang lagi	1
Happy service	1
Happy serving	2
Happy smile	1
Happy to communicate with them. Thank you.	1
Happy to serve the clients. Very satisfied with all my transactions in the office.	1
happy to serve you.	1
Happy to visit	1
HAPPY WITH SERVICE NEW ACCOUNTS WAS VERY HELPFULL AND ANSWERED ALL MY QUESTIONS	1
happy with the new accounts clerk service fast efficient friendly and very accommodating	1
Happy with the service	2
happy with the service and keep improving	1
Happy with the service I received! Continue serving people with a heart.	1
Happy with the service of this branch! Attentive and accommodating staff.	1
Happy with the service provided by the Qc hall branch	1
Happy with the service they gave	1
Happy with the service!	1
Happy with the service, nice job! The teller is very nice.	1
Happy with their services	1
HAPPY with their services to customer	1
Happy😁	1
HAPPY/ MABILIS	2
Happy...and Very satisfied..	1
Happyy	1
hapsay ang transactions and no hassle, very accomodating ang mga staff	1
Hapsay ug limpyo ang bank	1
Hard warking to improved our barangay	1
Hard work	1
Hard working	1
Hardtime to activate i acess or online banki	1
Hardwork	1
Harmful Silang kausap ok	1
Hase sa akong side 3 times ng balik para i claim akong card	1
hassle free ang pag transact sa branch	1
hassle reporting as it took 5-10 days and hard to contact customer care hotline; hard to enroll in online banking	1
Hassle-free transaction	1
Hassle-free transaction, superfast service and very very corteous and friendly staffs.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Hassle-free transactions and accommodating staff	1
Hats off to the the employees and services given..Salamat Po	1
Have a best service	1
have a bigger display for minute texts and numbers. Thank you	1
Have a brochure on how to process different transaction to lessen the time that costumer may take.	1
Have a Cash Deposit Machine for more easier convenience.	1
Have a complete services here in LBP Moncada.	1
Have a Detailed Transaction history on IAccess	1
have a good day	1
have a good day and more power	1
Have a good day. Para po sa akin wala na po akong suggestion kase po maayos po ang mga transactions na naganap yung nga lng medyo natagalan ng konti. Thank you po.	1
Have a good service	2
Have a good service and approachable	1
Have a good service..	1
Have a nice day ms norvie. Happy service happy life. Keep it up the good work😊	1
Have a que screen for numbering	1
Have a waiting area, Thank you	1
Have a week end transactions	1
Have always had nothing but the best customer service experience. I deposit daily and I can guarantee that the employees are dedicated and very hard working, especially ma'am Monica Roda, always available to help and answer queries and is very efficient in handling her work.	1
Have always have nothing but excellent service in a comfortable and pleasant atmosphere.	1
have available teller during break of clients.	1
Have comfort room for clients	1
Have excellent work service, approachable, and easy transaction. Job well done!	1
Have good experience. Every one is accomodating good job	1
have good service	1
HAVE MANY TELLERS	1
HAVE MORE BRANCHES.	1
Have more employees for much faster transaction/accommodation.	1
Have more staffs for the clients to assist to those who wants to open an account. It takes so much time to wait at the queue	1
Have no words, staff are accommodating and very nice.	1
Have smile on the employees no matter how busy they are..it lightens clients long waiting ...	1
Have some queing machine para mas marinig ng mabuti at mas convinient sa staff and customers	1
Have specific lane for withdrawal and deposit	1
Have stable internet connectivity at all times	1
Have the CC posted outside the office, if possible. That way the customers would be advised of the processes before going inside the bank. As for the services, the staff was very accommodating and helpful! Efficiently resolved my concerns. He even set proper expectations after the transaction. I'm highly satisfied.	1
have the request for soa to deal online	1
having more teller for fast transaction	1
he employees are so friendly sobrang approachable nila	1
He handled my account opening very well. Mr. Alrafy Usman. Thank you very much!	1
He helped very well. And simple approach to people to have a transaction.	1
hefull to the people	1
help each other	1
help me very assist me and help me very careful & I am so happy	1
Help them to clarify their needs.	1
help us	1
Help very much	1
help very much	1
Help very much and approachable	1
Helped me in my Baranggay Transactions	1
Helped me very much.	1
Helped verry much.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Helped verry very	1
Helped very much	8
Helped very much and very good is service	1
Helped very much The Janitorr	1
Helped very much to sir Michael aligaya...	1
Helped very much.	2
Helped very much. Good job.	1
Helped very much. Ty	1
helpful	16
Helpful and accommodating staff.	1
HELPFUL AND ACCOMMODATING, FAST AND CONVENIENT	1
helpful and accomodating staff	1
Helpful and accomodating Staffs	1
Helpful and accomodating.	1
HELPFUL AND COURTEOUS.	1
helpful and fast	4
helpful and fast to transac	1
Helpful and fast transaction	1
Helpful and friendly	3
Helpful and friendly staff	1
Helpful and humble	1
Helpful and kind	1
Helpful and knowledgeable about the process, he help me opening an account. I really appreciate his best customer service (Mr. Victor Michael C. Corrales).	1
HELPFUL AND NICE STAFF	3
Helpful and professional	1
Helpful employee	1
Helpful employees!	1
Helpful esp if error in writing the account number. Thank you and God bless	1
Helpful interns and good sorroundings.	1
Helpful joy	1
helpful masyado si Sir. thank u	1
Helpful new accts as always ;)	1
HELPFUL PERSONNEL	5
Helpful staff	3
HELPFUL STAFF AND FAST SERVICE	2
HELPFUL STAFF AND FRIENDLY	1
HELPFUL STAFF AND KIND	1
helpful staff, very courteous	1
Helpful Staffs	2
Helpful the staff and easily answer the information I know. Good job.	1
helpful to 4ps	1
helpful, fast and convenient and friendly staff	1
helpful, fastband convenient	1
Helpfull	2
Helpfull and accommodating	1
Helpfull and appreciable	1
HELPFULL STAFF FAST AND CONVENIENT VERY SATISFIED WITH THE SERVICE	1
Helpfulnand friendly staff	1
helping each other if there is more client	1
Helping each other if there is more clients	1
Helping each other like for example sa mga costumer na di maxado kabisado pa mga ginagawa.ty	1
Helping very much	1
helpol	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Hi Cherrie Your immediate action and reply was deeply appreciated. My checking account balance now reflect the actual amount. Kudos to Landbank Subic Argonaut Highway branch and staff! Thank you again and have a good day. Regards, Rogelio Magante Jr	1
HI GOOD DAY MA'AM SIR LANDBANK CALINAN THANK YOU FOR ACCOMMODATE YOUR CLIENTS😊😊	1
Hi ok, very gast yrsnsaction	1
hi regarding of my concern in landbank concepcion sobrang bait ni mam tin castillo and napaka approachable madali lang din yung process na ginawa sken nag fill up lang ako ng form and nag wait kudos to the team of landbank concepcion.	1
hi this is edwin vharga espinosa from mabini..the land bank staff is hospitable regarding paper work and to all my transaction..it cant be big help for me kasi mababait lahat ng staff very approachable and always silang naka smile the guard the tellers everything..thank you and god bless🙏😊	1
Hi, there sobra nakakatuwa ang employee nang Land Bank Calapan mula sa guard hanggang sa staff super accommodating sila.. pag pasok palang naka smile sila. Nakaka good vibes lahat sila.. 5 star LandBank Calapan mula sa head branch nila hangang sa guard. Napaka babait at very helpful.	1
Hi, Good Day, Nakaka good vibes lang lagi every transact ko sa LandBank Cal. Mula sa nag gagandahan Branch head hangang sa staff sobra maalaga at maasikaso sila sa mga client nila. Guide nila ang mga bagohan client step by step. Nakakatuwa sila na kaagapay talaga nila ang bawat isa sa amin na lagi nag transact sa land bank. Sana ipag patuloy ninyo lang lagi ang magandang pakikitungo sa client. ??????????	1
hi. it was only to our payroll of Jibril's Specialty Foods Inc.. i've noticed that every payday of ours palagi pong late na pumapasok sa atm, even though nai submit naman ng ofc as early as they can. hopefully that this feedback of mine will improve our payroll experience. Thank you so much	1
high exceptional service	1
High internet connection	1
HIGH MORAL! KEEP UP THE GOOD WORK!!!	1
High recommended	1
High Service Charge	6
higher amount of loanable amount and longer period of amortization similar to gsis	1
Higher temp of aircon during this time of summer	1
Highly accommodating	1
Highly acvommodating	1
Highly advised to implement online Time Deposit transactions.	1
Highly appreciable. High remarks in terms of service. Job well done	1
Highly appreciate Sir Ivan Dumaau for his help. He is very accommodating and polite..	1
Highly appreciated	1
Highly Appreciated costumer Service given by maam evelyn. I commend for her good values.	1
highly appreciated customer service given by Maam Evelyn. I Commend foe her good values.	1
Highly appreciated for the very good service🙂 Kudos!	1
highly appreciated of how you treat your customers	1
highly appriciated, friendly staffs	1
highly commendable	3
Highly commendable banking service	2
Highly commendable public service. Especially the front desk officers and back-end service workers. All staffs are welcoming and accomodating. keep up the good work po.	1
Highly commendable. God bless	1
highly professional and courtesy	1
Highly Reccommended 11/10	1
Highly Recomendded	1
Highly recomedmd and much appreciated	1
Highly recomendded	1
Highly recommend	2
highly recommend bank clean facility the guard approachable	1
Highly recommend landbank Capistrano	1
Highly recommend thidls services	1
Highly Recommended	17
Highly recommended and keep it up	1
highly recommended and much appreciated, the service is good and fast	1
Highly recommended bank	1
Highly recommended because loan account was properly handled and managed.	1
Highly recommended branch	2
Highly recommended LandBank branch	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Highly recommended maam maricar. Madaling kausap magaling magassists and mabait. She answered my queries very well. Superb customer service. Thank you	1
Highly recommended more power	1
Highly recommended Ms Venus Javellana. Fast service and very respectful.	1
Highly recommended service.	1
Highly recommended smooth transaction	1
Highly recommended the service they provide.	1
highly recommended, friendly environment	1
highly recommended, friendly staffs	1
highly recommended.	2
Highly revommended	1
Highly satiefied	1
Highly satisfied	1
Highly satisfied and contented with the branch service. The employees are all accommodating and easy to approach. Will come back again for future transactions. Thanks!	1
Highly satisfied!	1
higit n pagbutihin ng lalo pang tangkilikin	1
Higpitan ang at pa lakasin ang land bank security para hinding hindi ma hack ng Mga hacker ang land bank account mo	1
Hinaot untag madak an pa ang landbank kay nag kadaghan na ang transactions.	1
Hinde ako nag sisi sa landbank.ang dali lang ng open account ko.	1
hindi ako nagkakaroon ng problema sa bawat transaction.	1
Hindi ako napagud sa pag aantay para ma open nang account ko.	1
HINDI HUMAHABA ANG PILA KASI MABILIS MAGSERVE	1
Hindi ko na kailangan maghintay ng matagal kasi mabilis lang yung transaction	1
Hindi mabagal ang pagprocess ng transaction kaya nakauwi ako agad	1
Hindi mahaba ang pila dito sa GMA Landbank . Mabilis ang proseso ng deposit	1
Hindi mahirap makita lahat ng impormasyon na kailangan. Napaka approachable ng mga staffs. Big thanks to Miss Mary Ann for helping me and assisiting me.	1
Hindi maiiwasan ang delayed transaction kaya reasonable naman at need mag antay ng mga clients.	1
Hindi masungit ang staff	1
hindi minadali kahit maraming tao	1
Hindi na kailangan dahil maayos ang pakikitungo nga mga empleyado.	1
Hindi na kailangan mag suhestiyon maayos,maunawa, at maasikaso sila	1
Hindi na kailangan pa mag suhestiyon, maayos at maasikaso sila sa lahat ng aplicante	1
hindi na po kailangan dahil maayos naman po ng pagpapalakad dito wala po ako masasabi	1
hindi naging matagal ang waiting time	1
Hindi nakakainip sa pagpila dahil mabilis lang umusad	1
Hindi po talaga matagal ang transaction nila	1
Hindi sila namimili ng tao..Maayos ang pagkakasunod.sunod ng mga transaction.	1
hindi suggestion pero ok feedback na convenient w/customers and efficient services.	1
Hindi talaga ako nahirap may naga assist tagala	1
Hire additional employee.	1
Hire additional staff and get a bigger office to accommodate more customers and faster turnaround because some days the bank is crowded	1
Hire another personnel @ vlrac branch, Sherwin Dañas Jr. Highly recommended	1
Hire more employee.	1
Hire more employees	1
Hire more employees like Ms. Vanessa, the one who assisted me with my transactions earlier. I've noticed how dedicated and passionate she is in her job and I could definitely say that Ms. Vanessa has developed a commendable communication and multi-tasking skills.	1
Hire more employees to make the transaction even faster.	1
Hire more employees.	1
Hire more people to cater more clients in a shorter amount of time	1
Hire more personnel	1
Hire more personnel committed to public service. Very accommodating & friendly.	1
Hire more staff	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Hire more staffs to accommodate many customers	1
Hire more teller.	1
hire more tellers	1
Hire more tellers to accommodate all the clients in the branch.	1
Hire more workers to speed up the transactions of the clients and also not have too much difficulty for the present workers, because sometimes with the number of clients they are also having a hard time. Because we can't deny that, sometimes even when we are very tired, we still fight, so that we can provide the service that is good for our clients. So to make it easy for everyone, that's my suggestion, to hire more workers. Thank you, and God bless us all.	1
Hired more people like Mr. Mark de Ocampo who greeted me on the way to the Citizen's charter corner. then promptly assisted and attended to the missing part of CC on Agrarian services. As a matter of fact he referred me to Ms. Jobelle to email the missing CC Also to Mam Gladys who assisted us in the updating of signature cardsThey truly embodied the mission___ and truly serving the nation	1
Hiring process should be reviewed especially there is considerable amount of time from the date of pre-qualifying examination to scheduling of interview. I already passed the said exam on May 2024 but until now I haven't received an interview invitation.	1
Hmnn...the temperature is not so cold to beat the heat outside.	1
Hnde na nid dahil maaayos sila sa pag eentertaine sa amin	1
Honesome & Super bait thank you :)	1
Honest	1
Honest employee	1
honestly ay wala naman na po akong nakikita na dapat pang iimproved mula sa mabubuting guard hanggang sa teller ay ok naman po ang lahat??	1
Honestly with my long years of bank transactions for in landbank, it was always a pleasant experience because of the good services done in a veeey professional way	1
Honestly, all of the employees here are good, have sense of humor and very kind. No bad comments at all and do your job. God bless. Thank you all.	1
Honestly, the transaction form this officie was very faster because of the number of employees working on it. Since they have enough workers, it makes easy to do things. Also, they havee approachable works.	1
Honesty, courtesy, efficiency	1
Hood	1
Hood service	1
Hope all LBP is like LBP Naga. Ang Dalagete ga mika pwerti striktoha ditdo sa ilang staffs samot na tong tambok. Kusog kaayo mang power trip haloson ipa balik2x kng naay ipausab dili nalang kay iusa ra.	1
Hope LB customer service could be more efficient in answering client's concerns	1
Hope state of acct can be securely sent over email like other babks who transitioned/have the option for online banking	1
Hope that dollar withdrawal is available anytime. No need to call a day before. And faster as well. Coz normal waiting time us 1 hour 😢	1
Hope that our loan process is more faster.	1
Hope that that will be 1 day in a month that the bank is open so that we dont need to be absent at the workplace to transact.	1
hope the atm outside is always available . There are times that it is offline for 2 days	1
Hope the ATM outside is always available. There are times that it is offline for 2 days.	1
hope there will be a priority lane for government employee	1
Hope there's no deposit payment of 200 with the same landbank within the region or even nationwide coz gcash and other payment centers are even cheaper to fund transfer or deposit.Thank u.	1
hope they have atleast 3-4 on opening account cause they are trust wort bank	1
Hope they will improve their services when it's comes to opening new accounts	1
Hope to change the check deposit transaction, no need to go to other lbp branch.	1
Hope to have additional teller for fast transaction.tnx	1
Hope we can transact in any branch the request to change email amd other data of school and also snapshots	1
Hope you can provide free coffee for those who wait	1
Hope you'll continue serving the people.	1
Hopefully bank can extend at least 2 hrs in their office hour to cater their clients	1
Hopefully ma-approve.	1
Hopefully maging mas malaki ang office ng LBP Mulanay soon.??	1
Hopefully magkaroon ng atm deposit machine dito sa kapatagan	1
Hopefully mapabilis po yung pag release ng mga original documents ng mga nkuhang sasakyan thru public bidding..	1
hopefully more bills pa ang ma provide sa landbank like 100s and 50s	1
Hopefully my loan account can easly access to iaccess mobile app	1
hopefully soon can provide a parking for client.	1
Hopefully soon con provide a parking for client.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Hopefully soon, renewal of salary loan will be accessible online wherein documents will be downloaded via online for much easier service.	1
Hopefully the manpower in the new accounts section increase due to the fact that there are many individuals waiting in lines..	1
hopefully the TAT for undispensed withdrawal will be shorten to 2-3 banking days	1
Hopefully there is a free coffee in every client.Thanks	1
hopefully there is none waiting outside because it is so hot or just hoping it will not take time to wait outside if possible . in my case i waited 1 hour and 35 mins.	1
Hopefully there will be an orientation to agencies with regards to those are willing to avail salary loan and to increase awareness on online banking system.	1
Hopefully we can have our transaction online also.	1
Hopefully you can carbonize the deposit slips or any forms.	1
Hopefully you might think into consider having a branch in Sta Cruz Occidental Mindoro knowing it's quite far from the nearest branch we have which is the Mamburao Occidental Mindoro	1
Hopefully, the bank would accept again Tubod Branch checks :')	1
Hopefully, you can add another personnel to handle new accounts.😊😊	1
hoping for a next transaction	1
hoping for another one teller	2
Hoping for faster interview for my job application, thank you for the consideration.	1
Hoping for more customer parking spaces at Tuguegarao Regional Office	1
Hoping for more customers to catered in everyday's transaction ! Anyways thank you for you service kudos and more power🥰	1
Hoping for more personnel but overall everyone is accommodating.	1
Hoping for ten yr salary loan offered by your respected office.	1
Hoping na hindi magbago ang magandang pakikitungo ng mga staff ng Landbank.	1
Hoping na may lagi sila change ng small denomination	1
Hoping po na ibalik nyu sna ung 3 tellers or di kya nman kahit 2 tellers po.. magmdami po kasi ang clients nyu ay ntatagalan kami sa loob kung iisa lng ang teller, gaya po khapon naabot po kami ng 2hrs sa pila or sa paghihintay.. and sorry to say po pero kdlasan po if 1 lng ang teller ay nauuna p po ung ngpapaencash na macater or mtaapos ang transaction kaysa po samin na magdedeposit.. suggestion lng po sna kasi kawawa mn pagiisa lng ang teller.. Thankyou so much po!	1
Hoping that Land Bank can accommodate the clients who are falling in line outside with a chair and canopy so as to avoid heat stroke while waiting for the turn to get inside the facility specially when the sun is strikingly hot. Thank you.	1
Hoping that opening of online banking will be easy	1
Hoping that soon may rest room na for costumers. THANKS	1
hoping that there coin be a free serving & drinking water for the client Lolik	1
hoping that you maintain the way that you serve your costumer	1
Hoping there will be another branch office og LBP in calbayog	1
Hoping to improve the duration of processing time.	1
Hoping to shorten the time when it comes to applying in digital banking.	1
hospitable /friendly	1
Hospitable employees and goods service	1
Hospitable, friendly, good service	1
Hospitality	1
Hospitality at its best. Thank you Landbank Quirino/Taft branch.	1
Hospitality employees	1
How come there is a fee now for interbranch deposit? It's the same bank right?	1
How to improve customer service - empathy, patience and consistency. Adaptability and clear communication.	1
How to maintain the customer	1
However sometimes atm machines is offline	1
Humanda at umaliwalas ung lugar	1
Humble and dedicated staffs	1
Humble Staff Very Accomdating , Thank you	1
Humble staffs	1
Husayan pang lalo	1
I ,conyinue good work.	1
I admire the services in my transaction inside the office.	1
I admittted you throughfully that all employees really humanely oriented, they given me the time when the the time i need help in term in making my open account.	1
I agree 100 percent Po Ang pag asikaso sa akin ni sir Al salute Po Ako napakabait Po nya..	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I agree and very reasonable for their job they helpful for what transaction	1
I AGREE FOR 10 YEARS TO FOR SALARY LOAN	1
I already satisfied with the way they approach us.	1
I always appreciate the Land Bank family,Santiago City,Isabela for their behaviour and for bieing approachable to their clients especially sir JESSIE ROMERO...	1
I always have a fast and smooth transaction here in Landbank Civic Drive. Compared to all branches of Landbank, this branch is by far the easiest bank to deal and transact with. Thank you for your service.	1
I always have a satisfaction specifically to the LBP-Lim Ket Kai Branch. One of the personnel Ma'am Anjiela Marie Elibeto can be easily reached thru FaceBook Messenger anytime (office hours) without hesitation. Keep Up The Good Work LBP-LKKS Branch.	1
I always leave the bank with a smile. Very courteous associates.	1
I always made my transaction here because I can always save my time. Just keep up the good work in serving our people.	1
I always transact with Landbank and the service is always good. The staff are accomodating and welcoming.	1
I am a satisfied customer here since 2001.	1
I am a satisfied customer. No suggestion	1
I am a well satisfied client of Landbank because of the highly recommendable services provided to me by your staffs especially Ma'am Aileen Canda and Ma'am Karen Salac. They are both assets to your company so take care of them. Thank you and God bless.	1
I am all assisted from all of the things I needed to do.	1
I am already contented with the service of landbank.	1
i am already contented with their services	1
I am already satisfied given by the employees of landbank. It is will systematic their services.	1
I am already satisfied on their services	1
I am already satisfied to their services	1
I am already satisfied w your service	1
I am already satisfied with the service they offered.	1
I am already satisfied with the service, hoping it will be consistent.	1
I am already satisfied with your service	4
I am already satisfied.	1
I am always happy with Landbank	1
I am always paying my BiR dues here in this branch	1
I am always satisfied with service of this branch as well as the help of the staff specifically Ms, Jill. Thank you	1
I am always satisfied with the service of LANDBANK, great customer relation very accomodating and smiling teller.	1
I am always satisified with the service that this branch offers. All staffs are very polite from the guards upto the branch manager. Keep up the good work Sta. Cruz Poblacion branch.	1
I am always very satisfied and happy with the efficient services and pleasant, accomodating staffs of Bautista-Palanan Branch. Thank you Sir Jude and Ms. Jasmin.	2
I am an ofw and opened an account, I am very much satisfied with my transaction, very smooth and the staff is very accomodating and kind.	1
I am atisfied	1
I am Benjamin Lasa, an SSS Pensioner. I really appreciate the assistance given to me during the opening of my account with Ms Evelyn Lagutan, Executive Assistant and Mr. Levin Aranda, New Accounts Clerk of East Avenue Branch. I feel the warm welcome of East Avenue Branch and as a Landbank Family. Thank you.	1
I am comfortable waiting for my turn, thanks for the good service and for sir Tj as a fast teller	1
I am comfortable waiting for my turn, thanks for the good service of Sir. Tj as a fast teller.	1
I am contented and satisfy already on how they treat them well.	1
I am contented for the service it is good.	1
I am contented to the service.	1
I am contented to your services.	1
I am contented with the service	1
I am contented with the service of the staff and the bank	1
I am contented with the service of the staffs of this bank	1
I am contented with the service. Good job.	1
I am contented with there service .	1
i am delighted that my transaction was quick and straightforward.	1
I am extremely impressed with the exceptional service I received at Landbank Paseo. The staff went above and beyond to assist me with my banking needs. Thank you!	3
I am extremely impressed with the exceptional service of All the Staff and also the Security Guard I received at Landbank Paseo. The staff went above and beyond to assist me with my daily banking needs. Thank you!	1
I am extremely satisfied the service provider by the verifier & that of the teller	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am fully satisfied with your services, but I suggest that SCs must give priority in the ATM lines	1
I am fully satisfied and happy with the services, nothing i can think of as of the moment..	1
I am fully satisfied by the services of officers and staffs	1
I am fully satisfied with service of the Manager and all the staff of Landbank Annapolis Branch.	1
I am fully satisfied with the service ive got from the employee who assited me during my previous visit in your bank...service is really standart in a profeessional way....thank you so much...	1
I am fully satisfied with the services rendeted by the bank employees. Keep up	1
I am fully satisfied your service	1
I am glad that you have this form to improve your service god speed	1
I am grateful for the excellent service I received at Landbank Paseo especially to the environment very cold and clean. The staff was very courteous, patient, and went the extra mile to address my concerns. I highly commend their dedication and expertise.	1
I am grateful for the excellent service I received at Landbank Paseo. The staff was courteous, patient, and went the extra mile to address my concerns. I highly commend their dedication and expertise.	1
I am grateful for the good service of the Land bank Novaliches branch, they are kind and not difficult to approach and ask questions, as well as the manager of the branch, especially OIC Aquino - Security Officer and Sir Joena. I feel like a VIP at the Land bank Novaliches branch..Thank you again for the awesome service, God bless to all.	1
I am grateful this day. All the admins, staff, and security guard of landbank sta cruz laguna was very approachable and very accomodating	1
I am happy and contented because my transaction was solved. The staffs are very accomodating and professional.	1
I am happy and satisfied of the responses/answers to my concern. Thank you LBP Iloilo City.	1
I am happy and satisfied with the service they are rendering to their clients	1
I am happy that the staff helped us with our account opening.	1
I am happy to inform you that landbank help me alot on my needs regarding my cash verification an deposit..Thank you so much!	1
I am happy to open my piso bda account. It helps a lot of students who wanted to open an account.	1
I am happy with mam rose service. Thank you po	1
I am happy with my transaction. Mabilis and accommodating ang staff!	1
I am happy with service of mam gen. Thank you	1
I am happy with the responses of the services I availed.	1
I am happy with the service of this Bank especially that I am already a senior citizen because when I enter the Bank I was already greeted at the entrance and accommodated immediately	1
I am happy with the service that we received today especially Mr. Elvin B. Tamani. He helped me with smooth transaction.	1
I am happy with their services.	1
I am happy with their servises	1
I AM HIGHLY SATISFIED WITH THE SERVICE.	1
I am hoping for the system to be stable all time but the over all experiences in the office is so good (frontlines)	1
I am just satisfied with services.	1
I am just so happy with this branch they have a comfortable chair and table for me to use when filling up the slips and counting the money.	1
I am more than satisfied with the current services	1
I am not really tech savvy so I would like to thank the employee from Landbank mayasan for being patient and understanding while helping me log in to my online account.	1
I am ok and satisfied	1
I am overall satisfied with the service rendered to me by Ms Gizelle Baruc of landbank main branch. Thank u	1
I am personally satisfied with the service rendered by Rob Altares encash my check. He is very polite, kind and helpful. Dennison is also helpful. Thank you East Avenue Branch.	1
I am please with the services. Very satisfactory. I have nothing to suggest. Thanks.	1
I am pleased on their service	1
I am pleased with the overall service at Landbank Lucena Cathedral Branch. The staff is professional, efficient, and always ready to assist. In particular, Allyssa Perez stood out for her exceptional service. She was attentive, detail-oriented, and went above and beyond to help with my banking needs. Her friendly demeanor and dedication made my experience smooth and pleasant. I highly commend the team for their excellent service and Allyssa for her outstanding support.	1
I am really contended with the service of the branch.	1
i am really grateful for their services and treatment	1
I am really satisfied and the tellers are so helpful so as all of the staff of this bank	1
I am really satisfied with their services	1
i am satiafiedbqith the servicw you have provided during my transactions.	1
I am satified with your service congrats	1
I am satisfied	32

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am satisfied and delighted with the services. Keep it up.	1
I am satisfied at mabilis po ang proseso	1
I am satisfied client on their service.	1
I am satisfied enough for the services u've got from your bank ,more power	1
I am satisfied for my inquiry	1
I am satisfied for their service thank you	1
I am satisfied how you treat the client therefore, for me, there's no have you to make an improvement because as a client I am satisfied.	1
I am Satisfied in land Banks of the Philippines	1
i am satisfied in the service provided by maam rose	1
I am satisfied in your service	1
I am satisfied Mabait po at mabilis	1
i am satisfied naman sa service	1
I am satisfied napakabilis po ng proseso	1
I am satisfied of rhw services you havw provided during my transaction	1
I am satisfied of the service of their bank.	1
I am satisfied of the service rendered	1
I am satisfied of the services you have provided diring my transaction.	1
I am satisfied of the services you have provided during my transactions.	1
i am satisfied of the services you have provided.	1
I am satisfied of the services.	2
I am satisfied of their service and they are very accomodating.	1
I am satisfied of their service.	1
I am satisfied of your service	1
I am satisfied of your services	2
I am satisfied on how they catered and their services as well. Thank you!	1
I am satisfied po	1
I am satisfied so good services	1
I am satisfied that the staff here is very welcoming	1
I am satisfied the service given by this branch	1
I am satisfied the service has improved. the waiting area at the backdoor can still be improved	1
I am satisfied the service I availed today and thank you for the friendly staff.	1
I am satisfied the service of all crew in this department. Most especially all guard on duty they are very good in handling customer and concern. Thnak you	1
I am satisfied the service that I availed today.Thank you	1
I am satisfied the service today.	1
I am Satisfied The services of lane part personel	1
I am satisfied the services of the Corporate Banking Group	1
I am satisfied to the service of landbank	1
I am satisfied to the service provided.	1
I am satisfied to the service rendered by the employees and officers of LBP-Iba. May they continue to do the goo service.	1
I am satisfied to the services. Thank you	1
I am satisfied to their services.	1
I am satisfied to this branch.	1
I am satisfied to your sirve	1
I am satisfied w/ the service of this branch	1
I am satisfied w/ the service. LBP continue to serves their client well for years. Thank you	1
I am satisfied w/ their service to us	1
I am satisfied w/service	1
I am satisfied what the servie given by the staff to me	1
I am satisfied with how I treated in this branch. Kudos to the branch head for accomodating my concern which was to previously rejected by Landbank east avenue branch (the male teller at counter 4 yung kalbo)	1
I am satisfied with my transactions so far.	1
I am satisfied with service	1
I am satisfied with the agency's service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am satisfied with the bank's service	1
I am satisfied with the customer service. All my respect to all the staff of Landbank Himamaylan.	1
I am satisfied with the efficient and courteous service of this Branch. Special mention to Maam Ester Serrani for attending ti my needs.	1
I am satisfied with the good service of this branch	1
I am satisfied with the quality of their service	2
I am satisfied with the result with the service	1
I am satisfied with the service	14
I am satisfied with the service all of them are very corteus	1
I am satisfied with the service and i want this to be it on my other transactions.	1
I am satisfied with the service and the staff is very kind and helpful.	1
I am satisfied with the service being offered	1
I am satisfied with the service happy	1
I am satisfied with the service I always receive, just keep it up.	1
I am satisfied with the service I availed hopefully it wont change	2
I am satisfied with the service in Landbank. I was treated well.	1
I am satisfied with the service of landbank	1
I am satisfied with the service of the company.	1
I am satisfied with the service of the landbank	1
I am satisfied with the service of your employee. Thank you	1
I am satisfied with the service provided by LBP-Sipalay.	1
i am satisfied with the service rendered	1
I am satisfied with the service rendered.	2
I am satisfied with the service so, none so far thank you	1
I am satisfied with the service thank you	1
I am satisfied with the service thank you.	1
I am satisfied with the service that I availed	4
I am satisfied with the service that I availed :-)	1
I am satisfied with the service that i availed and the staff catered me well everytime i have transactions.	1
I am satisfied with the service that I availed.	1
I AM SATISFIED WITH THE SERVICE THAT I AVAILED. ^_^	1
I am satisfied with the service that I availed. Continue doing a great job!	1
I am satisfied with the service therefore I have no comments.	1
I AM SATISFIED WITH THE SERVICE THEY OFFER	1
I am satisfied with the service they offered.	1
I am satisfied with the service this branch is offering :)	1
I am satisfied with the service you have priveded during my transactions.	1
I am satisfied with the service, continue the good services you're offering to people.	1
I am satisfied with the service, no negative feedback.	1
I am satisfied with the service.	9
I am satisfied with the service. All employees are very accomodating and very kind and friendly	1
I am satisfied with the service. All of my transaction for the day was served fast. Thank you for the time explaining my queries.	1
I am satisfied with the service. Keep doing greater things.	1
i am satisfied with the service. thank you.	1
I AM SATISFIED WITH THE SERVICE..	1
I am satisfied with the servicerender to me by the AA Specialist Mr. Orlando P. De Guzman	1
I am satisfied with the services	2
I am satisfied with the services given	1
I am satisfied with the services I availed.	1
I am satisfied with the services of LBP Surallah Branch	1
I am satisfied with the services of the staff	1
I am satisfied with the services offered by Landbank.	1
I am satisfied with the services offered by the bank with courteous employees. Many times I was given favor and considerations for some of my transactions. Thank you very much.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am satisfied with the services offered by this branch	1
I am satisfied with the services offered. Please continue your good service to your clients.	1
I am satisfied with the services provided but as of their date (January 5, 2024) still yet to receive the request alumni ID	1
I am satisfied with the services provided, cant comment or suggest any more improvement	1
I am satisfied with the services provided.	1
i am satisfied with the services you have priveded	1
I am satisfied with the services you have provided	1
I AM SATISFIED WITH THE SERVICES. THANK YOU.	1
I am satisfied with the services. The process was smooth and seamless with clear communication. Any questions or concerns I had were address promptly.	1
I AM SATISFIED WITH THE SRVICE KEEP IT UP.	1
I am satisfied with the tellers service. More business with you..	1
I am satisfied with the way I was served. keep up the good work.	1
I am satisfied with their service	1
I am Satisfied with their service . Thanks	1
I am satisfied with their service just keep on doing what's best for your clients satisfaction as always.	1
I am satisfied with their service to us.	1
I am satisfied with their service.	1
I am satisfied with their service..Good job, Keep iep the good work..	1
I am satisfied with their services.	1
I am satisfied with thy service	1
I am satisfied with your service	1
I am satisfied with your service and all of your employees/staff are approachable.	1
I am satisfied with your service.	2
I AM SATISFIED WITH YOUR SERVICE. KEEP IT UP!	1
I AM SATISFIED WITH YOUR SERVICE. THANK YOU	1
I am satisfied with your services.Very accessible to anyone.Thank you very much. God speed.	1
I am satisfied withe the services offered so nothing to suggest🥰	1
I am satisfied your service	1
I am satisfied your services already	1
I am satisfied, congratulations to all the staff	1
I am satisfied, no suggest at all.	1
I am satisfied.	3
I am satisfied. Excellent customer service!	1
I am satisfiede	1
I am satisfy of the service	1
I am satisfy to the Service rendered by the employers OF LBP especially sir Gil Versoza who Help ME with my transactions thankyou	1
i am satisfy with the service	2
I am sattisfied	1
I am so far very satisfied of the service Kudos to the lady assisting me.	1
i AM SO MUCH SATISFIED OFLANDBANK SERVICE.	1
I am so much thankful for this.	1
I am so pleased with Ms.Apple at the new accounts section. She helped me well in reactivating my account and even assisted me with opening an ofbank account. She is so efficient with her job and pretty knowledgeable. Also a big help to her colleague as it seems in the branch I visited.	1
I am so satisfies and accommodate properly and there are so kind	1
I am so thankful specially to Karen for assisting me in reactivating my checking account. She was a great help and was very pleasant throughout the transaction. Very willing to answer my questions and provide efficient process. Kudos	1
I am so very satisfies and happy, because they give me chance to submit and apply for ne accn t they are very helpful and they accommodate me. Godbless and thank you	1
I am strongly agree and fully satisfied the service of this office	1
I am strongly agree that your service satisfied	1
I am strongly satisfied the service of all the incharge this office.	1
I am strongly satisfied with the service.	1
I am strongly satisfied with this service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am suggesting na mabilis ang processo lalo na sa New Accounts.	1
I am surprised how landbank taking care of their SME customers very well.	1
I am thankful since the staff assisted us, from online opening of account to the processing. Staff are also nice. Thank you, landbank maasin!	1
I am thankful to God I am having a good time and very much satisfied with my branch FB Harrison Landbank	1
I am treated like a king and you would think that my modest account was worth million. They are unfailingly friendly, helpful and professional.	1
I am updated	1
I am very appreciated the personnel of the company	1
I am very comfortable with the branch. I am assisted very well by Ms. Aivee Pempeno	1
I am very glad and satisfied for my transaction	1
I am very happy and satisfied, they are all friendly and so accommodating.	1
I am very happy by the services offered by everyone in the branch. Everyone is kind and nice! :)	1
I am very happy for I am well attended. Keep it up!	1
I am very happy for i'm well attended. Keep up!	1
I AM VERY HAPPY IN THE SERVICES OF LANDBANK ALABELThey helped me in my request	1
I am very happy of the assistance for the resolution of erroneous fund transfer	1
I am very happy with the service provided by the new accounts clerk very accommodating fast and convenient very satisfied	1
I am very much appreciated to all the teller and Guard @Landbank Bogo they are very humble and friendly..	1
I am very much happy towards the service of agents in landbank alabel branch. thank you and God bless	1
I am very much happy with LBP Molave service. They always makes ourtransaction smooth and easy for us.	1
I am very much impressed and satisfied with the service provided by Landbank U. N. Ave. Branch.	1
I am Very much satisfied	1
I am very much satisfied of the service given to me. Good job!!!	1
i am very much satisfied of the services you have provided.	2
I AM VERY MUCH SATISFIED ON YOUR SERVICES	1
I am very much satisfied so no need to suggest anything.	1
I am very much satisfied to the service Kaya po nothing to suggest.	1
I am very much satisfied to your services.thnak you very much	1
I am very much satisfied with my easy and fast transaction in this office. Thank you!	1
I am very much satisfied with my transaction.	1
I am very much satisfied with the assistance provide. Ms. Jackie is very much willing to extend help with my banking needs.	1
I am very much satisfied with the current services	1
I am very much satisfied with the service and the bank employee is courteous and very accommodating to my requests. Thanks LBP!	1
I am very much satisfied with the service.	1
I am very much satisfied with the services rendered and offered to us by the staff of LBP gaisano branch koronadal	1
I am very much satisfied with the services to all the BOC personnel. Keep up🥰l will refer to other friends	1
I am very pleased with the efficient and professional service I received from Landbank during my card replacement. The process was smooth and quick, exceeding my expectations. Keep up the excellent work! Thank you to all the staff.	1
I am very safitsfied with its service and all staff are very approachable. The best branch for me is Gaisano. They service with a smile & a heart.	1
I am very satisfistied with LBP Taytay's service... They are all very helpful and corteous with the clients, esp. Ms. Mikee Maniquiz of new accounts...	1
I am very satisfaction	1
I am very satisfied	3
I am very satisfied and grateful to the staff of LandBank. They were able to help me with my inquiries and my new account.	1
I am very satisfied by your service thank you very much	1
I am very satisfied client of Landbank for over 15yrs now. The manager and all staff are all accomodating. Despite jampacked clients, still they manage to smile. Pati mga guards magagalang. 5 stars para sa Land Bank.	1
I am very satisfied for the service given by the staff handling my concern. Congratulations to Landbank	1
I Am very Satisfied for the service that they had rendered to me	1
I am very satisfied in tha excellent service given to me. I suggest that if there are questions, it is a must to be courteous to the client.	1
I am very satisfied in the services of LBP	1
I am very satisfied of the services offered by the Land Bank.	1
I am very satisfied of their good service	1
I am very satisfied of there service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am very satisfied on how Ms. Alyana provided service to me. She is very cheerful and easy to transact with.	1
i am very satisfied thank you landbank	1
I am very satisfied to get an transaction with this office thank you for accommodating us	1
I am very satisfied to the service given by the new accounts Ms. Qriz Ponio. She extended her services up to the online banking facility that you have. We finished our transaction fast and very smooth.	1
I am very satisfied to your service, thank you and God blessed	1
I am very satisfied w/ the service given by Hubert Cruz. He is highly commendable.	1
I am very satisfied wi9th the services given by Landbank staff	1
I am very satisfied with my experience and just continue to keep up the good work Serving the Nation.	1
I am very satisfied with my service	1
I am very satisfied with services	1
I am very satisfied with services of the staffs. Keep it up!	1
I am very satisfied with the bank's service. :)	1
I am very satisfied with the Land Bank service.	1
I am very satisfied with the service	2
I am very satisfied with the service . Mabilis lng din Pala.	1
I am very satisfied with the service given by landbank staff	1
I am very satisfied with the service i experience today	1
I am very satisfied with the service I received LBP employee is very courteous and accomodating	1
I am very satisfied with the service I requested with reasonable amount of time.	1
I am very satisfied with the service of landbank sulop branch for they are able to give me the service that i need with patience and great respect . They are also able to give answers to all of my questions which enlighten me to what to do to my future transaction. I would love to transact in this branch once again and i would recommend this to my fellow sk chairperson.	1
I am very satisfied with the service of landbank tomas morato all satfff, officer and manager are accomodating thanks	1
I am very satisfied with the service offered. The employees are approachable	1
I am very satisfied with the service provided	1
I am very satisfied with the service provided by the employees of this Branch.	1
I am very satisfied with the service rendered to me	1
I am very satisfied with the service that I availed	1
I am very satisfied with the service they offer.	1
i am very satisfied with the service they rendered to us	1
i am very satisfied with the service you provided	1
I am very satisfied with the service, so I have no suggestions	1
I am very satisfied with the service.	1
i am very satisfied with the services	1
I Am very satisfied with the services afforded to me by LBP Roxas (Isabela) Branch.	1
I am very satisfied with the services of Lancdbank employees.	1
I am very satisfied with the services of Landbank is offering	1
I am very satisfied with the services provided by Catarman Branch. Branch employees were very accommodating especially Ms Ailyn Doria who understands clients concern and find ways to address same. Thank you so much Landbank Catarman Branch.	1
I AM VERY SATISFIED WITH THE SERVICES PROVIDED BY THIS BRANCH EXPECIALLY THE SG-ON DUTY/ CASHIER/TELLER.	1
I am very satisfied with the services rendered by the employee. She is very accommodating including the manager. Keep up the good work!	1
I am very satisfied with the services they have.....staffs are easy to approach	1
i Am very satisfied with the services your office provide among clients.	1
I am very satisfied with the staff	1
I am very satisfied with their service. Especially ma'am Ivy for her assistance.	1
I am very satisfied with their service. Very GOOD	1
I am very satisfied with their services	1
I am very satisfied with this office.	1
I am very satisfied with your service	1
I am very satisfied with your service.	1
I am very satisfied with your services	1
I am very satisfied😊	1
I am very satisfied.	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am very satisfied with the delivery of service. The online system [esl] was so convenient	1
i am very satisfy	1
I am very satisfying for the services of all my transactions. Thankyou!	1
I am very satisfied of all the services in all the time	1
I am very satisfied with the service I received.	1
I am very satisfied with how the bank staff accommodated me. Had a speedy transaction. Thank you.	1
I am very thankful to ma'am Jovi Ros Machete Mangao-Galos, hindi Niya kami pinabayaan sa pag process ng account Namin at welcome kami ng Romblon Landbank ng maayos. Sobrang bait at matulungin ni ma'am Jovi, thankyouu Po ma'am, salamat po ma'am sa pag tiyaga na turuan po kami ng mas madali pong paraan, We will never forget you Po ma'am and I hope ma'am na you receive many more blessings and good health lang po always. Thankyouu so much Po ma'am Jovi. God Bless po🥰??	1
I am very very satisfied	1
I am very very satisfied with how the personnel assists me.. very convenient and easy transactions. thank youuuu	1
I am well accommodated by all of your teller wherever I go and approached them.	1
I am well assisted	1
I am well satisfied and very well accommodated. Keep up the good work	1
I am well satisfied with the customer service, they are polite, attentive.	1
I am well satisfied with the customer service the Landbank Officer have provided me today. Thank you!	1
I am well satisfied with the services offered. Keep up the good work!	1
I am well served	1
I' AM WELL SERVED	1
I am writing again to let you that my previous complaint was finally resolved last Friday morning. I was reached by their branch manager to resolve the issue. I wish every branch manager had the same qualities as her. Thank you Landbank!	1
I am writing this letter as humble note of appreciation for the outstanding customer service provided by one of your Landbank officers, Mr. Noel De Lara. I really commend the prompt service he provided for my transactions most especially regarding my matured personal loan and car loan. He made sure that the processing of all documents are simple and stress free. His positive attitude and willingness to go the extra mile for customers is really appreciated. Thank you very much!	1
I am writing to extend my sincerest commendation for Ms. Kimberly Ann Bautista of Landbank Pasig Capitol Branch, whose exceptional performance and dedication have significantly enhanced the experience of our banking transactions.	1
I am happy with service	1
I and my friends are satisfied, every visit here at landbank siniloan the staffs are very accommodating, helpful and polite, kudos to the Branch Manager Mrs. Aimee Mendoza Orcilla you lead the way too good!	1
I applaud Ms. Edelweiss for assisting me as a 1st time filer for BIR even if I was out of my district. She was very knowledgeable, patient, and courteous all the time. Kudos Landbank!	1
I applaud the service they gave to me. very easy transaction	1
I applied credit card last year December 2023. I was approved only this year but, Miagao staff is okay and approachable.	1
I applied for a position and I passed the pre employment exam. May I respectfully ask when will be the the interview or next step. Thank you very much and God bless you.	1
I apply for salary loan and today is the scheduled release. I'm very happy and really much appreciate sir Jan for the help. Thank you Landbank.	1
I appreciate all the staff and lbp because your very kind at all your clients	1
I appreciate how easy it is to access my account, landbank makes banking so convenient	1
I appreciate how quickly everything is processed here	1
I appreciate how smooth and easy the transaction	1
I appreciate how they take time to explain my options. Very helpful!	1
I appreciate Kuya Guard and Ma'am Hazel's service.	1
i appreciate maam Agnes because she very kind and she is always smiling to the client thank you maam	1
I appreciate mam Diane Rapisora she's kind, very humble to talk with her client and very approachable	1
I appreciate Ms Jeany's efforts in assisting me with my needs. Thank you very much!	1
i appreciate ms mary deo f quedadoshe is very courteous and facilitative??😊	1
I appreciate Ms. Aime for promptly assisting me.	1
I appreciate Roma's help with my senior mother's multiple concern. Give her a raise. :(1
I appreciate so much the assistance given on my issuance of check due to insufficient fund.	1
I appreciate so much the time, effort and knowledge share by Sir Ralph and Mam Nikki. The legal documents are properly prepared and well explained. They are very helpful, courteous and professional. Most important of all can work well with the clients.	1
I appreciate the accommodation offered to me by mam Marjie Llenado. Mam Marjie, pls sustain the good service you offer to your clients.	1
I appreciate the approach of the new officer... he is very accommodating with SMILE	1
I appreciate the assistance of the teller Ms. Megan. She is so approachable and fast. I can say that all of the staff are happy to serve their customer.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I appreciate the help and the polite accomodation of the manager mam carol and the account specialist ms jeany de castro. more power	1
I appreciate the personalized attention and teams ability to address my needs. Thank you!	1
I appreciate the quick assistance from the tellers.	1
I appreciate the security measures in place, it gives me peace of mind	1
I appreciate the service of Landbank	1
I appreciate the service of Ms Nishi one of lbp employee she is very helpfull.	1
I appreciate the service of staff inside but the guard is sometimes is unfair for giving the numbers because it's not following that numbers that they gave	1
I appreciate the service provided by the LBP staff - courteous and he explains things easily and in simple terms.	1
I appreciate their kindness & sincerely to customer thank you .	1
I appreciate Them Very Much Because they are all very kind and very approachable	1
I appreciate this to good service for us.	1
I appreciate very much the all out support of LBP Ilocos Sur LC for the timely delivery of credit services to us...I salute you and Mabuhay...Landbank!	1
I APPRECIATE VERY MUCH THE ASSISTANCE OF SIR ROLAN D. VALDEZ, HE GAVE ALL HIS EFFORT TO ASSIST ME, THANKS VERY TO YOU SIR ROLLAN, HE IS APPROGABLE, HE IS THE KIND OF EMPLOYEE WHO IS DESERVE TO BE GIVEN A CHANCE TO PROMOTE FOR A HIGHER POSITION.	1
I appreciate very much the courtesy and professionalism of Ms Jocelyn Dagdag Salingbay of Bambang branch for helping me out with my transactions regarding updating and reactivating my outdated and dormant account last July 3, 2024. She is very approachable and wears a reassuring smile and would attend to all my queries. Problem solved. Thank you Bambang Branch!	1
I appreciate well the excellent service from sir ferdinand castro branch manager to his staff including the guards	1
I appreciate your assistance to us , Thank you	1
I appreciated much that I could now activate immediately my new pin code after opening my new account not unlike with the other branch that I need to wait for 24 hours after activating new pin code of my new account until my account got closed since I cannot found nearest branch in our house and due to the conflict in my working hours. Hopefully all branches follows the same protocol. Thank you. God bless.	1
I appreciated much the idea of LBP Tuguegarao Capitol in repurposing the old CDs and diskettes as queueing Numbers. Easy to use, no wasted tickets, lease electric consumption, and informative for there ate pasted details about iAccess activation. I commend the client servicing of Ms. Emy Bosi. Fast, effective, clear instructions and aswers. Security Guards are courteous too. They truly manifest the #ServingTheNation brand of service. Kudos LBP!	1
I appreciated much the way they accommodate people. Excellent service . Congratulations	1
I appreciated so much the services rendered by this office,so nothing I could suggest but keep up the good the good work! God bless!	1
I appreciated the service of landbank munoz. The transaction is very fast and employees are very much approachable.thanks and continue your good job.God bless	1
I APPRICIATE THE KINDNESS OF PUBLIC SERVANTS	1
I bekive the proceas was wwll established. jist sustain.	1
I believe expanding the opening of accounts would go a long way considering there is a constant flow of people who want to open accounts whether it'd be for works or savings	1
I BELIEVE IN MY EXPERIENCE THERE IS NOTHING TO IMPROVE BECAUSE THE SERVICE HERE IS GREAT.	1
I believe LBP- Kapalong Branch doesn't need to be improve. The staffs and guards are approachable, as well as office is clean.	1
I believe that hiring more employees will increase your company's productivity. Transactions will get easier and it will enable better queuing and improve services.	1
I believe this branch is kind of understaffed.	1
I believe with cotabato city hall branch, my transaction particularly withdrawal, it is quick and responsive. There are some instances when many people inside the bank that has caused you a bit longer time like half an hour but is understandable, it's first come first serve basis policy. Keep up the good services to your clients. Thank you!	1
I came to claim my ATM Card.	1
I came to request for unauthorized transactions. Suggesting that an auto-blocking system be installed in CRE. The system made/notice a dubious transactions is seen to prevent further unauthorized transactions.	1
i can only say kudos to all employees of this branch for doing their job well!!	1
I can say anything aside from thank you regarding your services towards us.	1
i can say anything because all the service was very satisfy and fast im so happy thank you	1
I can say I am very Satisfied sa mga staff they very helpful they speak nicely . Thanks	1
I can say that i am satisfied with the service of Landbank San Jose	1
I CAN SAY THAT THE EMPLOYEES IN LANDBANK IS MORE GOOD IN SERVING THEIR CLIENTS.	1
I can say that the service is good and the sattf at this branch are polite and kind	1
I can say that the staff at this branch are very polite and supportive.	1
I can see that i am very satisfied with the treatment and behaviour of the staff. There's nothing i can suggest since this is the best bank for me. It is not time consuming since the clients were treated fairly. Thank you landbank.	1
I can suggest is the waiting time, be fast next time.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I can suggest that the service is improve	1
I can tell that the online application of the landbank is a great innovation for us(user) to save more time and effort. The new online application is very user friendly.	1
I cannot think of any further suggestion because this branch is very accommodating and easy to access. Kudos to all Landbank employee Floridablanca Branch for job well done.	1
I can't say anything about your service because for me .it's good ..It defend the situation if how you do your job best sir/ma'am.	1
I can't say anything because they are all kind and good service	2
I can't say enough. The staff are all kind and the transaction is fast	1
I cant suggest anything else about the services because you did it very well.Thank you	1
i cant suggest for now but thank you for the good and fast transaction thnks all the staff for there very professional attitude??	1
i cant withdraw a 50k in an ATM machine	1
I choose Landbank bcz easy to register and secure my savings account thank you!	1
I choose to have a reloan in this office for the ff reasons: 1. smallest interest among the banks 2. Sir Mike is approachable, helpful and MABAIT PO.	1
I claimed my cash card and it was fast. Thanks to landbank maasin	1
I command sir jojec for a great service.	1
I command sir jojee for a good service with a smile	1
I Commence the service offered	1
I commend all the staffs	1
I commend Elle for her great job. Thanks.	1
I commend for their efficiency and courtesy.	1
I commend Jamerson Alota for being so respectful and accommodating. Good job sir Jam!	1
I commend Lagawe Branch especially Ms. Buhulon for her outstanding level of service. she greets us with a warm and cheerful demeanor, making us feel valued and appreciated. In addition to her welcoming nature, she goes above and beyond by introducing us to new services, including home loans and various types of insurances. Her proactive approach not only demonstrates her commitment to meeting our needs but also enhances our overall experience.	1
I commend Landbank DOLE branch personnel for being bery accommodated on my transactions	1
I Commend ma'am Catherine Torno, Very helpful and has initiative.	1
I commend mam Gerlyn for the effort she exerted in handling my complaint for refund. Yung customer service nyo sa main office kelangan improvement. Wag nyo naman sana pagpasa pasahan yung natawag sa phone nyo para macater ang case. Nakakaconsume ng oras.	1
I commend Mam Julie Ann Legaspi. She gave me fast and very good service. I see that all staff are all pleasant! Keep it up and more power!	1
I commend Mam Nesza Ocampo for being honest and gave back extra 1000 cash payment of 73,491	1
I commend mgr Joseph Caliguiran and staff for being so courteus and always ready to assist client whenever necessary. Thank you LBP Basco Branch	1
I commend Mr Noli Tonio II for his service together with Sir Prince Tagle.	1
I commend Mr. Amor M. Sabas for his excellent customer service.	1
I commend Mr. Collado for assisting my inquiries	1
I commend Mr. John Robert Castro. He was very courteous and was able to provide me the answers to all my concerns for my visit. He also extends and offers me other services that I might need in connection with my GSIS and iAccess account.	1
I commend ms awi and the whole family of landbank sto tomas dor their hardwork.	1
I commend Ms Nelia Solis for her excellent customer service.	1
I commend Ms Rachel Martin for her very efficient service. After 6 years of non-access to my lbp iaccess despite numerous effort of re-enrollment/reactivation, finally i can use online banking and avail of other various landbank services easily and conveniently.Furthermore, Ms. Martin is very approachable. You can see in her smiling face her passion and dedication to render quality public service in the banking sector. Kudos! Keep up the good work! God bless.	1
I commend Ms. Maximo for a very accomodating approach. Her assistance was highly recommended as a teller. ??	1
I commend Ms. Vanessa Baruela for her excellent customer service. More power	1
I commend Ms. Venus Javellana, she is very accommodating and provide appropriate product based on my need. Kudas to Maam Venus.	1
I commend Ms. Zandria for her unwavering courtesy. Every time I ask for her assistance, she always help me without hesitation.	1
I commend Ruby Rose Bajo for being proficient, effective, and smart in handling our loan account. Despite her demanding job, she was able to attend to our needs in the most professional and knowledgeable way.	1
I commend Sir Jay Mark J. Espinosa	1
I commend staff Mel from the New account opening section.She is very accommodating and was able to accomplished my transaction quickly. She is working in Lanbank Plaza Independencia branch.	1
I commend that they have great service.	1
I commend the agent who assisted me in opening my iaccess account at the same time guided me in opening savings account, kudos to this gentlemen, thank you for your service!	1
I commend the bank personnel for guiding us throughout our encashment.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I commend the bank's service!	1
I commend the bank's service! The transaction is fast and personnel are accomodating.	1
I commend the bank's service. Good job!	1
I commend the bank's service. Job well done, landbank maasin!	1
I commend the office's service. Transaction is fast. Thank you Landbank Maasin!	1
I commend the personel who assisted me, she is kind and she has a warm tone, she explained to me the requirements I needed politely. other customer called her as Pril	1
i commend the personnel assisting me. very courteous and accommodating. also the personnel assisting the old lady, very helpful and considerate!	1
I commend the personnel in Landbank Dole but Landbank's system is almost offline esp. mobile banking when payroll	1
I commend the personnel/staffs of Landbank Cybercentre branch in providing good quality service to their clients. Most especially to the two personnel/staff that assisted me as they were always helpful & courteous. They are consistent in showing great customer service & always went out of their way to help their clients. Keep up the good work & God bless.	1
I commend the service of landbank maasin. The guards and staffs greeted the clients courteously and the transaction was also fast. Excellent job!	1
I commend the service rendered by the bank. It was excellent!	1
I commend the service/s that the tellers and staff provided. They're all approachable and helpful.For the suggestions, please do provide kiosk for the basic transactions that do not require personal appearance of the client and more customer service staff as well. Two tellers do not suffice the number of clients visiting the branch. Thanks! Too much time is wasted in falling in line just for a few mins of inquiry/transactions.	1
I commend the staff who assisted me. They were very welcoming and professional. Thank you Ma'am Dona. The security guards were very helpful too!	1
I commend their service! They are approachable and kind. Thank you.	1
I commended Mam Chrisele for being accommodating and happy to assist me during my cash & check deposit transactions. Kudos to you Mam. Keep up the good work.	1
I commended Ms.Elisa for being kind and accommodating for assisting me on my iaccess concern. Thank you so much Mam Ems. Keep up the good work!	1
I commended the landbank employees as well as the security personnel. Thanks for serving to us.Keep us the good work .	1
I comment maam nikki to assiist me in making or inputs data on our applications on linkbizportal.	1
I complained here before but now I would like to make a commendation on how Landbank San Jose Team specifically Ms. Schenley, Ms. Bella and Mr. Noel handled my complain or the situation effectively. I was satisfied on how they talked to me properly and sincerely apologized on what happened. I am also very happy that Ms. Schenley assisted me well on opening my savings account. I would like to thank Landbank San Jose, I appeciatted it all.	1
I content of what de do in their service.	1
I contented of what their service of the client	1
I could only say that please do keep up what you're doing. I like how you are accomodating and easy ti talk to.	1
I couldnt suggest of any, so far, cause this branch EXCEEDS MY EXPECTATION!	1
I dare not to say, kasi as of now wala namn ako nakikitang hindi maganda sa serbisyo	1
I deposited an interbranch over the counter transaction though their is a long waiting process, i am happy and satisfied because the staffs are very accomodating,helpfull, and beautiful-Sherly and Gina of Las Pinas Branch. Keep up the good work and See you around.	1
I did not process my ATM card in Baguio due to unprofessional treatment. I appreciate landbank due to their nice treatment to their customer. I highly recommend that be always kind.	1
i did not see the charter simple because i was too busy with my own tasks. my mind was off to so many things and i was too busy too notice what was inside the bank. maybe next time i go inside the premises i wil be more mindful.kudos to the branch officers. very fast very accommodating and very easy transaction.	1
I did not visit their office; they visited me.	1
I do hope and pray during opening of new account there will be dual transaction our payroll either passbook and ATM very soon.Thank you very much.	1
I do hope electronic queieng are back.	1
I do not have a suggestions. But the teller and other staffs are very welcoming and accommodating.	1
I DO NOT HAVE ANY COMMENT BECAUSE YOUR SERVICE IS ALREADY EXCELLENT	1
I do not have any suggestions since I am satisfied with their service. They are also accommodating with their customers.	1
I do not have something to suggest. Everything is smoothly and properly don in your good office.	1
I don't have any comment about the service it is because I am satisfied	1
I don't have any comment all the servicece I need i got it.	1
I don't have any comment because over all are good	1
I don't have any comment but overall im very satisfied the employer are all good	1
I don't have any comment or concern, I am satisfied	1
I don't have any comment or suggestion all are good did excellent	1
I don't have any comment or suggestion. All are good did excellent.	1
I don't have any comment or suggestions because LBP have an excellent service to their customer	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I don't have any comment the service is very nice :)	1
I don't have any of suggestion I feel satisfied of the service	1
I don't have any problems with the services	1
I don't have any suggestion because the service of the LPB-Roxas is excellent and they have workers who are passionate and courteous to all the clients.	1
I don't have any suggestion but thanks to Sir Djino to serve and assist me in a nice way. Keep it up! God bless 🙏	1
I don't have any suggestion, satisfied w/the service received. Good Job	1
I don't have any suggestion. Nice service	1
I don't have any suggestions about it, because for me the service is already improving everyday.	1
I don't have any suggestions because everything was completely perfect! :)	1
I don't have any suggestions because the services are great.	1
I don't have any suggestions to improve their services, because LandBank has its fast transaction with their customers, also the bank is efficient and customer-focused.	1
I don't have any suggestions, because my experience with LandBank is all good because of its fast service.	1
I don't have any suggestions, cauz i already satisfied with there services and others	1
I Don't have comment on our service or suggestion because you are concern with the services of the customers	1
I don't think I have a comments regarding for the improvements when it comes to accommodate w/ the clients	1
I don't think that there's more to improve because I'm overly satisfied with the services.	1
I don't think there is a need for improvement because I am very satisfied with the service	1
I don't think there's a need for improvement because the services here are well organized.	1
i dont any suggestion because the service is good	1
I don't get the fact that every survey, marketing scheme or the citizen's charter is to be viewed via QR Code but clients are not allowed to use their phones inside the bank. How are we supposed to view the services and the survey, we will draw the QR code? Please just use the regular signage.	1
I don't have a comment , i strongly satisfy what employee give services to their client's every transaction made day by day.	1
I don't have a comment bcouse im really appreciated ur kindness. Thank u	1
I don't have any comment about it. I am satisfied about their services.	1
I don't have any comment about the suggestion for the improvement because the one who assisted me Digital Onboarding System for the online application is so approachable.	1
I don't have any comment in their service because they are very helpful & they are fair to everyone.	1
I don't have any comment on this service they give because it is very satisfied for me.	1
I don't have any comment or suggestion, because I'm satisfied with their services	1
i dont have any comment or whatsover. because they guide me to accomplish what i need. thank myou so much	1
I don't have any comment since I am satisfied with their services, the teller is accommodating and helpful.	1
I don't have any comment since the clerk were very approachable	1
I don't have any comment to improved. I'm very satisfied with their service. Very accomodating.	1
I DONT HAVE ANY COMMENT! IM SATISFIED.	1
I don't have any comment, the service is good	1
I don't have any comment. The service is very much good	1
I don't have any comments all of my transactions.	1
I don't have any comments and suggestions. Thank you	1
I DON'T HAVE ANY COMMENTS, ALL EXCELLENT! THANK YOU	1
I don't have any feedback yet it satisfying.	1
I don't have any further suggestions because they provide good service	1
I don't have any other suggestions because as far I observed your service is highly recommended and very great 😃 👍	1
I don't have any recommendations, but I would like to commend all the staff of the landbank who greet me with the smile, specially to Mrs. Venus whose kind to assist throughout my process opening of iAccess.	1
I dont have any see to improve your services because its all good and nice services	1
I dont have any suggesstion because the teller are doing there job well.	1
I dont have any suggestion because all my transaction in rosario cavite branch is all good, because of the help of the verifier maam claire she is so efficient on his job she is also a good and helpful employee	1
I dont have any suggestion because all transaction is good.	1
I DONT HAVE ANY SUGGESTION BECAUSE I AM VERY WELL SATISFIED FOR THE SERVICES THAT THEYVE GIVEN	1
I dont have any suggestion because i was really satisfied with its service.	1
I dont have any suggestion because landbank is very fast for service	1
I Don't have any suggestion because landbank is very well organized thank you	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I dont have any suggestion because suouer satisfied po with the service	1
i dont have any suggestion because the service is bery nice	1
I dont have any suggestion because the service is good.	1
I don't have any suggestion because the service I've encountered was good.	1
I don't have any suggestion because they offer excellent and quality services already.	1
I DONT HAVE ANY SUGGESTION BECAUSE THEY OFFER EXCELLENT AND QUALITY SERVICES, ALREADY	1
I don't have any suggestion but to salute and thnx to Mam Grace and sir Austin for your good service to me. Thank you to both of you! More power Landbank.	1
I dont have any suggestion of the service because the staff of land bank is good in costumer service	1
I don't have any suggestion, the services is smooth. I am satisfied enough with the services.	1
I don't have any suggestion, they treat the customer right.	1
I don't have any suggestion. But, I would like to commend ALL the personnel in LandBank Muñoz Science City Branch, including the Security Guards, for how they accommodate each client. They have beautiful smiles, but most importantly they handle every transaction smoothly. They act with sense of urgency so they can treat every client as VIP. Quick and excellent service.	1
I don't have any suggestions because I am satisfied with the service	1
I don't have any suggestions because I'm fully satisfied for your service. God bless.	1
I don't have any suggestions because I'm satisfied on your services.	1
I don't have any suggestions because it's all good	1
I don't have any suggestions because the service that they give is very good	1
I dont have any suggestions because the services I feel is so accomodated	1
I don't have any suggestions because the services you've provided was very satisfying.	1
I dont have any suggestions because their service is quite good	1
I dont have any suggestions because your service is enough po,i think i will suggest your understanding and pagtitiis para sa mga empleyado	1
I don't have any suggestions because your services are amazing. Keep it up. Godbless	1
I dont have any suggestions but I congratulate you allm staffs of LBP-Tubigon for such beinb kind and very approachable to all your customers. Thank you. Keep up the good work. God bless.	1
I don't have any suggestions but I would like to commend the staff who assist me during the opening of my account.The service was very good and fast, Ma'am Venus assist me with my inquires	1
I don't have any suggestions cause all we need and the it's will be free. So thankyou so much	1
I don't have any suggestions cause the services are good and also the employees are good at communicating to their clients.	1
I don't have any suggestions for now because I experienced and seen how organized and good of threatening people your staff.	1
I don't have any suggestions here. They treated me fairly and assisted me well.	1
I DONT HAVE ANY SUGGESTIONS OR COMMENTS BECAUSE I AM HAPPY OF THE SERVICES. THANK YOU	1
i dont have any suggestions since landbank is very approachable	1
I don't have any suggestions to further improve their services but instead i want to congratulate all of them for a job well done.	1
I don't have any suggestions to improve your service I am satisfied.	1
I don't have any suggestions, their service is really giving and I commend it. Thank you!	1
I dont have any suggestions.	1
I dont have any suggestions. Im happy with my transactions.	1
I dont have any suggestions. The service is very good, and the stuff here in landbank are very approachable.	1
I don't have anymore sugestions about service improvement because I am very satisfied everytime I transact with the branch.	1
I don't have comment because I am very much impress of the service that you have given me. Thank you and God bless!	1
i dont have comments because the service is good.	1
I don't have idea just continue what the policy is	1
I don't have nay suggestion because the service that they provide is satisfactory	1
I don't have nothing else to say because your service are already good	1
I don't have nothing to say because I am satisfy on their services	1
I DONT HAVE NOTHING TO SUGGEST, I AM SATISFIED REGARDING ON THEIR SERVICES.	1
I DONT HAVE NOTHING TO SUGGEST. I AM SATISFY ON THEIR SERVICES	1
I dont have suggestion ,Only i can see is to continue your good service to our countrymen .	1
I don't have suggestion because everyone serves well and kind.	1
I don't have suggestion, because i am satisfied on how they entertain and process my transactions.	1
I don't have suggestions since I'm satisfied on how Landbank functions and serve to their clients.	1
I don't have to wait longer cause I can give my passbook and got updated. The place is nice as well as the employees.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I dont know if you have online account application, Ill apreciate if you have. Kindly send me link if you have. Thank you.	1
I dont need to because they are all very helpful to me during my transaction	1
I don't see any needs for improvement since my experience is all good. All staffs including guards and other helpers are nice and kind. They even called me to avail my physical card. I couldn't thank them enough.	1
I don't see the need for improvement	1
I dont think i can add anything, just keep up the good work.	1
i dont think there's a need for improvement because the service is excellent.	1
I easily found information about my transaction from the office	1
I easily found information about my transaction from the office or the website.	1
I enjoyed the moment I do business transaction in this branch and every employee is very polite and accommodating to my needs as a customer. Thank you	1
I Experience always a great services .	1
I experienced a good service	1
I experienced a smooth transaction in Landbank Oroquieta Branch as always.	1
I experienced someone who is complaining about something, I witnessed how they handle the situation. I can say that they are very professional. Maintain that.😊	1
I experienced the respect fully the guards upon entering and the employees were so friendly and attainable at all times.	1
I experienced the respectfully the guards upon entering and the employees were so friendly and attainable at all times.	1
I feel at home everytime I enter my branch, Tomas Morato branch. I am taken care of properly and efficiently. I treasure the staff, most especially, ms. Carolyn Caw-Sabido.	1
I feel at home everytime I visit the branch. Ang mga staff simula sa guard, teller, verifier, NAC, mga officer ay madalas kong nakaka transaksyon at masasabi kong subok na ang serbisyo na binibigay nila. Laging maaasahan at laging maaliwalas ang kanilang aura. Mabilis lagi ang serbisyo. Salamat po!	1
I feel Comfortable & did not wait for so long. Congrats!	1
I feel i home and very satisfied	1
I feel satisfied in the service provided.	1
I feel So aware of my transaction thers is no need to improve, Thank you	1
I feel that therea are things that can be done online and not require the accountholders to presently appear	1
I feel that they only reminded to have survey everytime they see me and it goes through the next customer.. no hard feelings.. But I don't want to feel it anymore.. I know they're doing there best and job.. But that feels uncomfortable.. Im doing the survey but everyday is exaggerated.. I guess they still have a lot of customer to fill it	1
I FEEL THE ELPOYEEES WAS FAIR TO THEIR CLIENTS	1
I feel the office was fair for its simple + sasy	1
I feel the office was fair to everyone	3
I feel the office was fair to everyone or walang palakasan during my transaction.	1
I feel the office with fair everyone. And I think I have no suggestions with regards to improvement. And all the staff are very accommodating specialy mam Christine and Sir Kim.	1
I feel the price of SOA print out is very expensive, even if this was requested by your loans department	1
I feel valued as a client because of how polite everyone is. salamat sau-ulitin	1
I feel very welcomed.	1
I felt easy, and comfortable doing business	1
I find the service satisfactorily and good to recommend	1
I forgot my pin and the office processed it quickly. Thank you, landbank maasin!	1
I found that the staff are courteous.	1
I found the forms used for reporting hacked online transactions (i.e. via lbpiaccess) as what happened in my case, are tailored fit for ATM-related transactions (e.g. stolen/lost ATM cards which were used for unauthorized withdrawals). I think there should also be forms for lbpiaccess-related unauthorized transactions.	1
I Give mam Mary-an A Lacson100 percent satisfactionKahit ako na po yung last customer apaka maasikaso nya po at buong pusong nag assisst Salamat mam	1
I give my thanks to maam Edlene Sahagun of landbank Tuguegarao City Branch for a wecloming vibe and a friendly accommodation. That makes my transaction easy and done.	1
I glad and satisfied with the assistance and service that i received from Bea and jen limosero, and also the brnach of pearl drive headed by Buen and the team maeden and mary	1
I got a very smooth transaction. Thank you very much!	1
I got assisted in timely manner.	1
I got the bank statement I requested quickly. Well done, landbank maasin!	1
I got the best service as always.	1
I got what i needed and it feels so good	1
I got what I needed from it and the staffs were helpful.	1
I got what i needed to know	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I greatly appreciate the outstanding support and provided.Thank you for exceptional services.	1
I guess just to make the citizens charter visible to clients	1
I guess the staffs at the counter/front desk handle other tasks aside from assisting the walk-in clients. I was well accomodated and assisted by the officer on duty, but I guess other inetervening tasks make the delivery of service a bit longer than what is expected.	1
I guess there should be more staff / teller to process quickly the transactions especially those days na madaming Tao. All guards are considerate also.	1
I guess, more bank tellers especially in accounts opening. This is to accomodate more customers within period of times.	1
I had a fantastic experience at Landbank Paseo. The team was attentive, professional, and provided top-notch customer service. Thank you for making my banking experience seamless!	2
I had a good experience during my transaction	1
I had a great bank experience. The staff and bank personnels were approachable and nice. More power!	1
I had a great experience	2
I had a great experience with the staff at the New Accounts Section Mr. Colminas. He is a excellent public servant. Thank you.	1
I had a smooth and easy transaction with the bank staff and employees	1
I had a very good experience from the attending employees and so, I have no further suggestion other than the Citizen's Charter copy to be displayed much nearer the entrance doors.	1
I had a wonderful experience at Landbank Paseo de Sta Rosa. The staff was prompt, professional, and courteous especially Mam Tina and Mam Cindy. They patiently addressed all my concerns and provided me with the information I needed. I couldn't be happier with the service I received.	1
I had a wonderful experience at Landbank Paseo de Sta Rosa. The staff was prompt, professional, and courteous. They patiently addressed all my concerns and provided me with the information I needed. I couldn't be happier with the service I received.	1
I had awesome time opening an account	1
I had no suggestion by the reason that i am satisfied for the service	1
I had nothing to suggest because the staff is approachable and friendly to the clients	1
I had smooth transaction with the teller	1
I had the pleasure of visiting Landbank Paseo de Sta Rosa on my daily transaction, and I must say, the service was outstanding. Mam Ardgriel and Mam Cindy was not only knowledgeable but also took the time to understand my specific banking needs. They provided me with personalized solutions and made me feel valued as a customer. Thank you for the exceptional service!	1
I had the pleasure of visiting Landbank Paseo de Sta Rosa recently as regular client, and I must say, the service was outstanding. The staff was not only knowledgeable but also took the time to understand my specific banking needs. They provided me with personalized solutions and made me feel valued as a customer. Thank you for the exceptional service!	1
I had the pleasure of visiting Landbank Paseo de Sta Rosa recently this holiday season, and I must say, the service was outstanding under the supervision of Ms Joan A Castillo, Branch Manager. The staff was not only knowledgeable but also took the time to understand my specific banking needs especially Mam Ardiel, Mam Cindy, Mam Cath, Mam Dhel and Mam Mavi. They provided me with personalized solutions and made me feel valued as a customer. Thank you for the exceptional service!	1
I had the pleasure of visiting Landbank Paseo de Sta Rosa recently, and I must say, the service was outstanding. The staff was not only knowledgeable but also took the time to understand my specific banking needs. They provided me with personalized solutions and made me feel valued as a customer. Thank you for the exceptional service!	5
I had to suggestion for the reason that I am satisfied for the service	1
I have a deep appreciation for the staff at the Lagawe Branch especially Ms. Zandria, the secretary. Every time I visit, she greets me with warmth and friendliness, making me feel welcomed right away. Their willingness to assist me without any hesitation truly stands out, as they go above and beyond to ensure I have a positive experience. It's comforting to know that I can rely on their support and professionalism during each visit.	1
I have a request to the teller and she granted it without hesitation. Good job!	1
i HAVE ALL I NEED	1
I have an amazing transaction keep it up	1
I have an experience excellent customer service Greatly appreciate the prompt replies and the attention given to inquires. Salamat po sa mga nag-aasisst. Mabuting serbisyo!	1
I have been a loyal customer of this branch even before it was acquired by Landbank. The staff are your greatest assets. Please take care of them so that they can take care of us as well. Thank you!	1
I have been satistied with the service/s that Landbank has been extended to me as their long time partner in business. The bank personnel are very accommodating and maintain high level of professionalism. God bless and more power!	1
I have been waiting for 58 minutes now for my withdrawal to be processed bec syatem was allegedly online. Terrible	1
I have never encountered a bank that totally helps as well as understands their customers. The manager at LBP Carigara is absolutely the best ever.	1
I have no any suggestion because the service is very good	1
I have no any suggestion fast service :)	1
I have no any suggestion. Thank you.	1
I have no bad comments of there sevice.They treated every people with respect.Thank you	1
I have no comment anymore. All is accomodating and responsive doing service	1
I have no comment because the service is good.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I have no comment because the service is oky.	1
I have no comment because the way they approach is very humble and calm and also there is nothing I can suggest to improve.	1
I have no comment for your good service	1
I have no comment I'm satisfied	1
I have no comment on the service of this office. All the staff especially the manager is very accommodating and very kind.	1
I have no comment or suggestions just appreciation to the men and women of landbank (double dragon branch). Thank you for the service. Wishing your.branch all the best.	1
I have no comment regarding the service I had experience and I commend all the staff for being so approachable. Thank you!	1
I Have no comment since all the staf here are approachable	1
I have no comment since the service I received were very satisfying already.	1
I have no comment the service was good	1
I have no comment/suggestion because they are doing their functions very well whenever I have my transaction in the bank.	1
i have no complain, good service! keep it up	1
I have no complaints service is fast and staff are approachable special mention to Ms Justina Bonghanoy	1
I have no concerns.	1
i have no further comments i love how they serve us with care and compassion	1
I have no further comments; you're doing an excellent job. Maintain the high level of service you're providing.	1
I have no further suggestions because I am much contented with the service..Thank you very much and Mabuhay..	1
I have no further suggestions since the service I experience was excellent.	1
I have no futher suggestions. Staff were very accomodating compared to other branches. Highly recommended!	1
I have no more further suggestion. You have a great customer service.	1
I have no more suggestion because the service is excellent	1
I have no other comment because all of the staffs is very humble and kind, aso they care any client.	1
i have no other suggestions since your service is quality and i am satisfied.	1
I have no sggestion bcoz i am very satisfied for the service poh..	1
I have no suggestion all service was great	1
I have no suggestion because I am always satisfied with your service.	1
I have no suggestion because the employees are easy to approach	1
I have no suggestion because this branch are always clean environment and the staff are wear smiles and greet me	1
I have no Suggestion Because your service is definitely good and amazing	1
i have no suggestion but a comment reagrding their services, they are accomodating and responsive	1
I have no suggestion but I commend the 2 employees whom I transact with: the women in counter 5 and counter 3. They courteously explained to me what should I do. They were so approachable and calm even they have had so many customers for that day.	1
I have no suggestion or recommendation because it almost perfect the set up on how to accommodate the clientele	1
I have no suggestion. Thank you for your past transaction.	1
I have no suggestions ,because the services is so good.	1
I have no suggestions anymore because im so satisfied to the service and employees of Landbank	1
I have no suggestions as your employees are easily accessible for communication and have a positive attitude.To Mr. Roderford Ullero of Laoag Branch, thank you for your time in assisting me even during the weekends and for your patience. God bless and more power!	1
I have no suggestions but I have to commend the exemplary service of the staff of this branch especially with the security personnel, teller and Ms. Line who is very accommodating and knowledgeable of the process in their office. Kudos Landbank Jones.	1
I have no suggestions but I say Thank you very much for a nice service	1
I have no suggestions but thank you for your help.	1
i have no suggestions to give but so far so good	1
I have no suggestions, all good.	1
I have no suggestions,service is good and fast	1
I have no suggestions,service is good.	1
I have no suggestions..only thing i say is i am satisfied with your services rendered to us.	1
I have no zuggestion i am satified	1
I have nothing more to say. I believe I am satisfied with my transaction here.	1
I have nothing to say about the services around here. There's nothing to be improved, it's all good for me. THUMBS UP	1
I have nothing to say because I am satisfy regarding on their services.	1
i have nothing to say but the service is excellent, kind and nice staff especially ms nelia solis and miss penny	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I have nothing to say since the services offered are commendable. Keep it up!	1
I have nothing to say the staffs are friendly and good service keep up team :)	1
I have nothing to say with this landbank branch located at San Mateo Isabela. It's indeed convinient, the workers are very accomodating and approachable and has always a gorgeous smile. Love it!	1
I have nothing to say, all in all they are good and approachable	1
I have nothing to say, all services are fantastic and comfortable.	1
I have nothing to say, good service	1
I have nothing to say. The services are good.!	1
I have nothing to suggest because All personnels were accommodating. And they were all followed targets and process / guidelines . Thank your ! for your service to the Customer.	1
I have nothing to suggest because I am VERY SATISFIED of the service that I availed and I was treated well by Miss Annaros Lascuna. Subrang bait at wala akong masabi.. Thank you. GOD BLESS!	2
I have nothing to suggest for you offer quality and equal service for everyone.	1
I have nothing to suggest to improve this branch for it is already in it's excellent condition: location, courteousness and proficiency of staff, and most of all, the professionalism of its Acting Branch Head, Avegale Ivy Bonilla who, herself immediately entertained and helped me with my transaction! I was so impressed so I am awarding Madam Ivy the 5 Stars 3X for my satisfactory experience in this branch🤙	1
I have nothing to suggest, as they do their job well enough.	1
I have nothingto suggest because everything here in this office is smoothly and properly done. Good job!	1
i have observed need to add dditional personnel	1
I have observed that you are doing your best to serve. Thank you for making your customers important.	1
I have opened a new account and the staffs are accomodating. Though I've waited for my card for some time, I think the time I spent is reasonable bacause their are many customers.	1
I have plenty of transactions but the tellers namely Bettina Magbuhos and Alanisse Caseres were able to process it properly and correctly.	1
I have received an excellent customer service from the following staff Marselle O. Beltran and Elisha L. Nuval go and above and beyond my expectations from Taguig City Hall Branch.	1
I have received outstanding services from Ms. Adel Acosta, Grace Maningas, Aileen Santos, Cash Dept; from Ms. Carol and the branch manager of Meycauyan Branch for their outstanding services they have provided to me. They were so courteous and so helpful. These staff are great assets to the company.	1
i have suggestion because i am fully satisfied on your service	1
I have very easy transaction ????	1
I hereby highly appreciated to their services and concerns.	1
I highly admire Sir Roland Valdez for being so helpful with my query. He was very patient and knowledgable with the process of Efps enrolment and payment of any BIR transaction. thank you so much	1
I highly appreciate maam jocelyn paculan for the assistance and service.	1
I highly appreciate the services offerefd by the staffs since it's my first time to open an account. Thank you.	1
I highly appreciated the service of lanbank staff and also the all security guards. Thank you	1
I highly commend Maam Mira Anacion and Sir Edgar Buerano. So easy to deal with., courteous and with ready smile all the time	1
I highly commend Ms. Kaye Andarino for being very helpful and accommodating. She also has a very pleasant disposition.	1
I highly commend the employee bcoz she works efficiently, courteous nd can do multi tasking.	1
I highly commend the services provided to me by Ms. Marielle N. Auditor. She was very helpful and she offered me the best service and offered me the type of account which I exactly need. Thank you!	1
I highly recommend for promotiontnx	1
I highly recommend lbp kab. Branch to any other bank agencies, I don't have trouble in processing my husband claim transaction	1
i highly recommend Melanie Joy Baloran Thank you	1
I highly recommend mr. domingo for his accommodating service	1
I Highly recommend Mr. Kevin Anglo for the eccentric client service extended in handling our accounts, especially for Senior Citizen accounts, for my parents. He is easy to transact with and highly knowledgeable of the services of the bank. He was able to provide exemplary assistance to us even our main branch of account was in other branch. Kindly extend our kudos to him for a job well done. Hopefully other landbank personnel/officer in Quezon would learn and follow his lead.	1
I highly recommend Ms Venus Javellana for assisting me for opening of saving account	1
I highly recommend this landbank because their staff is very good at servicing and has good attitude, they approach you in time.	1
I highly recommended Ms. Venus Javellana for assisting me in opening my savings account she deserve a salary increase	1
i highly salute the staff and management here at LBP Sta Rosa	1
I higly recommend the staff who assisted or cater on opening mg savings accoun. Kudos for your excellent customer service	1
I hope all Landbank branches is like Makati Salcedo Branch, staff are courteous and all smiles	1
I hope branch always have available ATM card for new accounts	1
I hope Branch lite someday	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I hope Branch lite someday.	1
I hope every government employee or anyone with LBP payroll account can avail freely of LBP CREDIT CARD WITH NO ANNUAL FEE FOR LIFE.I was declined last time and it took 6 months for the result to reach me.Even though I have 4 accounts with LBP.	1
I hope for faster transaction if possible but so far staffs are very accomodating transactional are explained very well	1
I hope hindi magbago ang mga empleyado dito sa EDSA Cong. Mababait at sobrang maasikaso.	1
I hope hindi po magbago ang mga empleyado dito sa edsa north congre mababait at sobrang maasikaso	1
I hope I will get an answer for my inquiry in my status of application.	1
I hope iAccess app will be easy to apply since on my previous experience I had a hard time in my application. Thank you.	1
I hope if there was some questions or feedback the company would approach or they cater always.	1
I hope it can more helpful to people who are needed to open a new account and also maintain to communicate and entertaint a people in a nice way, Maintain a good work.	1
I HOPE LANDBANK STO. TOMAS COULD PROVIDE A MORE COMFORTABLE WAITING AREA. WE ARE WAITING OUTSIDE UNDER THE EXTREME HEAT OF THE SUN. I AM CONCERN WITH THE HEALTH OF OTHER CUSTOMER. HEAT STROKE AND HYPERVENTILATION COULD BE THE RISK OF EXTREME EXPOSURE TO SUN.	1
I hope LB have 2 or 3 personnel under the NAC	1
I hope LBP IMPROVE	1
I hope maging mas modern na Ang pagkuha nang number sa pila para less hassle sa mga costumer much better siguro kung magiging digital Ito at Naka flash nalang sa tv mga number so that mas maganda ang magiging service.	1
I hope magkaroon ng housing loan ang landbank someday.	1
I hope mas mabilis na ang pila at di na antukin sa upuan	1
I hope more transaction everyday.	1
I hope na maayos nang mabuti ang depo.machine sa labas n mas lalo nappabilis ang transaksyon ko	1
I hope next time the process is explained more properly and transaction is fast. Thank you!	1
I hope next time transactions will be done smoothly to avoid delay on the part of the client	1
i hope other branches of LBP would have the same services as yours, fast, easy and not time consuming. Thank u for the efficient service.	1
i hope pasudlon nas guard ang mga tawo if naa nay chair sa sud kay init kaayus gawas	1
I hope staff would automatically enroll new members on the online banking system	1
I hope that landbank will make the acceptance of clients more longer than 3pm probably 5-7pm will make a huge difference.	1
I hope that LBP Antipolo personnel would continue their commendable performance. I also would like to personally thank Ms, Rosanne Monson for always being accomodating.	1
I hope that other employees of landbank should be the same as ma'am, very accommodating and Knowledgeable as well.	1
I Hope that the office will open on Saturday to accommodate clients working from Monday to Friday. Thank you!	1
I hope that the waiting area outside will have ample seating and clean comfort room.	1
I hope that there will also be transactions during Saturdays even half day to cater government employees without sacrificing their leave credits.	1
I hope that you can install priority numbers that are visible so we can follow up how long we are on the queue	2
I hope that you well improve how you entertain people	1
I hope that your employee could be more aproachable and friendly ug dili magminaldita	1
I hope the bank can allow e-sig for my t-bills transactions. Since its getting a bit hassle for me to go back and forth to sign documents.	1
I hope the company open to the feedbacks of their customers.	1
I hope the guards would respond more lightly and not moody or angry. Seems like they're more grumpy than the employees at the desk. Not that issue tho but I think that aspect could be improved. Overall, excellent experience with the branch. Thank you, Landbank Dasmariñas.	1
I hope the online info for all branches be always updated especially the numbers otherwise good job	1
I hope the online services will improve	1
I hope the opening time would extend to 5pm	1
I hope the the atm card well be available as soon as possible	1
i hope there is a coffee for customers.	1
I hope there is longer banking hours.	1
I hope they can add more employee for the transaction in counter number 1. It takes time for them to finish one transaction.	1
I hope they have monitor and queuing system so we can see what number is in.	1
I hope they would be able to maintain their current standards and more.	1
I hope this branch can accommodate more clients in the future .Thank you 🙂	1
I hope we can request loan clearance in any branches.	1
I hope you make it free because bank statement and certificates are supposedly free Other bank even allow online generation if these documents. It is not justifiable to pay 50 per page for a document that is supposedly free.	1
I humbly request to have a friendly system for i-access enrollment	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I inquired for home loan and the assistant, Ms. Elsie, eagerly assisted me. She also endorsed me to the manager, Ms. Mercy. She explained thoroughly the procedures and the requirements that I need to provide. She's very helpful with my questions. They even provided me the forms to accomplish. They are very quick and they know what they are doing. Thank you Muñoz Science Branch. Looking forward to the approval of my loan.	1
I just have a comment about the staff which is the guy staff, please do not be maldita to you costumer	1
I just hope that the bank cert is cheaper.	1
I just hope that the branch will have bigger space	1
I just selected Personel Administration Department because there wasn't any option for Malate Branch. Thanks and sorry.Overall experience was all good.	1
I just want to appreciate Ma'am (who assisted me in opening my account last Oct. 21, 2024) for being so gentle. Her pleasant aura makes me so comfortable during the whole process. Also, thank you for the very fast transaction.	1
I just want to commend Ma'am Cristine of Calderon Baguio branch. She was very patient and pleasant to deal with. I asked a lot of questions but she was efficient enough to answer them kindly. Transaction was very fast. She treated everyone fairly.	1
I just want to commend the assistance and service of Mam Rica. I am satisfied for her service, Very accomodating and easy to talk to. Kudos To LBP Jaro Branch (Savemore/BFP).	1
I just want to commend the staff here at LBP QC Hall branch for being so accommodating & helpful. my transaction was done swiftly without any problems whatsoever. Kudos to the management & staff for their friendly & professional service. maraming salamat po	1
I just want to express my appreciation for the service that I received from Ms. Hannah, one of your employees assigned to the New Accounts Desk during my visit to your branch on May 21, 2024 (Tuesday). She professionally, courteously, and politely assisted me with my transaction. If I may, in my perspective, and as a former government employee, she is doing an excellent job and she deserves a commendation for it. Kudos to Ms. Hannah and Landbank Legazpi Branch (Old Albay)!	1
I just want to recommend to strengthen the capabilities of your atms. Usually they are offline (both deposit and withdraw).	1
I JUST WANT TO SAY CONTINUE TO SERVE OUR PEOPLE.	1
I just want to thank Ma'am Regina, Mher of Landbank East Avenue branch (Backroom) and Ma'am Zhel who process LBCS. they available for all of our questions and concerns and has provided excellent service.	1
I just want to thank to ma'am laurice who assist me during my transaction she so kind	1
I know that there is always a room for improvement but i see landbank has always had a good service.	1
I know there is always room for improvement but Landbank Umingan Branch is an exception because their service is already exceptional. For me, they just have to continue what they are doing.	1
I like everything I see and then changes being made	1
I like how they accommodate customer.	1
I like how they approached us so no need to improve	1
i like how they entertain the clients and their cooperation and its very good	1
I like mam gen. I'm very satisfied with the service!	1
I like that I got it for free as part of my perks as premium depositor	1
I like that i'm done with my transaction quickly, the service is very fast and the teller is very accommodating and friendly.	1
I like the comfort but the length of time to wait	1
I like the service	2
I like the service and the employee	1
I like the service of the teller very accommodating and interactive. Thank you, i'm very much pleased.	1
I like the service provided by the bank	1
I like the service, excelence experience from A-Z.I suggest to create some device like kios for our future generation, It is easy way to do any transaction inside the branch. However thank you to the staff smiling each your clients.🙂	1
I like the service.	1
I like the staff coz they are friendly and accomodating	1
I like the staffs they are accommodating and nice to me. Also the guards. I'm very satisfied!	1
I like the teller's service. Thank you northbay boulevard branch	1
I like the way the staff/employee treated us. Continue to give best character to every individuals that comes to your office. Thank you!	1
I like the way they entertained us.They were so accommodating we smiling look in their faces!	1
I LIKE THEIR SERVICE	1
i like their services very convenient.	1
I like to commend Zandria for her exceptional approachability. When I required assistance with my passbook, I was impressed by how she handled the situation. Despite having many clients in front of her, she managed to assist us with ease & attentiveness. Her ability to juggle many inquiries while maintaining a friendly & patient demeanor truly reflects her dedication to outstanding customer service.	1
I like your service very much continue your good services..Kudos!!	1
i like yours services thats all	1
I liked how accommodating and helpful the employees were.	1
i liked landbank aurora branch near balete.	1
I love how accommodating the employees and interns	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I love how accommodating the employees are	1
i love how accommodating they are	1
I love how everyone is kind.	1
I love how friendly everyone is here. It makes banking a pleasant experience!	1
I love how LandBank minimize the name length on their card to fit my name on it, I am already used on seeing my name incomplete in any kind of ATM Cards but this is a great experience.	1
i love how very approachable the employees of landbank san jose branch	1
I love laNDBANK	6
I love landbank candaba because all the staff are Very accomodating and friendly.	1
I love Landbank Mandalagan & I love LBP (heart)	1
I love landbank ortigas ave branch	1
I love Landbank! You're the best!	1
i love Landbank. All personnel/ employee are very accommodating. They perform their job very well. Keep it up! Mabuhay kayong lahat! GOD BLESS US!!!	1
I love Malacanan Palace Branch 🤍🤍	1
I LOVE MALACANAN PALACE BRANCH! THANK YOU FOR YOUR SERVICE	1
I love Ms. Vanessa in assisting me today. Her Smile is superb.	1
I LOVE SAN FRANCISCO BRANCH!	1
I love sir dave	1
I love the quick and hassle-free account opening process	1
i love the service of the landbank	1
I love the service they afford	1
I love the services!	1
I love the staff and the office policies. They help me so much during the the education of my children. So, for me they are okay	1
I love their services	1
I love this branch	1
I Love this branch	1
I love uit	1
I love your new uniform	1
I loved how the land bank personal at pugo branch entertain its clients, very accommodating, instructions are well explained, and she's enthusiastic.	1
I' m very Satisfied with their service..	1
i made an interbranch withdrawal ,accomodating staff😊👍	1
I may no have suggestions but I just want to say thank you for all the staffs of LANDBANK in Alabel capitol branch for being so accomodating and doing their job in timely manner. Even the security are very welcomed.	1
I may say, staff and service are good and nasatisfy ako sa kelangan ko. Good job Sir Aldwin. Thank you po.	1
I might pay that no more improvement needed. The personnel are very accomodating and respectful. I don't have any problem encountered	1
I miss you!	1
I never expect that the staff are warm and welcoming. Everything was smooth. I was guided all through the process.	1
I noticed most of the LANDBANK branches are short staffed, especially the teller. I hope the management will look into it.	1
I noticed that there is no pantry and powder room for employees. They are visible when eating but over all they are effective in good customer service. Thank you.	1
I observe that Mr. Paul John Wendam was very accommodating, patience and helpful. He has a good character in dealing with every clients that he is serving. Mr. Wendam should be recognize for all the hard work he is contributing to his office and to the people he is working with as well as serving the client.	1
I observed patience to maam in doing every transaction to every customershe interact.	1
I observed that sometimes due to unexpected volume of transactions to your good office for the different transactions, The staff are truly effective and efficient on how they are going settled and handled for the difficult situation.	1
I observed that they have a positive work environment.	1
I only suggest that always keep smiling and always have a long patience 🫶🏻	1
I opened my sss pension account. The rransaction is fast and easy.	1
I pass by Canon Br. Before heading to Sflu. Greeted with a smile by the guards and the Frontline employees. The Manager and BOO were so accommodating. Keep it up Landbank Candon Br.	1
i patuloy ang magandang pakikitungo ng maayos sa kapwa.	1
I pay my salary loan for the month of November & December. I was accommodated promptly. Thank you Sir Jan & Landbank.	1
I personally commend/commendation of Ms.Mary GRace Rehmon for accomodating and guiding me always in any bank branch she assigned in mandaluyong since UCPB to Landbank. I would express my sincere gratefulness to Ms.Grace for uncobditional and untiring services.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I personally experienced a well-service.	1
I praises to all the staff of Landbank here in molave branch most specially to ma'am GINA P. BALITON very approachable person and very kindness always smiling , and also very honest person God bless your Landbank company ??🙏🏿	1
I prefer this fast transaction now compared to last time I visited here. I see significant change by far. Good job hope this service is sustained.	1
I rarely received smooth transactions.	1
I rated high based on my previous experience but recently I am not satisfied with the processing of loan because unlike before it will be released within the day or a day after. It is inconvenience on our part to sign the amort before the release due to the distance.	1
I rather say that all workers/teller of thus card (LB) was approximately good to all applicants & Hospitality for the applicants	1
I really appreciate Dhar for patiently helping me with the BIR payment. It was my first time and I don't have any idea what to fill in the forms yet she patiently taught me even though she was occupied with the transactions from the other clients. Thank you! Kudos also to the manager for guiding your staff on how to deal with clients under pressure. Keep up the good work!	1
I really appreciate how this bank always makes things so easy with their awesome online banking and super helpful customer service. everything is always efficient and convenient, the bank is already amazing without needing further improvements!	1
I really appreciate Ms. Chin very accommodating and her service is beyong expectation.	1
I really appreciate Ms. Trini Rose for assisting. Im fact I was able to.update ng records.	1
I really appreciate the assistance of Ms. Mary Gayoso and Landbank Pearl Drive Team in our concern. She really help me to inquire in Landbank HQ about our concern and resolved it within today as well.	1
I really appreciate the quality of service.	1
I really appreciate the staff LBP Barili especially counter 1 staff she is approachable. I am satisfied. God blessed!	1
I really appreciated the service.	1
I really hope that in the future, there will be an option to assist customers who are on vacation or residing overseas. This would eliminate the need for individuals to physically visit a bank in order to resolve issues, such as resetting security questions in their accounts.	1
I really like	1
I really like and appreciate the attitude of the teller,she is accommodating and considerate	1
I really like how they entertain people especially like us a poor people. Thank you and God bless	1
I really like the service of Landbank Lucena Cathedral Staff. Really efficient. And their smiles are contagious.	1
I really like the service. Well done	1
I really like the teller, she's fast and very well mannered. Accommodating and friendly, I would surely come back here. Thank you!	1
I really satisfied	1
I received an excellent service; well organized and accommodating.Good Job Ellen!	1
I received the best service from ms. Ligaya L. Padilla, I was fully satisfied on every answer she gave in all my questions I asked, I can tell she is very knowledgeable on every angle of banking transaction, I truly vote ms. Ligaya a. padilla on any promotion will be, for she is really an asset of landbank	1
I recently had a great experience with Landbank Paseo de Sta Rosa. All the staff was very friendly and helpful throughout my everyday visit. They provided excellent service to the Finance Service 18 and Cadets of PNPA and made sure all my banking needs were taken care of. Highly recommended!	1
I recently had a great experience with Landbank Paseo de Sta Rosa. The staff was very friendly and helpful throughout my visit. They provided excellent service and made sure all my banking needs were taken care of. Highly recommended!	2
I recomend land bank to my co teachers	1
I recommend electronic machine to fill out details in every transaction.	1
I recommend Officer Raphy Jho L. Reyna, as the Best Employee model in the Branch	1
I recommend that the company put ATM Machine in Lazi Area	1
I recommend that the staff assigned to the check should be seperated.	1
I recommend the branch! Ms. Rose gave me an excellent service. She explained everything in detail, how to use the ATM card properly. The Do's and Don'ts, for that I am very satisfied. Good job! God bless.	1
I recommend their computer to the lobby for the clients individual transactions purpose	1
I recommend this company or landbank because with it comes to services the staff is very helpful and approachable with the customers and it is very easy to have any transactions when it comes toPayment	1
I recommend this landbank branch for being courteos to their clients, all of the staff, Thank you	1
I recommend to have a fast lane for simple transactions. Most of the clients, who are mostly employees from both private and government offices, wastes time waiting for transactions which i think can be done atmost by 2-3mins. For the Qs indicated, names of those who answers the survey should be optional 😵?💫	1
I recommend you	1
I REQUESTED FOR A MANAGER'S CHECK. I TOLD THE STAFF AT THE NEW ACCOUNTS SECTION THAT I AM A BIT OF IN A HURRY. SHE PROMPTLY FINISH TO PREPARE MY MANAGER'S CHECK AROUND 5 MINUTES ONLY. FAST SERVICE AND I WAS DELIGHTED HOW COURTEOUS SHE IS.	1
I respectfully commend for the services extended to me and to other clients of ms. Bennyza May F. Montejo	1
I salute na employee of lbp agrihub because of their attitudes to their costumers they are kind and friendly they greet their costumers with smile in their faces	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I salute the employees of Ibp-echague because of their behaviours among their clients	1
I salute the employees of ILBP agrihub	1
i salute to the personnel of landbank danao from the manager to the teller for the very good service everytime i do have trandactions in the bank.Kudos to you all....	1
I SATISFIED ALL THE SERVICES	1
I satisfied fot their service and security safety	1
I satisfied thanks	1
i satisfied the service ,, continue	1
I satisfied to the service here LBP . Thank you	1
I satisfied to the service of brach of the landbank in parang.	1
I satisfied with the service	1
I satisfied with the staff services.	1
I satisfy their services	1
I see that the employee is very Approachable but i suggest more that they should smile often so that their customers not afraid to them. but very highly recommended this brach.	1
I see the office was fair to everyone and we improve, still be faithful and help people and be follow to the rules	1
I spend a reasonable time with the bank during my transaction.	1
I SPENT A REASONABLE AMOUNT OF TIME FOR MY TRANSACTION	1
I spent a reasonable amount of time for my transaction.	1
I spent an hour for queuing. Maybe a another lane for New Accounts to maximize time and accommodate clients	1
I spent an unreasonable amount of time dealing with the issue at hand, not because of the personnel, but because it took almost forever before someone answered my call. I understand that you are receiving a large volume of calls and have a limited staff, but please do something to at least reduce the wait time. Thank you.	1
I spent longer time in the office due to many customers. They should add another staff assigned for new accounts.	1
I spent reasonable amount of time for my transactions.	1
I spent reasonable amount of time in the branch	1
I spent reasonable amount of time in the branch for my transaction	1
I spent some time because the system went off. But even though it became offline, the staff still entertained us. Excellent service, landbank maasin!	1
I spent some time waiting for my turn because there are many customers. But the process in opening my new account was fast and the staffs are accomodating.	1
i strongly agree in your company what the rules and regulation continue to be humble and good intertainer to your fellow customers thanks and God bless	1
I strongly commend Sir Jelius for significant help and supportAnd also seçurity guard	1
I strongly recommend to upgrade your internet for faster transactions during working hours masyadong mabagal which is not good especially kung medyo busy at maraming tao.And the staffs in romblon,romblon branch are so polite and responsive to the costumers.PS: Ma'am JOVI pa approve na po ng enrollment ko last May 30,2024 😅Thanks	1
I strongly suggest that you keep on doing how you execute your work and how you treat the clients kindly and fairly.	1
I strongly suggest to enhance the I-ACCESS ENROLLMENT OF Land Bank of the Philippines	1
I submitted wrong survey to cash dept that is intended for bayawan branch. compliments to the front desk staff of bayawan for providing excellent service and always greeting us with a smile..	1
I suggest an additional NAC personnel	1
I suggest for a faster transaction	1
I SUGGEST FOR AT LEAST 3-4 TELLERS FOR FASTER TRANSACTIONS. THANK YOU.	1
I suggest if possible to change a new one, the Deposit ATM at Santa Elena. It happened twice to me that the machine took my money but not deposited on my account. It can cause delay for any transaction I need to do and it can cause anxiety for anyone, to think that it takes time to address the concern. But overall regarding service satisfaction, I highly recommend and appreciate Mr. Joshua for approaching me and addressing my concern and also helping me to file a complaint. God bless	1
I suggest instead of using form it should computerize	1
i suggest LBP to provide payment slips for BIR beforehand for a faster and more convenient transaction	1
I suggest mas maganda kung tatawagin and number para (priority number). Salamat ng marami sa mabuting asal ng mga staff.	1
I suggest more employees on the table to assist on different areas such as opening an account; complain about their passbook, atm or check book; and other government agencies which hold an account with Landbank such as Barangay officials, teachers and police personnels which could not mix with other depositors so that the transaction everyday will go on and on.	1
I suggest PO mam Yung Aircon PO s office sana PO fully air condition na mn PO kasi subra init PO Lalo n kun madami na Yung tao s loob .Sa condition PO ng weather natin Ngayon n subrang init need PO talaga ng Aircon... Thank you so much po and God Bless us all...	1
I suggest that all the services remain as is it.	1
I suggest that enrollment and activation of iaccess be done at the same time of opening of account to minimize confusion. This also goes for the activation of the fund transfer function of iaccess.	1
i suggest that in every transaction we will inform by our official	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I suggest that NAC counters should be improved because sometimes, waiting time is too long. Also, cellphones should be allowed, just like other banks, so if waiting time is too long, customers have something to do:)	1
I suggest that still maintaining your fast transactions services.thank you	1
I suggest that The Agency should hire additional employees to give the best service to clients	1
I suggest that the cc should be placed in a tarpaulin for the customer to see cribility purposes	1
I suggest that the land bank website should check/change the way how to register an iaccess account. Cause whenever I attempt to register, the land bank site could not send any otp through the email address that I provided. As a result, I could not create an iaccess account.	1
I suggest that the LC be transferred to a better and spacious place to maintain the corporate image of the bank.	1
I suggest that the loan rates be reduced and be made competitive with other local banks. The rate given to me was almost twice the current rate which gave me a hard time to pay my loan.	1
I suggest that there be a Landbank (with teller) in ARGAO.	1
I suggest that there should be an available comfort room for the client.	1
I suggest that there will be more ATM machines on malls and other nearby establishments...	1
I suggest that they should add another clerk for new account since there are many clients who wants to open new accounts.	1
I suggest that they should add another personnel for new accounts so that clients can be catered immediately. The bank only have one personnel for new accounts and there are many clients	1
I suggest that they should put more people on new account section....	1
I suggest that your office will extend time or open on Saturdays	1
I suggest the aircondition to be colder🙂	1
i suggest the length of time for the processing times be shortened	1
I suggest this branch would add more tellers	1
I suggest to extend the normal banking hours until 5PM.	1
I suggest to further response quickly. Thank you	1
I suggest to have more teller as they are very busy.	1
I suggest to have more teller personnel for faster transaction and easy instruction and assistance. no why	1
I suggest to improve the system because this one of the reason why some transaction are delayed	1
I SUGGEST TO MOVE MAAM KIMBERLY DELFINO TO A HIGHER RANK. THANK YOU SO MUCH!	1
I suggest to pleas adjust the font to a little bit bigger so that the viewer may see it clearly. Hehe halap2 ang person hehe	1
I suggest to put an additional chair for those people who are waiting outised	1
I suggest to put contact number that are reliable, or that can easily seen..it should be mandated to use Tm for mostly of the nitizen nor citizen of the Philippines used TM as their sim card.	1
I suggest to stay good at all times at client just what we experience today. Thank you for wonderful experience Landbank ??	1
I suggest you render the service first before you let clients and wer a survey regarding service	1
I suggest your service is good and happy services	1
I suggested to more ATM machine in lanao delsur	1
I suggestions our services are easy to transac..	1
I thank the Branch for always assisting & serving me well. TYVM po.	1
I thank the landbank maasin, especially to the clerk assigned for new accounts and the manager, for still accomodating us even if we went to the bank late and it's almost closing time already. Their service are excellent and the staff and personnel are nice! Thank you very much, landbank maasin!	1
I thank you for the assistance of Ma'am Lynett and Sir Raymond for my inquiry about my Credit Card Statement of Account.	1
I thank you're well doing a good job.	1
I thin all are well organized. Thank you	1
I thing ist ok	1
I thing it ok keep ash good woork	1
I think ,everything is all ok. The staff, ambiance, and facility.	1
I think all are well- organized.	1
I think all is perfectly ok	1
I think all is well. From employee, service, surroundings and all.	1
I think alternate priority and regular in a lane	1
I think clients should only answer this survey once. Ir's my third time answering this	1
I think everyone is friendly and easy to ask some concerns	1
I think everything is all good. Thank you for your service.	1
i think everything is ok	1
I think for me it's an outstanding service, admirable and very accommodating employees... and that's matter most	1
I think i just satisfied with the land bank employee who attend before me reason why i dont have any suggestions. Thumbs up for everyone	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I think its ok no comment good service	1
I think its ok the employees are very kind and humble in assisting the client.	1
I think just to make it technologically friendly and for faster internet services otherwise they were able to assist us even though this was not really in their duties.	1
I think landbank customer service should improved their services. Also their otp, it should be on time to be sent and not late, that's all.	1
I think Landbank should be partnered with school organizations.	1
I think LBP Dinalupihan is one of the best bank i've ever transact other than other bank. no more suggestions but more power to landbank dinalupihan.	1
I think LBP do their best to satisfy their clients.	1
I think LBP should have a budget for the branch' repainting job. A lot of posters placed on the walls and standees in the counters doesn't look good in terms of your branch physical appearance. Can hardly see the tellers in the counter. Despite my observations, I will still transact with LBP PTE Br. because of the branch officers and staff willingness to help. They are friendly and professionals. EXCELLENT SERVICE.	1
I think more branches..	1
I think more promo and be friendly woth tje clients	1
I think need more teller for fast service.	1
I think none, or maybe Always keep up the best service to others... because the service I experienced yesterday was great and Ms. Rhoan (teller) was very kind and she given me instruction courteously. It's a fast processing to open an account with her to get my landbank GSIS UMID Card. Thank you so much & God Bless.	1
I think ok naman!	1
I think providing free wifi	1
i think survey should not ask for a complete name.	1
i think that the Legazpi branch did give me the best service	1
I think the branch need one/more cashier for faster transaction of customers	1
I think the depoist slips can be replaced with its own carbon paper at the back without using a manual carbon paper lik in metrobank	1
I think the office was well maintained great job guys	1
I think the only thing that i can suggest is to enlarge the citizen charter to make it visible for all the clients especially for the senior citizen	1
I think the process and the services are in good terms.. just keep it up.	1
I think the service is good, but numbers for transaction per window should be presented in the front to make it more easier for LBP Clients	1
I think the service that this branch offered was excellent. I would like to commend the guards because they're so approachable and also Ms. Justine Marcelo who served me with a smile. She's so friendly and I can see that she loves her job. Thank you for the fast and easy service Landbank despite of having storm, your staffs in this branch are all hardworking. Kudos!	1
I think ther eis nothing to improve because they do their job very well.	1
I think there is a need to add teller for a faster transaction	1
I think there is nothing that needs to be improved because I am beyond satisfied	1
I think there is nothing that they can improved its already it's best.	1
I think there is nothing to improve in the services of Landbank YMCA Branch, because I am fully satisfied in their transaction. I just hope they maintain their good services for their transaction to be enjoyed by people.	1
I think there's no further suggestions I could give to this branch as I am satisfied with their service.	1
I think there's Nothing to Improve this service because they already gave the best performance and well organized services.	1
I think they need coin counter for faster transaction	1
I think they're doing their job very well 👍👍👍😊Very Courteous and friendly staff even their security guardsVery commendable Landbank branch	1
I think wala na naman dahil nakapag transact ako ng maayos at mabilis sa kanila. All employees are very nice. :)	1
I think wala na po akong ma suggest kasi everytime na pupunta ako nga landbank Naval I am very much satisfied of their service..	1
I think wala naman po,mababait and staff at approachable, keep going	1
I think you can display or put the Citizen's Charter sa place na mabilis makikita ng clients since in my case hindi ko siya nakita kaagad and hinanap ko pa.	1
I think you have done all your responsibilities	1
I think you need another staff to help for senior people. But I really appreciate the staff who assist me she tried her best to help all of us with a lot of patience and smile on her face. Thank you Abegail	1
I think you need to add one more employee in opening new account for easy and faster transaction. :D	1
I think you should hire more employees to cater the customers at the timely manner. Nonetheless, the employees are great especially the service as well.	1
I think your service is good enough.	1
I truly appreciate all the staff of this bank. They are all polite and serves you with a smile.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I truly commend the services provided by the LandBank employees and management to its clients. I'm hoping I could also be a part of LandBank team someday. Just continue to serve with care to each client.	1
I truly enjoy visiting this branch. Everyone is courteous and friendly and helpful. They make visiting the office a pleasure.	1
I understand the bussiness of the personnel in their planpicture that why I patiently waiting for my turn. Transaction until it finish and so far my transaction is donr	1
I very like this office, keep it up!	1
I very much appreciate the efficient transactions at this branch. Staffs are friendly too!	1
I very satisfied already	1
I visited the branch to sign loan documents and sor Jan is very courteous to assist me. Thank you.	1
I waited almost to hours just to update my one simple information. A lot of paper to be signed. Im looking for the CCharter QR code or any form Of CC in the counter top or any other place I did not see one posted. No queuing system installed in the bank and tellers will shout your number again and again. Hopefully you will have one soonest. I alpreciate Maam Baculan for assisting me well.	1
I wanna commend the customer associate Tapasii Ranii Sinha who assisted me well with courteous and with a smile thank you so much	1
I want to commend East Avenue Branch for Exceptional Customer Service. Especially sa pagtuturo at pag guide sa aming agency sa pag gamit ng Emds kuddos to Ms.Rej and Ms.Mher sa pag guide samin at sa buong East Ave staff and Officer.	1
I want to comment the branch staff very approachable and friendly pagpasok pa lang nakin feel namin they wanted our presence	1
I want to express my appreciation for the exceptional service I received at Landbank Paseo de Sta Rosa especially to the new manager Ms . Joan Castillo very friendly. The staff was attentive, knowledgeable, and went above and beyond to assist me with my banking inquiries. I left feeling confident and satisfied with the level of service provided.	1
I want to express my appreciation for the exceptional service I received at Landbank Paseo de Sta Rosa under the supervision of their manager Mam Joan Castillo. All of the staff was attentive, knowledgeable, and went above and beyond to assist me with my banking inquiries. I left feeling confident and satisfied with the level of service provided.	1
I want to express my appreciation for the exceptional service I received at Landbank Paseo de Sta Rosa. The staff was attentive specially their new branch Manager Mam Joan and their Staff Mam Cindy, Mam Ardiel with knowledgeable experience, and went above and beyond to assist me with my daily banking transaction from our agency PNPA. I left feeling confident and satisfied with the level of service provided.	1
I want to express my appreciation for the exceptional service I received at Landbank Paseo de Sta Rosa. The staff was attentive, knowledgeable, and went above and beyond to assist me with my banking inquiries. I left feeling confident and satisfied with the level of service provided.	2
I want to express my appreciation for the exceptional service I received everyday visit at Landbank Paseo de Sta Rosa. The staff was attentive, knowledgeable, and went above and beyond to assist me with my banking inquiries as finance officer of PNPA. I left feeling confident and satisfied with the level of service provided. by all the Staff especially their new branch Manager Mam Jocelyn Castillo together with Mam Cristina, Mam Cindy and the former Manager Mam Dalid.	1
I want to express my deepest appreciation to Landbank Ipil Branch and to Sir Jan for fast approval of my renewal in salary loan. Dako kaayo siya ug tabang sa akong pamilya. Salamat sa tanan.	1
I want to express my gratitude for the outstanding service I received at Landbank Paseo. All the staff was friendly, knowledgeable, and efficient. I highly recommend their services!	1
I want to express my gratitude for the outstanding service I received at Landbank Paseo. The staff was friendly especially the Manager Mam Dalid and Mam Cindy and Mam Tina, knowledgeable, and efficient. I highly recommend their services!	1
I want to express my sincere appreciation for Mr. Jesse Santos for the smooth transaction of cash withdrawal that I had at Landbank (Pasig Cityhall) .I was impressed by professionalism and efficiency, especially considering that you are a new employee. Your attention to detail and willingness to help me with my transaction made the process quick and easy, I hope that you will continue to provide the same level of service to other customers in the future.	1
I want to extend my appreciation to the tellers for their exceptional efficiency in handling deposit transactions. Their speed and accuracy make banking a seamless experience. Thank you for your dedication to providing top-notch service!	1
I want to extend my utmost gratitude to Maam Jovi Ros Mangao for patiently accommodating my concerns. Keep up the good work. More power Landbank-Romblon Branch. Also, I just want to suggest (if applicable), to build public comfort room (CR) outside the facility, for clients' convenience. Thank you!	1
I want to recommend to put back the digital numbering system because this time clients are always in a hurry even if its not yet their turn they will make singit.... If you will put back the digital numbering queue it will be organized.	1
I WANT TO SAY THANK YOU BECAUSE YPU HABE FAIR TO EVERYONE AND ALWAYS HELP WHEN WE HAVE ASK SOME QUESTION	2
I want to thank Ronnie for no hassle processing of my 2 back to back loan	1
I want to thanks this land bank to my saving account	1
I want you to keep up the good work and fair treatment.	1
I was accomodate nice and my question were answer	1
I was accommodated nicely and thank you very much!	1
I was accommodated properly and addressed my concern. Well satisfied with the service.	1
I was accommodated with my request to have a mobile banking account even if my account is not from this branch. Ms. Karen Linde helped me to activate my account within a short period of time	1
I was already happy and pleased the bank's employee who assisted me. The Manager, employees of this bank were all truly amazing doing their job/responsibilities and all very polite to their clients.	1
I was amazed by the warm accomodation of the staff . Satisfied client here.Keep it up and God speed🙂	1
I was amazed how the service was made when I made a transaction. The employees are approachable. I will make another transaction here again if ever I will be needing some help on my Landbank transactions.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I was assist technically by the personnel since this is a rare transaction they made it simple for me to follow instruction hopefully all the bank branches can also do their nest TA to whoever clients they will encounter s oo mply because when we work a piece of our job which is not the usual transaction then it s cosidered a learning and development also for both the client and the bank personnel	1
I was assisted properly even if my account is with Intramuros branch	1
I was assisted very well by Miss Venus Javellana thru opening new deposit account. I don't have any suggestion for the improvement of services because I am satisfied with the service given to me.	1
I was Assisted Very Well Regarding I Access Account opening improve online transaction	1
I was assured ni Manager Cecille na walang nadebit sa account ko on a failed fund transfer na ginawa ko thru MBA.	1
I was at the bank at 9am i was 4th on the line (including senior citizen) however i was accommodated at 12nn. The work flow was sooo slow. Maybe a change in strategy were needed for better results.	1
i was bsatisfied with the service tou have provided during my transactions	1
I was calling your phone in your office yesterday to inquire something but nobody is answering. If possible any of the staff can answer phone inquiry.	1
I was catered and had my request acknowledged. Kudos Team Landbank Calamba especially Maam Marj. May it be online transactions or walk-in, their quality of assistance outstand.🫶🏻	1
I was completely impressed w/ their professionalism and customer service.	1
I was completely impressed with their professionalism and customer service	13
I was completely impressed with their professionalism and customer service.	2
I was completely impressed with their professionalism and customer service. Kudos.	1
I was encouraged by NAC to open an account.	1
I was entertained by Ms. Jennie & she was very helpful. Thank you	1
I was entertained very well	1
I was excellently catered by Ms. Bernie Sinlao.	1
i was expecting to be called but i haven't received any call for clarifications	1
i was fully satisfied with the assistance they extended to me Everything is properly placed	1
I was happy with my time there	1
I was impressed with this branch how they quickly resolve my problem quickly compare with the other branch.	1
I was informed by the staff regarding the CC and about the service charge of my transaction.	1
I was offered of the product I needed, and was given utmost assistance to my satisfaction. It was a very pleasant experience	1
I was overall satisfied with the transaction :)	1
I was really happy that the employees of Santiago Branch exerted effort to contact me and explained what I need to do on my account which was not updated since I retired last 2020. The staffs, Mr. Moi and Mr. Bryan, assisted me with the transaction I need to comply. They're very approachable, accommodating and the step by step process were explained to me clearly. In general, my experience with Landbank was good and hassle free.	1
I was satisfied by the service.	1
I was satisfied for your courtesy good job maam/sir	1
I was satisfied naman po yung naging challenge kulang is madyo matagal silang sumagot. Hopefully, mag add sila nang mas maraming representative para mapadali po.	1
I was satisfied ty for the great service.	1
I was satisfied w/ the services the staff are approachable.	1
I was satisfied with service they provided.	1
i was satisfied with the assistance they have given me	1
I was satisfied with the service provided by the branch the office was comforting very cold AC perfect for a hot weather.	1
I was so satisfied wth their service here.	1
I was surprised of how excellent customer service they have shown esp the new account section...KEEP UP the amazing work	1
I WAS TREARTED COURTESLY BY THE EMPLOYEES..	1
I was treated corteously by the staff and (if asked for help) the staff was helpful.	2
I was treated courteously by the employee	2
I was treated courteously by the staff	1
I was treated courteously, keep it up Godbless	1
I WAS TREATED COURTESLY BY THE EMPLOYEES..	1
I was very satisfied at the service of landbank office , thank you !	1
I was very satisfied by the way Mr Elvin Tamani handled my concerns. I hope the organization can train its employees to be as courteous and service oriented as he was and with a personal touch.	1
I was very satisfied during my transaction at Landbank Kapalong Branch. I commend Sir Ian who is assigned at the New accounts, he is very approachable and accommodating. I admire how he deals with his clients with courtesy and respect.	1
I was very satisfied with the customer service of Manager Angel and her team. Very efficient! I am happy that I was able to learn something new today because she helped me to enroll and make use of the iaccess facility for my account. I am not a techie person but I appreciate it so much.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I was very thankful because the staff are very friendly	1
I was well accommodated by Manager Villaruz.	1
I was well served job well done by the staff	1
I was. Impressed and satisfied with the services they tend to their clients.	1
I went through every transaction smoothly so I think there's no need to improve on the process but to just sustain it.	1
I went to the bank to claim the checkbook and I got it right away. Thank you, landbank maasin!	1
I went to the bank to complain and noticed the temperature inside is hot, they should have additional aircons.	1
I went to the branch past banking hours, but the branch is always considerate and accommodating of my urgent banking transactions.	1
I went to the office late, but I was lucky there were no lot of people so I didn't wait for a long time. I commend the office's service. Thank you, landbank maasin!	1
I will comeback in this branch for my future banking transaction	1
I will send a separate email. Their service is very commendable.	1
I wish everyone be approachable	1
I wish that replacement of my GSIS card would not take long	1
I wish the bank would have more seating whenever rush hours occur.	1
I wish the office had a little more light. It is usually dark here in the branch.	1
I wish the staff would be more responsive in emails. Nonetheless, during times that I had to call for follow ups, Sir Elmer Torno would be so courteous and accommodating to my queries.	1
I wish to praise Ms. Cholly from Landbank Santa Rosa Branch for her exceptional accommodation of every client during my visit. Throughout my time there, I noticed she was the only one smiling, and I genuinely believe her cheerful demeanor can uplift the mood of the clients she serves. I told her nakakatuwa naman po lagi kayo naka smile. Parang wala po kayong problema. And as I was leaving, I overheard an old woman saying to Ms. Cholly na napakabait nyo naman ho.	1
I wish you have more employees like her, klarnce Villamater, executive assistant/NAC, Catanauan Branch. Very courteous and helpful with smile	1
I withdrew from my ATM yesterday but the machine didn't release the amount requested. After waiting for 2 minutes I left. Someone from the bank called me about my withdrawal. They gave me the 6T I tried to withdraw. After I left the bank yesterday the ATM release the money and a honest client got the money and reported surrendered it to the bank. Maraming Salamat sa LandBank at sa honest bank client,	1
I witness it last April's transaction I complaint to the teller	1
I would be glad if my transaction asap. Thank you and godbless us all	1
I would just like to commend the exceptional service rendered by your fellow frontline officers: Ma'am Awatif Orquijo, Ma'am Yeng, Sir Luisito Centeno and Sir Roger Ombay. All of them, especially Ma'am Aw, took initiative and passion in doing their respective duties and responsibilities; truly worthy of their designations as Public Servants.	1
I would like the efficiency of Ms. Awatif the bank teller	1
I would like to acknowledge Mrs. Redondo for accommodating us while applying for a new account. Friendly and clearly explained all the details. Thank you so much!! Well Done!!!	1
I would like to acknowledge the very excellent support of Mr. Patrick Marcos for the banking services he provided to me today. His pleasant demeanor and customer skills is an asset to his department and to Landbank as a whole. Thank you so much. Everything written above is the same with Ms. Fatima Roda.	1
I would like to acknowledge to ms christine misanes very accomodating ,first time paying BIR fees taas og pacencxa heartly mo assist gyud with soft voice .dli pareha sa oban teller ma sayop ra gani masuko dayun. Thank you	1
I would like to also give credit to the personnel in the information desk yesterday (09-04-24) around 2-3pm for always smiling while I'm asking questions. She provided me with accurate information that is why I didn't have any difficulty today completing my transaction. I will rate the Samsom Branch 11/10. Job well done :)	1
I would like to be informed if I have delayed payments.	1
I would like to commend East Avenue branch for always giving us proper treatment, especially to Ma'am Mary Ann Apdua, Ma'am Regine Javalde and Ma'am Liezel Lagman sa laging pag receive ng mga MDS transactions namin and pagtulong kung paano mas mapapabilis ang mga transaksyon halimbawa nalang ang pagturo ng online MDS. Thank you Landbank East Avenue Branch!!	1
I would like to commend how Helpful Ms Claire (OIC/Branch Manager) in assisting my queries. I love how genuine is her smile. Truly, an asset customer service oriented to the core!??	1
I would like to commend Joanne Gonzaga for the exemplary service she provided, which left a very positive banking experience. My visit today is my first transaction with the bank. Joanne presented a few deposit options and explained each options clearly. Today's very positive experience made me re-think my banking strategy and made me want to build a diverse relationship with Landbank. Hope you can share this with her to give her a boost and incentivize her for a job well done! Thank you.	1
I would like to commend Joshua D. Daugdaug for his courteous and efficient in dealing with the client.	1
I would like to commend Iaima sotelo in this branch for being kind and responsible to customer	1
I would like to commend Landbank Bantayan Branch for their genuine services offered to their clients. I am very satisfied with their services.	1
I would like to commend Landbank Lipa's teller 3, Mr. Mikkel Romeo M. Abu Jr., for assisting me for my BIR payments. He was very accomodating and knowledgeable about my specific tax transactions.	1
I would like to commend Maam Marie Joy Macayan for a Job Well Done, Very Impressive	1
I would like to commend mam vanessa barbuena of Landbank Shaw for accomodating me and doing the extra mile by facilitating early my requested documents. Thank you and Godbless	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I would like to commend Miss Ellen Villagrancia for her excellent assistance during my transaction at Landbank Bayawan branch today. Despite having many customers, she managed to assist me with ease and a smile. She exudes very positive vibes that made me comfortable in sharing my worries about forgetting my PIN code. I hope to encounter more individuals like her with such a good attitude and approach.	1
I would like to commend Miss Jemima for professionally handling my transactions. She was very warm, approachable and efficient in catering my needs. Kudos to Landbank Binalonan for having an efficient service and very professional and friendly staff.	1
I would like to commend Mr. Frederick Villareal for the great customer service he provided.	1
I would like to commend Ms Justine and the whole staff of Calamba Crossing	1
I would like to commend Ms Vanessa Joy for prompt and accommodating services provided, also, the Guards on who were duty-bound in their tasks and assistance. Great job!	1
I would like to commend Ms. Aira Rose Flormata of Malacanan Palace branch for attending to my queries and giving her proactive services in Landbank	1
I would like to commend Ms. Anna Marie Lim, Senior Customer Associate, for her exceptional patience and assistance. Her dedication and professionalism made a significant difference in my experience. She went above and beyond to help me, and her efforts are greatly appreciated. Thank you, Anna Marie, for your outstanding service	1
I would like to commend Ms. Buhulon once again for her exceptional dedication to her work. She consistently demonstrates a high level of integrity during office hours, making her a reliable colleague. Whenever there are issues or shortcomings with our transactions, she is proactive in bringing them to our attention right away. This allows us to address any problems swiftly and our operations run smoothly. Her commitment to transparency and teamwork is truly commendable and greatly appreciated.	1
I would like to commend Ms. Florie Jane Gonzales for her assistance during my transaction. She is courteous, attentive, and made sure everything was handled smoothly. Thank you for the excellent service, Landbank!	1
I would like to commend MS. GEMMA BOCO for providing excellent customer service. She is easy to talk to and very helpful. I am delighted that she smiles while I transact with her.	1
I would like to commend Ms. Ivy Charmaine Padre for her excellent assistance. She was approachable and had a warm smile, making my inquiry and needs addressed efficiently and pleasantly. Her professionalism is greatly appreciated.	1
I would like to commend Ms. Jewel for being patient with me ang my mother and for going beyond what we came for. We went to get bank statements and bank certs and she went ahead assisted us in updating our bank infos. I usually hate going to this bank because the other staff were always unwelcoming, condescending and unhelpful. I loved my recent transaction because Ms. Jewel assisted us. It's too bad she is just a reliever here.	1
I would like to commend Ms. Kristela Bunag for helping me with my concern.	1
I would like to commend Ms. Melrose Villaflor for her excellent assistance with my salary loan. She made the entire process smooth and hassle-free. Her friendly demeanor and constant smile truly made the experience pleasant.	1
I would like to commend Ms. Rain for being always available when needed	1
I would like to commend one of your Staff, Ms Angelica S. Batangantang for her excellent services everytime I request for assistance both in the deposit, withdrawal and IT-related to LBP.Likewise, to the Bank Manager, Ms Leila A. Carpizo for her client friendly attitude.More power LBP, my Bank of Choice.God bless LBP!	1
I WOULD LIKE TO COMMEND OUT STANDING SERVICE FROM NAC CLERK I WAS VERY SATISFIED WITH SERVICE I GOT	1
I would like to commend Rob Altares of LBP East Avenue Branch for a very smooth and fast transaction. Inasikaso nya ako ng maayos at magalang pa rin sya kahit marami syang kliyente. Sya ay nakangiti at bumabati pa rin. Kudos!	1
I would like to commend Ruffel Moana for her service.It was fast and the way she accepted my transaction she welcomed me with a smile on Her face.	1
I would like to commend sir Jerson and their frontline services at the LBP West Branch, San Manuel PPC Palawan.. they are exceptionally courteous and respectful.. they also explained well the processes of my transactions today and provided guidance for me. thank you Landbank.. I hope that the staff from the Rizal Branch here in Puerto Princesa can exhibit the same quality of service provided by the LBP San Manuel west branch. God bless po	1
I would like to commend sir Ralph.I would like to commend sir Ralph for the exceptional service and assistance provided to me during my recent transactions at your branch.Specifically, sir Ralph assisted me with updating my lbp card gsis and opening a savings account and replacement of card. His patience and thoroughness were evident throughout, and he ensured that all my concerns were addressed promptly and effectively.Kudos to sir Ralph and to Landbank Naga City Gen.Luna	1
I would like to commend sir Ron, ma'am Joyce and sir Elvin for accommodating me with my GSIS Card. It is very timely during the calamity that happened. They rendered excellent and professional service to the public.	1
I would like to commend the assistance provided by the officer who helped me while he was on multi tasking duty he was able to accommodate me effortlessly efficiently and with professionalism. Just like the last time the Madam who assisted me in the same concern wayback then. Keep up the good work excellence in serving your clients. Commendable service.	1
I would like to commend the Baclaran Stafffor their commendable customer service during my visit last May 03, 2024. 1. Regine L. Santos2. Nicolai Cresta carlon3. Jeralyn Teofisto4. John Carlos BacayoStaff was friendly and courteous to all the clients/customers that when in that time of the day. I am very happy and satisfied with my experience at LandBank Baclaran branch.Kudos to the Frontliners and keep up the good work!Sincerely,Lum Evelyn Fabie	1
I would like to commend the efforts made by Sir James Carlos V. Nudo and Sir Abraham. They made sure that all the needed documents and assistance in the overall home loan application was well facilitated and they really fast tracked my transactions with LBP without nothing in return. They are full pledged energetic public servants. Truly, the government needs someone like them.God bless	1
I would like to commend the excellent service of Mr. Ryan Dennis Ramirez of Landbank Aguinaldo Highway, Dasmarias branch. He was very helpful and approachable. To those like me who do not know yet the Landbank online services, Ryan was so helpful. I completed my transaction with ease with the help of Mr. Ryan Dennis.	1
I would like to commend the lady who assisted us in opening our savings account. She should be the role model on what she do, I appreciate her kindness on the process, I never saw her frown, she's all smiles :) I love that about her. Give her a raise! Her name is RonaJean Fieldad. Thank you, RonaJean! Please continue to be a ball of light! Don't disappoint us, LandBank, lol. Our first interaction was with someone like her, so all of the staff should be like her.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I would like to commend the Landbank Camp Crame Branch for their topnotch customer service and their efficiency to different banking transactions.	1
I would like to commend the professionalism and customer service skills of Mr. Abelton Liangna during my loan application. He made sure that I totally understood the process and requirements before proceeding to the next steps. He answered queries , without any condescension, which made me confident and less apprehensive of the processes. I hope his excellent service is recognized as it reflects positively on LBP. Thank you.	1
I would like to commend the staff and security personnel. They are very accommodating! See you again when I get my item in DepEd.	1
I would like to commend the staff at Landbank Paseo de Sta Rosa for their excellent service as regular client. They were efficient, friendly, and made the whole banking process smooth and hassle-free. I highly recommend their services to anyone in need of reliable banking assistance.	1
I would like to commend the staff at Landbank Paseo de Sta Rosa for their excellent service in the processing of my card replacement. They were efficient, friendly, and made the whole banking process smooth and hassle-free. I highly recommend their services to anyone in need of reliable banking assistance.	1
I would like to commend the staff at Landbank Paseo de Sta Rosa for their excellent service. They were efficient, friendly, and made the whole banking process smooth and hassle-free. I highly recommend their services to anyone in need of reliable banking assistance.	4
I would like to commend the staff who assisted me, Ms. Lilian Lunas, she is very helpful and courteous.Thank you and more power.	1
I would like to commend the Team of Ma'am Nenita Camposano for they are very courteous and knowledgable in their respected fields. Ms Camposano is very accomodating in their clients ready to give smile in every clients that entered their office.	1
I would like to commend the whole maramag staff for their courtesy. They have been helpful with my transactions and has educated me why I have to close my current account. Keryl Klein gave us other options to still continue banking with landbank. Definitely, an employee worth keeping!	1
I would like to commend the workers is Very accommodating, very helpful, very kind.	1
I would like to commend these people for doing an excellent job: Ma'am Jeralyn Andres, Ma'am Charlette Catulong, Sir Christopher Jhon Constantino and Sir Rolando Bayose	1
I would like to commend you Landbank for facilitating my BIR payment, unlike other banks na may cut off, you exceeded in your service. Indeed it was a great help. Also, to the accomodating branch of Toledo, good job for very interactive to my inquiry and have kept our conversation with respect. I am commending you for your great service. Thank you very much! Very good experience bisan taas ang queueing sa number.	1
I would like to commend your employee Mr. Harold Joseph Pablo for her amazing patience in assiting my senior parents in opening a savings accounts as well in enrolling it online. He is helpful toward others.	1
I would like to commend your staff, Arlene Grace Pacete. She was very helpful with my concern and assisted me well. She is nice, she smiles, and is approachable.	1
I would like to express my deepest gratitude and appreciation to Ms. Ana and her staff who is seating in no. 1. They both assisted me with diligence and respect. The bank clerk even offered help about my GSIS card even if it's not part of my busiest transaction.	1
I would like to express my gratitude to Mr. Avic Galangera for his excellent service for me.	1
I would like to express my sincere appreciation for Ms. Zandria Buhulon and her remarkable courtesy. Despite not being the designated individual responsible for handling our transactions, she consistently goes above and beyond to assist us with a genuine willingness. Her prompt and helpful responses make a significant difference in our experience, and we are truly grateful for her support.	1
I would like to extend a commendation to Ms. Rhea Bagasbas of LandBank Tanauan Branch for an exceptional assistance she provided me in obtaining a bank certification. She exemplified competency in her role and compassion to her customer. Her professionalism and efficiency makes the process smooth. She even go the extra mile to ensure that I receive my certification on time. Her exemplary customer service assistance positively reflects to the Landbank organization as a whole. Thank you	1
I would like to give thanks and commendation to Ms MARJ OF landbank naga branch for assisting me well.	1
I would like to mention Ma'am Grace Cadiz for being great at customer service, my whole transaction was very smooth and all my inquiries was answered. 10/10 rating. Thank you po.	1
I would like to praise the positive and smiling attitude of Mr. Jerome Ellaso. This is my second time to be assisted by him. And I can say that he posses or carry such attributes in a consistent manner. He is so approachable and was knowledgeable of his work for he was able to assist me and answer me with all my banking need. I would like to thank him so much thru this.	1
I would like to say thank you to Maam Cath who cater our concern. Its one of my best experience seeking help for the documents needed to renew my car registration. Sobrang approachable at makikita mo she really willing to help. Mga ganitong tao ang need paramihin sa larangan ng customer service. Maam Cath thank you ulit	1
I would like to suggest shorter TAT for ATM card's availability. thank you!	1
I would like to suggest to assist us how to make own account online transact for paster any transactions.	1
I would like to thank bernadette bilder for accomodating my card claim even if I came late	1
I would like to thank Ma'am Venus Javellana, para po sa pagtulong po sakin na ma-block po yung ATM card ko. Thank you po sa assistance nyo maam. Sana ma-promote nyo na po sya.	1
I would like to thank the staff specially to sir zur, thank you sir murag dili ta mahadlok moatobang kay, maayo kayo mo approach. Thank you.	1
I WOULD LIKE TO THANKS THIS LANDBANK BRANCH FOR VWEG ACCOMUDATING IN TEEMS OF QUERY AND QUESTJKN.	1
i would like ton thank ms sheena delacruz on her assistance going out of her way assisting me salamat po	1
i would say that the saff of this company is very accommodating and helpful to the person that they don't know how to fill up the form.	1
I would suggest that landbank would provide a machine for the clients, immediate acquire number for their respective transactions. Thankmyou	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
i would suggest that your service willbe more effective if you gonna practice no noon break policy.	1
I would suggest to organize financial literacy workshops and seminars to educate customers about various baking products and services and to support local community initiatives and charitable causes to build a positive brand image.	1
I would to thank Ms. Cahilig and her team as well, as I truly appreciated her effort in personally assisting me with my concern at the branch. I am very much pleased with her never ending suppport even if I need assistance even after banking hours.	1
I'd like to commend the staff who assisted me .Ms.Sherbet . Best efforts are appreciated . Thank you so much .😊	1
I'm always satisfied on how the staffs, whether on the phone or face to face, handle my concerns ever since. Specially thanks to Sir Junreil T. Honor who's always calm, informative, and very considerate on handling our home loan. Maybe the only thing I found difficult to use is the mobile banking app.	1
I'm done fast with my transaction. Not like other branch that it takes 30 mins to 1 hour. Will definitely go back here. Very nice	1
I'm fully satisfied with your service	1
I'm happy and satisfied. Thanks!	1
I'm happy that the transaction I received was smooth and the staff are very informative and accommodating too. Hoping for next visit here in Landbank Makati City Hall Branch :)	1
I'm happy with the service. Thank you so much!	1
I'm pleased with the service, the staffs are very nice and the transaction did not take long. Very well done!	1
I'm really very very satisfied. 5 stars!	1
I'm really with the service. Thank you very much po. God bless!	1
I'm satisfied	2
I'm satisfied for the great service of Kalibo Plaza always!	1
I'm satisfied po. Thank you!	1
I'm satisfied with the Ms Rose service, hehe	1
I'm satisfied with the service	2
I'm satisfied with their services and the staff	1
I'm satisfied.	1
I'm totally satisfied with the services. Jovie Miranda was very helpful and polite. I will recommend Land Bank to all citizens who wants to do banking in the Philippines.	1
I'm very happy that my transaction was done fast. Very good service!	1
I'm very happy with my transaction. Well done!	1
I'm very happy with the service everyday!	1
I'm very happy with the service. Genevive assisted us very well. Thank you!	1
I'm very happy with the service. Such a smooth transaction, would definitely recommend the service!	1
I'm very satisfied especially with your new account staff Ninia. She's very helpful and accommodating.	1
I'm very satisfied in your services thank you	1
I'm very satisfied to the services rendered by Landbank COA Branch. They are very friendly and accommodating especially sa nag-aassist sa akin na si Ma'am Danica in enrolling in emds and weaccess and sa pag-submit ng mga advices. These services make it easy for us and hassle free to monitor our accounts. All in all, Landbank provides and helps us doing our transactions in a fast and easy way. Kudos to the Landbank COA Branch.	1
I'm very satisfied with mam gen's service. She's friendly and smiling all the time.	1
I'm very satisfied with Ms Rose customer service.	1
I'm very satisfied with the customer service. Thank you	1
I'm very satisfied with the service.	1
I'm very satisfied with the service. Thank you so much po	1
I'm very satisfied with the service. Thank you!	1
I'm very satisfied with the service. The staffs are very cheerful.	1
I'm very satisfied with their service.	1
I'm very satisfied with this branch service's already.	1
I'm very satisfied. Thank you!	1
I'm very very satisfied with the service. Ms Rose is very very nice to us. Thank you!	1
iaccess po sana para sa Sta. Cruz LEAF	1
iAccess should be available for employees to process online without needing to go to the nearest LBP for authorization	1
iAcess needs improvement.Staff are accommodating, even via phone. Keep up the good work/s!	1
Iagpatuloy lang mabuting pakikisama sa mga kostomer...	1
Iam satisfied w/the service i received	1
Iam satisfied with the service offered when i process the school accountability	1
Iam satisfied with the Services	1
IAM suggested with the services rendered by the LBP Alicia, Isabela	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ibahagi sa iba ang serbisyong mabilis	1
Ibinibigay ang magandang serbisyo publiko	1
Ibukod ang senior citizens ng counter na mag otc para mapadali ang transactions	1
I'd like to commend LBP Talavera Branch headed by Mr. Arthur N. Andres for the excellent service that I was able to experience with our banking transaction. Aside from their organized working stations, the officers and all the staffs are very warm and friendly. I was able to get what we needed very quick. Thank you so much, and mabuhay po ang inyong branch!	1
I'd like to commend LBP Talavera Branch headed by Mr. Arthur N. Andres for the excellent service that my wife and I are able to experience with our banking transactions. Aside from their organized working stations, the officers and all the staffs are very warm and friendly. We were able to get immediately what we needed. Thank you so much, and mabuhay po ang inyong branch!	1
id like to commend Ms Tina,for being so kind and efficient in handling my transaction.She is very courteous and attends to my needs immediately	1
I'd like to commend Ms. Lovely Motas for assisting me in updating my account details. She also asked me if the update will be also reflected in iAccess. Good thing that she asked because that's really my purpose why I requested for updating of my account (OTP purpose). Thank you so much for the prompt assistance.	1
I'd like to express my gratitude for the willingness of the employee in the new account department. His name is Dale. He has shown willingness to help his client in opening an account. I forgot to bring physical copy of my documents but he didn't hesitate to help and asked me to email the document instead of going back home and getting my documents. If possible please give Dale an acknowledgement for this job well done.	1
Id like to extend my utmost thanks to madam Mags and crew, for withholding top proffessionalism and for being super accompdating. Madam Mags is a juggernaut! An asset to ur establishment! Thanks again...Dale T. Vince Cruz MsGT, USAF RET09171775077Dalevc03@gmail.com	1
I'd like to make comments regarding the courtesy of guards. It can be improved through proper communication with the client.	1
I'd say adapting on on-site account creation system. Like one unit of pc for account creation for the marginalized community	1
I'D SAY ADAPTING ON-SITE ACCOUNT CREATION SYSTEM. LIKE ONE UNIT OF PC FOR ACCOUNT CREATION FOR THE MARGINALIZED COMMUNITY.	1
If can trimmed down paper works to maximise the time would be better.	1
IF FULLY SATISFIED WITH THE SERVICE	1
If I use mobile app can please make easy to avail	1
If it is possible to use virtual queuing that allows customers to wait remotely . This could significantly reduce wait times and improve the overall customer experience, reducing the time spent inside the bank and avoiding crowded or congested spaces.	1
If it's possible to add tellers ti make the services and transactions more fast and convenient .	1
If it's possible pls put a cash deposit machine for faster deposit of cash.	1
If only uou have a pin that can be used at emergency in case of a situation where we are being held hostage.	1
If only you have a PIN number that can be used as emergency code lock the account	1
If only you have a pin that can be used as emergency in case of a situation where we are being held hostage.	1
If posible lahat ng banks personnel ay tulad ni Ma'am Rose. She's very nice to all your clients.	1
if possible , the office could provide comfort room fro its clients. Thank you very Much	1
If possible can i pay more than 3 for my bir pay ment every qtr. Thanks	1
if possible extend banking hour for one hr.tnx	1
if possible kindly innovate digital queuing system pls like other bank improve other transactions such as updating personal details through online transaction with security measures thank you	1
if possible refrain from using cp esp. if it's an office hour unless if transaction is emergency	1
If possible you can add free wifi	1
If possible, add tellers	1
If possible, additional counter for updating, and creation of new account to cater your growing number of clients.Employees are very polite and approachable. The security personnels are accommodating, approachable and patient. Also, Ms. Edel and Ms.____ on counter 3 gave their best to provide me the best service I needed.	1
If possible, as a brgy treasurer, magkaroon sana kami ng special lane for our transaction para mas mabilis pa kami na makabalik sa brgy para sa iba pa naming gawain though ok naman po dahil fair ang service nila.	1
If possible, government should find a way to make transactions such as availing bank certificates/statements free of charge.	1
If possible, hoping to provide free water or candy or biscuits for customers who needs ample time regarding their transactions.	1
If possible, I suggest to have fast lanbe for those clients with bulky transactions	1
If possible, maybe you can add additional teller for opening an account transaction	1
If possible, request a special lane for government agencies.	1
If possible, sana wala nang inter-branch bank charge -(check deposits and check encashments)	1
If scheduled for loading an amount to machines make it more fast so costumers are not waiting too long under the sun outside. Or maybe they're just too early for line up.	1
If the clients need LANDBANK assistance to attend with their needs especially when they took a leave in their works Landbank should consider them not to advice them to be back in the next day	1
If there could be free water inside the office for all clients that they could drink when thirsty, then it would be also a help. Thank you so much. :)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
If there is a solution that card replacement need not reach a month to be available since urgent purposes may affect the slow processing of the card replacement.	1
If there is enough budget the old ATM Machine will relpace into a new ATM Machine.Thank you	1
If you can add more tellers to make the processing faster and lines shorter specially on busy days or when holidays are expected to come.	1
If you can't give your employees a raise, specifically Mary Rose Dayrit and Teodie Catamin, give them all the perks and benefits this office can afford to give. Their patience and courteousness is sets the standard on how all government employees should carry themselves. They have gone above and beyond what is asked of them to assist their slow and struggling client without showing any hint of frustration. Five. Freaking. Stars.	1
if you have good staffs you have a loya. Customers	1
Ifeel good	1
ihawalay ang receiving sa bir	1
limprove online access using landbank app	1
Ilagan branch is good and easy transaction for other applicants.	1
ILOVE LAND BANK..	1
Ilove their services, it's so accommodating.	1
Ilove you landbank for 26 and 4 months	1
Iloveyou all	1
Im 100% satisfied with the service and facilities. Highly recommendable	1
Im a satisfied client. Thankyou	1
I'm a Satisfied customer	1
Im a satisfied customer.	1
I'm actually satisfied with the service, and the staffs are very accomodating. God bless you all!	1
I'm already satisfied	1
Im already satisfied :)	1
im already satisfied the services they served.	1
I'm already satisfied with the service catered by the Land bank office.	1
I'm already satisfied, no further suggestions	1
Im already satisfied.	1
I'm always here so I must say that the teller amd veyone working in this branch is nice, good and friendly.	1
I'm always satisfied with my transaction here at Landbank Almaza, so I don't have anything to say.	1
Im am very satisfied for the service everytime i make encashment	1
Im cery satisfied eith the service	1
Im contented of the service	1
I'm contented of the service.Thank you.Keep up the good work!	1
Im contented the service	1
Im contented with the branch service.	1
Im contented with the service of landbank personnel	1
Im contented with the services	1
Im contented your services	1
im delighted with the service of LBP san sebastian branch	1
I'm experiencing fast transaction	1
I'm extremely satisfied.	1
I'm from a far municipality and I am grateful I was catered right away. The personnel are nice and accomodating.	1
I'm fully satisfied in your services	1
I'm fully satisfied with the excellent customer services I received.	1
Im fully satisfied with the service of Landbank employee	1
im gappy wirh your service	1
I'm glad it was just easy.	1
I'm good with the service	1
Im good with the services that the bank is offering.	1
I'm happy and satisfied on services .. very accommodating even in not working hour.Thank you...	1
Im happy because my family has had 25years full service from this landbank, and never had any problems.	1
im happy dealing with ms. Wrisa.	1
I'm happy for the service of Rosario cez cavite branch keep it up and God bless	1
im happy kc mabait po at mabilis ang knilang serbisyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
IM HAPPY TO BE HERE.	1
I'm happy to transact at Capistrano Branch	1
I'm happy to transact Lbp - Capistrano Branch..	1
I'm happy with the service	1
im happy with their service	1
Im impressed! Thank you for accommodating my request briefly!	1
I'm in	1
I'm jancell s. marfori im very grateful to everyone who is in relation to this program, because it's a great help for my kids because of their studies	1
I'm just happy the way they served me today .	1
I'm just satisfied the service this office	1
Im no comment but very good	1
im not often visit landbank but the staff is assisting me right and all with a smile :) good day!	1
IM OKAY OF THIS IS FORMED A LINE	1
Im okay the situation of this as a formal a line..	1
Im okay w/ the employee	1
Im okay with how they handle the situation	1
im okey very good	1
Im okeyyy of the serve i receive. Thank You	1
Im pleased with the service of this bank.. its excellent .. see you again..	1
I'm really thankful to Ms. Jennifer Flores Quiba for her service. She guide me in step by step procedure how to unlocked my laccess account. Thank you again Ms. Quiba Godbless	1
Im satisfied	13
I'M SATISFIED	6
Im satisfied already	1
I'm satisfied and more power and blessing to all LANDBANK OFFICES ESPECIALLY THE LANDBANK LENDING OFFICE OF ILIGAN CITY..THANKS AND GOD BLESS..	1
im satisfied because the staff is helpful	1
Im satisfied customer	4
im satisfied for all the serviced of your office :)	1
Im satisfied for now not like before	1
I'm satisfied for the service	1
I'm satisfied for the service to be	1
Im satisfied in all aspects. Good luck and more power.	1
Im satisfied in their service, because they work efficiently and kind to their client	1
I'm satisfied keep it up	1
I'm satisfied land bank service thank you!	1
IM SATISFIED OF ALL THEIR SERVICE	1
I'm satisfied of the offered services and transactions of the branch and employee	1
Im satisfied of their service	1
im satisfied on your service accommodate friendly	1
Im satisfied so far	1
Im satisfied so nothing to say	1
I'm satisfied the service of this land bank office transaction here at civic prime building..	1
I'm satisfied to the service of Miss Maiden Angelica Lazaro	1
I'm satisfied to their services	1
I'm Satisfied w/ my transactions	1
Im satisfied w/ the service	1
I'm satisfied with current services that you employs in the process of transaction. Excellence was presented do well.	1
Im satisfied with every transactions	1
I'm satisfied with LBP Lending service. They are approachable and very friendly to their client. Just continue to let your client feel the warmth of your service. Thank you LBP Lending!	1
Im satisfied with my transaction with landbank	1
I'm satisfied with my transaction. thank you	1
Im satisfied with service of lbp carbon br	1
Im satisfied with the fast service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I'm satisfied with the Land Bank services offered to their clients	1
Im satisfied with the service	11
I'm satisfied with the service	6
I'm satisfied with the service I receive everytime I visit the office/bank. The employees and staff are very approachable and courteous. I hope this doesn't change. Thank you.	1
Im satisfied with the service of all employees in their bank.	1
Im satisfied with the service of lbp carbon	1
Im satisfied with the service of mr Igie boy Dela Cruz. He is very helpful a gem of the company. He deserve a salary raise.	1
Im satisfied with the service of San Pablo Rizal Branch	1
I'm satisfied with the service that i availed. Thank you Carla Mae for being marvelous and excellent communication skills.	1
Im satisfied with the service.	1
I'm satisfied with the service.	2
Im satisfied with the service..	1
Im satisfied with the service.keep up the good service	1
Im satisfied with the services	2
I'M SATISFIED WITH THE SERVICES OF LANDBANK SIPALAY BRANCH.	1
Im satisfied with the services rendered by Landbank personnels	1
I'm satisfied with the services so far	1
I'm satisfied with the services that they have	1
Im satisfied with the services to your client.	1
I'm satisfied with the services you are giving to your clients. Just keep it up 👍	1
I'm satisfied with the services.	1
Im satisfied with their service	2
Im satisfied with their services	1
I'm satisfied with their services, All staff are friendly and approachable	1
I'm satisfied with their services.	1
im satisfied with your service	1
I'm satisfied with your service. Very approachable	1
Im satisfied with your services	1
Im satisfied yo the service	1
I'm satisfied your service	1
I'm satisfied Your services	1
I'm satisfied!	2
im satisfied😇😇	1
I'm satisfied, keep it up	1
I'm satisfied, thanks for the quality service and accomodations!	1
I'm satisfied. No suggestions.	1
I'M SATISFIED. THANK YOU FOR THE GOOD SERVICE. :)	1
I'm satisfied. Thank you!	1
im satisfied. thank you.	1
Im satisfied.Thank you	1
Im satisfies with the service.	1
im satisfy with the service I got	1
I'm satisfy. No comment.	1
I'm satisfied with the service.. thank you very much! God bless and more power	1
IM SO HAPPY THAT ALL ARE OK THRU THE HELP OF THE LBP EMPLOYEE. THANK YOU SO MUCH & GOD BLESS.	1
Im so happy that i bank with Land Bank Commonwealth Branch. Today, after my dollar transaction with the bank, i left my red pouch containing very important documents and information. And before i left the bank i got a phone call and a message that they found it. Thank you Landbank Commonwealth.	1
im so happy they were able to help me track where am I get gssw/chip	1
Im so satisfied	1
Im so satisfied about their service	1
Im so satisfied sa service ng LANDBANK very helpful at accommodating kasi. especially noong nalaman kong may credit card din pala na inooffer ang LANDBANK. inintroduce at inassist agad ako ni maam Catherine noong nag inquire ako walang ka hassle hassle fast and easy lang yung transaction plus points pa yung ang friendly ng approach nila kaya di ka talaga mahihiya to do a business sa LANDBANK East Avenue Branch.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
im so satisfied w/ your service so far, especially the courtesy I encounterd from all the staff inc. the security guards	1
Im so satisfied with their service	1
I'm so satisfied. Hope the company continues to give or have a good employee.	1
Im so very happy wiith ur service. Every time ako pupunta. Di nagbabago. VERy accomodating kau lahat. Salamat sa Excellent service. ??	1
I'm surely na maganda Naman ang serbisyo Ng bangkong ito	1
I'm thankful that I'm one who can avail this opportunity. Thanks!	1
I'm trully satisfied on their services. Thank You!	1
Im very appreciated landbank sulop because of a very kind and beautiful teller and very fast open accounts here.	1
Im very contented with their services provided	1
I'm very grateful to landbank maasin and its personnel and staff because they accomodated us even if we came to the bank late. Our municipality is very far from the branch office so I'm very grateful that they allow us to still open account even if its late already. Staffs are nice, and service is very good. Thank you very much, landbank maasin!	1
im very happy I join to 4ps to my children	1
I'm very happy of the fast service and transaction in this Landbank Agrihub Branch	1
im very happy w/d service & veryaccomodatingthe staff very approachable	1
Im very happy with the service and accommodation of Anonas Branch. Naexplain sa kin ng maayos ni Mam Angel ang investment na gusto ko kaya bumalik ako sknla para mag open ng acct at mag invest.	1
Im very happy with the way Ms Cahilig accommodates us. Lahat ng dapat kong gawin na transaction, naaccomplish ko dahil sa pagtulong nya. Lahat ng concerns ko nareresolve nya.	1
im very much satisfied on how ms yzalay cerbo helped me with my Tbills placement. I highly recommend her services.	1
Im very much satisfied with the service offerd by the LBP cabagan branch.	1
I'm very much satisfied with the services they provide..very accomodating staff ..	1
Im very much satisfied with thier services	1
I'm very pleased with the quick and easy process for my salary loan. The funds were released promptly, and the staff were helpful. Great service!	1
Im very satisfied	3
I'M VERY SATISFIED	1
I'm very satisfied about the service .. keep it up 😁	1
Im very satisfied and have no further suggestions for improvement.	1
I'm very satisfied by the service of their staffs.They are very friendly and very reliable	1
I'm very satisfied customer here	1
I'm very satisfied during my transaction.	1
I'm very satisfied of the service of LBP in Urdaneta City	1
I'm very satisfied of the service, all staff and even the securityguard are all friendly and helpful	1
I'm very satisfied of the service. All staff and even the security guard are all friendly and helpful	1
Im very satisfied of your service	1
I'm very satisfied the way I was handled by the employees	1
I'm very satisfied to assist me during encashment of my cheque. And continuis your good performance to all customer.	1
Im very satisfied to your services, Thank you,	1
Im very satisfied wirh the service	1
Im very satisfied with all the services rendered by Landbank Binalonan Branch	1
Im very satisfied with Landbank Toledo staff. Friendly and helpful	1
Im very satisfied with LBP services and mostly if not all of my needs were addressed with courtesy and my expectations were met.	1
im very satisfied with my first time transaction with the teller name noriellw pascua al well as thw security guard very accomodating they are courteous and they deserve to be commended and 10 star	1
I'm very satisfied with my first transaction and Sir Michael Corpuz assisted me. He is very kind and approachable. He even allowed me to complete the needed requirements even it is cut off already. Big salute to Sir Michael and to the company!!	1
Im very satisfied with my transaction	1
Im very satisfied with the calling cycle procedure now.	1
I'm very satisfied with the overall service I receive from landbank ketkai. It's clear they prioritize customer satisfaction.	1
Im very satisfied with the service	2
I'm very satisfied with the service	1
I'm very satisfied with the service and greatful.	1
Im very satisfied with the staff	1
I'M VERY SATISFIED WITH THEIR WORK	1
I'm very satisfied with your services in your branch. The staff (CSR & Security) are very accomodating.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Im very satisfied.	1
Im very satisfied. Maayo kaayo ang mga staff diri.	1
I'm very satisfied. Thank you for you good service	1
IM VERY SATISFIED....	1
I'm very satisfiesd at all staff very responsible and very friendly	1
Im Very satisfy to your personnel name madam venus javellana and madam ma. Ezalyn n canseco for helping to my problem at my account. Thank you very much	1
I'm very thankful for the staff of landbank in cuenca branch Ms.Sharon Rosales,She's so kind and approachable...	1
Im very thankful to all Landbank employees very accommodating and they assisted you very much. Thank you LBP we salute.	1
Im very thankful with the tellers	1
Im zatisfied with all your services	1
I-maintain lang ang good and fast transaction	1
Immediate assistance on our request for our account.	1
Immediate response to quiries	1
Immediate response to the need of the clients is very much important, keep it up	1
Immediately accomodated. Thank you very much	1
Immediately attended by the land bank emplyee,very accomodating	1
Imorove slow transaction	1
impeccable service from mr. robes, point of improvement would be a faster turnaround time	1
IMPECCABLE SERVICE FROM MR. ROBES. POINT OF IMPROVEMENT WOULD BE A FASTER TURN AROUND TIME.	1
Implement regular feedback mechanisms to understand customer needs and areas for improvement	1
Implementation for rules and regulations must be consistent.	1
impressive	4
Impressive and fast service	1
Impressive customer service	1
Impressive!	1
Improval for waiting line and hassle for encashment for cheque.	1
Improve air conditioning	2
Improve aircon	1
Improve aircon mainit serbisyo at empleyado okay	1
Improve atm machine	1
Improve ATM services. sometimes it is offline during salary period.	1
Improve availability and functionality of ATMs	1
Improve better communication.	1
Improve building facilities.	1
Improve bureaucracy. Streamline process more if transaactions can be done at one go in one agency, better.	1
Improve CC. Not readable and not accessible to clients.	1
improve customer service	2
Improve electronic queuing board.	1
Improve employee will be always prevail good and prosperous	1
Improve Fast Online Verification	1
IMPROVE GOOD SERVICE	1
Improve I access system the delayed on the code asking thru email is time consuming	1
Improve in an way that how they handle people but for me, those staff and worker entertain the people	1
Improve info on website	1
Improve infrastruture	1
improve internet connection	1
Improve internet connection for faster transactions	1
Improve internet connectivity	1
Improve internet connectivity to minimize offline transaction occurences.	1
Improve Internet server	1
IMPROVE LANG PO ANG MAGANDANG SERVICE AT MAAYOS NA COMMUNICATING	1
improve lang po sa office ventilation	1
Improve lang po yung bilis na pagreply po sana	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Improve more on atm services	1
Improve more online banking	1
Improve more the services	1
Improve neatness of the office. But verygood service.	1
Improve nyo nlang ung numbering ng client per transaction, as per my observation	1
Improve office	1
Improve online app. for fast transactions.	1
Improve online application system	2
Improve online system	1
Improve parking and the place, provide shadow in the ATM	1
improve po yung teller para mabilis po kahit madaming tao	1
Improve processing time	2
Improve queuing system	1
Improve security service	2
Improve space due to limited client to conduct transactions.	1
Improve system(like offline) sometime delays transaction	1
IMPROVE THE ACCESSIBILITY TO BRANCHES CONTACT NOS. FOR REMOTE AREAS.	1
Improve the ATM machine from the center. Transaction ATM to slow	1
Improve the Internet	1
improve the lighting of the branch, hindi gaanong maliwanag ang loob dahil sa lightings, make it brighter.thanks	1
Improve the line.	1
improve the online transaction	1
Improve the other transaction.	1
Improve the parking area	1
Improve the processing time	1
Improve the qeueing sytem	1
Improve the signal inside the office.	1
improve the time of reply thru email, it took 3 days before I got a reply from LANDBANK	1
Improve the waiting time	1
Improve the waiting time of client	1
Improve the working area and also the arrangement of the lobby to make it more corporate.	1
Improve ventilation and AC units.	1
Improve ventilationImprove scent of bank through air-conditioning scentMore tellers	1
Improve voice quality	1
Improve Waiting area for Costumers	1
Improve well	1
Improve your commendable service wear a smile and be happy.	1
Improve your computer and internet speed	1
improve your customer service	1
Improve your online banking	1
improve your service thank you	1
improve your services	1
Improve your website and app. Include online account opening in your digital platforms	1
Improved a lot and easy to find.	1
Improved already	2
Improved more on online services	1
Improved more sa mga atm machines	1
Improved quality in service.	1
Improved the housing loan acess via online mobile app	1
improved waiting area for the clients	1
Improvement	1
IMPROVEMENT OF ATM SERVICES OF THE MACHINE DURING HOLIDAYS AND WEEKENDS	1
improvement of internet access	1
Improvement on aircondition	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Improvised system for receiving of documents	1
imptove the database (online system) that it will lessen the agony of clients in waiting	1
In awe of display of service w/ excellence and professionalism of every staff/employee of this establishment.	1
In case to case bases, pwidi ba ma considered and cient if during cut off niya na-ay valid reason?	1
In DelMonte Bonifacio Branch i am fully satisfied. All employees are very kind even the guards	1
In every visit at the branch, guards greet me vocally and staffs are very very helpful! they are amazing! i really appreciate them	1
In favor of client, make sure always issue official receipt for ATM machine. Thank you.	1
In good service	3
in good service and friendly people	1
In Good Service to the people	1
In good service.	1
In many times I got a chance to transact with the staff here in Kapalong branch and I must say they have a positive attitude towards every client that make it even easier . Just Continue to wear a smile even in your downfall times . Thank you	1
in my everyday transaction here, laging madali ang lahat for me	1
In my experience in their accommodating to me is I'm so happy and I am very contented.	1
In my observation the office must need more teller because it is the reason sometimes we spend more waiting for the transaction	1
In my observation they are very active	1
In my own comment, I've learned much on how to apply the ATM, and also she will approach very well. Thank you.	1
In my own experience, landbank has the best service so far by having employees who are very approachable and considerate.	1
In my own observation staff/guard assess us for what we need if I have question they accommodate me nicely	1
In my own perspective, land bank offers a great sense of service. I don't have any firther suggestions to improve it. Well deseve a praise.	1
In my part No Comment the service is good	1
In my part, I have no comment because all employees are very approachable	1
In ok	1
In opening an account or any transaction here at Lanbank Balamban the bank should provide a priority number in dealing the customer so that no one can insert the queuing of the line because my experience here I encountered a customer that she did not follow the queuing.	1
In signing up existing account online , there's so many process. I can't open my atm online easily.	1
In the first place the Staff/sand Guard/s are very approachable and respectful to answer the quiries of the client going in your Office. I haven't anything to suggest about to be productivity in your office. Just keep in touch always in your Customer/Client everyday walk or online. Thank you	1
In this office, I am very satisfied + happy. They serve to their client well	1
Inam satisfied with the excellent service of this branch	1
Inasikaso ako agad, mabilis at mababait na staffs.	1
Inasikaso Ako maayos ni Mr Dave Corvera sa pag update Ng bank records ko. Nagkataon na magkababayan din pla kmi Kaya mabilis ung naging pagpunta ko s bangko	1
Inasikaso ako ng maayos dahil di ako marunong magfill up ng form	1
inasikaso nila po ako agad	1
Inasist ako sa pagregister sa iacces sa aking celpon	1
Inassist ng guards atng manager agad, mabilis ang verifierpo	1
Incharge in account opening is very approachable and accomodating. Keep up!	1
Incharge was so accommodating	1
Include in the printed additional instructions given to clients applying laccess that the email OTP and the cp number OTP are the same and it needs not to wait for the email otp to complete the application. I went around and around, wasted time figuring it out until i set aside some of my time to visit my branch.	1
Include managers check in the service selection.	1
Increase ATM card capacity and availability.	1
Increase interest on savings.	1
Increase manpower	1
Increase more service by allowing students to open accounts that can sustain their savings.	1
Increase personnel in New Accounts to accommodate more clients all at the same time.	1
Increase personnel of this branch (Echague Isabela) due to massive customers. All personnel is very approachable.	1
Increase the number of employees assigned on processing of new account to lessen the number of hours stayed in the bank most especially on busy days where there are lots of applicants.	1
INCREASE TRANSPARENCY IN FEES	1
Increase your bank's internet bandwidth. It's too slow.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Increase your staff for better service to numerous clients.	1
Increased customer expectations	1
Increasing the number of cashiers at the bank would expedite service and minimize wait times during peak periods of high customer volume.	1
Individual transactions	1
Info sa fb dapat may announcement para sure	1
Inform immediately the new rules & regulations to the costumer 👍😊	1
Information awareness	1
informative	1
Ingat po parate and always smile good job	1
Ingatan ang Pag gamitin lalo na ang mga importanteng importation	1
Iningatan yund ID ko na naiwan. VERY GOOD SERVICE	1
Inorder to develop quality service I would kike to suggest to add another personnel to the new accounts inorder to lessen the burden to the staff and as well to lessen the time spend in waiting. Thank you	1
Improvement of work place😁😁😁😁	1
Inquire regarding updating accomodated well	1
Inquiries are attended quickly	1
INQUIRY ON CREDIT CARD	1
Install AC for better ventilation i seide the office.	1
Install other landbank brach herein Camotes in San Fran area	1
Instead of suggesting, I would like to commend all of LBP FTI's staff, most especially, Sir Nelson Rodenas, Branch Head and Sir Neil.Laurelles for their untiring supporting to DSWD's Pantawid Pamilyang Filipino Program. Sa knilang maagap at mpagkalingang serbisyo, Mabuhay !!! Maraming salamat po.	1
Internet conne tion	1
INTERNET CONNECTION	1
Internet connection has poor connection that somehow affect the transaction	1
Internet connection needs attention because everytime I transact always offline.	1
internet connection would help especially if you need something online	1
internet for faster transaction	1
Internet for the costumer to use while waiting or for easier creating account	1
Intertain well	1
Intertainment TV to help pass time pass by.	1
IPA USWAG PA AN MAUPAY NA SERBISYO	1
Ipadayon ang maayong pag serbisyo para sa tanan	1
Ipadayun ang maayu na serbisyu	1
Ipag pa tuloy nyo lang ang inyong mabuting paki kisama.	1
Ipag patoloy lang palagi yung maayus na serbisyo	1
Ipag patuloy Ang maayos n pakiki pag ugnyan sa mga kliyente salamat	1
Ipag patuloy ang mabuting pakikitungo sa custumer	1
Ipag patuloy ang Maganda at maayos na pakikitungo sa mga kliyente,Maayos ang kanilang serbisyo,palangiti at maasikaso.thank you,,,	1
Ipag patuloy ang magandang nasimulan	1
Ipag patuloy ang magandang serbisyo	1
Ipag patuloy ang magandang ugali para sa mga taong may kailangan?	1
Ipag patuloy ang pagiging mabait sa lahat ng tao na pumopunta sa Landbank.	1
Ipag patuloy lamanv po dahil para sa akin excellent po ang mga empleyado at maganda ang patakaran ni landbank .. excellent work	1
Ipag patuloy lang po ang mabuting gawain thank you and godblees	1
Ipag patuloy lang po ang mabuting pag entertain samga tulad namin naming taga probinsya . Malaking tulong po	1
Ipag patuloy po .	1
Ipag patuloy po ang magandang serbisyo sa mga mamayan	1
ipag[atuloy lang ang maayos na paglilingkod sa mamayanan job well done and God bless	1
Ipagatuloy pa po ang mabilis n trasaksyon	1
Ipagpatiloy po ninyo ang magandang serbisyo. .	1
Ipagpatiuloy lng Ang magandang Gawain,mga serbisyo na nararapt ibigay sa mga kleyente at higit sa lahat .Ang pag entertain sa NGA client especially Yung SC na .. good luck LBP good bless us all	1
Ipagpatoloy ang magandang serbisyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ipagpatulay lang ang mga Rules, para Fair sa Lahat	1
Ipagpatulou ang magandang serbisyo.	1
Ipagpatuloy	1
IPAGPATULOY AND MAAYOS NA SERBISYO MARAMING SALAMAT PO.	1
ipagpatuloy and mabuting pakikitungo sa lahat ng cliente, keep up the good work!	1
Ipagpatuloy ang company-customer based relationship that helps and allow individual to express their need and inquiry without bias and judgement especially those who are first time to transact in your office.	1
Ipagpatuloy ang friendly accomodation	1
Ipagpatuloy ang inyong kabutihan. Ang Diyos ang magbibigay ng liglig, siksik at umaapaw na pagpapala	1
Ipagpatuloy ang inyong magandang serbisyo	1
Ipagpatuloy ang kalugod-lugod na serbisyo naway magig mahusay sa lahat ng oras	1
Ipagpatuloy Ang maayos at magandang pakikitungo sa mga costumer	1
ipagpatuloy ang maayos at magandang pamamalakad ng Ahensya ng Landbank	1
Ipagpatuloy ang maayos at mahusay na pagseserbisyo	1
Ipagpatuloy ang maayos na pagseserbisyo. God bless and more power	1
Ipagpatuloy Ang maayos na pakikitungo o pakikipagusap sa mga client.	1
Ipagpatuloy ang maayos na pamamalak.	1
Ipagpatuloy ang maayos na pamamalakad sa opisina	1
ipagpatuloy ang maayos na serbisiyo salamat	1
IPAGPATULOY ANG MAAYOS NA SISTEMA NG PAG OPEN ACCOUNT.	1
Ipagpatuloy ang maayos na transaction, Salamat po	1
Ipagpatuloy ang maayos na transactions, Salamat po	1
Ipagpatuloy ang mabilis at maayos na serbisyo	1
Ipagpatuloy ang mabuting gawa sa opisina ng LandBank	1
Ipagpatuloy ang mabuting pakikitungo sa client	1
Ipagpatuloy ang mabuting serbisyo	1
ipagpatuloy ang maganda at accomodating na serbisyo	1
Ipagpatuloy ang maganda at mabilis na serbisyo	1
Ipagpatuloy Ang maganda serbisyo para sa mamayang Ng tao.. God bless	1
ipagpatuloy ang maganda trato sa mga customers	1
Ipagpatuloy ang magandang pag trato sa mga kleyente.	1
Ipagpatuloy Ang magandang pakikitungo sa mga clients,thank you very much po🙂🙂	1
Ipagpatuloy ang magandang palakad ng company	1
Ipagpatuloy ang magandang serbisyo	6
Ipagpatuloy ang magandang serbisyo lalo na sa mga katulad Kong 4 ps at sa iba pang mamamayan.	1
Ipagpatuloy ang magandang serbisyo Magalang at maasikado si Miss Marie Gold CapatiMabuhay ang Landbank Angeles City Branch	1
Ipagpatuloy ang magandang serbisyo para sa mga kliyente	1
Ipagpatuloy ang magandang serbisyo para sa mga mamamayan	1
Ipagpatuloy ang magandang serbisyo publiko	1
ipagpatuloy ang magandang serbisyo sa mga tao/kliyente na pumapasok sa opisina ng landbank	1
ipagpatuloy ang magandang serbisyo salamat.	1
ipagpatuloy ang magandang serbisyo.	3
Ipagpatuloy ang magandang serbisyo.would like to commend Ms. Honey for assisting me with my concern.	1
Ipagpatuloy ang magandang service	2
Ipagpatuloy ang magandang transaction	1
Ipagpatuloy ang magandang transaction, Salamat po	3
Ipagpatuloy ang Magdang serbisyo para sa lahat?????. 🤫🤫🤫.	1
Ipagpatuloy ang matapat, mabilis at magalang na seebisyo.	1
ipagpatuloy ang mqbuting serbisyo at ang pagiging approachable ng mga empleyado	1
Ipagpatuloy ang napakagandang serbisyo ng LBP Aparri Lalo na sa leadership ni Ma'am Anthonette Barsatan.	1
Ipagpatuloy ang nasimulan na parating nakangiti sa costumer	1
Ipagpatuloy ang serbisyong maayus	1
Ipagpatuloy at sana madagdagan pa Ang mga mag sasaka na matulongan,,,	1
Ipagpatuloy lamang ang maayos na pagtanggap at pagtulong sa mga customers.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ipagpatuloy lamang ang mga serbisyong makatuwiran.	1
Ipagpatuloy lamang maayos at patas na serbisyo	1
Ipagpatuloy lang ang kabaitan sa kapwa at panatilihin masayahin sa trabaho	1
ipagpatuloy lang Ang maayos na pakikitungo sa mga kliyente	1
IPAGPATULOY LANG ANG MAAYOS NA SERVICE	1
Ipagpatuloy lang ang mabuti at magandang serbisyo	2
Ipagpatuloy lang ang mabuti at magandang serbisyo sa lahat	2
Ipagpatuloy lang ang mabuting pagdala sa mga tao	1
Ipagpatuloy lang ang mabuting pagtanggap sa mga cs.	1
Ipagpatuloy lang ang mabuting serbisyo	1
ipagpatuloy lang ang magandang nilang serbisyo	1
Ipagpatuloy lang Ang magandang pakikitungo at ang mabilis na serbisyo	1
Ipagpatuloy lang Ang magandang serbisyo... Mababait at maasahan ang mga teller. Gud luck!	1
Ipagpatuloy lang ang magandang transaction, Salamat po	1
Ipagpatuloy lang ang magandang transaksyon para sa mga tao	1
Ipagpatuloy lang ang nakakabuting layunin sa pagserbisyo.	1
Ipagpatuloy lang ang nasimukan, keep up the good work	1
Ipagpatuloy lang Ang pag assist sa mga customer Ng sa Ganon ay hindi kami mahirapan.	1
Ipagpatuloy lang Ang pag tulong sa mga magsasaka Lalo na sa penancial,dahil Hindi madali sa mga magsasaka Ang wala puhonan,,	1
ipagpatuloy lang ang pagiging accomodating sa mga client na pumapasok sa landbank	1
Ipagpatuloy lang ang pagiging respectful at matulungin sa mga nangangailangan	1
ipagpatuloy lang ng magandang serbesyo	1
Ipagpatuloy lang po ang magandang pakikitungo sa tao😊	1
Ipagpatuloy lang po ang pag tulong at pag guide sa iba lalo na po sa mga nangangailangan	1
Ipagpatuloy lang po ang pagiging mabuting employee at mabait sa customer thank you	1
Ipagpatuloy lang po ang pagtulong at pagpapaliwanag para Mas maintindihan ng bawat miyembro ang mga nararapat gawin	1
Ipagpatuloy lang po ninyo ang magandang serbisyo ninyo sa amin. Maraming salamat po	1
Ipagpatuloy lang po yong maayos kalakaran s pag asikaso ng mga kliyente at magdagdag ng empleyado kung kinakailangan s oras ng npakaraming kliyente.	1
ipagpatuloy lang po yong magandang serbisyo.	1
Ipagpatuloy llang ang inyong serbisyo	1
Ipagpatuloy lng ang maayos na serbisyo	1
Ipagpatuloy lng Ang magandang serbisyo	1
Ipagpatuloy lng po ang mabuting gawain	1
Ipagpatuloy lng po ang magandang serbisyo	1
ipagpatuloy lng poh ang magandang serbisyo..mabuhay poh kaung lahat....godbbless	1
Ipagpatuloy ng kabaitan sa kliyente nyo	1
ipagpatuloy ng maayos na serbisyo.	1
Ipagpatuloy niyo ang mabuti niyong pag asikasu sa mga tao na nangangailangan ng unyong serbisyo	1
Ipagpatuloy niyo lang ang mga mabuting serbesyo ninyo	1
Ipagpatuloy nyo Lang po ang magandang serbisyo sa mga mamamayang pilipino	1
Ipagpatuloy nyo po ang pagiging mabait sa mga client. At sa mabilisang serbisyo	1
Ipagpatuloy pa ang magandang nasimulan at lalo pang pag ibayuhin upang sa susunod na panahon ay mas nakakatulong pa sa mga citizens. Thanksp	1
Ipagpatuloy pa Ang magandang nasimulan at serbisyo sa mamayan	1
Ipagpatuloy pa ang nasimulan na maayos na pakikitungao sa mga client	1
Ipagpatuloy pa ninyo ang mga sisbisyo ninyo para mas marami pang matulungan ninyo	1
Ipagpatuloy po ang laging naka smile ????💋At wala pong iwanan ,,Wait ang pagbabalik ni Maam DonnaBasta nling umaalis imissu sir Hazel	1
Ipagpatuloy po ang maayos at mabilis na serbisyo sa mga kliente gaya namin	1
Ipagpatuloy po ang maayos na pakikitungo sa mga clients.	1
Ipagpatuloy po ang mabilis at maayos na serbisyo. Kudos sa verifier at tellers	1
Ipagpatuloy po Ang magandang pagbibigay ng serbisyo sa mga kliyente, para sa mas maayos na transaction...thank you	1
Ipagpatuloy po ang magandang pakikitungo sa mga clients.	1
Ipagpatuloy po ang magandang serbisyo	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ipagpatuloy po ang magandang serbisyo nawa po matugunan ang akin hinaing salamat po sa pagtugon Pagpalain po kayo ng Poong Maykapal	1
Ipagpatuloy po ang mahusay na pagseserbisyo sa mga kababayan	1
Ipagpatuloy po ang magandang kinaugalian.salamat po	1
Ipagpatuluy ang magandang transaction	1
Ipagppatuloy lng po ang magandang serbisyo	1
Ipagtuloy ang magandang sebisyo	1
Ipagtuloy po ayon Gawin Hindi masungit sa mga costomer niyo	1
Ipaliwanag nlang ng maayos sa mga HNDi nkakaintindi	1
Ipapagtuloy niyo lang po ang kabutihan nio po sa mga kliyente nio po.salamat	1
Ipatuloy nyo lng ang magandang serbisyo	1
ipgpatuloy nyo lng Po yong mgnda nyong serbisyo; maraming slmat poh	1
Ipprove customer service	1
Irerecommend ko sa aking asawa para sa pag-open ng savings account niya.	1
Is already good and satisfied the service	1
Is good po	1
Is it posible to add more teller just to cater the seniors and owd for faster transactions...	1
Is the best bank.	1
Isa lang po ang suggestion ko, i-promote ang mga Staff ng Branch na ito. Sobrang recommended ko po si Ms. Vernie from Table 1. Today, August, 14, 2024, was a hard day for me, and a very calm and soft spoken staff, made all these hardships at ease. I'm very glad, she said Kalma lang po muna kayo. Very assisting and I can feel to her na ginagampanan niya ng ayos ang kaniyang trabaho. I'd be more happy if siya po ay ma-promote.	1
isaalang alang karapatan ng bawat isa	1
Isang malaking pasasalamat kay Ms. Raejyn Kathleen Moreno ng LANDBANK Umingan branch para sa mahusay na pagproseso ng loan ng akinv baranagy council. Ang kanyang dedikasyon at propesyonalismo ay tunay na kahanga-hanga. Salamat sa mabilis at maayos na serbisyo!	1
It about in the bank app. It's more difficult to log in on this	1
It already very good all the stuff is very friendly	1
It become faster	1
It can help me more efficient and good transaction	1
It good...at mababait cla	1
It has a better hospitality.	1
It has a good service and very much appreciated.it really help..thank you	1
It has a lot of benefit specially as a student.	1
It has been better compared to the last time I visited which was terrible. Also I was able to open the online account which is also better. I thibk the online accounts and the acquisition of another bank in the vicinity helped the lines	1
It has been better this time. I am satisfied. LBP Jolo has gotten so much better . Thank you.	1
It helps a lot, specially when the time/s we needed most.Thank you so much for your generous assistance/ support.Hi Ren, Joy and Ruby and everyone...thank you so much guys! For me, you are excellent. GOD bless everyone.	1
It helps me to do my transaction easily.	1
It improves a lot compared before	1
It is a fast transaction ??	1
It is a good service	1
It is a good service to serve people.	1
It is already convenient	1
It is already fine to me, no need improvement	1
It is already good.	2
It is already great.	1
It is always a very easy transactions.I always admire their service??????	1
It is always be good.	1
It is always been a pleasure transacting with this branch. Keep up the good work.	1
It is always fast transaction??	1
It is better if we provide more space for the client	1
It is better if you would list the overall requirements because some of the requirements are not listed but needed in transaction.	1
It is easy to get your money. I recommend this branch to my relati8ves & friends.	1
It is fine as it is.	1
It is good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
It is good already.	1
It is good bank and they have a good attitude when they assist the clients	1
It is good to be in this online platform (form of cash deliverance). God bless.	1
It is good,anyway. Walang reklamo.	1
It is goods actually	1
It is great	1
It is maybe in need to add personnel in the new account section for faster service.	1
It is more better of the transaction time unlike lossen	1
It is more of commendable comment. The branch gives excellent effort in providing or delivering services towards their client as fast as possible to mention Mr. Miguel Reyes assigned in cashier. Great Job to the team.	1
It is more on the seat for everybody to feel comfortable. I Understand the the area is small tho	1
it is not indicated check below 100k in the verifier counter should proceed to the teller counter	1
it is not really a complaint but a query and request (but it is not in the selection)	1
It is ok and nothing yo be improved.	1
It is okay	1
It is okay for me. Good job and God bless	1
It is possible to have a PWD lane in new account also? Thanks	1
It is psrfect! Congratulations!	1
It is satisfied and in my transactions.	1
It is so convenient to have your branch near the city hall. Thanks	1
It is so covenient to open in this branch. I am satisfied with their service	1
It is suggested to have a waiting area with chairs outside the bank. I would like to thank you for your staff for providing chairs to me while im still outside of the bank	1
It is very convenient	1
It is very nice service and a hospitable staff and management.	1
it is very useful	1
It is well abd good.	1
It really helps if there's someone who will duty in this branch	1
It seems requirements are excessive.	1
It should to be followed the numbers Tobe called the first come first serve . For the rest well done..	1
It takes a while for clirnts to be accomodated. Yet, the employees are kind and respectful.	1
It takes for me for about an hour or two if we are taling about deposit. Unlike verification it's very fast. I suggest more teller (not just 2 tellers) for faster transactions. Thank you	1
it takes time to get bank statement not satisfied with the service thanks for verified.	1
It took me hours to open a single deposit account. The teller who assisted me took so long.	1
It took only 5mins for my check depository transaction that I had last May 29, 2024 . it was quick that I was not late for my work. Thank you so much	1
It very ok 😁	1
it wa great and the staf was approachable	1
It was a breeze transacting with this branch. Thank you	1
It was a fast transaction to me. Keep it up!	1
It was a friendly experience in the Malacañang Branch aside from the multiple stern and serious safety checks to get to the office. I understand the reason for the safety checks, but not for the monotonousness in these stations today. Other days had different, warmer interactions. I understand that LandBank may not have authority over this.	1
It was a great day to work with them from the guards up to the branch manager of landbank españa branch. Thank you so much po sa inyong lahat. -SKC OF BRGY 540	1
It was a great service!	1
It was a great service.	2
It was a great service. Maybe just a little more space for clients	1
It was a nice and smooth transaction. Staff are very accommodating and kind.	1
It was a nice transaction, smooth and easy for the customers.	1
It was a pleasant transaction at Landabnk guadaluo branch since employees are serving withsmile considering that it was almost closing time. happy wih this branch. thanks to sir paul.	1
IT WAS A SMOOTH AND EASY TRANSACTION.	1
It was a smooth and fast transaction. The bank tellers who assisted me were very helpful and polite during my transaction with them. I highly commend Mr. Robel Altares for having a pleasing personality towards his customers and for extending extra help in claiming my new GSIS UMID card. As well as Ms. Kristine Alagao for assisting me with my new GSIS UMID. They are both highly commendable and pleasant in dealing with their clients.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
it was a very good transaction w/ very good accomodation from the lbp staff	1
It was a very nice transaction and successful day. Thank you so much for being nice to me. God bless.	1
It was accommodating	2
It was all good	1
It was all Good .	1
It was already great.	1
it was already very good	1
it was an easy transaction	1
It was an easy transaction. I was being attended in a nice way, very accommodating and well assisted throughout my transaction. Sir bella (counter 6) in particular, handed me informations and everything i needed for my transaction. Esp. during iacess enrollment.	1
it was an excellent service	2
It was an excellent service most especially to the staff that I assisted me ms. Ganer	1
it was approachable	1
it was excellent	1
It was fair to everyone	1
It was fast and very convenient. Maam hanna is very jolly and accommodating. She explains well and help to the best that she can to accommodate me. She reaches out once my loan application was approved for release	1
It was fast transaction	1
It was Good	5
It was good experience	1
It was good experience here. :)	1
It was good!	1
It was good, thank you ma'am camille joy P. Cardenas	1
It was good, the employees very courteous, polite and beautiful and handsome.	1
It was good, they asked what really need to ask for the information needed.	1
It was great	2
it was great actually	1
It was great experience	1
IT WAS GREAT SERVICE PROVIDERS.	1
It was great to see the teller keeping things professional and organized, even with a busy line	1
It was my 2nd time to deposit money here and my experience was good	1
It was my fault for going late, but longer office hours? Maybe? Other than that, it all went out smoothly.	1
It was my first time to visit Landbank San Pedro Branch & I am fully satisfied. I was assisted by your employee Criselda Malabanan with a ready smile & was very courteous. She attended to all my needs & I am fully satisfied. With that I would like to commend your employee. With the treatment I received on my first visit -I will always be looking forward on my next visits with satisfaction in mind always.	1
It was my first transaction here and it was very good experience here. Keep it up and godbless	1
it was nice to all employee because they are approachable	1
it was okay	1
It was quick and efficient	1
it was quite good experienc the employees and guard is very approachable and hospitable.	1
It was smooth and easy. Thank you for your services.	1
It was the best service I had today. Thank you so much, Ms. Sherry!	1
It was totally easy and helpful when it comes to processing	1
It was very accommodating agrihub.	1
It was very good, I don't have any recommendation.	1
It well good service by landbank .good service by employees	1
It wil be helpful to clients if there will be a monitor for queue clients being serve	1
It will be more convenient if mas daghan pa unta ang teller.Salamat	1
It will be somehow helpful if the filling of information needed is through a machine.	1
It would also a big help to us if they could pick-up our documents to our respective school	1
It would be best to have 3 tellers	1
It would be better and faster if you add more workforce or tellers that will cater on releasing of ATM Cardz	1
It would be better for Land Bank to increase its staff, given the high volume of government clients it handles. I had to wait for two hours just to replace my card.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
It would be better if office employees would be professional enough to intertain/accomodate their clients. so far, new accounts clerk today is comfortable to transact with	1
It would be better if there's a carbon paper for the slips. To make it faster when writing. Overall, good services	1
It would be better if transactions like payment is also available through digital	1
IT WOULD BE BETTER THAT THE CITIZEN CHARTER OF THIS BANK (OWWA BRANCH) WILL BE IMPRINTED IN A BIGGER/LARGE FORMAT THAT IS VERY VISIBLE TO THE CUSTOMERS AND NOT A MERE COPY OR JUST PAGE OF A BOND PAPER.GENERALLY, THE PROVIDED SERVICES ARE ALL GOOD.	1
It would be better to have a additional space for the clients.... So far good services.	1
It would be better to increase the priority numbers for salary loan catered per day. It is so hassle for us waking up early to get priority number. I don't like the system. It is a waste of time if I get there na I cannot go inside because I was not able to ger priority number at 6 AM. It is not acceptable system.	1
It would be better to post the Citizen's Charter in a conspicuous area or place it on a big tarpaulin.	1
It would be better to provide a microphone to the tellers to be easily heard when they are calling the numbers of the depositors/clients.	1
It would be betterf loan clients of your bank are given updated SOA of their payments made and remaining balance thru email.	1
It would be great if we can have a passbook for our account.	1
It would be helpful if there is an elevator for seniors/pwd like us.	1
It would be nice if you have free coffee for the waiting clients. Thank you.	1
It would be nice to have more chairs	1
It would have been faster if all the teller were open	1
IT'S A GOOD SERVICE	1
It's all good	1
It's all good.	1
It's all goods	1
It's already a good services	1
It's good na po wala na dapat ayusin	1
It's great to see that the teller followed the bank's policies and gave me a consistent experience.	1
It's improving and I appreciate it very much	1
It's refreshing to see such a positive attitude from the employees	1
itanong po agad kung ano ang kailangan ng bawat isa pra Lalo pa po mabilis ang transakayon.good job lan bank,salamat po..	1
ITha company have a very good service to the clients	1
Ito ang pinili kong company for deposit dahil maganda ang service ng landbank	1
ito ay nakakatulong	1
Ito ay nakakatulong sa akin upang ako ay magkaroon ng kaalaman sa aking bank account	1
ito ay napaka ayos	1
its a big help having this survey using QR code.	1
Its a fast and easy transactions??	1
ITS ACCESSIBLE TO ALL	1
its all be good	2
it's all be good	3
its all good	4
It's all Good	6
its all good and nice	1
It's all good enough	1
its all good for me..	1
It's all good!	1
Its all good, and very welcome ang empleyado	1
Its all good, the service of the staff and the institution is fair.	1
It's all good.	1
It's all good. I'm satisfied	1
Its all good. Thanks you	1
ITS ALL GOOD. TY	1
It's all good.😊	1
It's all goods for me.	1
Its already good	1
It's already good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
It's already good and the staff are very approachable	1
Its already good.	2
It's already improved.	1
It's already improving.	1
It's already ok for me thank you LBP.	1
Its already perfect	1
It's already perfect💅💅💅, improve is no need😊😊😊	1
Its already the best service in banking i encounter in this area	1
Its already the best.	1
Its already useful	1
Its alright its okay to be okay	1
It's an exemplary service	1
Its awesome and good job	1
Its better if it is face to face transaction	1
its better naman po	1
Its better to a new location because it's a big branch many customer tend to wait and the heat in this area is gate incase but so far it was good.	1
It's better to grow.	1
its easy to drive	1
Its easy to transact if it is face to face transaction	1
It's easy to transact with your employees	1
its enough	1
Its fair service	1
Its fast	1
It's fast and good transaction also the service they good and fast	1
Its fine and good services	1
It's fine.	1
It's fine..	1
Its fulfilling for us taxpayers that Landbank made it possible for us to meet our needs in BIR payments fast and easy. Salamat Landbank Mango Avenue Branch	1
Its good	5
It's Good	4
Its good 👍	1
Its good and active	1
It's good and fiar for everyone	1
Its good and satisfy	1
it's good experience for assistance	1
its good fast and the staff are friendly.	1
Its good for me to open account in first time. Thnak you	1
It's good service	1
Its good service no need to improve	1
It's good so far, the transaction is easy and not time consuming, the staff is also good at communicating to her client, the guards are attentive and kind. Over all, I had a good experience in the company, keep up the good work	1
its good!	3
It's good, nothing more	1
It's good, so I can't say more	1
It's good, with a friendly members or staff	1
It's good.	1
Its great 👍	1
It's great service	1
Its great, thank you.	1
It's great.	1
Its inspiring to see the tangible improvements and renewed vitality in our neighbourhoods. Thankyou for your hardwork and dedication to improving our community's future.	1
It's just well done	1
Its my first time here and my suggestion keep up the good work. Thank you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
It's my first time in this branch and I am amazed of the fast and efficient transaction and very good customer service.	1
Its my first time to transcast a payment for PhilGEPS and I only know the oncoll slip that is going to fillout and submit and I do not have the print out that they are requiring but the teller Ms. Marla Kae Jacinto was very polite and accomodating that I can email the other documents that we needed just to pay for it because our office is too far on their branch. Really appreciate your help. Thank you so much and GODBLESS. :)	1
It's my first transaction, Im so impressed with the service. esp the personnel are so accomodating with smiles all the time. God Bless	1
It's nice to all employers	1
its nice to choose landbank when you start doing savings	1
It's nice to have a clear and fast transaction with you.	1
Its oerfectly done already	1
Its ok	2
It's ok	1
Its ok already	1
Its ok and very fast	1
It's ok for me satisfied	1
It's ok for now	1
Its ok ka au	1
Its ok now...good job!	1
It's ok the service for me.	1
It's ok transaction.	1
Its ok very reliable stuff	1
It's ok.	1
its ok..will satisfied thier services	1
It's okay	3
Its okey	1
It's okiii 👋🏻??	1
its only thank you	1
Its perfect for me.	1
IT'S PROPERLY MANAGED	1
It's quite excellent yet sometimes you're online portal must be given attention also. To avoid some inconvenience in your services.	1
It's reach my satisfaction, no suggestion	1
It's totally fine and improve well	1
its very accomodate and services with smile	1
its very good	1
It's very good	1
It's very good No need to improveThey are very helpful	1
Its very good so far .	1
It's very good.	1
It's very helpful to us and easy to register and handle the link	1
ITS VERY NICE AND THE RECEPTION IS QUITE GOOD	1
It's very nice🙏🏻💚	1
It's very organized	1
Its's okey, fair	1
Ituloy ang mabuting gawain	1
ItUloy lang po ang maganda pakikitungo saat magandang srbisyo sa mga kliyente	1
Ituloy lang po ung pagiging magiliw sa mga clients at sa mabilis na response sa aming mga requests and transactions	1
Ituloy lng po ang nasimulan na serbisyo	1
Ituloy tuloy nyo po ang pagiging maayos at masayang pakikipagusap hindi po ako naboring habang nagpapaopen ng bank account hehe	1
ituring n kapamilya ang depositor para idep0sit nya ang kanyang mga pera sa bangko at hwag ng hingan ng i.d. kung itoy -15 to 20 years ng dep0sitor.	1
i-update kami para malaman namin ang mga bagong impormasyon na mahalaga para rin saamin na makasabay sa ibinibigay na impormasyon	1
I've been a client for many years and am always satisfied with the service. I wish to specially commend Ms. Ariane Khaye Cruz, Ms. Rose An Ortega and Ms. Lendiel Marie Panganiban for always being helpful and always serving with a smile.	1
Ive been accommodated by Ms Cindy . She's been cheerfully assisting us in our transactions. Highly recommended service!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I've been here for 3 times .1st to activate my acct then it takes too long to wait (More than 2hrs of waiting)I suggest in NEW ACCOUNTS section pls. add staff specially in busy times or more clients. But the rest of service is nice, the place is cold and calm to waitm	1
I've consistently received very good customer service at BASCO BRANCH, BASCO BATANES especialy to Ms Zomella B Cerezo one of their employee who assist me her performance are truly impressive. The atmosphere is comfortable and pleasant and lastly their locstions are clean, comfortable friendly and beautiful.	1
I've encountered a great experience with the immersion students from caanawan national high school. I suggest to accept more immersion students from that school. :)	1
I've going here everyday with every transactions and all I can say is all the employees are very accomodating and optimistic. They gave quality service in each and every clients they had. The Manager also is very accomodating and very helpful in every kind of way.	1
I've never seen any bank elsewhere that demonstrate a great customer service A+++ for their rating.\	1
I've open and entered differend banks here in tarlac, and some of teller in other banks is not approachable & not that kind when speaking. But In land bank, Super babait nang mga teller specially to Ms. Rieve na nag assist saakin.	1
Iwas offline para mabilis ang transaksyon	1
IYONG CONTACT CENTER SANA MAY IMMEDIATE RESPONSE IT TAKES 1 DAY REPLY SA EMAIL. MAGKAROON NG CONTACT NUMBER NA MABILIS MATAWAGAN.	1
IYONG MGA ATM MACHINE NIYO SANA HINDI NANGANGAIN NG CARDS.	1
IYONG SA ONLINE BANKING ENROLLMENT I-IMPROVE ANG TECHNOLOGY KAGAYA NG GSIS ONLINE SYSTEM MABILIS.	1
J don't have negative comment. Because all the staff and security guard are accommodating	1
JAJA IS KIND TO CLIENT	1
Jam is really helpful for this transaction! 100%	1
Jan Besinga acknowledged us right away and addressed out concerns efficiently.	1
Jan Carlo Barbardo if Mortgage Banking deptmt helped me extremely well and has shown the best customer service.	1
Jane valeres was assisted me through out to finish may transaction also her staff	1
Jaro Plaza branch has excellent service	1
Jeany is very helpful and pleasant	1
Jessica has helped us a lot in all our transactions. Very courteous and great customer service.Thank you so much Ms Jessica Miguel. We appreciate your help.	1
Jesus Ocampo of Sto Rosario branch help me a lot in completing my transaction.	1
Jewel Alvarez was helpful .	1
Job wel done that satifie client	1
Job weldone	1
Job well done	27
JOB WELL DONE - KEEP IT UP GUYZ...	1
Job well done ! Keep it up!	1
Job well done :)	1
Job well done by cashier Angie Berrosa.	1
Job well done Cauayan Branch!	1
job well done congrats	1
job well done congratulations	1
job well done keep it up	1
job well done keep up the good work	1
Job well Done LandBank! Landbank Online Application is very User Friendly.	1
Job well done po! Keep itmup😘😘	1
Job well done po. Mababait lahat ng emplyedo. Keep it up	1
Job well done to all employees including guards	1
Job well done!	8
Job well done! Congratulations ??	1
Job well done! God bless!	1
Job well done! Have a nice day ma'am/sir!	1
Job well done! Personnel are nice and are accomodating.	1
Job well done! Thank you landbank Toledo	1
job well done!!	1
Job well done!be what you are and smile more often and thank you	1
Job well done, landbank! Service is excellent!	1
job well done,thank you so much	1
Job well done.	5

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Job well done.	1
Job well done. God bless	1
Job well done. Keep going and God bless.	1
Job well done. Keep it up.	2
Job well done. Merry christmas and happy nee year	1
job well done. thank you	1
Job well done. Very courteous manager and staff.	1
Job well done..thumbs up for the Landbank employee	1
Job well done.Staff are very accommodation🙂	1
Jobe well done	1
JOBIE ANDREW D ZABLAN THIS MAN IS A VERY ACCOMMODATING AND HE ALWAYS GIVES AN ADVICE OF WHAT'S GOOD IN TERMS OF ATM CARD. THANK YOU SO MUCH SIR AND LANDBANK SOUTH HARBOR BRANCH. SALUTE TO THIS MAN	1
Joel is very accommodating	1
jsapd services medecre	1
Juat continue the excellent services that made us believe that Landbank ia the best.	1
jude deserves a pay raise he is way and beyond	1
Jundel and Aylene are very accomodating and jolly	1
Jusr keep up the good work and your smile🥰	1
Jusr to keep update to all clients for all new rules	1
Just a few steps. Updated na! Ganun lng Pala..	1
Just a friendly smile sa client okey na	1
just a recommendation. my account cannot process a online foreign payment to Pearson Vue for payments of my.NCLEX Examination journey. thank you Ms. Mimi Elumbaring Saccuan of landbank tabuk branch for helping and sending me updates after 1 pm because i have to go back to work at 1pm to handle patients. i was just given an hour break to have my account updated . She is very considerate and respectful. kudos maam to your approachable and enthusiastic handling of clients.	1
Just a thank you for the service greenhilla landbank has, keep it up, thank you to the teller gerlyn for the assistance.	1
Just add chairs to accommodate more clients	1
Just always be true and obsess in work.	1
Just always smile	1
Just always smile, that's all thank you.	1
Just attend the client with extra mile service to the best you can	1
Just be consistent and be friendly to every customer or depositor... people will do respect and honor government employees	1
Just be consistent.	1
just be courteous to your clients	1
Just be happy at none so that your day will be filled w/ joy and the clients will be happy to come.	1
Just be healthy.	1
Just be kind always and always smile to the client	1
Just be more conscioious on turn around time. Overall service is good considering its new opening	1
Just be nicw to your customers..	1
Just be patient all the time and keep up your good service in every one	1
Just be patient po with clients	1
Just be patient when serving	1
Just be patient with clients always smile	1
Just be true and obsess to do all duties.	1
just concern about the elevator service & lobby receptionist need more attention to improve the mentioned concerned	1
Just continue being a fast and very accommodating bank.	1
Just continue being approachable	1
Just continue being approachable and caring for the clients. Thank you so much.	1
Just continue being approachable and helpful to the needs of the clients.	1
Just continue being approachable.And don't forget to smile.	1
Just continue being friendly and patient to us esp those security guards..I salute their genuine concern and kindness,and all the staff are so accommodating,it makes me feel at ease...Thank you Landbank and God bless!	1
Just continue being good to everybody. Keep it up.	1
Just continue being polite and a big hand for Ms. Myrna C. Sotto the person who assist me.	1
Just continue bringing best service to people	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
just continue doing the good and simple transaction to easy understand.	1
Just continue doing whats best for the clients. Thank you!	1
Just continue doing your Best.God Bless	1
Just continue giving excellent service.	1
Just continue giving good and fair service to the costumers Great Job for today !	1
Just continue good service	2
Just continue good service.	1
Just continue in giving the best services to the people.	1
Just continue of what you just started from beginning till now	1
Just continue on giving good services to your clients. As to our Lending Center, so far so good. Their responsiveness and professionalism makes the process efficient and stress-free.	1
Just continue on good services.	1
Just continue on providing good service to everyone.	1
JUST CONTINUE ON YOUR VERY SATISFACTORY SERVICE :D	1
Just continue optimizing your great services and keep up with trends. Thank you	1
Just continue quality service	1
Just continue serving client fairly. Thank you	1
Just continue serving clients well and professionally as you always do.	1
Just continue serving costumers fairly without limits	1
Just continue serving the people with fulfillment and integrity :)	1
just continue serving us with a happy face	1
Just continue serving w/ great smile!!! Thank you!	1
just continue serving with a smile.	1
just continue serving your clients well	1
Just continue smiling while entertain your clients even if you are busy.keep it up.	1
Just continue the best service to your clients.	1
Just Continue the better service,very accommodating	1
Just continue the current process no more suggestion . Im well satisfied wirh the renderedbservices, thank you	1
Just continue the excellent rendered service.	1
just continue the excellent service by the salary loan incharge.	1
Just continue the excellent service to your clients.	1
Just continue the good and freindly service	1
Just continue the good approach in your customers	1
Just continue the good attitude.Job well done	1
Just Continue the Good Job	1
just continue the good seevice	1
Just continue the good service and easy and simple transaction.	1
Just continue the good service that you are providing to your clientsSmiles makes the world a better place😊	1
Just continue the good service they provide	1
just continue the good service to the client	1
Just continue the good service.	1
Just continue the good services to the clients....	1
Just continue the good services to your clients.	1
Just continue the good treatment to client.Jodi well done	1
Just continue the good work.	1
Just continue the good works	1
Just continue the goodservice	1
Just continue the great service. Thank you!!	1
Just continue the job well done.	1
just continue the quality if service	1
just continue the swift frow of service.staff are polite	1
Just continue the way you serve the clients, thank you.	1
Just continue this effective and efficient client service	1
Just continue to be accommodating to your clients. Surely , expect more potential clients to come ..	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Just continue to do good services.	1
just continue to give a good service	1
Just continue to give your smiles and response if someone needs help in any way... Thank you & more power! 🤗😊😊😊	1
Just continue to help people.	1
Just continue to provide... quality service to the Filipino citizens.	1
just continue to serve well	1
Just continue to serve without palakasan..Who ever in need according to the number it should be..Just keep up the best office example approach	1
Just Continue to serve your best to customer	1
just continue to serve your client faithfully	1
just continue very good gesture	1
Just continue what is best for your clients need. Congratulations!🎉	1
Just continue with the exemplary service to your clients.	1
Just continue with the good service	1
Just continue with your excellent service.	1
Just continue your being approachable and bias to all your clients... Thank u so much	1
Just continue your courteous approach to your clients and lead them in the proper section/incharge of your company	1
just continue your excellent service	1
Just continue your excellent service from all staff even the guards! Congrats! Especially to the branch manager who is very accomodating & respectful.	1
Just continue your good customer service...	1
Just continue your good doing to serve many people. Thank you.	1
Just continue your good office service. Thank you.	1
Just Continue your good quality service. God Bless us Always	1
Just continue your good service to people. Thankyou	1
Just continue your good service to the client	1
Just continue your good service.	1
Just continue your good services that yooou are doing	1
Just continue your good services to all clients.job well done	1
Just continue your good services, that's all	1
Just continue your great service thank you	1
Just continue your nice and excellent service to the people. Keep it up...	1
Just continue your quality approachihg your client.	1
Just continue your service...	1
Just continued the good and personalise customer service that will give customer satisfaction.	1
just continues the good service	1
Just continues your job well done. For Landbank emerald. Hope all branch do so	1
Just continuethe good service manager is vey accomodatung and all the staff very kind and helpful	1
Just cotinue serve with kind heart, and being nic as always	1
just do what the best for all	1
just do what you want to do as long as it is helping the company.	1
just enough	1
Just expand the office because sometimes kasi maraming tao ang dumadating, pero overall mabilis parin ang pag proseso.	1
Just fine. Excellent service and friedly and courteous staff	1
Just focus on the right service	1
Just focus on what customer's needed transactions.	1
Just follow rules and requirement to make easy transaction	1
Just give fair service to people who are aware of process	1
Just give me a smile. i will make my day.	1
Just good sirves nice	1
Just improve and improve 🥰	1
Just improve!	1
Just keep doin a great job💗	1
Just keep going	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Just Keep going w/ service with smile	1
Just keep improving, mam	1
just keep it he good work God Bless	1
just keep it up	3
JUST KEEP IT UP :)	1
Just keep it up its already good enough	1
Just keep it up maam and sir...thank you and godbless	1
Just keep it up the amazing job.	1
Just keep it up the good service	1
Just keep it up the quality service to your customers ??	1
Just keep it up your excellent service	1
Just keep it up! Thank you for the service and God bless.	1
Just keep it up, salute to the staff... very accommodating	1
Just keep it up.	1
Just keep it up. All is well as it is.	1
Just keep it up.....	1
Just keep of being kind and helpful to all your costumers.	1
Just keep of being kind and helpfull to all the costumers.	1
Just keep on being respectful to everyone	1
just keep on doing good to others	1
Just keep on serving well to all your clients.	1
Just keep on serving with passion	1
Just keep on smiling to the customers	1
Just keep on what is right and proper services.	1
just keep smiling and continue to be good model staffs	1
Just keep smiling to your beloved customers	1
just keep the good job! God bless :)	1
Just keep the good service!	1
Just keep the good work	1
Just keep the good work. all of the staff were accommodating	1
just keep the job done and well	1
Just keep their good services. Special the given very nice accomodation services in this branch for there clients. Thank you! Gusto ko po mag Thank You kay Ma'am Donna for our easy transaction of withdrawals. And also for teller 2 and teller 3, Ma'am Marjoanne & Ma'am Ethel sa kanilang maayos at mabilis na transaction po. Lagi po kayo nagbibigay ng positive energy. Request ko lang po na lagi kayong nakangiti. On behalf of ASA Foundation. Thank you po!	1
Just keep up sir and maam serve the people with and respect. Salamag	1
Just keep up the best services that you provide.	1
Just keep up the excellent service to the Filipino people.👍	1
Just keep up the good	1
Just keep up the good job. The tellers are so approachable.	1
Just keep up the good service for all your clients.	1
Just keep up the good service to your client	1
Just keep up the good service you provide	1
Just keep up the good service.	1
Just keep up the good services to the clients. God Bless	1
Just keep up the good work	9
just keep up the good work :)	1
just keep up the good work and continue to serve with love.	1
Just keep up the good work and for convinient of every customer.Salute for a job well done as i always transact in your good office.Thank you for always wearing a smile 😃	1
Just keep up the good work and services.	1
Just Keep up the good work and stay the same...hehe	1
Just keep up the good work hoping for the consistency 🫶.	1
Just Keep up the good work in providing quality service for your client.	1
just keep up the good work job well done!!!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Just keep up the good work more power and god bless lanbank	1
Just keep up the good work with a smile??	1
Just keep up the good work!	2
Just keep up the Good Work!!	1
Just keep up the good work😃😃	1
Just keep up the good work🥰	1
JUST KEEP UP THE GOOD WORK,VERY GOOD SERVICE, THANK YOU	1
Just keep up the good work.	7
just keep up the good work. excellent!	1
Just keep up the good work. God bless	1
Just keep up the good work. Strongly recommendable branch. The staffs are very courteous and helpful.	1
Just keep up the good work.😊	1
Just keep up the good work.. always smile.. thank you	1
Just keep up the good work....	1
Just keep up the good work..Sustain prompt excellent service👍	1
Just keep up the good works to maintain client satisfaction.	2
Just keep up the hospitality management that you have with all of your stuff	1
just keep up the many of service of yours, im satisfied	1
Just keep up the service you have now because it's already good.	1
just keep up to good work	1
Just keep up your client-centered approach.	1
Just keep upthe good service being offered to your clients/customers	1
Just keep updating	1
Just maintain a costumer service	1
Just maintain beeng friendly to your costumers/client.	1
Just maintain fair services	1
JUST MAINTAIN GOOD SERVICES	2
Just maintain good servixes towards clients	1
Just maintain it.	1
just maintain the cc	1
just maintain the excellent service	1
Just maintain the friendly approach of your clientele all the time.	1
Just maintain the good ambiance inside the office	1
Just maintain the good service rendered👍	1
Just maintain the good service...	1
Just maintain the good services.	1
just maintain the kind approach to client and the good services	1
just maintain the positive attitude of everyone in the office because positive vibes helps all the clients to be feel safe and comfortable.	1
Just maintain the smooth service.	1
Just maintain the very good service.	1
just maintain what you've practiced and God Bless	1
Just maintain you services	1
just maintain your good service to your clients	1
Just maintain your helpful and courteos system	1
Just make your service fair and be a good person	1
Just maybe, LBP provides more trustworthy employees especially in tellers #3, 4, 5 for smooth transactions, but overall I highly appreciate their services.	1
Just okay.	1
Just perfect	1
Just please keep up the good work.	1
Just Right 👍	1
Just satsufied whenever I made business transactions so excellent in service in my case	1
Just Smile	1
Just smile and be nice to your client.thank you	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Just smile and serve your client	1
Just smile watever the situation is 😃	1
Just smile!	1
Just stay as nice as you are in transacting	1
Just stay good service🫰🫰	1
Just stay helpful and convenient to people ... more power	1
just stick to a systematic process	1
just sustain its commendable services being offered to its clientele.	1
Just the waiting time but it is reasonable as landbank has a lot of customers	1
Just to continue on with your patented superb customer service similar to the ones usually provided by the management and staff of LB Villamor branch as displayed by Ms Melissa Lumontad and her accommodating manager, Ms.Ritz Pagaduan.	1
Just to continue to improve the services to clients.	1
just to continue your good services	1
Just to extend my grateful thanks for the very warm attitude in attending my needs.	1
Just to extend my heartfelt thanks for the good services render.	1
Just try to limit the time for every transactions (if possible)	1
Just unto me the good service.	1
Just very nice service	1
Just wanna say thank you Po Kasi Hindi lang sa cash deposit nakkatulong Po Ang employees pati Kpag may ibang concerns din Po like sa eMDS transactions Po ay nkakapagtanong din Po ko at madali po Sila lapitan.	1
Just want to express my sincere appreciation to Landbank Ipil Branch & Sir Jan for the approval of my salary loan application. Congratulations!	1
Just want to give a big kudos to the team for their patience and hardwork!	1
just want to say thank you	1
JUST want to say thank you Landbamk for the excellent service	1
Just wear your smile wherever you are it's contagious!	1
Just work efficiently	1
Just work hard and alway wear your smile	1
Just work hard and do your job, be kind to all, i think every customers would like it.	1
justin was respectful. He smiled(not all employees smile). Justin is a true professional.	1
JUSTINE IS VERY APPROACHABLE	1
jut smile	1
K	6
K and good service and accommodating.	1
K koeep up the good wok	1
Kaagarang pag tupad at pag sunod sa mga clients para mapabilis na serbisyo sa bawat agency	1
Kagaya po maayos na pag-aasikaso sa mga tao at tunuturuan po nila ng maayos.Ma'am Venus javellana	1
Kahit ano ang itanong, may sasagot at tutulungan ka agad.	1
Kahit ano basta patas ang serbisyo sa lahat ng mga cliente pero ang mga teller at staff dito ay puro mabait po at saka smiley yon lang po maraming salamat po...	1
Kahit madami akong transactions, nakikita parin ang kasipagan ng mga tellers. Mabilis din ang kanilang pag vavalidate.	1
Kahit madami kami pumila. Maayos nman na nailabas Ang Pera. Salamat	1
Kahit madami kaming nag eencash na tesda mabilis pa din kami natapos	1
Kahit marami ang pila at dagsa sa account opening dahil magisa ang tao sa new accts, pantay pantay ang treatment and with full smile and energy si sir roneil na nagaassist. All clients na natapos na naobserve ko is happy and satisfied even me. I hope all employees will learn from sir.	1
kahit maraming Clients, pro mabilis pa din mga Employees	1
Kahit may charge dito, maganda mag deposito dito kasi mabilis.	1
Kahit na late ako, inallow parin ako mag cash deposit. Salamat po.	1
kahit na pauwi na po sila , inacommodate parin po nila ako ni mam Joana and sir edgar, sobrang thankfull po ako dahil wala na rin talaga akong pamasahе, thank you LBP TOMAS MORATO, GODBLESS PO S LAHAT	1
KAILANGAG MAS MAPABILIS PA ANG TRANAACTION	1
Kailangan bilisan konti kasi mag isang Ora's na ako ngayun	1
Kailangan dagdagan ang inyong teller upang mas mapabilis ang transaksyon.	1
Kailangan dalawa ang branch ng marawi	1
Kailangan lang maaga pipila para mauna sa transaction. Mabilis ang account opening about 20mins tapos na ako. Magalang at masayahin ang mga empleyado kahit sobrang daming tao. Pati ang manager magalang at accomodating. Ipagpatuloy ang maayos na serbisyo👍👍👍	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Kailangan legal lahat ng documents at honest	1
Kailangan na pag di marunong lalo na kung papasok palang. Mayroon agad na. Mag asssist kasi pag minsan nahihiya mag tanong lalo na ung kulang ang kaalaman sa proseso kung ano ang gagawin ng isang claint	1
Kailangan nang malakas na internet para mabilis ag processing...	1
KailNgan ninyo magbigay ng isang papel para sa nga requirement para hnd pabalikbalik ang inyong customer.	1
Kanami gid sang service kag katinlo kag maboot gid.	1
Kanami sang service kag ka nice sang employer and clean and fresh.	1
Kanindot	1
Kapag madami ang client nag dedepositdapat dalawa ang teller or more para mabilisang transactions.. Or add teller	1
Kapag madaming tao magulo at hindi organize	1
Karagdagagang line para sa mga inquiries.	1
kasbot kung priority ang mga regular depositors, check encashment, but ayaw rapud 20 persons iisa ang BIR Always pwede man	1
kasi nung tumawag ako naubusan ako ng load (availability of mobile number)	1
Kate was very helpful and professional	1
Kath Mendoza was very accomodating	1
KATULAD NG PARATI, AKO AY PALAGING NASISIYAHAN SA TUWING AKO AY NAGBABANGKO NANG DAHIL SA SERBISYO NG MGA TAGA LANDBANK. MAGALING AT MABILIS. WALANG KUPAS NA PAGBIBIGAY NG WALANG KATUMBAS NA PAG ASIKASO MULA SA KANILANG EMPLEYADONG SI MS. CHERRIE MAE.	1
Kawawa po yung employees nyo. Sobrang daming clients pero kulang po kayo sa tao. Based sa observation, isang employee sobrang daming inaasikaso.Kudos sa kanila. Pero kawawa kasi kahit sobrang late na, di pa naglulunch. Kasi inaaccommodate yung mga clients. Sana po mabigyan ng atensyon na madagdagan pa po yung personnel ninyo kasi kawawa yung mga employees na ginagawa yung best nila para lang maserbisyohan lahat ng kliyente.	1
Kay babait nga mga empleyado	1
kay is very polite and accomodating	1
Kay mam elga sobrang maasikaso din po sa mga nag loan penapaliwanag po niya sa tao at mabait po cya God Bless po	1
Kaya na po nila ang init lang kase walang kuryente🤣	1
Kaye was very helpful from beginning to end of our transaction. She knows the process very well and has very patient in explaining and helping us. Kaye really gave us a great impression for landbank since this is our first landbank experience.	1
Ke up thr good work	1
Kee it up !	1
KEE UP! THANK YOU!	1
Kee[it up	1
Keeep up the good work! Thumbs up!	1
keeo it uo what is best for all.	1
keeo uo	1
keep 8 up	1
Keep a good work. Have a nice day Ahead	1
keep a good work??	1
Keep a positive vibes, and accomodating in transaction.	1
Keep ash tha good wrook.	1
Keep being nice	1
Keep bring a great job. Kudos to Sir Jef for helping me do my transaction exceeding my expectations.	1
keep continue the good work	1
keep doing	1
Keep doing a great job.	1
KEEP DOING GOOD GOD BLESS	1
keep doing good in your intitution	1
Keep doing great, stay helpful to everyone.	1
Keep doing the best	1
Keep doing the best job.Godbless	1
Keep doing the right thing	1
keep doing what's right in your job. That's all is the important. And keep doing it with a smile.	1
Keep doing your outstanding service and very accomodating personnel	1
Keep fast transactions. sometimes we have limited time in transacting and need to go back in the office.	1
Keep for good work	1
Keep giving clients the services they best deserve.Thank You LBP	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep giving good and quality services to clients.	1
Keep goin	1
Keep going	7
keep going ?? keep up the good work ,God bless po sa inyo.	1
Keep going am satisfied fortodays serbices	1
Keep going and more powe	1
Keep going and more power	1
Keep going keep moving 👍👍	1
keep going LBP Staff	1
Keep going with your excellent handling of transaction.	1
Keep going!	1
Keep going! God Bless, LBP family!	1
keep going..	1
Keep good records	1
KEEP GROWING	1
keep growing and kindness, this branch was very accommodating .	1
Keep growing.	1
Keep Improving	2
Keep in touch what you have started...	1
Keep it , mabilis at mababait any pesonnel	1
Keep it a good work	1
Keep it going.	1
Keep it on how you entertain client.superb!	1
Keep it po	1
Keep it the good work	1
keep it u	2
keep it up	163
Keep it up & God Bless!	1
Keep it up 💯	1
Keep it up , client -friendly staff	1
Keep it up .The Servtyice is well appreciated.Thank you	1
keep it up :)	2
Keep it up :D	1
Keep it up ??	1
Keep it up ??Thank you	1
keep it up =)	1
KEEP IT UP ALWAYS	1
Keep it up always.	1
KEEP IT UP AND ALWAYS SMILE.	1
Keep it up and continue good service.	1
Keep it up and continue to serve	1
Keep it up and continue your good services	1
Keep it up and God bless	2
Keep it up and God bless LBP Bajada Branch..	1
Keep it up and god blessed	1
Keep it up and good luck sa good service	1
Keep it up and more power	1
Keep it up and more power <3<3<3	1
Keep it up and more power to LBP personnels.. Mabuhay!	1
Keep it up and more respect to client...	1
keep it up and thank you for the service rendered	1
Keep it up and Thank You!	1
Keep it up and work fair and work consistently! 😉	1
Keep it up because consistency is very rare now.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
keep it up congrats	1
Keep it up continue the good service.	1
Keep it up for being fair in every individual	1
Keep it up for efficient service	1
Keep it up for good service!	1
Keep it UP for the better of your Client. Thanks	1
keep it up god bless	1
keep it up good job	1
Keep it up Good Job!	1
Keep it up good service and be always kind	1
keep it up guys! you always made my day very tawhay and madali lang transaction ko.	1
Keep it up Landbank San Mateo!	1
KEEP IT UP LBP TEAM!!	1
Keep it up mam.. godbless	1
Keep it up ms mariz. Smile everyday. Everyday oki.	1
keep it up my god bless the waste of your hands	1
keep it up Nelia Solis & Angelica Berbosa	1
KEEP IT UP PO	1
Keep it up po ang ganda po ng service, mababait po hehe	1
Keep it up po! But it would be better if this branch will function in a larger space. Thank you for your service!	1
Keep it up po, you did a great job!	1
Keep it up po. Very accommodating and courteous ang mga staff.	1
Keep it up sa magandang pinapakita ng magandang serbisyo sa mga tao	1
Keep it up tha fast transaction.	1
keep it up thank you	1
Keep it up thanks	1
keep it up the good job	1
Keep it up the good service	2
Keep it up the good service. Thank you and God bless.	1
Keep it up the good work	5
keep it up the good work 👍💪	1
Keep it up the good work and service :)	1
Keep it up the good work Godbless	1
Keep it up the good work!	3
Keep it up the good work.	1
Keep it up the good work. Thank you very much!	1
keep it up the good work. Thankyou always. godbless	1
Keep it up the good work..	2
Keep it up the good work....	1
Keep it up the good works	1
KEEP IT UP THE GOODWORK AND CONTINUE SERVING!	1
Keep it up the great job	1
Keep it up the Higher Quality of Service	1
Keep it up the work	1
keep it up ty	1
keep it up very good service	1
keep it up very well service thank you for your help and very nice attitude	1
Keep it up you have rendered good service. Congratulations	1
Keep it up your good service. Thank you.	1
Keep it up your responsive and easy to access bank services	1
Keep it up!	82
Keep it up! :)	3
Keep it up! Congrats!	1
Keep it up! Congratulations.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep it up! Congratulations.Excellent service!!!	1
Keep it up! Continue to service satisfactory to your clients. Congratulations	1
Keep it up! For the goodness of everyone. God bless LB!	1
Keep it up! God bless	1
Keep it up! God bless you always.	1
Keep it up! God Bless!	1
Keep it up! God Bless.	2
keep it up! godbless, congratulations!	1
Keep it up! Good job	1
keep it up! Good job.	1
keep it up! I appreciate all the services of Landbank	1
Keep it up! Love the Service :)	1
Keep it up! Mabuhay LBP	1
KEEP IT UP! MORE POWER AND BLESSINGS!	1
Keep it up! Thank you Mr. LEVIN	1
Keep it up! Thank you po...	1
Keep it up! Thank you so much.	1
Keep it up! Thank you!	2
Keep it up! thankyou😊	1
Keep it up! TY	1
Keep it up! Very good	1
Keep it up! We.. done job to your team. God bless.	1
Keep it up! Well done!	1
Keep it up!!	3
Keep it up!!!	3
Keep it up👍🏼	1
Keep it up🥰	1
Keep it up, GOD BLESS ! LBP-Tubigon	1
Keep it up, God Bless all ?	1
keep it up, good job!	1
Keep it up, LBP! Courteous personnel and spacious branch	1
Keep it up, Ma'am Mia A. Pascual, thank you, very accommodating staff..	1
Keep it up, more power.	1
Keep it up, serving with passion. God bless!	1
Keep it Up, Thank you for the service	1
Keep it up, the good work!	1
Keep it up.	19
Keep it up. Always accommodating us esp seniors. Thanks	1
Keep it up. God Bless	2
keep it up. Godbless	1
Keep it up. Good Citizen Charter.	1
Keep it up. Good job!	1
Keep it up. Good service	1
Keep it up. Kudos	1
Keep it up. Kudos to the hardworking Ang accommodating tellers.	1
Keep it up. Kudos!	1
Keep it up. Mabait at mapagpacencia si mam	1
Keep it up. Nice jod	1
KEEP IT UP. PATULOY SA MAGANDANG SERBISYO	1
Keep it up. Recomending darlen siriban and cynthia mendoza for a higher position	1
Keep it up. Smooth sailing lang every transaction.	1
Keep it up. Thank you	1
keep it up. thank you for the good service	1
KEEP IT UP. VERY ACCOMMODATING. MERRY CHRISTMASS TO ALL	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep it up..	3
Keep it up.. God bless	1
Keep it up...	2
Keep it up....	2
Keep it up.....	1
Keep it up.....mababait po ang mga staff	1
Keep it up..been wel served😉 thank you	1
Keep it Up..Job Well done.	1
keep it up.always be humble to all your clients.	1
Keep it up.Excellent job	1
keep it up.good job	1
Keep it up????	1
Keep it up.... God bless!	1
Keep it upguys	1
keep it yp	1
Keep on	2
Keep on being polite and kind :)	1
Keep on CongratulationsLBP employees special mention to livelihood loans	1
Keep on continuing good service to clients	1
keep on delivering quality service	1
Keep on doing great Service to your Clients.	1
Keep on giving the best of your service. Good job and well done. Godbless everyone. Thank you so much for your service.	1
KEEP ON GOING. FIGHTING!	1
Keep on hiring nice people !🥰	1
keep on improving for better service to customer	1
Keep on improving! Nice public servant.	1
Keep on keeping on!	2
Keep on providing fair service 🙂	1
KEEP ON SERVING LPS's! SUPER FRIENDLY AND ACCOMMODATING STAFFS	1
Keep on smiling	1
Keep on smiling 😉	1
Keep on smiling to the clients because it gives us a positive environment, Thankyou for the good service.	1
Keep on smiling while serving client	1
Keep on the good job	1
Keep on the good service to the people	1
Keep on the passion to serve	1
Keep on very accommodating to your clients and everything follows	1
Keep on with that kind of service . God Bless you all	1
Keep on with what you are doing po. Salamat for doing your best to assist us.	1
Keep safe and God Bless	1
Keep serving your clients with a heart.	1
Keep smile to customers. Be humble and approachable	1
keep smiling	15
Keep smiling and be happy to help.	1
keep smiling and habaan ang pasensya..	1
Keep smiling and spread positivity to your cx. God Bless!	1
Keep Smiling at all times	1
Keep smiling mam.	1
KEEP SMILING😄 GOD BLESS	1
Keep smiling😊	1
Keep smilinh	1
Keep the amazing customer service.Gid bless	1
Keep the customers updated of whats new.	1
keep the efficient process of the service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep the fair and good work. Godbless!	1
Keep the good customer service!	1
Keep the good heart and happiness to serve each your client.God bless and more power..	1
Keep the good job	1
keep the good job!	1
Keep the good service	2
keep the good services	2
Keep the good work	4
Keep the good work , God bless maam and Sir Kudos po sa Inyo.😊	1
Keep the good work :)	1
Keep the good Work Ethics!Godbless!!	1
Keep the good work God bless 🙏🏼	1
Keep the good work lbp San Fernando agri-hub	1
Keep the good work..	1
keep the good workkee on smiling.	1
Keep the gud approach	1
keep the respectful service and the good work.	1
Keep the security team as is. They are very nice, helpful, super knowledgedable and easy to approach.	1
Keep the service	1
Keep the service with smiles. Ms. Honeylene Seralde.	1
keep the smiles and patience coming😀	1
keep the smoothness of the process.	1
Keep the the good works! Mabuhay ang LBP.	1
Keep this up.	1
keep ul the good work	1
Keep ul the good works.	1
Keep uo the good service to everyone!	1
Keep uo the good work!	1
Keep up	12
keep up a good job	1
keep up a good work	1
Keep up a good work...amazing 👍	1
Keep up and god bless	1
Keep Up and please always deposit enough amount at the ATM even on Friday and Monday... Thank You and God Bless!!	1
Keep up and smile always! God bless!	1
Keep up being so accomodating to clients	1
Keep up d good job	1
Keep up d good work	2
Keep up d good work . Sam is very accommodating .	1
Keep up excellent services	1
Keep up fhe good work...	1
Keep up good raptors...more seminar's	1
Keep up good service	1
keep up he good work	1
keep up in working good.Good bless	1
Keep up it the good quality services that you provide to us.	1
Keep up it's excellent service to us😊	1
Keep up on serving good quality services to clients.	1
keep up providing quality service	1
Keep UP recieved notification and verification	1
Keep up serving clients	1
keep up te good work.	1
keep up th good work	1
Keep Up thae good Service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep up that kind of service. God bless LB.	1
keep up the awesome customer service.	1
Keep up the awesome services!	1
KEEP UP THE BEST SERVICE OF THE OFFICE	1
Keep up the best service offered.	1
Keep up the best service you always offered	1
Keep up the best service.	1
Keep up the best services	1
KEEP UP THE BEST SERVICES.	1
Keep up the best work	1
Keep up the efficient & client friendly services.	1
Keep up the efficient and effective work!	1
Keep up the excellent & speedy service :)	1
keep up the excellent job	1
Keep up the excellent job!	1
Keep up the excellent service	5
Keep up the excellent service!	1
Keep up the excellent service!! God bless!	1
Keep up the excellent service😊	1
Keep up the excellent service.	1
Keep up the excellent services rendered to your customers	1
Keep up the excellent work	2
Keep up the excellent work.	1
Keep up the excellent work..	1
Keep up the fast and efficient service	1
Keep up the fast transactions. Good work!	1
Keep up the friendly and fast transaction.	1
Keep up the genuine treatment to customer.	1
Keep up the ggod work and service to all clients	1
Keep up the ggod work.	1
Keep up the god work....	1
keep up the good & excellent service	2
Keep up the good accommodation.	1
Keep up the Good and Amazing Work!	1
Keep up the good and best to serve people. God Bless	1
Keep up the good and quality service	1
Keep up the good and quality service to all customers. Thankyou	1
Keep up the good and satisfactory service	1
keep up the good attitude towards your client, smile :)	1
Keep up the good attitudes towards your costumers.	1
Keep up the good communications to evey customers	1
Keep up the good customer service	4
Keep up the good customer service on your clients	1
Keep up the good customer service.	2
Keep up the good deeds	2
Keep up the good dispense of public service...	1
Keep up the good job	8
Keep up the good job 🤗	1
keep up the good job landbank paranas branch, godbless	1
Keep up the good job of providing best and world-class services to clients. Kudos!	1
Keep up the good job!	2
Keep up the good job! Mabuhay Landbank Alabang Filinvest !	1
Keep up the good job! Mabuhay LBP Bautista-Palanan	2
keep up the good job.	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep up the good job. God bless	1
Keep up the good job. God bless!	1
Keep up the good job. More power.	1
Keep up the good job. Thank you for the great service.	1
keep up the good performance	1
Keep up the good performance	1
Keep up the good quality of your services.	1
keep up the good quality thank you	1
keep up the good service	42
Keep up the good service ?	1
Keep up the good service and commitment	1
Keep up the good service and good bless you always	1
Keep up the good service given to your clients.	1
Keep up the good service Ms Karla. Godbless	1
Keep up the good service po	1
KEEP UP THE GOOD SERVICE PO.GOD BLESS	1
KEEP UP THE GOOD SERVICE RENDERED	1
KEEP UP THE GOOD SERVICE TO EVERYONE! :)	1
Keep up the good service to everyone.	1
Keep up the good service to the nation	1
Keep up the good service to the people. An A+ for your branch 🤘	1
Keep up the Good Service To your clients	1
Keep up the good service to your clients.	1
Keep up the good service with a smile	1
keep up the good service you are providing to the people. indeed you live up to ur slogan , LANDBANK SMILES :)	1
keep up the good service!	6
Keep up the good service😊	1
Keep up the good service, be consistent on providing this smooth transaction and great staffs.	1
Keep up the Good service, Godbless	1
keep up the good service, we appreciate dealing with people who are happy to serve.NEW ACCOUNTS	1
Keep up the good Service.	26
Keep up the good service. Fast transaction. Satisfied customer!	1
Keep up the good service. God bless	1
Keep up the good service. Thank you	2
Keep up the good service. Thank you po.	1
Keep up the good service. Thank you!	1
Keep up the good service..	2
Keep up the good service...	1
Keep up the good services	7
keep up the good services rendered	1
Keep up the good services so that many people trust and continue support	1
Keep up the good services to the people of our Nation God Bless us all	1
Keep up the good services to your valued customers:)	1
Keep up the good services you offered and stay accommodating	1
Keep up the good services you offered to everyone here in legazpi City	1
keep up the good services!	1
Keep up the good services.	3
Keep up the good services. :)	1
keep up the good worj	1
Keep up the Good Work	376
Keep up the good work	2
Keep up the good work !	2
Keep up the good work ! Ms. Caringal help me alot to get my gsis card replacement	1
keep up the good work !!Thank you Land Bank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep up the good work & God bless	1
KEEP UP THE GOOD WORK & MABUHAY!	1
keep up the good work & service	1
Keep up the good work & suppot to you	1
keep up the good work & thank you	1
Keep up the good work 👍	1
Keep up the good work 👍🏼	1
Keep up the good work 👍😁	1
Keep up the good work 💯	1
Keep up the good work 🙂	1
Keep up the good work &Very entertainable thank you so much po	1
Keep up the good work , for the personnelMaintain your office integrity	1
keep up the good work , Thank you	1
Keep up the good work .	1
Keep up the good work . All staffs are friendly and approachable...	1
Keep up the good work . Very fast trasactions, friendly and reliable staff of Makati Atrium maligayang pasko	1
Keep up the good work ..The employees are good	1
keep up the good work :)	1
Keep up the good work :)	1
keep up the good work :) God bless	1
keep up the good work <3	2
keep up the good work =)	2
Keep up the good work all the time.	1
Keep up the good work always	1
Keep up the good work and attitude	2
keep up the good work and being polite to your clients god bless	1
Keep up the good work and continue giving a good example.	1
keep up the good work and continue serving the people	1
Keep up the good work and do even better.	1
Keep up the good work and enthusiastic smile :)	1
Keep up the good work and friendliness to consumers bei	1
Keep up the good work and genuine services	1
Keep up the good work and God bless	2
keep up the good work and God bless to all the staff	1
Keep up the good work and God bless.	2
Keep up the good work and good service Landbank pips.	1
keep up the good work and good services! :)	1
Keep up the Good work and MABUHAY!!!	1
Keep up the good work and more power.	1
keep up the good work and patience towards the client. thank you	1
Keep up the good work and possitive attitude. Ty for the service	1
keep up the good work and serve the clients with respect	1
Keep up the good work and service. Thank you! God bless 🙌	1
keep up the good work and services!	1
Keep up the good work and services.	1
Keep up the good work and thank you	3
Keep up the good work and Thank you for serving us.	1
Keep up the good work and thank you for your very good service	1
keep up the good work congratulations	1
KEEP UP THE GOOD WORK ESP PO SI MAM KARLA RUZ NAPAKA HELPFUL	1
Keep up the good work especially on how you deal with different client. Thank you😊	1
Keep up the good work everyone .	1
Keep up the good work for clients	1
keep up the good work for prooting and extending help and assistance to every client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep up the good work for public service	1
Keep up the good work for sir Mark	1
keep up the good work God Bless	2
Keep up the good work Godbless	1
Keep up the good work Greatly appreciated	2
keep up the good work guys.thank you very much for your services	1
Keep up the good work I salute you all.	1
Keep up the good work in serving the Filipino people.	1
Keep up the good work Ki	1
keep up the good work kudos	1
Keep up the good work Land Bank Iba!	1
KEEP UP THE GOOD WORK LANDBANK KABANKALAN	1
Keep up the good work LANDBANK PHILIPPINES GOD BLESS YOU ALL	1
Keep up the Good Work LandBank!God blessed you all!!	1
Keep up the good work LBP Batanes!	1
Keep up the good work LPB Meriveles!	1
Keep up the good work maam and sir. God bless.	1
keep up the good work maam ang mr	1
Keep up the Good Work ma'am Karen!!! Highly recommended Po Ang pagiging maaalaga nyo Po sa client. God bless you Po.	1
KEEP UP THE GOOD WORK MAAMS	1
Keep up the good work mam and sir	1
keep up the good work mam and sirs..courteous staff..thankyou .	1
Keep up the good work mam/sir	1
keep up the good work mga tol.	1
keep up the good work of being an excellent of services	1
Keep up the good work of services,thank you	1
Keep up the good work on serving the nation	1
Keep up the good work or service	1
Keep up the good work Paso de Blas branch	1
Keep up the good work po	1
Keep up the good work po thankyouuu	1
Keep up the good work po, more PAOwer from PAO	1
Keep up the good work po. 😌	1
Keep up the good work po...	1
keep up the good work service	1
keep up the good work service.	2
Keep up the good work sir	1
Keep up the good work sir Dave...God bless po lagi.	1
Keep up the good work Sir/Ma'am.	2
Keep up the good work slovics at par.	1
Keep up the good work Specually the communication ethics and skills.	1
keep up the good work str Amor & the guard	1
Keep up the good work team!	1
keep up the good work tellers😊	1
Keep up the good work Thank you	1
Keep up the good work thank you for your service	1
Keep up the good work Thank You po	1
Keep up the good work to continue providing smooth transactions. Thank you for the kind assistance.	1
KEEP UP THE GOOD WORK TOWARDS HELPING OUT YOUR CLIENTS	1
Keep up the Good work Very Good thank you	1
Keep up the good work you had started.	1
Keep up the good work!	115
Keep up the good work! 😄	1
Keep up the good work! :))	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep up the good work! =)	2
Keep up the good work! All the best!	1
Keep up the good work! And continuously improve your services for a faster and more convenient transaction.	1
Keep up the good work! Congratulations!	1
Keep up the good work! God bless!	1
Keep up the good work! God bless.	1
KEEP UP THE GOOD WORK! GOD SPEED	1
Keep up the good work! Good Bless you all	1
Keep up the good work! Ms. Sharmaine Denise Almendral is highly commendable for her good collaboration with customers.	1
Keep up the good work! Provide a larger citizen's charter	1
Keep up the good work! Stay good to the client	1
Keep up the good work! stay safe to all employees! :) Godbless!	1
Keep up the good work! Thank you for the fast transaction. God bless!	1
KEEP UP THE GOOD WORK! THANK YOU FOR THE GOOD SERVICE	1
Keep up the good work! Thank you for your excellent service.	1
Keep up the good work! Thank you for your valued financial support to our business. Shout out to Mr. Ken DeLeon, Mr. Eduardo Manuel M. Garde, and to Mr. Mark Anthony P. Pacete. Maraming salamat sa tulong, matapat at mahusay na serbisyo sa aming negosyo.	1
Keep up the good work! Thank you maam Angel for accommodating me nicely 🫶🏻	1
Keep up the good work! Very accommodating c Sir Teodie Catamin! Thank u so much sir for your patience..	1
Keep up the good work!!	2
Keep up the good work!!!	17
keep up the good work!!! Salute to all employees	1
Keep up the Good Work!!!GOD BLESSED YOU ALL!!!	1
Keep up the good work!...	1
Keep up the good work!God bless	1
KEEP UP THE GOOD WORK!MERRY CHRISTMAS! =)	1
Keep up the good work👍	1
Keep up the good work👍😊	1
Keep up the good work😊	1
Keep up the good work😊😊😊	1
Keep up the good work😊...Merry Christmas 🎄...	1
Keep up the good work🤗	1
Keep up the good work🥰	1
Keep up the good work,	3
keep up the good work, Always	1
Keep up the good work, always be polite and kind thank you	1
Keep up the good work, bankhero!	1
Keep up the good work, continue being corteus to clients	1
Keep up the good work, especially to Joanna and Michelle! They are both good assets to the Agency. Very professional and customer service oriented. Thanks for the kind assistance!	1
Keep up the good work, god bless 👍🏻	1
keep up the good work, god bless you	1
Keep up the good work, Greatly Satisfied. Thank you and God bless	1
Keep up the good work, Laban!	1
Keep up the good work, laging naka smile sa mga client, mababait at madali Silang lapitan...	1
Keep up the good work, Landbank Atrium!	1
keep up the good work, ms. Hannah goredes was very accomodating so it was a pleasureble experience	1
Keep up the good work, service with a smile.	1
keep up the good work, thank you for your service	2
Keep up the good work, thank you the good service	1
Keep up the good work, Thank you very much	1
Keep up the good work, very friendly and systematic.. It's very chillin transaction.. ??????	1
Keep up the good work,, Congratulations!!	1
KEEP UP THE GOOD WORK,,GOD BLESS AND STAY SAFE!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
keep up the good work,courteous and friendly employees,always smiling,giving good vibes ;	1
Keep up the good work,more power,and thank you	1
Keep up the good work.	118
Keep up the good work. <3 <3	1
Keep up the good work. A job well done!	1
Keep up the good work. Congratulations!	1
Keep up the good work. Easy and fast transaction with Ms Bantulo. Thank you mam.	1
Keep up the good work. God Bless	2
Keep up the good work. God bless.😊	1
Keep up the good work. God blessed	1
Keep up the good work. Godbless	1
keep up the good work. Godbless always.	1
Keep up the good work. Good job Sir Robel and Sir Dennis.	1
Keep up the good work. I don't have other suggestion. c:	1
Keep up the good work. It has been a pleasant experience inquiring with you!	1
Keep up the good work. Just post early any advisory (e.g. - closure of branches due to inclement weather, list of open branches also, if possible not half day to accommodate the influx of customers to limited serving branches)	1
Keep up the good work. Keep it up.	1
Keep up the good work. Keep smiling and friendly gestures.	1
Keep up the good work. Keep smiling to your cluents.	1
Keep up the good work. Keep smiling😃	1
Keep up the good work. Kuddos	2
Keep up the good work. Merry Christmas & Thank you very much.	1
Keep up the good work. Merry christmas😊	1
Keep up the good work. More powet. Godbless	1
Keep up the good work. Ms. Aprille De Guzman was very helpful I and attentive to my needs.	1
Keep up the good work. Ms. CHerrie Mae is very well in assisting us on our banking needs. She really is good and very kind.	1
Keep up the good work. Salamat Mam Laarni and Sir Allen.	1
Keep up the good work. Salamat sa serbisyo po ninyo!	1
Keep up the good work. Salute to Ms. Mary at the new account section. Thank you for providing a great customer service with a smile. Keep smiling Ma'am. Mabuhay LBP.	1
Keep up the good work. Smooth & efficient.	1
Keep up the good work. Staff is accomodating and willing to assist.	1
Keep up the good work. Thank you	1
Keep up the good work. Thank you !	1
Keep up the good work. Thank you and more power!	1
Keep up the good work. Thank you everyone!	1
keep up the good work. thank you for fast service	1
Keep up the good work. Thank you for your service 🙏	1
Keep up the good work. Thank you.	1
Keep up the good work. Thanks a lot to all personnel. Have a nice day.	1
keep up the good work. The service is good and all employees are kind helpful	1
Keep up the good work. The services is good and fast. Employees are kind helpful.	1
Keep up the good work. This is to command SG on duty who helped assist and very courteous	1
Keep up the good work. Very accommodating especially Sir Ely.	1
Keep up the good work. Well accommodating office.	1
Keep up the good work. Your bank and employees are accommodating unlike the other branches. Thank you po for your good service.	1
Keep up the good work.😁	2
Keep up the good work.😊😄	1
keep up the good work..	4
Keep up the good work..	1
Keep up the good work.. 👍	1
Keep up the good work.. Very accomodating	1
Keep up the good work.... Always smile 😃	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep up the good work... always smile...	1
keep up the good work... thank you for the best service.	1
keep up the good work...kudos to all the staff of midsayap LB Mid branch.	1
Keep up the good work..thank you	1
Keep up the good work..thank you so much po.🙏😍	1
Keep up the good work..thanks you very much for your seevice..	1
Keep up the Good work..The employees are approachable and courteous...They have a happy smile on their faces when serving their clients...especially mam in the customer service desk(Mam Rose)...🥰🥰	1
Keep up the good work.?	1
Keep up the good work.God bless.	1
Keep up the good work.GOD BLESSED YOU ALL	1
Keep up the good work.Godbless	1
Keep up the good work.Salute to everyone.	1
Keep up the good work.tnxj	1
Keep up the good work/deeds.	1
Keep up the good work??	2
Keep up the Good workGod Bless us all	1
Keep up the good workGod Blessed You All!	1
Keep up the good works	19
keep up the good works po	1
Keep up the good works teller kitlyn	1
Keep up the good works!	7
Keep up the good works. Thank you.	1
Keep up the good workThank You	1
Keep up the good workz towards to your client	1
Keep Up the Good Worl	1
keep up the good worms	1
Keep up the good wotk. Ms Patricia Soligam had been most accomodating and even went beyond thr business hous to finish my transactions (multiple).	1
Keep up the goodwork	9
Keep up the goodwork everyday	1
KEEP UP THE GOODWORK!!!GOD BLESSED YOU ALL!!!	1
Keep up the goodwork😍😍	1
Keep up the goodwork,	1
keep up the goodwork.	1
Keep up the goood working staff	1
Keep up the government service above excellence!	1
Keep up the great cc!	1
keep up the great job	2
Keep up the great job!	1
Keep up the great job! God bless po!	1
Keep up the great service	1
Keep up the great service!	2
Keep up the great service! Congratulations!	1
Keep up the great services	1
Keep up the great services you offer to your clients. Godspeed!	1
Keep up the great work	2
Keep up the great work Thank You LBP	1
Keep up the great work!	2
Keep up the great work. Mam Mares Caidoy was extremely helpful and accommodating. Very informative too.	1
Keep up the kindness	1
Keep up the kindness on your client. God Bless!	1
Keep up the nice work	1
Keep up the no hassle service :)	1
Keep up the organized service. I suggest, if possible, that account opening service be faster or have multiple stations for this.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
keep up the outstanding review t your clients	1
Keep up the positive attitude and aptitude in serving the clientele. Thank you.	1
keep up the prompt action. thank u	1
keep up the quality of your service!	1
Keep up the SMILES!😊	1
Keep up the smooth and easy transaction..	1
Keep up the standard protocol	1
Keep up the very accomodating operations .	1
Keep up the very good customer service	1
Keep up the very good service you provide to your clients	1
keep up the very good services	1
Keep up the very satisfying service rendered to client more power LBP	1
keep up the very warming good works	1
Keep up the will to deliver quality service 👍🏻	1
Keep up the wonderful services	1
Keep up the work	3
Keep up the work God bless to everyone 🙏	1
Keep up the work with flying colors!	1
Keep up the works. Fast service and accomodating	1
Keep up thegood work	3
Keep up thegood work , andbgodblessnyou always😊😊	1
Keep up this good services!	1
keep up tje good work!!	1
Keep up to good service LBP-Bicutan.	1
Keep up with the best attitude towards clients	1
Keep up with the good service	1
Keep up with your good services! God bless po! 😇💛	1
Keep up your commendable performance.	1
Keep up your excellent customer service	1
Keep up your excellent service towards your clients!	1
keep up your good service	1
Keep up your good work	4
Keep up your good work!	1
keep up your good work...shout out to ms Lilian Diendo for easy and fast transaction.	1
Keep up your good work.God bless us	1
Keep up your job very well done!	1
Keep up your services. Thank you	1
Keep up youre good work sir/madam	1
Keep Up!	10
Keep up! Good customer service. Thank you	1
Keep up! Kind and approachable staff	1
keep up.	2
KEEP UP. THANK YOU FOR THE GOOD SERVICE.	2
Keep up. Thank you for the good services.	1
keep up. the good work	1
keep upa goodwork and continue	1
Keep upcthe good work	1
keep upthe good work landbank bogo. God bless.	1
Keep your good service	1
keep your good work	1
Keep your transaction fast and easy to follow guidelines. Kudos to very accommodating and approachable staffs	1
Keepa good work	1
Keepcup the goodwork	1
Keeping her composure at work and her patience towards her clients is exemplary!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Kept it up	1
Keepup	1
KeepUp the good work!	1
kep up the good customer service and for giving extra time to assist client better	1
Kepp up the good work!	1
Khit madaming tao ok nman serbisyo.	1
Kilangan po na mag.appeae po sa tv screen ang mga number na supposed to be na icall po para maging aware ang mga client.	1
kinahanatan padakan ang space sa land bank	1
Kind	30
Kind and accommodating	1
KIND AND ACCOMMODATING PERSONNEL	1
Kind and accomodating	1
Kind and approachable employees. Thank you Paso de Blas branch for assisting me with my iAccess enrollment.	1
Kind and approachable staff :)	1
kind and easy to approach all the employees and staff	1
Kind and Fast Transaction	1
Kind and friendly staff	1
Kind and going extra mile	1
KIND AND GOOD	1
kind and good service that we receive from mr orlando de guzman	1
Kind and helpful	2
Kind and jolly	1
Kind and patient	1
Kind and very accomodating tellers	1
Kind employees	3
Kind employee's	1
kind guard & good service	1
Kind office staffs	1
Kind people	1
kind personnel	1
Kind personnel esp sir harry	1
Kind qnd Approachable Staff	1
Kind staff	1
KIND STAFF AND FAST	1
Kind staff and good service	1
Kind staffs	2
Kind staffs. Thank you	1
Kind tellers	2
Kind tellers and verifier	1
Kindly add an option to our weaccs an online ordering of checkbook automatically. Thank you and more power	1
kindly add brightness on selected option to highlight answer... malabo po kasi..so far, i'm having nice experience in your office today..thank you po..	1
Kindly add some staffs at your office to further fast processing of every individuals needs.	1
Kindly consider cardless withdrawal .. great service ..	1
Kindly continue the commendable services rendered.	1
Kindly expedite the process, especially if there are more costumers inside.	1
kindly fix po ung part na tumutulo para hindi na dagdag workload kay mam ang maglampaso ng basang sahig gawa ng tulo	1
Kindly improve the sending of otp for email. The otp options expires just before you receive it. I have a hard time signing up with your mobile app. Other than that. Customer service of the East Mortgage team is superb. I would like to give commendation to Sir JC and Ms. Mhacy.	1
Kindly improve your system. Waiting time takes longer because the system is slow or offline per new accounts officer announcement.	1
Kindly indicate if the counter is for priority client so those who are in queue wouldn't wonder why a person went straight from the door immediately to counter 6 where in fact a lot of us are ahead of her waiting in line.	1
Kindly less using of phones	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Kindly make the name and other personal sensitive information of the client in this CSS form an optional	1
Kindly make the office easy to see at guevarra st	1
Kindly provide another verifier if the transactions are bulky for easy and fast transaction.thank you	1
Kindly provide more chairs and tent for the 4ps beneficiaries during otc withdrawal	1
Kindly provide more chairs outside specially PWD. Thank you	1
kindly provide the chair outside landbank to that way the client will be relax while waiting that section.	1
Kindly provide the necessary format for some requirements (ei authorization, usufruct agreement) for easy compliance of the clients	1
Kindly replace ATM inside PLM	1
Kindly requesting additional staff.	1
Kindly shorten the time of transaction/ investigation/ process of refund , salamat	1
Kiss or Karen Ivy S. Linde did an amazing job for me. This is the 11th I tried to fix my online banking, all the other landbank employees could not fix it, so I gave up hope. She was so determined and took out the time to find the solution. She has restored my faith in landbank - she has so much initiative and was extremely pleasant. I will be going back to this branch because of her.	1
Knowledgable sa trabaho and informative	1
kodus landbank for helping me out all staff are nice	1
Kodus!	1
Komento po ang sasabihin ko. Mabilis ang mga teller at mababait pa. Inaasikaso nila ang kliyente at prayoridad nila ang mga senior.	1
Komento po. Minsan kapag bumabati ka walang response.	1
Kompletos rekados ang ilang serbesyo at alaga kaming mga customer thnks to all the staff	1
Kontento Ako sa serbisyo.	1
Kontento n po ako dahil maayos nman po ang lahat	1
kontento rako the way sila mo entertain. Thankyou	1
Kontingng tao	1
Kopi and internet	1
Kris hello Ann S. Iumin was very accommodating. She should be imitated by others.	1
Kuddos to Ms. aw!	1
Kuddos to the employee very approachable	1
Kudos	8
Kudos and thank you for the excellent service!	1
Kudos Balanga Branch	1
Kudos for a very quick eesponse and much appreciated for the helped	1
Kudos for a well-organized banking! Keep up the good system and operation you maintain to cater your clientele with the best and quality service. It is well-appreciated.	1
KUDOS for the excellent service of all bank personnel thru the leadership of Manager Virginia Sevilla!!!	1
kudos good job and keep it up	1
Kudos Landbank	1
Kudos LBP!	1
Kudos Nichelle for providing helpful information, giving ample to relate in some terms were not familiar	1
Kudos po for a job well done.Very accomodating staff.	1
Kudos po kai Ma'am na nag assist so approachable	1
Kudos po sa mababait na staff at security guards ng landbank Malabon	1
Kudos po, Ma'am Arlene! Just keep it up po. :)	1
Kudos Sir Ferds	1
Kudos to all employees especially the tellers who are very accomodating	1
Kudos to all staff of LPB Bambanh Branch..Very accomodatingSana may free coffee ang Landbank just like the other offices??😁	1
Kudos to all staff.. well accommodated persons	1
Kudos to all the approachable and friendly staff,	1
KUDOS TO ALL THE EMPLOYEES INCLUDING THE SECURITY GUARD FOR BEING COURTEOUS AND ACCOMODATING. HOPING THAT ALL GOV'T. OFFICES WILL ACT LIKE THIS BRANCH EMPLOYEE.SOLI DEO GLORIA! WHERE LIFE IS HARD AND/BUT WHEN YOU MET PEOPLE LIKE LANDBANK EMPLOYEE HAPPILY SERVING YOU WITH A NICE SMILE. THE MEANING OF LIFE, IS TO LIVE A LIFE	1
Kudos to all the employees they are all so nice and accomodating	1
Kudos to all the Management and staff of Camiling Branch.	1
kudos to all the staff especially to florie jane gonzales who is super helpful.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Kudos to all the staff of Aquino Ave Branch! Thank you for accommodating my transaction even beyond banking hours.	1
Kudos to all the staff. From guard to employees,, very helpful and courteous.Thank you sir Edgar Allan	1
Kudos to all! Keep up the good work.	1
Kudos to angielyn and kuya guards. They continiously assisted me.	1
kudos to Gerlyn! keep it up	1
Kudos to Landbank - San Miguel Branch. Very commendable for valuing clients like me. Very friendly and outstanding service ??	1
Kudos to Landbank makati city hall branch	1
Kudos to LBP Kalibo continue to serve the clients with integrity.	1
kudos to LBP kalibo, continue to serve the clients with integrity	1
Kudos to LBP Lucena, they are all approachable with smile. Thanks	1
Kudos to Maam Belle 🫶🏻	1
Kudos to maam gerlyn very helpful	1
Kudos to Ma'am Michelle! Very accommodating 🫶🏻	1
Kudos to Ma'am sol granado, she is an effective loan officer. We were always updated and reminded of requirements and payments.	1
Kudos to maam Soz (loan dept)	1
Kudos to Mam Irene for being accommodating.	1
Kudos to Ms Kristel for her lively energy and very accomodating spirit as she provide service as we open our joint account	1
Kudos to Ms Marla and Sir Ej. Napakabait, napakabilis at maayos magserbisyo😊	1
Kudos to Ms Pat! Accommodated me and my work mate very well. Super hospitable niya as alwayd	1
Kudos to Ms. M. Rieza for being so accommodating and friendly to us.	1
Kudos to Ms. Pat! She was very patient with each and everybody na nakapila, kahit magisa lang siya. Na accompdate niya lahat ng queries ng di mo naririnig na naiinis o natataranta siya. She is very kind. Hopefully she increases her tribe !	1
Kudos to Munoz SCIENCE Branch. Their employees are very polite and approachable.	1
Kudos to pamplona staff	1
kudos to safety officer covteova	1
Kudos to security personnel, very attentive.	1
Kudos to service!	1
Kudos to Sir Dennis Soriano and Rob Altares for the good service and assistance on my check encashment. They are both approachable and respectful. Landbank service is always the best.	1
Kudos to sir Edwin Abalos for helping me a lot with my issues. Godbless!	1
Kudos to Sir Jhoey Glenn Baysa for the very smooth transaction! Thank you!	1
Kudos to staff of landbank chino roces specially to Maam Sheila Marie Javate customer associate who assists me	1
Kudos to the bank!	1
Kudos to the Branch	1
Kudos to the decs branch love you all	1
Kudos to the employee	1
KUDOS TO THE EMPLOYEES AND MANAGER OF THIS BRANCH. VERY ACCOMMODATING.	1
Kudos to the employees of landbank camiling	1
Kudos to the LBP San Fernando McArthur Highway. Very polite employees and Fast Service	1
Kudos to the LEAF employee for being os courteous and approachable	1
Kudos to the prompt action on the matter by Ms Paula and Ms Amy. More power & God Bless!	1
kudos to the staff for accommodating my requests and speedy process of my payroll enrollment.. thank you so much po	1
kudos to the staff love you all.	1
Kudos to the staff of LBP bais branch for the grest work and service.	1
Kudos to the staff very accomodating	1
Kudos to the team and especially to Hyades Dangel for an excellent customer service since day 1	1
Kudos to the tellers especially to Ms.Kristine	1
Kudos to your excellent service.	1
Kudos to your superb service! Thank you for your help	1
KUDOS TO YOUR WELL TRAINED SECURITY PERSONNEL. KUDOS TO MAAM LARLA, VERY ACCOMMODATING.	1
Kudos to your well trained security personnel. Kudos to Ma'am Larla, very accomodating.	1
Kudos!	5
Kudos! Good job!	1
Kudos! Just continue the good services. Thanks you for the corteous and kindhearted way of serving	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Kudos! Keep it up	1
Kudos! Keep up the good work	1
kudos! landbank!	1
Kudos! LBP👍👍👍	1
Kudos! Thank you LBP LKKS	1
kudos, and thank you for the assistance maam	1
Kudos, keep it up!	1
kudos. Good job	1
KUDOS...congratulations! Malamig sa loob...very conducive to stay while waiting for my turn to be called....Keep it up...God bless!	1
Kudos...my transaction went well.	1
Kuha agad pera namin. Mabilis	1
kulang empleyado ang dami tao pero nakangiti pa din mga empleyado walang kapaguran at mababait sila	1
Kulang og Teller/igang ang bangko	1
Kulang po ng telepono , the rest po okay na ang lahat	1
kulang sa teller pag offline medyo natatagalan	1
Kulang tao	1
Kumpleto 100% satisfied po sa servicio mbait p cla laht at lgi cla nkangiti., yn ang mga emplyado n karapt dpt,. God bless us all	1
Kumpleto ang dokumento. Very satisfied	1
Kung 1 to 10 ky 11 ang rate.	1
kung ano man ang pamamalakad ay naway di magbago upang mapanatili ang kaayusan ng serbisyo	1
kung hindi naman bawal at labag sa policy ng kumpanya, maglagay kahit kaunting music, para makalibang sa mga nag aantay, filipinos are music lovers...	1
Kung ma ibanan ang amoang balanse, pwede ra ba nga mo tawag lang mi ug di na mi mo anha sa branch? Salamat	1
Kung maaari po sana ay maayos ang pagbibigay ng numero ng guard dahil kainamang tagal na naghihintay ng ibang client ay nauunahan ng ibang bagong dating. Kung 10 senior, followed by 5 encashment, then 5 deposit then other transactions pa the balik ulet sa umpisa para lahat nabibigyan ng equal chances, para fair po sa lahat.. Thank You! God Bless	1
Kung maari po sana ay lagyan po ng tent sa labas upang magsilbi itong kaunting lilim sa mga taong pumupunta sa bangko.	1
Kung meron mang pwede e add ay yong opisina ,pwede palakihin pa	1
kung my transaktion dapat matapos agad	1
Kung pwed babaan ang charge	1
Kung pwede di na lang kami sumama sa aming treasurer para mabilis ang pag galaw and transaction	1
Kung pwede extend yung time kahit 4pm.,.Tnx	1
Kuntento na Ako dito mag transact	1
Kuntento na Ako sa landbank	1
Kuntento na po ako sa serbisyo offered by the officers of LBP. Mabuhay po kayo!	1
Kuntento nmn po	1
Kuntento po ako sa serbisyo ng bangko	1
Kunteto na po ako sa kanilang serbisyo	1
Kunting upgrade p ung pila hahaha kapag mlapit ng byarn ng bir	1
Kuntinto na ako sa inyong serbisyo	1
Kuntinto na ako sa serbisyo nang landbank	1
kuya assissting outside Is very helpful talaga	1
I like your service	1
Labis ako nagpapasalamat kay Mr. Orlando P. de Guzman. Very accomodating siya sa client.	1
Labis na maaasahan	2
Labis na makakatulong ang opisina sa mga kliyente dahil mas accessible at malapit.	1
Labisna maaasahan	1
LABYUU LAND BANK	1
Lack manpower on the New Account Area	1
Lack of man power	1
Lack of Personnel - Cashier Counter	1
Lack of personnel staff (teller)	1
Lack of Teller Pls Hire More	1
Lack of time	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
lacking ATMs in the area/ ATMs are either slow or faulty	1
Lagay CC sa harap	1
lage naka smile	1
Lagging mag smile sa customers	1
Lagi ako dito nag babayad thank you landbank sa magandang serbisyo	1
Lagi ako nagtratransact sa landbank parang, mabilis at very accomodating ang mga teller nila.salamat landbank sa patuloy na serbisyo na patuloy nyong hinahatid lalo na dito sa parang maguindanao area.	1
Lagi kong nakukuha ang tamang assistance, no matter what.	1
Lagi lang panatilihin ang first come first serve basis para maiwasan ang reklamo ng mga clients	1
lagi lang po maging mabait sa mga customer at ng pakikipag bigay kaalaman salamat po	1
lagi lang pong maging mabait sa mga customer at ng pakikipag bigay kaalaman salamat po	1
Lagi lng po sana iprioritize ang mga senior citizen. Salmt po	1
lagi maaasahan ang landbank sa panahon ng pangangailangan, mabilis kumilos kaya maaga kong natapos ang transaction ko sa landbank parang branch. Mabuhay!!!	1
Lagi naka smile ang mga branch personnel	1
lagi pang sana mag smile sa mga customer	1
Lagi po nila kami inaaccomadate ang mga deposit namin kahit habol	1
Lagi pong maaasahan ang landbank parang branch sa panahon ng pangangailangan ng mga guro..mababait at maasikaso ang mga staff. Ipagpatuloy po ninyo ang magandang serbisyo na binibigay nyo sa mga guro.	1
Lagi pong maasahan ang landbank parang mag branch, mabait at mabilis pong naprocess ang aking loan dahil po sa staff ng landbank.	1
Lagi pong naka smile ang teller ng landbank parang branch.	1
Laging paganahin ang monitor para mas mabilis makita kung ano o sinong cutomer na ang susunod sa pila.	1
Laging active	1
laging andiyan si landbank para sa mga guro sa oras ng pangangailangan. Mabili narelease ang aking loan, salamat landbank parang branch.	1
Laging humble	1
Laging kausapin Ang mga customer Ng maayos	1
laging maaasahan ang landbank, lalong lalo na sa mga guro. Mababait ang staff ng landbank parang branch.	1
Laging mabilis at maayos ang transaction ko. wala pa naman akong na experience na problema at magagaling mag asikaso at serve ang mga empleyado ng Landbank Nagcarlan Branch	1
Laging maging online sa lahat Ng oras.	1
Laging may pacandy ang counter. Laging nakasmile ang teller.	1
Laging naka ngiti	1
Laging naka smile	2
laging naka smile ang mga tellers ng lbp parang branch. Mabilis kumilos kaya maaga kaming natapos sa aming transaction.	1
laging naka smile at attentive po mga staff ng landbank parang branch.	1
laging naka smile at mabilis kumilos ang mga tellers ng landbank parang branch.	1
Laging nakangiti	1
Laging nakangiti ang mga teller. Nakakagaan sa loob makita na very accommodating sila sa bawat kliyente. Ipagpatuloy ito.	1
Laging nakangiti at mabilis matapos ang transaksyon ko kina Sir Dennis at Mam Cath. Ganun din sa verification kay Sir Rob. The best talaga ang Landbank East Avenue.	1
Laging nakasmile	2
Laging ngumiti sa client	1
laging offline ang ATM machine sa finance	1
laging sira ang ATM sa AFPCES, sana maayos	1
Laging smooth ang bawat step, hindi ka mahihirapan.	1
LAGING TUNOLUNG SA MGA HINDI PA SANAY MAG FILL OUF NG FORM	1
Laging unahin ang cleint	1
Lagipag patuloy ang magandang na simulan	1
lagyan ng 100 bills ang mga atm's	1
Lagyan ng electronic na indicator ng number. Mapapaos yung employee kakasabi ng number	1
lagyan ng mesa sa mga mag fililup ng form	1
Lagyan nyo ng pabango ang loob dahil marami may amoy n kliente	1
Lahat ay maayos ang serbisyo at mabilis	1
Lahat ay maayos at maganda Ang pakikutungo ng mga empleyado	1
Lahat maayos naman ang pag aasist nang mga nagoopisina	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Lahat Mababait, magagalang at madaling kausap.	1
lahat naman po nasunod god blwss po	1
Lahat ng empleyado simula manager hanggang guard ay laging mga nakangiti at maasahan.	1
Lahat ng kawani ng banko magalang. Madaling kausap. Nagpapaliwanag ng maayos at malumanay. Bimabati ang lahat ng goodmorning pati ang mga security guard. Laging may laman ng slip di nauubusan. Nakangiti lahat sa clients	1
lahat ng mga empleyado didto sa dalaguete ay ipananaliting protektado ang lahat ng mga customers kaya masasabi ko na maganda ang kanilang nga serbisyo dito. ibinigay ang mga details/requirments sa mga tao kung ano ang kanilang gagawin. kaya napakagaling at very productive ang mga nagtatatrabaho rito sa dalaguete landbank.Aja Landbank Dalaguete Employee 💪🏼Keep Safe n God bless🙏🏼🙏🏼	1
Lahat ng staff approachable	1
Lahat ng staff ay approachable and friendly.	1
Lahat ng staff mabait at approachable. Thank you po.	1
Lahat Ng staffs and tellers are good at their doings	1
LAHAT ok	1
Lahat po ay maayos at mabiis salamat po.	1
Lahat po ay maayos na. Wala n po akong suhestiyon pa	1
Lahat po ay mababait at very accomodating	1
Lahat po ng services madali lang	1
Lahat po ng workers ng landbank filinvest ay mabubuti at magagalang po. Just keep it up	1
Lahat po okey nmn po	1
Lahat po sila ay mababait at maasikaso	1
lahat po sila sa san juan branch madaling malapitan at agad tumutulong sa pangangailangan. maraming salamat po!	1
lahat sana tulad nito na madalng iapproach po	1
Lahat sila ay maasikaso at mababait	1
Lahat sila ay maasikaso sa client	1
Lahat sila maasikaho	1
Lahat sila mababait mag entertain ng applicant	1
lakihan ang mga signages para mas madali makita. Though and lahat ng employees lahat very helpful esp. Si Ms. Middle na lady guard and Mira were very helpful	1
lakihan po ang every transaction para mabilis po pag nag withdraw	1
Lalakii pa ang branch nila at marami pang branch unit	1
Lalo maging palangiti sa harap ng mga tao at maging masigasiig	1
Lalo nila pagsikaping Maglinis Ang knilang mga Gawain at alalayan pa Ng husto Lalo na Ang mga senior at mga na nga nga ilangan	1
lalo niyo pang pagbutihin ang inyong mga serbisyo sa mga mamamayan	1
Lalo pa paunladin ang programa	1
Lalo pa pong maging mababait ang staff	1
Lalo pang pagbutihan/Keep up the good service	1
Lalo pang pahusayan ang serbisyo	1
Lalo png pagbutihin ang pagtrabaho	1
lalo png paigingin ang serbisyo	1
Lamat sa pinaskuhan😊	1
land bank employee is helpful to the client to be easy the transaction of this bank thank you land bank	1
Land bank has a good service. I can't anything to improve your services.	1
Land Bank Imelda Branch is the safest fastest and the staff is very accommodating..you will not hesitate to ask for any favor..the branch are very clean..	1
Land Bank is doing well, recommend additional employees on busy days.	1
Land bank is good in service especially PALAYAN branch.approachable employees and manager,of course all tellers.are smile when great you..I like land bank for good service provider with clients at all times..	1
Land Bank Nagcarlan is very accomodating and approachable	1
Land bank now improve so much. THANK YOU	1
land bank san jose ay the best para saakin	1
Land is very safe.	1
Landbank Staffs really are approachable. Wala kang masabi sa trabaho po nila. Kudos	1
Landbank Agrihub of Candaba is a Big help to us.	1
Landbank always been providing a great customer service. If I would suggest something, that would keep the good services.	1
Landbank always satisfies my banking experience.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Landbank at trustee talaga. Maasahan at ang mga Employee very accomodating ang helpful. Mababait pa.	1
Landbank Bacacay serves well and the atmosphere is so accommodating and comfortable.I hope this kind of service will be sustained.	1
LandBank Bacolod Branch offers exceptional service so I can finish my transaction quickly. Thank you so much Ms Chantelle for the help and patience.God bless	1
Landbank Bais made my baking experience smooth and comfortable to do my service/deposit.	1
Landbank Bais made my banking experience smooth and comfortable to do transaction.	1
Landbank Balayan Branch are good Service to the client especially to Brgy Transaction'	1
Landbank Banilad branch is the best.	1
LandBank Bayawan offers The Best	1
Landbank Bayawan offers the best service	1
LANDBANK BEST TELLER	1
Landbank Binan platero branch is very helpful specially the tellers	1
Landbank buendia is the most trusted branch ever since and very easy transsaction	1
Landbank Buluan branch always amaze me.	1
Landbank calbayog branch ay lagi pong maasahan madali po silang lapitan kapang meron ka g kailangan Lalo na sa mga empleyado friendly lahat.	1
Landbank Calbayog is in its true sevice to serve their clients , all perdonnel are approachable snd accomodating. I sm trully satisfied of its services given by the office . Thsnk you very much.	1
Landbank calinan branch thank you for being assessment transaction	1
Landbank Candaba good service po and friendly towards their customers.	1
Landbank cauayan city is very efficient and very good service	1
LANDBANK Cauayan is very efficient and very good service	1
Landbank did a job well done. I easily opened my payroll account with the help of the staff. Thank you Landbank!	1
Landbank Dole have great service and helpful staff	1
Landbank EDSA Greenhills Branch provided a great and exemplary service when I was opening a new deposit account. My problem is with Landbank Alimall Branch who made me go to Landbank EDSA Greenhills to open an account because they told me that I can only open a new account in the Greenhill Branch which was not true.	1
Landbank employee ar rob San Nicolas are very approachable and accomodating keep up and I ALWAYS WANT THIS BANK TO BE MY BANK	1
LANDBANK employees are all accommodating and very helpful.	1
landbank employees are all accomodating and very helpful	1
Landbank employees are friendly ang courteous, thanks alot.	1
LANDBANK employees are very accommodating and always ready to serve the clients with a smile.	1
Landbank employees especially the Manager, Ms. Camila Batbat are kind, accomodating and willing to help clients with their transactions.	1
Landbank employees has always been helpful	1
Landbank FTI Branch is my kind of bank...	1
Landbank FTI has been giving us (TESDA) the best customer service Landbank has to offer. I have been the liaison officer and cashier for tesda women's center and i did not have any problems with my transactions at all.	1
Landbank fti has been our (TESDA) go to LBP branch for our official transactions. They have given us the best banking experience and customer service :)	1
Landbank gives us incredible service. Michelle Munsalud is outstanding.	1
landbank good services to all employee	1
landbank has a good services	1
Landbank has good kind of services	1
Landbank helps a lot. Services were excellent.	1
LANDBANK IS A GOOD SERVICES TO THE CLIENT	2
Landbank is always right 👍👍	1
Landbank is always the best bank for me.	1
Landbank is always the best banking	1
Landbank is good in service	1
Landbank is helpful to all people	1
Landbank is may bank.	1
Landbank is okay	1
Landbank is safe tlaga for savings	1
Landbank is the best	1
landbank is the best choice in saving accounts/money	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
LandBank is the best choice!	1
Landbank is very beautiful bank in the Philippines	1
Landbank is very helpful to everyone, and I would like to thank you maam Kristine Lebaquin, sir Ralph Grayson Calibang and to their OIC, South Cotabato LC.	1
Landbank is very reliable	1
Landbank Lopez Branch renders good service	1
Landbank makes me smile everyday.	1
Landbank Malanday branch is the best branch ever!!	1
Landbank Manager and all of the are superb and remarkable, super helpful..	1
LANDBANK Mandalangan Branch is the most accommodating branch in Bacolod.	1
Landbank moalboal is very accomodating	1
landbank must be more active in social media	1
Landbank na ata pinaka corteous/approachable & mabait na Bank Staff na nakasalamuha ko	1
Landbank of the Philippines in Basco Batanes is the best. Specially ma'am Janet Patimo the customer associate.	1
Landbank offers the best service I've experienced thru my banking needs.	1
Landbank Ortigas Branch is really good.	1
Landbank Paranas is true to its call in serving all clients with a smile	1
landbank paranas keep it ang babait ng mga employee & guards very polite	1
Landbank pasay libertad way of providing good service is enough to satisfy clients	1
LandBank paseo staff are very accommodating and the branch is so pleasing.	1
LANDBANK personnel are very accomodating.	1
Landbank personnel should educate, guide and encourage clients to fill up forms prior to transactions for faster and smooth service. Thank you!	1
Landbank provided us a very good service for the past years. The employees are very professional.	1
Landbank provides excellent and quality customer service. Fast and easy transaction.	1
Landbank san jose ay magandang at maayos ang service at mabolis ang transanction	1
Landbank Sara Branch is one of the friendly bank in town, easy to transact and bank personnel were accommodating.	1
Landbank service here at Araneta Branch is exceptional. The staff are courteous, efficient and provided fast service	1
Landbank services is good	1
Landbank should apply digitalization	1
Landbank should divert into paperless just like the system on other private banks.	1
Landbank should enhanced soa facility in emds for easy and fast access for us users	1
Landbank should update the fees in their website re pin change	1
Landbank sipalay branch is good service to their customet most specially to staff and guards	1
landbank siq branch needs bigger space	1
Landbank smiles good	1
Landbank Solano may need more staff in the New Accounts section to speed up transactions. If not, the website may require updates for faster processing, or the processes could be simplified. A review would help determine the best solution to reduce wait times.The staff is friendly, accommodating, and serve with a positive attitude.	1
Landbank sta. Maria really helped me a lot on my transactions. Thank you and God Bless	1
Landbank staff accommodate clients	1
Landbank staff are very accommodating and helpful. Thank you	1
Landbank staff are very reliable and helpful as always. Thank you	1
Landbank staff ay mababait	1
Landbank staff have been very diligent and accurate in transactions. Very polite and courteous	1
Landbank staffs are very respectful	1
Landbank staffs provided excellent service! My colleagues and I were satisfied with our transaction in this particular branch as they are all respectful and approachable.	1
Landbank Sual branch services and employees are superb. They provide excellent service to their client. The manager is very approachable and friendly. Kudos to you all!	1
Landbank tarlac branch is very fast and efficient	1
Landbank truly helps mid entrepreneur like us. And we are happy and contented and have experience service par excellence and according to global standard.	1
Landbank Tuguegarao Branch Staff are very efficient and accommodating. They made transacting with Landbank easy, and as smooth as a breeze. The Manager Sir Mike dela Cruz, and Asst. Manager Belle Cepeda are effective managers and leaders. Transacting in a bank was never this easy.	1
landbank unta naay kaulalingan cr	1
Landbank, with all its heavy transactions is even faster than other banks I transact with.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Landbankers were very patient to elderly.	1
landbank's service is good	1
Landbank do their job properly . No further suggestion in my opinion.	1
large space	1
Larger area, improve facilities, renovate waiting area	1
larger space for clients	1
Larger space for more accommodation.	1
Launch campaigns to educate customers about financial products and services.	1
Launch product of ATM with passbook.	1
Layout of citizen's charter should be more readable	1
lb has an excellent bank transaction procedures	1
LBP Angeles Branch service is excellent. As a social worker handling 4Ps beneficiaries I would say on my journey in helping the marginalized, Angeles Branch is very accommodating, easy transactions are scheduled for our clients, the staff are very polite and 4Ps members are treated as regular clients. There is always smile on the face of their staff and 4Ps are receiving the best service.	1
LBP Balagtas Branch delivered the best as they can. May I suggest that your facility is one may improve to serve better of your clients.	1
Lbp Capistrano Branch Personnels are Courteous	1
LBP Carigara Branch also serves well to its clients. The employees of the bank are also good in terms of client service.	1
LBP Carigara has a wonderful staff aid helpful persones. Their locations are very clean, comfortable, friendly and beautiful.	1
LBP Cavite City handle complaints really well. Job well done	1
LBP DANAOSTAFF ARE FRIENDLY	1
LBP Echgaue staff are kind & accommodating.We are looking forward for add'l staff for continuous operations at lunch time.	1
LBP employees provide quality service to their client.	1
LBP FTI gives great customer service to TESDA Women's Center employees.	1
LBP Galo Bacolod Branch is very organize, clean and they serve cliens very well and very accommodating	1
Lbp go go	1
LBP Greenhills efficiently accomodates all the concerns of NEDA as GSB.	1
LBP has always slow in the past transactions because of all the step you have to go through and the outdated verification systme. Today has been a big improvement	1
lbp himamaylan employee approachable	1
Lbp Is always excellent in providing service.	1
LBP Kalibo makes our transactions easier and smoothly.	1
LBP Lacson Galo has already good customer service	1
LBP Malacañan was able to provide the assistance as always needed. I would, however would like to ask, possibly if there isn't any services yet, an immediate customer service assistance via Facebook or other platform.	1
LBP may consider assessing the paying capacity of long-time borrower/s who had a hard time paying the principal amount brought by pandemic and all other factors. This includes offering them a zero-interest rate (either partial or full-payment) for a certain period of time, similar to amnesty given to RPTs... etc.).Thank you very much, for usual support, LBPSNUELC. Mabuhay po kayo!	1
LBP must upgrade its bank wide system to be at par with universal banks in terms of products, services and total customer journey.	1
LBP personnel are so accommodating. Their office is so business-friendly.	1
LBP personnel are very much helpful with our transactions	1
LBP representatives that i have transacted were courteous and easy to communicate. All of our transactions here done esily because of open communications with them.	1
LBP ROSARIO branch staff are efficient, courteous in the fulfillment of their assigned tasks and responsibilities	1
lbp rosario has accomodating employees keep it up	1
lbp service has improved much	1
LBP should adapt digitalization for easier processing of transactions	1
LBP should invest in improvement of the facilities of naval branch to avoid long queues.	1
LBP Sipalay employees are very friendly and accommodating.	2
LBP Sipalay employees are very friendly and accommodating. They are service oriented.	1
lbp sipocot has a very friendly staff	1
LBP south harbor personnel are approachable and easy to communicate with them	1
LBP STAFF ans EMPLOYEE are humble and courteous	1
Lbp staff are always ready to serve their clients.They are honest and courteous	1
lbp staff are approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
lbp staff are courteous and beautiful	1
LBP staff kag ganahan ko kay mga buotan unya joking always naka smile	1
LBP staff was good!	1
LBP staff were very nice and accommodating. No rude staff despite the hectic schedule.	1
LBP Supreme Court has always been helpful to me and Philja.	1
lbp the best among the rest	1
LBP Trust provide best service.	1
LBP TUGUEGARAO HAS GOOD QUALITY SERVICE	1
LBP's staff we're all very accomodating	1
lbp-deped have very accomodating employees	1
LBP-Intra's AC is not working. Hindi comfortable ang mga customers maghintay or pumila kahit in a short period of time kasi mainit sa loob ng bank 😁	1
Leaf Pilar should hold a much wider space	1
Leave the bank happy coz they are fast and easy.	1
Leg rotonda br is highly recommended. Fast and efficient.	1
Legazpi rotonda branch is well organized and transactions are smooth and fast	1
LENDING PROGRAMS ARE CLEARLY EXPLAINED	1
LESS CHARGE FOR INCASHMENT ON OTHE BANK BRANCHES BECAUSE 100 IS TOO MUCH.	1
less document requirements	1
Less guns at the front.	1
Less hassle transactions and approachable staff :-)	1
less hustle	1
Less time	1
Less time in waiting	1
Lessen the charge	1
Lessen the fee non branch check encashment	1
Lesser documentation requirements would be helpful	1
Lesser maintaining balance	1
lesser requirements of loan	1
Lesser time of waiting, it took me 4 hours to open an account.	1
Lets be fair to all the costumers	1
Ihat nmAn Po ng emplyado ay Wala Po aqong masabi bait Po nila lahat kaya Wala Po aqong suhisyon	1
Ihat nmn maus ang pamamalakad	1
Libreng kape ^^	1
libreng tinapay	1
lighting is to dim in makati tordellas branch but staffs were very accomodating	1
Lightning in the branch (little increase)	1
liitan ang waiting period sa investigation ng unauthorized transaction	1
Like the fast service	1
Liked the process and facility	1
Limit some docs for loans	1
Limit the paper requirements on applying a salary loan especially if the agency has a MOA with Landbank.	1
Limit the time	1
Limited Area	1
limited parking space	3
line was a bit long but the staff was very efficient and greeted me with a smile	1
Lines should be properly labeled. For example, one line should be for new accounts, for deposits etc.	1
Lipa Big Ben is simply the best LBP branch	1
literal na serving the nation, Thumbs up!	1
Lkeep up the good work/service	1
load service thank you	1
Loan approval shall be faster	1
Loan transaction po is mabilis maapproved. Magalang at madaling kausap si maam hanna. Inexplaine po nya lahat nh dapat gawin bago mag confirm ng loan. Thank you	1
Loan were immediately released.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Long banking hours	1
Long patient must have.	1
Long queueing. Sana mas mapabilis pa.	1
Long waiting time due to system offline or error per new accounts personnel	1
Longer banking hours	1
Longer office ours for is to avail more services like 8+5pm	1
Longer Period of Time, for instance it will open from 8 am to 5 pm	1
looking forward and greatness services	1
Looking forward that check encashment and other services which are not available will be available soon also in Pilar so we could no longer go to other branches	1
Looking forward to a 1 day proessing of certification. God Bless	1
Looking forward to have alternative option in cancelling payment for authrization made thru EPS.	1
Lord Daghang sa Grasya nya ankong salamt kayong sa inagn program sa 4ps	1
Love it	1
Love paying bir taxes in this branch	1
Love the improvement sa waiting time. Thank you<3	1
Love the service here, even better than my account branch	1
Love this branch. Super friendly ng people and not sungit.	1
Loving and friendly c Mam	1
Low internet connection, Fast facilitation & courteous staff	1
Low manpower	1
lower down the transaction fee since its the same bank but different location	1
Lower maintaining balance.	1
Lower penalty for check deposit na nalimutan ifund	1
Lower service charges.	1
lower the aircon temp. So chilly =)	1
loyal	1
Lubos ako na nagpapasalamat sa maayos at kaaya aya na pagtanggap.	1
Lubos akong nasiyahan sa serbisyo ng Land Bank.	1
lubos akong nasiyahan sa serbisyo ng landbank	1
lubos akong nasiyahan sa tulong ng landbank para sa aming mga anak	1
Lubos na nakakahanga ang malasakit Ng bawat Isa. Maraming salamat Po.	1
Lubos na po amg inyong paglilingkod para sa akin pong pananaw. Wala na po dapat baguhin	1
Lubos po ako masaya sa pagkat nakatulong sa pag-aaralsa aking mga anak	1
Lubos po ako masaya. Makakatulong sa pag-aaral sa aking mga anak	1
lubos po akong nasiyahan	1
lubos po akong nasiyahan sa landbank dahil malaking tulong napo	1
Lubos po kami masaya dahil nakakatulong sa pag-aaral ng aking mga anak	1
luck of manpower	1
Lumakas signal sa loob	1
Lumaki na charge ni landbank from 50 dati ngayon 100 na. Ok naman mga staff dito sa Landbank Dole	1
Lumaki na service charge	1
m. jennifer quiba assisted me during my query/visit, she has patiently assisted me efficiently to retrieve my iaccess account that was locked out, she is highly commendable, despite a number of clients that are all lined up the staff did not show up any untoward actuations or attitude	1
Ma a u	1
Ma babait very accomodating	1
Ma ilis ang transaction	1
Ma ilis at nabait ang teller	1
Ma obserba kung anu ang problema ng isang kliyente	1
Ma pabuti Ang mga optional	1
Ma pun an ug lain branch dre danao	1
Ma'am Grace answered all my queries successfully and with respect.	1
Ma'am Juliet was very helpful and friendly.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ma'am Karla Aletha Esperon and other staffs were very accommodating and always willing to help. Thank you so much Landbank Naga General Luna Branch	1
Ma'am Maria Corazon Somera is very accommodating and friendly towards everyone. Thank you for the good service	1
Ma'am Rica was extra helpful with my son opening an acct for the 1st time .Guards inner & outer guards approach were kind of discriminating, but impressions changed when we were finally attended to by Officer Rica Thank you	1
Ma'am who's assigned in updating of account/ opening of account is very helpful & accommodating. Thank you for your assistance	1
maaadahan	1
maaagaling	1
Maaari pp ba mapapababa ang interest ng loan..Maraming salamat	1
maaasaban	1
maaasahan	256
maaasahan ang mga staffs	1
maaasahan lahat ng staffs	1
maaasahan po ang mga staffs	1
Maaasahan po sila	1
maaasahan sa lahat ng bagay	1
maaasahan silang lahat	3
maaasahan talaga	5
maaasahanMaaasahan	1
maaasikaso	1
Maaayos ang kanilang pakikitungo	1
Maaayos ang mga proseso	1
Maaayos mag bigay ng transaksyon	1
maaayos makitungo ang mga empleyado, may katagalan lamang dahil sa madami ang client	1
Maaayos naman po ang inyong serbisyo. Salamat .	1
maaayos naman silang lahat at mababait, ayos ang trabaho, maaasahan sila	1
maaayos naman silang lahat at mababait, ayos ang trabaho, maaasahan sila sobra	10
Maabi-abihon ang mga staff.	1
Maabuti ang serbisyo samin ng Landbank at mahusay at magalang ang mga employees.	1
Maadtikon ang incharge	1
Maaga mag open	1
maaga natapos ang aking transaction dahil sa mabilis ang mga teller, mababait ang mga staff ng landbank parang branch.	1
maaga natapos ang aking transaction, narelisan agad ang aking loan, salamat sa mga mababait at maasikaso na staff ng landbank parang branch.	1
maaga natapos ang transaction ko sa landbank parang branch dahil sa mabilis na serbisyo.	1
Maagap ang mga empleyedo	1
maagap ang sl bookkeeper ng landbank parang branch, mabilis natapos ang aking transaction.	1
Maagap at maasikaso ang staff ng Landbank Parang Mag. Serbisyong totoo at lagi kaagapay ng aming Barangay Limbayan Parang Mag.	1
Maagap na serbisyo	1
Maagap na sirbisyo	1
Maalaga at magalang sa mga client.Thank you	1
Maaliwalas at maayos ang branch kaya masarap mag-transact.	1
Ma'am Alice had been very accomodating and helpful to us. Thank you po, ma'am Alice, for the exceptional service!	1
Ma'am Angel Catral is very accommodating she is an asset to Landbank.tnk you	1
Ma'am AprilGood service	1
Ma'am Beverly is so polite	1
Ma'am camille is very accommodating & kind.	1
Ma'am Cho is a very accoomodating personnel, she extends help to her clients. I think she is one of the best employees of this branch.	1
ma'am cholly very accommodating!	1
Ma'am Cholly was jolly and made my transaction easyeven with not so long time waiting.	1
maam cholly was very nice and kind, and also giving more information about lanbank	1
Maám Christelle was super helpful and accommodating. She helped me with everything I needed.	1
Ma'am Christine Alfonso and Ma'am Judy Anne Sales are very approachable .	1
Ma'am Dora De Guzman is very accommodating and approachable.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ma'am Dora De Guzman is very helpful.	1
Ma'am Elizabeth fernando did a great job in assisting us during our opening of savings account. Very patient and helpful. I hope more of the likes of Miss Liz Fernando will be deployed in the Bank. Thank you ma'am. And keep up the good job.	1
Maam fatima is very corteous and very attentive to her clients. Commended.	1
Maam Fria Alejo of Landbank Balanga Branch my favorite employee of landbank	1
Maam hanna g is very jolly and smiles at everyone. She accommodates me well and even call and texts me with updates of my loan application	1
Maam hanna is very accommodating and patient in explaining and answering my concerns	1
Maam Jewel Alvarez was very helpful.	1
Maam jJane Valeras ang here stop assiisted me so will	1
maam justine is very friendly	1
maam Kristel Anne the best >_o	1
Maam Loucienne was very helpful on the updating of our accounts. She was very eager and with all the smiles while asking us questions. Hindi po siya nakasimagot at tinuturuan kami sa mabuti at maayos na paraan at pananalita.	1
Ma'am Ma. Ailene and Ma'am Ivy Grace was so accommodating and helpful to me all throughout the processing of my loan.	1
Ma'am mary rose dayrit is very accommodating to their client. Thank you	1
Ma'am Menchie is very approachable, reachable, down to earth, and very helpful. She treats all clients with equality regardless of financial status in life. I find it very comfortable talking with her because of how she treats and deals with clients.Evangeline D. TumananAssistant Budget OfficerLGU San Carlos	1
Ma'am Michelle is very helpful and kind woman.	1
Ma'am Miel assisted us an hour to access and creadit a salary using We Access for the first time. Very good customer service :)	1
Maam Nena, Chona and Jill were very accommodating and helpful	1
Maam Nichole Mercado is very accommodating!	1
Maam Nida S. Gelomio helps me a lot.. ?? Such a good employee 🫶 She answers all my questions and guide me on my transactions.	1
Maam Padilla, branch manager was very willing to assist. The staff are courteous and accomodating	1
Ma'am Penny Bodiao, Angelica Berboson, Nelia Solos' services are superb. They are very professional.	1
Ma'am Ping went above and beyond her duty to assist us in processing our ACEF loan. She's a blessing to farmers like me who wants to avail ACEF loa. To grow our farms.	1
Ma'am Rica S. Dagta is a very nice and accomodating.Thank you	1
Maam Rose Mae Caballa is very accomodating . she teaches us what to do.thank you	1
Maam Sheng of the New Accounts is very accomodating and has good customer service! Kudos LBP Santiago Branch	1
Ma'am Venus is very Friendly and smiling all the time.	1
Ma'am Venus Javellana assist me to make my new account in landbank and I am happy about there services ?? hindi siya nakaka pressure kausap	1
Ma'am Venus Javellana assisted me very well in enrolling to the iAccess	1
Ma'am Venus Javellana assisted me very well. She made my transactions easy to process and no hassle.	1
Ma'am Venus Javellana made my request for bank certification easy and hassle free	1
Ma'am Venus Javellana, Very friendly and professional staff	1
Maam weng have a good charactec even the guard have good attitude. They are approacheable and easy to talk with.	1
Maari bang maglagay ng Cr kahit sa labas lang.thanks	1
Maari sana maglagay ng microphone bawat countertop para marinig nag maiigi ang pangakan o Numero na tinatawag...mag provide ng sapat na upuan para sa mga applicant thank you...	1
MAAsahan	10
maasahan ang landbank mabilis nila akong natulungan sakeng complaint	1
Maasahan ang mga staff	1
Maasahan at mabait	2
Maasahan at madaling lapitan	1
Maasikaso	3
Maasikaso Ang empleyado at mababait	1
maasikaso ang mga empleyado	1
maasikaso ang mga empleyado at mabilis ang serbisyo	1
Maasikaso ang mga empleyado ng landbank mabilis ang transaksyon.Thank you	1
Maasikaso Ang mga empleyado...	1
maasikaso ang mga landbank staff	1
Maasikaso ang mga staff, mabilis ang pag process ng loan ko.	1
maasikaso Ang mga teller	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maasikaso ang mga teller at hindi nagmamadali	1
Maasikaso at hindi pabaya ang mga staff sa pagprocess ng OTC Withdrawal at card replacement dahil kami ay nasunugan	1
maasikaso at laging naka smile ang mga tellers ng landbank parang mag branch.	1
Maasikaso at laging nakangiti si sir ronil na nagaassist sa clients. He's fair and responds to every queries.	1
Maasikaso at mababait sila	1
Maasikaso at mabait ng mga staff	1
Maasikaso at mabait po sila	1
Maasikaso at mabilis ang pag-asikaso.	1
Maasikaso at mabilis ang proseso at mabait po txn po.😘😘😘	1
Maasikaso at mabilis ang serbisyo na binigay sa kin ng New Accounts at Verifier.	1
Maasikaso at magalang na pag trato	1
Maasikaso at matulungin lalo sa pag fill up ng forms	1
Maasikaso mga gwaradya at mga employee	1
maasikaso mga tellers	1
Maasikaso naman po sila, lalo na sa mga client Very Good lahat	1
Maasikaso nm po silang lahat ng empleyado at mababait	1
Maasikaso po ang si bookkeeper ng landbank parang branch at mabilis kumilos kaya maaga natapos ang aking transaction sa kanila. Kudos landbank!!!	1
Maasikaso po mga empleyado	1
maasikaso po sila,,maraming slamat	1
Maasikaso po sila.	1
Maasikaso sa kleyente	1
Maasikaso sa mga client	1
Maasikaso sa mga customer at magagalang	1
Maasikaso sa Mga tao	1
Maasikaso t magaling makipagusap sa cliyente si Ms. Venus. Ipagpatuloy ang galing sa serbisyo. Salamat po.	1
maasikaso Yung teller nila sa new account	1
Maasikaso, malinaw at naipaliwanag sa akin ng maayos ang mga dapat kong gawin sa paga-update ng aking account informations	1
MAASIKASOO 🫶🏻👍🏻	1
Maasyos na serbisyo	1
maau kaau pag dala	1
maaus na pagpila	1
Maaus na pakikipag usap at pag sasagawa nang mga transaction nang client	1
Maayo ang accommodation sang mga personnel.	1
Maayo ang ilang serbesyo ug paspas	1
Maayo ang landbank	1
Maayo ang mga staff matinabangon	1
Maayo ang mga staff ug guards.	1
Maayo ang pag atiman og pag abi abi sa akua	1
Maayo ang pag entertain sa amoa	1
Maayo ang pag intertain maayong serbisyo po salamat	1
Maayo ang serbisyo sa land bank paspas of dali ra nya MATI anang on ang mga employees	1
Maayo ang serbisyo sa landbank.	1
Maayo ang serbisyo.Perfecto.Salamat sa New accounts NOEL ESTARES sa tinudanay nga serbisyo.	1
Maayo kaau ilang akomodasyon ug ang guard ferenal	1
Maayo kaayo	1
Maayo kaayo ang pag atiman sa amo	1
Maayo kaayo ang pagserbisyo ug paspas ang proseso	1
Maayo kaayo ang serbisyo diri sa mga employees sa Capistrano landbank.	1
Maayo kaayo moserbisyo	1
Maayo kaayo pgtagad with a smile	1
Maayo kaayo sila. Very accommodating people. Very fast	1
Maayo kau ang new accounts	1
Maayo kau sila mudala ug tawo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayo kay mu prioritize ug senior citizens	1
Maayo man ang serbisyo sa mga staff. Naa sa old buidling pero limpyo ang branch.	1
Maayo muhatag ug serbisyo	1
maayo mutagad ug kliyente.	1
Maayo na serbisyo	1
Maayo na servesyo	1
Maayo nga proseso sa idalom ni sir Gonzalez pati sa iya mga staff sa payment division	1
Maayo nga Serbisyo	2
MAAYO NGA SERBISYO.	1
Maayo okmmga staff	1
maayo ra	1
MAAYO RA UG NINDOT ILANG PAGSERBISYO SA KATAWHAN	1
Maayo raman ang landbank wla koy masulte.	1
Maayo unta naa coffee corner hehehe	1
Maayohon ug smiling kau ilang tellers. Dile ta matahaa muduol. Thank you Ms. Atay & Ms. Tan.	1
Maayong nga serbisyo sang landbank sang ila mga clients	1
Maayong pagserbisyo sang landbank sa mga kliyente	1
Maayong serbisyo	1
Maayong Serbisyo.	1
Maayong serbisyo.Confident to transact with Landbank.	1
Maayos	30
maayos and ma respeto and always naka smile ang staff ng landbank clark,	1
Maayos and pagbibigay nila ng serbisyo at napakabilis	1
Maayos ang bir teller.	1
maayos ang inyong serbisyo wala na akong ma e suhestiyon.	1
Maayos ang kanilang mga proseso	2
Maayos ang kanilang pakikiugnayan	1
Maayos ang kanilang paligid	1
Maayos ang kanilang proseso	1
Maayos ang kanilang serbisyo	1
Maayos ang kanilang serbisyo.salamat Landbank	1
maayos ang kanilang serbosyo ddto sa mga tao	1
Maayos Ang lahat. Madaming salamat sa Landbank at DSWD na nag-asikaso sa Amin.	1
Maayos ang manilang pag sir bisyo sa mga tao	1
Maayos ang mga empleyado makisama sa mga kliyente. Always sila nakasmile.	1
Maayos ang mga gagawin	1
Maayos ang mga staff and mabilis ang process ng mga trabaaction.	1
maayos ang mga transaksyon na walang abirya...	1
Maayos ang naging proseso	1
Maayos ang naging serbisyo sa akin	1
Maayos ang oakitungo sa tao, maayos magpaliwanag	1
Maayos ang pagaasikaso at pagpapapila.. mapa senior man o hindi.. maayos na kinakausap ng mga empleyado ang mga mga client, kaya po wala naman na maisasuggest.. good job	1
Maayos ang pagaasikaso ng mga employee sa mga costumer nila. Ipagpatuloy ang ganitong gawain.	1
Maayos ang paghandle ng complain	1
Maayos ang pagka trabaho nang lahat .	1
Maayos ang pagproseso	1
maayos ang pagseserbisyo	1
Maayos ang pagtawag sa pila very accomodate ang teller	1
Maayos ang pagtrato at pag asikaso ng mga empleyado sa Landbank..thumbs up to all employees specially Sir. Ryan Dugay sa pag asikaso ng aking loan application for my children needs.	1
Maayos ang pakikitungo	1
Maayos ang pakikitungo at serbisyo.	1
Maayos ang pakikitungo ng mga staff sa akin at na priority ako dahil cancer patient at senior citizen ako. Sana ay ganito sa lahat ng manga government offices.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayos ang pakikitungo sa aming mga kleyenteAt mahusay makipag usap	1
Maayos ang paliwanag ng teller	1
Maayos ang pamamalakad	1
Maayos ang pila	4
Maayos Ang pila. Madali lng natapos	1
Maayos Ang pila. Nakuha ko agad Ang kelangan ko	1
Maayos ang pkitungo sa MGA magsasaka	1
Maayos ang proseso	2
Maayos ang proseso mabilis	1
Maayos ang proseso ng East Avenue branch. Mabilis na natapos ang transaksyon ko sa bangko. Magagaling ang mga staff lalo na Ang teller na si Sir Richard at ang verifier din ay mabait si Sir Rob.	1
Maayos ang queuing ng pila at mabilis ang teller	1
Maayos ang salary loan incharge. Mabilis at magalang	1
Maayos ang sebisyo na aking naranasan sa pag-uupdate mg along account. Pagbutihin pa ang gawain na ito sa mga susunod na transaction ng mga tao.	1
maayos ang serbisyo	5
Maayos Ang serbisyo .at mabait Ang mga empleyado.	1
Maayos ang serbisyo at mababait ang mga empleyado	1
Maayos ang serbisyo at magalang ang mga staff	1
maayos ang serbisyo at maunawain sa mga konting problema	1
Maayos ang serbisyo at palaging nakangiti ang staff.	1
maayos ang serbisyo mabilis kumilos mababait pa	1
maayos ang serbisyo mabilis kumilos	1
Maayos ang serbisyo na aking natanggap. Salamat.	1
maayos ang serbisyo ng mga emplayado s landbank	1
Maayos ang serbisyo ng mga taga landbank lucena cathedral. Ineentertain agad. Lalo na ang tellers. Pati na rin new accounts. Hanggang guards.	1
Maayos ang serbisyo ni Maam Rhoda Pascua. Well appreciated. Thank you Maam Rhoda.	1
Maayos ang serbisyo ni Mam Rhoda Pascua. Well appreciated. Thank you Maam Rhoda.	1
Maayos ang serbisyo ni mr orlando	1
Maayos ang serbisyo ni Ms Venus Javellana sa new account nakangiti at mabilis kumilos	1
Maayos ang serbisyo po nila... thanks po	1
Maayos ang serbisyo.	1
Maayos ang serbisyo. Mababait at maasikaso ang mga staff. Salamat sa mabilis na service na account oopening ni Ms Venus Javellana	1
Maayos ang serbisyo. Maraming Salamat.	1
Maayos ang serbisyo. Salamat Landbank.	1
maayos ang serbisyong ibinigay sa akin	1
Maayos ang service, na accomodate ang concern ng maayos	1
Maayos ang serviceMagaling handle customer	1
maayos ang sistema	1
Maayos ang sistema at mabilis natapos ang aking transakyon. Malugod sa kliyente ang mga empleyado. Sana lahat ng branch katulad sa inyo.	1
maayos ang sistema at magagaling ang mga taong tumutulong at umaasikaso saamin. Si Venus Javellana ang tumulong saakin sa aking pagbubukas ng account at masasabi ko na magaling at masipag siyang trabahador. Madaming beses ako nagkamali at pumunta nang may kulang na requirements, ngunit nagpakita siya ng pasensya at handa siya tumulong kung ako man ay makaranas ng paghihirap sa pag open ng account. Maging halimbawa nawa ang branch na ito sa ibang branch ng landbank.	1
maayos ang trabaho at walang personalan	1
Maayos ang tracsaksyon	1
Maayos ang transaction	1
maayos ang transaction at mababait ang mga empleyado. may konting kabagalan lang pero understandable dahil madami ang kliyente	1
Maayos ang transaction ko Dito sa Landbank Capistrano	1
Maayos ang transaction sa client at mabait na employee at magandang makioag-usap sa tao	1
Maayos ang transaction, mabait at mabilis si ma'am grace cadiz.	1
Maayos ang transaction.	1
Maayos ang transaksyon	1
Maayos ang transaksyon. Salamat po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayos ang transakyon.	1
Maayos at babait ang mga teller. Mabilis din ang transaksyon	1
maayos at dispilinado ang mga staff	1
Maayos at friendly ang mga staff	1
maayos at ipagpatuloy ang magandang serbisyo	1
Maayos at ma ganda ang kanilang pakikitungo sa mga customer	1
Maayos at ma respeto ang mga taohan	1
Maayos at maasahan	1
Maayos at maasikaso ang mga kawani ng Landbank	1
MAAYOS AT MAASIKASO SA MGA KLIYENTE, MABILIS MAGPROSESO	1
maayos at mababait ang mga employee	1
Maayos at mababait ang mga staff	1
Maayos at mabait makipag usap	1
Maayos at mabilis	1
Maayos at mabilis and transaksyon	1
maayos at mabilis ang kanilang transanction	1
Maayos at mabilis ang lag aasist	1
Maayos at mabilis ang pag ayos ng online bank transfer ko	1
Maayos at mabilis ang pag-encash ng checke	1
Maayos at mabilis ang process ng transaction ko sa Landbank Nagcarlan	1
Maayos at mabilis ang proseso ng encashment.Good job	1
Maayos at mabilis ang proseso ng pag oopen ng account	1
Maayos at mabilis ang serbisyo	1
Maayos at mabilis ang serbisyo ng Landbank Nagcarlan Branch	1
maayos at mabilis ang serbisyo ng tellers ng santiago branch.	1
Maayos at mabilis ang serbisyo, bago pa ako pumnta ng landbank tinawagan na ako ng staff ng landbank about sa aking checke kaya pagpunta ko ng branch mabilis kung nakuha. Pagptuloy sana ang maayos na serbisyo!!!	1
maayos at mabilis ang serbisyomababait ang mga emplyado	1
Maayos at mabilis ang service.	1
maayos at mabilis ang sirbisyo	1
Maayos at mabilis ang transactions, siguradong maasahan.	1
Maayos at mabilis ang transactions.	1
Maayos at mabilis n transaction	1
Maayos at mabilis na process magaasikaso ang staffSalamat	1
Maayos at mabilis na serbisyo.	1
Maayos at mabilis na transaction	1
maayos at mabilis na transaction sa bawat agency	1
Maayos at mabilis sa pagawa	1
Maayos at mabilis yung mag asikaso	1
Maayos at mabilis. Nakangiti lahat ng empleyado. Ipagpatuloy ang magandang gawain.	1
Maayos at mabilis nmn po ang transaction sa opisina ng bangko.	1
Maayos at mabuti ang pag assest sa mga taoMabilis at agaran ang pag aksyon mababait ang mga empleyado,	1
maayos at mabuti ang serbisyo nila.	1
Maayos at mabuti nman ,sa tingin ko ganap mahusay ang serbersyo po..tnx	1
maayos at madali lang ang transaction and very accommodating ang mga employees ng Landbank Nagcarlan Branch	1
Maayos at magalang ang inyong mga impleyado	1
Maayos at magalang ang serbisyo ng landbank employees.	1
Maayos at magaling po ang transac	1
Maayos at Maganda ang kanilang serbisyo	1
maayos at maganda ang mga employee makipag-usap	1
Maayos at maganda ang mga proseso	1
Maayos at maganda ang pakikitungo sa customer at mabilis na pgserbisyo marami g slmat	1
Maayos at Maganda ang pakikitungo sakin.	1
maayos at maganda ang serbisyo ng branch	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayos at maganda ang serbisyo, mababait at magalang ang mga empleyado pati mga guards	1
Maayos at maganda ang service	1
Maayos at maganda naman ang ang kanilang seebisyo at wla akong masabi kasi masipag ang mga staff at maayo makitungo sa mga gostumer nila	1
Maayos at maganda naman pakikitungo sa bawat Tao na punta sa kanilang opisina sa landbank	1
Maayos at maganda yung service	1
Maayos at maginhawa ang proseso	1
Maayos at mahusay po ang ginawang pasasikaso sa akin ni Sir Orly.	1
Maayos at malinis	1
Maayos at masaya makausap si maam sharon dahil sya ay madaling tanungin saking mga hindi alam tungkol sa pag bubukas ng land bank account .	1
Maayos at naasikaso ako	1
Maayos at nagrerresponse sa mga katanungan ng customer. Magdagdag lamang ng tauhan para mas mapadali ang pag transact ng mga customer.	1
Maayos at naipapaliwanag sa costumer.	1
Maayos at ok kaayo.	1
Maayos at okay ang service	1
Maayos at organisado po ang serbisyo ng landbank, mabait at maasikaso po ang mga empleyado nila. ??	1
Maayos at organized ang buong facility and magalang, mabait at maganda po ang staff na nag assist na si ma'am Venus Javellana	1
Maayos at patas na proseso	2
Maayos at safe dahil may ginagawa verification	1
Maayos at tama sa oras ang transaction	1
Maayos at wLang problema sa transaction	1
maayos din	1
Maayos kanilang serbisyo po.	1
MAAYOS KAUSAP AT ACCOMMODATING ANG BANK CLERK MAARI SIGURO BIGYAN SIYA NG KASAMA 😉	1
Maayos kausap, mabait	1
Maayos kausap.	1
Maayos kumilos at mabait	1
Maayos lahat ng proseso wala ng ibang maidagdag	1
Maayos lahat ok na para sakín	1
Maayos ma serbisyo	1
Maayos Mabilis ang proseso	1
Maayos mag asikaso	1
MAAYOS MAG INSTRUCT SA CUSTOMER MAHINAHON AT HIGIT SA LAHAT NKKIPAG TULUNGAN	1
Maayos mag pasurvey at magalang	1
Maayos mag serbesyo ,, magaling at magalang ang mga employee at mabilis ang procedure	1
Maayos mag trabaho	3
Maayos maganda	1
Maayos maganda sana tuloy tuloy kasi mabilis yung proseso	1
Maayos magpaliwanag si incharge at mabait.	1
maayos magsuggest sa mga nagtatanong at mabilis sa Sebisyo	1
maayos magtransact sa branch na ito	1
Maayos makipag usap ang mga staff. Good job	1
Maayos makipag usap sa customer. Salamat po	1
Maayos makipag usap, maasikaso.	1
maayos mamán	1
Maayos n pakikiusap	1
Maayos n patakaran at magandang pakikitungo s mga tao	1
Maayos n patakaran at mgandang serbisyo s tao	1
Maayos na ang inyong serbisyo	1
Maayos na ang serbisyo	1
Maayos na coordinasyon	1
Maayos na gawain	1
Maayos na lane na pila	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayos na nakapagtransact at nagassist sa amin si madam. Naapreciate po namin un. Salamat po	1
Maayos na nakikinig sa mga panuntunin ng opisina para maiwasan ang kaguluhan	1
Maayos na nasagot ang aking mga questions sa laces sa open ng accounts.	1
Maayos na pag lilingkod Ang binigay samin	1
maayos na pagserbisyo	1
Maayos na pakikisama	1
Maayos na pakikitungo	3
Maayos na pakikitungo ng mga empleyado	1
Maayos na pakikitungo ng mga empleyado ng land bank	1
Maayos na pakikitungo sa costumer	1
Maayos na pakikitungo sa tao	1
Maayos na paligid at malinis	1
Maayos na pamamalakad	1
Maayos na pamamalakad para sa mabilis na transaction.	1
Maayos na pila at maunlad na transaksyon	1
Maayos na po 😀	1
Maayos na po ang mgnda ang serbisyo nila	1
maayos na po ang sebisjomabait at magaganda ang mga emplayado	1
Maayos na proseso	1
Maayos na serbisyo	30
Maayos na serbisyo at magandang pagtanggap ng mga tao at mabilis ayos	1
Maayos na serbisyo mula sa mga staff ng landbank	1
Maayos na serbisyo! KUDOS	1
Maayos na serbisyo, mabilis yung transactions.	1
Maayos na serbisyo.	1
Maayos na serbsyo	1
Maayos na service	4
Maayos na sirbiisyo	1
Maayos na sirbisyo	8
Maayos na transaction	3
Maayos na transaction for the client	1
MAAYOS NA TRANSAKSYON	2
Maayos na transakyon.	3
maayos na trasaction	1
Maayos na trato	1
Maayos nag transaksyon	1
Maayos nag transakyon	1
Maayos nag transakyon.	1
Maayos naman	10
maayos naman akong naasikaso at mabilis naman	1
Maayos naman ang aming nagiging transaction sa branch na ito, kung may problema ay itinatawag agad nila para maaksyunan agad namin. Madali kaming nakakapagreconcile dahil natatanggap agad namin ang mga duplicate ng aming transakyon sa susunod na araw. Salamat sa patuloy ninyong paglilingkod.	1
Maayos naman ang kanyang pagserbisyo sa akin na gawa naman niya ito ng mahusay	1
Maayos naman ang lahat , ipagpatuloy lamang ang pagiging mabait at maayos na pakikipag usap. Godbless !	1
Maayos naman ang lahat at smooth ang transaction	1
Maayos naman ang lahat kaya wala na akong suhestiyon	1
maayos naman ang palakad ng kompanya nila at maayos na serbisyo	1
Maayos naman ang palakad sa loob.	1
maayos naman ang serbisyo	1
Maayos naman Ang serbisyo nila.	1
Maayos naman ang service. Mababait ang staff	1
Maayos naman ang trabahu	1
Maayos naman ang transaction at mababait ang mga staff at empleyado	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
maayos naman angb serbisyo ng landbank at sana magpatuloy ito..	1
Maayos naman at mabilis	1
Maayos naman kaso matagal yung assist	1
Maayos naman kaya Wala na akong iBang masasabi	1
Maayos naman keep it up	1
Maayos naman na	1
Maayos naman na po ang serbisyo kaya no comment na po	1
Maayos naman pag aasikaso	1
Maayos naman po	3
Maayos naman po ang inyong serbisyo	1
Maayos naman po ang naging serbisyo ng mga tauhan sa landbank	1
Maayos naman po ang pakikitungo nila sa mga costumer	1
Maayos naman po ang patakaran ng pag assist sa mga tao	1
Maayos Naman po ang serbisyo Ng landbank	1
Maayos naman po at madali mag encash	1
Maayos naman po lahat	1
Maayos naman po salamat	1
Maayos naman service ng landbank office pati Ang mga employees approachable	1
Maayos naman yung service.	1
Maayos naman, mabilis na transaction	1
Maayos namn	1
Maayos naprocess records ko.	1
maayos naserbisyo at mabilis transaction.hindi ka maghihintay	1
Maayos nila akong trinato sila ay mabait	1
Maayos nman kahit madami kami nakapila	1
Maayos nman po ang serbisyo	1
Maayos nmn ang kanilang serbisyo	1
Maayos nmn po ang lahat	1
Maayos nmn sila sa lahat	1
Maayos pag tanungan hindi masungit	1
Maayos po	4
Maayos po akong nakapag open ng optisaver account sa tulong nila ms Janine at maam Jennifer. Binigyan po nila ako ng idea para mas lalo pang makapag ipon sa aking account. Maraming salamat po.	1
MAAYOS PO ANG AKING NAGING LAKAD DITO SLAMAT	1
Maayos po ang experience namin para sa of bank	1
Maayos po ang kanilang palatuntunin , maayos po ang pila at nasusunod po ito. May Priority Lane po sila. Mabilis po ang proseso at mababait po ang staff. Kaya wala po akong suhestiyon.	1
maayos po ang naging transaksyon dahil sinunod ang alphabetical order. maganda ang kanilang system kaya walang naging problema o kaguluhan	1
Maayos po Ang pag aasikaso at mabait sa costumer SI ma'am Venus javellana	1
Maayos po ang pag asekaso samin,mabilis ang serbisyo.salamat po..	1
Maayos po ang pagproseso sa akin at sinasabi agad kung ano ang susunod na gagawin	1
Maayos po ang pakikitungo ng mga landbank staffs nung akoy pumunta upang mag open ng account.	1
Maayos po ang pakikitungo po nya at sobrang bait po	1
Maayos po ang pakikitungo samin	1
Maayos po ang pamamalakad	1
Maayos po ang serbisyo	3
Maayos po ang serbisyo dahil ginagawa nila ito ng maayos	1
maayos po ang serbisyo ng mga staff sa pulilan branch	1
Maayos po ang serbisyo ninyo sa mga tao good job po kayo	1
Maayos po ang serbisyo sana po ipagpatuloy ninyo.	1
Maayos po ang serbisyo. Maraming salamat p new accounts	1
Maayos po ang service ??	1
Maayos po ang service at okay ang pag aasikaso	1
maayos po ang system kc my maayos n numbering s mga client at dipende ss transaction ng client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayos po ang transaction	1
Maayos po at mabait ang mga employee	1
Maayos po at mabait po mga staff	1
Maayos po at mabilis din ang pag asikaso sa akin ni Mam Venus sa new accounts. Salamat po.	1
maayos po at magaling po sila	1
Maayos po at maglnis mabilis	1
Maayos po mga staff. Mabilis transaction and accomodating lahat.	1
Maayos po sila i have no suggestions.	1
Maayos po Sila mag handle Ng client	1
maayos po sila mag-entertain ng customer masaya kami sa pamamalakad nila	1
Maayos po silang magserbisyo at mag-assist po ng kanilang kliyente.Maraming Salamat po	1
Maayos po silang nag tatrabaho po.	1
Maayos po transaction at mababait po mga empleyado	1
Maayos po yung accomodation	1
maayos po,wala na po ako ibang suhestiyon	1
Maayos sa gawain	1
maayos sa mga gagawin	1
Maayos sa mga proseso	1
Maayos sa proseso	1
Maayos sa service na may magalang na pananalita	1
maayos serbisyo ng mga teller	1
Maayos sila mag assist sa customer	1
MAAYOS SILA MAG ENTERTAIN	1
Maayos sila makitungo sa customer at mababait	1
Maayos sistema	1
Maayos t mganda naman ang pag asikaso sa mga client	1
Maayos trumatoang mga empleyado	1
maayos yung destribution	1
Maayos yung pag process thank you landbank	1
Maayos yung pag treat nila sa client thanks po	1
Maayos yung pakikitungo ng Aklan LC staff. At malaki ang naitulong ng SURE Aid loan sa pagsasaka.	1
Maayos yung pamamalakad	1
Maayos yung pila sa senior	1
Maayos yung process and mabilis	1
maayos yung service	1
Maayos yung service ng landbank sana mas lalong maimprove ng husto	1
Maayos yung service nila mas mabilis lalo na kapag senior ka priority ka talaga hindi ka mahihirapan ang babait pa ng mga staff maayos kausap	1
Maayos yung transaction salamat sa landbank	1
Maayos,mabait ang staff ng landbank at maasikado agad sa customer	1
maayos.	1
maayu gyud unta ug happy life happy salary ang mga staff s	1
Maayu k u ang pagtagad nila	1
Maayu kaayu ang lanbnk sa sulop	1
Maayu kaoyo cla	1
Maayu man	2
Maayu pod	1
Maayu unta .,maka abot namu sa mga bukid ug maka adtu nga pwedw naa maka pa gama or maka pahimu Ang mga tawo nga wala pa nakahebaw sa online bahin aning mga banko Kay maka abot mu para kita tanan naa nay account.,nga walay pili mga datu man I pobre naa nay tagsa tagsa nga account	1
Maayus ang lahat	1
Maayus ang pakikitungo po nila at mabilis ang transaction.	1
Maayus at mabilis	1
Maayus at mabilis Ang aksyun	1
Maayus at maggalang Po Ang mga staff at security guard	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayus mag assist	1
maayus na po	1
maayus na service at magafalang na tauhan	1
Maayus naman ang kalakaran	1
maayus naman po ang inyo serbisyo mabilis	1
Maayus naman po ang serbisyong ibinigay.	1
Maayus po	1
Maayus po ang serbisyo mula po sa mga kuya guard..sa lahat po ng staff friendly po cla sa mga tao.. keep it up po.. God bless po..	1
Maayus po ang serbisyo ng land bank.	1
Maayus po at maaliwalas ang lugar salamat po Sa nag assist SA akin na si mam.Venus Javellana salamat din po Sa mga mababait at mga approachable na security guard at employees..	1
Maayus sla makitungo sa mga aplknte	1
mababait	114
Mababait , Approachable at magaganda yung Clerk	1
Mababait and magagalang ang mga teller	1
Mababait and staff Ng Landbank Tanay Branch, madaling I approached at pag may problema ka di ka mahihiya mag Tanong dahil sila ay madaling lapitan at always willing to help	1
Mababait and very accommodating ang personnel especially the manager	1
mababait ang bawat staff	1
mababait ang empleyado	1
Mababait ang empleyado	26
mababait ang empleyado at ang teller na si Mam Alli	1
mababait ang empleyado mabilis pa ang transaction	2
Mababait Ang empleyado Po, masarap mgdeposit Kasi mabilis Ang serbisyo.	1
mababait ang empleyado tinulungan ako para makapag open	1
mababait ang employee	1
Mababait ang employees	1
Mababait ang employees at lagi nakasmile. Mabilis Ang serbisyo at transaction.	1
Mababait ang employees...	1
mababait ang emplyedado wla na po akong masabi	1
Mababait ang full staff ng Landbank magaganda ang teller. Malinis at approachable. Mabilis mag transact at walang problema.	1
Mababait ang guards. Accomodating sila.	1
Mababait ang kanilang mga empleyado	2
Mababait ang kanilang mga empleyafo	1
Mababait ang lahat ng empleyado. Labis akong nasiyahan napaka maalaga sila sa mga tao.	1
mababait ang mga empleyado	1
mababait ang mga empleyado	11
mababait ang mga empleyado 😀	1
Mababait Ang mga empleyado at maasikaso	2
Mababait ang mga empleyado at maasikaso. Maraming salamat sa serbisyo Ma'am Aella Abalona.	1
mababait ang mga empleyado at mabilis ang serbisyo	2
Mababait ang mga empleyado at mabilis mag serbisyo	1
Mababait ang mga empleyado dito.	1
Mababait ang mga empleyado lalo ang teller 1 na nagassist sa akin	1
Mababait ang mga empleyado magmula sa new accounts, verifier, at tellers	1
Mababait ang mga empleyado ng Landbank Real	1
Mababait ang mga empleyado pati security at mabilis ang serbisyo	1
Mababait ang mga empleyado sa Landbank Cavite City.	1
Mababait ang mga empleyado. Mabilis matapos kahit maraming tao. Salute to all especially sir Dingdong, Mam Haizel, Mam Clara at Sir Kier.	1
Mababait ang mga empleyado. Pati ang mga guard.	1
Mababait ang mga empleyado..Thank you po 😀	1
Mababait ang mga employee	5
Mababait ang mga employees	4
Mababait Ang mga employees Po at mabilis Ang transactions.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mababait ang mga emplyado	1
Mababait ang mga emplyado. Very Accommodating.	1
Mababait ang mga guard lalo na yung chief nila...at manager..pati mga staff approachable talaga.thank u po	1
mababait ang mga impleyado	1
Mababait ang mga kawali.. 🙂	1
mababait ang mga nag aasis sa akn tinulungan nila ako ng maayos para mapadali ang pag oopen ko ng account maraming salamat. hinde ako nahirapan mabilis ang proseso	1
Mababait Ang mga nag tatrabaho	1
mababait ang mga rmployado	1
Mababait ang mga staff	11
Mababait ang mga staff .at lgi nag smile sila s mga tao at lying nag good morning sila	1
MABABAIT ANG MGA STAFF AND ACCOMMODATING	1
Mababait ang mga staff at friendly sa amin	1
Mababait ang mga staff at mabilis ang proseso ng pagkuha ng ATM account.	1
Mababait ang mga staff at matulungin pa	1
Mababait ang mga staff ng BOC MICP	1
mababait ang mga staff ng landbank parang branch.	1
Mababait ang mga staff ng Lemery Ilustre Ave at ang mga security	1
Mababait ang mga staff ng Malanday branch	1
mababait ang mga staff sa landbank at mabilis natapos ang transakyon	1
Mababait ang mga staff sa Paso de Blas branch	1
Mababait ang mga staff tsaka friendly they always smile	1
mababait ang mga staff very friendly	1
Mababait ang mga staff.	1
Mababait ang mga staff..good job	1
mababait ang mga staffs	1
mababait ang mga staffs po	1
Mababait ang mga tao	2
Mababait ang mga tao sa Annapolis BranchVery accommodating. Mabilis magtransact.	1
Mababait ang mga teller	3
Mababait ang mga teller.	1
Mababait ang mga teller. Approachable sila	1
mababait ang mga tellers	1
Mababait ang mga tellers at magaganda :)	1
Mababait ang mga tellers dito sa Blue Ridge branch.	1
mababait ang new account	4
Mababait ang nga tellers, even the guards, madali silang makausap and very friendly. About lang po sa verifier nasa unahan na nya kasi ako but he ignored me at ang kinausap nya ay yung nasa likod ko, kaya kinausap ko nalang po yung nasa tabi nya about po sa inquiries ko. Pero overall, ganda po ng transactions ko sa landbank malolos highway branch. Thanks po.	1
Mababait ang staff	8
Mababait Ang staff and guards	1
Mababait ang staff mabilis mag transact.	1
Mababait ang staff ng landbank	1
Mababait ang staff sa Cubao lalo na ang mga teller	1
Mababait ang staff tska superganda ni mam camille very approachable :)	1
Mababait ang staff, very accomodating lalo na si Mam Maiden. Thanks.	1
Mababait ang staff.. nag aassist	1
Mababait ang staffs	2
Mababait ang staffs pati mga guards	1
Mababait Ang stuff Ng landbank	1
Mababait ang tao	1
mababait ang teller	3
Mababait ang teller at mabilis	1
Mababait ang teller at other employees. Pati guard. di ka magdadalawang isip na bumalik hehe	1
Mababait ang teller at pwedeng dagdagan din ang teller para mapabilis pa ang transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mababait ang tellers	2
mababait ang transaction	1
Mababait at accommodative ang mga nagaassist at ang mga teller at mga empleyado	1
mababait at accomodating staffs	1
mababait at approachable a ng mga staff	1
Mababait at maasikaso	2
Mababait at maasikaso , friendly person	1
Mababait at maasikaso ang manager at mga staff.mabilis ang transaction dto	1
Mababait at maasikaso ang mga empleyado	1
MABABAIT AT MAASIKASO ANG MGA EMPLEYADO. THANK YOU SA LANDBANK	1
mababait at maasikaso ang mga staff ng landbank parang branch kaya madali kong natapos ang aking transaction.	1
mababait at maasikaso ang mga staff ng landbank parang branch.	1
mababait at maasikaso at marespeto magagalang at mga empleyado	1
mababait at maasikaso po ang mga staff ng landbank parang branch.	1
Mababait at maasikaso po mga taga landbank dole branch. Sana lumaki pa ang branch	1
Mababait at maasikaso sila	1
mababait at maayos ang proseso	1
Mababait at maayos na patakaran po. Salamat po.	1
Mababait at maayos naman ang pag assist sakín, mabilis din ang naging transaction ko sa pag oopen ng account.	1
Mababait at maayos po makitungo ang mga empleyado at magagalang po sila	1
Mababait at mabilis ang serbisyo	1
Mababait at mabilis kausap ang empleyado	1
Mababait at mabilis mag trabaho	1
Mababait At mabilis na serbisyo	1
Mababait at mabilis na serbisyo??	1
mababait at madaling lapitan ang mga staff ng landbank parang mag branch.	1
Mababait at magagalang ang mga empleyado ng f.pimentel branch pati na rin ang kanilang mga guards. Mabilis rin ang kanilang pagtatransact sa bawat customer nila. Kudos LBP F Pimentel Branch.	1
mababait at magagalang ang mga kawani lalo na po si mam Justine ng teller #3 😀	1
Mababait at magagalang sa mga kliyente	1
Mababait at magagaling ang mga nasa landbank	1
mababait at magaganda ang mga employees	1
Mababait at magaglang ang mga stuff	1
Mababait at Magalang sa client.higit sa lahat naka smile habang nagbibigau serbisyo	1
Mababait at magaling po clang mag entertain ng mga clients po slmt po	1
Mababait at mahuhusay ang mga empleyado. Maasahan sa bawat katanungan	1
mababait at masisipag ang mga empleyado at guard 👍👍👍	1
mababait at masisipag ang staffs	1
Mababait at matulungin ang mga staff	1
Mababait at matulungin mga mga empleyado lano na si maam ti	1
Mababait at palaging nakatawa ang empleyado.	1
Mababait at smiling faces	1
Mababait at tinulungan Ako ng mga empleyado	1
Mababait at very accommodating po ang mga employees sa Roxas Branch. Salamat po sa magandang serbisyo	1
Mababait atmaganda mag approach	1
Mababait bstaff even the guard, great help din and customer desk help for thye new individual	1
Mababait cila.	1
Mababait kausap ang mga staff at madaling intindihin ang instruction na gagawin	1
Mababait lahat	1
Mababait lahat Ng empleyado. Kapag mayruon Kang itanong nang Hindi mo alam sasagutin ka nila Ng maayos. Maraming salamat po sa serbisyo.??	1
Mababait lahat ng employee at mabilis ang services	1
Mababait lahat Ng staff, easy to approach, and always willing to help sa mga concerns and questions	1
Mababait lahat ng staffs	1
Mababait lahat ng teller at examiner na si Sir Robel Altares lagi nakasmule.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mababait lahat Ng teller from 3,4,5, and 6.	1
Mababait mabilis mapakiusapan	1
Mababait mga employee	4
Mababait mga empyeado	1
mababait mga nag aassist at magagalang	1
Mababait mga ojt at magaling mag assist	1
Mababait mga staff	9
MABABAIT MGA TAO	8
Mababait mga tao dito sa LBP BOC	1
Mababait mga tao sa bangko	1
Mababait mga teller	2
mababait mga tellers	6
mababait mga tellers and accomodating	1
mababait mga tellers at maasikaso	1
mababait mga tellers. artistahinbmga emplyado	1
Mababait na empleyado	1
Mababait na empleyado at mabilis na serbisyo	1
Mababait na employee	1
Mababait pati mga guards	1
MABABAIT PO ANG EMPLOYEE	1
Mababait po ang lahat	1
Mababait po ang lahat ng employee po keep it up po.	1
mababait po ang mga empleyado ng land bank santiago branch.	1
Mababait po ang mga empleyado ng Landbank Lucena Cathedral.Matulungin at magiliw pong kausap.	1
mababait po ang mga empleyado..salamat po 😀	1
Mababait po ang mga guard at mga Tellers	1
mababait po ang mga landbank	1
mababait po ang mga staff	1
Mababait po ang mga staff ng landbank. Mabilis po silang katransact.	1
MABABAIT PO ANG MGA STAFF NG LUCENA CATHEDRAL BRANCH	1
Mababait po ang mga staff nila kasi maayos na natapos yung aming transaction	1
Mababait po ang mga staff. Good customer service	1
Mababait po ang mga taga landbank calamba parian branch.	1
Mababait po ang mga tao	1
MABABAIT PO ANG MGA TAO DOON	1
Mababait po ang mga teller	1
Mababait po ang mga teller at natutugon ang aking katanunga tungkol sa aking account sa landbank parang branch.	1
Mababait po ang mga tellers ng Landbank Parang, mabilis po ang aking transaction natapos.	1
mababait po ang mga umasikaso	1
mababait po ang staff at maasikaso	2
Mababait po ang staff ni landbank	1
Mababait po ang staffs ng bauan. Salamat po	1
Mababait po ang stuff at inaassist po nila ang tulad kong 1st timer	1
Mababait po ang teller nila	1
Mababait po at maasikaso ang mga impleyado ng landbank candaba.	1
Mababait po at masisipag ang mga emplyado wla po akong masabi salmat po	1
Mababait po cla hehe trx po	1
Mababait po cla tas palabati S clientLaging naka smile. I commend all the staff of Makati Atrium Branch	1
Mababait po clang lahat	1
Mababait po lahat ng staff	1
Mababait po lahat ng staffs sa branch.	1
Mababait po lahat ng teller lalo na si Sir Mike and Ma'am Marie. Thank you!!	1
Mababait po mbilis sila s gprocess ng doc	1
Mababait po mga empleyado	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
MABABAIT PO MGA TAO	1
Mababait po sila	4
Mababait po sila at approachable	1
Mababait Po Sila at Lage Po nka assist	1
mababait po sila at magagalang	1
MABABAIT PO SILA LAHAT 🥰	1
Mababait po sila sir jasper at sir ralph..	1
Mababait po sila. Lalo na po sina Kuya SG. Aasikasuhin ka po talaga.	1
Mababait po silang dalawa	1
mababait po silang lahat	1
Mababait po silang lahat pati mga guard po.	1
Mababait po staff and ojt maasikaso po salamat po	1
Mababait po yung mga staff hehe	1
mababait qng employee	1
mababait sa 4ps	1
Mababait sila	7
mababait sila accommodating	1
Mababait sila and mabilis kausap	1
Mababait sila at maasikaso	5
Mababait sila at maaskiso	1
Mababait sila at mabilis ang transaction 😀	1
Mababait sila at magalang magserbisyo	1
mababait sila at maganda ang transaction mabilis😘	1
Mababait sila dito	1
Mababait Sila lahat	1
mababait sila mag-assist	1
Mababait sila sa Landbank.	1
Mababait sila sir jasper at sir ralph.	1
mababait sila yan sa bangko. lagi ka ngingitian. masaya sila kasama	1
Mababait silang lahat	11
Mababait Silang LAHAT and always naka smile	1
Mababait silang lahat. naka smile pa.	1
Mababait tao	1
Mababait tellers	2
mababait yong employee dito	1
mababait yong mga employees	1
Mababait 'yong mga staff. Always smiling.	1
Mababait yung mga employee	1
Mababait yung mga employees	1
Mababait yung mga teller pati na rin guard.	1
Mababait yung staff and madali and mabilis lang po yung service nila dito sila machinery ng sobrang taga	1
Mababait yung teller at mabilis ang transactions	1
MABABAIT, VERY ACCOMMODATING SATISFIED PO AKO SA SERVICE NI MS. CHERRIE MAE SAURE SA SESSMENT KO.. INACCOMMODATE NIYA KO WITHOUT HESITATION. MARAMING SALAMAT PO. GODBLESS LANDBANK.	1
Mababait,mabilis at maasikaso sa client	3
Mababaiy ang staff	1
Mababat mga staff	1
Mababaut	1
Mabagal ang galaw ng tellers	1
Mabagal tellersKapag inaasist ng manager saka lang bumibiliis	1
Mabai at maabilis proseso tinulungan ako ng lalaki sa counter kahit mahaba ang pila sa kaniya	1
Mabaig mga tao	1
mabait	28
Mabait and mga staff at matulungin sa customer	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mabait Ang empleyado	3
mabait ang empleyado na tumulong sakín	1
Mabait Ang employees at mabilis Ang transactions.	1
Mabait Ang employees at madali Ang transactions.	1
mabait ang Guards.	1
Mabait ang kanilang empleyado	1
Mabait ang kanilang manager	1
Mabait ang kanilang mga employee	1
Mabait ang Lahat	1
Mabait ang lahat ng staff	1
mabait Ang manager	1
Mabait ang mga clerk, maasikaso pati ang sec guard	1
mabait ang mga empleyado,at madaling lapitan pag may kailanangan at may tatanungin ka at higit sa lahat mabilis ang transakyon at magaganda at guapo ang mga empleyado dito sa langbank	1
Mabait ang mga empleyado	2
MABAIT ANG MGA EMPLEYADO AT FRIENDLY.	1
Mabait ang mga empleyado at guard pati ang mga batang nag ojt	1
Mabait ang mga empleyado.Ipagpatuloy ang magandang serbisyo	1
Mabait ang mga employee	2
mabait ang mga employee na assist ako agad sa pag enroll online	1
Mabait ang mga employee.Mabilis ang service, magaganda pa	1
Mabait ang mga new accounts na staff Rodetti,Aivee at Wynona at magaganda pa! Kwalitiy	1
Mabait ang mga staff	12
Mabait ang mga staff at maasikaso	1
Mabait ang mga staff at mag guide sila kapag may nalilito	1
Mabait ang MGA staff I commend them	1
Mabait ang mga staff sa Paso de blas branch.	1
Mabait ang mga staff, one suggestion lang is mas maganda na marami ang staff sa counter 1.	1
Mabait ang mga taga landbank	1
Mabait ang mga tao	1
Mabait ang mga tao accomodating	1
Mabait ang mga teller Keep It Up	1
mabait ang nag assists sakín na guard	1
Mabait ang nag ssist sa akín sa New Account ng Bayawan Branch.	1
Mabait ang new accounts. Flexible.	1
Mabait ang personnel	1
Mabait ang staff	5
Mabait ang staff dagdagan Ang sweldo	1
Mabait ang staff lalo ang manager	1
Mabait ang staff, approachable po sila	1
Mabait ang teller	6
mabait ang teller at hindi naging matagal ang transaction	1
Mabait ang teller at laging nakangiti ang staff ng landbank parang branch.	1
mabait ang teller at mabilis kumilos kaya maagang natapos ang aking transaction sa landbank parang branch.	1
mabait ang teller at mabilis natapos ang aking transaction	1
Mabait ang teller at may mga nag gagandahan din	1
Mabait ang teller kahit marami transaction ko sa BIR	1
Mabait Ang teller,pogi	1
Mabait ang trato sa amin kahit 4pc po kami	1
Mabait ang Verifier	1
Mabait ang verifier na si Ms. Sheilah at teller na si ms. Hana na nag assist sa akín. Keep up the good work and more power!	1
Mabait at accomadating	1
Mabait at disiplinado ang mga staff sa Land bank... Malinis at maayos ang opisina po nila..	1
Mabait At Maakisao ang mga Empleyado, GodBless	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabait at maasahan	1
Mabait at maasikaso	2
mabait at maasikaso 🥰🥰	1
Mabait at maasikaso ang mga Nac personnel	1
Mabait at Maasikaso ang mga staffs.	1
Mabait at maasikaso ang Salary Loan Bkpr	1
Mabait at maasikaso bawat nag aassist	1
Mabait at maasikaso po ang staff.thank you po	1
mabait at maasikaso po sila	2
Mabait at maayos ang staff	1
mabait at maayos ang staff Mula sa security guard Hanggang sa teller	1
Mabait at maayos magtrabaho ang mga teller kya walang problema sa transaction ko	1
Mabait at maayos makitungo sa mga client	1
Mabait at mabalis na transaction	1
Mabait at mabilis	3
Mabait at mabilis ang mga teller	1
Mabait at mabilis ang serbisyo ng pag open ng account	1
mabait at mabilis ang serbisyo para sa mga tao na ngangailanga more power and god bless you all	1
Mabait at madaling intindihin mga sinasabi ng nag oopen ng account	1
Mabait at madaling kausap. Marunong sa kanilang trabaho. Salamat LBP	1
Mabait at madaling lang po mag open ng account po.	1
Mabait at madaling nasagot ang pangangailan na tanong ko regarding sa bank account ni ms venus javellana good job po	1
Mabait at magalang	1
Mabait at magalang si Ma'am Rose.	1
Mabait at magalang sila sa mga senior citizen na tulod ko. Maraming Salamat	1
Mabait at magandang serbisyo ang binibigay nila	1
Mabait at mahiyain	1
Mabait at mahosay	1
Mabait at mapagbiro ang staff kaya nakakatanggal stress sa init ng panahon	1
Mabait at mapagkakatiwalaan po ang mga kahera.I specially kay maam victoria	1
Mabait at marunong sila	1
Mabait at masikap	1
Mabait at masipag	1
Mabait at masunorin	1
Mabait at matalino	1
Mabait at matolongin	1
Mabait at matulungin	1
Mabait at nag aassist ang mga guard at teller	1
Mabait at nag assist sa amin ng mabuti ang staff.	1
Mabait at napaka galang po Ng staff niyo si mam cess po mabait po Siya..	1
Mabait at natulungan po ni mam sherry	1
Mabait at palaging naka smile ang personnel	1
Mabait at pogi nag assist	1
MABAIT AT SOFT SPOKEN KAHIT GUARD EASY TO APPROACH AT TALAGANG GUIDED IN EVERY STEP	1
Mabait at very approachable	1
mabait c maam mayo	1
Mabait c Ms Teller(Justine Prado)	1
Mabait c Teller, mabilis	1
Mabait c Verifier	1
Mabait cla	1
Mabait intern	1
Mabait kausap	2
Mabait kausap ang landbank staff	1
Mabait kausap ang nag assist saken. Salamat ng marami ??	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mabait kausap c encharge Ng Salary loan namin	1
Mabait Lahat	1
Mabait lahat na staf	1
Mabait lahat na staff	2
Mabait lahat ng empleyado	1
Mabait lahat sila	1
Mabait lhat ng staff	1
Mabait maasekaso at salahat laging nakatawa	1
Mabait mga empleyado	2
Mabait mga empleyado at madali proseso	1
Mabait mga empleyado, tinulungan ako ng nag oojt. Mabilis din mag asikaso.	1
Mabait mga employee	8
Mabait mga employees	3
Mabait mga employees.. madali lang din natapos	1
mabait mga staff	1
Mabait mga tellers	1
Mabait na mga staff	1
Mabait na pag asikaso sakín	1
Mabait na pakikitungo	1
Mabait na teller	1
Mabait na trato samin salamat sa magandang sebisyo	1
Mabait naman	1
Mabait naman ang pag oopen account at mabilisMaaliwalas ang office	1
Mabait naman po c sir jam, pagpatuloy po ang magandang gawain	1
Mabait ojt at inaassit ako	1
Mabait po ang guards at officer na nag aapprove	1
Mabait Po Ang LBP employees at matyaga po lalo na marami Po Ang aming signatories at mlimit Ang updating Po nmin Ng accounts Po. Bukod Po sa account opening ay mabilis din Po approval Ng salary loan at madali po mgtanong regarding sa loans Po kung may concern Po kmi at ngbibigay din Po agd Ng feedbacks Po. Bilang client Po Ng LBP, maayos Po Ang serbisyo at natutugunan Nman po nila. Thank you Po sa inyo Ng lhat.	1
Mabait po ang mga staff lalo na po sa teller, salary loan at CASA.	1
MABAIT PO ANG MGA TAOGOOD SERVICE DIN	1
Mabait Po ang new accounts personnel's	1
Mabait po ang officer atvyung mga guard	1
Mabait po at approachable ang nag assist samin. Good dop po (Mr. Orlando De Guzman)	1
mabait po at maayos mag-entertain.	1
Mabait po at magalang ang teller	1
Mabait po cla naka smile po cla lagi	1
Mabait Po LAHAT Ng staff	1
Mabait po lahat ng staff and very approachable.	1
Mabait po lahat ng staff sa landbank.Prompt Service with a smile	1
mabait po magasikaso	1
Mabait po mga empleyado at approachable.	1
Mabait po mga empleyado lalo na po ky mam joan sebastian super thank you maayos kausap .. tuloy tuloy po pagtulong..	1
mabait po mga staff	1
Mabait po ojt at inaassist kami ng maayos	1
Mabait po sa mga empleyado	1
Mabait po si Maam Grace At Magaling	1
Mabait po si maam hana. Maayos pong makioag usap at madaling tanungan ng mga inquiries.	1
MABAIT PO SI MS. KISS. TINULUNGAN NIYA PO KO AYUSIN ANG PAGKAKAROON KO NG ACCOUNT. MABILIS DIN PO ANG PROSESO KAHIT NA NAGKAKAPROBLEMA NG KAUNTI ANG GINAGAMIT NYA NA SYSTE.	1
Mabait po si Ms. Zandria, yung nag assist saakin	1
mabait po si teller 1. miss rachel.	1
mabait po sila	2
Mabait po sila and kahit po medyo naghintay sa pila. Di mo po mararamdaman kasi maganda po ang serbisyo nila. Salamat po ng marami!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mabait po sila at maasikaso	1
Mabait po sila at madaling malapitan.	1
Mabait po sila lahat	1
mabait po sila maki pag-usap	1
mabait po sila maraming salamat po	1
mabait po sila stay safe and good health po :)	1
MABAIT PO SILA TYAKA MAGAGTANDEA HEHE	1
mabait po siya at magalang.	1
Mabait po yung mga staff nyo dito sa mandaluyong	1
Mabait po yung mga staff very accommodating	1
Mabait po yung nag assist sa akin na secretary, Mam Zandria.	1
Mabait po yung nag assist sa akin na si Mam Zandria	1
Mabait po yung nagassist sa akin na si Mam Zandria.	1
Mabait po yung nagassist saakin na si Mam Zandria. Pasalamat din po ako at inexplain po niya yung kahalagahan ng maintaining balance kahit hindi ko tinanong.	1
Mabait po yung nahassist saakin na si Ms. Zandria	1
Mabait po yung secretary na nag assist saakin	1
MABAIT PO, MAASIKASO, LALO NA SA MG ATAONG KAGAYA NAMIN, INA ASSIST TA;AGA. TY. PO.	1
Mabait po.	1
Mabait sa lahat nang oras	1
Mabait sa mga customer at may respect	1
mabait si alwin	1
Mabait si Landbank.	1
Mabait si mam at may patience sya sa mga nagtatanong sa kanya. Kalmado at madali kausap.	1
Mabait si mam Rob sa senior citizen	1
Mabait si Mam sana sa lahat ng bangko katulad nya	1
Mabait si sir June at mabilis ang service	1
Mabait sila	6
Mabait sila „very accommodating mga staff thank you po sa pag assist po	1
Mabait sila at maayos ang transaction	1
Mabait sila mag asikaso sa costumers nila	1
mabait sila mag assist	1
Mabait sila Sa serbisyo	1
Mabait sila sa tao	1
Mabait sila ska masipag	1
Mabait silang lahat	1
Mabait smooth services	1
Mabait yung empleyado and mabilis sa landbank	1
Mabait yung Guard inaassist ka talaa sa pila hindi ka malilito mababait sila thank you sa magandang serbisyo niyo	1
mabait yung mga empleyado lalo na yung tumulong saakin sa pagtatype sa online	1
Mabait yung mga staff & very easy to approach	1
Mabait yung mga teller kahit marami nagbabayad ng BIR nag accomodate pa din sila	1
Mabait yung mga teller na ng aasist sa amin at madali silang ma pagtanungan kung anu man ang nais ko na ttanung sa kanila salamat salamat.	1
Mabait yung nag assist sa akin sa online banking na taga pagsanjan	1
mabait yung nag assists saakin para makapag open ng account para sa pension ko salamat po	1
Mabait yung teller	1
mabait, accomodating sa tao	1
Mabait, mabilis at magalang ang pakikitungo sa kliyente nila mam Lyn, mam. Janine at sir Amiel. Mabilis po akong naka open at naka deposit ng account. Thank you po.	1
mabait, magalang, maayos tumanggap	1
Mabait,maasikaso at mabilis po ang assistance ni mam Venus Javellana	1
Mabait,maasikaso sa mnga cliet at mabilis	1
Mabait,mabilis at maasikaso sa client	3
Mabait,mabilis at maasikaso sa mnga client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabait,masisipag at magaganda ang mga empleyado sa landbank thats all thank you	1
Mabait,mqbilis at maasikaso sa mnga client	1
Mabaitang mga tao at maabilis and transaction.	1
Mabalis	1
Mabalis na serbisyo	1
mabalis na service regarding sa pag kuha ng card	1
Mabango at maganda	1
mabango sa landbank at malamig	1
Mabati at magaganda, pogi hehe	1
Mabbait po cla at mbilis ang transaction	1
mabi abihon sila maayo mo intertain salute	1
Mabibilis	1
Mabibilis ang proseso	1
Mabibilis at approachable ang mga empleyado sa f pimentel branch pati na rin ang kanilang guards.	1
mabibilis at mababait ang mga staff	1
Mabibilis sila mag trabaho	1
Mabibilis sila magtransact. Mabait at laging nakasmile pagpasok palang sa guard.	1
Mabiis ang transaction	1
Mabikis ang pagprocess ne maam nancy,27 check and 1 cash deposit ngayong araw..salamat lbp malibay	1
Mabikis mag process	1
Mabilis	76
Mabilis ,maasikaso ,mabait ,maganda magpaliwag salamat mam	1
Mabilis ,maasikaso sa client	1
mabilis ako inasikaso	1
mabilis ako nakapag bukas ng account at mabait ang staff	1
Mabilis ako nakapag open ng aking pension account. Mababait at matulungin ang mga nasa new accounts.	1
mabilis akong nakapag open ng account	1
Mabilis and convenient	1
MABILIS AND SERBISYO	1
mabilis and very energetic.	1
Mabilis ang aking pagpapalit check dahil aku po ay isang senior citizen lobus po akung nasiyahan sa experience kunpo sa inyong bankosana patuloy lang ang ganito	1
Mabilis ang aking transaction	1
Mabilis ang aking transakyon	1
Mabilis ang akong transaksyon	1
Mabilis ang aksyon ng opisina	1
Mabilis ang aming pay-out	1
Mabilis ang kanilanb serbisyo	1
Mabilis ang kanilang mga proseso	1
mabilis ang kanilang serbisyo	2
Mabilis ang kanilang transaksyon	1
Mabilis ang kanilanh serbisiyo.	1
Mabilis ang lahat	1
Mabilis ang mag emoleyado at mababait	1
MABILIS ANG MG STAFF DITO	1
Mabilis ang mga gagawin	1
Mabilis ang mga naging proseso	1
mabilis ang mga proseso	4
Mabilis ang mga staff ng East Avenue branch. Mababait at magagalang ang verifier at teller na umasikaso sa aking withdrawal. Good job Kay Rob at Richard!	1
Mabilis ang mga teller at maaasahan	1
Mabilis ang NAC's..salamat	1
Mabilis ang naging pag assist sa akin ng new account sa pag update ko ng gsis ko na newly open. Thank you.	1
mabilis ang naging pag pay-out	1
Mabilis ang naging proseso	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis ang naging proseso dahil maaga ako pumunta sa Landbank	1
Mabilis ang naging proseso ng pag open ng aking payroll account	1
Mabilis ang naging transaction ko sa pagbayad ng salary loan ko. Thank you Landbank	1
Mabilis ang naging transaction namin at mababait ang mga empleyado sa Nagcarlan Branch ng Landbank	1
Mabilis ang naging transaksyon ko dito sa branch na ito	1
mabilis ang new account	1
mabilis ang new account's	1
Mabilis ang pag aasikaso saken at mababait sila	1
Mabilis ang pag assist	1
Mabilis ang pag bigay ng atm naming 4ps	1
mabilis ang pag bigay ng serbisyo, mababait ang mga staff at very accomodating.	1
mabilis ang pag encash ng check ko...laging andyan ang landbank parang tumutulong sa mga proyekto ng mga barangay.	1
Mabilis ang pag encash ng pera	1
Mabilis ang pag oopen	1
Mabilis ang pag open ng aking account at tinulungan ako ng staff	1
Mabilis ang pag procees	1
mabilis ang pag process	1
Mabilis ang pag process and mababait lahat ng staff	1
mabilis ang pag process at release ng aking loan sa landbank parang branch.	1
mabilis ang pag process at release ng aking loan. Salamat landbank parang branch.	1
Mabilis ang pag process ne maam nancy,12 deposit check ngayong araw...salamat lbp	1
Mabilis ang pag process ne maam vanesa,11 check deposit ngayong araw...salamat lbp malibay	1
Mabilis ang pag process ne maam vanesa,12 check deposit and 2 cash deposit ngayong araw...salamat lbp malibay	1
Mabilis ang pag process ne maam vanesa,12 check deposit ngayong araw..salamat lbp malibay	2
Mabilis ang pag process ne maam vanesa,13 check deposit ngayong araw...salamat lbp	1
Mabilis ang pag process ne maam vanesa,13 check deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pag process ne maam vanesa,14 check deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pag process ne maam vanesa,16 check deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pag process ne maam vanesa,20 check deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pag process ne maam vanesa,3 check deposit and 1 cash deposit ngayong araw...salamat lbp malibay	1
Mabilis ang pag process ne maam vanesa,8 deposit check ngayong araw..salamat lbp	1
Mabilis ang pag process ne maam vanesa,9 check deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pag process ne maam vanesa,9 deposit check at 1 cash deposit ngayong araw..salamat lbp	1
Mabilis ang pag process ne maan vanesa,21 check deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pag process ne maan vanesa,5 check and 1 cash deposit ngayong araw ...salamat lbp malibay	1
Mabilis ang pag process ne sir enrique,16 check deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pag process ng loan ko, mababait at maasikaso ang staff at officer ng landbank parang.	1
Mabilis ang pag process,16 check deposit ngayong araw	1
Mabilis ang pag proseso ng aking loan, salamat sa lbp parang branch...keep up the good work po.	1
Mabilis ang pag release ng aking loan, maasikaso at mabait ang mga staff ng landbank parang branch.	1
Mabilis ang pag release ng atm naming mga 4ps	1
Mabilis ang pag release ng pera	1
mabilis ang pag sagot ng empleyado, magalang, at mabait	1
Mabilis ang pag service ?? maayos at mabait po makipag usap si maam Tin Castillo.. Thank you po	1
Mabilis ang pag transac ne maam vanesa,4 deposit check ngayong araw...salamat lbp	1
Mabilis ang pag veirfy at pagpapalit ng cheke	1
Mabilis ang pagassist	1
mabilis ang pagkarelease ng aking loan, mabait at maasikaso ang staff ng landbank parang branch.	1
Mabilis ang pagpalit ng cheke	1
Mabilis ang pagpiprint	1
Mabilis ang pagprocess ne maam vanesa,10 check deposit ngayong umaga..salamat lbp	1
Mabilis ang pagprocess ne maam vanesa,10 deposit check and 1 cash deposit..salamat lbp	1
Mabilis ang pagprocess ne maam vanesa,10 deposit check ngayong araw..salamat lbp	1
Mabilis ang pagprocess ne maam vanesa,12 check deposit and 1 cash deposit ngayong araw...salamat lbp malibay	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis ang pagprocess ne maam vanesa,12 check deposit ngayong araw...salamat lbp malibay	1
Mabilis ang pagprocess ne maam vanesa,13 cgeck deposit ngayong araw...salamat lbp malibay	1
Mabilis ang pagprocess ne maam vanesa,13 check deposit and 1 cash deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pagprocess ne maam vanesa,13 check deposit ngayong araw...salamat lbp malibay	1
Mabilis ang pagprocess ne maam vanesa,14 check deposit ngayong araw..salamat lbp	3
Mabilis ang pagprocess ne maam vanesa,14 check deposit ngayong araw...salamat lbp malibay	1
Mabilis ang pagprocess ne maam vanesa,15 check deposit ngayong araw...salamat lbp malibay	2
Mabilis ang pagprocess ne maam vanesa,16 check deposit and 3 cash deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pagprocess ne maam vanesa,17 check deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pagprocess ne maam vanesa,19 check deposit ngayong araw..salamat lbp	1
Mabilis ang pagprocess ne maam vanesa,20 check deposit ngayong araw...salamat lbp	1
Mabilis ang pagprocess ne maam vanesa,27 check deposit and 1 cash deposit ngayong araw..salamat lbp malibay	1
Mabilis ang pagprocess ne maam vanesa,4 check deposit ngayong araw,,salamat lbp	1
Mabilis ang pagprocess ne maam vanesa,6 check deposit ngayong araw...salamat lbp	1
Mabilis ang pagprocess ne maam vanesa,7 check deposit ngayong araw...salamat lbp malibay	1
Mabilis ang pagprocess ne maam vanesa,8 deposit chaeck ngayon araw..salamat lbp	1
Mabilis ang pagproseso nito.	1
mabilis ang pagrelease ng aking loan, maasikaso at mabait ang staff ng landbank parang mag branch.	1
MABILIS ANG PEOSESO	1
Mabilis ang pila at good service	1
mabilis ang pila ko salamat	1
Mabilis ang pila.	1
Mabilis ang proceso	1
Mabilis ang process	6
Mabilis ang process 💖	1
Mabilis ang process ,9 check deposit check nyayong araw	1
Mabilis ang process at 4 deposit check ngayong araw	1
Mabilis ang process at mababait ang mga empleyado	1
mabilis ang process mabait si venus javellana marespeto sa client masaya kausap at matulunginapproachable sa client....maganda tla sya pati serbisyo nya ...salamat maam venus javellana ikaw ang the best matukungin sa client....	1
Mabilis ang process ne maam vanesa,11 deposit check ngayong araw..salamat lbp	1
Mabilis ang process ne maam vanesa,2 deposit check ngayong araw..salamat lbp	1
Mabilis ang process ng lahat	1
Mabilis ang process ng salary loan	1
Mabilis ang process ni maam vanesa,16 deposit check ngayong araw..salamat lbp	1
Mabilis ang process sa new account, very accommodating at mabait si Mam Venus Javellana	1
Mabilis ang process,15 check deposit ngayong araw	1
Mabilis ang process,18 check deposit at 1 cash deposit..salamat lbp	1
Mabilis ang process,7 deposit check at 1 cash deposit..salamat lbp	1
Mabilis ang process,at 14 deposit check ngayong araw.	1
Mabilis ang process,at 9 deposit check nyayong araw	1
Mabilis ang process. Madaling kausap at approachable si Ms May sa New Account.	1
Mabilis ang processing	1
Mabilis Ang propeso	1
Mabilis ang proseso	16
mabilis ang proseso at magalang sa client ang mga emplyado	1
Mabilis ang proseso at malinis at tahimik	1
mabilis ang proseso at pagrelease ng aking loan dahil sa mga sraff ng landbank parang branch.	1
mabilis ang proseso at pagrelease ng aking loan, very accomodating ang mga staff ng landbank parang mag branch	1
Mabilis ang proseso ng aking salary loan, maasikaso ang staff ng landbank parang mag branch.	1
Mabilis ang proseso ng encashment at pagverify.	1
Mabilis ang proseso ng salary loan at mabait si Ms. Kristine	1
Mabilis ang proseso ng transaksyon ko. Mababait at magagaling ang mga staff. Number 1 sa akin ang Malanday Branch. Salamat sa aircon at malamig na ang branch. Kudos to LBP- d best😀	1
Mabilis ang proseso nila	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis ang proseso nila at palaging nakangiti	1
Mabilis ang proseso, ang babait at masayahin ang mga staff	1
Mabilis ang proseso. Kaso medyo di kita ang CC	1
Mabilis ang proseso...Kudos!	1
Mabilis ang prosesyo	1
Mabilis ang prosieso	1
Mabilis ang prosiso	1
Mabilis ang proviso at serbisyo	1
mabilis ang ransaction	1
Mabilis ang release ng loan ..With in 24 hours after magpasa ng application ay nasa account ko na ung proceeds	1
Mabilis ang sebisyo	1
Mabilis Ang serbisyi good job	1
mabilis ang serbisyo	47
Mabilis ang serbisyo at maasikaso ang mga empleyado, mabait mabilis ang teller at verifier, pati ang nac na nag assist sa amin sa weaccess. Kahit minsan nagkakamali ako, mahaba ang pasensya ng verifier. Godbless po	1
Mabilis ang serbisyo at mababait ang mga empleyado	1
Mabilis ang serbisyo at mababait ang mga empleyado.	1
Mabilis Ang serbisyo at mababait Ang mga empleyado. Very approachable... Thank you po palagi sa inyo.	1
mabilis ang serbisyo at mababait pa	1
Mabilis Ang serbisyo at madali Ang transactions. Mabait Ang tellers at ibang empleyado pti Ang guards	1
Mabilis ang serbisyo at mga guard mahusay po Silang mag assist	1
mabilis ang serbisyo at salamat po	1
Mabilis ang serbisyo at tama ang mga requirements	1
Mabilis ang serbisyo at tutulungan ka sa mga kailangan sa documents	1
Mabilis ang serbisyo kahit madaming tao	1
Mabilis ang serbisyo kahit na mag charge ako sa encashment mas gusto ko sa umingan branch kasi mabilis ang servisyo dito.	1
Mabilis ang serbisyo lalo na kung maaga ang client sa branch. Thank you maam Princess!	1
mabilis ang serbisyo lalo na sa verification	1
Mabilis ang serbisyo ng landbank parang pag encash ko ng mga checks	1
Mabilis ang serbisyo ng landbank.	1
Mabilis Ang serbisyo Ng mga personnel Ng landbank	1
Mabilis ang serbisyo ng Teller Cely Giangan	1
Mabilis ang serbisyo ni Ms. Moreno. Natapos ang aming loan processing sa loob lamang ng tatlong araw.	1
Mabilis ang serbisyo nila dito kahit 4ps lan ako	1
Mabilis ang serbisyo po nila,	1
Mabilis ang serbisyo publiko	1
Mabilis ang serbisyo sa tellering	1
Mabilis ang serbisyo!	1
Mabilis Ang serbisyo, Hindi man lang umabot 30m tapus na agad. At malamig Ang kanilang opisina.	1
Mabilis ang serbisyo, magalang ang teller hindi suplada, maganda pa Venus Javellana new account clerk	1
Mabilis ang serbisyo.	1
Mabilis ang serbisyo. Ang dali ko lang nakapag open ng account..	1
mabilis ang serbisyo. kaya madali ako natatapos sa aking binabayaran	1
Mabilis Ang serbisyo...Wala pong pila. Mababait Po sila at madling lapitan Po.	1
Mabilis ang serbisyu	1
Mabilis ang servbisyo	1
mabilis ang service	4
Mabilis ang service at approachable ang mga employee.	1
MABILIS ANG SERVICE NG LANDBANK AT MAAYOS ANG PAKIKITUNGO NG MGA EMPLOYEES	1
Mabilis ang service ng Landbank Nagcarlan Branch at ipagpatuloy lang nila ang magandang accommodation sa mga clients	1
Mabilis ang service po ng New accounts lalo na sa opening ng payroll account ko. And mabait po ang nag-assist na si sir Jonjie. Thank you po ulit	1
Mabilis ang service.	1
Mabilis ang service. Very satisfied ako😊	1
Mabilis ang services	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis ang servisyo	1
Mabilis ang servisyo ng Landbank Floridablanca at accommodating staffs	1
Mabilis ang teller	1
mabilis ang transact lalo na nung nagbukas ako atm	1
Mabilis ang transaction	42
mabilis ang transaction at hindi masyadong matao.	1
Mabilis Ang transaction at maasikaso Ang guard	1
mabilis ang transaction at maayos ang service ng LBP Nagcarlan	1
Mabilis ang transaction at maayos makitungo ang lahat ng tao sa LBP Nagcarlan Branch	1
Mabilis ang transaction at maayos very approachable na mga kliyente	1
Mabilis ang transaction at mababait ang mga empleyado.	1
Mabilis ang transaction at mababait sila thank you very much	1
Mabilis ang transaction at mababait sila????	1
Mabilis ang transaction at magalang ang mga tao	1
Mabilis ang transaction at naasikaso kagad	1
Mabilis ang transaction dito sa landbank SJC	1
Mabilis ang transaction kahit interbranch	1
Mabilis ang transaction kahit madaming clients	1
Mabilis ang transaction kahit marami client	1
Mabilis ang transaction ko	1
Mabilis ang transaction lalo na madaling lapitan ang mga empleyado. Sila mismo nag aassist sa special lane para sa amin	1
Mabilis ang transaction Mababait ang mga staff	1
mabilis ang transaction mababait pa ang empleyado	3
mabilis ang transaction mabilis kumilos	1
mabilis ang transaction ngayong araw	1
mabilis ang transaction nila at madali clang lapitan at mababait cla	1
Mabilis ang transaction nila, satisfied po kmi,	1
Mabilis ang transaction po at mabait po lahat, mula sa guard till to staffs and services very accommodating ng landbank karuhatan branch	1
Mabilis ang transaction sa BIR kahit marami ang nagbabayad	1
Mabilis ang transaction sa landbank at ang ganda ng patakaran nila.	1
Mabilis ang transaction sa landbank.	1
mabilis ang transaction sa LBP Nagcarlan Branch	1
mabilis ang transaction sa pag open ng account	1
Mabilis ang transaction,thank you po.	1
Mabilis ang transaction.	2
mabilis ang transaction. friendly ang staff	1
Mabilis ang transaction. Lagi nakangiti ang mga teller.	1
Mabilis ang transaction. Magaling ang new accounts at mabilis.	1
Mabilis ang transactionq	1
MABILIS ANG TRANSACTIONS	2
Mabilis ang transactions . . Polite ang employee	1
Mabilis ang transactions po khit sa account opening po at cash deposit po. Mabait at mdaling lapitan ang employees po. Thanks po lagi. Bumabati din po cla.	1
Mabilis ang transactions, Approachable ang mga employee.	1
mabilis ang transactions,maasikaso,mababait ang mga employee at masayahin	1
Mabilis ang transaksyon ko para sa senior na tulad ko.	1
mabilis ang transaksyon	11
Mabilis ang transaksyon ko	2
Mabilis ang transaksyon Magalang ang mga staff	1
Mabilis ang transaksyon sa teller	1
mabilis ang transaksyon,	1
Mabilis ang transaksyon. mababait ang lahat ng staff lalo sina Rob at Jona na nag asikaso sa encashment ko.	1
Mabilis ang transakyon	1
Mabilis ang transakyon at mabait ang empleyado	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis ang transakyon No comment	1
Mabilis ang transakyon.	1
Mabilis ang trasaction	1
Mabilis ang updating ng transaction nila	1
mabilis ang Verifier, specially Sir James Responso	1
Mabilis ang Verifier,.kudos to you Sir	1
Mabilis approachable	1
mabilis at accommodating po ang mga guards at staff	1
Mabilis at agarang serbisyo. Salamat.	1
Mabilis at approachable ang service. Thank you sa pag asikaso. Godbless po BSP Manila Branch	1
Mabilis at epektibong pagseserbisyo!	1
Mabilis at epektibong serbisyo kudos po sa mga empleyado!	1
Mabilis at jagalang- galang magserbisyo	1
mabilis at laging nka smile ang bookkeeper ng landbank parang branch.	1
Mabilis at ma gandang serbisyo	1
mabilis at maaaahan at maliwanag mag paliwanag	1
mabilis at ma-aasikaso sa customer.	1
Mabilis at maasahan	2
Mabilis at maasikaso	2
Mabilis at maasikaso . Marming salamt po	1
mabilis at maasikaso ang bookkeeper ng landbank parang branch. Salamat po landbank!!!	1
Mabilis at maasikaso ang staff ng parang branch.	1
Mabilis at maasikaso ang staff, salamat landbank parang branch.	1
mabilis at maasikaso po ang salary loan bookkeeper ng landbank parang branch.	1
Mabilis at maasikaso sa client	1
Mabilis at maayos	3
Mabilis at maayos ang aking naging transaksyon. Mababait ang mga staffs	1
Mabilis at maayos ang aking naging transakyon.	1
Mabilis at maayos ang aking transaksyon dahil priority nila ang nga senior na gaya ko.	1
Mabilis at maayos Ang aming transaction. Salamat.	1
Mabilis at maayos ang kanilang serbisyo.	1
Mabilis at maayos ang pamamalakad	1
Mabilis at maayos ang proseso	2
Mabilis at maayos ang proseso ng transactions	1
Mabilis at maayos ang serbisyo magkaroon lang po sana ng upuan sa waiting area. Salamat	1
Mabilis at maayos Ang serbisyo Ng land bank personel	1
Mabilis at maayos ang serbisyo.	1
Mabilis at maayos ang service	1
Mabilis at maayos ang sistema	1
Mabilis at maayos ang transaction at approachable ang mga teller at iba pang empleyado	1
Mabilis at maayos ang transaction at thankful SA mga serbisyong natatanggap namin	1
mabilis at maayos na pamamalakad	1
Mabilis at maayos na services	1
Mabilis at maayos na transaction	2
mabilis at maayos na transaction araw araw	1
Mabilis at maayos naman ang pag serbisyo	1
Mabilis at maayos po	1
Mabilis at maayos po na serbisyo	1
mabilis at maayos sa Landbank	1
Mabilis at maayos yung transaction namin sa pag open ko ng account..Thank you po sa Pag assist Ms. VENUS JAVELLANA.. GodBless and more power	1
Mabilis at mabababait ang mga new account clerkVenus JavellanaNew account clerk	1
mabilis at mababaet ang mga staff dto sa kumintang brach lalo na ang teler	1
Mabilis at mababait	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis at mababait Ang mga empleyado	1
Mabilis at mababait ang mga tellers	1
mabilis at mababait ang staff	1
Mabilis at mababait na empleyado salamat po	1
Mabilis at mababait Po Ang mga nagaasikaso po	1
Mabilis at mababait po ang mga staff. Nagpapasalamat po ako sa piso account ng Landbank dahil malaking tulong po ito sa aking pag iipon.	1
Mabilis at mababait sa costumer ang mga taga landbank	1
Mabilis at mabait	1
Mabilis at mabait ang nag assist sa opening ng aking checking account maraming salamat	1
Mabilis at mabait mga teller's	1
Mabilis at mabuti at magalang silasa akin	1
Mabilis at madali ang proseso ng salary loan	1
Mabilis at madali magbayad ng BIR transaction	1
mabilis at madali natapos ang transaction ko sa landbank parang branch.	1
mabilis at madaling maintindihan ang mga steps or process	1
Mabilis at magaan magtransact sa Paso de Blas branch. Mababait at matulungin ang mga empleyado.	1
Mabilis at magabda ng serbisyo ng leg rotonda br	1
Mabilis at magagalang ang mga empleyado. Very helpful. Thank you.	1
Mabilis at magagalang. Wala na nila ako pinahirapan sa sukli. thank you	1
Mabilis at magalang si Ms Venus	1
Mabilis at magalang si Ms Venus ng new account. Ok ang serbisyo.	1
Mabilis at magaling ang teller	1
Mabilis at magaling sila maki tungo	1
Mabilis at Maganda and taransakyon	1
Mabilis at maganda Ang process	1
mabilis at maganda ang service	1
Mabilis at maganda Po Ang proseso	1
Mabilis at mahusay ang mga empleyado.	1
MABILIS AT MAHUSAY ANG SERVICE	1
Mabilis at mahusay ang tiller.	1
Mabilis at mahusay na serbisyo Ang asking natamo sa Landbank balanga Wala pa akong 5 minuto. Salamat	1
Mabilis at malinaw na transaction.	1
Mabilis at masarap kausap ang teller (Justa Prado) lagi naka smile	1
Mabilis at masipag ang mga nag assist	1
Mabilis at masyos ang pila sa bangko.	1
Mabilis at matulungin	2
Mabilis at matulungin ang mga staff sa Paso de Blas branch.	1
Mabilis at meron silang special lane para sa katulad kong senior citizen.	1
Mabilis at na assist kagad ako ng ojt	1
Mabilis at Napaka Bait ng nagassist sakin , ὦ🏻ὦ🏻ὦ🏻 Thankyou po	1
Mabilis at okay na service	1
Mabilis at priority talaga ang senior	1
Mabilis at priority talaga kaming mga senior	1
Mabilis at Smiling sila	1
Mabilis at sulit ang paghihintay	1
mabilis at talagang tinutukan ang mga tao na pumupunta dito	1
Mabilis at very accomodqting pagdating po sa service 🏻	1
Mabilis at walang abala, kaya madaling matapos.	1
Mabilis at walang pila, mabait din ang staff na nag open ng account ko	1
Mabilis at Walang Sagabal	1
mabilis at walang suggestion na maisip dahil sa ayos ng aking transaction maraming salamat Lbp dalagute and to all the staff	1
Mabilis ba	1
Mabilis c Sir Teller	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis cla	1
mabilis goods lang malamig sulit pamasaha	1
Mabilis iyong transactions	1
Mabilis ka transaction	1
Mabilis kaagad naaksyunan ang katanungan ng kliyente	1
Mabilis kahit madami akong cheke na dinedeposit	1
Mabilis kami i accomodate inassist kami ng manager na si Ms. Jane Valeras at ng mga staff ng branch na ito kailangan pa naman talaga namin dahil di kami sasahod ng psa kung wala pa kami atm. Thank you	1
Mabilis kaming natapos na mga tesda	1
mabilis kanilang response. mabuti at napalitan nila agad salamat ng marami . Serve as lesson na sana chinecheck muna ang details ng document bago irelease sa client especially yung date kasi mahalaga ang date	1
Mabilis kausap ang staff,maasikaso sa tanong	1
mabilis kmi natapos	1
Mabilis ko nakuha ang aking pera	1
Mabilis kong naipalit ang cheke ko, wala pang 5 mins tapos na transaction. Mabait ang teller na nag assist sa kin.	1
Mabilis kumilos ang mga staff	2
mabilis kumilos ang mga staff ng landbank parang branch kaya maaga natapos ang aking transaction.	1
Mabilis kumilos ang mga teller very good	1
mabilis kumilos ang mga teller, lagi pang naka smile. Mabuhay ang landbank parang branch sa patuloy nabpagserbisyo sa parang mag at kalapit na lugar.	1
Mabilis kumilos ang staff	1
mabilis kumilos ang staff ng landbank parang mag, nakuha ko agad ang aking inaplyan na salary loan.	1
mabilis kumilos at maasikaso ang mga staff ng landbank parang branch.	1
mabilis kumilos at magalang ang mga tellers ng landbank parang mag branch. Madali kong natapos ang aking transaction.	1
mabilis kumilos at mamabait ang mga tao	1
mabilis kumilos mga tellers ng landbank parang branch.	1
Mabilis lamang ang aking naging transaksyon	1
mabilis lamang ang naging transaction ko sa landbank	1
Mabilis lamang ang pagkuha ng aming 4ps atm card	1
mabilis lang	2
mabilis lang agad din natapos	1
Mabilis lang agad natapos	1
Mabilis lang aking transaction, cguro dahil konti lang ang tao	1
mabilis lang ako nakakuha ng sahod	1
Mabilis lang ako nakapagupdate ng account. Maasahan at mabait ang nac na nagassist sakin na si Maam Aella.	1
mabilis lang ang ginawang pay out	1
mabilis lang ang naging transaksyon kaya mabilis din umusad ang pila	1
mabilis lang ang pag open ng account	1
mabilis lang ang pay-out agad din natapos	1
Mabilis lang ang process	1
Mabilis lang ang process flow, pagkatapos kong magwithdraw ay inendorse na direktso sa New Accounts nang Teller ang napuno kong Passbook.	1
Mabilis lang ang proseso	2
Mabilis lang ang service	1
Mabilis lang ang transaction, thankyou po	1
Mabilis lang ang transaksyon ko sa pag oopen ng account. Ipagpatuloy lang ang ganitong klaseng serbisyo	1
Mabilis lang ang trasaksyin ko sa pagpalit ng pin ng aking atm. Mabait ang nag acikaso sa akin	1
Mabilis lang kaya natapos din ang mga staff	1
Mabilis lang mag deposito	1
Mabilis lang mag request for increase in credit card limit.	1
Mabilis lang mag-encash	1
Mabilis lang makapag Deposit sa bank thank you	1
Mabilis lang matapos	1
Mabilis lang nagawa yung transaction.	1
Mabilis lang natapos yung transaction	1
Mabilis lang po ako naka sahod dahil mabilis din po ang kanilang proseso	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mabilis lang po ang pag ipen ng account..Salamat landbank florida.	1
Mabilis lang po ang pay out hindi na po kailangan pumila ng matagal	1
MABILIS LANG PO ANG PAY-OUT NILA. GOOD JOB TO THEM.	1
Mabilis lang po ang updating.	1
Mabilis lang po dito	1
Mabilis lang po natapos	1
mabilis lang po yung pag pay-out	1
Mabilis lang talag ang process sa landbank	1
Mabilis lang transaction ko thanks	1
Mabilis lang yung proseso	1
mabilis lang yung transaction saka approachable	1
Mabilis lang yung transaction. Saka maayos	1
Mabilis lapitan at helpful ang mga staff, magiliw at lagi nakangiti sa mga kliyente.	1
Mabilis lng ang pag request for coversion to installment payments ng credit card purchases	1
Mabilis lng mag withdraw. Pero sana madami ATM para mas lalong mabilis	1
Mabilis lng magpalit ng tseke Dito. Saglit lng tlga .,😊	1
Mabilis lng natapos. ,	1
Mabilis lng nman. Salamat landbank	1
Mabilis lng Pala.😊 Thank you	1
Mabilis ma process,maasikaso sa mnga client at mababait	1
Mabilis maasikaso sa client	1
Mabilis mag accomodate and the transaction was easy	1
Mabilis mag asikaso	1
Mabilis mag asikaso ng tanong	1
Mabilis mag assist	1
Mabilis mag confirm ng encashment	1
Mabilis mag deposito dito ng lotto	1
Mabilis mag encash sa branch na ito	1
Mabilis mag open ng account	2
Mabilis mag open ng account at mabilis lamg din ang proseso	1
Mabilis mag open ng SK account at matulungin ang new accounts	1
Mabilis mag process	6
Mabilis mag process Maganda ang pamamalakad Nila 👌?	1
Mabilis mag proseso ang kanikang mga empleyado	1
Mabilis mag transact	1
Mabilis mag transact ang teller	2
Mabilis mag transact ang teller. Kudos sa teller	1
mabilis magbukas ng acct	1
Mabilis magprocess	3
Mabilis magprocess c maam vanesa,15 check deposit ngayong araw..salamat lbp	1
Mabilis magprocess ng transaction	1
Mabilis magprocess ng transaction c maam vanesa,13 check deposit ngayong araw...salamat lbp	1
Mabilis magprocess sa Paso de Blas branch	1
Mabilis magtranct ang teller.	1
Mabilis magtransact	3
Mabilis magtransact ang mga teller, Ma'am Mariz and Ma'am Cindy.	1
Mabilis magtransact sa Paso de Blas. Mababait ang mga empleyado.	1
Mabilis makatulong	1
mabilis masipag at maunawain ang mga empleyado	1
Mabilis masisipag lahat ng employee ng landbank	1
Mabilis matapos	1
Mabilis matapos ang deposit	1
Mabilis matransact	1
Mabilis mga proseso	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis mga teller's at Approachable	1
mabilis mga teller's kahit maraming Clients	1
Mabilis n branch mababait vry accommodating sila,mas matagal p mag timplanng kape kesa bilis nla mag asikaso	1
mabilis n transaction palagi	1
Mabilis Na Aksyon 100%	1
Mabilis na encashment	1
Mabilis na natapos ang aking account opening. Good job,!	1
Mabilis na pag aasikaso	1
Mabilis na po at mabait po ang mga staff	1
mabilis na process at release ng aking loan sa landbank parang branch.	1
Mabilis na proseso	3
Mabilis na proseso Ang hatid ng empleyado	1
Mabilis na serbisyo	19
Mabilis na serbisyo at accomodating	1
Mabilis na serbisyo at maasikaso	1
Mabilis na serbisyo at mababait na emplyado	1
Mabilis na serbisyo at napakaayos na proceso	1
Mabilis na serbisyo mababait pa mga empleyado	1
Mabilis na serbisyo mula sa mga staffs	1
Mabilis na serbisyo.	1
Mabilis na service	1
mabilis na servisyo	1
Mabilis na trabaho	1
Mabilis na trabaho.. good job	1
Mabilis na tranction	1
Mabilis na transaction	9
mabilis na transaction at mababait na empleyado	1
Mabilis na transaction at proseso upang mahigit pang mapabuti .	1
Mabilis na transaction mabaitteller at guard	1
Mabilis na transaction para sa mga client.	1
Mabilis na transaction, ma rereommend ko sa iba	1
Mabilis na transaction. Lovely Clerk and Beautiful Mam Mierra	1
Mabilis na transaksyon	2
Mabilis na transaksyon at mababait na mga employee laging nka smile .. Landbank Diliman East ave	1
Mabilis na transaksyon walang maibigay na suhistiyon maraming samalat kay maam corinne aragon	1
Mabilis na verification	1
Mabilis naang pagsirbisyo neo kya satisfied nko basta tuloy tuloy lng ang mga ginagawa neo na sa opisina neo thanks.	1
Mabilis naasikaso	1
Mabilis nagprocess	1
Mabilis naman	1
Mabilis naman ako naka pag deposit at mabilis processing ng transaction	1
MABILIS NAMAN AKONG NA-CATER. MAAYOS ANG PAG-EXPLAIN IYONG ESTIMATED NA DATE MAS EARLY NA-RECEIVE IYONG PERA. WALA NAMAN AKONG SUGGESTION.	1
Mabilis naman anb transaction namin, kasi kadalasan sa mga gantong service bilis ng transaction ang mahalaga.	1
Mabilis naman ang bir payment	1
Mabilis naman ang proseso	1
mabilis naman ang serbisyo. sana lang po magkaroon na ng passbook na may kasamang atm	1
Mabilis Naman ang transaction no need to improve	1
Mabilis naman ang trasaksyon ko sa landbank at accommodating naman ang mga employee sa branch ng san jose city	1
Mabilis naman cila. Naayos ang i access ko at nagupdate ako	1
Mabilis naman oo mag palit ng check sa landbank	1
mabilis naman po	1
Mabilis Naman Po ang inyong serbisyo s Amin thank Landbank	1
Mabilis naman po ang pag oopen ng acc sa landbank dahil sa online application	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mabilis naman po ang pag oopen ng atm sa landbank	1
mabilis naman po ang pag open ng account namin. Salamat po	1
mabilis naman po ang pag update ng iaccess namin	1
Mabilis naman po ang proccess nag lahat sa aking mga katanungan	1
mabilis naman po ang trabaho nila sa landbank	1
mabilis naman po ang transaction	1
Mabilis naman po lahat nang transactions sa. Landbank	1
mabilis naman po mag open sakanila	1
Mabilis naman po serbisyo nila, Salamat	1
Mabilis naman po transaction nila	2
Mabilis naman transaction	1
Mabilis naman transaction nila	1
Mabilis naman transaction nila at madali kausap	1
Mabilis naman transaction nila at masayahin mga staff	1
Mabilis naman transaction nila sana ipag patuloy nila ganyan, Salamat	1
Mabilis naman transaction nila,	1
Mabilis naman transaction nila, at masaya sila kausap	1
Mabilis naman yung transaction and helpful ang mga staff. so parang wala akong mai ssuggest.	1
Mabilis naman,okey nman po.	1
Mabilis naming nakuha ang atm card namin ng 4ps	1
mabilis namn, maayos	1
Mabilis naopen ang aking account. Maganda ang serbisyo sa Paso de Blas branch.	1
Mabilis narelease ang aking loan sa landbank parang branch.maasikaso ang mga staff.	1
Mabilis natapos ang aking request.	1
Mabilis natapos ang pay-out kahit na maraming mga tao.	1
mabilis natapos ang transaksyon	1
Mabilis natapos sa wakas ok na ulit iaccess ko	1
Mabilis natransact ang akong transaction	1
Mabilis nman	1
mabilis nmn po ang pagassist	1
Mabilis pa rin kahit dalawa lang ang teller	1
mabilis pag kuha ng open account	1
Mabilis pag process mabait pa ang teller	1
Mabilis pag process naka limang deposit check ako..	1
Mabilis pagkuha ng pera	1
mabilis pagpapaproseso sa mga kliyente	1
Mabilis pagtanungan	1
Mabilis po	2
Mabilis po and pagpaprocess magaling po mag-assist ang mga empleyado	1
Mabilis po and transaction thank you very much	1
Mabilis po ang check deposit	1
Mabilis po ang encashment and transaction ko. Thank you	1
Mabilis po ang kanilang process , Salamat po	1
Mabilis po ang naging deposit ko sa account ng brgy. Salamat	1
Mabilis po ang naging deposit ng cheke po namin. Thank you	1
Mabilis po ang naging encashment ko.	1
Mabilis po ang naging encashment ng cheke ko sa Landbank. Mabait din po ang teller na nagtransact sa akin.	1
Mabilis po ang naging oncoll transaction ko	1
Mabilis po ang naging pag-assist sa akin.	1
Mabilis po ang naging transaction ko.	1
Mabilis po ang naging wothdrawal ko thank you	1
mabilis po ang pag process	1
Mabilis po ang pag process ng aking loan, mabait po ang staff ng landbank parang branch	1
Mabilis po ang pag process sa landbank ma babait po sila Salamat po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis po ang pagwithdraw ko ng pera. Mabait po ang teller at na-accomodate nya ako sa tanong ko.	1
mabilis po ang proseso maraming salamat po	1
Mabilis po Ang serbisyo	4
Mabilis po ang serbisyo at maganda ang pakikitungo sa client..good job...thank you so much mam Venus Javellana	1
Mabilis po ang serbisyo at very approachable ang mga teller especially the assign officer in online transactions.	1
Mabilis po ang serbisyo ng Angeles Branch. Since 1994 napo kami nagbabangko dito. Patunay po na maganda ang seebisyo	1
Mabilis po ang service at mababait ang lahat ng mga staff ng lbp west sacop. Keep up the good work po. Maraming salamat!	1
Mabilis po ang service at mababait sila	1
Mabilis po ang service.	1
Mabilis po ang siryeyas	1
Mabilis po ang teller kahit solo pero mas ok kung dalawa sila	1
Mabilis po ang tellers	1
Mabilis po ang transaction	1
Mabilis po ang transaction at ealang kuskos balungos, ipagpatuloy niyo po ang magandang serbisyo.	1
mabilis po ang transaction at mababait ang mga empleyado	1
Mabilis po ang transaction. Smiling po ang teller. Thank you Landbank.	1
Mabilis po ang transaction. Ty landbank	1
Mabilis po ang transactions nila	1
mabilis po ang transaksyon at mabait po si Mr. Orlano O. De Guzman	1
Mabilis Po at Ang mga nka incharge	1
Mabilis po at maayos ang transaction.	1
Mabilis po at mabait ang mga teller	1
Mabilis po at mabait nmn po uumg mba nag aassist	1
Mabilis po at magalang ang mga teller	1
Mabilis po ataccommodating ng mga empleyado..Salamat po.. Thank you landbank floridablanca !	1
Mabilis po kayo tumulong sa aming mungkahi	1
mabilis po mag open ng account at mabilis din makuha ang atm piso account	1
Mabilis po mag-open ng saving account sa landbank calapan branch at mabait po ang nag assist at nagprocess na new accounts.	1
Mabilis po magprocess ng opening ng payroll account ang nakaduty sa Landbank Puerto Galera Leaf at very accomodating po. Thank you po sa napakabilis at maasikaso na si sir Jonjie Renzo Sabado.	1
mabilis po mga emoleyado	1
Mabilis po na serbisyo	1
Mabilis po na transaction at Ang babait ng mga impleyado	1
Mabilis po natapos ang deposit ko.	1
mabilis po natapos ang pay out kasi mabibilis din po ang mga staff ng landbank	1
MABILIS PO SALAMAT SA SERBISYO	1
Mabilis po sila mag proseso	1
Mabilis po talaga mag transact si Ms. Mau	1
Mabilis po thank you	1
mabilis po transaction	1
mabilis po yung process	1
Mabilis po yung teller. Mabait po ung mga guards	1
mabilis pong natapos ang aming transaction sa landbank parang mag branch.	1
Mabilis proceso,mababait at maasikaso sa client	1
Mabilis processing	1
Mabilis sa kanilang mga gawain	1
Mabilis sa mga proseso	1
Mabilis sa teller ngayun. Sa Verification nagtatagal po wala tao.	1
mabilis serbisyo	2
Mabilis sila	3
Mabilis Sila kahit kulang hi sa Empleyado	1
Mabilis sila mag assist	1
Mabilis sila mag proseso	2
Mabilis sila magtransact kaya hindi nahaba ang pila.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mabilis silang kumilos at alert sila sa mga pangangailangan ng mga client	1
Mabilis silang mag mag assist	1
Mabilis sumagot sa tanong	1
Mabilis sumagot sa tanong ang staff	1
Mabilis thank you wala nakong maisuggest	1
MABILIS TRANSACTION	3
Mabilis transaction mababait po mga empleyado Very nice po nakausap ko thank you po mam vanessa joy baruela.. tuloy tuloy lang po serbisyo..	1
Mabilis transaction naman nila at madali kausap	1
Mabilis transaction ng bir lagi na ako babalik dito	1
Mabilis transaction nila	1
Mabilis transaction nila at madali malapitan	1
Mabilis transaction sa check encashment.thank you	1
Mabilis transaction thank you	1
Mabilis transaction very nice	1
Mabilis tumugon ang mga staff sa akin transaksyon at hindi ako naghintay ng matagal	1
Mabilis wala pang 5 mins	1
Mabilis yung process	1
mabilis yung process ng pag open ng account	1
Mabilis yung processing, took me less than 10mins for my transaction	1
Mabilis yung proseso thank you landbank	1
Mabilis yung service	2
mabilis yung services	1
Mabilis yung transaction	8
Mabilis yung transaction and di mahirap yung pag pila sa landbank San Jose tungko	1
Mabilis yung transaction sobrang satisfied	1
Mabilis yung transaction thank you	1
mabilis, maasikaso at mababait ang mga staff ng landbank parang branch.	1
Mabilis, maasikaso sa client	1
Mabilis, maasikaso sa client,at mababait	1
Mabilis,maasikaso sa client at mababait	5
Mabilis,maasikaso sa client at mababait pa	1
Mabilis. Wala masyadong pila	1
Mabilism po ang proseso. Good job sa landbank!	1
Mabils ang tellers	1
mabils na serbisyo	1
Mabisa	1
Mabilis	1
Mabilis at mabait ang mga staff dto sa kumintang brach lalo na teler	1
mabilis at super bait ng mga staff at lalo na rin ang bossat teler dto sa kumintang brach	1
Maboti naman ang lahat	1
Mabubuti po si a sir jasper at sir ralph.	1
Mabubuting tao po sila	1
mabuhay ang landbank	1
MABUHAY kasi Good services. Nakakatuwa ang mga guard - alisto at laging nakangiti.	1
Mabuhay Labdbank!	1
Mabuhay Landbank. God bless!	1
Mabuhay po kayo at ipagpatuloy ang magandang pagseserbisyo sa mga mamamayang Pilipino.	1
Mabuti	4
mabuti ang kanilang serbisyo mabilis kumilos at mababait pa da best	1
Mabuti ang pangangasiwa	1
mabuti ang serbesyo nila	1
Mabuti ang serbisyo	2
Mabuti ang serbisyo ng landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mabuti at maasikaso sa kliyente.	1
Mabuti at maayos ang transaction	1
Mabuti at mabait	1
Mabuti at mabait ang pag assess sa mga customer	1
Mabuti at maganda Ang inyung serbisyo	1
Mabuti at mgalang ang serbisyo na aming natanggap.	1
mabuti n ang inyong serbisyo.	1
Mabuti na ang inyong serbisyo	1
Mabuti na. Nas inyo na kung gusto nyo pang mapabuti.	1
Mabuti naman	1
Mabuti namàn	1
Mabuti naman ang inyong serbisyo publiko	1
Mabuti naman ang inyong serbisyo, ipagpatuloy ang inyong stratehiya uoang mapadali ang transaction. Maraming salamat	1
MABUTI NAMAN ANG LAHAT	1
Mabuti naman ang serbisyo nila	1
Mabuti Naman na po Yung serbiyo niyo.	1
Mabuti naman po ang serbisyo nila. Salamat	1
Mabuti po ang inyong lingkod	1
Mabuti po ang serbisyo ng inyong office panatilihin po lqgi ang mabuting pqgtangàp sa mga kliyente	1
Mabuti po ang service.	1
Mabuti po service	1
Mabuti sa mga mamamayan	1
Mabuti yung serbisyo niyo lahat nakikipag operate ang employment walang palakasan.thank you.	1
Mabuting mabuti	1
Mabuting serb8syo sa costomer	1
Mabuting serbestsyo	1
mabuting serbisyo	3
Mabuting tao po sila.	1
machine in the masbate often have no cash	1
Madagdagan ang teller	1
madagdagan pa ang tauhan p manggagawa upang mas mapadali ang proseso	1
Madagdagan pa staff of teller para s garang serbisyo	1
Madagdagan pa teller	1
madagdagan po ang mga employee	1
Madagdagn p ang mga teller n masisipag at mababait.	1
Madalas po OFFLINE. Kung pwede lang po sana maiwasan or mabawasan ang times na offline kahit sa mga machines.	1
madali an serbisyo at mababait ang staff	1
Madali ang malapitan at magaling mag assist ng customer	1
Madali ang pag encash ng pera hindi hassle	1
Madali ang pag oopen ng account and very friendly ang staff	1
Madali ang process din ang babait nang mga employees ??	1
Madali ang proseso	1
Madali ang proseso sa pag encash ng pera salamat po	1
Madali ang prosiso.	1
Madali ang serbisyo	1
Madali ang transaction at very accommodating mga staffs.I will recommend the branch para sa mga banking transactions. Hindi n kami pupunta sa iba branches, mas lumapit po ang pag transact.Salamat po..	1
Madali ang transaction nag Land bank .	1
Madali ang transaction.	1
Madali at hindi kumplikado ang steps. Slaamat	1
Madali at maayos na transakyon	1
Madali at mababait ang tao thank you po	1
Madali at mabilis po ang process ng transaction.	1
madali intindihin ang instruction nila kaya naging maayos ang bawat pagpila	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Madali kausap ang staff	2
Madali ko naintindihan ang paliwanag ni mam.	1
madali kong nakuha ang aking inaplyan na salart loan sa landbank parang mag branch..salamat po landbank sa patuloy na magandang serbisyo na pinagkakaloob nyo sa mga taga parang at kalapit na munisipyo.	1
Madali lamang ang pagserbisyo.	1
Madali lang	2
madali lang ang naging proseso mula sa pagpila at pag pirma.	1
Madali lang ang naging transakyon ko dahil sa mga maasahang empleyado ng bangko.	1
Madali lang ang opening tapos eni entertain ng mabuti	1
MADALI LANG ANG PROSESO NAG CLAIM LANG AKO NG AKING CARD	1
Madali lang ang serbisyo	1
Madali lang ang transaction	1
Madali lang cla malapitan	1
Madali lang magopen at mabilos ang proceso. Mabait din ang nag assist na new accounts na si mam shiela diamante.	1
Madali lang pala	1
madali lang pala ang process ng paggawa ng iAccess dahil sa tulong ng mga employees	1
Madali lang po ang transaksyon	1
Madali lang po sila magnprocess ng aming landbank account at sobrang Bait po ng staff.	1
madali lang sundin ang instruction na ibinigay	1
Madali lang talaga ang process nila	1
Madali lapitan	1
Madali lng Ako nkapag-open Ng passbook account para sa aming business . Thank you.	1
Madali lng natapos. Thank you Landbank.	1
Madali lng pgkuha Ng Card ko	1
Madali lng qng proceso	1
Madali lng. Kami natapos Ng group namin	1
Madali mag open ng account	1
Madali mag request at proseso ng MC	1
Madali malapitan	1
Madali malapitan mabait at matulongin Mga staff	1
Madali mn axess	1
madali na ngayon	1
Madali Po Ang proseso	1
Madali po kausap. Mabait at approachable si Ma'am Mercy. Walang problema mag submit ng requirements. Tinutulungan pa po nila kami para makapag provide ng requirements. Si Ms. LC po kahit gabi sumasagot ng inquiries. Thank you po.	1
Madali po sila kausap	1
Madali pong natapos ang transaction ko sa landbank parang, mababait po ang mga tellers at maasikaso po.	1
Madali ra jud	1
Madali service	1
Madali sila kausap at masaya sila	1
Madali sila lapitan	1
Madali sila lapitan about sa transaction sa Bank	1
Madali sila lapitan tungkol transaction sa Bank	1
Madali Silang kausap about sa Pag open account	3
madali silang kausap at magalang sumagot tuwing may itatanong ako. sobrang bait nila.	1
Madali sumagot ang mga staff	1
Madali transaction	1
Madali, mabilis at maayos ang proseso at pakitungo sa akin. Salamat po.	1
Madaliing makioperate ang mga services	1
Madaling intindihin mga gagawin	1
Madaling kausap	1
Madaling kausap ang mga landbank staff at mahinahon mag paliwanag kaya hindi nakakahiya makipag ugnayan sa kanila.	1
Madaling kausap ang mga staff	1
Madaling kausap at palaging naka smile c sir justine santos	1
Madaling kausap lahat ng employees.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Madaling lapitan ang mga staff	1
Madaling lapitan at kausap. Nabibigyan ng agarang solusyon ang mga bagay na inilapit na concerns. Special thanks sa assistance na ginawa ni Sir Relance and Mam Amy. God Bless and More Power!	1
Madaling mag open ng acct sa landbank at mura pa ito ang banko na maganda at safe ka	1
madaling mag process.	1
madaling magtransact at mabilis	1
Madaling maintindihan ang gagawin	1
Madaling makausap ang mga empleyado and very approachable specially sir Robel altares	1
Madaling malapitan	1
Madaling malapitan ang mga staff	1
Madaling malapitan kung may kailangan kang itanong.	1
Madaling naprocess ang aking loan sa landbank parang branch, mabait ang bookkeeper at maasikaso.	1
Madaling pag cancel ng transaction kung ito ay Hindi nasasaad sa Tamang proseso	1
Madaling pagtanungan ang staff	1
Madaling pagwithdraw	1
Madam Cris from landbank she's very accomadating & kind, Highly reccomended service! My experinced was good. Thanks all the best :)	1
Madam, I am so thankful of your time and kindness' in helping me to avail ATM card for easier access of payments from customers . I am so sorry of any unusual actuation I've done due to long process because of internet problem. Again,thanks so much for your warm accommodation. May you have good health & more strength in performing your daily activities.GOD BLESS!	1
Madami Ang pila pero maayos naman	1
Madami kami nakakuha Ng pera. Masaya Ang lahat	1
madami tao pero kulang ang staff buti na Lang mababait mga empleyado Landbank	1
Madaming salamat Landbank. Sa uulitin po.	1
Madaming salamat po.	1
Madaming salamat sa nag asikaso	1
Madaming tao pero mabilis lang din na ubos	1
Madaming tao pero nakangiti pa din sila	1
madang pangproseso	1
madasig nga pag ubra	1
Madilim sana palitan na ilaw	1
Mae Baterna was prompt, corteous, and immediately catering to my needs.	1
Maedaen & Mira Kusdos to booth Very informative & Helpful , Keep up the good work	1
Mafanda Po Yung pag Asikaso nila	1
Mag add pa ng ibang branch sa sjdm para kahit dumami yung tao mabilis pa din	1
Mag add po ATM sa ibang Lugar	1
Mag add po sana Ng ATM malapit sa place nmin para Hindi na mag-byahe pa.	1
Mag bigay ng nakalaang tao sa iba pang di marunong sa pag online	1
Mag bukas ng araw ng sabado	1
Mag dagdag lang ng kahera para mas madali pa ang serbisyo..	1
mag dagdag nang opoan	1
Mag dagdag ng empleyado	2
Mag dagdag ng employee para mas ma bilis ang transaction salamat po.	1
Mag dagdag Ng equipment facility.	1
Mag dagdag ng facilities para bumilis lalo ang transaction at sa numbering dapat maayos	1
Mag dagdag ng tauhan para mapabilis ang transaksyon at para maiwasan ang pagka inip habang naghihintay	1
MAG DAGDAG PA NG TAO PARA LAHAT NG MA ACCOMMODATE PO ANG CUSTOMER NATIN SALAMAT MA PA GANDA PA SERVICE NATIN PO.	1
Mag dagdag po ng teller	1
Mag dagdag po ng teller po... Para mapa bilis ang transaction	1
mag hire pa ng mas maraming staff	1
Mag karoon lng po ng maayos na pil	1
Mag lagay ng aircon kawawa emplyado at kliyente	1
Mag lagay ng number sa may guard para di nag uunahan sa deposit or withdrawals	1
mag mahalán tayong lahat	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mag papasalamat lang ako sa Verification Counter number 3. Sapag tolong sa problema ko tongkul sa online payment sa BIR.	1
Mag patuloy lang sa mga tamang process	1
Mag patuloy sa serbisyo para mapabuti	1
mag patupad ng platform ng pagbabayad at maunawaan ng customer at mapabuti ang kanilang karanasan	1
Mag provide ng maraming assistant desk	1
mag set po ng meeting	1
Mag smile	1
Magaan lang ang Akong transaction at napadali nila	1
Magaan sila kausap	1
Mag-add pa po mg empleyado for more fast transaction	1
magagagling	1
magagahling	1
Magagalang	1
Magagalang ang mga guards. Mabilis magtransact ang mga empleyado.	1
Magagalang ang mga staff kapag sumasagot.😊	1
Magagalang ang Security guards and mga employees.	1
Magagalang at mababait	1
Magagalang at mababait ang mga tellers pati mga guard marespeto sila.😍😍😍	1
Magagalang po sila	1
Magagalang yung mga tao/Empleyado sa landbank and then on time yung pag assist nila sa mga customer	1
Magagaling	24
Magagaling ang mga empleyado	1
Magagaling ang mga staff ng LBP Malacañang Branch	1
Magagaling ang mga taga Landbank Dole branch	1
Magagaling at maalaga po sa clients yung mga staff niyo. Good job.	1
Magagaling at mababait	1
Magagaling at mababait po mga staff sa landbank dole	1
Magagaling at mabibilis mga tao sa land bank coa	1
Magagaling at mabilis	1
Magagaling sa trabaho	1
Magagalingnmag assist ang mga tao sa land bank	1
Magaganda	2
Magaganda at gwapo na tellers at mabibilis.	1
magaganda at mabait ang mga teller	1
Magaganda at mabibilis magtrabaho ang mga empleyado	1
magaganda at palangiti	1
Magaganda mga taga Landbank Malacanan Palace	1
magaganda po ang empleyado	1
Magalalang,mabait,mabilis gumawa,	1
Magalang	1
Magalang ang mga employees at madali ang transaction	1
Magalang ang mga staff	3
magalang ang mga stop at madali mag proseso ang landbank rosario lalo na s mam claire	1
Magalang ang mga tauhan at maayos ang kanilang mga serbisyo	1
magalang ang pagtrato ng mga kawani ng landbank	2
magalang ang pakikitungo ng mga emplyado ng landbank	1
magalang ang pakikitungo ng mga kawani ng landbank	1
magalang ang staff ng landbank kaya madali lang makipag ugnayan sa kanila	1
Magalang ang teller at mabilis ang aking transaksyon	1
Magalang at maasikaso	1
Magalang at maayos ang serbisyo	1
Magalang at maayos kausap ang tauhan kaya magandang makipagtransaksyon.	1
Magalang at mabait sila makipag usap kaya naappreciate ko iyon	1
Magalang at mabbait po mga tao	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Magalang at mabuti ang mga empleyado.	1
magalang at magaganda ang pag trato nang mga impleyado sa amin lalo na kung kami ay merong hindi alam.	1
Magalang at respetado ang teller	1
magalang lalo na sa matatandang katulad ko	1
Magalang makipagusap	1
Magalang na bata at mabilis na serbisyo sa new accounts. Salamat po	1
Magalang na mga empleyado	1
magalang na mga empleyado at napaka bilis ng serbisyo	1
Magalang po ang teller and mabilis ang transaction!	1
Magalang po at mabilis ang proseso ni mam venus	1
Magalang sa tao	1
Magalang sumagot	1
Magalang sumagot ang staff	2
magaling	21
Magaling ang employees	1
Magaling ang landbank dahil may nag aasikaso para sa pag open ng account lalo na sa hindi marunong mag online katulad namin na senior citizen	1
magaling ang mga staff at mabaitkudos kay mam Abby mam Rein mam Aw sir Luis	1
magaling ang mga staffs	1
Magaling ang mga teller	1
magaling ang mga teller sa pag-aasikaso sa customer	1
MAGALING ANG SERBSYO AT MABABAIT ANG MGA TRABAHADOR	1
Magaling ang staffs	1
Magaling at mabait ang staffs	1
Magaling at madali	1
Magaling at maganda yung pamamalakad	1
Magaling at mahusay	1
Magaling at napaka approachable nila	1
Magaling kc my tomolonag sa akin ang iisang guapo d2 land bank	1
Magaling la ring tau keni	1
MAGALING MABAIT SI TELLER AT GOOD LOOKING :)	1
Magaling mag asikaso	1
Magaling mag assist yung ojt at maasikaso	1
Magaling magpaliwanag ang nag assist sa akin sa pag open ko ng aking account, ipinaliwang nya pati ang pag eenroll sa mobile banking para sa aking mga transaction.	1
Magaling magpaliwanag.	1
Magaling magsales talk ang salary loans nyo. Biruin nyo co maker lang ako at walang loan pero at walang interest magloan pero grabe xa kamakamarket. Mabait at very approachable. Makahawa ang smile nya. Hindi ka mailang magtanong	1
Magaling magserbisyo ang mga kawani dito.	1
Magaling mahusay	1
magaling makitungo sa mga clients	1
Magaling na	1
Magaling na serbesyo	1
magaling na serbisyo at approachable ang mga trabahante	1
Magaling na serbisyo publiko	1
MaGalinG Po at mabilis ang serbisyo kaya Wala napo dapat pang mapabuti Po Ang inyong serbisyo.Maraming salamat po.LANDBANK	1
Magaling po at madali	1
Magaling po sila makipag usap lalo na sa teller staff	1
Magaling sa gawain	1
Magaling sa pag aasikaso	1
Magaling si Ma'am Venus makipag-usap sa amin. Maayos namim naintindihan ang mga dapat gawin upangmakagawa ng bagong account para sa aking ATM. Salamat dito pwede na akong gumamit ng card imbes na magdala mg madaming cash.	1
Magaling sila at mabilis	1
Magaling, mabilis at mabait po si Maam. Thank you	1
Magaling, very accommodating, very professional ang mga staff lalaong lao na si sir Manolo Chavenia.. Madaling kausap.Very approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
magamda po ang serbisyo	1
Magana tan malabir may dwara ya wadyad teller, accomodating met kahit papaano.	1
Magand ang kalidad ng serbisyo	1
Magand dito dahil 5alagang inaassist ka tlaga nila	1
maganda	13
Maganda ang customer g service ng landbank kabacan peru napansin ko lng kulang ng space pag maraming tao but so far so good naman.I like it	1
Maganda ang facilities and madali ang mga transaction. Keep up the good work	1
Maganda ang flow ng transaction	1
Maganda ang inyong serbisyonang ginabigay lalo na sa lahat kasi pantaypantay lang ang masasabi ko lang is keep up the good work .	1
Maganda ang kanilang pag seservice dito sa landbank kesa sa ibang bangko na napuntahan namin	1
Maganda ang kanilang pakikitungo at serbisyo.	1
Maganda ang kanilang serbisyo	9
Maganda ang kanilang serbisyo at ako ay kanilang inatupag ng maayos	1
Maganda ang kanilang serbisyo sa bawat punta ko sa branch wala akong masabing negatibo	1
Maganda ang kanilang serbisyo sa mga client at mabait po sila	1
Maganda ang kanilang serbisyo sa mga tao at mababait po sila	1
Maganda Ang kanilang serbisyo Wala masasabi	1
Maganda Ang kanilang serbisyo😊	1
Maganda ang kanilang serbisyo.	1
Maganda ang kanilang service. Very fair at maayos ang lahat.	1
maganda ang kanilang services na binibigay nila sa mga customer pinaparamdam nila na safe ang kanilang account	1
maganda ang kanilng pagseserbisyo	1
Maganda ang kanilng pamamalakad	1
maganda ang kanilng serbisyo at mababait ang mga teller	1
Maganda ang mabilis ang serbisyo po	1
maganda ang mga services	1
Maganda ang naging pagbigay ng kanilang serbisyo. Nabubigaybdin ang magandang ekspiknasyon sa mga gagawin.	1
Maganda ang naging serbisyo nila sa akin. Hindi ako nahirapan mab open ng aking acc. Dahil sa tulong ng mga immersion students.	1
maganda ang naging tugon sa pag bisita ko sa bangko kaya wala na po akong masabi. Im thankful at greatful sa kanilang serbisyo	1
maganda ang pag asikaso mam cholita	1
Maganda ang pag assist po sa aken ng stap ng land bank at maayos ang pag tulong sa akin ni ma'am Venus javellana sa pag open account at mabilis po ang process	1
Maganda ang pag entertain sa akin ng mga staff sa land bank midsayap😀😀	1
maganda ang pag trato nila sa mga applicant at mhinahon sila mag salita.	1
Maganda ang pag.aasikaso mabilis ang proseso	1
Maganda ang pagtrato ng mga empleyado	1
Maganda ang pakikipag usap sa serbisyo	1
Maganda ang pakikitungo ng mga empleyado sa mga client	1
Maganda ang pakikitungo po nila..	1
Maganda ang pakikitungo sa mga clients. Very well served.	1
Maganda ang pamamalakad at very welcoming ang mga staff	1
Maganda ang pamamalakad nang MGA employee	1
maganda ang patakaran at mabilis ang proseso, salamat LBP	1
Maganda ang proseso	2
Maganda ang relation	1
Maganda ang sebisyo ng landbank	1
Maganda ang serbesyo mabait ang mga workers and maneger	1
maganda ang serbesyo mabilis ang transaction	1
Maganda ang serbisyo	38
Maganda ang serbisyo at easy to access Ang transaction	1
Maganda ang serbisyo at maasikaso ang mga staff pati nrin nang mga security guard. Nawa'y magpatuloy sa mga Gawain nararapat	1
Maganda ang serbisyo at maayos.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maganda ang serbisyo at mabilis	2
Maganda Ang serbisyo at mabilis Ang transaction. Mababait at magaganda Ang tellers.	1
maganda ang serbisyo at mga naka ngiti ang mga empleyado	1
maganda ang serbisyo at napaka babait ng mga employees	1
Maganda ang serbisyo at satified po.Mabilis and smooth	1
Maganda ang serbisyo kahit kulang ng tao	1
Maganda Ang serbisyo keep up the goodwork	1
Maganda ang serbisyo mababait po ang mga empleyado	1
maganda ang serbisyo ng land bank at mabilis	1
Maganda ang serbisyo ng Land Bank Lucena Guinto, sobrang bait at magalang ang mga teller. Thank you, i suggest na qag baguhin yung pagiging polite ng mga staff. I rate 100% sa mga duty na teller today 06/03/2024. Please give them a rewards.	1
Maganda ang serbisyo ng landbank	3
Maganda ang serbisyo ng landbank ,maganda maki pag usap sa mga..aplikanti	1
Maganda ang serbisyo ng landbank at mababait ang mga employees dito	1
maganda ang serbisyo ng landbank at mababait pa ang mga staff,hindi ka pa matagal ang trassaction.	1
Maganda Ang serbisyo Ng landbank dito sa bayan Ng cuenca. Magaling mag paliwanag Ng emplyado nlnoy dito. I recommend Sharon Rosales to extend service here in cuenca Batangas. Thank you and god bless.	1
Maganda ang serbisyo ng Landbank employees especially ang nag assist samin sa salary loans namin sa barangay	1
Maganda ang serbisyo ng Landbank lalo na ang teller accomadate nila ang mga customer. Salamat	1
Maganda ang serbisyo Ng landbank mababit po Kayo ma'am/sir.thank you po	1
Maganda ang serbisyo ng Landbank Nagcarlan Branch, mabilis magprocess ng transaction	1
Maganda ang serbisyo ng Landbank nagcarlan mabilis at maasikaso	1
Maganda ang serbisyo ng Landbank of Amlan, fair cila sa lahat nang customers nila. Napaka bait at pinapaintindi talaga nila ang mga steps na dapat mong gawin, may mga other tips and ways then cila on how to avoid issues or problem. Kudos to Maam who help us today.	1
Maganda ang serbisyo ng manga teller sa new account😁	1
maganda ang serbisyo ng mga staffs	2
Maganda ang serbisyo ng mga teller na si Mitch at si Pattie. Mabibilis compare sa ibang bangko. Expert sa kanilang trabaho. Kudos!	1
Maganda ang serbisyo ng paso de blas branch	1
Maganda ang serbisyo nila dito	1
Maganda ang serbisyo nila kaya ok naman na..wala na aq maisasuggest.	1
Maganda ang serbisyo nila sa mga client	1
Maganda ang serbisyo nila sa mga Client, Salmat	1
Maganda ang serbisyo nila.	1
Maganda ang serbisyo nila. Mabait	1
Maganda ang serbisyo nya salamat ma'am (Marceline T. Gumuwang)	1
maganda ang serbisyo para samasama tayong lahat para munlad ang land bank	1
maganda ang serbisyo po	1
Maganda ang serbisyo sa kasalukuyan at walang problema sa mga transaksyon	1
maganda ang serbisyo sa landbank	1
Maganda ang serbisyo sa Landbank Paso de Blas.	1
maganda ang serbisyo! salamat landbank	1
Maganda ang serbisyo.	3
Maganda ang Serbisyo. Maraming salamat kay sir Avic Galangera sa maayos na pag assist.	1
Maganda ang serbisyo. Sobrang matulungin sa aming mga hrap mag asikaso ng kailangang pirmahan	1
Maganda ang serbisyo...wala ako masabi kase napaka professional ang mga employers.	1
maganda ang serbisyon mabilis ang transacsyon	1
maganda ang service	3
Maganda ang service at nakangiti ang ang employees from guard to counters.	1
Maganda ang service ng Landbank Nagcarlan Branch at nakakatuwa ang mga empleyado dahil mababait sila. Ipagpatuloy lang nila ang mabuting gawain nila sa trabaho	1
Maganda ang service ng landbank staff	1
Maganda ang service nila lalo na sa front Desk. Very accomodating at understanding. Mahinahon nilang ginaguide ang mga clients. Kudos 🩵	1
Maganda ang serviceNa-accomodate ng maayos ang client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maganda ang serviso ng lanadbank sna ipgpatuloy nyo ang mangandang pageseserviiso nyo sa mrrming tao maraming salamt poh landbank	1
Maganda ang sirbisyo po salamat nang manga taga landbank	1
Maganda ang sistema ng Landbank, walang delay sa aking mga transaksyon.	1
Maganda Ang Sistema Ng pila. Napaka-ayos .	1
maganda ang transaction mabilis at super bait pa nila.😘	1
maganda ang trantsaction mabilis at ang babait pa nila😊	1
Maganda Ang urgent	1
Maganda araw po madali po sila kausap pinakiharapan po nila ako ng maayos salamat po	1
Maganda at convenient ang inyOng serbisyo,keep it up po😍	1
Maganda at maaayos ang serbisyo lagi keep it up po. Thank you po kay Ma'am Katrina sa efficient na transaction. God bless Landbank Solano Branch	1
Maganda at maayos	1
Maganda at maayos ang pakikitungo sa amin sa transaction at naibigay ng wasto ang serbiyo salamat	1
Maganda at maayos ang serbisyo ng LBP Nagcarlan Branch. Nakakatuwa ang mga empleyado dahil magaling at mabilis mag asikaso ng transaction	1
Maganda at maayos naman po ang serbisyo nyo	1
Maganda at maayos po	1
Maganda at mabait	1
Maganda at mabait ang mga empleyado	1
Maganda at mabait nag assist mabilis ang process mam ma ezalyn canseco maraming salamat po.	1
Maganda at mabilis ang inyong serbisyo ipagpatuloy lng ang nasimulan. Salamat	1
Maganda at mabilis ang naging transaction ko sa Landbank Nagcarlan branch	1
Maganda at mabilis ang proseso	1
Maganda at mabilis ang proseso at mabait mga empleyado...	1
maganda at mabilis ang serbisyo na binigay ng landbank parang branch.	1
Maganda at mabilis na proceso	1
Maganda At Mabilis Na serbisyo	1
Maganda at mabilis po ang service. Mababait din po ang mga workers and very accommodating po.	1
Maganda at mabilis sa process	1
Maganda at mabilis Yung serbisyo nila	1
maganda at mahusay na empleyado.	1
Maganda at makakapag katiwalaan	1
maganda at masisipag ang mga emplaydo	1
maganda at nakatulong mahusay	1
Maganda at palagi silang nakangiti	1
Maganda at responsible ang mga empleyado at mababait sila	1
Maganda at sobrang ayos ng serbisyo	1
Maganda at walang delay sa aking mga transaksyon.	1
Maganda at walang problema ang transaction ko salamat	1
Maganda kase di na kame pumipila kinukuha agad ni kua guard verry fast transaction thank you din po kay maam sa releasing	1
Maganda kasi po tumutulong po mga stuff ninyo at mabilis parapo sakin maraming salamat po madam/sir would you like to service?. Little yes or no	1
maganda kc maraming NAC's	1
Maganda mag entertain ng client and very pleasant.	1
Maganda magassist at mabait	1
Maganda magserbisyo sa mga kliyente	1
maganda magtanggap ng tao, madali maintindihan ang sinasabi, good job good luck	1
maganda n poang inyong serbisyo.salamat po	1
Maganda na ang serbisyo	1
maganda na ang serbisyo sa loan	1
Maganda na at wala naman naging problema	1
Maganda na kaagad Ang inyong serbisyo katulad malang sa customer service ninyo masyadong ma accommodating sana Hindi mag Bago Marami Ang aking pasasalamat at napadali Ang aking transaction	1
Maganda na po ang sebisyo	1
Maganda na po ang serbisyo ng bangkong ito.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maganda na po Ang Service ng Landbank, very accommodating Ang lahat ng staff dito.	1
Maganda naman	1
maganda naman ang proseso ng landbank at mababait ang teller	2
maganda naman ang serbisyo	1
Maganda naman ang serbisyo ng mga taga landbank	1
maganda naman ang serbisyo,mabilis	1
Maganda naman na	1
Maganda naman pamamalakad ng quirino branch	1
Maganda naman pamamalakad tsaka walang kapitan	1
maganda naman po ang approach sakin ng mga stuff sa ngayon wala po naman ako na kitang kahit ano na dapat na improve satisfied naman po ako sa serbisyong na tanggap ko lalong lalo na kay sir santos napaka approachable po niya mabait at laging naka ngiti	1
maganda naman po ang inyong serbisyo thank you	1
maganda naman po ang pag-assist nila mabait po	1
maganda naman po ang process sa system nila	1
Maganda naman po Ang Serbian ng LBInfanta????	1
Maganda naman po ang serbisyo na nareceive ko po sa branch na ito sa landbank at napaka bait at matulungin ang staff wala naman po akong maisusuggest dahil naging mabuti naman po ang aking experience dito	1
maganda naman po ang serbiyo ng landbank dau mabait ang mga tao at guards matulungin sila at hnd masungit	1
MAGANDA NAMAN PO SOBRANG MAGANDA NAG PAGSESERBISYO NILA	1
maganda naman po.may mga conting improvement lang po ty.	1
Maganda naman service	1
maganda napo ang inyong serbisyo	1
maganda nmn ang serbisyo at wala n akong masabi pa.	1
Maganda pag-assist nila and mabibilis kumilos, ma respect sa bawat client.	1
Maganda pakikitungo sa client good communication po c mam venus javellana thank you po	1
Maganda po	1
Maganda po ang inyong serbisyo at mababait ang mga tao	1
maganda Po ang kanilang pag assist wala pong problema, mabait p si mam	1
maganda po ang kanilang serbisyo	1
Maganda po ang kanilang serbisyo!	1
Maganda po ang kanilang serbisyo.	1
Maganda po ang kanilang service	1
Maganda po ang kanilang sirbisyo mabait po sila	1
Maganda po ang LAHAT Ng serbisyong ibinagay po sa akin at Wala po Akong masabi	1
Maganda po ang naging serbisyo sa akin sa pagtulong sa iaccess service po.	1
Maganda po ang naging serbisyo sa mga magsasaka at ipagpatuloy pa po ang magandang serbisyo.	1
Maganda po ang pag accommodate sa mga Kailangan namin at mabilis po ang processing.	1
Maganda po ang pag assist dto sa landbank specially to Ms Venus Javellana were really satisfied, thankyou po!!	1
Maganda po ang pag assist ng mga empleyado maganda po ang pkikitungo nilang lahat	1
maganda po ang pakikitungo ng mga emplyado ng landbank	1
Maganda po ang pakikitungo sa client	1
Maganda po ang proseso at mabait sila sa mga kliyente.	1
Maganda po ang sebisyo niyo	1
Maganda po ang serbisyo	1
Maganda po ang serbisyo at mabilis ang proseso	1
Maganda po ang serbisyo at sobrang bait po ng inyong teller .	1
Maganda po ang serbisyo ng Landbank	1
Maganda po ang serbisyo ng mga empleyado ng Landbank	1
Maganda po ang serbisyo ni mam Jackie at mabait po cla maasikaso at mabilis ang proseso	1
Maganda po ang serbisyo po nila.	1
Maganda po ang serbisyo. Mas magiging maganda po kung magkakaroon mg expansion para sa mas malaking clientile service. Salamat po.	1
Maganda po ang service naaasikaso agad ng mga empleyado mga customer. Salamat po sa service.	1
Maganda po ang service ng Landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maganda po ang service nila	1
maganda po ang service nila samin lalo saming mga istudyante, madali sila ma-approach at mabilis lang ang process sa pag-gawa ng atm account.	1
maganda po ang service nila.salamat po	1
Maganda po at mabilis ang proseso at mababait po mga teller thank you po	1
Maganda po kayong mag asset or serving	1
Maganda po pagassist ng mga staff	1
Maganda Po Pakikito Nang Opisina Na ito At Madali Lang Ang Pag Process	1
maganda po sya mag assist. maganda mkkitungo	1
Maganda po un programa ng landbank	1
Maganda po ung pagserve nyo sa mga kleyente. Saludo po ako sa inyo!	1
Maganda sa landbank kasi maasikaso sila mababait yung mga empleyado hanggang guardia matutulungin pati mga nag Oojt thank you	1
MAGANDA SERBISYO	4
maganda serbisyo at mabilis	1
Maganda serbisyo at magandang pakikitungo sa mga mamayanan	1
maganda serbisyo mababait ang empleyado	1
Maganda serbisyo nila at mababait po Ang mga tauhan sa landbank legaspi po	1
Maganda serbisyo nila at madali kausap	1
Maganda serbisyo nila patungkol sa loan, at mabilis naman, Salmat	1
Maganda serbisyo nila, at masayahin sila	1
Maganda serbisyo po	1
Maganda services	1
Maganda st mabilis ang service	1
Maganda system	1
Maganda talaga ang kanilang service dito sa lanbank calinan. Yung mga staff mababait talaga at attentive pa friendly service talaga . Kuhang kuha nila ang good quality service na hinahanap ko san ganito lahat ang bank satisfied client here.	1
Maganda treatment ng mga empleyado	1
maganda ung pag entertain ng mga kleyente nila at mababait po sila	1
Maganda ung processing	1
Maganda ung program na sikat saka	1
Maganda yung program ng lanfbsnk na piso account para sa mgs estudyante	1
maganda yung proseso at transaction	1
Maganda yung serbisyo at mabilis ang process	1
Maganda yung service	3
Maganda yung service mabilis yung transaction	1
Maganda yung services na binibigay ng mga staff, very Approachable.	1
Maganda, Maayos at mabilis ang serbisyo ng mga tao sa Annapolis Landbank. Salamat po	1
Maganda, malinis at maayos at higit na mabilis ang tracnsaction kaysa sa ibang banko. Honest Lang	1
maganda, malinis, mabait sa customer thank you and godbless	1
Maganda, masayahin,at maasikaso sila sa kanilang client	1
Maganda/Maayos ang serbisyo po ng landbank Calbayog	1
Magandang ang pag approach sa Client's.	1
Magandang ang pagserbisyo sa mga tao,,,,	1
Magandang ang serbisyo mabilis at maayos	1
Magandang ang serbisyo ng lanbdbank	1
Magandang Araw po. Para po SA akin maganda po ang pagdadala ninyo SA mga kleyente, Kami po ay lubos na nasiyahan na kami po ay nabigyan nang panahon na Kami po ay inyong napagbigyan nang panahon at ora's. Maraming salamat po and God bless.	1
Magandang at mabilis na serbisyo po palagi :)	1
Magandang customer service at mabilis natapos ang transaksyon.	1
Magandang mamamayan	1
Magandang pagseserbisyo	1
Magandang pakikitungo ng mga employee	1
Magandang pakikitungo sa pag oopen ng account si Ms Venus very good, very polite and good service 100% keep ut up.	1
magandang pakikitungo sa tao.	1

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Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maging maayos lng Po ang pag asses	1
Maging maayos na miyembro	2
Maging maayos pakikitungo sa mga tao	1
Maging maayos palagi ang pamamalakad.	1
Maging mabait lang	1
Maging mabait lang palagi sa client.	1
MAGING MABAIT LANG SA CLIENT.	1
Maging mabait lang sa lga costumers na nangangailangan ng assistance.	1
Maging mabait lang sa mga customer.	1
Maging mabait mga empleyado	1
Maging mabait pa lalo at maging matulungin sa mga baguhan na mga client na papasok sa loob ng opisina.	1
maging mabait sa clients	1
Maging mabait sa mga client	1
Maging mabait. At magalang	1
Maging mabilis Po Ang kilos Ng serbisyo po	1
Maging mabuti	1
Maging mabuti sa mga costumer at maging mabait	1
maging mabuting empleyado sa pamahalaan	1
MAGING MAGALANG	1
Maging magalang at maayos kausap sa mga kliyente...At kailangan na mabilisan aksyon sa mga problema	1
maging magalang at madaling lapitan sa mga katanungan	1
Maging magalang at masaya sa lahat ng customer	1
maging magalang po sa lahat ng mga kliyente.	1
Maging magalang sa kahit sinong tao na appasuk sa inyung opisina	1
Maging magalang sa mga customer	1
Maging mahinahon at mapagpasensya sa mga cleyente at maayos na pila	1
maging mapag unawa sa mga taong walang alam	1
maging mapagkumbaba at kahit pagod naka smile padin para sa mga customer	1
Maging mapanuri pa	1
Maging mas mabilis pa ang transaction	1
maging masayahin lng trabaho	1
maging masinop at magalang	1
Maging masipag	1
Maging matapad sa tao	1
Maging matapat at masipag sa trabho	1
Maging matapat s trabho	1
Maging matapat sa trabho	1
maging matiwasay ang pila..	1
Maging mlsipag pa Lalo at mapabuti pa Lalo ang inyong serbisyo	1
Maging patas	1
Maging patas sa mga miyembro ninyo.	1
maging resposable	1
Maging stable ang kuryente, para durudritso an transaction.	1
Maging stable po Yung magandang asal NG mga guard sa amin at sa mga taohon NG landbank	1
maging tapat para sa serbisyo	1
maging tapat.	1
Maging tutuo lamang po sa lahat usapan	1
magkaron po plagi tayo ng maganda o maayos na pamamalakad..	1
Magkaroon ng karagdagang paalala kapag nagdedeposit sa ATM, at kung nareceive na ang ipinadalang pera lalo na kung nagdedeposit sa account para sa anak na nag-aaral na nasa malayong lugar, kahit sa pamamagitan lang ng txt messages or email account ng Cliente..Thanks!	1
Magkaroon ng lane	1
Magkaroon Ng maayos na pila	2
Magkaroon ng maayos na pila .	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Magkaroon ng office sa moncada para sa ibang Transaction pa	1
Magkaroon ng online transfer	1
Magkaroon ng priority ang mga buntis at senior at may dalang bata salamat po	1
Magkaroon ng priority ang mga buntis at seniorSalamat po	1
Magkaroon ng priority ang mga senior at may dalang bata at seniorSalamat po	1
Magkaroon ng priority lane	3
Magkaroon ng PRIORITY sa anumang uri ng transaction like RELEASING A.T.M	1
Magkaroon ng priorty lane .	1
Magkaroon ng public cr para sa client	1
Magkaroon pa ng dagdag programa n makaka2long s mga 4ps benifits	1
magkaroon pa ng mga bagong serbisyo	1
Magkaroon sana ng mas maraming teller	1
Magkroon ng priority lane	1
Maglagay ng aircon dahil sobrang init sa loob.	1
Maglagay ng aircon sa banko	1
Maglagay ng aircon sa loob ng bank.	1
Maglagay ng atm machines sa mga grocery en malls	1
Maglagay Ng ATM sa palengke para may ibang magamit.	1
maglagay ng monitor na kung saan ay makikita ng mga customer ang # na hawak nila..	1
maglagay ng number sa screen	1
Maglagay Ng pera amount SA mga account SA Tamang oras o araw SA nakatakdang sahod at wagpag-antayin ang mga myembro Ng inyong kumpanya upang di madismaya ang mga myembro Ng inyong kumpanya at upang Di mag karuon Ng agam agam SA kanilang isipan.	1
Maglagay ng TV with numbers like now serving para aware yung mga tao sa pila kung anong number na yung pinaprocess kung di man nila marinig agad yung tawag. :)	1
Maglagay pa ng mga employees upang maging mas madali ang transaction at upang mas magaan ang ibang transaction.	1
Maglagay pa po ng aircon	1
Maglagay po sana ng maayos na waiting area sa labas	1
Maglagay sa bawat sangay kung paano ang pagpunta sa FSSC-IV A.	1
Maglingkod at sumunod sa alintuntunin	1
Magnda ang pag bigay serbisyu lalo na sa mga nakakarami	1
Magnda at maayos na serbisyo	1
Magnda po ang serbisyo no Landbank	1
Magnificent service provided by Ms. Arlene Piamonte of Landbank Samson Rd. Caloocan City. She was well-presentable and super entertaining. The applicant can't be boring with her being in charge of the application. Keep up the good work and always bring a smile to many citizens.	1
MAGPA SEMINAR	1
Magpadayon ang pag assist sa mga sama kanamo nga mag open account. Mag explain ug tarong sa dapat among I submit para maka open mi. Magpadayon nga matinahuron ug pasensyosa.	1
Magpaliwanag pa ang CC na sinasabi po.	1
magpapasalamat po ako dahil nabigyan nyo kami nito, malaki pong tulong sa amin	1
magpatuloy Ang programa para s mga magsasaka.	1
magpatuloy lang ang maganda at mabilis na pag tulong sa nangangailangan	1
magpatuloy po ang proggramang ito ng and bank	1
Magtakda ng kahalili	1
Magtrabaho ng maayos para sa ikakabuti ng aming barangay	1
magtulungan	2
Magtulungan upang mapadali at mapabuti Ang kabilang serbisyo.	1
Magtutulongan ang grupo	1
Magtutulongan, sa isat' isa sa bawat meybrow	1
Mahaba ang pasensya at magalang	1
mahaba ang pasensya ng staff sakin kahit na namamali ako ng pagsusulat pero inaalalayan pa din ako	1
Mahaba ang pila kasi madami ang naga transact.Sana iba ang pila ng BIR para di matagal.Buti nlang malamig ang office di masyado kapagod mag.antay	1
Mahaba ang pila palagi.	1
Mahaba ang pila pero mabilis namin nakuha ang aming atm na mga 4ps	1
mahaba pila pero good transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mahal ng service charge	1
Mahal po ang print ng transaction history. Sana maimprove iyong price, mas bumaba.	1
Mahandang mag approach sa clients	1
Mahigit isang taon na sira ang aircon ng branch na to. Kapag tinatanong ang empleyado lagi sinasabi na on process ang pagpapalit ng aircon. Mahigit isang taon na wala pa rin aksyon. Kawawa na customer may senior pa na nakita ko nahihirapan sa init pati empleyado nyo lalo kawawa. Sana maaksyunan na to ng head office ng Landbank	1
Mahin hin at maayos makiusap	1
Mahina aircon mainit pero ok ang serbisyo at mababait ang mga empleyado	1
Mahirap sumagot ng survey dahil kailangan naka internet pa mahina naman signal	1
mahuhusay	14
Mahuhusay ang empleyado sa landbank..	1
Mahuhusay ang mga tao dito.	1
mahuhusay lahat	2
mahuhusay sila	2
Mahusay	25
Mahusay ang binibigay na tulong at approachable ang mga trabahante rito.	1
Mahusay ang kanilang pag sisilbi sa mga taong pumapasok sa u.n avenue land bank	1
Mahusay ang pag tatrabaho nila	1
Mahusay ang serbisyo	1
Mahusay Ang serbisyo at mababait Ang empleyado.	1
Mahusay Ang serbisyo Ng landbank.they are very approachable incomes you have a inquiry and kindly person as a public servant here	1
MAHUSAY ANG SERBISYO NG MGA EMPLEYADO	1
Mahusay ang serbisyo, paghusayan pa.	1
Mahusay ang teller sa pag-manage ng oras.	1
Mahusay at maasikaso salamt po	1
Mahusay at mabilis	1
Mahusay at Mabilis ang mga staff sa landbank malolos highway, salamat po kila Mam Lilibeth, Mam Fe at Mam Mariane sa mabilis na pagtulon sa aming transaction upang makabigay ng mabilis na serbisyo sa mga guro at mag-aaral.	1
Mahusay at mabilis ang transaction sa teller. Thank you mam justine at mam lerma	1
Mahusay at mabilis na serbisyo	1
Mahusay maghandle ng mga concerns and transaction si Mam Eden	1
Mahusay magpaliwanag	1
Mahusay magpaliwanag ang taong naka assign	1
Mahusay makipag usap	1
Mahusay makitungo at mabilis	1
Mahusay na ang serbisyo.	1
mahusay na pag lilingkod	1
mahusay na pakikitungo ng empleyado	1
mahusay na pakikitungo ng mga empleyado	1
Mahusay na po	1
Mahusay na serbisyo	1
mahusay ng pikikitungo ng mga EMPLEYADO mabilis na serbisyo	1
Mahusay po ang serbisyo nila	1
Mahusay sila kausap tungkol sa Pag open account	1
Mahusay!!	1
mahusqy	1
maibahagi ang ilang transaksyun n kinakailangan lalo n s pag online ng transaksyu	1
mainam ang serbisyo lalo na sa mga residente dito sa echague. at napaka professional nila mag assist ng mga clients nila.	1
Maingay nga lng yung guards kukuwentuhan hehe eme	1
Mainit	1
MAINIT ANG BANKO	1
Mainit palitan na aircon	1
mainit sa gilid	1
Mainit saloob	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maintain	2
Maintain 2 teller every day.	1
Maintain a good accomadation	1
Maintain a good and excellent service to client	1
Maintain a good public services to clients.	1
maintain a good service	1
Maintain a good service to ourv people	1
Maintain ang services.	1
Maintain at mabilis ang transaction.	1
Maintain being approachable to your customers for better communication	1
maintain being costumer freindly.	1
Maintain being good at work	1
Maintain best practices.	1
Maintain customer friendly bank services	1
Maintain excellent service	1
Maintain excellent service.	1
Maintain good attitude and clients satisfaction	1
maintain good coomunication with every clients	1
Maintain good costumer sevices	1
Maintain good customer service	1
Maintain good customer service and respect time of other people	1
Maintain good dealings with clients, add greetings whether ordinary or big clients, thank you very much for the continued service	1
maintain good quality service good job!	1
Maintain good relationship in the office	1
maintain good relationship to all clients	1
maintain good service	1
Maintain good service to clients.	1
maintain good service,thank you god bless and more power po!	1
maintain good service.	1
Maintain good services	4
Maintain good services to the customer's transactions	1
Maintain good services😊	1
Maintain good services.Very satisfy Napaka generous.	1
maintain great job in serving your client	1
maintain high quality to serve people	1
Maintain it	1
Maintain nicer to client	1
Maintain politeness to clents.	1
Maintain strong definition of responsibilities associated with friendship to client	1
Maintain teh usual prompt service. Thank you.	1
Maintain the accommodating atmosphere to clients	1
Maintain the accommodating spirit to clients	1
Maintain the best office practices as monthly implemented	1
Maintain the citizen charter and improve more	1
Maintain the corteousness	1
Maintain the courtesy	1
maintain the current service	1
Maintain the excellence of the front desk tellers	1
Maintain the excellent service	1
Maintain the excellent service for everyone	1
maintain the excellent service special mention to The Branch Manager Ms Maila Espiritu and to all staff of the branch specially to Mr Mark San Jose and his supervisor Ms Penny Bodiao for the efficient/excellent service your service truly manifested the ideal public servant.	1
Maintain the excellent service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maintain the good and accommodating characteristics of your employees..and excell more	1
Maintain the good attitude	1
maintain the good behavior of all staff. Thank you.	1
Maintain the good customer service.	1
Maintain the good intertain your client ma'am @ sir. Godbless	1
MAINTAIN THE GOOD QUALITY SERVICES TO THE CLIENTS. KUDOS TO THE PERSONNEL WHO HANDLED MY UNDISPENSED COMPLAINT	1
Maintain the good relation startedThe manager was very accommodating	1
Maintain the good relationship with the client especially how to approach the client	1
Maintain the good service	7
Maintain the good service in the office	1
maintain the good service that was seen in this agency	1
Maintain the good service to all clients.	1
Maintain The Good Service to the people	1
Maintain the good services	1
Maintain the good services.	1
Maintain the good smile especially the officer	1
Maintain the good work	1
Maintain the great service they are doing for their clients	1
maintain the great service! It's a happy and easy transaction whenever i'm here at lbp - lemery	1
Maintain the helpfulness of the employees	1
Maintain the hospitality and politeness of the staff. It's always wonderful to transact when the staff are courteous.	1
Maintain the kindest diplomatic way of attending/entertaining your bank clients.	1
Maintain the office procedure and the staff who so courteous and polite	1
Maintain the positive vibes everyday	1
Maintain the quality of service for the clients. Thank you :)	1
maintain the smooth transaction and regular monitoring of staff behavior toward clients	1
Maintain the smooth transaction and regular monitoring of stff behavior towrads clients	1
Maintain the very good customer service. The Manager is very approachable and very very nice to all clients. Masayahin at mapakumbaba.	1
Maintain the warm smile!	1
Maintain to be humble and patience to every client and always uphold your mantra SMILE	1
Maintain warmth, respect and quality service to cllients	1
Maintain your excellent service to your clients	1
Maintain your excellent service. Wonderful	1
Maintain your Excellent Services to every individual.	1
Maintain your friendly smile to everyone	1
MAINTAIN YOUR GOOD SERVICE. GOD BLESS!	1
Maintain your good services to all the costumer...Goodluck And God bless	1
Maintain your good swervice for all your clients	1
Maintain your kindness,understanding and very approachable employees	1
Maintain your quality service	1
Maintain your service	1
MAINTAIN YOUR SERVICE WITH KINDNESS TO EVERYBODY.	1
maintain your service/recommend that your parking is very short, so I will recommend to the manager of this office should be expanded for your client, thank you for consideration	1
Maintaine the good services u render to ur clients and stay gud and respectful to each and everyone.	1
Maintained the good service always	1
maintained the good transaction	1
Maintining good customer sirvice	1
Maipagpatuloy ang magandang nasimulan serbisyo at mas lalu pang palawakin un lang salamat...	1
Maka aircon unta arun bugnaw hangin	1
Maka aircon unta ug tarung landbank danao para nindut ug hapzay	1
maka sulod sa bank nindut ang paminaw	1
Makakatulong ito saming nga nangangailangan	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Makapasalibukag ken makaparagsak nu innak mangala ti pension ko ti landbank roxas aggapgapu kadagiti personnel nga kanayon nga nakaisim da sir harold ken Ma'am angel nga haan nga agsarding ti panag taraki ken panaglasbang da	1
Makasirbisyu	1
Makati atrium Branch has excellent customer service	1
Makati atrium good services	1
Makati atrium your so verygood...	1
Make a bigger reception area	1
make a clear voice and more patient to customer	1
Make a coffe table	1
Make a Landbank savings superapp with high interest savings	1
Make a way that ATM be available at all time	1
Make all transactions digital and paper lite	1
Make ATM services available all the time if possible, if not inform customer in advance..	1
Make Citizen Chart more visible	1
Make citizen charter large for people to see and read. Thank you.	1
Make deposits & other transactions paperless	1
Make easy for the customers to withdraw money in any machine in any branch	1
Make employees are more attentive to clients.	1
MAKE EVERY TRANSACTION FAST AND CONVENIENT ALWAYS.	1
Make iAccess more accessible on recovery online when blocked unintentionally. Have a more easy online recovery for us your clients which we are verified properly online	1
make it 4pm ang closing	1
make it bigger building to accomodate more custromer	1
Make it bigger so that even old customers could able see it in a distance.	1
Make it branch	2
Make it Easy and trusted	1
Make it fast and easy and be kind always to your costumer or clients	1
Make it fast the services	1
Make it faster	1
make it faster a little bit per transaction	1
Make it infographical or have a video tv that tackles about your informations	1
make it little bit fast when it comes to deposits	1
make it more fast every transactions especially in opening new accounts, so tagal, aabutin ng ilang oras kasi minsan may mga sumisingit lalo pag kakilala ng employee hayst unfair super honest comment	1
Make it more paperless.	1
Make kiosk	2
Make online banking easier - weAccess	1
Make services faster	1
Make sure that when someone open a bank account to sure that he/she can use it with ease. All the activation and permission was permitted before he/she live the branch. Thank you.	1
Make terms and conditions readable on paper. Quality of print looks deceptive as it is impossible to read due to quality and small font size	1
Make the cash deposit machine function	1
Make the CC larger.	1
Make the CC more noticeable.	1
MAKE THE CC MORE VISIBLE TO CLIENTS	1
Make the citizen's charter more visible to customers/clients	1
make the forms available online so we can accomplish it & print it ahead of time	1
make this document an official form with other document number	1
Make this form anonymous so that you can gather really honest information.	1
make this survey available online for easier answering	1
Make tour facily a little more bigger and spacer for clients comfort esp senior citizen	1
Make your online banking accessible for checking accounts.	1
Makes you costumer compostable and feel protected in every transaction. Plus don't call the company name call the representative via real name.	1
Makinig sa mga alituntunin at sumunod sa patakaran	1
Makinis sa paligid	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Makipag unayan sa mga tao upang madaming tao Ang makisama sa serbisyo ninyo	1
Makipaunayan s landbank	1
Makitungo pa ng maayos sa mga client .. salamat po	1
malabo ang mata ko kaya mabagal ako pumirma pero tinuturo pa rin nila ng mabuti kung ano ang gagawin ko mahinahon din sila	1
Malakas na AC and cleanliness	1
Malaki ang tulong ng loan para saaming mga mang gagawa. Panatiliing mabait at mapagpasensya	1
Malaki halaga dahil nauunawaan manga tao.	1
Malaki na ang pinagbago ng landbank..date masusungit ang mga staff dito ngayon hindi n..very approachable n sila nakasmile agad sila at si guard malaking tulong s pag open ko ng account.salamat	1
Malaki pong naitulong ng landbank sa pag open ng aking bagong accounts,mabilis at maayos..tinulungan ako ng ng open sa akin ng accounts Yung lalaki sa counter	1
Malaki tulong po ang landbank floridablanc sa lgu dahil d n po kami pupunta sa guagua at sn fido para ma transact ang aming mga transactions.Very fast at accomodating staff.	1
Malaking bagay sa amin na matamis na ngiti ang isasalubong sa amin ng mga energetic na employeee.Isa si Miss Mercy Rieza sa mga nagpapagaan sa aking pagod kapag pumapasok aq sa Landbank dahil matamis ngiti ang isinasalubong nya sa amin na mga kliyente nyo at bukod pa dun parang di nauubusan ng energy. At ang gusto ko sa kanya, kahit teller sya pwede ka sa kanyang magninquire ng tungkol sa i-access. Ang mahalaga sa kanya ay maibigay nya ang kanyang magandang serbisyo sa lahat.	1
Malaking office space po sana	1
malaking tulong ang 4ps para sa pamilya ko at para sa pag-aaral ng mga anak ko	1
Malaking tulong ang opisina dito lalo na sa mga kalapit-bayan dahil hindi pa namin kailangang bumiyahe papunta sa ibang branch.	1
Malaking tulong po ito para samin	1
Malaking tulong po ito sa pamilya ko salamat po.	1
Malaking tulong po Lalo na sa mga ofw na nangangailangan ng serbisyo nyo po na pwedy nyo po pag katiwalaan na mag pahiram po samin.	1
Malaking tulong po nakuha na namin ang aming 4ps atm . Mabilis lamang ang pag rerelease	1
Malaking tulong po sa Amin	1
malaking tulong po sa aming pamilya ang landbank	1
Malamig at maliwalas ang kanilang kapaligira at mababait ang mga trabahador	1
MALAPIT NA MATAPOS ANG AKING NILALAKAD NA TRANSACKSYON. MERRY CHRSTMAS TO ALL	1
Malibis	1
Malihis sa paligid	1
maliit po yung office pero over all. Maganda at approachable ang staff.	1
malilis at mabubuti and nagsusunod sa mga protocols	1
Malinaw at mabolis ang proseso	1
Malinis	75
Malinis ang ATM area.	1
Malinis ang bangko	3
Malinis ang bank	8
Malinis ang bank nila	1
Malinis ang brach at malamig	1
Malinis ang branch, maaliwalas. Friendly ang staff. Nakangiti silang lahat.	1
Malinis ang branchMababait ang staff at mga guardMaraming salmat	1
Malinis ang kanilang bangko	1
MALINIS ANG KANILANG BANK	1
Malinis ang kanilang paligid	1
MALINIS ANG KANILANG TRABAHO	1
Malinis ang lugar	1
Malinis ang paligid	6
Malinis ang process	1
Malinis Ang proseso	1
Malinis at Maaliwalas	1
Malinis at maayos	2
MALINIS AT MAAYOS ANG BANGKO	1
Malinis at maayos na serbisyo	1
Malinis at mabilis silang kumilos kaya wala na akong masasabing iimprove nila dahil,magagaling po sila at mababait..salamat po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Malinis at maganda ang pakikitungo ng mga empleyado	1
Malinis at maganda sa branch, malamig ang aircon at komportable. Mababait lahat ng officers at staff	1
Malinis na ang paligid	1
Malinis sa kanilang bank	1
MALINIS SA PALIGID	6
Malinis sila sa bangko	1
Malinis sila sa bank	1
Malinis sila sa paligid	3
malinis yung facility,friendly staff,fast transaction,recommended bank	1
Malinis, maayos at mabilis ang kanilang services.	1
Malipay ko nga naapil ko og tungod sa aking pamilya para sa mga panginahanglanon	1
malipay ko nga naapil ko sa 4ps tugaed sa akong pamilya para sa akong pamilya para sa mga panginehaaglanon	1
malipay ko nga nakaapil ko sa Program og daghan salamat ora sa rosisya nga aray nadawat	1
malipaya k nga naka-apil sa mass program para sa maabong sa pag eskwela sa aking mga anak	1
malipayon ko sa ilang serbesyo	1
Malugay na ako daindi.	1
Mam assist with much courteous I felt so at ease and welcomed. Thank you po	1
Mam Brenda did made extra help to us beyond her scope of work.	1
mam cholita b. sesno was very accommodating & very helpful	1
mam cholly is very accomodating and security guard is accomodating too im very satisfy the service of landbank balibago	1
Mam is approachable. Thanks for the good service	1
Mam Javellana was very accommodating. The transaction was smooth and fast.	1
Mam Jenny is so approachable and able to do the, task and give her best to resolve	1
Mam Kim ballesteros very accommodating employee	1
Mam Kimberly gave an excellent service very commendable for a promotion.	1
Mam Mary Ann Apdua, made our transactions easy and fast.	1
Mam Mercedes Macanlalay is very assistive & friendly. Kudos!	1
Mam Rose is very accommodating. I like her service. I'm satisfied!	1
Mam Rose is very funny and nice. My lola and I are very satisfied with the service.	1
Mam Rose, thank you for a very smooth transaction. My daughter and I are very satisfied with your service.	1
Mam Sharon hindi ako mgpapasalamat, pero ang serbisyo mo s akin s pag oopen ng aking sss account, ay sobrang sobra at milyon milyong pasasalamat ay kulang pa. Sana lahat ay ganito sa lahat ng kliyente. Mabuhay ka. Pagpalain ka ng panginoong Diyos. Mommy Marilyn Marasigan Ghalya, Balagbag Cuenca Batangas	1
Mam Sharon Ramos and Ivy were very helpful with my request and acted on it within a reasonabale amount of time with great customer service! I am grateful for the help	1
Mam sharon rosales was very approachable for me ..Shes so kind and ..my transaction makes so easy.. Her service for me was 100% thank you so much po mam sharon..God bless	1
Mam Venus Javellana The transaction was easily done and the queries were directly answered Mam Venus provided quality and efficient service throughout the transactions.	1
Mam Venus Javellana The transaction was fast easy and was explained thoroughly. It only took a few minutes of time because the process was quick and Mam Venus is approachable and nice.	1
Mam venus on time and vey good in your task.	1
Mam Zandria is very kind and courteous. She assisted me in filling out the online application for opening of account without hesitation. She also explained to me the importance of the maintaining balance of my account and even informed me of the iaccess even if I did not ask.	1
mamabait po sila mga empleyado	1
Mamaganda ang serbisyo	1
Mamm Grace rosales , very good service and her has good expirance to sort out the every matters...im very satisfy for her service	1
manadalagan land bank is very good in services	1
Management and Staff are very courteous and Helpful all greeted with smile.	1
Management and staff are very courteous and helpful. All greeted with a smile	1
Manager Baliton is always ready to assist our WEACCESS queries to further enhance and expedite our financial transactions in the LGU. Forwarding our concerns to the proper channel and guiding us through the process. Keep up the good work!(Enrollment of auto-crediting)	1
Manager is very approachable and kind. Keep it up!	1
Managtulong ni Maam	1
Manami gd nga panerbisyo.salamat!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Manatili ang mga staff na maging approachable to clients.	1
Manatili lang na maayos Ang pakikitungo sa mga clients	1
manatili sa pagiging mabait sa pakikitungo sa mga kliyente	1
Manatiling maging approachable po sa mga tao	1
Manatiling maging mapgpakumbaba sa pagtanggap sa mga customer.. Slamat sa magandang serbisyo	1
manatiling mapagkumbaba	1
mangita mo og dakona office ky gamay ra unya daghan namog clients fromdep.edSpace is not quite good	1
Manong guard are very courteous makes the experience good.	1
Manpower	2
manpower compliment to avoid long queue and accomodate increasing transactions/clients	1
Manpower sa new account and teller	1
Mantain the curteousness	1
Many thanks to Jeda Morales for helping me with my concerns.	1
Many times I followed up my GSIS till now (new ID)	1
Many to mentioned, to be short, they are all accommodating person. Thank you so much for that. Godbless!	1
Mapa bilis Lalo ang mga machine	1
Mapa early ang open hour	1
Mapabilis ang pag release ng atm card	1
Mapabilis ng proseso po sana hindi mgtagal proseso	1
Mapabilis pa ang transaction	1
Mapabilis pa po any transaction pra Hindi madali any pila	1
Mapabilis yomg process	1
Mapabilis yung internet connection	1
Mapabuti at magkaroon nag maayos na pila	1
Mapadali Ang serbisyo.	1
Mapagaan at maayos na transactions	1
mapaganda pa sana ang service	1
Mapagbutihan lng po s pakikipag usap maayos	1
mapalaki p ang LBP malolos	1
Mapanatili ang magandang proseso at ipatuloy ang pag kaka roon ng mabuting pakikitungo sa costumer	1
Mapapabuti ang serbisyo kung may palaging candy sa harap nang mga teller	1
Mapapadali	1
mapasalamat nig dako nga naapil me ani oga programa kay nakapalit mis panginaghalob kada adlaw	1
Mapasalamaton kaming tanan	2
Mapaspas an serbisyo	1
Mapaunlad pa lalo ang 4ps . Mapalawak at magkaroon ng priority lane	1
Mapbilis ang pagprocess be maam vanesa,9 check deposit ngayong araw...salamat lbp	1
Mapnatili ang kabutihan	1
Marami akong pinupuntahann na banko pero number 1 sa akin ang Land Bank sa serbisyo atpakikitungo nla sa kliyente nla. At ang mga empleyado accommodating at mababait.	1
Marami Ang matutulungan kapag nagkakaisa	1
Marami salamat po sa napaka bait na employee ng landbank. Ma'am Abi Molina sana marami pa po siyang katulad, saludo po ako sa iyong kabaitan. Mabuhay po kayo😊	1
Marami transaction pero mabilis naman	1
Maraming Clients, pro Accomodating cla	1
Maraming gwapo sa mundo	1
maraming marami pong salamat dahil malaking tulong po sa amin ang 4p's	2
Maraming maraming salamat po sa lahat ng staff po ng LBP-East Ave Branch sobrang bait, magalang at napakabilis po ng serbisyo po nila🤗	1
Maraming salamat	1
Maraming salamat at natulungan ako sa aking mga katanungan ng mga staff ng LTOEO, ako po ay ofw at may account sa ucpb before. Maraming salamat po sa mga mababait na staff.	1
Maraming salamat Kay Sir Robel Altares sa walang sawang pag asikaso sa akin para maencash ang cheke ng kaibigan ko na nasa kulungan. Tinulungan niya Ako sa mga dokumento na kailangan galing sa Korte. Maraming dokumento ang kailangan pero napadali dahil sa tulong ni Sir Robel. Lagi rin syang nagbibigay ng update sa akin tungkol sa status galing sa kanilang legal department. Si Sir Robel ay mabait at dahil sa kanyang tulong ay naencash na namin ang cheke ng kaibigan ko na galing SSS.	1
Maraming salamat landbank sa napakagandang serbisyo, kudos! good job!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maraming salamat Landbank sa paghatid ng benepisyo saming mga 4ps	1
Maraming salamat mabilis yung proseso mababait yung mga teller	1
Maraming Salamat po	6
maraming salamat po dahil napakalaking tulong po nito apara sa pailya ko. Thank you so much	1
Maraming salamat po kay mabilis na pagtugon sa aming isinumite na for processing. Special thanks to Mam Amy & Sir Relance for helping us out.	1
maraming salamat po kay mam janine at mam irene for the help	1
maraming salamat po lubos akong nasiyahan na makapasok sa 4ps, laking tulong po sa estudyante	1
Maraming salamat po Nakatulong po kayo	1
Maraming salamat po sa assistance, smiling po lahat ng staff at very helpful pati po ang guards 🥰	1
Maraming salamat po sa inyong serbiryong...sa tuwing pag pag punta ko ng landbank ay hindi n po ako nahihirapan mag deposit dahil po sa mababait na staff ng landbank. Salamat ng marami	1
Maraming salamat po sa inyong serbisyo.	1
Maraming salamat po sa kanilang pag aassist maganda po yung serbisyo sa land bank easy process	1
Maraming salamat po sa lahat office staff ng karuhatan landbank branch at kay mam VENUS JAVELLANA	1
Maraming salamat po sa landbank	1
Maraming salamat po sa LANDBANK lalo na sa Account Officer ng South Cotabato Lending Center na si Sir Ervin Rey Belonio sa patuloy na pagsuporta sa mga maliliit na negosyo. Pagpalain po kayo ng maykapal.	1
Maraming salamat po sa landbank staff dahil mabilis at maayos po akong nakapag cash withdrawal at mababait at magalang po sila	1
Maraming salamat po sa landbank staff na nagassist sa akin mabilis at maayos pong naisagawa ang transaksyon na nais ko para makuha ang grants ko sa 4ps	1
Maraming salamat po sa landbank staff, kay sir mark maam gaye and cel sa pagassist sa akin bilang isang senior citizen at hirap makalakad maayos kong nakuha ang aking atm na ggmitin para sa 4ps grants at naactivate, sila ay mababait, mabilis at maayos ang naging proseso.	1
Maraming salamat po sa LBP North Ave staff.	1
Maraming Salamat po sa maayos at mabilis na serbisyo para sa katulad kong 4ps member.	1
Maraming salamat po sa mabilis At maayos na pag bibigay ng serbisyo skin	1
Maraming salamat po sa mabilis at magandang serbisyo.	1
Maraming salamat po sa mabilis na serbisyo at pag tulong sa pag online lalo na sa aming mga may edad na	1
Maraming salamat po sa mabilis na transaction.	1
Maraming salamat po sa mabilis na transaksyon	1
Maraming salamat po sa mabilis na transaksyon. Matulungin ang nasa Customer Care Desk	1
Maraming salamat po sa magandang serbisyo, God Bless Po...	1
maraming salamat po sa mga teller, verifier at kay mam manor sa lahat ng inquiries ng aming office.	1
Maraming salamat po sa nag assist sa akin sa pagbukas ng aking account. Salamat po sa magandang serbisyo.	1
Maraming salamat po sa napakagandang secretaria ng branch sa pag tulong sa akin sa pag online ng account lalo na sa may edad na katulad ko na hindi marunong mag computer . Salamat Mam She	1
maraming salamat po sa pag asikaso sa aming papeles, napakabait ninyu at mga opisyal dito sa land bank marbel. maraming salamat po	1
Maraming salamat po sa pagaccommodate sa amin	1
Maraming salamat po sa serbisyong ibinigay sa amin. God Bless po	1
Maraming Salamat po sa service ng Puerto Galera LEAF. Napakaconvenient po dahil di na kelangan pa pumunta sa Calapan Oriental mindoro para magprocess ng iAccess. At napakabait po ng naka-assign sa office ng PG Leaf na si Sir Renzo Sabado. Maraming Salamat po ulit	1
Maraming salamat po sa staff ng Puerto Galera Leaf sa napakabilis na account opening po ng payroll ko. Nakabawas po sa hassle ng pagtravel pa-Calapan ang Landbank PG Leaf. Napaka-bait din po ng staff nyo. Maraming Salamat po	1
Maraming salamat po!	2
Maraming Salamat sa inyong magandang serbisyo.	1
Maraming salamat sa landbank katipunan staffs dahil sa kanila po ay matiwasy kong nakuha ang aking grants sa 4ps mabilis ang transaksyon kahit madami po kami, sila po ay magalang at nakangiti sa amin	1
maraming salamat sa lhat ng emplyado ng landbank agri mababait lhat cla	1
Maraming salamat sa mabilis at maayos na pag assist sa aming mga Authorized Signatories for the updating. Kudos to mam Hanna Gonzales & mam Loida Limbo. More Power and God Bless!	1
Maraming salamat sa mabilis at maayos na pagassist sa akin pagibig cash card loan	1
maraming salamat sa mabilis at maayos na sebisyo 👍😀	1
Maraming salamat sa mabilis na pag accommodate ng withdrawal transactions namin sa DepEd. Mula sa verifier hanggang sa teller magiliw at magalang sa mga clients gaya namin. Kudos & More Power!	1
Maraming salamat sa madaliang transakyon at mga mababait na mga empleyado. God bless po.	1
Maraming salamat sa nagasikaso po sa Landbank card ko lalo na po kay mam Eden. Salamat po	1
Maraming salamat sa pagtulong sa akin sa pag open ng account	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maraming salamat sa pagtulong sa online Mam she mabilis ay matulungin	1
Maraming salamat sa serbisyo landbak parang!	1
Maraming salamat sa serbisyo, at kay Maam na nag catered samin today, very kind and helpful, she is a good employee, a responsible and understanding person. Thank you Landbank of Amlan for guiding us and to know more about our card.	1
Maraming salamat sa serbisyong ibinigay sa amin. God Bless po	1
Maraming salamat sa serbisyong ibinigay.	1
Maraming salamat sa serbisyong ibinigay. God Bless	2
Maraming salamat sa Services provided ni Sir Voltaire sa aming mga MDS transactions at pag update sa amin religiously.	1
Maraming salamat sa tarlac mcarthur branch napakabait ng mga empleyado	1
Maraming salamat sa well service	1
maraming slmat po sa pag comudate po smen kahit kami ay isang utility patas ang tingin sa mga tao trx po lalo na kay mam nag assist po sken godbless po	1
Maraming tao pero mababait ang nagoopen	1
Maraming tao pero mabilis pa din at masaya sila naka smile sila. Very good grade.	1
Maraming teller	1
Maraming-maraming salamat po sa napakabilis na transaction sobrang nasiyahan po talaga ako ng husto!	1
Mariel Vertucio and Sheena Mae Leyva are very helpful and accomodating. Good job Landbank Banilad.	1
Mark Lester Serrano did a great job serving my needs.	1
Marlon did a great customer service to us since the start of the pocess	1
Marming maraming salamt poh sa mga emplaydo ng agr hub landbank sper bait poh clang lahat	1
Marming salamat sa pagtulong sa pag online Mabilis	1
Marming salamat sa tumulong sa akin dahil ako ay pwd	1
marucel oyales was extra friendly as she saw me waiting and provided prompt and fast service. thank you	1
Marunong makisama	1
Marvelous service	1
mary accommodating	1
Mas aayusin pa lalo ang pakikitungo sa mga kliyente, salamat po	1
Mas agahan pa po ang open	1
mas available na mobile # to reach	1
Mas aysuin yung numbering sa labas kase minsan mas nauuna yung mataas na number	1
Mas ayusin pag marami ang tao	1
Mas ayusin yung atm machine para mapabilis ang transaction	1
Mas better gawin branch si leaf roxas para ma serve sa leaf roxas ang municipality of mnukan, municipality of katipunan at municipality of roxas kasi masyado malayo na sa amin si dipolog madami tao sa dipolog	1
Mas better kung nakamonitor ang numbering para alam agad ng customer at mapabilis ang transaction	1
Mas better na maglagay ng fan sa labas para sa mga tao incase na mainit	1
Mas bilisan ang pagprocess ng credit card maximum of 1 month	1
Mas dagdagan ang tao	1
Mas dagdagan ang window para mas mabilis ang process ng transaction	1
mas dagdagan pa ang teller para mapabilis ang pay out ng 4ps	1
Mas dagdagan teller para mabilis ang transac.	1
Mas dali ang mga transaction karon kaysa niagi nga mga buwan.	1
Mas dumami pa ang mga nagtatrabaho para mabilis ang transaksyon	1
Mas galing an pa ang serbisyo sa mga mamamayang pilioino	1
Mas habaan ang offices hours	1
Mas ilagay po ang CC sa mas visible pa na area.	1
Mas lakihan pa yung citizen charter	1
Mas lakihan yung building or office	1
Mas lalo ninyo pa po pag butihinSalamat sa magandang serbisyo	1
Mas lalo pa pong pagbutihin	1
Mas Lalo pa pong pgbutihan para mas matugunan ung MGA serbisyo	1
Mas lalo pagtingin ang magandang serbisyo	1
Mas lalong bumilis yung transaction	1
Mas lalong mapaganda ang serbisyo	1
Mas Lalu pang pabilisin ang transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mas m papabuti p sa mga tao nangagailangan ng tulong	1
Mas ma enhance pa ng bAWAT STAFF ANG PAKIKITUNGO SA CLIENT AND GOOD JOB	1
Mas Maaga dapat mag openKung pwedi 8am open na8:30 Kasi nag oopen	1
Mas maayo ang bag.o bga opisina kumpara sa dati mas malapad ang lugar para sa mga kleyente	1
Mas Maayus po na pag papaliwanag pa	1
mas mabilis ang proseso	1
Mas mabilis ang serbisyo.	1
Mas mabilis kumpara sa ibang landbank	1
Mas mabilis na internet connection / transaction	1
Mas mabilis na ngayon kesa sa dati	1
Mas mabilis na pila mas maganda	1
Mas mabilis na serbisyo	1
mas mabilis na service.kahit libre.	1
Mas mabilis na transaction	2
Mas mabilis na waiting time pa.	1
mas mabilis naka connect compared with other banks	1
Mas mabilis po maopen	1
mas mabilis po sana na services	1
mas mabilis sana ang transaksyon nyo	1
mas mabilis sanang transaction sa cash deposit...	1
Mas mabilis yunb process ngayon dati kasi mabagal thank you sa magandang service	1
Mas mabilisang serbisyo LNG po para po sa mga kliyente????Pero Da best po talaga ang Landbank	1
Mas mabuting servisyo	1
mas madali ang pagpanghatag sa atm card	1
Mas madaliin, at mas e priorities ang mga seniors at ang may mga kapansanan	1
Mas madaming counter	1
mas maganda at mabuti kung may mas malaking tarp ng cc para sa office hour.ty	1
Mas maganda kung merong screen na malalaman kung Anong number na sa bawat transactions	1
Mas maganda na po ang inyong serbisyo, na walang palakasan, senior man or regular	1
Mas maganda ngayon wala gaanong pila	1
Mas maganda po sanang gumamit ng television/monitor sa pagtawag ng bawat transaction🙂.	1
mas magandang patakbo	1
Mas maging approachable pa yung mga staff. At palaging ngumiti.	1
mas maging mabait pa po sa client	1
mas maging masiyahin pa ang mga employee at wag mag sungit.	1
Mas makakatulong dagdagan pa ng tao sa teller counter para mas mabilis Ang transaksyon. Ng mga tao	1
Mas malawak na waiting area.	1
Mas mapabilis ang ag isyu ng ATM	1
mas mapabilis pa	1
Mas mapabilis pa ang transaction	1
Mas mapabilis pa transaction	1
Mas mapabilis sana ang serbisyo sa tao. Kc minsan mtagal ang service nila.	1
Mas mapabuti ang paglilingkod.	1
Mas mapabuti na manatiling maging maayos at pantay na pakikitungo sa bawat isa at panatilihin ang prayoridad ng mga matatanda.	1
Mas mapabuti pa Ang mga sebisyo.	1
Mas mapabuti pa lalo ang serbisyo	1
Mas mapabuti pa pu Sana ang inyong serbisyo	1
mas mapadali ang paghatag sa atm	1
Mas mapadali pa ang serbisyo.	1
mas mapapadali ang inyong transactions sa LANDBANKkaya mas tangkilin natin ang LANDBANK kahit sa anumang transfer at transaction mas mapapadali ito atmababait ang mga empeyado dito	1
Mas marami pa sanang clients ang puwede na ma cater everyday. Improve the area para mas spacious since maraming clients ang LB.	1
Mas Marami pang benipesyo sana sa Amin na magsasaka na humihiram Ng puhunan sa pagsasaka Po .. salamat po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mas maraming chairs sa lobby for clients	1
Mas maraming empleado	1
Mas matagal approval ngayon kumpara sa dati kong loan application pero hindi kontrolado ng branch dahil head office ang nag approve.	1
MAS NAGING MABILIS ANG PAG OOPEN NG ACCOUNT DAHIL SA DOBS	1
mas napadali ang mga transaction lalo na po sa teller	1
Mas okey po ang updated system ngayon para sa salary loan. Thank you po	1
Mas pabilis pa ang serbiyo	1
Mas pabilisin ang system para mas madali ang transactions specifically sa pag kuha ng MC at sa pagissue ng SOA	1
Ma's pabilisin ang transaction ng costumer .. At maging matulungin sa mga costumer na hindi alam ang gagawin	1
Mas pabilisin pa yung transaction,	1
Mas padaliin po ang serbisyo , dagdagan siguro ung mga tauhan,	1
Mas pag butihin pa..	1
Mas pag ighan sa labas kapag maulan at maraming tao	1
Mas pagbutihin pa ang serbisyo maraming salamat and godbless sa ating lahat????????	1
Mas pagbutihin pa ang serbisyo para sa lajat	1
Mas pagbutihin pa nila ang kanilang pagseserbisyo sa mamayan	1
Mas pagbutihin pa nila ang kanilang serbisyo	1
Mas pagbutihin pa po Ang paseserbisyo	1
Mas pagbutihin pa po thank you.	1
mas palakihin ang opisina para mas marami ang makapasok sa loob ng bank.tanks	1
Mas palakihin pa ang branch	1
Mas Pina bilis	1
Mas pinaayus	1
mas willing mag explain ng proseso.	1
Masada Neman Ali Salem nagging result a no paglilingkod ng staff at nawab maipagpatuloy pa ninyo ang Gabito pag estima. Maraming salamat po day inyong pamunuan	1
Masarap yung dalang foods ni Ma'am Mylles 🤭 binigyan ako hehehe sana laging meron dala hehehehe.	1
Masasabe ko po ay garantisado at sigurado	1
Masaya	2
masaya ako dahil malaking tulong po ito sa amin	1
Masaya ako dahil malaking tulong po ito sa amin.	1
Masaya ako dahil paspasok inaalok ako kaagad	1
Masaya Ako dito	2
Masaya Ako dito, kahit daghan tao	1
Masaya ako na isa ako sa nakasali ng 4ps ito ay malaking tulong para sa pamilya	2
Masaya ako na napakabait at matulungin ng nag assist saaking transaction...very accommodating god bless her always...thank you so much.counter	1
Masaya ako natanggap ng tulong	1
Masaya ako sa aking natanggap na serbisyo maraming salamat po	1
Masaya Ako sa serbisyo ng verifier at teller para maencash ko ang cheke. Salamat kina Sir Rob at Mam Jona at Mam Joan sa pag asikaso sa akin ng maayos at mabilis.	1
Masaya Ako sa transaction	1
Masaya ako sa tuwing ako ay mag encash ng cheke dahil mabait at maasikaso ang teller na si Dennis at verifier na si Robel. Lagi Silang nakangiti at bumabati. Higit sa lahat, mabilis at maayos ang kanilang serbisyo. Good job East Avenue Branch.	1
Masaya Ang lahat. Nakaka-giliw	1
Masaya Ang mga tao. Nailabas namin Ang Pera sa ATM	1
Masaya at accomodating po silang magserhisyo,sa mga client po nila..Salamat po.Godbless	1
masaya at maganda po	1
Masaya cla	1
Masaya kami dito	1
Masaya kami dito sa LBP Capistrano br	1
Masaya kami sa Banko na ito	1
masaya naman po ako sa na napunta po ako sa branch po nila kasi po mabilis po yung transaction at lahat po ng mga staff ay matulungin at malinaw po yng pag papaliwanag nila kung ano po yung mga dapat gawin i give it 10/10 for my rating kay Ms. Cherrie Mae for being so friendly and accomodating sa katulad naming mga iskolar. inaassist niya kami kahit na sabay sabay kaming lahat. Napakasaya ko po sa Landbank Subic Argonaut Highway Branch.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Masaya naman sila kausap at madali lapitan	1
Masaya nman po aq sa serbisyo ng landbank	1
Masaya po ako dahil malaking tulong po ito sa amin	1
masaya po ako kasi mababait po sila	1
Masaya po Ako sa aking mga nalaman at salamat po Sana po ay marami pa kayung matulongan at lagi pong madali ang proseso Ng mga katyld namin salamat po	1
Masaya po ako sa serbisyong naibigay ng Landbank Katipunan para po makuha ko ang aking grants ng 4ps ng maayos, ang transakyon ko pp ay naging mabilis at maayos	1
Masaya po ako sobra nakasali sa 4ps malaking tulong po sa aming pamilya sa mga anak	1
Masaya po akong ipahatid na ang mga employees ay mabait at accomodating sa aming tanong, may pasensya rin sa mga tulad kong bago pa at nagaassist sa aking tatay. Maraming salamat po sa inyong serbisyo.	1
Masaya po ang pasko dahil nairelease ang loanSalamat po	1
masaya sa branch nila and super mababait ang staff. guards nila bumabati palagi. good job!	1
Masaya sila kausap na madali maintindihan about sa transaction sa Pag open ng account	1
Masaya sila kausap, na madali sila malapitan	1
Masaya Silang kausap	1
Masaya Silang kausap about sa transaction sa Bank	1
Masayahin at mababait po mg staff ng Angeles.Branch. sa 30 years ko ng nagbabangko dito natunghayan ko ang dedikasyon ng bawat isa. Mabuhay LANDBANK	1
Masayahin at masigla ang mga teller.Maraming salamat sa serbisyong totoo	1
Masayang masaya po ako sa serbisyong ibinigay ni Sir Abelardo Bamba walang kahassle-hassle.	1
Mashaallah a good care of every client is so much a good habit mashaallah being one of the client in land bankin marawe .. It is vry nice serving	1
Masipag	1
Masipag magfollow up ang mga staff at magalang makipag usap	1
Masipag Sila lalo na Yung sa counter na si Carlo santos land bank Pasig Ng kapitolyo magaling mag assist Ng client.	1
Masisiyahan po aquo sa serbisyo na aking natanggap	1
Masiyahin ang mga empleyado	1
Masiyahin ang staff hindi masungit	1
Masiyahin at palaging nakangiti ang mga empleyado	1
Masalalong pagbutihin at mapabilis ang bawat transaction ng bawat kliyente	1
Masmadali ang transaction dito sa landbank.	1
masusi mapanuri	1
Masyado mabait ang mga employee	1
MASYADONG MABILIS MAGSARA ANG BRANCHES. SANA HABAAN ANG ORAS BEFORE CLOSING.	1
Masyadong maiinit sa labas palagyan nyo ng silungan at upuan sa labas	1
Masyadong malamig medyo pakihinaan yung Aircon hehehe	1
MATAAS ANG PILA SA OPEN ACCOUNT	1
Mataas po ang kaltas sa encashment	1
Matagal akong naka labas kasi off line..	1
Matagal ang pila	1
Matagal at mahaba ang pila dahil kunte ang staff	1
Matagal dumating ang one time pin para sa enrollment ng iaccess sa email. Kaya kailangan pa pumunta sa branch para mag enroll	1
Matagal lang po mag antay	1
matagal mag reply ang customer care	1
Matagal mag.updatr ng account for dormant.Pero magaling sila magpaliwag at informative.Slaamat	1
Matagal midyu	1
matagal na rin akong costumer ng landbank at wala naman akong masasabi about sa suggestion sakanila dahil mabilis naman sila sa trabaho	1
matagal na rin kaming costumer ng landbank kaya ok naman sakin ang serbisyo nila	1
matagal narin naman na akong costumer ng landbank at okay naman ang trasaction ko sakanila	1
Matagal yung process ng pag register need ng another clerk	1
Matalino at guapo	1
Matinabangon sila sa mga tigulang	1
Matolongin	2
Matukungin ang mga staff	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Matulongin at TAPAT	1
Matulongin c Asst. Manager, sa amping transaction	1
Matulongin sa client	1
matulongin	2
Matulongin ang empleyado	1
matulongin ang mga staff at friendly sila	1
Matulongin ang mga staff ng landbank	1
Matulongin ang staff	1
Matulongin ang teller at mabait	1
Matulongin at mabilis ang serbisyo	1
Matulongin at mabilis madming salamt po lalo na sa hindi marunong mag online katulad ko maraming salamt sa pag asikaso	1
Matulongin po ang mga empleyado nd Landbank. Thanks po	1
Matulongin po ang mga tellers at smiling	1
Matulongin sa mga customer	1
Matutulongin ang ganda ng serbisyo. Maraming salamat po!!!	1
Maupay an serbisyo	1
MAUPAY HIRA MAG INTIRTIN HT MGA KLIYENTE	1
Maupay magdara hin tawo ngan paspas if service.	1
maupay man po an akon masasabi kasi nabulig po sa akon pagonline po sa akon open account	1
Maurax, mach troth!! :)	1
Mauulitt ??👌	1
May all the senior citizen treated as you treat they want! Merry Christmas and Happy Year 🎊	1
May be additional teller	1
May be the organization/agency should provide more space to accommodate more client. The personnel assigned very efficient. She can do multiple task and very organized.	1
may coordination ang mga personnel kaya walang naging problema sa proseso kaya naging mabilis din ang pagkuha ng payout. maraming salamat sa lahat ng tauhan ng landbank.	1
May cr sana sa labas at may water dispenser dito sa loob	1
May God Bless you all. Thank you	1
May I have a complete list of the contact numbers of your branches as I find it hard to look a contact number that easily be called upon for help. Thanks so much.	1
May I suggest that 3:30 will be the cut off .	1
May I suggest that Ms Anne Kathlyn L Cebu should be given commendation as a courteous bank teller of Dr Sixto Branch of Landbank.	1
May I suggest to install additional ATM Machine outside your office? Thank you.	1
may improvement naman po kaya no need naman na i improve the way sa processing	1
May kakulangan sa upuan, Mas mabuting mag dagdag ng upuan para lahat ng mga client ay makaupo habang nag aaantay	1
May kunting aberya pagdating sa costumer service	1
may landbank continue to serve good service and satisfy clienrs	1
may maayos na pakikitungo ang mga employee's, maganda ang services at kung may mga correction man ay ine explain nila ng maayos	1
May paykay dako iton pag improve.	1
May serbisyong maglingkod sa kapwa.	1
may sumagot agad at madali namang naibalik yung nireport ko	1
May the company processs my online bankin quick po. Thanks po.	1
May the LANDBANK not only in Bais Branch, continue to serve clients with good service with a happy environment :)	1
May we request for a creation of lane intended to attend to Government transactions (submission of ACIC, request for MDS checkbook & other operational concerns) to help lessen our time spent in the bank since as disbursing officer we still need to go back to our station after every transaction.	1
May we request to extend banking hours up to 5pm.thanks	1
May we suggest that Landbank assign a workday, separate from the payday of government and private offices, for all Barangay and 4Ps transactions to avoid crowded days?	1
May your office be renovated soon	1
Mayad- ayad man pag tratar kamon. Ok man.	1
Mayat nga institution	1
Mayat ti serbisyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maybe a bit of privacy with each customer. A separate window per customer. In addition; i would like to comment your two employee for doing an outstanding job in this facility. Ruth and JL were very thorough, courteous and respectful. These type employees are the reason why a financial institution, like yours, are very successful. So i thank you Ruth and JL for your outstanding customer service:)	1
Maybe a self saving machine where customers can save their paper bills, same in abroad.	1
Maybe accept clients until 3:30 pm	1
MAYBE ADD ANOTHER TELLER DURING BUSY DAYS.	1
Maybe add another teller during certain busy days	1
maybe additional help desk...love the way they assisted me.. 2 Thumbs Up..	1
maybe additional man power	1
Maybe additional personnel delegated as tellers during peak hours. ATM should always be on line.	1
Maybe additional teller if the clients are many...	1
maybe additional teller in time or during breaktime/lunch time of one of the teller especially during peak hours there were lot of clients	1
Maybe Additional teller in times or during breaktime/lunchtime of one of the teller especially during peak season there were lots of clients.	1
Maybe an additional staff for new accounts considering the load of workloads and number of applicants for the new account. But overall the service provided to me was excellent. Thank you 🥰??	1
maybe changing the style of the plastic chairs	1
Maybe extend more patience to impatient clients mam / sir if there is. But fairly I find the services very accommodating	1
Maybe extend office hours up to 5pm, but it's understandable there must be a reason for universal closing hours which is only until 3pm.	1
Maybe faster time	1
Maybe have a more organized flow of services or have a bigger office if you can. Hehe	1
maybe if possible to add staff for fastest transactions	1
Maybe it is best to have another queue relation for bank certification.	1
Maybe it is time for this branch to enlarge its front desk to accommodate more	1
Maybe just have more people at the customer service. There was only one today. She was very efficient but needed help.	1
maybe more space so that can accommodate all the clients😊😊	1
maybe open at 8:00 AM	1
Maybe put a cash deposit machine in this branch	1
Maybe put some label on the CC.	1
Maybe putting some comfort room but not necessary.	1
Maybe the cashiers smile, they should be pleasant	1
maybe the transaction during opening an account is slow	1
maybe there is a complimentary drink or snacks while waiting.	1
Maybe u can add more staff or Teller	1
maybe use a ballpen that is clearer	1
maybe using a microphone or a speaker in announcing numbers will be very helpful especially when the place is packed with people	1
maybe very well	1
Maybe you can have a machine for cash deposits.	1
Maybe you can have metal detector or frisking upon entrance.	1
Maybe you can improve by having a computerized number calling?	1
Maybe you can make your C more visible to your clientele's vision.	1
Maybe you can open the south gate as entrance gate when going to landbank for it is more convenient rather than taking the north gate especially for PWDs like me and those without own vehicle to go on long distance walking especially during sunny/hot weather.	1
Maybe you can tell to those clients to need online registration before queuing or while waiting	1
Maybe, place the CC where it can be easily read, maliliit po kasi ang sulat tapos nasa likod po sya ng teller. Thank you for the usual excellent service	1
Maybe, the agency somehow needs additional staff for as we can see they are loaded with works as they have much volume of clients everyday.	1
Maybe, we need to provide another counter for the check encashment to provide fast service.	1
Maybe, you can add additional staff for new accounts.	1
Mayo ang mga staff, mga clerk ug apil ang guards.	1
Mayos mag sorvey	1
MBA is a great channel to add investments.	1
Mbabaitang mga taga landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mbilis Ang action	1
Meantin a good serving to our people	1
medjo dugay	1
Medjo mabagal kasi marami tao.Pero ok naman dahil magagaling sila	1
Medjo matagal ang internet connection ng DOBS	1
medyo bilisan ng konti	1
Medyo mabagal ang proseso sa pag dedeposit at pag withdraw sa teller. Kung maari dagdagan ang teller .	1
Medyo mabagal ang teller na lalaki. Madaming kinukwento	1
Medyo madami pila sa ATM. Kung Pwde na sana sa teller ba lng.	1
Medyo mainit	1
MEDYO MAINIT N APO ANG OFFICE	1
Medyo mainit po kailangan na po ata ng bago pang aircon or dagdagan dahil mainit na po panahon.	1
Medyo mainit po napansin ko po na hindi gumagana iyong aircon, sana mapaayos agad dahil sobrang init po ng panahon ngayon lalo na po kung marami pong tao sa loob ng opisina nyo. Salamat po	1
Medyo matagal ang verification. Di ko alam if naka break ang nasa counter for verification. Thank u	1
Medyo matagal pero maayos nman .. kaya okay na din.	1
Medyo natagalan dahil mabagal dae ang system nila.Pero na.explain naman ng maayos	1
medyo natatagalan dahil kakaonti ang mga teller	1
Medyo ok naman po sa landbank	1
Medyo okay naman	1
Medyu mabilis compare sa naka raan	1
Meet all the expectations for smooth transaction.	1
Meet my expectation/excellent service	1
Mejo bilisan pa sana Ang processing sa new account desk	1
Mejo malakas lang po ang pabango sa loob ng inyong branch. pasinsya na po. God bless you all.	1
Meljun Benoya was very accomodating. He efficiently assisted me in updating my bank record while addressing all my questions and concerns providing clear explanation and guidance throughout the process. :)	1
Mentain good performance	1
mentain the good services as it was	1
Menthol candies	1
MERE STRATEGIES IDEA ABOUT CUSTOMER	1
Meron naging problema pero mabilis din nasolusyonan dahil lahat sila ay nakikipag tulungan sa isat-isa. pinaupo muna po ako sa gilid pero agad din po binalikan hindi po nila ako kinalimutan. Malinaw din pong inexplain ang naging problema. Maraming salamat po.	1
Meron pa din empleyado na hindi marunong sa friendly approach, pero marami naman na ang mababait mag assist.. Sana lahat.	1
Merry Christmas and Happy Year ...MABUHAY LAND BANK	1
Mg amazing kaayu sila sa branh danao	1
Mga approachable at mababait ang mga staff	1
mga bootan kaayo ang mga teller	1
mga buotan	2
Mga buotan ang mga employees	1
mga buotan ang mga teller	1
Mga buotan it staff hit LBP Burauen.	1
Mga buotan kaau ang staff sa landbank mandaue gikan sa guard hangtud na sa branch manager. Amping Ampo and Godbless	1
Mga buotan sila nga mga staff	1
Mga buotan ug smart sila tanan	1
Mga buoyancy ug maayo ang mga staff.	1
mga gwapa	2
Mga gwapa ,buotan ug dili mga maldita	1
mga gwapa ug buotan	1
mga ka-amiga na sila nako kun mo abi abi sila. Kudos Maasin Branch!	1
Mga maayohon kau silang tanan	1
Mga Mababait andg taga landbank	1
Mga mababait ang staff sa landbank bantayan	1
Mga mamabait po tao	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mga staff ay mababait	1
Mga staff ng mga landbank lalo ng mga teller sobrang mabait at mabilis wag po process mga S.C po magagalang mabait po wala po ako masabo	1
mgag buotan cla	1
mganda ang serbisyo	1
mganda palalakd sa landbank	1
Mging tpat sa lhat ng bgay at mging mabuting mamamayan	1
Mickaela was so helpful with my problem.	1
microphone not clear	1
Midyo madaling makita.	1
Midyu matagal	1
Mineral water	1
minimize downtime of system as much as possible. ty	1
Minimize offline	1
Minsan lang ako pumuntang Landbank Dole pero consistent very good ang service na binibigay	1
Minsan lang ang pagbayad at di na babalik pero ngayon need bumalik para pirmahan for approval for iprovement	1
Minsan madaming transaction tas iisa ang teller.	1
Minsan pag maraming tao, mabagal ang serbisyo. Pero mabait ang mga tao.	1
Minsan walang laman ang atm mas ayusin po sana para maging satisfied ang mga tao araw araw	1
Minsanan sana Ang ATM!pwedeng sa online at ordinary transactions	1
Miss Aimee is very helpful and nice. She managed to do extramile and deserve a commendation too. She is very professional as well. Kudos to your system and management.	1
miss apple was very helpful and accomodating she helped me in every details of my inquiry very excellent staff	1
Miss Hanna is very accommodating in answering all my queries. She exerted so muck effort to help in processing my loan application	1
Miss Jeanette of morato branch is really nice and helpful!	1
Miss Jessa is very accommodating and efficient! Thank you!	1
Miss karen linde from the new accounts was very accommodating. I arrived almost 3pm but she still accommodated me for me to be able to open my payroll account. she tried to be fast though the system was a bit lagging. She patiently and courteously ask me to wait until we finish the transaction. I was very satisfied of my experience with Landbank especially with the process of opening an account.	1
Miss ma'am is very accommodating. Her smile hela lot cause she didn't look intimidating. She acknowledged questions whichis very hard for some people to do	1
Miss Monette Samonte and Jessica Rovillos have gave above and beyond in providing services. They are the epitome of great customer service	1
Miss Rica Layag was helpful and cheerful. She simplified my problem!	1
Miss Venus Javellana is very friendly. Approaching, and accomodating	1
Miss venus javellana landbank karuhatan branch ang rate ko po ay 99% maayos maasikaso friendly🥰😃🥰??	1
Miss venus javenalla is very kind and accomodating	1
Mitch, Services and Jessa Mae, New Accts Julie and Jackie Mae did an excellent job they are all well recommended	1
mlabis na maaasahan	1
Mngr Levie and ms Tina and Ms Cindy we're very helpful courteous fast and efficient	1
Mngr. Levie and Ms. Cindy provided quick and efficient service.	1
Monitor for wanting queue would be an improvement	1
MOOD,SERVICES	1
More & max online transaction. Easy process for less time.	1
more accessible ATMs	1
more accomdating security guards	1
More accomodate the peasant cliant	1
More accountants for faster transaction	1
More accurate ang tools for assisting serving clients, thanks God bless	1
More ads and promotion of your bank and products offered	1
More aircon please	1
More aircondition 🤗	1
more application	1
More approacable	1
More approcable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
More assist with customers	1
More assistance po...	1
More assistance to PWD	1
More ATM machine	1
More ATM machine for withdrawal, and lessen the times of the unavailable machine/unable to withdraw/ or no cash...	1
More ATM machine in Mall and Supermarket	1
more atm machine outlet	1
More ATM Machine, if possible	1
More ATM machines in different areas.	1
More atm on malitbog	1
More ATM on malls that is accessible.	1
More ATM on the branch.	1
More ATM please.....	1
More atms	1
More atms pls so that it wil be more convenient for us to transact. Less expenses for fare and it is a bit risky. {^	1
More atms pls thank you	1
More automated process	1
more available counters =)	1
More bank employee for less line	1
More bank office	1
More bank teller	1
More bank tellers/counters for faster transactions	1
more be kind and helpful to the client.	1
more beautiful inside and out	1
More better communication with the client and good explanation.	1
More blessings and godbless us all	1
More blessings po landbank salamat po sa magandang serbisyo	1
More branch	5
More branch and ATMs	1
More branch for landbank incase location of clients are far feom the existing branch.	1
More branch in cauayan	1
More branch to come	4
More branch to come and teller	1
More branches in bayugan city para maaccommodate lahat Lalo nat andami po mag wiwithdraw via ATM..	1
More branches in BGC Taguig, please.	1
More branches in Bohol	1
More branches of landbank	1
More branches, and if you going to open personal account the fees is affordable.and reasonable	1
More brand and speedy online	1
More candies para hindi nakakainip mag-antay🤣	1
More cashier during BIR payments	1
More cashiers to serve to get better and better	1
More catering services	1
More CDM should be opned for better and more accessible service	1
More chairs	3
More chairs and atleast one electric fan outside	1
MORE CHAIRS AND SPACE FOR THE CLIENTS	1
More chairs and tables to fill up	1
more chairs for the applicants	1
More chairs for the waiting area for valued customers.	1
More chairs in 1 and 2	1
More chairs in the waiting area outside, Tent extension para nd mainit	1
More chairs outside	5
More chairs outside and atleast one electric fan	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
More chairs outside tent extension	1
More chairs outside, electric fan and tent	1
More chairs outside, electric fan outside	1
More Chairs outside, tent extension	1
More chairs please	1
more clerk in the office	1
More Clients to come , thank you for your Assistance.	1
more clients to serve through educational campaign	1
More comfortable and spacious environment for clients	1
More comfortable chairs	1
More comfortable to the client feedback in100% majority request	1
More competitive interest rates for loans	1
More condusive working environment. Proper ventilation.	1
More confident and more patients	1
More costumers too come..	1
More Counter	2
More counter and chair sa labas para sa mga nag hihintay	1
More counter r teller aircondition	1
more counter to serve fast for deposit and widrawal transactions	1
More counter to serve the people and lessen the queue.	1
more counters	1
more counters for deposit	1
more counters or teller open specially during peak hours/season	1
More counters to assist people opening new accounts. Otherwise, great service!	1
More counters to hasten client accomodation. Although existing counter is already efficient specifically Mr. JOHN EDGAR BUERANO	1
More counters, special lane for LGU treasurer transaction	1
More countersopen esp when there are a lot of customers	1
More Customer Service Counter	1
More degitalized transaction & online transactions.	1
More Deposit on machine to make easy for us and not to find another bank...	1
more desks :)	1
More digitized for faster service	1
More easily transaction	1
More effecient line guides.	1
more efficient transaction the customer service is well done and good .	1
More electric fan	1
More electric fan outdoor in waiting area :)	1
More electric fans, i guess? It was a bit hot when I was at the office, good thing it was kinda ventilated, but I miss other landbank offices wherein there are AC units. Pretty helpful during this summer season.	1
MORE ELECTRICFAN	1
More electrin pa hehe kasi palaging pong brownout	1
more employee	3
More employee pa po para mapabilis ang transaction	1
More employee pa po sana para mabilis process	1
More employee to hire	1
More employees	6
More employees and have a responsible Manager. Add more equipment and improve priority lane.	1
More employees for them to work more efficiently.	1
More employees in Lebak Branch	1
More employees like sir	1
More employees to assist for quick time for transaction.	1
More employees to be hired	1
MORE EMPLOYEES TO CATER IN THE COUNTER AREA	1
More employees to facilitate clients	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
More enhancement of good services	1
more facilities and access for loan service and other services	1
More facilities for guests	1
more fast	1
More fast.,	1
more faster and mo4e accomodatig you4 cli3nt..always smile	1
More faster trasactions	1
More focus and proper approach	1
More friendly	1
More friendly & accommodating staff.	1
More friendly hehe	1
More frontliners on peak days and hours, please.	1
More good service	1
More good service and accomodating crew	1
More good service to apply	1
more good service.	1
More hands on the needs of clients	1
More improve	1
More improve and helping assistance to the client and salute to the officer and guard on duty	1
More improve to costumer service	1
More improvement	1
More improvement & satisfy services	1
More improvement and good services . Thank you!	1
More improvement of service	1
More improvement of ur services	1
MORE IMPROVEMENT ON TIME	1
More improving	1
More info aboit landbank so that is not difficult to access all the trasactiins. Thank you	1
more info about the services.	1
More info ajout new promo	1
More information thru fliers	1
More information	1
More investment products for individual investor	1
More kindness all applicant,,and approach nicely	1
More LANDBANK ATM should be install to public places to cater the so many transacting clients of LBP who wants to withdraw without service charge fee.	1
More landbank branch here at San Jose Del Monte Bulacan	1
More lanes to assist more clients. Kudos to sir Marty Pastidio for patiently assisting us.	1
More lighting on the left side of the office	1
More lobby space is needed..branch is too small for a very large number of transactions and clients	1
More lovely staff	1
More machine	1
More man power and building renovation.	1
More man power and renovation/relocation of building	1
More man power for fastest more transactions every day.	1
More manpower	1
More manpower and tools for fast transaction.	1
More manpower to avoid long ques	1
More manpower to hire	1
More Manpower.	2
More meeting	1
more modern equipment	1
more more faster transactions to the clients	1
More more landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
More more patient for the future	1
more more smile😅😅😅	1
More new accounts	1
More of personal touch	1
more office space	1
More office staff	1
More on Faster transaction and Mobile banking services thanks	1
More online transactions are better	1
More open teller please. Thank you.	1
More or addigional window counter to cater client and a serviceble ATM outside services.. Thanks	1
More organizer	1
More parking ehehe:)	1
More parking options	1
more parking space	4
More Parking space for LBP clients.	1
More parking space maybe	1
More parking space sana po.	1
more parking space.	2
More patience	1
More patience to the client in your office	1
More patient sa mga taong laging nag tatanung kahit paulit ulit. Salamat	1
More patient to the valued customer and looking forward for very fast transaction daily. Thank you.	1
More people/employee to accommodate all the citizen and for the employees to have a time for break.	1
more personel needed, systematize staff are courteous. Need more space to cashier many clients	1
More personel to cater to costumer concerns in the shortest amount of time.	1
More personnel	7
More personnel to accomodate in times many client come	1
More personnel to assist client.	1
More personnel to be assign in rural branches	1
More personnel to cater clients	1
More personnel to cater many clients. More chairs and wider space for clients.	1
more personnel to cater more clients in a day or for faster transactions	1
More personnel to serve best	1
More personnel to to entertain customers	1
More place para sa mga nag hihintay sa labas	1
More power	8
More power & GODbless!	1
More power & keep up the good work!	1
More power ,	1
More power ^_^	1
MORE POWER AND CONGRATULATIONS	1
More Power and Continue Servinf People	1
More power and continue to serve our nation	1
More power and God Bless	2
More power and godbless	2
More power and keep it up. Kudos🥰🥰🥰	1
More power and keep up the good services.	1
More power Landbank	1
More power to a innovative teamwork	1
More power to the Office.	1
More power to this branch, i enjoy dealing with their kind, accomodating, very considerate staff. Keep it up guys.	1
More power to you all!	1
More power to your good office	1
More power!	4

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
More Power! God Bless!!!	1
More Power!!!	1
More power!GodspeedGodBless	1
more powers	2
MORE POWERS po sa inyo Maam Jeannette De castro at Joanna Santos Salamat po sa tulong.	1
More productive	1
More productive day and always good vibes	1
More productive!!	1
More products	1
More products and services	1
more programs	1
more promos that will help the company	1
more proven	1
More quicker action since a lot of clients daily	1
More responsible and more services about clients	1
More seats	2
More seats for clients	1
More seats for customer and customers family	1
More seats for waiting customersLower or no encashment fees for On Us transactions.	1
More seats if possible.	1
More secured online banking system and affiliates to shopping platforms	1
More seminar for more flexible knowledge	1
More seminar for more knowledge	1
More seminar to improve knowledge	1
More service	1
More service to come	1
More shades for outside	1
More simpler processing time, or additional staff in LEAF Argao	1
more sit down teller please	1
More small bills please if the time of my encashment for the salary of the employees	1
More smile	1
More smiles among employees	1
More Smiles and Godbless	1
More smiles and love to work.	1
More smiles and warmth	1
MORE SMILES WOULD BE NICE. SERVICES IS GOOD. TY	1
More smiley faces please :-)	1
More smooth transaction	1
more space	4
more space and atm machine	1
More space and more staff to accommodate everyone during peak days	1
more space for clients	1
more space for parking lots	1
More space for the branch and more chairs to accomodate Clients	1
more space for the client the area to small for the transaction.	1
More space for the customers more chairs	1
More space for waiting costumer	1
More space in the lobby	1
More space..	1
More space...	1
more space/chairs for the clients	1
More spacious office building.	1
more spacious ro accommodate more customers	1
more spending days of processing of docs and other details..maybe next time should less of time specially in island brgy	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
More staff	12
More staff especially on the Opening Account section.	1
More staff for faster transaction	1
More staff for faster transaction. Overall they are very helpful.	1
More staff in the new account/managers staff check section in order for fast transaction	1
More staff on customer care desk	1
More staff on the desk for faster transaction.	1
More staff para dle motaas ang linya	1
More staff personnel	1
more staff please. thank you	1
More staff pra mas dali ma cater ang transactions and ang 3pm na closing time unta ma move sa 4pm thnx	1
More staff satisfied	1
More staff so the waiting area will be short	1
more staff to assist	1
More staff to assist on new account for faster transaction and convenient for the client	1
More staff to assist people	1
More staff to assist the costumers	1
More staff to assists	1
More staff to cater all clients	1
More staff to cater clients	1
more staff, faster transactions	1
more staffs	5
More stuff	1
More support to clients.	1
More tables for filling up forms	1
more talk to customers	1
more teller	19
More teller and more branch	1
More Teller at the Customer Service	1
more teller counter i guess to assists in busy days	1
More teller counter please for payment and deposit.	1
more teller for account opening and pls fix the airconditioner units in this branch to make the clients feel more comfortable while waiting especially during busy hours.	1
More teller for fast transaction	1
More teller for fast transaction, but i love the current teller she is so bubbly and she always make me smile whenever i go to the bank.	1
More teller for fast transaction.	1
More teller for faster and quicker transactions.	1
More teller for faster transaction.	1
More teller for quicker transactions	1
More Teller for serve to the Costumer	1
More teller for the faster service	1
More teller here in LBP Csmotes	1
more teller para mabilis ang pila	1
more teller pls :)	1
More teller thank you po	1
more teller to accommodate more clients	1
More teller to accommodate promptly	1
More teller to assist	1
More teller💕	1
More teller.	1
More teller.Electronic board for priority numbers display.	1
more tellers	13
More tellers for banking operation	1
More tellers for better transactions	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
MORE TELLERS FOR EFFICIENT TRANSACTION	1
more tellers for faster transaction	1
More tellers for smooth and easy transaction	1
more tellers for the faster transactions since you have many customers/clients coming.	1
More tellers needed.	1
More tellers on branch	1
More tellers para dali maka cater kung naa daghan tawo	1
More tellers po pg mtming client😅	1
more tellers should be provided	1
More tellers to accommodate clients. Thank you so much for your excellent service.	1
More tellers to accomodate much faster. But still i love how they entertain clients. Thank you LANDBANK.	1
More tellers to be open😊	1
More tellers to lessen the waiting time for clients.	1
More tellers to receive or accept transactions	1
More tellers would be helpful to lessen waiting time.	1
MORE TELLERS.	1
More tellers..	1
more teller i guest, mostly when theres a lot of client in line	1
More Tent outside	1
More tent outside and atleast one electric fan	1
More tent pra my ma silongan	1
MORE THAN 5 FOR SQD 7	1
more than highest score to the employee	1
More than satisfied	1
More time	2
More time to work 5pm	1
More time to works at 5pm	1
More trainings and seminars.	1
More transaction to helping.	1
More transactions but few people. Kawawa mga employees	1
More update sa machine	1
more ventelation.	1
More ventilation	1
MORE VERIFIER	1
More verifier and more teller for encashment please. Thanks!	1
More Window for tellers	1
More window teller	1
more workfores to have faster transaction	1
More/better parking space.Security guards and employees were courteous. Environment is well lit and comfortable. Keep it up.	1
most recommended	1
Most satisfied	1
most staff	1
Mostly of the staff are approachable	1
Motabang jud ug motagad sa akua	1
Mpre on step by step information on how to avail.on lone transactions...Thank you and God bless Land Bank of the Philippines, Zamboanga Coty.	1
Mqbilis ang pagprocess ne maam vanesa,10 check deposit ngayong araw..salamat lbp malibay	1
mqhuday	1
Mr Crisjomer is accommodating, good service and nice staffs.	1
Mr Michael Dela Cruz the Branch Manager assisted me in the enrollment of my account I opened at Tuguegarao Branch to te LandBank iAccess.. He patiently accommodated me and ensure that my internet Banking is activated and working properly before I left the Bank knowing that I am just visiting my friend here in Cagayan Valley.. I am from Tubod Lanao Del Norte	1
mr orlando p de guzman very goods maayos po serbisyo	1
MR RAPHY JHO WAS HELPFUL.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mr teller was fast.Ms. Angel was assistive.	1
Mr. Adrian is highly commendable on his service.	1
Mr. Adrian was very helpful to us and extended great service.	1
Mr. Amiel Himoc assisted me in updating my payroll account. His attentiveness and proactive approach have been an instrument in the accuracy of my bank records, thereby facilitating a smooth salary loan application process.	1
Mr. Argie from the loan department was very helpful to our needs and queries. We hope all the employees of the bank shows the same enthusiasm whenever we inquired at the bank.	1
Mr. Argie is very accommodating on my bills payment. He was able to help me on my transaction.	1
Mr. Dave assist me very well.	1
Mr. Djino D. Empangvis very kind, approachable and accomodating. He answers to the clients concern effectively nd efficiently. Good Job!!	1
Mr. Genesis of new accounts was very helpful. Very good service.	1
Mr. Jimson of LBO Crame is commendable	1
Mr. Levin Aranda is very accomodating and courteous.	1
Mr. Orlando De Guz,an is approachable and friendly.	1
Mr. Orlando De Guzman is very accommodating and approachable.	1
Mr. Orlando P. De Guzman is respectful to clients. Mabilis kumilos agad akong naasikaso	1
Mr. Orlano P. De Guzmanvery accomodating in the client	1
Mr. Ramil Portugal is very approachable to his client, humble and can talk easily to him.	1
Mr. Robel Tares was very courteous.	1
Mr. Rolando was done excellent service	1
Mr. Ruiz Peras is friendly and very approachable... im satisfied to his service... thanks for accommodating my inquiries.. thank you	1
mraming sa slamat poi sa serbesyo ninyo at napaka bilis po	1
Ms . Mary Rose Dayrit is very Accomodating and kindful in giving service	1
Ms Aileen Javier was very accommodating. She was very helpful all throughout the transaction. My son's first government bank transaction was such a happy experience!	1
Ms Aira is the best.	1
Ms Angel Cahilig has always been helpful and accommodating to all my needs	1
Ms Ayen in window 6 process my managers check charge fastly. She also smiles as she transact my transaction.	1
Ms Callo is so accommodating and helpful	1
ms camille azores is very efficient	1
Ms Carla sangalang was very patient and accomodating The challenge was the internet provider	1
Ms Cherokee Rose Dela Cruz was really helpful and enthusiastic in her service.	1
Ms Cindy updated my records and assisted me in enrolling iaccess. Ang hirap mag update sa ibang branch, buti nalang nag punta ako Paseo at si Ms Cindy ang nag assist sakin.	1
Ms Danilyn Flores The best teller and beautiful	1
Ms Elisha Nuval if I am remembering her name correctly from the Taguig City Hall Branch helped me a lot and my fellow co-workers in processing our ATM card for our payroll. she is welcoming and courteous in the way she talks to the other customers	1
Ms Gem Llaguno as well as the staff in the bank were all very helpful! I finished everything in twenty minutes thanks a lot !	1
Ms Gemma C. Dieta's work ethics and performance is great. Very accommodating and friendly. Very effective and efficient as well. My whole experience was fast and easy. Thank you	1
Ms Gen is very accommodating and nice. I'm very satisfied with the service. Kudos to her and the branch!	1
Ms hana is kind and accommodating. She explains everything and even help me with my requirements	1
Ms Hanna is very accommodating and jolly employee. She explains well with respect	1
Ms Jaime is a five star employee	1
Ms jamaica was very helpful and also ms joy valdez	1
Ms janine was very accomodating... more employees para maka accomodate nang mas maraming clients	1
ms jay mao so accomodating and courteous	1
Ms Jeanette De Castro was very approachable and helpful in updating my account. Highly recommended.	1
ms jessica was great thank you so much	1
ms jessica was wonderful thank you	1
ms julia minelli pines was very helpful	1
ms kay andarinowas consistently helpful & cheerful I,e not only today but whenever I gave transactionw/this lbp branch congratulations keep up the good work	1
ms kay's service is fast and commendable	1
Ms Kimberly Kate BALLESTEROS helped me a lot	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ms Kristine was very efficient and helpful	1
Ms Lilian is cery kind and accompdating	1
Ms Lumabao explains the loan process thoroughly and with respects. She explains and understand my situation well and even give me other options	1
Ms Maricel Angad of the New Accounts Desk was very courteous and helpful. Very efficient as well. Promote na yan!	1
Ms Muñoz of counter 2 assisted me well in the enrollment of my iaccess since lm having difficulty of processing it online. Keep it up.	1
Ms Nichole Mercado is very accommodating.	1
Ms Pamela Maria Balaoeg was very helpful to my needs.Very excellent service through her kindness and sincere assistance to a client like me. Thank you very much.	1
Ms rein is very attentive of every transaction we made. She is very helpful and responsive of every messages . and also to the branch manager as well. she is generous to us esp the tea	1
Ms reveche was very much helpful to us seniors citizen.	1
Ms rica of new accounts is very courteous and provided a great service particularly on my atm captured retrieval from naia3 branch	1
Ms Rona Jean was very helpful and so very accomodating, keep up the good work	1
Ms Rose is friendly and nice. Very satisfied with the service.	1
Ms Sarah Jean Ramirez, person who helped and facilitated the service for me, was very helpful and courteous. She should be commended for doing a great job.	1
Ms shiela was very helpful 5 stars and the manager very friendly hamds up akonsa service	1
ms thea is very accomodating she is worthy of commendation good job	1
Ms Tin Alfonso and Ms Judy Anne Sales were both very accommodating to all our queries .Thank You	1
MS venus Javellana assisted me as well on opening my lanbank online on my mobileShe was so courteous at all timesI commended her fo being so informative and respectful .	1
Ms Venus Javellana- Maganda at mabilis ang serbisyo.alerto sa mga taong nasa paligid at maunawain	1
Ms Venus Javellana, is a recommend staff, she is well mannered and know how to approach each customers concerns.	1
Ms yel is smiling and approachable	1
Ms. Adelaida J. Acosta was of great help and very accommodating and approachable, she explained to me in great detail and in terms that I will easily understand every step that needed to be done to fulfill my concern. She even gave me advise to better my experience. thank you so much!	1
Ms. Aguilar is very so spoken and attended me very well. Thanks to a good service.	1
Ms. Aileen is excellent & polite	1
Ms. Allen, patiently assisted me in dobs corner. Thank you	1
Ms. Aman was more than kind enough, considerate and explained things well kuddos to her.	1
Ms. Angelica Batangatang, Executive Assistant of Urdaneta Branch is very efficient and jolly. She is always helping me whenever I have a transactions like withdrawal and balance inquiry. She is very accommodating.	1
Ms. anne was very kind and helpful	1
Ms. Aprille Rose of the NAC Services was very helpful and courteous to assist me on my needs and queries. She was also kind and knowledgeable to the questions I asked.	1
Ms. Arah Dela Cruz is an awesome teller,very helpful.polite an good people skills.	1
Ms. Bernie Sinlao is very proactive to assist every client.	1
Ms. Carmela B. Guerra helped me in updating my information apart from providing valuable responses to my queries. Kudos!	1
Ms. Cath Guevarra provided us with EXCEPTIONAL customer support. She was extremely helpful and patient with everything we needed. She deserves a raise and a promotion!	1
Ms. Chel was very helpful!	1
Ms. Cheyselle helped me alot with my needs	1
ms. Cholita Sesno was very accomodating during my time to her. It was also noticeable her efficiency in her job. Job well done looking for more transactions with landbank because of her	1
Ms. Dany makes transactions and tax payments smoothly and efficiently. She is also a client-friendly. Our transactions occur in a fast way.	1
MS. DE TORRES IS VERY KIND AND APPROACHABLE.	1
Ms. Deborah Blanco and her team did a very great job assisting me throughout the process of my purchase.	1
Ms. Dolly Austria best exemplifies excellent service. Thank you.	1
Ms. Eden is very helpful and friendly she gave her full effort and good service. 🥰	1
Ms. Ella and the LBP Manager are very commendable, approachable, friendly. Grabe ang serbisyo nila.	1
Ms. Elvie is kind, courteous staff of Landbank. She is very helpful, all my questions answered properly. Appreciate her effort doing job. Great work.	1
Ms. Ester was wonderful and helpful. Kudos, she's a candidate for an outstanding employee	1
ms. fhritz is very accommodating. she was patient with my makulit questions.	1
Ms. Genevive assisted me happily and she's very friendly. Makes the wait worth while. I would recommend her for a job well done. Thank you	1
Ms. Hannah is very helpful and accomodating in our needs even though we open our account pass 3:00 pm.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ms. Hermie from customer service is always a pleasure to interact with; she's consistently nice and always wears a smile. Salute to Mam!	1
Ms. Irah was very helpful throughout the electronic salary loan process. She provided guidance on required documents, deadlines, and next steps, making the process smoother!!	1
Ms. Ivieronh Matias is very accommodating. Thank you Landbank Makati City Hall Branch!	1
Ms. Jacqueline Mapangdol was warm and accommodating. Grateful for her service. The Security Guards was accommodating.	1
Ms. Janella is so helpful. She deserves a raise. Thank you.	1
Ms. Jay-ann is very detail-oriented and helpful in assisting me with accessing my i-access account. She works passionately to accommodate clients.	1
Ms. Jeng Caringal was very helpful and pleasant in assisting us with our concern RPT payment very satisfied client!!💗 Very knowledgeable and techy!	1
Ms. Jennifer Quiba is very accommodating and helpful to all the information asked.	1
Ms. Joan @ Sir Aman was of great help to starting sk like us. They were kind to guide us and assist on the necessary process. So approachable! TS	1
Ms. Joanna is easy to speak w/ and Very Knowledgeable regarding the transaction	1
Ms. Joanne of Peza Taguig branch was very helpful and accomodating in processing eSL application. She should be commended for her very good service to LBP's clients.	1
Ms. Jonice is always assisting me when I have transaction with my UITF	1
Ms. Julz is very friendly and helpful in addressing my concerns. Thanks for the good service	1
Ms. Karen Escano is Very helpful and courteous Bank manager	1
Ms. Karla Accomodates me very well and the service is awesome so fast	1
Ms. Kay & Ms. Maggie willingly assisted me with my transaction. Thank you for your help! I commend your dedication to your work.	2
Ms. Kaye Brosas was really helpful to us from beginning to end. She was very knowledgeable on our inquiries. We're very delighted w/ how she assisted us. :)	1
Ms. Keia is very helpful and courteous :)	1
Ms. Kimberly assist me very well and she easy to approach very friendly.	1
Ms. Kiss assisted me very well. She' s accommodating and is knowledgeable of her job.	1
Ms. Leizyl Vigan, the bank officer assigned to LB Argao leaf is very accommodating and courteous. I commend her exemplary services extended to clients. Thank you!	1
Ms. Leizyl Viganof Argao-Leaf was very accommodating and answered all our questions promptly. Kudos to her.	1
Ms. Lhyze and kuya guard were very nice and accommodating. I was well guided and entertained. I just opened a payroll account and it's very fast and easy. The only downside is that the office is very hot because of no aircon. Kindly fix. Thank you.	1
Ms. Lunasin was helpful and very convenient	1
Ms. Lunasin was helpful and very cordial to me.	1
Ms. Lyza was very informative and efficient in processing my application and entertained my request despite it almost closing hours for their office. I was really appreciative of their efforts and attention.	1
Ms. Ma. Cecilia Delima is so helpful. I absolutely commend her.	1
Ms. Ma. Ezalyn Canseco is accommodating and treats me with kindness and patience. She did her job very well.	2
Ms. Maiden Angelica Lazaro assisted me very well. She knows her job very well. She always wear her beautiful smile. She is an asset to your company.	1
Ms. Marge of New Accts was very accommodating	1
Ms. Mary Joy L. Tamayo and Ms. Gay Garcia are very accommodating. I commend them for possible promotion. Salute to them! GOD bless your heart.	1
Ms. Mary Rose Dayrit is highly recommended and very helful.	1
Ms. Maureen limbo is so helpful, approachable and kind.	1
MS. MAY of East Ave branch was a great help. She assisted us in all the transactions with a lovely smile. Thank you.	1
Ms. Mayette Bondoc was very accommodating to inquiries. OFI for the Branch: please provide public CR.	1
Ms. Mikee Maniquiz is polite and cheerful. Had a pleasant banking experience with her. Thank you for assisting my mom!	1
Ms. Monica is very helpful with the help of our very own and nice person branch manager	1
Ms. Neddie was very professional and courteous in assisting me with my concern on cash withdrawal from my GSIS loan. The entire team of Landbank Boac maintained professional and courtesy to the clients even if there was power interruption and assured the clients that they will be attending to their concerns. Kudos, LBP-Boac.	1
Ms. Neri was very helpful	1
Ms. Nichole Mercado Highly recommended	1
Ms. Pepillo is very approachable. She answered well our queries and explained the requirements for our request of increase. Kudos Landbank.	1
Ms. Rica is very prompt, professional, and accommodating, as always.	1
Ms. Rochelle 9Lady Guard) maganda ang pag assist sa mga clients.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ms. Rodriguez and her head was very helpful. I was suppose to close my account but the service they have provided made me decide that my account is worth keeping. An exemplary service that needs to be replicated in all government offices coz Filipino deserves the best. Kudos to Limketkai branch!	1
Ms. Rosalie alano and team we're very accomodating and friendly.	1
Ms. Rose Ann Amaro and Ms. Wraissa Payag, were accomodating and helpful. Very much thankful,excellent service, very smooth Thank you Very Much.	1
Ms. Rose assisted me very well, because of her service she prevented me the hassle. So i'm recommending her for her extra mile service. Thank you so much!	1
Ms. Roselle Rabuco is superb. She is courteous and efficient.	1
Ms. Sarah Ablaza has a good customer service and very accomodating. Kudos to her and to the whole branch!	1
Ms. Sesno was very accommodating. She explained well the process I need/my account needs to enroll my account for fund transfer	1
Ms. Sheila Mae Ramirez, was very helpful..she assist me well in my request for fund request. Commendable!	1
Ms. Sheila Marie D. Javate was accommodated or assisted me very well during my bank account opening.	1
Ms. Sheila Ramirez is very accommodating and answered all my queries. Explained all the details and very polite. Excellet customerservice 100%	1
Ms. Sherene processed my request swiftly. I had a very nice encounter with her. Good job!	1
Ms. Tin is very approachable. She's texting for the other requirements and accommodating my querries.	1
Ms. Venus is very friendly and informative. She guided me throughout my account creation smoothly even though it is mu first time going to landbank. Very much appreciated.	1
Ms. Venus Javellana assisted us today and she did a very good job, very accommodating and well mannered. Thank you po.	1
Ms. Venus Javellana courteously helped my Senior Citizen mother in updating her bank details/records.	1
Ms. Venus Javellana is guide me through out the process on updating my iaccess she is very diligent through out the process, very accommodating and pleasant, she also makes sure every detail is updated properly. Thank you very much for providing a good service.	1
Ms. Venus Javellana is very accommodating and pleasant, she always smiles and willing to accompany me along the process. She is also looks at the details to refrain from errors which is very good in this kind of transactions. Thank you very much for providing a good service.	1
Ms. Venus Javellana is very commendable for being so approachable and as an employee of Landbank. Kudos to her	1
ms. venus javellana very kind, helpful and always wear a beautiful smile	1
Ms. Venus Javellana was very accommodating, thus makes the visit comfortable.	1
Ms. Venus Javellana was very nice and kind as a new account clerk in landbank karuhatan branch. She's easy to approach and always smile a lot with the client.	1
Ms. Venus Javellana, assist me with my concerns and she is very friendly.	1
Ms. Veronica was very helpful and kind. :)	1
Ms. Wendy (new accounts counter - Makati Atrium branch) was very courteous and very accomodating.	1
Ms. Zandria Buhulon embodies a warm and welcoming spirit, consistently offering her assistance even though she is no longer responsible for payroll duties. Her willingness to help creates a supportive atmosphere for everyone. Additionally, she diligently keeps us informed about any updates related to eMDS, ensuring that we stay up to date with important changes and developments. Her proactive communication and helpful nature make her an invaluable resource for our team.	1
Ms. Zandria is very accompdating. She assisted us in opening our account without hesitation	1
Ms. Zandria is very courteous	1
Ms. Zandria, as usual, is very accomodating. She always greets us with a smile making us feel welcome everytime we enter the office.	1
Ms. Zandria, the one who assisted me is very accomodating.	2
Ms. zandria, the one who assisted me is very courteous	1
Ms. Zandria, the one who assisted me is very kind.	1
Ms. Zandria, the secretary is very helpful	1
Ms. zandria, the who always assist me on s very courteous and always smiling.	1
ms. zandy, the one who assisted me is very courteous	1
MS.CLAPANO is very accomodating in my quiry and problems in online transaction.. very satisfactory govt service	1
Msgagaling dito	1
Mslipay ming tanan	1
mu transaction is smoothly.	1
Much appreciated the services. No need of any suggestions.	1
Much approachable in your service	1
Much better	1
Much better additiona ATM machine for the convenience of the ATM users. For the LBP Dalaguete Personnel keep it up. Good Job.	1
much better if the office may have a facebook or messenger for easy sending concern or immediate response for inquiries related ti the transactiin.	1
Much better if we costumers would be cater through online to lessen our time in any quireis.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Much better than other banks	1
Much bigger office	1
Much bigger space for the clients	1
Much easier here than the other land bank branch	1
Much satisfied	1
much satisfiied😊	1
Muhusay	1
Mula pagpasok pa lang ng branch, very accommodating ang lahat ng staff. Nakangiti at mabilis natapos ang transaction kahit madaming tao. Kudos Kay Sir Robel at Ma'am Ariane na nag asikaso sa akin.	1
Music for a lively ambiance	1
Must be always approachable in clients.	1
Must be approachable to all clients.	1
Must be approachable to others regardless of the status in life. Be considerate always. Always in a smiling mode when approaching the clients.	1
Must be consisten in your coised of service (PAD). When I was in HO - Malate (PAD) last 1/18/2024. I had my transaction in records (c/o Aileen), COPCP (w/ services) and LWOD (D02). I saw a very big difference in the way internal clients are treated/accomodated than than like 10-15 years ago. I noticed a light of gracious countenance of PAD ctia. Mga stall kasi non (10-15 years back), hindi naman lahat parang palaging makasi mangat. Tanang may malaking problema ma dinadaba. Thank you!	1
must be improve	1
Must be on time	1
Must have 24 hours security personnel on the ATM vicinity.	1
Must have a good ventilation and fast accomodation of client.	1
Must maintain this good behavior and treatment to the customers. Thank you.	1
must place a screen for the convenience of the client to be caued	1
Must provide information dest	1
MUST wear a smile and be polite in dealing with clients even if there are times when you're in a bad situation or problematic.	1
My account is at city hall but stff on crossing are very acxomodating	1
My appointments was all easy because of the very accommodating staff. Thank you specially ma'am Lady and ma'am Beth.	1
My banking experience is smooth as always and always meets my satisfaction.	1
My card arrived before the supposed date. Great Service	1
my cheque is only worth 950 pesos and I still gave pay 100	1
my comment is very good maam/sir	1
My comment on your service is add more personnel in both transaction for smooth and fastest transaction	1
My companion would like to suggest that the staff should smile often when servicing kay makulbaan daw siya mo atubang	1
My concern was addressed immediately by the personnel	1
MY easy pa po sana to update po.	1
My encashment transaction was fast	1
My experience every transaction in LANDBANK is so far good and the employees are accommodating as well	1
My experience is always been exquisite in this branch. From the guards that are very friendly. To the very beautiful clerk, Ms. Venus Javellana. She is also the clerk that helped me opened my account before, and now she is also the one helping me in having new card as my old one was stolen. She is very accomodating and has a pleasing personality. I really enjoyed the services in this branch. I hope every clerk would be like her!	1
My experience is smooth. From the staff outside and the processing of my account. Thank you.	1
My experience os indeed great and my concerns were addressed.	1
My experience was great so no need to improve more.	1
My experience was smooth and the personnel who attended to my concerns was very accommodating.	1
My experience was totally nice and good.	1
My experience with Landbank was very good	1
My first time and it has a comfortable environment	1
My go-to bank. Always attentive to our requests	1
My heart is full, the staff are very helpful and joy. They accomodate thier costumer with smiling and very approachable.. thank youuu LBP-alabel	1
My husband and I are very happy with the service. Thank you so much landbank!	1
My iaccess problem resolved immediately	1
My inquiry on iaccess is answered properly and resolved	1
My interbranch check encashment went smoothly. They accomodated me nicely.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
My landbank card says Sorry, your transaction cannot be processed. Please get your card and contact your bank Can you explain why?	1
My loan transaction was approved and release at the same day. It was fast. The terms and conditions were explained to me by the loan employee. She's jolly and kind	1
My loan was delayed because our agency was not informed regarding the recent changes on the application form, so I had to re-apply. Please inform the agencies should there be any changes on your application process to avoid delays. Thank you.	1
My loan was processed in just a day. Thank you so much	1
My number was 12 but I saw the person in front of, their number was 14. I don't know if she just came back, but its important to to follow the sequence of the numbers.	1
My outward remittance has been so smooth and I had a great experience doing transaction with this branch. I would like to commend all the staffs for a job well-done.	1
My pin change transaction is reset easily. Thank you Landbank!	1
My pleasure for entertaining the clients, Keep it up	1
My problem with my OFBank account was solved. And I got my card too. Thank you for assisting me.	1
MY SATISFACTION IN THIS BRANCH IS VER GOOD	1
My second account with this branch still Ms. Mela assisted me until the end and I am very satisfied because I accomplished all my needs with her help. No waste of time	1
My SNAPPY SALUTE!	1
My suggesstion is you must have a teller for cash deposit only so that the transaction will not take so long for waiting.	1
My suggest is continue to be kind and humble and also cintinue to be good entertainer to your customers thank you and God bless	1
My suggestion if they can do online live agent chat on this agent for the people who cannot go to the bank like person with disabilities	1
My Suggestion In addition to reducing costomer effort by offering ,	1
My suggestion is the must be also vigilant for clients vehicle in thr parking	1
My teller Kristine Joy Garcia was extremely helpful and was pleasant to interact with. Also in giving my information above, I hope you don't spam my email and phone with advertisements please thank you	1
My time with landbank Ozamiz went well.	1
My transaction in paying BIR in the teller is fast and the teller shows courtesy.	1
My transaction is fast and easy. Thank you landbank toledo branch.	1
My transaction is fast and landbankers are nice. Thank you!	1
My transaction is fast and the new account teller is courteous.	1
My transaction is issuance of LBP Alumni ID , not in the selection type catered by ODD, fast service. Highly commendable.	1
My transaction is well attended.	1
My transaction was done so fast. Thanks to tellers of Landbank.	1
my transaction was fast and smooth	1
My transaction was fast since I just wait for less than 10 minutes	1
My transaction was finished in less than 10mins	1
my transaction was smooth	1
my transaction was smooth and fast	1
My transaction was smooth and the teller Mr. JP was corteous and very helpful to my concerns.	1
My transaction was very convenient.	1
My transaction was very fast and good	1
My transaction with the bank is fast and the people are very accomodating.	1
My transaction with the branch was quick and easy.	1
My transaction with the branch went smoothly. The new account assisted me all through out the process of opening an SSS account.	1
My trusted and very accomodating agency I had. Thank you for your best performance. God bless.	1
myles & aly were very accomodating & assisted us w/ our land transfer queries and provided us next steps	1
N a everything is good	1
N/A , Magaling ang NASA over the counter	1
n/a all good!	1
N/A all goods	1
N/A almost perfect	1
N/A because.Your doing better on your service	1
N/A cause I am very satisfied of the Service.	1
N/A Dapat lahat ng landbank branch kasing welcoming as this one!	1
N/A exceptional service! Thank you for the fast transaction	1
N/A GOOD SERVICE	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
N/A its all good	1
n/a my transaction flo goes well keep ut the good work	1
n/a perfect	1
n/a satisfied	1
N/A so far they serve it well	1
n/a thank you	1
n/a thank you for your patience.	1
n/a thanks to all staff who are being responsive & corteous to assist us	1
N/a the admin officer has pleasing personality and approachable	1
N/A The The Landbank BACACAY Branch staffs were friendly and approachable towards bank's clients..	1
n/a there is no comment for the service because the personnel are approachable	1
N/A they have good costumer service	1
n/a they serve best with their client and the staff are very approachable	1
N/A verry satisfied	1
N/A very accommodating po lahat ng staff especially ma'am Gerlyn	1
N/a very good	1
N/A, all good	1
N/A, continue the good service.	1
N/A, GREAT SERVICE	1
N/A, service is good	1
N/A. Employees under Alabel Landbank branch are so accomodating. I felt very welcomed	1
N/A. Excellent service.	1
N/a. Fast transcation and well accommodating staff.	1
N/A. Good service all around and very polite staff.	1
N/A. Smooth transaction and friendly staff.	1
N/A. Very good service	1
N/AMabait ang mga staff	1
N0 more suggestions the service is excellent highly recommended..Kuddos to team of moalboal landbankGod bless stay safeCONTINUE TO SERVE PEOPLE	1
N0ne thankyou	1
NA . Good job	1
Na aasikaso nila ng maayos ang kanilang mga kliyente	1
Na accomodate dayon ko	1
Na accomodate ako ng maayos kahit sa ibang branch ang account ko.	1
Na appreciate ko ang pag service ng tao dito at maganda ang pakikiusap	1
Na assist po ako ng maayos at nakakagalak ng puso	1
NA for me its all good	1
na good	1
Na ipaliwanag nang maayos sa incharge	1
Na paka ayus Po ng serbisyo sa landbank. Super bait lahat ng staff.	1
Na proseso po ng maayos ang aking atm card, mabait po sa client si maam. Thank you po.	1
na satisfied ako sa service ng valdez florida blanca branch especially sa nag assist sa akin si mam merrycris.kung sa rating 10/10	1
NA, thanks	1
Na. Everything is good especially the tellers, they are all friendly.	1
NA. services provider is excellent. Thanks to Ms Javate and the rest of the employees for a very smooth transaction.	1
NA. They serve best with their clients and the staff are very approachable.	1
Na.entertain agad ang deposit ko.Hindi na ako nag.antay ng matagal. Good job	1
naaasahan	1
Naaasikaso naman kami ng maayos. Kaya wala akong maibibigay na suhestiyon. Maayos ang kanilang serbisyo.	1
Naactivate ko na ng mabilis ang atm card ko sa 4ps salamat sa mababait na staff at gwardya	1
Na-appreciate namin na nainform kami nang maayos nang New Accounts sa aming binukas na account para sa SSS Pension, dahil wala silang available na Visa Card, binigyan kami nang Proprietary Card na mas safe para sa aming mga Senior laban sa mga scammers.	1
Naasikaso ako ng mabuti sa branch nila	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Naasikaso kagad ako	1
Naasikaso naman ako ng maigi ng mga staff	1
Na-assist kami sa pag&labas Ng pera sa ATM. Ayos Ang lahat. Salamat po Ng madami.	1
Na-assist po ako nang maayos. Mabait po ang mga staff lalo na si sir. Superb po ang service. Thank you.	1
Naayatan nak ta uray late ket inacomodate nak latta	1
NAC people's are so accommodating to the Clients despite lean manpower	1
NAC personnel were very wpproachable	1
NAC STAFF ARE FRIENDLY and RESPECTFUL	1
NAC who assisted me in the customer service desk is very accomodating. Super service.	1
Nacapture ung card ko at need ng replacement, agad naman akong inassist para sa replacement	1
NACs personnel was very accomodating and friendly	1
Nadunggan na ba anb yangongo sa mga staff nga hapit na pasko intawon hatage intawon bunos para malipay anb usag usag	1
Nag claim lang atm, mabilis pero sana mag ka printer na ulit atm	1
nag inquir lang ako dahik ayaw mag open ng atm ko pero matagal na akong costumer ng landbank since 2005 pa	1
Nag inquire lang ako ng balance sa new accounts. Mabilis po ang service kahit sa ibang branch abg account ko	1
Nag papasalamat ako sa landbank kasi every time na may kailangan akong kunin or iprocess sobrang bilis lang tapos easy lang. Customer nako mula noon hanggang ngayon maganda yung na iexperience ko sa landbank kaya dito parin ako di ako lilipat	1
Nag papasalamat po kami sa inyo dahil malaki po itong tulong sa aking pamilya lalo na sa aming mga anak na nag-aaral	1
nag update lang po ako ng account ko dahil nag palit po ng no. So far ok naman po ang exoerience ko rito sa landbank	1
Nagagalak kami sa mabubuti at mga nakangiting staff,,, matulongin at mababait,,,, managing salamat sa kanila.	1
Nagamit ko din ang umid ko salamat sa tulong nila	1
nagbigay ng schedule araw date sa bawat transaction para hindi mahaba ang pila sa 4ps member lamang	1
Nagiging mabuti sa mga Tao na punta at inaasikaso.	1
Naging maayos and mabilis yung transaction	1
Naging maayos ang lahat dahil sa mabilis na serbisyo ng teller. Salamat sa kanilang tulong!	1
Naging maayos ang pag gawa namin Ng ACC at naging maayos ang pag trato samin na mga nag tatrabaho Doon specially kay sir Avic Galangera	1
Naging maayos ang pagtanggap at pagproceed ng aming kailangan na documento.	1
Naging mabilis at efficient ang buong transaction ko	1
Naging mabilis at efficient ang buong transaction ko, hindi nagmamadali pero naayos ang lahat	1
Naging magaan ang aking experience dahil sa friendly at approachable na teller.	1
Nagkaroon lang po ng konting problema pero agad naman nasulusyonan	1
Nagkaroon ng priority lane	1
Nagpapalasalamat Po Ako naka Sali Ako sa samahan na ito at subrang laking tulong sa Aming family	1
Nagpapasalamat ako sa 4ps nakasali ako malaking tulong sa mga anak sa pag-aaral	1
Nagpapasalamat ako sa landbank kasi mabilis yung service nila mababait yung empleyado	1
Nagpapasalamat kami sa serbisyo ni Mam Katrina Dueñas. Galing pa kaming Kayapa kahapon (Marso 26) ngunit dahil wala siya ay hindi kami pinaunlakan agupdate ti account mi. Tatta lang kami agupdate.	1
Nagpapasalamat po ako na makabilang po ako sa 4ps dahil dito natulungan po ang aking pamilya sa pag-aaral ng aking mga anak	1
Nagpapasalamat po ako sa inyong walang sawang pagbibigay ng serbisyo sa aming mga 4ps beneficiary	1
Nagpapasalamat po ako sa magandang pakikitungo ng empleyado ng Aroroy LEAF na si Mabel Martinez.	1
Nagpapasalat po ako ng malaki sa Landbank. Dahil sa tulong nila sa akin.	1
Nagpatuloy ang magandang serbisyo	1
Nagpipintas dagiti Teller. Nagsisingpet da pay.	1
Nagppasalamat po kami landbank dahil malaking tulong ang programa na ACEF sa magsasaka at sa nag aasikaso po samin na mapabilis ang proseso sa pag loan	1
Nagulat ako duun sa charge. Bakit may charge ih same bank lang naman sana yung involved sa transaction ko. Sa iba free yan kahit sang branches eh, bat sa landbank ang mahal naman. Pwde nyo po ba e lower if hindi kaya na maging free of charge?	1
nagustuhan ko naman ang bilis ng transaction dito sa landbank	1
Nagustuhan ko naman ang serbisyo ng landbank	1
nagustuhan ko po ang serbisyo ng mga kawani ng landbank echague	1
Nahihirapan lang mag hanap sa official email address ng LBP.Sana makita agad kapag ma open na ang website.Salamat	1
Naiisaayos naman ang serbisyo ng bawat empleyado sa landbank	1
Naka change pin agad ako thanks	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nakaka appreciate sila Pag kuha Pag open account kasi napaka approachable sila kausap.	1
Nakaka Buti at madali lang maintindihan	1
nakaka inspire mag transact kahit madaming tao, very accomodating sila	1
Nakakabuti Po Ang serbisyo Ng landbank	1
Nakakagaan ng loob ang kanilang service dahil sila ay palangiti at mahinahon kapag nagpapaliwanag	1
Nakaka-relax mag-transact dito, ang polite at maayos ng mga tellers	1
Nakakatulong naman ang mga stap landbank	1
Nakakatulong at mabilis na proseso	1
Nakakatulong ng maayos	1
Nakakatulong po sa marating tao....	1
Nakakatulong po tlaga sa amin	1
Nakakatuwa at napakabilis Ng transaction sa landbank Nagcarlan. Nakakatuwa Ang mga employadong mababait.	1
Nakakatuwa mga staffs	1
Nakakatuwa naman khit isa lang teller sa new acct.at marami pa clients palaging nkasmile sya..	1
Nakakatuwa po ang kanilang magiliw at nakangiting serbisyo sa mga kliyente.	1
Nakakatuwa po, maganda ang serbisyo	1
Nakakatuwa sa san jose branch landbank kase kahit maraming tao sa loob ay naaasikaso parin nila kami	1
Nakakawiling mag transaction mabilis ta mabait	1
Nakangit lagi mga empleyado	1
Nakangiti parin ang nasa may new accounts kahit maraming client	1
Nakangiti parin ang nasa New Account kahit maraming client	1
Nakapag open po ako ng account for payroll napakabilis ng aking transaction	1
nakatutulong ito para mapadali ang pag sweldo ng governo	1
Nakita ko na alam ng teller ang proseso, at ibinigay ang mga tamang impormasyon nang malinaw	1
Nakita kuna lahat SA land bank ang napakaayos na sirbesyo mabilis na transaksyon mababait na impleyado ..	1
Nakuha agad namin Ang Kwarta. Masaya po kami. Salamat	1
Nakuha ko na Yun Pera. Super bait Ng Landbank at DSWD	1
nalipay ko nga nakaapil ko sa 4ps para sa akong mga anak ibang sa pug eskwela nila	1
nalipay ko nga nakaapil ko sa 4ps Tungod sa akung pamilya ng sa among pangnanghalan	1
nalipay ko nga nakadawat ko karun ng naka apil sa 4ps	1
Name so far. Satisfies	1
Name, contact number and email address should be optional and not required	1
NAMI MAG ACCOMODATE ANY NGA EMPLOYEES	1
Nami sa ila service. Friendly.	1
NAMIT NGA SERBISYO	1
Nanel Bueno and Esmie Cairo were very pleasant. I will definitely bank with you because of them.	1
Napa bilis mag assist maraming salamat	1
Napa bilis po ang processo very satisfied and thankful	1
Napabait mg ng mga empoye	1
Napabuti at nakakatulong po sa amin	1
Napagaling ng serbisyo mabilis laging nkasmile ang mga bank employees at magagalang.	1
napaganda ng serbisyo ng landbank nagcarlan. mababait pati ang mga empleyado	1
Napak bait ng nag assist sa dobs	1
Napaka Accomodate	1
Napaka accomodating ng mga staff nila and very helpfull tuloy tuloy lng po landbank	1
Napaka accomodating ng staff sa anonas branch. Very knowledgeable sa trabaho kaya lahat ng questions ko naclarify mabuti.	1
Napaka accomodating po ng tellers	1
Napaka accomodating ng mga empleyado ng branch na ito	1
Napaka accomodating ng mga staff ng Land Bank BOC Branch.	1
Napaka accomodating ng staff mula sa guard hanggang teller	1
Napaka accomodating ng staff naka smile palagi, hindi ako nahirapan sa transcation ko at ang bilis bilis 🤗 Keep up the good work po mga ma'mam	1
Napaka approachable ng mga staff	1
napaka approachable ng mga staff unlike other branches	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
napaka asikaso po ng land bank camiling kht magpabalik balik po inaasikaso nila	1
Napaka babait Ng mga teller1) DENNIS JERICO E. SORIANO2) JONALYN P. DE OCAMPO3) AESENIO RICARDO B. ABUAN4) ROBEL S ALTARES	1
Napaka bait at maasikaso ni sir Elvin B. Tamani	1
Napaka Bait at matulungin ng mga empleyado nga Landbank Angeles City Maraming salamat po sa mabilis na serbisyo	1
NAPAKA BAIT AT PASENSOSYA	1
napaka bait nang mga empleyado at talagangat napaka bilis nang pag proseso sa amin	1
Napaka bait ng mga staff and officer	1
Napaka bait ng staff	1
Napaka bait ni sir jasper at sir ralph	1
Napaka bait po ng nag assist sakin	1
Napaka bait po nila	1
Napaka bait po nilang dalawa.	1
napaka bilis at babait ng mga tao sa landbank	1
Napaka bilis at good svc po mga guard	1
Napaka bilis at mga gwardya magaling sila mag assist 👍	1
Napaka bilis ng transaction sa branch na ito. Hindi maikukumpara ang service ng Bangkong ito. Thank you Ma'am Cherrie for always assisting. nakapag open ako agad ng bagong savings account. malaking tulong para mkapag ipon.	1
Napaka bilis ng transduction Lalo na mga guard magaling mag assist	1
napaka buti ng inyong serbisyo.	1
napaka buti po ng inyong kumpanya at marami po kayo natulungang tao.	1
Napaka buti, I got what I needed this bank.	1
Napaka buting mga mangagawa di ka nila iiwan hangang d nareresolba ang pakay mo sa kanila.. verry good gov employee.	1
Napaka Dali	1
napaka friendly ng staff at palangiti	1
Napaka ganda ng serbisyo very accommodating..	1
Napaka Ganda ng service and very helpful	1
Napaka gandang sebisyo.	1
Napaka gandang serbisyong ipinapaki at ipinamamalas sa mga kleyente, patuloy po sa magandang serbisyo sa mamamayang pilipino. CONGRATULATIONS	1
Napaka maasikaso ng mga staff at mabilis ang transaction	1
Napaka maasikaso sa kliyente	1
napaka mabuti nang mga tao na tumutulong palagi sa aming transakyon, sana ay patuloy pa nilang pagmabutihan	1
napaka matulungin at mabait ang mga staff	1
Napaka super friendly and approachable ng mga staff.	1
Napaka-accommodating ng mga empleyado. Laging may ngiti salamat.	1
Napaka-approachable ang mga empleyado ng Landbank Bambang. Hnd rin cla nagsusungit sa mga client at laging nakangiti. Sana lahat ng ahensya ng gobyerno ganyan HEHE	1
Napakaapproachable nila, they serve with smile nakakahawa ang mga ngiti nila🥰	1
Napakaayos mag bigay nang serbisyo sa mga tao	1
Napakaayos magassist ni Mam Eden Cosico at napakahumble makipag-usap. All goods	1
Napakaayos na serbisyo para sa mga matatanda	1
Napakaayos ng systema, mabait at maasikaso si Mam Villegas sa New Accounts Keep it up. Godbless	1
Napakaayos po ng pagasikaso mula sa guard hanggang sa mismong nag tulong sa aking kailangan.	1
Napakaayos po ng transactions	1
Napakababaet po ng mga staff po ng malacanang branch .lalo na po ung mga nasateller ung nasa recieving po at pati mga manager nila	1
Napakabait at maasikaso ang mga empleyado	1
NapakaBait at NapakaFlexible kahit Buntis 🤗	1
Napakabait ng empleyado	1
Napakabait ng mga empleyado at talagang sinisigurado nila na maganda ang serbisyo nila lalo na c madam jemema serafica balesteros..thankful sa kanya at napapadali ang transaction nmin at very friendly pa	1
Napakabait ng mga empleyado dito, talagang nakaka-relax makipag-transact sa kanila. Mabilis pa ang serbisyo	1
Napakabait ng mga empleyedo, magaan sa serbisyo.. salamat god bless po	1
Napakabait ng mga staff	2
Napakabait ng mga staff at napaka maasikaso sa mga customer godbless	1
NAPAKABAIT NG MGA TAGA AQUINO BRANCH LALO NA SI SIR RAPHY	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Napakabait ng staff dapat lahat ng Landbank katulad niya.	1
Napakabait ni Ma'am	1
Napakabait po ng empleyado ng landbank katipunan staffs, maayos po naisagawa yung transaksyon ko po para sa aking 4ps grants. Maraming salamat po	1
Napakabait po ng mga teller. Very accomodating and smiling po sila.	1
Napakabait po ng nag assist sa akin. Mabilis din po ang aking transaction.Maraming salamat po.	1
Napakabait po ng nag assist saakin na si Ma'am Zandria	1
Napakabait po ng staff na naka-assign sa Puerto Galera LEAF na si sir Renzo. Napaka-accommodating sa mga inquiries at mabilis magprocess ng card replacement. Maraming Salamat po	1
Napakabait po ni Maam Cindy, tinulungan nya po ako sa account ko. Marami pong salamat.	1
Napakabait po ni maam grace	1
napakabait po ni mngr Lea at mga staff	1
Napakabait po nila sir at napaka buti.	1
Napakabait po nya sa akin	1
Napakabait,napakamaasikaso..wala po kming masabi.	1
Napakabikis at matulungin mga staff at mga gwardiya tinulingan ako	1
napakabili nila miske matao ang bilis ng transaction	1
Napakabilis	2
Napakabilis na lang ngayon mag enroll sa iAccess ng LANDBANK. Hindi na kailangan pumunta sa mother branch para mag enroll. Salamat sa mga taga Aquino Avenue Branch na sobrang bait lalong lalo na si Sir Raphy Jho Reyna na nag assist sa akin sa deletion ng luma kong iAccess account at pag enroll ng bago. Salamat LANDBANK.	1
Napakabilis nang serbisyo nang Landbank ng palayan	1
Napakabilis ng mga teller	1
Napakabilis ng serbisyo at mababait ang staff	1
napakabilis ng serbisyo at napakamaasikaso ng mga empleyado	1
Napakabilis ng serbisyo nyo	1
Napakabilis ng transactions mapatellers at new accounts. Napakaapproachable ng lahat ng employee ng Daet F.Pimentel Branch pati na rin ang kanilang mga guards.	1
NAPAKABILIS NG TRANSASYON	1
Napakabilis ng trasakyon	1
Napakabilis po nila	1
Napakabuti ang iyong serbisyo	1
Napakabuti ng nag assist sa akin dahil tinulungan nya ako sa pag online . Maraming salamt kay Madam Sherly . Mababait ang mga empleyado	1
Napakabuti po nilang tao dahil madali po silang mapag tanongan.	1
Napakabuti po sobra..	1
Napaka-consistent ng mga teller sa pagbibigay ng maganda at mabilis na serbisyo.	1
Napaka-convenient at madali magtransact ng lost card replacement sa PG Leaf at napaka-accommodating po ng staff nyo na si sir Renzo Sabado. Maraming Salamat po at more power and Godbless	1
Napakadali mag inquire about loans, lahat ng need ko malaman nasabi sa akin. Sobrqng accomodating!	1
Napakadali magaccess at gumawa ng account sa internet banking mabait din at maganda ang staff po na nag assist saakin na si ma'am Venus Javellana	1
napaka-friendly ang approach ng mga empleyado	1
napakagaling ng mga tauhan ng landbank napakamahusay at mabait	1
napakaganda Ng customer service nila. pati Ang mga teller lagi naka ngiti	1
Napakaganda ng serbisyo at ang nag assist sobrang bait,Highly recommended🥰	1
Napakaganda ng serbisyo napakabait ng mga empleyado lalo na si Manager Gina Cañizares..	1
Napakaganda Ng serbisyo Ng landbank kasabay Neto ay Ang babait Ng mga empleyado. Papasok pa lang Ako Ng bangko ngiti na agad Ng guard sasalubong saken. Sana patuloy na ganon para di nakakasawang mag transaction sa bangko.	1
Napakaganda ng serbisyo ng Santiago Branch. Everytime na may kailangan kami, lagi po silang responsive. Lalo na ang mga tellers at bookeeper. Thank you.	1
Napakaganda ng serbisyo po ninyo at napabait ng mga empleyado salamat po ??😊	1
Napakaganda Ng serbisyo Wala na Po Ako mahihiling pa ??????	1
Napakaganda ng servesyo ng Landbank at mas gaganda pa soon	1
Napakahusay	58
Napakahusay ang mga empleyado ng land bank santiago branch at napakabait ni maam tin	1
Napakahusay at mabilis ang transaction at assistment ni ms.Venus Javellana	1
Napakahusay at napabait ni mam Lhean ... Sna mapromte	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Napakamaasikaso ng mga staff	2
Napaka-matulongin po ang mga empleyado	1
napakasmooth ng transaction bilis ng teller shout out to mr mark lester serano kung tama yung pagkabanggit ko ng name nya hahahaha	1
Napakasuhay ng mga empleyado sobrang babait	1
Napakbilis na serbisyo. The office is very neat.	1
Napansin ko na laging tinitiyak ng teller na ang lahat ng impormasyon ko ay tama bago tapusin ang proseso.	1
Napansin ko pong mahina yung ac. Pagpasok din po nung isang senior, yun agad ang sinabi. Sana maayos po agad lalo super init ng panahon.	1
Napapa aga pangangailangan at mabilisang proseso	1
narelease agad ang aking loan, maganda ang serbisyo ng landbank parang branch.	1
naresolve naman ng mabilis yung concern ko at yung nagassist na empleyado ay mabait and friendly.	1
Nasa ayos naman po ang lahat	1
Nasa tamang proseso at mabilis and serbisyo	1
Nasaayos ang lahat ng paglilingkod sa mga customer. At maganda ang pamamalakad. At mas mapabuti pa ang lahat.	1
Nasagot lahat ng maayos at malinaw ni manager ang aking complain patungkol po sa aking sss pension. Salamat at siya ay lumabas sa pinto ng banko at nagpaliwanag sa mga nag aantay sa labas. Ako ay kanyang pinapasok sa opisina nya at pinaliwanagan. Salamat po at napaka bait at maayos kausap ni manager.	1
nasagot naman lahat ng questions ko that time	1
Nasagot naman po ang mga katanungan ko	1
Nasasagot ng maayos ang aking mga tanong	1
Nasayaat la unay ni Mam Rowena Guropa. Nalaing nga mangiwanwan.	1
Nasiyahan ako na isa ako sa nakasali ng 4-ps kasi, malaking tulong ito para sa pamilya ko at sa pag-aaral ng mga bata.	1
Nasiyahan Ako Ng sobra Wala Ako ma suggest	1
Nasiyahan ako sa kanilang Serbisyo	1
Nasiyahan ako sa serbisyo nyo. Mabait at maasikaso sa kliyente lalo Yung verifier.	1
Nasiyahan ako sa serbisyong ipinagkaloob sa akin. Ipagpatuloy ang magandang serbisyong ibinibigay sa mga kliyente.	1
NASIYAHAN AKO SA TRANSAKSYUN NA AKING NATANGGAP	1
Nasiyahan at nagpapasalamat po ako sa tulong ng landbank sa akin at sa 4ps malaking tulong po ito sa aking pamilya	1
Nasolusyunan po ang problema ni Ms Venus at naipaliwanag ng mabuti	1
Nasusunod ang priority lane para sa aming mga senior	1
nasyaat mit asekaso na ditoy	1
Natapos agad. Kala ko matagal sa Dami namin.	1
Natawagan ako agad para ibigay ang returned check.Excellent job.	1
natolongan kami ng programang ito	1
Natulungan ako kung paano ko ma-access ulit ang aking piso account. Napakahusay!	1
natulungan ako ng malaki sa aking problema at transaction ay mabilis na naresolba ni Aivee I Pempeno	1
Natulungan ako sa aking problema sa pin ko.	1
Natulungan ako, akala ko magoopen pa ako ng account card replacement lang pala ang kailangan. Napadali po ang transaksyon.	1
natulungan naman ako sa inquiry ko tungkol sa mga post dated checks. salamat	1
Natutuwa ako sa mabilis na serbiisyo ng Umingan Branch. Satisfied na satisfied.	1
Natutuwa ako sa serbisyong ibinibigay ng Landbank Umingan sa aming barangay. Tinutugonan nila ang aming pangangailangan at di kami nag aalinlangan na lumapit sa kanila at magpatulong sa aming pangangailangan.	1
Nauna ako sa pila kahit marami tao. Gustong gusto ko ito. Salamat senior citizen law	1
Nawa po ay katulad ni maam sharon ang lahat ng empleyado sa landbank. Dahil po siya ay tumutulong ng may ngiti at hindi nagagalit kahit maraming katanungan.	1
naway ipagpatuloy ang mgndang serbisyo sa tao kapwa from ofw	1
Naway malipat na rin ang aming mga loans accounts from Matina branch dito sa Calinan para sa mas mabuting serbisyo.	1
Naway patuloy ang inyong mabuting pag seserbisyo	1
Na-withdraw ko na. Salamat po sa pag-assist	1
Neat and clean environment. Accommodating staff.	1
need a bigger space	1
Need a Comfort Room for the customers.	1
Need a new office, a large one to order have enough space to your client	1
Need a space for parking and additional atm for the branch.	1
Need a waiting she'd	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Need additional cashier/teller so that service is always good for all the clients...	1
Need additional Land bank in Dumaguete city	1
Need additional office staff	1
need additional staff in new account.	1
need additional teller	3
Need additional teller for quickly transaction	1
need additional teller.	1
Need additional tellers/cashiers to make faster transaction	1
Need Aircon !	1
Need an additional employee to avoid long stay in theoffice esp during deadlines and peak days	1
Need another branch lanao del sur to help more people clients 2nd district one district two	1
Need another landbank	1
Need another staff	1
Need another teller	1
Need atleast 2 tellers open especially during 11-12nn because as government employee that's the only time we are allowed to go outside	1
need big building	1
Need branches in Gen. Trias, Lancaster	1
need canopi out side the bank to protect from sunlight	1
Need chairs only.	1
need CR	1
need CR-Comfort room	1
need employee	1
Need For Big space especially parking space	1
Need Improvement on office space	1
Need more assistance for customer	1
Need more big space or area	1
Need More Chairs	1
Need more fan or aircon so that the place will be more comfortable because it is still too hot.	1
Need more LANDBANK at local gov't area.	1
Need more manpower, to serve even better	1
Need more personnel	1
need more space	2
need more space for clients.	1
Need more staff	6
Need more staff if having bulk clients	1
Need more staff in bulk clients	1
need more staff on new accounts section	1
Need more teller	10
Need more teller and new account staff	1
need more teller for fast transaction	1
Need more tellers	1
NEED OF ADDITIONAL TELLER.	1
Need of wider space for numerous clients.	1
Need one more teller for faster transaction	1
Need Parking space kay ma clampingan thank you	1
need po ng aircon kasi sobrang init sa loob ng bank..	1
need space	1
need space accept cash an check deposit an withdraw	15
need space and new atm machine	1
need space and withdraw,and deposit over the counter	1
Need space for parking vehicle	1
need space in tanaun leaf	1
need space in the branch leaf	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
need space, need to accept widrawal and ceposit of cash and check	2
need space,accept cash and check deposit and cash	3
need space,accept cash and check deposit and widraw	5
need space,accept cash and check deposit and widrawal	4
need space,accept cash and check widrawal and deposit	8
need space,accept deposit and check deposit also cash	1
need space,accept deposit and check deposit also cash.	1
need space,accept deposit,widrawal cash and check	1
need space,accept deposit,widrawal cash and check and additional atm machine	1
need space,accept widraw and deposit of cash and check	4
need space. and accept check and cash diposit..an widrawal	2
need space..if possible accept deposit and widrawal	1
need space..need cash and check accept deposit and widrawal..	7
need strong wifi connection	1
need sun roft at atm area	1
need sun shade at atm area	1
NEED SUNROOF AT ATM AREA	1
NEED SUNSHADE AT ATM AREA	6
need sunshade out side	1
need T.V na makikita yung number ng client para hindi na need ng verbal calling.	1
need to add additional staffto cater im the new account section.	1
Need to employ more staff to cater to frontline services. Atm machines should likewise be put up near schools and parks specifically Lucap wharf.	1
Need to have public CR	1
need to improve on the turn-around time per transaction	1
Need to improve the airconditioning unit	1
need to improve the internet	1
Need to improve the time or speed of transaction.thank you	1
Need to improve wide space	1
need upgrade the cdm	1
Need.extra man power	1
Needed elevator for the third floor..	1
Needed enough office space	1
neednew atm and cdm machine	1
needs additional teller to speed up transaction	1
needs more space	1
Needs no improvement as their service is already very good.	1
Needs to improve atm withdrawals accurately	1
Negotiate with BSWM several ay parking slots. BSWM can earn a little and it would be convenient for clients of the Bank.	1
Neil Crispuin is very helpful and accomodating.	1
net lang ang problem bumabagal pero sa worker walang problem very accomodative.	1
Netflix ? Or Magazine?	1
Never been to LBP branch that's more friendly and accommodating than LBP Camiling. Mabait lahat from guard to staffs. Unlike other branch like Tarlac City	1
Never to stop upgrade and maintain the respect and kindness of the environment, it helps the transaction go smoothly.Good job	1
New account application should not be too tedious. Service time should expedite as this pertains to a person's salary or perSONal expense. Otger banks offer the same day processing and claim.	1
NEW ACCOUNT CLERK WAS VERY ACCOMODATING AND HELPFULL	1
New Account Ms Veron R Lumbrera	1
new account opening was very convenient and easy very polite new account staff	1
New account opening, more computer is needed.	1
NEW ACCOUNT STAFF WAS VERY HELPFULL	1
New Accounts	1
New Accounts Clerk assisted me well with my laccess enrollment	1
New Accounts Clerk is very accommodating	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
NEW ACCOUNTS CLERK IS VERY ACCOMODATING AND EXPLAINED TO ME EVERY PROCESS OF THE TRANSACTION EXCELLENT CUSTOMER SERVICE	1
NEW ACCOUNTS CLERK IS VERY HELPFULL AND VERY PATIENT WITH ASSISTING ME WITH MY IACCESS ENROLLMENT	1
NEW ACCOUNTS CLERK WAS VERY FAST IN HANDLING MY TRANSACTIONS VERY POLITE AND COURTEOUS I WAS VERY SATISFIED WITH THE SERVICE I GOT. HIGHLY RECOMENS	1
New Accounts Clerk were beautiful and very accomodating	1
New Accounts incharge is friendly and with excellent service	1
new accounts is very accommodating	1
new accounts is very accommodating and help full	1
new accounts is very accommodating. he helped me in the requirements that I lack and he assisted me with enthusiasm despite a lot of people was asking him questions cause he is the only one in the area. He tries his best to cater everyone and we appreciate him extending his lunch time to help us, eventhough he should be able to take a break when necessary	1
NEW ACCOUNTS IS VERY POLITE AND ACCOMODATING	1
New Accounts personnel are smiling and accomodating	1
New Accounts staff, Zomella Cerezo is very accommodating and has given exceptional service during my IAccess application. She assisted me to enroll and made sure I can access my mobile application without leaving the branch.	1
NEW ACCOUNTS WAS ALWAYS SMILING AND VERY POLITE ABD ACCOMODATING, VERY HAPPY WITH MY SERVICE	1
New accounts was fast and helpful	1
NEW ACCOUNTS WAS VERY FUNNY AND ACCOMODATING MY TIME WITH THE BANK WAS JOYFUL	1
new accounts were very fast polite and very accommodating to all my queries	1
new accts is very accommodating and fast	1
New accts is very accommodating	1
New building and hired more staffs to cater the large number clients in comfortable ways.	1
New building equipments	1
New ccount desk shall have two or more personnel for fast accomodation	1
New LBP branh	1
New office building with good atmosphere and preesents a good environment for clients.	1
New Office near very convenient	1
Newly issued ATM Card for my recently opened acct	1
Next time mag open na ako ng landbank ty.	1
Nganong walay P100 sa ATM machine	1
Nice	95
Nice & easy transact :) God bless you :)	1
Nice & faster procedure	1
nice & satisfied	1
Nice 👍👍👍	1
Nice :)	2
Nice ??	1
Nice =)	1
Nice 5 ??	1
nice accommodation	2
Nice accommodationFriendly personnel	1
nice accomodation	1
Nice accomodations and services from your employees most especially ma'am Julieta P Tolentino	1
Nice ambiance	1
Nice ambiance of the branch. Staffs are always smiling. The guards are friendly	1
Nice and accommodating	1
nice and accomodating	1
nice and clean.. good service..	1
nice and comfortable all staff	1
Nice and excellent service	1
nice and fast	1
Nice and fast service by ms venus	1
NICE AND FRIEDLY STAFF	1
NICE AND FRIENDLY STAFF	1
Nice and good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nice and good intertain	1
Nice and good naman ang pag bibigay ng magandang service ng mga staff at empleyado ng lbp Nagcarlan, natutuwa ako sa mabilis na pagprocess nila ng aking transaction	1
nice and good staff	2
Nice and good.	1
Nice and helpful ang teller	1
Nice and humble	1
Nice and Pair	1
Nice and polite employees	1
Nice and professional employee	1
Nice and quality	1
Nice and smling staff	1
nice and very approachable	1
Nice and very good services	1
Nice and Very Hepfull	2
Nice and very informative chat with venus javellana .salamat venus, bsbalik ako sa yo muli, bsbay.	1
nice and we are confortable	1
Nice ang pag assist	1
Nice approach	2
Nice approachable staff	1
Nice bank	3
NICE BANK AND ALSO THE EMPLOYEE	1
Nice banking with you	1
Nice because they serve their clients very well.	1
nice branch	3
nice branch the people are good too	1
Nice Branch, so neat and orderly among other branches I've visited. Very accodating staff and Ma'am Zelda, their branch Manager. Keep it up!	1
Nice clear to understand kind	1
Nice communication	1
Nice din	1
Nice done	1
nice employees	3
Nice employees at Landbank	1
Nice employees!	2
Nice experience	1
Nice experience ever since I opened an account here. Happy 61st anniversary!	1
Nice facility	1
Nice good	1
nice good job	1
Nice good sirves	1
Nice great job	1
Nice Job	10
Nice job landbank	2
Nice job on the frontline. They give a lot of information regarding on opening an online account.	1
Nice job!	3
Nice job! so fast trabaact	1
Nice job.	1
Nice job. Very courteous employee	1
nice kayo inyong christmas decoration😅	1
nice keep it up 😁	1
Nice Landbank employees. Very accommodating. Naki-CR pa ko.	1
Nice landbank. Goods	1
Nice mag accommodate ang mga employees. Gwapa ang naa sa tumoy na teller.	1
nice na kaaayu kay bugnaw naa dili nko ganahan mo gawas😄😄😄😄	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nice naman lahat all goods	1
Nice nice	2
Nice nman mga security guard at nag work Dito	1
Nice office	2
nice one	4
NICE ONE GOODJOB	1
NICE ONE!	1
Nice people	1
Nice performance	1
NICE PERSONNEL	1
Nice place	1
Nice place /very acvomodating	1
Nice po and mabilis	1
Nice po very good excellent	1
Nice procedural on banking	1
nice process	1
Nice public service	1
nice qnd easy transaction	1
Nice Sercices	1
Nice service	328
Nice service 👍👍👍	5
Nice service 👍👍👍👍	1
Nice service ??	1
Nice service accommodate asap	1
nice service all stop are very good	1
NICE SERVICE AND ACCOMMODATING	1
Nice service and aproachable	1
NICE SERVICE AND FAST	1
Nice service good job	1
nice service keep it up	1
Nice service their teller are very nice and also their officer. Very accommodating and friendly staff. They treated their clients equally. Over all good service.	1
Nice service!	2
Nice Service!Good job!	1
nice service, very accommodate	1
Nice service, very fast.	1
Nice service.	2
Nice Service. Everyone is kind and approachable. Thank you for your hard work.	1
Nice service. I'm so satisfied.	1
Nice service. Thank you	1
Nice service. Thank you po	1
Nice service. Very helpful	1
Nice service.. very good	1
Nice service...keep it up...u	1
Nice serviceeee	1
nice services	6
Nice services and very good	1
Nice Services Congratulations	1
Nice services.	2
Nice services. Congratulations!	1
Nice services.. Thankyou for approachable staff😊	1
Nice services... additional teller	1
NICE SRVICE....	1
Nice staff	5

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
NICE STAFF AND CLEAN SURROUNDINGS!	1
NICE STAFF AND HELPFUL	1
Nice staff, helpful.	1
Nice staff, nice service. Good job landbank	1
Nice staffs	2
Nice teamwork	1
nice time banking with the LBP	1
Nice to transact	1
Nice to transacion to very fass.. think you so much	1
Nice transaction and very accommodating service	1
Nice verry Good...	1
Nice verygood services is pretty	1
nice work	1
Nice Work!	1
Nice worker in your land bank.	1
Nice working environment, very hospitable employees	1
nice znd kind staff	1
nice!	1
Nice! Everything is fine.	1
Nice! Ok	1
Nice!!!	1
Nice, quick and friendly employees	1
Nice. I appreciate your good services. Love ya	1
Nice. I like the service	1
Nice; Good Job	1
Nicee and easy transaction	1
nicely assisting, fast transaction - aileen cruz	1
niceservicegoodjob	1
Nicolas Soriano should Be commended for excellent service	1
Nindot and pamalakad	1
Nindot ang landbank kay mo interten ug customer good services. Thank you all staff sa landbank	1
nindot ang serbisyo	1
Nindot ang serbisyo sa branch. Abtik ug paspas.	1
NINDOT ANG SERBISYO SA LANDBANK	1
Nindot ila service	1
Nindot ilang services unya buotan pud	1
Nindot kaau ang serbisyo paspas ug dli hasol ..maau sad ang nag atiman sa amoa dri kay gi guide mi sa among buhaton	1
nindot kaayo ang serbisyo na ilang gihatag.. paspas ug mga buotan kaayo ang mga empleyado. gaan kaau sa buot	1
Nindot mo explain so maam Kay makasabot jud ko	1
Nindot nga serbisyo	2
Nindot sila mu entertain sa mga visitor .niya dli pd mag goot ilang tawo sa sod unya hapsay .	1
nindut	2
Nindut ang opisina	1
Nindut elaha karun ipanalo mu kay avail all customers nga taga landbank	1
Nindut gyud ang elaha serbisyo labi na sa nga teller nga mga gwapa ug mga buotan kaayu	1
Nindut opisina	1
Nindut ra mam. Dili alanganin magtubag. Ky bootan ang mga taw.	1
Nindut unta ug naay pinaskohan sa nga valued customers karung umaabot pasko	1
Nine	1
nine so far.thank u sa mabilis na serbisyo	1
Nine. The servic3 is great and the staff is very approachable.	1
Niothing, the service is good enough	1
Nisiyahan sa servisyo	1
nithing to inprove exc	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No - Im satisfied	1
no - job well done	1
NO ! It's really good! Thumbs up!	1
No additional comment Ms.venus assisted me very fast and accompdating. Great job! Thank you soo much	1
No already satisfied.	1
No areas of improvement because everything is user friendly. The staff are courteous and was able to explain to me the things that I need to know.	1
No bacause all the staff treat the customer fair	1
no because I am satisfied for the s service I availed	1
no because the service is good and accommodating	1
no because your service is very good and so helpful and understanding for all client	1
no coments ,good services.	1
No comment	4
No comment - excellent service	1
no comment & suggestion, salamat kaayo	1
No comment , good sarvice.	1
No comment .. keep it up	1
No comment ... Thank you sa serbisyo po nyo.	1
No comment / Thank you	1
no comment absolutely good services	1
No comment all employees are good	1
No comment all good	1
no comment all is sattisfied	1
No comment all service are good	1
no comment all service is excellent	1
No comment all well taken.	1
No comment and at good service to the clients	1
No comment and recommendation since i am satisfied	1
No comment at all. My transaction well done.	1
No comment at all. Service is awesome.	1
No comment at all. The service is absolutely nice. Transaction is fast. The ambiance and flow is highly appreciated.	1
no comment at this time, because everything is smooth transaction	1
No comment basta mababait at maasikaso	1
No comment because Im fully satisfied with their services 🫡😊	1
No comment because im satisfied	1
no comment because the service is okay & good	1
No comment because they are accommodating and smiling for my transaction	1
no comment because your in good service	1
NO COMMENT BECUASE ALL OF STAFF HERE IS VERY GOOD. THEY ENTERTAIN THE CLIENT IN A GOOD WAY AND ALL OF TRANSACTION IS SIMPLE DUE TO HIS\HER INSTRUCTION AND GOOD CATER EVERY CLIENT. GOOD BLESS ALL. KEEP IT UP....	1
no comment but continue good services	1
No comment but thank you	2
No comment everything goes smoothly	1
no comment everything is okay.	1
No comment for improvement, the office is very compliant with the standards expected of them.	1
No comment fully satisfied	2
No comment good job	2
No comment good service	1
No Comment Good Service , Thank you	1
No comment goods costumer service lahat lalo na sa mga guards specially kay kua nelson po	1
No comment im satisfied on her service	1
No comment im satisfied with the service.	1
No comment I'm Satisfied with the service.Thank u!!!	1
No comment i'm satisfied with their services.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
no comment im satisfying youre service thank you! God bless you all	1
No comment im very satisfied the service	1
No comment just fillow the rule	1
No comment just follow the rule	1
no comment just maintin your fearness treatment to your valud customer	1
No comment kasi maganda at maayos ang pakikitungo sa tao o customer ..at mabait ang mga tao	1
No comment kasi ok na ako sa service ninyo	1
no comment kz ok naman po	1
No comment Ma'am Norvie is friendly smiling faceThank you	1
No comment masha allah everything went well.	1
no comment na po..ty	1
no comment ok ra ilang serbisyo	1
No comment on service. They are all good and trusted.	1
no comment or satisfied mam cholly is good approachable	1
no comment po, lahat ay masyos naman na nipag kakaloob	1
No comment sa service po.. very accomodating po sila	1
no comment- salute sa services very good	1
no comment satisfied	3
No comment satisfied so much so keep it up mams and sirs god bless	1
no comment satisfied with services	1
no comment service is good	1
no comment services are ok	1
No comment sir. Thank you for your service. God bless you!	1
no comment thank you	1
No comment Thank you sir because you are approachable to your customer.God bless you always po.	1
NO COMMENT THANKS	1
no comment thank you :)	1
No comment the services was very accomodating and feiendlyn	1
no comment the staff and officer was deserve at are times	1
No comment the stidf is very responsible	1
no comment very accomodating	1
No comment very approachable	1
No comment very good and faster services	1
no comment very good services	2
no comment very satisfactory	1
No comment very satisfied	1
No Comment Very Satisfied W/ the service provided	3
No comment yet. Just keep it up! Thank you!	1
no comment your prompt & good approach to your customer a apreciated	1
no comment! Landbank services is the best!	1
No comment! Perfect! With competent LBO Staff. Thanks	1
NO COMMENT! THANK YOU! GOD BLESS!	1
No comment! The service of the staff here in amlan was very satisfying??	1
No comment, All is very good.	1
No comment, all is well	1
No comment, because all the staff are very approachable and nice including the guards :)	1
No comment, Better enough	1
No comment, everything is organized.	1
No comment, I would like to say is. The staff is very kind and honest.	1
no comment, im satisfied for your services	1
No comment, im very satisfied	1
No comment, I'm very satisfied for your services! Keup up the good work. Thank you!	1
No comment, it was great and impressable.	1
NO COMMENT, OK RA ANG ILANG SERBISYO	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No comment, okay po lahat.	1
No comment, Satisfied Costumer	2
No comment, satisfied with the service provided	1
no comment, services ok	1
No comment, thank you for your service	1
no comment, the branch has good quality services.	1
no comment, the service is v.good	1
no comment, they serve well and	1
No comment, Very good service	1
no comment, very satisfied	1
No comment,agree lahat	1
no comment.	1
No comment. A very long time client of this bank	1
No comment. All good!	1
no comment. All is very good	1
No comment. All is well and easy	1
NO COMMENT. ALL STAFF ARE GOOD	1
No comment. Everything is fine.	1
No comment. Friendly.	1
No comment. Good service.	1
No comment. Has a good service.	1
No comment. I am satisfied	1
No comment. I got what I need.	1
No comment. I really satisfied.	1
No comment. I'm satisfied.	1
no comment. Im very satisfies for your services. Keep up the good work. Thank ypu	1
No comment. It's perfect. the service is nicely!	1
No comment. Maayos ang serbisyo.	1
No comment. Okey serbisyo. Gwapo guard mabait Yabina DC pangalan	1
No comment. Satisfaction w/ the service	1
No comment. Satisfied	2
No comment. Satisfied already	1
no comment. Satisfied customer	1
No comment. Service were great!	1
No Comment. Services is very good. Keep up the good work	1
No comment. Snappy!!!	1
No comment. Staff are accommodating.	1
no comment. the services satisfied me :)	1
No Comment. Very Satisfied	1
No comment. Very satisfied.	2
No comment.all is well	1
No comment.i am satisfied	1
No comment.its all excellent approached.	1
No comment.maganda ang serbisyo nla sa landbank	1
no comment/all is well	1
no comment/im very satisfied to their service to their customer	1
no comment/nice performance	1
no comment/satisfied	2
NO COMMENT; SERVICE IS ALWAYS VERY GOOD	1
No comment... Thank you...	1
no comments all very good services	7
no comments magaling ang mga staff very good	1
No comments to be done because they are trustworthy and the staff are kind and polite.	1
no comments very good services	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No comments,its already improve ang going to progress	1
no comments/ good service. Thank you!	1
-No Comments-Best Service Aailed	1
No Complaints. Service was good	1
No complaints. The employees are easy to approach.	1
no cus I like the girl in the teller shes to beautiful	1
No c'z I'm satisfied with the service you offer	1
No delays and easy transaction	1
no dense ther are so very kind and approachable	1
No eed they all friendly and accommodating.	1
No elevator	1
No else can say,,the best ang serbisyo	1
No everything's fine	1
no excellent	1
No facemask para Makita tunay na ganda	1
No fees for encashment.	1
No further comment, service is excellent	1
No further comment. The transaction went smoothly	1
No further comment.The Manager was extremely helpful, cordial, smiling, and very accommodating. We didnt have a hard time. Thank you for the prompt courteous service . I am a first time client of your bank from Bacolod City and am very highly satisfied of the service.	1
No further comments, there officers are very responsive and courteous.	1
No further ideas, simply continue providing the best level of service you can..	1
No further improvement due to high quality of service	1
No further questions, the service is complet3ly okay .	1
No further recommendation satisfy for the service	1
No further recommendation since LANDBANK DANA0 has a very good customer service. Kudos to all staff!	1
No further suggestion at the moment as I am very satisfied with the services	1
No further suggestion because I am completely satisfied by the service.	1
no further suggestion because the employee that assisted me is very helpful	1
No further suggestion its all goods	1
No further suggestion to improve the services, as I was fully satisfied of it. Continue the conducive and courteous welcoming and assistance of employees nd even the guards.	1
No further suggestion,satisfied of our services	1
No further suggestion. EXCELLENT SERVICE. Kuddos!	1
No further suggestions as of this moment.	1
No further suggestions except on the old school processes of the bank. But so far, the staff are very accommodating and knowledgeable on their role.	1
No further suggestions keep up the good work	1
No further suggestions Landbank's services is already excellent.Thank you to Ms. Marychris Tiangco for outstanding support and prompt communication prior to my arrival in P.I. from abroad. She provided all necessary information, guidance to resolve my pending loan repricing issue and successful issuance of PDC checks.	1
No further suggestions since I'm already satisfied with service I received from sir LEVIN	1
No further suggestions, my concerns was solved impressively.	1
No further suggestions. Customer services has greatly improved in the past year. Guards are very kind and accomodating especially ro senior citizens. Branch manager sir Peredo was very nice, accomodating, helpful and enthusiastic. Other staff were also very helpful and noticable.	1
No further suggestions. Overall, service is great. My needs were catered.	1
No further suggestions. Service was excellent and on point!	1
No further suggestions. their officers are very responsive and courteous.	1
no futher suggestion because they're good and approachable	1
no ginerls strongly recommend the continueton of your good service to the public	1
No hassle	2
No hassle but slow	1
no hassle very fast transaction	1
No hassle.	1
no I am satisfied	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No I am satisfied w/ the services thank you	1
no I don't have any comment because all staff are good in service	1
No i dont have because the staff of Landbank is friendly and others is not so but i can manage.the staff is very courteos to serve well.	1
No I feel Satisfieed	1
no idont have because the staff serves courteosely .	1
No I'm satisfied	1
No improvement needed	1
No improvement needed because this office has a very good services.	1
no improvements	1
No improvements needed! Service was excellent and I am fully satisfied!	1
No inputs needed very good service	1
No issue sa transaction ko	1
No issues at all	1
No issues in completing transaction	1
no it's the best anyway	1
no its perfect are the way it is	1
no its perfect the it is	1
No Keep up the good job will have another transaction.	1
No matter what types are my transaction, tellers are easy to talk to. Always helping me everytime.	1
no more . . You served very well =)	1
no more because im very much satisfied with their services	1
No more bel. Im very much satsifed w/ their services	1
No more charge for interbranch deposit.	1
No more comment about the service of landbank.the employees and guard render good service...thank you	1
No more comment, because they are all friendly and also the guards.	1
No more comments because they are all very accomodating	1
No more doubt. Fast transaction and smooth.	1
No more improvement because its good in services	1
no more suggest but only i can say is just to be maintain the good service... Mabuhay po kayo ..	1
No more suggest good services	1
No more suggest very good services	2
No more suggestion	1
No more suggestion , satisfied client	1
No more suggestion and how appreciate it .	1
No more suggestion coz we found the good services in your office.	1
no more suggestion kasi napakaganda nila mag entertain lalo na ang mga guard easy to approach.	1
no more suggestion lahat ay accesible	1
No more suggestion very satisfied for the service	1
No more suggestion, fast transactions	1
No more suggestion,fully satisfied for the services	1
No more suggestion. I commend this branch. Mabilis ang service. Mabait ang staff and guards. Very helpful. Thank you Landbank Roosevelt	1
No more suggestion. I'm satisfied with the services of LBP Sorsogon.	1
No more suggestion. Service is fast & good	1
No more suggestion. The employee is kind and approachable.	1
No more suggestion/s. Ang mga staff at tellers ay palaging mabait, magalang at madaling lapitan sa kahit ano mang oras at kahit ano man ang aking tanungin o kailangan.	1
No more suggestions , very much satisfied	1
No more suggestions because I am satisfied with their service.	1
No more suggestions but i appreciate the help that the employees gave.	1
No more suggestions but very thankful for their very accommodating service and excellent customer assistance most especially to mam bea.Thank you very much Landbank Iba🙏🙏🙏	1
No more suggestions but, thanks for ma'am eurupa for the good service will satisfied 👍👍👍	1
no more suggestions great setvice	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No more suggestions indeed...the service from your institution was made very successful and awesome.. thanks to all of you..	1
No more suggestions its so very satisfying all employees and also have a very kind manager of this bank	1
no more suggestions since the services are excellent enough for me and so with the very courteous and friendly employees.	1
No more suggestions the services is so good	1
No more suggestions to improve	1
No more suggestions, keep up the good work	1
No more suggestions. I am very satisfied with your service. I highly recommend it to my Co teachers.	1
No more suggestions. Keep it up and continue being good	1
No more suggestions..	1
No more suggestions...keep up the good work	1
No more suggestios im content in your service thank you..	1
No more to improve because LBP Surigao continue maintaining good quality services to their client. Tha manager down to staff are very approachable.	1
No more to improve because LBP Surigao continue maintaining good quality services to their client. The manager down to staff are very approachable.	1
No more to improved ,	1
No more to say, its nice!	1
No more to say.. nasa maqandang condition naman lahat.😁😄	1
no more well good at costumer service ang staff and security personel.	1
no more! Just continue the good service thank you	1
No more, it's great	1
No more. Excellent services.	1
No more. Good Job mga maam and sir. God Bless	1
No more. Just to say thank you...	1
No more. Service is excellent.👍	1
No more. Service is good.	1
No More. Thanks to a service. They are very good at customer	1
No more.Thank you for a great services rendered to us	1
No more.they all good	1
No Need (thumbs up)	1
No need , it's the best	1
No need because the service of this Branch is highly recommended and the transaction is good.	1
No need because their services are excellent and outstanding...🏻👍🏻	1
No need best service for me LBP	1
No need cause they have it anytime when you at this branch LAND BANK PASIG CAPITOLYO BRANCH	1
no need coz they already did good services	1
No need for improvement	3
No need for improvement the office is Very good	1
No need for improvement.	1
No need for improvement. We thank you for the services.	1
no need for suggestion because the services is very satisfying.	1
No need for the suggestion because i am satisfied with their service	1
No need further improvement, because the staff are very polite.	1
No need I am fully satisfied with your service and appreciated much! Keep up the good work and God bless you all😚😉	1
No need improvement service is exquisite	1
No need it's perfect the way they are	1
No need of improve	1
no need ok n poh lahat	1
no need satisfied	1
No need since the staffs and guards are approachable	1
No need sobrang ganda ng services syempre yung staff din sobrang babait🫶	1
No need they all 100% approachable	1
No need tio improved because all was so very kind and helpful to us.	1
no need to change. the staffs are kind. keep it up:)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
no need to i prove your services	1
No need to improve	4
No need to improve . Very good service	1
No need to improve because I am a,lready satisfied with your services,	1
No need to improve because you are doing well	1
no need to improve further because service is already excellent😊	1
No Need to Improve I believe they are doing all their best to serve all of the clients	1
No need to improve I'm very satisfied	1
No need to improve it's already excellent	1
No need to improve Just stay approachable	1
No need to improve keep up the good work	1
No need to improve the best na an services ni Landbank.	1
No need to improve the staff is approachable	1
no need to improve thier service because they are all okay and I believe ginagawa naman nila ang best nila thankyou	1
No need to improve thier service because they are approachable and kind to everyone	1
no need to improve yourservice, its alreadyfast transactionN :)	1
No need to improve, I'm very satisfied especially the services of the staffs.	1
No need to improve, the service are the best	1
no need to improve,the staffs are well mannered.	1
No need to improve. Best services	1
No need to improve. Employees are very accommodating.	1
No need to improve. I'm satisfied w/ the service.	1
No need to improve. Its all. The tellers are nice	1
no need to improve. your. services in very good	1
No need to improve..Excellent service and Tellers🫰	1
No need to improve..Excellent services and Tellers..	1
No need to improveAll the staff and bank manager is accomodating they assist you with smile.Salute to all staff of land Bank Quezon avenue branch.	1
No need to improved	1
No need to improved because the service is good	1
No need to improved the services that you offered is good enough.	1
No need to improved u just got provided what a people's need and your staff is very helpful thank you Godbless	1
No need to improveExcellent Service and Tellers	1
No need to proven the service is very worth it	1
No need to recomment because im very satusfied with thier servises.	1
No need to suggest anything. Already have good quality service.	1
No need to suggest. Cause Im satisfied for their service	1
No need to suggest. I am contented with your service. Very accommodating.	1
No need yo approved, excellent performance	1
No need!Employees here are awesome!	1
no need, good service and excellent	1
No need, I am very satisfied of your services	1
NO NEED, ITS SERVICES IS EXCELLENT, VERY ACCOMODATING AND FAST SERVING	1
No Need, Very Satisfied.	1
No need,very good in service	1
No need. Employee who assisted me (Kristyl) is very knowledgeable;very helpful and very polite.	1
No need. Everything satisfied for their service.	1
No need. Service provided by the staffs was excellent. I give a 5 star rating.	1
No negative comment and servcice is excellent as per Transaction.	1
No negative comment very satisfied of your service	1
No negative comment. Maganda naman po abg servie nyo. Thank you.	1
No negative Comment. Overall, Very accomdating and Friendly	1
No noon time break	1
NO NOTHING MORE I AM COMPLETELY SATIFIED IN YOUR SERVICE, THANK YOU.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
no offline of atm machine	1
no one satisfied Clients, thank you	1
No other comment all i can say is a good service,fair of all like me as one of the clients...	1
No other comment because services are superb!!!!	1
No other Comment branch Service of the in landbank is so satisfying	1
No other comment just perfect	1
no other suggestion but i really like miss camille in teller 2 very helpful siya and buot	1
No other suggestion, I was satisfied to the service	1
No other suggestion. Excellent service.	1
No other suggestion. Really satisfied.	1
No other suggestions but more of commending the professionals for working their job efficiently and effectively.	1
No other suggestions certified good service at all times	1
No other suggestions the service is great	1
No other suggestions, all transactions are smooth every time i go here	1
no other suggestions, fully satisfied with the services needed from the staff	1
No other suggestions, keep up the good work.	1
No other suggestions. Keep up the good work	1
no other suggestions.. very satisfied	1
No other suggestions; rather, I want to comment on and appreciate Mr. Roderfor Ullero for his kindness, and generosity in assisting with my concerns. His service is exceptional, consistently demonstrating professionalism and dedication. I am truly grateful for his support and the positive impact he has made. Landbank is fortunate to have him.	1
no other words. maganda namn ang pakikitungo ng serbisyo.	1
No papers works for transaction in the bank like union bank system	1
No priority lane, but so far the service is good.	1
No priority line	2
No priority line to all	1
No problem	3
NO PROBLEM AT ALL	2
no problem at my transaction	1
No problem is good service	1
No problem maganda ang serbisyo at madali	1
No problem po and mabait naman po cla at palangiti.	1
No problem so far. Keep up the good work	1
No problem there services is good	1
No problem very attentive on my transaction and Cathy help me on it.ty	1
No problem, all of them sere it well.	1
No problem, very convenient	1
No problem.	1
no problem. the transaction runs smoothly	1
No queueing	1
No recommendation employees are accommodating and approachable	1
no recommendation so far the staff is very accomodating.	1
No recommendation so far. All is fine.	1
No recommendation They are nice to all costumer	1
No recommendations because the process is easy. The employees are approachable	1
No so far, since their Service proceeds excellence	1
No stress at all	1
No suggest its all goods	1
No suggestions because 'm satisfy of service.	1
No suggestion all is okey	1
No suggestion all services are excellent	1
no suggestion always good services :)	1
No suggestion at all because all the staff are so helpful .	1
No suggestion at all because landbank delivered the best and great experience to valued client specially to our farmers and government pensioners.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No suggestion at all, but your employees are commendable, from the guard to check verifier, teller and i access updating..they were all accomodating, wearing their beautiful smiles..God bless your office	1
No suggestion at all, transaction was smooth and staffs are good.	1
No suggestion at all, transaction were smooth, staffs were very accommodating.	1
No suggestion at all. Services are all excellent.	1
No suggestion at all. The services is very good.	1
No suggestion at all..excellent service po	1
No suggestion beacuse your services is very good.	1
No suggestion because the efficiency is already at par or excellent	1
No suggestion because they are doing their job very well	1
No suggestion but I would like to commend a valued employee of yours. Ms Aimee Villanueva highly assisted and supported me in facilitating my business transaction with the bank. She guided me through banking procedures which I am not aware of. Thanks for her wide expertise. Highlh commendable employee.	1
No suggestion but I would like to commend Sir Elvin for an excellent service he gave with my transactions. Thank you LandBank.	1
no suggestion customer satisfied	1
no suggestion good flow of transaction thnks to all the staff	1
No Suggestion good service thank you Landbank	1
No suggestion good services and very accomodating thank you and goodbless	1
No suggestion i already satisfied their service.	1
No suggestion I satisfied for their service thank you Landbank.	1
No suggestion is recommended because the services the bank provides is truly commendable. The tellers are very accommodating, including the guards on duty, and the bank environment is safe and clean.	1
No suggestion it's because there service is faster than the other	1
No suggestion just Thank you for the smooth process . Will definitely comeback.	1
No suggestion needed, all the workers here are approachable. Thank you for your service😊	1
No suggestion nice employee	1
no suggestion no comment almost good	1
No suggestion on our transaction ...teller are very accommodating	1
No suggestion po: Maganda po service nila	1
No suggestion so almost perfect of accomodation	1
No suggestion so far because the services during my visit was very satisfactory.	1
no suggestion so far so good.	1
No suggestion so far.	1
No suggestion so far. All good	1
No suggestion so far. Service is excellent!	1
No suggestion thank you so much for your service	1
No suggestion the service is good .	1
No suggestion the services is good	1
No suggestion will be provided since the office provided complete info.	1
No suggestion, all is good	1
No suggestion, always fast transaction	1
No suggestion, as I've said I'm very satisfied	1
No suggestion, Excellent in providing services to its client. Staff is very accomodating, fast and efficient. Thank you so much.	1
No suggestion, I am contented with the service that this branch has provided.	1
no suggestion, i am satisfied.	1
No suggestion, I,'m very satisfied.	1
No suggestion, just to commend the teller and the verifier...served with smile	1
No suggestion, the services are okay	1
No suggestion,,thank you🙂	1
no suggestion,all staff very help full	1
No suggestion. Good and fast service.	1
No suggestion. I am always satisfied with my daily transaction in your office. It was smooth and fast	1
No suggestion. i am satisfied.	1
No suggestion. Just want to commend all the staff specially the guards that is very friendly and accomodating. It looks like they love what they are doing	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No suggestion. The service is excellent. The staffs are very approachable.	1
no suggestion. the staff is friendly and accommodative. transaction was very easy to process	1
No suggestion. They are very patient.	1
No suggestions	1
No suggestions as i'm fully satisfied with the service regarding the mechanics of and availment of Treasury Bill Rates rendered by LandBank Senate Branch.	1
No suggestions at all dahil outstanding talaga para sa akin Ang napakita Ng mga staff especially Ang mga guard. God bless po	1
No Suggestions at all. They did a great Job!	1
No suggestions because I am fully satisfied with their service	1
No suggestions because I am satisfied of your service.	1
No suggestions because I'm satisfied.	1
No suggestions because the bank services were excellent	1
No suggestions because you set the standard that everyone needs.	1
No suggestions but compliments to the front desk staff for providing excellent service and always greeting us with a smile.	1
No suggestions but thank you for being helpul	1
No suggestions for I am already satisfied with the service	1
No suggestions I really satisfied with the services of staff and providers	1
No suggestions needed. 100%satisfied	1
No suggestions needed. Service was satisfactory. Highly commended. The smile really helped a lot in making clients feel comfortable. Keep it up. God Bless Landbank Carbon Branch.	1
NO SUGGESTIONS NEW ACCOUNTS CLERK WAS VERY ACCOMODATING ENJOYED MY TIME WITH THE BANK	1
No suggestions so far as I was entertained so well and very accommodating with a smiling face.	1
no suggestions so far im satisfied with the service extended to me especially the person who processed my loan, last September this year, very courteos and prompt.	1
no suggestions so far just continue the good service to your clients	1
No suggestions so far since the staff are friendly and accommodating.	1
No suggestions the teller is so approachable and she is the reason why I'm enjoying to transact to this branch??	1
NO SUGGESTIONS, BECAUSE THE SERVICES ARE EASY AND USER-FRIENDLY AND ALL THE STAFFS ARE FRIENDLY AND RELIABLE.	1
No suggestions, but they have a good services	1
No suggestions, I am satisfied with all of my experiences here in Landbank.	1
No suggestions, the service is good	1
No suggestions, wll satisfied for the services	1
no suggestions. I am very much satisfied. they are courteous and prompt	1
No suggestions. I am very satisfied.	1
No suggestions. I would like to commend Ozamiz Branch for their fast response in processing my online payment. Special thanks to Ms. Mary Mae Clarete Badiang for her assistance because it is my first time transacting through this method.	1
No suggestions. I'm a patron to the LB Diliman branch and I would love to commend Ms. Kathline Joyce Costa for always giving bright smiles to customers as I observed during my visits. Also the guards are very accomodating and friendly. More power to this branch.	1
No suggestions. Only highly commendable staff and especially the Branch Manager. She speaks with and accommodates all kinds of clients- the most simple to the valued ones. She does not discriminate.	1
No suggestions. The transaction is smooth and staff is very accomodating.??	1
No suggestions..its very approachable ang employee thank you so much	1
No suggestions.All services are GOOD.A BIG SALUTE TO YOU ALL.	1
No suggestionsCongratulations for a commendable staff	1
no suggexion its good	1
No surveys	2
no thank you for your service	1
no the service with the service of this bank affair	1
no to all staff of landbank is so smiling friendly	1
No to improved, because im very satisfied😘	1
NO TRANSACTION FEE FOR CHEQUE ENCASHMENT	1
no tungo kay maayo mo imtestain sa customer	1
No word can say how fast their transaction	1
No words can say, everything is good.	1
No worries	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No! All good	1
No! All services was good.	1
no! im satisfied how they handle the citizen in this bank or office	1
No! It's good!!	1
No! Just Good	1
No! Thank you	1
no! thank you god bless =)	1
No! Thank you! Have a good day.	1
No, all staff are caring to their customer	1
NO, ALREADY SATISFIED	1
No, Amazing	1
No, because all good.	1
No, because I am satisfied with the service of this branch/employee	1
NO, BECAUSE IM VERY SATISFIED	1
no, because their serving is so goods	1
No, because they already offered a good quality services.	1
No, because they do well.	1
No, Customer is well serve and Accomodated	1
No, employees are respectful and pleasant.	1
no, everything is doing well	1
No, Everything is Perfect	1
no, excellent service	1
no, good public servant	1
no, good service thank you	1
NO, I ALREADY SATISFIED FOR THERE SERVICE. THANK YOU	1
No, I satisfy	1
No, Im Contented, Thank you	1
No, I'm satisfied	1
no, i'm totally satisfied thank you for the good service	1
No, I'm very satisfied on your service.	1
no, it is good so far	1
No, It so nice and satisfied to be there Services	1
no, just smile everytime	1
No, keep up the efficient work	1
No, keep up the good work!	1
No, more further suggestions, because LANDBANK has a Good services.	1
no, nothing to improve	1
no, satisfied client	1
No, since i am already satisfied with the staffs management	1
No, thank you	1
No, Thank you for the service.	1
No, the bulletin was dust on every hour to fill-up the forms. The teller was rude and sarcastic for the loan and incomplete details	1
no, the employees is very kind and helpful God bless all	1
no, the services was good	1
No, they are already at its best.	1
No, they don't need to improve their services because they strive to provide all the needs of the clients and also they offer a good quality services.	1
no, they have really good service	1
No,because everything is ok	1
No. because is a good	4
No. Because they are helpful and nice.	1
No. because they have it already.	1
No. Continue good performance	1
No. Everything is okay	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
NO. FAST TRANSACTION	5
No. Good	1
No. Good at all.	1
No. Good Service from good people	1
No. I am already satisfied.	1
No. I am satisfied	1
No. I am satisfied with the service of the staff	1
No. I am very satisfied.	1
No. It's good.	1
No. Lahat po ng empleyado mababait at matulungin. Lagi ding nakasmile 🥰	1
No. Satisfactory with their services. Thank you	1
No. suggestions at all. Mr. Roland Valdez and Mr. Ian DJ Israel rendered excellent service beyond my expectation. They have accommodated me very well. I strongly commend these two gentlemen for a job well done and terrific service. I hope that these two gentlemen would be taken care so much by this Office because I can see so much potential and dedication they put into their work. These gentlemen are assets and jewels in this Office. Amazing, wonderful and superb excellent service. Kudos!	1
No. Thank you for accomodating!	1
NO. THANKYOU	1
No. They serve people well and job well done.	1
No. Very satisfied customer / client. :-)	1
No. Well accommodated.	1
No.the service is right and the personnel are good	1
no.The service is very nice and the one who assest me is very approachable.	1
No/ Very Satisfactory	1
No/very helpful very muchThank you po	1
Noe more suggestion i am satisfied with your service sir/maam	1
nome so far all goods	1
Nome so far. All staff are well trained and approachable to their clients.	1
Non at all/ satisfied	1
non over all good	1
Non so far and thank you	1
Non so far Mabait ang teller at laging nakangiti. Nakakaganda ng araw	1
Non so far, mabuti lahat	1
Non so far, so good service cater all the time	1
Non so far. As a client we must determine off season time so that we can very well entertained	1
Non so far. Good Service.	1
Non so far. Very smooth transaction.	1
NON. SERVICE WAS GENUINE AND POLITE AND CORDIAL.	1
None - BukLC's service is of high standard and they are very easy to talk to and services the LGU even after approval and availment of the loans.	1
None - okay na po.	1
None — so far all our LGU's transactions with the Bank has always been smooth and fast. The team has also always been helpful and accommodating in answering and assisting all the LGU's concerns, hence, the continued good relationship that we have.	1
None - The service is great	1
None ! Best branch 😁	1
None & so much accommodate	1
None , Because the Service is very Satisfying & good	1
none , but continue giving king gesture for all the costumers and good services. Thank you	1
none , everything I've experienced so far is better than other banks	1
None , so far... Thank you for good and polite service	1
None ,all good	1
None . Good service	1
None . Okay naman po sya	1
None . Very accomodating	3
None . Very good	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None .kuddos to the good service	1
NONE / GOOD JOB	1
None / Very Excellent	1
None all good	2
None all goods	2
None all I can say is they had a good service for the customers and I like how the employee treat the customers. They are kind and responsive.	1
None all is good	2
None all is good. friendly and very approachable staff	1
None all is perfect in Cainta Junction branch	1
None all is well	1
None all is well.	1
None all of them known how to serve the customer in a very well mannered	1
None all serviceare good	1
none all services are good	1
None all the personnel is kind & always smiling	1
None all the transactions are smooth and really organized	1
None all was good👍	1
none almost perfect	1
none already, since Fast transaction with SSU (Ms. Nene & Sir JT)	1
NONE AND GOOD !	1
None and thank you	1
none and thank you the prompt service i received.	1
None Ar all Employee are Approachable	1
None as of now everything is okay	1
None as of the moment and I am satisfied with the service.	1
none as staff are accommodating and very helpful and efficient	1
None at all because I am very satisfied.	1
None at all because the service was phenomenal.	1
None at all but i would like to give thanks to all the employees especially kimberly for assisting me until the very end of my transaction	1
none at all service is good	1
None at all the guards are welcoming and always greet their clients with a smile!	1
None at all. I was provided with the best customer service experience. Special mention to Lilibeth Lim and Mericel for assisting me with evevrything.	1
None at all. I'm satisfied with the services so far.	1
None at all. Satisfactory Service!	1
None at all. The service given to us was very good.	1
None at all. The service is quick and great. Ma'am Mae is kind and very helpful.	1
none at all... Everything is smooth.	1
None at allKeep it up	1
None at the moment, am always accommodated. properly.	1
None at the moment, because your service is very good po.	1
None at the moment. But continue serving with joy.	1
None at the moment. Excellent service.	1
None at the moment. Good service.	1
none at this time, just continue the good service that you provide to the client fairly	1
None at this time. I just want to mention that the Branch Manager, Ms. Mirasol Palaypayon was very accommodating and willingly assisted me in my transaction.	1
None at, all. So far so good	1
None bcoz you have a good service as for me and my husband.	1
none because each client is treated fairly	1
none because i am satisfied the service.	1
none because I am satisfied whenever I do my transaction	1
None because I am satisfied with their services.	1
None because I am very satisfied with the services rendered by all the personnel especially from the branch manager.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None because im satisfied customer	1
None because I'm satisfied with the service they gave	1
None because it is good already.	1
None because Satisfied	1
None because Satisfied customer service	1
none because service is very exemptional	1
None because the employee done her job well	1
None because the staff are very hospitable	1
None because the transaction was already fast	1
None because the transaction was smooth and fast.	1
none because their services are good quality	1
NONE because they all very hospitable	1
none because they are approachable	1
None because very accomodating ang staff	1
None because you have a very good service.	1
None because you have approachable guards who patiently assist our needs and queries	1
None because your service is already satisfying	1
None because your work is very fast and reliable.	1
None but I appreciate the security guard who assessed us, Mr. Tahir. Very accommodating and approachable. God bless the staffs.	1
None but i appreciate the staffs especially the security guards who assessed us	1
none but keep up the good work!	1
None but satisfied	1
none but still thank you for your service that is very superb	2
None but thank you for your assistance.	1
None but thankyou as always for the good service	1
None but the service is great and faster good job,	1
None but the transactions and officials of this bank was very kind and helpful in all customers even government officials or not, we are all equally treated by this Bank - Malabon Branch	1
None but would like to commend Acel and Elvis. They are accommodating and easy to talk to, also very prompt in our transactions.	1
None cause everything for me is good. Hats off!!	1
None comment. Its very easy to transact at LBP	1
none complete package	1
none conratulations	1
None couz it went well	1
None coz all of.tje employee are good when it comes on their services	1
none coz fully satisfied	1
None coz your service is Excellent	1
None dahil maganda ang serbisyo na pinakita saakin	1
None else. All good	1
None everything is all systemize already nothing to change about it.	1
None everything is fine	2
None everything is good	3
NONE EVERYTHING IS GREAT	2
None everything is organized	1
none everything okay per my today's experience	1
none excellence service	1
None excellent service	1
None excellent service of Ms Yray	1
none for me it's okay	1
None for now. Excellent Service... Padayon👍	1
None for now. I am happy with their service	1
None for now. Satisfied client.	1
None for now.. Keep it up.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None for now..probably a television for the clients to watch while waiting in line.	1
None for nowGood service comparing last visit	1
None for thankyou for the best accomodation mam Bernadette:)	1
None for the moment	1
None for the moment. Satisfied on all transactions.	1
None for this branch. Staff were very welcoming and courteous. Fast and efficient queuing as well. Thank you, LBP UP!	1
none for this time, keep up the good attitude	1
None fully satisfied	1
None good service	5
None good service received	1
none I am satisfied client	1
none I am satisfied w/ the service	1
None I am Satisfied with the service	2
none I am very much Satisfied wl the service of your office	1
None I am Very satisfied of the excelent services redered by Ms Nicole Bianca	1
none I satisfied to your service good job	1
none I was satisfied	1
None im already contented.	1
None im satisfied	1
None I'm satisfied	1
None im very satisfied with my account officer.	1
none in particular. Just continue the excellent servcie	1
None is all good	1
None it because it's very courteous and appropriate to entertain the customer.	1
none it is highly recommend	1
none it was just right I mean the service is excellent	1
none it was nice transacting here	1
None its all fine	1
None its already perfect	1
None its good	1
none job well done	1
none keep it up	3
None keep up the good work	2
None keep up the good work. Thank you!	1
none keep ut the good work lbp team	1
None mabilis nman po	1
none more power	1
None- most of the branches I visited, I think MCH Branch is the best.	1
none ok	1
None ok ang service	1
None perfect all	1
None po all in good	1
None po ang bilis po honestly was expecting my transaction to be until 5pm	1
None po kasi for me po okay na po at maayos yung services ma ibinibigay po ninyo so just continue lang po	1
None po mabait po ang mga teller	1
None po since over all is okay and I'm very satisfied Po Sa services.God bless all of you.	1
None po, thank you	1
None po, your service was nice po.	1
None satisfactory nmn po ang service	1
none satisfied	1
none satisfied clinet here	1
none satisfied w/ the service	1
None satisfied with service provided	1
none service is good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None service much appreciated	1
None services was veryvery good	1
None si far, service is good, staff polite..	1
none since I am satisfied w/ the service of LBP	1
None since I'm satisfied with the service provided every time I have transaction.	1
None since it is cozy and and personnel are accomodating	1
None since the services are outstanding.	1
None since the services was so excellent.	1
None since the staff are very responsible and fair to their clients	1
None so dar. Establishment is highly recommended. Two thumbs up.	1
None so far	6
None so far , Good Job and keep up the good work, Best regards.	1
None so far , good service always	1
None so far ,Satisfied Client.	1
None so far . I was well accommodated with excellence service.	1
None so far . The service is satisfying	1
none so far all employees are gorgeous kind and approachable	1
None so far all goods	2
None so far and I commend Rosalyn Bayo Salamanca for assisting me very well from the beginning. This person did a great job-very kidn and genuine! 😍	1
None so far and keep up the good work 2 thumbs up	1
None so far because I like the way they treated their customers.	1
None so far because im already satisfied with the services you provide. Thank you	1
none so far because im satisfied with the service.	1
None so far because the service is good and the staffs are kind.	1
none so far because the transaction was very smooth.	1
NONE SO FAR BECAUSE THEY ALWAYS SERVE THE BEST WAY THEY CAN IN EVERY TRANSACTIONS.	1
None so far but instead to thank you for making bank services to customers smooth.	1
none so far continue & provide good service to people	1
none so far establishment is highly recommended two thumbs up	1
None so far everything was in smooth process	1
None so far good	1
NONE SO FAR GOOD COSTUMER SERVICE	1
NONE SO FAR HAPPY WITH THE TRANSACTION STAFF ARE VERY ACCOMODATING,,,,,	1
NONE SO FAR I'M SATISFIED WITH THE QUALITY OF SERVICE THAT THEY OFFER	1
None So Far Keep up the good Work	11
none so far mabuhay po kayo and god bless po	1
NONE SO FAR OKAY NAMAN.	1
None so far po. Everything is great.	1
None So far Satisfied Client Here	1
None so far service is always great.	1
None so far since everything is great.	1
None so far since the flow of transaction is very smooth.	1
none so far staffs including security guards are very accomodating	1
None so far the employee is so very friendly and so approachable person.	1
None so far the service is excellent	1
none so far the service offered is good	1
None so far the services was excellent	1
None so far the teller are absolutely excellent.	1
none so far they are great	1
None so far very nice and responsive maam	1
None so far, all employees are very approachable. Thank you for your great service.	1
None so far, am fully satisfied with the services	1
None so far, as they provide service of utmost excellence.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None so far, cause landbank offers smoth transactions and I was treated courteously by the staff.	1
None so far, Compare to their LBP branches LBP Iligan branch is way more approachable and easy to speak with.	1
None so far, easy and fast transaction plus mababait ang staff	1
None so far, everything is well	1
None so far, excellent service	1
None so far, excellent service.	1
None so far, excellent.	1
None so far, got what I need. Appreciate much the help, thank you!	1
None So Far, Great Experience	1
none so far, i am satisfied on what happened to my transaction.	1
none so far, I am very satisfied of your service	1
None so far, I am very satisfied with the teller how she accommodate me.	1
NONE SO FAR, I COMMEND THE PERSONNEL STATIONED IN THE LBP LEAF. HE IS VERY ACCOMMODATING AND KNOWLEDGEABLE OF ALL THE CONCERNS OF CLIENTS.	1
None so far, I had a pleasant experience.	1
None so Far, I received Prompt & Fast action	1
None so far, it is already convenient for me and easy.	1
None so far, LBP services are great.	1
none so far, satisfied	1
None so far, Service was good and fair	1
none so far, services are fast	1
none so far, thank you	1
none so far, thank you =)	1
None so far, thanks for the help of Ms. She of new accounts	1
None so far, the employee is approachable and she helps clients for their transaction	1
None so far, the office is accommodating and offered a good quality service and security.	1
None so far, the service is superb. Thank you for your service!!	1
None so far, the service was very excellent	1
None so far, the services is good	1
none so far, the transaction was smooth and the employee is commendably very accomodating.	1
NONE SO FAR, THIS BANK OFFERS GOOD SERVICE AND STAFFS ARE WELCOMING AND APPROACHABLE	1
NONE SO FAR, THIS BANK SHOWS A FRIENDLY ENVIRONMENT FOR ALL CLIENTS	1
None so far, very approachable and no bias as well	1
None so far, your service are good.	1
none so far,for the services are quite satisfactory	1
none so far,kudos to the bank and it's team	1
None so far,the staff are very approachable and treated customers fairly.	1
None so far. / Keep up the good work	1
None so far. All the staff was very approachable. Thank you	1
None so far. Beyond expectation.	1
None so far. Everything is great and satisfactory	1
None so far. Everything is great and the service is amazing.	1
None so far. Everything runs smoothly!	1
None so far. Everything was great.	1
None so far. Excellent customer service.	2
None so far. Excellent job	1
None so far. Excellent service	1
None so far. Fast service	1
None so far. Good Job!	1
None so far. Good job. Congratulations.	1
None so far. Good service	1
None so far. I am satisfied with the service.	1
None so far. I experienced it myself the excellent service they provide to every client they have.	1
None so far. I had a smooth transaction with the teller. Thank you for the assistance.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None so far. I received a superb customer service	1
None so far. I'm satisfied with the service i received.	1
None so far. Inam very much satisfied with the services.	1
None so far. It is worthy and excellent costumer service I have had experience	1
None so far. Job well done!	1
None so far. Just keep everything nice and good	1
None so far. Just keep on improving your services.	1
None so far. Keep it up.	1
None so far. Keep up the good work	2
None so far. Landbank Sta Cruz Branch has good customer service.	1
None so far. Overall, they provide great service.	1
None so far. Satisfied client!	1
None so far. Served properly.	1
None so far. Service is exceptional.	1
None so far. Service is great. Good job!	1
None so far. Service was great and reliable.	1
None so far. Services are excellent.	1
none so far. Services is always good	1
none so far. smooth transaction.	1
nOne so far. Staff are courteous and understanding	3
None so far. Staff is very approachable and very kind. Also she is very helpful, she is able to stretch more way to help.	1
None so far. Staffs are approachable	1
None so far. Thank you for quality service	1
None so far. Thank you for the fast transaction!	1
None so far. Thank you for your service LBP.	1
None so far. Thank you for your service.	1
None so far. Thank you.	1
NONE SO FAR. THANKS FOR TE FREE FOOD <3	1
none so far. The branch was very courteous and fair with the clients.	1
None so far. The Landbank employees are very calm and accomodating.	1
None so far. The Manager is very accommodating and professional.	1
None so far. The office offers an accommodating and good quality service to people.	1
None so far. The service is already good.	1
None so far. The service is higly good and satisfying.	1
None so far. The service provided from the moment I entered this office til the moment i finished my transactions was satisfactory. Keep it up!	1
None so far. The services were great.	1
None so far. The staff are very accommodating and professional. Thank you.	1
None so far. The staffs are very accommodating.	1
None so far. The tellers are absolutely excellent.	1
none so far. there is already great service and helpful staff	1
None so far. They provided excellent service. Thank you!	1
None so far. Transaction was smooth and easy	1
None so far.. I am very satisfied with the service,staff are so happy to serve us	1
NONE SO FAR.. I'm very satisfied with the branch services.	1
None so far.. the staff are very approachable	1
None so far..i am satisfied with the service shown including the security officer...thank u	1
None so far.All the staffs are very accommodating and very good service.	1
None so far.congrats,	1
None so far.Excellent service provided. Thanks to the accommodating pregnant staff. :)	1
None so far.Good job, keep up 🙂,	1
none so far.Kudos to the employees.	1
None so far.Thank you	1
None so far... Thank you :-) Some/ Everyday might be a hell day, but don't lose your beautiful smiles Bankers. :-)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
none so farJib well done	1
None so fat, LBP is at great service.	1
None Sobrang Bait ng mga staff	1
none soo far the service here is amazing ,highly recommended	1
None staff doing goodjob. Godbless	1
None super satisfied of their employees' services. Thank you	1
none tanay branch staffs are very helpful	1
none thank you	7
None Thank You For your Service	1
none thank you!	1
None thanks	1
None that I can say. Staff are very accomodating.Keep up the good work.Thank you heaps	1
None that I can think of for now.	1
none that I can think of. The service today is amazing	1
None that I can think off. Been a client since F. Taredo Branch and they have improved a lot to client satifaction.	1
None that I know Landbank Lucban is fast and efficient.	1
None the best po	1
None The Branch Staff was very approachable and ready to answer my queres	1
None the servic eis fast and the instruction is clear and consicse	1
none the service is excellent	1
none the service is good	2
none the service is okay	1
none the service is quality excellent I was treated courteously by the staff thank you very much for your excellent service	1
None the service is quite good	1
None the staffs are very friendly	1
None there so nice. To talk to ??	1
none they are all approachable and easily transaction	1
none- they have a good servid	1
none they serve very good for the 4ps member thank you	1
None they're friendly and very accommodating	1
none theyre great no attitude approach and helpful. considers whats fair based on protocols given to them	1
None this time ,continue what you've just begun	1
None to add! Just keep your services people-oriented.	1
None to be improve but excellent performance	1
none to improve, excellent service	1
none very appr	1
None very attentive naman po yung nag assist sa akin. Kahit nung nag update lang po ako ng email. Super fast din po	1
None very good service	1
None very good services	1
None very much satisfied	2
None very satisfied	1
None very satisfied client here.	1
None- very satisfied of Landbank's customer service!	1
None yet. I received so great services from loan section personnel - Judy Ann Sales and Kaycee Balisi.	1
None yet. I'm very much satisfied.	1
None you all doing great	1
none your service is amazingly great!	1
None! But I like the service of the one who assisted me, express po Ang service. Good Job!	1
None! Excellent!	1
none! good job	1
None! Good Morning % Godbless	1
none! Good service	1
None! Goodjob.	1
None! Great Job Malacanan Palace Branch! Fast transaction, always!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None! I am satisfied to the service you gave me. Thank you!	1
None! I am satisfied with the quality service given by the manager and staff.	1
none! Satisfied customer!	1
None! The staffs are good and very courteous to everyone!	1
none!! TY	1
None!Always in good service.	1
None, all are good!	1
None, all good!	1
NONE, ALL GOOD.	2
NONE, ALL GOODS	1
None, all goods over all	1
None, All goods, keep up the good work	1
none, all goods.	1
none, all is well	2
None, all of the staff were approachable and nice. I love the service	1
none, all services provide was pleasing and effective for the client or customer	1
None, all staff are approachable.	1
None, all the services are good.	1
None, all was great.	1
none, all YMCA employees were very accommodating and helpful	1
None, already best.	1
NONE, ALREADY SATISFIED	1
None, amazing service!	1
None, Bank tellers are polite and easy to transact.	1
None, because all of the employee and the guards is helpful when i asked something.	1
none, because I am very satisfied with the service, thank you	1
None, because the service are good.	1
None, because the services are very good and I am Satisfied	1
None, because the services is very easy and simple to understand	1
None, because the services provided by Landbank are good.	1
None, because their servcice can satisfies customer.	1
None, because they are really good in giving services.	1
None, because they provide quality services to us.	1
None, because they provide what I need and have smooth transactions.	1
NONE, because we are satisfied with your services.	1
None, because you provide us with quality services.	1
None, because your service is good.	1
None, Becauseits very easy to transact and its accomoditaing	1
None, Bukidnon LC - Maramag Satellite Office is very satisfactory in their service	1
NONE, BUT ALL I CAN SAY IS YOU DID A GREAT JOB. KEEP IT UP!	1
None, but continue giving kind gestures for all the customers and good services. Thank you!	1
None, but I would like to commend LBP Biñan Staff, Sir Juno. He answers all queries politely, gives me feedback and updates during those times the system is undergoing repair. He generously assists our employees in the processing of loan applications. Great customer service..	1
None, But keep up the good work.	1
None, but thank you for your fast assistance	1
None, cause staff are nice and very polite and helpful	1
NONE, COMMENDABLE PERFORMANCE INDEED!	1
None, completele satisfied in all their servicr and accomodation	1
None, congratulations for an excellent services.	1
none, continue your good service	1
None, 'coz they did what they need to do and i really appreciate their staffs because they are approachable and kind. Kuddos! God bless you all!	1
NONE, DOING GREAT SO FAR	1
None, due to its flawless service transaction.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None, employees are approachable.	1
None, Every transaction was totally smooth and excellent	1
None, everyon is approachable and the transaction was smoothly settled. I am very happy with the service.	1
None, everything is easy and convenient to me and I think for everyone also.	1
none, everything is excellent	1
None, everything is good	1
None, everything is good.	2
None, Everything is ok	1
None, everything is organized	1
None, everything is smooth	1
None, everything was excellet	1
None, everything was perfect!	1
None, excellence service	1
None, Excellenr Customer Service!	1
None, Excellent Job Landbank!	1
None, excellent service	1
None, excellent service and amazing personnel	1
None, fast and ok po ang service nila. They were helpful and accommodating lalo na po si Ms. Janine Ismael sa opening ng account. Thank you Landbank.	1
none, fast transaction	1
None, fast transaction and accommodating.	1
None, for they already provides excellent service	1
None, good service	1
None, good service by office performed.	1
none, good services	1
None, great job with customers service	1
NONE, GREAT JOB!	1
None, great service	1
None, great work	1
None, He was excellent when it comes to customer services. Good job!	1
None, i am satisfied	2
None, I am satisfied with the service	1
None, I am satisfied.	1
None, I am So Satisfied with not transaction with Clarissa Genon , is so respectful	1
none, I am very satisfied with your service	1
none, I can say that the service is smooth and the employees in charge are very accomodating	1
None, I finished my concern in a short period of time.	1
None, I got an exceptional / great service from Sir Dave whom assisted me in opening an account and updating my details. I would like to commend Sir Dave for providing great customer service.	1
None, I think it's good	1
None, I'm already satisfied and convenient in transacting my business with LBP. Shukran and Wassalam!	1
None, im fully satisfied with services of landbank employees.	1
None, im happy	1
None, I'm satisfied w/ the service.	1
None, I'm satisfied with thier service offerd	1
None, im so satisfied in your service.	1
None, I'm very satisfying of service.	1
None, it was a good service at all.	1
None, it was great.	1
None, its all good.	2
None, it's all good. God Bless!	1
NONE, IT'S ALL GOOD. MY EXPERIENCE WAS TOTALLY NICE AND GOOD.	1
None, it's excellent.	1
none, just additional chair to sit.	1
None, just continue the great service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
none, just follow proper process, no palakasan system	1
None, keep going po!	1
None, keep it up!	1
None, keep up the good work	1
None, keep up the good work!	3
None, maayos namn lahat	1
None, my transactions processed fast and smoothly. Staffs are helpful and very accommodating. Thumbs up. Salute.	1
NONE, OKAY NAMAN.	1
None, our transaction with the Lending Center are smooth and they assist us whenever we need help.	1
none, overall I am a satisfied customer	1
none, overall rating is very satisfactory	1
None, Perfect	1
None, pls sustain. Best innovation ever --- MBA. No more long queue inside the bank. And thanks for ATMs at 7-eleven	1
none, quality and satisfied	1
None, satisfied	1
None, satisfied client	1
NONE, SATISFIED COSTUMER.	1
none, satisfied or the services	1
none, service is excellent	2
NONE, SERVICE IS FAIRLY DONE	1
None, service of this branch is excellent. CC is of great help.	1
None, service was great and Mr. Genesis (New Accounts counter 7 Jun 2024 Friday 1130am) is very accommodating and helpful	1
None, services already very good.	1
none, services are good	1
none, since it's great.	1
None, since the taft landbank branch was so approachable and they do their work immediately to accommodate all clients.	1
None, since their services was good.	1
None, since they provide a good service to their valued customer.	1
None, so far experinced a good service. Keep it up. Thank you.	1
none, so far so good and excellent service. especially Ms. Ivy	1
None, so far so good. Maybe sooner. 1st time here in Barili branch	1
None, so far the bank was very accomadating.	1
None, so far the best bank transaction for a first timer like me.	1
None, So far the services are consistent	1
None, so far the transaction was smooth	1
None, so far their service is good	1
None, so far. Keep up the good work for landbank Sual Branch.	1
None, so far. The bank personnel were very courteous and kind. Great job! Keep up the good work!	1
None, so far. They have established a good system in handling every transaction.	1
none, so impressed and very much contented of their services	1
None, special thanks to ma'am Lea and sir Josh. excellent service ma'am sir.	1
None, staff were very nice.	1
None, staffs are very accomodating	1
None, super maasikaso ang staff	1
none, thank for your excellent service	1
NONE, thank u for your service.	1
none, thank you	4
None, Thank you :)	1
None, Thank you for an excellent Customer Service	1
None, thank you for being approachable. Continue doing good work!	1
none, thank you for your service	1
none, thank you so much!	1
None, thank you!	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None, Thank you.	1
None, thank your for the service	1
None, Thanks	1
None, the assistance provided to me was exceptional.	1
None, the employee, most especially Sir Reden Paulo Alaurin, Salary Loan Bookkeeper is very accommodating and helpful	1
None, the employees here are very helpful and kind.	1
NONE, THE SECURITY GUARD IS POLITE AS WELL AS THE ONE WHO ASSISING M.E.	1
None, the service is good.	2
None, the service provided to me was exceptional. Thank you	1
None, the service rendered is excellent	1
None, the service that this branch gives is beyond satisfaction	1
None, the service was excellent. Special mention to very accommodating Manager Peñaflo-Luna and Ma'am Cherie Saure	1
None, the service was great.	1
none, the service was very good! Thank you very much!	1
None, the service was very good.	1
None, the services are excellent.	1
None, the services has good delivery.	1
None, the services offered by this office is excellent including the attitude of the personnels towards their clients	1
None, the services on the site and the personnel are accomdating and very approachable.	1
NONE, THE STAFF & THE GUARD ARE HOSPITABLE	1
none, the staff and guard are accomodating and welcoming	1
None, the staff and their service for the transaction was easy and simple	1
None, the staff are very accomodating.	1
None, the staff is effecient.	1
none, the staff is very helpful	1
None, the staff very approachable	1
None, the staffs are professional and very courteous.	1
None, the teller was courteous and helpful	1
None, the tellers are and can provide good service	1
None, the transaction in this office is very smooth and the employes accomodate mein a professional way	1
None, the transaction is smooth and I would like to commend the customer service in this branch. The staff are knowledgeable and welcoming, answering my questions and inquiries all the time.	1
None, the transaction was smooth overall.	1
None, their service has been essential to our success,	1
None, their support not only makes the process efficient but also instills confidence that our needs are always priority.	1
None, they all good with their services.	1
None, they are approchable and accommodating.	1
None, they are best!!!	1
None, they assist us every time and always give quality services.	1
none, they're excellent already	1
None, totally satist	1
none, Very Accomdating, Congratulations	1
None, very accommodating personnel. Thank You for your excellent service.	1
None, very approachable	1
None, very convenient.	1
NONE, VERY GOOD SERVICE.	1
None, very satisfied	1
none, very well accomodating	1
None, very well done serving	1
None, very well done transactions	1
None, verygood service	1
None, we appreciate the team because their response time is quick.	1
None, we are grateful for their deep understanding of our needs and a proactive approach to addressing any concerns. They assist us whenever we need assistance.	1
none, well accommodated	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None, well done transaction	1
None, well organized and manage	1
none, you have guided me well in my online application. Thnak you	1
None, your service is good	1
None, youre already perfect!	1
None,, continue the good services	1
None,Highly recommend staff and management. Up to security guard.	1
None,i am saisfied	1
None,I am so satisfied on their services	1
None,I am very satisfy with their services.	1
None,i found it satisfying	1
None,I'm Contented	1
None,just continue to be of good service to clients	1
None,just keep up the good work .	1
None,just keep up the good work!	1
None,totally awesome	1
None,Very approachable	1
None. Accommodating.	1
None. Accomodating ang loan processor.	1
None. Accomodating branch personnel	2
None. Active services rendered.	1
None. ACTUALLY, I WAS SATISFIED OF THEIR SERVICE.	1
None. Ako po ay masaya Sahil SA very approachable lahat ng employee especially the manager of this office.Lahat Ng itatanong ay may response agad. So I'm very thankful Palo na Hong nakalipat Kami SA LBP Mangatarem. Thank you.	1
none. All employees are accommodating and serves on time.	1
None. All good	3
None. All good! Happy Customer!! ?	1
None. All is fine. All are courteous lalo n si Manager Elsie. Salamat andito na ang landbank sa bayan namin.	1
none. all is good and efficient	1
None. All is good.	1
None. All is well organized.	1
NONE. All is well.	1
NONE. All of the officers of LBP were very courteous, generous and helpful.	1
None. All of the staff are very approachable and friendly	1
None. All of the staff were accommodating. Kudos.	1
None. All staff are accomodating and ready to serve all clientiles to their best from guard at the door to the staff inside the bank.	1
None. All staff here in landbank banilad are accommodating	1
none. All staffs of this branch are courteous and very easy to approach	1
None. All staffs were great and accomodating.	1
None. All the staffs are accomodating and friendly to their clients. Keep up! And good job	1
None. All transaction is good and easy	1
None. All transaction was successfully smooth and the personnel involve in the transaction was nice and treated their clients nice	1
None. All transactions are smooth	1
None. Already excellent service	1
None. Already given us a good service.	1
None. Am satisfied for the service rendered by ms. Angel Catral. She is very approachable and always ready to smile with her client. Bagay nya ang frontliner. Maraming salamat.	1
None. Animo!	1
None. Because everything is very good.	1
None. because for what I observed, the customer service is good.	1
None. But I would like to commend the guard on duty who are very accomodating, helpful, and respectful.	1
None. But thank you so much maam easter for going the extra mile with my incoming remittances. Assisting and advicing me what to do on my dollar account.	1
None. Commend all staff	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None. Continue providing great customer service.	1
None. Continue to serve with diligence	1
none. digital onboarding system was helpful for fast processing	1
None. Efficient service. Keep up!	1
None. Elaine Cortez who assisted me with my concern was prompt and courteous, LBP Caloocan	1
None. Employees are very accomodating	2
None. Employees qre very courteous and accommodating	1
None. Even my personal inquiry on my pending LandBank Application was addressed properly.	1
None. Every transactio went smooth.	1
none. Everyone is approachable and the transaction was smoothly satisfied. I am very happy with the service	1
none. everything is fine	1
None. Everything is good 👍	1
None. Everything is great.	1
None. Everything is perfect 👍	1
None. Everything is smooth on.my account opening. Thank you incharge of opening of account.	1
None. Everything is well and good.	1
none. Everything is well.	1
None. Everything's great.	1
None. Excellent	2
None. Excellent service	5
None. Excellent Service! Good job Landbank Balingasag Branch!	1
None. Fast and smooth transactions as always.	1
None. Fast transaction and staff even guards are accommodating	1
None. fast transaction. Good service	1
None. Fast ttansaction	1
None. Front desk officer is pleasant and approachable.	1
None. Good job :)	1
NONE. GOOD JOB! :)	1
None. Good job.	1
None. Good service	3
None. Good service already	1
None. Good Service. Keep it up!	1
none. Good service. Thank you	1
None. Good services.	1
None. Good so far.	1
None. Great service	1
None. Great service indeed!	1
None. Great Service!	1
None. Great service. Very accommodating and patient.	1
None. Great work!	1
None. Happy with the service	1
None. Hats off to Maam Mary Ann for the excellent service.	1
None. I am already satisfied with the services provided. Thank you.	1
None. I am already well satisfied with their service.	1
None. I am impressed with the process as well as the staff including the security guard. Keep up the good work.	1
None. I am satisfied	2
None. I am satisfied for service.	1
None. I am satisfied in this office	1
None. I am satisfied of your service	1
None. I am satisfied with the service of the branch.	1
None. I am satisfied with the service provided	1
None. I am satisfied with the service provided.	1
None. I am satisfied with the service.	1
None. I am satisfied with the services	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None. I am very satified with the services.	1
None. I am very satisfied about the service	1
None. I am very satisfied with the service.	1
None. I am well assisted in this branch by Kuya Jaymark.	1
None. I am well serviced.	1
None. I got all the services I need.	1
None. I have good relationship with tellers	1
None. I highly commend the handling team of Notre Dame of Salaman College for their excellent customer service namely, AA - Ms. Kathie Betaizar and AO - Mr. Raymart Calubia.	1
None. I really love the service in your branch. This is my second time here. Good job!	1
none. i think it's already perfect!	1
none. i think the LBP employees are doing great.. accomodating and friendly.. great job Landbank Labo branch.. mabuhay po kau	1
None. I think the service is already good especially how the staff handle every complaint and every transaction.	1
None. I was satisfied to the service yiu gave me. Thank you	1
None. I was satisfied with the service provided.	1
None. I was very satisfied with the service. Kudos to Landbank most especially to Ms. Jessa (Very helpful and accomodating)	1
None. I would really like to commend the staffs. They were very patient and accommodating.	1
None. Im satisfied	1
None. I'm satisfied the services, thank you	1
None. I'm very satisfied with their performance.	1
None. Ipagpatuloy lang ang napakagandang pakikitungoza clients at ang mga magagandang programa	1
None. It is good. I've watching I notice that you need to increase the number of your costumer care desk	1
none. It's a good service, fast & efficient.	1
None. It's good so far	1
None. Its perfect! Smooth, fast and accomodating staff. Keep it up	1
None. Job well done	2
None. Job well done!	1
None. Just continue your excellent service to the public. God Bless you all. Amas, Kidapawan City branch.	1
None. Just keep the good work!	1
None. Keep it up the good service for the people.	1
None. keep it up!	1
None. Keep it up.	1
None. Keep up the good job! Good service.	1
NONE. KEEP UP THE GOOD SERVICE TO THE PUBLIC	1
None. Keep up the good work	3
None. Keep up the good work!	2
None. Keep up the good work.	1
none. Keep up the great job. God bless	1
none. Keep up the service	1
None. Keepit up!	1
None. Kuntento Po ako sa serbisyo nila.	1
None. Lahat po kasi friendly at magaan sa loob pag kausap sila.	1
None. LANDBANK ay maaasahan at quality.	1
None. LBP Osmeña was very nice. Thank you	1
None. Ma'am Lois was very nice and helpful.	1
None. Mabilis ang transaction	1
None. Mabilis mga tellers sa deposit.	1
None. Mabilis po service.	1
None. Magalang lahat mula sa guard pati employees. Mabilis ang trqnstaction ko kahit medyo.maraming tao.	1
None. Maintain the good service fellowship. God speed, Landbank Carigara!	1
None. Ms.Jenifer Caringal is really doing a great job	1
None. My transaction is very fast. For about 15 mins i am done with my account updating. Very good service.	1
None. My transaction was fast and easy.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None. My transaction went smoothly. Naipaliwanag s kin ang mga gusto kong alamin s mortgaged loan. Thanks to the accomodation & good service of the manager.	1
None. NAC are polite and approachable	1
None. Ok ang serbisyo publico.	1
None. Ok na serbisyo	1
None. Okay naman service nila	1
None. Overall happy at the service I got.	1
None. Pero thank you Mr Usman For assistance!	1
None. Please continue the excellent service .	1
None. Quality service to the client. I am satisfactory there service. Thank you.	1
None. Really satisfied, the staff are good to entertain the client.	1
None. Sakamat sa maayos ang serbisyo ng landbank.	1
None. Satisfied	6
None. Satisfied :))	1
None. Satisfied already with the existing service.	1
None. Satisfied customer here.	1
None. Satisfied enough with the service	1
None. Satisfied with the service.	1
None. Service is already very good	1
none. Service is excellent	1
None. Services are satisfying	1
None. Services are very satifiable.	1
None. Services is ok	1
none. services were excellent	1
None. Services were more than satisfactory. Instructions were clear and clerks were helpful. :)	1
None. Sir Al of Sarmiento Branch Nova is very friendly, approachable and very accomodating.5 star!	1
None. Smooth transaction	2
none. so far goods ra ang services diri na branch	1
None. So far I am satisfied with the service.	1
None. So far so good.	1
None. Staff are nice and will decide after careful consideration and thought.	1
None. Staff is accommodating to concerns of client.	1
None. Staff was nice. Guards were very assistive. Ms. Lou was very nice and accommodating.	1
None. Staff were very friendly, courteous, and considerate of my requests.	1
None. Staff were very nice.	1
None. Staffs are great even the guards	1
None. Staffs are very accommodating.	1
None. Super satisfied with their service especialy the manager Ms. Evangeline M. Sacmar.	1
None. Tellers and staff are very approachable and helpful	1
None. Thank you	2
None. Thank you for fast transaction.	1
None. Thank you for serving us	1
None. Thank you for the excellent service po :)	1
None. Thank you for the fast service.	1
None. Thank you for the visible assistance	1
None. Thank you for yesterday.	1
None. Thank you for your considerate service delivery	1
none. thank you for your excellence services	1
NONE. THANK YOU FOR YOUR GOOD SERVICE	1
None. Thank you for your hardwork. God Bless	1
None. Thank you for your nice service w/ your clients.	1
None. Thank you for your service	1
None. Thank you for your service!	1
None. Thank you for your very warm accommodation.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None. Thank you so much.	1
None. Thank you to ms. Elay na very accomodating sa pag sagot sa tanong namin.	1
none. Thank you very much for being accomodating to your clientle	1
None. Thank you!	3
None. Thank you.	4
None. Thanki you very much.	1
None. The clerk is very courteous and helpful. I commend his enthusiastic work.	1
None. The guard is helpful	1
None. The Manager is very accommodating. Maayos at mabilis po ang serbisyo dito sa Tuao Branch .	1
None. The person-in-charge is approachable and explain questions thoroughly and happily.	1
None. The service exceptional!	1
None. The service is always great. :)	1
None. The service is excellent, accommodating staff especially Me. Dennis Ang.	1
None. The service is excellent.	2
None. The service is excellent. Thank you!	1
None. The service is execellent!	1
NONE. THE SERVICE IS GOOD	1
None. The service is good.	3
None. The service is good. Ty	1
None. The service is satisfying. Thanks	1
none. The service is sufficient as it is :)	1
None. The Service of Landbank Paniqui is exemplary	1
None. The service was already fast and good.	1
None. The service was already good.	1
None. The service was already nice and fast.	1
None. The service was excellent!	1
None. The service was good and entertained	1
None. The service was good and fast.	1
None. The service was great!	1
None. The service was great.	1
None. The service was swift and staff were accommodating.	1
none. The services is good.	1
None. The services were excellent.	1
None. The staff is very accommodating	1
None. The staff is very accommodating. His services is highly commendable and further recommended for promotion	1
None. The teller is very accommodating and always says thank you after the transaction.	1
None. The tellers/staff were very accommodating and courteous	1
None. The transaction in this office is very smooth and the employees accomodate me in a professional way	1
None. The transaction was fast	1
None. The transaction was fast.	1
none. the transaction was smooth and accomodating	1
None. Their service is very well. Thank you very much	1
None. Their services are great & the staffs are very accomodating	1
None. There is an efficient service	1
None. They accommodated us even after banking's hours.	1
None. They always find solution sa mga problems we encounter.	1
None. They are accommodating and approachable	1
None. They are all approachable and very accommodating	1
None. They are doing a great job.	1
None. they are great at work	1
None. They are very good and courteous.	1
None. They are very kind, courteous, polite and very helpfull. Thank you very much!	1
None. They did a good job.	1
None. They did a great job.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None. They gave a good service and provided a service of satisfactory.	1
None. They gave me very efficient service.	1
None. They provide excellent services.	1
None. They provide good service to people.	1
None. They treat us well.	1
None. This branch is very approachable..	1
None. This branch is way better than my branch that is why I went here	1
None. Transaction is smooth and fast.	1
None. Very accommodating - Cholita B. Senso	1
None. Very accommodating staff.	1
None. Very accommodating.	1
None. Very accomodating	1
none. Very approachable and friendly staff.	1
None. Very efficient	1
None. Very Good	1
None. Very good and thank you	1
none. Very good customer service. With extramile	1
None. Very good service	1
none. very good service already	1
None. Very good service. Accomodating	1
None. Very good service.Employee is very courteous and helpful	1
None. Very impressive	1
None. very nice	1
None. Very nice services.	1
None. Very satisfied.	1
None. Very very good service.	1
None. Very well assisted by Sir Orlando de Guzman. Thank you.	1
none. very well served	1
None. Was swiftly attended to with courtesy	1
None. we are satisfied	1
None. We experienced excellent service beyond our expectations. Team was very helpful.	1
None. With very good service.	1
None. You have good services	1
NONE. Your service are good and organized. Godbless us all!	1
none. your service is awesome	1
None. Your service is great.	1
None. Your services are already great and good!	1
None. Your services are exceptional	1
None. Your staff and guards were so kind and accommodated clients at their best. Thank you	1
None. Your vgan branch service is very prompt	1
None. You're good.	1
None. Ztaff are very accommodating	1
None. zThanks for the great customer service	1
None., because they give their full effort to accommodate us.	1
None.. Am satisfied eith tge service I got.	1
none.. excellent service of employee at lbp guipos	1
None.. good service at all	1
none.. superb.	1
None.. the branch Managernis so kind and accommodating.He help me and my officemate in our loan transactions	1
None.. there service are all good	1
None.... Service excellent! Thanks to maam Christine Ramento. So accomodating and serve with a smile.... GOD BLESS	1
None.....good service	1
None...I just want to commend on Sir Ferdi's excellence customer service?? thanks sir.	1
none...satisfied	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None...Very accommodating staff	1
NONE...FAST AND EASY TRANSACTION EVERYTIME I VISIT THE BRANCH.	1
None..Good job	1
None..mabait si mam honey very approachable	1
None..outstanding service	1
None.Because i know that ur doing your job in a good way.	1
None.exceptional customer service	1
None.Good job!	1
none.Good service	1
None.Great job.	1
None.greatly satisfied. Thank you for the help Ms Bernadette O. Mateo	1
None.highly recommend	1
None.I am satisfied with the service. Staffs are kind and friendly.	1
none.i'm satisfied already.	1
None.Job well done	1
None.job well done.	1
None.jusy keep up the good job	1
None.keep up the good work	1
None.keep up the good work,.	1
None.ok lang sakto lang serbisyo.	1
None.perfecr services	1
none.thank you	1
None.your service is very convenient	1
none/ everything is smooth sailing	1
None/ good job thank you	1
none/ i was treated fair and corteously	1
None/ I'm satisfied with their service.	1
none/maganda ang serbisyo ng landbank echague	1
none/satisfied	1
none/ververy accomodating personnel	1
none/very excellent	1
none/very good	1
none/very satisfied pls provide new equipment machine for faster transaction	1
None...it was a good experience	1
nonegood job.keep it up and God Bless	1
NoneI am satisifed with the services rendered by sir Harold of LBP Agno.Kudos sir!	1
NONEMABIKIS AT MABABAIT PO SILA	1
NoneMaganda naman po ang serbisyo NG mga staff salamat	1
nonenone	1
nonesatisfied client	1
NoneServices are excellent and Ms.Clariz M.Revilla is very accomodating and approachable with a smiling face	1
NoneThe office reps are ok.	1
NOONG NA-DEBIT NAI-CHECK NAIBALIK KAAGAD. WALA NAMAN	1
nope very responsible staff	1
Nope, all good. Everyone is friendly and easy to communicate with.	1
Nope, you're all doing good!	1
nope. Cause they are great.	1
not a long line. Someone came out to help me with the forms. Teller was patient & helpful. Thank you.	1
Not a suggestion but a commendation for the excellent service of Batasan Branch esp Ms Marie for seniors like me.Very accomodating and I am very satisfied with their service.Thank you Landbank.	1
Not a suggestion but a commendation. The staff of Landbank Brookes Point are all very approachable and courteous - from the guards to the desk personnel like Ms. Pia. The process of opening my account was seamless and took very little time. Very thankful for this great service.	1
not a suggestion but a compliment, the staffs are so Good when it comes to entertaining people	1
Not a suggestion but a kudos to Mikee for making my transaction easy and comfortable.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Not a suggestion but an acknowledgement of how satisfying services I obtained in this Landbank Branch.	1
Not a suggestion but i want to thank Landbank Clark Branch for being accommodating/approachable and keep those smiley faces on!	1
Not a suggestion but i was satisfied with the information I duly need.Thank you Sir Mark.	1
Not a suggestion but I would say that the services are good especially the tellers. They are very accomodating.	1
Not a suggestion po pero I would like to appreciate Ma'am Nida S. Gelomio for her patience and courteously assisting me for the two days that I was trying to update my account profile. Thank you so much po Ma'am!	1
Not a suggestion, I just want to commend the good service that O I experienced on this branch, everyone is smiling and very accommodating, especially Maam Danna she is very friendly and accommodating.	1
Not a suggestion. But I want to commend the personel incharge in NAC. Super approachable hindi nakaka takot mag tanong. Good job!	1
Not all teller's are approachable, once natawag na ang priority number but hindi pa tapos ang pag fill out ng form you need to get another number kahit nasa harap kana. But, T3 or T2 Ms. Clarisse Gway(or the girl in the middle) was very accommodating/client oriented. The guards are friendly and very respectful.	1
Not all tellers are aware sa mga rules nila especially sa over the counter withdrawal	1
Not applicable. The organization has one of the best service when it comes to banking. Very accommodating staff and assist the customer proactively.	1
not as much I'm very well satisfied with the service they provided.	1
Not at all Because they give a good service on their client	1
not at all I'm satisfied w/ the service	1
not at all im satisfied your service...	1
Not at all, very accommodating and fast transactions	1
NOT AT ALL. BECAUSE THE SERVICE IS VERY GOOD AND VERY ENTERTAINING	1
not at all. I was assisted from all the things needed to do.	1
Not at the moment. Thank you.	1
not comply the no noon break policy (power failure to change power ahead of time)	1
Not crowd anymore keep it up	1
not good In rainy season, may tumutulo sa bubong hindi protektado ang mga machine at documents, need renovation urgent	1
Not in particular.There were so reasonable individuals.	1
not in this moment im satisfied	1
Not much improvement needed. Satisfactory	1
Not much of the service since LBP was able to satisfy the clients as they come in... We only request for another ATM machine at PSC. (additional).Nonetheless, everything's OK!😄Thank You!	1
NOT MUCH TO IMPROVE	1
Not much you guys are doing very good!😊	1
Not needed satisfied costumer	1
Not needed. The services is very accommodating.	1
Not on the cusromer service issue, but the office is not comfortable (mainit).	1
Not only a beauty (the teller) but she is also enthusiastic. You should have more like her.	1
Not really a bad comment but only a suggestion. We need more benches outside of the Branch to cater the transacting public. Thank you	1
Not really a suggestion but a commendation for the excellent customer service by Joanna Santos and Edgar Calano. They were very accommodating even if it's almost closing time. 1000 stars for Tomas Morato branch. ??????????	1
not satisfied customer	1
Not see outside but very usuables in people specially in owwa.t.y	1
Not so far, thank you for the fast transaction.	1
Not so far. Satisfied in terms of service.	2
Not suggestion but an appreciation to Maam Mayrose Ventura. Excellent service.	1
Not Suggestion, Maganda ang serbisyo nila, magaling mag explain sa mga queries ko. Salamat din sa mga guard, nakapababait nila. God bless :)	1
Not sure if gumagana ng maayos yung ac kasi medyo mainit po. If may problem, sana po iprioritize maayos yung ac especially super init po ngayon. Kawawa mga senior citizen.	1
Not time consuming	1
not to improve	1
Not to strict when entering the office	1
note for now,I admit this branch since they very helpfull to a customer like me.Keep on the good work.Thank you.	1
nothin and all I can say is that it is good enough.	1
Nothin so far Service is very much appreciated	1
Nothing	7

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing (Goods na goods)	1
nothing ,,,,,100? satisfied	1
nothing ,I'm very much satisfied to your customer service.Godbless always!!!	1
NOTHING . EVERYTHING IS NICE.	1
Nothing . Thanks for your service and God blest	1
Nothing / All is good and well. Thank you.	1
Nothing all are goods	1
Nothing all are very good	1
Nothing all good public servant	1
nothing all goods po thankyou landbank ros	1
Nothing all is fine	1
Nothing all is good	1
Nothing all is okay	1
Nothing all of the employee was good and very kind and accomodating	1
Nothing all of them is accommodating	1
nothing all staff especially securtiy guard all they are accomodating	1
Nothing all steps and transactions is smooth	1
Nothing and Thank you	1
Nothing and the customer service was satisfactory	1
Nothing anymore they are all accommodating.	1
NOTHING AS OF NOW BECAUSE BASED ON WHAT IVE OBSERVE THE SERVICE I NOTICE WAS ACTUALLY SATISFIED.	1
Nothing at all , all is perfect . 😜😝😛	1
Nothing at all because you have help me so much. Im satisfied and very happy with your service	1
Nothing at all cause I very much apreciate their service	1
NOTHING AT ALL! GOOD JOB!	1
Nothing at all, peru padayon ra inyo pagka manuyo emplyado and pagka approachable	1
Nothing at all. Im satisfied.	1
Nothing at all. Just continue doing a great job.	1
NOTHING AT ALL. SATISFIED WITH THE SERVICE	1
Nothing at all. Thank you.	1
Nothing at all. The service provided is fast	1
Nothing at the moment. Just continue helpful services and approachable attitude	1
Nothing at this time as service is very good already in PCSO Branch. Just to mention, in other branches, I've seen a long queue probably because this is a government bank, hence we expect a lot of people to transact. Maybe you have a better idea to avoid those situations? Thank you so much. God bless.	1
Nothing because for me your services is enough and good .	1
Nothing because I am satisfied.	1
Nothing because i am very satisfied with the services.	1
Nothing because I feel satisfied	1
Nothing because I'm highly satesfied with their services.	1
nothing because im so much satisfied	1
nothing because it so faster to the assist the client	1
Nothing because it was organized	1
Nothing because it's already good	1
nothing because its perfect	1
Nothing because my experience here is so nice!	1
nothing because the service is truly good	1
nothing because the service of land bank is good	1
Nothing because the service you are given are so good so far	1
Nothing because the services in landbank is good enough for me.	1
Nothing because their service is good	1
Nothing because they are full package	1
Nothing because Very Helpfulness in this office	1
Nothing because very past transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing because your service is GOOD😚	1
nothing because its all good working	1
Nothing becuase i'm satisfued	1
Nothing but hoping theres a specific windows for deposit or withdrawal only but everything is very good.	1
Nothing but I just want to thank the employee who have helped me about my concern. Keep up the good work!	1
Nothing But I say go serued staff	1
Nothing but maintaon your good service to people rightnow	1
Nothing but to commend for a good service, thank you LBP San Fernando Branch	1
Nothing but, more power,😊	1
Nothing can improve its all very good	1
Nothing can say, keep it up the good work🙂	1
nothing cause I am already satisfied with their service.	1
Nothing cause, all service are good	1
nothing comment or suggestion because I satisfied what service that I received they do what about they service to me.	1
nothing comment their service is excellent, very fast and helpful	1
nothing coz all staff or employees are equal to entairtain the clients	1
Nothing coz the service is already exceptional. Your staff in Leaf Sulop is very fast, focus and efficient. Kudos!!!	1
nothing cuase the service already is good	1
Nothing easier satisfied namen ako sa services	1
nothing else	1
Nothing else gor everything is much pretty good	1
Nothing else Services are outstanding	1
Nothing else thank you	1
nothing else the staff is polite.	1
nothing else to comment but your branch help me so much,thank you!!	1
Nothing else to say, process is very convenient for all.	1
Nothing else. Always satisfy customer. Thank you for serving us. GODBLESS.	1
Nothing else. It's all good.	1
Nothing everything is best	1
Nothing everything is excellent.	1
nothing everything is good	2
Nothing Everything is Ok	1
Nothing for now,...its absolutely good service.	1
nothing friendly staffs and very accomodating	1
nothing God bless all	1
Nothing good services	1
Nothing has to be improve in terms of my transaction which is the bank cert of deposit balance as closed of my account. I get it just in a minute. Thank you	1
Nothing hehe, I just want to express my appreciation and gratitude to all the staffs here in LBP Guiuan.	1
nothing I am satisfied	1
Nothing i am satisfied with your service	1
NOTHING I APPRECIATE THE PROMTNESS OF THE EMPLOYEE	1
Nothing I can say. All information are cleared. Thankyouu	1
Nothing i can say. Excellent	1
Nothing I feel so satisfied of your service	1
nothing i had a great time	1
Nothing i observed to improve as Michelle Luna was amazing in assisting my needs, knowledgable, and provide timely response. I am very satisfied with her service to me.	1
Nothing I say,since they give already those services that the people need.	1
Nothing i was satisfied with the service	1
Nothing i would say, the service is good, the staff is kind.	1
Nothing I'm just a little nacuos because this is my first time opening account	1
Nothing im satisfied	1
Nothing Improve. They Have a Good Staff that provide a Good Service to their Clients.Past Transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing in particular because all the things that we needed, we ger it so far as easy as we want to. From the manager, the verifier, the teller and all the staff they are so accommodating even all the guards that why we are all so thankful.	1
nothing in particular, best in bank service so far.	1
nothing is to be improve, they already executed a good service.	1
Nothing its already a good service	1
Nothing its so very perfect	1
nothing it's very good service.	1
Nothing just appreciation to the tellers especially to kristine carreon	1
Nothing just continue the great job	1
Nothing just continue to serve people with integrity. God Bless	1
nothing just continue your service =)	1
Nothing just keep up the good work.	1
Nothing kasi everything is okey.	1
Nothing kasi nag enjoy ako kausap si ma cholly.	1
Nothing kay nindot man and services	1
nothing lht maayos	1
Nothing maayos naman po at mabilis ang mga transactions	1
NOTHING MAINTAINGOOD GOVERNACE AND CLEANLINESS OF BRANCH	1
Nothing more	1
Nothing more - its awesome	1
nothing more but only best jobs and services rendered	1
Nothing more I Am Satisfied	1
Nothing more its already on it utmost state.	1
Nothing more just continue of your goos serve landbank are ao accomodating wapecially to active and retire unifoem personnel tnx ao much	1
nothing more their service is already excellent.	1
Nothing more to improve. Good service!	1
NOTHING MORE TO SAY. ALL IS WELL. THIS BRANCH EMPLOYEES ARE POLITE AND PROFESSIONAL	1
Nothing more to suggest. Office staff's are very kind and accommodating.	1
Nothing more very well accommodated mga staff sa landbank candaba agrihub	1
Nothing more, because the clerk was very approachable.	1
Nothing more, Great Service	1
nothing more, more than enough	1
Nothing more, nothing less. Just smile always 💖	1
Nothing more. Big salute and best service. Congratulations!	1
Nothing more. I am completely satisfied with the service.	1
Nothing more. Just keep up the good job!	1
Nothing more. The service was great	1
Nothing more. The staffs are very approachable. Good job 😁	1
nothing more. Very accommodating	1
Nothing much everything is good so far as this is my first time here	1
Nothing much mabilis naman mag process ang teller	1
Nothing much naman po	1
Nothing much to add since the service of Sir Avic M. Galangera, the assign staff is very helpful, accommodating and informative to us. That's why we don't have any problem processing our transaction. Just keep up the good work.	1
Nothing much to say but will always choose this branch because the employees here are approachable.	1
Nothing much, I just like how their New accounts Ms. Janine helped me on my enrolment in laccess, she made it easy. And i was able to access it today.	1
nothing much.	1
Nothing much. Loan and deposits are super convenient	1
Nothing much. So far they did a good job.	1
Nothing naman po, all goods	1
nothing need to improve because people there is good responsible	1
Nothing needs to be improved, because the service is fast and the employees are very nice and approachable.	1
Nothing needs to be improved.	1
Nothing needs to improve. Services provided is efficient.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing okay na ning kinabuhi	1
nothing over all goods	1
Nothing overall complete	1
Nothing particular, the services is well implemented.	1
Nothing performance is outstanding and commendable	1
Nothing po, maintain lang po nila ang pagiging accomodating	1
Nothing really, it was an efficient transaction.	1
Nothing so far because everything was offered to me in a very excellent service	1
Nothing so far because the service was very great. 👍	1
nothing so far im satisfied with theirnservice.	1
Nothing so far the service is good as well as staffs they are very accomodating.	1
Nothing so far very good services	1
Nothing so far, for I am satisfied with the services.	1
Nothing so far. All ok	1
Nothing so suggest, they are very accomodating	1
nothing so very easy to encash	1
Nothing Staff are accomdating and Friendly	1
Nothing staffs and employees are approcable and easy to communicate with.	1
Nothing suggest so far good services	1
Nothing suggestions, very good service..????	1
Nothing susgest so far good services	1
Nothing susgest very good services	1
Nothing susgestion very good services	1
Nothing susgestion very nice services	1
nothing thank you	1
Nothing thank you and God Bless	1
Nothing the service was good and the staf is very approachable	1
Nothing their are accomodating	1
Nothing they ate very accommodating	1
Nothing this branch is the best	1
Nothing ti emproved because a service was excellent	1
Nothing to add when it comes to services. Was good and accommodating staff.	1
Nothing to add. Service is very smooth and all employee in landbank is very kind, considerate and helpful.	1
NOTHING TO ADD....	1
Nothing to addGood Service 🙂	1
nothing to be improved I am satisfied.	1
Nothing to be improved. I am really satisfied with the services rendered.	1
Nothing to be suggested,its all been discussed thoroughly	1
nothing to change very good service staffs are very accomodating	1
Nothing to commend because i saw their dedication of giving the best service they can.	1
Nothing to comment but kuddos to everyone!	1
Nothing to comment for improvement very Good service	1
Nothing to comment or suggest but compliment only on how the services of landbank has a professionally acts of services.	1
nothing to comment, everything is very proper	1
nothing to complain. good service. special mention to miss aivee pempeño.	1
NOTHING TO COMPLAINT AND THE TREATMENT IS GOOD	1
NOTHING TO FIX. EVERYONE WORKS ON THEIR OWN.	1
Nothing to further improve	1
Nothing to imporve	1
Nothing to impose the service was good.	1
Nothing to improve	9
Nothing to improve ,all transaction is accomodated	1
nothing to improve ,it's all good service	1
Nothing to improve All good just keep it up	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing to improve all goods even their services and how they communicate with them is all goods	1
Nothing to improve all the services offered are very good	1
Nothing to improve all the staff is very generous	1
nothing to improve because everything is clear to explain it to me. Cholita B. Sesno	1
Nothing to improve because it gives a helpful services. Just continue what the company started.	1
Nothing to improve because it is already great	1
Nothing to improve because its almost perfect.	1
Nothing to improve because the service is already excellent for me. All the staffs are approachable and greeted us before we enter the establishment.	1
Nothing to improve but stay approachable to the client.	1
nothing to improve cause nobody is perfect	1
Nothing to improve cause the staff are very accommodating.	1
Nothing to improve everything is at its best . Excellent sevice	1
Nothing to improve everything is exceptionally good	1
Nothing to improve excellent public service	1
nothing to improve its all good specially the staffs is very accommodating and beautiful	1
Nothing to improve its already in manner	1
Nothing to improve it's 100% perfect service	1
Nothing to improve the service is this branch is good	1
Nothing to improve the service is very good! Thank you!	1
Nothing to improve they are good and kind	1
Nothing to improve very excellent service.	1
Nothing to improve very nice	1
NOTHING TO IMPROVE VERY SATISFY CUSTOMER	1
nothing to improve very well trained are naga customer	1
Nothing to improve! Service was excellent and on point!	1
Nothing to improve	1
Nothing to improve, all of the worker is great	1
Nothing to improve, but continue to cater and assist client with outmost courtesy. Thank you!	1
Nothing to Improve, But dungagan ang teller. Thank you!	1
Nothing to improve, excellent service	1
nothing to improve, i am always satisfied with the services i take everyday.	1
Nothing to improve, I am satisfied with the bank's process and it's staff.	1
Nothing to improve, I'm satisfied	1
NOTHING TO IMPROVE, ITS ALREADY SPLENDID. MAYBE IMPROVE THE AIRCONDITIONING UNITS.	1
Nothing to improve, just keep up the good service	1
nothing to improve, supper satisfying...	1
Nothing to improve, the service are awesome	1
Nothing to improve, very satisfied.	1
Nothing to improve, very satisfied..	1
Nothing to improve.	3
Nothing to improve. All of the services are perfect and the wonderful employees gave a perfect treatment to me and other clients. I'll definitely visit again next time po!!	1
Nothing to improve. Everything is fine.	1
Nothing to improve. Everything went well	1
Nothing to improve. Everything went well.	1
Nothing to improve. Im satisfied at the service	1
nothing to improve. it is nice and good	1
Nothing to improve. Its very usefull. The staff is very polite and they accomodate all clients	1
Nothing to improve. The service was smooth and the new accounts staff was approachable.	1
Nothing to improve. They are good with what they are doing.	1
Nothing to improve..just awesome services	1
Nothing to improve.I am well accommodated.	1
Nothing to improved , Napa accommodate ni Ma'am Venus Javellana very excellence Service po ang experience namin sakanya at mahelpful papo bukod sa pagiging maganda po magandarin ang kalooban	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
nothing to improved . I am satisfied with the service thank you	1
Nothing to improved because the service is good	1
Nothing to improved, i am satisfied .	1
Nothing to improved. Its always good to transact in this office. Staff are very welcoming.	1
Nothing to improved...all the staff are very approachable and even the good service is very evident...Special thanks to Mam Thelma??????	1
nothing to recommend all transaction are good and smooth	1
Nothing to recommend. Beyond perfect!	1
Nothing to say , I really satisfied	1
nothing to say , it's all Good thankyou for wonderful services.	1
nothing to say ,all is good	1
Nothing to say . Very accomediting staff 🥰	1
Nothing to say about the service! Its great and good. But i have suggestion to put some candies😅 thank you	1
Nothing to say bec. I was very satisfied w the service	1
Nothing to say because everything is well, okay.	1
Nothing to say but a friendly staff	1
Nothing to say but Everything is great! Keep it up guys!	1
Nothing to say but excellent	1
nothing to say but keep up the good work!	1
nothing to say cause everything well find	1
Nothing to say cause its all goods thank you for satisfying us.	1
Nothing to say coz I'm satisfied my transactions everytime I came here	1
Nothing to say it's all good.	1
Nothing to say more. Staff is accomodating and really helped a lot. Thank you.	1
Nothing to say po. All good. :)	1
Nothing to say since I had a good experience of transacting with the staff especially Ms. Benette Dice.	1
Nothing to say since I was satisfied with the service.	1
Nothing to say since they are very accommodating and approachable.	1
Nothing to say than absolutely good service.	1
nothing to say very good service at all	1
Nothing to say! But have great employee! Kuddos!	1
NOTHING TO SAY! OVERALL I'M IN GOOD SERVICE!!!	1
nothing to say, but its okay	1
Nothing to say, I am gratefula and thankful to your staff..	1
Nothing to say, i am satisfied	1
nothing to say, the service is so good and helpfull to the customer.	1
nothing to say, very satisfied with the service rendered	1
Nothing to say,you are absolutely veruly approachable and kind	1
Nothing to say. All is well 😀??👍🏼🥰	1
Nothing to say. I am fully satisfied with the services of Landbank Quezon Ave.	1
Nothing to say. Just continue giving a good service and transparency	1
Nothing to say. Satisfied client.	1
Nothing to say.. Very nice.	1
Nothing to say... All good	1
nothing to say... Just keep it up! The staff are polite and accommodating! Well job! 👍??	1
Nothing to say...good service	1
Nothing to say..good services	1
Nothing to say... Keep up the good work	1
Nothing to suggest , just want to thank maam ayet and clarice for accomodating us.	1
Nothing to suggest . The service is better and good .	1
Nothing to suggest because my transaction done successfully and systematically.	1
Nothing to suggest because the employees are awesome	1
Nothing to suggest because the great service of this branch exceeded my expectation.	1
Nothing to suggest because the service is good and the staff is very approachable.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing to suggest because the service is good. The employees are hospitable and accomodating to the clients	1
Nothing to suggest because the staff are very accommodating and know how to cater the needs of the clients	1
Nothing to suggest coz' Staffs are courteous and accommodating. Congratulations po! Thankyou...	1
Nothing to suggest except salute to the courteous employees of landbank.Godbless	1
Nothing to suggest for this branch is systematic and deliberate to it's service.	1
Nothing to suggest im satisfied with the services.	1
Nothing to suggest kasi napaka fast ng service ng Langbank	1
Nothing to suggest very good sa serbisyo.	1
nothing to suggest, all goods😊	1
nothing to suggest, because landbank is the best	1
Nothing to suggest, just keep on wearing your smiles😊 . Thank you for your service ?	1
Nothing to suggest, satisfied client here.	1
Nothing to suggest, the transaction was smooth	1
Nothing to suggest, verygood office	1
Nothing to suggest. All are very kind and very accomodating from the guards to the higher ups. Ease of doing business is being practice. They well serve bank clients.	1
Nothing to suggest. All good.	1
Nothing to suggest. But just here to thank you guys for the very good service	1
nothing to suggest. had a happy transaction with every staff concerned	1
Nothing to suggest. I just want to commend all the staff even the security guard for assisting us and most esp. To mam Ofelia G. Escanlar tn timer to her.	1
Nothing to suggest. LBP Taft Avenue Branch truly deserves high praise for their exceptional service! Their dedication and professionalism are commendable, making every customer feel valued and well taken care of. It's wonderful to see such a hardworking team providing top-notch service to the community. Kudos to the staff at LBP Taft Avenue Branch for their outstanding commitment to excellence!	1
Nothing to suggest. Ms. Liene assisted me so well. Kudos!	1
Nothing to suggest. Ms. Venus Javellana assisted me so well. Shes beautiful inside and out. Best ever account handler! More of her please. Thank you so much for making it easier for us to open an account and being so kind to us.	1
NOTHING TO SUGGEST. STAY LANG KAMO KONG PANO KAMO SBNG MAG HATAG SERVICE SA MGA COSTUMERS NYO. PADAYON SA SERBISYO??	1
Nothing to suggest.Good sevices !	1
Nothing to suggests , everything in here is just perfect. Staff is approachable , their service is fast and not time consuming not like the other banks i've encountered .	1
Nothing to suggests because this landbank branch is very good in terms of services. Im very satisfied.	1
Nothing to update or improve 4me = excellent.	1
Nothing very accommodate	1
nothing very good	1
Nothing very good service here in landbank dr sixto pasig. The teller is very helpfull and friendly kind,.	1
Nothing very helpful 😘😘????	1
nothing will be improved because they work well..Thank you very much Landbank staff for my fast transaction.🙂??	1
Nothing would say, your service is very accomodating and easily to communicate with all your staff.	1
Nothing! Verg Fast Transaction. Highly recommended🫶	1
Nothing, all are doing well	1
Nothing, all goods	2
Nothing, always smile :)	1
Nothing, bank statement of BFAR was given to me completely.	1
Nothing, because it's better now and I appreciate It.	1
nothing, because I totally experience a good service	1
Nothing, because the service is amazing	1
Nothing, because the service is good	1
NOTHING, BECAUSE THE SERVICES IS SATISFACTORY. THANK YOU	1
nothing, because the staff/employees are so approachable and fair to everyone god bless!	1
Nothing, Because they accomodate thier costumer well.	1
Nothing, because they are very accomodating.	1
Nothing, but I can say that they (the staff) are really great in doing their job. They are approachable & kind.	1
Nothing, everything great. we are very satisfied for the service	1
Nothing, everything here is fine	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing, everything in smooth process.its almost perfect, very accommodating.	1
Nothing, everything is fine.	1
Nothing, everything is perfect	2
Nothing, everything is perfect to my knowledge	1
Nothing, everything is perfect!	1
Nothing, everything was smooth that a concern will never exist.	1
Nothing, everything went smoothly	1
Nothing, Fast transaction and very accomodating. God bless	1
nothing, god bless to all staff here	1
Nothing, good job!	1
nothing, good services.	1
nothing, great service provided.	1
nothing, I feel like there's nothing that need to improve, it's all good.	1
Nothing, I' m super satisfied to the staff. very accommodating. thank you	1
nothing, I strongly agree with their customer service	1
Nothing, I'm already satisfied with the customer service.	1
Nothing, I'm satisfied!	1
nothing, it is all good and we are satisfied the arrangement	1
Nothing, its all good. Thank you for your service.	1
Nothing, it's all goods.	1
Nothing, it's very good good job 👍	1
Nothing, job well done!	1
Nothing, just continue the good work.	1
Nothing, Just do a great a job	1
nothing, just keep it up	2
nothing, just keep it up :)	1
NOTHING, JUST KEEP UP THE GOOD WORK.	1
Nothing, just keep up the great service! ;)	1
Nothing, keep up the good work!	1
Nothing, Kudos to the branch.	1
Nothing, maybe need to improve time management	1
Nothing, much appreciated service.	1
Nothing, nice transactions	1
Nothing, overall was perfect.	1
Nothing, service is perfect	1
Nothing, services are being served very well.	1
Nothing, services are good enough,	1
Nothing, services is good	1
nothing, thank you	1
Nothing, thanks	1
nothing, the best customer service	1
Nothing, the service was great.	1
Nothing, the service was so good	1
Nothing, the staff was very nice	1
Nothing, their service is good and best for me so far.	1
Nothing, their service is great!	1
Nothing, this office is clean & tidy, very nice and accomodating personnel	1
Nothing, Very Accomodating Personnrl of Land banka	1
Nothing, your company service is excellent	1
Nothing, your service is enough and very good	1
Nothing, your service is good enough	1
Nothing, you're doing great	1
Nothing,all is good	1
Nothing,because all of there transaction is perfect	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing,but thank you for the accompanying.	1
nothing,i very satiscied	1
Nothing,its very good	1
Nothing,they do their job well.	1
Nothing,they services is goods	1
nothing.	1
Nothing. All good in every transaction.	1
Nothing. All I can say is Thank you so much for Ms Gerlyn Espadilla for the excellent help with my transaction. A job well done. keep it up poh ma'am ?? God bless.	1
Nothing. all services is good	1
Nothing. all transaction are easy and fast	1
Nothing. Almost perfect.	1
NOTHING. BECAUSE THE SERVICES ARE GOOD.	1
Nothing. Every staff is accomodating.	1
Nothing. Everyone fair treatment to all clients.	1
Nothing. Everything is fine.	1
Nothing. Everything is good	1
Nothing. Everything is good naman.	1
Nothing. Everything is good.	3
Nothing. Everything seems perfect.	1
Nothing. Everything was perfect!	1
Nothing. Excellent Good Job.	1
Nothing. Excellent.	1
Nothing. Ganda ng nagassist sa kin.	1
Nothing. Good service.	1
Nothing. I am satisfied on the services rendered by the LBP employee.	1
Nothing. I am so contented and overwhelmed with the services this branch has provided me for my 6 years in the Barangay.	1
Nothing. I am very satisfied	1
Nothing. I am very satisfied with the service	1
Nothing. I appreciate the promptness and politeness of the employees	1
Nothing. I just want to say thank you to Mel. She was very responsive and efficiently helped me with my concerns. Transaction was really fast as well.	1
Nothing. I really like the services that provided	1
Nothing. I was satisfied by their services	1
Nothing. I'm satisfied	1
Nothing. It's nice and perfect.	1
Nothing. Its perfect!	1
Nothing. It's perfectly good.	1
Nothing. It's the best!	2
nothing. Just continue assisting	1
nothing. just continue what your doing	1
Nothing. Just keep a good attitude	1
Nothing. Just keep up the good work!	2
Nothing. Just thanks for a great service	1
Nothing. Just want to say that Im satisfied with the service.	1
nothing. kudos po sa branch God Bless	1
Nothing. Madaling kausap	1
Nothing. Satisfied Clients Thanks	1
Nothing. Satisfied with the service.. :)	1
Nothing. Satisfied.	1
Nothing. Superb services	1
Nothing. Thank you	1
Nothing. Thank you for your service.	1
Nothing. Thank you po for your service!	1
Nothing. Thank you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing. Thanks a lot??	1
nothing. Thanks for the customer service.	1
Nothing. The government employees are accommodating and friendly. No matter how busy the office gets, they still manage to smile. Kudos!	1
Nothing. The NAC who assisted me, Ms Sherene is cery efficient and accommodating.	1
Nothing. The one who gave us service, if not mistaken ma'am Maritess, a while ago is too good and kind, she explains to us our clarifications in a way that we can easily understand it. She also reminds us that we should be careful in our atm cards.	1
Nothing. The service is Excellent	1
Nothing. The service is excellent.	1
Nothing. The service is good.	1
Nothing. The staff are all polite and accomodating including guards.	1
Nothing. The staff were helpful with the bank account opening for our whole family	1
Nothing. The staffs are very kind and approachable and so as the guards.	1
Nothing. The transaction was easy	1
Nothing. Their service are good.	1
Nothing. Their service is already good and their employees are seemed kind.	1
Nothing. There are all friendly	1
Nothing. there's Have a good service	1
Nothing. This is the best bank with best service	1
Nothing. Very accommodating..	1
Nothing. Very convenient	1
Nothing. Very good service	1
Nothing. Very responsive and approachable employees	1
nothing. Very well service.	1
Nothing. Very well!	1
Nothing. You did well!	1
Nothing.. all good I'm satisfied for your service thank you.	1
Nothing.. all good thank you.	1
Nothing.. all good, fast transactions thank you	1
Nothing.. I am satisfied w/ the service	1
nothing.. i can say that I am satisfied of what services I got.	1
Nothing.. very satisfied with the service rendered	1
Nothing... Very good service	1
Nothing...! because all staff are very approachable and accommodating..	1
Nothing....100% ok	1
Nothing...Contented and satisfied...	1
Nothing...good service already...	1
Nothing...landbank shaw beacon plaza branch been very helpful for when I needed most....and the people are very accommodating and happy when assisting me with my needs.I would like to commend MS. HONEY for being so kind and helpful to assisted me with smile despite of lunch time. Thank you and God bless to your branch	1
Nothing..Just keep up the good work..!	1
Nothing.mababait ang nga staff pati ang mga securities.	1
Nothing.to say very good management	1
nothing/ good service	1
Nothing/very satisfied	1
Nothing: Just want to commend the staff of LBP-rotonda, they are very accommodating and nice, specially Maam Lou Murillo and sir TJ Romero. Keep up the good work! God Bless you and thank you for your good service.	1
Nothing; everyone fair treatment to all clients.	1
nothings, it's perfect	1
Nothung, thanj you for your good service!	1
Notice after full payment should be proactive taken even without need of follow up from client. Considering merger of UCPB and Landbank, collateral document turned over should be precisely documented and with checklist; and client should be notified/updated. Service by personnel attending is very satisfactory/ client oriented.	1
nothing more to say except I encounter excelent service, thanks!	1
Npakabait ng stop at mablis mga proseso	1
npakabait po ng mga taohan ng landbnk brch Calupang Gsc..	1
npakahusay	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
number que on screen/monitor	1
Number scheme should be organize	1
Numbering	1
Numbering system	1
Numbering system for customer	1
Numbering system monitors.	1
Numbering system sa counter	1
Numbering system.	1
numbering the customer while doing transaction.	1
O k	1
Observe proper protocol	1
Observe system maintenance	1
Observed that teller is multitasking but still delivered her service smoothly. Also, she is not intimidating =)	1
Observed the right procedure and all personnel are courteous and friendly.	1
Obtain a Digital, realtime numbering of the clients/ customer based in their needed services.	1
Oerall po maganda ang experience ko. Systematic po ang mga staff.	1
OFFER BETTER INTEREST RATE	1
Offer investments vehicle affordable for filipinos	1
Offer more products to be availed by an individual/employee with payroll acct. With the bank.	1
offer more services such as credit card /debit	1
Offer more services that will help people to trasanct conviently and faster	1
Offer services to their clients.	1
Offers very good services	1
Office environment is pleasant and security guards are very accommodating.	1
Office informed me that they would call whenever the card is already ready for pick-up however, no call was made	1
Office is so convenient and comfortable to accommodate clients.	1
office is under satisfied.	1
Office needs good people	1
Office renovation and more staff	1
office space improvement	1
office staff are good and Security Guards are very accommodating, they work very well.	1
OFFICE STAFF ARE GOOD AND SO VERY ACCOMODATING. THEY WORK VERY WELL	1
office staff are very accomadating,very friendly, there's no need to be improve, just continue working hard and serve with heart.thankyou	1
Officer is kind	1
Officers & staff are approachable. & transaction is very fast.	1
Officers and staff are always smiling..Very accommodating.	1
OFFICERS AND STAFF ARE VERY ACCOMM9DATING	1
Officers and staff are very helpful and accommodating.	1
Officers are prompt, courteous, and easy to deal with.	1
Officially not almost goods service po	1
Oh any seevice	1
Oh perfect	1
OJT helped me. Very good service	1
Ok	169
ok and paspas mo transact	1
Ok ang form to fill out di hassle at kuha agad ang card which is nice about.	1
Ok ang inyong cserbisyo	1
ok ang knilang serbisyo	1
Ok ang lahat	1
ok ang mga services	2
Ok ang naga process dali kaayu	1
ok ang opening explain maayos	1
ok ang prosiso	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok ang serbisyo	5
Ok ang serbisyo as landbank	1
Ok ang serbisyo LBP Capistrano	1
Ok ang serbisyo na binigay nyo sa mga customer very accomodate lahat ng staff.	1
Ok ang serbisyo ng landbank east avenue, mababait at maasikaso ang mga empleyado dito lalo na si Sir Dennis at Mam Mia.	1
ok ang serbisyo nyo lagi silang anjan nakaalalay sa mga tao kung merun hindi nila alam.	1
OK ANG SERBISYO SA BANGKO	1
OK ang serbisyo sa Landbank sa pagtabang sa katawhan	1
Ok ang serbisyo sa pag open ng account	1
OK ang serbisyo walay palakasay #satisfied	1
Ok ang serbisyu	1
ok ang service	9
Ok ang service at masaya.	1
Ok ang service sa landbank argonaut highway. Lahat sila madalingblapitan. Ipagpatuloy lang ang magandang pakitungo sa mga client. Thank you.	1
Ok ang service thank you so much sa mga tauhan ng landbank miagao branch.	1
OK ANG SERVICE.	1
Ok ang services kahit maraming client.	1
Ok ang servisyo	1
Ok ang sirbesyo.	1
ok as it is at the moment.	1
Ok bugnaw ang erev pin law	1
ok customers relation is very satisfaction	1
Ok dealing with Wendy and JB	1
ok done early	1
Ok fast service	1
Ok for assistment sa loob Ng banko doon Kay Kuya guard	1
OK for me they are very much accomodating to client like me.	1
ok for the service rendered	1
Ok gd ang servicevery thank you so much	1
Ok good	4
Ok good job	1
ok good service	2
OK Han ay og nice making transactions ang mga staff tapos nice sab sila Kay MO tabang oy may question	1
ok Irwin Castillo	1
Ok kaa u	1
ok kaau	2
Ok kaayo	2
OK kaayo ang ilang serbisyo sa LBP Talibon ngadto sa mga katawhan	1
OK kaayo ang ilang serbisyo saLBP Talibon ngadto sa mga katawhan	1
Ok kaayo ang serbisyo sa Landbank	1
OK kaayo ang serbisyo sa LBP Talibon satisfied ko	1
Ok kaayo ang service	1
Ok kaayo ang services	1
Ok kaayo ang servisyo ug buotan ang incharge.	1
Ok kaayo dili ra ang proceso	1
Ok kaayo kay wala me biyae nahapan ug paagi	1
Ok kaayu	2
Ok lahat maayos	1
Ok lahat no problem	1
ok lanag naman manbilis	1
OK lang	7
Ok lang agree	1
Ok lang ang aking transaction sa landbank.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok lang ang service	1
Ok lang ang service nila sa mga clients	1
Ok lang ang service para sa mga tao.	1
Ok lang Daji ra na human.	1
Ok lang ma	1
ok lang mag entertain sa customer	1
Ok lang naman ang aking transaction..	1
Ok lang naman ang serbisyo	1
Ok lang naman lahat wala po akung masabi po	1
Ok lang naman matagal na ako sa landbank na depositor.	1
Ok lang naman po experience ko. Very accommodating po cla. Thank you	1
Ok lang naman?	1
Ok lang namn	1
ok lang po	2
Ok lang po kase maganda ang serbisyo nila dto	1
Ok lang po,para sa aki..kuntento na po ako sa serbisyo ninyo salamat.	1
OK lang po. Wala naman masyado tao sa bank pag punta ko.	1
OK Lang sa pag serbisyo nila	1
Ok lang.	1
Ok lang. Maraming tao pero mabilis naman.natapos	1
Ok lang. Ok kaayo sila	1
Ok lng	1
Ok lng mabils	1
ok lng po mabilis nmn	1
Ok lng po nidot kaayo mo intreten	1
ok lng po. Maganda nman po ang service ng Lopez Br.	1
Ok lqng	1
Ok maayu cla	1
Ok mabilis	1
Ok mabilis naman po mediyo ano strict lang po sa signature	1
Ok mabilis nman	1
Ok madali lang	1
Ok mag encash sa branch na ito	1
Ok mam	1
Ok man	3
Ok man an serbisyo.	1
Ok man bugnaw guapa pod ma am gases	1
Ok man dali rajud.	1
Ok man po ang inyong sirbisyo,natutuwa man po aq bilang isang kleyente ng landbank	1
ok n ok nmn serbisyo at maasahan. Good job	1
Ok n po serbisyo nila	1
OK NA	3
Ok na Ako sa inyong serbisyo maraminh salamat sa paggabay lalo na sa mga baguhan gaya ko??	1
OK NA ANG SERVICE, GOOD JOB	1
Ok na atm, thank u :)	1
ok na din nmn ang lahat	1
Ok na lahat	1
Ok na man	1
Ok na nag aasist ang manager napaka down to earth kaya lalong nag niningning ang ganda	1
ok na no comment good service	1
Ok na ok	3
Ok na ok and serbisyo napakaayos PO at mababait PO Ang mga empleyado PO ng Land bank . God Bless PO.	1
Ok na ok ang serbisyo ng landbank	1
Ok na ok ang services na naibigay. Sanay panatilihin ang magandang serbisyo sa cliente.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok na ok na	1
Ok na ok nman napo service nyo	1
Ok na ok po	1
Ok na ok po SA akin ang inyong serbisyo salamat po	1
Ok na po	4
Ok na po ako sa serbisyo nnyo, i really appreciated po dahil very faster ang transaction po dito sa sulop landbank.	1
Ok na po ako..ty!	1
Ok na po ang lahat	1
ok na po ang serbisyo	1
Ok na po good work	1
Ok na po halos wala na pong babaguhin sa serbisyo..good service nmn po sila	1
Ok na po lahat	1
Ok na po sa akin ang inyong servce	1
Ok na po satisfied namn po ako sa serbisyo nila	1
Ok na po serbisyo nila	1
OK na po..	1
Ok na poh ako sa serbisyo 100%Maraming salamat sa tiwala nah binigay sa akin God bless sa inyung lahat..	1
Ok na poh para sa akin	1
Ok na serbisyo	1
Ok na serbisyo nyo	1
Ok na serbisyo nyo.	1
Ok na wala na akong masabi pa did the employer do his/her job thank you	1
ok na yan	1
ok na yong serbisyo	1
Ok na.	1
Ok na. Received ko na Yun loan ko. Salamat Landbank.	1
Ok nalan ang landbank.	1
ok nama po	1
Ok namam serbisyo	1
Ok naman	17
ok naman .no need to improved	1
Ok Naman ang lahat	1
ok naman ang landbank	1
ok naman ang landbank dahil mabilis naman sila mag trabaho doon pwera nakang kapag madami talagang tao mag aantay ka talaga	1
ok naman ang lhat	2
ok naman ang pag entertain saken ni ms venus javella, mabait siya sa client at yan muna ang aking masasabi. salamat	1
ok naman ang pag process ar mababait dn ang staff	1
ok naman ang pag sserve nila sa mga tao salamat po	1
Ok naman ang process	1
Ok naman ang prosiso.	1
Ok naman ang prosisso	1
Ok naman ang sebisyo..suggest ko lng ung sa apps madalas mgoffline..yun lang po..😊😊	1
Ok Naman Ang seevices	1
Ok naman ang serbesyo sa landbank.	1
Ok naman ang serbisyo	2
OK NAMAN ANG SERBISYO BATAY SA NAKITA KO	1
ok naman ang serbisyo nila and more power and god blessed	1
Ok naman ang serbisyo wala na ko masasabi	1
ok naman ang serbisyo walang dapat baguhin	1
Ok naman ang service na binibigay ng bank sa akin habang may transaction Ako, di nakakalito ang mga proceso, there is always room for improvement	1
Ok naman ang service ng Landbank..mabilis..	1
Ok Naman ang service nila	1
Ok naman ang service nila, mabilis ang transaction.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok naman ang services.	1
Ok naman Ang sirbesyo.	1
Ok naman at hindi mabagal kahit marami ang tao	1
ok naman at maayos pila	1
Ok naman at madali lang ang transaction.	1
Ok naman experience ko sa branch	1
Ok naman kaso matagal kc naglisa lng cya.	1
Ok naman lahat	1
Ok naman lahat at mababait ang mga empleyado	1
Ok naman lahat para saakin	1
Ok naman lahata	1
Ok naman maayos lahat	1
Ok naman mabilis naman Ang pag prosiso	1
Ok naman mabilis pero minsan pag NASAbay sa 4ps Medyo babagal overall ok naman	1
Ok naman magalang at detelyado ang counter 3 na transact ko	1
Ok naman maganda, malinis at maayos	1
ok naman matulin naman depende sa dami ng tao pero good	1
ok naman medyo maingay lang kasi may ginagawa raw ata sa likod	1
Ok Naman na .Kc approachable Silang lahat,Nakangiti at tumutulong sa mga Hindi nakakaalam .	1
ok naman na ang serbisyo	1
Ok naman na goodjob	1
ok naman na po napaka bait po ang mga teller po thank you landbank	1
Ok Naman na sya mababait po yong mga staff	1
ok naman nagawa naman ng ayos	1
Ok naman napo	1
Ok naman nasasagot ako ng tama at maayos.Kapagod lang antay kasi marami naga.apply na iba	1
Ok naman po	7
Ok naman po 👋🏻	1
Ok naman po , LAHAT ng transaction ay nagagampanan, always smiling sila, at approachable	1
Ok naman po ang kanilang service	1
Ok naman po ang lahat Maayos naman	1
ok naman po ang land bank	1
Ok naman po ang pag oopen ng account sa landbanj, mas pinabilis dahil sa online application	1
Ok naman po ang pagasis sa kin at maganda po ang stop ng Landbank.	1
Ok naman po ang pagtrato sa amin mababait naman po silang lahat	1
Ok naman po ang serbisyo ng landbank mabilis po ang proseso	1
Ok naman po ang serbisyo ng mga office staff sa landbank	1
Ok naman po ang serbisyo nila kahit wala na po idagdag	1
ok naman po ang serbisyo panatilihin nalang po ito salamatt	1
Ok naman po ang serbisyo. Magdagdag ng teller	1
Ok naman po ang serbiyo lalo pang pabutihin.	1
ok naman po ang serbsiyo nyo maayos at mabilis ang proseso	1
Ok naman po ang Service	1
ok naman po ang service nila	1
Ok naman po ang service.. mabait at maayos magpaliwanag c ma'am venus javellana..	1
Ok naman po ang transaction namin sa landbank san jose	1
ok naman po ang transactionsa landbank first time ko po mag open ng account sa landbank	1
ok naman po at mabilis naman ang service nila	1
ok naman po at mabilis po ang proseso	1
ok naman po at walang problema	1
Ok naman po empleyaldo ng Landbank ma asikaso sa mga customer Lage cla naka smile	1
Ok naman po lahat	2
Ok naman po lahat kaya wla napo ako suhestiyon..	1
OK naman po lahat.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok naman Po lhat	1
ok naman po mababait po sila at salamat po	1
Ok naman po mabilis ang transaction	1
ok naman po mabilis/satisfied cholita b. sesno	1
Ok naman po masipag at mabait po sa amin magturo. The best po ang LBP.	1
Ok naman po sa akin lahat thanks po.	1
Ok naman po service ni landbank.	1
Ok naman po sila at hindi po kinakikitaan ng pagod ang mukha nila. Always pong nakasmile	1
Ok naman po wala naman po ako iba na dapat pa pung mapabuti salamat	1
Ok naman po wala naman po problema ok naman po	1
ok naman po walang problem thank you	1
Ok naman po yun entertain ni Mr, Orlando de Guzman	1
ok naman po yung serbisyo..mababait naman po mga empleyado	1
Ok naman po yung service.	1
ok naman po, good service	1
ok naman po, maayos at mabait po sila	1
Ok naman po. Thank you.	1
OK naman pooo 👌??	1
Ok Naman sa all	1
Ok Naman sa lahat	1
ok naman sa maintance	1
Ok naman serbisyo mabilis	1
ok naman service ng landbank	1
Ok naman service nila..	1
ok naman services	1
ok naman sila pero minsan palakasan system	1
Ok naman sila sa landbank	1
Ok naman transaction mga staff	1
Ok naman wala naman dapat baguhin	1
Ok naman yung opening accounts	1
Ok naman, priority yung senior	1
ok naman,may nag aasist sa mga nag oopen ng account or new account	1
ok naman.	2
Ok naman., staff's are all accommodating	1
Ok naman.po hindi hustle	1
Ok namanang lahat ng transacsyon .	1
Ok namman ang serbesyo	1
Ok namn lhat pra sa akin	1
ok napo ako sa serbisyo	1
Ok napo ang serbisyo ninyo Wala nkong masabe	1
Ok napo ang services nang yung compaya po	1
Ok napo NG serbisyo ninyo got me	1
ok napo,	1
Ok nmam. VIP ako s kanila	1
Ok nman	2
Ok nman ang service dahil classmate q ang manager	1
Ok nman ang service ng ating mga employee lalong lalo na c venus javellana very accommodating	1
Ok nman kontento at patas nman ang pakikitungo nyo lalo na po itong nakausap ko miss revella	1
Ok nman maayus Ang servisyu	1
Ok nman mabilis	1
Ok nman n po	1
ok nman n po ang serbisyo, ipagpatuloy lamang po ito	1
Ok nman na ang sistema ng landbank mabilis at mababait ang empleyado	1
Ok nman na po ang inyong serbisyo.Ipagpatiloy pa po ang maasahan at mabilis na paglilingkod.Godbless po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
ok nman po	1
ok nman po ang inyong service po.	1
ok nman po ang mga serbisyo nilaat maaus	1
OK nman po ang serbisyo NG land bank satisfied po ako	1
Ok nman po ang serbisyo nyu maayos at madali mag process	1
ok nman po ang service nyo	1
Ok nman po ang services lalo na po sa tumulong sa pag open acc ko	1
ok nman po at wala na man pong problema maayos po yong pag serbisyo.	1
Ok nman po lahar	1
Ok nman po mabilis po ang proseso thankyou	1
OK nman po service nla	1
ok nman po service. Lagi po me diretso kay Manager dahil asst po ako ni Vice Mayor	1
Ok nman sa akin ang inyong serbisyo, ask of now.	1
Ok nman yung service,the more pa Oona pgbutihin	1
ok nman. mabilis at mbabait ung empleyado	1
Ok nman..	1
Ok nmn lahat ng serbisyo nila	1
Ok nmn lahat Ng staff mababait Sila thank you for helping me ????	1
Ok nmn minsan matgal lng Yong OTP ndating	1
Ok nmnapo ang serbisyo sa branch Karuhatan. Magaling po magpaliwanag ang sa new account na si mam Venus Javellana. Naintindihan ko po lahat. God bless po.	1
Ok nmnapo ang naging proseso q kaya no comment	1
Ok nmnapo ang serbisyo ng landbank😊😊😊	1
Ok nmnapo ang serbisyo nila mabilis ang serbisyo at mabait ang mga empleyado	1
Ok nmnapo lahat..	1
ok nmnapo serbisyo niyo	1
Ok nmnapo.	1
ok nmnapo serbisyo ...maayos at malinis ang branch ..	1
Ok nmnapo ang serbisyo mabilis at mabait ang employe lalo n po sa teller magalang at mabilis mag serbisyo	1
Ok no problem ang serbisyo.	1
Ok npo	1
Ok para saakin	1
Ok po	6
Ok po aksyon	1
Ok po ang empleyado ng landbank maganda ang pakikitungo nila, thank you and Godbless	1
Ok po ang inyong serbisyo at magagalang ang mga staff	1
Ok po ang kanilang serbesyo at pakitungo sa mga tao,	1
ok po ang kanilang serbisyo salamat po	1
Ok po ang lahat maayos po akong naasikaso sa pag open ng account.	1
Ok po ang Landbank Rosario at ang mga Teller po dito po ay maayos makipag usap po at madali po silang lapitan po at magagalang po sila.	1
Ok po ang mga tao maayos po. Maasikaso sa amin	1
Ok po ang naging serbisyo sa kin sa pag open ng account	1
Ok po ang pag assist sa akin ni ma'am Venus Javellana.mabilis at mabait po.	1
Ok po ang serbisyo	1
Ok po ang serbisyo at sana ay ipagpatuloy ang tamang pag assist sa mga clients.	1
Ok po ang serbisyo maganda po ang pakikitungo at pakikipag usap ng mga Staff at mababait clang lhat. Add lng po ng staff..	1
Ok po ang serbisyo ng Land Bank	1
Ok po ang serbisyo no comment	1
Ok po ang service	2
Ok po ang service ng Land Bank. Mabait po lahat, ang nagassis sa amin si Orlando P. De Guzman. Tnx po.	1
Ok po ang service.	1
ok po ang services.	1
Ok po ang trato nila sa client.	1
Ok po at satisfied ako sa mga serbisyonang naibigay sa akin.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok po lahat	2
Ok po lahat ang serbisyo maayos at mabilis salamat po	1
Ok po lahat... kudos sa mga staff	1
Ok po maayos ang pag serbisyo sa land bank sa karuhatan branch,assisted by Venus Javellana	1
ok po mababait mga taga landbank	1
ok po posebisyo nyo	1
Ok po Satisfied	1
Ok po serbisyo, mababait po ang empleyado	1
ok po service ng LBP Lopez	1
ok po sila	1
ok po sila mababait po sa mga service nila	1
ok po sirbesyo nang dalawang New Accounts na pinasaya naman ako kahit may lungkot po akong nararanasan. Thank u so much.	1
Ok po yong service nila and happy po ako	1
Ok po yung service	1
ok poh ang service nila. friendly and accommodating	1
ok ra	11
Ok ra akong transaction sa branch.	1
Ok ra akong transaction sa Landbank.	1
Ok ra akong transaction.	1
OK RA ANG ILANG SERBISYO	1
Ok ra ang landbank mango	1
Ok ra ang serbesyo	1
Ok ra ang serbisyo po thank you	1
ok ra ang serbisyo. hinaot nga magpadayon ang inyong serbisyo	1
Ok ra ang service	2
OK RA ANG SERVICE NILA	1
Ok ra ang transaction.	1
Ok ra gyod ang landbank, ganahan rako. Expected nga daghan tao kay government man pero ok ra gyod.	1
ok ra gyud kaayo	1
Ok ra gyud kaayo akong transaction in LBP Cebu Mango.	1
Ok ra gyud kaayu ang transaksyon so far no comment ko good Services ang ghatag nila sa customer... Salamat og God bless..	1
ok ra happy ug kontinto	1
ok ra ilang transaction dre sa bank	1
ok ra jud ang maayo pag atiman nakoGwapa pa jud amg in charge og buotan	1
OK RA JUD ANG PAG SERBISYO.	1
Ok ra kaayo	4
Ok ra kaayo ilang serbisyo	1
Ok ra kaayo. Wala ray problema tanan	1
Ok ra kaayu sila	1
Ok ra man good job	1
Ok ra mga servicesOk ra ang mga staff mo entartain namo mga client	1
Ok ra nice ang service	1
Ok ra, naacommomodate agat	1
Ok ra.	5
Ok ra. Dali ra ko na transact. Thank you.	1
ok raang serbisyo sa mga teller	1
Ok raman	1
Ok raman ang serbisyo..	1
Ok raman d ay	1
Ok raman pud	1
Ok raman.	1
Ok serbisyo	1
Ok serbisyo ninyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok service	3
Ok services	1
ok services mam cholly	1
Ok si mam (new accounts) napakabait	1
Ok silang lahat kausap	1
Ok smile palagi	1
Ok talaga	1
Ok talaga 100 percent	1
OK THUMBS UP	1
ok to service	1
Ok transaction nila	1
Ok very good	1
Ok very good at providing customer service	1
ok very good service	1
ok very good services	2
Ok very nice	1
Ok very nice and very accommodate guard	1
Ok verygood	1
Ok with the service	1
Ok yung lahat maayos magalang yung mga empleyado so far maayos thank you sa landbank	1
Ok yung lahat yung mga guard magagalang maayos kausap thank you sa landbank	1
Ok yung landbank mabilis yung transaction	1
Ok yung service. Very good.	1
Ok yung transaction mabilis kaso may mga pag kakataon na matagal pero as of now ok yung landbank mabilis	1
ok!	2
OK! Very Good 👍??	1
Ok, keep up the good work. God Bless	1
Ok, naman amg services and mabilis depende sa dami ng tao	1
Ok,naman po ako sa landbank sa wla akng masabi is very good for me thank you po,.	1
OK.	2
Ok. Ang serbisyo sa bangko	1
OK. Friendly Personnel, Quiet environment	1
Ok. Good	1
ok. Improvement and Satisfied	1
ok. No problem	1
Ok. Services is good.	1
Ok.kaau sila mo assest ug client	1
Okay	13
Okay aking transaction	1
Okay and magandang proseso	1
Okay and synchronized	1
Okay ang pag serbisyo	2
Okay ang paghatag sa LBP Talibon sa ilang serbisyo ngadto sa mga kliyente	1
Okay ang pila sa pag withdraw sa ATM. Inaayos Ng guard at Hindi magulo	1
Okay ang proseso mabilis. Salamat po	1
Okay ang serbisyo	6
Okay ang serbisyo at mababait ang mga employees	1
Okay ang serbisyo ng mga teller ng East Avenue branch. Thank you kay Mam Jona sa pag-encash ng cheke ko.	1
Okay ang serbisyo nga landbank sta cruz capitol branch	1
OKAY ANG SERBISYO NILA	1
Okay ang serve sa landbank at laging naka smile ang mga employee at mababait	1
okay ang service	2
Okay ang service at merong priority sit para sa mga senior citizen	1
Okay ang service ng landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Okay Ang Service. Mabilis lng din	1
Okay ang services.	3
Okay ans satidfied.	1
Okay at mabilis ang transaction	1
okay at magandang pagseserbisyo	1
Okay dito	1
Okay for service	1
okay its all alright, have a nice transaction	1
Okay kaayo	2
Okay kaayo ang Land Bank, wala ra koy problema.	1
Okay kaayo ilang serbisyo	1
Okay kaayo ko sa serbisyo. Maayo kaayo mudala ug taw si mam christelle. Salamat kaayo naka open nako ug account para sss pension.	1
Okay kaayo si mam christelle. Dali ra nahuman.	1
Okay kaayo si mam Rhea.	1
Okay kaayo. Komportable makausab si mam cristel.	1
okay kayo	1
Okay lahat	2
Okay lahat mabilis proseso	1
Okay lahat ng serbisyo	1
Okay lang	9
Okay lang ang serbisyo nila	1
Okay lang kay paspas ra	1
Okay lang mababait ang mga sir at madam Dito sa landbank. Ty	1
Okay lang man	1
okay lang namam, maayos	1
okay lang naman , mabilis sya	1
Okay lang naman po serbisyo	1
Okay lang naman, mabilis lang ang pila	1
Okay lang nman po. Hindi mahirap mag transact	1
Okay lng	5
Okay lng ang serbisyo	1
Okay lng ang transaction, masaya kahit maraming client..	1
Okay lng ang verifier ky cge ug smile	1
Okay lng kahit maraming Clients	1
okay maayos po naman	1
Okay na ang lahat'cguro sa ibang mga customer or sa nga tao na mirun pang hiling mapa mas update ang kanilang mga gagawin o mga kailangan nilang mapabilis nang husto ang mga kailangan nila.	1
Okay na ayus ang serbisyo	1
Okay Na Daan Wala Nay Dapat otruhun??	1
Okay na lahat	1
Okay na lahat perfect	1
Okay na man Po sakín Ang serbiayong ibinigay sakín sapat Naman Po napakabait nilang lahat	1
Okay na okay	1
okay na okay ang serbisyo	1
Okay na okay maliwanag ang pagpapaliwanag ni G. Abelardo Bamba	1
Okay na po para sakín	1
okay na po so far the service is satisfying	1
okay na po wala naman po need iimprove	1
okay na po.	1
Okay na yun	1
Okay na yung service wala na need baguhin.	1
Okay na.	1
Okay naman	7
okay naman , ayos naman ang serbisyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
okay naman , di siya masyadong matagal	1
okay naman , wala naman problema.	1
okay naman , wala naman regret sa serbisyo ng Landbank	1
Okay naman and wala namang problema	1
Okay naman ang bilis	1
Okay naman ang lahat ng transaksyon	1
okay naman ang mga employees dito sa landbank mababait silang lahat (heart)	1
okay naman ang mga staff	1
Okay naman ang pag assist sa akin ng mga taga landbank	1
Okay naman ang pag open account mabilis sila employee gina law	1
Okay Naman ang serbisyo	2
Okay naman ang serbisyo at magagalang ang mga trabahador	1
Okay naman ang serbisyo panatilihin ng mas marami pa ang matuwa	1
okay naman ang serbisyo, maayo at madali lang din pakiusapan ang mga staff	1
Okay naman ang serbisyo.	1
Okay naman ang serbisyo.mabilis.maraming salamat po..	1
Okay naman ang service	2
Okay naman ang service at mabilis ang tansactions.	1
Okay naman ang service at transaction nila	1
okay naman ang service.	1
Okay naman ang service. Mababait staff	1
Okay naman ang services.	1
Okay naman ang transaction and konting improve sa process para mas maganda ang service	1
Okay naman ang transaction sa pagopen ng dollqr account, marerecommend and na assist ako ng maayos ng mga staff including the branch head.	1
Okay naman ang transakyon walang naging problema	1
Okay naman at dapat mas habaan ang office hour	1
Okay naman at maayos. Good service.	1
Okay naman at mabilis ang naging pag assist sa akin ng staff sa pag enroll ng iaccess ko. Salamat	1
Okay naman at mabilis ang transaction	1
OKAY NAMAN IUPDATE PALAGI ANG ATM MACHINE. IYONG NAG-ASSIST SA AKIN MABILIS ANG SERVICE.	1
Okay naman iyong mga staff	1
Okay naman lahat	4
Okay naman lahat maayos	1
Okay naman lahat nasagot lahat ng mga tanong	1
Okay naman lahat no suggestion	1
okay naman maayos	1
Okay naman maayos ang pagkakasunod sunod	1
Okay naman maayos at mabilis ang transaksyon ko	1
okay naman maayos yung services	1
Okay naman mabilis	1
Okay naman mabilis ang transaction	1
okay naman mabilis angtransaction at magbabait ang tellers	1
Okay naman mabilis kasi konti lang tao	1
okay naman mabilis mag process	1
Okay naman mabilis transaction and yung time and effort sa customer ok	1
Okay naman malaking tulong	1
Okay naman mga staff	1
Okay naman na ang mga staff, very approachable na po ngayon sila. Sa Guards na lang medyo pa improve ng attitude. Thank you	1
Okay naman na po sana wag kayo magbago lahat .kasi simula pag open ko palang dyan ng acct.mababait kayo at maasikaso .hindi tulad ng ibang landbank office na napuntahan ko kadalasan masungit .di naman maexplain ng maayos masungit pa .e dyan sa malibay branch maasikaso at mabait .lahat pinapaintindi ng maayos .salanat po	1
Okay naman na yung service dito e, dipa naman ako nakaka encounter ng hindi kaayusan.	1
Okay naman organisado sila	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Okay naman pero may mga pagkakataon na pag maraming tao medyo matagal yung transaction kasi working din kamk so limited lang yung time	1
okay naman po	6
Okay naman po 💖	1
Okay naman po ..	1
Okay naman po ang entertain Sakin. Ni ma'am jody	1
Okay naman po ang serbisyo, but I hope that they'll have a lot of stock of card.	1
okay naman po ang service maganda at masaya ang mga empleyado	1
okay naman po ang service ng landbank	1
Okay naman po ang service nila palagi	1
Okay naman po ang Service! Mabilis po sa pagprocess.	1
Okay naman po ang services	2
okay naman po at mababait ang empleyado at maasikaso sila	1
Okay naman po lahag at mabilis ang service	1
Okay naman po lahat good service	1
Okay Naman po LAHAT Ng services at mababait po LAHAT Ng employee	1
Okay naman po lahat sa branch Quezon Ave.	1
Okay naman po sa ngayon	1
Okay naman po silang lahat at ambilis at magalang	1
Okay naman po yung sa entrance exam. Challenging sya. Wala naman po akong pwdeng ma suggest na.	1
Okay naman po yung sa hiring process. Medjo matagal lng yung results pero explainable naman po.	1
Okay naman po yung transaction and service	1
Okay naman po, improved na nga po and mabilis na ngayon compared before.	1
okay naman po, maganda po ang services	1
Okay naman po, wag Lang mag offline.	1
Okay naman processing	1
Okay naman sa akin itong landbank dahil simula naman na nagkaroon kami ng atm ay dito na kami nag psos encash ng check. Maayos at magagalang naman ang mga empleyado ng landbank.	1
okay naman sakin ang serbisyo nila	1
Okay naman satisfied	1
Okay naman satisfied ako	1
OKAY NAMAN SATISFIED NAMAN AKO SA SERVICE.	1
Okay naman service mabilis	1
Okay naman sila	2
Okay naman sila.	1
Okay naman siya ngayon,mas okay nga din ngayon kasi may mga nag aasist na ojt	1
okay naman siya wala naman akong problema sa serbisyo ng landbank	1
okay naman wala akong ibang masabi	1
okay naman yung services	2
Okay naman yung tranaaction	1
okay naman, accomadating staff	1
okay naman, mabilis ang transaction	1
Okay naman, maganda	1
okay naman, matagal na ko sa landbank maganda ang service	1
okay naman, smooth transaction.	1
Okay Naman.	2
Okay naman. Fast service.	1
Okay naman. Madali ko naman nakuha (undispensed amount)	1
Okay namn	1
Okay namn poat wala po akong concerns sa serbisyo ng landbank	1
Okay namN Yung transactions ko	1
Okay napo yung serbesy0 niyo maam chill lang at lagi nakangiti kaya wala nako ma e suggest	1
Okay nman	2
Okay nman all goods	1
Okay nman ang lahat thank you i love you all	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Okay nman napapriority naman mga senior	1
Okay nman.	1
Okay nman. Mabilis lng account open	1
Okay nmana po mabikis naman ngaun ang service,, thanks	1
Okay nmh lahat about sa pag assist sa mga client. Mabilis magtransact si Dennis at Yung verifier.	1
Okay nmh sa ngayon ang transaction ko,but sometimes there are times na ma late kasi ang daming taobut i can understand	1
Okay nmh salamat Landbank.Robel s AltaresDennisMarry Anne.God bless po..	1
Okay pa sa alright quick and prioritize pwd	1
Okay po	1
okay po ang mga services and staff.	1
Okay po ang processes and welcoming po ang mga employee	1
okay po ang serbisyo	1
Okay po ang Serbisyo ng LandBank Tagudin Branch	1
Okay po ang serbisyo ng landbank.	1
Okay po ang services	1
Okay po ang services ng land bank	1
Okay po ang services. Salamat.	1
Okay po ang treatment ng mga empleyado.	1
Okay po lahat	2
okay po lahat..	1
okay po masaya ako sa serbisyo ina asikaso kaagad ang mga kailangan ko	1
Okay processing is fine	1
Okay ra	4
Okay ra amg serbisyo	1
Okay ra ang mga tao sa branch. Paspas ra pud	1
Okay ra ang serbisyo	1
Okay ra kaayo mam. Walay daghan hasol. Dili kaayo strikto. Walang kuskus balongos.	1
Okay ra kay paspas ra man	1
Okay ra mam. Wala rako nahasulan	1
Okay ra man	1
Okay ra po maayo unta madayon na sila balhim building	1
okay ra si maam vigan mo approach sa customer	1
Okay ra. Very kind and good si mam. Dalii kaayo nahuman open.	1
Okay raman ang Landbank Capistrano	1
Okay raman ang serbisyo	1
Okay service	2
okay sila mababait sila	1
Okay so far	1
Okay to process	1
OKAY WALA NAMAN. CONVENIENT MAG-WITHDRAW NAIBALIK KAAGAD ANG PERA. MADALING TAWAGAN KAPAG MAY PROBLEMA.	1
okay with me	1
Okay Yung serbisyo mabilis	1
Okay yung serbisyo salamat.	1
Okay!	1
Okay. Dali rako na release an sa loan.	1
Okaynman	1
Okayy	1
Okaz namn	1
Oke ang pamamalakad nang serbisyo	1
Oke na im satisfied	1
oke po maraming salamat po at sana po marami pa po kayung matulongan tulad namin	1
okei naman po akong naasikaso. mabilis at magalang ang mga empleyado.	1
Okey	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Okey Ang lahat	1
Okey ang pag serbisyo	1
Okey ang serbisyo	1
Okey ang service sa taga office sa akong pag approach.	1
Okey good	2
Okey kaayu ang ilang service sa landbank calinan manggitabangon kaayu. -kudos sa inyung team.	1
Okey n service	1
Okey na okey po.thank you	1
Okey na po sa amin kasi lagi naman kaming naaabisuhan kung ano dapat gawin at madali lang	1
Okey na po silang lahat sa banawe branch landbank	1
Okey naman kahit nagtagal Ng konti. Nakuha namin Ang Pera galing s gobyerno. Salamat Ng madami sa tumulong.	1
Okey naman na po ang lahat I have no suggestion na po.	1
Okey naman po	1
Okey naman po ang lahat.	1
Okey naman po ang sebisyo	1
okey naman po ang service or accomodation nila sa mga client. Satisfied!	1
Okey naman po ang service or accomodation nila sa mga client. Satisfied.	1
Okey naman po cla. Mababait At maayos kausap.	1
Okey Naman Po lahat ng service nila simula utility guard at mga employee.	1
Okey naman po mabilis	1
Okey naman po maganda ang services.....pero dapat po on time yung pagkain ng mga empleyado para po sa kalusugan dn 🤗🤗🤗salamat po	1
Okey naman Po para sakin Ang serbisyo nio.. keep it up.. God bless poh	1
Okey naman poh	1
Okey Naman serbisyo nila magagalang at madali lang kausapin	1
okey naman so no need na	1
Okey nmb po sa branch ng quezon ave po	1
Okey nmn po	1
Okey nmn po lahat	7
Okey nmn po lahat sa branch quezon ave	1
Okey nmn po lahat..	1
okey nmn po mabilis at maasikaso sila	1
Okey nmn po mabilis po at aprochable namn po mga empleyado...	1
Okey nmn po mga staff sa branch quezon ave	1
okey nnman	1
okey po ang serbisyo	1
okey po ang serbisyu	1
Okey po ang service goid and fast service	1
Okey po ang treatment nila sa client lalo na sa process ng card replacrmnt sa aming mga 4ps member	1
Okey po cla mababait naman makipagusap.tnxpo	1
Okey Po lahat Ang service	1
Okey po mababait naman cla.	1
Okey po naman ang mga staff puro cla mababaiit	1
Okey po sila, mababait naman clang lahat, maasikaso po s kailangan ko.	1
Okey ra kaaya irang serbisyo.	1
Okey Service	1
Okiew	1
Okiks	1
Okira ra ang pagserbisyo sa landbank pelayo medyo nadugay dugay ug pasabotAtleas nahuman ra Ug Daghanag Salamat!	1
Okmkaayoververy approtsable	1
Oks	4
Oks Naman po mabilis ang teler promise	1
oks napo yan	1
OKs nman napo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Okung flow ng work thanks.	1
Old customer should be guided accordingly and prioritize.	1
Om fi e thry are nice	1
On behalf of Mr. Henri Inding, I commend the services given to us.	1
on daily basis it was smooth and good	1
On May1,2024, after LBP's iAccess enhancement I needed to update my device info but I'm oblivious of the right process. Being based here in California my recourse was to seek the help of BM Jane L.Valeras 8,000 miles away. In just a matter of minutes she and her staff Bella Mendez jointly addressed and solved my concern. I don't know them personally but they treated me like family when it comes to service beyond the ordinary. Always grateful to their unconditional service.	1
On my experienced and from the other people's feedback also they said that the NAC services are the longest time you will spent on. And may have all the address for those who have priority numbers at first and entertained because some are just inquiring something that you need to have the priority number before you can have your need or services.	1
On our part in an institution, the transaction is smoother and simple since it's easy to communicate with the branch	1
on our part in an institution, the transaction is smoother and simpler since its easy to communicate with the branch	1
on the interior of bank needs to improve	1
on time	1
On time kaayo	1
On time service	2
Once again, thank you for the fast service Lagawe Branch. Thank you Ms. Zandria Buhulon for assisting us. Continue being courteous and approachable.	1
one additional teller please	1
One counter for check encashment and ID validation	1
One female receptionist is very helpful and courteous while her companion is not much. The one that wore facemask and something in her hand i did not mean to bully but praise and commended her, she's so enthusiastic and patient in assisting not only me but most of the clients, regardless who they are and the many mistakes I created. I hope she will be noted positively.	1
One more teller	1
One of the best bank i've ever visited. Keep up the good work. Maraming Salamat po!!!	1
One of the best banking apps ever	1
One of the dedicated bank employee from ucpb days up to now, Ms Venus such an asset of the company	1
One of the employee's name assisted me is Raylen Faith Villanueva, she is very courteous and helpful to clients. Thank you very much.	1
One of the Guard on duty is disrespectful at LBP West Maimpis CSFP .	1
One of the most effective ways to improve a good service is to take more accessible the service is good	1
One the teller of your office is not approachable. She does not talk to the client in a polite way. Does not listen to the client's reason. Please advise them not to raise their voices when talking to the clients. Thank you. Godbless	1
Online app needs improvement	1
online app to track the queue	1
online application form	1
online appointment	1
Online atm machine should be active/working during saturday and sunday	1
Online banking issues	1
Online Banking mabagal yung process	1
Online banking thru iAccess is sometimes tedious, unavailable or with system maintenance issues	1
Online check encashment	1
Online encashment	1
Online inquiry / run	1
Online queie	1
online queing	1
Online services is best.	1
Online transaction	1
online transaction is difficult	1
Online transaction of minimal depositors problem or issues	1
Only 1 or 2 tellers sometimes despite so may	1
Only comment is parking is really hard to have one.	1
only good service	1
Only I can say excellent service	1
Only My Second time to visit my previous process my check depocit is faster than other branch	1
only system generated make it more high technology and more digital banking online must be improve especially for OFw	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Only the availability of the ATM card is not at hand during the application	1
only the lobby employee is so sarcastic	1
Only to maintain what Isatisfaction of customer JJ	1
On-screen Queing should be activated again	1
Open account	2
Open all booth during peak hours or if it is needed.	1
Open another counter for those who are applying for new account or for assisting concerns to be more efficient.	1
Open during weekends	1
Open much earlier or the standard govt time like 8:00am to cater more clients and transactions.	1
open other atm to other establishments	1
opening an account is fast and easy	1
Opening and Activating 4Ps Cash Card	1
Opening of a deposit account through digital	1
Opening of Account has never been so easy here at Sta Cruz Poblacion Branch. Staffs are friendly and transactions are smooth.	1
Opening of Account is so fast	1
Opening of my new account is fast. The bank and its staff did a good job	1
Open-mind to entertain visitors	1
Opo. Dahil sa mabilis na pag aasikaso ng mga teller	1
Opo. Malaking bagay po ito nasisiyahan po ako para sa mga anak ko.	1
Optisaver to have lower than 50,000 minimum deposit beacuse landbank is for the people	1
Orayts	2
Orderliness and mabilis silang lahat mag accomodate	1
Organisado ang pag assist sa mga kliyente at mabilis ang serbisyo	1
organize	1
Organize and good services	1
Organize transaction	1
organize transactions	1
Organized	1
Organized and fast transaction	1
Organized and the staff is kind. Thank you.	1
Organized Service	1
Organized, friendly teller and staff	1
Organizeed and clean office. The teller is polite, Ms. Iohenzy Rio B. Suilo	1
Orient people more about why do they need to answer this customer's satisfaction survey. Thank you.	1
Orlando P. De Guzman Maganda ang pakikitungo sa amin	1
Orlando P. De guzman, very good service!	1
otc tellers and all staff are very accomodating	1
Other branch updating	1
other contact number,or messenger acct🤔	1
Our all landbank has fast service	1
Our loan release processing is well accommodated and assisted. Please continue your promptly servicing to all your clients, and thank you for being one of your trusted clients. Godbless!	1
our problem/issue was resolved in a timely manner kudos to Ms Sibala who assisted us. God Bless	1
our transaction is very help to me because the staff of landbank sipocot is very good to serve	1
Outstanding service	1
OUT SIDE IS HOT	1
OUT SIDE IS VERY HOT NEED SUN ROFT	1
out side is very hot need sun roof	1
Outstabding	1
Outstanding	12
outstanding customer service	2
outstanding in service organize	1
outstanding performance	1
Outstanding performance!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Outstanding service	6
Outstanding Service 👍	1
Outstanding service and great assistance	1
Outstanding service from your employee Johanna M. VERGARA.Salamat!	1
Outstanding Service keep up the goodwork	1
Outstanding service, nothing to suggest	1
Outstanding service.	1
Outstanding service. Keep it up!	2
Outstanding service. Very helpful, fast and easy. Thankful from Ms Kath for the great help and guidance.	1
Outstanding services provided to clientele	1
OVER ALL GOOD	2
Over all lahat Mahabad ang service simula sa guard hanggang sa manager.	1
OVER ALL OKAY NAMAN. ITONG NUMBER NIYO AY NAKUHA KO SA GOOGLE KUNG MAYROON SANA AVAILABLE NA TOLL FREE PARA SA GLOBE. OUTSTANDING SERVICE.	1
Over all servies was good	1
Over all simple and Easy transaction, the staff are accomdatiing and concerns	1
Over all the service provided to me by Mam Weng wqs excellent	1
over all, smooth transaction. baka isang water dispenser lang okay na po para sa mga clients ng bank.	1
Over all... Good Job! Well Done Staff are polite & accommodating	1
over the counter deposit and withdrawal.	1
Overall 10/10 experience	1
overall agree to your pre employment online assessment exam well satisfied to your service Thank you	1
Overall convenient and fast transaction every time I visit.	1
Overall customer service was excellent.	1
OVERALL EXCELLENT SERVICE. THANK YOU! KEEP IT UP	1
Overall experience is great. Bank is clean and felt sense of security.	1
overall good	3
Overall good customer experience	1
Overall good service	2
overall i am satisfied with thier service	1
Overall is very good the only problem is the line.	1
Overall it is superb!!!	1
overall its good	1
overall landbank service is superb	1
Overall satisfied	2
Overall satisfied client	1
Overall the service is great.	1
OVERALL THE SERVICE WAS EXCELLENT	1
Overall the services of landbank camiguin are excellent the management & staff are very Accommodating.	1
Overall the services were excellent.	1
Overall the transaction is so excellent and fast plus the staff is courteous.	1
Overall they are good and approable.	1
Overall very good and the agency has an efficient and effective quality of services offered rendered to the customers	1
Overall very good!	1
Overall very impressive. Thank you!	1
Overall, all goods naman, mabilis ang serbisyo.	1
Overall, I am very satisfied for your service	1
Overall, I'm very satisfied with the services provided. I especially appreciate the prompt assistance whenever I have inquiries.	1
Overall, I'm happy with the service	1
Overall, Im satisfied with the services offered by Landbank.	1
Overall, the personnel of Landbank LWUA Katipunan are easy to work with and very pleasant to trasact with. They also embody the current campaign of Landbank Smiles!	1
Overall, the service is good.	1
Overall, the staff of landbank pasong tamo was very kind.	1
Overroll Very good ????????and super bait ng mga ng tatrabaho dito sa landbank angeles	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Oversatisfied sa service	1
Overwhelming assistance so approaching. Very good employees.	1
Ozamiz branch did a good job. Employees were very accommodating.	1
P.S. I will miss the teller for calling me July instead of Jilly but its ok and also the guards who we're very helpful & accomodating. Sayang mag4merge . This is my favorite bank.	1
Pa connect sa wifi hahaha	1
Paandara nyo ang elevator taas sang opisina nyo para sa kleyente	1
Paano na kong wla n cla.	1
Pababain pa Ang interest sa salary loan😊	1
Pabilis ang paroles ng atm card.	1
pabilisin ang network connection upang mapadali ang lahat ng transaction.	1
Pabilisin ang transaksyon	1
Pabilisin o padaliin ang pagtapos nang bawat transaksyon	1
Pabilisin pa lalo Ang transaction.	1
Pabilisin yung pag release ng atm	1
Pabutihan pa ang serbisyo thank you.	1
Pabutihin pa ang serbisyo	1
Pabutihin pa ng maigi	1
Padakan ang Citizens Charter para mas makita sa mga client og mas mabasa og dali	1
Padamihin ang window para mabilis ang transaction	1
Padayon	1
Padayon an iyo maupay nga pagserbisyo para mas durodamo nga tawo mabuligan	1
Padayon lang gihapon sa pag serbisyo ,samot na sa among mga mag uuma.	1
Padayon lang sa ka maayo LANDBANK Sulop Branch.	1
Padayon lang sa maayong pag cater sa mga tao	1
Padayon lang sa mga pag mitrubarya	1
Padayon lng Kong ano na simulan.	1
Padayon sa kanunay nga pag tabang sa mga client.	1
padayon sa maayong buhat	1
PADAYON SA PAGKA MAAYO	1
Padayon!	1
Padayun sa maayong pagserbisyo	1
PADAYUN SA PAGKA MAAYO	1
Pag butihan pa Lalo sa susunod	1
Pag butihan pa ng higit ang serbesyo	1
Pag butihin pa ang serbisyo at nakakagalak ang magalang at mabuting pag tanggap.	1
Pag ibayuhin pa ang pagiging magalang sa mga kostumer	1
Pag mag withdraw pa sa ATM minsan po unavailable ang dalawang ATM at isang ATM lng ang available for withdrawal tapos ang haba na nang pila. Sana po hindi magsasabay ang dalawa lalo na pag panahon ng maraming pila.	1
Pag patuloy lang ang naumpisahang magandang serbisyo. Salamat po😊	1
Pag patuloy nyo lang ang pag gabay sa mga client at mas maganda sana kung mas papadaliin nyo yung mga kelangan ng isang kliyente.. Thank you	1
Pag po employee ng landbank sana wala ng maraming procedure or documents to process. Anyway thank you sa mga nagprocess ng aking lahod na almost closing time ko naisip mag apply due to an emergencyl commend tiffany c amorado and eliza rome nacario, ea and bookkeeper respectivelyfor their help kahit rush as well as mr clemente d malveda (branch head) at adrian hernandez (boo)	1
PAG PSIOK KO BANGKO AY UNA AY ANG GUARD SMILE & GREAT GOOD MORNINGS,,MGALANG & VERRY GOOD ..S MGA INPLOYE AY gnoon din nice & verry fash transaction at mgalqng clang lhat..	1
Pag serbisyo NG maaus	1
Pag turo sa mga Hindi gano sanay sa ATM o sa mga sinnior citizens	1
pagandahin ang serbisyo ng ATM	1
pagandahin ang serbisyo ng ATM. magaganda at maasikaso ang mga staff	1
Pagandahin pa lalo ang serbisyo	1
pagbubukas lahat ng counter para mabilis ang transaction.	1
pagbutian pa ng mabuti	1
Pagbutihin ang trabaho	1
pagbutihin maigi	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Pagbutihin maiigi	1
pagbutihin p pra lalong mapaganda ang serbisyo	1
Pagbutihin pa ang pagserbisyo para sa mamayan	1
Pagbutihin pa ang serbisyo	1
Pagbutihin PA ang serbisyo sa mga tao Lalo na sa mga farmers n tulad ko	1
Pagbutihin pa po	1
pagbutihin pang lalo ang kanilang pagseserbisyo	1
Pagbutihin papo ang maayos at maganda serbisyo para sa amin simple mamamaya	1
pagibayuhin pang lalo ang pakikitungo sa bawat aplikante at miyembro ng inyong tanggapan	1
Pagka open ko ng account nakapag enroll nadin agad sa iaccess. Salamat po!	1
Pagka.bukas pa nakuha pero na.explain naman ng mabuti..salamat po	1
pagkakasunod ng pila pero good transaction	1
pagnag inquire ang isang client sana ibigay na lahat ng documents hindi yun pabalik balik kasi nagcoconsume ng a lot of time kagaya ako may trabaho papasok pa ko so kailangan ko pa mag undertime.	1
Pagpatuloy ang kabutihan sa customer	1
Pagpatuloy ang maayos na pamamalakad	1
Pagpatuloy ang maayos na serbisyo ni Sir Minyong at JP Paltao.	1
Pagpatuloy ang mabuting serbisyo	1
Pagpatuloy ang magandang pakikitungo at serbisyo	1
pagpatuloy ang magandang serbisyo	2
Pagpatuloy lang ang magandang pag serbisyo sa mga tao	1
Pagpatuloy lang ang magandang serbisyo.	1
Pagpatuloy lang po ang maayos na serbisyo, Salamat	1
Pagpatuloy lang po ang nasimulan	1
Pagpatuloy lang po magandang serbesyo	1
pagpatuloy lang yung mabilis na pag aksyon sa problema	1
Pagpatuloy lng ang magandang serbisyo	1
Pagpatuloy lng po kabaitan s mga client super bait Ang mga emplydo	1
Pagpatuloy Ng maayos na pag tangap sa mga client	1
Pagpatuloy niyo lang ginagawa niyo	1
Pagpatuloy nyo Po Ang mga gawaing ibinigay nyo at pinapa kita nyo s mga tulad ko, New account	1
pagpatuloy pa ng mga staff ang pagiginh mabuti	1
Pagputuloy ang magandang pamamalakad	1
Pagsigapagan at toluy lang sa kabutihan	1
Pagtuloy lang ang magandang serbisyo, at pagtrato sa mga clients.Pagpatuloy lang ang Maagap..maasahan at mapagkalingaling serbisyo	1
pahabain ang oras ng serbisyo	1
Pahalgaan Ang bawat natatanggp ??	1
pahigpitan po sana ang No CP Policy inside the premises	1
paigtingn ang pkikipag tulungn at ugnayan sa mga magsasaka upang maipaalam at pakinabangan ang angkop n programa para sa knila🙂	1
Paki dagdagan mo ng service po	1
Paki improve po ung online transactions thats it thankyou!	1
paki lagyan ng priority number	1
Pakibalik po yung tent walang masilungan ang mga 4ps po.thankyou	1
Pakibilis po	1
Pakidagdagan ng staff kawawa naman yung new accounts niyo nag iisa lang. Hindi ko alam kung kumain na ba siya. Maging concern kayo sa staff niyo.	1
pakikipag usap Ng maayos sa costumer, pagiging magalang at maayos na serbisyo .	1
Pakikipagtulungan para sa madaliang proseso at Hindi masyado maingay .pag galang at respito sa bawat Isa at makipag ugnayan sa mga leader Ng samahan	1
pakisagot agad sa email if may mga tanong at hintay pa. Thanks!	1
Pakusogon pa Po an Aircon	1
palaganapin ang mga information kung saan matatagpuan at ang mga paraan para madali ang transactions	1
Palagi lang maging mabait sa client	1
Palagi mabilis ang transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Palagi naka ngiti ang empleyado	1
Palagi naka ngiti ang staff	1
Palagi naka smile para ganahan ang mga nag aantay sa tawag nila	1
Palagi po sana dalawa ang teller para mas mabilis pa ang transactions naming nagdedeposit/withdraw/etc. But overall, nasisiyahan po ako sa service niyo. Thank you LB bolinao branch!!!	1
Palagi Po sana kayung nanjan para saming mahihirap	1
Palagi po sila nakangiti at magagalang s kanilang costumer	1
Palagi po silang naka smile, mabait sila sa mga kliyente nila..at palagi sillang nagpapasalamat.. at ina acknowledged nila kami ng mabuti..	1
Palagi pong ngumiti at mapakumbaba 🥰	1
palagian ang pag ngiti sa lahat ng klaseng kliyente upang mas magaan ang transakyon na ggawin..	1
Palangiang magpaseminar sa mga baranggay	1
palaging active	1
palaging magalang sa lahat	1
Palaging maging aktibo.	1
palaging may magandang aura sa mukha	1
Palaging may mga smile sa knilang muka tuwing pumupunta ako	1
Palaging pagbutihin ang serbisyo	1
Palagyan po ng Permanent sa Verifier 3 para mas mabilis ung Transaction . Thanks	1
Palakasan ang signal ng internet sa loob	1
Palakasin ang network	1
Palakihin ang citizens charter pra madalin makita	1
Palakihin yung CC.Dapat readable siya.	1
Palangi ang kanilang mga employee	1
Palangi ang mga tao	1
Palangi mga employee	1
Palangit ang mga employee	1
Palangit ang mga tao	3
Palangit mga empleyado	2
Palangiti	5
Palangiti ang mga empleyado	2
Palangiti ang mga employee	1
Palangiti ang mga tao	2
Palangiti ang staff at mabait	1
Palangiti at mabait	1
Palangiti mga employee	2
Palangiti mga tao	1
Palangiting mga employee	1
PALANHITI ANG MGABEMOLEYADO NILA	1
Pali5an aircon	1
Palitan ang ilaw madilim	1
Palitan na sana ang atm dito sa PLM. Minsan offline or nangangain pa ng card. Magaling naman sila sa dole branch kaso di rin nila alam kung kelan mapapalitan ang atm	1
Pana tiliing mabait at magalang	1
Panalilihin at paigtingin ang sekuridad sa loob at labas ng pasilidad dahil sa panahon na ito hindi lahat ng tawo ay pwdeng pagkatiwalaan.	1
Panatikihin lamang ang magandang serbisyo na meron po kau ngaun....God bless	1
Panatilihin ang good and fast transaction	1
panatilihin ang inyong pagiging magalang,smiling,at pagsabot sa aming katanungan na paulit hehe god bless po	1
Panatilihin ang maayos at masaya pg tanggap ng mga customer clients	1
Panatilihin ang maayos na pagsebisyo.	1
Panatilihin Ang maayos na serbisyo	1
Panatilihin ang mabilis n transaksyon	1
Panatilihin ang mabilis na proseso	1
Panatilihin ang mabuting serbisyo	1
Panatilihin ang magandang makikitungo sa mga tao	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Panatilihin ang magandang pakikitungo sa mga Tao.	1
panatilihin ang magandang serbisyo	5
Panatilihin ang magandang serbisyo.	2
Panatilihin Ang magandang trsto	1
Panatilihin ang pag serbisyo sa publiko	1
Panatilihin ang pagiging maasikaso sa customer	1
Panatilihin ang pagiging mabait, magalang at palangiti kahit parang lutang ang client. Kudos to Ms. Desiree Aquinol 🤗	1
panatilihin ang pagiging mabuting pagasses nang costumer and always smile😍	1
Panatilihin ang pagiging maunawain at magalang sa mga kliyente. God bless Land Bank of the Philippines	1
Panatilihin ang service na maayos at good sa mga priority person	1
Panatilihin lng ang maayos na pamamalakad sa mga member	1
Panatilihin maayos..	1
Panatilihin maganda pa Ang cerbisyo	1
Panatilihin magandang serbisyo	1
Panatilihin na nasa condition ang deposit machine parating sira	1
Panatilihin po ang inyong pagseserbisyo ng tapat.	1
Panatilihin po magandang serbisyo sa mga mamamayan, napaka Approachable ng mga bank teller and guard	1
Panatilihing ang ganda nang serbisyo.	1
Panatilihing ang maayos na sistema	1
panatilihing comfortable ang environment para sa mga customer.	1
Panatilihing fair ang treatment sa lahat ng cleyente niyo	1
Panatilihing honest sa lahat ng transaction sa LBP	1
panatilihing maayos ang siguridad ng bangko	1
Panatilihing mabuti sa pagseserbisyo. Maraming salamat po.	1
panatilihing mabuti satrabaho	1
panatilihing maganda ang pag serbisyo sa mga tao	1
Panatilihing maganda ang serbesyo	1
Panatilihing maganda ang ugnayan sa cliente	1
Panatilihing maganda at mabuting pg lingkod	1
Panatilihing maging maayos ang pkktungo xa MGA client.	1
Panatilihing maging mabait sa costumer	1
Panatilihing maging mabuti at maayos ang nasimulan..	1
Panatilihing maging mabuti sa mga kleyente	1
panatilihing matulungin sa mga nangangailangan ng serbisyo	1
Panatilihing may puso ang pagtatrabaho.. Maraming Salamat po sa serbisyong ibinigay ninyo sa mga mamayang pilipino. Salamat at mabubuti ang mga staff po ninyo handang tumulong ng walang kapalit. God bless and more power!	1
Panatilihing mging maayos ang pagharap sa bawat customers.cash card	1
Panatilihing nakangiti katulad ni mam Jap	1
Panatilihing online at di ang atm machine	1
panatiliin ang magalang at may respitong paglilingkod sa landbank	1
Panatiliin lamang Ang mabuti serbisyo	1
Panatiliing maayos at mabilis	1
Panatiliing mabuti ang maayos na pakikipag usap sa customer and Good service	1
Panatiliing ok ang sirbisyo	1
Panatilin ang magandang serbisyo publiko	1
Panatilin magalang at maayos ang pakikitungo sa bawat tao	1
panatilin sa mga empleyedo nang landbank ang kanilang pagiging maunawain at mabuting asal sa aming mga kliyente.	1
Pangatlo na itong experience na ito. To be honest if may ibang bangko sa pension sa ibang bangko na lang. Mabilis magwithdraw sa ATM ninyo. Commendable nmn ang customer care na nakausap ko. Magaling sya.	1
pantay pantay ang treatment nila sa lahat. hindi sila nagpapasingit ng iba na dapat lang dahil lahat naman kami ay nakapila. mabilis rin ang pag usad n pila. kudos to them!	1
Pantiliin ang pagiging mabait matiyaga sa pakikitungo sa mga cliente lalo na sa mga katulad kong SC. Salamat po.	1
Paolo provided excellent customer service.	1
paperless in the future	1
Par excellence service w/ accomodating & fast service w/ a smile!!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Para malaman po nmin kong meron ng malalamN sng atm nmin para bago punta ng landbank ok na.	1
Para mapabilis ang serbisyu maaga dapat ang office time and no offline..	1
Para nku ok, na kaayo Ang inyong program,,	1
Para po sa akin aus naman ang iyo service kaya salamat po sa iyo... :)	1
Para po sa akin ay okey ang serbisyo lalong lalo na at branch congressional qc. Very accommodating	1
Para po sa akin ay oky po ang kanilang serbisyo mabait at madali po mag approach sa kanila	1
Para po sa akin ok napo yung pamamaraan nila.	1
para po sa akin sana tulad ni Ms Gerlyn ang mga emplyee nyo multi tasking alam nya ang step by step with out presure at very approachiable at always naka smile yun lang po the best si Ms gerlyn marami akong napuntahan pero dyan the best	1
Para po sa akin wala n pong pwedeng issuggest dhil ok nmn po ang knilang serbisyo.	1
Para po saken ok po ang service ng mga staffs dto sa landbank.Sana po tumagal pa ang service nila dto sa naia custom pra nd narin mahirapan ang mga employees na lumabas p ng building pra mg deposit at mg withdraw godbless po	1
Para po sakin ayos naman na po serbisyo nyo	1
para po sakin kelngan po na mgkaroon ng waiting area sa labas na may bubong para po maging komportable ang mga nakapila at naghihintay sa labas lalo na po s pnahon ngayon sobrang init	1
Para po Sakin wala na ok po ang process pra po sa mga transaction thank you..	1
Para sa akin ako ay nagpapasalamat sa nag assist sa akin na si sir Avic Galangera naging maayos at napadali ang aking pag asikaso sa paggawa nang account ako ay lubos na nagpapasalamat sa kanay bagkus napagaling niya GODBLESS you po!	1
Para sa akin ang serbisyo ay maayos na po.	1
Para sa akin ay maayos n po ang inyong serbisyo s mga costumer..salamat po	1
Para sa akin ay may maayos na pamamaraan ang Land bank lemery branch sa pag assist at paggabay sa mga customers😊 Tunay at talagang nakakatuwa at napaka hospitable nila sa mga tao😊	1
Para sa akin ay sapat na ang serbisyong ibinibigay sa akin. Masaya at magaan lang lahat	1
Para sa akin ay sapat na po ang serbisyong binigay nyo po sa amin maraming salamat po	1
Para sa akin ay wala napo akong masabi dahil napabait at matulungin sila sa lahat ng nangangailangan ng tulong nila at I am very satisfied to do transaction with this bank po thank u	1
Para sa akin maganda ang pinapakitang performance ng mga staffs dahil sa kanilang mabilisang serbisyo.	1
para sa akin ok na ang serbisyo	1
Para sa akin ok na po kasi lagi naman ang mabilis na serbisyo at magalang na entertain ng mga empleyado.	1
Para sa akin ok naman ang serbisyong aking natatangap	1
para sa akin okay naman kaya wala na po akong maisasuggest pa.	1
Para sa akin okay naman po ang sebisyon po ninyu.maraming salamat	1
Para sa akin po ang lahat	1
Para SA akin po perfect ang serbisyong aking natanggap,maraming salamat po.🙏	1
Para sa akin po wala nman po akong iba pang massabe dhil base sa aking pagpnta ndi nman po ako npabyaan at lubos ko din po naunawaan ang knilang advice At ngppsalamat po ako dhil mbabait po sila	1
Para sa akin sapat at kuntento Ako sa service nila	1
Para sa akin successfully and kind na po ang serbisyong aming natanggap	1
Para sa akin tama at sapat lang ang mga serbisyong ininibigay sa mga tao.	1
Para sa akin wala na po akong maisasugest kasi basi sa experience ko ..will treat naman po ako at ang ibang costumer.Makatao naman po ang pag asikaso sa amin	1
Para sa akin wala naman need na ayusin. Ok ang serbisyo nyo. Salamat.	1
para sa akin wala nang dapat idagdag,dahil para sa akin satisfied ako sa serbisyo.	1
Para sa akin, ok na ok na ang kanilang serbisyo para sa aming mga taga barangay. Wala na akong dapt pang sabihin para iinprove pa nila.	1
para sa aking paaso naman n pag butihan pa	1
Para sa branch nang landbank danao city walaa namang kailangan na baguhin,o klarohin Kasi Yung mga teller's,Manager's At Ang ibang staff nah nag tatrabaho sa branch na ito Kay magagaling, mayroon pa nga iba staff nah trabaho sa araw skwela sa Gabi.,Yun Yung mga trabahante na magagaling..	1
Para sa nag babayad ng BIR sana may line na nag babayad sa BIR yung para sa BIR lang dagdagan ng empleyado so far Good Service thank you	1
Para saakin madali na magpa serbisyo ang inyong mga staff	1
Para saakin opinyon, mabilis at mabuti nmn ang mga serbisyo nila,	1
Para saken dahi lfirst time palang is okeylang naman po.	1
para saken, maayos naman po ang lahat.	1
para sakin ..okay na ..napabuti lahat ang trabahu at napadali	1
Para sakin ay ayos na ang lahat at parang wala naman ng kailangan pang idagdag pa sa ngayun.	1
Para sakin ay maayos ang serbesyo ng LandBank	1
Para sakin good namn Po ung process, medyo need lng Po talga ng pasensya. Lalo na sa mga baguhan Po Yun lng Po Maraming Salamat Po.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Para sakin lahat Po ay mabuti na,dahil Po lahat Po ng teller sa inyong bank ay mababait.	1
Para sakin maayos lahat ok naman	1
Para sakin mabilis at mababait sila.	1
para sakin ok na po ito maayos at mabilis process nila dito sa quinto branch..	1
Para sakin ok naman ang service nila kasi pag nagtanong ka o makita ka nila ay agad ka nila aasikasuhin.	1
Para sakin ok naman lahat .Salamat..	1
Para sakin okay ang Landbank. Talagang tumutulong sila.	1
Para sakin okay naman po kasi wala naman po akong madalas na transaction ng face to face sa bangko. Kung sa mga wirhdrawals ko naman hindi pa naman po ako nagkaproblema.	1
para sakin okey po ang inyong serbisyo..	1
Para sakin panatilihin lang ang kanilang pagiging mabuti,maunawain at pag explain sa mga katanungan. God bless	1
para sakin po smooth lang po naging transaction at accomodating po ang staff , thank you po	1
Para sakin sapat na ang inyong mabuting serbisyo .salamat po	1
Para sakin tama naman ang serbisyo na naibibgay	1
para sakin wala akung masabi lahat ng transaction sa landbank ay mabilis at madali	1
Para savakin kontento naman Po Ako sa serbiyo ng land bank	1
Para skin po maayos nman po ang serbisyo ninyo	1
Paradahan	1
PARAMIHIN ANG KAGAYA NILANG KINATAWAN NG LANDBANK OF THE PHILIPPINES	1
Parang sakto lang walang labis walang kulangSalamat po ng Marami sa pag asikaso sa aking transaksyon,my ALLAH BLESS sa lahat ng namamahalan sa branch na ito sa	1
Parehas sa Amin na nag work sa barangay kung pwede sana na kunting bilisan lang sa teller at sana kung d available na isama ang punong barangay Minsan dahil senior na sya maging k sana.	1
Parking	3
Parking 😜Overall I was fully satisfied and the service was attended eagerly and fastKnowledgeable about her task	1
Parking and branch renovation	1
Parking Area is Needed. thanks	1
Parking is sometimes a problem	1
parking lot for motorcycle	1
Parking lots	1
Parking more friendly to motorcycles.	1
Parking space	8
Parking space ..	1
Parking space expansion	1
Parking space for clients.	1
Parking space inadequate.	1
Parking space must be provided exp to client.	1
Parking spce	1
parking would gratefully helped	1
Parking, expanded parking for clients	1
Parkingbspace	1
Partial Automate handling? Idk how will it qpply though	1
Pas pas ang serbisyo, unya buotan kaayo sila	1
Pas pas jud ang serbisyo, thank you Landbank	1
Pasensya, at paggalang sa kapwa ay sapat na para sa costumer	1
Paspas	1
Paspas ang serbisyo .	1
Paspas ang serbisyo ang guard buotan og buotan pod si mam	1
Paspas ang transaction	1
Paspas ang transaksyon	1
paspas c Sir ug Mam sa teller,	1
Paspas c Teller Akong check deposit	1
Paspas kaayo ang incharge	1
Paspas mga teller's	1
Paspas na replacement akong card po. Thanks	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Paspas ra ang akong transaction diri sa ila branch. Maayo ra pud ang mga tao.	1
Paspas ra ang service	1
Paspas ra ang transaksyon	1
Paspas ra kay mu prioritize ug senior citizens	1
Paspas ra man	1
Paspas ug matinabangon si sir	1
Paspas walay hasol	1
Pass approval	1
Pass man ang process sa loan	2
Past	4
Past and good services	2
Past and good transaction	1
Past and very nice service	1
Past good	1
Past good service	1
Past past na serbisyo	1
Past payment	1
Past service	3
Past services	5
Past services excellent	3
Past trans	7
Past trans and good services	1
Past trans good service	1
Past transactio	1
past transaction	115
Past transaction and good services	1
Past transaction good services	1
Past transaction very good	4
Past transaction very good services	9
Past transaction very good staff excelling	1
Past transaction withdrawal	1
Past transaction1	1
Past transactiongood services	1
Past transtion	1
Past trasaction	1
Past withdraw cash	2
Past withdrawal	8
Past withdrawal very good transaction	1
Patahimikin ang guard lalo na si donato	1
Patas sa pag trato sa tao	1
Patient helpful and fast services	2
Patient staff like in teller 4 and maam orocio	1
Patient, Reliable	1
Patiently answer to queries.	1
Patuloy ang mabuting gawain para tulongan ang mga nangangailangan ng tamang serbesyo	1
Patuloy ang magandang serbisyo	1
Patuloy ang siebisyong marunong makipagkapwatao.	1
Patuloy lang ang mabuting serbisyo	2
Patuloy Lang ang mabuting serbisyo SA MGA clients	1
Patuloy lang po sa magandang serbisyo:)	1
Patuloy Lang sa maganda ng serbisyo	1
Patuloy lng ang paglingkod serbesyo sa mga client ninyo. Very good kayo	1
Patuloy lng po s mgandang serbisyo n ipinakita at binigay s lahat ng costumer..mabuhay kayo and GODBLESS.	1
Patuloy n kikisama sa mga client at good services	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Patuloy na mabuti palagi mag entertain Ng tao na wlamg palakasan.	1
patuloy na tumulong sa mga client.	1
Patuloy niyo lang po ang magagandang servisyo na binibigay niyo	1
patuloy niyo po ang pagiging mabait na staff	1
Patuloy pa rin sa magandang serbisyo para sa mga client	1
PatuloyLang po na mahalinang trabaho at any mga costumer..Para more2 pang blessings na babalik sainyu po..THANK YOU AND GODBLESS,..	1
Payagan na magloan ang MIU	1
PAYMENTS FOR GOVT AGENCIES PLEASE AND BIR	1
Payroll account opened. As easy as that in online system. Thank you.	1
Pbilisin ang transaction, maghire ng marami pang staff para matugunan ang haba ng pila.Tanggalin ang bayad sa LBP to LBP transactions	1
pc upgrade	1
Pease establish rest room for client, at least outside of the bank	1
Pens used in transactions hardly write. The Management should provide good and reliable pens specially for officers.	1
People are guided on what to do, and the teller is kind and gracious to us .	1
People are very accomodating	1
people are very kind and humble	1
People from this branch are very polite and accommodating! Keep it up!	1
People here serves with a smile. Keep it up	1
People inside the bank is very accommodating	1
People working here are awesome & responsible. They assist me and gave me everything for all my transactions.	1
People working in this office are very hardworking. I saw a lot of good character for an employee. They deserve bonus.	1
People-friendly office	1
Perfecr	1
Perfect	23
Perfect 👍	1
perfect 100% mabilis ang service!	1
Perfect and efficient service	1
Perfect and excellent service	1
Perfect and friendly	1
Perfect balance of speed and customer care, thank youuu!	1
perfect customer service	1
Perfect customer service so far	1
Perfect good	1
Perfect nakakatulong sa lahat ng mga magsasaka	1
Perfect office!	1
Perfect service	2
Perfect Service and Excellent. Congratulations	1
Perfect service and politeness is observable.	1
Perfect service is already rendered	1
Perfect service very entertaining from the Manager, new account, the guards especially the cashiers and verifier and I LOVE LANDBANK CEPZA SUPER ANG DATING ..	1
Perfect service! 100% excellent customer service of everyone.	1
Perfect service, satisfied costumer	1
Perfect service.	1
Perfect service. Done transaction in a minute	1
perfect service.thank you, more power and God Bless us all!!!	1
Perfect very helped po cla	1
Perfect!	3
Perfect! :)	1
Perfect.	1
Perfect. The employee Miss Glorietta Tina R. Baraquio is very friendly and approachable.	1
Perfectly good.	1
perfectly okay	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Perfectly satisfied	3
Perhaps a screen showing the number queue could help somehow, so that the incoming clients are aware, especially new ones.	1
Perhaps numbering system would help	1
Perhaps place the CC in better lighting	1
Perhaps, an improvement with each offices if and only if necessary for both office staffs and clients of the bank. However, for today I'm all satisfied.	1
Perks to all employees	1
Perpekto ang lahat. All the employees are soo good and kind. I love them so muuuch their patience to us is soo amazing. Slaaaay	1
Personally, the service is totally good as well as convenient to everyone.	1
Personel In charge is very accomodating	1
Personel in check verifier is very curteous And Aproachable same with all the security guards, Thank you God bless and	1
PERSONNEL ARE ACCOMMODATING	1
Personnel are accommodating and kind.	1
Personnel are accomodating.	1
Personnel are accomodating. Thank you landbank maasin! Customer service is top tier	1
PERSONNEL ARE ALL FRIENDLY	1
Personnel are approachable.	1
Personnel are attentive and willing to help	1
Personnel are good	1
personnel are helpful & easy to deal with	1
PERSONNEL ARE NICE AND FAST SERVICE	1
Personnel are nice and I didn't spend much time on the bank. Thank you, landbank maasin!	1
Personnel are nuce and accomodating. Good job, landbnk!	1
personnel are responsive to the clients' requests	1
PERSONNEL ARE SO ACCOMMODATING	1
personnel are very accommodating	1
Personnel are very accommodating.... Continue this scheme	1
Personnel are very accomodating	1
Personnel in charge patiently answered all my queries	1
Personnel of the bank are nice. They guided me in opening a new account. The bank's service is good!	1
Personnel of this branch are very courteous, approachable	1
Personnel was very polite and provided commendable service.	1
Personnel were courteous to customers.	1
Photocopying station for clients	1
Pila para sa senior	1
Pilahan po sa labas pag may otc po	1
PILI LANG NAMAN ANG LANDBANK NA MATAGAL ANG SERBISYO SA QUEZON CITY MAGDE-DEPOSIT LANG NAKATAGAL. HINTAY TALAGA NG ORAS DITO LANG NAMAN GANOON SA IBA MABILIS NAMAN. SANA MAYROON SILANG PILA PARA SA SENIOR AT PARA SA REGULAR HINDI IYONG HALO HALO.	1
Pinaka mabilis na branch na nag process ng BIR payment ko salamat	1
PINAKA SWERTE KONG BRANCH	1
Pinakamabilis na landbank branch	1
Pinapila po by alphabetical na apelyido. Wala pong nakasingit sa pila. Fair po ang treatment sa lahat. Salamat sa landbank.	1
Place date like calendar	1
PLAY A MOVIE ON TV SO CLIENT WONT GET BORED	1
Plaza Independencia Branch serve their services magnificently.	1
Pleasant	1
Pleasant people. Thank you for Carla Mae for being professional and accomodating.	1
Pleasant personality, accomaditing, friendly, everything is provided with all detailed explanations	1
Pleasant time	1
Please add 1 teller for a smoothier and faster transactions	1
Please add additional staff if incase there are many customers	1
Please add air-conditioning in the bank, aircons are not functioning and makes the customers uncomfortable, napakainit sa loob ng bank lalo na kung maraming tao.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Please add another staff in the New Accounts Section	1
Please add cash accepting machine the soonest possible so we can deposite cash anytime	1
Please add manpower	1
PLEASE ADD MORE COUNTER.	1
PLEASE ADD MORE STAFF	1
Please add more staffs in the teller area for a smoother and efficient way of processing the accounts.	1
Please add more staffs, they seem so busy tryin' to cope up with clients in line.	1
Please add more tellers to cater the BIR transactions.	1
Please add more tellers.	1
please add rubber stamp for BIR Return/Payment	1
Please add teller to accommodate all the clients for faster transactions. Thank you...	1
Please add tellers especially kapag christmas season or peak season	1
Please ads tellers only 2	1
Please allow students to use phone inside as long as it is school related. thank youu	1
Please Allowed cellphone	1
Please be it known that though I am a contractual employee of LANDBANK. I was happy with Ms. Santos for the service provided. Comending Ms. Aileen Mae D. Santos for the smooth transactions. I had multiple transactions, cash deposit to my account and payment using PAO.	1
Please bring back the UCPB coffee	1
Please chairs outside office/lobby together with electric fan due to influx of clients who are waiting outside the office. Thank you.	1
Please change the location of waiting area kasi po mainit	1
Please commend Ma'am Maricel Angad for her wonderful service and knowledgeable answers to my questions.Also add a field for commending/reporting employees here. Thank you very much.	1
Please consider having a ready made Copy of Certificate of Appearance in your bank, because it necessary for those employees who are working in a government agency to get a copy of that when they are visiting/ having a transaction during an official time in your bank it is also to avoid hassle and time delay on our part. I hope you consider doing these. Thank you.	1
Please construct public CR for customers, considering you have many customers and we spent so much time waiting for our time/number. Thank you	1
Please continue being approachable	1
Please continue doing great:)Have a nice day.	2
please continue good attitude.	1
Please continue good customer service. Thanks	1
Please continue in providing good services to us and all your clients. Thank you!	1
Please Continue providing excellent service	1
Please continue serve courteously	1
Please continue the amazing services that all of you provide to us (clients).	1
please continue the efficiency of the service. and keep up the good job. thank you	1
Please continue the efficient service especially the male officer in new accounts.	1
Please continue the good performance and more power to LBP	1
Please continue the good prompt service	1
Please continue the service of LANDBANK AMLAN BRANCH because it is accessible to us.	1
Please continue the service of landbank amlan branch.	1
Please continue the service of landbank amlan.	1
Please continue the services of LANDBANK AMLAN BRANCH.	1
Please continue with your good service and grateful for your efficient and approachable employees	1
Please continue with your service oriented practices.	1
Please continue your best Customer Service.Commending Sir Dave and Maam Bing for their Professional approach during my stay. Thank you.	1
please continue your good service	1
Please continue your good service to your valued customers. God speed!	1
Please continue your good service.	2
Please continue your good services to the people. God bless!	1
Please continue your services in amlan branch because we badly needed your services.	1
Please continue your support thank you	1
please coordinate with the landbank president who promised to the meeting with the assessors that she will simplify the claims requirements	1
Please do fast transactions hehe	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Please do keep your staff with care because they treat your customer in a very good and pleasant manner. God bless us all...	1
PLEASE DO NOT CHANGE INTER BRANCH TRANSACTION.	1
Please do not close DAO Leaf office branch.	1
Please do provide comfort room for your client.. Thank you and God bless Landbank Calinan Branch.	1
Please don't include asking for personal info in the survey/feedback form or make it optional.	1
Please email of the status of the application. Thank you.	1
Please expand end-user housing loan.	1
Please extent the time for deposit check	1
Please find an easy way ti transact mkre faster.	1
Please give the best process or service	1
Please have a comfort room or restroom for the use of your customer esp. senior citizen	1
PLEASE HAVE AN OPTION TAB ON ORDERING OF CHECKBOOK IN OUR weACCESS AUTOMATICALLY even without the request form since the transaction is done using weAccess accounr already. A confirmarion email can be uaed to verify its authenticity or even OTP. THANK YOU AND MORE POWER	1
please have bir payment	1
Please have more employees to be assigned at the new accounts department to avoid long waiting time.	1
Please have numbering while waiting..	1
Please have the cards available on the same day, thanks!	1
Please improve institutional online banking services	1
Please improve queing system.	1
Please improve the ATM	1
Please improve the connectivity or something that provides connection for the system of landbank that would keep it online at all times.	1
Please improve ventilation and air conditioning	1
Please improve your facilities, bigger space for the clients and employees.	1
Please improve your facility. Mainit po sa office dahil sira/walang aircon. Deserve ng staff at mga clients ng conducive at comfortable office/leaf.	1
Please improve your parking area. Thank you.	1
Please improve your parking space. Thank you.	1
Please improve yoyr queueing	1
Please include Land Bank Big Ben Lipa branch to have authority to issue SBR in accordance to the government policy of "ease of doing business" with government offices.	1
Please increase the interestnof our money so that we are motivated to save more.	1
Please indicate the complete requirements on Landbank Webpage – detailed and clear.	1
please inform the guards for some of the simple question like open account related question process requirements & fees	1
Please install elevator for client's convenience.	1
Please keep the connection online especially during working hourse because sometimes the papers or transactions we requested are urgently needed but we couldn't get or process our transactions becouse the system is offline	1
Please keep the Landbank office in T3 and if time that terminal 3 will be renovate please ask to keep your office or just move to other place inside the terminal.	1
please keep up the efficient and fast customer friendly service	1
Please keep up the good service	1
Please keep up the good work	2
Please keep up the good work. Godbless.	1
Please keep up your good service	1
Please keep us the good work & services	1
Please keep your ATM Machines available of cash and operational. Thank you.	1
Please lessen downtime. Thank you.	1
Please lessen fees in interbranch charges	1
Please Let your Teller serve with a smile	1
Please maintain good attitude in serving people.	1
Please maintain good customer service	1
Please maintain good quality service. Thanks	1
Please maintain the good ambiance of your office and the smiles of the staff.	1
Please maintain this Landbank office, very helpful on clients.	1
Please maintain your good service. Miss hannah is very humble in entertaining and explaining my loan application.	1
Please maintain your good services	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Please maintain your staff's courtesy because customers like me appreciate it very much. When your staff is courteous and patient enough in tending to our needs, we would very much likely recommend your quality services to our next of kins and circle of friends as well.	1
Please make a mechanism to fastract our transactions	1
Please make another lane that will cater to those client with many transactions so the regular lane won't stop giving services. Another lane will reduce the working load of your tellers and make them happy. Thank you.	1
PLEASE MAKE EURO AVAILABLE IN ALL BRANCHES	1
Please make information about the processes and requirements easier to search for online.	1
please make the CC larger and easy to read thank you.	1
Please make the fonts bigger.	1
Please make the place more cooler.	1
Please make your ATM machine more faster to do transactions..one person would take 5-10mins just to withdraw money	1
Please make your parking little bit bigger to comfortably help the clients with vehicles.	1
Please more counters & smile always! God bless!	1
Please no reservation of seats when you distribute the priority numbers. Pag walang tao sa upuan bypass. Maraming pumupunta dito ng alas singko pa lang.	1
Please palitan na atm sa PLM	1
Please print a larger Citizen's Charter	1
Please prioritize government remittances same as LGU. Thank you.	1
PLEASE PROMOTE MAM LIENE C PACETE. SHE DESERVES IT. WITH THE MOST EXCELLENT ACCOMMODATION FROM LANDBANK EMPLOYEE. SHE IS TRUE MODEL. WORTHY OF EMULATION.	1
please provide a microphone for the staff because we can hardly hear them if the branch get busy thank you!	1
Please provide a more comfortable space to those waiting outside	1
Please provide a staff near the online application desk for assistance.	1
Please provide a system for fast transaction.	1
Please provide ACU in the office.	1
Please provide additional counters, to limit the time of waiting.	1
Please provide ample parking space, or at least orient guard to assist clients where park safely near the bank. Please also consider online transaction for updating of account. Thank you	1
Please provide an accurate preparation especially the guard who's been handling the first step	1
Please provide atleast 1 staff in the office.	1
Please provide carbon less payment slips	1
please provide coffee to the clients.	1
Please provide comfort room for customers.	2
Please provide convenient to client in lane outside the bank. (comfortable chair or enough chair)	1
Please provide CR for clients and free drinking water, and comfortable air-condition system.	1
Please provide details/steps for on coll payment.	1
Please provide facility for personal necessity	1
Please provide government online payment services like SSS & HDMF.	1
Please provide more ATM at Lagao Area Especially along Catolico avenue or LBPbranch Lagao, because lagao is fast developing considering the rise of 3 Big university like UST and the rise of ACE hospital. Please consider it... thank you so much	1
Please provide more chairs outside	2
Please provide more clerk??	1
please provide number in line to be able for the clients to have fair transaction	1
Please provide photocopy of forms for better fill out of the clients.	1
Please provide receipts on your atm machines😊	1
please provide rest room for the clients!	1
PLEASE PROVIDE SIQUIJOR LANDBANK WITH BIGGER OFFICE SPACE	1
Please provide someone to ask or assist when it comes in online appointment, or some who will assist in Digital banking corner. Thank you	1
Please provide waiting area outside. Thank you	1
Please put a cash deposit machine	5
Please put a cash deposit machine and allow the usage of cellphone	2
Please put a cash deposit machine and allow the usage of cellphone inside	2
Please put a cash deposit machine and allow using cellphone inside	1
Please put a cash deposit machine for faster transaction.	1
Please put additional teller for fast transactions	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
please put additional teller for faster transactions	1
Please put cash deposit machine and allow the usage of cellphone inside	3
Please put cash deposit machine and allow the usage of cellphone inside the bank	1
Please put cash deposit machine and allow the usage of cellphone inside.	1
please put govt payments	1
please reduce the aircon so lamig	1
Please reduce the waiting time for every transaction. However the staff are approachable which is good.	1
Please refrain your employees from publicly declaring information and having including unnecessary and insensitive remarks.	1
please remain kind and helpful 🥰	1
Please remove charging fee in check deposit	1
Please remove your manual deposit slip and why we are filling out 2 form for deposit does not make any sense	1
Please repair the aircon because it's hot inside the bank.	1
please replace Cash Deposit Maintenance	1
Please see to it that emds and we access can accommodate bulk transactions specially during 15th and end of the month, thank you	1
Please send my gratitude to the branch manager for the kindbess and how she treted my special case.She handled it with ease.I am forever indebted.	1
Please smile everyday	1
Please smile more to the clients 😌	1
Please stay being approachable to all customers, The agent was very nice!	1
Please take some measures to shorten the waiting time especially for new accounts (NAC) services. Waiting time consumes almost the whole day of our time. Thank you.	1
Please take time fast to serve to clients.	1
Please tighten the security. A guard, om May 16, 2024 let a foreigner enter the premises and agitatedly argued with an employee about his BPI ATM. These kinds of misbehaviors in a public bank can be avoided if the security did not let a heated individual enter the premises and pacified him outside.	1
please update website	1
PLEASE UPDATE WEBSITE.	1
Please upgrade the Air Conditioning of the Branch, its too hot when volume of clients are inside.	1
Please, if offline tell customer ahead. So that they will decide if they will wait or maybe they will process next time or the other day.	1
Pleasing at maasikaso sa customers.	1
Pleasing personality	1
PLEASING TO CUSTOMER.	1
Plenty of clients at masikip na Bank.I suggest the bank to add personnel on account opening counter from present 4 to 10 personnel. Thank you. Mababait naman at accomodating mga tao dito kahit super dami ng client ng bank ninyo. Also suggest to pls spray air freshner from time to time	1
Plenty of depositors but still staffs ate accomodating and fast transactions. Thumbs up	1
Pls add a number queueing system for the clients. I would like to commend the banker on the leftmost part of the table who assisted me. She was very efficient and helped me with my concern wherein the previous banker forgot to tag my account for funds transfer.	1
Pls add staff at new accounts to avoid long queing	1
Pls continue good services.	1
Pls continue the best practice	1
Pls continue to serve best	1
Pls continue your good service :-)	1
pls extend banking days and hours hehe	1
Pls have a tent outside for waiting area. Thank you	1
Pls have the affidavit of loss posted on the website	1
Pls install an elevator esp for senior citizens	1
Pls keep up the good customer service	1
Pls provide or revise the document given to clients for change of name/status. Because some questions may not be readable for some and may subject to inaccuracy of data.	1
Pls provide stairs / footsteps. Difficult to go up to the office esp for seniors	1
Pls put a cash deposit machine.	1
Pls put sun shield in your ATM area	1
pls revise this form	1
Pls workout the pen for the invisiblesignature	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Pls. Consider to use cp inside. Trnx	1
Pls. Continue your good services	1
Pls. extend office hours.	1
pls. have a proper queing and monitor.	1
Pls. indicate tagalog version for the question	1
pls. Sustain the existing services being provided	1
Pls.continue for being very accomodating	1
pnatilihing nska SMILE🥰	1
Pntilihn at ipag patuloy ang mgndang serbisyo	1
Pogi ng mga guard	1
Pogi.	1
Polite and Accomodating	1
Polite And Assisted me right away	1
Polite and cheerful	1
polite and helpful security guards and tellers	1
Polite and impressive staff	1
Polite ang mga staff ng landbank	1
Polite employees, fast and efficient service.	1
Polite makipag usap ang nag pe-pay-out kaya nakakagaan ng loob	1
polite people	1
Polite staff and guards Good job	1
Pon.an pag teller	1
portal to assist clients	1
positive feedback	1
Positive vibes	1
Positive, cheerful and knowledgeable of nature of her work	1
positively accommodated clients	1
Positively handling my needs	2
possibly loan documentary requirements	1
Post cc in a conspicuous area..the servise provider and guards are approachable and accommodating.	1
Post online for what's new to Landbank	1
Posting of CC	1
Presence of mind always😊	1
Pretermination fee for salary loabs should be removed and incentives be given borrowers who oay their loan before due date	1
Pretty and Nice Interns.	1
Pretty girls and handsome guard	1
Pretty good service	1
Pretty satisfied	1
Prince and Grace provide excellent service and suggestions and would be ideal role models for Landbank employees.	1
prince and grace provided excellent service and suggestions and would be ideal role models for landbank employees	1
Printable deposits slips that can be downloaded from LBP website	1
printing in CC must be enough for easy to see to everyone.	1
Printing of the bank statement for our barangay is fast. I didn't wait for a long time. Thank you landbank maasin!	1
prioprity chair while waiting on the outside	1
Prioritization for students during classes, like mine, I need to deposit everyday, and sometimes I get delayed due to the amount of costumers in the bank.	1
Prioritize senior/pwd client at all times	1
Priority for students during weekdays	1
Priority Lane	1
priority lane must be identified (senior citizens and pregnant etc.)	1
Priority nila ang mga senior citizens . Buotan ang mga tellers	1
Priority rin sana po kami 😁😁	1
Priority service	1
Proactive employees	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Probably more people to handle customer transactions. Took me 3 hours just to open an account. 2 hours and 45 minutes waiting in line 🙂, 15 minutes for the actual transaction.	1
Process immediately	1
Process is well and good	1
Process was smooth	1
processing is fast	1
Processing of my fund transfer is fast. Service is excellent!	1
Processing time should looked into. The bank officer who catered me was very knowledgeable and courteous.	1
Professional	1
Professional and kind staff.	1
Professional employees (tellers)Mam Lourdes and company	1
Professional workers I like it	1
Professionally served. Satisfied. God bless.	1
promote Boss Roger as a General Manager	1
Promote nyo si Ms Jona De Ocampo ng NAC	1
Promote online appointment	1
Prompt action on services availed. Thank you.	1
Prompt action. Tnx buluan!	1
Prompt and courteous staff	1
Prompt Efficient and Excellent service, Thank you so much	1
Prompt service	2
Prompt service to clients.	1
Prompt services rendered to client.	1
prompt update on the we access status	1
Promptly and accurately answered my query	1
promt transaction	1
Proper acceptance of the documents not to reprocess if cost in your office	1
Proper acceptance of the documents should be receive by your office properly since some of the followings need to reprocess due to the costs of the documents	1
Proper discipline in terms with transaction lines, and a fast worker must be applied within.	1
Proper information	1
Proper queueing system	1
Properly disclose the rules concerning instances where a bid fails but the bidder is still declared the winner.	1
Properly organized and friendly employees.	1
Proseso ay mabilis	1
Proseso nila mabilis	1
PROUD AND EXPECTED	1
Provide a computerized (not handwritten) mode of deposit and payment. Thank you.	1
Provide a different queue for Seniors and PWD	1
Provide a monitor or screen for queing.	1
Provide a priority lane for breastfeeding moms	1
Provide additional employees	1
Provide additional personnel to cater new accounts clients for paster service	1
Provide additional space for clientele convenient maintain the good reception of the client	1
Provide alternatives once off-line so that delays are minimal	1
Provide another information Desk	1
provide assistance for senior citizens and non literate clients for online applications	1
Provide atms at malls	1
provide best service for everyone. Treat everyone with respect and fairness regardless of their stable in life	1
Provide candies while waiting	1
Provide Comfort Room for clientele.	2
Provide Comfort Room for clientele/customers.	1
Provide Comfort Room for customers.	3
Provide comfort room if possible.	1
Provide comfort room po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Provide computerized number queue to be shown instead of advertisement in the bank to make it easier. Separate for senior customer and PWD.	1
Provide conducive waiting areas for your customers/clients specially for people outside the bank.	1
Provide contact number to the clients ffor our concerns so that before we go to the office we can prepare the needed documents for our time msnagement	1
provide CR for clients	1
Provide CR for clients customers	1
Provide cr's for client specially for pwd clients	1
Provide deposit slips with carbonized copy	1
provide digital queing machine to have enough and proper quee. Physical number is old school	1
Provide drinking water	1
Provide drinking water and candies to clients.	1
Provide easy queries	1
Provide enough parking space	1
PROVIDE EXCELLENT SERVICE	1
Provide free snack or even just plain water to drink	1
provide free water maybe. 😁	1
Provide free wifi connection to customers so they can easily and personally access the services of the bank.	1
provide good service	1
Provide good services	1
-Provide guidance to the clients or customer as it is what they are needing. -Be considerate. -Time extension	1
Provide internet accessible to costomer	1
provide internet connection	1
Provide lower interest rates for business loans	1
provide machine for fast transaction	1
Provide mobile apps	1
Provide more ATM around the city or province	1
Provide more chairs	1
provide more chairs and more parking if possible.	1
Provide more chairs for the clients and improve the parking area	1
Provide more document examiner for a better and faster transaction	1
provide more easy online application for smooth transaction online	1
Provide more employees.	1
Provide more online services eg. Mobile app	1
Provide more personnel for other nac	1
provide more personnel to accomodate the big number of clients	1
Provide more seatRecruit more workers for a faster transaction. Workers may be burned out by this set up huwaw	1
Provide more space for accomodations so that the clients will not wait outside the office and bear the unbearable heat of the sun	1
Provide more space for customer	1
provide more staff for more fast transaction but customer satisfied	1
provide more tell	1
Provide more teller	1
Provide more tellers and also ATM machines specially in the Brgy. Calumpang	1
Provide new bulletin in front for updates	1
Provide other services for convenience of customers	1
Provide parking space for the client	1
Provide Priority Numbers	1
provide qr code for the satisfaction survey for easy and fast submission of css	1
Provide Quality of Service	1
Provide separate counter for gov't agencies	1
provide some candies for the customer while waiting	1
Provide some entertainment facility like television to prevent sleepiness/boredness while waiting for the priority number to be called as the management prohibits to use mobile phones.	1
Provide some entertainment like television so that customers will not get bored/sleepy while waiting for their turn or priority number.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Provide toilet for waiting clients	1
Provide water dispenser	1
Provided best services	1
Provided prompt assistance	1
provided quality service and very accomodating personnel thank you	1
Provided the service with extra miles! It's nice transacting with landbank. Employees were very accommodating.. Thank you very much Ma'am Cristine Bernardo.	1
Provides assistance to query.	1
provides good and committed customer service	1
Providing given number using pc for less time consuming in writing info	1
provision of free wifi access	1
Provision of more comfortable sits for clients	1
Provision of waiting chairs outside LBP for customers in que	1
Provision Parking space please.Further comments: I find the LB of Victorias accessible and the services rendered by the bank personnel are excellent. They manifest good customer relation and they smile all the time everytime i am inside the premises. I noticed the the the manager has good customer relation becuase she would gladly accommodate clients as they enter. I noticed that gesture several times. Tellers in the counter are warm and focused.	1
provode a better facility for the staff	1
Psst transaction	1
Public address system so that customers can hear when their name or number is called.	1
public cr im looking it	1
Public good servant kaso hindi nasusunod ang numbering	1
public servant	1
Public toilet outside the office	3
Publish information online especially the cc.	1
Pulilan Branch has a very accommodating and always smiling staff/teller, Ms. Jolina De Guzman. Keep her on your good office.	1
pumunta ako sa branch para mag pa assist ng text message from unknown number na may pinapa click na link. na assist ako ng maayos sa new accounts. salamat	1
Pumunta po ako ng wao branch 10am po at agad agad po tinulungan po ako mag online register ng staff po sa opening account. Pag katapos po ako nag online nag open account naman po ako agad at Nakuha ko na po ang card ko kay ma'am na nag oopen nang account Mabait po sila Salamat	1
Pun an pa gwapa nga staff	1
pun an pa ug another aircon	1
pursue your service .	1
Push!!!	1
Put a chair outside of the branch	1
Put a check writer for the benefit of those issuing PDCs for the monthly loan amortization	1
Put a water dispenser for the clients.	1
Put an info in the website regarding documents.	1
Put another Chairs Outside	1
Put copies of CC right where clients get copies of, and fill up, the transaction slips. Make them more readable. The current copies of the CC on display at the corner near the staff desks / client's waiting area may look aesthetically pleasing but are not really helpful to clients who may have questions about their intended transactions. This would supplement the work done by the knowledgeable guard/staff outside who are always ready to assist.	1
Put customer's feedback box to have a direct access to the thoughts, opinions, and experiences of customers	1
Put more teller in order to accomodate more customers	1
Put more window so that the transaction make fast and easy for the customer,no too much time will consume	1
Put some aircon in the bank	1
Put some background lounge music to neutralize the ACU noise and the reverberations of people's voices.	1
Put some signages	1
Put the procedural steps for different transactions for easy reference.	1
Put up another atm machine at mankayan area preferably near tje police station.	1
Put up atm machine at Rawis LCC express mart	1
Put up more atm machines in the provinces	1
Put up queing and aircon	1
pwd ako... breast cancer, my special lane nman.	1
PWD LANE and CR FOR MALE AND FEMALE and expand space	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Pwde kayang dagdagan ATM sa ibang Lugar para Hindi maipon Ang tao sa landbank?	1
Pwde pala mag update sa ibang branch	1
pwede ba ma priority ang remittance sa PCSO? Additinal teller bisan isa lang.	1
Pweding posible ang e-banking applicable po ba sya sa bank books? Mas aplicable din po sa client na parating busy.	1
Quality	7
Quality and assurance to serve.	1
Quality customer service.	1
quality of ATM card should be improved	1
Quality of services	1
Quality Service	15
Quality Service , w/ Effective communication 🏻	1
Quality Service and Approachable Employees in Landbank Nagcarlan	8
Quality Service and Approachable Employees of the Bank	1
Quality service and courteous staff.	1
Quality service as well as how employee serve people	1
Quality service is offered.	1
Quality service of the bank staff	1
Quality service offer	1
Quality service offered.	4
Quality service overall, keep it up	1
Quality service provided by Eloise Grace N. Cadiz	1
quality service! Great Job	1
QUALITY SERVICE! THANKYOUSOMUCH!	1
Quality service, keep it up.Teller are very approachable.	1
Quality Services	2
Quality services :)	1
Quality Services and Approachable Employees	2
quality work	1
quality, friendly personnel	1
Queieing	1
queing	1
Queing number should be flashed in tv in order for customers to be aware of sequence order	1
Queing System	1
Questions must be in Tagalog to understand correctly to the public.	1
queue is long/ increase the number of teller in the branch	1
Queue number para mas makita	1
Queueing	1
Queueing Machine for automatic numbering of clients	1
Queueing system	1
Queueing Tv	1
Queues numbering dashboard	1
queuing number unavailable	1
Quick and easy	1
Quick and easy transact.	1
Quick and effecient service	1
Quick and efficient service, thank you!	1
Quick and efficient. Commendable!	1
quick service and accommodating	1
Quick service and friendly staff	1
Quick transaction	3
Quickly respond to the clients	1
Quickly responsive of my transactions	1
Quieing Monitor	1
QUIJANO SECURITY GUARD ON DUTY VERY HELPFUL AND FRIENDLY. VERY RESPECTFUL.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Quing system and free Wi-FiThank you very much po	1
Quite good already	1
quite pleasant staff	1
quite satisfied with the service	1
Quite satisfied.	1
Quizk & pleasant	1
Rated 10 excellent customer service	1
Rbelles S Altares excellent service Dennis Jericho soriano - excellent service Jonalyn De ocampo-excellent service	1
Re employee or staff are all approachable. Good services	1
Re: payment in BIR via mobile app (linkbiz)—pls give longer time for the review of details, waiting & input of OTP and pin. 60 seconds is too short to do all specially In getting OPT bec you need to juggle between apps & bec of lack of time no matter how I rush the whole process is being rejected with the reason: "late response/time out"	1
Reactivate your reminders sent via email.. its a big help to costumers	1
reading materials regarding the lbp programs while waiting	1
reagarding on service its 5 star, signal lang problema need magpakalayo layo	1
Real branch all staff is very kind speciallly Mam shierly gucilatar also teller. GO GO GO UP	1
realize incase of oincharges absence.	1
REALLY GOOD BRANCH WITH COMPETENT STAFF. MY ACCOUNT ON LBP CARIGARA. GREAT	1
Really good services and find.	1
Really great customer service from everyone especially Carla Mae. May have been the nicest bank team I have dealt with. Thank you so much!	1
Really helpful. Thank you.	1
Really like the way how to serve with people. The tellers also have of a kind, Keep it up.	1
Really serving the nation.	1
Real-time adding of account in iAccess	1
receive doc reqts online	1
Receiving counter must be at least 2-3 for faster transaction	1
reception area	1
Recommend for available free internet connectivity to clients for iaccess transaction as option	1
Recommend thus branch. All staff from guards to officers are awesome, especially the new accounts staff Sir Dave. :)	1
commendable	2
Recommendation: kudos to Ms michelle for a fast and easy transaction. Thank you	1
recommendations tellers! Thank you!	1
Recommended	3
recommended branch. mababait ang staffs	1
Recommended for additional branches to cater for remote areas.	1
Recommended po from the front house of this branch, I am assisted by Miss Venus Javellana. Thank you for great customer Service and helping me to fasten activate my OFBANK ACCOUNT	1
recommended to Ms. Jeanette De Castro for efficient service	1
Recommended. Service is good.	1
Reconsider lowering bank charges	1
Redd and the Manager Liza are very helpful. They answered all our inquiries andd accommodating. They both deserve a raise and promotion.	1
Reduce fees or charges like printing of SOA where you charge clients per page 10.00. Kawawa nman customers ninyo.	1
Regarding BIR payt slip..kung pwde, wag nalang i triplicate copy ang form, kasi..yellow form pala ang original na dapat, kaso sa aktwal na form, white yung nasa ibabaw, hassle sya sa amin kasi need pa namin sulatan ulit ang yellow form...	1
Regarding online application, like laccess need appearance po parin. Hope this will be apply thru online.	1
Regarding online transaction . Sana po mas easy pag send ng otp para mabilis makapag register sa online banking.	1
regarding sa l access hindi agad nakakarecieve ng emails of confirmation sana pabilisin yung email	1
Regarding the Bayanihan Act Interest	1
Regarding with the Atm Machine. Regularly check for maintenance. Cause every time the atm is down. Always down.	1
regarding your roving teller, sir bryan uy is very courteous, always come to the office w/ a smile and all your roving teller is proficient in cash handling & also reasonable	1
Regular and assured loading of ATM machines. Regular monitoring & maintenance of machines. A resident technician might help! Thanks!	1
Regular monitoring of machine	1
Regularly ask for feedback and respond quickly	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Reinstall the tent outside. :)	2
relative to the steps/ information transaction requirement I answered n/sa bcos it is not visible.	1
Relax to approach the personnel	1
Release of card must be in same day with transaction same in Cebu City	1
reliable and accomodating	1
Reliable and approachable employees	1
reliable and convenient	2
Reliable internet system there should be a backup systems Your online portals frequent down time	1
Reliable verifier.	1
Reliever incase of incharge's absence.	1
Reloan,,if possible insurance will be paid one year then after one year .. pay insurance for the following year Renewal of insurance	1
RELOCATION OF SEATS FOR NEW ACCOUNTS QUEUE	1
Relocation or renovation of building	1
Remain courteous and steadfast. Officers and employees areVery nice and accommodating. Congratulations to everyone!! Job well done!	1
Remain good treatment to clients.	1
remarkable	1
remarkable Service Keep it up	1
Remarks: ..a longtime partnership with YouLandbankThank you for helping us grow more	1
Remind agency or depositor/client days before the account temporarily cut or suspend	1
Remove contact name in the survey. Hehe.	1
Rena is very accomodating ,excellent in costumer/client service,very helpful😀	1
Rendering service is good.	1
Renovate building, building is too old needs new design to make it look pleasing.	1
Renowned old LBP Branch	1
Reply fast	1
Reply on Facebook inquiries as soon as possible.	1
Request ATM deposit machine	1
request for my pin change was immediately transacted very satisfied	1
Requested and released document on time. Online request of document in the future.	1
Requesting to add commendation in this survey to acknowledge the courteous staffs as a token of appreciation for them. Thank you.Thank you to Maam Jen for being accomodating and assisting us to our concerns/quiries.	1
Requires more employees to accomodate everyone	1
Respectful and accommodating managaer	1
Respectful and Helpful	1
respectful guards	1
respectful of the client	1
RESPECTFUL OJTIER!	1
Respectful Staff	1
Respectful staffs	1
Respectful to all clients	1
respectfull	1
Responds promptly	1
Responsible ang teller ang maganda ang lining	1
Responsive and Fast	1
Restore queueing system	1
Retired from government office and I'm aware what a CC means. I just want to suggest that the service citizen charter must be written also for everybodies awareness.	1
Revised answer..sorry for the first entry..malabo po ang mata Congratulations..always a wear a smile..??????	1
Rewards loyalty	1
Rica help me very well. Super friendly and even offer other services available for me. Thank you, great service.	1
Richard Nonelon Rutor is very accomodating!	1
Rickmar J. Cabasi assist me	1
rico was a great help and courteous rep	1
Risponsa must be consistent	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
RJ was courteous, helpful, and efficient	1
Roland Valdez was fantastic. A true asset to the office. Annabelle Manager was also gracious with her time. Moi and Mac were courteous and pleasant as well. The security guards smiled and assisted me too. Thank you!!!	1
Rxcellent	1
S m i l e thnks to mr eufemia fir assisting us	1
Sa akin po landbank is the best wala ng dapat baguhin ??	1
Sa akin pong palagay ayNapakaayos na po.	1
Sa akin walang problema ang kanilang serbisyo ok ra kaayo.	1
Sa aking araw araw napag babayad Ng resibo ko ih madali Naman...Sunod sunod Naman ang lahat I mean na susunod ung bilang walang palakasan Oks Naman	1
Sa aking na obserbahan ay Wlan akung nakitng pag kukulang or kamalianHalat nm n Sila mabaetAt satisfied akunsa kanilang sebisyo	1
Sa aking naman pong palagay ay maayos at mabilis naman po ang serbisyo na bibigay lalo na ni mam venus javellana , mabilis at maunawa sa tao , mahusay at magaling na empleyado	1
Sa aking nkitang serbisyo ay maayos nman nla ngagampanan ang trabaho n nkaatang s knila,msayahin,mgalang at higit s lhat may respeto s bwat tao ung ang pinakamportanteng bgay n d kyang byaran ng khiit n anong halaga ang RESPETO. Salamat Mam Venus	1
Sa aking obserbasyon. Okay naman lahat ng serbisyo. Salamat.	1
Sa aking palagay maayos naman na at wala nang kailangang baguhin kasi sa nakikita ko napakadali nilang i approach at wala akong nakikitang discriminasyon. Lagi silang nakangiti at maayos sila makipag usap sa client. Very Appreciated💚💚	1
Sa aking pananaw para saken Sana mas mapaganda pa at mapadali ang pagproseso nila para mapaganda ang takbo ng serbisyo	1
Sa Cez branch rosario wala naman po ako gusto I suggest, ang tanging masasabi ko po ay itoy lang nila ang magandang Serbisyo sa mga tao napunta sa kanila g opisina.. More power ang God bless...	1
SA CUSTOMER CARE AS I EXPECTED AKALA KO MATAGAL MAIBABALIK PERO MABILIS NAMAN NAIBALIK IYONG PERA. SA BRANCH DITO SA LA UNION MATAGAL ANG PILA SANA MAGKAROON NG ALTERNATIVE QUEUING SYSTEM KAGAYA NG IBANG BANGKO PARA MAS MABILIS.	1
Sa dalas ko dito so far wala pa naman akong maisasuggest sa ngayon, ang transaction ay maayos naman.	1
Sa daming client need pa po dagdagan ang landbank personel o	1
Sa far so good	1
sa inyo pong Digital Banking App - MBA, specifically po sa Credit Card, sana po meron na pong easy convert for installment na option.. para ndi na mag eemail pa, marami pong salamat	1
SA KABUUAN PO AY NAKA APPROCHABLE PO NG STAFF AT HANDANG TUMULONG KAPAG MAY HINDI PO AKO NAIINTINDIHAN.	1
sa lahat ng bangko landbank ang pipiliin ko dahil mabilis ang kanilang transaction	1
sa LandBank FSSC IV-B ay maliwanag na naipaliwanag ang nais naming malaman.	1
Sa landbank Meron silang binibigay na Good service sa bawat tao na may kailangan iprocess kaya salamat sa good service	1
Sa landbank tungko last week maraming pila pero pag dating ng December nagulat ako kasi mabilis lang yung flow tapos yung mga Guard napaka mga mababait pati yung mba staff kaya thank you sa landbank	1
Sa loob sana ang transaction para hindi mainit	1
Sa maayos na pakikitungo at magandang pinapapakita sa mga tao	1
Sa mabilis na prosiso upang mabilis ang transaksyon upang mapabuti para s lahat.	1
Sa mga guard nice at approachable sila and also the other staff. Hindi sila mahirap kausap lalo na ung mga nasa front desk, at hindi masungit haha hindi kagaya ng ibang Landbank na napuntahan ko. Maaliwas ang paligid at malinis:)	1
Sa mga sitwasyon sana na ng yare tulad kahapon, pay out ng 4ps Lalo nat alm na mgngng mdmi ang costumer , sana po mging available ang dlwang machine kung d nm n Kaya ng over the counter.	1
SA NAKIKITA KO MAGANDA PO ANG SERBISYO, AT SATISFIED PO AKO BASED ON THE SERVICE I EXPERIENCED	1
sa nakikita ko wala ng dapat ayusin kasi maayos naman ang trato ng mga nagtatrabaho dito	1
sa ngayon ang kanilang serbisyo ay ok.	1
Sa ngayon ay wala nm n mabilis ang serbisyo ng inyong empleyado kompleto sa details	1
Sa ngayon ay wala pa.	1
Sa ngayon ay walang ano mang suhestiyon akong masasabi dahil maayos Naman at aking naintinhan ang bawat katanungan.	1
Sa ngayon ok naman	1
Sa ngayon po ay wala, ang masasabi ko lang po ay maayos at maganda ang pinakitang serbisyo ni Mam Cristina Castillo ng LBP Bayan Bayanan brach ,Marikina	1
Sa ngayon wala akong masasabing suhestiyon dahil maayos at maganda naman ang serbisyo ninyo	1
Sa ngayon wala pa namn nanatili pa sila sa maayos na proseso	1
Sa ngayon wala pko masabi.maraming salamat sa mabilis na service	1
Sa Ngayon wla pa akong suggestions kasi contented Ako Ng kanilang services	1
Sa ngayun para sa akin ok nman Po Ang serbisyo mabilis at good communication...godbless	1
Sa pagiging mabuting manggagawa.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sa palagay ko po nman ay wala na ako masasabi dahil maayos nman po ang inyong serbisyo.	1
Sa palagay kopo sapat napo para saken ang serbisyong inyong binibigay salamat po sa mabilis na pag aasikaso	1
Sa panahon ng pangaingailangan laging andiyan ang landbank parang branch, mabilis po ang pag process ng aking loan.	1
sa panahon ng pangangailangan andiyan lagi ang landbank parang branch, maasikaso at mababait ang mga staff.	1
Sa processing ng documents especially sa weaccs matagal po yung pila, sana po makahanap po kayo ng solusyon para po mapabilis lalo na po before end of this year dun po sa pag a update ng account ng mga barangay's.. .Overall maganda po ang serbisyo mababait po ang mga staff ... Godbless ??	1
Sa service nila okay na okay, wala akong masasabi dahil maaayos at mababait lahat ng empleyado na nag assist sakín kahit mga guards nila. Siguro yung sa ATM nalang nila sa labas dapat palitan or maayos nila kase ang bagal tapos iisa lang.	1
Sa suhestiyon ko po ay ok po ang inyong serbisyo salamat po	1
Sa tanang staff saLandbank Bogo Is maayo gyud sila sa mga cliente at saka aa mga guard all is good service to the clients	1
sa tingin ko ay maayos naman ang serbisyo ng mga staff dito.	1
Sa tingin ko mayus naman poSalamat mabilis at mayus ang proceso	1
SA tingin KO ok Naman ang serbisyo at wala Naman akong nkikitang kakulangan	1
Sa tingin ko wala dahil sa ayos at galing ng serbisyo at napkabait ng mga staff ng landbabk rosario	1
Sa uulitin maganda ang services	1
Sa wakas my ATM na Ako, salamat	1
Sa wakas okay na ATM account ko	1
sa wakas solved na iaccess ko	1
Safe and nice placeFriendly staff	1
Safe kami dito mag transact, kasi Snappy mga kuya Guard's	1
Safe savings	1
Saglit ko lng nakuha Yun Pera. Thanks.	1
Sakin po ay ayus ang serbisyo.	1
Sakin...ok na ang set up at service approachable	1
saking mapalagay maayos naman po ang serbisyo na aming natanggap ..	1
Sakto at mabuti po ang serbisyo mas maaus ay ttbay pa ang samahan ng goberyon	1
Saktong Oras at panatilihing maganda ang serbisyo para patas sa lahat salamat	1
Salamat	38
salamat at may landbank na sa aming lugar😊fast service👍	1
salamat at merong special lane para sa mga senior kaya nakapag bukas akong madali ng sss account	1
Salamat at natulongan nyo ng maayos ang kleyente nyo po.	1
Salamat Bauan Branch. Very accommodating.	1
Salamat Capistrano Branch	1
Salamat godbless	1
Salamat ka u inyong lahat	1
Salamat kaayo mam sa pag atiman ka nako sa akong pag open account	1
Salamat kaayo sa 4rps nga usa sa nakatabang sa amoa labina sa mga bata.daghang kaayong salamat .	1
Salamat Kay Mam Jona na teller ng East Avenue sa mabilis at maayos na transaction.	1
salamat lamd bank	1
salamat land bank	1
Salamat landbank	4
Salamat LandBank Buluan	1
Salamat Landbank maasin buotan kaayo mo	1
Salamat Landbank Maasin! Excellent service.	1
Salamat landbank paso de blas	1
salamat landbank sa mabilis na pagrelease ng aking loan. Lagi kaagapay ng landbank ang mfa guro lalo na dito sa maguindanao-lanao sur area. Salamat ng marami sa landbank parang branch.	1
Salamat landbank sa pag aasikaso samin	1
salamat landbank!	2
salamat landbankpagbutihinpa po sa sunod	1
Salamat LbP	1
Salamat Lbp Capistrano Branch	1
Salamat LBP...the best Bank!	1
Salamat Ma'am Telle sa pagassist po sa akin and sa loan ko po. Keep up the good work po.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Salamat maayos na transaksyon	2
Salamat Michael	1
Salamat nakuha agad ang kapalit ng ATM Card	1
Salamat ng madami po love you po mga staff ng land bank	1
Salamat Ng madami sa pag- asikaso sa Amin sa pagkuha Ng pera.	1
Salamat po	29
Salamat po at nakaopen account	1
Salamat po kay ma'am Nelia solis sa nag accommodate sa account opening ko Mula sa online opening tinulungan Nia ako last Hirap ako nag online. Thank ma'am.. Malaya ako dahil nagkaroon ako ng landbank account.	1
Salamat po landbank bauen	1
Salamat po lbp	1
Salamat po Ma'am Venus Javellana sa maayos at maagap po na pag assist saakin. Sana marami pa pong katulad nyong bank teller. Godbless.	1
Salamat po maayos ang enchasment at mabilis	1
Salamat po maayos ang transaction	1
Salamat po maayos na pag assist sa pag encash ng pera	1
Salamat po maayos na transaction	1
Salamat po mababait ang stap	1
Salamat po mabait c Mam Eden	1
Salamat po maganda na po ang inyong sebisyo	1
salamat po malaking tulong po sa akin na ako ay mabigyan ng cash card sa 4p's	1
Salamat po ng marami lalo na po sa mga nag assist knina saakin kna Mam Wynona Ortizat Mr John Hansel Limbo	1
Salamat po sa ATM card ko. Now madali ko na makukuha allowance at makaka-ipon pa ako dahil sa PISO account. Great service.	1
Salamat po sa good service.	1
Salamat po sa inyo	1
Salamat po sa inyong pag tulong samen malaking Bagay Po ito	1
Salamat po sa inyong Serbisyo	1
Salamat po sa landbank katipunan staff na nagassist sa akin para makuha ko ang aking 4ps grants matiwasay at mabilis na maayos po ang kanilang serbisyo	1
Salamat po sa Landbank Rizal Avenue branch at napagbigyan po ang aming transactions makapag byad ng bir . Salamat kahit medyo kami po ay nahuli at srado na po , ay kami po ay pinayagan na makapag bayad pa dahil malayo pa po ang aming lugar , mababait po ang staff at guard sa Landbank. God bless po	1
salamat po sa landbank tanay branch sa mabilis at maayos na pag assist sa akin sa iaccess at salahat ng member na mababait at magagaling recommended ,good job keep it up godbless.	1
Salamat po sa maayos at magalang na serbisyo.	1
Salamat po sa maayos at malinaw na serbisyo. GODbless ?? stay cool.??	1
Salamat po sa maayos na pag-assist sa akin sa pagopen ng account.	1
Salamat po sa maayos na serbisyo	1
Salamat po sa maayos na transaksyon	1
Salamat po sa maayos paglilingkod sa amin	1
Salamat po sa mabait sila	1
salamat po sa mabilis at maayos na sebisyo 😀	1
Salamat po sa mabilis na account opening.	1
Salamat Po sa mabilis na proseso	1
Salamat po sa mabilis na proseso ng loan.	1
salamat po sa mabilis na serbisyo lalo na sa mga client na galing sa PSC. kudos Century Pakr Hotel Branch	1
salamat po sa Mabilisang transaksyon.napaka bait po ng mga staff ng Landbank Tuao cagayan	1
SALAMAT PO SA MAGANDA SERVICE	1
Salamat po sa magandang serbisyo araw-araw. Masiyahin ang mga empleyado at maganda makitungo ang mga taga NIA branch. Godbless..	1
Salamat po sa magandang serbisyo kahapon. Nag update po ako ng account.	1
Salamat po sa magandang serbisyo! :)	1
Salamat po sa mangosteen	1
Salamat po sa masaya at mabilis na transaksyon	1
salamat po sa mga nag assist sa akin ng ojt students	1
Salamat po sa napakagandang serbisyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Salamat po sa oras na iginogoc nyo sa amin siic	1
Salamat po sa pag assist	1
Salamat po sa pag assist sa pag online registration at inopen ako ng account ng mabilis ni maam Jesa at mabilid po ang Pag open at Nakuha ko agad ang atm ko para mapasukan ng saving ko po. Salamat Landbank Wao	1
Salamat po sa pag assist sakín	1
Salamat po sa Pag assist sir Ronnie	1
Salamat po sa pag intertain ng inyung land bank	1
Salamat po sa pag open sakín kahit lagpas 3pm na	1
Salamat po sa pag tulong mabilis	1
Salamat po sa pagaasikaso sa aming mga farmers. Mabuhay ang landbank	1
Salamat po sa pagaccommodate samin :) Kudos po.	1
salamat po sa pagtanggap ninyo sa akin sa opisina po ninyo maam	1
Salamat po sa pagtulong	1
Salamat po sa pagtulong sa pagupdate ng aking account dahil bagong kasal ako at sa pagprocess ng Salary Loan ko.	1
Salamat Po sa pattaggap samin	1
salamat po sa piso account. mas mabilis pa po sana lalo sa teller salamat	1
salamat po sa serbisyo at sa ayuda	1
Salamat po sa serbisyo ng LandbankLalo na sa pagtulong sakín sa pagcheck ng TIN koGinawa nila lahat para ako ay tulunganLalo na kay sir ronil ng landbank carmen.Sana marami pa po kayong matulungan n gaya ko	1
Salamat po sa serbisyo nyo. Keep up the good work po.	1
Salamat po Sir Aldwin sa agarang pag release ng Cert. of Full Payment	1
Salamat po!	1
Salamat po.	1
Salamat po. :)	1
Salamat po....	1
salamat sa 4ps nga naapil ko kay naka palit ne sa mga needs namin kada adlaw	1
Salamat sa 4rps ..	1
Salamat sa approval sa akong salary loan application. Very much appreciated.	1
Salamat sa bilis at ganda ng flow ng transaksyon thks all the staff	1
Salamat sa kabaitan at pag accomodate sa akin sir.	1
Salamat sa lahat na nagtulong sa akin para naka avail ng ganitong paraan sa pag utang	1
Salamat sa land bank kasi mapapabilis ang aming transaksyon sa mga pera	1
Salamat sa landbank	3
Salamat sa Landbank at meron na kami atm na mga 4ps benepisyary	1
Salamat sa Landbank East Avenue Branch sa pag-accommodate sa akin para maencash ang cheke ko galing PAG-IBIG. Kahit bumabagyo at bumabaha na ay ready to serve pa rin sila. Kudos sa lahat ng staff ng East Avenue Branch!	1
Salamat sa landbank maayos yung pamamalalakac	1
Salamat sa landbank maayos yung transaction	1
Salamat sa landbank mabilis yung process and maayos	1
Salamat sa landbank naasikaso kagad ako wala pang 5 minutes ang bilis lang thank you	1
salamat sa landbank parang mag branch sa mabilis na pag proseso ng aking salary loan.	1
salamat sa landbank parang sa pag aprub ng aking loan...mabilis at mababait ang mga staff.	1
salamat sa lbp dalaguete sa mabilis at maayos na pakikitungo sa lahat ng customers thnk you	1
salamat sa maayos na pagserbisyo sa amin😇	1
Salamat sa maayos na pamamalalakad ng landbank	1
Salamat sa maayos na serbisyo at magalang na pakikitungo. GODbless po sa NIA branch..	1
Salamat sa maayos na service	1
salamat sa maayos na transaksyon mabilis at magaan na pakikitungo sa amin	1
Salamat sa maayung pag assist Maám & Sir	1
Salamat sa mababait na empleyado	1
salamat sa mababait na mga staff	1
Salamat sa mababait na mga tao	2
Salamat sa mabilis at maayos na serbisyo. 👍	1
Salamat sa mabilis na pag open ng account. ang nag assist po sa amin si Maam Venus Javellana	1
Salamat Sa mabilis na proceso	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Salamat sa mabilis na proseso ng transaksyon	1
Salamat sa mabilis na serbisyo	1
salamat sa mabilis na trasaksyun	1
Salamat sa mabuting serbisyo	1
Salamat sa magagalang at mabait na teller	1
Salamat sa magalang at mabilis ng serbisyo Mam Venus Javellana.	1
Salamat sa Magalang na trato at serbisyo	1
Salamat sa magalangvat maayos na serbisyo. 😁	1
Salamat sa magaling na pakikitungo	1
salamat sa maganda at mabilis na serbisyo 😀	1
Salamat sa magandang pag entertain maayos at magagalang sila	1
Salamat sa magandang serbisyo at mababait na staff	1
Salamat sa magandang serbisyo at mabilis na aksyon sa aming pangangailangan	1
Salamat sa magandang serbisyo sa araw-araw. Godbless po	1
Salamat sa magandang serbisyo.	1
Salamat sa magandang serbisyo.. godbless po	1
Salamat sa magandang service at mura dto	1
Salamat sa magandang services	1
Salamat sa management sa landbank.	1
Salamat sa mblis na transaksyon para saming may kaedaran na	1
salamat sa mga detayle na amon naadman	1
Salamat sa napakahusay na serbisyo, Sir Erwin!	1
Salamat sa New Accounts Clerk dahil natulungan na maiopen ang aking Pension Account.	1
salamat sa pag accommodate in a friendly way	1
Salamat sa pag accommodate ng aking request for card replacement. Kahit sa Camp Crame ang aking branch of account nakuha ko pa din sa Aquino Avenue Branch. Di ko na kailangan magpunta sa Crame kasi dito lang ako nagtatrabaho sa may NAIA Terminal 1 malapit.	1
Salamat sa pag accommodate po sa amon pag update maam and sir	1
Salamat sa pag accommodate very nice kaayo	1
Salamat sa pag assist ng maayos	1
salamat sa pag assist sa akin, nalaman ko ang balance ng ATM ko na Akala ko nung una ay May kulang na 1500	1
Salamat sa pag update at pag enroll sa akin ni ms nelia sa iaccess kahit pwdeng gawin through online. Hindi na ako kailangan pumunta ta aking branch of account to update and enrol iaccess. Thank you sa service.	1
Salamat sa pagiging helpful ng teller	2
Salamat sa pagiging helpful ng teller.	1
Salamat sa pagiging patient ng teller pati mga guards	1
Salamat sa pag-sagot sa mga katanungan ko. Magalang at mabait ang mga empleyado ng LBP Benguet Lending Center.	1
Salamat sa pagtulong sa akin sa pag unawa saen habang nagsasagot sa doktymento	1
Salamat sa palging maayos na serbisyo	1
Salamat sa sayona na proseso	1
salamat sa serbisyo	2
Salamat sa serbisyo Landbank	1
Salamat sa Serbisyo ng landbank binalonan. Napakabuti ng mga empleyado dito at na releasan agad kami ng aming loan.	1
Salamat sa serbisyong ibinigay sa amin.	1
Salamat sa serbisyong tunay.	1
Salamat sa tabang para ma check ako remittance	1
Salamat sa tanggapan na napuntahan namin, tinrato kami ng maayos.	1
salamat sa tapat serbisyo ng landbank	1
salamat sa tulong	1
Salamat sa update	1
Salamat sainyong napakagandang serbisyo,, ipagpatuloy nyo lang po. Ang inyong kabaitan at magandang serbisyothank you po God bless😇	1
Salamat Serbirsyo	1
salamat sir jr rellon	1
Salamat sir Michael	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Salamat sir Michael...	1
Salamat sir. Michael..	1
Salamat Wao branch.	1
Salamat😊 my salute	1
Salamat, Padayon sa Kamaayo!	1
Salamatpo	1
Salamt po	1
Salary loan employee is kind. She explains well and is very courteous when speaking.	1
Salary loan in charge was very helpful and some other staff	1
Salary loan incharge explained very well. Patiently discussed in details. Security guards are very courteous and know where to inquire.	1
Salary loan is very helpful for me especially after the calamity my family and house gone through, it aided my financial needs in order to cope up with our daily needs and expenses.	1
Salmat	1
Salmat sa pag asikaso	1
Saludo ako sa mga empleyado.	1
saludo sayo landbank!	1
Salute for the good service..	1
salute sa mga empleyado, sobrang babait..napaka galang pa ng mga teller 😀	1
Salute to all... Thank you for accommodating us well...	1
Salute to the guards for the accomodation	1
Salute!Keep it up!	1
samagandang pag sisirbisyo	1
Same all personnel good excellent very accommodating for the services.	1
Same po ang pagbibigay ng documentary regulary. Thank you	1
Same process	1
same service provided. fast and convenient	1
SAMPLE FORM	2
Sana alwsys online yung atm machine since isa lang ang landbank here sa kapasigan.	1
Sana ay laging masigasig at magiliw ang mga teller katulad ni Len	1
sana ay matularan po ang serbisyo na naipagkaloob sa akin ni ms rosalie alano mula sa komunikasyon sa email	1
Sana baguhin ang sistema sa paglabas ng pera ng mga naiwan ng magulang sobrang daming requirements ang hinahanap ng landbank	1
Sana bumalik na yung no payment or on the day withdrawal for check deposit ng mga Cocolife checks.	1
Sana by schedule yung pay out per barangay	1
Sana carbonize paper na lahat ng slip salamat :)	1
Sana Dagdagan Ang Empleyado para madali matapos ang mga transakyon na gagawin nang mga tao sa loob nang bank.	1
Sana dagdagan mga ATM para mas madami pwde makagamit . 2 lng kasi	1
Sana dapat wag magalit sa lahat ng mga to	1
Sana do not give ang government official walang palakasan,first come first serve!	1
Sana dumating na po abg ATM cards.	1
Sana e flash sa TV YUNG QUEING NUMBER para mas madali sa mga costumer na malaman na sila na ang next	1
SANA FREE IYONG CALL SA HOTLINE.	1
Sana hinde magbabago ang again ugali ng empleyado	1
Sana ibalik ang kape	1
Sana ipagpatuloy ang kabutihan na ipinapakita niyo po sa amin, at sana di po magbabago ang iyong pakikitungo niyo po sa amin...God bless!!!	1
Sana ipagpatuloy ang magandang serbisyo.	1
Sana isan teller lang incharge sa BIR kasi masmahaba transaction nila	1
Sana ituloy ang magandang serbisyo	1
Sana kahit week end may reload agad pag naubusan ng pera ang machine(ATM).	1
Sana kapag province medyo babaan fee hehe all good naman mabilis ang sistema.	1
Sana kung nagtatanong ang kliyente dapat hindi sisigawan Lalo na po sa snapshot section	1
sana lagi ganito mabilis po salamat	1
Sana lagi maayos ang ATM machine.yun lng Po.salamat	1
sana laging ganto ang pagsahod laging mabilis	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sana lagyan ng aircon ang bangko	1
Sana lahat mabigyan nang loan basta may lupa na sinasaka	1
Sana lahat maging fair sa transaction	1
Sana lahat na mga employee nang mga Taga land bankpareho kay sir Lester Ryan Appvchar Na Very accomodated. & very Verygood in service. Thank you. .	1
Sana Lalo mabilis pa ang pgtraksyon at maayos na pkikitungo pa samin..	1
Sana lalo pang gumanda ang serbisyo	1
SANA LALONG MATULUNGAN ANG MGA NANGANGAILANGAN ANG MGA NANGANGAILANGAN	1
Sana lang po sunod sunod gawin sa transaction	1
sana lang ung ibang staff na wag naman nakakatakot ang mukha pag sa mga client nila, be courteous at all times hindi pili pili c mam mimz lang at mam haifa lang ang naencounter q na nag eentertain ng maayos na nakangiti tabi tabiya ka hindi qrin lahat cla nakatransact	1
Sana lng dagdagan mga ATM Ng Landbank in case na Hindi available Yun iba.	1
Sana Maaga Ang pag bigay ng number Kasi madaling Araw pa kami nakapila..thank you	1
Sana maayos na ang aircon	1
Sana mabasawan pa lalo ung interest sa loan salamat	1
Sana mabigyan ng dagdag na tellir ang branch na ito.	1
Sana mabilis lang po yung proceso kapag nadebit po kc nagwithdraw ako tas walang lumabas na pera den nabawasan po balance ko. May form ako na finil uppan pero tagal pala bumalik yung nabawas sa akin. Hope lang po na medyo mabilis kc lalo na pag need na yung pera thanks and godbless.	1
sana madagdagan ang mga teller para mabilis ang transaksyon.	1
Sana madagdagan ang personnel sa new accounts para mas mapabilis lalo ang transaction	1
Sana madagdagan pa andow para sa madaming serbisyo	1
Sana madagdagan pa mga staff sa Landbank DOLE. Magagaling sila pero I think need nila ng additional manpower sa frontline. At sana hindi na nagooffline si Landbank (over the counter or mobile) pag payroll	1
Sana madali lang kaming makapag hingi nang number Kase kanina pa kami naka pila	1
Sana mag dagdag ng branch office pa	1
Sana magdagdag ng employees, although mabilis ang transaction makikita pa rin na kulang talaga. Madalas kasi ma pull out ang incharge	1
Sana magdagdag ng Teller	1
Sana magiging branch lite ang leaf sinacaban	1
Sana maging branch ang Landbank Sinacaban Leaf	1
Sana maging branch to someday.	1
SANA maging kind all employers dito	1
Sana maging maayos ang inyong opisina. Ty	1
Sana magka aircon sa bangko	1
Sana magkameron na kami ng sariling ATM card.para po Hindi na mahirapan sa pag punta ng landbank.lalo na po Ngayon sa panahon natin ngayon.na sobrang init.	1
Sana magkaron n ulit ng numbering for every transaction	1
Sana magkaroon Freebies na payong	1
Sana magkaroon ng pangalawang or mas maigi if may pangatlong branch pa sa Marawi Area to cater for the needs ng buong Lanao del Sur constituents	1
Sana maglagay ang lbp ng cr para sa mga client dahil sa tagal ng paghihintay sa queue number na matawag malagay kami sa alanganin kong aabutin kani ng personal necessity dahil lalabas pa kami at doon sa terminal o sa kalapit establishment pa kami at magbabayad kami at minsan na overlapse yong number namin.	1
SANA MAGPATULOY ANG MAGANDANG ASAL NG MGA EMPLEYADO	2
Sana magtuloy tuloy ang programa para sa mga magsasaka.	1
Sana maiwasan mga na dedebit dumadami Po Sila kawawa Naman naabala kaka pabalik balik.	1
Sana manigyan ng extension ng oras ang mga BFP collecting officer na makapasok kahit lagpas ng alas3:00 pm.	1
Sana mapabilis pa ang Pag re receive ang advice haha 😅	1
sana mapadali ang releasing ng loan	1
Sana mapahaba pa Ang serbisyo Ng pagpa utang sa Aming magsasaka ..	1
Sana marami pa kayong matulungan mapaunlad ang ang bawat mamamayan maraming salamat.	1
Sana marami pang mga magsasaka Ang matulongan nga landbank	1
Sana Maraming Mag serve para ma bilis lang ang proseso	1
Sana maraming pa po kayong matulongan.Maraming salamat po sa inyong LAHAT.	1
Sana maraming teller para madali ang transaction..	1
Sana mas babaan charges sa other bank transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sana mas bilisan pa ang services	1
Sana mas mabilis ang process ng loan hindi abutin ng ilang months	1
Sana mas mabilis ang processing	1
sana mas mabilis pa ang pag release ng mga loans	1
Sana mas mabilis pa ang releasing of loans	1
Sana mas mapabilis ang pila	1
Sana mas mapahaba ang queing system, pero overall maayos nmn ang pamamalakad ng branch na ito.	1
Sana maserve kaming lahat ngayong araw. Salamat po.	1
Sana matami pang mga teller ang mag assist. Kawawa na dalawa lang sila maam ang naga asikaso ng maraming tao. Salamat po sa serbisyo nyo maam Pacete and Maam Alolor	1
Sana matulogan kami na mahihirap	1
Sana may aircon kahit brownout hehe super init.	1
Sana may atm machine dito sa Davao City National High School upang hindi kami lalabas pag magsahodSana makapag online bank transfer to gcash or vice versa	1
Sana may CDM Machen dito sa landbank Aglayan branch	1
sana may cr for the clients	1
Sana may elevator	2
sana may ipinadala na soa which includes summary of payment made for existing loans at ang remaining balance para may gabay ang client	1
Sana may makuha pa ako na foreclosed property.	1
Sana may makuha pa ako no fractured property.	1
Sana may payong ang guard ng lbp. Kasi sa iba meron. Yun lang thank you	1
Sana may queing number na sa susunod para mas maayos ang pila at pagkakasunodsunod ng mga client.	1
Sana medyo bilisan,kasi katulad ko na may trabaho at limited lang yung oras sa labas , sana kung merong priority lane sa mga seniors o sa mga buntis , sana meron din sa government employee kasi syempre limited lang din yung paglabas namin. So sana merong pag pinakita lang yung ID na government employee eh priority din. Yun lang naman yung suggestions ko.	1
Sana medyo mapabilis yong transaction	1
Sana meron din sa teller qr para dun nalang scan habang nagtratransact. Anyways tyvm	1
Sana meron kayong printer para pag nagpapa print ng i.d di na kelangan lumabas ng bangko.	1
Sana meron na atm sa aming munisipyo para di malayo pag mag withdraw ng sweldo.	1
Sana my libreng kape hbng nag aantay	1
Sana naman po inayos ninyo ang ATM machine lalo na sa araw ng payout ng mga 4ps.	1
Sana on time po namin makuha ang grants para sa aming mga anak	1
sana pagisipan ng land bank na magkaroon ng credit card para sa mga government employees and military	1
Sana po ang pagbibigay ng documentary requirements ay minsanan. Hindi po yung pa-isa-isa	1
Sana po ay madagdagan ang ATM machines.	1
Sana po ay madagdagan ang teller natin para maging mabilis po ang transaction..maraming salamat po💕💓💞god bless land bank!!	1
Sana po ay mas mabilis pa ang pag-balik ng pera kong kinain ng atm niyo kahit pa sa ibang bangko ang aking account. Salamat.	1
sana po ay mas maging maayos at mapabilis pa ang mga transaction ng banko	1
Sana po ay payagan niyo po ako magloan para sa king pangaingailangan	1
sana po ay pwde ng makapag check deposit sa any branch ng landbank ng walang charge, pra hndi na ako mapalayo ng area.	1
Sana po bigyan konsiderasyon ang mga cliyente na mahirap ang signal o kulang sa knowledge regarding on online transaction... O kung pwede po sana matulungan po ninyo kaming turuan kung paano gawin ang mga makabagong teknolohiya para po makasunod din kami sa mga panuntunan ng gobyerno na dapat naming masunod.	1
Sana po dumagdag po kayo ng teller during month of IRA. para di na kami abutan ng gabi. Thank you!	1
Sana po dumami pa ang counter pra mas mabilis lalo ang proseso hehehe tsaka po free wifi sana sa labas para sa naghihintay hahahaha	1
SANA PO IPAGPATULOY NYO PO ANG MAGANDANG SERBISYO! SALAMAT PO	1
Sana po Kapag marami client mag-add po ng teller	1
Sana po kapag nag open account hindi matagal ang transaction kc naka pag online na naman po thank you	1
Sana po kung inyong mamarapatin ay magkaroon din sana ng patakaran na pwede makapag withdraw or palit ng cheque sa teller po.. Gayun pa, wala po akong masabi sa serbisyo ng Land Band Agno..Salamat po..	1
Sana po libre sa aming govt employees ang bank certification.	1
Sana po ma approve na ang loan para sa livestock...	1
sana po madagdagan sila ng teller kasi marami po kami na nagbabanko dito sa LBP munoz branchsalamat	1
Sana po mag 15yrs kayo sa Salary Loan po	1
Sana po maging mas palangiti ang staff lalo na sa verification counter thank you	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sana po magkaron Ng ATM machine sa luob Ng bank	1
Sana po magkaroon na ng LANDBANK BRANCH dito sa aming bayan. salamat po	1
Sana po magtayo na ng permanenteng landbank dito sa aming bayan. Salamat po	1
Sana Po mailpat agad Ang aming old cash card to new cash s lalong madaling panahon. Salamat po	1
Sana po makapag response kayo agad like sa mga inquiry sa loans	1
Sana po mas mabilis ang processing sa susunod.	1
Sana po mas mabilis ang transaction.	1
Sana po matulongan nyo po ang tanong ko. Salamat po	1
Sana po may magkaroon ng deposit machine dito sa labas katabi ng machine pang withdraw po. Yun lg so far sa transaction at services maayos naman at mabilis.😍	1
sana po may upuan at masisilungan kasi napaka init so far mas okay kaysa wala salamat po	1
Sana po mayos na ung que machine para masmarinig ng mayos and mga. Numbers....	1
Sana po meron ng SBR by December or next year :)	1
Sana po mgkaroon na ng landbank dito sa aming bayan.	1
Sana po pagpatuloy na lang ang magandang serbisyo po ninyo.	1
sana po payagan kami nkigamit ng numero ng asaaa nmin at gmail account nilà dhl sa dahilan na kmi nmn po ang asawa wla kmi pambili ng sarili cp at simcard sa hrap ng buhay uunahin ang pamilya	4
Sana po sa lahat ng branch ng landbank very accomidating ang mga staff, kasi dito s branch n ito, yes they are.	1
Sana po wag pag antayin ng matagal ang client sa labas ng bangko kasi ubod po ng init. Baka ma heatstroke ang mga ng aantay.	1
Sana po wala charges ang check encashment ng ibang Landbank.	1
sana po yung katulad namin na ofw na nag avail ng bussiness loan sa owwa pag medyo nagka struggle bgyan nman po ng konte konsiderasyon wag naman po sana patungan ng malaki intrest.	1
Sana priority den ang ofw na katulad ko	1
Sana pwde na phone sa loob hehe	1
sana pwede ang loan application for employees po...	1
sana pwede na mag encash dito sa moncada branch	1
Sana pwede na sa online Ang iBang transactions	1
Sana sa susunod e accept na ang denomination ng 100p bill may linya man o wala.salamat..pero good service and accomodating staff	1
Sana tanggalin na yung service charge para sa check encashment ng pwd,scholar and seniors. Kase malaking bawas yon lalo sa kumukuha lang ng assitance from the government.	1
Sana tanggalin yung age sa survey at maglagay ng personal greeting	1
Sana tuloy tuloy ang Inyong magandang serbisyo mabuhay kayong lahat lbp MARAWI city	1
Sana tuloy tuloy lng po ang maayos na pakikitungo nyo sa client po	1
Sana tuloy tuloy yung magandang trato niyonsabmga tao	1
Sana tumagal pa ang 4ps para makatulong sa mahirap gaya ko..yun lang po maraming salamat...	1
sana tumagal pa programa.pra marami pang matulingan	1
Sana updated ang mga info mam sir	1
Sana wag malipat si Sir Brent the verifier	1
Sana wala ng maintening balance at low maintening balance s foreigner currency	1
sana walang tulo yung bubong, need renovation to protect all documents and the machine	1
sana yung bayad babaan po kapag nag dedeposit.	1
Sana Yung madaling Makita po	1
Sandali lang e nakuha na yung atm.	1
Sangayun lahat ay ok naman ang pamamalqkad ipag patuloy lang po ito maraming salamat po Godbless	1
Sapag entertain ng mabuti sa mga tao	2
Sapat ang serbisyo nila	1
Sapat na ang serbisyo	1
Sapat na ang serbisyung aking naranasan po sa inyu kaya nag papasakamat ako	1
Sapat na dahil mababait kayong lahat lalo na si sir july na nag seminar sa amin sa Buenavista para mag transfer ng account namin.Thank u	1
Sapat na po ang inyong mga serbisyo	1
Sapat na po ang inyong mga serbisyo.	1
Sapat na po ang serbisyong nakita ko	1
Sapat na po at Maraming salamat	1
Sapat na po at maraming salamat po.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sapat na po.	1
Sapat na s akin un tamang pagtanggap nyo sa amin bilng kleyente	1
Sapat na serbisyo, no need to add anything	1
sapat po ang pakikitungo .magalang at maayos any pagtrato sa tao naipaliliwanag nila ng maayos ang iyong kailanganin para rito	1
Saqlamat ma'am ng marami sa pag assist niyo.	1
sarifed po sa service ng staff and manager	1
Sarih the one who answered my call accomodated my request in a very efficient manner. She patiently assisted me and answered my queries diilgently	1
Sarisfied	1
Sarisfied all staff and guards	1
Sastisfying	1
Satesfied	1
Satiesfied	2
SATIESFIED CLIENT	1
Satified	2
Satified client	2
Satified customer	1
Satified Much	1
satified.	1
satisfied and very helpful to their clients	1
Satingin ko Po ok nman Po ang lahat wag na pong bagohin..	1
Satingin ko wala na kase ayos naman ang naexperience ko	1
Satisfactied services	1
satisfaction	2
Satisfaction more than in what my expectation. Continious your best practice. No comment.	1
Satisfaction, vergood	1
satisfactorily	1
Satisfactorily served the client.	1
Satisfactory	41
Satisfactory 🤙🏻	1
satisfactory accomodated thank you	1
satisfactory and kind employees	1
satisfactory satisfied	1
satisfactory service	6
Satisfactory service of Miss Venus Javellana	1
Satisfactory services staff very friendly	1
Satisfactory Services. THANK YOU.	1
Satisfactory services.no comment	1
satisfactory very accommodating	1
Satisfactory work	1
Satisfactory.	2
satisfactory/good servicew/the security guards	1
Satisfid	1
Satisfide	1
satisfide service	1
Satisfied	464
Satisfied & employees performance call are trained well very helpful	1
Satisfied 👌	1
Satisfied 🙂	1
satisfied (ok)	1
Satisfied ?	1
satisfied account	1
Satisfied Ako dito mgtransact	1
satisfied ako sa pamamalakad dito sa lbp	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
satisfied ako sa serbisyo ng mga kawani ng LANDBANK CATANAUAN BRANCH. very friendly at lahat sila ay maasikaso.	1
Satisfied ako sa serbisyong ibinigay	1
Satisfied ako sa sirvice ng bawat staff. Ipag patuloy nyo lang yan, God bless	1
Satisfied all the time.	1
Satisfied already	4
Satisfied already the service they serve...	1
satisfied already their services	1
Satisfied already with the service	1
Satisfied always	1
Satisfied and contented	1
satisfied and fast	1
Satisfied and fast service	1
satisfied and good in service	1
Satisfied and good service. More power to the employees	1
Satisfied and happy client	1
Satisfied and happy.Good customer service.	1
Satisfied and helpful, alert and energetic. All satisfied nasa kanila na lahat. GO GO GO	1
SATISFIED AND MORE POWER	1
Satisfied and the staff are all friendly.	1
satisfied and treated courteously by the staffs	1
satisfied and very good service	1
Satisfied and well accomodated	1
Satisfied any transaction	1
satisfied approach	1
satisfied at mabilis po ang proseso	1
Satisfied clent	1
Satisfied client	27
satisfied client 🥰	1
satisfied client :}	1
Satisfied client ...	1
Satisfied client as always	1
Satisfied client everything was well accpunted for. I promise to be back here again cause of the comfortability and fast service by Ms Venus	1
SATISFIED CLIENT HERE	2
SATISFIED CLIENT HERE 😉	1
satisfied client here :)	1
Satisfied client here👍	1
Satisfied client here...Good Job!	1
Satisfied client here..Good Job!	1
Satisfied client here.Carry on	1
SATISFIED CLIENT!	1
satisfied client, good service	1
Satisfied client, staff are very approachable.	1
Satisfied client.	3
Satisfied client. Staff are very accomodating	1
satisfied client...	1
Satisfied clients here. Well-organized & systematized.	1
Satisfied costumer	5
Satisfied costumer the staff are very helpful.	1
Satisfied Customer	23
Satisfied customer and fast transactions.	1
Satisfied customer and the transaction is smooth thank youuuu.	1
SATISFIED CUSTOMER GOOD SERVICE	1
Satisfied customer here	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Satisfied customer of landbank🙂I suggest na sana digital na po yung pag tawag sa number minsan po kasi di naririnig yung pagtawag sa number sana po may monitor sa harap	1
satisfied customer service	1
Satisfied customer, good service and staff	2
Satisfied customer.	2
Satisfied customer. Good service	1
Satisfied customer. Thanks to all the staff and the guards esp Nino, efficient counters	1
Satisfied customer. Very easy.	1
Satisfied customer..	1
Satisfied for assisting costumer	1
Satisfied for everybody very accomodating	1
Satisfied for Ms joy	1
satisfied for now	1
satisfied for nowfreebies nlang (umbrella)😁	1
Satisfied for the assistance. Well done	1
Satisfied for the service	1
Satisfied for the service very good all the employee	1
Satisfied for todays transaction	1
Satisfied friendly	1
SATISFIED FROM THE SERVICE OFFICER	1
satisfied giod seevice	1
satisfied goodservice	1
Satisfied in all my transactions here in LANDBANK	1
Satisfied in my transaction. Faster and more eficient. Keep it up.	1
satisfied in service provided	1
satisfied in their service	1
Satisfied in this service even some times the client so crowded	1
Satisfied landbank transaction.	1
Satisfied lang po ako	1
Satisfied ma po	1
Satisfied Much	1
Satisfied n ako s binibigay na serbisyo thank you so very much	1
Satisfied na	1
Satisfied na ako sa serbisyo nila	1
Satisfied na po	1
Satisfied na po ako	1
Satisfied na po ako sa mga serbisyo nila.	1
Satisfied na po ako,so far very approachable po sila lahat.	1
Satisfied namam sa service mabilis sila kumilos	1
Satisfied naman	2
satisfied naman po ako	1
SATISFIED NAMAN PO AKO SA SERVICE NILA. SALAMAT PO	1
Satisfied naman po sa lahat	1
Satisfied naman sa lahat	1
Satisfied naman, and I don't think need pa ng bang improvement.	1
satisfied namn po sa service ninyo salamat.po	1
Satisfied nithing to suggest	1
Satisfied nman po ako sa serbisyo, kasi lahat nman po ng tao sa landbank sobrang mabait sila, mula sa guard, verifier hanggang sa teller at sa open account napaka asikaso nila at palagi silang naka smile..God Bless po & more power	1
Satisfied no need to improve!	1
satisfied nothing to change	1
Satisfied of services	1
SATISFIED OF THE SERVICE	2
Satisfied of the service rendered by the land bank	1
Satisfied of the sevrice	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Satisfied of your services	1
Satisfied on the services given.	1
Satisfied on time	1
satisfied on your service	2
Satisfied or client service thank you	1
Satisfied po ako at maganda ang serbisyo. Naipaliwanag po nya ng maayos at may natutunan po ako kay Mam Cholly.	1
satisfied po ako mabait at good service po	1
satisfied po ako sa passed service hi mam hannah good job mam	1
Satisfied po ako sainyong serbisyo. Mabilis at maayos ang employee po ninyo. Salamat po.	1
Satisfied po sa process ni landbank mbilis ang process	1
Satisfied po sa serbisyo nila	1
satisfied po sa serbisyo..	1
satisfied po sa service	2
Satisfied po sa service ng landbank.	1
Satisfied po sa services ng Landbank Luna Apayao Branch	1
satisfied po salamat	1
Satisfied sa serbisyo	1
Satisfied sa service	1
Satisfied service	6
Satisfied service . Thankyou	1
Satisfied service with love	1
Satisfied service.	1
Satisfied services	5
Satisfied services and approachable staff	1
Satisfied services to the customer	1
SATISFIED SO FAR	1
Satisfied so far ??	1
Satisfied staff is kind and smiling	1
Satisfied the service of Mgr Abigail Basci and Teller Princess Lindayag of Landbank Caloocan Branch	1
satisfied the services	4
Satisfied to the quality of service and the staff was kind and accountable	1
satisfied to the service	1
Satisfied to their service	1
Satisfied transaction	1
SATISFIED TRANSACTION, God bless.	1
satisfied very accommodated happy teller	1
satisfied very helpful to me	1
SATISFIED VERY MUCH	1
SATISFIED VERY MUCH SPECIALLY ALL OFFICERS	1
satisfied very well	1
satisfied verygood	1
Satisfied w/ the services of the bank	1
Satisfied w/Your service.pls.keep it up thank you..	1
Satisfied with good service	1
satisfied with good service received	1
Satisfied with may transaction.Approachable employee and good service.Thank you	1
Satisfied with my transaction	1
Satisfied with my transactios	1
Satisfied with service	2
Satisfied with services of Landbank Carbon	1
Satisfied with the commitment to serve by the employees! Thank you , LANDBANK! Thank you, Ms. Rizzi!	1
Satisfied with the present set up	1
Satisfied with the service	16
Satisfied with the service from landbank danao branch	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Satisfied with the service given by the assigned employee	1
Satisfied with the service I availed	1
Satisfied with the service of LB employees of Tuao	1
Satisfied with the service of staff	1
Satisfied with the service of the Customer Service personnel, though waiting Time is long	1
Satisfied with the service of the employee	1
satisfied with the service po. Keep it up	1
Satisfied with the service provided	1
Satisfied with the service provided by Mr. Jomar Labrador	1
Satisfied with the service so far	1
Satisfied with the service thank you	1
Satisfied with the service!	1
Satisfied with the service.	6
Satisfied with the service. Keep it up !!!	1
satisfied with the service.thank you!	1
satisfied with the services	5
Satisfied with the services and also how the staff treated the client is so hospitable	1
SATISFIED WITH THE SERVICES AND STAFF ARE VERY ACCOMMODATING	1
Satisfied with the services availed/extended	1
Satisfied with the services of LBP.	1
satisfied with the services offered. :)	1
Satisfied with the services provided	1
Satisfied with the services.	2
satisfied with the servicezs of the staff	1
Satisfied with the sevice	1
Satisfied with the transaction	1
Satisfied with the transaction Good Job	1
Satisfied with the transaction. Good Job	4
satisfied with the transaction. Thank you!	1
Satisfied with their fastest service.	1
Satisfied with their service	1
Satisfied with their service .	1
Satisfied with their service. Kind letter	1
Satisfied with their services already	1
Satisfied with thier service every time when i transact with them.	1
Satisfied with your good service	1
satisfied with your service.	1
Satisfied with your service. Keep up the good work!	1
SATISFIED YOUR SERVICE AND SECURITY THE STAFF ARE VERY HELPFUL	1
Satisfied!	5
Satisfied! Keep up the good job!	1
Satisfied! Thank you!	1
SATISFIED!!!	1
Satisfied👍	1
satisfied, continue good reputation, god bless and more power	1
satisfied, fast and convenient	1
Satisfied, ni comment at all	1
Satisfied, no comment as of now.	1
satisfied, nothing to ask for	1
Satisfied, Very Fast Transaction	1
SATISFIED,,,,,	2
satisfied,actually.	1
Satisfied.	11
Satisfied. Dali ra na accomodate	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
satisfied. friendly staffs	1
Satisfied. God bless!!	1
Satisfied. Godbless	1
Satisfied. Good work.	1
Satisfied. Just keep up the great work.	1
satisfied. Thank you po.	1
Satisfied. Very friendly and easy to process the service.	1
SATISFIED/ GOOD 😀	1
Satisfied...	1
Satisfiedddd	1
Satisfief	1
Satisfield	1
satisfies and fair for everyone	1
SATISFYING	1
satisfy	36
Satisfy comment	1
Satisfy po ako sa service at sa staff na nagdala ng branch.	1
Satisfy po ang service ng empleado	1
SATISFY SERVICE	1
Satisfy very well assisted by ms. Venus javellana	1
satisfy with your services, continue to serve promptly and friendly and with a smile	1
Satisfying	8
Satisfying accommodation	1
Satisfying accommodation and service.	1
Satisfying enrollment service	1
Satisfying in terms of Services	1
satisfying po. natapos agad	1
satisfying service by Ms. Aira Flormata	1
satisfying services	2
Satisfying transacting here	1
Satisfying. You may continue with your good quality service.	1
satisfied	1
Satisfied already with the services of Indbank	1
Satiwsfied client here!	1
Satosfactory	2
Sattisfied service	1
Saturday working hrs for selected branch/es	1
Saving account 😄	1
SBR pleeeeeease :) hihhi	1
Screen that shows number	1
Seamless process. Great job.	1
Seamless transaction & keep up the good work	1
Sebisyo totoo. Good job.	1
Secure and safe ang place and good employee lahat bumabati🙂	1
secure kami dito mgtransact kc snappy cla kuya Guard's	1
Secure the account fellow Citizens	1
security & cashier have always been courteous & friendly	1
SECURITY & TELLER ARE VERY KIND	1
Security Guard ate very effective in their duty	1
Security guard were very helpful and assistive . Thank You	1
Security guards are polite, helpful, tellers are doing their job well.	1
security guards are well-mannered and accommodating =)	1
Security personnes reallu assist us.	1
Secutity personnel are very helpful and corteous, and Nico also	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Seek and Promote Customer	1
Seems like it was a good service for me.Thank you and God Bless!	1
Seguro dagdagan pa ng wendow for the services	1
Senate land bank branch is goid for me.	1
Send messeges for new information	1
senior citizen lane must be appropriated with a special one staff for them.	1
Senior citizens are priority. Excellent Job	1
Senior priority lane please	1
Separate claiming window	1
Separate counter for snap shots or other transaction that don't require interview.	1
Separate lane	1
Separate the chair of new accouts to the ordinary transaction to avoid confusiom	1
Separated area for senior citizen or priorities and pwd	1
Serbisyo ok	2
serbisyong maayus lang	1
Serbisyong totoo	2
Sernisyung totoo	1
serve better	1
Serve by heart and compassion	1
Serve free coffee	1
Serve well to the costumera	1
Serve wid a smile..thank u	1
serve with a heart.	1
Serve with a smile	1
serve with a smile always	1
Serve with a smile and patient.	1
Serve with a smile😊	1
Serve with a smile😊😊😊	1
served lang nang mabuti at asses sa mga customer st smile lang thank you	1
served outright and with a smile by teller mona and greeted happily	1
Served satisfied	1
server is very slow	1
Serves the best!	1
service / quick	1
Service all goods. Keel it up!	1
Service are excellent and fast.	1
Service are excellent.	1
Service are extremely good.	1
service are good	1
Service are perfectly fine, securitiesare alert and well mannered.	1
Service awareness	1
Service beyond 4pm	1
Service by all the staff is excellent!	1
service excelled that of osme others especially PNB	1
Service excellent	2
Service fast	1
Service given ok	1
Service good	10
Service good as well	1
Service good,facility masyado mainit	1
Service in Landbank Lucena Guinto Branch is TOP NOTCH! Upon entering the branch, you will be welcomed by everyone's greeting from the security and bank personnel. Mam Maridel, Jinelyn, Bettina, Alarisse and other personnels are always there to help and answer our inquiries. Transactions are fast and efficient. As a small business owner, our time is valuable and with the efficiency of process in Lucena Guinto Branch, banking is smooth sailing.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Service in this branch is excellent, everyone's friendly and accommodating especially the bank manager, they make sure everyone's being attended to immediately to prevent long line.	1
Service is all good.	1
Service is already exceptional	1
Service is already great. CSR-NAC is accommodating and has great client service.	1
Service is always excellent from the start	1
Service is approachable....contented enough	1
Service is commendable	2
Service is doing very well, suggestion is no longer needed.	1
Service is efficient and good. Just keep up the Good work or level it up more.	1
service is excellent	7
Service is excellent and time bounded. The in-charge as well as the assistant were accommodating. Thank you for the nice service.	1
Service is excellent as always, staff are accommodating and friendly. I suggest more parking space for clients.	1
Service is Excellent but branch building is old	1
Service is excellent!	4
Service is excellent! All Officers and employees ate very accomodating, friendly and delivers fast service.	1
Service is excellent! Thank you landbank maasin!	1
Service is excellent! The personnel assigned for new accounts is nice. Thank you, landbank	1
Service is excellent.	6
Service is excellent. Bank's personnel are accomodating. Thank you landbank maasin!	1
Service is excellent. Fast and efficient.	1
Service is excellent. The process us very simple and quick .	1
Service is excellent. Very satisfied.	1
Service is excellent., kudos to Ms Nicole and to her colleagues. More power to Escolta branch.	1
Service is excellent.Sir Jay Mark is very accomodating and all staff of LBP.	1
service is excellently fast	1
Service is exceptional	1
Service is exceptional. God bless Landbank Iba	1
service is fast	10
Service is fast and easy.	1
Service is fast and good	1
SERVICE IS FAST AND GOOD PERSONNEL	1
SERVICE IS FAST AND HELPFUL PERSONNEL	1
service is fast and officer is very accomodating.keep going.	1
Service is fine	1
Service is fine.	1
Service is good	35
Service is good 🙂	1
Service is good .	1
service is good already :)	1
Service is good and fast. Very accommodating staffs	1
Service is good and organize	1
Service is good and prompt	1
Service is good and Sir Elvin was very helpful	1
service is good and so is the workers	1
Service is good and staff is courteous. Thank you.	1
Service is good and the and employees are kind	1
service is good and the staff accomodate us properly. Nice branch of landbank.	1
Service is good and the staff are kind and easy to approach.	1
service is good and the staff at all friendly and accommodating	1
SERVICE IS GOOD AND THEY ARE VERY RESPONSIVE WHEN IT COMES TO ASSITING CUSTOMERS	1
Service is good and very convenient, staff are polite and friendly, especially the boy teller. Love it	1
Service is good at the maximum level	1
Service is good enoughJust continue being a very accommodating employee	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
service is good for me	1
service is good from door to teller & personnel	1
Service is good no need to improve.	1
Service is good nothing to improve	1
Service is good remain it pls	1
service is good very accomdating.	1
Service is Good!	1
Service is good, employees are accommodating.	1
Service is good, keep up!	1
Service is good, no suggestion.	1
Service is good, palagi na talagang nagdedeposit	1
service is good.	6
Service is good. Approachable staff.	1
Service is good. Manager and staff are approachable.. Manager is well equipped in promoting /selling product or services offered..	1
Service is good. No suggestion needed.	1
Service is good. Staff are friendly & approachable.	1
Service is good. Staffs are friendly & approachable.	1
Service is good. Tellers are very courteous to clients.	1
Service is good. Thank you, landbank maasin!	1
service is good. the security guards are approachable and helpful. thank you for your service	1
Service is great	4
Service is great and accommodating.	1
Service is great and time efficient.	1
Service is great keep up	1
Service is great!just maintain.	1
Service is great. Perspnnel are nice as well	1
Service is great.Keep it up.God Bless!	1
Service is highly commendable and the account officer id very professional	1
Service is impeccable	1
Service is more than satifactory for me	1
Service is now more faster than before	1
service is ok	1
Service is Ok.	1
Service is okay	3
Service is okay counter is very accomodationg	1
Service is okey,friendly staff	1
Service is okey.	1
Service is optimal. Very accomodating on our transactions most esp. Ms. Cecil Delima at Ms. Raiza. Keep up the great work!	1
Service is outstanding if the office has an additional staff personnel especially new accounts opening.	1
Service is overall satisfactory.	1
Service is perfect	2
Service is perfect. Nothing to Improve	1
service is perfected as expected	2
Service is satisfactory	2
Service is satisfactory.	1
Service is satisfactory.. Just hoping for additional ATMs and aircon inside the branch.	1
Service is so good.Continue it	1
Service is so great?	1
service is super.	1
Service is superb	2
Service is superbans fast . Everytime I visit Landbank I get the best service	1
service is very fine	1
Service is very good	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Service is very good for me, the only thing we want to suggest is comfort room for the client :)	1
service is very good sO FAR	1
Service is very good, a grade of 100 to this branch.	1
Service is very good.	3
SERVICE IS VERY GOOD. I DON'T HAVE ANY SUGGESTION.	1
Service is very good. I think the waiting time whenever it's offline is the only thing to improve. All in all, everyting and every one is great!	1
Service is very much appreciated.	1
Service is very nice and good	1
Service is very satisfaction already	1
Service is Very Satisfactory to us clients	1
Service is well served.	1
Service Lane and queing # that will able to see in the monitor so that the client will able to see the next on the line	1
Service mabilis naman.Sa facilitiy mainit at lahyan ng aircon	1
Service of Landbank Las Pinas is effective, easy and simple that make our clients resolved their concerns and experience quality services and transactions.	1
Service of Landbank Lopez Branch is excellent.	1
Service of LBP of Lopez is well commendable and well accomodating.Always served with coffee.	1
Service of Maam April Tagnawa is highly commendable. Beautiful inside and out. Just maintain the way she handle concerns of her clients. Excellence service and so fast with saves man's hoir. instructions are clear with printed copy for us to be properly guided.	1
Service offered is excellent. Keep it up!	1
Service ok	3
service okay	1
SERVICE ORIENTED AND FAST SERVICE. WITH GOOD APPROACH OF TELLER	1
Service os good	1
Service os ok	1
Service over-the-counter is excellent and efficient.	1
Service over-the-counter is excellent and efficient. Tellers are very accomodating. Guards are courteous.	2
Service po ay napakaganda. Special po ako.	1
Service providers were very accomodating and pleasant to deal with	1
Service quality is excellent	1
service quality was good.	1
Service rendered by the bank and its personnel is excellent. Transaction is also fast!	1
Service rendered by the person in charge during processing of my salary loan application was very convenient . I'm very thankful	1
Service rendered is good.	1
service satisfied	5
service satisfied..continue to be nice all the time teller ms solis,nelia and ms. bodiao,penny are so accomodated and polite to assist us also the guards on duty sir bulauan and sir his buddy the guard in landbank entrance i forgot the surname..too long to remember.im there @3pm..they serve with smile..so happy and satisfied to their service. ombudsman branch is great in service.	1
Service satisfy	1
Service satisfy...	1
service to clients is brilliant.. guards and tellers are courteous and immediately respomd to our concerns and inquiries,	1
Service to customer are good	1
Service to one service to all	1
service very good	1
Service very much appreciated =) Have a very good service	1
Service wad satisfying	1
Service was always been superb	1
Service was amazing	1
Service was commendable.	1
Service was excellent	2
Service was excellent! Thank you for going beyond to help my concern. The person who assisted me was very considerate. Please have more people like her in the company	1
Service was excellent.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Service was excellent. Highly appreciated. Thank you	1
Service was exceptional	1
Service was fair to everyone.	1
Service was fast & efficient	1
SERVICE WAS FAST AND PROVIDED WHAT I NEED.	1
service was good	3
service was good enough	1
service was good!	1
Service was Good, Thank You	2
Service was good. Thank you!	2
Service was great.	1
Service was highly satisfied Opening another account	1
service was perfect	1
Service was prompt. Shella was very helpful and efficient. Good job!	1
service was provided good, thank you	1
service was satisfying	2
Service was smooth. convenient. and heartwarming.	1
Service was so good and working environment are work well. Employee are accommodating to its client.	1
service was the best	1
Service was very good and approachable	1
Service was very nice. Guard was courteous and nice. As well the lady who accomodated my account	1
service was very satisfactory	1
Service water in case of too much heat index	1
SERVICE WITH A ?...	1
Service with a asmile	1
Service with a smile	1
Service with a smile and always willing to help	1
Service with a smile.	1
service would be more better if an additional employee is placed in the transaction area	1
service: excellent	1
Serviced with a smile	2
Services ,transactions of LBP Bambang Branch is in order and employees are very courteous and kind. Just keep the good work.	1
Services are already convenient and fast.	1
Services are already excellent.	1
Services are already improved	1
Services are definetely remarkable	1
Services are efficient.	1
Services are excellent	2
Services are fine and there's nothing i can say.	1
services are good	2
Services are good already	1
Services are good and efficient. Continue as it is ..	1
services are good, always smile	1
Services are great and every employees are friendly	1
Services are ok	1
Services are ok. Guards are courteous, asking me if i need a helping hand.Moore piwer to you all!	1
Services are okay from salary loan processing until the time of loan release. Thank you.	1
Services are quite getting fast. people are kind and patient	1
Services are really good. Nothing more needs improvement. People in the branch are polite, accomodating and always willing to assist. They work as a team.	1
services are smooth and organized, crew are approachable	1
Services are super good. Thank you	1
Services are very good	1
Services are very sarisfactory	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Services are very satisfactory ..Nothing to suggest...Thank you so much and God bless u always ...	1
Services are well provided	1
Services good	1
Services great Po!	1
Services have gotten a lot better	1
Services here are superb! All employees are nice, especially Ma'am Shielah, I like her being pretty joyful all the time	1
Services in this office is very good and staffs are very nice in serving their clients👍👍	1
Services is commendable and fast.	1
Services is fine with me	1
Services is good and clients were properly informed. Transactions are fast and easy.	1
Services is good, nothing to change!! :)	1
Services is good.	2
Services is highly commendable	1
services is ok	1
Services is okay	1
Services is satisfiable . Thankyou	1
services is seriously good 5 is my rating.	1
SERVICES IS VERY GOOD	1
services is very satisfying	1
Services of credit card such as increase of credit limit or upgrade of credit card type must be available through customer's service hotline for convenience.	1
Services of Landbank Capistrano Branch is truly exceptional that holds thru to our Philippine Boxing team. The AVP Branch Head offered food and drinks and warmly accommodated us while waiting for the opening of accounts of our boxers.	1
Services of Staff. Personnel are commendable for incentive recognition.	1
services offered so far, are good.	1
Services offered wer fully satisfied.	1
Services ok!	1
Services okey lang	1
Services okey...	1
Services Provided Good!	1
Services rendered are at its excellent level.	1
services rendered excellent. Very accomodating and courteous	1
Services rendered were good.	1
Services satisfied	2
services so far are good so no suggestion is NEEDED	1
Services thumbs up	1
services to me is OK. .	1
Services very good services	1
Services was good. Thank you!	1
services was nice & satisfactory. Staff is knowledgeable and assist me so well	1
Services was provided good	1
Services well and good	1
Services Were okey. Clients were treated fairly and courteously. Im Very satisfied and happy after my transaction. Keep it up	1
Services were prompt and easy to understand	1
servicing is good enough	1
Servicing is very good, staffs are kinds	1
Serving more excellent	1
Serving people is one of the improvement of our services..	1
serving the nation indeed	1
Serving the nation jud ang ilang serbesyo unya mga buotan pajud	1
serving the Nation talaga cla	1
Serving the Nation truthfully	1
serving to a people are ok,my suggestion is hope to provide chairs outside the bank so that the senior citizen while waiting makalingkod.	1
serving with smile	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Serving your clients excellence	1
Set up Online inquiry. fast lane for quick response	1
Sevice is great. Keep it up.	1
Sevice is well served. Congrats LBP Malita.	1
SG's are very polite and accomodating	1
SG's are very polite. As well, the staff are very helpful.	1
sguro ang ma suggest namo as client is maging courteous ang ubang staff same kay ms. LAROA nga sa counter 8. kay katong last march 13, 2024 wala jud natarong ug explain ni maam apple with pinataray pa nga attitude maayo nalang nag adto me kay sir ariel na assist jud ko ug tarong gitagaan ko daan ug form and finally karun nahuman ra gyud ko sa akung transaction thank you .	1
Share on social media!	1
she assisted me well and nice person. Thank you so much, choluta b. sesno	1
She is very accommadating	1
She is very helpful. God Bless and more power po. Thnaks for the service.	1
she smile when she assisted me. Sheila is very accommodating! Great Asset!	1
She's a very thoughtful and accommodating person. She's enough to handle the situation in your respective office at Cuenca Batangas.	1
Sherene Misa was super helpful and gave reminders before i opened an account so that i am aware of fees and charges.	1
Shes goid in accomodating us (NAC Eden Cosico)	1
She's very accomodating.	1
Short staffed. Would be nice to have more staff to cater more clients simultaneously.	1
Short waiting time.	1
SHORTEN PROCESSING TIME TO 2-3BD	1
Shorten survey	4
Shorten surveys	2
Shorten the new account opening.	1
Shorter time of processing ATM card replacement if possible	1
Should access information needed even not your mother bank.	1
Should be paperless	1
Should extend more time on banking hours, Govt banks cater alot of clients.	1
Should have a faster service	1
Should have a priority lane for pregnant women specially in new account sections. But Over all it was still okay since the seats are comfortable.	1
Should have queueing machine to organize clients.	1
Should maintain courteous and polite to every clients, like maam Mimz Macarqmbon, my salutes	1
Should replicate how Rica Layag handles customer service is done.	1
Shout out po sa mga bumubuo ng LandBank Ortigas Branch Maraming Maraming Salamat po sa walang sawang pag intindi samin 😇🙏	1
Shout out to Ms. Jona Ms. Cha Sir. Mark Apaka bait nila at sa lahat ng bumubuo ng LandBank Ortigas Branch Maraming Maraming Salamat po sa walang sawang pag intindi samin😊😇??????????????	1
Shoutout to Ms Claire M. Garcia / New accounts clerk. Very helpful and smooth transaction. I appreciate your help in opening for Trust fund account.	1
Shoutout: Ma'am Marvelous..🤣	1
Si Asnihaya Mabilis ang Transaction at amabait ang boss ng new account	1
Si far wala naman , maayos naman lahat	1
Si Maam Justine (Lahat ng Emplayado) ay Always Smile and Approachable	1
Si Ma'am Venus Javellana account clerk ng Landbank Karuhatan ay magaan na kausap at napaka Ganda I'am Happy to your service to your care with smile approach	1
Si mam Danny and mam shenna ang the best teller ng Atrium makati landbak	1
Si Sir jasper at sir ralph ay mababait.	1
Sidlak danao	2
Sige survey pwede every week ang pa survey. Thank you!	1
signal ATM	1
Siguro a proper waiting lounge ft. proper desk, para maayos 'yung pag fill-out ng mga documents. Overall, very accommodating naman mga personnels. Ty landbank and hardworking staffs!	1
siguro dagdagan ang window sa NAC dahil sa dami ng kliyente araw-araw.	1
SIGURO IYONG HOTLINE MAGKAROON DIN NG CELLPHONE NUMBER NA PWEDENG MATAWAGAN.	1
SIGURO IYONG SA IACCESS KAPAG MAG-APPLY IN THE FUTURE THRU ONLINE NALANG KASI NEED PA PUMUNTA SA BRANCH PARA SA FUND TRANSFER. HINGI NALANG SILA NG DOCUMENTS PARA MAS MADALI LESS HASSLE.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
siguro mas lumaki ang opisina para mas comfortable ang mga costumers.	1
Siguro need to solve ung problem about capturing card ng atm machine. Yung may way ba para hindi na macapture ung atm card.	1
SIGURO po ay mag lagay nang priority lane, at mag karoon nang kanya kanyangnpwesto para sa mga kailangan gaya nang sa withdraw Isang pwesto Isang deposit Isang pwesto	1
Siguro po maganda magkaroon ng partner si Ma'am. Kasi nag iisa. Pero very good super.	1
siguro po yung hindi maayos na ATM mapalitan po, Almor Cotabato	1
Siguro, magdagdag pa ng teller for faster transaction especially sa mga BIR payments.	1
Sila po ay maayos na nag tatrabaho at marunong makisama sa customers.	1
Simple and fast transaction, as always.	1
Simula't sapul landbank na talaga ako, very good palagi	1
Since 2007, Wala akong iBang masabi sa serbisyo ng Landbbank East Avenue Branch kundi mabilis, maayos, at mahusay makitungo sa kliyente. Gusto Kong purihin sina Rob Altares at Levin Miranda sa pagtulong sa akin sa pag-update ng aking account para sa aking business. Sila ay mabait kausap, magaling at maasahan. Talagang may puso ang kanilang serbisyo. Kaya Landbank pa rin talaga ang bangko ko.	1
Since 2009 ay costumer na ako ng landbank kaya masasabi kong maganda naman ang kanilsng serbisyo	1
Since I transacted with this Branch, I always observed the staff were always efficient. No one was ever a frowner. I suggest that they are given more space to move about.	1
Since I'm contented with the excellent service,I don't have any suggestion.	1
Since The Service and Helpful,for me none so far.	1
Since this is the first time to experience with my transaction, it takes time but I am very satisfied with the outcome.	1
Single transaction Sana may single lane po. Thank u. 50 minutes bago ma transact po. Salamat po	1
Single transactionOne line Pag madami po tao . Ty	1
Single transactions for 1 teller	1
Single transactionsFor 1 teller sana meron. Ung iba madami kaya matagal pila sa 1 teller.Thank u	1
sipag at tyaga sa trabaho	1
Sipagan lage	1
Sir Abel and Ms. Aly was very kind. They explain well what we need to so for our transaction. Very professional. Job well done po. Thank you.	1
Sir Angelo Bejer, Maam Mae Carillo, Eliza Jugo were very accomodating and helped open an account for my business. The best team and very friendly.	1
Sir Armando did well in his job and he is also very approachable. He knows well to handle what I needed.	1
Sir crisjomer gave us an excellent service. Well done and good job!	1
Sir De Guzman is highly commendable! Very nice & approachable.	1
Sir Dennis and Mam Catherine cater all may BIR payments smooth and efficient. Easy and hassle free to transact with.	1
Sir Dennis Soriano is very accommodating. Super Fast Transaction.	1
Sir Edwin was most helpful and Sir Matt is nice and understand.	1
Sir Elvin entertained us delightfully	1
SIR ELVIN WAS REALLY HELPFUL. KEEP UP SIR!!	1
Sir franz sibala, is so courteous and helpful. He has a lot of patience speciall in handling and answering all my queries.	1
sir from counter is very accomodating and very courteus and sir Eman ?from loan section is very approachable they are both friendly and knowlegeable of their job.Commendable Kudos LBP for having awesome staffs	1
Sir Gil is very polite and he answered all my queries. Thank you and good job.	1
sir guard was awesome keep up the ggod wore	1
SIR GUARD WAS AWESOME. KEEP UP THE GOOD WORK	1
Sir Harry was accommodating and helpful	1
Sir JAKE is very accommodating and approachable. He was very calm to talk to. Highly recommend him. Hr provide us good service.	1
Sir Jan is very accommodating & very helpful. He processed my loan application as soon as possible. Recommendable for his dedication & service. Thank you.	1
Sir Jasper and sir Ralph are very approachable.	1
Sir Jeff is so approachable and cute	1
Sir Joeffrey B. Macquinto was very accommodating and very omniscient about his jobAnd he exceeded my expectation when it comes to handling customers service. I hope everyone does. Kudos sir ??	1
sir John was very accommodating ,very patient with us.i hope every branch has a staff like him.	1
Sir jojo assist me and he is a kind person	1
Sir jomer is very accommodating and helpful. I would like to recommend his nice service. Good job!	1
Sir jomer is very considerate and nice. I'm really glad with his customer service. Good job landbank thank you for hiring nice staffs.	1
Sir Judiel Malanay is the best! Very convenient or easy to transact.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sir Kenneth and Sir Jimuel, their ability to clearly explain complex information, offer thoughtful recommendations, and ensure that I fully understood all of my options.	1
Sir Leip is a hardworking and courteous employee of Landbank Guadalupe branch.I hope that he could be counted as a model employee for his motivation.Motivate your staff for better client service	1
Sir Levin M Aranda was very helpful. My transaction was easy because of him. Kudos!!!	1
Sir Levin, Sir Robel and Maam Joanne were all very helpful. Service was fast and excellent!	1
Sir Marvin and Ma'am Khessa helped us very much in our transaction, they were very courteous and attended to our needs.	1
SIR MATT THANK YOU VERY MUCH FOR HELPING ME.	1
Sir michael is so mabait in engaging customer. Hope sana madami pa teller tulad nya	1
Sir Nico is very accommodating	1
sir olando dc guzman is very accomodating helpful ass strong us	1
Sir Orly De Guzman gave a very good service and was very helpful. I was provided w/ the certification that I needed.	1
Sir Orly is very supportive & approachable. We thank him for his time in answering all our malirves & concerns.	1
Sir Prince Tagle is very accommodating and very helpful. He indeed rendered a very good customer / client service. Thank you for the help Sir.	1
Sir Ruiz is very friendly. I was able to get my Statement of Account needed for my Pag ibig Housing Loan. Keep the good job.	1
Sir with eye glasses wwas very helpful in addressing my concerns	1
Skillful men the Branch although they are few catering to busy lobby	1
Slamat	1
slow atm machine	1
Slow but surely	1
Slow transaction	3
Small branch for a lot of client	1
Small font of CC, not so visible espically to older client.	1
small space, pag marami ng tao but on the other half mabilis ang MGA staff	1
Smart and accommodating staffs	1
Smart and buotan si new accounts	1
Smart service	1
Smart transaction	1
Smile	10
smile a bit more	1
Smile all the time or paminsan minsan	1
smile always	9
Smile always and be happy all the time!!	1
Smile always kahit nakukulitan na hehehe🫰	1
Smile always kahit pagod na sa work para happy and good vibes.	1
Smile at all times	1
smile everyday😊😊	1
Smile good	2
SMILE is FREE	1
smile is the key!!!	1
Smile lang palagi sa client	1
Smile lang po palagi😁	1
SMILE MORE	1
Smile more 😁	1
Smile more often	1
Smile more.	1
SMILE OFTEN	2
Smile palage	1
smile sa araw araw	1
Smile sila lagi 😁	1
Smile to make things lighter.	1
smile??	1
Smiles	2
Smiles lang nang mga tellers and new accounts sapat na	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Smiles lng	1
Smiley faces always	1
smiley lahat Ng employees	1
Smiley qlwqys the all stop	1
Smiling face and very helpful easy to understand good job ren is very helpful and positive	1
Smiling si jesse	1
Smille all day to your client	1
Smilling ang incharge	1
smootg transaction keep it up	1
Smooth	6
Smooth & hassle free transaction.	1
Smooth and easy transaction	1
Smooth and fast	2
Smooth and fast service	1
Smooth and fast transaction	3
smooth and fast Transaction, Goodjob	1
smooth and nice environment	1
smooth and nice transaction	1
Smooth and seamless!	1
smooth and systematic transaction	1
Smooth Ang Transaction	1
Smooth ang transaction at mabilis	1
Smooth kaayo ang pagprocess. Dali rapud.	1
Smooth mabait service	1
smooth po ang transaction	1
smooth process	1
Smooth processes. Highly recommended	1
smooth service	2
Smooth tracsaction	1
Smooth Transac / deposit	1
Smooth transactio	1
Smooth transaction	37
smooth transaction and friendly staff	1
smooth transaction and friendly teller	1
Smooth transaction and it help and assist me well	1
Smooth transaction and kind personnel	1
Smooth transaction and the personells are very accomoditing .	1
smooth transaction as always	2
Smooth transaction at mabilis po ako natapos.	1
smooth transaction but they need additional staff	1
smooth transaction so far	1
Smooth transaction!	1
smooth transaction! Approachable staff. More power!	1
Smooth transaction, wala namang delay	1
Smooth Transaction, welciningv	1
Smooth Transaction.	2
Smooth transaction. Accomodating staff	1
Smooth transaction. Approachable staff	2
Smooth transaction. Fast and good.	1
Smooth transaction. I'm very satisfied with sir crisjomer's assistance.	1
Smooth transaction. Keep it up :)	1
Smooth transaction. Sir Aurelio Mones and Branch Head Sir Michael Valdez very accommodating with regards to our concern. Keep it up.	1
Smooth transaction. Thank you to the pretty staff for your good and accommodating service! God bless you po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Smooth transactions	2
Smooth transactions and nice staff.	1
Smooth transactions as always! More power <3	1
Smooth transactions.	1
smooth yransaction	1
Smooth! Approachable!	1
Sna lang may upuan din sa labas	1
Snappy	2
snappy and accomodating	1
Snappy and approachable. Quickand easy transaction	1
Snappy mga Guards sa LBP Capistrano	1
So accommodating. Thank you	1
So accomodating	1
So approachable	2
So clean and so fresh and the service is so nice.	1
So convenient	1
so convenient and fast transaction	1
So cool Ng naka jacket na red	1
So easy smooth transaction that I had experienced this branch of Landbank	1
So far , it was quick and made our transaction easier and faster. Thank you for your services. I was amazed of well organized system.	1
So far , the service is good. thank you so much	1
So far , theres no question about the service of landbank cainta .Thankyou verymuch	1
So far ,sogood	1
So far all good.. The office is well lit and good ambiance that waiting is not a problem.. Waiting area is comfortable and with enough chairs keep it up.. It'sbsomething I only see from private banks.. First time a saw it inlandbank	1
So far all is good	1
so far all my request were ok	1
So far all service that I used was good and easy to avail.	1
So Far all your services are Good ang and I would like to extend my gratitude to Sir Junoel M. Nario for helping and assisting our team to accomplish our objective in Your Bank..Mr Junoel is one of the smartest and Nice Person in assisting our needs...	1
So far as i know its good, and very comfortable service	1
So far as of now, wala akong ma see excillent performance niyo	1
So far as what I had in my experience I have nothing to comment or add to improve the services because I am very much satisfied with the services rendered to me.	1
so far ay ok naman ang transactions.	1
so far cc is very good	1
so far eey good	1
So far employees are very helpful and courteous. Citizens Charter is very visible for the clients to see. So far the Citizens Charter served its purpose.	1
So far everything is fineKeep up the Good workGod Bless	1
So far excellence services	1
So far excellent na ung serbisyo nla. Mababait, magagalang at mabilis magprocess ng transaction. Saludo ako sa Ozamuz Branch. Keep it up!	1
So far for now, I don't have any suggestions but I really appreciate how they treat their clients.	1
So far good	32
so far good service	1
So far good services	36
So far good services naman	1
So far good transaction	1
So far good!	1
so far great service!	1
So far Happy with the service. More branches to cater clients. thank you	1
so far i am contented with your service	1
So far I am happy and thanful for LB services rendered to me.	1
So far I am satisfied the way they handle their customers.	1
So far I am satisfied with Landbank Osmeña	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
So far I am satisfied with my transaction. The Tellers are also responsive to my questions. They gave a fast service and are approachable.	1
So far I am satisfied with the service and staffs.	1
SO FAR I AM VERY SATISFIED THEY ARE EXCELLENT IN WHAT THEY DO.	1
So far I found the services of the employees and the Landbank itself are satisfying.	1
so far I have experience good customer service and they are fair to everyone.	1
So far i have no suggestions for the improvement of the services	1
So far I have no suggestions, The LBP-Malolos Plaza is one of the Branch with the Nicest and Hospitable Staffs	1
So far i received fair treatment.	1
So far i was treted oustandingly by Ren	1
So far lam contented thank you	1
So far I'm satisfied with the service from Landbank staff are approachable and friendly.	1
So far im satisfied with the service of Landbank cebu osmena office	1
so far im satisfied with the service. but sometimes additional tellers is needed for faster transactions especially on busy days.	1
So far im very satisfied for the services, quick and a friendly/approachable employee. Good Job!!! God Bless!	1
So far I'm very satisfied of LBP services. Employees are accomodating and Transact on time.	1
So far im very satisfied of the service of employees of Landbank. Thank you. Keep it up. God Bless.	3
so far it was good	1
so far it was my second (2nd time) here in landbank (apm cetral) overall transaction was good not that crowded	1
so far its all in a good service	1
SO FAR ITS GOOD	1
so far its great service	1
So far it's ok .no more suggestions.	1
So far it's ok and good service	1
So far keep the good work	1
So far landbank dipolog branch services are very good	1
so far landbank services are good	1
So far maayos ang branch na to	1
So far maayos naman ang service at mabilis kausap ang mga empleyado	1
So far maayos Naman ang service Ng mga staff Ng Landbank	1
So far maayos po, perfect service??????	1
So far mabilis at maganda talaga ang service at ng transaction dito sa Landbank Nagcarlan Branch	1
so far my transaction is veeey good, even before. THANK YOU VERY MUCH.	1
So far no comment, I just love the service	1
So far no more suggestion...We sincerely appreciate your efficient,gracious customer service.I appreciate your assistance together with your team were infinitely grateful for the best support you provided.Thank you so much for your outstanding service.Look forward to continuing our collaboration.	1
So far no suggestingexcelling	1
so far no suggestion needed. transaction was very good and efficient.	1
So far no suggestion. But in the future keep the good work.	1
So far none	2
So far none because everything is in order	1
so far none because some staff are very accommodating and and have care to staff	1
SO FAR NONE GOOD JOB	1
So far none just always be consistent	1
So far none the transaction was very smooth	1
So far none, all the employees were very corteous, accomodating etc.	1
So far none, always recommending this bank for this was nationwide	1
So far NONE, as I've received the best service upon my visit in the branch..	1
So far none, thank you to ma'am ela for helping me with my transaction. Keep it up and Godbless	1
So far none. Keep it up	1
So far none. My transaction with the Bank is very good. Thank you person in charge in the new accounts helps me well and my transaction is done.	1
So far none. Your service has been informative and helpful specially Mr. Neil Concepcion.	1
So far none.Employees in this branch are accomodating.thank you always for your warmth assistance.😊	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
So far nothing!!	1
So far nothing. Their services are nice.The employees are approachable and knowledgeable.	1
So far ok na sa akin ang services nila	1
So far OK nah OK ang serbisyo	1
So far ok naman po yung service ng mga staff sa landbank baliuag branch	1
So far ok naman po.	1
so far ok naman walang problema sa transaction good job.	1
So far ok nmn po.	1
So far ok po lahat ng staff. Maayos magalang at mabilis po.	1
So far okay naman	1
SO FAR OKAY NAMAN ANG AKING TRANSACTION. POSITIVE RESULT WALA NAMAN AKONG MASA-SUGGEST.	1
SO FAR OKAY NAMAN ANG SERVICE	1
So far okay naman po ang experience ko sa landbank	1
so far okay nman sakín ang services	1
So far okay ra kay paspas ang akong transacation sa landbank mango avenue branch.	1
so far okey kaayo ang mga staff og ilaha nga pag abi abi sa mga client	1
So far overall service was good; they also establish rapport	1
So far past transaction	1
So far po maganda at maayos ang systema nyo at continue lang po sa serbisyo ninyo pra sa lahat na nangangailangan.	1
So far po wla na ako maisuggest pa kasi all in na po ang comfortable sa place and how the staff pay courtesy sa mga client nila maayos po sila mag entertain .	1
So far s good	1
SO FAR SATISFIED NAMA,N OKAY MABILIS NAMAN NAAKSYONAN KAAGAD.	1
so far satisfied naman po kame sa serbisyo na binibigay ng lahat ng nasa landbank rosario mula sa guard, verifier, teller. pati ang pamunuan.. maraming salamat sa pagtangkilik sa amin..	1
So far service is good.	1
So far services very good	1
So far services very good services	1
so far smooth naman..minsan lang mabagal ang symtem	1
So far so good	46
So far so good 🙂	1
SO FAR SO GOOD :) I'm satisfied of the service offered.	1
So far so good as I observe the services that they given.	1
So far so good gd ang services, unlike before we spent an hour before makatapos, gaka gotman kmi.	1
So far so good I have no comments	1
So far so good in service as always	1
So far so good in service fast and accommodated	1
So far so good in Service. Thank you	1
so far so good naman	1
So far so good naman po in every transaction need lang siguro ng proper ventilation kasi masyadong mainit po dito sa bank po. Thank you	1
So Far So Good nmñ po ang services dito.	1
so far so good po naman	1
So far so good service	1
so far so good smooth and having successful transaction.	1
So far so good the way they accommodates the customer.	1
So far so good very satisfactory and conveyent.	1
so far so good yung pag aassist saamen , very accomodating.	1
So far so good!	5
So far so good!!	1
So far so good!!!Keep it up.	1
So far so good, Godbless	1
So far so good, recommended	1
so far so good,very accomodating!	1
So far so good.	7

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
SO FAR so good. All staffs are very accommodating, easy to approach. COME and visit LBP AURORA Branch so you can try their way of entertaining clients. The manager is very kind, very much approachable and a friendly one.	1
So far so good. Everything works well and the workers are being cooperative.	1
So far so good. Love the online access making it more easier and convenient for customers.	1
So far so good. No suggestion for improvement is needed.	1
So far so good. Nothing to say. All services i satified	1
So far so good. Staff from security to tellers and other employees are very accommodating.	1
So far so good. The services are great	1
So far so good. This branch provide quality service and the staff are happy people	1
so far so good. very satisfied and the staff is so kind and approachable	1
So far so good..	1
So far so good...	1
So far so goods seevicing	1
So far soo good. Parking space is limited	1
so far sp good. just keep up the good work	1
So far than Im fully satisfied with the services, maybe soon can expand more space	1
So far the employees are very welcoming, happy faces. The office is well arranged.	1
So far the environment is very approachable, all staffs are kind and well informative.	1
So far the management has a good quality on accommodating their clients	1
So far the qaulity of service is exceeds expectations. Very approachable employees..Kudos!!!	1
so far the service good	1
So far the service has been good from the start	1
So far the service in this branch is faster and smooth	1
So far the service is excellent.	2
So far the service is fair.	1
so far the service is good	2
So far the service is good keep up the goodjob	1
so far the service is good.	1
So far the service is good..just keep up the good work....parking improvent can be addressed..	1
So far the service is quite impressive ,very approachable	1
So far the service is satisfactory.	1
So far the service is very good	1
So far the service that Landbank offered is 10/10	1
So far the service was excellent	1
so far the service was execellent	1
so far the service was fast.	1
So far the service was good and helpful no further suggestions needed.	1
so far the services are good	1
So far the services is good.	1
so far the services is working good	1
So Far the services of all the staff are very great.	1
So far the services of this office is excellent..	1
SO FAR THE SERVICES OFFERED IS GOOD! GOD BLESS!	1
So far the services rendered by this bank to its client is excelent.	1
So far the staff is very approachable	1
So far the staff of this institution knows well their task that gives a smooth and easy transactions to their client	1
So far the transaction is easy and smooth.	1
So far the transaction is faster	1
so far the transaction was smooth	1
So far the transaction was smooth.	1
So far their service is good	1
So far their service is good and nothing to improve.	1
so far there's nothing to improve. They are excellent in delivering their responsibility as part of the bank.	1
So far they are accommodating nothing to say	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
SO FAR THEY ARE GOOD IN DEALING WITG CUSTOMERS AND VERY POLITE.	1
So far they had a good service	1
So far ur service is very reliable and dependable ...	1
So far very good	5
So far very good or excellent. I appreciate it very much.	1
So far very good services	5
So far very good work	1
so far wala na po akong massugestion kc quality and good service po binibigay nila sa mga client...	1
So far wala naman kasi best ang service nila	1
So far wala naman kasi pag pasok palang okay naman sa assisting.	1
So far Wala Naman maayos lahat	1
So far Wala naman po Kasi maayos naman Ang serbisyo nila.	1
So far wala naman po kasi super friendly sila and always naka smile. Keep it up godbless po??💕	1
So far wala naman problema sa transakyon ko Okey lahat simula una hanggang na tapos. Salamat po sa serbisyo.	1
SO FAR WALA NAMAN, CONTENTED NAMAN AKO SA SERVICE.	1
So far wala nay pwede i improve kay okay naman ang service	1
So far wala okay naman ang service.	1
So far wala po akong masabi, mabilis lang. salamat po ng marami sa staff nag assist sa amin. God Bless us all..	1
So far wala ra problem. Satisfied ra kaayo ko.	1
So far Wala. satisfied Ako sa kanilang serbisyo	1
So far we are satisfied of the service of landbank staff	1
so far you have a good service	1
So far you've done a good service.	1
So far your branch is much accommodating in terms of assisting us..salamat for your prompt actions to our inquiries.	1
So far your service good	1
So far, all services are good.	1
So far, all the employees are very accommodating and very fast transactions.	1
So far, and as always with great service and fair treatment to every citizens. Keep up the good work Landbank of the Phil...🤗	1
So far, based on my transaction it all goes well. The staff/s of the said bank was approachable enough to cater our needs. And it is due to give recognition for the great services provided.	1
So far, excellent service n very accommodating staff, personnel and guards	1
So far, I am impressed with LBP service with all the accommodating employees.	1
So far, I am satisfied with the service provided for me at this branch. The bank staff are courteous & accomodating.	1
So far, I am satisfied with the services. Most of all, the staff I was assigned with was very accomodating and friendly. I also like the working environment, I felt comfortable while my service was processed.Good Job!	1
So far, I am very satisfied with the service and I have nothing to suggest with regard to the service because it was all good.	1
So far, I don't see any problem with the services. Kudos for a good service!	1
So far, i find there services offered smooth, hassle free and very accommodating. Their employees are welcoming and approachable.	1
So far, I have no other suggestions on improvement of the services. I am well pleased at your services rendered. Thank you very much. God bless all your endeavors. Keep safe and take care.	1
So far, I love the Landbank Branch more in Tagum however, they close too early where it is not convenient for us students with transactions.	1
So far, I'm strongly satisfied with all the services they've provided to us. Especially Sir Kenito Alamban. He's the one who fully assisted all the Tingkulan Farmers in Cagayan de Oro Lending Center. Thank you so much.	1
so far, it's very convenient and fast transaction was observed	1
So far, I've got nothing to say regarding the service as I could rate it with the highest rate according to my experience today	1
So far, maayos ang opisyal na nag-asikaso sa aking transaction at mabait si Richard, very accomodating. Good job!	1
So far, NAC needs more manpower to cater more clients, or offer more online services for less interactions with clients	1
So Far, no more suggest , all I can Feedback that there Service was very Excellent and Standard.	1
So far, none. Very satisfied customer here. Superb! Excellent service. Sana lahat gaya nila.	1
So far, nothing because everything is good	1
So far, ok nmn po at accomodating ang mga staff. Kapag may tanong ay Itumutulong nmn poSalamat po	1
So far, okay naman po. Naaccommodate naman ng maayos lahat.	1
So far, one of the landbank guards I've transacted with	1
So far, services offered by Landbank Puerto is organized. Keep up the good work!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
So far, so good	6
So far, so good!	1
So far, so good.	4
So far, so good. All the staffs are accomodating.	1
so far, so good. branch cater us kindly	1
So far, the services is quiet good	1
So far, the teller are friendly, approachable, accomodating and what more very pleasant and pretty	1
So far, the transactions is fast the tellers if very spoken and nice to everyone	1
So far, there's nothing I can suggest. The branch's services are well organized.	1
So far, They know their work well.	1
So far, Wala ako ma suggest Kasi very accommodating naman Ang mga staffs😄	1
So far, wala na po! Good	1
so far,I am very satisfied with their services! Thank you!	1
So far,okay ra ang service sa branch. Ang concern ra nako is ang withdrawal sa machine,lain-lain ug format dli dayon masabtan labina namo nga senior. Maong ug mag withdraw mi ug 50,000.00 mag Over the Counter mi kay kulbaan mi masayop. So far gi allow ra man sa branch. Pero gipasabot ug gisuggest sa ako nga i tigi-tigi lang lang withdrawal sa machine next time.Kay naay limit ang OTC	1
So far. Ok lng mn, very approachable, helpful.	1
so far. So good ang accomodation.	1
So far... Wala naman... LAHAT friendly at accommodating...	1
So far-the service I experienced was good	1
So fast and easy..ty	1
So fast and efficient of service in opening my account	1
So fast and timely. Very convenient.	1
so fast, so good, job well done	1
So fast. Wala rami nahasulan.	1
So fat good	1
so good	5
so good and very fast transaction	1
So good as well	1
So good job.	1
so good naman po 😍	1
So good namn ang serbisyo nila ,maayos at talagang maganda	1
so good so far	1
So good so far.	1
so good the transaction is fast	1
So happy and very satisfied with their service.	1
so happy with the assistance of Ma'am Regina Mayor.Maraming salamat po.	1
so happy with the employees very approachable esp. sir karl maam thea & maam sharon keep up the good job also the guard nice job	1
so helpful	1
so helpful and fast	1
SO kind and patient	1
So kind si mam raquel guzman friendly po siya sa lahat ng client	1
So much for sir Mike.	1
So much Friendly....	1
So much good service and very good	1
So much satisfied client	1
So ok na	1
So quick, no inconvenience at all. Perfect!	1
SO SATISFIED WITH THE SERVICE OF THE BRANCH	1
So staff are good but sometimes not good to access the client	1
SO THANKFUL BECAUSE THE SERVICE IS SO GOOD	1
So very accomodating	1
So very fast and i like it :) Transaction date 08/08/2024	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
So very helpful Thank you very much	1
So very perfect everything in place and a very supportive account officer VENUS JAVELLANA. More power to your bank and more employees like Mam Venus. Definitely an ASSET to your bank. More power and GOD BLESS. looking forward to more wonderful years with LANDBANK. Serving the nation.	1
Sobra ayos po magassit sa client	1
SOBRA KA GWAPA ANG MGA TELLERS	1
Sobra mababait po ang mga teler lahat ng empleyado dika magdadalawang isip na doon magdedeposit dahil magalang po sila	1
sobrang aasahan	1
Sobrang accommodating ni miss Joy B. Siya yung laging nakangiti sa may customer service table (right side) Very accommodating and helpful. Kung sa iba normal lang ang treatment ni maam Joy sa mga client.. sa aming mga laborers malaking bagay na ina assist kami with the same treatment ng iba NYONG client. She deserve a raise!! Ganyan ang dapat sa government. Walang discrimination. Good job maam Joy B.	1
Sobrang accommodating ni Ms. Angie about IACCESS Enrolment. Thank you	1
Sobrang accomodating at mabait mag assist si Ma'am Michelle	1
sobrang approachable at well trained ng mga staff at guards, kudos to Landbank!	1
Sobrang approachable po nila.	1
Sobrang ayos ng pamamalakad	1
Sobrang babaet po ng staff ni landbank solona po .I grade 100 percent	1
SOBRANG BABAIT NG MGA STAFFS	1
Sobrang babait po	1
Sobrang babait po ng ojt magaling mag assist pati mga staff salamat po	1
Sobrang babait, magalang at maasikaso. Masarap at masayang kausap ang staff at tellers palagi	1
Sobrang babait, magalang at maasikaso. Masarap at masayang kausap ang staff at tellers palagi up	1
Sobrang baet po ng mga teller nila	1
Sobrang baet po nila sa mga customer nila	1
Sobrang bait	1
SOBRANG BAIT NG EMPLEYADO	1
sobrang bait ng manager	1
Sobrang bait ng mga empleyadolalo na po yung manager.	1
Sobrang bait ng mga staff	1
Sobrang bait ng mga staff ng Landbank Ortigas Emerald.	1
Sobrang bait ng mga tao	1
Sobrang bait ni Ma'am joy	1
sobrang bait ni Mam Lady guard. Maasikaso sa akin.	1
Sobrang bait ni sir jasper at sir ralph	1
Sobrang bait nila.	1
Sobrang bait po Ng mga tao . Tinutulungan po kami sa mga kailangan Gawin. Lalo n po Ang manager na si sir Michael Ibanez	1
Sobrang bait po ng nag assist po sakin sir Mam Eden,🥰	1
Sobrang bait po ni mam mae sa counter 1 bukod sa ang ganda nya very mabait po. Sobrang sarap po s apakiramdam kahit marami po pila, gumaan pakiramdam nung inassist nya na kami ng kasama ko sa pca po.	1
Sobrang bait po ni Mam.	1
Sobrang bait po ni Sir RJ Reyna na tumulong sakin. Naipaliwanag nya sa akin ng mabuti ang naging problema sa pera ko na hindi lumabas sa ATM. Sana lahat ng tao sa bangko ay kagaya nya. Salamat po LANDBANK sa magandang serbisyo ninyo sa mga taong tulad ko.	1
Sobrang bait po ni teller	1
Sobrang bait po nila at parating nag a.update sa amin.	1
Sobrang bait po nila.	1
Sobrang bait.	1
Sobrang bilis	2
Sobrang bilis ang teller kahit magisa lang	1
Sobrang bilis ang transaction	1
Sobrang bilis ko na nakuha ang atm. Slmat	1
Sobrang bilis mag transact sa BOC MICP	1
Sobrang bilis ng mg tellers	1
Sobrang bilis ng process kumpara sa ibang branch	1
sobrang bilis ng serbisyo ng teller	1
Sobrang bilis ng transactions	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sobrang bilis ng transakyon	1
sobrang bilis ng transcation maraming salamt po!	1
Sobrang convenient	2
Sobrang convenient ng paggamit ng Landbank. Thank you!	1
Sobrang easy at maganda ang serbisyo ni landbank at walang kahirap hirap kang nakawidraw	1
Sobrang excellent ng service. Lahat ng staff ay approachable at mababait	1
sobrang fast lang po ng transaction service	1
Sobrang ganda ng proseso, mabilis lang	1
Sobrang ganda ng serbisyo nila kht iisa lng yung nasa new accounts na hahandle nila ng maayos. Good Job!	1
Sobrang ganda ng serbisyo..	1
sobrang ganda po ng serbisyo..salamat po ng madami Ma'am Carla ng New Accounts 😀	1
Sobrang happy at sobra silang mag entertain sa client.Lahat po sila Mam Ederlyn Bartolome at Ms. Ivie Matias. Satisfied client here💖	1
sobrang maaasahan	7
Sobrang maasikaso	1
Sobrang maasikaso Ang mga employees ng landbankThank you so much ????	1
SOBRANG maasikaso po c maam Jessille M. Calda ganyan po ang dapat na tularan God Bless po	1
sobrang maasikaso po sila	1
Sobrang maasikaso po sila,keep up the good work po.	1
Sobrang maasikaso si Sheena sa lahat ng concerns and ang bilis ng transaction. Super efficient. 👌	1
Sobrang maasikaso sila sa client ??	1
sobrang maayos ang pila	1
Sobrang mababait ang mga emplyado masipag mabilis ang pag-asist s kanilang mga kliyente palagi mga nakangiti	1
Sobrang mabait at matulongin. Approachable at maganda.	1
Sobrang mabilis	1
sobrang mabilis at maayos	1
Sobrang mabilis at maayos ang transaction	1
Sobrang magagalang mga staff	1
Sobrang nakakatulong	1
Sobrang nakakatuwa ang emplayado ng landbank tayabas branch kase po sobrang accommodating nila at sobrang babait??	1
Sobrang ok po ako sa serbisyo na natanggap ko sa mga empleyado Godbless and more power Maraming salamat	1
Sobrang okey ng staff🙂	1
Sobrang professional ng mga tao dito! You can really feel their expertise	1
Sobrang recommend ko po si sir Dave Corvera, sobrang approachable sya at hindi mahirap sabihan. Salamat po sa service niyo and Godbless po.	1
Sobrang satisfied na ako sa serbisyo	1
sobrang saya guys at sobrang bilis ng proseso	1
Sobrang smooth	1
Sobrang thamkyou po sa serbidyo ng landbank god bless po	1
Sociable	1
Solid ang serbisyo! Ang bait ni Mam Zandy, yung nag assist saakin.	1
Solid ang serbisyo! Maraming salamat Mam Zandria Buhulon sa pag assist at Napabilis ang aking transaction.	1
Solid ang serbyo. Friendly at parating naka ngiti highly recommend talaga	1
Solid ng mga guard	1
Some employees takes longer time per transaction but almost all are fast	1
Some staff are very strict, more patience please.	1
some times delayed ang access.. especially upon requisting the umid ID.. overall , the service of landbank basilan province is very satisfactory	1
Something solution of the problem?	1
Sometime needs staff to take over to serve the clients specially during breaktime.	1
Sometimes bec of too many client , it is too hot inside the bank...To the employees together with the guards they are all very approachable and doing great...Good job candon branch...God bless	1
Sometimes busy sometimes ok.	1
SOMETIMES IYONG MGA GUARD HINDI MAGALANG SANA HINDI SILA MAGISIP NA TULISAN KAMI.	1
sometimes lines are slow	1
SOMETIMES MACHINE CANNOT GOOD	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sometimes offline that may cause trnsaction not moving	1
Sometimes the far, give way to prioritize thank you	1
Sometimes, I saw the government official can prioritize!!!	1
Soo fast. gwapo ug gwapa ang mga teller	1
Sor far employers are very hands on in doing thier job so for me there's nothing to improve	1
SORRY BUT NOT AWARE OF CC! THANK YOU! I SEE IT BUT I DID NOT READ IT. MY BAD...	1
Sorry im not aware about CC.	1
Sorry, I did not see the CC visible or was it posted in stratistic places like elevator, toilet, etc. Thank you for excellent serviceThank you very much, Ms. Katrina Mendoza for your very qualitative and assistance!	1
space	1
space allowance	1
space for client's parking area	1
space. and accept check and cash diposit..an widrawal	1
Spacious Parking area for customers. Thank you.	1
SPECIAL LANE FOR GOVERNMENT EMPLOYEES	1
Special mention po kay Ma'am Elea na napakabait po kausap at walang ka hassle hassle yung service matagal lang po talaga yung process at pila	1
Special mention to Maam Arlene A. Piamonte for her excellent service.	1
Special mention to Mr. Avic Galangera for the best accomodations to us as a client.	1
special mention to ms monica merry & jessica salamat for your patience on our request	1
special mention to Ms. Jessica Quilang and Mr. JC Romias for serving with extra mile and extra efforts. they both displayed incomparable dedication towards public service in catering the needs of their clientele.	1
Special mention to Ms. Maricel Gutierrez! God bless Landbank Katipunan!!! 😍😊	1
Special thanks for the valuable help by Ms. Monina Samonte in all my transactions! Very efficient and consistency helped me for many years! Mr. Joselito Pili was very important in these transactions!	1
Special thanks to all the staff of East Ave branch	1
Special thanks to archie of the branch	1
Special thanks to Jessica who assisted us.	1
Special thanks to ma'am Marceline Gumuwang who patiently processed my request. The updating of my i-access profile and request for changing of my old number to new number because the old number that was registered was lost. Thank you ma'am may God continue to bless you and your family abundantly. Mas marami pa sanang katulad mo ang mamahala sa landbank offices kase maraming cliente ang office na ito. ???	1
special thanks to NAC & VErifier in charge for helping me. I feel at ease transactingt this time. Thanks for prioritizing those w/ PWD ID.	1
Specific labeling of transactions per lane/teller	1
Spectacular. Very accomodating.I dont have any comment just awesome	1
speechless	3
Speechless, all good and excellent.	1
Speechless, I have nothing to say	1
Speed on every transactions and with visible number so the better lane see what is called	1
speed services	1
Speed transaction	2
Speedy processing and approval of redemption. Only, the email of ccad is not updated in the website. I had to look it up in the Banks internal directory. For external parties/clients, it should be easily accessible via website. Thank you!	1
Speedy service	1
Spent reasonable time	1
Splended service	1
Spread more more love and respect.	1
sraff including the security guards are friend assist	1
ssuper satiesfied the service of the staft of landbank	1
STAF F ARE VERY HELPFUL	1
staff & services are good, I think there should be improvement on the façade of the bank	1
staff & the guards were all courteous	1
staff accomodating	1
Staff always on prompt action on the datvery of service. Thank you.	1
staff always on prompt action on the delivery of the service. thank you.	1
STAFF AND BRANCH MANAGER ARE VERY ACCOMMODATING	1
Staff and guards are friendly	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Staff and guards are very accomodating	1
Staff and officers are outstanding	1
Staff and ojt extends help and are courteous. Thank you Ms. Cherry Austria. For suggestion, hope there will be separate person to accommodate simple transactions such as queries on weaccess and the like. thank you	1
Staff and parking space	1
Staff and security guards are very accommodating and helpful. Will come back again for future transactions.	1
STAFF AND THE GUARDS HAVE A GOOD COSTUMER SERVICES....	1
STAFF ARE ACCOMMODATING	12
Staff are accommodating and nice	2
Staff are accommodating especially sir Erick and Sir Son. Thankyou for service and Advance Mary Christmas ??	1
Staff are accomodating	3
Staff are accomodating and easy to deal with	1
Staff are accomodating and patience.	1
STAFF ARE ACCOMODATING. GOOD JOB	1
Staff are all accomodating and kind	1
Staff are all good🥰	1
Staff are all nice and approachable	1
STAFF ARE ALL NICE AND HELPFUL	1
staff are all polite and provides service with a heart	1
Staff are all very accommodating and courteous	1
STAFF ARE ALWAYS ACCOMODATING AND EASY TO TRANSACT WITH LBP CLIENT FOR A LONG TIME ALREADY	1
Staff are approachable	1
Staff are approachable and explains briefly the things needed and required.	1
staff are approachable nd kind	1
Staff are approachable. Continue the Good Service.	1
staff are approchable	1
staff are courteous	1
Staff are Courteous And Accomodating	1
Staff are Courteous and approachable	1
staff are courteous and serve with a smile	1
Staff are courteous.	1
STAFF ARE FRIENDLY	5
STAFF ARE FRIENDLY AND	1
STAFF ARE FRIENDLY AND ACCOMMODATING	2
Staff are friendly and accommodating. Thank you for the prompt service.	1
staff are friendly and accomodating	1
STAFF ARE FRIENDLY AND HELPFUL	3
STAFF ARE FRIENDLY AND NICE	1
staff are friendly helpful and informative and polite	1
staff are friendly, very approachable. transaction finish so fast	1
Staff are good	3
STAFF ARE HELPFUL	10
STAFF ARE HELPFUL AND ACCOMMODATING	1
STAFF ARE HELPFUL AND FRIENDLY	2
STAFF ARE HELPFUL AND KIND	1
Staff are helpful especially for us as senior and with low knowledge on new technology.Thank you and congratulations for having staff like them	1
Staff are interactive and sociable.	1
Staff are kind	1
Staff are kind and accomodating	1
STAFF ARE KIND AND FAST	1
Staff are kind.	1
STAFF ARE NICE	8
STAFF ARE NICE AND ACCOMMODATING	2
staff are nice and accomodating	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
STAFF ARE NICE AND FRIENDLY	3
STAFF ARE NICE AND HELPFUL	3
Staff are nice.	1
staff are pleasing and accomodating	1
STAFF ARE POLITE AND KIND	3
Staff are respectful! Also the security guards	1
Staff are so friendly and accomdating	1
STAFF ARE SO HELPFUL	1
STAFF ARE SO HELPFUL AND NICE	1
Staff are very accommodating	8
Staff are very accommodating and courteous.	1
Staff are very accommodating and patiently answering various queries	1
STAFF ARE VERY ACCOMMODATING AND SERVES WITH A SMILE.	1
Staff are very accommodating and transactions are fast	1
Staff are very accommodating, helpful and always serves happily. Kudos!	1
Staff are very accommodating, they possess good personality & they are good on what they do.. The services are very excellent.	1
Staff are very accommodating.	1
Staff are very accommodating. Thank you so much and God Bless po	1
Staff are very accomodating	5
staff are very accomodating and courteous five star	1
Staff are very Accomodating and was able to assist .e with my concern Especially Miss Eden 👋🏻🫶🏻	1
staff are very accomodating, courteous and highly commendable	1
staff are very accomodatingmababait	1
Staff are very approachable & kind. Godbless you all.	1
staff are very approachable smooth transaction	1
Staff are Very Courteous. Very Accommodating. Happy faces. I got out from the bank happy and satisfied. Kudos to New accounts and officer of Landbank Bayawan	1
STAFF ARE VERY EFFICIENT	1
Staff are very friendly & accomodating. God bless!	1
Staff are very good and very accomodating. Thanks kaau to Ms Jeda and Ma'am Cecil.	1
staff are very good in handling my loan. thank you landbank maam zel and maam nina ang ms pj	1
Staff are very helpful	10
Staff are very helpful and accommodating especially Ma'am Nichole (teller). They always have smile on their faces. Thank you Landbank	1
STAFF ARE VERY HELPFUL AND KIND	1
Staff are very nice	2
STAFF ARE VERY NICE AND FRIENDLY	1
Staff are very pproachable	1
Staff are Very professional and accomodating	1
Staff are welcoming	1
staff are/were accommodating, they are/were patient in giving assistance	1
Staff esp Noicle is very pleasant to deal with. Salamat for all the assistance!	1
Staff explained very well the features of the product availed.	1
Staff faith is accomodating to our requests	1
Staff Friendly and no thing to improve	1
Staff give more information regarding the opening of online account which makes me learn more about it.	1
Staff guard were all accomudating excellent	1
Staff here are very helpful	1
staff including the guards are accomodating.	1
Staff is accommodating	7
Staff is accommodating and knowledgeable to her Job	1
Staff is accommodating, clean facility, accessible	1
Staff is approachable	1
Staff is courteous n helpful, however branch need a renovation, Dim Ambience, not welcoming	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Staff is friendly and helpful	1
Staff is great. I would like to commend Ms Gemma Dieta. She helped me with opening an account. Very helpful and patient. I am blessed she was the one who assisted me on opening an account	1
Staff is helpful and accommodating	1
Staff is really good. Goodjob	1
Staff is so accomodating and approacheable	1
Staff is very accommodating	2
Staff is very accommodating, Ms. Justine is so patient with me	1
staff is very accomodating	2
staff is very accomodating and kind	1
staff is very accomodating during the transaction in their officce	1
Staff is very approachable	1
Staff is very approachable and things were well explained by the NAC	1
Staff is very approachable	1
Staff is very courteous and knowledgeable of the product and services of the bank	1
Staff is very good 10 / 10 5 star very kind very nice very helpful	1
Staff is very helpfull and easy to transact	1
Staff is Very kind and Friendly, accommodating as well. Good Job Landbank Pasig City Hall Branch . 👍🏻	1
Staff is very kind and responsive to my qurries	1
Staff must be approachable and entertain the customers with smile.	1
staff of land bank crame were very corteous as always, transaction was smooth and convenient	1
Staff should finish working with their current client before proceeding with another.	1
Staff spend time and effort to assist and give fair and fast services to the client...	1
staff to continue to be friendly and approachable	1
Staff Verry approachable	1
STAFF VERY COOPERATIVE AND RENDERRED GOOD SERVICE	1
STAFF VERY GOOD	1
Staff very kind and accomodating	1
Staff wag courteous and provided great help to me	1
Staff was accomodating. Very satisfied client needs.	2
Staff was extremely helpful and polite. Answered all questions accurately. Able to offer and suggest good options for account type.	1
Staff was friendly	1
Staff was great. You should give out priority numbers to clients. Overall, the experience was nice. Kudos to Ms. Anabelle who handled my transaction. She's very fast and efficient. Very good at multitasking. She should be given recognition for her skills and hard work!Thank you and God bless.	1
Staff was very accomodating	1
Staff was very helpful and accomodating	1
staff was very helpful and assisted me with my concern on car loan.	1
Staff was well accommodating, I am very satisfied for the service.	1
Staff were accommodating and polite	1
Staff were accommodating and they offer good service to their clients.	1
Staff were always courteous and helpful. Keep it up!	1
Staff were approachable, even the security guards	1
Staff were corteous and the service was excellent	2
Staff were courteous and helpful	1
Staff were courteous and helpful.	1
Staff were courteous.	1
Staff were efficient and courteous. Commendation should be given to the tellers	1
Staff were kind	1
Staff were kind and accommodating.	1
Staff were very accommodating	1
Staff were very Attentive and Fair, Explais And Answer my question clearly	1
Staff were very courteous and friendly.	1
staff were very helpful	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Staff were, Very Accomodating	1
Staff(Kim Allam) is very friendly and approachable. Easy to get along	1
Staff/Officers are very approachable.	1
Staff/s of salary loan department are very courteous and accommodating in answering our query, kahit makulit kami.	1
Staffs and branch head are very accomodatinh	1
Staffs and guards are nice	1
staffs and sec. guards are accommodating	1
staffs are accommodating	6
Staffs are accommodating.	2
Staffs are accommodating. Excellent service!	1
Staffs are accomodating and transaction is fast. Thank you, landbank maasin!	1
Staffs are accomodating at mababait sa pag assist	1
Staffs are accomodating.	3
Staffs are accomodating. They're courteous and guided me nicely. Thank you landbank maasin!	1
staffs are all accommodating.	1
Staffs are all kind and polite	1
Staffs are all nice. Transaction is very fast. But the waiting time is too long. :(1
Staffs are approachable	2
Staffs are approachable and kind.	1
Staffs are approachable, special thanks to Ma'am Ivieronh and Ma'am Sharon for assisting me and helped me to open my account easily and hassle free.	1
Staffs are courteous and polite. They deliver service that is promising. Good job Sta. Cruz Poblacion branch.	1
Staffs are easy to approach	1
Staffs are efficient and approachable	1
Staffs are fast, polite and very accommodating	1
Staffs are friendly and accommodating	1
Staffs are Friendly and approachable specially Ms. Ayed. Thank you. Very much happy with the service.	1
Staffs are friendly and helpful with my queries.	1
staffs are friendly and they always smile	1
Staffs are friendly and very accommodating. :-)	1
staffs are good	1
Staffs are great and hospitable. The establishment is clean and comfortable.	1
Staffs are great just keep smiling for hospitality xervice.	1
staffs are kind and accommodating	1
Staffs are nice	2
Staffs are nice and accomodating.	1
Staffs are nice!	2
Staffs are nice, excellent service! ??	1
Staffs are nice.	1
staffs are polite and approachable	1
Staffs are really approachable and kind	1
Staffs are so accomodating and approachable.	1
Staffs are very accommodating	2
Staffs are very accommodating & corteous	1
Staffs are very accommodating and fast transactions.	1
staffs are very accommodating and the flow of the transactions are fast.	1
Staffs are very accommodating inspite of many transactions	1
staffs are very accommodating to the customers	1
Staffs are very accommodating. Great Job!	1
staffs are very accommodating. thank you	1
Staffs are very accomodating and corteous. Thank you so much for excellent service.	1
Staffs are very accomodating and friendly	1
Staffs are very accomodating and friendly.	1
Staffs are very accomodating and very helpful .	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Staffs are very approachable and kind.	1
staffs are very approachable, polite and knowledgeable.	1
Staffs are very approachable. Keep up the Good Work!	1
staffs are very approachable & very good in accomodating my transactions.	1
Staffs are very courteous and easy to approach	1
Staffs are very courteus and reliable! Kudos. Keep it up team Basco.	1
Staffs are very friendly even the security guard. Keep up the good work!	1
Staffs are very helpful and accommodating.	1
Staffs are very helpful pleasant	1
staffs are very helpful, patient and respectful	1
Staffs are very kind .	1
Staffs are very nice and very accommodating and approachable	1
Staffs are very nice!	1
Staffs are very reliable	1
Staffs are very reliable.	1
Staffs looks pretty and handsome.	1
Staffs of annapolis branch are friendly and accommodating. Willing to exert effort in assisting our transactions and queries.	1
staffs personnel provide me with service and correct onstruction, information further they are very courteous & hospitable from the security personnel up to the claim	1
Staffs should maintain to be approachable and put some smile on their faces because not all customers used to come in this place and needs to feel more comfortable when they are in.	1
Standardization amount other landbank offices . Thank you	1
starr is friendly the line are'nt that long and the branch is comfy to stay. Keep it up.	1
Start with a smile.	1
stay active and delivered good service	1
Stay and always smiling to the clients and make perfect service to the clients,from now when Im here the bank all staff will be smiley and i hope it is always smiling to the clients...,and very2 good service always...	1
Stay approachable & cool always	1
Stay Approachable and accommodating to everyone	1
Stay as accommodating and friendly as you are..	1
Stay as friendly and act on requests "kaagad"🥰	1
Stay aware	1
Stay being polite to your customers, good job	1
stay calm and approachable to customer have a good mindset and good service thankyou	1
Stay committed to providing quality of service . Big thanks to verifier, bank teller and security guards	1
Stay consistent	1
Stay consistent in good service	1
Stay friendly and customer-oriented personnel.	1
STAY FRIENDLY/APPROACHABLE	1
stay good	1
stay good service	1
STAY HAMBLE, BE A GOOD PERSON ALL THE TIME.STOP DESCRIMINATION.	1
Stay happy on your service	1
Stay healthy thank you	1
stay helpful to all the customers.,i commend the security guard who assisted us to make our transaction more easier	1
Stay humble and always smile ma'am and sir.. Thank you and God bless you all po🙏😘	1
STAY HUMBLE AND BE GOOD EVERYDAY	1
Stay humble and hard work lng	1
Stay humble and kind	1
Stay humble and maintain the way you act in front of customer	1
Stay humble and patient to your client. LBP staff is very accommodating.	1
Stay humble😊	1
stay kind & humble as always	1
Stay kind and accomodating , i love this branch less hassle	1
Stay kind and be courteous	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Stay kind and courteous	1
stay la po na mabait at approachable.	1
Stay LandBank machine	1
Stay lang ang mabilis na transaction	1
Stay mahusay	1
Stay of positive customer service and i am so thankful for your very openly good service.	1
Stay OK	1
Stay polite I like your service.	1
Stay positive	2
Stay pretty/handsome always	1
stay serving your clients the best you can	1
Stay Smiling	1
Stay the same. Because all of the workers are great and they are very friendly towards their customers	1
stay the way they serve pregle w/ glems and w/ kind	1
stay the way u do ur processes	1
Stay tune,keeps smiling	1
Stay updated	1
Stay your good service	1
stays are accomdoting	1
Step by step.first come first served.no palakasan	1
Stesied	1
Still magalang ang mga staff	2
still on what you are doing because those are very helpful,God Bless	1
stremlne the verifying process	1
Strick the protocol	1
strong customer service and maintain smile on their faces.	1
strong internet connection for faster transactions	1
Strong wifi and have a aircon	1
Strong wifi, there are system is down	1
strongly agree	1
Strongly agree. Good services.	1
Strongly agree. Satisfied client	1
strongly good satisfaction of service	1
Strongly recommended ko Po ang LANDBANK blue ridge branch dahil Po sa service nila para sa akin outstanding ang performance nila natulungan po nila ako sa problema ko regarding online update and registration mabilis at maayos po ang serbisyo sa uulitin po ulit sir maraming maraming salamat po??????	1
Strongly satisfied	2
Strongly satisfied very much!!!	1
Stuff are okay	1
Stulrt service.	1
Subject: Satisfactory Experience with Mr. Jayvee Bianzon Dear Landbank,I would like to commend the excellent service I received during the processing of our loan at Landbank. Mr. Jayvee Bianzon handled my account with exceptional care and professionalism. His attention to detail and swift approval process made everything remarkably smooth.Thank you, Mr. Bianzon, for your outstanding support!Jeff ChongPresidentGreat Agricultural Products Builders and Devt Corp.	1
Subra akong natulungan	1
Subrang bait na maam.always smile at mahusay mag assist s client's??	1
Subrang bait Po lahat ng staff sa LANDBANK.	1
Subrang bait po, mabilis po kausap, wla po akong masabi Kay ma'am razel sana Hindi nalang po Siya malipta	1
Subrang nakakabuti ang inyong paniniirbesyo	1
Subrang nakakatulong ang serbisyo ng landbank sa mga taong nangangailangan tulad sa pag kuha ng atm,pera, at lalo na sa mga tao na ipinapaliwanag nila ng mabuti ang mga step by step na dapat gawin	1
succesfully	2
Success full	1
Success transaction	1
Successful	4
SUCCESSFUL	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Such a good employees	1
Such a great service	1
such a great work	1
Such an ideal government service!Good job...keep it up!	1
sufficient	1
Sufficient service, steps were easy for me to understand	1
suggest ko ay panatilihin ang pagiging maayos na pag tanggap samin bilang customer at well recommended itong branch na ito dahil sa maayos na pamamaraan	1
Suggest ko lang po di na ilipat si ms kath clemente sa ibang branch po . Laking tulong nya magaling na empleyado, approachable. As in madaling lapitan kung may prob na kelangan tanungin. Kya smooth lagi ang transction. Thanks..	1
Suggest ko nga mudako pa angelang branch dre sa danao	1
Suggest to have available contact number to the immediate personnel for the most convenient communication of transaction.	1
Suggest to provide separation for new account clients to ensure privacy during transactions	1
Suggest to train other staff and employees when it comes to technology especially opening an account through online. Nonetheless, no other suggestions, the staff were approachable and the services are very good just by spending a small amount of time I already opened an account and have my own atm card	1
Suggesting to create a proper queuing for clients who are waiting prior branch opening.For the customer service, I'd like to commend Ms. Rochelle Siervo for her excellent service. She's been professional in handling transactions and irate clients. She's an expert in her line of work and an asset to the branch. Keep it up!	1
Suggestion box	1
Suggestion for toilet?	1
Suggestion isDelivering PreemptingStrengtheningEnhancing dataEnriching data	1
suggestion ko na magkaroon ng flashcard ng number sa teller para alam namin kung snong number na ang next in the linr	1
Suggestion lang po para po di magreklamo ang nakapila sa labas dapat po ay ang papasok ng tao sa withdrawal o deposit ay isang senior isang government isang private isang regular isang brgy...Para po fair	1
Suggestion, if mag tawag ng number mas mabuti mailagay sa TV para madali makita kung ano or sino na ang susunod at kung saang counter sya pupunta	1
Suggestion: magimprove ang atm at mobile app. hindi magoffline kada payroll	1
Suhestiyon ko tungkol sa pamamalakad ng mga imploye ng ahensyang ito ay napaka ayos at mabilis at lalong hindi magulo well recommended po ito sa mga mamamayan dito sa dalaguete branch at sa lahat ng lugar kung saan naka tayo ang ahensyang ito.	1
Sulit	1
Sulit pag punta kasi very mabait at palangiti sa klahat very highly recommend	1
Sumadya sa mlpit na opisina	1
Sumama ako nag open ng account auntie ko, maganda naman ang serbisyo	1
Sumasagot ng maayos sa tanong	1
Sumasagot sa tanong ng maayos	1
Sumunod ayon sa policy	1
Sumunod lamang sa kautusan at protocol	1
Sumunod ng maayos ang kliyente..	1
Sumunod sa mga alintuntunin at sundin ang mga pamamaraan ng gobyerno.	1
Sumunod sa mga alituntunin	1
Sumunod sa patakaran Ng 4ps maging aktibo sa mga fds	1
Sumusunod sa patakaran nang gobyerno	1
Sun shade	1
sun shadeout sidethe bank for costumer comfort	1
Sundin ang Tamang proseso..	1
Supe r satisfied the accomodating of the all staff of this branch of sulop.	1
super accomodating	1
super accomodating and super entertaining! Job well done!	1
Super accomodating despite that the branch were busy due to many customers	1
Super accomodating lahat ng staff sa QC Circle branch! Laging maaasahan! 🥰🥰	1
Super accomodating po, and super gaganda po ng staff and ng manager.	1
super accomodating staffs	1
Super accomodating	1
Super accomodating ng staff at super babait	1
Super approachable and helpful sa lahat. Mabait kausap.	1
Super approachable ng mga Staff	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Super babait at very accommodating Lalo si mam cel. Thank you po😍??	1
Super babait ng mga teller and guards	1
super babait ng staff	1
Super babait po at magagaling po lahat cla lalo na po c mam flor at c mam joyce,lyden,,	1
Super babait po mga empleyado	1
Super bait and maganda yung serbisyo thank you so much po!	1
super bait ng mga staff ng landbank nagcarlan at hindi naging matagal ang aking pag antay	1
Super bait ng mga staff. Thank you sa pag-help	1
Super bait ng ng assist sken named ms. krizette obe by one nia inexplain lahat sken ng need ko malaman about the ofw or owwa loan program.	1
Super bait po ang nag accommodate sakin, very friendly at mabait	1
super bait po ng mga teller	1
Super bait po ng nag assists samin na si mam camille. Thank you so much po sa effort nyo para samin 🥰🥰🥰 Godbless po.	1
Super bait po nila	1
Super bilis	3
super bilis and hassle free magtransact sa new account	1
super bilis mag assist po ng landbank at owwa.	1
SUPER BILIS MGTRANSACT SA NEW ACCOUNT	1
super bilis na service ng new account	1
Super bilis ng service and napakabait ng mga tao	1
Super bilis ni EMY MARIPET mag assist ng client lalo na sakin na reklamador😂! Dapat na siyang ipromote! 😂	1
Super bilis po ng transaction.	1
Super buotan ang teller like Mam Carie	1
Super buotan ug smart kau ang ms atay	1
Super Convenient Kudos to all staff	1
Super convenient! Nais ko pa sanang mag-transact lagi dito.	1
super duper accomodating & all the staff are friendly	1
Super duper approachable si maam., very gentle and nice to deal with... then she make faster transaction to us... highly recommended jud c maam...	1
Super duper bait po ang nag assist sakin/samin ng aking ksamahan.. Agnes Cuaresma	1
Super effective and efficient	1
Super Excellent Service of Ms Muñoz	1
Super fast transaction, Ms. Pamela VALENTIN is so nice and very accommodating.	1
Super friendly and accommodating si Ma'am Glenda Paat the assistant manager! Kudos so happy of your services😊🥰	1
Super friendly ang everybody. Helping every Customer	1
Super friendly at parating naka ngiti . Highly recommend Ganda ng serbisyo nila	1
Super friendly ng staff ng mga Landbank Marcos they always gave their smiles even tho we all know na pagod na sila good job Land bank marcos keep it up	1
Super good	1
Super good ang services ng LBP lupon	1
Super happy	1
Super helpful	1
super helpful.	1
super humble and very hospitable	1
super kind and very approachablekeep up the good work po🥰	1
Super lamig sa branch, Ang bilis Ng transaction	1
super mabait ang mga employees at nag aaassist sila ng maganda sa mga questions	1
Super mabilis matapos anv transaction namin basta si LANDBANK ang nkahawak ng mga transaction namin subrang mabilis at subrang mabait sila..	1
Super nice and good ng service ng landbank at mabilis ang transaction.	1
Super nice ang employees at mabilis ang transactions.	1
Super Ok po ang services	1
super okay naman lahat ng staff sa LBP..Wala po akong problema dito pg my transaction ako monthly! :)Pero hope lagi lang nkasmile kahit ngbbrownout madalas. . :)	1
super polite	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Super Satisfied	1
super satisfied for the service especially the teller who assisted me.	1
Super Satisfied with the transaction.easy to approach all the employee....keep up and more power	1
Super satusfied	1
Super service	1
Super smooth	1
Super thank you to Maam Vivian Vallojas sa fast transaction po.	1
super very fast transaction	1
Super very good	1
Super Very Handsome Guard 😍	1
super very very fast transaction to us	1
superb	4
Superb & easy to transact	1
Superb ang service! Very accommodating people, immediate response.	1
Superb ang service. Napaka helpful lalo n si Miss Sheryl Pascual	1
superb as it is and satisfying.	1
Superb assistance with my transaction re: bank statement	1
Superb customer service	1
Superb customer service from Maam Eunice and Maam Alice! Very responsive and even went the extra mile when I went there to deposit the proceeds from the sale of our property. Couldn't be any more happier. Thanks San Pedro Branch!	1
Superb customer service. Congratulations!	1
Superb service	4
superb service by Ms. Leni Aparri	2
superb service keep up the good work	1
superb service of all the staff.	1
Superb service of all the staffs, great job!	1
Superb service.	1
Superb service. Staff were courteous.	1
superb service.thank you landbank	1
Superb sevice	1
superb!	1
Superior service rendered.	1
Superrr pretty nung nasa counter same with guard super duper baitttt	1
suprisingly quick	1
sushestiyon ko ay panatihin ang mabilis na transaksyon at maayos na pakikitungo sa bawat kustomer	1
Sustain	3
Sustain best practices	1
Sustain efficiency and fairness	1
Sustain good service	2
SUSTAIN GREAT SERVICES	1
sustain the best practices and services to their clients	1
Sustain the excellent service to your clients	1
Sustain the good character to their clients	1
Sustain the good service	1
Sustain the good services.	1
Sustain the implementation of CC for easy transaction for every client of the bank.	1
Sustain the quality service	1
Sustain your good attitude towards customer.Being approachable and accommodating.	1
Sustainability of Good performance and sttitude	1
Sustained very accomodating and good services	1
Susubukang alamin ang mga bagay bagay	1
System always offline	1
Systematic security checkq	1
t think he ia fha bank runman or utilify he so stric during my first time visit	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
t y	1
t.y jr rebellion	1
T.Y.	1
Tabangan pa nila Ang mga pigado nga mangunguma Aron bisan sa financial nga gikinahanglan sa mga mag uuma, maka tabang,	1
Tagal naman ok	1
Tagboon dayon ko sa mga tellers ug smile. Kwaon dayon akonf transactions. Hayahay kau. Thank you landbank oroquieta centro!	1
talagang maaasahat at sobrang babait nang mga empleyado	1
Talk to guard incharge at LBP West Maimpis to be respectful	1
Tama ang hakbang gawin para matapos agad proseso.	1
Tama at makatuwiran ang hakbang ng tga bangko l iloy at maayus makipag usap sa bawat teller at sa mga guard dto maayus ang manager salamat po	1
tama lang po na makipagusap po kayo ng mahinahon sa isang tao lalo na kapag walang ganung alam sa mga lakaram katulad nito need more patient always.	1
TAMA PALAGI	1
tamang serbisyo	1
Tanggalin yung numbering	1
Tankyou	1
Tanx for smooth transaction	1
Taoat na trato sa tao	1
tapat	1
Tapat ang mga proseso	1
Tari damo bangko kag may elictricpan	1
Tari may punkoan kag electric fan kag syado kainit kag ka gin-ot	1
Tarlac city brach ay sobrang babait ng mga staff, they guide you in a good way. Unlike in other brach masusungit mga staff, not mention saang branch pero around tarlac din. Hindi mona kailangang bumalik pa in other day para makakuha at no need to palista para bumalik kinabukasan	1
Tbills inquiryGood Customer Service	1
Team work makes the dream work.	1
Teamate and good conversation with other..cooperation to each other	1
Tell to the security guide of your branch avoid those palakasan system	1
Teller 2 is very helpful	1
teller and staff are the very friendly	1
Teller and transaction is fast and no error	1
Teller are nice , quality services	1
Teller incharge on Bir payment is very accomodating. Observed that the manager and all the staff are likewise accomodating, very courteous and happy. Salute to Landbank for the fast service which i considered one of the best, not withstanding the number of clients inside the bank (full house).	1
Teller is accommodating, she is happy to serve!	1
Teller is approachable	1
Teller is approachable and instruct very well	1
teller is approachable.	1
Teller is fast and good. Satisfied	1
Teller is Kind and Fast Transaction	1
Teller is nice	1
Teller is very accomodating	1
Teller is very acoomodating	1
TELLER IS VERY APPROACHABLE.	1
Teller is very courteous and accommodating. Thank you for our smooth service transactions.	1
teller is very friendly sir mark	1
teller is very helpful	1
teller is very nice	1
Teller Ma'am DIANA ORTEZA is Cheerful to Clients, Very Accommodating, all transactions are smoothly processed. Thank you so Much ????	1
Teller Ma'am DIANA ORTEZA is very Nice and Accomodating. She has a good sense of humor. My transactions are all assisted by her. Thank you so Much???????	1
Teller Monica is accomodating and always smilingKeep up the good work	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
teller ms. Jaysel is so accommodating	1
Teller must be always smiley and also all stop landbank	1
Teller na handang tumulong at laging may ngiti. Tuwang-tuwa ako sa serbisyo!	1
Teller of new account are so very nice and smiling faces..thank you	1
Teller shall have the same perspective for the payment.	1
Teller was approachable. All withdrawal insyructions were followed. Branch was very pleasant too unlike other Landbank branches, specially the in Paseo de Roxas branch.	1
Teller was helpful and accomodating	1
Tellera are very accomodating	1
Tellers and staff are very helpful and friendly. Happy Anniversary Landbank!	1
Tellers are accommodating	1
Tellers are accommodating and helpful. very fast service. thank you.	1
Tellers are accommodating.	1
Tellers are accommodating.Install more airconsRevive number system	1
Tellers are accomodating.	1
Tellers are always smiling	1
tellers are approachable	2
Tellers are approachable and services are fast	1
tellers are excellent	1
tellers are fast and efficient	1
Tellers are friendly,accommodating Renovate the building to accommodate more clients	1
tellers are good	1
Tellers are kind	1
tellers are kind po	1
Tellers are nice	1
tellers are so kind and respectful.keep it up i love their smiles truly genuine	1
Tellers are very accommodating and cheerful	1
Tellers are very accommodating. Manager very supportive, ready to assist when there are concerns	1
Tellers are very accomodating and friendly.	1
Tellers are very cheerful and accommodating.	1
Tellers are very friendly and accommodating	1
tellers are very friendly to the client. Keep up the good service!!	1
Tellers are very friendly.	1
Tellers are very helpful and accommodating with their clients. Seldom do u see government employees who are this courteous and friendly. Kudos LBP-Sagay!	1
Tellers are very helpful especially Sir Mike, Sir Dandy, and Ma'am Marie.	1
Tellers are very polite	1
tellers are very polite and profesional	1
Tellers have good service to their clients with smile ??	1
Tellers here are nice and helpful. Keep up the good work.	1
Tellers must smile and approachable. The teller I was assigned to has an intimidating personality.	1
TELLERS VOICE SHOULD BE HIGHER WHEN ANNOUNCING THE NUMBER TO BE SERVED SENIORS REGULAR SHOULD BE PRIORITIES.	1
Tellers were accommodating and has pleasing personality	1
Tellers were very accomodating.	1
Tent Extension outside	1
Tent extension para indi mainit	1
Tent po pls.	1
Teodie Flores Catamin is courteous and helpful staff. He helped me a lot. Thanks to him and to his manager. Very well mannered.	1
Terrific Bank team	1
Terrific Bank team!	1
tessa tamayo did an excellent job assisting me, highly recommended	1
tessa tamayo was very helpful and professional, highly recommended	1
Tge new account clerk assigned is very accomodating. She answered all my queries with a positive attitude; she is knowledgeable & informative which helps me find the solution I need. Kudos!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
tha k you sa serbisyo	1
Tha staff are approachable especially Mam Let Let and Mam Vane. They accomodate me without hesitation and wholeheartedly. Thanknyou so much LANDBANK MANGALDAN..... YOU'RE THE BEST KEEP UP THE GOOD WORK...	1
Thaaank youuu very much for the fast transaction! Mabuhay po kayo!	1
Thaank	1
Thabk you for the excellent services!	1
Thabk you for your service. I really appreciated.	1
Thack u	1
thak you for the efficient service	1
Thak you for your help. Good job!	1
Than you	1
Than you, landbank! Personnel are so nice.	1
Thanik you for the good service :)	1
Thank	1
Thank for a great service	1
Thank for accomodating.	1
Thank for always servings LANDBANK CALINAN BRANCH	1
Thank for good service.Keep it up ms Denise.Smile... Allday.. Everybody okay.. Hahah	1
Thank for great service.	1
Thank for having very courteous staff and efficient ssrvice	1
thank for service	1
THANK FOR THE FAST TRANSACTIONS	1
Thank for the good service.	1
Thank for the service Sir Ernel a office staff, thank you for your assistance, pati kay mam nasa cashier good job!	1
Thank for your service Landbank especially to the boni branch Mandaluyong.	1
Thank god very esy	1
Thank landbank ang bilis	1
Thank landbank Calinan	1
Thank landbank Calinan branch	2
Thank landbank calinan branch happy to serveThank you	1
Thank LBP Wao. Encashment po ang transaction ko mabilis naman po	1
Thank sa pagsagot po ng tanong ko regarding Salary Loans	1
Thank sa walang sawang pag tanggap samin.	1
Thank so much for the best service.	1
thank so much landbank!	1
thank so much Ms Tina Jusi Branch manager for being very courteous and accomodating.	1
Thank u	8
Thank u and God bless	1
Thank u for answering my inquiry	1
thank u for being accomodating	1
thank u for ur efficient service God Bless	1
Thank u for ur efficient service. God Bless	1
thank u for ur service God Bless	1
Thank u for very accomodating!	1
thank u Landbank to help us God bless.	1
Thank u landbank!	1
Thank u lbp	1
thank u LBP.	1
Thank u maam and Godbless	1
Thank u mam venus sa pag assist po super bait nio po cute pa po and always smiling pa??	1
thank u po	1
Thank u sa lahat ng Landbank allen staff very helpful cla.	1
Thank u sir don and sir francis job well done	1
Thank u so much 1 lane	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank u so much for being approachable..Lalo pang ipagpatuloy ang magandang serbisyo.	1
Thank u so much for helping/assisting me during my transaction with your office highly appreciate it..I suggest that you keep it ..God bless ??🥰	1
Thank u so much po sa pagtulong sa mga clients nyoGod bless!	1
Thank u very much and more power	1
Thank u very much for the services offered. God bless po	1
Thank Very much LBP	1
Thank yiu	1
thank yoi	1
Thank you	349
Thànk you	1
thank you	1
Thank you ! God Bless you all	1
Thank you & God bless	1
Thank you & God bless fast transaction very accomodating do well.	1
Thank you 💕	1
thank you 😀	1
Thank you 😁	1
Thank you 🥰	1
thank you 🥰🥰	2
Thank you ,so accommodating staff specially Ms Vanessa	1
Thank you :)	5
Thank you :) Excellent service!!	1
Thank you ??	2
Thank you <3 God bless!	1
thank you =)	2
thank you a good service	1
Thank you abd God Bless!🙂🙂	1
Thank you all	1
Thank you all landbank Good bless	1
thank you always	1
Thank you always for good and fast service	1
thank you always lipa branch	1
Thank you and always keep the good ways	1
Thank you and Congratulations	1
Thank you and congratulations for one of a kind service that you are providing your clients. Kudos and more power!	1
Thank you and God bless	8
Thank you and God bless LBP CBR!	1
Thank You and God Bless LBP Miagao	1
Thank you and God bless LBP San Juan for your excellent service!😀	1
Thank you and God bless LBP-CBR🙏	1
Thank you and God Bless to all	1
Thank you and God bless us all	1
THANK YOU AND GOD BLESS!	4
Thank you and God bless!!	1
Thank you and god bless!!!	1
Thank you and God Bless.	3
Thank you and Godbless	4
thank you and godbless to all the staff of lipa	1
Thank you and Godbless!	1
Thank you and Good day	1
Thank you and good day!	1
thank you and good job	1
Thank you and Good Service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
thank you and have a nice day	1
Thank you and Job Well Done!	1
Thank you and keep it up!	1
Thank you and keep it up. God bless and more power	1
Thank you and more power	1
thank you and more power to your office	1
Thank you and more power!	2
thank you and more power....satisfied with the service ever	1
Thank you and more power1	1
Thank you and very satisfied in your service	1
Thank you Baggao branch Manager for your very excellent service and for being always so humble.	1
Thank you bauan branch	1
thank you because 4p's helped us with the children's equipment and thank you also because it helped us a lot!!!	2
Thank you best service	1
Thank you Burauen Branch for the very accommodating staff and fast service.	1
thank you carbon branch for your fast service	1
thank you continue serving w/a smile always	1
Thank you Elvin T. for smooth transaction.	1
Thank you everyone	2
Thank you everyone.	1
Thank you fast processing and Good service maganda kasi inaassist ka ng mga Guard	1
thank you fast service too always	1
Thank you the system is very much improved	1
Thank you for a courteous and fast transaction services	1
Thank you for a fast & good service	1
Thank you for a fast and very friendly transaction!	1
thank you for a good service	7
Thank you for a good services.	1
Thank you for a great service!1. Carla Nicole Dela Cruz2. Mary Rivera	1
thank you for a job well done for assisting us during our transaction in your office, snappy salute to mam sharon, LEAF CUENAC LBP	1
Thank you for a job well done!	1
Thank you for a job well done.	1
thank you for a nice accommodation.godbless!	1
Thank you for a very fast transaction at Landbank Barotac Viejo Agri Hub	1
Thank you for a welcoming services.	1
Thank you for a wonderful service.	1
Thank you for accepting my bir payment. Rest assured i will pay my payment thru online payment next time.	1
thank you for accepting our transaction, the best bank	1
Thank you for accommodating me	1
Thank you for accommodating me po	1
Thank you for accommodating us	1
Thank you for accommodating well. God bless	1
thank you for accomodating and attending tomy new account opening	1
Thank you for accomodating me	1
Thank you for accomodating me!	1
Thank you for accomodating my request. Keep up the Good Work!	1
Thank you for accomodating our transactions and queries.Mpre powers to LBP Greenhills!	1
Thank you for accomodating personnel & good ambience :)	1
thank you for accomodating us	1
thank you for accomodating us always. God bless	1
thank you for accomodating your clients	1
Thank you for accomodating. Keep up the good job.	1
Thank you for all the staff in Landbank San Carlos City. Kudos	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for all your services	1
Thank you for allowing us to use your prioritylane sa check verification😂 laking tulong po on our part at laking tipid din sa oras. Godbless po??	1
Thank you for always accommodating and helping us with our daily deposits po. Kudos to Landbank Paniqui 🫶🏻	1
Thank you for always accommodating my transactions.For the unwavering assistance and ensuring smooth transactions always.	1
Thank you for always assessment your clients every ma'am/sir	1
Thank you for always assissting.	1
Thank you for always assisting deped	1
Thank you for always being accommodating	1
thank you for always being good to everyonekeep it up the good work.God bless.	1
Thank you for always being helpful	1
Thank you for always being supportive every time we need you, guys. - DOLE BRANCH	1
Thank you for always courteously accommodating your clients!	1
Thank you for always courteously accommodating your clients.	1
Thank you for always giving us (your clients), at your utmost service!	1
Thank you for always helping me in my transaction.	1
Thank you for always keeping smiling Landbank Calinan branch	1
Thank you for always keeping smiling ma'am and sir	1
Thank you for always nice to your client :)	1
Thank you for always prioritizing LGUs🥰 Salute! It makes our transaction smoother and faster.	1
Thank you for always provided our needs with a great smile and respect. Always grateful to see employees in this institution.	1
Thank you for always serving us happily.	1
Thank you for always smiling😊	1
Thank you for always supporting our agency.	1
Thank you for an efficient and fast service.Guards o	1
Thank you for an excellent service	2
Thank you for an excellent service LBP Calbayog!	1
thank you for an excellent service!	1
Thank you for an excellent service. May you continue to serve your clientele with good and quality service.	1
Thank you for an excellent service. Satisfied!	1
Thank you for an excellent services.	1
thank you for and guidance	1
Thank you for answering my quiry	1
Thank you for approachable employee	1
Thank you for assistance	7
Thank you for assistance given to us. Highly recommended your service, Merry Christmas.	1
Thank you for assistance!	1
Thank you for assisting	1
Thank you for assisting me	2
Thank you for assisting me . Naayos ko din ang aking iaccess sa matagal na panahon .	1
Thank you for assisting me and for the best customer service I experienced here in Land bank Marikina. I commend Ms. Tin Castillo.	1
Thank you for assisting me in my concern	1
Thank you for assisting me Janice and Elle	1
Thank you for assisting me on my request. Very helpful and approachable staff especially the new accounts.	1
Thank you for assisting me today Ma'am Reena ??	1
Thank you for assisting me with my account opening.	1
Thank you for assisting me your approachable	1
Thank you for assisting me, Sir Djino D. Empang 🫶	1
Thank you for assisting me. Godbless	2
THANK YOU FOR ASSISTING OF MY MOTHER	1
Thank you for assisting Sir Chris	1
Thank you for assisting with our loan at landbank	1
Thank you for assitance	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank You For attending to my concerns could'nt ask for more	2
thank you for attending to my request	1
Thank you for awesome accomodation as customers/client on this office. Keep it up! God bless!	1
Thank you for being accomodating	1
Thank you for being accomodating and helpful.😀	1
Thank you for being accomodating and granting my loan	1
Thank you for being accomodating to your clients. God bless you always.	1
Thank you for being approachable	3
thank you for being approachable and kind.	1
Thank you for being approachable in your client... Godbless	1
Thank you for being courteous to your customers.God bless.	1
Thank you for being efficient and approachable. Please continue to be customer related. Appreciate your help opening my account.	1
Thank you for being facilitative and prompt services. Thank you to Ms. Gladis. God bless.	1
Thank you for being friendly.	1
Thank you for being good service landbank Calinan branch	1
Thank you for being helpful to ur customers 🥰	1
Thank you for being kind to your customers	1
Thank you for being nice to us, your client	1
Thank you for being proactive Ms. Victoria Jara	1
Thank you for being so friendly and approachable	1
thank you for being very helpful	1
Thank you for best services rendered. Congratulations!	1
Thank you for catering my needs.	1
Thank you for continued service.	1
Thank you for continuously improving your service.	1
Thank you for continuously improving your services.	1
Thank you for easy transaction	1
Thank you for entertaining us	1
Thank you for excellent service	1
Thank you for excellent service.	1
Thank you for fast and friendly service, makes me want to return again and again.	1
Thank you for fast service and good accomodation.	1
thank you for fast transaction	2
Thank you for fast transaction😉	1
THANK YOU FOR FAST TRANSACTION, I LOVE IT	1
Thank you for giving the best service!	1
Thank you for giving the best service. God bless!	1
Thank you for giving us a good service.	1
Thank you for giving your best services..	1
thank you for good accommodation	1
THANK YOU FOR GOOD ACCOMMODATION. KEEP IT UP!	1
THANK YOU FOR GOOD ACCOMODATION DURING MY TRANSACTION. KEEP IT UP	1
thank you for good assisting transaction maam @ guard	1
Thank you for good customer service	1
Thank you for good service	12
Thank you for good service.	2
Thank you for good services and acomodation	1
Thank you for granting my request.	1
Thank you for hacing a kind and responsible staff and comfortable place	1
Thank you for having an accomodating staff. Keep up the good work	1
Thank you for having LBP Branch in our Town	1
THANK YOU FOR HELPING :)	1
Thank you for helping landbank Calinan branch	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank You for helping me	1
Thank You for helping me in my BIR Payment	1
Thank you for helping me successfully and very well	1
Thank you for helping me with my concern, your personnel is very considerate to helped Sir.erick	1
Thank You for helping me, Customer Care, I appreciate it so much, God Bless You all!!-CCC-8044472024	1
thank you for helping me, keep up the good work	1
Thank you for helping..God bless	1
thank you for humble service.	1
Thank you for immediately responding to our request. Despite being a fully paid loan account in 2016	1
Thank you for kind and fast assistance	1
Thank you for kind and humble services ma'am and sir.	1
thank you for lbp	1
Thank you for letting me open my piso account. As a student i can now save a portion of my baon. Thank you Landbank!	1
Thank you for making my experience so smooth and enjoyable	1
Thank you for Ms. chel for the good service also with Ms. Michelle	1
thank you for nice accomodating.	1
Thank you for nice services LANDBANK CALINAN BRANCH	1
Thank you for outstanding service.	1
Thank you for patiently attending to my concerns and transactions. More power!!🥰Godbless!	1
thank you for prompt and courteous service	1
Thank you for prompt service	1
Thank you for prompt service provided.	1
Thank you for promptly entertaining our transactions	1
Thank you for providing an excellent customer service. God bless	1
Thank you for providing good services	1
Thank you for providing great services.	1
Thank you for providing me the assistance I needed and was resolved in a short time. Transaction was smooth. Thank you. Continue performing at your best and treating your clients with utmost respect.	1
Thank you for providing quality service to all of us clients	1
Thank you for providing us quality service. GOD bless	1
Thank you for responding so fast.	1
Thank you for service	2
Thank you for service. Satisfied.	1
Thank you for serving	1
Thank you for serving both of us	1
Thank you for serving the people	1
Thank you for serving us in every transaction😊😊😊😊😊😊	1
Thank you for serving us landbank keep up the good work	1
Thank you for serving us.God bless.	1
Thank you for serving your client	1
Thank you for smooth transaction	2
Thank you for smooth transaction of my cash deposit	1
thank you for so fast service	1
Thank you for that wonderful services ??🙏	1
Thank you for the accommodating service..God bless!	1
Thank you for the accomodation/assistance	1
Thank you for the approval of my renewal application. I really appreciate everything and really helped my family. Again, salamat sa tanan.	1
Thank you for the assist Ms Venus. Very polite and smiling face.	1
Thank you for the assistance during my Transaction with cpn. Everyone is very helpful.	1
Thank you for the assistance extended.	1
thank you for the assistance in enrolling iaccess. commendable	1
Thank you for the assistance on our webmsp forms Mam Aireen Solo and Sir Voltaire for our remittances. Very smooth and transaction as always!God bless po!	1
thank you for the assistance.	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for the best service	1
Thank you for the best service ...	1
Thank you for the best services to clients	1
Thank you for the commendable service. All the best and god bless!	1
Thank you for the daily fast transaction and all of the employee was so friendly and also security . I'm happy in my daily transaction . Thank you .	1
Thank you for the easy and wonderful transaction LandBank Caloocan Branch! Another thank you to sir Jay Mark Espinoza for the wonderful service!	1
Thank you for the efficient and effective service po	1
Thank you for the efficient service.	1
Thank you for the excellent and heartwarming service. I commend Mam Ma. Caridad M. Rodenas (Manager) of Tandang Sora Branch for a very abrupt and satisfying transaction. We are very happy that everything goes well with her assisting us. I hope that she was the one who accommodated our dilemma. She is very welcoming to us. I can't wait for the next transaction with Landbank! Kudos to her!	1
Thank you for the excellent guidance	1
Thank you for the excellent service	2
Thank you for the excellent service Ma'am Regina she was very helpful and accomodating!	1
Thank you for the excellent service provided to the client. Mabuhay po kayo!!!	1
Thank you for the excellent service!	2
Thank you for the excellent service.	4
Thank you for the excellent service. God Bless.	1
Thank you for the fast action , Good Bless	1
Thank you for the fast and courteous service of Mr. Rico Casicaran.	1
thank you for the fast and easy transaction	1
THANK YOU FOR THE FAST AND EASY TRANSACTION. FRIENDLY EMPLOYEES, TOO!	1
Thank you for the fast and efficient service Sir Levin!	1
Thank you for the fast and reliable service. 😁	1
Thank you for the fast response and the accommodation is superb	1
Thank You for the fast service for the replacement of my ATM card by PASEO LANDBANK BRANCH especially to account opening staff Mam Cindy and very accomodating services	1
Thank you for the fast service Mam Venus. Lagi kang nakangiti.	1
Thank you for the fast transaction	4
Thank you for the fast transaction and also to the accomodating personel. Keep the good job and keep safe always.	1
Thank you for the fast transaction and friendly staff :) God bless!	1
Thank you for the fast transaction as always, LBP! Especially to Ma'am Elia	1
Thank you for the fast transaction friendly employee too.	1
Thank you for the fast transaction.	3
Thank you for the first transaction	1
Thank you for the friendly and efficient service.	1
Thank you for the good accommodation	1
THANK YOU FOR THE GOOD ACCOMMODATION MY TRANSACTION	1
Thank you for the good accommodation.	2
Thank you for the good and fast transaction.	1
Thank you for the good service	13
thank you for the good service and approachable staff	1
Thank you for the good service being facilitated by your staff Ms Margo.	1
thank you for the good service keep up the goodworkgodbless	1
Thank you for the good service of the employees of Landbank San Fernando Pampanga Br. Keep up the good work.	1
Thank you for the good service very accommodating employees	1
Thank you for the good service you provided.	1
Thank you for the good service!	4
Thank you for the good service! God bless!	1
Thank you for the good service.	14
Thank you for the good service. 👍??	1
Thank you for the good service. God Bless	2
Thank you for the good service. God bless landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for the good service. Keep it up and God Bless, Landbank!	1
THANK YOU FOR THE GOOD SERVICE. KEEP IT UP!	1
Thank you for the good service. Thank you!	1
Thank you for the good service..	1
thank you for the good service.fast transaction!	1
THANK YOU FOR THE GOOD SERVICES	6
Thank you for the good services that you are providing to your clientele.	1
Thank you for the good services.	1
Thank you for the good services..	1
Thank you for the great service	4
Thank you for the great service! God bless po!	1
Thank you for the help	1
Thank you for the immediate response of my inquiry.	1
Thank you for the info i got. Waiting for the implementation of vehicle loan	1
Thank you for the kind accommodation	1
thank you for the kind service	1
Thank you for the kind service.	1
Thank you for the most effective and efficient service.	1
Thank you for the nice accommodation.	1
Thank you for the nice service sir crismor.	1
Thank you for the patience in answering all of my queries	1
Thank you for the positive experience within your bank. It's always great when things go smoothly and efficiently. They really assist me faster during my transactions to ensure the security of my account and they also have a helpful customer service.	1
Thank you for the prompt action with a smile.	1
Thank you for the prompt and accommodating services. Keep it up!	1
Thank you for the prompt assistance.	1
Thank you for the prompt service always.	1
Thank you for the prompt service and accomodating staff.	1
Thank you for the prompt service LBP Loans Incharge	1
Thank you for the quality service	2
Thank you for the quality service as of always especially to the Landbank Kabankalan people. Kudos to all. Pls continue to be of service to the people.	1
Thank you for the quality service!	1
Thank you for the quick assistance, and thank you also for this evaluation form. These help us a lot to rate the government offices.	1
THANK YOU FOR THE REMEDY	1
Thank you for the satisfactory service.	1
thank you for the service	15
Thank you for the service .	1
Thank you for the service as always	2
thank you for the service ms jorner mercadoSobrang natulungan ako sa iaccess ko at napakabaitGod bless	1
Thank you for the service redina or Saturday.	1
Thank you for the service rendered to everybody.	1
thank you for the service specially the s-g	1
Thank you for the service!	1
Thank you for the service!!!	1
Thank you for the service, keep it up.	1
Thank you for the service.	6
Thank you for the service.Ms. Weng Bonaagua,-Knowledgeable and very patient in explaining regarding the service which is updating my account.-Courteous and showing willingness to help me to my concern.	1
Thank you for the services provide.	1
Thank you for the services u rendered on us	1
Thank you for the Services.	1
Thank you for the servuces	1
Thank you for the smooth and efficient service. God bless your office.	1
Thank you for the smooth and fast transactiions. Keet it up!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for the smooth process.	1
thank you for the smooth transaction	1
thank you for the smooth transaction and for the smiley personnel 🥰	1
Thank you for the smooth transaction of my cash n check deposit	1
Thank you for the smooth transaction.	1
Thank you for the staff assisted me..very accommodating.. He is commendable	1
thank you for the superb service	1
Thank you for the timely crediting of my undispensed withdrawal	1
thank you for the very accomodating staffs	1
Thank you for the very approachable staff po at napaka very happy niya kausap.	1
thank you for the very fast transaction	1
Thank you for the very good accomodation.	1
Thank you for the Very Good service. God bless all 😇	1
Thank you for the very good services and fast transaction.	1
Thank you for the very good services to us... I know that you have also bulk of work but still managed to give us your beautiful smile.... God bless you all and keep up the good work	1
Thank you for the warm accommodation	1
Thank you for the warm accomodation!	1
THANK YOU FOR THE WARM AND VERY DETAILED ASSISTANCE OF MS. FRANCES REBOLLEDO AND MS. DANA VALDEZ.KUDOS TO LBP BAMBANG BRANCH!	1
Thank you for the wonderful Service.	2
Thank you for this landbank account for my savings.	1
Thank you for this program. I am sure this will be of great help to clients of Landbank. More power!	1
thank you for this sunney. It is my 1st time to have a transaction here. Staff was very accomodating & I did not wait for lon time. Keep up the good work	1
Thank you for transaction	1
Thank you for treating us well God bless	1
Thank you for treating us well. Have a blessful days, keep up the beautiful smile!	1
Thank you for ure good attitude to us.	1
Thank you for very good service	1
Thank you for you for fast transaction	1
Thank you for you good service	1
Thank you for you service!	1
Thank you for your accommodation, Ma'am.	1
Thank you for your accomodation ma'am Wagee.	1
Thank you for your assistance	4
Thank you for your assistance Ma'am Jeng and team!	1
Thank you for your assistance Ms. Jovue Miranda	1
Thank you for your assistance Ms. Rieve, Godbless you	1
Thank you for your assistance! God bless!	1
Thank you for your assistance, Mam Faith Reyes	1
Thank you for your assistance.	3
Thank you for your assistance. Please continue accepting challenging transactions. :) God bless!	1
Thank you for your assistance`	1
thank you for your beyond office hours processing(mam flor)	1
Thank you for your big help po specially bigat na bigat na po ako sa tiyan ko though medyo natagalan, still happy po ako sa service. God bless po sir Window 19 GSIS Pasay Branch. 🥰	1
thank you for your courteous and fast service LBP Tycoon BranchVanessa alamaniFlorie Jane GonzalesImee Andallo	1
Thank you for your dedication in providing quality service to the people.	1
Thank you for your dedication in serving the nations	1
Thank you for your efficient and fast processing for our loan application. God bless po!!	1
Thank you for your efficient service	5
Thank you for your efficient service today especially Ma'am Louise! I appreciate how quickly you handled my transaction in Landbank Dau.	1
Thank you for your efficient service. God Bless	1
Thank you for your excellent service	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for your excellent service even beyond the required office hours.	1
Thank you for your excellent service!	1
thank you for your excellent service, keep up the good works po	1
Thank you for your excellent service.	1
Thank you for your excellent services. Please maintain the way you served your clients! God Bless	1
Thank you for your fair & just service.	1
Thank you for your fast and reliable services.	1
Thank you for your fast service	1
Thank you for your fast service.	1
Thank you for your fast service. God bless!	1
Thank you for your fast transaction.	1
Thank you for your friendly assistance as always	1
Thank you for your good accommodation. Keep it up!	1
Thank you for your good job	1
Thank you for your good service	14
Thank you for your good service and treatment for us.Irish A. Hernandez	1
Thank you for your good service lbp angeles branch. Mr.angus was super competent and efficient.	1
Thank you for your good service!	3
Thank you for your good service.	10
Thank you for your good service. Friendly and accommodating staff. Fast and Convenient transaction.	1
Thank you for your good service. Keep it up	1
Thank you for your good service. Keep it up!	1
Thank you for your good service. Keep it up!Godbless and more power!	1
Thank you for your good service. Keep up the good work.	1
Thank you for your good services	3
Thank you for your good services Mr. Aldwin Canilao	1
Thank you for your good services rendered to everybody. God speed!	1
Thank you for your good services. God bless	1
Thank you for your great service	2
thank you for your great service madam honey :)	1
THANK YOU FOR YOUR GREAT SERVICE!	1
Thank you for your great service. The staffs are very kind and very approachable and very helpful. Thank you!	1
Thank you for your great service.God bless	1
Thank you for your hardwork!	1
Thank you for your help!	2
Thank you for your help. God bless!	1
THANK YOU FOR YOUR HONEST AND HARD WORKING. KEEP IT UP.	1
thank you for your hospitality 😀	1
Thank you for your kind accomodation to us every time we transact in your good office. God bless.	1
Thank you for your kind assistance.	1
Thank you for your kindly assistance.	1
Thank you for your kindness and approachable and smile	1
Thank you for your kindness and patience to serve us	1
Thank you for your patience	1
Thank you for your patience.	1
Thank you for your patienced.	1
Thank you for your prompt and kind service	1
thank you for your prompt assistance po in processing our Agencys Fund Transfer of Payroll, we had a very urgent concern and since our signatories are not available and long weekend its a big dilemma for us but thank you to Ms. LJ for her kind and prompt assistance, we are able to have our transaction be processed. Kudos to Landbank QAve appreciate you po 🫡🙂	1
Thank you for your prompt service	1
Thank you for your prompt service.	1
Thank you for your prompt service. Keep it up	1
Thank you for your quality service and assistance.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for your quality service and for assisting on our concerns.	1
thank you for your responsive, quick and kind service	1
Thank You for your service	44
THANK YOU FOR YOUR SERVICE !	1
Thank you for your service 🤗	1
thank you for your service :)	4
Thank you for your service :-) God bless.	1
THANK YOU FOR YOUR SERVICE :D	1
thank you for your service =)	1
Thank you for your service and effort in serving/addressing queries of all your clients	1
Thank you for your service and keep it up!	1
thank you for your service happy anniversary landbank	1
Thank you for your service ma'am Vanessa of New Accounts. Stay Safe	1
Thank you for your service mam and sir	1
Thank you for your service to the nation.	1
Thank you for your service to us!	1
Thank you for your service!	11
Thank you for your service! God bless.	1
thank you for your service, godbless to your branch and to all the staff..	1
Thank you for your service, ma'am.	1
Thank you for your service.	11
Thank you for your service. God bless	1
Thank you for your service. Godbless!	1
Thank you for your service. Keep up the good work. Stay approachable as always.	1
Thank you for your service. Maam Vanessa Joy Baruela is very accomodating. She also offeres to update my account eventhough it is not my main concern.	1
Thank you for your service. We highly appreciate your time and effort. We know that it's your job but still thank you!!! :)	1
Thank you for your service.🙏	1
Thank you for your service....God Bless	1
thank you for your services	3
thank you for your services and approachable staffs, even the guards are kind.	1
Thank you for your services.	4
Thank you for your services..	1
Thank you for your services...	1
Thank you for your serving and priority Deaf Disability.	1
Thank you for your servixe.	1
Thank you for your smooth transaction	1
thank you for your speedy service	1
Thank you for your srvice	1
Thank you for your superb quality service. Keep it up!	1
thank you for your time in accomodating us	1
Thank you for your trust. Mabuhay and God bless you all.	1
Thank you for your usual accommodation. Keep up the good work. God bless po.	1
Thank you for your usual Assistance	1
Thank you for your usual prompt action LANDBANK Benguet LC!	1
Thank you for your valuable support to NEDA!	1
Thank you for your very efficient service.	1
thank you for your very warm accomodating to your client	1
Thank you for your warmth accomodation	1
Thank you for your wonderful service to me. Keep it up. God Bless	1
Thank you fro being kind, helpful and approachable! Good job!	1
thank you fro good service	1
Thank you Giving Good Service	1
thank you God bless	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
thank you God bless!!	1
thank you god speed	1
thank you godbless	1
Thank you godbless!	1
Thank you Good Assisted me. From the Guard till For the staff. Thank you so much.	1
Thank you good job!	1
Thank you gor the great service.	1
Thank you gor you excellent service	1
thank you great job	1
Thank you guys for an excellent services to your clients. A very fast, efficient & very good & courteous employees! God bless you all!!!! <:3	1
Thank you helping	1
Thank you in good service😊	1
Thank you kasi dina kailangan pumunta sa ibang landbank diko na kailangan bumalik ng malolos	1
Thank you kasi hindi mahirap yung process sa customer	1
Thank you kasi mabilis yung proseso yung service nila	1
Thank you kasi ok yung mga staff tumutulong ginaguide kami	1
Thank you kasi sobrang bilis ng transaction hindi tulad noon	1
Thank you kay Ms. Aime for assisting me.	1
thank you keep it up	2
thank you keep it up congrats	1
Thank you land bank	4
Thank you land bank calinan branch always smile	1
Thank you Land Bank for your prompt and resourceful handling of our financial issues. It would not have been possible for us to secure a loan without your help.	1
Thank you Land Bank Godbless	1
Thank you Land bank lamitan brach ??	1
thank you land bank palao for making iur transaction fast and convenient	1
Thank you land bank sarmiento staff, your smile is so infectious that made my day a good day! July 2,2024 morning staff!	1
Thank you land bank😊	1
Thank you landbank	27
Thank you Landbank ??	1
Thank you landbank and to its personnel for giving us such great service. Though we spent some time because it went offline for some time, I'm still grateful to the bank.	1
Thank you Landbank Baguio Calderon	1
Thank you landbank bais for being approachable to your client	1
Thank you landbank Bais team for treating clients Fairly and nicely	1
Thank you landbank batac.	1
Thank you Landbank Benguet LC for the prompt processing of my request for release.	1
Thank you Landbank Bohol Avenue Branch	1
thank you landbank burauen branch especially to new accounts staff who are very accomodating.	1
Thank you Landbank Burauen Branch for your accommodating staff. Happy New year and God bless you all ??	1
thank you landbank buug branch.	1
Thank You LandBank Cainta For The Good Services. Thank You For Assisting Me Ms. Gem! GOD Bless All! 🙏🏻💚?	1
Thank you landbank calinan	2
Thank you LANDBANK CALINAN BRANCH	3
Thank you LANDBANK CALINAN BRANCH always keeping helping your clients	1
Thank you landbank calinan branch for always assessment your clients	1
Thank you landbank calinan branch for always being good care your clients Thank you	1
Thank you LANDBANK CALINAN BRANCH for always keeping smiling of your customer.	1
THANK YOU LANDBANK CALINAN BRANCH FOR ALWAYS KEEPING TO NICE SERVICES	1
Thank you landbank calinan branch for always serve quickly	1
Thank you landbank calinan branch for assist my check encashment	1
Thank you Landbank calinan branch for being accomodations your clients	1
Thank you landbank calinan branch for good smile serving	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
THANK YOU LANDBANK CALINAN BRANCH FOR GOOD SMILE TO YOUR CLIENTS	1
Thank you landbank calinan branch For your good services of your clients	1
Thank you landbank calinan branch Thank you ma'am and sir	1
THANK YOU LANDBANK CALINAN BRANCH TO ALWAYS CARING YOUR CLIENTS	1
Thank you landbank calinan branch to easy to transaction	1
Thank you LANDBANK CALINAN BRANCH to quickly accomodations	1
Thank you landbank calinan branch to serve your always keeping smiling	1
Thank you LANDBANK CALINAN for always keeping good service	1
Thank you landbank Calinan of good service in your clients very much..Thank you	1
thank you landbank camiling for having a good services	1
Thank you Landbank Cash Department for your efficient service	1
Thank you Landbank DOLE for helping us PLM Students	1
Thank you Landbank East Avenue (:	1
Thank you LANDBANK especially the Team of Ervin Rey Belonio of South Cotabato Lending Center for always attending to the needs of our Cooperative, Upper Valley MPC during our meeting today, August 14, 2024. Mabuhay po kayo!	1
Thank you LANDBANK for always taking care of our financial needs. We appreciate how we the personnel of South Cotabato Lending Center assist us in the loan renewal of our Coop, San Jose MPC today August 16, 2024.	1
Thank you Landbank for helping us	1
Thank you landbank for liloy branch.	1
thank you landbank for making our transaction easy and accessible anywhere we go using your app mobile. i think there is no more we can suggest for improvement because the landbank has provided us the most convenient and affordable services	1
Thank you landbank for serving the nation with a heart ?????	1
Thank you landbank for such great service you offered!	1
Thank you LANDBANK for supporting our Cooperative under the CFID Program. Mabuhay kayo!	1
thank you landbank for the excellent service.	1
Thank you LandBank for the excellent service. The bank teller and other staffs were very helpful and professional even though they were understaffed. I appreciate how quickly and efficiently they handle each client's transactions considering how busy the banks everyday.Thank you LandBank staffs for being dedicated to your job!	1
Thank you Landbank for the Salary Loan offered. Always of great help to sustain my family's needs...education specially....hindi po ata ako makakapa college mga anak ko kung wala kayo offer na ito..sobrang thank you.Ver accommodating po ang staff nyo.	1
Thank you LANDBANK for the usual support especially kay Ma'am Pearl and Sir Ervin.	1
Thank you LANDBANK for usual support. God bless!	1
Thank you Landbank for your prompt service	1
thank you landbank ilagan branch	1
Thank you landbank I'm satisfied customer	1
Thank you Landbank Ipil Branch for the prompt reply and fast approval of my salary loan application. Daghang salamat pud kay Sir Jan sa iyang tabang.	1
Thank you Landbank Ipil Branch for your service and extending your salary loan program to us. Thank you Sir Jan.	1
Thank you Landbank Jones for your help especially Maam Larot.	1
Thank you Landbank Kabacan!	1
thank you landbank LIBUNGAN branch, for accomdating me. Very fast with friendly customer services. Keep it up!	1
thank you landbank lipa	1
thank you landbank lipa great service	1
Thank you landbank maasin and to its personnel. Great service, from the guards to the clerk.	1
Thank you landbank maasin for an excellent service!	1
Thank you landbank maasin for the excellent service!	3
Thank you landbank maasin for the service!	1
Thank you landbank maasin! Excellent service!	1
Thank you landbank maasin! Good service!	1
Thank you landbank maasin! The staff catered us immediately and fast.	1
Thank you landbank maasin. Excellent service! We didn't spent long time at the bank since the opening of my new account is fast even if there are many people.	1
Thank you landbank maasin. Great service!	1
Thank you landbank mabilis yung process	1
Thank you Landbank main office for assisting me. Satisfied client here from your services. More power	1
thank you landbank malanday, easy to pay po dito very approaching ang mga staff, pati din po ang mga security guard very magagalang po lahat thank you po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you Landbank of the Philippines Happy 61st Anniversary ??	1
Thank you landbank ok lahat	1
Thank you landbank representative. He visited us at our residence for signing of loan documents.	1
Thank you Landbank Roxas for the excellent service with a heart	1
Thank you landbank sa aming card sa 4ps. Mabilis at maayos nabigay ng Paso de blas branch	1
Thank you landbank Satisfied Customer	1
Thank you Landbank Tabuk Branch.	1
Thank you Landbank Taguig City Hall Branch. The staffs are very accommodating, highly recommended.	1
Thank you landbank tayuman	1
Thank you landbank team for the smooth transaction and for treating your clients nice	1
Thank you landbank team for the smooth transaction of my cash deposit, Satisfied client here	1
Thank you Landbank Tuao for a smooth transaction!	1
Thank you landbank very good work	1
Thank you landbank yung Guard magalang	1
Thank you landbank!	1
Thank you landbank! I commend the personnel and the bank's service!	1
Thank you landbank! The service is excellent!	1
Thank you landbank! The transaction is fast and personnel are accomodating.	1
Thank you landbank, Tarlac	1
Thank you Landbank.	3
Thank you landbankers for accomodating us immediately. We are very grateful since we came from a far municipality. Good job!	1
Thank you LANDBANK-South Cotabato LC for facilitating our request for bank guarantee to our supplier of equipment. More power to your institution.	1
Thank you LANDBANK-South Cotabato Lending Center for facilitating our loan line renewal request. We really appreciate your services.	1
Thank you landbnk maasin for the excellent service! From the guards to the staffs.	1
Thank you landkbank base team for treating your clients nice and fairly	1
thank you landlank lipa for great service	1
Thank you landnank maasin! Staffs are accomodating.	1
Thank You LB	2
Thank you LB Caloocan Branch (Samson Rd). Kudos to Ms. Arlene Piamonte and Mam Donavie for assisting me with outmost care.	1
Thank you LB Ozamis for the very nice and approachable staff. Thank you and God bless everyone.	1
Thank you LBP	3
Thank you lbp banilad dor your consideration.	1
thank you lbp comb	1
Thank you lbp dau	1
Thank you LBP for excellent sevice	1
Thank you LBP for helping us grow and help our farmers when it comes to financial needs.	1
Thank you LBP for the good service.	1
Thank you LBP for your reliable and accessible sercice. Your efforts in financila inclusions and providing efficient banking banking solutins are truly appreciated, keep up the good work	1
Thank you LBP Jones for the fast and effecient service	1
Thank you LBP San Isidro branch	1
Thank you LBP SF Branch most accommodating branch.	1
Thank you LBP SFP for your good service	1
Thank you LBP Tayug Branch keep up the good work!narela ^x ang open cervix ko dahil sa fast transaction ko knina sainyo🙏🏻God Bless??	1
Thank you LBP!	1
Thank you LBP.... Great service😊	1
Thank you LBP-SCOLC for the usual cooperation and support.	1
thank you lipa good job	1
Thank you Ma'am Maricar. Five stars for you	1
thank you maam	2
Thank you ma'am and sir	1
Thank you ma'am and sir for good services LANDBANK CALINAN BRANCH	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you ma'am Captal	1
Thank you Ma'am Cherry Leona Jane Austria for explaining in detail on what to do with our Weaccess.	1
Thank you Ma'am Divines	1
Thank you ma'am Ellah	1
Thank you ma'am for being approachable! We will definitely come back and look for ma'am susan because she's so nice!	1
Thank you ma'am jela for accomodating with us	1
Thank you ma'am kate!	1
Thank you maam Liene C. PACETE	1
Thank you maam Vien!	1
Thank you ma'am/sir for good services LANDBANK CALINAN BRANCH	1
Thank you ma'am/sir Happy service landbank Calinan branch	1
Thank you ma'am/sir LANDBANK CALINAN BRANCH FOR BEING ALWAYS APPROACHABLE	1
Thank you madam/sir in your services	3
thank you mam Angelica Mendez for considering my 1601 EQ form. Thank you for your kindness mam. I give you the highest rating for your excellent service mam Angelica.	1
THANK YOU MAM CRYSTAL	1
thank you mam joyce for the good service and assistance	1
THANK YOU MAM KATE	1
Thank you mam khasmir for providing us quality service the guards and other staffs are accomodating	1
Thank you mam Patricia Duenas for assisting me. Keep it up and God Bless! :)	1
thank you mam REGINA G. MAYOR, she worked with passion, smiling face and great customer service. her service was commendable and beyond extra mile. during my application with new account i learned a lot because she provide orientation at the same time practical tips.	1
Thank you Marie Joy Escobar for your warm, prompt, professional and courteous assistance.	1
Thank you Mela for assisting me and to all staff of Don M banzon they are nice and kind	1
Thank you meron na kaming card sa 4Ps	1
Thank you more power	2
Thank you more than 10 yrs nako sa landbank napakalaking advantage sakin kasi sobrang lapit lang maraming salamat landbank for Good service,serving the nation	1
Thank you Mr. Marc Munoz for a brief explanation on how to access and utilize the WeAccess. Very accommodating. For suggestion, it would be better to separate easy transactions such as receiving/submission of enrollment forms and others to lessen the waiting time of clients. thank you	1
Thank you Ms Afrylle for the warm accommodation, fast and reliable transaction. Salamat sa ngiti at mapusong paglilingkod.	1
Thank you Ms Cadiz I was informed of my forgotten account	1
Thank you ms jennifer for the prompt service	1
Thank you Ms Jocelyn Castillo for helping me	1
Thank you Ms Jona and Mr Rob for assisting me with my check encashment. Very good customer service.	1
Thank you ms lalyn.. Keep it the good work..Smile all day.	1
Thank you Ms Pearl for assisting us in opening our SSS pension account!	1
Thank you ms quennie.. For your good service.. Keep it mam..Smile..	1
Thank you Ms Salve Manzanillo for fast and smooth transaction to update my contact info.	1
thank you ms turgo, you are the best	1
Thank you Ms Venus Javellana for your assistance at the bank! Your help made my day easier	1
Thank you Ms. Airben for assisting me corteously.	1
Thank you Ms. Ezalyn N. Canseco for the smooth and easy transaction. ??	1
Thank you Ms. Janine for the help!!!	1
thank you ms. Joan atotaya for your best service as always	1
thank you Ms. Kim! Very accomodating ang easy transaction!	1
Thank you Ms. Mikee Guia for your special accomodation, Ma'am Hershey for fast approval, and Ms. Joanna Mariz Macatangay for accounts opening. Appreciate your effort. They are accommodating and approachable. Smiling all the way until I finished my accounts opening.	1
Thank you Ms. Patricia Soligam for assistance	1
Thank you Ms. Venus for your excellence service.	1
Thank you Ms. Venus Javellana for helping me with my laccess account it truly mean a lot to me thank you very much ??	1
Thank you much for the service	1
Thank you much po.	1
Thank you my transaction is quick and easy	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you nice	1
Thank you nice services calinan branch Davao city	1
Thank you on your prompt service	1
Thank you Paolo Contreras and Monette Samonte for your EXCELLENT Customer Service!	1
Thank you Paso de Blas branch for the excellence customer service!	1
Thank you Paso de Blas branch for your quality service.	1
Thank you paso de blas for quality service!	1
Thank you Paso de Blas for the smooth transaction.	1
Thank you po	20
Thank you po ?	1
thank you po an d god bless	1
Thank you po for accommodating us :)	1
Thank you po for always accommodating our request.	1
Thank you po for always accommodating us. Ang babait po ng personnels nyo 🫰 Shoutout, Sir Mark!	1
THANK YOU PO FOR HELPING US TO OPEN AN ATM ACCOUNT.	1
Thank you po for the amazing service	1
Thank you po for the efficient services palagi 🫶🏻	1
Thank you po for the excellent service	1
Thank you po for the excellent service!!!	1
Thank you po for the excellent service!!Merry Christmas!!!	1
Thank you po for your assistance.	1
Thank you po for your service	1
Thank you po for your services 😁	1
Thank you po kay maam Janine at kay maam Lyn na balik po sakin agad ang na debit po na pera ko sa ATM. Mabilis po nilang na aksyunan. Maraming salamat po.	1
Thank you po kay Ma'am Patricia Boquiron at Sir Victorio Arias	1
Thank you po kay Sir Jonjie ng Landbank Calapan sa napaka-accommodating na service po para ma-open ang savings account ko po.	1
Thank you po landbank	1
Thank you po landbank good service to help us	1
Thank you po lbp	1
Thank you po lbp North Ave.	1
Thank you po Maam sa pag assist at napakadali magpa enroll ng online banking.	1
Thank you po mam Jenny Quiba for your quality and good service! Thumbs up!!!	1
THANK YOU PO MAM JOHANNA, SIR VOLTAIRE AND MAM AIREEN FOR THE HELP WITH OUR TRANSACTIONS!ALSO TO MAM PAULA OF VERIFIER FOR THE FAST AND EASY TRANSACTIONKUDDOS TO LANDBANK STA ROSA BALIBAGO BRANCH!	1
Thank you po Ms. Cathy for the good and fast service as always!	1
Thank you po ng marami	1
Thank you po ng marami sa pag assist sa amin	1
Thank you po ORTIGAS LANDBANK	1
Thank you po palagi landbank	1
Thank you Po Palagi sa maayos na pagtanggap sa mga consumer na may kasamang ngiti God bless you 😇	1
Thank you po sa accomodation	1
Thank you po sa fast service	1
Thank you po sa good service at pag assist po sa akin sa pag open ng account ko para sa SSS. Continue your good quality of service to your clients.	1
Thank you po sa Landbank Calapan Branch especially sa mga new accounts po nila na very accommodating sa mga inquiries even online inquiries.	1
Thank you po sa Landbank Calapan Branch lalo na po sa new accounts nila na si sir Jonjie po sa mabilis at napaka accommodating na pag-open ng payroll account. Thank you po sa pagturo lung pano mag DOBS at pag enroll na rin po sa mobile banking app ng Landbank.	1
Thank you po sa landbank ok yung process maayos	1
Thank you po sa landbank🙂	1
Thank you po sa maasikaso at mabait na staff ng Puerto Galera Leaf na si Sir Renzo Sabado po. Nakapabilis po magprocess ni sir ng iAccess concern ko t nakapadaling iapproach ng staff nyo po. Maraming Salamat po	1
Thank you po sa mabait na staff. Satisfied po ako.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you po sa mabilis na serbisyo para mag open ng payroll account. At very accommodating din po ng mga staff lalo na new accounts. Salamat po	1
thank you po sa mabilis na transaction	1
Thank you po sa magandang pagtanggap sa mga client godbless po	1
Thank you po sa magandang serbisyo.	1
Thank you po sa magandang service	1
Thank you po sa mga mababait na staff ng LBP Shout out po kela sir mark, maam nicole, maam jen, sir abraham at maam rose! 🫶	1
Thank you po sa nag assist samin para makapag open ng iaccess. Mabilis at mabait si Mam, maganda pa 😁	1
Thank you po sa napakagandang serbisyo.Godbless	1
Thank you po sa nice service	1
Thank you po sa nice service and maganda po sila laht here God bless	1
Thank you po sa pag accomodate sa amin cho hired	1
Thank you po sa pag asikaso saming 4PS	1
Thank you po sa pag assist sa pagrerequest ng card para sa online banking.	1
THANK YOU PO SA PAGASSIST VERY APPRECIATED	1
Thank you po sa pagtulong maka-open ng account ng aming ina. Mababait po mga new accounta ng LBP calapan at madali po lapitan pag may mga tanong. Thank you po ulit	1
Thank you po sa palaging masaganang serbesyong totooThank you LANDBANK CALINAN BRANCH	1
thank you po sa patas na pag treat samin mga clients	1
Thank you po sa serbisyo ng Land Bank. Talagang natutulungan kami.	1
Thank you po sa serbisyo po samen	1
Thank you po sa staff napaka galang, maasikaso and emphathetic. I don't know the name though. No ID hehe	1
thank you po wala na po akong suggestion	1
Thank you po!	1
Thank you po! Ang babait ng mga uemployado ng landbank bolinao branch	1
Thank you po, continue having good service and cheerful when it comes to serving clients po.	1
Thank you po.	4
Thank you po. Good service	1
Thank You po. More Power.	1
thank you po.napakabait ni maam hindi suplada	1
Thank you po??	1
Thank you Robel Altares for assisting me in my ATM card replacement. You helped me very politely and very accommodating from the time I inquire up to issuing my new ATM card. You did an amazing job.	1
Thank you sa fast transaction na lagi kong na iexperience sa landbank	1
thank you sa inyo lagi. Happy ako na pumupunta araw araw to check my Accounts.😊	1
Thank you sa lahat Ng landbank employees. Ang babait po ninyo.😊	1
Thank you sa landank sobrang bilis ng transaction	1
Thank you sa landbank	3
Thank you sa landbank very fast transaction	1
Thank you sa maayos at magandang serbisyo. Godbless TEAM NIA BRANCH	1
Thank you sa mababait na staff	1
Thank you sa mabilis na process ng papel di matagal nakapila	1
Thank you sa magandang serbisyo 😀	1
Thank you sa magandang serbisyo na ibinigay niyo	1
Thank you sa magandang serbisyo.	1
Thank you sa mga Landbank employees (Ms. Monique, Jaq and LJ) for their patience and constant support to help us in navigating and exploring the system.	1
Thank you sa mga mababait na staff ng East Avenue branch na nag asikaso sa akin.	1
Thank you sa nice na accommodation, ma'am and sir!	1
Thank you sa pag accommodate po sa pag open ko ng account. Need ko po talaga	1
Thank you sa pag assist mababait ang teller	1
Thank you sa pagserbisyo sa amon.	1
Thank you sa serbisyong ibinigay amin.	1
Thank you sa serbisyong ibinigay.	2
Thank you sa teller Maam Josielyn	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you sana patuoy ang gaitong serbsyong maganda	1
Thank you Sir Aldwin!	3
thank you sir dave for assisting me.	1
Thank you sir Dennis Ang for the fast transaction and excellent service. All of my concerns were addressed.	1
Thank you sir Dennis for fast service. Thank you Sir Rob for cross marketing from encashment to opening of an account for my business. I will open an account on my next visit. Kudos!	1
Thank you Sir Elvin	1
Thank you Sir Jimuel npakabait mo po😊	1
Thank you sir jojo for your satisfactory customer service.	1
Thank you sir jomar villanueva. Fast and good transaction😊	1
Thank you Sir Jundel Collado forr assiting me updating my iAccess. I really appreciate your help. Thank you	1
Thank you sir Kent. You did a great job! Keep it up.	1
Thank you sir levin aranda for the great service.	1
Thank you Sir Mike and Sir Dandy from the teller posts and also Sir Jobert! Excellent service everyday ?? God Bless LandBank Subic branch.	1
Thank you Sir Reinbert for your kind accommodation. Fast and accurate instructions were given.	1
Thank you sir Ronnie and Mam Lorna they are very accommodating. Good Job sir and mam🥰	1
Thank you sir Ruiz Peraz for patiently answering my queries. Thank you so much po.	1
Thank you Sir Voltaire and Mam Amy for the assistance!Received my IC Enrolment form and for signatures of our dv.	1
Thank you sirr	1
Thank you so much	26
Thank you so much .Keep up the good work!	1
Thank you so much ??	1
Thank you so much and God bless	1
Thank you so much and keep up!	1
Thank you so much esp to Maam Jinkee Tumaob, for doing extra mile in assisting me on my i-access and updating my married name on my account. Godbless you!	1
Thank you so much especially to Elaine, she's been very helpful! God bless!	1
Thank you so much for a very accomodating service. Keep it up	1
Thank you so much for a work well done	1
Thank you so much for accommodating my transaction.	1
Thank you so much for accomodating me.	1
Thank you so much for always kind to your client.	1
Thank you so much for an excellent service	1
Thank you so much for assisting me in opening account. Very good service.	1
Thank you so much for easy transactions.	1
Thank you so much for employees friendly gestures and thank you for accommodating my transactions!	1
Thank you so much for good entertain	1
Thank you so much for good service to farmers..	1
Thank you so much for kind and good service. Keep up good work.	1
Thank you so much for kind services	1
Thank you so much for processing so quick of my transaction.	1
Thank you so much for the accommodation😊	1
Thank you so much for the assistance sir Nico. Kudos!	1
Thank you so much for the assistance.	1
Thank you so much for the excellence service!	1
Thank you so much for the excellent service LBPaniqui	1
Thank you so much for the excellent services you provided ??	1
Thank you so much for the excellent serviice	1
Thank you so much for the fast transaction	1
Thank you so much for the fast transaction. Godbless	1
Thank you so much for the good service	1
thank you so much for the good service godbless =)	1
Thank you so much for the good service Ma'am Jonalyn De Ocampo Keep it up and more power.	1
Thank you so much for the good service you serve to us.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you so much for the good service! God bless!!! First time transaction here is a nice and awesome experience!	1
Thank you so much for the good service.	1
Thank you so much for the good services to us.	1
thank you so much for the good services, god bless!	1
Thank you so much for the good treatment	1
Thank you so much for the guidance and service.	1
Thank you so much for the immediate response and services provided.	1
THANK YOU SO MUCH FOR THE OUTSTANDING SERVICES.	1
Thank you so much for the services.	1
Thank you so much for the smooth transaction🥰	1
Thank you so much for the snapy service. God bless you more!	1
Thank you so much for the time and effort in attending our concerns. We were treated with courtesy and positively by the person in charge with IT and Ms. Catherine Rin Garcia.Heartfelt gratitude from ACNHS.	1
Thank you so much for this opportunity to answer this survey form. Congratulations to the whole team. I have always a pleasuring experience with my transactions with you. GOD BESS US ALL.	1
Thank you so much for very friendly and accommodating service.	1
Thank you so much for your assistance. God bless	1
Thank you so much for your efforts and time . Till next transactionn	1
Thank you so much for your exempary assistance Ms. AC mercado. Ms. Ima super bilis po and assistance and processing	1
Thank you so much for your hospitality. You are all good example for a public servant. Mga buotan ug smiling kaayu.	1
Thank you so much for your kindg approachable services	1
thank you so much for your service. God bless	1
Thank you so much for your very welcoming accomodation	1
thank you so much for your wonderful services	1
Thank you so much in your service	1
Thank you so much keep up a good work.	1
Thank you so much landbank bais team for being nice and approachable to your clients	1
thank you so much landbank dapitan for the warm welcome, especially the guards, teller and the manager, more power and God Bless	1
Thank you so much Landbank family for your service. May God bless you all!	1
Thank you so much landbank for returning our over-deposited money. I would like to thank Sir Jaypee of Landbank Nabunturan Branch, for his undeniable honesty and an excellent example of a public servant.	1
Thank you so much Landbank FTI for catering to TWC's transactions	1
Thank you so much Landbank Himamaylan for smooth transaction. God bless!!	1
Thank you so much Landbank -Munoz Branch for being accommodating.Happy to see the staffs doing greeting and smiling to its clients.	1
Thank you so much Landbank! Especially to Roxas Branch. Thanks for the fast transaction and accomodating staff. Also to the manager who's very hand on to the staff and customer. Thanks for the smile on your faces. 🤗	1
Thank you so much LBP Tabuk for happily entertaining our concerns. Special thanks to Ma'am Wisha for being so approachable 🥰	1
thank you so much lipa	1
thank you so much lipa branch	1
Thank you so much Ma'am Cherry,	1
thank you so much maam claire & Sir guard who helped me more power & God bless	1
Thank you so much maam generose for accommodating my transaction smoth and fast	1
Thank you so much Ms Gerlyn for being helpful, full of enthusiasm and energy. She is approachable and she is a good listener. I want to commend her for her excellent job.	1
Thank you so much Ms Hazel Liwanag is very helpful	1
Thank you so much Ms Jerl for accomodating my request. Very hospitable	1
Thank you so much Ms Leslie Sangalang for being efficient.	1
Thank you so much Ms Mel for your unequal service. She give more service that you expect. Very detailed when it come to answering my queries and problems regarding my account. Keep it up..	1
Thank you so much Ms. Mary June Arcilla	1
Thank you so much of your service	1
Thank you so much po	3
Thank you so much po :)	1
Thank you so much po for accommodating my concern. Especially Ms. Alie and Ms. Mitch the front desk in New Accounts. 🙂	1
Thank you so much po sa pagassist. Sobrang bait nyo po.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you so much po sa service!	1
Thank you so much po Sir Levin Aranda! Very accommodating and patient to our inquiries. Keep it up and God bless	1
Thank you so much po.	1
Thank you so much po. Good job kayo sakin!	1
THANK YOU SO MUCH PO. MERRY CHRISTMAS IN ADVANCE PO.	1
Thank you so much po. The very approachable employee Sir Jef for assisting me in my account updating.	1
Thank you so much sa help. Merry Christmas!	1
Thank you so much sa magandang service especially kay Mam Ivie na very accommodating! I hope lahat ng employees is kagaya nya. okay din po atmosphere ng Branch. Very lovely and lively! Thank you po.	1
Thank you so much sa mga mababait and very approachable personnel ng LBP-Tabuk.God bless	1
Thank you so much sa pag accomodate sa amin mga taga cho marawi.. God bless	1
Thank you so much sa pag proseso Kang Amon card replacement	1
Thank you so much Sir Hector! Deserve the employee of the month award! And the guards too!	1
Thank you so much the smooth transaction with UPD Landbank! I forgot the name of the staff who assisted me very well - she was very nice and helpful. Kudos also to Kuyang Guard upstairs for the warm assistance too! ??	1
Thank you so much to Ms. Shiela Gadon for her excellent service. May all government employees be like her in providing service to clients.	1
Thank you so much to the staff for extending their help. they went beyond what was expected of them. Especially Ms. Lyn and Ms. CJ.	1
Thank you so much to your staff, She is Very Accomodating	1
Thank you so much!	5
Thank you so much! God Bless??	1
Thank you so much!!!	1
Thank you so much, big helped😊	1
Thank you so much, keep it up	1
Thank you so much.	3
Thank you so much. Continue your good work!!	1
Thank you so much. Keep up the good service.	1
Thank you so much. Ms. Sonity and your staff here in LBP Lucban are very approachable and helpful. Good bless.	1
Thank you so much. Sobrang approachable po ni Ma'am. From Landbank Naic branch	1
Thank you so much..	2
Thank you so much...	1
Thank you so much.gd Bless	1
Thank you so much.God bless always.	1
Thank you sobranb linis sa loob	1
thank you soo much , i appreciated	1
Thank you Subic Argonaut Branch especially to Ms. Michelle, the branch manager just one call away and as always quality service! Thank you! Friendly, accommodating and helpful staff. Fast and convenient to transact.	1
Thank you such for the continues improvement to serve your clients	1
Thank you super bilis	1
Thank you teller 4 sir dave gumboc of sf branch for excellent service	1
thank you the good service stay kind & humble.	1
Thank you the services.	1
thank you ther services is good	1
Thank you to all staff of LBP Tuguegarao Calle Comercio Branch.	1
thank you to all staffs of landbank dole for showing their excellent service and dedication. I highly appreciated po si Maam Chrisele Medel for her kindness and willingness to accommodate all my concerns and queries. Salamat po Maam sa walang sawang pagassist saken whenever i needed help. Keep up the good work. more power and godbless.	1
Thank you to all the staff and the manager. One of the e best landbank branch ever!	1
Thank you to all the staff for the assistance in crediting our Mid year bonus. Good job.	1
Thank you to all the staff of LBP Sfp	1
thank you to good service	1
Thank you to Kris who was very quick and efficient and accommodating	1
Thank you to Maam Margie Llenado for great customer service!	1
Thank you to Maam Michelle Seguin for very accommodating staff 🙌 kudos	1
Thank you to Mam Ariza, Mam Paula & Mam Hanna for the immediate and smooth processing of check encashment for the payment of PBB of Teachers. More power & God Bless!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you to Mr. Edgar Allan M. Garvida for helping me with my iaccess. Your help is very much appreciated. You made the transaction very smooth and fast. Your smile makes stressful Monday a better day 💕	1
Thank you to Mr. Rey Viray and Ms. Michelle Pasamba for accommodating my BIR payments with grace and patience. Highly recommend their work ethic and kindness.	1
Thank you to Mr. Levin Aranda for accommodating us even in a short period of time.H	1
Thank you to Ms. Janine, Ms. Cath, and Ms. Lyn for a pleasant and wonderful banking experience. Kudos to LTO staff.	1
Thank you to Ms. Kristina Joy A. Garcia for her commendable assistance!	1
Thank you to Ms. Lois all my concerns was successfully addressed immediately.	1
Thank you to my colleagues	1
THANK YOU TO THE FRIENDLY GUARDS OF LANDBANK	1
Thank you to your good service. God bless	1
THANK YOU VERY BG. GOD BLESS US ALL...	1
thank you very big help and they guide me everytime when i ask a question.	1
Thank you very for your assitance Ms. Desiree Aquino (Malabon Brach)	1
THANK YOU VERY GOOD SERVICE,,,,,	1
thank you very much	21
Thank you very much and may God Bless you more	1
Thank you very much and more power.	1
Thank you very much bauan branch for accomodating us.	1
Thank you very much Eimee. Helpful	1
Thank you very much for a good assistance	1
Thank you very much for a very well accomodation, goodbless	1
Thank you very much for accommodating.	1
Thank you very much for accomodating us. God bless Landbank Navotas branch	1
thank you very much for accomodating.	1
Thank you very much for all the assistance provided by Ms. Maedenly Coronel. Opening a peso account and RTBs became very easy. She is also very responsive to all my queries.	1
Thank you very much for all the support and kind understanding especially when our urgent requirements / needs were almost everyday. =)	1
Thank YOU very much for always fast transaction	1
Thank you very much for appreciating. God bless you all	1
Thank you very much for being helpful and accommodating with our visit today especially to Ma'am Michelle Manalo	1
Thank you very much for being so accommodating.	1
Thank you very much for being so helpful & courteous in all my transactions with you. I do appreciate your treating me well. God bless!	1
Thank you very much for giving a smooth transaction in your good office.	1
Thank you very much for having approachable employees!!!	1
thank you very much for helping us	4
thank you very much for introducing the product on iaccess this services/product helps me a lot in doing business with landbank. continue to be of service to the filipino I Salute you all.	1
Thank you very much for the excellent customer service. =)	1
Thank you very much for the exceptional service. =)	3
Thank you very much for the exemptional service especially to Manager Audit, Maam Jean, Sir JC and Maam Jes.	1
Thank you very much for the good accomodation and the courteous staff. Have a good day. Keep up the good work.	1
Thank you very much for the Great help so that ican buy it as soon as possible.	1
Thank you very much for the immediate and prompt action on my request!	1
Thank you very much for the kind assistance your staff provided to me. God Bless	1
Thank you very much for the prompt processing of payment/crediting for the PBB of Teachers. More Power & God Bless LBP Sta Rosa! #PartnersInServingTeachers	1
thank you very much for very good accomodation	1
Thank you very much for very much for the excellent customer service. =)	1
Thank you very much for your fast and courteous service Ma'am Marla	1
thank you very much for your good service & accomodation	1
Thank you very much for your good service!	1
THANK YOU VERY MUCH FOR YOUR GOODNESS AND KINDNESS TO GIVE SERVICE TO THE 4PS MEMBERS. GOD BLESS.	1
Thank you very much for your kind service	1
thank you very much for your prompt services	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
thank you very much for your service	1
Thank you very much for your service! All employees are helpful and kind.	1
Thank you very much for your time in accommodating my request and queries... very efficient and approachable, always smiling...	1
Thank you very much Henzye Pearl Chiong :)	1
Thank you very much landbank boni	1
Thank you very much LANDBANK. Blessings!	1
Thank you very much po	1
Thank you very much po sa inyong maganda at maayos na serbisyo.	1
Thank you very much po sa mabilis at masayang pagtanggap sa mga client na katulad namin.	1
Thank you very much po sa tulong.	1
Thank you very much po!	1
Thank you very much po. Godbless. 😘	1
Thank you very much specially to the one who assisted me today Mrs Christelle	1
Thank you very much the excellent customer service. Highly recommended =)	1
Thank you very much to Joana Marie Chan for the excellent and efficient service, as always.	1
Thank you very much to the Landbank Katipunan staffs and heads for accommodating my query. I am very satisfied to their services	1
Thank you very much with excellent service to its respective clients.	1
Thank you very much!	8
Thank you very much.	3
Thank you very much. Merry Christmas and a Happy New Year.	1
Thank you very very very much sana all kagaya ng branch ninyo at sa Malacañang Branch din shout out gagaling mula empleyado hanggang guards super very very helpful	1
Thank you Vivien and Jedrick for efficiently acomodating my request.	1
Thank you your good amzing services landbank edsa congressional. You are one of the best.	1
Thank you!	40
Thank you! 🙂	1
Thank you! :)	1
thank you! =)	1
Thank you! Excellent service	1
Thank You! Fast Transaction	1
Thank you! God Bless =)	1
thank you! good service	1
Thank you! Job well done	1
Thank you! Landbank Solano always deliver. Best landbank to avail services.	1
Thank you! Mabilis at maayos ang serbisyo	1
Thank You!!	5
Thank you!! Po landbank!!	1
Thank you!!!	1
Thank you🤗	1
thank you, amazing service from lbp san juan	1
Thank you, for fast service! 🙂	1
Thank you, Honey Pearl!	1
thank you, keep it up po	1
Thank you, keep it up. Congrats	1
THANK YOU, KEEP UP THE GOOD WORK	1
Thank you, landbank and tp its personnels!!	1
Thank you, landbank for accomodating me nicely. Job well done!	1
Thank you, landbank for the excellent service!	1
Thank you, landbank maasin and to its personnel for such great service. There are many clients but they still manage to accomodate each of us.	1
Thank you, landbank maasin for accomodating each of us. Staff and personnel are nice and the service is excellent!	1
Thank you, Landbank Maasin for the excellent service!	2
Thank you, landbank maasin for the excellent service! Job well done!	1
Thank you, landbank maasin for the excellent service! Staffs are accomodating, they assisted me in opening my account.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you, landbank maasin for the great service!	1
Thank you, landbank maasin for the great service. Personnel are very nice!	1
Thank you, landbank maasin!	1
Thank you, landbank maasin! Fast transaction and excellent service.	1
Thank you, landbank maasin! Great service!	2
Thank you, landbank maasin! My transaction was fast. Personnel are nice and I was assisted on what I need to do.	1
Thank you, landbank maasin! Personnel and staff are nice and are courteous.	1
Thank you, landbank maasin! Personnel are nice and accomodating as well.	1
Thank you, landbank maasin! Service is excellent	1
Thank you, landbank maasin! Service is excellent.	2
Thank you, landbank maasin! Service is great.	1
Thank you, landbank maasin! Staffs are accomodating and transaction is fast.	1
Thank you, landbank maasin! The service is great!	1
Thank you, landbank maasin! Very accomodating personnels and staff.	1
Thank you, landbank maasin. Great customer service!	1
Thank you, landbank maasin. Great service!	2
Thank you, LandBank Malabon!	1
Thank you, landbank!	1
Thank you, landbank! Personnel are nice. Customer service is also good.	1
Thank you, landbank! Service is exceptional	1
Thank you, landbank! Service is good!	1
Thank you, landbank! The service is excellent	1
Thank you, landbank! Transaction is fast	1
Thank you, landbank. The service is great. The staff guided me in doing my transaction and they are nice as well	1
Thank you, LBP West Avenue Branch. The bank - LBP West Avenue - assisted our office in the creation of our weAccess and eMDS accounts. Also, Sir Reagan answered our inquiries promptly and assisted us throughout the onboarding process.	1
Thank you, may your great service continue.	1
Thank you, Ms. Ana for your assistance.	1
Thank you, Ms. Dulce of LBP house of representatives. She addressed all 2 of my concerns in one sitting. Problem with iaccess and unable to withdraw from my atm.	1
Thank you, Ms. Sherene for very approaching assistance.	1
Thank you, san francisco branch	1
Thank you, Sir Dandy and Sir Mike (Teller)	1
Thank you, Sir Lance for the assistance!	1
Thank you, sir Marc!	1
Thank you, Sir Mike & Sir Dandy!	1
Thank you, Sir Mike and Sir Dandy!	1
Thank you, Sir Mike and Sir Dany for the excellent service always!	1
Thank you, Sir Mike of the teller section!	1
Thank you, updating of information went smoothly and fast.	1
Thank you, very accomodating	2
Thank you, Very fast transaction	1
Thank you, Vivien and Jedrick, for efficiently accomodating my requests	1
Thank you,landbank and to its personnel!	1
THANK YOU,MS BENITA!	1
Thank you.	35
Thank you. Candelaria branch.	1
Thank you. Fast service and very accommodating staff :)	1
thank you. God Bless	1
Thank you. Good service	1
Thank you. Great Job	1
Thank you. Happy serving !	1
Thank you. Helped very much.	1
Thank you. I'am very satisfied with the service.	1
Thank You. Keep it Up.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you. Keep on accepting challenging transactions in the future. God bless!	1
Thank you. Keep pressing forward :)	1
Thank you. Keep up the good work 🤗	1
Thank you. Keep up the good work.	1
Thank you. Keep up the good work. GODBLESS	1
Thank you. Mabilis at maayos na po ang service ng branch nyo.	1
Thank you. May you have a good day ahead!??	1
Thank you. the branch accommodated my request in iaccess even though the branch is alredy closed	1
thank you. The staff are appriachable and accommodating.	1
Thank you. Very satisfied.	1
Thank you..	3
Thank you...	2
Thank you....	1
thank you....although i haven't have the time yet to pick up my alumni ID. I assume it is already available.	1
Thank you...all staff are nice	1
thank you..keep up the good work.	1
Thank you.Keep it up.	1
THANK YOU<3 <3 <3	1
Thank you....	1
thank youand bless you	1
thank younfor fast transaction and very good service	1
thank youp	1
Thank your for the warm welcome and excellent service Ms. Benny! Transactions were precise, and easily understood. Follow-up service was likewise topnotch. Felt the true essence of Landbank's motto, serving the nation.	1
Thank your for your outstanding service.	1
THANK YOUU	3
thank youuu	1
thank youuuuu	1
Thank youvfor accomodating us	1
Thank yu	1
Thank yuo for your services sana maraming teller pag payment last day tnx ..	1
Thank yyou for processing my atm	1
Thankful enough for the best service daily provided	1
Thankful for landbank	1
Thankful for the good staffs	1
Thankful for the nice accomodation of the bank employee,	1
Thankful for the warmth of Manager Ferdinand Castro, Tellers Dina Ticman , the male beside her today who released the amount of the checks I encashed, and another male in the new account section who assisted me in updating my savings account and Guard Dadulla. Their energy radiates, ways	1
Thankful for very accommodating and helpful staff 🩵	1
thankful for your service	1
Thankful for your service.	1
Thankful for your very good service	1
THANKFUL LANDBANK CALINAN BRANCH	1
Thankful that LBP has opened the Tinajeros Branch.	1
Thankful to every one	1
Thankful to landbank maasin for accomodating us. The service was good!	1
Thankful to the service provided.	1
Thanks	35
thanks 👍	1
thanks :)	1
thanks =)	1
Thanks a lot	2
Thanks a lot.	1
Thanks alot marlon	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thanks always LBP Pasig city hall branch!	1
Thanks and Godbless	2
Thanks and may God bless us all	1
Thanks and more power	1
thanks and much appreciated	1
Thanks for a job well done	1
Thanks for accommodating and educating me about cashless payment using qr code	1
thanks for accommodating my request lbp catarman br.	1
thanks for accommodation	1
Thanks for accomodating service rendered	1
Thanks for accomodating us. God Bless.	1
Thanks for an efficient service	1
Thanks for being kind and accommodating to your client.	1
thanks for ever ready assistance.	1
thanks for excellent service	1
Thanks for fast service	1
Thanks for Good service.	1
Thanks for good services you have extended. Keep up!	1
THANKS FOR HELPING	1
Thanks for helping me. A great experience God speed.	1
Thanks For inproving	1
Thanks for service	1
Thanks for Sir Nico for good customer care	1
Thanks for smooth accomodations.	1
Thanks for smooth transactions. Especially for Miss Emy Morales for helping us.Keep it up.	1
Thanks for the accommodation. Highly appreciated	1
Thanks for the accomodation	1
Thanks for the assistance	2
thanks for the assistance, commendation to the tellers, verifier, manager	1
Thanks for the awesome service.	1
Thanks for the effort of the branch manager to help in making the transactions more covenient.	1
Thanks for the entertain?? May god bless you??	1
Thanks for the excellent bank service.	1
Thanks for the excellent customer service assistance provided by the following bank staffs namely;Ms. Jennifer CaringalMs. Ma. Krystallyn de VillaMs. Ciara May Valenzuela Highly commended. Thanks LBP!	1
Thanks for the excellent service	1
thanks for the fast and efficient service	1
Thanks for the fast transaction. Great job.	1
Thanks for the good service	4
thanks for the good service kudos to your team	1
Thanks for the good service rendered.	1
Thanks for the good service!	1
Thanks for the good service.	1
Thanks for the good services rendered	1
Thanks for the good wna	1
thanks for the great service	1
Thanks for the great service.	1
Thanks for the prompt assistance.	1
Thanks for the service	1
Thanks for the service. More power!	1
Thanks for the warm approach	1
Thanks for the warmth service.	1
Thanks for very excellent and smooth process.	1
Thanks For your assistance	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
thanks for your cheerful deposition and helpful transaction	1
Thanks for your good service	1
Thanks for your good service.	1
Thanks for your good service. More smiles to us gives us positive vibes	1
Thanks for your help.. God Bless you all and more power!	1
Thanks for your impeccable service	1
Thanks for your impeccable service!	1
Thanks for your kind consideration.	1
Thanks for your kindness. Pagpatuloy niyo lang!	1
Thanks for your service. Very accomodating	1
Thanks Kristyl Ann for helping me best agent ever	1
Thanks landbank	2
Thanks landbank for quality services especially in your online banking.	1
Thanks landbank Wao and sa opening account staff	1
Thanks LBP to faster release of my loan	1
Thanks ma'am sa pag open account	1
Thanks Maam Clarisse for your swift reponse for my quiries. Your commendable service is very is outstanding.	1
Thanks maam jeza sa pag accomodate po ng pag open ko account	1
Thanks maam karen your so kind	1
Thanks ms Denise. For your Very good service. Salamat ulit. Keep it up mam.Smile..	1
Thanks Ms Venus Javellana for very smooth transaction See you again	1
Thanks Ms.Mary Ann you're so helpful and kind	1
Thanks much	1
THANKS NG MADAMI!	1
Thanks po	3
Thanks sa mga staff ang bait and so accomodating...lalo na si maam VENUS JAVELLANA..	1
Thanks Sir Dante and Ma'am Patricia Fradejas	1
Thanks Sir Jake. :) God bless you! You did a great job. :)	1
Thanks sir roderick sa tulong	1
Thanks so much , the bank manager -Ms. Cel Gutierrez did a fantastic job in assisting me as well as teller Darwin	1
Thanks so much for the very good service.the staff is approachable	1
Thanks so much for your service!	1
Thanks to all staff/teller of this landbank. Thank you	1
Thanks to good execution	1
Thanks to Landbank bais Team who always treat client very politely may landbank keep these good employes.	1
Thanks to Landbank for the fast service rendered by the New accounts officer.	1
Thanks to Maam Ronna.	1
Thanks to Maam Tin. Very approachable and sobrang bait. Keep up the good job maam. Sorry po sa late na pag rate. Overall 10/10. Thankyou po ulit sa pag assist.	1
Thanks to Mam Aireen for helping us out on our inquiry and for the quick response.	1
Thanks to Ms Alagao and Sir Robel	1
thanks to ms apple and ms legaspi, very helpful employees fair and everyone maraming salamat	1
Thanks Venus for the pleasant experience.	1
Thanks very good service!	1
Thanks very much	1
thanks you	3
Thanks you personally to maam Jeza for updating my account.	1
Thanks you Sir Michael for Asis me...	1
Thanks you Sir Michael😊😊	1
Thanks you very much to LBP Blue Ridge Branch.. especially to Maam Christell Joy Tarro for the very fast transaction as always.	1
Thanks!	3
Thanks,	1
Thanks, very nice service	1
Thanks.	4

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
thanku very much,very approachable angemployee	1
Thanky You!!	1
Thankyou	15
Thankyou and god bless	1
Thankyou and More powers GodBless	1
Thankyou Fast Transaction	1
Thankyou for a very good service from your office God bless po	1
Thankyou for accommodations 🤗	1
Thankyou for accomodating me	1
Thankyou for accomodating	1
Thankyou for assistance	3
Thankyou for assisting	1
Thankyou for being very understanding po	1
Thankyou for easy open my acct bank on this branch	1
Thankyou for good service	1
Thankyou for good services.	1
thankyou for helping and processing my documents..	1
thankyou for providing very easy transaction to us clients/members .Staff are accomodating,till our next transactions Thankyou	1
thankyou for service :)	1
Thankyou for the fast service	1
thankyou for the good service Landbank Kidapawan	1
Thankyou for the great services. Keep it up. Godbless	1
thankyou for the service	1
Thankyou for your good service 😘	1
thankyou for your kind accomodation	1
THANKYOU FOR YOUR SERVICE	2
Thankyou for your service. I whole heartedly appreciate your dedication to your work! Merry christmas	1
Thankyou gave a nice day	1
Thankyou Landbank Basco!	1
thankyou lbp	1
Thankyou po landbank sa magandang Entertain	1
Thankyou po sa mabilis na serbisyo at mababait na staff??	1
Thankyou po sana my free wifi	1
Thankyou sa maayos na pagaassist	1
Thankyou Sir Al, sya lng mag isa as teller pero mabilis po sya	1
thankyou sir ronel santos	1
Thankyou Sir Ronnie Kong and Ma'am Jennifer Quiba for accommodating us	1
Thankyou so	1
Thankyou so much to this landbank	1
Thankyou very for helping me..i am very satefied of your services. The personnel treated nicely.	1
THANKYOU VERY MUCH FOR YOUR GOOD SERVICE	1
Thankyou very much po for your good service God bless po.	1
Thankyou very much po to all landbank staffs, heads and security guards for a very smooth and fast transaction for our 4ps beneficiaries. They serve with a smile and respect to everyone. Godbless po maam gay, maam cel, maam jo, maam glad, maam ly and everyone💚?	1
thankyou!	1
thankyousomuch.	1
Thanms	1
that staff are nice & accomodating, very pleasant	1
That they will provide more windows and personnels to be assigned in new account since it is the most numbered of clients that they cater. Also the personnels in the cash and check deposit windows are very accomodating and friendly. Kudos!	1
That's all, thanks	1
The ABP was so approaching, Siya ang nagpapatunay na ginagawa nya trabaho nya kasi inaassist kami and nakapabait nya. Lahat ng inquires namin sinasagot nya. Salut sayo Ma'am ABP of Pugo, La Union	1
The account clerk was able to take action regarding my Ipiaccess. Hats off and continue your excellent service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The Account Officer handling my concern is approachable and knowledgeable, particularly regarding the Fish Fin / Bangus production proposals. The account Officer explained well what data and requirements needed to be included for the submission. Although we did not qualify due to a lack of Coops equity share, we are well informed on the reason and understand. Keep it up!	1
The account officer is very accommodating, my problem was well addressed.	1
The Account officer is very approachable	1
The account officer, Ms. Pepillo, is accommodating and helpful in my queries regarding my intent to apply for a loan. She answered all my questions and explained well the requirements for submission. Keep up the good work!	1
the account opening officer is cery polite and approachable	1
The acct opening was fast	1
The agency charter placement is not accessible to clients.	1
The agency is doing well with processes and customer service	1
The agency provided good services.	1
The agenc'y service is great, guards provide assistance more than needed.	1
The agent is very helpful	1
The aircon is very cool. The guards are nice and the staffs are very well mannered and friendly.	1
The aircon needs for repair	1
The aircon unit in the branch could no longer accommodate the clients, need to add more units especially during this summer season.	1
The all over service is good.	1
The ambiance here is always inviting and comfortable	4
The ambiance is always inviting and confortable	1
The ambiance is good. The employees are very friendly.	1
The application process is both thorough and appropriate, reflecting the standards of a highly regarded bank. The difficulty of the exam is expected and serves to identify the most qualified candidates. I also appreciate the continuous hiring model, which provides flexibility for the company to quickly onboard new talent as needed. Moreover, the HR staff were highly accommodating, responsive, and patient, ensuring that candidates like myself could navigate each step of the process with ease.	1
The assigned guard is very accomodated. He assist very well.	1
The assistant is good and friendly and trnx for assiting me	1
The attendant is calm and knowledgable of what she is doing. She is effective in assisting us. Snappy salute ma'am! 🫡	1
The attending AA was very accommodating.	1
The automatic number on screen	1
The bank accomodate their customers very well.	1
The bank and its personnel, from the guards to the clerks, did well. Thank you landbank maasin!	1
THE BANK ARE VERY CLEAN, COMFORTABLE, FRIENDLY AND BEAUTIFUL	1
The bank did an excellent job. The transaction is fast even if there are many clients	1
The bank employee is very approachable and courteous. LEAF is very useful to us clients.	1
The bank employees are all nice and accommodating.	1
the bank have an excellent facility and staff, easy to transact and personnel are approachable & helpful	1
The bank is accommodating	1
The bank is efficient and prioritize PWD.	1
The bank is super clean	1
The bank is very clean	1
the bank officer who handles me is very kind and accommodating.Thank you for your service.	1
The bank officers and staff are very helpful.	1
The bank officers who assisted are fast and excellent	1
The bank personnel @landbank binalonan EO headed by ma'am cindy cabrera are very accomodating..i was personally assisted by ms. Khristine when i opened a savings account and she is very helpful and kind..everyone including the guards on duty deserves recognition..kudos to your team!	1
The Bank personnel by the name of Ms JHONABETH D GACAD'S service and assistsnce provided to me is highly commendable. She is very kind, proffessional yet appraochable and informative and best is she ischeerful while in the conduct of her service. Landbank's service performance is superb.	1
the bank service is good	1
THE BANK SERVICES WAS EASY AND HAVE A FAST TRANSACTIONS	1
The bank teller is cute	1
The bank teller name rodel embate very ftiendly.. and always naka smile bisag stress na😊	1
The bank was able to serve me with all that i need.Thank you Landbank Barili Br.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
THE BANKING STAFF WERE ALL FRIENDLY AND VERY HELPFUL	1
The bank's personnel are nice. They greet me as soon as I entered the office and when I approached them. Transaction is fast also. Excellent service!	1
The bank's service is excellent. Personnel are accomodating and are nice	1
The bank's service is good! Staffs are also nice and accomodating	1
The bank's service is good. Good job, landbank maasin!	1
the beautiful manager recommended optisaver.	1
the best	60
The Best 😄👍	1
The best :-)	1
The best accomadating maam Gem at tomas morato branch 5 star thankyou	1
the best ang trainee na nag assist	1
The best bank that i could ever ask for.	1
the best bank the service is good	1
THE BEST BANKING EVER...	1
THE BEST BRANCH	2
The best branch is dost bicutan!	1
The Best customer service. Kudos sa verifier nila na si Sir Rob Altares sa maayos na service. Mabilis Kong napalitan ang PIN ng aking ATM Card.	1
The best employee. Keep it up Sir.	1
The best explanation	1
The best in term of services	1
The best landbank branch since I was still active in gov't service up to present	1
The best LandBank for me	1
The best Landbank West San Fernando Branch😊 especially Mam Jennifer Quiba.	1
The best LBP	1
the best lbp malacanan	1
The best of service always with Ms Venus	1
The best person I meet mem Sherene MesaShe was so helpful and welcoming person with smile	1
THE BEST po c Sir Andrew Aniceto.👌😊	1
The best po service ng LBP Paniqui salamat po	1
The best service	3
The best service ever experienced. Thank you.	1
The best si ZArina and joy love them both courteous and nice people	1
the best staff	1
The best way to learn your customers' needs is to ask them. Use a survey, an email, a phone call, or whatever resources you have available to ask them about their needs specific to your industry.	1
The best yung service nila. Keep it up.	1
The best!	2
The best, very accommodating ni sir :)	1
The Best, very satisfactory	1
the best.	1
THE BEST. THANK YOU.	1
the bookkeeper is very accommodating.	1
The branch accomadate me on my passbook replacement even though my branch is at Batasan branch. Thank you	1
The branch ambience was nice.	1
The branch has a small erea	1
The branch head sir Ed Nolasco and Butch were very halpful	1
The branch is clean and fast transaction	1
the branch is doing a good job despite of being a busy day	1
The branch is fair in entertaining the clients	1
The branch is hot inside given the weather outside. They should have more AC units open.	1
the branch is so welcoming and even assist you up until the end. they are very kind and have a good personality. they are very helpful. very good!!	1
THE BRANCH IS VERY ACCOMMODATING	1
The branch is very accommodating & doing excellent job!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
the branch is very accomodating Keep up the good work	1
the branch is very efficient	1
The branch is very kind staff start of the guard. All of the staff og this branch are very nice. Basta sobrang bait nila po sobra.	1
The branch manager doubles up her job in the absence of a senior staff. I believed, she is extremely used up when such situation occurs especially during longer periods. I strongly suggests continuance of training for understudy if not consideration for additional staff. Thank you!	1
The branch manager gace a very excellent service. A loyal civil servant.	1
THE BRANCH MANAGER IS VERY ACCOMMODATING. I COMMEND THE EXCELLENT SERVICE OF CALINAN BRANCH PERSONNEL . ᾦ	1
The branch Manager named Ma caridad Rodenas is very helpful and she really assisted me in terms of my issue with my card by calling the pag ibig staff over the phone . Really great service and i also i appreciate her kindness as well . Thank you !	1
The branch manager, Ms. Maria Lydia Padilla, was very accommodating and helpful. She was able to answer my queries and assisted me throughout the process. Overall, it was easy and simple, made possible through the assistance of Ms. Maria Lydia Padilla and their staff.	1
The branch needs additional staff to serve the clients faster	1
The branch of sual is very good	1
The branch office recently transferred to a new location and has yet to put the citizen's charter. In the previous office, the CC was visible. It is recommended that you install the CC in your new office as it is helpful to the clients.	1
The Branch officers and staff are very accommodating and answers all my queries even beyond banking hours.	1
The branch personnel are very accommodating. Suggestion? None so far.	1
The branch personnel who handled my transactions were very quick and approachable.	1
The branch personnel's service was excellent	1
The branch really helped me a lot with bank transactions.	1
The Branch Service Officer even call me to notify that my cards is available for pick up.Vey fast	1
The branch should inform the concerned depositors if their ATM cards, like in my case, are already ready for pick up. Over all, I commend the Manager and the employees of LBP Cauayan for being courteous and accommodating.	1
The branch staff are very accomodating	1
the branch staff teller joy villamor is very accomodating and courteous respectful an good to the hand. The guard gave their goods smiling assistance	1
The branch staff were approachable and willing to help	1
The branch staffs are accomodating	1
The branch staffs are well accommodating. Excellent!	1
The branch teller is very accomodating especially Maryanne Mmrine H. Baguio.	1
the branch was accommodating enough.	1
the branch was functional the staff of the personnel are courteous hoping to maintain this good behavior	1
The branch was so helpful ang hospitable to the clients	1
the branch was very accommodating and the staff are so amazing. credits to the guard and teller.	1
The branch's service and staff are courteous and helpful.	1
The card took too long to be available	1
The cashier of the bank is satisfactory	1
The cashiers are fast maybe, the numbering	1
The CC chart is not easily visible to the clientsvas it is posted at the right side wall. Might consider transferring it at the front, behind counters maybe, in a large print. Aside from that, all's well.	1
The CC is genuinely accommodating & responsible employee	1
The CC must be easy to see for everyone.	1
The CC that was displayed at the desk of the bank is too small and hardly visible to the eyes. That's why I put somewhat helped as I could not read it because font was too small or charts are very small. I may add, I asked the guard where the CC I located and so I found the CC despite the fact that i know my transaction and to where I go.	1
the cetizine charter of lbp surallah branch is of big help to its clientile.	1
The chairs in the waiting area outside the office are not in good condition. I hope that can be improved, even if it's just a waiting area until you open at 8:30. Nonetheless, all other services and staff are good and helpful."	1
the citizen charter meet its standard of services fast and effective delivery of services, Good Performance	1
The Citizen's Charter should be displayed in a more conspicuous area where every client could easily read its policies and rules pertaining to every transactions made in the office.	1
The citizens charter can be printed bigger so that it can be easily seen. The customer service is already great and efficient, it needs to be maintained. Kudos.	1
THE CITIZEN'S CHARTER MAY BE PLACED AT THE ENTRANCE	1
The Citizen's Charter must be placed in a conspicuous area, and posted on a larger or bigger size so that it could be easily seen.	1
the citizen's charter put in the board not in the middle side to easy to see	1
The claiming of card was fast and smooth.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The clerk assigned to me was very accommodating and approachable	1
The clerk is very nice, as well as the guards and other staff. Thank you, landbank for the great service	1
The clerk John is very accommodating and approachable to his/her client. Good job keep it up.	1
THE CLERKS VOICE OR SOUND MUST BE IMPROVED COZ NOT ALL CLIENT ARE EASILY PICK UP THE INFORMATION. THANK YOU!	1
the clients are very accommodated and the security guards were very courteous in dealing with the clients	1
THE CLIENTS NUMBER SO THAT WE ARE AWARE IF ITS OUR TURN	1
the Congress branch has one of the friendliest and hardworking staff and very accommodating. thank you for your assistance.	1
The CSR's were accomodating. However, I've noticed that they lack manpower. I suggest to hire more CSE's for better banking experience.	1
the Customer Assistant is very good	1
The customer assited really help us our needs and satisfied	1
the customer associate give us the best service	1
The customer care desk assted me and provided guidance so I can accomplish my needs.	1
The customer care desk personnel/secretary is very helpful. And assisted us to the Accounts Opening teller. I am satisfied with the customer service of Capistrano Branch.	1
The customer complain were easily address in a very nice and professional manner. The staffs were very approachable and kind. We were able to transact the necessary queries for updating the mobile number in iaccess. They were very informative about the process. Ma'am anika is very accommodating person and my mother and I love the experience and I hope that all clients of Landbank were able to experience this.	1
THE CUSTOMER SERVICE IS EXCELLENT	1
The customer service is great. Keep up the good job.	1
The customer service is impeccable, the staff are very approachable, efficient and highly-skilled professionalism is the hallmarks of their service.	1
The customer service of Land Bank Catarman, Nothern Samar, Branch is outstanding. We would like to commend the Branch Manager, Sir Auden, Ms. Ailyn M. Doria and the rest of the staff of the bank. Thank you for the accommodation and best service.	1
The customer service of the branch is excellent	1
The customer service of the Landbank tellers in Santiago Branch is excellent. Special mention for Mr. Jesie Romero, who posseses a cheerful attitude towards work. Kudos to the whole branch!	1
The customer service was really great.Thank you	1
The customer service was super good.	1
The customer service was super goodThe transaction waswe'll	1
The Customer servie is good the employees are all accomodating and approachable	1
The customer was treated well, fast service based on the transaction, organized, staff approach was nice, service satisfied	1
THE CUSTOMER WAS TREATED WELL. FAST SERVICE BASED ON THE TRANSACTION, ORGANIZED, STAFF APPROACHED WAS NICE, SERVICE SATISFIED	1
The customter service is very good.	1
The details about opening account was explained well. Thank you!!	1
The details given to me were not complete, i think u should give me the complete one not to waste my time	1
The different staff members always welcome me and friendly. Explain what I don't know or to be clarified	1
The documentary stamp fee is high.	1
The efficiency and professionalishm demonstrated by landbank and its staff made my banking experience smooth and enjoyable :).	1
The efficiency and professionalism by you and your team have made my banking transaction smoother.	1
The efficiency and professionalism demonstrated by you and your team have made our experience smooth and enjoyable.	1
The efficiency is impressive! Mabilis ang proses.	1
The efficient service and warm/very accommodating Officer and Staffs make LBP LWUA Branch competitive and stand out in the industry. I am humbly suggesting that LBP reconsider to offer a salary loan program for LWUA employee so that we will no longer have to apply with the other bank, after all our payroll account was with them through automatic deduction.	1
The elevator took very, very long and always full (3 visits here).	1
the employee are approachable also the security guards are humble and approachable too :) very satisfied	1
the employee are great and nice	1
the employee are kind	1
The employee are so helpful and effective when it comes to it's service	1
The employee are very accommodating	1
The employee are very approachable especially on loan deposit. And (ma'am eloi) as well as the scs. Thankyou landbank	1
the employee are very courteous and approachable	1
The employee has a good service to the customer .	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
the employee is kind	1
the employee is nice to me and entertained my transaction immediately	1
the employee is very much approachable	1
The employee of blue ridge landbank brach are very approachable to the client special me. I'm very thankful to the blue ridge landbank branch employee good job sir ma'am.	1
The Employee very approachable Thank you	1
The employee who assisted me was very helpful and very accommodating.	1
The employee who served me was very professional and friendly	1
THE EMPLOYEECS ARE ACCOMODATING AND APPROACHHABLE	1
The employees and guards are friendly and accommodating. Keep it up.	1
The employees and security guards are kind and accommdating. Continue with enthusiasm and kindness. Keep it up.	1
The employees and staffs here in landbank is very accommodating. A big thumbs up for there work.	1
the employees and the guards entertain us well	1
The employees are all professional and are dealing the client very well.	1
The employees are approachable	2
The employees are friendly and welcoming	1
The employees are friendly. They are very accomodating. Keep it up.	1
The Employees are FriendlyNothing to improve just keep up the good work!	1
The employees are good on handling clients and approachable.	1
The employees are great	1
The employees are jolly persons	1
The employees are kind to me	1
The employees are polite	1
The employees are very accommodating	1
The employees are very accommodating and ready to help in any way.	1
The employees are very accommodating and smiling	1
The employees are very accommodating. Keep up the good work.	1
The employees are very accommodating. They provide excellent service to their clients. I am very satisfied by the way they handled my transaction. Good job!	1
The employees are very accomodating	2
The employees are very accomodating & couteous.	1
the employees are very accomodating especially the teller	1
The employees are very approachable	2
The Employees are very approachable and Good looking.	1
The employees are very approachable.	1
The Employees are very helpful	1
The employees are very helpful and kind	1
The employees are very helpful.	1
THE EMPLOYEES ARE VERY KIND AND ACCOMMODATING.	1
The employees are very kind and approachable also the security guards are very kind and magaasikaso and sir papa also	1
The employees are very kind, helpful and approachable. Very good assistance with clients.	1
The employees are very nice	1
The employees are very respectful and they are very helpful in all ways	1
The employees guide the clients well. They have good attitude & very professional.	1
The employees here are very kind and accommodating	1
the employees in this branch were so accommodating and kind. My suggestions is I hope your branch will grow..	1
The Employees of Land bank well accomodating to client refer leave them of all	1
The employees of Lipa Big Ben Branch are always serving with a smile.	1
The employee's of the branch is repectfull to the client and also beautifull and handsome..	1
The employees of this bank were polite	1
The employees really impressed me on how they resolve quickly my issue regarding to my account, salamat!	1
THE EMPLOYEES TREAT THEIR CLIENTS FAIRLY AND ACCORDINGLY	1
The employees was professional and attentive to our needs.	1
The employee's were polite. Congrats, keep up the good work!	1
The employees were very accommodating especially for us all NGA officers	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
THE EMPLOYEES/STAFFS ARE VERY CONSIDERATE.	1
The employes are so very kind and Accommodating	1
The employes is helpful and friendly	1
The environment is good. Good people around and with great services.	1
The environment is organized	1
The environment was clean and welcoming and the staff went above and beyond to assist me.	1
The fast lane is fully utilized hence the capability to meet the needs of stakeholders is highly recommended for it is done the shortest possible time.	1
The fastest banking service I ever experienced. Kudos to Maasin Branch. Salamat kaayo. From the guard to New Account, especially the friendly Manager, Mam Grace Sausa, very accommodating and smiling. Thank you Mam.	1
The first person in line must be served first	1
The first teller/accontant has sarcastic comments, remarks but the teller/account in the create new accountsis courteous and kind. I hope every teller is like her.	1
The flow of client is observed a hazzle free transaction	1
The flow of the transaction is good	1
The Flow of transaction is smooth and the instructions or steps are easy to follow	1
The front desk clerk was very jolly and accommodating. Kodus to Ma'am Cholly.	1
The front liner are approachable.God bless everyone.	1
The front tellers are very helpful and accomodating. They treat thier customers with outmost respect and care. Would reccomend this branch of landbank	1
The Good Services and very accomodating	1
the government employees are very accomodating to the clients	1
The guard & the employees are very accomodating.	1
The guard and staff are accommodating.	1
The guard and staff are accomodating.	1
The guard are very Accomodating	1
the guard are very approachable	1
the guard are very welcoming and the staff are accomodating	1
The guard at the door was very aware and advised me to make a duplicate copy of the ocoll deposit slip so I would have a copy.	1
THE GUARD IS GOOD & APPROACHABLE AS WELL AS THE SERVICE.	1
The guard is nice and very accomodating. Thank you very much.	1
the guard is very accomodating	1
the guard on duty is very helpful and polite. Cudos to them	1
The guard said that there is no Special lane for PWD for new accounts opening. As a government institution, you should set an example to other offices and establishments in providing the privilege due for People with disabilities as mandated by the law...	1
The guards and staffs were approachable. Easy to use DOBS in updating my bank record. The new accounts clerk, Ms. Arlene, was very helpful and prompt. Highly appreciated. Good job!	1
THE GUARDS ARE APPROACHABLE AND KNOWLEDGEABLE	1
The guards are friendly!	1
The guards are polite & helpful.	1
The guards are polite and accommodating	1
The guards are really nice also the tellers and staffs around here and Ms Joan is really nice. Please continue your good service.	1
THE GUARDS ARE VERY ACCOMODATING	1
The guards as well as the new account's clerk are very welcoming and serves the clients well.	1
The guards on duty were courteous. Ms. Ester was approachable and very accommodating to our inquiries. :)	1
the guards very accomodating	1
The handling team of Mr Angas and Ms Restauro was helpful and our concern was easily addressed.	1
The help and service provided by Marie Joy Escobar is excellent. Marie is very customer-friendly. The Branch Head, Maria Lulu Salinas is also very helpful.	1
the improvement of cc was very fast and the staff was very helpful and approachable	1
The in charge in acct opening is so friendly	1
the in-charge is very helpful	1
The internet connection	1
The is very pass	1
The kiangan landbank branch was well manage by ma, am Marites. She was very approachable person and very kind to everyone. Her services are much appreciated. Thank you Ma'am.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
the lady in the front desk is very poilite and helpful	1
The lady who accommodated me deserves a raise, she's very professional and hands on in helping me filling out the forms.	1
The lady who opened my account was so nice to me and I even finished my transaction of account opening with a short period of time. The guards also was courteous and I like the bank premises. Not crowded and not noisy at all.. Thumbs up for the new account services offered ??	1
The land bank has been performing well and satisfactory during the renewal of my card, I see no problem at all during the process.	1
The Land Bank Tarlac employees and staff are very prompt and courteous, they are doing their job excellently. The bank Manager is very kind and supportive of the needs of the client. Great Job to Land Bank Tarlac !!!	1
The landbank at the senate was not that big as compared to the other branch but their staff was so efficient. The person who handled my application for opening new account was Ma'am Irish who really answered courteously to all my inquiries about my account and other way around, she's nice and also Ma'am Emma who really a soft-spoken lady with a very kind aura. These staff keeps the institution welcoming to the people	1
the landbank camiling is very helpful	1
The landbank employee, Bernie, was very helpful.	1
The landbank is a great bank and i will trust him always..nothing to improv..e becauae i know my transaction is surely safe	1
The landbank is easy and accommodating	1
the landbank is good to help if may transaction	1
The Landbank Janiuyay branch has a commendable services to its client. Furthermore, it would be much better if complimentary food will be provided to those applicant to the processing of loans while waiting as it requires hours of waiting.	1
The Landbank of the Philippines - Parang Branch staffs were generous and kind.	1
the landbank office will always be the best especially their services and processes, well satisfied!	1
The LandBank Paseo is very friendly to all their customer and also to the Teller Mam Cindy on the assisting of my replacement of my card, she was nice to me.	1
The landbank personnel are very good	1
The Landbank personnel is very mcuh approachable.	1
The landbank personnel were very respectful and all smiles	1
The Landbank personnel/staff are very approachable.	1
The LandBank Romblon Branch received us well. And ma'am Jovi Ros Machete Mangao-Galos helped us so that we were taking care of and I am really thankful to Ma'am Jovi Ros Machete Mangao-Galos because she never left us. Thank you very much Landbank Romblon Branch and to the one only Ma'am Jovi Ros Machete Mangao-Galos,Thank you so much po🥰🥰🫶🫶	1
the landbank staff is very courteous and approachable to the clieny	1
The landbank teller is accomodated and fast and reliable transaction	1
The LARS BOOKKEEPER,LARISON MATIAS was Very responsive to my query regarding my undispensed withdrawal in LBP ATM.He answers courteously and had a satisfied answer. Thank you	1
The LBP Personnel in the Supreme Court Branch were helpful as always.	2
The LBP personnel who helped, specifically Ms. Leann Decena with the assistance of Ms. Katy Estrella, were very accommodating.	1
The LBP staff is approachable	1
The LBP team who handled our transaction was very accommodatingand easy to deal with. They were clear and concise in explaining theservices the bank is offering and its requirements.The whole process was smooth and fast.	1
The LBP-SM Branch was all smiles when I arrived in the branch. The staffs were friendly and easy to talk to. Transaction was very fast. I love the way that the management were accomodating on all request. Kudos for a very job well done.	1
The letter so far so good because the processing are transaction fast ,,	1
The level of professionalism displayed was outstanding	1
The line for new accounts is long and there is only one clerk assigned on it. You should add another for the clients to not wait for so long.	1
The line was long for the opening of new accounts. The office should assign additional staff for the new accounts so that clients will not wait longer.	1
The loan availment was swiftly processed.	1
The loans personnel are very knowledgeable, responsive and supportive and responsive while the Bank's credit programs greatly support the needs of the business sector. I hope they will continue their programs for development.	1
The maintenance of online banking (EMDS AND WEACCESS) should not be done during end of quarter	1
The male staff in new accounts was very polite and courteous.	1
The male teller is very accomodating.	1
The management and staff are very accommodating. Thank you for making my Landbank Experience an exceptional one!	1
The management is good and the staff are accomodating.	1
The management should add a personnel. In my case, I visited the branch for check encashment only, but it took me more than an hour to finish the transaction.	1
The manager and all the staff including the security guards are very accommodating.more power.	1
the manager and employees of the bank is friendly to the clients they assist the clients without asking any help	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The manager and Kaycee Balisi are very accommodating and very knowledgeable on their job .I was amazed banking with you guys.It was exceptional experience	1
The Manager and Ms Kaycee Balisi are very accomodating & very knowledgeable on their job. I was amazed banking with you guyz. It was exceptional experience!	1
The manager and new accounts staff was very hands on in helping me with my needs.	1
The manager and staff acknowledges well the concern and easy transaction.	1
The manager and staff are very accommodating. Very satisfied with their good service	1
The manager and staff are very corteous and accommodating.	1
The Manager and staff are very friendly and accommodating	1
The manager and staff are very warmth, welcoming and very friendly. The opening of my account is very smooth, kudos !	1
The manager and staffs are friendly	1
The manager and the staffs are very helpful, and helped me make my transaction easy. Thank you.	1
The manager and the teller who attended to us were accomodating and approachable. They can reach anytime.	1
The Manager here in LandBank Camiling is very helpful. He will help you in every concern you have and he is willing to lend his hand in every way possible as much as he can. Kudos to the Manager here Mr. Castro and to all the employees. Five Stars service together with five star OJT's	1
The manager including the staff are very accommodating. Mababait po cla.	1
the Manager is accommodating with my request	1
The manager is accomodating ang pretty	1
The manager is approachable and nice dealing with the client	1
The manager is very accommodating and give solutions to easy access of Banking Tarnsactions. Kudos to him.	1
The manager is very accommodating as well as the staff specially at the customer care desk (Sir John)...	1
the manager is very approachable and accommodating. Staff	1
The manager is very approachable and accomodating. Kudos!	1
The manager is very approachable. And the new accounts clerk is so calm in dealing with the customers	1
the manager is very helpful and kind	1
The Manager is very helpful. He is indeed one of the Public Servant. Kudos to the Manager	1
The manager is very kind and the staff are friendly.	1
The manager, asst manager,the acct clerk and all the staff are very friendly and approachable.even the guards are attentive and also approachable.	1
The Manager, Maam Maria Lydia Padilla was very accomodating. Her Beautiful smile showed the excellent service of Landbank Baguio-Naguilian branch. I would also like to thank the equally beautiful New account clerk who was very accomodating, understanding and helpful in opening my payroll account. I would also like to thank the Branch Banking Sector Head for a job well done in maintaining the excellent Service of Landbank! Thank you so much for serving our nation, you inspire us!	1
The manager,sir Bernard proactively assist us in our concerns regarding opening of account	1
The moss incharge assisted me well with great attitude and professionalism	1
The NAC are approachable to client	1
The NAC encourages me to use my account for m next remittances	1
the NAC explained to me the process of my overseas payment.	1
The Nac is very accomodating. Helps me change my pin. I need to withdraw my HDMF loan. Thank you LBP!	1
The NAC staff was courteous and respectful. My transaction was explained to me thoroughly.	1
The NACs are very Approachable	1
The Naga office and staff are very helpful	2
the naga office and staff are very helpfull	1
The Naga Office and the staff are very helpful	2
The new account clerk was already exceptional. She is kind and approachable. I didn't had a hard time in opening new account because she was also accomodating. She was also able to answer my questions. Just continue the services that you have showed your customers.	1
The new account is accommodating and all my queries is attended on the same day. Very much please with the service	1
The New Account ms Ellen helped me understand the requirements I needed to submit so I can open my account. She is polite and courteous too.	1
The new account personell is very accommodating	1
The new account personnel of airport road is very much accommodating even if my account was opened at kcc Zamboanga branch.	1
The new account staff of Calapan Branch namely, Sir Jonjie Renzo Sabado was very corteous and immediately assisted me in my account opening and even offered to enroll may account in the landbank mobile banking app. Transacting with Calapan Branch was very fast and convenient and i would recommend opening an account with my other friends. Thank you sir Jonjie amd Landbank Calapan Branch	1
The new account staff was very accommodating. He is kind in dealing with clients, even though my captured card was BPI and even how busy he was because of so many clients. Keep up the good work.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The New Accounts are very helpful, all my inquiries are answered very well. Thank you so much Paso De Blas for helping me access my mobile banking	1
The new accounts assisted me well in filling up of account information in dobs account opening using my cellphone	1
The New accounts Clerk is very courteous and attended my queries regarding my account. Very helpful and friendly staff	1
The new accounts clerk is very much accommodating and friendly when I was updating my bank records	1
The New Accounts Clerk is very nice and accomodating.	1
The New Accounts Clerk Ms. ivieronh Matias is very accommodating. There is always smile in her face.	1
The new accounts clerk open my acct very fast and kind.	1
The new accounts clerk was very much accommodating	1
The new accounts is very accomodating and approachable. She makes extra effort just to serve the needs of her clients. Additionally, she makes every transactions very easy	1
The New Accounts ladies were accommodating. I didnt have a hard time with my transactions.	1
The new accounts Mr Aurelio Mones is very accommodating. He provides excellent assistance every time we have wire transfer transactions. I greatly appreciate his services because it makes our transactions more convenient. More power!	1
The new accounts personnel is very helpful and accommodating. Her name is Venus Javellana in Karuhatan branch	1
the new accounts teller was prompt in answering and delivering the service that i need regarding my account. it was a good experience.	1
The new accts clerk is kind, fast and knowledgeable on what he is doing	1
The new building/office gives comfort to customers.	1
The new officers are very approachable	1
The new salary loan system were mostly fluctuating but fortunately our loan handler Ms. Jen Lachicha assist us throughout the whole process.	1
The number of people that can avail interms of open account must be added	1
the office and employees are kind and hospitable..	1
the office are comfortable and the staff are approachable and kind	1
the office clerk is approachable	1
The office followed the transaction's requirement and steps based on the information provided	1
The office followed the transaction's requirement and steps based on the information provided.	1
The office is accomodating and the person is good.	1
The office is clean and keep up the good works	1
The office is clean and the staff are friendly.	1
The office is good and the personnel are approachable.I thing i just want to comment is about the Limited parking area, for the safety of the costumer's vehicle. T. y.	1
The office is highly recommended	1
The office is quite small but the service is excellent. I like the staff very accommodating.	1
The office is very convenient and the staff are very approachable.	1
The office is well ventilated and all the personnels are very accommodating and professional. Excellent customer service.	1
The office kept me well-informed throughout the process. To further improve the candidate experience, the initial email about the medical requirements could be more clearly worded. For example, stating that the medical check is a mandatory requirement for all applicants, while reassuring candidates that it is a standard part of the Program Selection Process, could help alleviate any potential confusion or anxiety. Overall, I am fully satisfied with my pre-employment and selection experience.	1
The office need elevator.	1
The office promptly liaisoned my concern with the other Landbank Branch where there had been a problem.	1
The office provides a light and accomodating environment to all clients which gives us a good service.	1
The office staff is approachable answer and explain question they served with a smile thankyou	1
The office staff is very polite and approachable.	1
the office staff was good and this service better for the 4ps member	3
The office staffs are very kind. The manager assisted always the teller and always made available to assist her subordinates. The office was conducive for business transactions. Kudos and keep up the good work. God bless LBP Ombudsman branch.	1
The office workers are kind and attentive. Thank you.	1
the officer in charge are very accomodating	2
The officer in charge of Treasury Bills is very accomodating	1
THE OFFICER IN CHARGE, MAF, IS SO ACCOMMODATING AND PLEASANT TO TRANSACT WITH.	1
The Officer incharge are very accomodating	1
The officer is approachable	1
The officer is approachable. Provided negative information needed.	1
The officer is very accommodating with smile	1
The Officer is very helpful and accommodating.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The officer is very helpful and she is also kind.	1
The Officer of the Day Sir Nep is a very accommodating person	1
The officer who assisted me in opening my savings account was very polite and approachable. However, one area that needs improvement is the long wait in line. Once at the counter, the service is quick and efficient.	1
The officer who assisted me is very accommodating.	1
THE OFFICERS & STAFFS ARE VERY ACCOMODATING	1
The officers and staff are accommodating and guide me if i have some queries	1
The officers as well as the staff were all very approachable and helpful	1
the ojt students are very accommodating and responsive.	1
The one in-charge in NAC gives an excellent service. She is very professional in dealing with her clients. She also explains well everything para mas maunawaan ng mga kliyente ang kanilang transactions. Bonus pa 'yong napakagandang mga mata at ngiti ni maam.	1
The one who assisted me is very accommodating and have a jolly personality. I enjoyed my transaction as I was respected and all my concerns where attended promptly.	1
the online instapay so I can conveniently send funds to Landbank from my GoThyme app.	1
The online way of filling it up is great and I can't think of anything else to improve.	1
The online website is always lagging	1
The only I know all the staff are nice and Good in term of accomodation and information. And very nice in and all person in pront and back . What I mean is Good service averall	1
THE ONLY PROBLEM THE LACKING OF COMFORT ROOM FOR THE COSTUMER. THANK YOU!!!	1
The opening of my payroll account went smoothly and fast.	1
The OTP thru sms are not being received immediately.	1
The over all service is beyond what I expect. Excellent job!	1
The overall transaction was very smooth. The teller/staff was accomodating in my queries. Thank you for the fast process.	1
the people and office staff are very welcoming and well accomodative	1
The people here are very kind and friendly.	1
The person invCharge is very much accomodating. She explains well and help me alot with my concern.Keep upnthe good work and thank you very much	1
The person who assisted me was very kind and polite. I did not encounter any problem during my transcation.	1
The personel are accommodated to the clients	1
The personel was approachable and accommodating. The transaction was smooth and easy.	1
the personnel and staff of LBO is very accomodating in their service. keep up the good work and GODBLESS	1
the personnel and staff of lbp is very accommodating in their service, keep up the good work & god bless	1
The personnel and the staffs are approachable and easy to ask some questions. All in all they're doing their job well. Good luck and stay nice!	1
The personnel are accomodating and nice. They assisted me in updating my account, from online to the counter. Thank you, landbank maasin!	1
The personnel are all approable wearing smile always :! GOD BLESS!!!	1
The personnel are nice and acconodating. They guided us in opening of new accounts. Well done, landbank maasin!	1
The personnel are Nice and very kind. The online system was so smooth and fast keep it up.	1
The personnel are very accommodating and approachable.	1
The personnel are very accomodating. They are ready to help if somebody needs help.	1
The personnel are very accomodationg and friendly	1
the personnel are very friendly, courteous and accomodating. Very satisfied with the services	1
The personnel at Aklan LC office is very courteous and has a pleasing personality.	1
The personnel at the new accounts is very helpful and pleasant. She makes going to the bank a good experience.	1
The personnel here were very accommodatin, especially Ms. Jen Romano. Congrats to the TEAM!!!	1
THE PERSONNEL I APPROACHED IS ACCOMODATING	1
The personnel in charge is very accomodating	1
The personnel in charge were very accomodating.	1
the personnel is incredibly kind & accomodating and their assistance is quite helpful.	1
The personnel is so accommodating , calm and knowlegeable	1
the personnel is very accommodating	1
The personnel is very accomodating and approachable.	1
the personnel is very accomodating and eager to respond queries	1
The personnel is very approachable.	1
the personnel was very respectful specially to older person like me	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The personnel were accommodating and approachable and their services are commendable ...I have nothing to suggest ...	1
The personnels of the bank are very accomodating. Thay greeted us courteously and with smile. Excelebt service, landbank maasin! We also didn't stay long at the bank because the opening of account is fast. Kudos to the personnel assigned for new accounts.	1
The perwonnell of the branch are very accommodating.	1
The Peza Branch is the Best Branch	1
The pick up teller is very approachable & accomodating.	1
The place is clean	1
The place is clean and all staff are friendly and accommodating.	1
The place is clean and all staff are friendly.	1
The place is clean and all the staff are courteous.	1
The place is clean and friendly staff.	1
The place is clean and helpful staff accommodated me.	1
The place is clean and staff are accommodating.	1
The place is clean and the staff are accommodating	1
The place is clean and the staff are accommodating.	1
The place is clean and the staff are all friendly.	1
The place is clean and the staff are courteous.	1
The place is clean and the staff are friendly.	1
The place is clean and the staff are helpful to me.	1
The place is clean and they are well-organized.	1
The place is clean and they have accommodating staff.	1
The place is clean and welcoming.	2
The place is clean and well-organized.	1
The place is cozy and the tellers are all accommodating.	1
The place is hot, please provide more aircon.	1
The place is neat and organized.	1
The place is well-organized.	1
The pregnant employee was helpful, efficient and went an extra mile. Queue was short and trx was fast.	1
The priority number doesn't make sense, basically useless. The lack or employees for the new accounts made the wait too long. However, once I was with Ms Hazel everything was fast and smooth. very helpful too. Thank you	1
The process and fast and all the staff	1
The process and procedure are well polish and professionally done, it is with great satisfaction on my part and none is to be improved or change	1
the process is fast, good in service	1
the process is good	2
The process is speedy and I was guided through the prcess	1
The process is too slow compare to the other banks.	1
The process of documents takes time, depleted personnel noted hire more computer lexpertise who are more knowledgeable for fast and easy acces to line of transactiion.	1
The process of my payroll opening is fast. The staff is accomodating too.	1
The process of transaction is fast and accurate. Keep up the good work	1
The process was as easy, quick, and efficient. I am happily assisted by Ms. Venus, who helped me throughout the application process of opening a deposit PISO account. Working with the banks' personnels also allowed me to first hand experience their work ethic, job proficiency, and their perseverance to consistently sustain a great customer service. As a customer, I know that they will always be ready to assist the banking needs of every students and individuals anytime.	1
The processing and procedures are reasonable amount of time for my transaction and nothing to improve	1
The processing and procedures are reasonable amount of time for my transaction and nothing to improved.	1
The processing is fast. Staffs are also accomodating. I was greeted by the guards and staffs courteously.	1
The processing is fast. Thank you, Landbank Maasin!	1
The processing time might be slow but they are very accomodationg	1
The quality of service they offered exceeds my expectations.	1
the quality of service they rendered to me (us) is excellent very approachable and efficient. From 1-10. ten is my rating	1
The quality of services is good. Keep it up.	1
The quality of their service is great and very accomodate.	1
The queueing time was long but Ms. Hanna assisted me and updated my account details not more than 5 minutes.	1
The queuing system is followed well	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The receiving section is very accomodating and the Manager herself is very approachable and easy to communicate with.	1
The representatives are excellent in the way the provided information on the services of lbp,they are Ms Ressa and Mr Joshua. They are very accomodating and helpful. Thank you for civil servants like them. Keep up the good work.	1
The requirements I brought were lacking so I had to get what was lacking. The staffs guided me in what to do and what to bring. Thank you landbank maasin for assisting me courteously! Excellent service.	1
THE REST OK NG EMPLOYEE OK NAMAN	1
The said branch should provide more New Accounts Desk. And also give priorities to frontliners on duty. Thank you!	1
THE SALARY LOAN BKPR IS VERY ACCOMMODATING.	1
The salary loan incharge is very good and accomodating, and handles her duties effectively. Very fast loan transaction. Thumbs up to LandBank for very good performance	1
The Salary Loan incharge was very helpful and accommodating.	1
The Salary Team are very accommodating. Keep up.	1
The satff are very nice and accomodating	1
The Secretary assisted me on my concern regarding the opening of PASS THRU Account	1
The secretary who assisted me is very approachable	1
The secretary who assisted me is very kind	1
The securities and staff are very good in service. Mam Edessa Bocaling service is very good.	1
The securities work hard to accommodate. They are dedicated to their work.	1
The security guard assists as very much and thats a good job	1
the security guard on duty is very accomodating	1
The Security guards are knowledge I was treated nicely	1
The security guards are very helpful and staff are accommodating to the customers	2
the security guards are very helpful in guiding us what to do	1
The security guards were very kind, understanding and helful kudos to them	1
the Security help me what is my concern ..super thank you sir.	1
the security officers are commendable respectful & helpful	1
The security personnel were very accomodated and help me to my transaction to be easier	1
The security team was approachable and accommodating.	1
The senior's lane should only be dedicated to the senior's lane. I noticed in this branch, they will call 2 seniors and then call 2 non seniors and then back to calling another 2 seniors client. That defeats the purpose of having a senior's counter. A seniors counter should only be exclusive for seniors only.	1
The service time	1
the servi e that i have experienced isgood?	1
The servic is good	1
the service and approaching clients is really good, keep it up thank you	1
the service and its transactions was very smooth, i am satisfied!	1
The service and socializes to people is very well good so nothing will be improved keep smile and be approachable always😊	1
The service and staff is very accommodating	1
The service and staff was great and very accomodating.	1
The service and the transaction was so good.	1
the service and transaction so far is good.	1
The service are all good	1
The service are all okay and i am satisfied	1
The service are excellent	1
The service are excellent and the employee at so kind and thoughtful to costumers l.	1
The service are transparent and smooth	1
The service are very good	1
The service does bot require improvement as it is satisfactory.	1
The service done was very good,	1
The service excellent, important matters and specific details and info was well explained by Ms. JET C. RAMOS...Thank you....	1
The service for their clients very good and very Approachable	1
The service from security to the bank personal are very good keep it up. God bless.	1
The service from the beautiful and friendly verifier and tellers are always exemplary as expected.	1
The service given by this government compony exemplified a good services and help the clients with heart.	1
The service given to client is good.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service given to me by Sir Jade were great. He's calm, approachable and easy to deal with. He's very fit for his work. :)	1
The service given to me is excellent.	1
The service given to the client and customer were very good. The staff were approachable and kind	1
The service given was excellent. Sir Gil accommodated me with diligence.	1
The service given was very satisfactory. Vanessa and Jack was very helpful!	1
The service good	1
The service her good, the people are friendly	1
The service here is really great and I can only suggest to keep it up.	1
The service I got was superb. I was here for the second time for the same request and Marcelle and the other gentleman who handled my request was also helpful. Both of them provided me my options, and also was blunt or honest enough to tell me what those are even if these were not convenient. I understand the policy and I was fortunate that the employees at New Accounts counter were very nice and patient with me. I'm also a government employee myself so I'm happy that I get to be treated nicely.	1
The service I have received was excellent.	1
The service I received in your office is fair and excellent nothing more to suggest thank you.	1
the service id very satisfactory	1
THE SERVICE IN LBP IS SMOOTH	1
The service in the Bank is 5 star ? ? ? ? congratulations I m customer more or less 20 years thanks	1
The service in the branch is fair to everyone	1
The service in the land bank is very accommodating and easy to transact with ma'am Susan. She is very happy to talk to the client. Thank youuu	1
The service in this branch is very good and I like it	1
The service in this branch of landbank is actually very good compared to even some BPI branches or metrobank branches	1
THE SERVICE IN THIS BRANCH OF UMINGAN IS ALREADY COMMENDABLE AND THE STAFFS ARE VERY APPROACHABLE. GOOD JOB!	1
The service is already commendable, there is no need for improvement.	1
the service is already excellent	1
The service is already excellent.	1
The service is already excellent. Everyone is always smiling, and very helpful! Their knowledge about their job is exceptional! Thank you and more power!	1
The service is already excellent. Thank you.	1
The service is already good	1
The service is already good here.	1
The service is already good, especially the staff.very approachable and welcoming. Thank you sir Ryan S. Bello	1
The service is already good, keep it up po. Thank you. ??	1
The service is already good.	2
The service is already good. There's no need more suggestions	1
The service is already outstanding.	1
The service is already smooth. No improvement needed.	1
The service is already the best.	1
The service is already very good	1
The service is always excellent	1
The service is always perfect. Great work indeed	1
The service is amazing	1
the service is amazing.	1
the service is at its best	1
The service is awesome for me right now.	1
the service is bad	1
The Service is better, the staff are accommodating.	1
The service is better.	2
The service is commendable	3
the service is commendable even the guards are approachable as well accomodating basic quarie and at the same time strict with the branches security and safety	1
The service is commendable.	1
THE SERVICE IS EFFECTIVE FOR THE CLIENTS	1
The service is excellent	9
The service is excellent and All the are very approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service is excellent so i dont have any suggestion to say.	1
The service is excellent!	4
The service is excellent! The staff was very good.	1
The service is excellent!!	1
The service is excellent, all the staff l'd very friendly, helpfull start with that guard also the all the staff tassist us... Thank you so much highly recommend branch😊😊	1
The service is excellent, and the staff are well-organized also generous and kind. Godbless!	1
The service is excellent, very commendable. Salute to all lbp employees especially to lbp velez cdo branch	1
The service is excellent.	7
The service is excellent. Kuddos to all the employee. :)	2
The service is excellent. Staffs are accomodating.	1
The service is excellent. Thank you, landbank!	1
The service is excellent. Well done Landbank Maasin!	1
The service is excellent...keep it that way	1
The service is excellent...They practice good costumer serviceThey allways smile ..And make the tracsaction faster..... For me they are perfect...	1
The service is excellent..They are accomodating	1
the service is exceptional	1
The service is exceptional. Ms. Cherrie delivers her duty extraordinary with effort	1
The service is fair to everyone and the teller is approaching	1
The service is fast	9
The service is fast and accomodating staff. Continue the excellent service.	1
The service is fast and easy to understand their process. The workers are approachable.	1
the service is fast and excellent	1
The service is fast and excellent. Thank you landbank!	1
The service is fast and fair. Staff are also accommodating and helpful on the process.	1
The service is fast and staffs are accomodating.	1
The service is fast and staffs are very accommodating.	1
The service is fast and staffs are very accomodating.	1
the service is fast and the employees are approachable and friendly.	1
The service is fast and the staffs are accomodating. I commend the office's service!	1
The Service is Fast and the teller is very accomodating in their clientsI comment Sir Gamay for His Service	1
The service is fast and very accommodating to customers. Thank you land bank sulop.	1
The service is fine and the employees approachable	1
The service is getting better now, my transaction is processed within a reasonable time. I am satisfied.	1
The service is good	32
The service is good accomodating employeeess	1
The service is good all the time	1
The service is good already, I am satisfied.	1
The service is good and all the staffs are approachable.	1
The service is good and easy to communicate with. Good service	1
The service is good and fast theres nothing to change just keep up the good work	1
The service is good and I am well attended .	1
The service is good and prompt	1
the service is good and the employee is nice	1
The service is good and the employees are approachable	1
The service is good and the employees are kind	1
The service is good and the employees are welcoming and courteous. Keep up the good work. Hopefully if they could provide water dispenser or candies for transactions that needs ample time.	1
the service is good and the personel or employee are very approachable	1
The service is good and the staff are approachable	1
The service is good and the staff are very accommodating	1
The service is good and the staffs are friendly.	1
The service is good and the suggestion that I just want to suggest is that stay being kind to the client and assist them always the way you did always.	1
the service is good and they are approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service is good and treat the customers as rules, no palakasan & singitan.	1
the service is good and very accomodating staff.	1
The service is good and very approachable. Is easy to query with questions, humble and willing to help with the client	1
The service is good and very satisfactory.	1
The service is good and worth to wait.	1
The service is good as well as the employee.	1
The service is good at all the time	1
The service is good enough	1
The service is good enough to be thankful for.	1
The service is good enough.	2
The service is good every time I visit the office. Thank you for the prompt service sir Mark.	1
THe service is good fair to everyone.	1
The service is good for me. I am contented.	1
The service is good im assisted by miss laurice ragudo she is very accommodating to the client.	1
The service is good keep it up	1
The service is good keep it up.	1
The service is good no further suggestion.	1
The service is good nothing to offer or to improve.	1
The service is good so far	1
The service is good so far.	1
The service is good so keep it up. Thank you	1
the service is good the employee is well to communicate and always give positive vibes	1
the service is good they make my 10 transaction very easy	1
The service is good!	2
The service is good! Keep it up! Godbless everyone	1
The service is good, and the security guards are very accomodating to the bank clients & respectable.	1
The service is good, keep it up.	1
the service is good, nothing to improve	1
THE SERVICE IS GOOD, VERY FRIENDLY AND ACCOMMODATING EMPLOYEES	1
THE SERVICE IS GOOD, VERY GOOD. AN FRONTLINE PERSONNEL ESPECIALLY TELLERS IS APPROCHABLE & VERY INFORMATIVE ON THEIR SERVICES THEY CATER, MY SUGGESTION IS TO GIVE INCENTIVES TO THOSE PERSONNELS WHO EXCEL AT THEIR WORKS LIKE INCENTIVES.	1
THE SERVICE IS GOOD,,,,,THANK YOU	1
The service is good.	17
The service is good. All the employees is helpful and kind.	1
The service is good. I'm satisfied!	1
The service is good. Im satisfied.	1
The service is good. It the best way to improve or enhance the service is to gives incentives or rewards those employees excels at their work. I highly recommend to give to the tellers of landbank cathedral branch. They are great at giving their services with excellent engagement on the customers like us. They know their services very well that they can provide or give it to customer with excellencies.	1
The service is good. It's just hot.	1
The service is good. Keep it up :)	1
The service is good. Keep up the good job.	1
The service is good. Nothing to be change😍	1
The service is good. Spend little time at the bank.	1
The service is good. The employees are approachable.	1
The service is good. The only thing I can suggest is to smile, because that is a plus factor as customer service. Thank you and god bless!	1
The service is good. The staafs assisted me in opening my account and transaction is fast even if there are many clients. Thank you, landbank!	1
The service is good. Very accomodating ang mga staff. Keep up the goodwiork po	1
THE SERVICE IS GOOD....	1
The service is goods, they assist everyone and they are easy and clear transactions.	1
The service is great	7
The service is great and awesome. I like the very accommodating staff. God bless.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service is Great and I don't have any further suggestions about the improvement since it is well handled by the office.	1
the service is great and the staffs are courteous.	1
The service is great and the staffs are helpful	1
The service is great specially how the employees treated its clients like answering queries. If I have to suggest maybe add personel for counter that has a big number of clients.	1
The Service is great, I saw the staff/ teller very accomodating	1
The service is great, staffs are approachble.	1
The service is great,Though it would have been better if there is also a senior lane for new accounts. But since there is only one new accounts' in charge, I understand for now.	1
the service is great.	2
The service is great. Keep it up	1
The service is great. Thank you for the assistance.	1
The service is great. The staff are polite. Thank you so much!	1
THE SERVICE IS GREET	1
The service is highly appreciatabl	1
The Service is highly helpful to me	1
the service is impeccable. staff are helpful and cheerful. they are very kind with assistance specially miss agnes bartolome	1
The service is impressive and excellent. I don't know what is needed to improve.	1
the service is indeed very good	1
the service is nice	3
the service is nice and fast. Keep up the good work!	1
The service is nice and hindi matagal at maayos sila mag assist	1
The service is nice and the staffs are approachable	1
the service is ok	2
The service is ok.	3
The service is okay	4
The service is okay, I am satisfied already.	1
The service is okay, theres a lot of people do thier transactions thats why it's understandable.	1
The service is okay.	2
The service is outstanding so I think there's no need for further suggestions from my end	1
The service is overall good	1
The service is perfect and the staff is very kind and smiling	1
The service is perfect.	2
The service is pretty good	1
The service is quick and the teller was very polite and jolly, good job!	1
The Service is quitly good keep it up\	1
The service is really appreciated.The assigned personnel is very accommodating and very approachable.	1
the service is really good, tellers are really nice esp. ms joan everytime we have transactions here we really spent reasonable time, their doing their job to make our transaction fast, continue your good service to us all ♥ also the guards are nice ♥	1
The service is satisfied to me it is fair to everyone.	1
The service is satisfying	1
The service is so fast, the Manager Mr Michael Dela Cruz is so accommodating and assisted me in the account opening and enrollment to the internet banking, Thank Sir Mike,,	1
The Service is so good	2
the service is so good mabilis mag open sa landbank mababait mga nagtratabaho	1
the service is so nice	1
The service is so smooth nad no problems encounter, Thank you very much and so helpful	1
The service is strongly very good. all the employees assisted me very well. Sir Levin assisted me very well in updating of our accounts. Sir Robel is accommodating me to all my queries about documents need for updating.	1
The service is sufficient	1
The service is superb and the accommodations of the staff are definitely highly commendable most especially to their branch manager Ms. Beth and her executive secretary Ms. Sarah. Indeed, one of the nicest branch to visit for any bank transactions concern.	1
The service is superb, clean and employee is very accommodating.Free coffee or water for the customer.	1
The service is superb. I commend the staff of LBP LTB for the outstanding service they offer to their clients. They are of great help.	1
The service is superb. The manager and staff are all accommodating.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service is superb. The staff are very helpful.	1
The service is systematic and i commend it. Thank you and God bless	1
The service is very accomodating & very efficient.	1
The service is very commendable! my transaction was done in one day!!! thank LBP Basco through Mam Sarah Pableo.	1
The service is very convenient and good. I'm satisfied!	1
the service is very efficient. It took about less than 10 minutes to encash my check. ang bilis ni sir sa counter!	1
The service is very good	8
The service is very good accommodating specifically mr. Elvin Tamani was very helpful.	1
the service is very good and everyone are accomodating and approachable	1
the service is very good and fast	1
the service is very good and fast processing and releasing to all documents the staff very accommodating	1
The service is very good and highly excellent. Hoping to provide big space for us as client for the lane.	1
THE SERVICE IS VERY GOOD AND THE OFFICE STAFF IS VRY APPROACHABLE. THANK YOU..	1
the service is very good as well as the staff so theres no need of any improvement	1
The service is very good, Accomodating & answer the Question very well	1
The service is very good, very accommodating.	1
The service is very good.	4
THE SERVICE IS VERY GOOD. JOB WELL DONE	1
The service is very good. Job well done!	1
The service is very good. Satisfied customer.	1
The service is very good. The staffs are accommodating.	1
The service is very good.. Thank you very much	1
The service is very good...	1
The service is very good.I can not think yet of any suggestion	1
The service is very helpful I don't have any suggestion because anything is good	1
the service is very much ok	1
The service is very nice by Vonn Andrew B. Adaniel. But was waiting long time in entrance, too many customers with limited staff - recommending Landbank to promote online banking service. So people can use bank service from home and not to overload branch.	1
The service is very nice, they are approachable and easy to talk with. I hope landbank will find more people like them.	1
The service is very satisfactory and it was very helpful for me as one of the costumer of Lanbank. It would be much better if the office of the LANDBANK here at Moncada will extend for much better transaction so that they can provide more services for their costumers.	1
the service is very satisfactory overall.	1
The service is very satisfying	1
THE SERVICE IS VERY WELL AND THE EMPLOYEES ARE APPROACHABLE	1
the service is very well superb..the best mgentertain c mam venus javellana	1
The service is VERYGOOD	1
The service is way proper and good	1
The Service is well appreciatedKEEPSmiling.Thankyou	1
the service is well organize	1
the service of all ate is very good by me service ok thanks lbph	1
the service of all staff is very good	1
The service of land bank are easy to access	1
The service of land bank is help very muchThank you po	1
the service of land bank is very great	1
The service of Landbank Basco is very excellent and carry on. The good work they are doing. Thank you to Ma'am Nikki for assisting me to my transaction.	1
The service of landbank is very appreciated to everyone needs.	1
the service of landbank is very efficient and helpful. there's no need of any suggestions to improves their service.	1
The service of landbank make more excellent para lalo pang dadami ang client	1
The service of Landbank stadd was very approachable and I don't see any something.	1
The service of LB Catanaun is better.	1
The Service of LBP personnel is outstanding	1
The service of stadds are good!	1
The service of staff/personnel is good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service of the attending staff is excellent. However, I noticed that the printers used are still dot-matrix which seems to slow down the process of printing, this somehow affects the transaction period.	1
The service of the bank employees and the security guard is very good.	1
The service of the bank is great. Staffs are accomodating.	1
the service of the branch is highly recommended	1
the service of the cc was so fast & good	1
The service of the employee are good	1
The service of the Landbank of the Philippines Carbon Branch is above on my expectation. They always accomodate the needs of their customer.	1
the service of the landbank was good and about my transaction on the staff of employees was good and easy, they are very kind also.	1
The service of the office and the officer is good and well trained.	1
The service of the office cater to the needs of clients .	1
The service of the staffs in this branch was fantastic	1
The service of this bank is very good	1
The service of this branch is far different from other branches i went to. I didnt wait for too long and the staff were so accommodating (Ms. Gerlyn)	1
The service of this branch is great that I couldn't think a way better	1
The service of this branch is very easy and fair	1
The service of your employees are great and they are very accommodating.	1
The service offered by the bank is great. Thank you, landbank maasin!	1
The service offered is excellent.	3
the service offered is good	1
The service offered was superb. Highly satisfied.	1
The service on this branch (PCSO) is excellent	1
The service os good. I will recommend this as the easist and fastest service in town and the staff are appreciable and accomodating.	1
The service provided are much appreciated. Thank. God bless!	1
The service provided by the staff here at LBP Anonas is excellent and the people here are very friendly, from tue guard to teller.	1
The service provided is excellent, staffs always make sure they provide quality service to citizens. Kudos!	1
the service provided is excellent, thank you	1
The service provided is fair enough. The staffs at the office are courteous.	1
The service provided is satisfactory. However, I suggest that when the personnels are calling the priority number, they should use lapel or microphone to make it loud and clear.	1
The service provided to the client was highly commendable.	1
The service provided was very much appreciated.	1
The service provider is very knowledgeable. Our transactions went smoothly and were properly done.	1
The service qas good and fast.	1
The service quality is commendable. All staff are very accomodating.	1
The Service Quality of Landbank is good and the other staff are very approachable	1
The service rendered are very good.	1
The service rendered to me and my company is very satisfactorily implemented.	1
The service rendered was absolutely satisfying!	1
The service rendered was great.	1
The service so far is good. The person who attended my concern is very respectful and accommodating.	1
The service so good the employees are very nice and approachable	1
The service so good to the customer	1
the service staff are all kind	1
The service staff/crew are very accomodating	1
The service that I availed was good and the employees and staffs are very kind and approachable.	1
THE SERVICE THAT I HAD RECEIVED TODAY WAS BEYOND MY EXPECTATION.	1
The service that they provide is very effectively and efficiently.	1
The service they gaev me was perfect. I have no recommendation at all.	1
The service they offer is fast and good, they should just maintain it .	1
the service very fast	1
The service wa great, but it consumes a lot of time to finish a single transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
THE SERVICE WAS ALL GOOD THANK YOU VERY MUCH	1
The service was all good.	2
The service was already good just continue it	1
The service was already good so none.	1
The service was amazing	1
The service was carried out smoothly	1
The service was client centered and service friendly. They should continue their healthy and proffesional environment.	1
The service was consistently done with promptness and employees were friendly and courteous in their dealings w/ clients. Keep it up! =)	1
The service was duly good and well managed	1
The service was efficient. The bank personnel and officials were very friendly and accommodating. Kudos and thank you so much!	1
The service was excellent	4
the service was excellent and Fast	1
The service was excellent!	1
The service was excellent! Continue doing what you do.	1
The service was excellent, handled by Mr Von.	1
The service was excellent, the branch manager and the staff were very accommodating to our concerns. Thank you so much.	1
The service was excellent.	3
The service was excellent. The staff is accommodating and helpful	1
The service was excellent. The staff was very accommodating. Keep up the good work	1
The service was excellent. The staffs are courteous and accommodating specially Mam Melba, Mam Veron and Mam Norielle. The Landbank itself doesn't need improvement but I hope they will be consistent. The Malacaniang Branch is recommendable if the security and the attire is considerate to those who will just transact to Landbank. Nevertheless, I hope the other branches will have the same customer service. Thank you and God Bless always!	1
The service was exceptional.	1
The service was fast and bank staff care very heldful and cheerful. It was a great transacting business with the branch	1
The service was fast and the employees are all hospitable.Thank you	1
The service was fast.	1
the service was generous and helpful	1
The service was gery excellent. Kudos	1
the service was god and fast	1
The service was Good	12
The service was good and all of them is kind helpfull	1
The service was good and fast	2
The service was good and fast.	2
The service was good and i commend the services they offer.	1
The service was good and I do really appreciate it.	1
The service was good and recomendable.	1
The service was good and satisfaction	1
the service was good and staff are very friendly	1
The service was good and staffs are very approachable.	1
the service was good and tellers are very corteous	1
The service was good and the employees are approachable	1
the service was good and the female representative is so pretty	1
The service was good and the transaction is fast. Also, the staffs are very helpful.	1
The service was good and very accommodating	1
The service was good enough	1
The Service Was good that my transaction was fast and was made simple. Very good overall.	1
The service was good the staff is very accomodating	1
the service was good! Thank you.	1
the service was good, the staffs are nice	1
The service was good.	3
The service was good. Cashier/guard/verifier.	1
The service was good. Hope you continue this kind of service. Thank you !	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service was good. Maganda po yong teller esp Marj & Ethel amd others haha😊😊 very kind din po	1
The service was good. Nothing to improve for me. Both security and staff.	1
The service was good. Thank you	1
The Service was Good. The people are accommodating. And the place is conducive.	1
The service was good. They are so approachable	1
The service was good. Very approachable teller. God bless	1
The service was good. Very approachable!	1
The service was great	1
The service was great already, I don't have any suggestions.	1
The service was great and I will definitely engage in Landbank again.	1
The service was great!	1
The Service was great. Keep up the good work	1
The service was great. Ms. Roanne helped me in my transaction. She was very accomodating. The guards were also friendly. Thank you Landbank Rosario.	1
The service was great. Special thanks to Atty. Elreneo Kidd Castro, Account Officer and Ms. Bliselda Palma, Account Officer Asst for assisting us through out the entire process.	1
The service was helped me so much	1
The service was nice and very easy to approach and talk to	1
The service was not only efficient but also very friendly;> thanks landbank.	1
the service was ok	1
The service was okay	2
The service was outstanding	1
The service was overall good	1
The service was perfect. Very fast and they coordinated regularly	1
The service was perfectly fine	1
The service was satisfying.	1
The service was SLAY	1
The service was smooth and the service was good. They are very approachable staff	1
the service was so fast	12
The service was superb.	1
the service was very	1
The service was very convenient	1
the service was very fast	9
the service was very good	1
the service was very good and I am Satisfied and I was Treated courteolesly	1
The service was very good and the employees were very approachable.	1
The service was very good.	1
The service was very helpful ang good	1
The service was very satisfactory.	1
The service was well provided in time I need to withdraw and my ATM is at home The new account Mr Dave Corvera approach me and offer help .it was well done .also I was help to have my online app. Only he at the ofc provided assistance to solve my problem	1
THE SERVICE WAS WONDERFUL I WAS ENTERTAINED RESPECTFULLY AND I ENJOYED MY EXPERIENCE AT LANDBANK, I WOULD PROBABLY RECCOMEND THIS TO MY PEERS AS FOR ME IT IS A WONDERFUL BANK	1
The service we got is good. We accompanied by the staff respectfully, I will recommend Landbank to my friends & relatives.	1
The service were fast	1
The service when I opened an account was great. I only wish that there could be more employees doing other jobs so that the teller can solely focus on there main jobs.	1
The service with a branch personnel is pleasant. Ms Shelma is very helpful and radiates positive energy. She is very good in her job. However, if I may suggest that other transactions like requesting of bank cert/statement can be done thru the website of landbank or mobile banking app and may pick up to the branch of choice.	1
The service/treatment was overall good as it is, just keep it like this to everyone.	1
The services and staffs are very good	1
The services are already good, I think there's nothing to change.	1
The services are already satisfying.	1
The services are commendable! There's nothing to improve.	1
The services are effective and convenient.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The services are excellent	1
The services are excellent.	1
The services are excellently done	1
The services are excellentNothing to improve so far	1
The services are good	3
The services are good and I think there's no need for improvement.	1
The services are good and Smiles are well visible.	1
The services are good and the personnel incharge is kind	1
The services are good and the staffs are approachable. Thank you.	1
The services are good as expected.	1
The services are good as well as the staff.	1
the services are good as well as the staff. The only suggestion I can do is that hopefully someday my CR ma for the convenience of the clients.	1
The services are good so far	1
the services are good, staff are very courteous and accommodating	1
The services are good.	1
The services are good. The staff are polite. Continue the good services you've showed to your clientele. God bless!!!	1
the services are great	1
The services are serve in there best and high quality	1
THE SERVICES ARE SMOOTH AND GOOD	1
The services are very fast and good.	1
The services are very fine	1
the services givem to the clients is very satisfactory	1
the services given to the clients are very accomodating	1
The services given to us is already good enough, and we appreciate the efforts to hear our side and connect with us.	1
The services had been serve to me is highly standard and i cannot suggest anymore.	1
The services here is excellent. For me, there is no needed suggestions.	1
The services in Landbank Carbon are good. The staff are all friendly to the customers.	1
The services is already good and i am satisfied with it.	1
The services is already good and I don't see anything bad that needs to be improved	1
The services is at best.	1
The services is excellent	3
The services is getting better. Keep it up! and the employee is very accommodating and smiling. Thank you Ms. Maricel :)	1
the services is good	1
The services is good and accommodating	1
the services is good and easily of transaction, I suggest and hoping that the landbank is having a ATM machine inside the premises.	1
the services is good and even the employees	1
The services is good and very approachable.	1
the services is good and very fast	1
The services is good but sometimes the connected affected the clients transaction is irreversible.	1
The services is good for everyone so that for me there's no need to impove as my own opinion	1
The services is good I think Wala ng kilangan bagohin	1
The services is good no need to improve it ??	1
The services is good.	1
The services is the best I've seen. They are very welcoming and and nice. Thank you and keep up the good work.	1
the services is very excellent and the employee are approachable	1
The services is very good	1
The services is very good , very approachable.	1
The services is very good.	1
The services is very Good. And excellent.... And the offices or the staff is approachable and also the maniger, they are all very good and profitional Keep up the good work. God bless 9 and Mabuhay Bayugan landbank ..??💚😘🙏	1
The services is very good. Keep up the good work. God bless.	1
The services is very hood	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The services is very okay nothing to change	1
The services is very professional. they are all courteous with a smile. Keep it up.	1
The services is very satisfaction.	1
The services is very well done.The clerk is very approachable.Thank you and God bless!	1
The services of Land Bank no longer need further improvement, for they have catered our inquiries and needs effectively and efficiently. I would also like to commend Ma'am Jovi Ros Machete Mangao-Galos, who kindly and willingly helped us, because of her dedication and expertise of the matter, she made our transaction a successful one, her kindness and willingness to help, resembles how welcoming Land Bank is.Thankyou so much for catering our needs, Godbless and more power.	1
The services of Landbank Camp Crame branch is perfect	1
The services of Landbank nabunturan are far above the rest of other landbank in the general populace	1
The services of landbank personnel is very much appreciated.	1
The services of the bank is good they handle clients well.	1
The services of the bank is optimistically served its clientele in a Godly way.	1
The services offered are fast and efficient.	1
The services offered are good...	1
The services offered were very satisfactory, i loved how the staff interacted with me. Keep it up!	1
The services provided is very helpful to the people. The employees are easy to approach.	1
The services provided to us is good. She is very approachable. Just maintain a hospitable and approachable employess.	1
The services provided were already great.	1
The services rendered by the office and the employees who assisted me were great as expected. Thank you LandBank.	1
The services rendered is good. The employees are accommodating and approachable.	1
the services rendered to me was very good and i was strongly satisfied	3
The services rendered was excellent.	1
The services rendered was very satisfactory for me as a client	1
The services that you give to all is very nice and most respectfull to everyone	1
The services that you give to all is very nice and most respectfull to everyone.	1
The services they provided is already perfect.	1
The services was amazing especially the Branch Head, Ms. Rosie C. Cuadernal. She is very accommodating, courteous and always serve with a smile. More power to landbank Victorias!	1
The services was good and all the employees are good when it comes to its service.	1
The services was good and fast.	1
The services was good and they are accomodating.	1
The services was very good staff very accomodating	1
The services was very well good	1
The services were excellent. The guards and the bankers/staffs were very accommodating. If you need suggestions/feedbacks about citizen's charter guide for the implementation to the public, then you don't need to make it very accommodating but rather visually with normal/plain services.	1
The services were very good. I'm very satisfied. Thank u so much 🥰	1
The services were very satisfying and the staff were very kinf and accommodating, especially Mr. Armando N. Domingo.	1
The services' is good.	1
The servises are good. The Manager is accommodating.	1
The SG is very accomodating	1
The signage should be bigger	1
the sirvice was good and fast	1
The Space is limited	1
The Staff (Ms. Ivie Matias) was accommodating enough to inform me about my umid card replacement even when I went atvthe branch to withdraw only	1
The staff (Ms. Ivie Matias) was accommodating enough to inform me about my UMID replacement even if I went at the branch for another transaction.	1
The staff (verification & counter) are all very approachable & helpful	1
The staff accommodated my query and they were very approachable.	1
The staff always gave their best to serve the clients, kudos LBP - ROXAS Branch.	1
The staff and guard assigned at Landbank are very approachable	1
The staff and guard on duty are very friendly	1
THE STAFF AND GUARDS ARE VERY APPROACHABLE UNLIKE OTHER LBP BRANCH	1
The staff and manager are friendly	1
The staff and manager is very accommodating. Keep up the good work.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staff and Manager so good	1
The staff and manager was so accommodating and nice	1
The staff and officers are extremely accommodating.	1
the staff and officers of the bank is corteous and assisted me in my transaction withiut any hassel	1
The staff and the company obliged with the safety and public protocols for its clients. They cater with utmost satisfaction they could give. And I don't see any suggestions for improvement. I am only hoping to continue their commitment to serve the nation.	1
THE STAFF AND THE GUARD ARE REACHABLE AND FRIENDLY.	1
the staff and the manager are very welcoming and friendly	1
The staff and utility of this office is very courteous and easy to ask with.	1
The staff are accommodating	1
The staff are accommodating and courteous.	1
The staff are accommodating and friendly	1
The staff are accommodating and friendly.	1
The staff are accommodating and helpful.	1
The staff are accommodating and pleasant. Good job.	1
The staff are accommodating and responsive to questions.	1
The staff are accommodating.	3
The staff are accomodating and conteous- Mark, Angie Ms. Myla	2
The staff are accomodating and very approachable.	1
The staff are all accommodating and friendly to me.	1
The staff are all approachable and courteous.	1
The staff are all approachable and patient to all our queries	1
The staff are all friendly and accommodating.	1
The staff are all friendly and approachable.	1
The staff are all friendly and helpful.	1
The staff are all friendly and well-organized.	1
The staff are all friendly to me.	1
The staff are all very accommodating	1
THE STAFF ARE ALWAYS ACCOMMODATING AND NICE	1
The staff are always helpful and make transactions quick and smooth.	3
the staff are always polite is easy to transact.	1
The staff are approachable and kind... My transaction wast fast and i am very satisfied in their service!	1
the staff are approachable and there is a light mood once you enter the office	1
The staff are approachable and well-organized.	1
The staff are approachable.	1
The staff are corteous and friendly	1
The staff are courteous and friendly.	1
The staff are courteous and helpful.	1
The staff are courteous and is welcoming.	1
The staff are courteous, effective and efficient	1
The staff are courteous.	1
The staff are easy to please and they are so approachable	1
The staff are friendly	3
The staff are friendly and accommodating	1
The staff are friendly and accommodating to me.	1
The staff are friendly and accommodating.	7
The staff are friendly and accommodating. Thank you and have a nice day.	1
The staff are friendly and approachable with my concerns.	1
The staff are friendly and courteous.	1
The staff are friendly and helpful	1
The staff are friendly and helpful to me.	2
The staff are friendly and helpful.	2
The staff are friendly and they have a clean place.	1
The staff are friendly and very accomodating. Fast and convenient tontransact in this branch.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staff are friendly and well-organized.	1
The staff are friendly to their client.	1
The staff are friendly, helpful and accommodating. Fast and convenient to transact in this branch.	1
The staff are friendly, helpful and accommodating. Fast and convenient to transact in this branch. Definitely glad to recommend to friends to open an account in this bank.	1
The staff are friendly.	8
the staff are great!	1
THE STAFF ARE HELPFUL	1
The staff are helpful and accommodating.	2
The staff are helpful and professional in serving.	1
The staff are helpful and well-organized.	1
The staff are helpful specially the new accounts.	1
The staff are helpful to me.	1
The staff are helpful.	1
The Staff Are kind and approachable	1
The staff are kind and friendly	1
the staff are kind and smiling face, very hospitable	1
the staff are kindly and they are very responsible to their client	1
The staff are knowledgeable, courteous, and always willing to go the extra smile to assist with customers. Their commitment to innovation is evident in their user-friendly digital platforms, which make banking convenient and accessible.	1
the staff are nice and accomodating	1
The staff are nice and approachable :)	1
The staff are nice and helpful	1
The staff are nice and I have no problems encountered	1
The staff are nice and polite. They helped me so much.	1
The staff are pleasant	1
The staff are polite & accomodating.	1
The staff are really nice	1
The staff are really nice! They were able to address my concern. Thank you!	1
The staff are so accommodating.	1
The staff are so approachable and helpful.	1
The staff are so approachable.	1
the staff are so helpful and patient very satisfied...	1
The staff are so nice and approachable	1
The staff are so nice and helpful. They are respectful and they provide excellent customer service. Kudos.	1
The staff are very accommodating	1
The staff are very accommodating and approachable.	1
The staff are very accommodating and approachable. They are very welcoming to any inquiries which I highly appreciate.	1
The staff are very accommodating and courteous.	1
THE STAFF ARE VERY ACCOMMODATING AND FRIENDLY	1
The staff are very accommodating and helpful.	2
The staff are very accommodating and kind. Always catering clients with a smile. Kudos po LB Paniqui :)	1
The staff are very accommodating that why my transactions are very smooth, thank you!!	1
The staff are very accommodating, and very easy to deal with.	1
the staff are very accommodating, they address well all the concerns	1
The staff are very accommodating.	3
The staff are very accommodating. Continue serving the customer with a smile 😃	1
The staff are very accomodating	1
The staff are Very Accomodating and Friendly to the clients.	1
The staff are very accomodating and friendly.	1
The staff are very accomodating and helpful.	1
The staff are very accomodating and kind composed to some branches I went before ther branch will likely to be the top on my ust when landbank offices came in mind	1
the staff are very accomodating and service is fairly fast	1
The staff are very accomodating and very courteous	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staff are very accomodating.	3
the staff are very accomodative and polite, thank you for giving us good services as client, more power landbank east ave. branch, and also thanks to sir robles altares as verifier very maasikaso sa client at mabait po	1
The staff are very accomodating and smiling.	1
The staff are very approachable	1
the staff are very approachable and accommodating.	1
The staff are very approachable and easy to deal with. Thank you!	1
The staff are very approachable and helpful	1
The staff are very approachable and kind. Keep it up!!!	1
The staff are very approachable. Will come again for their kindness.	1
The staff are very approachable and rendered a good service.	1
The staff are very attentive and they give great assistance	1
The staff are very efficient and effective they approachable to the client	1
The staff are very reliable and accommodating. Thank you Landbank	1
The staff are very friendly	2
The staff are very friendly & approachable. Smooth Transactions and very accomodating	1
The staff are very friendly and accommodating. Keep it up. Thank you for your service	1
The staff are very friendly and helpful and accommodating.	1
The staff are very friendly and professional in handling all transactions in the branch.	1
the staff are very friendly, cholly	1
The Staff are very helpful	2
The staff are very helpful and accommodating.	1
The staff are very helpful and accommodating. Thank you	1
the staff are very helpful and i am satisfied with their service	1
The staff are very helpful.	1
The staff are very helpful. Thank you!!!	1
THE STAFF ARE VERY KIND AND ACCOMMODATING	1
The staff are very kind and they are always willing to help client with smiley, Thank you so much God Bless	1
The staff are very kind, helpful, and approachable	1
The staff are very nice.	1
The staff are very polite. Excellent	1
The staff are very professional and accommodating.	1
The staff are very reliable and friendly. Thank you so much	1
The staff are very supportive and client friendly. Don't reshuffle but please promote them	1
The staff are welcoming and courteous the moment I entered the bank.	1
The staff are well mannered and know how to handle customers.	1
The staff are well-organized and helpful.	1
The staff are very accomodating & kind. The transaction was easy & fast . kudos to all most especially to April who helped us .	1
The staff assist me on the deletion of my old iaccess and then enrolled me a new one. Thank you.	1
The staff assisted me in change pin	1
The staff at Landbank Doña Soledad branch are welcoming, efficient and very accommodating.Kudos to the branch head for leading such a great team!	1
The staff can manage his/her clients as fast as he/she could..	1
the staff conrad is very accomodating	1
The staff consistently provides exceptional customer service.	1
The staff courteously treated us	1
The staff especially tellers are very helpful and courteous. Thank you so much Landbank	1
The staff expertise are outstanding.	1
The staff had a very pleasing personality, was patient, and was willing to assist with any concern. I wish all staff would practice the same.	1
The staff had shown pleasing personalities, most especially Ma'am Gemma Dieta. She entertained my concerns and issues very well. Good job!	1
The staff helped me to open my account, they are very kind	1
The staff helped me with my iaccess unlocking and updating request. Very fast service! Thank you Burauen Branch	1
The staff helped me with my transaction.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staff here are indeed very helpful	1
The staff here are responsible and have good service.	1
The staff here are responsible, helpful and good service	1
The staff here are very approachable and they entertain the costumer well.	1
The staff here helped us whenever we had questions or things we were finding hard to understand	1
The staff here is very kind in assisting the clients.	1
The staff if very helpful and accommodating especially in the new accounts. I'd love to make more transactions.	1
The staff in Paso de Blas are helpful	1
The staff in the Landback Floridablanca are all nice and it is very easy to ask for help because they will help you immediately with your concern.	1
The staff in this branch were very courteous and helpful. Special mention po so sir Aldo Limon. Very cheerful, respectful, and helpful! Kudos to this branch! 🥰	1
The staff is accommodating	1
The staff is accommodating and effective in communicating with me.	1
The staff is accommodating and friendly to me	1
The staff is accommodating and helpful.	1
The staff is accommodating and is well-organized.	1
The staff is accommodating and they have a clean environment.	1
The staff is accommodating to me.	1
The staff is accommodating.	2
The staff is all friendly and helpful.	1
The staff is always friendly and accommodating.	1
The staff is approachable	1
The staff is approachable accomodating and always smiling (ms. Ronavie a. Galon	1
The staff is approachable and friendly.	1
The staff is approachable and is helpful to me.	1
The staff is approachable and nice	1
The staff is approachable and well-organized	1
The staff is approachable if you have inquiries	1
the staff is bery helpul and very intellegence. i will rexcommend this bank	1
The staff is charming and welcoming. The security personnel is approachable.	1
The staff is courteous	1
the staff is courteous. she knows how to smile specially Ms Moana the teller that attended my needs. the manager ms Camposano welcomes you with a smile once you enter the landbank.a branch that is well trained by the manager to treat their client well	1
the staff is doing the job right	1
The staff is efficient and approachable.	1
The staff is efficient and well--organized.	1
The staff is extra friendly and kind, i love her	1
The staff is friendly	1
The staff is friendly and accommodating to me.	1
The staff is friendly and accommodating.	9
The staff is friendly and approachable.	1
The staff is friendly and helpful in assisting me.	1
The staff is friendly and helpful.	1
The staff is friendly and i'm very satisfied!	1
The staff is friendly and so helpful.	1
The staff is good	1
The Staff is good.	1
The staff is great!!! and they has a good service to the client. Thanks	1
The staff is hospitable and accommodating	1
The staff is kind and approachable, and the service is fast.	1
The staff is knowledgeable and accommodating.	1
The staff is knowledgeable and always eager to help.	1
The staff is nice and assist me all through out my transaction.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staff is nice to assist their client.	1
The staff is polite to their client	1
The staff is reliable and helpful to me.	1
The staff is respectful & accomodating.	1
THE STAFF IS RESPONSIVE AND ACCOMMODATING.	1
the staff is very accomadating	1
The staff is very accomdating	1
The staff is very accommodating	1
The staff is very accommodating and a approachable.	1
The staff is very accommodating and helpful with our transactions. However, there are some things that need to be fixed, such as our EMDS web error. I also suggest being faster when requesting a checkbook. Thank you.	1
the staff is very accommodating, kind and humble	1
The staff is very accommodating, respectful, and responsive.	1
The staff is very accommodating.	4
the staff is very accomodating	3
the staff is very accomodating but if thier is need a concern they will not help properly beacuse they will not teached on what is the correct format of document what you are needed	1
The staff is very approachable	2
The staff is very approachable and accomodate me properly.	1
The staff is very approachable and explain to me very well regarding the process..	1
The staff is very approachable and helpful.	1
The staff is very approachable and I love the service that they give	1
The staff is very approachable and kind to everyone	1
The staff is very approachable and polite	1
The staff is very approachable and the duty guard is very courteus	1
The staff is very approachable and willing to serve I see their commitment to this job	1
The staff is very approachable even if you ask through online, they answer the queries. Thanks to the kind and helpful staffs.	1
the staff is very approachable thanks to cholly for good service I also commend the guard on duty who assisted me in parking my car	1
the staff is very approachable, keep up the good work ethics	1
The staff is very approachable.	1
The staff is very approachable. They treated very well. Thank you for the good services.	1
The staff is very approachable	1
The staff is very courteous and friendly	1
The staff is very friendly	1
The staff is very good	1
The staff is very good and also a guard is very helpful goodblees landbank mandaue cityhall	1
The staff is very good in service	1
the staff is very helpful	2
The staff is very helpful and accommodating.	1
The staff is very helpful and always smile. Nakaka good vibes mag transact sa branch po ninyo.	1
the staff is very helpful and kind they teach you nicely	1
The staff is very helpful in transacting my concern.	1
THE STAFF IS VERY HOSPITABLE AND WELL MANAGE OF THEIR WORK	1
The staff is very kind	1
The staff is very nice and kind. She is very helpful to my concerns.	1
The staff is well educated, knowledgeable, highly appreciated Mr. Levin Aranda for his dedication to fulfill his job. The rest of staff is also good and well trained. Overall they are systematic and organize.	1
The staff is well trained and accommodating.	1
The staff is well-organized and friendly	1
The staff is well-organized, approachable as well.	1
The staff member providing assistance is extremely accommodating and commendable for her excellent service.	1
The staff Miss Geia Lavore is very accommodating and helpful. Explain the process well.	1
The staff of LandBank are very friendly and approachable. It is easy to transact with them.	1
The staff of LandBank- LTO EO are very accomodating and easy to dealt with.	1
The staff of landbank naga are very helpful	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staff of Landbank Naga is very helpful	2
The staff of Landbank Sipalay is very generous towards their clients! Good job they are all approachable.	1
The staff of landbnk is very approachable and kind. You always did a great job. Keep it up po.	1
The staff of LBP Miagao were very nice and approachable in every transaction I made	1
The staff of Indbank naga is very helpful	1
The staff of naga branch is very helpful	1
The Staff of Naga Landbank Are very helpful	1
The staff of naga landbank is very helpful	3
The staff of the branch are courteous and kind.	1
The staff or employee of landbank was so helpful and very kind.	1
The staff provided quality and time sensitive service with convenient office setting to ensure that the waiting time of client is surely comfortable. The fast transaction is much appreciated, i got back on my seminar in no time. Thank you so much	1
The staff should be more polite and approachable at all times.	1
The staff shows courtesy and accommodating.	1
The staff shows teamwork and dedication. They are friendly.	1
The staff shows teamwork and is friendly and helpful.	1
The staff so generous	1
The staff specially the one at the new accounts coubyer are very helpful.	1
The staff that assist me is great.	1
The staff that assisted me is awesome and efficient! Good job!	1
The Staff that give service were nice and approachable. Thank you po	1
the staff that handled my transaction was very nice and courteous. the staff is Ms. Donna Mae C. Navarro	1
The staff that helped me, Ms. Mary Rose Dayrit helped me with my concern and assisted me quickly. She is friendly too.	1
The staff treated me well. She is very respectful and very accomodating.	1
The staff was a big help.	1
the staff was approachable & task good care of what my transaction is	1
The staff was helpful and accommodating. Job well done. Thank you and more power.	1
The staff was helpful and courteous and thank you you treated me fair. Keep it uo. The good service for your client.	1
The staff was helpful.	1
the staff was incredibly helpful and courteous ensuring all my queries were addressed promptly	1
The staff was nice and was able to explain the questions i asked. Also, the staff were accommodating especially i was able to go in the branch at around 2:45pm	1
the staff was polite	1
The staff was so approachable kind and amiable. Keep up the good work.	1
The staff was so very hospitable, courteous and understanding	1
The staff was very accommodating and pleasant.	1
The staff was very accommodating, helpful and made the transaction easy.	1
The staff was very accommodating. Had no problems with my transaction	1
The staff was very accomodating had no problems with my transactions	1
The Staff was very accomodating.Starting from the security guard who assisted me on online registration. The place has a good air conditionAnd thank you to Ma'am Venus Javellana who help me create my 1st savings account. She clearly stated what I need to learn on opening an account and double check my information. Thank you so much Landbank Karuhatan. God bless you all.	1
The staff was very approachable..	1
The staff was very attentive and supportive. Keep up the Excellent service you extend to us.	1
The staff was very courteous.	1
The staff was very easy to approach in every circumstances.	1
The staff was very helpful	2
The staff was very helpful and made the transaction smooth and worry-free. Thank you :)	1
The staff was very helpful, courteous, and respectful. The branch is also the best Landbank branch I've visited.	1
The staff was very helpful.	3
The staff were accommodating and respectful. I appreciate their patience and help to do my transactions.	1
The staff were accomodating, friendly and polite. Ms Venus Javellana, the clerk, helped me through the process on updating my dormant account.	1
The staff were all accomodating and friendly, keepit up!	1
THE STAFF WERE ALL APPROACHABLE AND KIND AS WELL.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staff were attentive to customers	1
the staff were courteous and accommodating. I am satisfied with their service.	1
THE STAFF WERE COURTEOUS AND ACCOMODATING. I AM SATISFIED WITH THEIR SERVICE.	1
The staff were friendly, accommodating and helpful. The transaction was fast and very convenient.	1
The staff were highly accomodating and assisted us from beginning to end. Questions were all answered sufficiently	1
The staff were kind	1
The staff were quite helpful and very clear with their instructions. Appreciated their help!	1
the staff were very accommodating & helpful.	1
The staff were very accommodating especially Ms. Emy	1
The staff were very accommodating. Good Job.	1
The staff were very accommodating. Good luck.	1
the staff were very accomodating & helpfulo	1
The staff were very approachable and helpful with a smile they were all accomodating.	1
the staff were very helpful from the guards to the tellers. Ms. Claudine Capua was especially helpful, approachable, professional and efficient.	1
The Staff where very accomodating and service oriented. Just maintain the practices the branch are practicing. It was very helpful and the staff are smiling.	1
The staff who assist me is very kind and helpful	1
The staff who assisted me (Ayranel Adorneo) was very polite, nice, kind and attended to all the needs regarding my transaction here	1
The staff who assisted me accommodated my request as fast as she could. This means alot because I am beating a deadline. Thank you so much!	1
The staff who assisted me is nice and always smiling.	1
The staff who assisted me is very friendly.	1
The staff works together and is well-organized.	1
The staff, Ms Azel Fosana, is very accomodating	1
The staff/bank teller was exceptionally accommodating and friendly	1
The Staff/employee were approachable.	1
The staff/employee who catered me treated me courteously and was very approachable. He was also smiling and friendly and answered my queries with patience and clarity. Thank You. =)	1
the staffare accomodating kind and fast Transaction	1
The staffbis very accomodating and approachable.	1
The staffer was very helpful.	1
The staffs and guards are kind and nice to us, thank you!	1
The staffs and securities are doing there jobs very well	1
the staffs and the security guards is very approachable	1
The Staffs are accomodating	1
The staffs are accomodating and they guided us on the things we need to do in opening new accounts. Thank you, landbank maasin!	1
The staffs are accomodating. The proccesing of my passbook replacement is also fast. Thank you Landbank Maasin for the excellent service!	1
The staffs are all accomodating	1
The staffs are all approachable.	1
The staffs are approachable	1
The staffs are approachable and accomodating.	1
The staffs are approachable and assisted their clients very well.	1
the staffs are approachable and my transaction was fast	1
The staffs are approachable and organised	1
The staffs are approachable.	1
The staffs are courteous and greet the clients happily	1
The staffs are friendly	1
The staffs are friendly and approachable	1
The staffs are friendly and approachable.	1
the staffs are friendly and will entertain any queries	1
The staffs are helpful and joyful	1
The staffs are helpful and very welcoming.	1
The staffs are hospitable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staffs are kind and guide me through the process	1
the staffs are nice and very approachable. Maybe just improve the ventilation system	1
The staffs are nice and very professionals.	1
The staffs are obviously committed to their job. As I entered the facility, they immediately catered me with my concerns. My sincere gratitude to Landbank Sulop.	1
The staffs are polite and helpful, So im already satisfied.	1
The staffs are very accommodating	2
THE STAFFS ARE VERY ACCOMMODATING AND APPROACHABLE.	1
The staffs are very accommodating and easy to talk to. They are willing to guide me step by step with a smile in their face. Thumbs up to them	1
The staffs are very accommodating and kind. They are also courteous and professionally knowledgeable.	1
The staffs are very accommodating and provide insightful informations.	1
The staffs are very accommodating and very approachable.	1
The staffs are very accommodating with smile on their faces.	1
The Staffs are very accommodating, the office is clean and well airconditioned	1
The staffs are very accommodating.	2
The staffs are very accomodating	1
The staffs are very accomodating.very welcoming	1
THE STAFFS ARE VERY ACCOMODATUNG. KEEP IT UO TO SERVE WELL TO THE PEOPLE WHO NEEDS YOUR SERVICE.	1
The staffs are very accomodqating and helpful. Cheerful and nice to talk.	1
The staffs are very accomoodating.	1
the staffs are very approachable and rendered a good service.	1
THE STAFFS ARE VERY COURTEOUS	1
The staffs are very courteous.	1
The staffs are very friendly	1
THE STAFFS ARE VERY FRIENDLY, THANK YOU FOR THE GOOD ACCOMMODATION!	1
The staffs are very friendly. Im very satisfied with their service. I opened a sole proprietorship regular checking account and I wanted to know how payment thru QR code is working in my iaccess, so the branch manager Ms Totsi Abatayo helped me and even print my own Landbank QR to display in my store.	1
The staffs are very helpful and efficient, special mention to Ms Maja Robosa for helping me with my concern smoothly as she is very efficient and I am very satisfied with her way of handling my concern/transaction.	1
the staffs are very helpful and patient when asked a question	1
The staffs are very helpful.	1
The staffs are very much accommodating	1
The staffs are very nice and accommodating.	1
The staffs are very nice because they answer my questions with a smile in their faces.	1
The staffs are very nice.	1
The staffs assisted me throughout my transaction and was very helpful.	1
The staffs is very acommodating and alert specially the security guards. Merry christmas and happy new year landbank branch.	1
the staffs were friendly and accomodating, my transaction made it easy and hassle free	1
The staffs were kind, approachable and willing to help us. Good job po. Keep it up!	1
The staffs were very accommodating and helpful.	1
The staffs were very accommodating and pleasant. Always ready to assist and help whatever your reason for visit is. Thank you Landbank Antipolo	1
The staffs were very approachable and ver helpful. Thank you!	1
The staffs were very helpful and easy to approach if I have any questions.	1
The staffs who assisted were friendly and always happy to help. I get and process all the needed information. Great service! Thank you sooo much 🥰??.	1
The staffs/ employees are approachable and helpful	1
The staffs/bank tellers are very approachable as well as they helped me in answering my questions and curiosity about the content of the piso account, because I am also a first timer of opening such account in a bank on my own.They are very accommodating, overall I have an amazing experience on opening my account here.	1
The staffs/personnel Are kind and Easy to aproach. Thumbs up! Keep up the good work	1
The steps including payment I needed to do mb transaction from the officer or the website.	1
The stuff is very accommodating	1
the suggestion is always continue the good habbit what you are doing in your daily works. thank you	1
The Superb	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The Supreme Court Branch is well managed. I would like to commend the attending account officer, Ms. Kay Karen Andarino, who was very competent, helpful and effective.	1
The system is friendly and easy to use.	1
The System is very slow	1
The teller accommodates me on my BIR Payments even though I have many BIR payment transactions.	1
the teller and guards are very approachable and kind	1
The teller are approachable amd responsible	1
The teller are nice and approachable continue good service thank you for helping me	1
The teller are so courteous and friendly. Keep up the good work.	1
The teller are very approachable and friendly making customers feel comfortable and valued. The products or services they offer and are able to communicate clearly and concisely. Tellers are patient and willing to answer any questions to it's customers and providing us with personalized assistance when needed. They are also skilled at and complaints in a friendly and professional manner, ensuring that customers leave with a positive impression of the business.	1
the teller are very helpful	1
The Teller are very helpful. They assist my concern very well.	1
the teller are very kind and they assist quickly	1
the teller at table is very consiencions.	1
The teller counter is very fast in good. And accurate and goood services	1
The Teller from the Account Opening (Mam Cindy) was very kind and approachable and not only her and also all the staff of LBP paseo was nice to all thier client	1
The teller handled our concern in a very respectful manner	1
The teller has a great smile.	1
The teller helped me to fill out the bir payment slip	1
The teller here in LBP Surallah are very approachable, and friendly especially Sir Aljon, Ma'am Lyn and Ma'am Jackie ??	1
The Teller in Landbank Surallah branch are very helpful in terms of bank transactions. If i were be given a chance to give stars to the teller . I will give it to Sir Aljon 5 star and Ma'am Lyn 5 star also and Mam Jackie 5 star. Thank u.	1
the teller in the new accounts section is very kind and accommodating	1
The teller in verifier are approachable and humble.	1
The teller is accommodating	2
The teller is approachable	2
the teller is approachable and fast transaction	1
The teller is approachable and smiles whenever she answers our questions.	1
THE TELLER IS APPROACHABLE.	1
the teller is corteous and served with smile	1
The teller is courteous and very accommodating in accepting cash and check transaction.	1
The teller is courteous.Keep up the good work.	1
the teller is fast to transact deposit	1
The Teller is friendly	1
The teller is kind and accommodating. But I think, the bank needs additional staff due to the volume of clients.	1
The teller is kind and courteous	1
The teller is kind.	1
The teller is not approachable	1
The teller is pretty and kind, kudos to a wonderful service. I recommend the branch for it.	1
The teller is really helpful	2
The teller is so approachable and the guard. Fastest services	1
The teller is so Beautiful and accomodating	1
The teller is so cute	1
The teller is very accommodating and fast. I'm satisfied!	1
The Teller is very accommodating Ms April Kong, she has a positive vibe	1
The teller is very accomodating	2
The teller is very fast and reliable	1
The teller is very fast.	1
The teller is very friendly and fast. I'm satisfied!	1
The teller is very good bec of good behavior and always smiley to all client all staff is okey for me very okey...	1
The teller is very helpful and accommodating	1
The teller is very nice and i'm satisfied!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The teller is very nice. I'm very satisfied,	1
The teller is very professional & demonstrates quality customer service. Keep it up	1
The teller is very responsive and helpful.	1
The teller Ms. Melviña is very fast and friendly. I recommend northbay branch for a wonderful and efficient service!	1
The teller new accts is knowledgeable and fast. Very good service	1
The teller Reinalyn Burga is very friendly. She's approachable to the clients.	1
The teller s are accomodating and provided excellent service.	1
the teller shows great professionalism and shows great patience to its clients	1
The teller that assist me is very helpful and give me another learning today. Regardsto maam sheila tan thank you po.	1
The teller very much approachable and well light spoken and gave attentatively details.God bless more.	1
The teller was knowledgeable about the process and provided clear information	1
The teller was so friendly and beautiful. She made the whole process easy and efficient.	1
The teller was very approachable + kindhearted person.	1
The teller was very friendly and accommodating with a beautiful smile. Thank you LBP!	1
The teller was very helpful and kind	1
The teller was very nice and also othe rstaff.	1
The teller were very efficient in her job, very cheerful and fast.	1
The teller/officer in Teller No. 4 exceeded my expectation as he helped with the updating of my account and even though I was just supposed to to withdrawal from my UMID account. Also, the Sr. customer associate helped me out gladly. Kudos for making it easier for us to do transactions at LBP Cainta.	1
The tellers are approachable & accomodating. Keep it up! They are also friendly.	1
The tellers are courteos,the managers and staff are approachable. They shud keep it up.Less requirements for new account and Lower Maintaining balance for regular accounts.	1
The tellers are polite can handle situations effectively	1
The tellers are so courteous. I can see them doing their best in making the transactions done in a fast manner.	1
The tellers are very accommodating and very fast transactions	1
The tellers are very accomodating and kind, it makes the environment and atmosphere very nice and good.	1
The tellers are very accomodating and polite to clients compare to other banks! Thank you Landbank Binalonan!	1
The tellers are very approachable	1
The tellers are very kind	1
The tellers are well mannered.	1
The tellers were very accommodating.	1
The tellers were very reliable. My transaction is fast.	1
The tellers/employee are very hardworking and dedicated because they still smile despite of pressure, overtime and stress. Kudos to all employees of Landbank Santiago Branch! ??	1
The Tellers/Officers are professional and very accommodating.	1
The training is very informational	1
The transaction are very fast	1
The transaction easy and smooth	1
the transaction I availed today was much faster than the ones I had before	1
The transaction I had today with the verifier and regular transaction sections were easy and fast, and I was treated courteously and in friendly manner by the staff as well as the guards.	1
The transaction is fast	2
The transaction is fast and everything is good.	1
The transaction is fast and I am greeted with big smiles by the staffs, from the guards to the teller. Thank you Landbank Maasin!	1
The transaction is fast and I feel comfortable. Keep it up. Thank you.	1
The transaction is fast and smooth	1
The transaction is fast and the new account incharge is courteous and addressed my concern well.	1
The transaction is fast and the staff is accommodating.	1
The transaction is fast i get my atm card outright. Salamat	1
The transaction is fast. Clerk is nice and is very accomodating.	1
The transaction is fast. Feeling grateful and happy!	1
The transaction is fast. Good job landbank!	1
The transaction is fast. I commend the bank's service!	1
The transaction is fast. Staffs and guard are courteous and greeted me with a smile. Thank you, landbank maasin! Excellent service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The transaction is fast. Thank you landbank maasin!	1
The transaction is fast. Thank you, landbank for the great service!	1
The transaction is fast. Thank you, landbank!	1
The transaction is fast. Well done, landbank maasin!	1
The transaction is ok	1
The transaction is ok, very accomodating	1
The transaction is quick and I love it! Very good, keep up the good work.	1
The transaction is smooth and fast	1
the transaction is so fast, napaka accomodating nila.	1
The transaction is so fast, well recommended but in companion	1
The Transaction is very fast	1
The transaction is very fast and the personnel assist me is serving with a smile and very generous..Thank you for your service	1
The transaction is very fast and they help us throughout the process. We are grateful for their help and assistance. Thank you very much!	1
The transaction was easy and flawless. The personel was easy to talk and always smiling	1
The transaction was easy and smooth.	1
The transaction was easy and the staffs were very accomodating.	1
The transaction was fast and the staff in charge Mr Lester Ryan Aprovechar helped me with all the documents I need to pass and explained in detail the processes. Thank you Landbank for having such a great employee	1
The transaction was fast and the teller who assist me was accomodating.	1
The transaction was fast, easy and I am satisfied	1
The transaction was fast.	1
The transaction was fast. I was guided by the guards and staffs on what to do. Excellent servive. Well done, landbank maasin!	1
The transaction was fast. The staff and personnel are very attentive. They are indeed very happy in serving us, clients.	1
the transaction was good	1
The transaction was good.	1
the transaction was smooth	1
The transaction was smooth and fast	1
The Transaction was smooth and Fast. Employees were kind to assist and acknowledge everyone	1
The Transaction was smooth and simple	1
The transaction was smooth and the staff is very approachable	1
the transaction was smooth with this bank	1
The transaction was smooth. The bank officers and staff are easy to talk to.	1
The transaction was smooth. The staff were accomodating	1
The transaction was very fast, no problem at all.	1
the transaction was very smooth an dvery much appreciated.	1
The transaction was well.	1
The transaction went fast. Kudos to teller who assist me. Thank you Landbank!	1
The transaction went smooth and nothing more i can say thank you.	1
The transaction went smooth and the staff is very approachable	1
The transaction went well	1
The transaction went well and the office staff was veryaccommodating and kind.	1
The transactions on this branch is smooth	1
The transactions very easy & simple so no need to improve. I feel satisfied.	1
The transactions were smooth and the staffs are approachable, everything were good	1
the trasaction very fast and all employees are kind and always smilling ??	1
The treatment is fair to all client, ad also they're kind and genuine. Good job!	1
The ventilation is good at maganda ang services	1
the Verifier are very Approachable	1
The verifier is time spending	1
The wait I for change /updating my info is very long...hope they have more people for this.	1
The waiting period of client na medyo matagal po. Actually this is the only problem lng nmn in landbank, but for the overall services of staffs okey na okey naman po.	1
the waiting shed outside is too lot, they should put electric fan, also for the customer	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The waiting time is too long, I have many errands today	1
the waiting/queue is very long and the downtime is frequent	1
The whole team is there to help! We make manual deposits often and they're friendly, competent and given the ability to help.	1
The whole transaction was smooth. The employees are approachable and easy to communicate with. I don't have much of suggestion but praise.	1
The withdrawal transaction over the counter is fast and okay. However, the concern about my ATM Card is not yet settle and I need to replace my defective card for the 3rd time.	1
The worker here is very approachable and kind.	1
The working time or the operating hour should be until 4pm or 5pm	1
the. employees are the BEST...	1
The.service is good enough, for me	1
Thea are friendly and transaction is always smooth.	1
Their customer service is second to none	5
Their customer service is second to none.	1
Their customer service is very convenient ,approachable in customer in all they needed	1
their employees and the guards entertain us well and the transaction is fast. Thank you LBP! :)	1
Their employees our kind and gorgeous	1
Their office is neat and clean.	1
Their professionalism, efficiency, and attention to detail made the entire experience smooth and stress-free.Their dedication and hard work are evident, and I am very satisfied with the outcome.Good Job and God bless!	1
Their queuing is very chaotic and it takes a very long line to get catered. They only have 1 teller to do the transactions in deposit/withdrawal. I see sufficient counters but all are unmanned except for a lone teller. I don't know about the transactions, but I see people who are inserting in the middle of long queues.Also, the guards don't scan every individual who enters the bank. Checking for illegal firearms or something not allowed inside the bank.	1
Their service are good. Very accommodating.	1
Their service is excellent and transaction is fast. Thank you, landbank maasin!	1
their service is excellent! we are able to process our transaction smoothly and comfortably	1
Their service is fast and fair. They've done their jobs professionally.	1
Their service is good	1
Their service is good anyway	1
Their service is great and the employees are very approable and kind.	1
Their service is highly commendable	1
Their service is nice, our transaction is much easier.	1
their service is nothing but the best	1
their service is so fast and the employees are very approachable.	1
Their service is the best	1
Their service is very good	1
Their service was absolutely great.	1
Their service was good.	1
Their services are better no suggestions for now	1
Their services are beyond compare. Recommend all staff for higher pay.	1
Their services are good	1
their services are good and highly recommended, approachable ang staff,	1
Their services are highly recommendable from security through processing.	1
Their services is good and I do not encountered any difficultiesby openning an account through online system.	1
Their services is good. But due to lots of transactions they handled, clients will wait too long for them to be accommodated.	1
Their srvice is so much appreciated Good job!	1
Their staff is not only friendly but also highly skilled	3
Their system went off but after that, the transaction continued and it is fast. Job well done landbank maasin!	1
Then service is great and the staff is approachable	1
There are lot of clients during our time, but we didn't wait longer for our turn. Excellent service, landbank maasin!	1
There are lots of clients and I spent some time on the bank. But amidst that, the service is good.	1
There are many customers so I spent some time on the bank. I suggest that they should add another clerk assigned for new accouts. But overall, the service is good.	1
There are many people and the system went off so I spent some time on the bank. Though the processing is still fast.	1
There are many people in the bank and the line is very long. I'm still very grateful to the bank and its personnel because I was able to open an account.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
There are no further suggestions to improve their services. The staff from the branch manager Ms Jing Galorio to the tellers even including the guards have seen to it that that our banking experience is most convenient and hassle free. They go beyond what is expected of them to insure that everything is well when we are in the premises of the Land Bank Branch at the House of Representatives.	1
There are only few of the employees, maybe the management should add more	1
There are teller who are assigned that considered very efficient(short time of transactions)	1
There good and accomodating	1
there is no any suggestion all are goods	1
There is no further improvement the office should do, because the service is very good.	1
There is no need to add because everything is in order.Thank you for the good service.	1
THERE IS NO NEED TO IMPROVE BECAUSE ALL EMPLOYEES AND STAFF ARE VERY APPROACHABLE PERSONS.	1
There is no need to improve because they are nice to everyone	1
THERE IS NO NEED TO IMPROVE. THANK YOU SIR AVIC FOR YOUR GOOD SERVICE	1
There is no need to improve. The service is excellent already.	1
There is no need to improved because I am very much satisfied with the services.	1
THERE IS NO SHADE OUTSIDE THAT PROVIDE COMFORT FOR THE CLIENTS WAITING THE QUE.	1
There is nothing I can suggest on Landbank transaction, because it met my expectations.	1
There is nothing need to be improved. The service is awesome.	1
There is nothing ti improvr keep up the good work	1
There is nothing to improve because the staff and personnel are very approachable and the place is very convenient.	1
There is nothing to improve because they are all doing their job properly..	1
There is nothing to improve cause all staff are very kind.	1
There is nothing to improve im happy for it	1
There is nothing to improve on since landbank EDSA NIA Road Branch have the best employees including security guards, furthermore, their client service is excellent. I am highly satisfied with how my concern was resolved.	1
There is nothing to improve. Just maintain the excellent service. Employees are accomodating and approachable. Thanks!	1
There is nothing to suggest, because this bank already offers what I am expecting when it comes to banking services.	1
There must be a teller for cash deposit only so that it will not take long for waiting.	1
There must be a teller for cash deposit only so that the customer will not wait for long.	1
There must be an atm for deposit cash	1
there nothing to improve	1
There seems to be few manpower than demand in this branch. Queues are long.	1
There service are so amazing	1
There should be a comfortable waiting rea outsize the bank while for thhe opening at 8:30 am.Likewise with the place of the guard (too hot and sunny)	1
There should be a consideration on online transactions that would need OTP's in areas where cellular signal reception is not reliable. Areas like Basco, Batanes does not have smart or globe signal most of the time.	1
There should be a free water for drinking somewhere in the receiving or lounge area.	1
There should be a number ticket for every person with transaction	1
There should be a teller for cash deposit only so that it will not take long for waiting.	3
There should be a teller only fo cash deposit only so that it will not take long for waiting.	1
There should be a tent outside for the clients(sa waiting area)	1
There should be an option in #10 not applicable.	1
There should be chairs outside the establishment for the people who are waiting for you to open. It's a small act that can help and leave an impact.	1
There was a delay due to system maintenance, but aside from that there was no problem	1
There was improvement in my transaction accomodation eith client progressively improving. Thank you for the improvement. Helping each other for thr better transaction.	1
THERE WAS MAY CLIENT BUT THE NEW ACCOUNT CLERKS WAS VERY FAST AND ACCOMODATING I DID NOT WAIT FOR LONG	1
There were very helpful all throughout tthe whole process, especially the New Accounts. Kuddos to Landbank	1
There will always be room for growth and improvement in any organization, but it will always be the individual officers and staff who will make this happen. We hope that their full potential will be nurtured and taken cared of so that as we grow, our Landbank partners will gorw woth us throughout the years.	1
There's nothing to improve because i was very satisfied with the service	1
There's nothing to improve because the services is smooth and the employees are very much polite and accomodating!	1
There's nothing to improve, everyone is very helpful and professional, they gave great advice and easy to talk . Best Landbank branch so far	1
Theres a need to add more personnel to cater the growing number of customers being served.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
There's no available PDF e-SOA in our weaccess, unlike in BPI etc. Hope it becomes available in the future.	1
There's no need to improve	1
there's no need to improve to the service	1
There's no need to improve, landbank services are excellent	1
There's no need to improve,because your company is already nice.	1
there's no need to improved	1
There's no words to say. I just want to tell that the services is amazing. The staff is kind, welcoming with good communication and she understand us. Also, she explain and answer our questions well.	1
There's nothig to imporove because everything is making a good and quality service .	1
There's nothing i can say with it comes to their services.I treated politely.	1
There's nothing I can suggest but to tell them instead to continue what they are doing right now.	1
Theres nothing i want to suggest for this branch since the service in here was already great and the employees here is nice and good when it comes to customer communication and services	1
There's nothing improve because it's perfect	1
There's nothing to improve	1
There's nothing to improve because they are well associated and they are very welcoming. The essence of kindness are present. Above all, they did a great job. I give them a thumbs up.	1
There's nothing to improve, it's very efficient.	1
Theres nothing to improve.Its so much improve.Thank you!!	1
There's nothing to improved because all of the employees especially the manager are so accomodating, they guide as every step of the way	1
There's nothing to say about your Good services .More power Landbank .	1
There's nothing to suggest since your service is excellent	1
there's nothing wrong w/ the office, it's always the system that is down and it's understandable	1
There's only one teller	1
Theres really nothing i can suggest. Its easy and fast transaction.	1
They a very good and fair communication to every client.	1
they accommodate their customer well	1
They accommodated me even I was late for a few minutes. Thank you	1
They accommodated me very well.	1
They accomodate every customer properly.	1
They all address the personal necessity of their clients.	1
They all approachable and helpful	1
They all Friendly and approachable	1
they all look amazing!	1
they always great with smile	1
They always prioritize our needs everytime we have transactions.	1
they always smile	1
They always treated everyone with respect??	1
They are accommodating	2
They are accommodating and fast. Overall, I am satisfied with this branch's service.	1
they are accommodating thank you for good services.	1
They are accommodating to their clients	1
They are accomodating	1
They are accomodating and always smiling while assisting clients	1
They are accomodational to their client .	1
They are all accommodating, mostly the Manager is so kind and nice. He is very helpful with our concerns	1
They are all approachable and easy to deal with	1
They are all approachable and is always willing to help with my inquiry.	1
They are all approachable and ready to serve all clients. Ang bilis ng transaction,lagi pa po nakasmile. Thank you San Isidro Isabela Branch sa maganda ninyong serbisyo.	1
They are all approachable and very accommodating.	1
they are all attentive	1
They are all courteous and easy to approach. Thanks for the help regarding my transaction.	1
They are all courteous and welcoming.	1
they are all friendly and accommodating	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
They are all friendly and accommodating to me.	1
They are all friendly and courteous. Keep it up!	1
They are all friendly. Masaya sa tuwing ako ay nagppunta	1
they are all good!!! God bless us all!!!	1
They are all helpful, no need to change.	1
they are all kind and attentive	1
They are all nice and helpful. Thanks for helping me recover my ATM card! :)	1
They are all polite and professional. Thumbs up!	1
They are all pretty and approachable.	1
THEY ARE ALL VERY HELPFUL. THANK YOU SO MUCH FOR SMOOTH AND EASY BANKING.	1
They are all well mannered as they cater their clients. Keep it up!	1
They are always approachable thank you for being good all customer	1
They are approachable	1
they are approachable and comfy to talk with, they well assist you properly, I would like to commend henzy	1
They are approachable and kind	1
they are approachable and very kind	1
They are approachable hats off	1
They are commendable for their eager to help and assist us throughout the process and we thank them so much.	1
They are courteous	1
They are courteous and helpful to me.	1
they are doing a great job. keep it up	1
they are doing their duties and responsibilities and continue your good service to your client	1
they are excellent	1
THEY ARE FAIR ENOUGH AND FASF	1
They are fair to everyone.	1
They are friendly🥰	1
They are friendly, accommodating & excellent! God bless you!	1
They are friendly, easy to approach, and with sense of professionalism..	1
They are good	1
They are good already	1
They are good and helpful	1
they are good in welcoming client's	1
They are good they assisted me with kindness and with smileeee face . Thank you so much	1
They are happy person	1
They are hospitable	1
They are indeed hospitable and reliable. Thank you.	1
They are kind and easy to transact	1
They are Kind and Gorgeous	1
They are organize and provide god services	1
They are pappy serving people	1
They are patient in all customers	1
They are really helpful to their clients.	1
They are really presentable	1
They are so happy to serve	1
They are so kind and approachable.	1
They are so kind...thanks	1
THEY ARE UNFAILINGLY FRIENDLY, HELPFUL AND PROFESSIONAL	1
They are verry accommodating in terms of everthing.	1
They are vert accomodating.	1
they are very accommodating	4
They are very accommodating, thank you!	1
They are very accommodating.	1
They are very accomodating	4
they are very accomodating & Helpful espically to me I was knew in processing our office bank docs	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
they are very accomodating and friendly	1
They are very accomodating and nice	1
They are very accomodating, approachable and friendly. Satisfied!	1
they are very accomodating, keep it up	1
They are very accomodating.	3
They are very active in dealing with customers and I didi not wait for long.	1
THEY ARE VERY ACTIVE IN SUSTAINING GOOD CUSTOMER SERVICE AND THEY ARE WELL TRAINED TO HANDLE FROM EASY TO DIFFICULT TRANSACTIONS. ALSO. THEY DELIVERY GOOD COMMUNICATION TOWRADS CUSTOMERS.	1
they are very approachable	2
they are very approachable and accomodating	1
they are very approachable process is very fast	1
They are very approachable.	1
THEY ARE VERY APPROCHABLE IN EVERY CLIENT	1
They are very cheerful and welcoming	1
they are very fast	1
They are very friendly and approachable and there is always room for improvement in all aspects of life.	1
THEY ARE VERY GENEROUS	1
they are very helpful	3
They are very helpful and accommodating.	1
They are very helpful and have given more information than I needed. I'm thankful for they help and service.	1
They are very helpful and service oriented	1
They are very helpful and super assisted in comes of transaction	1
they are very kind and helpful	1
They are very kind and helpful. Awesome.	1
They are very kind and they also assisted us well	1
they are very kind.	1
They are very nice	1
They are very nice on their services.	1
They are very organize and accommodate into your queries immediately	1
They are very welcoming	1
They are welcoming	1
They are well-organized and clean.	1
They are well-organized and friendly to clients.	1
They assess me of what I needed.	1
They assist me efficiently ant patiently. Kudos to landbank employee who assisted me in my concern mam Ela J.Gapusan	1
They assist me well and they are kind.	1
they assist more	1
they assist their clients very well	1
They assisted me well and they are very kind	1
They assisted very well, and provided a smooth transaction. Great Job!	1
THEY DELIVER GOOD CUSTOMER SERVICE FAIRLY TO ME AND TO OHER CUSTOMERS. ASLO, THEY ARE VERY APPROACHABLE AND ALWAYS READY TO HELP IN ANY MEANS OF TRANSACTION.	1
They did a good job. Employees were very kind.	1
They did a great job.	1
they entertain me so well	1
They entertain us nicely.	1
they follow their in house rules and regulation keep up the good work	1
They friendly & Accomodating	1
They Get answer Costumer concern , very attentive and responsive , trouble shooting and Excellent services when it come to the costumer concern	1
They have a clean office space and I had a fast transaction.	1
They have a clean place and is approachable.	1
They have a clean place.	1
They have a good service. Very Fast.	1
They have a great service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
THEY HAVE A VERY GOOD SERVICE.	1
They have a very overwhelming employees	1
They have a welcoming and positive atmosphere	1
They have a welcoming atmosphere and is all courteous.	1
They have a welcoming atmosphere and the staff are friendly and helpful.	1
They have an excellent performance	1
They have been very helpful and pleasant pls do continue to help thank you very much Landbank Clark	1
They have entertained me well even I faced difficulties with accessing my documents as some were left home and it took a lot of time for me to submit them and they are already closing but they have given me the chance to arrange it. It was an advantage as I am saving time for another transaction. Though they were put on Overtime duty due to my bank process.	1
They have established good customer service all the time.	1
They have excellent service	3
They have good costumer service	1
THEY HAVE GOOD CUSTOMER ERVICE AND VERY PLEASING WHEN APPROACHING TOWARDS CUSTOMERS/CLIENTS.	1
They have good customer service	1
They have good service	1
They have served me well.r	1
They have very pleasant personality and accommodating! All transactions are smoothly done. Keep up the good work. Mam thess ganda and mam wilma ganda always answers my queries	1
they help our daily needs and the needs of our children	1
They helped me a lot	2
They helped me a lot. At maganda ang serbisyo nila	1
They helped me a lot. I'm satisfied with the service	1
they helped me very much	1
they just continue their excellent services to the people	1
They made me queue for long time until the ending and there was no priority number left. Hahaa	1
They must have a chair outside for senior citizen/pregnant and PDW.	1
They need me very well	1
They need to louder their voice when calling the numbers or names.	1
They need to louder their voice when they need to call the customer.!!! :)	1
They offer quality service.	1
They offer services that is both efficient and prompt, ensuring that procedures are completed quickly. Additionally, the employees are courteous and helpful, making sure that clients feel well attended and supported throughout their experience.	1
They offered best services to the costumers and the it's easy to access. The staff is also approachable. Overall, most recommended bank nationwide.	1
They offered me great service.	1
they perform their transactions accurately and efficiently to their clients, very accomodating in terms of customer service.	1
They possess courtesy and is helpful to me.	1
They provide excellent service to each and everyone.	1
They provide exceptional customer service.	1
They provide fast services	1
They provide good service.	1
They provide good services to every clients	1
They provide good services to the client	1
They Provided responsive services	1
They serve the client with a smile. Hanppy Bnaking with you	1
They serve with smile..	1
They served with a big smile!	1
They should add another staff for opening of new accounts.	1
They should hire more teller to cater more client in a minimum amount of time.	1
They should maintain the good attitude the way they approach	1
They show courtesy and is helpful.	1
They show courtesy and the place is clean.	1
They smile and made us smile also. ALL are perfect.	1
they treated customers with patient and always have a smile	1
They very Approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
They warmly accomodate my interbranch withdrawal. The 100 withdrawal fee is also considerably fine.	1
They were amazing	1
They were good and generous, thanks a lot.	1
They were nice and helpful	1
They were very accommodating and helped me have a good account opening experience.	1
They were very approachable and accomodating	1
They were very courteous to us all	1
They were very helpful and considerate.	1
they were very polite and friendly towards us	1
They will do everything to help their customers by having the best banking experience.	1
They work beyond their working time here in Sual branch, kahit close na po yung office nila for transactions inaccommodate parin po nila ako, keep up the good work sual branch. Sobrang bait din po ni Maam na nag assist sa akin mula sa counter hanggang sa loan assessor if Im not mistaken.	1
They work together as a team and highly effective in communicating.	1
They're approachable and nice	1
they're all responsible and respectful thank you	1
They're good	1
they're the best	1
Theyre very accomodating	1
They're very accomodating	1
THEY'VE ALWAYS SHOWN ME KINDNESS, RESPECT OR A FRIENDLY SMILE	1
Things stay prompt. Thank you :)	1
this 4p's is a big thing and a help to us and thank u very much because we bought school supplies for our children	3
This bank has an awesome team and a dedicated staff	1
THIS BANK HAS AN AWESOME TEAM AND DEDICATED STAFF	1
This bank will deliver nothing less than the best from expertise and professionalism to top-notch communication. You're sure to be impressed!	1
This branch (Masterson Avenue, Cagayan de Oro) provides best service in their clients. Thanks to you Sir (Anonymous).	1
This branch change my impression for LBP businesses. Queing is very much well-managed.	1
This branch has a welcoming atmosphere, staff are courteous and polite to everyone.	1
This branch has a welcoming atmosphere. The staff are polite and easy to converse with.	1
This branch has a welcoming atmosphere. The staff are polite and easy to coverse with.	1
This branch has been very helpful.	1
this Branch has very efficient staff and system of doing business	1
This branch helped me a lot in processing my online banking. Kuddos to the officers and staff of Antipolo Circumferential Road. Very satisfied with their service.	1
This branch is doing an excellent job. So happy to be a part of this bank as a client.God bless and more power...	1
This branch is highly recommended for best branch of landbank	1
THIS BRANCH IS VERY ACCOMMODATING ESPECIALLY TO THE FRONTLINERS	1
This Branch is very accomodating, very functual & kind tellers. HIGLY RECOMMENDED BRANCH TO TRANSACT ALL YOUR BANK MATTERS.	1
This branch is very clean	1
This branch is very reliable and personnels are very accommodating, provides specific information on matters being ask.	1
This branch must need to emulate by the other branch. They always have a fast paced transaction to each of everyone clients. Managers/Supervisor, staffs and SG are very well accommodating and polite.	1
This branch of landbank is better than in matalino st. Branch. The guard who accomodate me is courteous as well as the teller	1
This branch offers very good service. Employees should always accommodate every client with a smile.	1
This branch provides good customer service and the employees are approachable and cheerful.	1
This branch provides happy and easy banking experience, just need to have additional tellers during peak hours perhaps.	1
This branch serves a kit ti decingest the clients in other branches in the city.	1
This branch showed good service whenever I do some transactions with them. Maybe my sugggestion is that they maintain the good service that they provide to me.	1
This branch was very accomodated and handled the transaction very well.	1
This institution provided me the best service especially that I needed help for my transaction	1
THIS IS CONSISTENT WITH HOW WE'VE ALWAYS BEEN TREATED BY EVERYONE AT THIS BRANCH	1
This is good.. I like the online process	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
This is just a commendation for agent named Honey of counter 5 she's very nice and was able to make things right in a timely manner, she's also polite and knows how to deal with people. Thanks Ms. Honey!	1
This is my favorite branch ever	1
This is my first banking experience at Landbank. I would like to mention Sir Jerome for being polite and kind. I felt comfortable because he is so welcome.	1
This is my first time banking to this bank/branch and I enjoyed it so far. Thank you for the friendly service by Ms. Chel. Keep up the good work.	1
This is my first time opening an account here in Landbank. So, I can say that their services satisfied me and maybe others too, their honesty and being organized to all people made me appreciate it. The employee work on time and work hard to serve the people using Landbank. They are truthfulness and follow rules in different aspect. Additionally, I rate it as a very good services.	1
This is my first time to comein landbank.its a good experience	1
This is my first time to open an account and I chose Land Bank. I have no regret of this bank because of the easily and fast processing of my debit card. I am very thankful to my mother that she offered me this bank.	1
This is not a recommendation but this is a commendation of your staffs being professional, accommodating and very patient in assisting their client. Carla Mae P. Dimacuha was very helpful and she assisted me all throughout the process. She is very efficient and effective as member of you organization. I am very happy with Land Bank. Thank you.	1
This is not a suggestion but appreciation to Mikee Pelayo who was not only organized and fast in dealing with me but she was also willing to assist customers who may not be good in computers. Thank you:)	1
This is not a suggestion but rather a commendation to your staff. Would like to commend Ms. Jennifer's efficiency in the discharge of her functions. She is approachable, accommodating, and facilitative. Thank you, Mam Jen!	1
This is not suggestion, I want to say thank you Landbank for fast transactions and all the employees are so kind. Special thanks to ma'am Tisha, very accommodating talaga siya. I hope all employees ay katulad niya HIHI.	1
This is the best landbank branch na napuntahan ko. Napaka accomodating ng mga staff and mabilis ang transactions. God bless everyone!	1
This is the easieast landbank to transact with. Very satisfied customer here.	1
this is the most efficient ive been to keep it up	1
This landbank are clean and the employees aproachable	1
This message is intent to send for Ms. Venus. I would like to thank her for guiding me very well in opening my account. She's not just pretty on the outside but more prettier on the inside.	1
This office / bank closes at 3 p.m...it would be very helpful if it will closes at 4 pm...just like most of the other bank...Thank you!!🫰🫰🥰🥰	1
This office accommodate the clients with professionalism and politeness. Good Job	1
This office exhibited quality customer service, keep it up!	1
This office gave excellent services.	1
This office is helpful to Senior Citizen like me	1
This office is very accomodating	1
This office is very accomodating to thier client	1
This office is very helpful to the people of Zambales especially us from San Felipe because it is nearer to our place and more convenient .	1
THIS OFFICE OFFERS GOOD SERVICE ESPECIALLY TO THE SENIOR CITIZENS.	1
This office was both fair and transparent throughout the hiring process regardless of whether the candidate was internal or external. I felt respected and heard at every stage. Keep up the great work that you do!	1
This office was great. Easy to transact with.	1
This office/agency is great!	1
This organization is accomodation	1
This service helps the customer to express their own comment or suggestions especially in different branches of bank.	1
This service is very helpful and it also give importance to anyone that they are difficult to access other banks.	1
This service was great. They are helpful to all this clients	1
THIS THE ONLY BANK I WENT THAT THE NEW ACCOUNTS CLERK KNOWS HOW TO SIGN LANGUAGE I WAS VERY PLEASED AND HAPPY COMMUNICATED MY CONCERNS AND WAS RESOLVED EFFECTIVELY VERY SATISFIED THANK YOU VERY MUCH LAND BANK EDSA NIA BRANCH	1
thnak you for the wonderful service keep it up God bless	1
Thnks sa tanang staff sa bilis ng transaksyon	1
Thnks to marie corinne aragon for fast processing to my transaction	1
Thnkyou very much . .very accommodating the place and employees	1
Though customers are few still seniors has to be given priority	1
though the transaction is fast. I think additional manpower in order to be much more better.	1
Though there are lot of clients, the transaction is fast. I got my atm right away. Thank you, landbank maasin!	1
Three thumbs up for the quality service!	1
Threre should be a teller for cash deposit only so that it will not take long for waiting	1
Thrilling despite the lean manpower	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thumbs up	1
Thumbs up for the good customer service that they've render. But my concern is I think they need to widen thier office space for more fastest and easy services.	1
Thumbs up for the services given.	1
thumbs up keep up the good work na lamg po	1
Thumbs up mam marla	1
Thumbs up on your services	1
Thumbs up po 👍👍👍 thanks po...	1
Thumbs up!	2
Thumb's up!	1
Thumbs up,,, very kindness	1
Thumbs up. All is perfect	1
Thznk you very for very fast proceded my atm	1
Time alloted on every transaction should be improved	1
Time consideration...	1
Time frame	1
time management	6
time management but overall you have a good service	1
time opening is ok. this branch lagro, opens very early at is very commendable. tellers are fast compared to other landbanks. hindi mahaba ang pila bases on my experience compared to other branches.so commendable ang branch na to	1
Timeliness/ Time conscious	1
Timely response from online services	1
Timely response from online services such as OTPs and emails	1
Tinatrato nila ng maayos ang kanilang mga costumer.	1
tinulungan po akong mag open ng account	1
Tinulungan po nila ko kung paano po mag-online. Salamat po ng marami sa inyo!	1
Tinutulungan ako ng teller na makuha ang tamang serbisyo na kailangan ko	1
Tinutulungan nila kami mga cliant	1
Tnx for assisting me!	1
to accept check deposits over the counter	1
To add another teller for faster transaction	1
To add More Counters for NAC please	1
To all staffs, just stay approachable and maintain excellent accountability and good accommodation and service to clients	1
to assist first all Priority Person Like Preggy, PWD, that's it and the others mostly very liked and the Fast services	1
To atleast accommodate a lot of number of people	1
To be a good to us	1
To be able easier the transaction, everybody need to prepare the document so itnis not time consuming.	1
to be continue to help people, thank you and godbless	1
To be honest accommodating very excellent	1
to be honest the service of the employee larena branch was actually heartwarming for they treated us all client	1
To be honest, this branch and the manager Ms Mey become my favorite bank, because the customer service is excellent. They are so welcoming and accomodating. What fascinate me most is the transaction is fast and all the details are well explained. Keep up the good work po. :)	1
to be more accomodating to yiur client	1
To be more approachable	1
To be more friendly and hospitable	1
to bes all good	1
To Branch Manager- Sir Evans Lluch, Sir Jovan G. Mallari, Ms. Lorlie Wenceslao and all the staff of Landbank-Quezon Avenue Branch, thank you for making each interaction a remarkable journey with our 4Ps beneficiaries. Keep shining and spreading the magic of excellent services.! 🌟?	1
TO CLEAR AND IMPROVE	1
To continue on being hands on WeAccess	1
To continue their good services to clients.	1
to continue these kind of services to their clients	1
To continue working with approachable manner.	1
to continue your good serveses	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
To decrease the wait time to accommodate more clients.	1
To Encourage and Support Team Work.	1
To Floridablanca Branch Lite, it was a nice transaction when I opened my account, so fast and accommodating all the staff and recently they assisted me in opening my access online and initiated updating the details of my account. Special thanks to Ma'am Merry Chris Ponio Coronado. God bless!	1
To give a 1bottle of water to all costumer 😁	1
To have a good personality and customer service	1
To have a physical bank in the area	1
To have a self-service deposit machine (if any)	1
To have additional time on Online Pre-Employment Examination	1
To have an on site bank	1
To have good internet connection.	1
To have microphone and speaker when calling a name for transaction, because some of the clients have problem in hearing such as senior citizen. Thank you.	1
To have more branch since landbank ormoc is the only branch here. there are many municipalities who dont have any branch hence, they will visit this branch cause its near.	1
To have more counter service	1
To have more faster transactions in handling the clients	1
To have more space	1
To help everyone by assisting them to their needs enable to complete it. Thank you!	1
To implement computerized queueing system	1
To improve customer service good in hands	1
To improve further services, needs to add teller specially in busy lane.	1
To improve the ventilation inside the office because many people are complaining about the heat.	1
To improve your services, consider gathering feedback from customers regularly through surveys or direct communication channels. Analyze the feedback to identify areas for improvement and prioritize them based on impact and feasibility	1
TO IMPROVE YOUR SERVICES, IT NEED TO FAST SO IT SHOULD BE CLIENT WON'T WASTING SUCH TIME. THANK YOU	1
To inform the client re new amortization schedule and the justification for the interest.	1
To Landbank Balagtas BranchWith our 4 accounts opened here, we can call Landbank "Ang Bangko ng Pamilya". Thank you so much, consistent great frontline service, mula noon pang ako palang po. Nice tellers and guards, great service!	1
To long for a survey. CC is i think irrelevant in the survey	1
To lower minimum loan amount for ofw loan to P100,000.00.	1
TO MA ROSALINA A REDONDO, YOU ARE VERY EFFICIENT!	1
To maintain good service	1
To maintain your good service to all your costumer. May Godbless us all.	1
To mam gen,Thank you so much for a wonderful service, I was struggling about remembering my TIN number and i've tried calling at home for them to check my files but no one's answering. Mam gen took the extra mile to help me by calling someone from BIR to verify my TIN number. Not all bankers would do that for a client. I'm really grateful for your service. I'm very satisfied!	1
To Miss Rocky, Thank you so much po. Very sensitive nyo po sa need ng client. Merong initiative. Salamat po.	1
to open previlage seniors and pwd of passbook with atm	1
To pls disseminate more informations to government agencies whose task is to help and educate farmers and micro businesses so that more help and assistance will be given to those who are deserving people, lack of financial capability but willing to grow.	1
to post the CC more readable , so it could be seen by the elders.	1
To prioritize the senior citizens and pregnant	1
To provide email on the status of application after passing the qualifying exam. Thank you.	1
To reduce costs, we recommend lowering the fees for printing bank statement transactions.	1
To reserve enough money especially in Christmas Holiday season.	1
To serve rightfully	1
To sir Ronniel, You always greet me with a smile at nakakagaan iyon ng pakiramdam. Ipagpatuloy nyo ang ganyang klseng service.	1
To sustain the quality of service with consistency at all times especially on the area of Transparency and Customer Service Satisfaction aspect.	1
TO THE EMPLOYEES, STAY BEING APPROACHABLE, RESPONSIVE AND KIND TO ALL THE BRANCH CLIENTS... THANK YOU FOR BEING FRIENDLY AND RESPONSIVE TO US... God bless...	1
To the employye and Staff of Land Bank Crame Branch,, Thank you very much for your wholehearted service.	1
To the head and staffs, please always stay and remain humble. Always continue to do the good work. Continue to uplift and grow others.	1
to the personnel in teller 3 mam amy she was very accommodating to the client. Keep it up	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
To the Teller- Thank you for being a good public servant. Keep it Up!	1
to treat the costumer courteously and to feel them comfortable	1
To upgrade ATM	1
Too many forms to sign	1
too many paperworks when we are at the age where we are advocating paperless transactionsstaff doesnt have their own email addresses. i always send required documents (landbank cab branch) and they dont even acknowledge receipt of email.staff shpuld use viber to communicate with clients not fb messenger . Viber is more professional.	1
Took too Long to wait. I got #1 in line for cheque encashment and #1 for account opening. Well, I spent about Only 15 minutes in account opening but almost 3 hours for cheque encashment. Hindi pa malaman kung saang window pipila. But overall, still satisfied kc successful naman mga transactions ko.	1
Top tier performance and are highly commendable.	1
TOTALLY GOOD SERVICE	1
Totally grateful	1
TOTALLY SATISFIED	1
Totally satisfied customer here, keep it up!	1
Train employees on your products and services and customer service skills.	1
Train guard	1
Transactiins are good for the employee and others to take or go to bank transactions.	1
Transaction are very quick	1
Transaction Complete	1
Transaction Completed	5
TRANSACTION DONE SMOOTHLY	1
TRANSACTION DONE WELL	1
Transaction is easy	1
Transaction is fast	1
Transaction is fast and clerks are very nice	1
Transaction is fast and easy	1
Transaction is fast and personnel are accomodating. Wee done, landbank maasin!	1
Transaction is fast and service is good. Thank you, landbank maasin!	1
transaction is fast and staff are very accommodating	1
Transaction is fast and staffs are accomodating. Thank you, landbank maasin!	1
Transaction is fast and the staffs guided us on what to do and wherw to go. Thank you landbank maasin!	1
Transaction is fast and very accomodating	1
Transaction is fast and well commended service!	1
Transaction is fast ang the tellers are very accomodating thank you and God Bless!!!	1
Transaction is fast!	1
Transaction is fast! Staff are very accomodating	1
Transaction is fast, even though I waited because there are many clients during the verification of checks. Thank you, landbank maasin for the excellent service!	1
Transaction is fast. Gokd job, landbank!	1
Transaction is fast. Good job!	1
Transaction is fast. I commend the office's service.	1
transaction is fast. I didn't wait long. Thank you, landbank maasin!	1
Transaction is fast. Kudos to the personnel of the bank. Thank you!	1
Transaction is fast. Service is excellent as well	1
Transaction is fast. The staffs are also accomodating.	1
Transaction is fast. Well done, landbank maasin!	1
Transaction is fast. Well done, landbank!	1
transaction is smooth and fast	1
Transaction is smooth and satisfied at all	1
Transaction is very quick and convenient. Thank you for the service! And thank you Rose for assisting us.	1
Transaction past	1
TRANSACTION SLIPS SHOULD BE CARBONLESS PAPER	1
Transaction very past and good services	1
transaction was completed and smooth	1
Transaction was fast	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
TRANSACTION WAS FAST :)	1
transaction was fast and convenient	1
Transaction was fast and easy to follow. Miss Hanna evn calls me to confirm my loan application. She is kind and respectful	1
Transaction was fast and service is good. Job well done, landbank maasin!	1
TRANSACTION WAS FAST AND TELLER AND THE SECURITY PERSONNEL WERE POLITE AND PROFESSIONAL	1
Transaction was fast and very approachable po si maam hannah	1
Transaction was fast. I commend the office's service. Good job!	1
Transaction was fast. Staff were corteous.	1
Transaction was fast. Thank you, landbank maasin!	1
transaction was favorable	1
Transaction was good	2
TRANSACTION WAS GOOD AND FAST	1
Transaction was quick	1
Transaction was smooth	2
Transaction was systematic with client-friendly staff at all counters specially with ma'am Joyce Angela Viray.	1
Transaction was very easy.	1
transaction with LBP was smooth. May problema lang sa pagtransfer ng title sa BIR and RD.	1
Transactions and inquiries went smoothly and staff gave prompt responses. Excellen	1
Transactions are smooth.	1
Transactions are smooth. No further suggestion.	1
transactions goes smoothly	1
transfer of records from ucpb to lbp took some time to update	1
Transfer of venue	1
Translate in Filipino version of CC and questionnaire for other customer	1
Transparence & accessibiility is appreciated much	1
Treat all customer:)	1
Treat everyone fairy	1
Treat everyone nicely.	1
Treat your customers special	1
Trust and confidence with LANDBANK	1
Trust the process	1
TRUSTHWORTHY.	1
Try friendly approach and nice to everyone	1
try to adapt pag-ibig's process so people would know which counter to go to and what # is currently being assisted	1
Try to extend the time of local check .	1
try to improve the AC or ventilation of the office	1
Try to make your clients more comfortable	1
Tservice alosud	1
Tuguegarao branch is very well handle. I got the best service	1
Tulog lang Ang magagandang pagtrato sa clients.	1
Tulong tulong pra Hindi mhirapan,Lalo n kung mraming client.pEro wla aq masabi it's land bank is nsa good service nman cla.	1
Tulongan ang mga nahihirapan kong paano gamit ang landbank card	1
Tuloy ang mabuting serbisyo	1
Tuloy lang po ang magandang pag aasikaso sa mga kliyente.	1
Tuloy lang po sa napaka gandang serbisyo	1
Tuloy lang po.. :)	1
tuloy lang sa landbank	1
Tuloy lng ang pagiging mabait sa client..	1
Tuloy lng Po Ang magandang serbisyo Po ninyo..	1
Tuloy lng po sa pagiging mabait sa client..	1
tuloy po sa magandang serbisyo niyo po	1
Tuloy tuloy and magalang at serbisyong makatao makadiyos	1
Tuloy tuloy ang mabilis na transaction	1
tuloy tuloy lang ang magandang serbisyo sa bayan.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
tuloy tuloy lang ang pagserbisyo kung ano ang dapat ibigay o tulong sa mga mamayang Pilipino	1
Tuloy tuloy lang na magandang serbisyo	1
Tuloy tuloy lang Po Ang magandang serbisyo	1
Tuloy tuloy lang sa serbisyu	1
Tuloy tuloy yung payroll wag ng closee	1
tuloy2x lang godbless po	1
Tulubgan Ang mga bagong kliyente	1
tumutulong sa hindi alam papanu ang pag fill up ng mga form.	1
Tumutulong talaga ang Land Bank Bayawan Branch sa mga PWD na tulad ko. Masayang masaya ako sa serbisyong ipinikita nila. Thank you.	1
Tunay ug nendut ang serbisyo.	1
Turn on the monitor for the numbering ticket that you received when you enter the premise, so that we would know when it is our turn	1
TV	1
tv monitor when they call your numbers / likewise television wall waiting to avoid using their cellphones inside the bank	1
Two thumbs up	1
Two thumbs up for your services	1
TWO THUMBS UP LAND BANK:)	1
Two Thumbs Up!	1
Ty	9
Ty for the service	1
Ty for you good service!	1
Ty for your service	1
TY po sa help ni Ms. Zhal Raymundo... Magalang po at nagtiyaga sa mga tanong ko...	1
tysm	1
Ucpb payment for housing loan should be available as payment via app. It does not make sense that it's more than a year yet we have to make physical visit to the bank to make payments.	1
Una manalangin Muna sa panginoon dios... Magpasalamat sa kanya salamat na ginawa nya sa Buhay mo..be alert and presence. Of mind lang po..	1
Una sa lahat, nalinis at mabait lahat ng employee at iaasist ka kung may need na documents or sulatan, at approachable lahat Po Sila, kaya highly recommended Po sila	1
Unbeatable customer service that is why frequented among all lbp CDO branches	1
understand customer needs	1
Understand customer needs.	1
understandable & fast transaction	1
Understanding and helpful	2
Understanding your customer's specific need is just the first step. How a customer feels after their interaction with you, will increase customer loyalty. In this case thank you so much for the job well done Ma'am Erla.	1
Undispensed transaction was properly explained to me.	1
Ung transaction mapabilis pa	1
Unta bugnaw na ang opisina	1
Unta madungagan pa Ang mga farmer nga maka avail sa loan	1
Unta paspas ang transaction sa teller or add more teller	1
Up to date ang transaction.	1
Up to date naman.	1
update & unlock mu I Access	1
UPDATE THE CUSTOMER IF THE REQUEST OR TRANSACTION ARE DONE	1
Update the software and server as well as the hardware in LBP LINGAYEN BRANCH.The personal staff of the branch are only as fast as they equipment such as their computers and softwares. If the technology can be better, I'm sure the service would also be better.	1
Update the system	1
Updated	1
Updated machine	1
Updated my account easily with the help of the staff. PNP Retiree president- Isabela Ret Col Felix C Reyes	1
Updates in Online Transactions	1
Updates transaction easily	1
Updating Govt.Employee through SMS, email new program,loan or promos and some other informative related to Landbank Transaction to its clients.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Updating of account has never been so easy here at Sta. Cruz Poblacion branch. Staffs assisted me so well with regards to my updating of account. My quires are answered well.	1
Updating of bank records was very easy.	1
Updating our government account was hassle free and convenient thanks to Calapan Branch very accommodating New Accounts Clerk Ms Shiela Diamante.	1
Upgrade atm machine for faster transactions please. Disseminate more machines in other places or stores to avoid being crowded in the main office.	1
upgrade internet connection.	1
UPGRADE ON SYSTEMS TO SAVE TIME IN BANKING PROCESS. WE SAW SOME IMPROVEMENTS. CONGRATULATIONS AND THANK YOU LBP.	1
UPGRADE ON SYSTEMS TO SAVE TIME IN BANKING.WE SAW IMPROVEMENTS. CONGRATULATIONS AND THANK YOU LBP.	1
Upgrade the ATM	1
upgrade the atm machines and provide deposit machine	1
upgrade the internet connection	1
Upgrage of atm machine	1
upon learning na new account ang transaction, the guards must give the waiver immediately para habang naghihintay matawag, na fill outan na sana ang form	1
upon opening of my accounts staff is very accommodating	1
Upuan sa labas para sa mga nag aantay	1
ur the best	1
Usahay hinay ang transactions kay gamay ra ang teller but so far ok2 ra jud kay ma cater ra ang tanan.thank you and also the guards maau sad mo approach sa mga clients labi nag naay mga questions	1
Use a databae or desktop application for pas transaction	1
use a microphone or any equipment that is easy to hear to the client, when they call it.	1
use carbonized forms to save paper so that you wont need separate carbon paper	1
Use carbonized paper for Cash Deposit slips. You use it for check deposits, why not cash deposits?	1
use electronic numbering rather than the bank personnel to shout the next number to be serveduse of cp should not be discourage if it is used progesdionally and not diaturning any clients and how can we answer this survey if we will not use our cellphone. how can we scan the code without using cellphone? just a thoughts to ponder thanks	1
Use of microphone (teller) in calling clients.	1
use the monitor for numbering organizing it makes it easeir for the customer to see there number	1
User friendly I-access System upgraded server	1
Using DOBS is confusing	1
Usually it would take me at least 1hour to process my Check encashment. Its probably because there's only two tellers, 1 for seniors & 1 for with regular number clients. So I would suggest additional personnel/s (teller) for check verification/encashments & withdrawals for more faster transaction.	1
v good	3
V impressive	1
V. Good service	3
V.G	1
V.Good !	1
V.i.p the clients	1
Validation of name - should validate the mandatory of the client when checking the name.	1
VANESSA JOY BARUELA IS VERY HELPFUL ,RESPECTFUL AND ALWAYS WEAR HER SMILE WHEN FACING ALL HER CLIENTS. SHE DESERVE A PROMOTION.	1
Veery accomodating	1
Veery good	1
Veey good service!	1
Vegood	1
VENTILATION AND NUMBER OF TELLERS	1
Ventilation and proper air conditioning	1
ventilation of the room facility	1
Venus JanellavaLovable🥰??	1
Venus Javellana assisted me well. Great Job Landbank Karuhatan. Thanks for the great service.	1
Venus Javellana assisted us in opening account. Great job and fast service Ma'am.	1
Venus Javellana is very accommodating and approachable all throughout my transaction.	1
Venus Javellana Nagpapasalamat po kami sa pag assist sa aming mag asawa upang maayos ang pagbubukas ng account para SSS pension.	1
Venus Javellana very accommodating & responsive to client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Venus Javellana.masayahin at laging maganda ang mga approach ni Ms.venus magaang kausap at andun po ang kanyang respeto at paggalang sa mga cosumer na tulad ko.	1
Verey accomodating	1
verg accomodating the staff	1
Verg good.	1
verhy aniable and easy going no presernce at all perfect for clients who had question	1
Verification and Deposit transaction. Fast and efficient. Thank you so much	1
Verifier and teller are accommodating.	1
Verifier was very accommodating and she answered all my inquiries.	1
Verry accomodating	1
Verry accommodating po yung mga tao wala na akong Ma suggest thank you po sa pag assist.	1
very acomodating	1
verry approachable po ang staff maganda po ang trato nila sa mga client nila.	1
very good	12
Verry Good all staff of Land Bank is very very fast the transaction.. @ Guard is mabbait cla at magalang S mga client	1
Verry good in communication	1
VERY GOOD IN SERVICE	2
very good services	2
Verry good, so much improve!Thank you.	1
Verry help full	1
Verry much	1
very occomodated po ang serbisyo ng Landband.maraming salamat po	1
very respectfull	1
Verry sastified	1
Verry satifiy	1
Verry satisfied	2
Verry Satisfied, ang mga employee ay mababait..	1
Verry satisfy	1
Verry satisfied	1
Verrygood	2
version good service	1
Vert satisfied	1
Vert transparent	1
veru accomodating	2
Very accmmodating	1
Very Accom.	1
Very accomadating branch I reccomend the branch	1
Very accomidating and helpful	1
Very accomidating.	1
Very accomodate	3
Very Accomodate all staff are really nice.	1
Very accomodate in evert transactions.	1
very accomodate personnel mam chally	1
Very accomodate to clients	1
VERY ACCOMMODATE, GOOD SERVICE	1
Very accommodated	3
very accommodated for their customer	1
Very accommodatibg tellers. Keep up to good word!	1
very accommodatinf bank personnel. thank you	1
Very accommodating	127
Very accommodating & approachable personnel. Keep up the good work & stay healthy! God bless??	1
Very accommodating & Fast Service - Professional 👌	1
Very accommodating & helpful to assist in our eMDS concerns. Prompt action from Sir Relance Sanchez & Mam Cathy Siscar. Thank you very much.	1
Very accommodating & Nice Service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accommodating	1
Very Accommodating , Basta mas mapapadali Oras namin. Mababait pa. palabatu din mga Guards nila.??	1
Very accommodating abd friendly	1
Very accommodating all employee	1
Very accommodating all staff	1
very Accommodating all Staff lalo na mga guards on duty .	1
Very Accommodating all Staff. Esp. the Manager in-Charge	1
Very accommodating all the staff here and they do their job well	1
Very Accommodating and always smiling	1
VERY ACCOMMODATING AND ALWAYS WEARING A HAPPY FACE. KEEP UP THE GOOD WORK!	1
Very accommodating and appreciable the staff. My concerns are solved because they help me. Thank you and God bless	1
Very accommodating and approachable	2
Very accommodating and approachable.	2
Very accommodating and approachable.Great Job	1
Very accommodating and assistive in bank transaction	1
Very Accommodating and Cheerful Personnel! Thank you Ms. Irish Fernandez. Keep Up the Good Work!	1
Very accommodating and considerate.	1
Very accommodating and courteous	2
Very accommodating and courteous staff.	1
Very accommodating and courteous. From the security guards up the all the personnel.	1
Very accommodating and efficient staff. Kudos to Ms. Elisha Nuval for a job well done =)	1
Very Accommodating and efficient.	2
Very accommodating and efficiently quick with their work.	1
Very accommodating and excellent service	1
Very accommodating and fast service of maam Venus javellana. Thank you so.much	1
Very accommodating and fast service process	1
Very accommodating and fast transaction	2
Very accommodating and friendly	2
Very accommodating and friendly bank employees.	1
Very accommodating and friendly bank. Hopefully will help me to grow my business.	1
Very accommodating and friendly staff.	1
Very accommodating and friendly staff. Always smiling. Keep it up!	2
Very accommodating and friendly staff.Kudos	1
Very accommodating and friendly staffs!	1
Very Accommodating and Good Cst Service	1
Very Accommodating and Good Service	1
Very accommodating and great service from miss venus javellana (account clerk) thanks for your good service	1
Very accommodating and great service offered	1
very accommodating and have a good costumer service.	1
Very Accommodating and helpful	5
Very accommodating and helpful especially the Guards and Tellers.	1
Very accommodating and helpful Ms. Jeany	1
Very accommodating and helpful new accounts clerk. Thank you Sir Reinbert.	1
Very accommodating and helpful ng mga staff.	1
Very accommodating and helpful staff.	1
Very accommodating and helpful staff. Thank you Landbank	1
Very accommodating and helpful staff. Thank you Landbank!	1
Very accommodating and helpful to clients. The manager and staff are very approachable	1
Very accommodating and helpful to the customer	1
Very accommodating and helpful. I will recommend this branch to my friends and relatives. Thank you!	1
Very accommodating and helpful.. Especially ms. Roan Ortega	1
Very accommodating and kind	2
Very accommodating and mabilis Ang serbesyo,nakuha ko agad Ang ATM, VERY good talaga Sila.	1
VERY ACCOMMODATING AND NICE STAFF	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accommodating and reliable employees. Thank you Landbank	1
Very accommodating and reliable staff of Landbank. Especially to Sir Mark , Sir Abraham and Ma'am Nichole Mercado. Thank you Landbank	1
Very accommodating and responsive staff especially the tellers. Thank you so much	1
very accommodating and satisfied!!!	1
Very accommodating and systematic kahit madami nag oopen ng account	1
very accommodating and the staff are kind	1
Very Accommodating and they are all friendly. The branch is very welcoming	1
Very accommodating and transactions were smooth. Thanks	1
Very accommodating and very helpful staff . Lalo na sa nag gagandahan mga staff na si Ms. Megan,Arianne, Jonjie,Jannine and others staff. Sa lahat nang staff from the manager and staff thank you sa lagi pag helf sa amin. Ung smile ninyo and pag assist sa amin laki bagay lagi lalo na sa mga bagohan sa landbank.I'll give you 5 ??????????	1
Very accommodating and well serviced. Keep it up!	1
very accommodating and willing to help you	1
Very accommodating ang mga employees.	1
Very accommodating ang mga staffs	1
Very accommodating ang officer at teller nagbibigay ng new bills	1
Very accommodating at maganda ang service ng apalit branch. Keep it up.	1
very accommodating at tinulungan ako nang maayos kahit may mga tanong akong hindi alam	1
Very Accommodating AVP Ligaya Padilla, the Branch Head	1
Very accommodating bank	1
Very accommodating bank personnel, thank you!!	1
Very accommodating bank personnel. Thanks	1
Very accommodating bank teller. Even assisted in filling up the BIR forms	1
Very accommodating bank. Thank you so much	1
Very accommodating Br Head. Staff and guards are very courteous.	1
Very accommodating branch	5
Very accommodating branch and employees are nice. Good service and will surely comeback for future assistance. Thank you!	1
Very accommodating branch.	1
Very accommodating employees	3
Very accommodating Fast	1
Very accommodating in my every transactions??	1
Very accommodating in processing my requests	1
Very accommodating kaayo ang mga staffs.	1
Very accommodating lahat ng empleyado lalo na ang manager. Thank you po Land Bank Capitol Branch Sta. Cruz	1
Very accommodating lahat ng empleyado lalo na ang manager. Thank you po landbank capitol branch sta cruz	1
very accommodating lahat ng staff at napaka approachable at bait ng manager nila. Salamat Landbank	1
Very accommodating lahat ng staff.. Keep up the good work Landbank kidapawan highway br😊	1
Very accommodating landbank branch, i am very much satisfied with their service	1
Very accommodating Landbank employees..	1
Very accommodating loan incharge.	1
very accommodating mabait at matulungin	1
Very accommodating manager and staff.	1
Very accommodating Ms Chell cheeeful and informative. Guards are accommodating as well. Ready to assist us.	1
very accommodating new accounts	1
Very accommodating new acct	1
Very accommodating ng mga empleyado at teller , mabilis service ng Landbank Nagcarlan	1
Very accommodating ng mga staff especially the tellers. Kudos kase they are very friendly kahit sobrang daming nagtatransact sa kanila. They are willing to help us kapag may problem kami. As a cashier under government agency, we always work with them as counter part. Pero they never make us feel lost kapag nagpupunta kami sa branch. They always make sure na iyong banking time namin at iyong service delivery nila ay satisfying.	1
Very accommodating office	1
Very accommodating office & very approachable employees. Kudos!	1
Very accommodating person	1
Very accommodating personnel	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accommodating personnel and smooth transaction.	1
Very accommodating personnel.	2
Very accommodating personnel. good job landbank navotas branch	1
very accommodating personnels	1
Very accommodating personnel's	1
Very accommodating personnel's.	1
very accommodating po	1
Very accommodating po Ang staff ng Subic Branch, Salamat po sa magandang service	1
very accommodating po cla 🥰	1
Very accommodating po empleyado. Very courteous including po mga security guards	1
Very accommodating po si ma'am nag open ng account; thanks po	1
Very accommodating po si Maam Sharene Mesa, thank you very much, good job po!	1
Very accommodating po si Ms Venus	1
Very accommodating po Silang lahat	1
Very accommodating po, special thanks po to the staff whos very considerate, beyond banking hours they still accomodate. Promote them pls... The 3 staffs po in the new accounts counter. Keep improving Landbank Intramuros Branch	1
Very accommodating service	3
Very accommodating sir Mark	1
Very accommodating so far. I would like to commend Mr. Quincy Dale Burden sa pag assist sa akin na ma tapos ko ang weAccess process ko po.	1
Very accommodating specially the staff. Thank you Sirs! God bless.	1
Very accommodating staff	22
very accommodating staff & friendly guards	1
Very accommodating staff (NAC).	1
Very accommodating staff and always have a smile on their faces. Thank you	1
Very accommodating staff and fast service.	1
Very accommodating staff and guards, I really love visiting the Agrihub because I am very much satisfied with their service	1
Very accommodating staff and I got the information I wanted	1
Very accommodating staff and security	1
Very accommodating staff in assisting me on my CDM Cash deposit transaction.	1
Very accommodating staff members	1
very accommodating staff officers	1
Very accommodating staff with good service	1
very accommodating staff!	1
Very accommodating staff, continue the good work	1
Very accommodating staff, pretty and helpful	1
Very accommodating staff, thank you very much	1
Very accommodating staff.	5
Very accommodating staff. Always have smile on their faces.	1
Very accommodating staff. always welcoming	1
Very accommodating staff. I was well informed by the staff regarding the account I opened.	1
Very accommodating staff. Keep up the good work!	1
Very accommodating staff/friendly.	1
Very accommodating staff/personnel	1
Very Accommodating Staff/Teller	1
very accommodating staffs	2
Very accommodating staffs & fast transaction. Couldnt have asked for more	1
Very accommodating staffs!	1
Very accommodating staffs, especially Ms. Cherry May S. Villamar and Ms. Kristine Langcaon, kudos.	1
very accommodating teller and staffs.	1
Very accommodating tellersbsalute	1
very accommodating thank u	1
Very accommodating thank you!	1
Very accommodating to client	1
Very accommodating to every customer	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accommodating to me, thank you landbank tagum	1
Very accommodating to our customers	2
Very accommodating to their customer	1
Very accommodating verifiers.	1
Very accommodating very helpful and nice to approach.. Ma'am jhes palomaria	1
Very accommodating with my opening Mr. Alrafy Usman. Thank you!	1
Very Accommodating with pleasing personality.	1
Very Accommodating with regards to clients need.	1
Very accommodating!	1
Very accommodating! Always smiling ang frontliners.	1
Very accommodating!!	1
very accommodating, great service	1
very accommodating, highly appreciated	1
very accommodating, highly recommended	1
Very accommodating, highly recommended	1
very accommodating, keep it up 🤞	1
Very accommodating, mabait ang mga staff	1
Very accommodating, organize and transaction is fast	1
very accommodating, patience and responsible in her job	1
very accommodating, Sir Orlando De Guzman	1
very accommodating, specially AVP Ligaya Padilla.. the Branch Head	1
very accommodating, staffs are courteous, fast and easy transaction, keep it up, thank you	1
very accommodating, thank you very much!	1
Very accommodating, they are kind and courteous to the customers!	1
Very accommodating, very nice, and very friendly staffs	1
Very accommodating,friendly personel	1
Very accommodating,salamat po ng marami.	1
Very accommodating.	14
Very accommodating. Excellent. Thank you very much.	1
Very accommodating. Fast service	1
Very accommodating. Good job	1
Very accommodating. May priority for senior.	1
Very accommodating. Ms. Kina is very kind and humble.	1
Very accommodating. Staff easy to talk and really helpful.	1
Very accommodating. Thank you for your service.	1
VERY ACCOMMODATING. THANK YOU GOD BLESS	1
Very accommodating. Thank you.	1
very accommodating. Thank you. Hoping will have a branch at Calbiga.	1
Very accommodating. thankyou for your service . Godbless !!	1
Very Accommodating.🥰🥰?????	1
Very accommodating.. GODbless team NIA.	1
Very Accommodating.Services Very SatisfiedMore Power!	1
Very accommodating/ Fast	1
very accommodating/friendly	1
very accomodate	1
Very accomodate faster	1
very accomodated	2
Very accomodating at na entertain naman ang mga concerns ko	1
very accomodating	137
Very accomodating & fast transactionVENUS JAVELLANA	1
Very Accomodating , Kind , Friendly Staff	1
very accomodating , thankssy	1
Very accomodating + beatiful heart heart	1
very accomodating all staff	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accomodating all staff. Thank you so much!	1
Very accomodating and always smiling	1
Very accomodating and always smiling.	1
very accomodating and approacable	1
Very Accomodating and approacahbele employees.	1
Very accomodating and approachable	1
Very accomodating and approachable staff. (Ms. Maiden)	1
Very Accomodating and approachable tellers and the guards are very polite and welcoming	1
very accomodating and couteous	1
Very accomodating and efficient work	1
Very accomodating and fast in receiving or answering all concerns.	1
VERY ACCOMODATING AND FAST SERVICE.	1
Very accomodating and fast services..	1
Very accomodating and Fast Transaction	1
Very accomodating and fast transaction.	1
very accomodating and fast transaction. Cholly B. Sesno	1
Very accomodating and friemdly	1
Very accomodating and friendly especially the frontliners, new acconts and their supervisor.	1
Very accomodating and friendly staff. Fast service.	1
very accomodating and friendly staff. Thank you	1
Very accomodating and friendly tellers.	1
VERY ACCOMODATING AND FRIENDLY THANKYOU LANDBANK CAINTA GODBLESS <3	1
Very accomodating and friendly. Great job.	1
very accomodating and good service	1
very accomodating and great cs	1
Very accomodating and has a good personality especially towards the Client.	1
Very Accomodating and keep up the good work	1
very accomodating and keep up the good work, im very thankful to your personnel	1
Very accomodating and kind manager and employees.	1
Very accomodating and kind tellers.	1
Very accomodating and kind..	1
very accomodating and knowledgable	1
Very Accomodating and nice staff	1
VERY ACCOMODATING AND ORGANIZED	1
Very accomodating and patience	1
Very accomodating and patient	1
very accomodating and pleasing	1
very accomodating and polite	1
Very accomodating and really helped me on BIR payments. I am very thankful	1
Very accomodating and respectful aemployees	1
Very Accomodating and smiling face and satisfying. Thank you so much	1
Very accomodating and they are so nice to every customer	1
Very accomodating and very good service	1
very accomodating and Welcoming	1
Very accomodating ang mga employees at maganda ang proseso sa loan	1
Very accomodating ang mga staff	2
Very accomodating ang mga staff ng Blue Ridge Branch	1
Very accomodating branch	1
Very accomodating branch and personnel.Good job SOAR HIGH Landbank	1
Very accomodating branch personnel.	1
Very accomodating clerks.	1
Very accomodating easy transaction	1
Very accomodating employee	1
Very accomodating employee, repectful and mostly approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very Accomodating employees	1
Very accomodating employees	1
Very Accomodating Employees, Thank Very Much	1
Very Accomodating Great!!!	1
Very accomodating guards and staff.	1
Very accomodating in dealing clients queries.	1
Very accomodating kahit mga walang kain	1
Very accomodating manager boots of rotonda naga branch as well her staff ms eds. Keep it up!	1
Very accomodating Manager Elsie. humble as always . hope she will be here always	1
Very accomodating mga staff	1
Very accomodating ng mga staff	1
Very accomodating ng new accounts. Keep it up	1
Very accomodating okay na okay lahat mabilis magtransac	1
Very accomodating personel	1
Very accomodating personel.	2
very accomodating personnel	3
Very accomodating personnel that make my transaction easier and quicker	1
very accomodating personnels	2
Very accomodating personnels	1
Very accomodating po ang mga employees thank you po kay maam mela secretario, carlo austria, melody.	1
Very accomodating po sila	1
Very accomodating Service.	1
very accomodating specially for the priority lane	1
very accomodating staff	12
Very accomodating staff and approachable. Thank Landbank-Basco Branch.	1
Very Accomodating staff and easy to transact with.	1
Very accomodating staff, keep up the good work.	1
Very accomodating staff.	1
Very accomodating staff. Mababait sila	1
Very accomodating staff. Smiling and fast service	1
Very accomodating staff. Thank you so much on Saturday duty.	1
Very Accomodating staffs	4
very accomodating staffs and guards.. keep up the good work..and serve with a smile.GOD BLESS .	1
very accomodating staffs fast service and accomodation thank you	1
Very accomodating staffs! Job well done	1
Very accomodating staffs.	1
Very accomodating talaga ang staff ng LBP UPLB, super appreciated	1
very accomodating teller and services	1
Very accomodating teller in boni branch	1
Very accomodating teller si Mam Jenny Rose. Thank you.	1
Very accomodating tellers. Keep up the good work	1
very accomodating thank you	1
Very Accomodating Thank you!	1
Very accomodating to all	1
Very accomodating to client	1
very accomodating to client especially to lgu clients and dswd 4p's	1
Very accomodating to clients	1
Very accomodating to clients. Thumbs up	1
very accomodating to customers	1
Very accomodating to everyone	1
Very accomodating to his clients. Thanks Sir Mike	1
Very accomodating to my inquiry pn i-access facility	1
Very accomodating towards customers.	1
very accomodating very helpful and friendly	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accomodating with pleasing personality staff	1
very accomodating!	1
very accomodating! Thank you!	1
VERY ACCOMODATING! THANK YOU.	1
Very accomodating!!!	1
Very Accomodating😊	1
Very Accomodating, and very friendly atmosphere.	1
Very accomodating, approachable, easy transaction	1
Very accomodating, fast and goid on catering clients	1
Very accomodating, fast and good on catering clients	1
very accomodating, fast service and very satisfactory	1
Very accomodating, faster transaction	1
very accomodating, friendly & fast reliable service	1
VERY ACCOMODATING, GOOD SERVICE, ALWAYS SIMLING TO THE CLIENT.	1
Very accomodating, good service, always smiling to the client.	1
Very accomodating, good staff and well-known on their specific work. Satisfied on the service they had.	1
Very accomodating, helpful. Excellent service. Easy and fast transactiom	1
Very accomodating, i am bery satisfied! 😇	1
Very accomodating, me as client was satisfied with their services.	1
Very accomodating, satisfied with fast transaction.	1
Very accomodating, Thank	1
Very Accomodating,very approachable eloquently done my request.	1
Very accomodating.	7
Very accomodating. Employees are always wearing their best smiles. Especially the tellers	1
Very accomodating. Friendly and very satisfactory	1
Very accomodating. Galing mag multi tasking	1
Very accomodating. Mabait at naiintindihan ang pagpapaliwanag.	1
Very accomodating. Thank you	1
Very accomodating. Thank you so much	1
Very accomodating. Thank you so much.	1
Very accomodating. Thank you!	1
Very accomodating. They love their jobs, but moreover, they love their clients. lut of five stars, I give them six.	1
Very Accomodating. Thnak you for your service	1
Very accomodating. Very fast transaction	1
Very accomodating. Very satisfied with the service.	1
very accomodating/ Fast	1
Very accomodating/fast service.	1
Very accomodating....service satisfied....	1
-Very accomodating-Keep up the good work	1
Very accomodationg	5
Very accomodationg employees	1
very accomodative	1
Very Accomodative & Responsinve	1
very accomodative staff and fast & easy transaction was provided, thank you	1
Very accomodatng	1
VERY ACCOMODATNG BRANCH	1
Very accomodatong and approachable	1
Very accomodting kahit may bagyo	1
very accompdating , friendly mga staff and guards.Thank you landbank Floridablanca Br Very easy n po mg transact sa malapit. No need to go to s Sn Fdo and Guagua	1
very accumodating office	1
Very acodomate	1
very accomodating	1
Very Accommodating lahat mula sa guard	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accomodating lahat ng staffs.	1
Very accomodating ng mga staff. THE PROBLEM IS ANG NUMBER AY PRINT OUT LANG. Bakit walang Queuing, sa 3 branches na napuntahan ko, lahat ganun. Why ganun Landbank sobrang old fashion hindi kami basta makaalis sa upuan while waiting. Please provide queuing sa Branches.	1
very accomodating Staff	1
Very active in serving the customers.	1
very active to entertain	1
Very amazing branch	1
very appreciated	1
Very approable all the staffs	1
very approachable! So. Keep it up,Thank you for your good service !	1
Very Approachable	31
Very approachable & accomodating	1
Very approachable & good service	1
Very approachable .good job thank you	1
Very Approachable Account Verifier and easily assisted all our need services to our company account and also the Mam Cristina and Manager Dalid	1
Very approachable all the staff and employee	1
Very approachable and accomodating	1
Very approachable and accomodating employees , dito po sa Subic Bay Branch, malaking tulong po sa Amin ang inyong Serbisyo , Maraming salamat po.	1
very approachable and accomodating personnel	1
Very approachable and accomodating staff LBP Sipalay has.	1
Very approachable and accomodating.	1
Very approachable and accomodating staff..	1
Very approachable and clientele friendly.	1
Very Approachable and Convenient	1
Very approachable and courteous employee	1
Very approachable and easy to entertain people	1
Very approachable and friendly ang mga employee unlike sa ibang branches. Mabilis din ang service and always naka smile ang mga employee indeed Landbank Smiles ang brancg na ito.Thank you so much san fernando-mc arthur highway branch	1
very approachable and friendly staff	1
very Approachable and friendly Teller's	1
Very approachable and good service to us 🤗	1
Very approachable and good service.	1
VERY APPROACHABLE AND HELPFUL	1
Very approachable and helpful staff especially the tellers. Thank you Landbank.	1
very approachable and humble	1
Very Approachable and iyong lady guard.	1
Very approachable and kind staff	1
Very approachable and kind to all staff	1
Very approachable and knowledgeable in his job.	1
Very approachable and knowledgeable on his job	1
very approachable and respective to the client	1
Very approachable and si much willing to help	1
Very approachable and the employees are really nice and helpful	1
Very approachable and very accomodating staff. Greet you with smiles.	1
Very approachable and very accomodating, always smile and friendly	1
Very approachable and very friendly. Thank you for your nice and fast service.	1
Very approachable and welcoming.	1
Very approachable ang incharge	1
Very approachable ang mga staff and entertained lahat ng mga ngatatransact po sa loob ng LBP..Sana tuloy tuloy lang ang mgandang serbisyo nila sa lahat ng tao at napunta dito sa banko. . :))	1
Very Approachable ang NEW ACCOUNTS	1
Very Approachable c Verifier ug mga teller's	1
very approachable cholly	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very Approachable Employee had the Paseo Sta Rosa Branch	1
Very approachable employees	1
Very approachable good customer service.	1
Very Approachable good service.	1
Very approachable Ma'am Sharon and Mara. Thank you so much!	1
Very Approachable New Accounts Personnel	1
Very approachable si ma'am Venus Javellana New Account Clerk of Karuhatan Branch and ang bilis ng service. Maraming salamat po ma'am and Karuhatan Branch. Keep up the good work.	1
Very approachable si Ma'am Aireen. Very helpful, hindi masungit, feeling satisfied po ako especially now that I have need assistance. Thank you and God bless!	1
Very approachable sila madali po sila lapitan mababait mapag entertain	1
very approachable staff	1
Very approachable staff and very good in terms of customer service.	1
Very approachable staff here in landbank	1
very approachable staffs	1
Very approachable super bait ni madam! 🥰	1
Very approachable tanan nga staff.	1
Very approachable teller	1
Very approachable the employee	1
Very approachable the staff	1
Very Approachable the Tellers,	1
Very Approachable to everyone.	1
Very approachable to the client . Keep it up!	1
Very approachable to their client.	1
Very approachable yung mga staff	1
Very approachable, easy to speak with and assist me in my requests	1
Very Approachable, Generous and she always set her smiling face 💖	1
VERY APPROACHABLE, GOOD SERRVICE.	1
very approachable, neat & tidy looking	1
Very approachable, smiley dili ka mataha mangutana pag naa kay inquiry po	1
Very approachable, smiling, accommodating, and knowledgeable with her work. Kudos miss lbp pamplona	1
Very approachable.	3
Very approachable. Amazing & accomodating all the employees.	1
Very approachable. Continue to serve client with a smile	1
very approachable. Godbless you always sir	1
Very approachable. thank you	1
Very approachable. Thank you. God bless.	1
very approachable. willing to assist.	1
Very Approachavle	2
Very approcable ag mga staff ug fast ag serbisyo	1
Very approachable	1
very approachable people	1
Very approachable staffs...	1
Very Approachable Very Polite Very considerate Very accomodatingThey assist all Pwd and Senior doimg transaction in the bank	1
very appriciable	1
Very approuchable	1
Very aproachable	1
Very aproachable ang mga staff	1
very attentive and approachable ang mga staff, Kudos!	1
Very attentive employees	1
Very attentive persons	1
very awesome service for the client.	1
Very Beautiful <3	1
Very beutiful personel good services	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
very big building	1
very business friendly and accommodating	1
Very caring and landbank! salamat po	1
Very clean bank	1
Very clear	1
Very comfortable and easy transaction	1
very comfortable towards to clients and very easy to deposit	1
Very commendable bank here in the Philippines.	1
Very commendable service	1
Very commendable service rendered by Sir Robel and Mam Jona. They are very helpful and accommodating with smiles to my transactions everytime I visit Landbank East Avenue Branch. Great job!	1
Very commendable services.Thank you for serving us.God Bless	1
Very Commendable the service provided ..thank landbank pasig city hall more ppwer	1
Very competent and friendly staff. Keep it up	1
very complete my transaction.	1
Very concern employee and easy to process	1
Very considerate	1
Very consistent	1
Very consistent, they never fail to meet up my expectation. Keep it up Anonas Branch!	1
VERY CONTENTED	1
very contented sa services sa lbp - alabel	1
Very convenient	7
very convenient and friendly manager	1
very convenient excellent service	1
Very convenient facility	1
Very convenient piso plus account	1
Very convenient service	1
Very convenient, the service is good.	1
very convinient easy access	1
Very cooperate	1
very coordinated kaya maayos ang pag transaksyon	1
very courteos and easy to talk to employees. A very helful branch officer Ms. Emy Sison, Thank you all her staff w/a smile. More power to you all their security guards. GOD Bless you all	1
Very courteous	2
Very courteous and accommodating	2
Very courteous and accommodating staff.	1
VERY COURTEOUS AND ACCOMMODATING.	1
very courteous and helped me alot with my transactions.	1
Very courteous and respectful in accomodating clients	1
Very courteous ang mga nag pay-out samin. Thank you.	1
Very courteous ang mga staff kahit na medyo nagsungit ako.	1
very courteous ang mga tao sa landbank kaya nakakagaan ng loob	1
Very courteous at accomodating mga staff sa landbank sa San Carlos Br lalo na si Manager at si ms Vilma Castro at si Kim Andaya at si Ms Krischlle.	1
Very courteous guard and teller Jaysel T	1
Very courteous si Sir Jay Mark Espinoza ng Samson Road Landbank Branch	1
Very courteous staff	1
Very courteous staff especially the bank manager who is sensitive to the needs of their clients.	1
Very courteous staff in assisting me in my needs. Service was verysatisfactory, thank you	1
Very courteous tellers	1
Very courteously!	1
Very customer centric	1
Very diligent, helpfulness and respectful to the client	1
very easy and accomodating staff	1
Very easy and ver fast	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
very easy to get in touch with and very welcoming, your act of service is worth recommending, thank you po	1
Very easy to open an account	1
very easy to process piso plus account	1
Very easy to transact	1
Very easy you dont need to emprove	1
Very effecient manager jenina romano and staff sir stephen gonzales new accounts gem of course guard treat customers with smile vey good legazpi rotonda branch	1
Very effective	1
very efficient	14
Very efficient and accomodating	1
Very Efficient and Courteous	1
Very efficient and courteous personnel	1
Very efficient and excellence services	1
Very efficient and fast transaction	1
very efficient and has lowest fees	2
Very efficient and I trust Landbank	1
Very efficient and job well done	1
Very efficient at mabilis ang mga transactions.	1
Very efficient employees of landbank paseo de sta rosa branch!	1
Very efficient employees specially Ms Christine 🙂 its my fave brance because theres no line and very prompt assistance with the clients.	1
Very efficient form I was treated as a valued client felt at home kudos to all staff of LCP shows BLVD branch keep up the management work!	1
Very efficient service	3
Very efficient service, pleasant customer service	1
Very efficient!	1
Very efficient.	1
Very effiecient, very kind, tellers are approachable, 100% service	1
Very energetic teller (girl) and very accommodating	1
Very entertain	2
Very excelent servive landbank	1
Very excellent	12
Very excellent Accomodation Congratulations	3
Very Excellent and Smooth Transaction here also easy to deposit and opening account	1
Very excellent guard	1
Very excellent in service	1
Very excellent service	7
Very excellent service and very accomodating and my outgoing remittance credited fast	1
very excellent service satisfied for the good service.	1
Very excellent service to all the clients and satisfied for the good service	1
Very excellent service. I'm sure to all clients are satisfied for the good service. Thank you.	1
Very excellent.	1
Very excellent. More than satisfied. Thankful for the existence of LBP tuao. The manager is very approachable.	1
Very execellent service	1
Very fair po sila sa lahat.	1
Very fast	24
Very fast account opening transaction	1
Very fast and accommodating new accounts clerk. She help me in my pension account opening. Thank you so much	1
Very fast and accommodating service of the loans bookkeeper.	1
very fast and accommodating services	1
very fast and accommodating staff. keep it up	1
Very fast and accurate po ang service.	1
Very fast and approachable employees	1
Very fast and easy to apply	1
Very fast and efficient	6

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
very fast and efficient requirement for atm car. thank u ms aira rose flormata	1
very fast and efficient service	1
Very fast and efficient service of Mr. Orlando de Guzman. He is also very helpful & accomodating.	1
very fast and good and im very happy to open my new bank account and thank you Landbank!	1
VERY FAST AND GOOD. VERY FRIENDLY STAFF	1
very fast and helpful	3
very fast and kind	1
very fast and much helpful	1
very fast and reliable transaction	1
Very fast and reliable transaction with the teller	1
Very fast and smooth transaction	1
Very fast and smooth transaction.	1
Very fast and smooth.. less people during my payment... thank you	1
Very fast and the employees have good character	1
Very fast and they are so accommodating.	1
very fast cash deposit transaction ok	1
VERY FAST GOD JOB	1
Very fast I hope to maintain	1
very fast process	1
Very fast service	14
Very fast service from the new accounts	1
Very fast service in opening account, very satisfied!	1
Very fast service very satisfied in their service and i very appreciate it.	1
Very fast service. Efficient and Polite Staff	1
Very Fast Service. No comment.	1
Very fast service. Well -accomodated..	1
Very fast si mam christelle.	1
Very Fast Teller. Kudos!	1
Very fast transacions	1
very fast transaction	43
Very fast transaction , and good behaviour of your employees	1
very fast transaction all staff are good	1
Very fast transaction and accommodating staff Ms. Irene Valerio. Great job!	1
Very fast transaction and accomodating services.	1
Very fast transaction and staff are very approachable	1
Very fast transaction and very accommodating	1
Very fast transaction and very accommodating staff. Thank you!	1
Very fast transaction and welcoming employees.	1
Very fast transaction at the same time reliable!	1
Very fast transaction Mr. Vincent is efficient as well the security guiding me very helpful.	1
Very fast transaction so, I recommend landbank	1
very fast transaction thank you	1
very fast transaction thank you so much po	1
Very fast transaction thanks LBP San Fernando	1
Very fast transaction, Thank you	3
Very fast transaction, very good	2
Very fast transaction.	3
Very fast transaction. Efficient staff and manager.	1
very fast transaction. Good Job!	2
Very fast transaction. Good job!!!	1
Very fast transaction. Keep it up	1
Very fast transactions	2
Very Fast transactions.	1
very fast, helpful and kind yung teller	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very fast.	1
Very fast. Very good!	1
Very faster	1
Very flexible and very accommodating	1
Very friendly	7
Very friendly & accommodating	1
very friendly & accomodating very helpful, excellent service.	1
Very friendly all staff and guard	1
Very Friendly all the staff even the security guards	1
Very friendly and accommodating	4
Very friendly and accommodating ang mga staff at officers sa Greenhills Ortigas Branch.	1
Very friendly and accommodating branch personnel of Landbank Alicia Branch. Thank you for the wonderful service. Keep it up!	1
Very friendly and accommodating employees. Very good service.	1
Very friendly and accommodating staff. Fast and excellent service.	1
very friendly and accomodating staffs dalaguete branch	1
Very friendly and accomodating staffs.	1
Very Friendly And Accomodting	1
Very friendly and approachable staff. The person in charge at new accounts Mr Kriz is commendable. Kudos!	1
Very friendly and helpful teller.	1
Very friendly ang mga staff	1
Very friendly at accommodating ang teller, ang dali kausap	1
Very friendly at accommodating ang teller, ang dali kausap!	1
VERY FRIENDLY AT WALA MASYADONG PILA. NAPAKAHOMY AT LIGHT NG BRANCH	1
Very friendly customer service personnel.	1
very friendly enviroment and accomodating	1
very friendly staff	5
Very friendly staff and accommodating.	1
Very friendly staff and easy to transact with.	1
VERY FRIENDLY STAFF AND FASTER TRANSACTION	1
very friendly staff and manager.	1
Very friendly staff, may short delay sometimes sa teller but overall satisfied.	1
Very friendly staff. Smiling face.	1
Very friendly staff. They helped me and explained very well.	1
Very friendly staff.thank you.😊	1
very friendly staffs	2
Very friendly to the costumer and very efficient to work...	1
Very friendly, cheerful and respectful personnel. They give importance to our transactions regardless of the amount involved and find ways on how to resolve our concerns intelligently. They make each costumer feel valued. Thank you and Great job LBP Roxas, Isabela.	1
Very friendly, highly appriciated	1
Very friendly, very satisfied, the number 1 bank here at CAR!!!	1
Very friendly.	1
very friendly environment	1
very go0od	1
Very god servcd	1
Very god service, clear explanation & very accomodating.	1
Very godd	1
Very good	472
Very Good !	1
very good !!	1
Very Good & Polite the staff	1
Very good 👌	1
Very good 👍	4
Very good 👍🏻??	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very Good 💖	1
Very good 💯	1
very good 🫶🏻	1
very good , Happy to serve 😀	1
Very good ..good service	1
Very Good / All friendly employee	1
Very good /excellent	1
Very good :)	3
Very good ??	1
Very good 100%	1
Very good 101%	1
Very good accommodating	1
Very good accommodating costumer	1
VERY GOOD ACCOMMODATING TO ALL EMPLOYEES	1
Very good accommodating to the customer	1
Very good accommodation	1
Very good accommodation.	2
Very good accomodating	2
Very good accomodation	2
Very Good accomodation and Services...Keep up!	1
very good accomodation to all client	1
very good accomodation.	1
Very good all of the employees especially the guard	1
Very good already	1
very good and accomodating	5
Very good and accomodating staff.	1
VERY GOOD AND ACCOMODATING. THANK YOU!	1
very good and comfortable	1
Very good and comfortable services	1
very good and efficient	1
Very good and efficient service.	1
Very good and egicient service.	1
VERY GOOD AND EXCELLENT SERVICE	1
Very good and fast	1
very good and fast service	2
Very good and fast service by Sir Dennis and Sir Rob. All smiles always.	1
very Good and fast service.	1
very Good and fast service. Mababait po mga staff and guards, very accommodating.	1
very good and friendly staff	1
Very good and good entertaining of client	1
Very good and good job!.	1
very good and I experience excellent customer service	1
Very good and keep up the good service	1
very good and nice	2
Very good and satisfied	1
Very good and satisfying	1
Very good and they doing their task very well. Keep it up, Thank you very much.	1
Very good and transparency	1
Very good and very approachable	1
Very good and very comfortable	1
very good and very pass	1
Very good and very proffessional in dealing with clients.	1
Very good ang BSO napaka suportive at ang mga employees at Stuffs lahat sila palaging naka smile kaya dito ako plagi nag dedeposit highly recommended sa mga friends at family ko	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very good ang serbisyo	1
Very good assist....	1
Very good assistance	1
Very Good Assistance , thank you for the help	1
Very good assistance of the intern	1
Very good assistance.	1
Very good at accommodating Filipino service	1
very good at all	1
Very good at service	1
VERY GOOD BANKING	1
very good boni branch	1
very good client service. 5star	1
Very good client treatmnt.	1
VERY GOOD COMMUNICATION	1
Very good company	1
very good customer service	14
Very good customer service and ambience.	1
Very good customer service friendly security guard	1
Very good customer service in Paso de Blas branch	1
Very good customer service si ms. Venus Javellana	1
Very good customer service!	2
Very good customer service! Keep up the good work.	1
Very good customer service, particularly Ms Chricell Lucero.	1
Very good customer service. I recommend northbay!	1
Very good customer service. Mabilis at maayos ang naging transaction. Mababait ang mga staff ng East Avenue branch. All smiles. Thanks to Mam Jona and Sir Rob for the assistance on my cash withdrawal.	1
Very good customer/client service!	1
Very good employee	1
Very good excellent	1
Very good experience	1
Very good fast transaction	2
Very good for any transaction fast and quality service	1
Very good for assisting the new member and good accommodation	1
VERY GOOD GODBLESS	1
Very Good Handling	1
Very good helpful	1
Very good helpful 😃 😃😃	1
Very good helpful 😃😃	2
Very good helpful 😃😃😃	36
Very good helpful 😃😃😸	1
Very good helpful ??????	1
Very good helpful😃😃😃	1
Very good helpful😊😊	1
very good im satisfied	1
VERY GOOD IN ATTENDING THE CLIENTS. TY LBP	1
Very good in costumer service	1
Very good in customer service	1
Very Good in service	14
very good in service ??	1
Very good in service ??????????	1
very good in service of their office	1
Very Good in Service!	1
Very good in service, thank you Land bank	1
Very good in service.	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very good in service?????????	1
Very good in services	1
Very good in services og hapsay	1
very good in servicing the consumers	1
Very good in term of service to the customer	1
very good in term of serving clients well recommended agency paspas walay hasol,mganda at maayos ang serbisyo ng bawat impleyado	1
Very good in terms of service	1
Very good in terms of service to the customer	1
Very good institution good in service,very generous personel..nothing to improved..Thank you..	1
Very good it comes of services, all staf are great, and all guard are alert, smooth transactions	1
Very good job	5
very good job and so accomodating	1
VERY GOOD JOB!	1
Very good job.	1
Very good joy	1
Very good ka madam	1
Very good kaayo ilang services.	1
Very good kaayu.	1
Very good kayo	1
Very good lahat ng staff and maneger	1
Very good landbank	1
Very good Landbank Emerald Ortigas. Good employees	1
very good lbp dau branch keep it up	1
Very good LBP personnel	1
Very good maayo ang pg atiman	1
Very good maayos ang pag serve. Good ..	1
Very good mabilis n pagproseso s pagloloan namin.	1
very good ms angelica	1
Very good na	1
Very good na kayo	1
Very good na po ang pag process sa opening ko ng account. Kadali na tapos thanks sir mark and ma'am jessa and landbank Wao	1
Very good nice	1
Very good nice transaction	1
Very good office	1
Very good on service	2
very good perfomance	1
Very good performance	2
Very good performance .	1
Very good person	1
Very good po	4
Very good po and serbisyo. Panatilihin lang po ang maganda serbisyo.	1
very good po ang service	1
Very good po ang service ng LBP Lopez br	1
Very good po magasikaso and they entertain ng naayos	1
Very good po sa mga customer po nila	1
Very good po sla	1
very good po wla n po ako, masasabi, mabait po ang mga, teler magalang	1
Very good process specialy on loan services. Lightning fast transaction	1
very good satisfy mr olando p de guzman	1
very good serve mr orlando de guzman	1
Very good service	502
Very Good Service 👍🏻 🏻	1
Very good service 😃	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very Good service , kudos 🏻??	1
Very good service . Ok kaayo Ang service sa lbp Calinan labi na Ang New Accounts grabe kabuotan nila .	1
Very good service	1
Very good service .labi na sa new account clerk good quality service	1
very good service :)	2
Very good service ??	1
very good service <3	1
Very good service 5 star.	1
very good service aira rose flormata	1
Very good service and all staps are very friendly	1
Very good service and all the staff is very accomodating.,Friendly and very nice.Thank you	1
Very good service and also reliable	1
Very good service and also the staff are very friendly	1
Very good service and approachable	1
Very good service and approachable staff	1
very good service and assistance very accommodating	1
Very good service and easy access for information needed.	1
Very good service and employees	1
Very good service and fast serviceAccommodating employee	1
Very good service and fast transaction.	2
Very good service and nice employees	1
Very good service and nice to communicate ni miss Ma. Ezalyn N. Cansesco. Thank you for the good Service.	1
Very good service and reliable	1
Very good service and stop are very friendly	1
VERY GOOD SERVICE AND VERY ACCOMODATING	1
very good service and very good assist to our client	1
Very good service as always	1
Very good service by the employees of Landbank Oroquieta City Plaza Branch.	1
Very good service Cy	1
Very good service especially to our seniors.	1
Very good service from all of the staff.	1
Very good service from Ms. Aillen Beroy	1
Very Good Service from tellers very accomodating. keep it up!	1
Very good service from the employee.	1
Very good service ft	1
Very good service given to me	1
Very good service in Mandaue city hall branch	1
very good service in their clients even sometimes the clients so crowded, they do their best to serve	1
very good service in this office I overcome	1
Very good service jeanette b. De castro	1
very good service keep it up	2
Very good service Mr Orlando De Guzman	1
Very good service no	2
Very good service now	1
Very good service of all staff	1
Very good service of all teller.1.) Robel Altares2.) Dennis Jericho Soriano3.) Jonalyn De Ocampo4.) Ricardo AbuanAnd the managerial staff.	1
Very good service of Joedie May A Valeros. Very accommodating and have more patience with customer.	1
Very Good Service of LBP Paseo de sta Rosa Branch	1
Very good service of personnel	1
Very good service po. 5 star	1
Very Good Service Polite Staff	2
Very good service provided	1
Very good service provider	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very good service provider I am satisfied	1
very good service rendered	1
very good service satisfied	1
Very good service si Rachele Siervo. She was still happy and eager to serve customers	1
Very good service SL	1
Very good service smart to valued costumer	1
Very good service so far	1
VERY GOOD SERVICE THE STAFF ARE VERY APPROACHABLE AND HUMBLE	1
Very good service they are very accomodating	1
Very good service to client. Thank you Landbank	1
Very good service to clients. The tellers are very helpful and accommodating. Thank you Landbank	1
very good service to its client	1
Very good service to people!	1
Very good service to people.	2
Very good service to people.	1
Very good service to people. Cheerful employees of Landbank, thank you	1
Very good service to people. Thank you so much	1
Very good service to public. Thank you Landbank	1
Very good service to the client please do continue this always. Thanks	1
Very good service to us, your client. thank you	1
Very good service towards clients	1
Very good service transaction	1
very good service!	12
Very Good Service! Just continue.	1
Very good service! keep it up.	1
Very good service! Kudos to the staff specially the tellers.	1
Very good service! Maasikaso po sa new accounts.	1
Very good service! Madasig! Thank you.	1
Very good Service! Ms. GERLYN of new accounts is helpful and friendly.	1
Very good service! Thank you!	1
very good service!!	1
Very good service!!!	1
Very good service, accomodating and approachable staff.Keep it up!	1
Very good service, Excellent service :)	1
Very good service, keep up the good work!	1
Very good service, maatos amg service	1
Very good service, specially mention to Ms. Grace Reamon who is very accomodating.	1
Very good service, specially the tellers are very helpful and accommodating. Keep up the good work.	1
Very good service, specially this branch.	1
very good service, staffs are friendly. The establishment can be bigger	1
Very good service, very accomodating	1
very good service, very good accomodation of Mr. Eduardo A. De Guzman	1
very good service,excellent, accommodating,.guide how to invest my money wisely,im thankful , to maureen 🥰🥰🥰	1
Very good service.	18
Very good service. Accommodating and friendly staff.	1
Very good service. Accomodating staff.	1
Very good service. Five stars!	1
Very good service. I am satisfied. God bless carry on the good work!	1
Very good service. I am well etertained by the employee.	1
Very good service. I opened my savings account easily	1
Very good service. I'm so satisfied!	1
Very good service. Keep it up!	1
Very good service. Keep it up.	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very good service. Keep up the work po.	1
very good service. Kudos	1
Very good service. Mababait Ang LBP employees at guards. Thank you Po. Lgi nggreet ant nka smile Sila.	1
very good service. staff at jaro branch are alert, accommodating and courteous.	1
Very good service. Tellers are very reliable and helpful to clients. Thank you Landbank	1
very good service. thank you	3
Very good service. Thank you!	1
very good service. The OJT named Christy help us to the online application through DOBS. Excellent service.	1
Very good service. Very accomodating staff	1
Very Good service.. thank you mam	1
very good service..all went well very accommodating staff	1
Very good service..thank you very much . Mabuhay	1
Very good service.Keep it up.	1
Very good service...counter 4	1
very good services	56
very good services ,very helpful all client..	1
Very good services . Job well done!	1
Very good services an I'm very satisfied	1
very good services and accomodating staff	1
very good services and all stop are very friendly	1
Very good services and courteous staff. Keep up the good work!	1
Very good services and fast transaction	1
Very good services and im satisfied very much	1
Very good services as well as the staff.	1
Very good services by Sir Orlando P. De Guzman.	1
Very good services excellent	1
Very good services keep it up	1
very good services malacanan palace	1
very good services offered. easy, fast and reliable	1
Very good services past transaction	1
Very good services to their client	1
Very good services Very fast and convenient Keep it up Landbank GOD BLESS	1
Very good services, highly recommended.thank you!	1
Very good services,kontento na ako sa serbisyon nakikita..thank you for being so kind to your costumer..God blesss us all.	1
Very good services.	2
Very good services. Keep it up	1
Very good services. Keep it up!!	1
Very good servicesk	1
Very good servicess	43
Very good servicess	1
Very good serviceVery accomodating	1
Very good servicing	1
Very good serving customer	1
Very Good Serving people	1
very good sevice	1
Very good Sir Orlando de Guzman! 5 stars!	1
Very good sirves	4
Very Good so far	1
very good so far.	2
Very Good Sobrang Bilis ng proseso Keep up the good work.	1
Very good srevices	1
Very good Srrvice and Handsome Guard.	1
Very good staff	5
Very good staff and approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very good staff and teller where always smiley	1
Very good staffs are approachable..Thank you	1
Very good strvice	1
very good successful	1
Very good tellers	1
Very good Thank you for your service	1
Very good thank you landbank	1
very good thank you.	1
very good thanks!\	1
Very good their services	1
Very good to all clients	1
VERY GOOD TO ALL EMPLOYEES	1
Very good transactiion very past	1
very good transaction	18
Very good transaction good services	1
Very good transaction past	1
Very good transaction very past	1
Very good treatment to clients and very approachable verifier.	1
Very good very accomodating	1
very good well entertained by all the staff.	1
Very Good with smile 🦋??	1
Very good work	1
Very good ya	1
Very Good!	16
Very good! I'm really satisfied with the customer service.	1
Very Good! Keep it up!	3
very good! landbank.	1
Very Good! They are of good behavior/attitude in dealing their client.	1
Very Good!!!	1
very good, God Bless you all	1
Very good, good job	1
Very good, helpful teller	1
Very good, mababait po ang mga staffs..	1
Very good, maganda ang service	1
Very Good, No hassle and very accommodating	1
very good, please continue this service	1
Very good, quality, fast service	1
very good, satisfactory	1
Very good, super bait at maasekaso. Thank you so much.	1
Very good, very accomodating	1
Very good, well mannered (staff) and polite.	1
VERY GOOD,,,	1
VERY GOOD,,,,,	1
Very Good,very sayisfied	1
Very good.	19
Very good. Accommodating. Keep it up!	1
VERY GOOD. I AM SATISFIED.	1
Very good. I'm satisfied.	1
Very Good. Keep it up!	1
Very Good. Nakatulong po sakin sulit	1
Very good. Nice service po	1
Very good. Teller is always smiling,	1
Very good. Thank you	1
Very good. Thank you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very good. The best service.	1
Very good. Very fast	1
Very good. Wala rako gahuwat ug digay. Dali ra kaayo ko nakaopen ug account tabang ni mam christelle.	1
Very good. Well trained staff	1
Very good. When they noticed that my account was active, she returned my money.	1
Very Gooddd 🫶🏻	1
Very goodGod bless	1
VERY GOODS	2
Very goods service	1
Very goog service	1
Very Good Service	1
Very grateful and thankful for the service.	1
Very great bank. Thank you	1
Very Great Service	1
Very Greatfull	1
Very happy	4
very happy and satisfied with the service	1
Very happy client here	1
Very happy with the service.	1
Very helful and visible ang Citizens Charter. The LBP Balayan personnel are very accommodating.	1
Very help full	1
Very helped	1
Very Helpful	65
Very Helpful & Approachable	1
Very helpful accommodating	1
Very helpful accomodating	1
Very helpful all employee	1
Very Helpful all staff.sew	1
very helpful always	2
very helpful and accommodating	2
Very helpful and accommodating!!	1
Very helpful and accomodating	2
Very helpful and accomodating ms. Venus Javellana. Thank you for great and fast service experience in updating my account.. thank you	1
Very helpful and accomodating. Thanks for all of your help and support!	1
very helpful and accomodation kodus to ms rosalie	1
Very helpful and always smiling staff	1
Very helpful and approachable staff especially the Manager and the guards. Highly commended!	1
Very Helpful and Approachable Staff.God Bless 🤍🤍	1
Very helpful and concerned NAC staff	1
Very Helpful and courteous	1
Very helpful and efficient	1
very helpful and excellent service	1
Very helpful and explained well	2
very helpful and fast	5
very helpful and fast transaction	1
very helpful and fast. accomoditing as always	1
Very helpful and friendly staff.	1
Very helpful and friendly.	1
VERY HELPFUL AND INFORMATIVE	1
Very helpful and kind	1
Very helpful and knowledgeable in marketing of landbank product	1
very helpful and mga buotan angmga employees	1
Very Helpful And Smooth Transanction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very helpful and the employees are kind.	1
very helpful and very good service	1
Very helpful and Well clean	1
Very helpful ang mga teller ask Sila kung may iba pa ko concern bukod sa transaction ko	1
Very helpful ang teller	1
very helpful as always	1
Very Helpful at approachable	1
very helpful at mababait ang teller.	1
very helpful at mabait ang mga empleyado salamat po	1
very helpful at npaka galang ng staff	1
Very helpful during my time of crisis. Landbank team helped when my atm card and credit card was lost. They even assisted me on how to report credit cards from other banks. They exhibited on how a govt office should function.	1
very helpful employee	1
Very helpful employees	2
Very helpful employees and approachable! 10/10 :)	1
VERY HELPFUL IN ALL MY TRANSACTIONS	1
Very helpful in assisting me of my pension account opening. Thank you.	1
Very helpful in terms of services	1
very helpful ma po	1
very helpful po cla , and super babait po .. lagi papo mga naka smile🥰	1
Very helpful po sila. With a smiling face pa.	1
Very helpful Po sya	1
very helpful po yung weaccess and emds facility ni landbank sa mga government transactions namin sa DILG MIMAROPA. na- lessen yung pagsubmit namin ng mga lddap/acic face to face sa bangko kasi medyo malayo din yung office namin. madali din gamitin si weaccess/emds of course with the help of the focal persons of the said lbp facilities, madali din makontak yung mga focal persons once may problem yung weaccess/emds. thank you.	1
Very helpful sa pag fill out ng form yung guard at teller	1
Very helpful security guard and tellers, from phone inquiries to in-person service.	1
Very Helpful service	1
Very helpful si ismael managbanag	1
Very helpful si maam, Thank you so much!	1
Very helpful si Sir sa NAC Section. I actually called via landline and was catered very well until the face to face transaction. Excellent customer service po. Sana LAHAT gaya nyo. Kudos and God bless po!	1
Very helpful sila Pag dating sa kung paano mag open ng account.	1
Very helpful sila sa serbisyo nila.	1
Very helpful staff	10
VERY HELPFUL STAFF AND KIND	1
Very helpful staff especially ms maria concepcion regalado!	1
Very helpful staff especially new accounts	1
Very helpful staff.	1
Very helpful staffs and trainees. HIGHLY RECOMMENDED	1
very helpful the intramuros staff	1
Very helpful the staff	1
Very helpful this bank	1
Very helpful to the client	1
Very helpful to the staff ang mga officers para mag assist ng clients	1
Very Helpful to their appicants	2
very helpful with my transaction	1
Very helpful with regards to our request	1
Very helpful!	3
Very helpful, accommodating and courteous.	1
Very helpful, efficient and kind.	3
Very helpful, salute you sir guard	1
very helpful.	4
very helpfull , mababait po ang mga teller and manager :)	1
very helpfull and accomodating	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very Helpfull and accomodating. pati mga guard on duty mababait din. magtanong ka mabilis nila masasagot. kaya mapapabilis transaction mo .	1
Very Helpfull and Kind and accommodating person	1
Very helpfull and respectfull cashier	1
very helpfull guidelines	1
very helpfull to all client and very good bank	1
very helpfull.	1
Very helping	1
Very helpul staff good jod	1
very hepful	1
Very hepful and kind	1
Very Homey, immediately address the concerns of the client	1
very homy place because of music thank you	1
Very honest	1
Very hospitable staff	1
Very hospitable to client	1
VERY HOSPITABLE, FRIENDLY, GAVE ME THE BEST POSSIBLE SERVICE. JOB WELL DONE!	1
Very hospitable. Helpful for what we transact	1
very impormative mabilis ang proseso	1
Very impressed!	1
Very impressive service for the customers	1
Very impressive services	2
Very impressive the staff are so accommodating and client friendly. they are very respectful to all types of customers	1
VERY IMPRESSIVE! ESPECIALLY LOAN DIVISION TO SIR JAN MAMBAYAD. THANK YOU A LOT SIR.	1
Very impressive..	1
very improve	1
Very improved services. Keep it up!	1
very informative	1
Very informative NAC. Easy transaction processing	1
Very inspiring workers of Landbank	1
VERY INTELEGENGE GUARD	1
Very kind	1
VERY KIND AND ACCOMMODATING. SATISFIED WITH THE SERVICE	1
Very kind and all staff is very helpful	1
Very kind and approachable employee	1
VERY KIND AND BEAUTIFUL!	1
Very kind and efficient Verifier	1
Very kind and fast transation	1
Very kind and honest person in Teller 1. Very Satisfied. Very Accommodating.	1
Very kind and loving the all employees and also mam beth and mam verna and the teller mam.mona 😘💝	1
Very kind and respectful employees specially guard and teller	1
VERY KIND AND UNDERSTANDING STAFF	1
VERY KIND ANG EMPLOYEES ESPECIALLY ANG MGA SECURITY	1
Very kind po sila.	1
Very kind teller	1
Very kind to client	1
Very kind, helpful & approachable	1
Very knowledgeable staff, very accomodating and helpful. Staff's names is Ms. Karla Ruz	1
Very loveable assign.. love the smile.. thank you	1
Very maasahaN Ang LBP	1
Very maasahan at magandang pag transact sa mga tao	1
Very maasikaso ang mga landbank staff. Good job po.	1
Very mabait ang mga employee	1
Very mabait ang mga staff	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very mabilis	2
Very mabilis ang transaction. Good job	1
Very much accomedating	1
Very much accommodating	1
Very much accommodating to customers.	1
Very much accomodating	1
Very much accomodating all the staff and the security guards.. They love to serve customer. Especially to Mam Cindy who assisst me for the replacement of my card.	1
very much appreciated the good service	1
Very much appreciated. Thank you ma'am. Mabilis ko nakuha request.	1
Very much contented the service	1
very much contented with LBP services	1
Very much contented with the service	1
Very much friendly. so much .and always smile all d staff so very mababait lahat and always smile very understanding thank you land bank buendia	1
Very much good, specialy yung operator	1
Very much helpful	1
Very much helpful and accommodating ang mga staffs	1
Very much helpful and kind always smiling	1
Very much imoroved	1
Very much improve especially the employee and teller helpful and always smile to the customers	1
Very much ok	1
Very much outstanding	1
Very much pleased and satisfied. God bless your good company.	1
very much satisfied	10
Very much satisfiedstaff are all nice to his/her clients.	1
Very much satisfied ??????	1
Very much satisfied and well nice personality they always smile and ask what you need. God bless and keep it up	1
Very much satisfied for the service	1
Very much satisfied po.	1
Very much satisfied po. I have no suggestions po.	1
very much satisfied the way they serve their client.	1
very much satisfied w/ the service of kindness given attended to me, Thank you	1
very much satisfied w/ their strict	1
Very much satisfied with the service, keep up the good work, thank you	1
Very much satisfied with the services	1
Very much satisfied with the staffs in this branch. from the Security guards to the staffs inside.	1
Very much satisfied with their service	1
Very much satisfied. They are all accommodating, with smiling face in serving us, their clients.	1
Very much satsufied with the personnel whi accomated me and the service offered	1
Very much stisfied	1
very much thankful to ms ali for accomodating us	1
Very mucz approachable to the client	1
Very muvh satisfied	1
Very ngood	1
Very nice	49
Very Nice & Good	1
Very nice accommodation	1
Very nice accommodation and service	1
Very nice Accomodating	1
very nice accomodating staff bait ng mga guards	1
Very nice accomodation from the staff	1
very nice accomodation God bless always landbank office	1
Very nice accomodation with smile	1
Very nice ambiance. Kudos to the nice and smiling staffs of Muñoz Science Branch!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very nice and accommodating LANDBANK personnel.	1
very nice and accommodating staff.	1
very nice and accommodating staffs	1
Very nice and accommodating. The guard are very helpful in terms of the customers need.	1
Very nice and accomodating	1
Very nice and approachable	2
Very nice and approachable and friendly and well maintained place.	1
VERY NICE AND APPROACHABLE EMPLOYEE	1
Very nice and approachable.	1
Very nice and fast	2
Very nice and faster transaction	1
Very nice and good service.	1
very nice and good teller	1
Very nice and helpful	1
very nice and hospitality	1
Very nice and smooth trans	1
Very nice and very accommodating. All my inquiries are answered. With regards to submission of requirements, the assistant replies promptly. Good customer service!	1
Very nice and very accomodating keep up the goodwork!	1
Very Nice and Very approachable	1
very nice and very good	1
Very nice ang serbisyo	2
Very nice ang service nila at talagang inaasikaso ang mga clients	1
very nice approach & friendly for the client	1
Very nice as always	1
Very nice bank	1
Very Nice Customer Service	1
Very nice employee	1
very nice employees including the guards	2
Very nice good services Ms Danny she is fash teller	1
Very nice iyong nag process ng transactions ko	1
Very nice kaayo Ang landbank	1
Very nice Landbank employees.	1
Very nice mabait empleyado pati guard ok kausap mabait po si mam carla jane clamonte super bait maayos kausap..tuloy tuloy lang po serbisyo nakuha ko na po card ko salamat po..	1
Very nice of the staff	1
Very nice overall service.	1
Very nice people always smiling	1
very nice people.	1
very nice po keep it up the good work.	1
Very nice po sila and friendly. Satisfied po ako.	1
Very nice po sila mag entertain	1
Very nice service	17
very nice service ,thank you so much	1
Very nice service and employees are approachable	1
Very nice Service and Excellent Communication to customers and very friendly staff	1
Very Nice service and friendly staff	1
Very nice service and thanks you Sir Michael for Asis me...	1
Very nice service keep up the good work	1
Very nice service!	2
very nice service.	1
Very nice service. Do unto others what you also want to do unto you.	1
Very nice service. The aircon is so cold.	1
Very nice service. Two thumbs up!	1
Very nice Services	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very Nice Services and Good Communicate.	1
Very nice services and process	1
VERY NICE STAFF	1
Very nice staff and good service and very helpful.	1
Very nice thank you	1
very nice the personel	4
Very nice to approach and i would like to recommend landbank sulop because of a good approach and services	1
VERY NICE TO EVERYONE	1
Very nice! Keep it up!	1
Very nice! Thanks	1
Very nice.	2
Very nice. Very accommodating ang staff.	1
Very nice.. Always magtulongan	1
Very obedient and mo entertain gyud	1
Very ok	2
Very ok 👍	1
very okay	2
Very okay magtransact sa branch na to. Sa ibang branch kme nagmemaintain ng account pero super accommodating pa din sila sken. Nag eenjoy ako magpunta dito dahil nka ngiti atgiliw na giliw ang bawat staff.	1
Very okie	1
Very organize	1
Very organize bank	1
Very organized	1
very organized and client friendly	1
very organized from start to the end	1
very outstanding service with a personal touch!	1
Very padt	1
Very pass nakapa bait po nila	1
Very pass transaction	1
very past	6
Very past good services	1
Very past services	2
Very past trans	2
Very past transaction	4
Very past transaction good services	1
Very past withdrawal cash	1
Very patient and approachable	1
Very patient manager and very accommodating manager. Thank you land bank Camiling brach.	1
Very patient sa pag assist si teller pag may tanong ako	1
Very patient service to us beginners.	1
Very perfect	1
Very pleasant interaction of representative. Thank you!	1
very pleasant staff	1
very polite	2
Very polite all the employees	1
Very polite and accommodating employees	1
Very polite and accomodating	1
Very polite and clear in giving instructions	1
Very polite and nice in dealing with clients. Very accommodating! Keep up the good work LB Epza	1
Very polite and responsive	1
very polite ang mga staffs fast Transaction	1
Very polite cashier	1
Very polite new account and fast service.	1
very polite speaking	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very polite, accomodating msnageranc staff	1
Very proactive and Very Good Customer Service provided by Ms. Aira Rose Flormata from Malacanan Palace Br.	1
Very professional	2
Very professional and friendly new account clerk Ms. Venus. Thank you.	1
Very professional ang staff, and the service was fast and efficient.	1
Very professional in terms of services	1
Very professional mag assist si mam Venus Javellana with regards to our concern. Job well done MA'AM VENUS	1
Very professional staff especially the tellers.	1
very professional very demure very helpful	1
very prompt & courteous service	1
Very Quick	1
very quick transactions	1
Very quickie	1
Very recommended. Good job, just maintain the good relation with the clients.	1
Very reilable person and appoachableMiss venus javellana	1
Very relevant	1
Very reliable and accommodating staff of Landbank.	1
Very reliable and convenient services.	1
very reliable and fast transaction	1
Very reliable personnel. Thank you Landbank.	1
Very reliable staff of Landbank. Thank you so much	1
Very reliable staff of Landbank. Thank you very much	1
Very reliable staff. Thank you	1
Very respectful yung mga employee. Thank you:))	1
Very respectfull	1
Very respectfull .	1
very respectfully staffs.may you continue to serve us well.	1
VERY RESPONSIBLE TELLERS AND RESOURCEFUL OF TIME	1
Very Responsive and patient	1
Very responsive ang customer oriented,	1
Very responsive employees	4
Very responsive, friendly environment	1
Very sartisfied how to treat costumer service.	1
Very Satiafactory	1
very satiesfied	2
Very satisfactorily	1
Very satified mabait ang nag aassist salamt Ms. She natulungan nya ako sa pag online	1
Very satis factory	1
Very satisfactory.	1
VERY SATISFACTIED.5	1
very satisfaction	3
Very satisfactory	1
Very Satisfactory	335
very satisfactory :)	1
Very satisfactory about my transaction	1
very satisfactory for the service	1
Very satisfactory in terms of service	1
VERY SATISFACTORY IN THEIR SERVICE	1
Very Satisfactory in there service.	1
Very Satisfactory of the services provided	1
Very satisfactory po ang service	1
Very satisfactory serv8ice	1
very satisfactory service	2
Very satisfactory services. My experience with mr ford ullero is very good with smiling face always. He is a keeper	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
very satisfactory!	1
Very satisfactory😊😊😊	1
Very satisfactory, all Personnels are approachable	1
very satisfactory, keep it up!	2
Very satisfactory, sobrang bilis ng transaksyon, ang bait ni Madam dko knows name nya kasi nakabliktad yung I.D08/13/24	1
Very satisfactory, very helpful personnel (Orlando De Guzman), excellent service	1
Very satisfactory.	2
Very satisfactory. Congratulations	1
Very satisfactory. Ms. Cholly is very accommodating and friendly.	1
Very satisfactory. Staff are so accomodating.	1
Very satisfide	1
Very satisfie and grateful for the service of sir ferdinand. He was kind and very approachable he dealing with my transaction good will sir. Keep it up	1
Very satisfied	181
Very satisfied	1
Very satisfied 👌	1
Very satisfied 😃	1
Very Satisfied 😌🫶🏻	1
Very satisfied accommodating staff	1
Very satisfied ako sa mga employee ng landbank,keep it up	1
Very satisfied ako sa serbisyo ibinigay nila	1
Very satisfied and accommodated well. Thank you	1
very satisfied and accomodated	1
very satisfied and attend counters by to my needs	1
Very satisfied and convenient	1
Very satisfied and fast transaction.	1
Very satisfied and keep up the good service.	1
Very satisfied and supportive employees. Thank you very much sa pagtulong upang ma activate ang akinh ATM card.	1
Very satisfied and thankful	1
very satisfied and very help well entertain the client	1
Very satisfied andmy transaction	1
Very satisfied at all	1
Very satisfied at the service thank you	1
Very satisfied client	3
Very satisfied client during the transaction and approachable teller	1
Very satisfied client here	1
very satisfied client, good job!	1
Very satisfied client, no suggestion for improvement as of this time.	1
Very satisfied client.	1
Very satisfied client. Keep it up	1
very satisfied costumer	2
Very satisfied customer	1
Very satisfied customer here	1
Very satisfied customer here in landbank diliman , all teller's and bosses is very accommodating and they always great and good customer services , Thank you..	1
Very satisfied customer since I was a Mun Treas until now that I am already a pensioner. Thank you.	1
Very satisfied customer with the services provided by land bank.	1
Very satisfied customer. All personnel are courteous and act professionally.	1
Very satisfied customer.thank u	1
Very satisfied for being accomodating staff	1
Very satisfied for every transaction	1
Very Satisfied For My Bank Transaction	1
Very satisfied for the service	3
very satisfied for the service given by the one who assist mr thanks	1
VERY SATISFIED FOR THE SERVICE OF THE EMPLOYEES	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very satisfied for the services i received from the staff keep up the good work thank you	1
Very Satisfied for the services rendered	1
Very satisfied for their service	1
Very satisfied goog job!	1
Very satisfied in their services. EXCELLENT!	1
Very satisfied keep up the good work	1
Very satisfied must do transactions in the future	1
very satisfied my experience @ treasury bills	1
Very satisfied na po sa services	1
Very satisfied nothing to comment.	1
Very satisfied of the service most specially Mam Cynthia and Mam Yen and all of staff	1
Very satisfied of the service. More Power. Praise GOD.	1
Very satisfied of their services	1
Very satisfied of your services	1
Very satisfied on bank service.	1
Very satisfied on the service provided	1
Very Satisfied on the services!	1
Very satisfied po	1
Very satisfied po kami sa services and assistance ni Sir Christian Howel J. Sta Ana and Sir Richan Ace T. Fernando.. Very approachable po talaga sila.	1
very satisfied po sa serbisyo ng employee nyo	1
Very satisfied sa inyung serbisyo dito sa landbank	1
very satisfied sa kanilang service ??😊	1
Very Satisfied sa Service	1
Very satisfied service	1
Very satisfied thank you	4
very satisfied thank you 1st time open and account	1
Very satisfied the service. Thank you so much	1
Very Satisfied the staff	1
very satisfied the way they do the service, choluta b. sesno	1
very satisfied thnx	1
Very satisfied to be one of our stakeholder because i really love the flow of otc payout can be done early by the help very responsible staff of the landbank, calbayog like sir cris and sir jude	1
Very satisfied to the service	2
very satisfied to the service of LANDBANK Camiling	1
Very satisfied to the service of landbank san jose	1
Very satisfied w/ bank's customer service. Staff are all approachable and helpful.	1
very satisfied w/ the service	1
Very satisfied w/ the service..	1
Very satisfied w/ the services	1
very satisfied w/ their service	1
Very satisfied w/ transaction and kind and approachable employee	2
Very satisfied w/ your service. Mabuhay!!!	1
Very satisfied wala na akong masyadong e question pa	1
Very satisfied when it comes to customer needs	1
Very satisfied with how the optisaver was offered to me!	1
Very satisfied with LANDBANK ASSIGNED PERSONNEL	1
Very satisfied with my salary loan transaction, ang bilis na-release and very smooth. Thank you	1
Very satisfied with my transaction.	1
very satisfied with service	1
Very satisfied with the handlig of my concern.Everyone is helpful and pleasant to deal with even the security personnel. Big pat on every pnas shoulder,	1
Very satisfied with the quality of service provided.	1
very satisfied with the service	7
Very satisfied with the service of all employees	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
very satisfied with the service of sir john ralph abengoza.	1
Very Satisfied with the service.	3
Very satisfied with the service. Always Fast transaction.	1
Very satisfied with the service. Excellent	1
Very satisfied with the services especially the information dissemination of sir alden	1
Very satisfied with the services given by the staff and the bank itself.	1
Very satisfied with the services of Landbank Carbon Branch	1
Very satisfied with the services of LBP personnel most especially the manager very approachable	1
Very satisfied with the services. Tellers are friendly and accommodating	1
Very satisfied with the services/assistance provided	1
very satisfied with the smooth transaction no need for more improvement just continue to build a good relationship with your customer your employees has a pleasing personality and the're pretty look good nice job	1
Very satisfied with the transaction for today.	1
Very satisfied with the very accomodating services of Ms April Rose Canas. Thank you.	1
very satisfied with their service. thank you	1
Very satisfied with your service.ty	1
Very satisfied with your services	1
Very satisfied!	4
Very Satisfied! Jeany!	1
Very satisfied!!	1
Very satisfied!great job to everyone	1
Very Satisfied🏻👍🏻	1
very satisfied, good service	1
VERY SATISFIED, HIGHLY RECOMMENDED.	1
Very satisfied, job well done!!	1
Very satisfied, maayo kaayo ang mga staff.	1
very satisfied, may think of offering some candies to customers (seen this w/ other banks)	1
very satisfied, senior citizens are given priority. . . Ms. Ela who attended to me is very efficient. Manager is always accommodating.	1
Very satisfied,good service	1
very satisfied,sobrang maasikaso ang mga staff,,very smooth ang boses.	1
Very satisfied.	5
Very Satisfied. Accommodating Teller and Staff	1
Very satisfied. Good customer service.	1
Very satisfied. Keep it up	1
Very satisfied. Thank you LANDANK San Fernando.	1
Very satisfied. Thank you so much, accommodating kaayo ang staff. Keep up the good work!	1
Very satisfied. Thank you.	1
Very satisfied. They assisted me nicely.	1
Very satisfied...	1
Very Satisfied...No comment..	1
Very satisfied.Accommodating assigned personnel	1
very satisfied...	1
very satisfiedd	1
Very satisfiedThank you	1
Very satisfief	1
very satisfifying	1
Very satisfy	9
Very Satisfy 🤙🏻	1
Very Satisfy , Smooth Transaction	1
Very satisfy customer service	1
Very satisfy customer. Excellent performance	1
Very Satisfy naman sila Pag dating sa updating sa account	1
very satisfy the lbp service with the assistant of Mr. Christian Sta Ana and Riche Ace Fernando.	1
Very Satisfy...	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very satisfying	15
Very satisfying and accomodating	1
Very Satisfying costumer service	1
Very satisfying in service	1
Very satisfying service	2
very satisfying service especially with your salary loans dept.	1
Very satisfying service. Will go back here everyday.	1
Very satisfied	1
Very satisfied / very good	1
Very satisfied of the service.	1
very satisfied. :)	1
Very sattisfied	1
Very smart and good service	1
Very smart and good service to our valued costumer	1
Very smart and helpful ni sir Orison Dave Corvera . Maraming salamat sir	1
Very smart guard	1
Very Smiling Staff	1
very smooth & fast ang transaction	1
Very smooth and easy transactions thankyou sa mga staff!!	1
very smooth and fast transaction	1
Very smooth and fast transactions.	1
Very Smooth ang transaction kay buot Si Sir Caton. God Bless.	1
Very smooth transaction	2
Very smooth transaction with teller	1
very smooth transaction.	1
very smoth transaction	1
very spacious and convenient for me so thank you	1
very staff are very acoomodating	1
very statisfied	1
Very strong good services landbank Calinan branch	1
Very strongly	1
Very successful transaction and fulfilled client	1
Very systematic. Just the humidity. Hoping for more airconditioned temperature.	1
Very thankful for helping small and new entrepreneurs.	1
Very thankful for the accommodation rendered by the staff and personnel	1
very thankful for the service of Landbank by banking transaction are easy and convenient	1
Very thankful for today's transaction. Very satisfied.	1
Very thankful jud ko sa landbank staff, although sometimes dugay ang queueing pero kasabot raman sad ta kay ginacheck man gyud nila ang details sa transactions. Godbless landbank.	1
Very thankful to the smooth transaction i experienced with Ms. Mikee of LandBank Taytay. She was very helpful with my queries. Hoping more officers to be like her. Kudos to LBP!	1
Very Thankfull in your service	1
Very thoughtful	1
Very updated sa mga transaction. Ang madali ang mga proseso it mga documents. Very satisfied gid kami.	1
Very very fast transaction in this bank	1
very very good	1
Very very good 👍	1
VERY VERY GOOD 👮🏻	1
Very very good service	2
Very very good service po..Specially Madam April Ann R. Kong	1
Very very good service. Thank you mam Rose	1
Very very Good service. Wala kaming masabi. Maganda ang serbisyo nila.	1
Very very good sirves	2
VERY VERY GOOD STAFF.	1
very very good.....	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very very nice service! I'm happy, thank you so much	1
Very very satisfied and very happy.	1
Very very very good!	1
Very warm and happy transaction with maam Sansu!	1
Very warming ang pag greet and they have a good service and the process is good	1
Very welcoming and accommodating staffs. Good service	1
Very welcoming ang mga staff!	1
Very welcoming po sa pag assist ng updating si managerKasi di po ako marunong mag computer	1
Very welcoming, nakapa bait ng mga empleyado.	1
Very well	5
Very well 🫶🏻	1
very well accommodating	1
VERY WELL ACCOMMODATING AND VERY GOOD SERVICE	1
Very well accomodated	1
Very Well accomodating	1
very well and satisfied w/ the service I availed	1
Very well ang inyong service	1
Very well done, mababait mga teller at approachable. Kahit pagud na cla nakangiti pa din ... Five star ako sa kanila...😊	1
Very well entertained	3
very well entertained naman and humble lahat ng employee	1
Very well entertained, they are doing their best to satisfy the needs of others, great job 🙂 keep it up! God bless	1
Very well keep up the good work	1
very well Organized and Approachable	1
Very well said it's okay	1
very well satisfied	1
very well served	1
Very well served right here,thank you so much,land bank cogon branch	1
Very well service	3
Very well service . Satisfuedcustomerhere	1
very well service. very satisfied	1
Very well services especially the opening of account of Mam Cindy and accomodating staff and employee	1
very well sir abel bunba thanks for very accommodation treatment	1
Very well to assist the costumers...	1
Very well, in need of more staff	1
very well, staff are very friendly and they have fast service	1
Very well-organized office space and accommodating staff.	1
very working hard	1
Very. I am satisfied	1
VeryAccommodating teller. Thanjs lbp	1
Veryapproachable	1
Verybhelpful!	1
VeryFast Transaction	1
Veryfriendly!! Ang bait po ni Ma'am.	1
Verygood	55
Verygood & fash transaction nice	1
Verygood & nice fash	1
Verygood & nice serviced	1
Verygood 🏻	1
VeryGood 👋🏻	1
Verygood 👍😄	1
Verygood 😄	1
VeryGood :)	1
verygood and approachable	1
VeryGood Maintenance	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
verygood mo entertain and well mo cooperate	1
Verygood na walang need	1
Verygood organized	1
Verygood po	1
verygood service	6
Verygood service and approachable	1
verygood services	4
Verygood sila moapproach	1
Verygood ya	2
Verygood, very accomodating, very easy and fast	1
verygooddd	1
Verygoods	1
Verymuch helped	1
verynice	2
Verysatisfactory	1
verysatisfactory	1
Verysatisfactoy	1
Verysatisfied	2
Verywell	1
Veryy fast	1
Veryygoodss 👍🏻	1
veryyy good service	1
vey accomodating staff at the counter kay karen andarino	1
Vey well-organized office.	1
Veygood	1
Vg	27
V-Good !	1
vibrant and accommodating	1
Video tutorial online in step by step. pls. Thank you!	1
Vip the customer in every possible ways	1
Visibility of CC	1
Visible citizen charter	1
Visible citizen's charter for all clients	1
Visible priority queueing	1
Visible transaction number in the tv monitor	1
Vivacious yet calm teller	1
Vivian was very accommodating and competent.	1
Vry good naintertine ko ug tarong	1
VS	2
VS already	1
Vsry accommodating	1
Vvey accommodating and apoaching Very good and godbless	1
W ok na po o question.	1
w/ excellent service & very accommodated	1
W/out any problem every I going this Landbank branch.	1
Wag baguhin ang pagiging mabait	1
wag hayaan n walang laman ang ATM Machince	1
Wag mag break tym kung walang kapalit	1
Wag pahintatin ng matagal yong client	1
wag po paharsngan ang parking para makapark po ang client ng landbank	1
Wag po sana mag babago ang mga employee and guards. Keep smiling po	1
Waiting Area for client is not satisfying (outdoor)	1
Waiting number sa bawat counter na visible sa mga tao para hindi magkalituhan.	1
Waiting room inside is spacious but always full	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Waiting time	1
Waiting time is so long, Thanks for the service.	1
Waiting time takes long SOMETIMES but all the staff are nice.	1
Waive the fee if the account is deposited to other LBP branches for convenience especially senior citizen.	1
WAIVED/NO CHARGES USING SMRT/GLOBE NETWORK	1
Wala , smooth ang transaction :)	1
Wala ako comments basta sa akin I'm satisfied	1
Wala ako dalang cash pambayad ng service charge, ang bait ng teller pumayag siya na i-gcash ko na lang	1
Wala ako masabe kasi noon pa man satisfied na ako dito sa landbank San Jose	1
Wala ako masabi kondi 100%maayos at maganda ang pag serbisyo sa aakin	1
Wala ako masabi, napakabilis,maganda ang serbisyo, mabait pa si madam 😁	1
Wala ako masabiat the first time ko, lahat asikaso naman ng empleyado po. Good job. Keep up the good work. God bless all employee.	1
Wala ako naging issue	1
Wala ako pang idadag dag sa serbisyo ng Landbank Taytay Rizal Branch sapagkat maayos ang aking naging transaction lalo na sa nag asikaso sa akin sa account opening kay miss na mahinhin ang boses magaling sya at mabait marunong makipag salamuha sa mga tao very proud customer here. Sana lahat ng empleyado tulad nya.	1
Wala ako sasabe sa magadang serbisyo	1
Wala akong ibang masabi kundi maayos at mabilis ang transaksyon. Mabait ang mga staff at laging nakangiti. Mabilis kumilos ang teller na si Dennis at magaling si Robel na nagverify ng withdrawal ko. Nice branch!	1
wala akong ma additional na suggestion kasi base on my own expercience LBP Mati is very accomodating ang staff and all employees & follow their respective functions	1
Wala akong ma I suggest Kasi para sa akin mabuti naman po Ang Inyung serbisyo.	1
Wala akong ma i suggest sa ngayon dahil maayos naman ang mga serbisyo na kanilang binibigay.	1
Wala akong ma suggest dahil napa ayos ng serbisyo	1
Wala akong maisip na puwede pa Isuggest dahil sa aking experience eh very good naman po at talagang kagaya ko na may kasama ng baby di ako pinag antay ng matagal at inuna pa kaming priority na kagaya ko maraming salamat po..	1
Wala akong maisuggest. Mababait naman sila at mabikis kumilos	1
Wala akong masabi dahil maganda Ang kanilang serbisyo	1
Wala akong masabi dahil maganda ang kanilang servisyo	1
Wala akong masabi dahil napakabait ng mga staff diton	1
Wala akong masabi Kasi maganda Ang kanilang serbisyo	2
Wala akong masabi kundi maganda ang service	1
Wala Akong masabi mababait sila	1
Wala akong masabi na po, magaling ang serbisyo po nang LBP NAVAL. Lalong lalo na ang mga staff mababait po.	1
Wala akong masabi napaka bilis na transaksyun. Mabait mga empleyado pati mga guard.	1
wala akong masabi ok naman mababait ang mga employees	1
Wala akong masabi sa branch ng landbank sa escolta, maayos lahat sila, magdalang, mabait maasekaso at helpfull sila	1
Wala akong masabi sa Gani to pero naka husay	1
Wala akong masabi sa kadahilanang maayos ang kanilang pag assest at mabilis ang process sobrang bait pa nila??💖	1
Wala AKONG masabi sa sipag nila.	1
wala akong masabi sa staff na si Mam Sharon matulongin. GOD Bless	1
Wala akong masabi very approachable at mabait po sila??	1
Wala akong masabi. Maganda at maayos ang serbisyo	1
Wala akong masasabi kasi contento ako sa service nila God Bless us all	1
wala akong masasabi sa pagserbisyo nila sa akin dahil sila ay mga magagaling at mabubuti sa mga customer.	1
Wala akong masasabi so very clear po	1
Wala akong naexperience na kahit anong aberya napaka accomodated ng mga staff at sobrang babait.	1
Wala akong suhestiyon ngunit gusto kong purihin ang mga empleyado ng branch na ito. Nakangiti silang naglilingkod at mabilis na naproseso ang aking transakyon. Salamat sa lahat.	1
Wala dahil magalnda ang serbisyo	1
Wala dahil maganda ang serbisyo ng landbank echague	1
Wala dahil Mahusay ang serbisyo ng bawat empleyado	1
Wala dahil masasaya at magagalang sila. Si Ms. Cholly.	1
Wala dahil.sapat ang ibinigay sa aking serbisyo.	1
WALA GOODS RA TANAN	1
WALA HASOL	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Wala just to commend Ms Kristine Santos for being polite and other staff	1
Wala kami reklamo. Mababait po sila sa Landbank at maasikaso.	1
Wala kaming masasabi dahil maganda silang makitungo sa amin	1
Wala kasi approachable si ma'am at hindi strict.	1
Wala kasi maayos po ang pakikitungo po ng lahat ng empleado	1
Wala kasi ok naman.	1
wala ko masabi dahil maganda ang serbisyo ng landbank owwa branch sa mga tao. at mababait ang mga staff.	1
Wala koy ika,estorya sa pagpangalagad sa inyong gebuhat ra kaayo satisfied	1
Wala koy ma suggest kay nindot sila mo serve unja nindot sila mo dala sa mga customer ither mga tawo.	1
Wala lahat sila ay mabait at magagalang🥰🥰	1
Wala maayos ang service	1
Wala man Po Ako mSabi sobra pong naasikaso sila 😀	1
WALA MASYADONG TAO KAYA FAST TRANSACTION LANG.	1
wala n akong masabi dahil maganda nm n ang serbisyo	1
Wala n kasii mabilis silang magasikaso	1
Wala n po ako masabi mabait po Silang lahat	1
Wala n po akong masabi approve n po sa akin	1
Wala n po akong masabi lahat Po Sila magalang at maayos makitungo sa lahat Ng uri Ng tao.at maaasahan Sila kapag Meron Kang Hindi maintindihan	1
Wala n po akong masasabi kasi po maganda po ang inyong serbisyo .	1
wala n po akong masasabi very good po ang serbisyo ng landbank	1
Wala n po aq masasabi...very good po pag eexplain at pag asikaso s akin	1
Wala n po masasabe s Ganda at sobrang maayos n pagtanggap nila s lahat.	1
Wala n po napakabubuti ng employee ng landbank at ang serbisyo ng landbank...keep it up..po...and God bless u po s lahat ng employee	1
Wala n po ok naman lahat.	1
Wala n po. Mabait po ang salary loan bookkeeper. Mabilis at matulungin ang mga empleyado. Madali kong nakuha ang MC pambayad sa GSIS loan ko.	1
Wala n po. Mahusay po ang serbisymbg natanggap ko mula sa guards hanggang sa new account na nag open ng account ko.	1
wala n poh ako maidadagdag dahil npaka ganda n poh ng inyong pag serbisyo	1
wala n pong ibang pang masasabi kundi very nice work service ang helping people thank you sa mga servant ng landbank mababait subra	1
wala na ,ukie nako sa elaha system ug sa branch nila dre xa danao	1
Wala na ako macomment nandito na lahat, keep up the good work!! God bless all 🙏🙏🙏good day??🙏🙏	1
wala na ako masabi lahat ng empleyado ng LandBank ay maasahan at mabilis ang proseso.	1
Wala na akong ma suggest sobrang helpfull	1
wala na akong madagdag okay naman	1
Wala na akong mahibiling sa serbiayo Ng mga employees Ng Landbank. Lahat Sila approachable	1
Wala na akong mahihiling pa kundi ituloy lamang ang ginagawang serbisyo dahil ngayon pa lamang ay hangang-hanga nako sa pamamalakad nyo. Maraming salamat po	1
Wala na akong mahihiling sa landbank kasi maayos at mabilis	1
Wala na akong mahiling pa. OK po ang kanilang serbisyo.	1
Wala na akong mai suggest, ok na ang ka ilang serbisyo.	1
Wala na akong mairerekomenda pa dahil mahanda ang serbisyo nila	1
Wala na akong masabi lahat2 ok para sakin Ang serbesyo sakin.	1
Wala na akong masabi maayos Po lahat	1
wala na akong masabi sa sobrang bilis at ayos ng transactions	1
wala na akong masasabi pa agree ako sa mga response ng mga employee sa landbank	1
Wala na akong masasabi panatilihin lamang ang magandang serbisyo salamat po	1
Wala na akong masasabi sobrang bait ng mga staff dito sa land bank candaba	1
Wala na akong nasasabi ok ra ako sa service	1
Wala na akong suhestiyon kasi super kontento na ako sa kanilang serbisyo at pag asikaso	1
Wala na akung masabi maganda ang serbisyo ng Landbank at maging ang mga staff nito	1
wala na akung masabi sa inyong serbisyo kundi mabuting mabuti	1
Wala na along ma suggest kasi maganda naman ang service nila. Maraming salamat!	1
Wala na dahil lahat po ay maayos naman	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Wala na dahil napaka inam ng landbank!	1
Wala na dahil satisfied ako	1
Wala na dapat i improve, pagpatuloy lang ang good service for the new comers, and others. Ok ang mga stuff , mabaet , and masayahin.	1
Wala na everything is good. The teller is very accommodating	1
Wala na galing	1
Wala na kailangan pang baguhin halos complete package na	1
Wala na kasi mabuti na ang kanilang serbisyo.	1
wala na kasi okay lahat.	1
Wala na lahat at maayos	1
Wala na maisuggest dahil maayos ang serbisyo	1
wala na naman po kong masasabi. para sakin okey namn po lahat ng nakikita para sa mga serbisyo nyo. salamat po.	1
wala na ok	3
wala na ok na	1
WALA NA OKAY ANG LANDBANK.	1
Wala na para sakin ok nm Ang lahat😊	1
wala na perfect napo eh HEHE	1
Wala na po , NASA INYO NA ANG LAHAT 🥰	1
Wala na po , okie naman po lahat	1
wala na po ..good service...	1
Wala na po ako maidagdag	1
wala na pO akO mairerecommend kasi Landbank is at its BEST	1
Wala na po ako masabi	1
wala na po ako masabi ..ksia sobrang bilis lahat ng transaction dto sa land bank	1
Wala na Po ako masabi dahil napakaayos Ng kanilang sirbisyo.	1
Wala na po ako masabi good namn po serbisyo	1
Wala na po ako masabi kasi okay naman po ang serbisyo na ginagawa nila. Mabilis magprocess at di hassle sa pila	1
Wala na po Ako masabi,,easy to aproach	1
wala na po ako masasabi	1
Wala na po ako suhesiyon kasi maayos na po ang sistema	1
Wala na po akong ibang masabi kundi napaka bilis po ng proseso.. 😇	1
Wala na po akong ma suggest ok naman po yong sersisyo	1
Wala na po akong madagdag.saludo po ako sa inyong lahat.	1
Wala na po akong magsasabi kundi salamat po Landbank	1
Wala na po AKONG mahihling o masasabi pa, sa dahilang ako po ay VERY SATISFIED sa aking transaksyon.	1
Wala na po akong mairerekomend para ma improve pa ung serbisyo dahil mula noon wala naman po kaming naging problema	1
Wala na po akong mai-suggest kundi ipagpatuloy lamang ang pagiging makatao.	1
Wala na po akong masabi dahil inaupdate po lagi ako kung ano ang dapat na gawin	1
Wala na po akong masabi dahil satisfy po ako sa serbisyo ng landbank maigo branch	1
wala na po akong masabi kasi po lahat po ng transaction ay maganda po at mabilis salamat po	1
Wala na po akong masabi, maganda po lahat at mabilis.	1
Wala na po akong masabi,lahat po ay tamang pamamalakad.	1
Wala na po akong masasabi	1
Wala na Po Akong masasabi dahil Ang land bank ay madali Ang kanilang serbisyo	1
Wala na po akong masasabi dahil kontento na po ako sa kanilang mga serbisyo sa amin, mababait at at magalang ang lahat ng mga emplyado.	1
Wala na po akong masasabi dahil maganda po ang serbisyo ng Landbank	1
Wala na po akong masasabi kasi maayos ang pakikisama at madaling pagtanungan ang mga staff	1
Wala na po akong masasabi sa serbisyo ng Landbank dahil lahat ng empleyado ay lahat na tumutugon sa lahat ng pangangailangan ng mga depositors.	1
Wala na po akong masasabi..	1
wala na po akong masasabi.dahil mabait po ang stuff na nag asikaso sa akin.	1
Wala na po akong masuhestiyon sa serbisyo kasi po maganda naman po yung pakikitungo ng mga empleyado dto	1
Wala na po akong pwede masabi sa Inyo at mabago	1
wala na po akong suggestion mabait at mahusay ang buong staff..thank you and god bless??????	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Wala na po akong suggestion maganda po ang pag asikaso nila dito.	1
Wala na po akung masasabi sa Landbank subrang maasikaso po Silang lahat Good blessed po sa inyo	1
Wala na po dapat baguhin dahil maayos ang inyong serbisyo.	1
Wala na po dapat baguhin maayos at mababait ang mga tao sa office	1
Wala na po dapat ma improve dahil super bait nila and yung mga transaction is the best.	1
Wala na po ipagpatuloy lang ang magandang serbisyo	1
Wala na po kailangan I improve nagpapasalamat po kami sainyo pong tugon.	1
Wala na po kailangan improve kasi approachable naman ang staffs	1
Wala na po kasi approachable ang mga employee..	1
Wala na po kasi maganda po Ang kanilang serbisyo sakin..	1
Wala na po kasi maganda po Ang serbisyo nila	1
Wala na po kasi okay na lahat	1
Wala na po Kasi po sobrang approachable po Ng staff ninyo po na c sir Voltaire padre po..natulungan nya po kmi Ng maayos at sobra sobra po.salamat po Ng marami po sir.	1
Wala na po kasi sobrang dali lng po mag apply and good assist of me	1
Wala na po maayos ang serbisyo nila at maayos po nila napapaliwanag saakin ang lahat ng dapat ko po malaman	1
wala na po maganda ang serbisyo nyo po	1
WALA NA PO MAGNDA NA ANG SERBISYO PARA SKEN	1
Wala na po masabi KC po nung nag apply po kmi ng loan wala ng ibang hinahanap hanap aksyon po agad relis agad un LNG po salamat hehe😊😊😊	1
Wala na Po me masasabi good service nman Po.	1
wala na po ok na po yung service niyo	1
wala na po okay na okay na	1
Wala na po okay na okay po para sakin ang service na ginawa po sakin :)	1
Wala na po salamat	1
Wala na po sapagkat ang lahat ay maayos .	1
Wala na po sapagkat maayos naman po ang lahat	1
Wala na po satisfied po ako sa serbisyo at mababait po ang mga nag o office na nag i entertain sa client.thank you po.	1
wala na po siguro ako maisasaggest mabuti naman po ang pagtrato jila sa mga kliyente nila.	1
Wala na po Thankyouu	1
Wala na po very accommodating lahat sila thanks	1
wala na po very good lahat	1
Wala na po, at maliwanag naman pong na-idiscuss ang mga proseso at requirements. Magalang at magiliw ang trato at kami po at nakangiting umalis.	1
Wala na po, dahil maayos naman ang kanilang serbisyo.	1
Wala na po, dahil mahusay, mabilis at magalang ang paglilingkod ng mga emplyado ng ahensyang ito.	1
Wala na po, maaayos at mabilis ang transaction ko sa LandBank City Hall	1
Wala na po. Almost perfect po ang lahat. =)	1
Wala na po. As if ok na ok po.	1
Wala na po. Good	1
Wala na po. Kasi ang Ganda ng pakikitungo nila SA member . Friendly at always naka smile	1
Wala na po. Maayos po ang serbisyo.	1
Wala na Po. Mababait na mga empleyado	1
Wala na po. Ok na po ang serbisyon binibigay sa mga kliyente. Ipagpatuloy lang po.	1
Wala na po. Ok po ang serbisyo	1
Wala na po. Ok services.	1
wala na po. salamat po	1
Wala na po.. maganda naman po ang pamamalakad	1
Wala na po..Dahil maganda at maayos anginyo g serbisyo	1
wala na po.satisfied customer here	1
Wala na poa maisuggest kasi ok po ang pamamalkad ng landbank khit san branch mababait ang mga empleyado	1
wala na pong comment maganda naman po pamamalakad	1
Wala na pong dapat baguhoin sa systema na pinapakita nila Dito sa echague branch Kasi po lahat po ay maayos po.thank you	1
Wala na pong dapat i suggest sapagkat mabilis po ang kanilang pagtugon o kasagutan nila base po sa aming katanungan. Maraming salamat po!	1
Wala na pong iba. maayis at mahusay lahat	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Wala na satisfied na ako sa serbiayo ng mga empleyado sa landbank	1
wala na, excellent	1
wala na, lahat ay ayos ang serbisyo	1
Wala na, smooth and easy transaction dito.. ayosss	1
Wala na. Okay na lahat	1
Wala na. Po. Magaling pobserbisyo nyo	1
wala na...dahil napaka buti ng serbisyo ng Guadalupe LB brunch 🥰	1
Wala na..kasi very satisfued and accomodate	1
Wala nakong ibang ma sasabi sa Landbank ng cainta, dahil napaka bait ng mga employee	1
Wala nama po mabuti naman po g pag serbisyo	1
Wala Naman , very good na rin 😄	1
Wala naman ako maipupuna subalit nais ko na magpatuloy ang personal at propesyonal approach ng mga empleyado	1
Wala naman ako masabi kasi magaling ang serbisyon pinapakita niyo po sa katulad niyong emplyado ng gobyerno at sinumang tao na kaharap niyo.	1
Wala naman akong masasabi kase ayos naman ang pakikitungo niyo at ang mga staff sa amin	1
Wala naman akong masasabi sa serbisyo ng landbank. Maayos at mabilis naman	1
Wala naman akong masasabi sa serbisyo ng landbank. Matagal na kong client dito eh	1
Wala naman akung reklamo gusto ko Ang pag trato sakin maraming salamat	1
Wala naman at maayos nm po ang Inyong serbisyo	1
Wala naman ayos naman ang serbisyo nil at matagal na kong costumer ng landbank	1
Wala naman ayos naman ang service ng landbank	1
Wala naman dahil mabilis at maayos ang proseso.	1
Wala naman dahil mabilis nahahandle yong request ko mapatext or tawag	1
Wala naman e improve yung service kasi goods lahat at madali lang...at napakabait yung mga empleyado	1
Wala naman good ang transaction	1
Wala naman i improve kasi magaling lahat at staff at magagalang😇🫡	1
Wala naman kasi goods service lalo na sa alfonso lista	1
Wala Naman Kasi I am satisfied on their service..	1
Wala naman kasi mababait naman poh ang tao,huwag poh mababago ang mga trato sa mga tao may kaya man o wala basta mo pantay pantay.	1
Wala naman kasi mabilis ang transaction.	1
Wala naman kasi okay naman yung service at transaction e.	1
Wala naman kasi smooth naman transactions	1
Wala naman kasi they assisting the costumer great and amazing	1
Wala Naman lahat sila maasikaso at mababait	1
Wala naman mababait at ganda ang serbisyo nila	1
Wala naman maganda naman ang serbsyong binigay nito sa'kin	1
WALA NAMAN MAGANDA NAMAN.	1
Wala naman masyadong need isuggest kasi maganda yung pamamalakad minsan kaya lang ako natatagal kasi minsan ay offline po.	1
Wala naman na akong ma suggest,because ok.naman ang pag assist sa akin „mula pag pasok ko „welcome	1
WALA NAMAN NA OKAY NAMAN ANG SERBISYO NA AKING NATATANGGAP SA LANDBANK.	1
Wala naman na po All transactions are very smoothKudos for staff at open account table informations They how to handle it well.	1
wala naman na po dahil maayos po kaming nakapag pay out	1
Wala Naman na po Kasi Maayos na ang serbisyo	1
Wala naman na po kasi maganda na ang kanilang pag ass sa mga tao at mabilis din ang kanilang pag tugon Maraming salamat po maam venus javellana	1
Wala naman na po. Dahil ang mmga staff nyo umpisa sa guard on duty ay mababait at very accomodating. Lalo na po sa tellee si Mam Nicka at Mam Sharon at ganundin aang Manager na si Mam Angel.🥰 Godbless po sa inyong lahat. 😇Continue to serve people with compassion. 🥰	1
wala naman na sa ngayon. Maintain lang nila ung ganyang service . Basta happy ako lagi kapag pumunta ako. kase Very Accommodating sila. From Guards , staff, up to the Manager on Duty . 😍	1
Wala naman nang dapat baguhin kase maayos a na g transaction mula umpisa hanggang dulo	1
Wala naman ng lailangan idagdag I think ipagpatuloy lang ang mabuting pakikitungo sa mga ahente. God Bless	1
WALA NAMAN OK NAMAN ANG AKING MGATRANSACTION SA LANDBANK.	1
Wala naman okay naman	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
WALA NAMAN OKAY NAMAN ANG SERVICE.	1
WALA NAMAN OKAY NAMAN.	1
Wala naman pero sana hindi magbabago ung pakitungo ng mga empleyado	1
Wala naman po ako masabi kasi po maganda nmn pakitungo ng staff po	1
wala naman po akong mai suggest dahil maganda naman po ang serbisyo nila	1
Wala naman po akong masasabi kasi sobrang bilis po ng transaction at mabait po mga teller at manager sa branch na ito 🥰	1
Wala naman po akong masasabi tungkol sa serbisyo ng Landbank dahil sa mabilis na ang kanilang pag transction madali pa.	1
Wala naman po akong suggestion sa aming transaction. Very approachable po lahat ng employee especialy the manager.	1
Wala Naman po akong suhistryon Kasi okey Naman po pakitungo ng staff nyo sa akin	1
Wala naman po at sobrang babait po ng mga Employee cute ang tellers	1
Wala naman po its all good.	1
Wala naman po kasi nakikita ko po na mabuti at maayos ang serbisyo .	1
Wala naman po kasi po mabilis at maganda ang serbisiyo.maraming salamat	1
Wala naman po komento. Magalang naman po ang mga staff po...	1
wala naman po maganda po ang pinakita at kausap ang mga teller	1
Wala naman po ok naman lahat	1
Wala naman po problema maayos po ang pag bati ng mga tao	1
Wala naman po, ang mga emplayado po ay maganda ang pinapakitang serbisyo. More power and God bless po!	1
Wala naman po, kasi po okay naman po pati mga staff if may question may mag guguide sayo agad pagpasok palang	1
Wala naman po, mababait naman po lahat ng staff.	1
Wala naman po. Satisfied	1
Wala naman po. Tahimik sa loob	1
Wala naman pong problema.	1
wala naman saglit lng tpos n trnasaction	1
Wala naman very accommodating naman po kayo.Smile lng po always 😀	1
WALA NAMAN VERY SATISFIED SINABI NIYO NAMAN NOON NA 5-10 WORKING DAYS WALA PANG 5 DAYS NAIBALIK KAAGAD.	1
Wala naman, Maayos naman lahat	1
Wala naman, mabilis ang aking pagaayos ng iaccess ko	1
Wala naman, madali naman kausap at pakiusapan ang mga empleyado lalo na kung hindi naman lalampas at makalasagabal sa policies and procedures nila.	1
Wala naman, okay naman ang serbisyo	1
Wala naman. Highly recommended for fast transaction.	1
Wala naman. Mabilis ang transaksyon.	1
Wala naman. Ok na ok ang serbisyo.	1
WALA NAMAN. SIGURO I-ENHANCE PA IYONG SECURITY NG MGA ACCOUNTS USO KASI IYONG ONLINE HACKING.	1
Wala naman. Super mabait 'yung staff sa branch na ito. Thank you po!	1
Wala naman.. Lahat ay ok lang sa akin	1
Wala namang akong nakitang ibabago o dapat na ayusin dahil sa fair ang office sa anong katayuan ng tao.	1
Wala namang hassle	1
Wala namn , so far okay naman	1
Wala namn po ako masabi lahat po sila detalyado at mababait	1
Wala namn sa service, sa online banking madalas yung maintainance and minsan unannounce pa so yun lang naman	1
Wala namn, para saakin maayos ang aking transaksyon	1
WALA NANG DAPAT EH... IMPROVE PA KASI MAAYOS NAMAN ANG PAMAMALAKAD NINYO. OK NAMAN KAYO SA MGA CLIENT NYO.	1
wala nang dapat ma improve dahil ok na ang lahat	1
Wala nang ma i suggest 100% satisfied napo sa services	1
wala napo ako iba pang isasuggest kasi maayos po ang serbisyo nila dto	1
Wala napo ako mapapayo kasi base sa nakikita ko po ay mabilis at naganda naman po ang serbisyo dito	1
Wala napo ako masabi kundi okey po ang serbisyo ng gma landbank	1
wala napo ako masasabi. Ako po ai labis na nasisiyahan na maka saksi ng katulad niong lahat na maaga pumapasok sa trabaho ung iba halos maaga ng isang kalahatit oras. Ganda pagmasdan.tas madaling intindihin ang instruction.. maraming salamat sa inyo	1
Wala napo akong maibigay na comento dahil ito ay napaka husay	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Wala napo akong masabi kasi maganda po ang inyong serbisyo.saludo po ako sa inyong lahat.	1
Wala napo akong masasabi Kasi po maayos po lahat Ng inyong serbisyong binibigay at pinakita,	1
Wala napo dahil maganda po ang serbisyo ng mga empledo sa opisinaang ito	1
Wala napo maganda po ung servicio	1
Wala napo ok naman napo	1
Wala napo ok po ang lahat	1
Wala napo ok po lahat..mabilis Ang process	1
wala napo suggestion mababait ang mga staff solid at mabilis ang process	1
Wala napo, dahil maayos at mabilis naman ang kanilang serbisyo	1
Wala ng baguhin kasi comfobli n ako	1
wala ng dapat baguhin, just keep up the good job,	1
Wala ng dapat bang idagdag dahil complete na	1
Wala ng I improve kasi tamang tama ang kanilang makikitungo	1
Wala ng iba pang suggestions ipatuloy lang nila ang magandang pag seserbisyo	1
Wala ng irekomenda pa.maganda ang serbisyo	1
Wala ng kelangan baguhin pa pagkag ang inyong serbisyo ay lubos na napakabuti??	1
Wala ng mabibigay na suhestiyon dahil maayos at mabilis na ang inyong serbisyo.	1
Wala ng masabi dahil maganda ang pagpapatungo sa kanilang mga client at patas pa ito sa pagdadala.	1
Wala ng suggestion dahil mabuti na ang serbisyo.	1
Wala nku masabi they are very good and kind people	1
Wala nman ...OK nman ang service nila	1
wala nman agad namang silang umakto at mabilis natawagan ang hotline	1
Wala nman n dapat bagohin maganda nman ang serbisyo nila at malinis pa Sila sa landbank	1
Wala nman okey nman po ako sa serbisyo.	1
Wala nman po dahil approachable nman po ang mga staff	1
Wala nman po kaylangan idagdag pa dahil ang serbisyo nila at pakikitungo sa mga customer ay napa smooth lang...wala nman po dapat idagdag pa thank you po..Yung sa Cc po di ko po tlga napansin kasi may baby po ako kaya di ko po talaga alam pasensya po...godbless	1
Wala nman po, happy nman po ako na mabilis ang transaction nila dito sa bank ng emerald Avenue	1
Wala nman po. Satisfied po ako	1
Wala nm akong masabi.Basta mabait,magalang,matulungin at higit sa lahat mga pogi at magaganda sila lahat??😍??	1
wala nm kasi na accommodate naman ako ng maayos	1
Wala nm maayos at maganda ang serbisyo ng branch na akin napuntahan mula sa guardian of landbank at sa mga stuff maayos ang pakikitungon nila..At maganda ang boses ng isang stuff	1
wala nm maayos makipag usap	1
wala nm na ako masabi,ok nm ang lahat	1
wala nm ok nm po	1
wala nm po aq suggestions sa mga serbisyo nyo... ok nm po lahat... god bless po sa inyong lahat..	1
Wala nm po msabi ayos po lahat..	1
Wala nm po, okay n po	1
Wala nm poako masabi ,mabait mga staff at mabilis transakyon..thank you	1
wala nm mabilis naayos ang problem ko (listern to recording)	1
wala npo ok lang ang serbisyo	1
wala ok naman mababait sila	2
WALA OKAY NAMAN. IYONG NAG-COMPLAIN AKO MABAIT NAMAN AT OKAY IYONG APPROACH.	1
Wala pa akong maisip na pwede suggest po,sa ngayon po satisfied nman na ako sa serbisyo ng Landbank po.	1
wala pa naman sa ngayon , okay namn lahag nf trnasaction namin dito	1
Wala po ako ma suggest.. kase ok nm po ang mga staff Mula sa mga kuya guard mga staff sa loob wala po ako masabi.. salamat po sa 4ps malaking tulong po ito samin lalo n po sa pag aaral ng mga anak ko.. God bless po sa inyu..😊😊😊	1
wala po ako maisip kasi ok naman yung service and maayos kausap lahat ng staff ng bank.	1
Wala po ako masabi dahil maayos po ang naging serbisyo niyo..	1
Wala po ako masabi kasi ang serbisyo nila dito ay maayos at maganda. Keep the good work.	1
Wala po ako masabi kundi Very Good lahat	1
Wala po ako masabi mababait ang mga teller at guard sa bangko ng landbank	1
Wala po ako MASABI VERY NICE	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Wala po ako maxaxabi pa sa serbisyo nila napaka ganda god bless po sa ating lahat at keep safe	1
Wala po ako msabi okey po empleyado	1
Wala po akong ma suggest pero ang masasabi ko lang subrang approachable at maasikaso	1
wala po akong maisuggest kasi maganda po ang serbisyo nila	1
Wala po akong makita na flaw, just keep up the goodwork!	1
Wala po akong masabi kasi ok na ok po.	1
Wala po akong masabi kc lahat cla ay mababait mgaganda at lging nkangiti good service	1
wala po akong masabi po kasi sa pag aaply ko ng account ko, ay napansin ko pong mabait po itong nag assisst sakín kaya masaya ako, tuloy lang po yung magandang serbisyo po ninyo landbank atm salamat po	1
Wala po akong masabi. Maayos po silang makiharap sa lahat.	1
Wala po akong masabi. OK po lahat.	1
Wala po akong masasuggest maganda na po kasi ang serbusyo nyo:)	1
Wala PO akong sjggesstion ang bait lang po ni ma'am eunilaine salamat gid ma'am kahit ang ibang staff .	1
Wala po akong suggestion dahil kontento po ako sa inyong serbisyo.	1
Wala po Akong suggestions	1
Wala po akong suggestions ok po ang transaction po..	1
Wala po akong suhesyon, madali at mabait po ang nag-asikaso ng aking transaksyon.	1
Wala Po aqong suhision kac Po super mabait Po ang emplyado ng landbank	1
wala po because the service here in landbank is awesome	1
Wala po dahil maayos ang transaksyon	1
Wala po dahil maayos at matulungin sila sa information	1
Wala po dahil Maganda na po lahat ng patakaran nila	1
Wala po kasi easy lang po mag avail ng open banking specially KAI maam ROCHELE SIERVINO MALAKING HELP po sakín ng assist niya para mapabilis ang pagkuha ko at pagprocess. Thank you so much sa landbank employee .	1
Wala po kasi naasikaso ako ng maayos	1
Wala po kong masabi kundi papuri, pag dating MO palang naasikaso po agad NG maayos.... Sana GAnto PA din sa pag dating NG mga panahon	1
Wala po lahat ay maayus.	1
Wala po maaus po lahat ng pakikitungo nila kaht ang sa costumer services detalyado mag instruct sa sa mga pangangailangan mong malaman thank u	1
Wala po magaling at magalang mabilis ang service nila	1
Wala Po masabi dahil ok naman Po lahat	1
Wala po ok po ang serbisyo dito sa land bank	1
Wala po okay naman	1
Wala po pong dapat bagohin .. dahil lahat sila ay mababait. at maasikaso.. maraming salamat po. sa in.ung magandang serbisyo..	1
Wala po salamat	1
wala po salamat po sa maayos na serbisyo	2
wala po suggestion satisfied po ako at ang bait po ng nag assist sakín si mam cholita b. sesno	1
wala po, dahil ang bilis po ng proseso ng landbank, thanks po	1
Wala po, kase mabilis naman po process.	1
wala po, maayos at mababait po ang inyong empleyado at accommodating	1
Wala po. All in all Ganda ng service nila very accommodating at naka smile at friendly	1
Wala po. All is kindhearted.	1
Wala po. Job well done ??	1
Wala po. Mabait, acomodating at maganda si madam manager	1
Wala po. Mabilis at walang mahabang pila sa bangko. Mabait kausap ang nakausap ko natulungan nya ako sa kailangan ko.	1
Wala po. Mabilis lang po mag deposit	1
Wala po. Mabilis naman po ang transaction ko	1
Wala po. Mabilis po at magalang ang teller na nakausap ko. Salamat.	1
Wala po. Ok po ang service at mabait po ang nag assist sa akin	1
Wala po. Okay na okay po! More power and Godbless 😇	1
Wala po..thankyou landbank	1
Wala poh akong suggestion kasi maganda poh ang service,,	1
Wala pong masasabi magalang at mahusay na paglilingkod	1
wala problema mababait lahat, very accomodating	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Wala ra juy labad.,Buotan ra kaau ang personnels	1
Wala rako naglisod sa ako transaction. Dali ra pud.	1
Wala sanang may dumeretso sa counter agad , kaya nga may numbering e	1
wala satisfied	1
Wala! best bank ever	1
Wala, just continue your services to everyone.	1
Wala, sapat na.	1
Wala, satisfied Naman ako SA LAHAT Ng services Ng landbank mangatarem	1
Wala,dahil ok po ang serbiyo nila	1
Wala. Accomodating ang mga tao sa banko	1
Wala. Ako agad ang na cater ng new accounts.	1
Wala. Dahil naging mabilis naman ang aming transaction sa landbank.	1
Wala. God bless!	1
Wala. Mabait ang mga empleyado	1
wala. maganda ang serbisyo ng landbank echague.	1
Wala. Ok lahat ng transaction dito sa LandBank.	1
Wala. Very good	1
Wala.Mabango malinis maaliwalas	1
Wala/ maganda ang serbisyo ng landbank echague.	1
walan po ok naman po ang serbisyo	1
Walang baguhin bagkus lahat ay tama at nasa ayos ang pamalakad good job	1
Walang cr sa labas	1
Walang dapat e improve dahil mabait ang mga employees, masipag at mabuti magtrato ng mga customer	1
Walang hasel	1
Walang issue saka maayos yung assistance	1
Walang kaylangan eh improve kasi so far mabilis yong transaction dito.😊	1
Walang ma e comment dahil mahusay sila. Kahit matagal pro naaccomdate kami lahat	1
Walang mahirap basta landbank.	1
Walang mahirap o mayaman sa pag approach N mga Tao,Hindi nakukuha base on Thier appearance.	1
Walang masabe dahil ayos lang namn lahat ng transaksyon	1
walang masabi magalan po sila.	1
Walang palakasam	1
walang palakasan	5
walang palakasan SA AKING TRNASAKSYUN	1
Walang parking area	1
Walang po akong masabi sa Angeles Branch, the best po talaga. Thank you	1
Walang priority	1
walang reklamo; very professional excellent service	1
Walang suhestiyon dahil maganda ang ipiniakita nila saaking serbisyo. Salamat po	1
Walay damo nga pangutana mabilis	1
Walay problema okay kaayu	1
Walla npong msasabi,OK nmnn po	1
Waray na very good.	1
Waray naman	1
Warm accomodation of guards and employees	1
Warm Accomodation of Guard's and Employees	1
Warm and Friendly personnel. Fast transaction.	1
Warm staff	1
Warm welcoming the fastest service and experciem	1
Was very satisfied with the assistance given/extended to me and the assurance that my property is properly handled/cared for.	1
Water dispenser para sa medyo matagal na transactions	1
Water dispenser, full renovation for additional parking and rest room or buy a lot near area to conctruct new building	1
Water for client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Water Lang po	1
way much better services compared from previous	1
Way to go landbank carmen	1
Way to go LBP in serving the community	1
We always transact with Landabank and they always give their service warmly. Thank you Landbank.	1
We appreciate how smooth the transaction was and the professionalism and efficiency of the LBP personnel that we transacted with.	1
We appreciate to Maam Manager.	1
We are accommodated on our needs by Ms. Venus Javellana. And she is so pleasant and always smiling.	1
We are courteously assisted by the branch manager Michael R Dela Cruz..	1
We are fully satisfied.	1
we are good	1
We are grateful for the kind guidance of Ma'am Marceline T. Gumuwang.	1
We are happy with the service	1
We are satisfied in theory service.	1
We are satisfied with the service and assistance of SPAD esp. with Ms. Nerisa Lunagin.	1
We are satisfy for the service offered by your staff/officers.	1
We are super satisfied with your services and we have nothing to recommend.Maraming salamat po.	1
We are very happy for the service of Makati-Salcedo Branch, and hoping that they will not change it 😇 They are easy to transact with, and also kind. Godbless.	1
We are very loyal to Land Bank. Kudos to the team!	1
we are very satisfied im all aspect of service we never experience im any bank i been thru i just hope all banks give service like landbank antipolo give to costumer from ythe moment you enter from guard to all staff gave us great service thanks	1
We are very satisfied of Christian J. Sta Ana and Richan Ace T. Fernando services and assistance In our cooperative.	1
we are very thankful for having landbank branch here	1
We came to the bank early since we came from a far municipality. We were catered immediately and I am grateful to the bank and its personnel. Good job, landbank maasin!	1
we can make the cc larger and more visible.	1
We didn't stay at the bank for a long time since the transaction is fast.	1
we digital for surveys	1
We encashed the check quickly. Excellent service, landbank maasin!	1
We extend our heartfelt gratitude to Ma'am Anna of the Signature Verification Section at Landbank Gensan Pioneer Branch. Her assertive, client-centered approach and deep knowledge of both her clients and her work ensured that our complex transactions were smoothly completed on the same day. Thank you, Ma'am Anna, for your exceptional service. Congratulations to Landbank Gensan Pioneer Branch for fostering such dedicated and proficient employees.	1
We had a fantastic experience as a regular customer at Landbank Paseo during our Quarter Ending submission as Finance Serve Unit of the PNP. The team was attentive, professional, and provided top-notch customer service like Mam Tina and Mam Cindy and other Staff. Thank you for making my banking experience seamless!	1
We Happy for there serving easy to all process all papers	1
We have been very pleased with all the officers that dealt with us and we hope to have a very productive and meaningful relationship with the Bank for years to come. We would like also to take this opportunity to thank you all for the support and assistance you extended us throughout the years. Thank you.	1
We hope to see your great service and courtesy on your new office. Thank you!	1
We just wanted to thank Fort Bonifacio Branch staff. Specially the manager, Au Panuncio and her assistant manager Remy Lim for their accommodation. Updating our accounts and exchanging foreign currency has not been easier than this time. The process was very simple and smooth and took only very little time. More power to you all!	1
we love land bank san sebastian branch	1
we love land bank san sebastian tarlac city bravely	1
We need another branch here in marawi. Cannot accomodate all banking needs of lanao del sur community.	1
We need ATM in our municipality.	1
We need more branches	1
We really apreciate your service becace all your client are really intertain very well.	1
we should have more employees like Jeda accommodating and always pleasant and charming mabuhay ka Jeda	1
We spent longer time due to many clients and the line was long for new accounts. The system also went off when it was about our turn. But overall, the service was good. The staffs are accomodating.	1
We suggest for faster transaction especially on salary	1
We waited for some because the system went off. But when it was my turn, the processing is fast	1
We waited for some time because there are many clients and there is only one personnel assigned for new accounts. But the transaction is fast when it was already our turn. Job well done, landbank maasin!	1
We waited some more time since there are many clients for new accounts. It also went offline for a while. But when it was my turn, the processing is fast. The personnel in charge is also very nice and accomodating. Thank you, landbank maasin!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
We want to thank Ms. Lorian and Maricel Bautista for their integrity and professionalism.	1
We were assisted by Mr. Orlando De Guzman.	1
We would like to thank Jessie Romero for proactive and kind assistance during our online cash payment transaction. He is definitely an asset to your bank.	1
Weak signal inside the office.	1
Wear always a beautiful smile and stay humble	1
website displays incomplete information	1
Website Dobs please not limit the name. Also the features system is not easy to use. Thank you	1
Website needs upgrading. Not user friendly. Kulang sa facilitation. Ty	1
Week satisfied and appreciated your service.	1
Weekend office for some selected branches	1
welcoming environment. bigger facility to cater more clients	1
Welcoming environment. Bigger facility to cater more clients.	1
Welcoming office & great services!!	1
Well accomodating	1
well accommodated	2
Well accommodated and well performed services	1
Well accommodated and willing to help with the client.	1
well accommodated approachable	1
Well accommodated with smile.	1
Well accommodated, very helpful, respectable. I would like to commend Mr. Rob Altares for patiently assisting me in my iaccess enrollment.	1
Well accommodating staff. Can handle my query regarding my locked iaccess	1
Well accomodate	1
well accomodated	1
Well accomodated in an fast sevices to the client	1
Well accomodated the client	1
Well accomodating	2
Well accomodating staff. Good job!	1
Well accomodating staffs. Keep up the good work!	1
Well accomodating to all clients. Thank you very much!	1
Well Accomodation . Thank you	1
well all good keep it up!	1
Well and good	1
Well and good .none so far!	1
Well and good service	1
Well and very satisfied accommodating.	1
WELL APPROACH AND MAINTAIN GOOD CUSTOMER SERVICE	1
Well assist	1
well assist,, napakabilis kumuha ng bank certificate sa tulong ni venus javellana..thank you do much	1
Well d	1
well deserved service continue to improve	1
Well deserved service for my transaction today, therefore nothing to suggest for this very moment.	1
Well done	23
well done :)	1
Well done =) Okay naman ah	1
well done and good	1
Well done Capistrano Branch! You constantly help us despite the lean manpower	1
Well done for the clean place and being courteous. Salute!	1
well done job	1
Well done Lbp Capistrano	1
Well Done Po, Thank You	1
Well done service	1
well done services	1
Well done when it comes to service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Well done with the service. I am satisfied	1
Well done!	2
Well done! Carry on your good service	1
Well done! Very good Sir Orlando De Guzman!	1
Well done!!	1
Well done.	4
Well done. I like the service!	1
Well done. I like the service.	1
Well done.. thank you so much maam cheewee alico monsales🖤	1
Well done/good job!	1
Well entertained	1
Well entertained!	1
Well everything was so nice staffs are very accomodated	1
Well explained	1
well explained regarding our queries	1
well explained services and easy to be followed	1
Well First come first serve please.	1
Well for now i dont have any suggestions with regards to the service given to me. I am a satisfied customer.	1
Well good and satisfied and nice accommodation	1
Well I don't have any suggestions nor recommendations or any other thingy because it is perfectly good and the comment is the guard and staff was very approachable.	1
well in my own experience I am very satisfied w/ landbank service.	1
well managed and approachable	1
well mannered employee keep it up	1
Well organized office and accommodating staff	1
Well organized place and clean office.	1
well organized procedure. Keep it up	1
Well Organized the services and Courteous Staff	1
Well organized there's no need for improvement	1
Well organizes at the same time they cater the needs of their client	1
Well recommended branch	1
Well recommended. Kudos for a very good services.	1
Well satisfied	5
Well satisfied !Godbless	1
Well satisfied with the service . Good job	1
well satisfied, keep it up thank you	1
well satisfied, keep it up thankyou!	1
Well serve	1
Well served	3
Well served and treated nicely with a smile.	1
Well served.	1
Well served. Congratualations	1
Well service	1
Well Service :)	1
Well service to make transaction fast	1
WELL SERVICE. TNX!	1
Well taken	1
Well trained	1
Well treated :)	1
Well versed	1
Well very goods naman	1
Well xplained ang instructions maong dali ra ang ako transaction	1
Well, continue to improve and assist people	1
Well, Nothing to Say. Everything's good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Well-accommodated	1
Well-accomodated with my I-Access Concerns	1
welldone	1
Well-mannered staff	1
Well-organized office and accommodating staff.	1
Well-organized office space and fast transaction.	1
Well-organized place.	1
Well-organized space and area.	1
Well-organized space and friendly staff.	1
Well-organized space and office.	1
Well-organized space for working and fast transaction.	1
Well-organized space.	1
Well-organized staff	1
Well-organized staff and clean place.	1
Well-rounded individuals and courteous to their clients.	1
Well-satisfied	1
Wery good	1
What a good service.	1
what a nice	1
What can I say is so much very Good	1
What else to say but I just wanna acknowledge your courteous and attentive staff - working under pressure with a smile.	1
What I observe is the setting of the flooring (tiles) sometimes distinction for the silence inside of this office	1
What starts Do will thank you and God bless	1
Wheelchair for senior	1
When i requested my service record I responded immediately. Thank you for your care.Excellent service to your internal client.Thank you and keep it up	1
When it come to ask questions you will not feel hesitate because all the staff are very approachable. I am satisfied for the service Thank you landbank calamba🫰??	1
When it come to the service, I can say landbank personnel are very kind .	1
When it comes to the quality the transaction was good And speed	1
When it comes to the service I don't have any suggestion bec. they already give what I want & I need	1
When offline, ATM MACHINE sometimes takes time waiting to be online.	1
Why is there no 100 peso bills in ATM machine	1
Why it's to expensive a deposit on a on us cheque in province area?	1
Wide office and parking	1
wide space and other transactions	1
Widen the cope of service. Not just on particular branches.	1
Wider and greater space	1
Wider parking space	2
wider space	1
wider space and other OTC transactions	1
Wider space for customers	1
wider space for office.	1
Wider space of all.	1
Wider workplace as much as possible	1
Widespace for the office.	1
Will accomodated.	1
Will come back again.	1
Will nothing's need to improve in this branch. All of staff are very approachable. Hindi mga mataray subrang bait.	1
Will recommend to my classmates	1
Will recommend to my colleague	1
Will recommend to my friends	1
will train ang mga teller and approachable	1
Will transact again. i invite my co-workers to transact/avail credit cards.	1
willing to extend help even when not ask spend extra miles to help client very coueteous, extra ordinary service keep it up	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Willing to help sila.	1
Willing to help specially Honey . Thank you	1
with appreable employee	1
with charges no receipt issue	1
With Excellent Service	1
With free water	1
with good and proper treatment towards client.	1
With Landbank Lopez, I am always satisfied with their service. The whole team, headed by Ms. Gina Cañizares has been very accommodating since the beginning.	1
With my experience here at kand bank, all staff are courteous and very kind, theres no need to improve just continue to serve with kindness..	1
With regards to our request for bank statement every month, we usually request it morning but we get the bank statement tomorrow, can we have it real time? If not that's fine	1
With regards to service I dont have any to tell cause I think they cater it will	1
Withdrawal	1
Without any suggestion they provide the right process,And the security of their client thank you Landbank.	1
wla akong masabi very good services	1
Wla akong masabi,tiwa lang ako sa Indbank.	1
Wla akung masabi mababait sila at maasikaso	1
Wla gawas cash sa atm machine	1
Wla kamo free tubig	1
Wla n aqng masabi kc very ok ang proseso	1
wla na akong masabi kc halos okey nman po ang service ng buong landbank sa Pilipinas po at madaling maka-widraw ka samga ATM Machine nila po....	1
wla na akong masabi organize lahat.	1
Wla na Akong masasabi dahil lahat nang transaction ko ay mabilis	1
wla na completo na	1
Wla na daily mbilis nman ang serbesyo ng lb suggustion	1
Wla na po akong masusugest maayos ang serbisya	1
Wla na po kasi po lahat ng mga pamamalakad ng landbank ay maayos at maganda ang serbisyo na ibinigay sa bawat tao.	1
Wla na po over all good performance and fully satisfide	1
wla na pong problema ok na po ang serbisyo	1
Wla na q.masasabi kundi the best Ang land bank pra saken.	1
Wla nako masabi dahil ang siberbisyo ang nakapa ganda	1
Wla naman po OK na ok	1
Wla napo dahil maayos napo ang processing at treatment ng mga staff sa mga clients	1
Wla napong dapat baguhin . All is well in landbank na po🫡	1
Wla nk koy ika dugang ky ok man ang ilang pag entertain sa mga tao	1
wla nman po ma say goods po unh serbisyo po	1
wla nmn po sobrang ganda ng serbisyo nio po salmt po	1
Wla npo akong masabi maganda po ang service	1
Wla po ako masabi kase po magaling po lahat ng empleyado ng landbank po. Salamat po.	1
Wla po akong masabi ok lang.	1
Wla po sana ma suggest kse ok nman laht ng trnxksyon na nilapitan ko. Basta pra sa akin ang serbisyo nyo 101% thanks LBP	1
wla pong mga akong masabi mabuti ang mababait ang mga emplyado	1
Wla, mababait silang lahat, masayahin, magaling makipag usap, over all perfect 💖💖💖	1
WLANG DAPAT i change kasi lahat ay ok na	1
WLang palakasan	1
Wonderful and beautiful	1
Wonderful and courteous service! Thank you!	1
Wonderful service..Keep up the good work..Miguel Danzalan and company (TBG).	1
wonderful staff of kind & helpful person, location is clean, comfortable	1
Wonderful staff very helpful person, location is clean, approachable	1
Wondering for what window will call my number	1
Work hard, help each other	1
Work responsibly and have a motivational unity to each other.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Work responsibly and have motivated unity to each other.	1
Work well	1
Workers are very Enthusiatic.Keep it up!!! Guard are very accomidating!!	1
Workhard	1
Working hard	1
Workload of people maybe revisited. I understand they are busy and sometimes cant promptly replied to emails and viber messages.	1
World class service	1
WORLD-CLASS ERVICE. PROFESSIONAL AND RESPECTFUL STAFF	1
Worth my time	1
Would appreciate if pamphlets were also distributed re the topic so the participants would be able to further review the required information.	1
Would commend Ms. Mary grace Laparan for her service. Thank you :)	1
Would like to commend Ms April T who efficiently assisted in the updating of my account in order for me to proceed with my withdrawal. She established good rapport and exemplefied good customer service.	1
would like to commend sir earl for assisting & Answering my queries in a very pleasant manner. Transaction was very fast & Efficient	1
Would like to commend staff and tellers for assisting us fairly and efficiently for our complex BIR business payments.	1
Would like to commend staff in this branch, very accommodating and treat costumers very well.	1
Would like to comment the guards which are very kind and helpful.	1
Would like to opt out writing down transactions. Better if you have digitalize kiosk	1
WOW	1
Wow! Naging mabilis ang pag-encash ko sa cheke ko. Thanks to Mr. Rob Altares at Richard sa pag-assist sa akin na maencash ko agad ang cheke ko galing PAG-IBIG lalo na at isa akong senior citizen. Sobrang matulungin at magaling rin. Kudos sa inyo!	1
Wrong information from the guard.	1
Yes 100 percent improvement.	1
yes done my transaction	1
Yes excellent	1
yes I am satisfisied of the service	1
Yes I am satisfied	1
Yes it was fast	1
Yes my Landbank ATM account na Ako, salamat	1
yes na yes ang serbisyo	1
Yes respectful employee	1
Yes serbisyo ang hisgotan Duol namu sa landbank dali ra duola Dili hasol ,dili langayan	1
yes staff need to smile	1
yes the service is good	1
yes the service is very powerfull for because this is helf for me	1
Yes the service of the staff in this bank is approachable and they accomodate me in a good manner.	1
Yes very good serve	1
yes very good service	1
yes very good service, faster service	1
Yes very well	2
YES! MORE TENANT/CASHIER	1
Yes, I am satisfied with the services provided.	1
Yes, I have very approachable. Thank you and god bless.	1
Yes, I'm satisfied!	1
YES, OK RA	1
yes, satisfied	3
Yes, satisfied.	1
Yes, satisfied..	1
Yes, very satisfied	1
Yes. I would like to suggest if you can allow requesting for SOA via email so that we will not be coming here physically.	1
Ykh ade great and excdlldnt	1
Yon ang maganda sa new account khit isa lang siya na nanewnew account eh masayahin parin sya.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Yong Assistant Manager ng LBP marami ay maagsikasiso sa mga taong nangangailangan ng tolong	1
Yong serbesyo nila sy mabilis	1
You all make our workplace a better environment! Salamat sa positivity niyo.	1
You all make your workplace a better environment! Salamat sa positivity niyo!	1
You are already have a good services, just maintain.	1
You are doing great so far :)	1
You are doing great! Fighting! 💪	1
You are doing great. Keep up the goof eork. Thank you and God bless	1
You are doing very well! Thank you for your patience and service.	1
You are doing your work very well specially to us senior citizens so wala akong say.	1
You are good enough! Keep it up!	1
You are such a very honest employee Ms. Geebena Conde and highly recommended for promotion.Thank you ma'am.	1
you are the best keep up the good work!!!	1
You are the best service.	1
You can further improve services by faster process and lesser waiting time.	1
You can provide more customer support online available for 24hours for more responsive and convenient transactions. Thank you	1
You can use tarpaulin for CC	1
YOU DID A GREAT JOB. KEEP IT AS IS. THANKS	1
You did it well special mention to Ma Aileen, the one who process my ERIP documents and to sir Dellova to always assisted me in the issuance of my Cert of Employment na palaging rush, sorry na po. Congratulations PAD for having these kind of personnel who are always willing to assist LandBank employees.	1
You did very well :)	1
You got everything, you don't have to change anything	1
you have a good service to your all costumers , just continue your good services and keep smiling. God bless all your heart.	1
you have a good service, keep it up	1
You have a great process/system in place and it's carried out by an equally great human resource. As always, I am delighted of the services i have availed. Thank you and more power LBP! 💚	1
You have a very good services,keep it up	1
You have an excellent service no further suggestion...	1
You have Excellent Service	1
You have good services...Keep it up! serving BANGSAMORO is our pride??	1
You have to add one teller para mas mapabilis .Kasi kawawa pag isa lang madami kasi kau customer.	1
You have to continue to be good and be responsible of your duties.Godbless us all	1
YOU HELP THE NEEDY FARMERS. KEEP UP THE GOOD WORK.	1
You may add additional staff for faster transaction since the transactiin in this area (laccess) were very time consuming.	1
You may provide service enhancers to your waiting customers such as candies, entertaining videos, among others.	1
You never left me in the dark, keep it up Capistrano Branch!	1
you offer excellent services	1
You provide good service to clie ts.Co gratulations! Keep it up!	1
You should add kore personnel.edp.foe the new accounts and other transactions since its taking too much time..we waited for 1 hour for this trnnasavtion alone..there was no board to chwck the queung of the customers.. the staff branch are all friendly and accommodatijng.. ithe waiting time.is too much for me.unlike other banks..	1
You should have a designated staff to accomodate a client not the security guard	1
You should have more efficient employees like Alisa So every transaction is smooth and fast.	1
you should have more personnel in new accounts to avoid long queue times.	1
You should maintain the proceedings coz it easily to acces	1
you solved my Accounts problem	1
You solved my iaccess problem Capistrano Branch, Kudos!	1
You were trully good.	1
You're great!	1
you're the best landbank ! =)	1
Your attention to detail is outstanding, Thank you for always striving for excellence.	1
Your branch have a great and accommodations staff esp mam jeany super accommodating	1
Your branch staff are so kind and helpful sprcially SHEENA MIPANGA	1
Your CC is big but it is not visible enough cause right now it is behind by something	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Your CC should have been equally positioned to other visible areas.	1
Your creativity in solving problems is impressive. Keep those ideas coming!	1
Your doing a great job.	1
Your doing wellNothing to say	1
your employee is very approachable and doing their best to help the customer. Thank you	1
Your good service is appreciated and highly recommended	1
Your hiring procedure is fast and efficient. As an applicant I was able to inform & given expectation of the status of my transaction or application. Keep it up! :)	1
Your positive attitude and willingness to help make a huge difference. Keep it up	1
Your positivity and energy are contagious salamat sa lahat ng effort niyo	1
Your public service is very approachable and very nice	1
your service are excellent staffs are courteous	1
Your service i s commendable	1
Your service is absolutely fine and accomodating sir/maam.t.y	1
Your service is already good	1
Your service is amazing	1
Your service is excellent	2
Your service is excellent!	1
Your service is excellent. Miss Edlyn Arreza and Mitzi Misa were very helpful and corteous. Overall I did not have any difficulty transacting at your branch. Keep up the good work.	1
Your service is first rate.. Thank you	1
Your service is good	4
your service is good &my transaction is always fast	1
Your service is good and doesn't need improving	1
Your service is good enough	2
your service is good enough and I think there is nothing to improve	1
your service is good every transaction I made in your offie	1
Your service is good!! I don't have something to say!	1
Your service is good, i don't have anymore suggestions	1
Your service is good, keep it up.	1
Your service is good.	2
Your service is good. ??	1
Your service is good..it always aims client satisfaction.	1
Your service is great	1
your service is great keep ut the good work	1
Your service is great you have polite staff and very accommodating. keep it up!!	1
your service is great you have polite staff and very accomodating, Keep it up!	1
YOUR SERVICE IS HIGHLY APPRECIATED	1
Your service is nice and we are satisfied. Thank you.	1
Your service is ok	1
Your service is ok. Thank you	1
Your Service is okey	1
Your service is quality and very accommodating. Keep up the good work.	1
Your service is very excellent for me.Thank you so much for the good service.	1
Your service is very good	1
Your service is very good .	1
YOUR SERVICE IS VERY GOOD AND OKEY, SATISFIED.	1
Your service is very good no hassle	1
your service is very good.	1
your service is very responsive so that the client will not stay too long for their transaction	1
Your service is very satisfactory	1
your service was good enough	1
Your services are excellent!	1
Your services are excellent..keep it up!	1
Your services are good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Your services are good to the client.	1
Your services are good. Thank you	1
Your services are really good	1
Your Services is amendable.Kudos to the staff.	1
Your services is good 👍	1
Your services is good and nothing to change.	1
Your services is good.	1
Your services is great.	1
Your services is highly appreciated	1
Your services is very good and approachable.	1
Your services is very successfully to the client..	1
your services isgood enough. Thank you	1
your services transaction is Good	1
Your services was very much good there's nothing i can say. Thank you very much.	1
your services were beru good. staff including devurity guards were well trained and very helpful. i had a very pleasant bisit.	1
Your services, very well appreciated.	1
Your sevice is good	1
Your staff did a great job and help on what i needI was assisted by Venus Javellana today and she assisted me so well	1
Your staff, ANNE MARGARETH H TACORDA, was very pleasant and gave us excellent service. You should be proud of her.	1
your staffs are all approachable yet i guess you have to hire more/additional satff to cater clients for faster transactions. thank you and God speed	1
Your staffs are very approachable and kind. And they also have excellent service	1
Your such good to everyone and the transaction is well explain	1
Your survey should remain respondent anonymous.	1
you're doing a Great Job	1
YOURE DOING GREAT	2
youre doing great job	1
Youre doing great! Congratulations	1
You're service are good so i don't have any suggestions	1
You're service are the best and Great, so that I you can provide goods service to all individual	1
You're service is good enough.	1
You're skilled personnel provided efficient banking service	1
you've done great already??	1
Yung Citizen Charter meron sila kaso hindi ko lang nakita sa kanilang office.	1
yung kausap ko was very patient	1
Yung lalaking teller, sobrang bait at maasikaso. Kudos	1
Yung male employee napaka bait salamat po kuya	1
YUNG MGA ATM MACHINES NINYO NANGANGAIN NG CARD!	1
Yung mga nasa harap ay masiyahin	1
yung number sa ATM card nabubura	1
yung response po hindi aabot ng ilang weeks po	1
yung text late ng araw	1
yung transaction mabilis magagalanb din yung mga staff maays kausap salamat	1
yung updated ng i access po subrang tagal po	1
Zandy, yung nag assist saakin ay napakabait at talagang inaalalayan akong senior cetizen	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	100,830
With comments/ suggestions	6,843
#padayon	1
(Request Letter for updating of List of Authorized Signatories - as we are instructed that it should be originally signed)Our Regional Director wants to raise this concern on your end to confirm the following: if wet signatures are still needed; and if the electronic/digital signature could suffice for this kind of document/letter, following with the e-commerce act that acknowledges these types of signatures. Thank you!	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
10am appointment. 1:30 na kami natapos. Sobrang tagal	1
50 pesos yung fee para sa babayaran na 1040 seryoso po ba kayo oh well govt nga naman no choice	1
5PM sana ang closing time	1
A big space to transact with the branch.	1
A bigger parking area will be alright	1
a cash deposit machine would be of great help	1
Aalamin ang MGA kyngalngan malaman	1
Aaring magbutihin ang kanilang serbisyo sa amin	1
About special lane it should be recognize clearly and orderly.	1
Above all excellent service.	1
Acc tverifier too slow There were only 2 costumers But took them more than 15 misnto process single transaction	1
Accessibility and accommodating to costumers	1
Accommodating	3
accommodating employees	1
accommodating, fast transaction	1
Accommodating...	1
Accomodating	2
Accomodating and friendly staffs	1
Accomodating staff	1
Accomodating staff! Make life easier! Thank you ??	1
Accomodating staff.	1
Accomodationg	1
Accomodatung	1
Accounts area officer not accomodating friendly to the customer.	1
actually base on my experience this day the verify teller was so nice approach to their clients	1
actually need 1 verification cuz some people need like the its unfair about the company to go inside in the landbank	1
Actually, my first time to come to this office after I left PSA. TY	1
Add 1 teller for multiple transactions specifically for govt/dswd. Innovate bank ticketing/numbering system with dashboard / educate people how to use this. Digitalized systems.	1
Add a little smile in your services esp the teller	1
Add additional employees to cater the increasing number of customers/LBP members	1
Add additional new account.	1
Add additional window for deposit transaction	1
Add another teller	1
Add at least 1 teller	1
Add atm machines	1
add cashier	1
Add Chairs and numbering for transaction and lane for priority lane like senior and pwd	1
Add Electricfan !!	1
Add employees or deploy another staff to accommodate new accounts concern. Thank you	1
Add front peraonels to accommodate more people.	1
Add instruction for transaction or for queue like printed material/s outside the office so that new applicants will know on what time they should be going	1
add manpower services especially tellers. at least 2 ATM machine in case 1 is faulty	1
add monitor screen for numbering	1
Add more a little emphasis on time with the check encashment	1
add more additional personnel so wait time will be reduced	1
Add more ATM machine at camp O'Donnell in able to withdraw all soldier.	1
ADD MORE CASHIER	1
Add more counter	1
Add more employees	1
ADD MORE EMPLOYEES IN NEW ACCOUNTS. I SPENT A LOT OF TIME OPENING AN ACCOUNT IN YOUR BANK BECAUSE YOU DON'T HAVE ENOUGH EMPLOYEES TO CATER CLIENTS.	1
Add more employees in the front desk to be able to accommodate the customers in a timely manner.	1
ADD MORE EMPLOYEES TO CATER CLIENTS IN CREATING NEW ACCOUNTS TO MINIMIZE TIME.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
add more lanes and manpower for other transactions	1
Add more PC for new applicants to use when the transaction is always invalid	1
Add more personnel in the Branch.	1
Add more staff	2
Add more staff to accommodate more clients to have a fast transactions	1
Add more staff to assist for customer service for faster transaction. Thank you	1
Add more staff.	1
Add more staff/employees at new accounts section	1
Add more supply of bills with lower denominations like 100 and 50	1
Add more teller	7
Add more teller 😉	1
add more teller in the customer service area, coz that's area needs allot of time per customer.	1
add more tellers	1
Add more tellers and customer care counters	1
Add more tellers for fast transactions	1
Add more tellers to decrease the waiting time of clients.	1
Add more tellers.For the loans department, they are hard to reach through phone and email.	1
Add more windows for accomodating clients over all is good. Thank you	1
Add new counter 😄	1
Add new technologies	1
Add one more teller	1
Add one teller	1
add personnel and equipment especially on new accounts	1
Add some employees for fastest process.	1
Add staff to have a faster service	1
add teller	3
Add teller during pick hours and highlight the products and services available at your bank.	1
Add teller during tax payment	1
ADD TELLER ON CASH DEPOSIT	1
Addition of staff for other NAC/open account	1
Addition teller of LBP	1
Addition teller.	1
Additional ATM machine for nearby towns	1
Additional ATM machine.	1
Additional bank teller	1
Additional bank teller to cater deposits and encashments.	1
Additional chairs and numbers for client	1
ADDITIONAL COMPUTER IN OPEN ACCOUNT	1
additional customer associate for efficient and gud services at your gud services.Additional associate customer for efficient and gud services .	1
Additional employee	1
additional employee on new accounts	1
Additional employees	2
Additional employees for easier and faster transaction especially for opening new accounts.	1
additional letter to transact fast	1
Additional man power please	1
Additional manpower	2
Additional manpower because the bulk of transactions are getting bigger.	1
ADDITIONAL MANPOWER FOR TELLER. THANK YOUUU!!!	1
Additional manpower to fast track transactions	1
Additional manpower to get easier transaction	1
Additional NAC personnel.	1
Additional of employee	1
additional personnel for new accounts sectionm to speed up the transactions process	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
additional personnel for regular line	1
Additional personnel to handle account opening.	1
Additional public assistance and complaints desk	1
Additional seats	1
Additional service	1
Additional staff	3
Additional staff for easy and faster transaction. Thank you	1
Additional staff for faster transaction	1
additional staff for NAC Services	1
additional staff for new account	1
Additional Staff for the NEW ACCOUNTS Clients and IT Staff for the assistance for digital account opening	1
Additional staff needed	1
ADDITIONAL STAFF/S TO ASSIST CLIENTS	1
Additional teller	9
Additional teller	1
Additional teller during payday	1
additional teller for faster transaction	1
Additional teller for faster transaction.	1
ADDITIONAL TELLER FOR VERIFICATION	1
Additional teller if there are so many customers to be served	1
Additional teller lang cguro	1
Additional teller personel	1
additional teller po	1
Additional teller staff to accommodate transactiona more quickly	1
Additional teller to further speed up processing of transaction/s.	1
Additional teller, waiting time is longer	1
Additional teller/cashier	1
Additional tellers	5
Additional tellers.	1
Additional telles please	1
additional teller	1
Additonal teller	1
additonal teller for easier and faster transation	1
add'l personnel must be assigned in the post (new acct's) so that customers will be accommodated efficiently	1
addtl active teller	1
advance 2 months payments deducted from loan proceeds is not fair on the part of loaner	1
After the acquisition of Landbank to UCPB last year, the level of service tremendously went down	1
Ag suhestiyon ko ay, pag igiang maging approachable sa mga customer's upang maging maganda ag feedback rito.	1
agahan sana ang resolution o pagbalik ng pera	1
Ahmm walanaman po allgoods naman	1
Aircon units need to be fixed in this branch as it is so warm inside	1
Air-condition is needed and add more staff to accommodate customer faster.	1
Aircondition must improve	1
Aking masasabi po ay pagbutihin pa nila ang kanilang trabaho para mas madumami pa silang matulongan ng mga tao	1
Ako Po ay natutuwa dahil sa mabilis Ang proseso Ng pag guide nila sa Amin.salamat	1
akong nakita ang maayong serbisyo	1
Akung ma eh suggest po mapadali po ang card	1
All are good. They accomodate the client properly	1
All are goods and accommodating both staff and personel	1
All are improved	1
All client must be fair of any transaction	1
All client must have a number in order that no vip .	1
All documents required for new applicants should be posted para minsanan ang transaction. Salamat	1
All friendly	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
All god	1
All good	5
All Good 🙂	1
All good naman even though medyo mabagal but I totally understand cause it'll took time talaga to fill up forms and etc especilly the process itself. I also suggest na magdagdag ng sits especially sa mga senior citizen natin para makuha natin ang magandang serbisyo and to avoid inconvenient.	1
all good no comments.	1
All goods	10
All goods all the staff are very approachable and nice	1
All goods God bless	1
All goods naman	2
All goods po	1
All goods.	1
All great.	1
All I can say is continue your good communication to your customer. God bless! 😀	1
All in goods po. Mabait si sir Harold at iniintertain nyang mabuti mga nag aaply ng atm card..	1
All is fair regarding the service	1
All is fine	1
all is good	1
All is well	1
All is well. The service is sufficient.	1
All of the employees are kind	1
All of the steps are smooth and all the staff are approachable	1
All process is okay!	1
ALL STAFF ARE APPROACHABLE AND NICE!	1
All transaction is all good	1
All transaction is fine by me there are only time that many customer are coming and that's fine because of the numbering system.	1
Allot a specific counter for customer service to avoid delays. Implement a numbering system for customers for better service.	1
Almost good	1
Almost okay keep it up	1
already enough	1
Already satisfied	2
Alternate po ang pagtawag ng numero kung senior o simple lang para mabilis ang usad ng pila	1
Alternate yung pagtawag sa mga magbabayad ng bir o deposit	1
Always approachable and kind	1
always be accomodating to everyone	1
Always be courteous :)	1
Always be happy	1
always be often minded,	1
Always be prepared doing there job correctly!	1
Always continue your good customer service	1
Always do good & just keep servicing our countrymen with humility, joy & honesty to make the living in our country (Philippines) peaceful and easy, looking unto GOD, who sees everything that we are doing. That we may glorify HIM only. GOD Bless us all!	1
Always do your job. Thank you!	1
always follow the guidelines of your offices	1
Always good at customer	1
Always good in service	1
Always good in service. Thank you.	1
Always good service to costomer	1
Always greet every customer with a smile to make them feel welcome and valued.	1
Always helpful and happy to serve.😊	1
Always imposed a positive behavior rowards your clients all the time.	1
Always keep up the good services!!!More power..!	1
always lang jd ang pagka boutan maauhon	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Always maintain customer service oriented	1
Always priority a first come first serve policy either it's a for verification.	1
Always relax at smile everyday para sa costumer lagi	1
Always smile	9
Always smile .. Very Satisfied! Thank you for all your services.	1
Always smile para happy	1
Always smile please	1
Always smile po sa mga costomer	1
Always smile sa mga customer po	1
Always smile when you talk to your customers :->	1
Always Smile while Assisting Customer's	1
Always smiling	1
Amazing	5
Ambait ng interns	1
An offician and security officerfriendly being proffesional highly respect	1
And More Teller	1
And thank you for the good to serve me.	1
Ang aking masasabi ipagpatuloy lang po ang serbisyo nyo sa mga tao	1
Ang aking pong suhistryon ay mapalawak pa at makatulong sa mga na ngangilangan.salamat po ng marami.	1
Ang alam ko ay okey na ang lahat na sirbesyo ninyo	1
Ang ATM salary card Ng ilang landbank card holder ay Hindi maka withdraw SA ATM machine na NASA among munisipyo. Naway matugunan at mangan Ng aksyon.	1
Ang babait at ang hohonest nila	1
Ang bait bait nung nag assist saakin na si Ms. Zandria	2
Ang bait bait nung nag assist saakin na si Zandria	1
Ang bait ng mga Staff	1
Ang bait ng Teller na nag serve sa akin, sana palagi	1
Ang bait nung nag adsist saakin na si Zandy	1
Ang bait nung nag assist saakin na si Ms. Zandria	1
Ang bait po ni Ma'am Zandria, kahit madami siyang clients na inaassist, ineexplain at sinasagot pa rin niya lahat ng mga katanungan namin nang hindi nagmamadali. Kahit madami siyang kaharap, hindi siya nawawalan ng composure at nag iismile pa rin.	1
Ang dagsa ng tao ay marami sa araw na nito.Ngunit approachable padin ang mga staff at nakangiti.Mahusay	1
Ang fali ng transaction.	1
ang ganda ng programang ito sa katulad ko mahirap lang .nag papasalamt ako dahil isa ako sa nabiyayaan ng ganitong programang ito.	1
Ang lahat ay maayos ang serbisyo patuloy lang ang mabuting pag serbisyo sa mga tao..	1
ang lahat ay ok po ang serbisyo	1
Ang lahat ng staffs are very accommodated even the security they give us the best service we are needed.	1
Ang landback ay maktotolong sa mga tawo...	1
ANG LANDBANK AY ANG GANDA NANG SERBISYO AT ANG MGA TRABAHANTE AY MABUTI MAKISAMA AT MAGALING MAKI HALUBILO SA MGA CUSTOMER !LANDBANK IS THE BEST?	1
Ang landbank ay nagbibigay ng madaliang serbisyo at hindi mahihirapan ang mga costumers.	1
Ang masasabi ko lang sa atong serbisyo is mabilis na proseso.	1
Ang masasabi ko lng sa landbank branch kay maganda ang kanilang serbisyo a mga tao at hinde po stricto ang mga reteller....	1
Ang matulungan at matupad ang ang hiling ng katulad q n mhirap n matulungan pa ng serbisyo	1
Ang matulungan p ang katulad naming mga mahihirap	1
Ang mkatulong p Po sa mga mahihirap	1
ang pagbubutihan ang pakikitungo	1
ang serbisyo ay maayos at madali. maayos tignan kung nkakasunod ng maayos	1
Ang serbisyo sa Landbank ay walang BayadSerbisyong tapat para sa lahat	1
Ang suggest kopo ay manatilihing mabuti ang mgabcustomer	1
ang susungit ng mga empleyado	1
ang susungit ng mga tao sa land bank akala mo mga tagapagmana ng landbank	1
Ang tagal kung naghintay. Medyo mabagal ang service	1
another one teller	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Apply queuing number system	1
Approachable ang mga teller	1
Approachable	2
Approachable and Fast Verifier	1
Approachable and nice to talk with. Keep up the good work	1
Approachable employees	1
Approachable staff	1
Approachable...	1
Approaching	1
approachable	1
Approachable employees . Have a great day. God bless.	1
Approachable Employees.	1
Approve	2
Aprove	1
As A First timer I Just Observe For now As a new member of this company	1
As a Municipal PWD Focal in Dalaguete. I just wanna extend my thanks to LBP Dalaguete for complying BP 344 Accessibility Law. And executing the prioritization system for senior citizen and most esp to PWDs. More power LBP Dalaguete!	1
As far as encounter, there's no problem dealing with your staff =).	1
as far as I had observe there is nothing left to improve because the bank attained my satisfaction when it comes to their service.	1
As I experienced, the service was good and the people there start from the guard was very approachable and kind of coarse maybe if you're kind to them too.	1
AS I OBSERVE LAND BANK NEED MORE TELLER TO ACCOMUDATE MORE CLIENTS IN A DAY	1
As I observe maybe agent must talk politely specially old people to those who really needs help.	1
as if now i am satisfied of your services	1
as is observe the service is smooth and good but as a client its hard because this establishment has a lot of customer so we need to fall in line to wait	1
as long as they provided good for us	1
as observed..from security and all staff are friendly and easy to approach..keep it up..	1
as of now im satisfied	1
As of now kuntento nman ako s servisyo ng lbp cavite city mababait ang mga staff d k matatakot magtanong tilad s ibang govt offices.	1
As of now we are okay for the service that we rendered from LBP.	1
As per what you have been doing, continue smiling ??	1
As what I have experienced on banking with you, there's nothing I could suggest for..because you have a good service provided with the clients	1
As what I observed your office is very generous, kind and good staff, easily transaction but somehow there is lacking on time. Some client are not accomodate on time and they need to wait for further. So I suggest in be able to improve your services consider also the time not just your time but also the time of your client.	1
Aside from online feedbacking system for the Citizen's Charter, I suggest the bank should provide alternative feedbacking system to those who cannot read and write, and to those customers who are not technology efficient user, those who are not capable of using mobile phones and computers. A paper can be use as alternative..thank u landbank we feel your presence !	1
Asikasuhin nang maayos at maging patas sa mga cliyinti	1
Asking too much documentation to present when opening or getting a ATM card. Do we really need to present a document where the source of funds will be coming from?	1
Assess the customers properly where to fall in line so that they'll be provided with the landbank's services fairly. Thank you!	1
assist good service with the customer	1
Assist very well the client	1
Assist your client if they need specially in encoding	1
ATM Availability	1
ATM deposit machine	1
ATM machine for card or cardless transactions with timely deposits.	1
ATM machine is the only problem here in our office, always offline	1
ATM should always have receipts when client asked for it. There should be a choice whether client needs a receipt/not just like BPI. May be more tellers for deposits/withdrawals.	1
Atm should be available anytime	1
ATM should be on line at all times	1
automate the priority number	1
Automated Number/orderly on the waiting list for clients	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Automated Numbering system for faster transaction	1
Availability ng ATM and yung prompt po sa hotline hindi madaling inavigate at matagal ang response sa email. Sana may prompt din sa ATM pag hindi kasya yun laman ng ATM sa perang niwiwithdraw.	1
Availability of more personnel to assist on some matters! Coffee for client	1
avoid connection relationship transaction	1
Avoid palakasan system	1
Avoid Scam	1
Always treat your clients with respect. Main professionalism in dealing with clients	1
Awesone very helpful	1
Ayos ang proseso at serbisyo gusto kulang ma extend ang oras kahit 4pm lang haha trx	1
Ayos at madali lang ang pag serve nila at palangiti silang lahat at presentable	1
ayos magasikaso ng mga tao	1
Ayos naman ang serbisyo laging aware sila sa mga customer	1
Ayos naman Ang serbisyo ng Landbank para saakin	1
Ayos naman p0	1
Ayos nman na Po Ang inyong serbisyo para sken .	1
Ayus ang serbisyu..way hasol	1
Ayus lang	1
Ayusin ang aircon	1
Ayusin ang ATM.Maglagay ng sign or info kung may problema ang mga machines.	1
Ayusin yung mga machine	1
Bait po ng guard kanina sa baba	1
Baka maaaring mas ipabilis ang proseso	1
baka po pwede na maging mas mabilis ang proseso ng mga transaksyon	1
Baka pwede po dagdagan ang verifier. Ang tagal ng pila.	1
Balasubas ang security guard.	1
Bank Peak Hours -> Line info. For verification / deposits / nbo accounts assist senior citizens.	1
Bank personnel very accommodating	1
Bank should have Kiosk for different transactions	1
Based on my experienced wala naman pong dapat i-improve dahil naging okay naman po ang transaction namin at na assist naman po kami ng maayos.	1
based on my observation landbank is ok knowing that the transaction and service thaht they offer is good thanks!	1
Basta malinaw lng magpaliwanag ok n un sa client	1
Batay po sa pag puntan namin. Dahil mga 4 pis member po ako... Mas maganda po Kong lagyan po nila ng mike ang bawat mag tatawag ng pangalan para marinig po. Mahina po kc ang hoses ng mga nag tatawag ng pangalan.para makuha ang tamang amo	1
Bawal masungit😅😅	1
Bawasan Ang offline	1
Bawasan ang pagiging maldita ng mga Workers. Especially mg Girl LANDBANK WORKERS.	1
Be a good employer	1
be a good person to client	1
be approachable	1
Be approachable always	1
Be approachable at all times.	1
Be attentive to inquiries	1
Be consistent and approachable to costumer always	1
be consistent and productive	1
Be Fair	6
Be fair of treating people ??	1
Be fair to all customer	1
Be fast in service especially in teller services	1
Be fAST PLS	1
Be faster	1
Be friendly towards the clients and smie.	1
Be genuine always	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Be good person	1
Be humble	2
Be kindness always to the client wala sanang suplada.	1
Be kind	1
Be kind always	2
be kind always and patient	1
Be kind always lalo kung nag ask ??	1
Be kind always to all customers friends & relatives	1
Be kind and helpfull to a client ..thank you	1
Be Kind as always.	1
Be more fair i guess and treat all the people equally as you do your Responsibility or work	1
Be more faster I guess	1
Be More Thorough in customer assistance	1
be nice always	1
be nice and smile, be fair	1
Be nice to everyone.	1
Be Patient	2
Be patient always	1
Be patient and always do your job	1
Be patient to your customer 🙂	1
Be polite and be understanding	1
Be professional in this work	1
Be responsible as a worker.	1
Be responsible enough and be kind all the time. More power and God bless.	1
Be simple in bank transaction	1
because beautiful to improve landbank for security	1
Best service	2
Better cooperation with the clients	1
Better grievances/customer handling for bank personnel, improve systems - puro offline daw, pati machine sa labas	1
Better if the deposit/withdrawal slip is carbonized especially it's 3 copies to filled up. Thank you.	1
better internet connection	1
better pila of clients outside; yung iba kasi who assisted me was very helpful but someone stationed outside for the arrangement of pila is needed. The telephone customer service is commendable naman.	1
Better service	1
Better services	1
Better the deposit/withdrawal slip is carbonized. So hard for us senior citizens	1
Better there's a warning sign if the machine has no amount or in not good condition.	1
Better to hire more frontline personnel/teller to accomodate clients faster.	1
better turn around time for servicea	1
Better ventilation,faster processing of clients,maybe louder in announcing name for elderly or clienta wih hearing problem	1
big office soon	1
Bigger area to accommodate dopisitors.. init sa labas.	1
Bigger building	1
bigger charter compatibility with gcash, grab	1
Bigger lobby/building	1
BIGGER OFFICE	1
Bigger office and more staffs	1
Bigger office to accomodate much more client	1
Bilisan pag process sa withdrawal	1
branch is very accommodating.	1
Branch needs more manpower to assist clients and for faster transactions	1
Build another landbank branch within marawi to avoid congestion, and please put ATM in government institution like City hall	1
Buksan nyo ung t.v	1
by providing more faster transaction even better.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
C0ntinue good service	1
carbonized deposit & withdrawal scan	1
Carbonized na sana lahat ng forms.	1
Cash deposit slip should be carbonized	1
Cater More Clients	1
Cater more people in opening a piso account, not just 5 people per day.	1
CC must be easy to see and visible in front	1
CC should be place where people tends to wait but instructions are provided though. So great experience still	1
Cegoro dagdagan ang teller para mabilis ang proseso	1
Chair outside for waiting clients and shade for sunlight	1
chairs for the clients	1
chairs outside for client	1
change the ATM in taguig pateros hospital, it has the same problem always, undispened and captured card problem	1
Change your mouse in the new accounts area.	1
Check deposits should be a bit quicker.	1
Check whether other clients were given the same duration of time per transaction.	1
Cintinue tobserve with correct and good character	1
Citizen s charter not too visible in the office. Must at least be posted.	1
CLAIM OF ATM MABILIS LANG SANA GANITO PALAGI	1
Cleanliness lng po	1
Clear and concise instructions :-)	1
Clear priority love for sc/pwd	1
Clearly intruction lang po sa online appointment at mag bigay tayo ng video pano mag fill in.	1
Client friendly	1
Collect feedbacks from clients	1
comfortable and satisfactory	1
comfortble/ kind person	1
comfy environment & fast transaction	1
Commendable	1
Commendable service	1
Commendable staff	1
Complications sa isang DOBS	1
Computerized number	1
Conduct study further research to address the modern challenges of banking,	1
Congratulations	1
Congratulations for the 100%job done	1
Congratulations for the very good service	1
congratulations have an excellent service	1
Congratulations LBP Tabaco for a excellent service.	1
CONGRATULATIONS!!!	1
Connection laging offline, it should be fixed!	1
Connection lang po talaga sana maayos	1
Connection po paki improve. Thank you po.	1
Connection po pakiaayos	1
Connection should be improved.	1
Conrinue the good services which i have experience	1
Consistent fast process	1
Contented and very much satisfied, smiling personnel from the branch head and to all the staffs. Good job🥰	1
Contenue the good work God bless	1
continie the good services	1
Continue and god bless! Thank you for your service ??	1
Continue being good. I appreciate mam Abby for her services	1
continue being mabait to everyone	1
Continue conducting surveys and implement what's best.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Continue customer service	1
continue doing good	1
Continue doing good service.	1
continue doing the best.	1
continue doing what is best and comfortable to your clients.	1
Continue for being polite especially the teller they are the best customer service provider	1
continue for good services to your client	1
Continue good service	2
Continue good service to the customer.	1
continue good services to your client	1
Continue good services, Friendly and very nice	1
Continue having good service	1
Continue improving the service	1
Continue lang na magandang service	1
Continue on your good and kindhearted services	2
Continue serve your client with courteous	1
Continue services to the customers	1
Continue serving clients in good way. Thank you so much for always accommodating our quires and other concerns. GOD BLESS to team Culasi.	1
continue serving clients with a big smile and cheers!!! god bless you all!!!	1
Continue serving good.	1
Continue serving the people with humility.	1
Continue serving your client with respect and thank you som much for being so accommodating.	1
Continue serving.	1
Continue smile and excellent people 👍👌	1
continue the good practices	1
continue the good service	5
continue the good service always good job.	1
Continue the good service as stated in the charter.	1
continue the good service.	1
Continue the good services	1
continue the good services you provided to us.	1
Continue the good work	1
Continue the good work LBP.	1
CONTINUE THE GOOD WORK, CONGRATULATIONS	1
Continue the positive approach to clients.	1
Continue the present system	1
Continue to be fair for everyone..	1
Continue to be fair.foe.every client	1
CONTINUE TO BE OF SERVICE. GOD BLESS!	1
Continue to be one of the highly recommended bank in the Philippines..	1
Continue to do the right thing especially in treating the customer equally	1
continue to do well	1
continue to do your good service	1
Continue to do your jobs properly in order to help an individuals.	1
Continue to good quality services	1
Continue to good service	2
Continue to have a good service to customer & clietns. God bless!	1
Continue to help people to start business.	1
continue to hire good personnel like Toni Fose Centino who is courtesous, knowleadgeable and people friendly	1
CONTINUE TO KEEP UP THE GOOD WROK.	1
CONTINUE TO SERVE EFFECTIVELY. MUCH APPRECIATED THANK YOU.	1
Continue to serve in the people	1
continue to serve kindly and honestly	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Continue to serve people with good heart	1
Continue to serve people with heart	1
CONTINUE TO SERVE WELL	1
Continue to serve with good quality service	1
Continue to serve with passion.	1
Continue to service and well treated corteously to the customer.	1
Continue to train the guard who usually talks first to the client because this leaves an impression to clients	1
Continue to way you serve your client.	1
Continue to your good service. thank you	1
Continue what has been started	1
Continue what your staff is doing	1
Continue you good customer service	1
continue you good service	1
continue your best and satisfactory service	1
Continue your good service	4
continue your good service to client. Thank you keep smiling	1
Continue your good service to clients	1
Continue your good service to the people.	1
continue your good services	1
Continued the good service to the clients.	1
Continues good service for the public	1
continues to serve in polite manner. thank you!	1
Continues to served good character to each and everyone to gain more positive feedback from customers and Co workers 😀	1
Continuous being good to uour customer especially to senior citizens. Thank you	1
convenient transaction	1
convenient transaction and fast service	1
COSTUMER SERVICE is not active in inquiries via email and calls.Suggest to be pro-active in emails.But KUDOS to sir EDWIN ABALOS whom very patient and kind to assist my concern from beginning until the last. Thank you	1
Counter4 is very accomodating	1
courteous and fast transaction	1
Courteous and helpful employees	1
COURTEOUS AND HELPFUL EMPLOYEES.	1
Courteous teller counter desk - smiles moreGreat clients good morning ??	1
Cr outside for convenience	1
Create a large and clear signage for citizen charters.	1
Customer service always	1
Customer service should be improved because it is somehow vital in having good feedback that will result for more engagements from clients. Nowadays, people become sensitive and with this nearly perfect competition in banking sector, this will give a huge impact in your performance.	1
dadagan nyo ng teller para mapabilis ang serbesyo	1
Dagdaan pa ang mga empleyadong ng assist sa bawat customer kung kinakailangan.	1
Dagdag ng counter para s priority lane para mapabilis dn po ang hnd priority lane na pila????pero mbabait po ang staff nio??🫰🏻	1
Dagdagan Ang atm machine sa camp Odonnel Capas Tarlac para less pila sa pag withdraw	1
dagdagan ang lenguahe sa mga cebuano	1
dagdagan ang nagaassist na costumer service counter. sayang ng oras. madaming counter sana pero hindi nagooperate yung iba. isa lang ang nageentertain ng mga client.	1
Dagdagan ng aircon at upuan lalo na pag maraming tao	1
dagdagan ng empleyado para mapa bilis ang serbesyo lalo na sa teller	1
Dagdagan ng telkers para mapa belis ang mga transactions	1
dagdagan ng teller para mapa bilis ang serbesyo	1
Dagdagan ng upuan at magbigai ng pamaypay	1
Dagdagan po ang mga empleyado para mapabiles ang serbisyo.	1
Dagdagan teller sa new accounts	1
dagdagann po ang mga employee bukod po sa mababait po cla	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Daghan salamat sa dali na transaction.	1
DAGHAN UG TAO DUGAY KO NA CATER	1
Dali lang pala	1
Dami. Sagutan	1
Damihan pa ang teller and upgrade the wifi..	1
Dapat ang unang magpa unawa SA client Kung sino lalapitan Nya SA kanyang transaction ay Yong guard SA labasan.	1
Dapat ay maging alerto	1
Dapat dumagdag nang employee	1
dapat isang counter lng tumatanggap ng pag bayaran ng bir kasi tumatagal sa kanila sa dami ng dala nila kami nag dedeposit natatagalan	1
Dapat lahat ng mga opisina at dapat may citizen's charter (CC) para mapadali ang transaction	1
dapat ma kayo mag dagdag ng teller napakadaming tao	1
Dapat maghire kayo ng additional teller. Maraming tao pero 3 lang ang teller.	1
dapat magkaroon pa ng dagdag na empleyado upang mas lalong mapabilis ang transaction ng bawat isang mamamayan na nais magtungo sa inyong opisina	1
Dapat may waiting area sa labas	1
Dapat meron ang CC	1
Dapat mglagay ng mga upuan	1
Dapat my lane sa government officials	1
Dapat naa unta sakto instruction especially for the first time costumer.	1
Dapat nakatayo ung bond or folder ng cc para makita agad.	1
Dapat nasa ayos ang pila	1
Dapat nka smile lagi para hindi mahesistate magtanong ang clients...🤣🤣🤣🤣	1
Dapat patas sa lahat	1
Dapat po may magaasist sa pindutan para mapabilis ang lahat.	1
DAPAT sa nsabing oras	1
De Luna, Landbank Dasmariñas Security Personel, questioned ID legitimacy based solely on attire (baggy pants/jacket). I find this inappropriate and discriminatory. Filing official complaint & requesting update on actions taken. Please address for service improvement.	1
Decrease the no. of days in processing loans	1
deserves applaud for all	1
Develop your patient.	1
Digital all transactions	1
Digital numbering of customers just like the other bank	1
digital queing and entering type of transaction	1
Digital queue number	1
Disiplina	1
Do not do surveys	1
do the best	1
Do your best	1
Do your best to be better your work	1
Doing great job.	1
DOLE was very approachable branch. No need to wait for so long.	1
Done	1
done, thank you!	1
Dont allow your customers do the ff ups.. instead reach out to them and give some updates .	1
Don't have any suggestions since it's perfectly good the service you have in your management.	1
Don't have suggestions but the service of this office was good	1
Don't have, just keep up the good work.	1
double check the papers , for the customer to be able to comply it as soon as possible and consume less time in preparing things.	1
Dpt inuuna nila mga priority kawawa pwd	1
dugay ang transaction	1
dugay kaayo ang 15 banking days para mauli ang akoang kwarta	1
Dumagdag nang employee	1
Dungagi inyong teller kay dugay kaayo ang uban.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
During lunch time break, ang teller dapat hindi sabay-sabay para yung serving ay tuloy-tuloy pa rin. Especially kung magkakasaby yung nagbabayad sa BIR. Separate Teller dapat ang mag take-up and scheduled. Overall performance is okay.	1
During the time mag pa encash ako for the salary medyo stress mostly walang small Bills.in my side medyo mahirap dahil maghanap pa ako the store para sa small Bills para maka start to disburse.hopefully nextime hindi na.thank you	1
E guide Po yong costumer para mabilis po	1
E treat Ng mabuti	1
EA is very approachable	1
Early to get the ATM CARD	1
ease of convenience	1
Ease of doing business should be put into account for all services	1
Easy and reliable service to people	1
Easy service!!	1
Easy to Access and the staff are very well accommodated.	1
Easy to approach	1
Easy to see.	1
Easy to trasact with them.. approachable staffs	1
Easy transaction and appreciable employee. Fast transaction and good information .	1
E-fan sa labas paea s vustomers	1
Efficient and effective time management. Sometimes time consuming	1
Efficient and helpful. Outstanding service	1
Electronic monitor for number system since sabay sabay minsan magsalita, hindi po naririnig ng iba na tinatawag na numbers nila kaya nag cacause ng delay sa transactions ng mga susunod	1
Electronic number	1
Electronic number for queue	1
Electronic System, which customers no need numbering system in tern of encashing.	1
Employees are approachable.	1
Employees are approachable. All the best to LBP Izart.	1
Employees are approaching.	1
Employees are friendly and approachable	1
Employees are good but sometimes ambitious and can't approach on what the customer are tryng to look for.	1
Employees must maintain be time-consciousness.	1
employes are nice. They are all approachable	1
Encourage people how to be more on patience.	1
End of year again and I suggest, fast transactions should be properly implemented soon....As a frequent clients of LB with a 10 batches en to fasten the transactions, I am happy to help the teller by stamping the documents itself.Thank you.Thank you.	1
Enhance Database Management System	1
Enhance internet access for better transaction that some cases our branch got offline that would delay us customer.	1
Entertain BIR payers as fast as teller transactions (dep./encash)	1
Entertain Po mga costumer para mas mabilis ang transaksyon	1
Everthing was great!	1
Every thing is good	1
Everything in the office was good.	1
Everything is fine	2
everything is fine except the airconditioner. Its warm inside	1
Everything is good	1
Everything is good in my opinion	1
Everything is good naman	1
Everything is good no need improvement	1
Everything is good!	1
Everything is good.	1
Everything is good.I hope you will continue your good services for us Filipinos.	1
Everything is ok	1
Everything is Okay	1
Everything is okay.	1
Everything is smooth except the downtime in the system	1
Everything is smooth. Everyone is approachable, just continue the good service.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
everything is systematic,	1
Everything OK	1
Everything was good	1
Everything was so good here and I am blocking for enhancement for the future .	1
Everything well and good	1
Everything's Okay	1
everythings alright	1
Everythings Good	1
Everytime I came here, I'm Realy Overwhelmed the couteous/politeness of the security guard strict but very respectfull. Kuddus	1
Excelent	1
Excellen Service	1
Excellence	1
excellences	1
Excellent	11
excellent accomodstion in transaction	1
Excellent and approachable	1
Excellent customer service. They handle my transaction professionally. If there is any issue or error with the transaction, they also make sure that the customer understands it.	1
excellent Fast transaction	1
Excellent service	4
Excellent service .	1
EXCELLENT SERVICE PROGRAM	1
Excellent service!	1
Excellent service. Keep it up! Thank you	1
excellent services	2
Excellent services. Employee are approachable and kind.	1
exicilent	2
Expand #3 counter pls.	1
expand us dollar services	1
Express Counter, only for questions, ex availability of card, it take time to know just for that answer Yes or No	1
Extend Banking hours to 4pm at least.	1
Exxcellent service :)	1
EYYY NAPAKA ANGAS, LABYU LBP SHEEESH😘	1
F pwd pag Araw Ng Sweldo Sana Lahat gumagana Ang mga ATM Machine...	1
Fair	5
fair and fast transactions.	1
Fair ang pagtrato nang mga clients walang sisingit dapat dumaan sa tamang process	1
Fair service	1
fair to any transactions from time to time	1
Fair to everyone and approachable	1
Fair treat	1
Fair treatment	7
Fair treatment to clients.	1
Fairly satisfied with the bank services	1
Fairness to the persons in line and more chairs for customers waiting	1
Fait treatment	1
Fast	1
Fast and convenient	1
fast and convenient, friendly staff	1
Fast and easy	1
Fast and safe	1
fast in any aspect	1
Fast internet provider	1
fast or quick releasing of atm would definitely help	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
FAST PROCESS	1
Fast processing	1
Fast service	5
Fast service and time awareness for customer	1
Fast Services is a must	1
Fast transaction	22
Fast Transaction .	1
FAST TRANSACTION 7& APROVAL	1
Fast transaction and accomodate the client	1
Fast transaction especially the teller	1
Fast transaction process. I waited for almost 3 hours, I can wait for an hour but 3 hours was too much.	1
Fast transaction to all clients	1
Fast transaction.	1
Fast transactions	1
Fast transactions!	1
Fast transactions..	1
fast/accurate	1
Faster	2
FASTER AND MORE EFFICIENT SERVICES; CHANGE SERVER/WIFI CONNECTION, IT GETS LOST IN CERTAIN TIMES.	1
Faster Client Serving	1
Faster customer service	1
Faster is better	1
Faster lines	1
Faster opening of account by adding a counter which addresses transaction	1
Faster queuing line	1
faster reply	1
FASTER RESOLUTION	1
Faster service to client	1
Faster service, more bank tellers	1
faster service.less talk among the staff.customers first.	1
Faster transaction	4
Faster transaction and process of requesting checkbooks	1
Faster transaction in open account	1
faster transaction or process but I understand that they have a lot of client	1
FASTER TRANSACTIONS	1
Faster transactions especially for cash deposit only.	1
faster transcation	1
Faster your transaction	1
Fastest accomodation	1
Fastest transactions	1
Fastrack card transactions.	1
feedback mechanism be emplaced	1
Feel good and comfortable	1
Filings, be more organized	1
Fine services	1
First come first serve	1
First come first serve and follow an numbers...all the consumer should have numbers to follow..good luck and thank you and hoping that Bulan have Landbank because all the transaction in Bulan is in landbank para easy n po an pag transact	1
First come, first basis	1
First come, first serve! Thank you!	1
first in first serve	1
Fix lines to avoid singitan	1
Flow chair need assistance	1
Focus on the workplace policy.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Follow the rules	1
follow the rules and reguakatiin inside the bank	1
Follow up on both positive and negative feedback you receive.	1
Follow up, need instructions especially online updating	1
For cash transactions it should atleast took only about 20 to 30 mins	1
FOR ENCASHMENT, I ALWAYS WAITED FOR A LONG PERIOD OF TIME	1
For fast transaction	1
For further improvement is to give people A good leadership...	1
For I'm satisfied to your service	1
for me all service here was good for me	1
For me as I always observed during our bank transaction with LBP SJ branch, the whole staffs were happy while doing job.p	1
For me its all very outstanding performance and i dont have any suggestions for now.thank you so much.	1
for me its perfect	1
For Me the management can do what is good or how to implement for the good of the companny to serve the client	1
For me, aning gawas sa landbank nga naghuwat, I think butngan og trapal or ali sa babaw kay luoy ang mainitan sa kilid dapit inig pila. Thank you.	1
For me, my suggestion is to continue being good to the client and be more accomodating.	1
For me, the service was good and maybe my suggestion is to keep it like that.	1
For my overall experience, I would say that the services that they provide to their clients like me is impressive on how they assist me to all my transaction. And it is very smooth on how they process it. So I would suggest that they maintain that kind of environment until the end.	1
for now wala akong masabi kasi wala naman problema sa pag transact ng open account	1
For opening of accounts, the teller should have started to ask if the already applied online.If yes, she should have studied the client's profile before asking several questions. Overall, out of 10, I will be rating the services at 6 only. Lines should have been shortened if the clients are separated based on type of application (Online or Manual). Once all online applicants are done, only then they can accommodate manual applications.	1
-For pre employment, i hope we get an update for our/myapplication, we are/ I am willing to wait but I hope we can get an update	1
for undispensed withdrawal, hopefully it will be resolve earlier	1
For we want the screen would top the number of client to be called.	1
Free Candy while waiting😊Additional chairs ??	1
Free wifi	1
Free wifi para sa mga costumer	1
Frequent Atm service Offline	1
Friedly	1
friendly	4
Friendly atmosphere at LBP Capistrano	1
Friendly employee,easily approach	1
friendly employees	2
FRIENDLY GUARDS ESPECIALLY THE EMPLOYEES	1
friendly staff	2
Friendly staff , fast transactions	1
G TVood	1
G00d JOB..PO	1
Galing ng tellers!	1
Galingan pa.	1
gamiting mabuti at mabilis ang kanilang serbisyo	1
Ganahan ko sa mga tao sa landbank ilabi na sa mga teller og ang mga guard. Ky maayo sila mo accommodate sa mga tao.	1
gandang pkikiitungo at makikipag usap s tao	1
Gawin lamang kung Anong nakabubuti para sa LAHAT.	1
Gawin ng dapat ang mga trabaho niyo dito.	1
Gawing mabuti kung ano ang tungkulin	1
Get more employees to handle more clients	1
Get more staff or in new accounts	1
Get your card printer fixed ASAP, send information about an outage as soon as it happens. Get an electronic customer number ticker to alert people sitting waiting to be serviced. Salamat po.	1
Ggod	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Ginagawa nila ng buong husay and with confidence ang kanilang mga gawain	1
Ginagawa nila ng tama ang kanilang serbisyo sa mga tao, keep it up	1
Giod	3
Give me a further notice if something's happening on your bank.	1
Give more option for someone who is waiting much time outside the office.	1
Give priority to senior, pregnant and breastfeeding mom. Tnx	1
Given that we were paid by landbank bonds, the tenure of the bonds did not run even if the bonds were issued in 1991. The bonds were not claimed and did not run it's term even if 35 years have passed. Very disappointed with the bonds features but not with the service of landbank employees	1
Go digital when it comes to slips	1
Go landbank	1
Go on with a good service	1
Gob bless!	1
God bless	4
God bless 🙏	1
God bless and thank you!	1
God bless everyone	1
God bless po	1
God bless po Landbank Karuhatan	1
GOD BLESS! DO EVERYTHING FOR THE GLORY OF GOD.??🏻🙏🏻🙌🏻??🥰	1
God bless!!!	1
God bless, keep it up! :)	1
God service	5
God speed landbank	1
God speed!	2
Godbless	4
Goid	15
Goiod	1
Goo	1
Good	522
Good & approachable	1
good accommodating	1
Good Afternoon po, I just want to complain because I withdraw money from Laua-an Landbank. When the money was released, the machine suddenly blacked out, the ATM released but the money did not come out of the machine. Under the name of Arlene B. Acal I hope you'll consider my concern.	1
Good always	1
good and accomodating	1
Good and all of employees are very good to entertain the costumers.	1
good and approachable	1
Good and fast service. Friendly employees. It's good to take care of people. My only suggestion is to speed up the atm machine system to speed up the withdrawal of money.	1
Good and fast services I do appreciate very much thank you for your trust to us satisfied very much..	1
Good and hospitable	1
Good and very thankfull	1
Good ang lankband sulop	1
good approach customer services for client and welcoming always	1
Good approachable to clients	1
Good as much helpful employees in my transaction.	1
Good assist	3
Good but	1
Good but sometimes you waited longer than expeced.	1
Good but waiting time is too long	1
Good communication	1
Good customer service	2
Good customer service & need to troubleshoot your screen for the sake of your clients.	1
Good customer service provided by employees	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Good customer service.	2
Good customer service. Staffs need to be praised to boost morale.	1
Good duties fn	1
Good employee	3
Good enough	1
Good entertainment	1
Good in Service	5
good in serving.	1
Good job	108
Good job and good service to people.	1
good job and goodluck always smile.	1
Good job and goodluck always.	1
Good job and thank you for smooth sailing service	1
Good job by	1
Good job keep it up😊	1
Good job LBP team but add more electric fan / aricon!!!	1
Good Job ms Shiela Javate. Very good service	1
Good job na po, magiliw sa mga kliyente	1
Good job nice service	1
good job po kau	1
good job po sa lahatt sana mabalis po palage	1
Good job po,God bless us all,thank you..	1
Good job to all.Have a nice day	1
Good job to landbank mabuti serbisyo nila sa amin???	1
Good job we '1	1
Good job well done....keep it up!	1
Good Job!	3
good job! :l	1
Good job! Carry on your quality service to your clients.	1
Good Job! Keep up the Good work	1
Good job! Transaction was so fast!	1
Good Job!!	1
Good job,,	1
Good job.	1
Good job. Keep it up	1
Good job. Smile everyday.	1
Good job..thank you for your good service.	1
Good jobs	1
Good joob	1
Good landbank keep up the good work	1
Good landbNk	1
Good luck and continue your good work	1
Good manners and right conduct?	1
good nmn ang serbsyo	1
Good ok	1
Good performance	2
Good performance...very accommodating.... Good job....	1
Good personnels appearance and services emmiediatly respond to all customers needs if they are quality..	1
Good Po LAHAT	1
good po nakatulong po s akin	1
Good processing!	1
Good quality	1
Good Quality Services!	1
Good quality sirvice	5

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Good quality servicing	1
Good see	1
Good service	165
Good service & easy	1
Good service 👍👍👍	1
Good Service , Easy to access	1
Good service .Non dispensed transaction	1
Good service ??	1
good service =)	1
Good service always	1
Good service and always smile all employee	1
Good service and approachable	1
Good service and approachable staff	1
Good service and easy to approach all the staff. Esp. Ms. Vanessa who accomodate us. Thank you	1
Good service and fast employee 👍	1
Good service and fast transaction	1
Good service and friendly people	1
Good service and Good facility	1
Good service and good staff. Thank you	1
good service and kind personal lalo na si kuya guard pinapasok agad kami dahil mainit Good Job	1
Good service and the employees are all approachable	1
Good service and very accomdating, Teller, Thank you	1
good service at all	2
Good service but it will be better if the staffs will smile more often.	1
Good Service ever since and the employees were courteous and helpful	1
Good service for 1st timer	1
Good service is applied in all transactions.Keep it up.Good Job	1
Good service of staffs and employees.	1
Good Service Over all	1
Good service po salamat!	1
Good service po thank you Landbank and Sir for Guide me	1
Good service recommend ms. Venus javellana very accommodating and hospitable..	1
Good service sila at maruning mag entertain.	1
Good service Thank you	1
Good service to the client with respect.	1
Good service to the customers	4
Good Service!	3
Good service! Accommodating & approachable staff & employees of this branch.	1
Good service! Accommodating and approachable saffand employees of this bank.	1
Good service, kind staff	1
Good service.	9
Good service. Thank you	2
Good service. Thank you.	1
Good service..... Thank you	1
Good services	78
good services provided by all staff from Security Guards to Tellers	1
Good services so i have nothing more to suggest	1
good services to all employees thank you	1
Good services to the customers	1
Good servicess	2
Good servicing	1
Good sevice	1
Good sevice in your bank	1
Good Services provided by all staff from SG to Teller	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Good sirves	3
Good sirvice	12
Good sirvice to all clients	1
Good sirvices	1
Good sirvicis	1
Good sirviisi g	1
good sirvising	2
Good sirvisis	1
good so far.	1
Good srvice	1
Good staf	1
Good staff	1
good staff and friendly.	1
GOOD THANKS	1
Good to have visited landbank culasi branch. Reunited with the accommodating and courteous staffs.	1
Good traction sirvice	1
Good transaction	15
Good transaction by	1
good transactions	11
Good transactionss	1
Good transctions	1
Good treatment	1
Good wirk	1
Good wook	1
Good Work	22
Good yaransaction	1
Good!	1
good, accomodating	1
good.	5
good. accomodating. personnel	1
Good. But I spent a reasonable of time to claim my card.	1
Good...!	1
Goode service	1
Goodl	1
Goodjob	1
GoodMaybe magdagdag ng teller po	1
Goodnight	2
Goods	5
goods kaayu	1
goods kaayu ang serbisyo	1
Goods lang	1
Goods naman ang transaction medyo magulo lang sa numbering	1
Goods Naman po	1
Goodtransaction	1
Goodwork	1
Goof	1
Goood	3
Goox	1
Gosto kupo sana magloan for business	1
Great	3
great costumer service	2
Great customer service	3
great experience	1
Great experience!	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Great Job	4
Great job and fast service.	1
Great Job everyone	1
Great job!	2
Great performance	1
Great Service	1
Great Service ! =)	1
Great service as always but i guess improve the iAccess	1
Great service from the branch staffs and officers	1
Great service of nac Jingle Mendoza	1
great services	3
GREAT SERVICES!!	1
Great services, nothing much to improve. 9/10 rating	1
Great!	1
Greet Job!	1
gsto ko po ipagpatuloy ang 4pcs para sa pilipino mahihirap	1
Guality of service	1
Guide the customer thank you	1
Gusto ko Dito kasi madali ang process	1
Gusto ng landbank mapabuti ang kanilang mga cliente para ito ay maging maayos ang pagsirbisyo nila,,,a t malayo sa mga kapahamakan.	1
Gwapo og gwapa cla	1
Haba ng pila sa atm. Buti priority ako.	1
Haba ng pila. Sira ung 1 atm. Dapat pinaayos muna para di humaba masyado ung pila. Alam nmang payout sked.	1
Habaan p sana ang office hour	1
Happy with the services.	1
Have a dedicated line and tellers during tax payments for faster and efficient transaction	1
Have a good transaction	1
Have a great job	1
Have a lane/window for pwd senior & pregnant	1
Have a number specified on transaction number because ot anyone can hear or hard to hear like me who has hearing disability	1
Have a second branch within the city	1
Have a strong internet signal.	1
Have better seats	1
HAVE COMFORT ROOM	1
have comfort room or CR for the client	1
Have messengerial services	1
Have more branch.	1
have more person for customer service and shorten the waiting time	1
have priority lane ..	1
Having a good transaction	1
Having sufficient staff would help to prevent empty counters. It will be better if there will be someone to relieve the spot whenever the staff manning the counter is busy. A lot of people waited too long on the verification counter because it was empty at the time I visited.	1
Helf each othet	1
Helo mam salamat po sa lahat dahil mababait kayou lahat Thankyou so much	1
Help every one	1
Help full and hood servuce	1
Help other customers	1
Help the needs of everyone to clarify all the questions they want.	1
helpful	3
helpful empoyee	1
Helpful naman po yung mga staff except sa security guard sa labas today. 4/16/24, 1:45 pm. Very bossy and rude.	1
Helpfull	2

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
helping each other	2
helping each other if there is more client	2
helping people very well	1
Hephep horay	1
hgood job	1
HIGHLY NEED MORE TELLER FOR FAST SERVICE..	1
Highly recommend	1
Highly recommended!	1
Hinayon ang aircon kay tugno	1
Hindi magulo ang pila at inuuna ang mga taong my kapansanan at senior citizen.	1
Hindi na kailangan kasi mabubuti naman ang lahat	1
HIRE MORE BANK STAFF	1
Hire more teller so that waiting time is less for fast transaction.	1
Hire more tellers.	1
HIRE TELLERS	2
Hire tellers.	1
Hold more teller now!! :)	1
Honest teller	1
Hood	2
hope na magkanunay nga maayong service (hoping for a continued good service)	1
Hope system is faster.	1
Hope that Land Bank Sta. Rosa has enough space for your clients. Have a good location and updated facilities.	1
Hope that there are more staff to entertain the customers so that work should be fast.	1
Hope there are social medial channels for support and updates	1
Hope there will be a queue for urgent payments since some of my transactions in business require immediate payment on such minimal time.	1
Hope there will be more tellers exp in deposit or on coll	1
Hope to add more personnel so that transactions my take shorter time	1
Hope to have my inquiry answered and acted upon :)	1
Hope to make a lane for claiming of cards only because for just claiming, it took 2 hrs or even 3 hrs. Additional of Frontline personnel. Opening of new accounts took even 1hr so there must be separate lanes for faster transactions.	1
Hope to make transactions more faster. Godbless	1
Hope to provide fast online transaction for other branches.	1
Hope to see 5 star quality. Service is a ccs.	1
Hopefully more priority number next time but all in all the services is good and accommodating	1
Hopefully there were more staff to avoid too much waiting time	1
hopefully there will be a separate personnel to entertain in new accounts sectuon	1
Hopefully to have fast transaction as is on time.	1
hoping for a fast transaction and bigger facility to accommodate more customers	1
Hoping for a faster transaction. Since we clients have duties and responsibilities to attend to. We spend half and hour to almost an hour for a single transaction. Wish there would be more teller perhaps? Thank you	1
Hoping for accessible online transaction like iaccess.. dapat updated na Ang account of individuals.	1
hoping for another one teler	1
hoping for another one teller	1
Hoping for extends the accomodations limit	1
Hoping for faster transaction since some of the transaction was made online	1
Hoping for more improvement	1
Hoping for more staff to accommodate more clients faster.	1
Hoping more personnels to cater the transaction	1
Hoping that everytime we request for the copies of the documents, the person-in-charge will provide what we're requesting. This is the purpose of proper documentation.	1
Hoping that mobile banking provides uninterrupted and inconvenient service.	1
hoping the transactime time will improve	2
Hoping to have a fastlane for doctors since we are on duty everyday. Patients are waiting for us in clinics, wards and or emergency room.	1
Hospitable employees from their guards Sir Chief to teller Nadz. Fast service even they are accommodating 4PS. Thank you.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Hospitable staff and other employees. Great job you all.	1
Hospitalable employee observed	1
Hot need the customer an air con service	1
Hotline Cellphone number for easier follow-ups and inquiry	1
Hundred bill in your atm is always not available. It should dispense hundred bills so that we can withdraw all our money in our atm account. Thank you and more power	1
Husay	1
Huwag po sana laging masungit ang mga teller.	1
Huwag po sanang pagsabay sabayin Ang bawat brgy. Sa mga transaksyon.	1
I agree all the services is really good	1
I already satisfied, there's nothing to improve.	1
I always look forward for the allowance	1
I am 13 years valid customer of landbank up to the present. The staff are very accomodating and they will help you as long as they can and they will serve you with smile. Thank you landbank..	1
I am a satisfied client, ok naman ang services	1
I am already satisfied about the service regarding to its transaction	1
I am already satisfied about the sevice regarding my transaction.	1
I am already satisfied by the servicrles taken.	1
I am already satisfied of their services.	1
I am already satisfied on the service	1
I am already satisfied to the service of evry transaction	1
I am confident and satisfied	1
i am contended in the service of landbank	1
I am fully satisfied of the service I availed. Thanks.	1
i am fully satisfied with the servjces rendered by Land Bank Guian.	1
I am happy of the assistance that my account officer has shown to me & as of now we are still on the stage of loan application. So no transaction has granted yet but satisfied with the personalized people handling of LBP loan officers.	1
I am just writing what I observe. I've been waiting here for almost three hours and I'm still not done. The client who just arrived finished her transaction earlier than me. And another client just arrived and was attended to immediately. It's so frustrating because earlier clients see that newcomers are being taken care of before them. It's seems like the client who cut in line is even proud that she is almost done.	1
I am not receiving any updates about my application. It would be better if you can provide any progress / update to your applicants about their status.	1
I am pleased with the services offered by landback, very accomodating with their customers.	1
I am satisfied and no comment	1
I am satisfied as it is good work.	1
I am satisfied for the service of LB	1
I am satisfied for their service and it was very good	1
I am satisfied the service	1
I am satisfied w/ the service that I availed.	1
I am satisfied with my transactions in your office. Thanks a lot.	1
I am satisfied with service	1
I am satisfied with the service given to me.	1
I am satisfied with the service its just takes to long to wait.	1
I am satisfied with the service you have provided during my transactions...	1
I am satisfied with the service.	3
i am satisfied with the service. thank you.	1
I am satisfied with their service	1
I am satisfied with their service and nothing to improve.	1
I am satisfied with their service.	1
I am satisfied with your service. Thank you.	1
I am satisfiedto overall service but their are many times that the process is slow, but its understandable.	1
I am satisfiedvwith the service i availed	1
I am strongly satisfied with your service. Keep it up!	1
I am to suggest, if someone is opening an account, I hope and I suggest that Land Bank Will only require atleast 1 valid ID, Because 2 Valid ID, Somewhat too burden to us.	1
I am totally satisfied with the service. There's no need for improvement.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
I am very contended of their services, friendly and courteous	1
I AM VERY MUCH SATISFIED ON YOUR SERVICE!	1
I am very satisfied to your service keep it up	1
I am very satisfied w/ the service and willing to assist their client keep it up	1
I am very satisfied what the staff giving service, very approachable.	1
I am very satisfied with the service that I availed. Keep it up!	1
I AM WELL ACCOMMODATED IN MY TRANSACTION	1
i appreciate the service given to me.	1
I appreciated the good services of this LandBank Candon Branch. Easy transaction as always. Thank You	1
I are very much satisfied with your service	1
I can see so far that there is nothing to improve but to continue to have a good workplace and valuable services.	1
I did not encounter any problem during my transaction in this branch, good work.	1
I didnt notice any digital customer service processing, : office looks good	1
I don't agree paying a fee to reset PIN because other banks do not collect fee. This should be made available online so that customer need not go to bank anymore.	1
I don't have any comment nor suggestion on how they can improve their service because so far, they provide the best service to their clients	1
I don't have any comment or suggestion All is good	1
I don't have any suggestion because the was fast to all people. :)	1
I don't have any suggestion on how to improve so far its been good/smooth the service	1
I don't have any suggestions to improve because the management was great and the service is very polite.	1
I don't have a comment maganda talaga ang serbisyo ng land bank isulan	1
I don't have a suggestion because it's good service in Land Bank	1
I don't have any comment on the services coz I'm so much satisfied.	1
I don't have any comment, just continue to be kind and approachable to your clients, thank you	1
I don't have any suggestion	1
I don't have any suggestion pero nagpapasalamat sa pag assist sa aking kailangan	1
I don't have any suggestion, because they served me well	1
I don't have any suggestions because all the staff here is doing their job very well and they are all very helpful	1
I don't have any suggestions because they do their job.	1
I don't have any suggestions cause I am satisfied about service	1
i don't have any suggestions since it's good specially the service	1
I don't have any suggestions so it was serve very well	1
I dont have any suggestions the services is good.	1
I don't have any suggestions, because as far as I see, the service that I've saw was good!	1
I don't have any suggestions, because landbank alicia branch has good accomodation to their customers, and that all i think that they the best, also, it has the best employees	1
I dont have any suggestions. Your services are good!	1
I don't say anything that will improve. The staff that really good the environment its good.God blessed	1
I don't want to say anything.but this bank is very good services	1
I feel the office was fair to everyone or walang palakasan during my transaction.	1
I find it ironic on the turning off cellphone policy but they require you to answer a survey using a cellphone	1
I hate the attitude of your document examiner! Very unsatisfying!!! Her name is Irene B. Dela Torre. I want to asked her something about the process, but she keep playing or texting or chatting on her phone. I knw that she's not deaf or BUNGOL! She's a frontliner! She so very sarcastic! I dnt like her!	1
i have a complaint on one of the teller in this branch which is actually pregnant right now because when i submit my itr last april she did not stamp all my documents . i was penalized by the bir due to not stamping my financial statement. and also she is so masungit to the client	1
I HAVE A CONCERN ABOUT THE SECURITY GUARD (SG DESENORIO) ASSIGNED AT OTHER BRANCH, TO APPROACH PROPERLY TO HIS COSTOMERS.	1
I have a great time with landbank	1
I have a smooth transactions, and all the employee are accommodating.	1
I have an amazing transaction keep it up	1
I have no any comments and I satified with the service	1
i have no comment	1
i have no comment regarding of service because it was so hospitable of all staff=)	1
I have no comment the Service is good in Land bank LBP Centrale	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
I have no comment, landbank is very good in all services	2
I have no comments because I am satisfied with their service.Thank you and Godspeed!	1
I have no comments,good job	1
I have no other sugestion because I am already satisfied for their service	1
I HAVE NOTHING TO SAY ABOUT THE SERVICES, WHERE EVERYONE I SEE HAS A GOOD ATTITUDE.	1
I have nothing to say but very much satisfied for there service	1
I have nothing to say since the service provided was good already. It's just that I wish to give more chairs outside for those who are waiting since the queue was too long.	1
I Have nothing to say, all transactions that I have made was indeed good and quiet easy transaction	1
I have nothing to suggest.. Serbisyong totoo na aming nakikita	1
I have to improve in transaction and knwledge.	1
I hope everything goes well especially in receiving codes from we access and emds transactions.	1
I hope for fast releasing of ATM Card.	1
I hope for the security personnel to be more direct in instructions upon entering	1
I hope iAccess can be updated via online soon to lessen the time spent in queuing everytime an update is needed.	1
I HOPE LESSER TIME FOR APPROVAL OF LOAN BECAUSE IT Took 3 weeks	1
I hope next time, transactions would be faster. Thank you.	1
I hope online banking can produce statement of account in accordance up to whe the account was created.	1
I hope some tellers will be approachable to the clients and God Bless us...	1
I hope that digital id will ve accepted for transactions.	1
I hope that some errors in the DOBS application form can be resolved. I encountered a problem while inputting my mobile number, but the bank teller was very kind and helpful in helping me proceed with the application.	1
I hope that the staff wouldn't take that long to entertain clients because at some point its takes almost 1-2hrs before it would be another person's turn	1
I hope that there would be an online queuing line so that there could be a standardize waiting time.	1
I hope the services of the landbank is be more productive to prevent rush hours	1
I hope the staff in the new account section at Landbank Narvacan would be approachable, smiley, and helpful, but I didn't feel that. The transaction was also slow with them.	1
I hope there is an additional staff if there's a lot of client like account opening.	1
I hope they can provide loans and credit card to self employed like us freelancer or virtual assistant	1
I hope they will still give free open accounts or an atm for the students next school year.	1
I hope we, applicants, can wait for a shorter time for the status of our application.	1
I hope website will be available 24 hrs.	1
I just wanna suggest if ever to have an online transaction for us to transact easily especially in our area Sirawai which is far in your office. Thank you so much😘	1
I like how the desk personnel have improve her approach to me. Before, she was too irritated while doing transactions with me. Although you can still feel her getting annoyed a bit but it's a huge satisfaction for today.	1
I like the serguce	1
I like the services, the frontliners are polite, but sometimes I don't see their smiles	1
I like the staff pero matagal ang transaction kasi mabagal yung connection	1
I LIKE YOUR NEW OFFICE. CONVENIENT TO GO TO YOUR OFFICE W/ ELEVATOR SERVICE	1
I like your service	1
I love laNDBANK	1
I may suggest for an additional staff	1
I NEE ONLY YOUR SMILE	1
I need to have an atm card so that we can directly withdraw in the atm machine	1
I never expect that the staff are warm and welcoming. Everything was smooth, I was guided all throughout.	1
I noticed that your employee is good to handle the customer the way to relay and to take to explain what we gonna do my concern	1
i only have questions on how to use the Landbank App..because im an OFW and im holding my husband ATM CARD..so that i can check the balance inquiry..Thank you	1
I only satisfied the services	1
I pagpatuloy ang mabuting serbisyo	1
I process for an opening for an account and so disappointed for the waiting time to be catered. Few people but processing takes almost two hours and to think the persons earlier than me are still not being catered. I do hope you improve and set timeframe for people not to be wasting time. Encountered also two customers was being catered ahead since it was the principal of a public school. How come? If you want to prioritize such people then better do it quick.	1
i really disagree with the cost of SOA (php50 per page). With tne cost of paper and ink, I think its too much.	1
I realy satisfied of thier services and to followed the good transaction.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
I satisfied of the services that she give it to me	1
I satisfied the service of your good office	1
I satisfied the services they do	1
I satisfy the services and stay good.	1
I see the office is nice and so fair so we save much and have a good staff. So very nice and so good.	1
I spent a reasonable amount of B/time for my transaction	1
I strongly suggest an additional teller in cash/check transactions and BIR transactions should be in different teller also, only for BIR, for a better & faster transaction and prevent further confusion towards the clients.P.S. I liked tge most is the ambiance of the room, its relaxing and its more relaxing when people is segregated well.	1
I strongly suggest to install Multimedia Gadgets like Smart TV for PRIORITY NUMBERS, advertising and Announcement for more convenient transaction in the future	1
I sufficiently agree for the service that they give us for the client.thank you	1
I suggest for a bigger office since you have lots pf clients Thank you	1
I suggest na e.improve niyo ang SOA sa Salary Loan niyo kasi hindi katulad ng ibang banko na kita mo yung Running Balance niya sa SOA mo, lalo na yung pag-over the counter payment mo. May trust nman kami na na-deduct yung binayad namin kaso may doubt pa rin talaga kung na deduct ba kasi hindi kita sa SOA at hindi rin updated yung balanse sa SOA.	1
I suggest na sana may monitor para sa number Good service thank you	1
I suggest that all the old ATM booth must be change into new machine so that the means of transaction must be fast and no clerical error, etc.	1
I suggest that all transactions like fund transfer, bills payment etc. should be free of charge from individual client especially for señor citizens. Thank you for your honest and kind assistance	1
I suggest that landbank will more window so that other people will no longer have to wait outside(which is hot)	1
I suggest that more good services so that more client to help and will inspire in this agency.	1
I suggest that provide another teller if there will be gonna deposit money so that it will be easy and fast services.	1
I suggest that the land bank larena branch must have a spacious venue/place	1
I suggest that the office must provide a visual screen and on queue priority tickets that includes which window/whose teller are they going to have thier transactions with. I believe this will help the office 9n having a more organize and seamless transactions for the satisfaction of thier clients.	1
I suggest that there should be a separate line inclusive for government transactions	1
I suggest that we can access the statement of account/snapshot online so that offices/schools will not come to your office ang ask for it. Ang sana libre ulit ang pagkuha ng snapshot.	1
I suggest to add another counter for payment counter during rush hour Para mapabilis Yung transactions.	1
I SUGGEST TO HAVE AN ELECTRONIC DEVICE FOR TRANSACTION FOR US TO HAVE AN EASY APPOINTMENT REAGR Ding WITH OUR CONCERN. THANK YOU	1
I suggest to have more staff in the bank to cater all the people for a good services.	1
I suggest to hire more staff so that all clients will not wait for a very long time. 1 client per 20minutes for new account is not good.	1
I suggest to improve the speed sa online application.	1
I suggest to include all of the documents needed for opening an account.	1
I suggest to innovate the queing system and use of technology not just number card	1
I suggest to put cash deposit machine to make easy the deposits	1
I suggwst to add 1 or more tellera for the account opening because it causes more time than i expected for opening an account, add 1 more teller for the seniors😄	1
I think everything is fine.	1
I think I'm satisfied for what I have learned about Land bank company.	1
I think more counter	1
I think none because all of the employees and transaction in LB are good and fast.	1
I think que number and monitor will help and transaction classification	1
I think that guards will be slighty approachable in a good manner	1
I think the internet connection was not that good, it is slow i think.	1
I think the office of Landbank they follow the rule, and also they treated their costumer genuinely.	1
I think the service of this branch was fine, and it doesn't need further improvements.	1
I THINK THERES ALWAYS ROOM FOR IMPROVEMENT AND THAT WHAT I SAW AND EXPERIENCED HERE AT LANDBANK TUNGKONG MANGGA	1
I think you have to add another teller or person to assist fro fastest service.	1
I think you need additional teller to cater many clients	1
I thought there is no further suggestions , due to I see the services by which the customers are tretaed fairly and well.	1
I want the teller must alert any time. Thank you	1
I want to watch movies screen while waiting in line for me to feel not boredom till my name is called	1
I was guided by a teller in a very kind way, very polite and respectful. 5 stars all in all.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
I was treated courteously by the staff and (if asked for help) the staff was helpful.	1
I was treated well by the staff.	1
I wish the service would be fast next time	1
I would like the transaction be fast	1
I would like to commend Ms Loren of new accounts.I experience a almost 4hours in waiting... She is the only person who assist in her department... When it was my turn I admire how Ms. Lorens is still patient, have a good smile though she wear a mask. Very accommodating.Very helpful and professional...Im glad I choose this branch, but hopefully you may have another person to assist on new accounts for a faster transaction.... Thank you	1
I would like to commend Ms. Zandria for her exceptional courtesy and professionalism. She assisted us with genuine happiness and without any hesitation. Not only did she help us open our account, but she also took the time to thoroughly explain the process of future transactions. Her dedication to providing excellent customer service truly made our experience enjoyable and informative.	1
I would like to express my heartfelt appreciation for Ms. Zandria. She consistently welcomes clients with a warm and friendly smile, creating a welcoming atmosphere. Whenever I approach her for assistance, she is always ready to help without any hesitation, demonstrating her commitment to providing excellent service. Her positive attitude and willingness to assist truly make a difference in our interactions.	1
I would like to follow up on my application for any vacant position in zamboanga city main branch	1
I would like to request that issuance of certification should be processed as soon as possible to the clients .Just hope and pray that this request be granted for the exigency of public service. Thanks and wassalam.	1
I would like to suggest that for the atm machine specifically the one to deposit the money, make sure it is always working because there were times when i deposit my money there, it is not working and i need to wait for 24 hrs for it to be reflected on my account. It was a big deal for me because the inconvenience it brought was huge.	1
I would like to suggest that the branch consider investing in an electronic queue system to assist with streamlining transactions. This would help reduce waiting times, improve efficiency, and enhance the overall customer experience by ensuring a more organized and systematic approach to managing transactions.	1
i would like to suggest that the LBP zamboanga main branch should augment additional teller staff because of the volume of transactions being made daily.thank you	1
I would like to take this opportunity to follow up my application in LBP. I passed the pre-employment exams last May 2024. I am willing to be assigned in the Head Office or branch near my residence in Mandaluyong City. Thank you for your time and consideration.	1
i would say it that it was very good and nice LANDBANK.	1
I would strongly suggest to cut out the charge during incashments. The same bank is not different from other bank branches or just maybe lesser the charge fee	1
I would suggest that tha bank must notify the customer/client tas soon as the rewieated ATM card is already available with the details provided on accmplished formsThank you	1
I would suggest you to improve service by allocating only small amount of time for the client to wait for their transaction.	1
i would suggest you will add manpower for fast transaction	1
I'm already satisfied.	1
I'm very satisfied in very good service Of your Employee	1
iaccess enrollment is always rejected	1
I'am satisfied with the service that i avail.	1
Iam satisfied with their service. Hoping that they will improve more	1
Ibahir ang window ng priority para mas mabilis ang transaction ng regular	1
Idoble check po ang iniissue po na ATM if ito ay okay na gamitin para less hussle po ulit sa pagpila ng mahaba . Thank you	1
If assigned to the cs, be more courteous and smile.	1
If it takes this much time to consummate transactions (30mins each on average), something is not right either with the process or the personnel. Kaizen can help sort this out. Try it.	1
If possible in corporate account must have passbook for wasy cchecking the bank balance.	1
If possible more hired kire staffs for a faster transactions.	1
If possible, dagdagan po sana ang clerk nang NAC and ACCOUNT OPENING lane. Matagal po masyado ang service sa nasabing lane. Thank you. More power!	1
If possible,- to extend banking hours up to 4pm.- to waive bank charges for inter branch transactions.	1
if report is done through the branch, it takes a very long time to resolve	1
If the line is long for the services, at least provide other staff to help so the line will be move faster.	1
If there an available salary loan payable for 10 years	1
Iimprove pa ang security	1
Iksian ang transaction time	1
I'll say thank you!	1
iloveyou ma'am you're so pretty mwa mwa mwa	1
Im am satisfied	1
Im contented	1
im happy & contented during and evey transaction	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
im happy for their services	1
I'm happy to serve me,at mapabuti pa ang inyong serbisyo para s amin.salamat	1
i'm happy with the service it's just that the counters should have more so the queue won't take that long especially on the busy days..	1
im in overseas now at sa ngaun diko po ma open ung online Bank k po	1
Im kinda disappointed somehow kasi i was suppose to renew my ESL pero sabi ng incharge di daw ma process gawa ng sira yung system. Pls, sa uulitin, give us at least a very reasonable timeline para po doon kasi mahirap umasa at mag expect pero di naman dumating. Buti nalang courteous masyado incharge nyo, im sorry if i kinda raised my tone po. Sorry sorry.	1
im not sure if this suggestion is applicable however i believe resetting or unblocking of pin should be done online to conserve time and effort. since everybodys have their mobile data and computer. security questions should be done online as well with limit of attempt and must be pre cascaded before proceeding of the process. i am speaking on behalf of working employees and graveyard or shifting schedule.	1
Im ok satisfied	1
Im satisfied	1
I'M SATISFIED	2
I'M SATISFIED AT YOUR SERVICE	1
I'm satisfied customers for thier services	1
I'm satisfied of their service	1
Im satisfied of your service	1
I'm satisfied their service	1
Im satisfied with the service	1
Im satisfied with the transaction i experience in this office.	1
Im satisfied your customer service	1
I'm Satisfy	1
Immediate deletion of requested registration cancellation and email otp fix	1
Immediate response to customers.	1
Implement queue number for client	1
improve	1
Improve and Cater the Client in good process	1
Improve and put more personel	1
improve customer service and customer assistance	1
improve customer service provide comfortation	1
Improve customer services.	1
Improve fast deposit	1
improve faster and entertaining queries of customer	1
improve for service especially for payment of BIR Transactions	1
Improve I-access services, it helps a lot just need to further improve the system.	1
improve internet access	1
Improve long hours of waiting	2
Improve man powers	1
Improve more	2
Improve more online banking. Infairness for customer service on this branch. Recommendable. Sana all ng branch trained sa customer service.	1
Improve on time processess	1
Improve online facility	1
Improve online transaction so that we easily acces anytime	1
IMPROVE ONLINE TRANSACTIONS FOR CLIENTS TO TRANSACT WITHOUT THE NEED TO GO AT THE BANK	1
Improve proper qualification	1
Improve right standards	1
Improve sa pila	1
Improve service of head office staff but Roosevelt branch is good	1
Improve speed but overall the service is good	1
Improve the connection	1
Improve the connection mabagal kasi	1
Improve the connection!	1
Improve the digitalization on all process, and nurture clients on the importance of the entire process. Thank you and merry christmas	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
improve the online payment methods	1
Improve the organization of pila	1
Improve the queuing system	1
Improve the service more as the time I spent for deposit alone is more or less an hour.	1
Improve the time of transaction during creation of bank account or add more staff to accommodate the people's need	1
Improve the turn around time	1
Improve transaction improve to Fast transaction	1
Improve your connection!	1
Improve your online anking security i lost 49k and no accountability from your bank	1
Improve your queueing system. Give numbers to let people know who arrived first. Have a counter dedicated to priorities only. Educate your guards on processes and transactions so that they can answer inquiries (hopefully in a friendly manner as well).	1
Improved the update/forgot password on I-access for faster access or viewing.	1
Improvement of clients	1
improvement on the internet in the DOPS portal	1
In good service	2
in my opinion I think landbank really can help to other people to start account on landbank	1
In need of more employees.	1
in opening account, we are all given priority numbers but I'm pregnant. If we all received priority number, who among of us is your first priority.	1
in order po sistema	1
In order to cause somehow delay transaction, i suggest to add your employees for frontline services offered by the bank. Thank you..	1
In verification counter, improve the transaction.	1
In very satisvied	1
Inaasikaso kaming mabuti	1
Inaasikaso nila ang kanilang customers	1
Include Converge in list of billers for bills payment	1
Include more staff	1
INCREASE YOUR EMPLOYEES	1
info sign	1
Inform the client the new system in having a loan if there are changes so that the client knows the possible date of release.Still good job.	1
information drive in Brgy.Level ,thank you.	1
Ingatan at pangalagaan natin	1
InMas pabutihin para sa mga taong nangangalingan	1
Innovation in terms of gadgets and offices that needs to be more convenient for the clients.	1
Internet connection is slow in signal.	1
Internet should rhance	1
Internet subscription must be improved.	1
Intindihin at maayos na pkitunguhan Ang mga aplikante..wag magsusungit kung hnd agad nauunawaan Ang pinaaayos pra mas maayos na matapos Ang trnsakcyon....	1
ipadayon ang maayng panserbisyo .God bless us all	1
ipag natuloy lang ang magandang pag seserbisyo	1
IPAG PATOLOY ANG SERBERYO YAM LANG PO	1
Ipag Patuloy Ang iyong serbisyo dahil po Magnda Ang Inyong Mama Lakad	1
Ipag patuloy ang maaus at ngalang na pag aackaso sa mga tao	1
Ipag patuloy ang magandang coordinasyon ng mga mamayan na nag withdraw at deposit at ng mga impliyado ng mga bangko.	1
Ipag patuloy lang ang maayos na serbisyo	1
Ipag patuloy lang Po ang mabuting hangarin para sa mga mamayang pilipino	1
Ipag patuloy pa lalo ang pag tulong sa mga tao n hndi hndi alam gagawin.	1
Ipag patuloy po ang pagiging magalang at matulungin sa pag seserbisyo	1
Ipagpaluloy ang magandang serbisyo.	1
Ipagpapatuloy ang kanilang pagtulong at pag aasikaso sa lahat ng nangangailanagn	1
Ipagpapatuloy lamang ang mga serbisyo na dati ng ginagawa	1
Ipagpatoloy lng	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Ipagpatuloy ang inyong mabuting nasimulan	1
Ipagpatuloy ang maalagarong serbisyo	1
Ipagpatuloy Ang maayos at magalang na pakikitungo sa kapwa.	1
Ipagpatuloy ang maayos at tamang serbisyo.	1
ipagpatuloy ang maayos na serbisyo	1
Ipagpatuloy ang maayos na serbisyo.	1
Ipagpatuloy ang mabilis at maayos na serb8syo sa mga client. Pati na rin ang pagiging alam ang ginagawa sa araw-araw.	1
Ipagpatuloy ang mabilis na pagtugon sa mga tulad naming simpling mamayan salamat po	1
Ipagpatuloy ang mabuting gawain.	1
Ipagpatuloy Ang maganda Ng pagtrato sa mga tao,,pagbutihin pang Lalo Ang pag assist sa mga tao...	1
IPAGPATULOY ANG MAGANDANG PAG SERBISYO SA MGA TAO	1
Ipagpatuloy ang magandang serbisyo	3
ipagpatuloy ang magandang serbisyo.	1
Ipagpatuloy ang pagsunod at pag- implement ng tamang process.	1
Ipagpatuloy lang	1
Ipagpatuloy lang ang magandang serbisyo.	1
Ipagpatuloy lang ang serbisyong maganda salamat ,veryy accommodating po ang teller na si mam Jocelyn Dagdag	1
ipagpatuloy lang po nila ang maganda pagpapakita ng ugali at respeto sa mga customer nila	1
Ipagpatuloy LNG ang maayos at mabuting serbisyo	1
Ipagpatuloy Ing Ang maayos na serbiyo Ng land bank.	1
Ipagpatuloy nila ang magandang trato o tulong sa mga tao .	1
IPagpatuloy nyo lang ang maganda niyong serbisyo	1
Ipagpatuloy nyo lang ang magandang pakikitungo sa inyong mga kliyente	1
Ipagpatuloy nyo Ing Po Ang maging magulang sa lhat ng clients,,at panatilihin Ang maging kalmado sa Oras ng work,,at higit sa lahat kahit stress na always prin naka smile..	1
ipagpatuloy po ang magandang pakikitungo s mga tao.	1
Ipagpatuloy po ang magandang serbisyo. God bless SA mga staff!	1
Ipagpatuloy po ang naumpisahang magandang serbisyo	1
Ipahatid sa iba na maganda ang serbisyo	1
ipapatuloy po nNa sana po ay ipag patuloy po ninyo ang inyung kabutihan at pakitungo sa mga tao/empleado ikina gagalak ko pong batiin kayo na salamat sa inyung pagsirbisyo salamat po!	1
Ipatuloy anb mabuting pag serbisyo sa ,ga kliyente.	1
Is ir possible to open at an earlier time at least 8:00am?	1
IT CAN HELP MY FAMILY NEEDS	1
It help very much	1
It is easier to pay our remittances ,you make our job easy and less hussle to go in your branch.	1
It is important to have separate teller or new accounts, intended only for senior citizen, pregnant and PWD.	1
It is just ok	1
It is ok	1
IT IS SOMEWHAT LONG TO STAY IN THE BANK. I SPENT ALMOST 2 HOURS JUST FOR AN ENCASHMENT	1
It is very nice during on service keep it up the good work 💯	1
It must be efficient & effective service.	1
It ok nothing to change	1
It so nice!	1
it takes time	1
it took a long time to credit back the amount debited/ more than a week	1
It was a smooth transaction	1
It was fair to all the clients and customer	1
It was fair to all the clients and customer.	1
it was nice	1
It will be more convenient if the opening of the account is interfaced with DOBS	1
It will be sufficient for our transaction	1
It would be better if Leyte LC would cater to clients from some parts of Samar as well, since the Leyte Lending Center is closer than Samar Leyte Lending Center to Basey, Samar. Nevertheless, I was accommodated for my needs and they were willing to help me connect with Samar Lending Center.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
It would be better if the encashment of MOOE check from Deped at different branch would be free because it's a government agency and the processing fee is not allowed to charge in the liquidation .So probably the processing fee will be personally shoulder by the pettycash custodian of the school .	1
It would be better if there will two ATM outside for faster and better service. Thank you Landbank Candelaria.	1
It would be better if they always have ATM cards available so that we do not have to return to claim the card.	1
It would be more convenient to add more manpower to cater more people simultaneously	1
It's good at all	1
ito ay mababait ang mga teller sa landbank at tuturuan nila kung paano gawin para paulit uli gawin at para madali matuto,,,,,Maraming salamat po	1
Ito ay mabuti at maaasahan	1
Ito ay subrang nakaka tulong sa mga taong nag susurvey kaya salamat .	1
Ito Po ay malaking tulong saaming pamilya Lalo na sa pag aaral ng aming mga anak	1
It's a good for us , as a costumer.	1
It's a great job	1
Its about atm, permi Unavailble in busy time	1
IT'S ACCOMODATING AND VERY GOOS SEVICE! KEEP UP	1
its all fine	1
its all good	1
It's all good and the service is excellent.	1
ITS ALL OK AND GOOD	1
Its good	1
It's good Naman but ang masasabi ko lng Meron sanang mag tutor SA nga mag o online banking	1
It's great!	1
It's much better to provide numbers while waiting for the office hours. Because many of them came early however they got inside last. Still the service is good.	1
its my first time and the service are good and I'm satisfied	1
It's my first time here at this branch... Sinacaban Branch.... And it's good nice accommodation guard and teller are accommodating good.. They are kind...	1
It's my first time here. Keep up the good work!	1
Its nice nothing else	1
It's nice. nothing to suggest	1
Its ok	1
Its ok.	1
Its ok...	1
It's okay	2
it's okay I don't find the service bad	1
It's okay. Transaction was normal!	1
Its okey	1
Its really good and approachable	1
It's really nice	1
It's very good, service that's all	1
Its very helping for me	1
ituloy lang ang magandang pakikipag usap sa costomer	1
Ituloy lang ang pagiging responsable sa trabaho	1
Ituloy tuloy lang po ang pagiging makatao at tapat sa kapwa at maging pantay sa lahat	1
Iwasan Ang offline Kasi humahaba pila..	1
IYONG ADA I-HONOR IYONG AGREEMENT PARA SA NEGOSYO SA COOP. KUNG PWEDE NA MAI-BLOCKED IYONG ACCOUNT NG MGA ABUSER. MAGANDA ANG LANDBANK MABABAIT ANG MGA TAO SA BRANCH.	1
IYONG NARANASAN KO NANGULIT AKO TUMAWAG AKO NG TUMAWAG MATAGAL NAIBALIK UMABOT AKO HANGGANG GABI PARA MAG FOLLOW UP. SANA MAGING CONSISTENT KUNG ANO ANG DATE AT TIME NA IBINIGAY GAWIN DAPAT.	1
Jacque has been very helpful.	1
Jay number naman pero inuuna yung mga hiking dumadating	1
Job well done po	1
Job well done. Well inform customer	1
Just always loyal on your work and pray to God always	1
Just always smile and responsible for every client thank you🤎	1
Just be consistent in serving your clients. Thank you	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
just be consistent on the way they treat on doing their job well and their clients, consistency is the key	1
Just be kind. Thank you	1
just be more friendly	1
Just be yourself and always ready to smile to the customer.	1
Just continue	2
just continue the good performance to every one.	1
Just continue the good services and proper treatment.	1
Just continue the good work	2
just continue to serve better	1
Just continue what you are Doing. =)	1
Just continue your being approachable and nice to the customers.	1
Just continue your good service	1
just do ur responsibility as employees here	1
just do your best	1
Just doing a job properly and more patient to those people who wants to know your services	1
Just entertain costumer in a good service so that they will love it.	1
Just follow the rules	1
Just give a comfortable waiting area for the client especially nowadays its so hot.	1
Just hope giving number fir any trascation is fair enough during the pila out side the bank.	1
Just keep good seevice	1
just keep improving kudos!	1
just keep it up	2
Just keep it up and always accommodate customer with smile	1
Just keep it up the good services	1
Just keep my money safe	1
Just keep the good services	1
Just keep up the good practice.	1
Just keep up the good work	2
JUST KEEP UP THE GOOD WORK ADN CONTINUE DOING WHAT YOU ALL BEEN DOING	1
Just keep up the good work!	1
just keep up the good work, god bless!	1
Just keep up the good work. God bless	1
Just maintain it.	1
Just maintain what you have started in handling the bank hours and bear in mind to always put cash on the atm machine.	1
Just make that your service will be more active and fast because there times i spent hours in the bank which is my work is also affected	1
Just pay attention at all time	1
Just priority to serve the needs of your client..	1
just smile??	1
Just smilenwhen you accomodating customers	1
Just stay still	1
Just stay what are you doing all goods	1
Just the waiting area outside needs some improvement because most of the time is burning hot, and the staff are nice and helpful.	1
Just treat people well	1
Just waited in a jiffy	1
K	2
Kadalasan Mabagal Ang serbisyo sa teller.cguro government bank kaya marami Ang kleyente. I think this branch needs to add more teller.	1
Kahit malayo ang aming byahe , madali lamang natapos ang aming payout kahapon sa Nasugbu	1
Kailangan bilis kunti ang counter..	1
Kailangan lagi isalan g lang tiwala Ng kleyinte.	1
kailangan lang dagdagan ng staff	1
kailangan lang ng dagdag na empliyado kulang kc	1
Kailangan lang ng tapat na serbisyo , magalang at makatao.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Kailangan pa ng isang teller dahil mabagal ang usad ng pila sa deposit	1
kailangan panatiliing tumolong sa mga taong nangangailangan ng serbisyo nila	1
Kailangan sundin Ang patakaran o Ang dapat Gawin opang mapanatili Ang ating serbisyo o higit pa	1
Kailangan yung mga guard dapat kung may magtanong sa inyo na magpa assist, paki tulungan po at sana dapat pag pasok ng mga tao tanungin niyo kung anong kailangan..sa kabuuan wala na akong maipuna ..God Job po.	1
kalingan pagali ang unity	1
Kampante ako sa serbisyo ng landbank sa bawat customer, mabilis anhg proseso.	1
Kapag offline sana sabihin ng agaran para naman sa aming mga costomer	1
Karagdagang upuan ..	1
Kawin ang mga bagay kung saan ka mapadali sa transaction sa office,mag tulong tulungan	1
kaylangan po ng mahabang pasensya at laging dedecated sa work	1
Keek up the good work	3
keep approachable staff	1
Keep doing what hs been done	1
Keep doing what is the right to impose customer to service and emphasize the goodness and willingness to help the clients in everyday transactions.	1
keep doing.	1
Keep going	1
keep going, God bless!	1
Keep il the good work	1
Keep improving your system.	1
Keep it easy to the clients 🙂	1
keep it up	28
keep it up !	2
Keep it up 💪😍	1
Keep it up ...	1
keep it up :-)	1
keep it up ;)	1
Keep it up and the good work	1
Keep it up doing d good	1
Keep it up Ma'am/Sir.	1
Keep it up the good work	2
Keep it up the service is Good Thank you	1
Keep it up!	9
Keep it up! Nice a good work	1
Keep it up😍	1
Keep it up.	5
Keep it up. Kudos!	1
Keep it up. Thank you	1
Keep it up. Thanks for your service.	1
Keep it up..	1
KEEP ON GOING	1
Keep on good service	1
Keep on improving.	1
Keep on serving with dignity, honesty and joyful heart.	1
keep smiling	2
Keep the corteous attitude of your employees. God bless!	1
Keep the good work	2
Keep the good work.	1
Keep the quality service up!	1
Keep up	5
Keep up a good	1
Keep up a good performants	1
Keep up d good work	1
Keep up serving the people	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Keep up tha good wor	1
Keep up the good and quality service	1
KEEP UP THE GOOD BANK	1
Keep up the good eork	2
Keep up the good job	1
keep up the good job and god bless you always, thank you for your service :}	1
keep up the good service	2
Keep up the good service to the public/people	1
keep up the good service!	1
Keep up the good servive to your customer	1
Keep up the good w0rk	1
Keep up the good woek	1
Keep up the good wor	1
Keep up the Good Work	203
Keep up the good work 👍	1
Keep up the good work 👍👍	1
keep up the good work :)	1
Keep up the good work and continue a good governance in the service . .	1
Keep up the good work and continue helping people.	1
Keep up the good work and continue providing excellent costumer service.	1
Keep up the good work and God bless😇	1
keep up the good work and good service	1
Keep up the good work and more power	1
Keep up the good work and stay safe :)	1
Keep up the good work especialy in serving us.	1
Keep up the good work everyone!	1
Keep up the Good work God bless and more power	1
Keep up the good work lang po kayo	1
Keep up the good work ma'am	1
Keep up the good work of all personel	1
keep up the good work service.	1
Keep up the good work!	10
Keep up the good work! Thank you very much.	1
Keep up the good work!!	1
Keep up the good work!God bless and more power	1
Keep up the good work👍	1
Keep up the good work,	1
Keep up the good work.	17
Keep up the good work. God bless you all.	1
Keep up the good work. God bless.	1
keep up the good work..	2
Keep up the good work:)	1
Keep up the good works	3
Keep up the good works thank you	1
Keep up the good works, thank you	1
Keep up the goodwork	2
keep up the goodwork. Thank you..	1
Keep up the goodwork.??	1
Keep up the hoodwork	1
Keep up the quality service offered.	1
Keep up thegood service	1
Keep up thegood services in the filipino and for the filipino citizen	1
Keep up there good work	1
Keep up your good performance.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Keep Up!	2
keep up.	2
Keep working hard	1
keep your good work	1
Keep. Up the good work	1
keep.going thnkyou	1
Kept it up! Very Satisfied with the Service	1
Kerk up the good work	1
Kilangan Po mag dag dag Ng empleyado	1
kilangan po mag dagdag ng epleyado para sa mabilis na transaction, piro ok naman po, napakabait ng empleyado	1
Kind and approachable Mr. Dennis Soriano and Mr. Altares and Ms Gacad	1
kind guards and tellers fast service	1
Kind teller	1
Kind transaction	1
KINDLY ADD MORE MANPOWER FOR FASTER TRANSACTION IF POSSIBLE	1
kindly add working hours on 6 days per week	1
Kindly observe your guards	1
Kindly part the CC in a tarpaulin this could really help the clients	1
Kindly provode more seats for clients waiting outside	1
Kindly put a bigger print out (like a tarpaulin or poster) of the Citizen's Charter for everyone to see. Some need bigger letters to read and it's more accessible if it's readable	1
kindly SEPARATE fast transactions like IACCESS ACCOUNT UPDATE to those transactions that REQUIRES TO FILLOUT LONG FORMS like ACCOUNT OPENING because IT TAKES 30 mins to an HOUR. AS FOR AN UPDATING AN ACCOUNT, We are waiting in line for HOURS (on my case its 4 hours) in exchange for a less than 15 mins worth of transaction.	1
Kindly update ALL the Landbank branch contact numbers on your website.	1
Kindly use microphone or any device so we can hear clearly if our name will be mentoon	1
Kindness to all clients	1
Klarado mag paliwanag ang staff	1
Kodus!	1
Kodus!!!	1
Kontinto na Po ako sa inyong serbisyoSalamat and Godbless	1
Kontinto sa serbisyo	1
Kudos, job well done	1
Kudos. No more offline na sana tuloy tuloy 💯	1
Kulang ang staff	1
Kulang ng c.r at teller	1
Kulang Ng staff	1
Kulang ng teller / Dunay ka isa. Dugay nitawag ng number maay ganulat.	1
Kulang po yung mga tailer nyo.	1
kulang sa teller	1
Kulang sa teller dadalawa Kase sila	1
kulang sa teller kaya medyo mabagal ang osad ng pila dapat dagdagan.	1
Kullang ang teller	1
Kung ano man kadami ang teller sa morning and afrernoon, ganon din sana sa NOON BREAKA	1
Kung maari po maglagay ng bantay para sa pila..Kung may mahahabang pila sa labsan sa ATM MACHINE upang maiwasan ang mga taong sumisingggit na lamang...	1
Kung maari Po sana na bigyan nag upuan Ang mga tanong nagaantay sa labas Ng banggko.	1
Kung pwd lang sana wag masyadong humingi ng subrang daming requirements as long as ang colateral ay nasa bangko na at updated sa lahat ng payables due to bank.	1
kunti lang ang parking area mahirap pag walang kasamang driver.	1
Laban lang sa buhay	1
lack of chairs and lack of staff	1
Lack of good service	1
lack of teller	1
Lacking teller	1
Lage mag follow lng sa instructions	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Lagging masusumod ang patakaraan	1
Lagi lang po maging mababaet s mga tao at matulongin kung paano ang mga translation para maging maayos lalo ang mga sasagutan empi.	1
Lagi lang sila magbibigay ng notice sa mga myembro.	1
Lagi na Lang poh mag update f may pagbabago s service	1
Lagi pong offline sana maayos po yung connection para di matagal yung transaction	1
Laging magdasal at sumunod sa mga rules and.req..at maging tapat sa bawat isa....	1
Laging matapat sa lahat	1
Laging nakangite at habaan ang pasensiya sa trabaho pra gumanda ang araw ng serbisyo godblessyou po	1
Laging offline kaya natatagalan yung transaction	1
Laging offline pakiayos ng connection!	1
Laging updated	1
Laging updated sa lahat ng transaksyon	2
Lagung updated sa lahat ng sasabihin	1
Lagyan ng carbon yung mga oncoll, magdagdag ng pantatak at pakibilisan yung mga transaction. 40 mins ako maghintay para mag p verify	1
Lagyan po ng electric fan sa pilahan sa labas	1
Lahat ay nsa maayos	1
Lahat nman ay maayos n pamaraan at patakaran nsusunod s loob ng banko	1
Lakasan aircon	1
Lakihan Ang espasyo ng opisina at magdagdag ng empleyado para sa mas mabilis na tugon ng serbisyo	1
Lalo pang pag butihin	1
Lalo png mapaganda	1
Lanb bank employee are easy to approach	1
Land bank talaga	1
landbank bacoor atm has frequent problem/ hopefully put a sign that the machine has a problem especially on weekends	1
Landbank has a very good service	1
Landbank is getting close , we are so happy ! Staff are helpful and accomodating, excellent service!!!😊😊😊Thank you Landbank for coming to Plaridel!	1
landbank is ok and has easy process, it is just hard to reach the customer care hotline even after office hours	1
Landbank is the best bank🤟	1
Landbank province branches must be updated of new digital apps that are used by virtual or online workers for salary disbursement which are linked with Landbank accounts so when we inquire, they are knowledgeable of the new era digital apps too. So far, I appreciate the help of Sir. Joel of LBP Lagawe.	1
Landbank santiago city salamat sa serbisyo at magandang asal na pinapakita nup sa mga tao ??????	1
Landbank to Gcash problem	1
Landbanks can improve their services like more engage in digital transformation that can attract more customers and manage more effectively.	1
Landbank's check deposit transaction fees are higher than private banks. Hope they can lower it down	1
Lane for transaction and numbering	1
LBP service is excellent. They hear their client courteously & attend to the immediate need/service to client	1
Less waiting timeMore people who will accomodate	1
Lessen turn around time for transactions.Additional staff to cater to the volume of clientsImproved internet connectivity	1
lessen wait time for customers.	1
Let's go 😁 keep it up	1
Level up your your some services	1
Liene Pacete accomodating	1
LIENE PACETE very accomodating	1
Like ALL other banks, the tellers are smiling to clients... i think that is forgotten here because lots of clients	1
Listen to surveys.	1
Loan application should be one day only if possible to avoid more expenses of the applicants in needs.	1
Long queuing	1
long wait, offlinw for too long, had to go back and forth in the bank for 4 timea just to open an account	1
Long waiting time	1
Longer banking hours	1
Love God and respect each other.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Lovely	1
Lower fees especially if just barely outside metro manila	1
Lower rates	1
Lower your IB Fees	1
Ma ilis na serbisyo at maasahan	1
Ma ilis na transaction	1
Maaga kaming nakakuha ng aming withdrawal. Maayos ang transaksyon	1
Maagang pagbubukas	1
MAasahan	1
Maasahan at mabilis	1
Maasahan at mabilis Ang transaction	1
Maasikaso ang guard at magalang at empleyado	1
Maasikaso at e cater ka ang maayos ng mga employees	1
Maasikaso mga empleyado	1
Maasikaso mga empleyado s mga customer	1
Maasikaso mga employee	2
Maasikaso na serbisyo	1
Maasikaso naman sila	1
Maasikaso sila	1
Maasikaso sila lahat	1
Maasikaso sila sa mga taong pumapasok	1
Maasikaso yung mga staff	1
Maayo ang serbisyo dli hasol	1
Maayo elahang serbisyo sa mga tawo	1
maayo ilang sirbidyo	1
maayo kaayo ilang pagtagad sa mga klihente	1
Maayo muh MUTIMBYA UG COSTUMER	1
Maayo paspas ang transaction og bugnaw..	1
maayo sirbisyo	1
Maayos	2
Maayos . Magalang. Mabilis	1
Maayos Ang pag serbisyo po sa akin	1
maayos ang pag serbisyo sa mga tao.	1
maayos ang pag trato sa mga costumer	1
Maayos ang pakitutungo sa mga aplicanteDeli hasol	1
maayos ang pamamahala	1
Maayos ang pila	1
Maayos ang pila sa paghihintay	1
maayos ang proceso at walang palakasan ty	1
maayos ang serbisyo	5
Maayos ang serbisyo dito	1
Maayos ang serbisyo ng mga teller at staff ng landbank. Mabilis ang proceso	1
Maayos ang serbisyo nila mabilis maasikaso pa sila s mga tao	1
Maayos ang transaction at mababait ang mga staff	1
Maayos ang unyong serbisyo wala ako masabi.	1
maayos at kaaya aya	1
Maayos at mabilis	1
Maayos at mabilis magalang ang mga empleyado.	1
Maayos at madali	1
maayos at magalang ang staff na nag assist	1
Maayos at magalang makipag transact sa counter 2	1
maayos at maganda ang serbisyo ng banko	1
Maayos at maganda naman po ang inyong pagseserbisyo sa mga tao.lpagpatuloy lang po.	1
maayos at maganda po ang pakikitungo sa kanilang mga kliyente.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Maayos at magnda ang serbisyo	1
maayos at palangiti. Mababait ang mga guard.	1
maayos kausap ang teller, mabait at maasikaso. pero nakakairita ang sobrang init sa loob dahil walang aircon. parang ayaw ko n ulit pumasok sa loob.	1
maayos lahat at magandanang pakikitungo ng lahat dito	1
Maayos mag entertain ng mga costumer	1
maayos mag-explain at hindi nagmamadali yung mga nasa branch	1
Maayos n po very helpful po cla	1
Maayos na instruction para sa maayos at mabilis na pila.	1
Maayos na kooperasyon	1
maayos na pag lingkod sa opisina	1
Maayos na pag pila ng mga tao	1
Maayos na pagbtanggap	1
Maayos na pamamalakad	1
Maayos na pamamalakad, matulungin.	1
Maayos na pila	1
Maayos na serbesyo	2
Maayos na serbisyo	7
maayos na serbisyo sa mga kleyente	1
Maayos na serbisyo.	1
Maayos na serbisyon	1
Maayos na signages papuntang parking area	1
Maayos naman ang pamamalakad sa branch na ito.	1
Maayos naman at sobrang bait NG mga empleyado	1
Maayos naman kaya wala na akong maiisuggest	2
Maayos naman po,dagdg teller lng po cguro	1
Maayos namn Po ang serbisyo	1
Maayos nmng ang serbisyo na ibigay ng Landbank nung ako ay nag OTC at kumuha ng cashcard..	1
Maayos nmng po	2
Maayos po ang inyong serbesyo	1
Maayos po Ang inyong serbisyo	2
Maayos po ang knilang serbisyo	1
maayos po ang pakikitungo saakin at mabait	1
Maayos po ang pakikitungo saamin.	1
Maayos po ang sebisyo	1
Maayos po ang serbisyo	1
Maayos po na serbisyo	1
Maayos po sila makipag usap atn mag asikaso ng tao	1
Maayos talaga Ang pamamalakad nang landbank	1
Maayozs thank you sa landbank	1
maayu ang serbisyo ug friendly ang mga staff..ilabina sa mga guard..	1
Maayu ang serbisyo..wlay hasol..	1
Maayung serbisyo	2
Maayus	1
Maayus at mabilis ang transaction	1
maayus makpgharap sa mga customer	1
Maayus na system hindi ngooffline,	1
Maayus naman	1
Maayus naman magbigay ng serbisyo	1
Maayus po	1
maayus po akong inasikaso sa Opisi ng Landbank	1
Mababait ang empleyado	2
mababait ang mga empleyado	1
mababait ang mga empleyado ng landbank at friendly din sila	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Mababait ang mga staff, tinutulungan ako pag may mga di ako alam sa transaction ko.	1
Mababait ang mga teller sina Marjoanne P. Comiso at Maria Ethel G. Catalla	1
Mababait ang office staff	1
mababait at magalang sa customer	1
Mababait at magaling silangnmagpaliwanag sa mga dapat na gawin	1
Mababait pagtrato nila saamin	1
mababait po ang employee at maasikaso mabilis ang transaktion	1
Mababait po ang staff and fast service	1
Mababait yung mga staff	1
Mabagal	1
mabagal ang serbisyo	1
Mabagal lang po ang queuing process sa verification counter 6	1
mabagal mag process, need more staff	1
mabagal po transaction kapag magwithdraw,	1
Mabagal po yung connection kaya po medyo Mabagal yung transaction, mababait naman po yung mga staff	1
Mabagal po yung connection, please fix it!	1
Mabagal po yung internet connection kaya matagal ang pag process ng mga documents.	1
Mabagal yung transaction sa pag open ng new accounts. Sana maiproved po ito.	1
mabait	1
Mabait and accommodating staffs.. God Bless po.	1
Mabait ang in charge at Sana maging lite branch nato.	1
mabait ang madaling makausap ang mga empleyado	1
Mabait ang staff at tumutulong	1
mabait at maasikaso po si ma'am sa mga client niya. Chalita B. Sesno	1
Mabait at mahusay	1
Mabait at matulongin ang mga guard at staff	1
mabait at matulongin sa kapwa	1
Mabait lagi	1
Mabait mga empleyado	7
Mabait mga empleyado	1
Mabait mga employee	1
Mabait naman po iyong nag-asikaso ng papers ko kaya ok lang. But in behalf of other clienteles, especially mga matatanda, sana po medjo pakibilisan kasi naiinip at matagal na po pala yung mga katabi ko na nakapila. Palagi po kasing alis nang alis daw yong isa na worker at napansin ko rin po iyon. Quarter to 1 po ako nakarating sa LB at nakalabas na noong 4:03, matagal but it's worth it naman. Thanks.	1
Mabait sila	1
Mabait yung ibang teller	1
Mabigyan pa Ang ibng mamamayan n nangangailan Ng pantawid program na ito	1
Mabigyan pa po kami ng maayos na serbisyo Ang bawat pantawid program	1
mabigyan po ng maayos na serbisyo ang pantawid program	1
Mabilis	10
mabilis ang kanilang transaction at madaling clang tanungan	1
mabilis ang pag proseso kasi minsan natagal po ang reklamo dahil sa pagpasa-pasa	1
Mabilis ang processo	1
Mabilis ang proseso ng kanila opesina	1
Mabilis ang proseso nila	1
Mabilis ang proseso sa land bank.	1
Mabilis ang response ko sa inquiries thru email sa customer service akala ko ay magwawait ako ng 1 week. Pero hindi. Pero mas magiging maayos at maganda kung matutulungan ako maparefund ang binayad. Ko. Thank you so much	1
mabilis ang serbisyo	2
Mabilis ang serbisyo at mababait ang mga impelyado	1
Mabilis ang serbisyo nila	1
MABILIS ANG SERBISYO PARA SA CLAIM OF ATM	1
Mabilis ang transaction at mabait ang teller	1
Mabilis ang Transaction mababait pa ang mga empleyado	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Mabilis at maaasahan	2
Mabilis at maayos	1
Mabilis at maayos ang pag bibigay ng mga serbisyo.. Salamat po	1
Mabilis at maayos makipag usap ang tao dito	1
Mabilis at maayos na pag serbisyo para sa mga katulad kung Filipino.	1
MabiLIS AT maayos na pAG SESERBISYO	1
Mabilis at maayos naman ang transaction	1
Mabilis at mababait ang mga employees	1
Mabilis at mababait ng mga staff	1
Mabilis at maganda	1
Mabilis at maganda ang serbisyo nila	1
Mabilis c Teller	1
Mabilis kung Ang mga epleyado ay lahat mabilis pero alam ko Naman na Ang iba mga epleyado ay baghan pa.	1
Mabilis makontak ang mga empleyado pagmay mga kailangan itanong.	1
Mabilis n serbiyo po	1
Mabilis na pagtulong at mababait na tao salamt sa nag asikaso sa akin sa pag online	1
Mabilis na proseso at maganda trabaho ng taga landbank	1
Mabilis na proseso at serbisyo.	1
Mabilis na serbisyo	6
Mabilis na sirbisyo	1
Mabilis na transaction	2
Mabilis na transakyon	1
Mabilis nakakatong sa mga tao at ma hubilis hanapin	1
Mabilis naman ang transaction at mabait ang mga staff,	1
mabilis naman po ang service ng landbank	1
Mabilis po ang service ng mga Teller	1
Mabilis po serbisyo	1
Mabilis sila mag assist	1
Mabilis transaction 💯	1
Mabilis trasaction	1
Mabilis yung service sa landbank and they treat customer right	1
mabilis yung transaction di naghintay ng matagal	1
Mabilisang pag pila	1
Mabilisang transaction	1
Mabilising transaction	1
mabilispo service	1
Mabils at mahuay	1
Mabubuting tao	1
Mabuhay po ang Landbank!	1
Mabuhay po ang Landbank! You are truly serving the nation!	1
mabuti amg kanilang serbisyo	1
Mabuti ang kanilang serbisyo	11
Mabuti ang kanilang serbisyo sa amin	3
mabuti ang kanilang serbisyo,maayos at mabuti ang kanilang trato sa mga tao	1
Mabuti ang nakuha kong serbisyo mula sa mga emplyado	1
Mabuti ang pag trato nila sa amin	2
mabuti ang serbisyo na binigay sa akin.	1
mabuti ang serbisyo nila..satisfied naman ako sa kanilang serbisyo..	1
Mabuti clang mag approach sa mga kleyente	1
Mabuti na ang serbisyo	1
Mabuti na ang services ng gobyerno	1
MaButi naman ang kanilang asikaso.	1
Mabuti naman ang kanilang serbisyo	1
mabuti naman ang pag serbisyo nang landbank	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Mabuti naman ang pamamalakad. Walang dapat baguhin.	1
Mabuti naman po	1
mabuti naman sila makinpag operate mabilis ang serbisyo	1
Mabuti nman ang inyong pagsirbisyo sa amim	1
mabuti nm	1
mabuti nm magdagdag lang ng teller	1
Mabuti nm po	1
Mabuti po	1
Mabuti po ang kanilang pakikitungo sa kanilang mga customer	1
mabuti po lahat ng mga serbisyo nila dito sa landbank.	1
Mabuti poh ang inyong serbisyo at ayos poh ang pakikitungo.	1
mabuti serbisyo	1
Mabuting mas ituro pa sa iba Ang kaalaman	1
Mabuting mga tao at magaling sa serbisyo	1
mabuting serbisyo	1
Madagdagan ang mag aassist sa mga tao upang hindi magkagulo	1
Madagdagan ng tent sa labas upang my masilungan Ang mga tao habang nag aantay	1
Madalang	1
Madali akong naintertine	1
madali ang process ??	1
Madali lamang ang naging pila namin sa pay out	1
madali lang magtransact	1
Madali mg serbisyo	1
madali ra ilang transactions	1
Madaling Mag Process ng mga Atm	1
Madaling mag transac	1
madaling mag transact	1
Madaling mag withdraw	1
Madaling magtracsaction...sana lagyan cla ng elevator Kasi 3rd floor...thank you.	1
madaling magtransac	1
madaling magtransact	2
madalu lang magtransact	1
Mag add pa po ng isang window para mas easy at mapadali ang serbisyo sa mamamayan	1
mag aga pr mk tapos agad ng tansaction	1
Mag dag dag bg teller	1
Mag dagdag nang taohan.	1
Mag dagdag ng tauhan para mapabilis ang transaksyon para maiwasan ang pagka inip habang nag hihintay	1
mag dagdag ng teller😀	1
Mag dagdag pa ng para mas lalong bumilis ang serbiayo	1
Mag dungag ug empleyado para mas mo dali pa ang transaction	1
Mag hire ng isa pa teller, para ma pasali ang mga transaction.	1
Mag ISO na kayo	1
Mag naroon ng negosyo para May sariling kita	1
Mag pautang naman kayo	1
Mag update ng tamang araw ara s pay out	1
MAGAGALING ANG STAFF AT MABABAIT	1
Magalang at maasikaso taugan	1
Magaling silang lahat .??	1
maganda	4
Maganda ang epinakita sa client slamat po.	1
Maganda ang inyong serbisyo	2
Maganda ang kanilang transaksyon at mabait sila	1
Maganda ang pag aasikaso sa landbank at mabubuti ang mga Tao.	1
Maganda Ang pagpalakad nang kanilang serbisyo	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
maganda ang pagsebisyo	1
Maganda ang pagtrato	1
Maganda ang serbisyo	2
Maganda ang serbisyo ang aking idinulog ay kanilang nasagot. Salamat Godbless	1
Maganda ang serbisyo at naka approachable nag mga teller	1
maganda ang serbisyo nang inyong tanggapan	1
maganda ang serbisyo ng land bank at magaling ang mga namamahala dito salamat po	1
Maganda ang serbisyo ng landbank	1
Maganda Ang serbisyo ng landbank sa mga kagaya namin mga 4ps Maraming salamat po??????	1
maganda ang serbisyo Ng LBP - Capistrano	1
maganda ang serbisyo ng mga staff nila...😊	1
Maganda ang serbisyo nila	2
Maganda ang serbisyo nila kya wla n ako masasabi pa	1
Maganda ang serbisyo niyo.	1
Maganda ang serbisyo sana palagi	1
maganda ang service	2
Maganda ang sistema	1
Maganda at maayos	1
maganda at maayos ang inyong serbisyo	1
maganda at maayos ang pagtrato sa mga costomer	1
maganda at maayos ang serbisyo nang landbank	1
Maganda at maayos ang services	1
Maganda at maayos n ang serbisyo	1
Maganda at maayos na serbisyo	1
Maganda at mabilis lang po ang serbisyo.	1
Maganda at mabilis n serbisyo Have a good day	1
Maganda at mabuti ang pagkatrabaho	1
Maganda at maraming salamat po	1
Maganda din po kung magkakaroon ng kiosk regarding sa numbers ng transaction.	1
maganda dito sa landbank kasi ma dali lang mag deposet at mag withdraw ng pera at mabait ang mga employee nila	1
Maganda n ang serbisyo	1
Maganda Naman po yong service nila sa land bank calbayog	1
Maganda naman po yung service ninyo po kaso natatagalan po yung transaction namin kasi lagi pong naooffline, Sana po palakasin niyo po yung connection ng Marawi branch kasi wala naman pong problema sa mga personnel ang may problema po ay yung connection kaya Sana po mabigyan pansin po ito... Salamat po! Mabuhay po kayo! Allahu akbar!	1
Maganda naman po yung services nang nag interview skin na pangalawa mabait at magaling makipag usap hnd katuñad nong unang pasok ko na tinanungan ko parang may ????????	1
Maganda naman yung serbisyo nila pero nangangailangan pa rin ng mas magandang improvements para all happy.Sana all happy.	1
Maganda napo ang inyong mga serbisyo	1
Maganda napo Ang serbisyo	1
Maganda pag may Cueng number para Hindi masyadong mabagal ang processo	1
Maganda po	1
Maganda po ang inyong pag serbesyo..wala po ako masabi	1
Maganda po Ang inyong serbisyo	1
maganda po ang kanilang serbisyo sa lients ng papa salamat po kame na mayrong landbank thank you po!	1
Maganda po ang serbisyo	1
Maganda po ang serbisyo nyo	1
Maganda po ang serbisyo salamat po	1
maganda po serbisyo ng landbank	1
maganda po yung serbisyo walang husle	1
maganda serbisyo at mabilis	1
Magandabang serbisyo	1
Magandang pag sebisyo	1
Magandang pakikipag tungo sa mga client	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Magandang serbisyo	12
Magandang serbisyu	2
Magdagdag kayo ng new accounts staff	1
Magdagdag nang employee	1
magdagdag ng karagdagang empleyado upang mapabilis	1
magdagdag ng mag assest	1
Magdagdag ng tauhan at chairs para makaupo naman ng maayos ang mga clients.	1
Magdagdag ng teller	5
magdagdag pa ng ibang branch	1
magiging kamay at mata ng mgamamamayan at wag maging kurap. Isang mabuti at magndang ehemplo sabawat tao. Ibigay kung ano ang kanilang pangangailangan at ayusin nila ang kalakaran ng isang bansa o lugar na kung saan nagbibigay ito ng tamang serbisyo sa mga tao ang serbisyo na ibinibigay sa mga taong nangangailangan lalo na sa mga mahihirap aynakakatulong ito dahil mas mapapabuti ang mga naghihirap	1
magin mabuti sa customer sa araw araw nang opisina	1
Maging active sa system para walang delay	1
Maging available po siya kahit offline para nachecheck namin kahit walang load.	1
maging fair lang po sa lahat to be treated well too back	1
Maging good vibes lang poh sana sa mga costumer	1
Maging good vibes lang poh tayo sa mga costumer natin salamat poh	1
Maging kamay at mata Ng mga mamayan at wag maging kurap.Isang mabuting ang magandang ehemplo sa bawat tao	1
Maging lalong mapag mahal sa customers ang always accompanied them as a good model .	1
Maging ma respeto at matulongin	1
Maging maayos	1
Maging maayos ang pag asukaso sa lahat ng napasok sa landbank	1
Maging maayos ang pakikitungo sa bawat isa . Maging tapat at palaging magkaroon ng mabuting puso	1
maging maayos ang pakikitungo sa mga napinta sa bangko	1
Maging maayos Ang pakitungo sa mga costumers	1
Maging maayos at mabilis at ayos ang pag aasikaso	1
Maging maayos at sumunod sa mga serbisyo.	1
Maging maayus	1
Maging mabait	2
Maging mabait at magalang sa mga costumers, at sapat na serbisyo.	1
Maging mabait lang po sa mga tao	1
Maging mabait pa at makikipgkapwa tao at dpat wlang pinipili kht anuman ang estado s buhay	1
MAGING MABAIT SILA	1
Maging mabilis ang serbisyo	1
maging mabilis ang transaksyon sa anumang oras	1
Maging mabuti ang pamamalakad.	1
Maging magalang at mabuting kapwa sa nangangailan Maging ma0ag pasensya	1
Maging magalang sa mga cliente at makisama	1
Maging maingat sa lahat ng oras	1
Maging mapabuti ang lakaran ng bawat isa at maging maayos na pamamaraan	1
Maging mas makaalaman pa sa lahat ng bagay ng sa gayun ay mas lalo pang mapabuti ang serbisyo.	1
Maging masipag at loyalty sa yrbho	1
Maging masunurin..	1
maging matapat	1
maging matiyaga	1
Maging matulungin at magalang	1
Maging responsable	1
Maging tapat	1
maging tapat sa serbisyo	1
Magkaron Ng karagdagang pautang	1
Magkaroon ng bawat schedule Ang bawat brgy. Para mapaayos Ang inyong serbisyo.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Magkaroon ng digital o monitor ng cistomer serving number paraang mga pumila ay malaman palang sa labas palang kung turn na nila para hindi naiipon ang mga tao sa loob ng bangko para makita nga mga tao namalayo pa ang numero nila ay pwede nilangbalikannalang para hindi magantay ng matagal sa loobng bangko	1
Magkaroon ng karagdagang masisilungan	1
Magkaroon ng karagdagang upuan at masisilungan	1
Magkaroon ng respeto sa isa't Isa Lalo na pag may Hindi alam sa mga transaksyon Ang mga membroyo ng 4ps.	1
Magkaroon ng respeto sa isa't isa lalo na pag may katanungan o hindi.alam ang mga grantee o 4ps member.	1
Magkaroon po ng magandang transaksyon	1
Magkaroon po ng maraming staffs na makacater sa mga clients para maging mabilis po ang transaction ng bawat customer	1
Maglaan ng lane para sa Government Office	1
Maglaan ng taong mag aassist para sa iba pang transaction.At bigyan ng komportableng mauupuan.	1
Maglagay ng karagdagang upuan sa pila	1
Magnda ang kanilqng serbisyo....panatilihin po sana ito	1
Magpapakabuti	1
Magsipag lang palagi	1
Magsipag pa po Lalo s serbisyo,I hope magsipag nman po lagi kau,	1
MAGSUNOD PO sa patakaran para madali ang prosesso	1
Magtanong para Malaman ang gagawin	1
Magtinabangay kon daghan Client	1
magtrabo ng maayis at sumunod sa pinakamataas	1
Magtulong tulong para mapabuti Ang serbisyo sa bayan	1
Magtulongtulungan	1
magtulungan	1
Magtulungan kaming lahat,	1
Magtulungan kaming lahat.	2
Mahalaga at mabilis na prosiso	1
Mahalin at ibigay ang totoong serbisyo sa mga costumers.	1
Mahina ang system sa nga new account. Aabotin maghapon. Sana bilisan pareho sa ibang mga bangko. Pero bawi naman sa mga staff at security guard kasi welcome2 lahat very accomodating	1
Mahusay	2
Mahusay magserbisyo ang mga tao at magalang.	1
mahusay na pakikisama	1
Mahusay, salamat	1
Mahuyas lhat ng empleyado	1
Maingay po more training pa po sa security na panatilihing tajmhimik sa loob ng bank	1
Maintaim cleanliness	1
maintain a good service	1
Maintain always the good and quality service for the clients like us.	1
Maintain always the good quality service and compassion for the clients.	1
maintain and sustain a good service to client	1
Maintain fair treatment	1
Maintain good network signal. Establish more branches and ATMs to access by the public.	1
Maintain proper qualifications..	1
Maintain the good service that the manchine implementing	1
MAINTAIN THE GOOD SERVICE.	1
Maintain the good services rendered	1
Maintain the good work	1
Maintain your good services to your client, congratulations as always smiling frontliner	1
Maintaining good quality service towards customers	1
Maintened the process	1
Maipapayo ko lamang na mas padaliin ang transaksyon lalo na para sa mga senior citizen na kagaya ko at sanay mabigyan sila ng priority para mas mapadali ang transaksyon at mas makatutulong narin saaming mga matatanda na, maraming salamat!	1
Makatabang madali	1
Make an official facebook page.	1
Make CC easy to read from a far	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
make digital online forms for easier application?	1
make each transaction organized. separate priority lane from regular one	1
Make it 8:00am open	1
Make it fast for processing	1
make it fast for transaction	1
Make loanable amount higher in SL	1
make service as fast as possible	1
Make strategy. I have been in different banks and branch thats proactive. You have a big branch with 5 counter but your service is not satisfactory. (Don't tell me marami kayong ginagawa and i know it because i worked there before but we make sure to give fast service to our clients) You can review your cctv how much time has wasted for your clients to make a transactions . For 1 transaction i waited almost an hour. The manager should always check the service of its employee.	1
Make sure your online services are responding well especially your online banking system! It takes forever to register	1
Make the CC bigger and more visible or easily to see	1
Make the CC more visible	1
Make the CC more visible. It should be placed in front of the clients, not at the back.	1
Make the Citizens Charter more visible.	1
Make the Cittizens Charter easy to see as stated in R.A . 11032.	1
Make the process more quick, especially the process of days so that a lot of people can avail more faster satisfied.	1
Make the significant information more visible	1
Make the transaction computerized for the convince of the clients especially in filling up the deposit slip	1
make the transactions faster..	1
Make transactions even faster	1
makikipagtulungan at makikipag samahaan	1
Making observed always	1
Making transactions quite faster esp sa deposits...	1
Making tulong para sa mga batang ng aral	1
makipag cooperate	1
Makipag usap Ng maayos sa mga tao	1
makipag-cooperate	1
MAKITUNGO LANG PO NG MABUTI SA INYONG MGA CUSTOMER.	1
Malaking tulong	6
Malaking tulong po ang serbisyong pinagkaloob niyo po sa amin,lalong lalo na sa pangangailangan ng mga bata sa kanilang pag-aaral.Sana marami pa po kayong matulungan.	1
Malaking tulong po sa Amin	1
malawak na kaalam po para sa lahat naganda iton service pagkat naiitindihan sya	1
malawak na pangunawa at maayos na serbisyo	1
Malawak na pangunawa at pasensya sa mga client	1
Malinis at tahimik sa loob.	1
Man force so that all people will be accommodated well	1
Mananatili ako sa landbank	1
Mananatiling mag pahalaga ng tao	1
manghinaot ko nga magpadayon ra gihapon ang maayong pagserbisyo sa mga katawhan hangtod sa hangtod salamat	1
Manpower	1
manpower to cater fast transaction	1
Mapa ayos Ang service Ng ATM	1
Mapa bilis pang lalo para mas maganda	1
mapaayos ang pila	6
mapaayos pila	1
Mapaayos po kmi lagi sa schedule ng pagpunta sa landbank.	1
Mapabilis ang proseso ng transaksyon	1
Mapabilis pa Ang ttranstion	1
mapabilis po sana next time ang transaksyon	1
Mapabuti ang opisina sa gobyerno ng mga staff at kailangan ingatan ang mga ito,	1
Mapabuti pa po ang serbisyong maibigay sa aming pantawid program ang in yong magandang srbisyo at mabigyan papo ang nangangailan upang malampasan ang kahirapan	1
Mapadali ang pagkuha	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Mapag Buti sa serbisyo sa mga tao.	1
Mapalakas at mapabilis pa ang proseso ng paglakad ng kaailangan ng mga tao	1
Mapanatili ang pakikipagkapwa tao	1
Mapanatiliin maayos mkipaga usap at mkipag ugnayan	1
mapapabuti ang ating serbisyo kung tayo ay mag tulungan at magturo kung anong dapat gawin sa ikakabuti ng ating serbisyo	1
Mapapabuti ang serbisyo dahil nakakatulong Ito Makita ang mga bahay na dapat ayusin	1
Mapapabuti Kung kmi makipagtulungan	1
Mapapabuti pa Ang inyong serbisyo sa pamamagitan n pag asikaso sa mga miyembro at aplikante maraming salamat po at pagpalain kayo Ng panginoong diyos	1
Mapapabuti pa Ang inyong serbisyo sa pamamagitan Ng pag aasikaso sa mga miyembro at aplikante maraming salamat Po at pagpalain kayo Ng panginoong diyos	1
Mapapabuti pa po siguro na dapat po may mas maayos na upuan or sariling lane po ang mga Senior Citizen	1
Mapapabuti po niyo ang serbisyo niyo po kasi po ina asikaso niyo po ng mabuti ang serbisyo niyo po.	1
Mara ming slamt	1
marami client, maliit staff sa teller	1
Marami pa sanang ma improve sa inyong serbisyo dahil ito'y nakakabuti.	1
Maraming Clients Dito, kadalasan Barangay Official	1
Maraming natutulungan po ang 4pis at ang land bank	1
Maraming Salamat po	1
Maraming salamt po sa mabilis na pag tulong at mabilis na serbisyo matyaga napakabuti ng sekretarya sa pagtulong sa akin sa pag online lalo na sa may edad na katulad ko na hindi marunong sa computer	1
Maraming tao, pro mabilis ang transaction	1
Maring mapanuri	1
Marunong tumanggap ng transaction	1
Mas agimg palangiti lagw aa mga customer	1
Mas along mapapabilis wala ng hassle	1
Mas bigyan pa ng pansin ang maayos na sistema sa pagsiserbisyo	1
Mas damihan pa po sana yung teller incase na madaming tao ang nag iinquire kay landbank	1
Mas ipakita ang pagiging hospitable at magandang service.	1
Mas lakasan boses or magkaron ng mic pag tatawagin number	1
Mas lalo madali ang mag transcation.	1
mas lalo pa pagandahin at pagbutihin na me respect hindi lamang sa matataas na tao kundi pati ang mga me mababang uri. ng lipunan.	1
Mas Lalo pang mapabuti ang serbisyo sa mga beneficiary at miyembro	1
Mas Lalo pang pagandahin ung pgseserbisyo	1
Mas lalong tumulong sa mga mahihirap lalo na sa mga nangangailangan sa buhay tulad nang maraming anak na nahihirapan na mapag aral dahil walang sapat na financial.	1
Mas maayos po sana ang pag assits ng mga gwardya...hindi sana masusungit	1
mas mabilis ang transaction sa pagpila	1
Mas mabilis na serbisyo	1
mas mabilis pa sana ang releasing ng loan	1
Mas mabilis pang proseso Ng pag binigay Ng ATM salamat	1
Mas mabilis po na pagpasok ng approval ng advise mula sa capitol. Thank you po	1
Mas mabuti napo at very accommodating	1
mas madali ang paghatag sa atm	1
Mas maganda lalo ang sirbrsyo ngaun.	1
Mas maganda po kung ibalik deto sa Boracay ang Landbank.	1
Mas maging approachable lang po sana yung mga security guards.	1
mas malakas na boses sa pagtawag ng number or display yung number sa harap para mkita agd ng mga nagbbyad.thank you po	1
Mas mapaayos na pag tawag sa number nang pag kaka sunod sunod	1
Mas mapabilis ang process	1
Mas mapabilis pa ang transaction kapag maraming nag transaction.	1
Mas mapabilis pa sana ang service	1
Mas mapabilis sana ang serbisyo	1
Mas mapabuti pa ang serbisyo nila sa kaniang mga client.	1
mas mapadali ang paghatag sa atm	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
mas mapadalli ang paghatag sa atm	1
mas mapapabuti dahil makakatulong po sa mga tao	1
mas mapapabuti pa kung madami ang mga staff para mapa dali ang pag transaction dto sa landbank.	1
Mas mapapabuti papo Ang pantawid pamilyang pilipino kung Hinde po mawawala Ang 4ps..	1
Mas marami pa po sanang nagtatrabaho dito po sa Other NAC services para po mas mabilis po yung proseso	1
Mas marami pa sanang ATM machines	1
Mas maraming kaalaman pa	1
Mas maraming trabahador mas mas mapabilis matatapos ang trasaction	1
Mas ok kung naka integrate na ang payment sa pag process ng document sa iisang desk.	1
Mas ok po sana kung madadagdagan ang upuan kapag maghihintay sa labas ng banko un lang po	1
Mas ok po siguro kung ATM	1
mas pag butihin ang mga pag asikaso sa customer	1
Mas pagbuhan pa Ang serbisyo parA sa tao	1
Mas pagbutihin pa lalo pra Mabilis ang takbo ng company.Yon lamang po at maraming salamat.	1
Mas pahabain pa sana ng mga empleyado ang pasensya nila kasi hindi naman namin alam lahat kaya kami tanong ng tanong	1
Mas palawigin pa ang serbisyo para sa mhihirap	1
mas pina iigting ang seguridad ng mga tao s labas at loob ng bangko o opisina.	1
Mas pinabilis na transaction	1
mas pinag iigting ang seguridad ng mga cliente s loob at labas ng bangko	1
mas sayun unta namo ug naay monitor nga naka display adto makita ang priority number ug asa nga counter mo duol.	1
Mas unahin nyo po Yung unang nag pila po,na mas napaaga Ang punta..Thank you, more power and god bless.	1
Masabi agad ang transaction para malaman agad nila	1
Masaya ako sa inyong serbisyo na mabuti	1
masAya po	1
Masipag mag intertain	1
Masmaagap poh sa lahat ng transaction	1
Masyadong mabagal ang pag process ng application for salary loan...	1
MASYADONG MAHABA ANG PILA NIYO SA BANGKO. OKAY NAMAN ANG SERVICE.	1
Matagal	1
Matagal , Dumadag nang staff upang mapadali dahil maraming tao	1
Matagal ang pila dahil sa kulang ang staff.	1
Matagal ang process	1
Matagal ang proseso wala san online application sa mga senior since di namin alam ang online.	1
Matagal ang transaction	1
Matagal bago tinawag ang number. Mabagal ang serbisyo.	1
Matagal lang yng waiting sa landbank west ave branch since kulang yng staff. I waited for almost 3 hrs before ako na entertain just to open an account. I would like to commend Maam Cel for her hardwork and assistance, very smooth lang din transaction sakanya I would like to suggest lng na padamihan yng staff especially sa opening ng new account para hndi rin burnout yng staffs and pra mas mabilis yng magiging queue.	1
Matagal lang yng waiting sa landbank west ave branch since kulang yng staff. I waited for almost 3 hrs. Mabuti nalang mabait yng nag assist saakin, very helpful, and gumagawa sia ng paraan to satisfy her clients despite the long queue. I would like to commend Maam Cel for her hardwork and assistance, very smooth transaction sakanya I would like to suggest na padamihan yng staff esp sa opening ng new account para hndi rin burnout yng staffs and pra mas mabilis yng magiging queue.	1
Matagal na transakyon kasi walang teller, only 1 ang nagtake up ng deposit. Tnx. Need additional teller.	1
matagal transaction kc walang teller only 1 ang nag tatake up ng deposit tnx, need additional teller	1
Matulungin cla	1
Maupay an ira serbisyo	1
maupay nga pagserve san client po..	1
Mausahy ang inyong serbesyo	1
may all of the employees continue to work efficiently and effectively	1
may araw na mabagal sa cashier.	1
May be this institution will add more teller. Thank you	1
May Cr at canteen sa loob.	1
May i humbly request to simplify those requirements for loan processing to have a speedy availment of loan that could facilitate the growth of small entrepreneur. Time is so important during the needs of Kapitalization for business, time lost equals opportunity gone	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
May I kindly suggest to add the teller who assists the customers who open their account, it took me almost 7 hrs jsut to open an account. Anyways, Ms. Mayette Bondoc is very efficient and the guards are informative and accommodating. It's just that the flaws is on the time being spent in the bank. Thank you.	1
May magandang pag uugali sa mga kliyente maganda Ang serbisyo	1
MAY MAGANDANG SERBISYO AT MABILS ANG TRANSACTION	1
May malinaw na paliwanag at mas improve na pag tulong	1
May priority line ang government agency especially pag madami clients.	1
May we request to at least the Relationship Manager handling SM Prime account visit us at least twice a year.	1
Maybe a little renovation	1
Maybe make sure the atm's were available prior to our cc distribution schedule so we could utilize them all and avoid long lines on one ATM machine.	1
Maybe many servings that improve epically to our country. And I want to improve the landbank more .	1
Maybe more faster in the application process	1
Maybe more people assigned in each counter to accommodate more customers	1
maybe more teller for faster transaction thank you	1
Maybe put list of requirements in the website when opening an account based on the purpose. I searched for requirements to bring when opening an account but there was no other info as to what requirements are needed if you are opening for a dost scholarship.	1
Maybe the area make it more pleasing and formal that's all.	1
Maybe The Bank Need To add personal to attend to clients needs so that transaction time spent would be shorter	1
Maybe the requesting more chairs or even other entertainment for long waiting time in this office	1
Maybe the waiting time, it would be nice if becomes shorter	1
Maybe to improve the information campaign thru more Advertisements and campaigns	1
maybe we can access it online. update lng namn po ng fund transfer or di kaya pagka enroll ng iaccess isama na pag update sa fund transfer para hindi na pablk2,ang tagal pa namn matapos kht update lang ng fund transfer.	1
Maybe you can practice more patience to clients because not everyone knows how to do a bank transactions. Kindly explain what clients need to know. Thank you. I appreciate your service, Landbank OP.	1
Maybe you could include average handling time in your IPCR metrics.	1
Maybe you may add tellers in the windows for faster transaction	1
Mdali naman clang magtransact	1
Media announcement	1
Medjo lakihan yung fonts ng Citizens Charter kasi hindi yan makikita ng mga matatanda	1
Medyi mabalis	1
Medyo bilisan minsan	1
MEDYO DUGAY KAAYU MA CATER AND OPENING SA SCCOUNT	1
Medyo lagyan po ng mike Ang bawat teller mahina po boses Kase ND LAHAT ng tao malakas pandinig Meron po mga mahina Ang pandinig	1
Medyo matagal ang pila sa counter, kulang ng teller.	1
Medyo matagal ang release ng loan(number of days)	1
Medyo nahirapan ako mag online	1
medyo palakihin ang parking space ng mga client's	1
mejo matagal lang maghintay siguro sa dami ng tao or konti lang ang counter, over all approachable & very easy kausap & knowledgeable ang mga person	1
Mentain a good service to all and God Bless..	1
Mg dadagdag ng machine para kung marami ang mg widraw ay mapabilis lalo ang pila	1
mga buotan ang mga staff and approachable	1
mga gwapa ug approachble kaayu sila	1
Mganda po servbisyo nang landbAnk	1
Mgkaroon po kmi ng schedule Ang bawat brgy. Para mapaayos po sa labas Ang pila sa bawat transaksyon.	1
Midyo matagal kc nagiisa lang sya.	1
Minimize downtime by maintaining a stable/strong internet connections thus avoiding unnecessary delays in online transactions.	1
Minimungkahi ko na ung taanggapaan or opisina nila ay macaroon ng maayos na sarili tanggapan para sa mga client nila . Wala sila space para sa mga client nila . Pinapaupo kung san san lang. At sa processing ng loan sobra tagal at bagal ng processing	1
Minsan mag take ng 2 hours ang transaction ko magdeposit, sana mas mapadali next time ang transaction.	1
minsan matagal depende sa araw at dami ng tao pero ok naman ang transaction	1
Minsan offline dapat ayusin ni landbank ganitong problem	1
Miss Honey Pearl is strict and not entertaining, does not seem to smile and straight to the point. She should practice how to engage properly in person to person interaction since they are providing services to the Filipino people	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Miss Suzuki should smile more often when dealing with customers.	1
mjo.matagal ung nging transaction ko . sana nkhiwalay ung transaction n major and minor	1
Mkakabuti at nkakatulong ag cc	1
Mmababait po ang mga staff	1
Mmabait ang mga employee	1
Mo tagad dayun ng guard dayun mo tagad ditso sad ang teller manigurado jud silag pangutana unsay toyo. Thank you	1
More access of computer	1
More aircon for good convenience	1
More appraisers for fastest processing of loan applications	1
More ATM locations, hopefully	1
More ATM machine	1
More ATM machines (LCC Expressmart-Rawis)	1
More available and functioning CDMs will be a good addition to many of your local branch.	1
More bank personnel to accommodate the many transactions of the bank.	1
More bank tellers	1
More benches	1
More branch to establish	1
more branches	2
more chair outside	1
More chairs	1
More chairs and tent for those who wait outside	1
More chairs for clients and numbered of lane	1
More chairs	1
more chlar our side	1
More clerk sana para madali matapos an trabaho	1
More clerks for faster services	1
More comfortable chairs for the queue Provide car parking area Thermostat isn't functioning well or not enough. It's like pandemonium inside	1
More computer for iaccess enrollment	1
More coordination and instruction at guard's desk. As someone like me—a first timer, I needed staff to guide me what to do before entering the establishment. Thank you! Overall excellent service.	1
More copy of BIR payment slip	1
More counter	1
More counter	1
More counters and employee for much faster accomodations of clients	1
More designated counter for specific transaction	1
More efficient queuing	1
More efficient workforce	1
more employee	1
More employee to accomodate clients	1
More employee to other transaction.	1
More employees	2
More employees pa po para mabilis yung transaction	1
More employees to fast transaction	1
More employees to further assist the number of clients/customer	1
More employees to serve the client pls.	1
More evaluator	1
more firendly manner of dealing the customer	1
More friendly staff will be hired	1
More frontdesk/counter staff.	1
More good services to serve in your office	1
more guidelines or chat for clients/customers additional teller for fast services thank you :)	1
More improvement on time effecent	1
More improvement on transaction	1
More improvent on online services	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
More in email updates	1
More information	1
More information campaign	1
More information post in social media that relates to barangay transaction.	1
More man power	1
More manpower	1
More manpower for a faster transactions	1
More manpower for easy transaction.	1
More manpower please. tapos ang susungit pa ng mga teller	1
More manpower to attend clients	1
more money in atms especially during the holidays	1
More NAC	1
More new accounts (that also cater to other bank concerns) counter to thwart long waiting hours..there are clients who are not so keen on bank transactions-- hus, more time to attend to them..Mr. MARTIN BAÑEZ is a very efficient employee..thanks a lot..	1
More number of new accounts	1
More number to accommodate please	1
More on social platform to easy contact espically like me as an ofw	1
More operational tellers tp cater huge amount of customer to lessen time of waiting. Thanks. Hope to improve the waiting	1
More parking area	1
More patience and fast service	1
More patience pa sa mga seniserbisyuhan	1
More patient	1
More people on accounting for faster service	1
More personnel	4
More personnel so the can serve will not wait for time.	1
More personnel to accomodate numerous costumers	1
More personnel to assist to make transactions faster and not time consuming.	1
More personnel to cater the clients on a faster pace.	1
More power	3
More power & god bless!	1
More power and God Bless	2
More power and keep up the good services.	1
More power Landbank!	1
More Power po sa inyo!	1
More power to land bank	1
More Power!!!	1
more satisfied for the service	1
More seats	1
more seats for clients waiting outside for the clients to be comfortable	1
More seats outside	1
More service	1
More services to all clients trx for assess to me	1
more set outside	1
more sit down teller	1
More space for seats to accommodate more clients	1
More space for the client. Services are ok	1
more space or chairs for the incovinient of the costumer	1
More space to accommodate clients.	1
more space/chairs for the clients	1
more span for the client	1
More staff	1
More staff 😁	1
More staff available during busy days	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
More Staff for Faster transaction.	1
More staff in the branch	1
More staff office	1
more staff to assist	1
More staff to optimize services	1
more staffs	1
more teller	10
More teller and verifier	2
more teller for BIR transaction	1
more teller for faster transactions	1
More teller for more transactions	1
more teller pls	1
more teller thank you more power	1
More teller to assist client	1
more teller to assist clients	1
More teller to serve the clients	1
more teller to serve the clients thank you.	1
More teller!	1
More teller, separate, bir payment to deposits	1
more tellers	4
more tellers for faster transaction	2
More tellers for faster transactions.	1
More tellers please for faster transactions.	1
More tellers please.thank you & godbless	1
More tellers to accomodate clients timely and efficiently	1
More tellers to cater more clients	1
More tellers to make fast transactions	1
More tellers to serve for easier/faster banking service	1
More tellers...	1
More training pa sa mga employees lalo na sa mga nasa frontlines kasi sila yung madalas nakakausap ng mga clients. Sana na lang talaga huhuhu	1
More visible outside po para makita agad yung chair	1
More windows & tellers..	1
More windows to assist people	1
Morr staff to entairtin the clients	1
Most of the time, the tekkers assigned are angry at us. I am strongly suggesting na medyo bawas bawasan po NILA yung pagsusungit kc po nakaksama talaga ng loon. Feeling ko po nagmumukha making tanga at times. Thank you. I hope they take this as constructive criticism But the guard name Tahir is very approachable though.	1
motorcycle parking	1
Move the clearing cut off of Check deposit to 3:30 pm	1
Ms zandria, the one who assisted me is very courteous	1
Ms. Jacque Dumaboc (?) of New Accounts remembered me and my issue with lacking document requirements and called me ahead, knowing I had already waited in line the previous day. Kudos to Ms. Dumaboc for the excellent service provided to Landbank clients! My passport and PRC ID were not accepted at the bank. Suggest updating the Citizen's Charter and online information that you require ID with a valid address.	1
Ms. Zandria is very welcoming	1
Ms. Zandria, assisted me and is very courteous	1
Ms. Zandria, the one who assisted me is very courteous and welcoming	1
Ms. Zandria, the one who assisted me is very courteous. She made me feel welcome	1
Ms. Zandria, the one who assisted me is very welcoming	3
Ms. Zandria, the one who assisted me is very welcoming and very kind	1
Ms. Zandria, who assisted me is very kind and courteous. She always greets her clients with a smile.	1
Ms. zandy, the one who assisted me is very accomodating	1
Much accessible line for the cheque encashment	1
Much better more staff	1
Much better po kung 2 ang tao sa new accounts para sa mas mabilis na transaksyon.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Much improve and easy to see	1
must access the link easily	1
Must be a smile	1
must be improve	5
My comment about this questionnaire to improve the services of this good office (Landbank). Thank you.	1
My Experience at landbank san ildefonso was great the staff at the branch are very helpful and very accommodating	1
My experience at LANDBANK SAN ILDEFONSO was great. The staffs of the branch were very helpful and very accomodating.	1
MY EXPERIENCE WAS GOOD AND SO FAR I LIKE THE SERVICE .	1
My suggestion is i approach po in a nice way sa guard ang mga clients..Thank you and God bless	1
My suggestion is I hope that your service is good	1
My suggestion is to have an available screen monitor for clients to look to know what priority number is next or a microphone for tellers so that clients will hear what number is being called. Overall, the service is fine. Thank you!	1
My transaction were easy... No comment	1
mzramjmv salamat	1
n/a the staff were very accommodating ang lovely all throughout the process.	1
n/a very good service	1
N/A. Very nice service	1
N/A. Well done.	1
Naa lang koy concern about sa 4ps beneficiaries na magkobra ug kwrt a dre sa inyung office dli lang pod unta dugayon ug entertain.. ky naay maabot dre sayu pa kaayu then hapon na mauili dapat naa unta priority number pra kinsa nauna abot mao pod ang mauna dli kay ang naulahi maoy mauna ug entertain then about sa guards dapat patas ang pg treat sa costumer dli ky abi 4ps beneficiaries ra dli tarungon ug tubag ug naay pangutana salamat.	1
Naasikaso kami ako ng maayos. Satisfied	1
Naga da ang serves to ng Inb	1
Naging maaus at mabilis po ang aming transaction.thank you po.	1
Naging maayos ang pakikitungo sa amin.	1
Naging okay naman dito	1
Nagkaroon pa ng maayos na schedule Ang bawat brgy.	1
Nagkaroon po ng maayos pila pag may transaksyon.	1
Nagpa sasalamat ako sa inyong tulog.	1
Nagpaasalamat po ako malaking tulong at maganda ang sebisyo	1
Nagpapasalamat ako sa mga impleyado ng landbank sa mga serbesyong binigay sana patuloy pa tuloy parin kayo sa magagandang serbesyong naibibigay at wag sana kayong magsasawa.	1
Nagpapasalamat po kme sa iyong serbisyo para mapabuti pa .	1
naguol ko nga nawala akong atm. pasalamat ko sa ng-assist nako . Maayo kaayo motagad, paspas ug buotan .	1
Nagustohan ko ang serbiayo at tuloy nyo lang po	1
Naka open ako agad ng account	1
Nakakabuti po	1
Nakakatulong	1
Nakakatulong po sa buong family ko	1
Nakakawili po ang serbisyo nila...accommodating ang mga tao!	1
Nakatolong para madaling makaipon	1
Nakatulong ito sa aming pamilya at sa aming pamumuhay	1
Nakatulong naman.	1
Nalipay kaayo ko sa tabang sa nabutang sa new account kay iya ko gi assist sa ako pagpailis sa ako card. Salamat Ma'am sa tabang.	1
Nalipay ko nga nakaapil ko sa mang program sa 4ps para ang duging akong pag eskwela	1
Name o'offline time to time	1
Napabute po ang inyung serbisyo para SA Amin lalo na po SA mga anak q dahil makakatulong po lto SA knila SA knilang pag aaral	1
napabuti ang serbisyo ng landbank dahil talagang masungit at strict ang pag proseso nito para sa ikabuti ng transaksyon.	1
napadali ang transaksyon sa pag kuha ng pera lalo na sa gaya kong senior citizen.	1
Napaka bilis na proseso at mga mababait na empleyado	1
Napaka buti ng serbisyo	1
Napaka buti po Ng serbisyo	1
napaka buti po ng serbisyo ng landbank	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Napaka husay	1
Napaka husay mabilis..Lalo na mga guard Todo assist po sila	1
Napaka maayos ng sebisyo ng land bank ng calinan branch maraming salamat po...	1
Napaka mabuti po ang yong pagserbisyo kasi madali lang ang pag process sa mga documents.	1
Napakabait ng nag assist sa akin na si Ms. Zandria	1
Napakabait ng nagassist saakin na si Zandria	1
Napakabait po ng nag assist saakin na si Zandria.	1
Napakabuti ang inyung serbisyo mabilis at mabait ang mga trabahante	1
Napakadali at madaling matutunan	1
napakadali lang .	1
napakaganda at napakaayos ang pakikitungo sa akinr.	1
Nasa maayos na Ang inyong serbisyo . Wala na po akong mai suggest pa . Salamat Po sa magandang serbisyo ??	1
Nasasa ayos naman po ang pag tra trato ng inyong tanggapan sa amin na manga aplecante at wala poakong masabi pa	1
NASIYAHAN AKO SA SERBISYO. MAAYOS ANG SERBISYO NILA	1
Nauuna ang mga senior citizens.Magandang tuluran. Ipagpatuloy lang	1
Nawa po ay patuloy p ang mgandang serbisyo	1
need a wide space for the customer to make a comfort table while waiting.	1
Need additional manpower	1
need additional personnel	1
Need additional personnel for salary loan	1
need additional teller	4
need additional teller.	1
Need additional branches it jelps a lot to accomodate clients from private and goverment .	1
Need another employee	1
Need another teller	1
Need CRNeed assistance for fill up documents	1
Need for fast transaction	1
need improvement on processing or opening accounts	1
Need me more deposit counter	1
Need more big spaces for us your customers	1
Need more chair	1
Need more personnel for fast and smooth transactions.	1
Need more public assistance and complaints desk	1
Need more staff to cater all of us.	1
Need more staff.	1
Need more teller	1
Need more teller 😁😁	1
Need more teller on BIR transactions	1
Need more teller to make faster	1
Need more teller to make the work faster and easy	1
need more teller to transac	1
Need numbering	1
NEED OF ANOTHER ASSISTANT FOR NEW ACCOUNTS. ONLY ONE NEW ACCOUNT.	1
Need Po e improve konti Yung Oras na hindi masydadong matagalan ang paghihintay ng LAHAT,god bless you all	1
need space,accept cash and check deposit and cash	1
need strong net inside the LBP office for easy online transactions.	1
Need teller	1
Need to add 1 teller to faster the transactions daily.	1
Need to fill up all the counter so that the transaction will go smoothly (and fast.)	1
NEED TO GIVE INFORMATION TO EVERYONE	1
Need to quick responce	1
Needed additional new account personnel	1
Needed and extra man power,	1
Needed extra man power	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Needs another new account	1
Needs more staff	1
needs more teller	1
Needs more teller during rush hr.	1
Needs parking space	1
Needs to add 1 teller for fast transactions.. Guards and staff are all accomodating, and sometimes there aircon is not functioning well. Aside from that, so far landbank aglayan is a nice bank. Thank you and god bless.	1
Negotiate more on customers need.	1
Network connection lang para hindi masyado matagal,palaging naka offline...but the services was always good😂😂😂	1
new acct personnel is approachable	1
New building to accomodate clients comfortably	1
New client, but I am happy with the service LBP has given me.	1
Nice	10
Nice & fast transaction	1
Nice & Helpful easily transact	1
nice accomodation	1
Nice ambiance	2
nice and very approachable	1
Nice ang mga staff	1
nice customer service	1
nice employees	1
Nice location.	1
Nice service	6
NICE SERVICE (heart)	1
nice services	1
Nice transaction	2
nice, polite, and calm at all times	1
Nindot ang sulod bugnaw & maka relax din ang staff mga boutan	1
no any comment that I suggest because I am satisfied the service that I deserve.	1
No breaktime policy	1
No comment	1
No comment at all. BC good the staff	1
No comment at all. Be good the staff.	1
NO COMMENT CONTINUE THE BEST PRACTICE OF THIS OFFICE	1
NO COMMENT DAHIL MGA BABAIT SILA	1
No comment nice cervice	1
no comment ok naman ang entertain	1
no comment ok!	1
No comment para sa akin mababait sila lahat	1
no comment po kasi maayus naman ang kalakaran ng opisina	1
No comment satisfied customer?	1
No comment that's all right	1
No comment the service is good	1
No comment they take care of us very well	1
No comment very much satisfied	1
no comment, I'm satisfied and welcome to their services	1
no comment, im satisfied the service of landbank	1
No comment, just maintain your service	1
No comment, kasi maganda naman at maayos ang serbisyon dito	1
No comment,.. Accommodating place and staffs	1
No comment. All good	1
No comment. All good.	1
No comment. I'm happy with their services	1
No comment. Mga gwapa sila tanan.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
No comment. okay n sa akin ang serbisyo nkita ko. Slmt and more power	1
No comment. Service is ok.	1
No comment. Still in good services.	1
No comment. The employee are very approachable	1
No comment. The service of the landbank is claim.	1
No comments at all. Good service	1
No comments satisfied	1
No coz verry satisfied	1
no cp on duty	1
no fee = happy	1
No further suggestions clients are well attended	1
No idea,but I think it's ok already.	1
no im satisfied	1
no its ok	1
no lunch breakFriendly approaches	1
no more suggestion coz the staff well entertained there clients	1
No more suggestion, all i can say is thank for acceptable ang approachable	1
No more suggestions, the services are very well done, Thank you and God bles!	1
No more suggestions.maganda po ang palakad nila	1
No more to say good service already	1
No need because landbank is good	1
No need excellent	1
No need to improve because it's good enough already but if others might see some improvement to impose it's up to your management but over all the Landbank BANTAYAN Branch is good enough already.	1
no need to improve because your services is good.	1
No need to improve, everything was smoothly fine. Kudos	1
No need, it was excellent.	1
no need, pogi at maganda ang teller	1
No priority for gov employee	1
No problem	1
No problem encountered on my transaction	1
no problem to your service	1
No problem,ok nman.	1
no sugestion because I am satisfied to their services	1
no suggestion coz its all good	1
No suggestion po satisfied nm n po Ako sa services	1
No suggestion so far. Very satisfied with the service	1
No suggestions and comments the service you offered was all good and approved.	1
no suggestions anymore because they are all good	1
No suggestions at all. I am satisfied by the services offered in this establishment.	1
No suggestions but my time during my transaction was smooth and ok.	1
No suggestions, just satisfied the services.	1
No suggestions, so far so good.	1
No suggestions,I'm satisfied you our service	1
no thank you	2
No very well job	1
No vip treatment and olwoes smile to the customer	1
no! everything goes well	1
No, all is good	1
No, Always love the people with patience	1
no, but thankyou for good approach. godbless everyone !	1
No, I have no comment bc I'm satisfied. Thank you.	1
No, I satisfied their service.	1
No, It's a good process	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
No, the process and transaction was easy and convenient	1
no, the processing and flow of the transaction is good and well managed	1
No, the service was smooth and even the staff is counters and approachable.	1
No. All is good.	1
No. I am satisfied	1
No. I have no comment because it is accomodating while I transact my encashment.	1
No. Satisfied with the services granted.	1
No. Thank you	1
No. The transaction runs simple and easy.	1
No. Your lacson branch is ok	1
Nohing to improve excellence	1
Noisy is not allowed	1
None	2
None all goods very accommodating	1
None as of the moment. Maintain as always	1
None at all. Services of all staff are much appreciated. They are very strict on customer who uses their phones while inside the bank which I think is the very good way to avoid any circumstances. Thank you.	1
None at the moment, strongly satisfied	1
none because all okay transaction	1
None because the service was good. I am a happy customer.	1
None because you already gave the best service to every client. Keep up the good work. God bless!	1
None for now. All good.	1
None good AtM no husled	1
None good service	1
None it's all good very accommodated.	1
None just keep the fast transaction everytime	1
none just keep up the good work	1
None of ask kasi ok na ok naman ang pag service ng inyong cumpanya po	1
None service ay mabuti	1
None so far	1
none so far all employees are gorgeous, kind and approachable	1
None so far alll goods	1
None so far because they did what their responsibility and also the staff is very approachable and also their tellers is pretty and handsome	1
None so far I'm very satisfied client	1
None So Far Keep up the good Work	2
None so far the manager and staff, even the gards are very courteous.	1
None so far the staff and guads are very approachable.	1
None so far, all goood.	1
None so far, because the accomodation was good actually good.	1
None so far, but rather I like to commend their hospitability to their customers	1
None so far, I am satisfied with their service.	1
None so far, polite and respect.	1
none so far, the service is quality and you will not hesitate to approach the staff on what are the things who need to clarify.	1
NONE SO FAR, THE STAFFS ARE VERY APPROACHABLE	1
None so far. Everything was good.	1
None so far. Satisfied of the services given	1
None so far. They exceed my expectations.	1
NONE SO FAR. THIS BANK OFFERS GOOD SERVICES	1
None Very Accomodating	1
NONE! GOOD JOB.	1
None! Good Morning % Godbless	1
none!coz very fast transaction and very accommodating po ang mga employees.thnkyou po!	1
NONE, ALL GOOD.	1
NONE, ALL GOODS	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
None, Already in a good services. Keep it up and Godbless	1
None, Because I am satisfied with the service you provided.	1
none, coz it is the best	1
None, everything is good.	1
none, I'm satisfied	1
None, its good service	1
none, just perf	1
None, keep doing a good job!	1
None, nice service	1
None, since I am satisfied with your service	1
none, so the service was satisfactory	2
None, Thank you.	1
None,,,,so far personnel are accomodating and services are fair	1
None. All good.	1
none. all is good	1
None. Good job	1
None. Goods.	1
None. It was easy, fast, and great.	1
none. keep it up	1
None. keep it up!	1
none. Keep up the good work. Smile.	1
None. Please require or post accessible show number for inquiries	1
None. The office as well as the clerk is very accommodating.	1
none. The service is much appreciated	1
None. The service was great.	1
None....everything went well.	1
None/Keep up the good work with services	1
None...very smooth and fast...very accommodating	1
Normal survey need additional teller	1
NOT A SUGGESTION BUT I COMMEND MAM EDITHA CASIBANG FOR HER ASSISTANCE.	1
Not at all! God bless!	1
not bad	1
Not much im satisfied	1
Not ok with the ambiance of the people	1
Not that accomodating and not recognize the client when they are entering the branch. But overall okay naman sila ginagawa naman nila ang job nila.	1
Not well ventilated and can cause clients not to be comfortable	1
not well ventilated and it can cause clients not to be comfortable	1
Nothing	1
Nothing ,, everthing is good already	1
Nothing and Thank you	1
NOTHING AT THE MOMENT. BUT I NOTICED EVERYBODY WAS SERIOUS IN THE PERFORMANCE BY THEIR TASKS. KEEP UP THE GOOD WORK!!! MAINTAIN THE COSTUMER-FRIENDLINESS	1
Nothing because all of tha staff is very approachable	1
Nothing because all of the transactions here are perfect.	1
Nothing but all in all it was nice and have a good employees and service	1
Nothing else it's good for me	1
Nothing else your good	1
Nothing for now because everything is available	1
Nothing i can everything is easy and okie	1
Nothing improve kasi subrang bait ng mga staff	1
Nothing it's all good	1
Nothing just make sure to open another counter for fast transaction	1
Nothing more because they are all accommodating.	1
Nothing more to improve as they reach my expectations for a service of a bank.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Nothing more to improve. The services is helpel and got my satisfaction.	1
Nothing much to say its just that all the staff including te guards are very friendly and accomodating.	1
nothing overall satisfied	1
Nothing so far good	1
Nothing suggestions because all service is very good	1
Nothing there service is faster now since the last time I visited landbank fti	1
nothing to be improved. its all good	1
nothing to change	1
Nothing to change ??	1
Nothing to imorove so far. Staff is good and accomodating.	1
Nothing to improve	3
Nothing to improve because land bank is good	1
Nothing to improve because the staff is so kind and joyful.	1
Nothing to improve, I am satisfied for all the transactions I've made. Thank you Landbank Calamba. You did a great job!	1
nothing to mention .. almost perfect ! goodjib	1
Nothing to say all in all is good.	1
nothing to say because so far so good .	1
Nothing to say but keep it up	1
Nothing to say but keep it up!	1
Nothing to say good service	1
Nothing to say it's already ok for me. THANK YOU	1
nothing to say, but its okay	2
Nothing to suggest because all the staff ate will decipline in all aspect.	1
nothing to suggest couse i am satisfied of the services.	1
Nothing to suggest coz im satisfied already the services	1
Nothing to suggest the services are good	1
Nothing to suggest your service helped well THANKYOU!	1
Nothing to suggest, the service offered was good enought	1
Nothing, as I experienced that everything will organized..	1
Nothing, beautiful management here at this branch	1
nothing, because your service is good	1
Nothing, everything is good.	1
nothing, I'm satisfied	1
Nothing, Im satisfied with thier services.	1
nothing, its good	1
nothing, you did great all over.	1
Nothing, your company service is very good, the staff's is so very approachable.	1
Nothing. All good.	1
Nothing. Everything well fine	1
nothing. good services	1
Nothing. I feel great	1
Nothing. Im very satisfied.	1
NOthing. Its perfect	1
nothing. tnks.	1
nothing...overall okay	1
NOTHINH BEYOD YOUR EXPECTATION	1
Notification/alarm when money went in or out	1
Number monitorings instead na isisigaw sa monitor nalang because someof yhe clients may problem sa hearing	1
Number on screen	1
Number should be display to have a smooth flow for customer to follow	1
Numbering system in the screen.	1
Numeral Queuing System	1
Numerous employees that will assist every individual.	1
Offers chairs	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Office /location must have free guest wifi.	1
Office renovation.	1
Office space	1
OFFLINE	1
OFFLINE :(1
Offline may cause of delayed transaction...	1
Ok	208
ok !!!	1
Ok and satified	1
Ok ang kanilang serbisyo	1
Ok ang serbisyo	2
Ok ang serbisyo nyo	2
ok ang serbisyo ug wlay hasol..	1
Ok ang serbisyo wlay hasol..	1
ok ang serbisyo..	2
ok ang serbisyo..walay hasol..	1
ok ang serbisyo..wlay hasol ug friendly sad ang mga staff..ilabi na sa mga guard..	1
Ok ang service kaso sometimes mabagal kasi konti lang ang teller	1
Ok ang sirbisyo	1
Ok ang sirbisyo..wlay hasol ug friendly ang mga staff..ilabi na sa mga gwapo nga mga guard ug sa messenger..	1
Ok at maayos.	1
ok gid	1
Ok gid ang ila pag serbisyo	1
Ok gid sila tanan. Thanks.	1
Ok good	1
Ok good transactions	1
Ok good work	2
Ok ilang transakron po	1
Ok job	1
Ok ka	1
ok kaau	1
Ok keep up the good work	1
OK lang	3
Ok lang ako sa serbisyo ninyo noon at hanggang ngayon	1
OK LANG ANG SERVICES, SATISFIED	1
Ok lang ang transakyon	1
Ok lang at kung maari dapat may 2 employee sa new accounts	1
ok lang man ang serbisyo nio auh.	1
Ok lang namn walang problema	1
ok lang po	1
ok lang po, maganda	1
Ok lang sa loob..	1
Ok lang transaction sa ngayon.	1
Ok lang.	1
Ok lng	2
Ok lng po	1
Ok man	1
Ok man ang servesyo	1
Ok man po lahat ng serbisyo ng landbank	1
Ok n po 10 over 10 n po serbisyo nyu po maraming salamat po LAND Bank	1
OK NA	2
Ok na ang service no need baguhin	1
Ok na lahat	1
Ok na lahat good ssrvice	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Ok na po maayos na ang pamamalakad .	1
Ok na po serbisyon mababait yung mgs guard at yung mga teller	1
Ok na po wala na po aq ma suggestions	1
Ok na serbisyo	1
Ok na yunf service nila ngayon	1
Ok naman	6
Ok naman ang lagserbisyp ayo sa akong experience	1
ok naman ang lahat ng proseso ng landbank mabilis	1
Ok naman ang serbisyo ng landbank	1
Ok Naman Ang serbisyo.	1
Ok naman ang service good.	1
Ok naman ang service very systematic & well appreciated.	1
Ok naman cla magserbisyo sa mga cliente	1
Ok naman cla makisama sa mga kleyente	1
Ok naman gusto ko lng i ssugest yung sa opening of account mabagal kapag sa app ka mag oopen dlwa tuloy naging account ko diko ma open sa app matgal mag activate.	1
Ok naman lahat magalang manilia naman ang transaction.	1
OK naman lahat ng serbisyo maganda	1
OK naman mag assist mabilis at mabait din ang in charge.	1
Ok naman na	1
Ok naman po	3
ok naman po ang kanilang proproses	1
Ok naman po ang lahat na proseso	1
Ok naman po ang landbank samin sana po madagdagan ang atm machine na pwedeng pag withdraw han salamat po	1
Ok naman po ang mga pakikitungo ng mga empleyado dito s land bank mababait po sila at maasikaso un po ang masasabi ko.salamat po	1
Ok naman po ang serbisyo	1
Ok naman po ang serbisyo.	1
ok naman po ang services	1
Ok naman po ang staff at ang kanilang serbisyo	1
ok naman po at mabilis	1
OK naman po lahat.	1
Ok Naman Po mabilis transakyon	1
Ok naman po.	1
Ok naman poh Ang serbisyo	1
Ok naman serbesyo ng mga guard respect,at mga teller na nag aassist pag kme nag dede posit wala na po ako masabe good job 👍👍👍👍	1
Ok naman, ang serbiyo, pti mga emplayo	1
Ok namn ang kanilang pageserbisyo	1
Ok namn lahat wala akong ma suggest.	1
Ok napo	1
Ok nman	2
Ok nman ang serbisyo	1
ok nman lhat,	1
ok nman po	1
Ok nman po kau mg asikaso at maayos nman po ung pakikiusap nio at ang babait nio nman po sa customer	1
Ok nman po na	1
Ok nman po yung pagpapatupad ng serbisyo.	1
ok nmm po ang serbisyo para sa saakin salamt naway matulungan ang lahay good bless	1
Ok nmn ang land bank	1
Ok nmn na po	1
Ok nmn po	1
ok nmn po ..hnd q masabi kasi unang beses q plang	1
Ok po	1
Ok po ang serbisyo	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Ok po sya malinis ang matnggap s mga visita	1
Ok poh cla mag intertain sa Amin maayos ang serbesyo..	1
ok ra	2
ok ra ang ilang pag,asikaso nila og maayo kaayo ang mga stop sa landbank	1
Ok ra ang mga teller mo entertain sa mga tao ug ang mga guard sa.	1
Ok ra kaau ang staff mo serve sa ilang client	1
Ok ra kaau mo serve sila sa ilang client	1
Ok ra man ang service sa landbank. daghan lang tao and gamay ra ang parking spaces dali mapuno. accommodating man ang mga staff	1
ok ra sila	1
Ok ra siya.	1
Ok ra.	1
ok rah!	1
Ok raman ang mga employee but dili kalikayan nga usahay malangan gyod ta tungod sa kadaghang tawo ug mahimo naa na gyod luag nga space for this office aron dili magtalay ug dugay sa gawas	1
Ok sakin ang kanilang serbisyo.	1
ok thank u may pang gastos ña ako sa mga ank	1
ok thanks	1
Ok yung transaction tapos mabilis lang sa landbank ma aasikaso ka di mo mafefeel yung sobfang tagal	1
ok!	1
Ok!! I find service of landbank is satisfactory	1
Ok,,cja kay nindut o maajo ang mi assistVery good kaajo	1
Ok. No comment	1
Oka the lang naman wala na akong masabi good services	1
Okay	7
Okay and Accommodating	1
Okay ang pag serbisyo	1
Okay good services thank you	1
Okay lang	3
Okay lang po	1
Okay lang.	1
Okay lng po	1
Okay namam po serbisyo	1
Okay naman kaso maraming tao	1
Okay naman po ang serbisyo Dito s land bank blueridge	1
Okay Naman Po ang serbisyo normal Po may kunting delayed kasi may exact na proceso ginagawa ang empleyado sakín lang Siguro need more staff lang	1
Okay naman po para sa akin. Lahat naman po sila pwede mapagtanungan. Saka office comfortable naman po.	1
Okay naman po yung service	2
Okay naman po yung service! More power po!	1
Okay naman po, pero sana po Hindi na magsungit si kuya na teller 2. Minsan po ay nakakahiya at nakakailang kausap	2
okay naman po.	1
Okay naman siya	1
Okay naman yung service	1
Okay naman yung service!	1
okay nmñ kasi satisfied ako sa ginawa ninyo	1
Okay nmñ po	1
okay nmñ po ang serbisyo wala po akong masasabi.	1
Okay ra	1
OKAY RA ANG PAGDALA SA ILANG AHENSYA	1
okay ra kaau ilang service	1
Okay ra kaayo ang service pero Unta dili na moabot 3 hours ang paghulat sa mga clients. Thank you	1
Okay raman tanan😊	1
Okay siya	1
Okey	5

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Okey ang pamamalakad	1
Okey ang serbisyo	1
Okey ang service nila...	1
OKEY LANG PO	1
okey na an ang kanillang serbisyo mbilis	1
Okey naman ang line transaction Dito sa landbank ipagpatuluy	1
Okey naman na po	1
Okey naman po ang serbisyo ng Trece Land Bank Branch. Maayos at pantay pantay po sila sa costumer.	1
Okey naman po serbisyo.	1
Okey po	2
Oki naman walang suhestsyon..	1
Okie naman ang lahat.	1
Oks naman po para sa aken no comment po	1
Okw	1
Oky lahat walang problema	1
oky lng po	1
on my part the courteousy action of personel around especially the security guards	1
On my side, may I suggest that could we possibly make our encashment faster because many of our constituents are waiting for the pay-out especially they are senior citizens.	1
On our part in an institution, the transaction is smoother and simpler since it's easy to communicate with the branch.	1
On time dapat ang release ng mga documents,hindi ung pinapabalik balik ka	1
On US Deposit has charge fees, unlike other banks.	1
on your service its ok for me very nice thank you	1
Once the costumers arrive please let the guards know who comes first must be the first to cater.	1
One number for all transactions per Business One Stop Shop or BOSS.Before 8 transactions for early clients. I am here at around 735 AM.Printed customer feedback.	1
Onh the ATM's release of 2 weeks. I believe is a bit too long.	1
online application via pc, phone number requires 10-digit only that causes error cannot proceed to next step	1
online banking apps needs to improve more	1
Online Banking di pa rin maayos ayos	1
Online transaction for opening new accounts and any other services	1
Only in the counter, served with smile and friendly. Tnx	1
only more teller thank you	1
only one staff processing new accounts while there are two tables and staff available the branch should have provided at least two staff to facilitate faster processing	1
Open additional counters for faster accomodation.	1
Open more teller booth- New Accounts for faster transaction.	1
open new branch in cantilan	1
Open new counters and hire more staff to accommodate more customers. It's unreasonable to wait more than 4 hours to open a ATM payroll account.	1
open of account dugay kaayu	1
Open sana lahat ng windows	1
Opening an additional branch in the city could help distribute the client load more effectively, reducing congestion and wait times. Implementing enhanced queuing systems, such as appointment scheduling or express lines for simple transactions, may also be an option.	1
Opening of deposit account through digital onboarding system	1
Opo naimrod pa sila. Mabilis ang proseso nila. Lahat po sila emplyado	1
Opt for better upgrading of system to prevent offline scenarios	1
Organized line and maintain the good service.	1
over all ok	1
Overall is good the services and staff.	1
OVERALL SERVICE WAS GREAT, ALL STAFFS ARE FRIENDLY AND ATTENTIVE.	1
Pabilisin ANG transaction upang mahikayat ANG mga TAO..	1
Pabilisin ang transaksyon	2
Pabilisin o padaliin ang transaksyon	1
Padagdagan ang upuan para makaupo ang lahat ng maayos	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Padaliin ang access para sa amin na malalayo ang munisipyo.	1
padayon an maupay nga pagserbisyo	1
Padayon lng sa inyong maayong pagserbisyo ngadto sa mga katawhan nga nagkinahanglan	1
PADAYON MAUPAY NGA SERBISYO	1
Padayon sa inyong maayong pagserbisyo sa katawhan	1
padayon sa maayong serbisyo ninyo daghang salamat	1
Padayon sa maayong sirbesyo sa mga katawhan	1
pag aasikaso ng mabilis	1
pag bibigay ng agarang impormasyon sa amin para maging aware ang bawat isa, para na din sa ikabubuti pa ng kanilang serbisyo	1
Pag bibigay Ng sakto Sa Ora's Ng serbisyo	1
Pag butihan pa lalo ang pag seserbisyo para mas mapaayos Lola ang inyong serbisyo	1
Pag butihin at mas bigyan pansin Ang nararapat na tulungan na hrap sa buhay	1
Pag hiwalayin ang payment ng BIR sa deposit at withdrwal para hindi tumagal.	1
Pag ibayuhin p ang transparency at wlang palakasan	1
Pag intertain Ng maayos	1
Pag ko-contact po, need pa po ng load or data	1
pag nag brown out mahina ang genirator kya limited ang transaksyon	1
Paganahin yung TV for queuing	1
Pagbibigay palagi Ng kaalaman sa lahat Ng mga mamayan	1
Pagbigay sagot SA MGA ngtnong	1
pagbubutihin ko po ng maayos kung anu ang nakasaad dito sa form na ito	1
Pagbutihin lang palaging inyo serbisyo sa mga costumer	1
Pagbutihin pa ang pagiging mabaiy	1
pagbutihin pa ang pakikitungo sa inyong mga costumer	1
Pagbutihin pa ang serbisyu	1
pagbutihin pa lalo	1
Pagbutihin Pa lalo ang pag serbisyo para mas maayos ang inyong serbisyo...	1
Pagbutihin pang Lalo ang mga serbisyo.	1
Pagpatuloy ang pagiging mabuti sa employee	1
Pagpatuloy lang ang magandang serbisyo.	1
pagsunod sa tamang alituntinin	1
pagtanggap sa mga tao maaayos	1
Pagtangkilik sa mga nangangailangan ng serbisyo.	1
Pahalagahan Ang mga serbisyo sa bansa	1
Pahalagahan at makiisa	1
Paiigiin pa ang serbisyo ng mabilis	1
Pakiayos po ang TV Monitor niyo para makita kung anong number na po. Nag spend po kami ng 30mins, pwede na pala ipasa ung docs. Time consuming po, instead ilaan namin sa iba ang oras. For good service, please provide us a good facility. Thank you	1
Pakidagdagan poh ang upuan para lahat poh makakaupo	1
Pakidamihan ang cashier para mabiliz	1
pakilaksan po boses kapag nagtatawag poo. Hehheehhehehe	1
Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.)	1
Palagi pong urgent lahat.	1
Palaging ayusin ang pag intertine sa mga taong pupunta sa inyong opesina	1
palaging maayos ang serbisyo	1
palaging pumunta kpag my pagpupulong.	1
Palakasin sana ang internet para mabilis ang transaction thank you.	1
panatihin mabote ang trabaho	1
Panatihing maging productive	1
Panatilihin ang iyong kabutihan	1
Panatilihin Ang maayos na pakikipag-usap sa mga nagtutungo sa ahensya..	1
Panatilihin Ang mabilis na serbisyo at magalang sa mga client	1
Panatilihin ang magandang pakikitungo sa mga customer at palaging smile	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Panatilihin ang magandang serbisyo ng landbank sa mga tao..	1
Panatilihin at pagbutihan pa lalo ang mabuting pakikitungo sa mga client. Keep it up God bless!	1
panatilihin lng ang pakikitungo ng maayos bawat costomer.	1
Panatilihin maayos na pagtrato sa mga tao.	1
Panatilihin maging maayos ang pag aasikaso ng mga customers	1
Panatilihin po ang kaayusan ng mga kleyente.. at kung sinu po sana ang nauna un din po ang unahin maayos nm po ang pakikitungo ng mga staff..	1
Panatilihing laging updated s maayos n prosseso.	1
Panatilihing maayos Ang pag serbisyo Ng land bank	1
Panatilihing Maayus ang pila at maging lalong mabait sa mga tao😊	1
Panatilihing mabuti ang inyong sirbisiyong pilipino.	1
panatilihing malinaw at maayos ang inyong serbisyo	1
Panatilihing Manali ang transaction .	1
Panatiling safe ang pag withdraw ng pera	1
Pang world class na bangko	1
Pangalagaan ang iyong account	1
Pantay pantay ang serbisyo	1
Para ito maka tulong samin	1
Para maiwasan ang abala sa pag withdraw mg pera sa mga atm machine, magdagdag ng mga atm machine sa mga malulgar na city or municipality, lalo na kapag panahon ng releasing ng mga government program. Yun lng po salamat 😁	1
Para Makati long sa ebang tao	1
Para mapabuti pa ang serbisyo wala na pong kailangan baguhin kc maganda na po ang serbisyo nyo Salamat.... po nangMarami😊😊😊	1
Para Nako mas nindot ug eh by number Ang tao or ipa sunod para dli mag ka gubot ug para hapsay Ang Dagan ug pag proses	1
Para po sa akin,lahat po ay okay na,	1
Para po sa akin. Maayos na po lahat,,	1
Para po saakin mas palawakin ang serbisyo nio po upang mas lalong umunlad ang serbisyo nio po saamin	1
para po saken tlga po ok nkktulong po smen	1
para po sakin wala na po kasi ok naman po ang nakita at nagawa serbisyo para sa akin	1
Para sa akin improve na po at maganda ang services nang landbank	1
Para sa akin ma'am.. perfect n..	1
Para sa akin ma'am..very helped Kau lagi	1
Para sa akin na hindi marunong mag compuer kailangan ko ang inyong tulong.	1
Para sa akin ok lng naman ang kanilang serbisyo..	1
Para sa akin ok nman ang lahat.	1
Para sa akin wala ako masabi Dito sa land bank dahil sobrang nakakatulong ito para sa akin para sa aking Ina applayan para Maka pag apply ako sa agrisenso para sa aking bukid	1
Para sa akin wala kailangan na e improvepa.	1
Para sa akin.. Sakto Lang ang natatanggap Kong serbisyo mula sa Landbank Kaya ituloy Lang ang mabuting serbisyo salamat..	1
Para sa akooa okey na kaayo ang serbisyo sa mga employees wala na kinahanglan na improve na serbisyo	1
para sakin ibinigay nio nman ang tulong sa abot na makkaya ng mga impleyado sapat na po yon.	1
Para sakin kulang pa ng isa or dalawang teller para mabilis ang transaction	1
Para sakin ok Naman po ang serbisyo sa LBP quinto branch	1
Para sakin okay naman ang transakyon sa landbank na aking napuntahan medyo strick lang ang gurad hahaha pero okay lang naman ginagawa lang naman po ang trabaho nila at sa ikakaayos nang banko	1
Para sakin pana tilihing tapat ang sirbisyo	1
Para sakin panatilihing maayos ang sirbisyo	1
Para sakin sapat na	1
Para sakin sapat na po ang serbisiyong landbank.	1
Para sken ok nman serbiayo nla	1
Parang wala na akong masabi pa..	1
Parking area	1
parking please open for all bank transactions	1
Paspas ra ang transaction kay pag 8:30 abli naman	1
Paspas ug dali lang ang pag proseso ug buotan and approachable kaayo ang staff	1
Pass & good transac	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Past btransaction	1
past transaction	10
Past transaction and good service	1
Past transaction so far	1
Past transaction very good services	2
Patas n pakikitungo sa lahat	1
Patiently assist the customer especially those first timer.	1
patiently waiting	1
Patuloy ang magbuting serbisyo para sa mga clients	1
patuloy ang pagseserbisyo	1
Patuloy at pagbutihin pa ang serbisyo	1
Patuloy laamng ang pagbigay ng magandang serbisyo sa mga client	1
Patuloy lang maganda pakikitungo sa mga clients	1
Patuloy lang para maka tulong po ito sa mga gustong mag deppsit	1
Patuloy lang sa magandang serbiyo para sa inyong mga costumer	1
Patuloy lang sa maging mabuting mga staff. Good bless and thank you	1
Patuloy lang sa mgandang accomodation.	1
Patuloy lang sa pagiging mabuting patutongo sa mga tao	1
Patuloy na pag lilingkod ng tapat	1
Patuloy na pagbibigay Ng magandang serbisyo sa aming mga customer	1
Patuloy na pagbutihin para maging maayos	1
Patuloy s maayos n pg entertain ng cleyente	1
Patuloy sa mabuting serbesyo	1
Patululoy sa pag serbesiyo	1
People are great even they are tired their still help us with a smile	1
Perfect	1
personell is very accomodating	1
Pinapamadali ang transactions	1
Place a Teller No. 3 to make the deposits and withdrawals faster.	1
Place regular employee as frontliner	1
Please add additional staff	1
Please allow us to take appointment slot online to prevent hassle coming here only to find out we cannot serve on the day we arrive only for those who do not live here.	1
Please always pay attension to anyone who come here	1
Please assisst and serve us even during lunch break. Thank you	1
Please be considerate to clients who are out of town	1
Please be more approachable	1
please be more attentive to everyones need	1
please continue the kind pf government service you offer	1
please continue the smoothness and efficiency of the service.	1
Please continue your good quality service. Wear a smile always adds up to our day.	1
Please continue your service in amlan landbank branch because we, tanjayanon are close to it and we are happy if the service of landbank branch will be continue.	1
Please deploy additional frontline staff at the New Accounts to speed up servicing of clients. Waiting time can take at least 1 hour with about 5 clients waiting.	1
Please discuss to the applicants how long the hiring process would take	1
Please do have a Express Lane or Priority Lane for Government employees for faster transaction for official transactions so that the collecting officer can get back to his/her office to receive payments from clients because he/she has no alternate collecting officer in the office.	1
Please do not ask customers to fill out the survey before the transactions had been completed, or services had been fulfilled. Right now you are asking if I spent a reasonable amount of time in your bank ---- i dont know yet. I am still waiting...	1
Please do reiterate your guard personnel to please properly desiminate information needed by your customers in every transaction they needed. Not all customers are aware of your procedures especially if we still need to schedule our transaction to other days (account opening-on duty guard was not able to inform me that I still need to have a schedule for getting a card upon giving me the online application guide)	1
-please entertain any questions about the hiring process	1
Please fix your online registration for opening account. I cant received otp in my email ilang days ko na hinihintay wala paren.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Please Give BIR payee priority likewise other land bank branch	1
Please give feedback (e.g. ongoing investigation, incomplete details of my complaint that cannot proceed to the next step, etc.) on the status of my non-dispensed withdrawal last January 14, 2024 for me know the what to do next. Thank you.	1
Please give us assistance if we need some help	1
Please have more counter of teller.	1
Please implement queueing system	1
Please improve the attitude of your guards	1
Please improve the online transaction after 10PM, we cannot do any online transactions unlike other banks.	1
Please improve your online system	1
Please indicate on our ALUMNI ID our complete home address in order to be valid at any government or private office. And also include the name of the person and his number to be contacted in case of emergency.	1
PLEASE LESSEN DOWN -TIME OF ATM IN THIS BRANCH.	1
please let the teller count the money faster...	1
Please list all required documents for account opening in the website or in the branch. Branch required company ID or proof of employment but that is not listed in the required documents. Other than that, all is good. I was assisted by Jeany.	1
Please lower the fee especially if it is transfer to the bank branch	1
Please make forms carbonless for duplicate copies	1
Please make the bank certificate service a one-day transaction.	1
Please minimize rediscounting requirements .	1
Please no to palakasan system....!	1
Please observe TAT in processing loans and avoid piecemeal requirements.thanks	1
Please observe the first in, first serve.	1
Please pay attention at all time	1
Please place your citizen's charter at more visible to the clients. Not in the corner	1
Please post at the front the list of requirements for opening new accounts.	1
Please process faster if possible because not everyone is free for the whole day, some just used their breaks. Thanks	1
Please provide a functional CR/restroom for your customers.	1
Please provide a reliable internet connection so that you can have a smooth transaction .	1
please provide certificate of appearance w/logo of landbank to all official transaction	1
Please Provide certificate of appearance for gov't transaction	1
Please provide enough chairs for your customers.Could you separate the seats of your clients' companions (specifically in the verification and teller sections)?If you have a long queue at the teller section, please provide additional tellers to avoid complaints.If the employee is on break, and no one is assigned, you have to provide him/her with a reliever to avoid waiting time.	1
Please provide enough parking space to cater to your clients. TY.	1
please provide more teller for fast transaction thank you	1
please provide the 1 day process for releasing of atm card. Thank you so much. Have fun	1
Please provide the service needed before this survey🙏	1
Please put additional signs or label on the chairs/place where the clients to be sat.	1
Please put tent outside as waiting area.	1
Please put TV screens/monitor both in and outside premises for us to see our numbers	1
Please refrain from saying offline, if there are many transactions.	1
Please return the number calling on tv screen.	1
PLEASE PROVIDE MORE ACCESS AND EASY,FASTER FOR VALUED CUSTOMERS	1
Please schedule people for open acct registration because the waiting time is too long, if cant be done online let the guard do and let the people know the timings of their transaction. Its not really fair to wait in the office for such a long time.	1
please separate the request for statement of account from the new account	1
Please tell your staff to be more accommodating and pleasing to their clients. Because sometimes, your staff are not approachable and intimidating. And also, please make your CC visible so that your clients will be more aware of it. Lastly, we are looking forward for more offers in terms of loans and other benefits in the future.	1
Please upgrade your online systemhave seats for senior citizens, PWD's and pregnant women	1
please use quality ballpen. 😃 good handwritten depend on the quality of ballpen.	1
Please! Replace your aircon.	1
PLEASEIMPROVE THE AIR CONDITION, PLEASE ASS ADDITIONAL STAFF AND PLEASE IMPROVE OR ADD HIGH-END EQUIPMENTS	1
Pls add some teller .	1
Pls add tellers to cater the clients on time	1
Pls be fair	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Pls have a queuing board number so that the teller does not need to call the number.	1
Pls inform ahead for the deductions	1
Pls provide for digital queing	1
Pls provide your clients a REST ROOM	1
pls. add more teller	1
Pls. Contenue your nice attitude to your client ,thank you	1
Pls. improve your employment application process. Please extend the validity of eligibility when an applicant passes the pre employment exams. Instead of 2 years, please make it 3-5 years. Lots of applicants are still waiting to be contacted for an interview and yet 2 years of eligibility is not enough to wait since your application process would almost take a year or 2 to get hired. We love to seve our nation, please give us a chance to be part of Land Bank. Thank you.	1
pokus lng sa work and keep smiling	1
polite people	1
Poor internet connection	1
Poor Service is much approach. Thank you ggod service	1
Pos machine for transactions	1
Possible fast transactions	1
Post the CC that can be seen easily	1
Power!!	1
Practice respect when it comes to dealing with customer.	1
Prevent always smile to landbank clients	1
Printed out or black and white options	1
Prioritize our transaction from other regular clients.	1
Priority lane for LGUs transaction	1
Priority more the senior citizen whatever the transaction.	1
Priority number should be displayed	1
Priority number should be followed since everyone is in a hurry.	1
Probably a wider space ..service is great!	1
Probably the system of the queue	1
Proceed the good service in your office	1
Processing of transaction has improved compared to previous years, still waiting time is long. No priority lane for seniors and/or PWD?Spent almost an hour here at the new accounts and observed that the staff are very courteous and friendly to clients. Special mention Mr. Chino Perez with a very pleasing personality to clients, respectful and taking time explaining things to clients. Thank you too to Alelli Santualia who was so accommodating and facilitating.	1
Processing time, sana mas mabilis pa po. Hehe.kung di ko po kasi ginamit pwd id ko baka d pa ako inabot sa pila	1
Professional at magalang ang mga tellers sa branch	1
Professional on their field.	1
Prompt action about my query	1
Prompt response to client"s email	1
Prompt to good service	1
promptly approachable and polite.	1
Proper instructions upon arrival, please.	1
Proven and tested	1
Provide a table intended for issues and concern facilitate equally the transactions both incoming and outgoing. Monitor the efficacy of the atm machine soecually week days.thank u landbank keep up the good work.	1
Provide additional ATM Machine in Lasam	1
Provide additional atm machines in the area.	1
Provide chair	1
Provide chairs for waiting area outisde	1
Provide comfort room for customer	1
Provide electric fans for the clients.	1
Provide more ATM machine in the strategic location so that it is easy to access for every transaction..	1
Provide more branches inside the city	1
Provide more chairs for all the waiting clients regardless of transactions. Provide priority lanes for seniors and pregnant women.And most importantly theres a massive cheque transactions daily, so please provide more serving windows. I hope next time cheque transactions will be faster and convenient so that I will not experience long waiting hours again. Thank you.	1
Provide more eployee	1
Provide more informations or instructions about the process.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Provide online pin reset.	1
provide pwd/lane exclusive	1
Provide some candies for clients or snacks while waiting	1
Provide the survey to all the other branches specially in the provinces - particularly Legazpi, Bicol branch.	1
Provide timely update with regards to the application status.	1
Provide updates on the status of the hiring process to applicants.	1
Pun.an og lingkoranan og teller sa branch	1
Purchase order should not be requirement for loan availment becuase the loan is already secured by Real Estate mortgage	1
Put bathrooms in all your branches and make the fees more affordable to the common people.	1
Put more people in deposit/withdrawal station.	1
put one more teller at the counter to match the volume of transaction	1
Put the cc on a more visible area.	1
Put up more branches	1
pwede nayan :)	1
PWEDE PO BA PAKI PALITAN ANG MACHINE DOON SA PPA SOUTH HARBOR OFFICE..LAGI MAY PROBLEMA DURING WITHDRAWAL.NAPA HUSSLE MASYADO...NAKAKATAKOT NA MAGWITHDRAW DUN NG PERA..AYAW MAG DISPENSE NG PERA TAPOS DEDUCTED NA AGAD SA ACCOUNT MO..	1
pwede ug mo daghan na ug tawo ma pun an ug teller para dili me madugay sa amoa transaction	1
Qr amd app transactions	1
Quality Service	2
quality service!	1
Quality service! Thank you.	1
Queue screen would be more helpful in the branch. It would be easier for clients to know if they are next.	1
Queuing for Opening of IAccess take long.	1
Quick announcement of rules that is being implemented	1
Quick service	1
Ready to help the needs of the people (client)	1
Really fine	1
Received satisfaction in their services.	1
Recognize the needs of your customers. ... Seek out and encourage client feedback. ... Set and communicate clear service standards. ... Exceeding your consumers' expectations will make them happy. ... Gather and disseminate instances of excellent service. ... Provide simple, uncomplicated client service. ... Customize the way you assist customers.	1
recommended Mrs. Joyce, very organize.	1
Regarding citizens charter, honestly I don't see one in your office. May I suggest that please replace application form for GSIS (retirement) with a new one. I think the only difference is that the new one includes data privacy Act. It cause delay to some because they failed to submit to GSIS the new form. Thank you.	1
regarding lang po sa ACICDES..Mapabilis lang po ang pag send ng respond code sa email..dahil ang barangay po namin ay walang signal..	1
Regarding the process of card after the card or the card has already done kindly notif the client. I received the card within 3 week or less than the working process.	1
Remain p0st y0ur CC	1
Remind all stafts to wear their smile during work,mhuaps	1
remove deposit charges	1
Renoste building	1
Repair your deposit machine	1
Request to facilitate the necessary form from the head office	1
Request withdrawal by machine	1
Respect all always customer.giving a smile	1
Respect the customer	1
respectfull	1
Responsive	1
ROPA taker for fraster transaction	1
S M I L E 😁	1
SA akin maayos Naman na po,Kaya ipagpatuloy nyo nIng po aNg maayos na serbisyo nyo po,salamat po Merry Christmas,and God bless us all🙏🙌	1
sa akin po I am satisfied sa serbisyo sa tuwing ako ay may transactions .	1
Sa akin po ok na po madali lang ang prosiso ng opisina at maasikaso stamat	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Sa ako okay naman ug mahimo maka kaplag lang ug luag nga luag nga lugar para sa office	1
Sa ATM machine if di available ang cash dapat e offline nalang	1
SA CUSTOMER CARE KAPAG MAY TUMAWAG DAPAT MAY SUMAGOT KAAGAD.	1
Sa madali na proseso	1
sa maganda sebisyo niyo po.para sa amin Salamat po	1
Sa ngayon po ang landbank balayan batangas Para po sa aking OK naman po ang kanilang pagbibigay ng tapat na serbisyo Para sa katulad namin mamamayan Kaya po akoy nagpapasalamat sa tanggapan ito.	1
Sa pagiging mamabuting tao masisipag	1
Sa palagay ko ok naman na ang serbisyo	1
sa pamamagitan ng maayos na proseso	1
Sa pamamagitan ng pag kakaisa at tulungan	1
Sa services, okay kaayo the way pud maka approach overall nice kaayu sila diri mutagad gyud, padayun sapag lambo landbank.	1
SA sumasagot po ng telephone Sana po ay magpaalam Kung ibababa na ang telephone	1
Sa Sunod dapat Dili init nga gym	1
Sa survery form po, pwede bang ma categorize yung service availed, example NAC, VERIFIER, TELLER , kung ano bali yung main function tapos tsaka na makikita yung specific service availed once ma click para hindi kami masyadng malito .salamat	1
Sa tingin ko maayos na Ang serbisyo ng landbank	1
Safe ang among saving	1
Salamat	1
Salamat dahil may pambili na Ako gamit Ng anak ko	1
Salamat kaayo	1
salamat po at may naitulog ito sa mga bata ko	1
Salamat po kasi maganda po yung serbisyo niyo po	1
Salamat po sa opportunity na ito. Ang hiling ko lang po sana ay mas maging accessible po ang pagpasok sa inyong opisina. Ggaya ko po na naglakad noong nakaraan, hindi po ako pinapasok sa gate na malapit po sa location ng bangko at pang employees entrance lang daw po iyon at hirap din po makapasok need po muna ng skedyul bago po makapasok. Pero pagdating po sa service, napakahusay po ng inyong serbisyo. Napaka accommodated po ni Ms. Kim. Kudos po sa inyong lahat.	1
salamat po sa pag tulong nyo sakín bilang taga withdraw ng company namen at sa mga tulong na nabibigay nyo sa pag pila sa pag tatanong at iba ba from Central Pacific Wireless Telecommunication Services	1
salamat po sa serbisyo.	1
Salamat sa inyong pagserbisyo	1
Salamat sa mabilis na transaction	1
salamat sa magandang serbisyo	1
Salamat sa pag assist..Sana Po hwag mabago ang pakikisalamuha at pakikitungo sa mga customers ninyo🥰	1
Salamat sa pagtagad ug maaayo sa akong katoyoan sa inyong opisina	1
Salamatp Po sa inyo napaka bait nyo kmi ay Masaya God bless	1
Salute!!!	1
Samin mkatulong ang Landbank. Patuloy lang ang service	1
San francisco branch. Thank you and godbless	1
San sa sunod ay may mga upuan po	1
Sana ang landbank ay maring teller	1
Sana available lahat ng staff. Kase dalawa lang yung available nung nag apply ako to open an account and mahaba ang pila matagal pa. Hindi available ang isa. So please sana available lahat ng staff kase umaabot ng ilang oras ang pag hihintay	1
Sana bigyan ng sariling teller intended for BIR transactions only.	1
Sana bilis bilisan ang transactions specially sa senior citizens	1
Sana bumaba charge	1
SANA CARONIZE NA DEPOSIT SLIP	1
Sana dagdagan ng teller para mas bilis pa ang transaction	1
Sana dagdagan pa oras ng serbisyo po ninyo.	1
Sana e maganda po ang serbisyo nio sa amen po	1
Sana hindi nawawala yung kuryente para di tumatagal yung transction	1
Sana hindi po kayo mag sungit.	1
SANA HUWAG NA HANAPIN SA CLIENT ANG MGA DOCUMENTO NA WA SA LISTING NG REQUIREMENT SA ANUMANG TRANSACTION AT MEDYO BAWASAN ANG MGA REQUIREMENTS FOR COMPLIANCE MG Land Bank.	1
sana ihiwalay nIng po ung number pag bayaran ng bir kasi sa knla lng po matagal magtawag ng numero.	1
Sana ipagapatuloy ninyo Ang Inyong pag tulong.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Sana ituloy pa ang maayos na pakikitungo sa client	1
Sana kung cnu ung nasa pila na xa na ung bigyan ng numero.	1
Sana laging maganda ang serbisyo	1
sana laging open sila sa opinion ng iba pang tao	1
Sana lagyan pa ng maraming teller	1
Sana lahat ng guard gaya ng guard na si Maam Gabana	1
Sana lang po mas mapaaga ang proseso para para d po abutin ng gabi, but ok nman lahat nh staff, verygood sila at helpfull	1
Sana maayos na ang system for fast services	1
Sana maayos yung tawag ng numbering, New Accounts. Maiwasan ang singit	1
Sana mabilis Ang pag assist para di matagal naghihintay Ang mga customers	1
Sana madagdagan ang new accounts.	1
Sana mag dagdag ng teller para de maabala customer	1
sana mag pabuti at lumawak pa ang serbisyo nyo sa aming mahihiram at tumagal pa ang serbisyo nyo	1
sana maganda ang pamamalakad	1
Sana maging branch ang Sinacaban Leaf.	1
Sana maging courteous ang mga guards sa pag assist sa mga clients ng LBP. Masyadong magaspang at pabalang makipag usap ang mga guards.	1
sana maging maayos ang pila..	1
sana maging mabilis Ang transaction	1
Sana maging office dito	1
Sana magkaroom kau ng masmalaking Office at tauhan para masirbisyoan ng maayos lahat ng tao	1
Sana malamig yung office po.. ang init kasi thank you	1
Sana mapabilis ang pagbigay ng atm replacement at magbigay ngcontact number kungdumating na...kasi 3 times na ako pabalik balik...malayo pinanggalingan ko.	1
sana mapabilis pa ang processing ng report	1
sana mapaglingkuran ang mga kliyente	1
Sana mapanilis niyo ang new accounts	1
Sana mapbilis ung trnasakyon s pila medyo matagal	1
Sana marami pang matulongan na mga tao	1
Sana maraming mga ipoan para sa mga cliente	1
SANA MARAMING NEW ACCOUNTS COUNTER PARA MAS MABILIS ANG TRANSACTIONS	1
Sana mas butihan pa Ang serbisyo sa mga tao	1
Sana mas mababa charge fee	1
Sana mas mabilis pa ang pagserbisyo	1
Sana mas mabilis pa ang transaction	1
Sana mas madami pang access ang mga machines	1
Sana mas maraming counter for deposit para mas mabilis ang transaction.	1
Sana mas may malawak na parking area	1
Sana massage marami pang naaacomodate na clien everyday	1
Sana matulongan pa po Kami lagi po sa land bank Po maraming salamander po	1
Sana may elevator para sa mga senior citizen	1
SANA MAY ELEVATOR PARA SA SR CITIZEN	1
Sana may maupuan Ang lahat	1
Sana may ng babantay s labas para hnd magulo Ang pila	1
Sana may number sa sa guard pagpila sa umaga, kasi before mag open ang bank my mga client na, pagpila labo labo at singitan un iba	1
Sana may photocopier na ang office para mas madali para sa amin.	1
Sana may tubig na libre	1
Sana my online transaction din Po para d pbalik balik mga clients	1
Sana my priority number	1
Sana no more fees to be collected regarding on ask sa cheque kase regular client kami ok lang f no bank account.	1
Sana pag sinabing 3 Weeks yung release ng atm card replacement, sana ma-sure, pabalik balik kasi ako	1
Sana po ay mag ka landbank na po dito sa bayan namin.	1
Sana po ay mas mapadali na yung process ng Fund Transfer . Thank you	1
sana po ay patuloy po kayung tumoling at laging magalang sa kapwa maraming salamat po	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Sana po carbonized nadin ang bank slip. Para isahang sulat lang po.	1
Sana po dagdagan ng nag a assist sa opening of account..The guards are nice and courteous..Even the branch manager is very helpful.	1
Sana po e maganda po ba ang serbisyo nio sa amen	1
Sana po laging ayusin ang mga crang atm machine para d po nahaba ang pila	1
Sana po laging may barya ang machine	1
Sana po makakuha napo ako ng atm landbank para saming TES	1
Sana po malaman po namin kung kailan ang maintenance ng inyong system. June 22 nagsend po ako ng pera using instapay to gcash, pero hanggang ngayon , wala pa rin po. Hindi din po namin malaman kung kailan po ba maibabalik ang pera. Kindly look-up for this concern immediately. Thank you and God bless.	1
Sana po mapaganda pa ang inyong serbisyo sa amin	1
Sana po mas dagdagan nu p ang assign na teller lalo n kung marami ang clients nu	1
sana po mas mabilis ang mga transaction (manpower)	1
Sana po may maayos na pila	1
Sana po may mag assist para maayos Ang pila sa labas..thank you	1
sana po pantay pantay yng mga natatanggap na ayuda sa mga bawat estudyante sa bawat pangkat at mas aktibo ang pagbibigay ng ayuda para po sa mga anak nmn mag aaral	1
Sana po patulogyAng mabuting serbisyo para sa mga mamayang pilipino	1
Sana Po tuloy tuloy Po serbisyo nang 4pis	1
Sana po walang sisingit	1
sana po yung service na binibigay sa mamayan lalung mapabilis pa	1
sana sa susunod may libreng paupuan salamat	1
Sana sa susunod may upuan	1
Sana sa susunod merong libreng tubig	1
SANA TAKPAN NA YUNG MACHINE KUNG MARAMI NANG COMPLAINTS	1
Sana tuloy tuloy ang magandang serbisyo sa mga customer.	1
Sana tumagal p ang serbisyo Ng land bank sa aming mga magsasaka at mangingisda.	1
Sana wag ipaiwan ang gamit sa labas(HELMET)exp	1
Sana Wala nang numbering next time	1
Sana walang mag bago ang pamamalakad nyo sa land bank 4ps.para mas lalong mapaganda salamat po.	1
Sana walang offline😆	1
Sana willing ang mga staff na magasikaso ng mga costumers kung kinakailangan.	1
Sanay mapabilis ang pag ayos ng transaction at wala sanang palakasan system na nangyayari. Maging patas lalo na sa pagpipila.	1
Sang ayun akoh sa mga panuntunan ng landbank	1
Sapat na ang mga serbisyo na ipakita ninyu sa mga costumer,,Encourage sa mga tao na maging membro sa opisinang ito.	1
Sapat na po ang serbisyo na ibinigay .	1
Satesfied	1
Satidfied	1
Satiefied the service	1
Satischied	1
satisfaction	2
Satisfactory	16
satisfactory satisfied	3
Satisfied	62
satisfied ako sa serbisyo ng opisinang ito	1
Satisfied already	1
Satisfied at your service	1
Satisfied client	2
Satisfied client and continue your service	1
Satisfied client.	1
Satisfied client. No more suggestion I could offer.	1
Satisfied Customer	4
satisfied customer here. thank you and more power	1
satisfied customer service	1
Satisfied every transactions.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Satisfied for the services rendered by the personnel, KUDOS for the management and staff	1
Satisfied for the serviices render	1
Satisfied for you service	1
Satisfied kaayo	1
Satisfied na po	1
Satisfied nako mga services nga nag render sa ako-a. Thanks God	1
Satisfied nman po, no suggestion .	1
Satisfied of the services offered	1
Satisfied of your service keep up the good work God Bless	1
Satisfied ok	1
Satisfied po ako sa pag Asikaso Nila sa amin at maraming salamat po	1
Satisfied po kami sa serbisyo	1
Satisfied sa service	1
Satisfied services	1
satisfied with all services	1
Satisfied with the customer service	1
Satisfied with the help that the employee has given me.	1
Satisfied with the service	1
Satisfied with the services rendered of the staff.	1
Satisfied with the services. No comment or suggestions.	1
Satisfied with their services provided to us during our transaction. Yet, to make it more convenient, I suggest that opening of account will be online to save time and effort in physically going to the bank office.	1
Satisfied with your service :>	1
satisfied with your service.	1
Satisfied.	3
Satisfied. Approachable employees and transactions are smooth.	1
satisfied.. thank you so much,!!!	1
satisfy	7
Satisfy na sa serbisyo	1
Satisfying	1
Satisfying sevice	1
Satusfied	1
Second branch please	1
Security services and staff are very accomodating,	1
Security staff must maintain Hospitable Approach	1
securityguard are verry good	1
see you soon	1
seems that you have plenty of clients atm you open more counters to accommodate your transaction	1
Send another teller for smooth banking expirience	1
Senior citizens must priority especially PWDS	1
Senior citizens must really be given express service. Sometimes it takes us more than an hour to finish.	1
Separate claiming window	1
SEPARATE LANE FOR GOV. EMPLOYEES	1
Separate priority lane for government employee	1
separate priority/none priority numbers, provide more tellers, provide a waiting area outside for early clients	1
Separate staff for updating accounts etc. ,since there is only one staff for updating and new accohnts.,it takes more time for custkmers to wait for their turn.	1
Separate transaction for iaccess	1
Separated ang line between the seniors and others coz it takes time pa sa iba if magwawait pa	1
Serve us with a smile.. it matters a lot.	1
serve well	1
Serve with love and fair	1
Service from the hearr	1
service given are ok, employees are kind, thank you & more power	1
SERVICE IN BRANCH WERE KINDA SLOW	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
service is always very good	1
service is always with a smile and employees are all pleasant	1
service is excellent	1
service is fast	1
Service is good	7
service is good pero i suggest na mas mapabilis pa sana	1
Service is good, Looking forward for my next transaction	1
SERVICE IS GOOD, VERY COMMENDABLE	1
service is good.	1
Service is good. Not much to say for improvement.	1
Service is highly commendable with personal touch.Nikki Fabrp NanudJanet PatimoJoseph CaliguiranMay due promotion be bestowed.	1
Service is okay	2
Service is smooth kahit madaming nag oopen ng account	1
Service is very satisfactory	1
Service its Ok	1
Service of landbank was good and care doing services	1
service of the staff is okay naman po.	1
service quality is improving, i like it.	1
service satisfied	1
service was good, the guards are accommodating, staff are welcoming and the manager man zeny was nice to talk with thank you for the assistance	1
Service was slow. Spent almost 2 hours waiting for my turn. I suggest to improve or add additional manpower	1
Service with fair to the clients	1
Service with smile	1
Services and Employees are very much accommodating	1
services are good	1
SERVICES ARE GOOD!	1
services are great and staffs are friendly	1
services are okay. For new accounts need to inform the client what are neededinform to comply rhanks	1
Services are satisfactory, staffs are very approachable, entertained our questions and inquiry politely.	1
services is ok	1
Services is okay	1
Services was good and very accommodating. No other suggestions needed.	1
Services was good, staff are approachable	1
Set appointment online please	1
Set computer priority number screen	1
Sevice offered was very satisfactory	1
she is a good listener, and she entertained me well	1
sheila is very accommodating when it comes to assisting me in availing my salary loan. She extended her helped	1
Short waiting of time mabilis n serbesyo	1
Shorten surveys	1
Shorten time in any transaction	2
SHORTENED TAT	1
SHORTER DAYS PARA MA-RESOLVE ANG CONCERN. MORE THAN A WEEK BAGO NAKUHA IYONG PERA. KUNG PWEDE SANANG 2-3 DAYS MA-RESOLVE NA.	1
Should follow Arta strictly should increase manpower inside the agent to lesser the consume of time	1
Should have a dedicated window for in bank check deposits	1
Should have a faster service. More employee more progress in service	1
Should have number calling, and not just based the turn of the people on who's nearest to the teller.	1
Should have visible citizens charter as to the vision, missions, core values of landbank nendang ng last.	1
Should not happen again, to ensure ATM is working properly. The bank should be able to process the report even during weekends since the money was badly needed.	1
Si richard po ayaw magpapalit	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Siguro ang e improve lang po sa Isang branch yung Pag tumatawag sa Phone minsan wala sumasagot sa mga line po nila. Ang hrap ma contact instead di na kami ma hustle to travel going to branch meron lang kami clarification,or verification. Sana po meron operator na in charge sa telephone.	1
Siguro faster Internet access and connectivity during ATM transaction	1
Siguro magdagdag mg staff para mas mabilis po yung process	1
Simpleng ngiti sa costomer..	1
Since pre-employment examination is done online, I would suggest that you improve more the monitoring especially during exam period to uphold fairness and to protect the quality of the results, ensuring that the latter truly reflects the abilities/competencies of the applicants.	1
Sincerely appreciate it	1
Singit' cloients should not be entertained. Ask them to get a number an wait for their turn. The personnel in the verification counter is out for more than 20 minuetes.	1
Sir Aldo Limon is very accommodating	1
Sir Dennis Jericho Soriano is very good in service with smile. He is Very accommodating and fast service. So courteous and polite and respectful to his clients. Thank you.	1
Sir mike is very accomodating... Though they should be strict about the dobs online before going to the branch because it makes the process last longer that it should be. We waited almost 5 hours just to open a new account... Though we appreciate sir mike.. I think they need more workers, since sir mike is also occupied with other works.. It would be convenient if he only focus on the open account table.. Thank you	1
Slamat poh	1
Slow po yung connection, pakiaayos po	1
slow processing of transaction	2
Slow yung connection sana gawing mas maayos pa ang connection	1
smart and helpfull	1
Smile a lot. Its the best service that you can render.	1
smile always	5
Smile always and stay friendly to all clients.	1
Smile always to everyone.	1
Smile every minute	1
Smile lng po lagi	1
Smiles😊😊😊	1
smooth and orderly	1
Smooth processing and the staffs are friendly and accommodating	1
smooth service	1
smooth service :)	1
Smooth transaction	3
Sna po e maayos pden ang serbisyo nio po	1
Snacks and freshly brewed coffee while waiting for my number.	1
SO FAR AS A NEW CLIENT, I AM HAPPY WITH THE SERVICE GIVEN BY THE STAFF	1
so far everything is good the server was fine	1
So far everything okay in new location.	1
So far good	4
so far good service	1
So far good services	9
So far it was a smooth transaction	1
so far its good nothing to worry	1
So far it's ok and good service provided for us depositors especially when it comes to dealing also w/clients.	1
So far mas accomodating mga tao ngaun unlike the first time i went to process my account.	1
So far most of staff are hospitable, but Security Guard must be more approachable and pleasant.	1
So far no suggestion come as for now..So far as I observe it so good when it comes about services of the staff & the management.	1
so far none, since its my first time in this branch. Guards are accomodating. Also there are only few clients so the flow is smooth. Dunno during busy times	1
So far nothing, the staff is approachable and my application was smooth.	1
So far ok nmn po at mabilis lang ang process at ang mga guard ay ok ..	1
SO FAR OKAY NAMAN ANG SERVICE	1
So far okay naman lahat, and continue lang ganyang servie palagi fair.	1
So far po wala na because approachable po maxado at cheerfula ng teller po at guard. Thank you	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
So far so good	8
So far so good po lahat ng mga empleyado ay madaling lapitan.	1
so far so good services here in land bank , for me more improve your service for the people or your customer.	1
So far so good.	2
So far so good. :)	1
So far the assisatnce is very good and meet my expectations.	1
So far the service is fast and active	1
So far the service is good..cold office while waiting for my turn.	1
so far the service of lbp is commendable, treating its people with respect	1
So far the service was good compared to landbank Double Dragon	1
so far the services offered by lbp is good they make sure that they satisfy customers need, more patience for some clients that are not familiar of the process	1
So far the staff/guard are very nice and very dedicated to their jobs and the rest of the staff.	1
so far the transaction was easy and good	1
So Far the transactions cater right away	1
So far very good	1
So far very good service	1
So far very good services	1
So far we will appreciate your service	1
So far, I don't have any complaints regarding the service maybe just continue doing the best .	1
So far, I received good service.	1
So far, it's good.	1
So far, ma entertain ta mi on time basta dili mag offline	1
so far, none. Thank you and GOD bless	1
So far, ok nmn lahat ang serbesyo	1
So far, so good	1
So far, so good of their service. Thank you.	1
so far, they're all good. there's nothing I can say about their service, I'm really satisfied about it.	1
So Fast, So Good	1
so good	1
So maayos naman ang service and approachble naman mga staff	1
so very good	1
So very good only ang landbank	1
So. Far good servicesk	1
sobrang approachable ni manager	1
sobrang bait nila salamat	1
Sobrang init po sa branch, even though may aircon (mukhang under maintenance) + ang haba po lagi ng pila sa teller since isa lang po ang teller same with new accounts. I think hiring more staff/employee could help your branch to shorten the line and make the transaction faster. And also it create a more pleasant banking experience for everyone.	1
Sobrang laki ng tulong ng isang Landbank acc	1
Sobrang laking tulong	2
Sobrang laking tulong s amin	1
Sobrang maganda po ang serbisyo at napakalaki ng tulong	1
Sobrang nakakatulong po	1
Sobrang nakakatulong sa pangangailangan ng aking pamilya. Specifically sa pag - aaral ng mga bata.Thank you so much 💓	1
Sobrang nakatulong sa akin	1
Sobrng ganda n po ang serbisyong binibigy nyo po s mmmyan	1
Some machines have defects, kindly fix it.	1
Some teller are not professional	1
Some verifier of atm is not accpeting landbank card, make it available in all card tenasactions. Mo	1
Sometimes ang tagal naming maghintay but so far ok ang kanilang serbisyo. Gob bless	1
sometimes iaccess is very really hard to access after banking hours, however iaccess really help me with my online transaction	1
Sometimes not ok, sometimes very okey, but not all the time.👍😘	1
Sometimes, ang FIFO ay hindi masusunod medyo nakakalito sa pagkakasunod-sunod kaya tumatagal pila	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
somewhat needs more teller for faster transactions.	1
Sorry to say but most of the time long wait	1
Space para sa mga tso	1
Special thanks to all employees of lbp boni mandaluyong napaka bait nyopo.	1
Specific time lang po sa mga naka appointment ng new account dahil nalilito po sa mga oras kung kailan pupunta ng CC	1
Speed of service needs improvement	1
Speed transaction	1
Srvices is good	1
Staff are all very polite, courteous, accommodating, and helpful. Special thanks to Ms. Catherine Santos and two personnel for going out of their way to assist me in paying for my PNP Clearance fee. Since the transaction couldn't get through over the counter for some reason, Ms. Santos even used her personal account to pay for my fee. Really appreciate the kind gesture. My only suggestion is for Landbank to ensure that all payment systems work and are easy to execute. Salamat po!	1
STAFF ARE FRIENDLY AND ACCOMMODATED	1
Staff are helpful and accomodationg	1
STAFF ARE PROMPT AND APPROACHABLE.	1
Staff is approacheable	1
Staff may Stay Approachable	1
Staff must be more friendly and approachable	1
staff were very helpful	1
staff. is. helpful to. senior. citizen , and messenger, very nice. service	1
STAFF/PERSONNEL SERVED IS ACCOMODATING AND FAST BUT COULD BE MORE GRACEFUL IN GESTURES.	1
start digitalization in queue	1
Stay approachable	1
Stay as efficient with regards to banking service	1
Stay as it is	1
Stay helpful.	1
stay humble and kind to your clients always	1
Stay humble and Mabait	1
stay in good service	1
Stay what you are	1
Still ok	1
Stop correcting how to put my signature, if you want make your slip bigger to accomodate my signature.Put avoid erasure on your slip, if you keep correcting not to make erasures.Already processed changed name on our company passbook, however your system never updated it and keep doing manual verification during withdrawals. . . Such a waste of time. . .especially during this time of digitalization.	1
Streamline the process of account transfers. Due to the merger of UCPB and Landbank, the release of my loan was delayed for over a year and we had to re-submit a lot of documents.	1
Strong and honest	1
Strong service	1
stronger security system for continue trust	1
strongly suggest that verifaction counter add one personnel during peak hours w/drawal of (senior) pension through teller	1
Strongly suggest that verification counter - add one personnel during peak hours widrawal of senior pension through teller.	1
subrang nakakabutii	1
Succesful transaction good job	1
Successful	1
Sufficient fund in any ATM	1
Suggeesotion specific lane	1
Suggest ko lang na sana palagyan ng aircon sa loob ng landbank.	1
Suggest to allow transfer of collateral docs to branch nearest to the client	1
Suggest to extend hours of service	1
suggestion box must be in visible place	1
Suggestion ko lng na dagdagan pa Ang MGA staff	1
Suggestion lang , what if madugangan ang teller sometimes isa lang kadamo customer	2
Suggests to have reprint option on transactions.	1
Suhestiyon ko ay mabilis and proseso at magalang ako na trinato ng mga tauhan dito.	1
Suhestiyon kung paano pa ninyo mapapabuti ang inyong serbisyon, dahil sa magandang pag galang nyo Dito.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
sumasang ayon ako dahil bumibigay din sila ng dagdag opinion sa transakyon	1
Sumundo lang ng maayos sa mga rules ng company ito at mag serbisyo kayo ng may ngiti sa kapwa	1
Sumunod sa alin mang tuntunin upang mas maging maayos pa ang pagpapabuti sa pagpapabuti ng ating gawain	1
Sumunod sa mga alintuntinin	1
Sumunod sa mga regulation at maingat sa mga gawain	1
Sumunod sa patakaran	2
Sumunod sa patakaran para mapaayos Ang serbisyo	1
Sumunud sa mga patakaran	1
Sundin Ang lahat nang patakaran up Ang tumagal sa serbisyo	1
Sundin ang numbering	1
Sundin yung number para maiwasan ang sumisingit	1
Super bagal ng service kainis	1
Super baiit po ng staff	1
Super helpful	1
Super impressed ako sa bilis at galing ng service. Nakaka-walang stress!	1
Sustain the services offered.	1
Susunod Ako	1
System ng new accountabagal lng po	1
Takes awhile for the encashment of my check	1
Taller is very goood & very fast	1
Tamang ortoseso	1
tanggapin ng may saya at pakikibaka sa mga tao.	1
tangkilikin ang sariling atin upang mapalago ang ating bansa ng sa ganon mas marami pa matulongan na mga taong na na ngangailangan	1
Taong pwede pagtanungan na available agad	1
tapat na serbisyo	1
Teamwork and Cooperate each other.	1
television movie for palipas ng oras :)	1
Tell Sir Caloy to smile from time to time.😅	1
Tell your information staff or customer service to be a little more nice to those who are asking and not rude.	1
Teller 1 and 3 are very approachable (Buotan) Teller 5 (Buntis) is always highblood, isog, kusog mosingka ug dili kabalo magpababag tingog. If possible kung naay client na masipyat dapat kabalo mo control sa sarili ang teller, magpababag tingog, mo sulti nga dili mi malain ug dili pod siya malain, Salamat.	1
Teller 3 very slowly	1
Teller 4, masungit. Ilang beses na.	1
Teller information with picture	1
Teller should give a little bit smile to customer and overall is good	1
Tellers are all accommodating.	1
Tellers or staff inside the bank should have a good personality and be approachable and friendly, especially when dealing with elderly people. They should not be rude. People ask because they don't know, so you need to teach them.	1
Tellers should always bear a SMILE	1
Tellers to accommodate more customers at once.	1
Thank for your good service	1
Thank for your service	1
thank so much	1
Thank u	4
thank u so much for this opputunity, for me the services given is very good,all employees are proffional when it co e to managing custommers ,thank u.	1
Thank you	50
thank you	1
THANK YOU !	1
Thank you & god bless! None comment	1
Thank you (:	1
Thank you and God bless	1
Thank you and GOD bless Landbank DepEd.	1
THANK YOU AND GOD BLESS!	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
thank you and have good day	1
Thank you and more power	1
thank you for a good service for us.	1
thank you for accommodation and transaction	1
Thank you for accomodating	1
THANK YOU FOR ACCOMODATING EVEN THOUGH I'M PREGNANT :)	1
THANK YOU FOR ACCOMODATING US WELL..... MORE POWER!	1
Thank you for being so accommodating when it comes to your service.	1
thank you for fast transaction	1
Thank you for good service	4
Thank you for good service.	1
Thank you for kind accommodation.	1
Thank you for our good service.	1
thank you for serving us with your best	1
Thank you for the convenience.	1
Thank you for the fast transaction and answering our queries thru email.	1
Thank you for the good service	5
Thank you for the good service.	1
THANK YOU FOR THE GOOD SERVICES	2
Thank you for the good services!	1
thank you for the nice accomodation	1
thank you for the service	3
thank you for the smooth service	1
Thank you for very nice services. God bless you always	1
Thank you for your efficient service.	1
Thank you for your good service	2
Thank you for your good service!	1
Thank you for your good service...	1
THANK YOU FOR YOUR GREAT SERVICE!	1
Thank you for your kind service!	1
Thank You for your service	7
Thank you for your service.	2
Thank you for your services.	1
Thank you for yoyr services	1
Thank you landbank	1
Thank you LANDBANK for facilitating our loan request today. Mabuhay po kayo.	1
Thank you LBP	1
Thank you po	1
Thank you po s maaus na transaction...	1
Thank you po!	1
Thank you sa patas na pagtrato sa amin :)	1
Thank you sa service po ,sana mag smile and greetings namn po kht konti ung staff . Thank you again for faster transaction	1
Thank you so much	2
thank you so much for the information	1
Thank you so much sa maayong serbisyo	1
Thank you so much, more power and God bless ! Keep up the good work!!!	1
Thank you so much..	1
thank you the staff are very approachable	1
thank you very much	3
Thank you very much for the services offered. Keep it up.	1
thank you very much for your good services	1
Thank you very much.	1
Thank you!	13
Thank you! God bless!	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
THANK YOU! GOD BLESS.	1
Thank you!Your respose have been received	1
Thank you😊	1
Thank you,😊	1
Thank you.	4
Thank you. NONE	1
thank you.. great service	1
thank youok	1
Thankful for the service	1
Thankful sa service	1
Thanks	4
THANKS & GOD BLESS	1
Thanks always	1
Thanks for being accommodating.	1
Thanks for being courteous.	1
Thanks for better service	1
thanks for help	1
Thanks for same treatment	1
Thanks for the expedite transaction	1
Thanks for the good service	1
Thanks for your good service.	1
Thanks landbank	1
Thanks so much for accommodating us	1
Thanks!	1
Thankyou	3
Thankyou for the good and helpful service	1
Thankyou sa landbank	1
thanyou sa mabilis na transaksyon.	1
That there would be additional staff to cater to the needs of the customers/depositors. Right now, there are 4 desks at the teller, but only 2 personnels.	1
The AC was very low	1
The assistance on opening of e-app lbp via online.	1
The bank must observe Ease of Doing Business. We have work too. I spent almost 4 hours of waiting for my transaction. They have only two staff for customer care service. The other staff (female) is working slow. The transaction is taking a lloooooooooonggggg time to process. Kudos to other staff (male). He is quick to transact and he knows what he is doing. Security guards are courteous. Thanks!	1
the best	2
the best branch ive ever had	1
The branch is a bit small to accompany such large customer especially on busy days but the staff were able to execute their job effectively.	1
The branch personnel are very accommodating and friendly. I liked the way they served my transaction.	1
The CC should be displayed bigger and the fonts where the mall to see.	1
The Cc should be in tarpuline so that everyone can easily saw it.	1
the cc should be printed in bigger font and maybe have near the door for easy understanding	1
the citizen charter of this branch is only placed in a clear book as discussed by the personnel. It is proposed that it will be converted into a infographic for better appreciation	1
The citizencharter should transfer visible to all client most especially to the senior.	1
The clerk is accommodating	1
The connection is slow. Please fix it!	1
The current service given is satisfying. Thank you.	1
The easy way to make queries and the process of having a transaction provide a fast lane	1
The employee and service os good. But the location and building is not a client friendly, No available parking and elevator is not functioning, 3rd floor pa ang office.	1
The employee especially the one who attended to us is very restpectful and accomodating, but not the guard on duty.	1
The employees and guards are good they treated the costumer so well. im good with that . Wala na akong ma suggest..	1
THE EMPLOYEES IN THIS BRANCH ARE KIND AND GOOD.	1
The establishment is fair enough for the clients.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
The facilities and the waiting area it delves to be more perfect.	1
The frontliner who attended with my complaint was very presentable and knowlegeable of her work. She is so pretty but doesn't smile a bit. It would be more pleasant to deal with her if she posts a friendly face towards the client. Nonetheless, she was able to help me with my queries/complaints.	1
The guard is rude and impolite	1
The guard on duty should be reliable and respectful. He did not know what he was doing. He is not respectful.	1
The guard on duty were all kind and helped me in my transaction. Keep up the good work.	1
The guard very accomodate & polite.	1
The guards should show respect in a way that client will not feel embarrassed	1
The guards were indeed helpful and responsive to the queries raised :)	1
The lady assigned today in the verification counter assumed that I know the jargon... That's why I had to ask what the implication was of I opted for local clearing instead of in-house... I also felt that she was exasperated when responding to my query... I hope she can be nice to everyone.	1
The Land Bank of the Philippines Sinacaban Branch, their services is good they accomodate well the customer/clients and they answer all the inquiries and help the clients what are the requirements for opening an account.	1
The LBP staff was very nice and they remember their clients and assisted willingly. But please train your security guards to be respectful and tactful. I was offended by one of your guards by calling me pregnant and attempting to give me the priority number out of a rude joke. This is a disgrace for your institution which has maintained its good reputation for years. I hope you would follow this up.	1
The line up of people was confusing and the waiting area is somehow uncomfortable due to heat. Thank you.	1
the machine to warn if the cassette has problem	1
THE MANAGEMENT IS GOING GOOD AND WELL	1
the manager is helpful	1
The more tellers and staff the faster the transaction	1
The New Accounts Staff are friendly and accomodating. Thank yoy	1
The numbering system is no quiet systematized.	1
THE OFFICE HAS EXCELLENT SERVICES, VERY ACCOMMODATING.	1
The office is quite hot	1
The office must have a better space for the people.	1
the office must have a spacious space to accomodate its client	1
the office need more space	1
THE OFFICE SHOULD HIRE MORE EMPLOYESS TI CATER THE CLIENTS FOR A FASTER TRANSACTIONS	1
THE OJT BOYS ARE VERRY RESPONSIBLE	1
The one who assisted me, Ma'am Zandria is very courteous	1
The one who assisted me, Zandria is very courteous and very kind	1
The opening of new accounts lane should have dedicated staff to accomodate clients for smooth process allowing clients to finish the transactions on time as stipulated in the Citizen's Charter.	1
The Parking	1
The personnel found others ways to verify my identity since I forgot to bring my ID. I was able to withdraw over the counter successfully.	1
The personnel made the transaction faster and simplier. He checked if the requirements needed are available.	1
the pick-up staff is very approachable & very accomodating	1
THE PLACE IS CROWDED HOPING FOR ORGANIZED PLACE AND COMFORTABLE. HOPING FOR THE CC TO BE POSTED IN CONCISE AND BRIEF SO THAT IT CAN BE UNDERSTOOD EASILY. THANK YOU FOR THE SEVICE LANDBANK TAWI TAWI	1
The place or building very old must renovate..🙂	1
The procees took too long butnthe overall updating clear.COMMENDABLE SERVICE AND STAFF!	1
The process and transaction was easy and convenient	1
The process must be quick and systematic especially check encashment. Thank you.	1
The quality of service is good. Although the CC is quite small not applicable enough.	1
the quality of service was good	1
The queue takes a lot of time, I don't know what the reason is but it needs to improve.	1
The queueing of each counter is not visible so the client is not aware what customer number is already being serviced by the teller.	1
the queuing time is very long even if there are few clients waiting	1
The screen monitor for priority number per transaction should be functioning always.	1
The secretary is very accomodating	1
the secretary, ms. Zandria is very courtoues and helpful	1
the security are couteous and the staff is approachable	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
the service I received was good it was the (head office) that not doing a good job in processing the type of concern I had (non dispensed money)	1
The service is excellent	2
the service is fair and the staff is very approachable	1
The service is fine because most of the teller i know.	1
The service is fine but you should fix the connection	1
The service is fined	1
The service is good	6
The service is good and fair.	1
the service is good and im satisfied of it	1
The service is good and keep up the good work	1
The Service is good And Keep up the good work!	1
The service is good and so the staff.Wala na po.	1
the service is good and the personel or employee are very approachable	1
The service is good ang friendly staff.	1
The service is good but the office is not already a conducive place for the client. Thank you!	1
The service is good but there are some point wherein some of the stuff are very strict.	1
The Service is good in Land bank	1
The service is good the staff are very nice and helpful	1
The service is good! More power and Godbless	1
The service is good👍	1
The service is good.	5
The service is good. Thank you.	1
the service is much appreciated thank you for the good service	1
THE SERVICE IS OK AND THANK YOU	1
The service is okay but more effort to give fast service	1
The service is somehow nice	1
the service is very good , clerks and personel has good characters and promising services	1
The service is very good and also the facility. Thank you.	1
The service needed is good.	1
The service of employees of landbank is very nice.	1
The service of the staff helped very much and they treaded all of us equally.	1
The service of the tellers is very excellent.	1
The service of this Bank is good in my experience.	1
The service personel was courteous but the system is always a problem not the employees fault	1
The service rendered is fair and very good	1
The service was excellent	1
The Service was fast & Mr. Cabrillos is prompt accomodating	1
The service was good and fast	1
the service was good. Nothing to improve	1
The service was so very approachable.	1
The service were delivered smoothly	1
The service would be best if there's a personnel from the establishment who can assist incoming clients required to fill up information thru online to avoid discrepancies and incorrect filling.	1
THE SERVICES ARE GOOD, ALSO THE STAFFS ARE APPROACHABLE	1
the services is good	1
The services is very well okay	1
The services of Landbank are good in terms of Customer Care since they really entertain them and take each concern very seriously. The only thing that they must improve on is their "time consciousness" because sometimes we don't have all day.	1
The services so good	1
The services was good.	1
the servicws offered shoyld be seen on the screen by numbers	1
The setvice of LANDBANK is nice especially the treatment and service of the staff and it also helped very much.	1
The staff are assisting you properly	1
The staff are doing well. Keep up the good work.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
the staff are entertaining well to there clients	2
the staff are good & treated well there client	1
The staff are good coz they entertain well to there clients.	1
the staff are good to entertain there clients	1
The staff are nice but a little bit intimidating. They are doing their job well naman. I like the fast transactions & the online transactions are very accessible. There is also text updates which I appreciate.	1
The staff are so approachable and helpful	1
The staff are very accomodating to entertain there client.	1
the staff are very good and entertain well to there clients	1
the staff are very good in dealing with there clients	1
The staff are very good in there clients	1
The Staff are very helpful	2
the staff are well entertain to there clients	1
the staff is there to help, we make manual deposit very often and they're friendly, professional and given the ability to help =)	1
The staff is very nice and very helpful 5stars 10/10	1
THE STAFF NEEDED SOME SEMINARS ABOUT GENDER SENSITIVITY AND I AM TALKING ABOUT THE GIRL IN THE ENCASHMENT AREA	1
The staff was hospitable of the said institution	1
The staff was nice and I experience smooth transaction always.	1
the staff was so kind and ready to entertain every customer that get in with their transactions	1
The staff was very helpful, they explained to me what I need to do, they explained to me what is the process including the requirements ect. But I want you to improve your facilities becoz its so init inside they have an ac but it so hina and I think it need maintenance. And also, I think you should hire more staff to para mapabilis ang transaction esp in new account.	1
The staff who assisted me from start to end with my loan application was great, however is she aware with the status of the atm card? As I visited the office today, the person in the verification counter informed me that my atm card is already here but the Ms. told me earlier that it wasn't here as she checked it. I think, the office needs collaboration and proper channelling of information as well. Just a small observation but this will help a lot.	1
the staffs are entertaining there clients well	1
the staffs are entertaining well to there clients	1
The Staffs are very accommodating and does the job in a courteous manner.Thank you very much and keep up the good work	1
the staffs are very friendly and they entertain well to there clients	1
The teller para dali ang among pagtransack	1
The tellers are fast yes but it still take us time to wait so maybe the office is understaffed	1
The tellers are nice and accommodating not like the other bank.	1
The thing that needed to improve is the offline transaction sometimes.	1
THE TIME DURATION SA PAG-CONTACT IYON ANG PROBLEM I UNDERSTAND MADAMI HINDI LANG AKO, I THINK MABILIS NAMAN ANG SERVICE. OVERALL COMMENT THANK YOU FOR DOING A GREAT JOB THANK YOU FOR HELPING ME.	1
The transaction process was smooth and straightforward. Staff were friendly and helpful when answering my questions	1
The transaction was fast.	1
The transaction was smooth and easy.	1
The TRANSACTIONS WERE FAST AND THE EMPLOYEES WERE ALL NICE AND APPROACHABLE	1
The trust the process	1
The way they treat client is 100% fair.	1
The way they treat their client is 100% fair.	1
Their services is good, mabilis ang pagkuha ng mga transactions	1
There are some services that I'm not familiar with and are new to the service. I love the service the guard give as they were very accommodating and doesn't ignore you. I might have looked ignorant but thankfully both the staffs and even the costumers are very helpful. Nice service, give salary raise to the guards!	1
There is no need to improve because the services are good enough	1
There is no problem at all, continue to be polite and approachable.	1
There should be at least 2 staff in the new accounts section for faster transaction	1
Theres always a room for improvement	1
They are all approachable	1
They are good in service	1
they are very approachable	1
They are very helpful and approachable. Thank you	1
They can improve their services like more engage in digital transformation that can attract more customers and manage more effectively.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
They have a good service for any individual and give good information	1
They have good costumer service	1
They help you and very accomudating	1
They need to louder their voice.	1
They treated good. Landbank is the best in the Philippines.	1
Thier employees are Very approachable	1
think positive and always help each other🥰	1
Think you	1
Think you very much	1
This bank is need more staff.	1
This is land bank improve service to help allow for people.	1
This is my first time in this branch but I find it good and satisfying with the service rendered to me today .thank u	1
This is my first time, my first time is very smooth proccess	1
This is understandable	1
This office/branch is very excellent. The staffs are approachable and accomodating.	1
Thnx po!sa 2long nyo pag meron kming prblm sa card nmin.	1
thsmk u	1
Thsnk you	1
Thumbs up..keep up the good work.	1
time consumed	1
time management	4
Time management medyo mabagal ang service	1
Time management.	1
Time managment - meaning the time needs for the customers or like has to be done as early as possible, i mean the staff here and workers are fast and duable sa pag gawa, the only thing the problem is the machine that it takes long to approved something that people like creating ATM cards, approving the documents for checks and etc... printing balance for depositors is not accurate those who need checking their balance,	1
Time of waiting , matagal po per client, if possible additional staff to accommodate client or come up with strategy on how to cater client base on minimum time of waiting	1
To add more teller so the transaction will be more faster	1
to answer our concerns with a heart i mean you approach us in a good ways saying clearly and properly so that we can understand what will be the next step to do .	1
To be always availabe te cash deposit machine	1
To be clear	1
To be continued in your service and be patient	1
To be fair to every one	1
To be good the complainant	1
To be honest in transaction and good purpose	1
To be kind in other people	1
To be more easier and faster transaction.	1
To continue helping people growth.	1
To continue to wear a smile and create welcoming atmosphere.	1
To follow the rules and regulations	1
To further improve your services, consider gathering feedback from customers through surveys or reviews to pinpoint areas for enhancement.	1
To give good service	1
To give proper parking aria	1
To grow up	1
To have a separate Trabsaction number on every type of transaction.	1
To have additionl employee for processing of loans and updating of accounts to accommodate customers in a timely manner.	1
to have more staff to accomodate on time the clients	1
To help always the client	1
To help fast transactions	1
to help update clients	1
To improve services	1
To improve your services you should be aware og your customer.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
to maintain a good work place. Should maintain good services	1
To manage what is happening with the outside or inside in the company	1
To my Suggest is to iproved the transaction all customers this landbank or any customer around world	1
To serve as fair.	1
to spend less time in the processing of doc. maybeyou can provide staff to assist in the early filling up of documents to avoid too much waiting time.	1
To the guard, please give any instruction to new customer like sa mga mapabaylo check. Ty.	1
Too many clients but few employees	1
Totol po ako sa lahat	1
trabsactions is good	1
Train more the employess	1
training about customer service :)	1
Transaction is fast and easy already.Thank you!	1
Transaction is good	1
transaction number should be at least given depends to the number increase and laning.	1
Transaction number should be on screen for everyone to see clearly which counter they will go.	1
Transaction should be with number so that the client would be well-attended to accoding to time of arrival.	1
Transaction time per client should be improved.	1
transaction very fast	1
transaction was easy and fast	1
Transactions is goid	1
Transactions is good	6
transactions is good on	1
Transactions is goof	1
Transactions that just need explanation or just requires somewhat lesser time as compared to opening new accounts must be separated from New accounts lane as clients for such transactions really wait for several hours before he/she will be served as opening new accounts takes much longer than these other matters.	1
Transactions that need verifier is so slow to finish, lines are piling up	1
Transactions us good	1
Transakyon good	1
Transfer desk near entrance door	1
Transition to digitization, no need for printed deposit or withdrawal slips.	1
Treat equally and serve with dedication and also bring the most beautiful smile everyday.	1
Treat everyone fairly and courteously :)	1
treatment was fair to everyone	1
Trust the process	2
try to cope up with the other banks. Make your loan approval a one day process for you not to loose your clients	1
try to smile even the workload is many just a simple suggestion	1
Ttreat the people well	1
Tulangan po ang iba pang tao n kailangan nnglandbank	1
Tulong tulong para mapaganda ang samahan	1
Tuloy lang goods namn, don't forget smile always	1
Tuloy tuloy lang tayo	1
Tuloy tuloy Ing Po Ang magandang sirbisyo para maraming tumangkilik sa LANDBANK maraming salamat Po God bless	1
Tuloy tuloy po tayo sa pag tulong sa kapwa	1
Tuloy-tuloy lang ang serbisyo na ginagawa at maging patas sa lahat ng client.para mas lalong mapabuti ang lahat ng serbisyo.	1
tulunga at pag kakaisa when it comes a normal and hardest situation	1
Tulungan pa ang mga clients.	1
tumbs up	1
Tumulong sa mga na ngangailangan	1
tumulong sa mga paglilinis ng kapaligiran dahil nakakatulong ito upang maging maayos ang serbisyo na ipinahahatid ng mga may hawak dito at makakabuti din ito sa mga mahihirap	1
Turuan po kmi dahil Ing kmi,ng kararoon ng ATM,AT SLMAT SA MBBAIT N STAFF	1
Tv monitor should be functional to easily see your turn	1
Two months of processing ATM still Unavailable	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
TXN automation please	1
Ty	4
Ugaliing tanungin ang mga tao kung among ang kanilang transaction	1
Unahin ang mga Pwd, senior, buntis at may mga mallit na bata	1
Unclear PIN mailer from HDMF with service fee	1
understand customer	2
understand customer needs	1
Unfair ang nauna dapat mauna kahit sabihin madali lang snapshot.	1
Unstable internet connection	1
Unta daghan ug lingkoranan kapoy kaayu mag tindog gamay ra ang lingkoranan	1
Unta naay card na makoha, dili ang papel.	1
update kungbmay pag babago serbisyo	1
Update your atm machines because sometimes it logs when transaction is ongoing	1
Update your client about the status of their transaction. I requested for my new ATM in October 2022 and I was just called yesterday, May 29, 2024, to claim it. I actually visited the Office after a month of my request but was not yet available and visited again two months after and still, not available.Will it really take more than a year to request for a new ATM?	1
Updated palagi sa anumang kinakailangan ipagawa	1
Updating of atm card	1
Upgrade ATM	1
Upgrade of transaction slips, automated queuing	1
Upuan po Sana para s mga pay out ng 4ps	1
Upuan sa waiting area sa labas at silungan	1
Use microphone to call queues	1
use of digital queing number	1
use simple words para madaling maintindihan ng mga magulang	1
USING DIGETAL ACCENDING NUMBER FOR EASSY KNOWN THE COSTUMER.THANK YOU	1
Veery good	1
Ventilation	1
VENTILATION AND NUMBER OF TELLERS	1
Venus Javellana was very prompt in attending to my questions and in processing my account opening w/ landbank.	1
Verry good	1
very good	2
Verry good in service.	1
Verry good..	1
Very nice po Maybe magdagdag lang po ng teller	1
Verry past	2
Verrygood	1
VERY ACCESSIBLE	1
Very accomdation	1
Very accommodated	1
Very accommodating	8
Very accommodating and accessible	1
Very accommodating and approachable.	1
Very accommodating and welcoming	1
Very accommodating bank personnel.	1
Very accommodating except for other personnel	1
Very accommodating po ang staff and speedy service.	1
Very accommodating teller. Thanks	1
Very accommodating to the customers,base on my experienced.i highly recommend this Bank(LANDBANK) because of good quality of service.Thank you.	1
VERY ACCOMMODATING YUNG COUNTER 8, YUNG BABAE NA TELLER TAPUS MABAIT,	1
Very Accomodated and clean	1
very accomodating	4
Very accomodating and mabilis kausap	1
Very accomodating personnel.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Very accomodating po yung mga guards to instruct every client.	1
Very accomodating staff , and fast service	1
very accomodation	1
Very accomodation staff	1
Very acomodating	1
Very Approachable	3
very approachable & satisfied	1
Very approachable and convenience always	1
very approachable. easy to transact. easy to communicate with. very good staffs. satisfied on my transaction with them. thank you.	1
very approrable	1
Very attentive employees	1
Very busy on government transaction.. not recommended on private individual.	1
very comcortable	1
VERY CONTENTED	1
Very convenient on my part....	1
Very convenient service	1
Very demure	1
Very easy	1
Very easy babait po ng teller subrangnhilis	1
very easy this service so what your waiting for	1
Very fair and timely	1
Very fast	1
Very fast for transactions	1
Very fast internet..	1
Very fast service	1
very fast transaction	2
Very fast transaction & accomodating tellers & verifier	1
Very fast transaction excellent	1
Very fast transaction, Thank you	1
Very friendly and accommodating.	1
Very god namam ang service dito sa landbank and usefull..	1
Very good	34
Very good	1
Very good	1
Very good and all staff is friendly	1
Very good and fast service of verifier and teller.	1
Very good approach	1
Very good assist	1
Very good branch as far as i know	1
Very good customer service.	1
Very good employees	2
Very good excellent	1
Very good faster transaction	1
Very good improment	1
very good keep up	1
Very good Maayung serbisyo	1
Very good of service.	1
Very good performance	1
Very good service	11
Very good service all the staff	1
Very good service and approachable employee's.	1
Very good service I'm saw glad	1
Very good service po	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
very good service. Highly recommended	1
very good services	11
Very good services.	1
Very good servicess	19
Very good staff	1
Very good to cortumer😊😊😊😊	1
Very good to service to serve the client.	1
Very good transaction and fasting	1
Very Good!	1
Very Good!!!	1
Very good, always smiling	1
Very good.	3
Very good?????	1
Very happy to welcome of landbank	1
Very helped	1
Very Helpful	2
Very helpful	1
Very helpful, the teller ot manager to the client	1
Very kind and Approachable😊	1
very mabait po ang mga employee ng landbank	1
very muc satisfied	1
Very much helped	1
Very nice	4
very nice ang mga employee to intertain	1
Very nice fast	1
Very nice in service	1
very nice personel	1
Very nice service	3
very nice service just continue :)	1
Very nice staff,	1
VERY NICE TO APPROACHED THE CLIENT	1
Very nice to the client	1
Very nice transaction	1
VERY OK TRANSACTIONS AND SERVE WLL ON A BUSY DAY. THE TELLER IS GOOD SHE TELLS ME ABOUT MY TRANSACTION. THE GUARDS ARE HELPFUL	1
Very past on transaction	1
Very professional.	1
Very Satisfactory	1
Very satisfied	10
Very satisfied about the service that youe wen to the client	1
Very satisfied para sa akin ang inyong serbisyo	1
Very Satisfied to their services.	1
Very satisfied with my transaction on teller	1
Very satisfied.	1
Very satisfying	2
Very satisfying services	1
Very smooth transaction and more	1
very the staff are approachable & the services are very good	1
Very well done	1
Very well service	1
Verygood	3
Verygood services and nice staff	1
Verygoodood	1
Vey Accomdating	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Vood	1
w/priority number but does not have priority lane. Teller very is so low, we can not hear very cleary	1
Wag masyadong mahigpit sa l'd signature	1
Wag na babalik balikin ang tao aako 3 arw aq bumalik kht nsa loob n hnd pa na process dapat gawen	1
Wag sanang masungit yung mga teller nyo.	1
wag suplada ..be accomodate and be approachable	1
Waiting area is too hot outside	1
waiting chairs	1
Waiting for online booking application on transactions. Hope we can utilize the soonest. Keep up the good work!	1
Waiting time	2
Waiting time on Landbank DOTC BRANCH is reasonable, it's fast and easy to transact. Staffs and tellers are approachable and knowledgeable on queries.	1
waive fees deposited within region 12	1
wala akong ibang masasabi kundi napaka dali ng proseso dito sa kanilang opisina	1
Wala akong maibigay dahil ok naman ang serbisyo.	1
Wala akong masusuhestiyon sa ngayon dahil maayos naman ang kanilang serbisyo.	1
Wala dahil ayus namam lahat ng pamamalakad	1
wala kay ekasulte tungood ky acteve man ang incharge sa load	1
Wala maayos nm n ang inyong serbisyo para saakin Wala nm n dapat baguhin	1
Wala masyado..maganda naman po ang pakikitungo niyo sa mga customers	1
wala n akong masabi,okey naman ang kanilang serbisyo	1
Wala n ko ma suhestisyon KC lahat nm n maayos Ang serbisyo niyo	1
Wala n ok nman	1
Wala n po ako masabi sa serbisyo ninyo dahil maayos at mabuti ang pakikitungo ninyo	1
Wala na Ako masasabi sa serbisyo Ng landbak	1
wala na ako masasabi subrang maayos	1
wala na akong masuhetiyon pa	1
Wala na Akong suggestions mabuti ang inyong serbisyo.	1
Wala na akongasabi SA land bank nApakahusay at mga mababait ang mga impleyado	1
wala na akung masabi maganda na ang sestema.	1
Wala na dapat sabihin Kasi maganda ang papatakbo nitong companya	1
wala na magaling na kayo	1
Wala na nga tao pero ang tagal pa rin ng sa verification counter magtawag.	1
Wala na nman maganda ang kanilang serbisyo..	1
Wala na po ako ma hi suggestions at mabuti na Ang pag si serbisyo ninyo	1
Wala na Po ako masabi sa inyong serbisyo ito ay nakakamangha.	1
wala na po ako po masasabi kundi agood job keep up the good work.tnks sa lahat.	1
Wala na po akong any suggestion lahat naman ay okay na	1
Wala na po akong ma suggest kasi kada transact ko ok naman po ang service nila.. Lahat trinato nila ng maayos na walang pinili.. Godbless po landbank.	1
wala na po akong masabi dahil mababit po ang mga staff dito sa landbank	1
wala na po akong masabi,ok po sakin ang service nyo.	1
Wala na po akong suhestiyon . Satisfied	1
Wala na po ba sa verification?Dati meron po.	1
Wala na po babaguhin	1
Wala na po Kasi maayos naman po lahat serbisyo nyo	1
Wala na po Kasi mabait masayahin at masipag Naman lahat Ang member nang landbank	1
Wala na po maayos ang inyong serbisyo	1
wala na po masasabi kung maraming salamat po sa service niyo dahil po sa inyo malaki tulong na po samin/skin ang pag bgay nyo po tulong	1
Wala na po, maraming salamat	1
Wala na po, very accommodating po ang mga staff	1
Wala na po. Maraming salamat(^_^)	1
Wala na po. Ok na po ang pag approach ng staff pati ng guards.	1
WALA NA, GOOD SERVICE NAMAN.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Wala na, maganda lahat ang serbisyo.	1
Wala nakong masasabi kasi Good service ang landbank	1
wala naman ako ma sasabe pa at maayos naman ang patakaran at malinis hindi maingay... salmt po	1
Wala naman akong naencouter ng problema	1
Wala naman napo akong masasabi o maidadagdag sa kadahilanang maaayos naman po ang lahat	1
Wala naman ok naman	1
Wala naman po akong ibang ipapaayos dahil maayos at mabilis naman po ang proseso	1
Wala naman po akong masasabi, smooth po lahat at maayos naman pong naipaliwanag..	1
wala naman po maayos naman po lahat ng services nila samin at mabilis din po natutugunan agad	1
Wala naman pong problema mabilis po yung process nila dito yun lang po at maraming salamat	1
Wala naman so far ok naman ang inyong serviisyo	1
Wala naman suhestiyon maayos naman po ang lahat	1
WALA NAMAN. SIGURO SA APPLICATION NA DAPAT MAKITA KO ANG LAMAN NG ACCOUNT PERO MAHIRAP MAG-APPLY OR REGISTER, LOADING AT MATAGAL BAKA SA INTERNET CONNECTION KO DIN.	1
Wala namang problema sa inyong serbisyo. Sobra akong nagpapasalamat sa lahat ng inyong serbisyo na aming natatanggap. Thank you very much and God bless you all	1
wala namn po ako gaanong masasabe po.kace mabuti namn ang mga serbisiyong iyong ibinigay.	1
Wala nang dapat e impove dahel napaka buti ang kanilang Serbisyu,maraming salamat po.	1
Wala nang kailangan baguhin🥰	1
wala nang perfect bisan po sa trabahokinagbanglang space for improvement	1
wala napo akong masabi sa inyong pag lilingkod samin	1
Wala napo akong masabi sa mabilis na transaction	1
Wala napo kasi mabuti napo	1
Wala napo kasi ok naman po kayu mag welcome ng mga costumer kahit bago lang ako dt😅😃	1
Wala napong dapat i improve kasi maayos napo	1
wala nman akong masabi..basta tama ang kanilang serbisyo..	1
wala nman po akong masabi s mabilis n pag proseso..	1
wala nm n akong ma suggest dhil i experience sarisfied	1
wala nm n po dahil maayos namn po ang serbisyo nyo	1
Wala nm n po maganda po ang pamamalakad at magagalang ang mga empleyado	1
Wala pa akong ma isip sa ngayon..salamat..	1
wala po akng masabi oky naman po ang lahat	1
Wala po ako masabi at ok naman po ang inyong serbesyo	1
Wala po ako masabi sa landbank maganda po ang kanilang serbisyo	1
wala po akong ma comment kasi napakaayos at napakaganda ng proseso dito sa lanbank	1
wala po akong masasabi,dahil maganda po ang inyong serbisyo.	1
Wala subrang ganda poh ng serbisyo	1
Wala, kasi ang serbisyo ninyo ay mahusay	1
Wala. kasi mabilis ang proseso tlga siya	1
Walang nang masabi ok.n ang sebisyo	1
walang palakasan . mag lingkod lang ng maganda thankyou	1
walang receipt for balance inquiry sa ATM	1
Walang reklamo...very good.	1
Walang SC lane	1
walang suggestion ok namn services	1
Walang suhestiyon kase maganda ang proseso dito sa landbank.	1
Walk-in transaction is easy and staff are courteous& polite, &they thoroughly explain the details through out the whole transaction.	1
Water	1
water dispenser or coffee while waiting	1
We followed queing system for banking transactions.	1
we hope the cc will be post on the area where easy to see	1
We love you landbank	1
We need this leaf to be branch.	1
We need to good work	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
We need to improve our communication with others to make it better	1
We need to improve their services	1
Website registration sometime lags	1
Welcoming employee	1
Well and good	1
well convenient	1
Well done	1
well more teller	1
Well Organized	1
Well satisfied	1
Well satisfied na naman ako sa service nang LBP.	1
Well trained and with good public relations. Keep it Up! God Bless!	1
When accomodating customers it will be a big help if you make the transaction way faster.	1
When clients ask something she/he didn't know, answer her/his with a polite words or in calm voice.	1
When it comes po sa pila kung sino po sana ang nakaupo sila po sana ang unang nabibigyan ng numero or napaprioritize para po maging fair sa mga pumila ng maaga.	1
When it comes to UMID card from government agency it takes short time to claim and easily get/claim from other branches which is also located in one municipality.	1
When the documents are first present by the costumer/client it should be accommodated first.first come,first served	1
When we enter the office, the guard should ask the client if he/she is a customer... the teller should refrain from cellphone breaks. When I transact my checks she is texting sometone. Thank you.	1
Why not have queuing numbers, hindi yung lipat nang lipat ng upuan. Uncomfy, instead of seating in one chair you have to sit on all chairs until your turn. I experienced this on my previous bank visits.	1
wide area for clints	1
Wide office 🙂??	1
Widening of bank lobby/more space...	1
Will do your job	1
Will surely get back to this bank for it's great accommodation. Thank you.	1
Wish atm replacement be made available like before	1
With regards to question #8, guard on duty was very rude. Please orient your guards to be polite to every client that enters your facility. They don't need to be rude to call out clients inside the bank. In general, services were all good,.	1
Wla akong masasabing bguhin s inyong serbisyo kaya maraming slamat po.	1
wla akung masabi dahil lahat nang kanilang transaction ay maayos	1
Wla akung nakit ang aberya sapagkat mabuti ang ipinakitang serbisyo	1
Wla na ako masasabi ok na man ang service ng landbank	1
Wla na po akong masabi, bt i really appreciate all the staff here lalo na po kay chieep pimping approachable at sobrang bait.	1
WLa na po aq iba pang mssabi kunde slamat po sa lahat ng binibgay na tulong pra sa pantawid pamilyang programang pilipino..	1
Wla napo kasi mabilis naman eh	1
Wla po maayos po ang naging transaction dito .	1
Work in simple way	1
Would be better if there is a separate counter for releasing of ATM card only so that clients will not be included in the queue of new accounts or what not. A transaction that may take a few minutes will be completed after how many hours. In addition, prepare documents needed for release before hand if possible. Do not wait for the client to come to claim the ATM then will you only prepare the documents needed.	1
Would it be better if LBP pal sub office has cr for their client.	1
Would you please have an express lane for government agency who is depositing for there collection. I understand that some of your teller is busy but sometimes that antagal nilang magtawag smantalang wala nman silang inaasikasong client.	1
Wow amazing	1
yes because big help in our student	1
Yes' good.	1
yes maayos sila mag trato..	1
Yes nakakatulong Sila sa LAHAT Ang bills Ng process	1
Yes Service is Good	1
Yes sobrang mabuti at nakatulong ng husto at mabilis ang process nito sobrang bait at mabilis mag process maganda pa si ma'am	1
yes thank you	1
Yes the teller is very good	1
yes, satisfied	2

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Yes, satisfied.	1
Yesterday	1
You are indeed serving the nation!	1
You did a good job just keep up the good work	1
You did very well...maraming salamat sa inyung lahat mabait ang mga employee nang landbank..Wala Akong masasabi ..god bless us all ..	1
You dont need to improve cause your services is too much	1
You guys need an additional teller	1
you have an excellent service	1
You have great service	1
You might consider having an automated queuing system since your existing process is primitive.	1
You need A Bigger Office Space	1
you need to consider machines that will accept cash deposit to expedite the process. Ty.	1
You should have Landbank Branch here at Abuyog, Leyte so that we don't need to go in Tacloban City just to inquire our complaints	1
You should have your strong internet so that you can serve faster	1
You should hire additional new accounts personnel because the number of your clients does not rationalize the number of employees.	1
You should hire additional tellers to speed up the transactions of your clients.	1
You should hire more tellers to speed up the queue.	1
You should shorten the application period but continue to uphold the high-quality selection of applicants who will be hired to maintain your high quality of service as a government bank.	1
Your cash deposit slip is not carbonized pala. Now i have to write the txn details.Buti nice ung teller.	1
Your company service is good .	1
Your company service is good.	2
Your Office is Just too small	1
Your service is good	3
Your service is good keep up the good work	1
your service is much appreciated but sometimes so much time we spent	1
Your service is satisfactory but still need some minimal improvements.	1
Your service is satisfying	1
Your service is very good! Keep up the good work.	1
Your services is already perfect	1
you're doing fine	1
You're doing great! Thanks!	1
YUN PONG IACCESS KO MAHIGIT 1WEEK NA AKONG NAGREQUEST NG ACTIVATION NG ACCOUNT KO PERO HANGGANG NGAYON WALA PA DIN PO. NAKAKAILANG PUNTA NAPO AKO SA LANDBANK.	1
Yung connection mabagal	1
Yung connection po pakiaayos, mabagal po kasi	1
Yung Hinde sana sabay sabay Ang pag punta ng mga cluster	1
Yung kuryente po laging pawala wala	1
Yung maibibigay ko lg po na suggestion maging maayos sana yong pag entertain nyo po sa mga costumer..thank you po and God bless	1
Yung mga guard mga bastos minsan, napaka unprofessional tingan the way they look and entertain customer. Turuan sana sila ng good values and discipline.	1
Yung sa pila	1
Yung teller ang bagal. Pwed po ba mag add new teller ? When paying my credit card bill on my landbank apps Matagal yung reflection payment	1
yung waiting time po kasi (email) umabot ng halos isang buwan)	1
Zandria, the one who assisted me is very courteous and always smiling	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	5,080
With comments/ suggestions	637
1 account opening takes 1.5 hours to process. Add more new accounts officer	1
1. Fix your ramp,its not even visible.2. Display your CC on the wall 3. Procure writing materials or pen fit for elderly and PWD, make it customized! 4. Procure AEDs and display on the walls of the officeso that when ther are clients who will undergo cardiac arrest because of the STRESS that you get both you and your client,that life saving device 5.Use your commonsense.	1
1. Hiwalay ang transaction ng multiple, single and special lane. Yung special lane ginawa ring multiple transaction. Kawawa ang matatanda2. Pumili ng maayos kahit kakilala na sa banko3. Sabihin sa customer kung pipila ba siya or tatawagan nalang. Yung iba sumisingit sa upuan dahil kala nila pila.	1
12nn ako dunating 12:30 na until now wala paden ang cheke na ngkklaga ng 2k ambagal ng service 😭 ang init pa gngwa ung aircon	1
2 really don't know what cc is for	1
3 hours of waiting time is not okay, i came 945am here in landbank and until now they are not calling us, and take note wala masyadong pila, dapat ang senior na pila it should be alternate sa regular customer hindi puro senior tinatawag hassle ng sistema nyo naglaan na ng oras para sa pilaPero 3 hours? Hindi ata tama yan. Pero pag kakilala nyo inientertain nyo agad	1
5 months after try to claim the replacement but still unavailable 😞 Make it more shorter time to spend in your banks.Pls...	1
A little bit faster in replying concerns via email.	1
Accurate information on trnsaction and more shadding outside the waiting area and hydration for clients to prevent fitigue on heat	1
Activation sa GSIS dali ra kaayu ang serbisyo	1
Add a search bar for the Service availed question in this survey because it is tedious to read the names of each service one by one.	1
add a waiting area in the front of the landbank thank you	1
Add additional teller for withdrawal transaction	1
add manpower need for like this count	1
add more bank teller for fast transaction	1
Add more competent staff	1
add more counter for easy transactions	1
Add more lane to fasten the transaction. Tnx	1
add more one todler in order to have fast transaction for the customer	1
Add more staff	1
Add more staff to accommodate clients in your updating desk. It is very time consuming to queue for too long just for an update.	1
Add more teller	2
Add more teller for less timehassle	1
add more teller..especially during peak hours..	1
Add staff	1
add teller	1
additional employee for smooth transaction	1
Additional man power for new accounts transaction	1
Additional manpower	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
ADDITIONAL MANPOWER.	1
Additional manpower. Shorter time for each transaction.	1
additional new account counter	1
Additional Personnel Catering to new account opening/updating for faster transaction	1
ADDITIONAL STAFF especially in the new account section.Parami ng parami na ang client, so its reasonable to add a staff/employee in the new account section for faster transaction.	1
additional staff for faster transactions	1
Additional staff for processing of new account for faster transaction thank you only one staff is available!!!!	1
Additional staff or personnel for the fast processes of trasactions and updated then online transaction	1
Additional staff to accommodate all clients :)	1
Additional staff to avoid long queue and slow service process	1
Additional staff to cater volume of transactions	1
Additional tellers..	2
all are good but the system get me longer to wait when I have yo piso acc my card can't release easily its because ofloading system and cant ready dinelty and that was so unfortunate	1
All employees should be courteous to their clients no matter what the status in life even if they dont know them. Soft and clear tone of voice is important. And always be smiling because its contagious.	1
All goods	2
All is well	1
ALMOST ALL THE TIME ANG MACHINE WALANG PERA AT KULANG SA MGA PAG ENTERTAINMENT SA MGA TAO BARUT ISA SA MGA EMPLAYADO	1
Alternate the senior serviice	1
always choose to be kind	1
Always Make feedback to your client as you said so.	1
always smile when interacting/communicating to your client and be patient with them :)	1
Ang bagal	1
Ang bagal nang serbisyo nila.	1
Ang daming sumingit sa pila, dumederetso sila kay maam A (yung nasa side malapit sa Neelw Account). Kung walang number, di dapat i-entertain, dahil napaka unfair nun sa mga matagal na nakapila. Sa ilang oras na stay ko kanina, 3 agad ang pinasingit sa pila namin. Patay malisya pa staffs at yung sumingit. At sana sa susunod, gumamit ng microphone para marinig yung number or tv kung saan nakalagay kung anong number na ang tinatawag. At sana sasusunod, may sariling pila ang bawat number.	1
Ang mahal ng bayad ng Statement of Account sana mura lang	1
Ang panget ng customer service ng front officer kagaya nya cindy.	1
Application process is too long. It should also not be a prerogative of a branch/unit to call applicants for interview after passing the pre-qualifying examination since it is prone to nepotism. It should be the HR department. Claiming a 2 year validity of exam result is a scam and giving false hope to applicants.	1
As usual, processing is so slow. No line in other windows, but long line in Window 7. Disappointing, as usual. If you have been doing some improvement on this, I can safely say it is not effective at all.	1
Assign additional bank staff in the new accounts. Change all the security guards every 2 years.Always maintain priority service to Senior Citizens.	1
Assist good to your lient	1
assistance on clients	1
Automate the queue	1
AYUSIN NIYO ONLINE BANKING. :))))	1
Bagal ng verifier sobra	1
Balance account	1
Based on my observations and experiences, I recommend enhancing website assistance, implementing number queuing, increasing counters for opening bank accounts, and enforcing a policy to restrict cellphone usage during working hours to maintain a professional image. Additionally, enhancing the Landbank website's user interface design could significantly improve the user experience. Contact Mr. Clyde Solas, a web development specialist, for further assistance at 0927-123-4570.	1
Bawasan ang sobrang higpit sa pirma ng mga govt officials for less hussle	1
Be Approachable anytime Thank You!	1
be energetic naman po. no need magpaka bibong bibo pero sana wag naman parang lantang gulay kumilos na napaka lamya.. it took me 2 1/2 hrs inside the bank for a single transaction.. same with other clients as I also observed them.. magalang ang staff oo, pero ang bagal talaga ng kilos	1
Be Fair	1
be fair to your costumer	1
be more courteous the teller on window 3 is not welcoming and has short temper. always looks grumpy and not welcoming.	1
Be more friendly and energetic	1
Be respectful to all client .	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
be respectful to the client	1
Be true to date appointments	1
Bigger landbank branch for bangued	1
Bigger office space	1
Call number screen	1
Can you notice your costumers/clients ahead of time if there was a delay in any transactions like the time of ATM card delivery or claiming. If ever, can you shorten the transaction as much as possible.Thanks!	1
clear the instruction to the customer, that will help to the smoth flow of the service	1
Clear to speak	1
Client should be entertained in any window/table in one control number	2
Commendation to Maam Angellie Amor. very accomodating.	1
Conduct investigation first before solving the problem	1
Contented for the good service	1
continue doing your job	1
Continue to help people in need.	1
Counter 9 - Cabrera had an attitude. Please improve your personality and service in accommodating your clients. Despite following every instruction and queuing, you rude and gave us a hard time for a very simple transaction.On the other hand, Counter 8 always have been accommodating.	1
Creae more convenient ways of transactions.	1
Dagdag kayo branch	1
Dapat additional personnel sa NAC since dito lagi mabagal at matagal ang transaction. Nakukulangan tao	1
Dapat mas naaaksyunan ang mga request sa online kasi po ang hirap magpabalik balik.	1
Dapat pantay pantay mga depositor or mga customer walang palakasan	1
Dapat sana kung mag papa apply kayo ng iaccess, may nakahiwalay na table para sa mag fifill up ng form to give way sa ibang customer na nakapila. Lalong lalo na sa OTHER NAC. Isipin mo, alas otso pa ako pero hindi pa rin ako tapos ng alas tres. Mabagal ang service ninyo. May iimprove pa ba kayo?	1
Designated lane for each transaction at lakasan po ang boses	1
Di ko nakita ang CC to check sana turn around time on "new accounts" transaction. Basahin ko sana if its normal to wait 3 hours for such transaction, however, i did not find the CC. And obvious na may inuna kayong transaction na wala sa Que, di ko alam kung VIP niyo but base on observation they do not have que number, even sana sa "priority que" wala eh. Pls be reminded of the ARTA. Observe that at all times, even your CC, dapat visible at all corner.	1
DIFFICULTY WITH ENROLLMENT WITH IACCESS	1
digay kaayo ang service or it take time in waiting kahit walay tawo kaayo	1
Digital board like the last time, really helps. iAccess should have a facility . A police officer without a number and male in black were accommodated with number higher than mine.	1
Dili mag strict kaayo labi ng mag assist taz paspasan tag pangutana malibog nlng ta	1
Do better	1
dont be angry	1
Don't be strict so much	1
Don't call the customer if it's not office hour. May nag-call kasi sa akin dati 8 PM na po.	1
Don't forget to smile. I spent 20 minutes waiting to attended but the staffs doesn't seem to be that busy	1
double time	1
Effeciency	1
Employees do not smile, from the guard to the tellers.	1
Employees must limit the used of their mobile phones during banking hours.	1
Every counter need to answer querry/iesf of client for verification,Thank you	1
Examine and explain requirements for a deposit before clients leave the premises. I had to return just to have a check signed when it could have been communicated to me prior to that.	1
excellent services	1
EXCELLENT!	1
Expedite	1
Extende banking hours to 5PM	1
Fast service	1
Fast transaction	1
fast transaction only	3
Faster	1
Faster Service	1
Faster service/Speed turn around time. need to add staff.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Faster staff and additional staff to avoid delay and long line	1
Faster staffs	1
Faster transaction please	1
Faster transaction	1
Faster transactions please. Thank you.	1
Faster transactions.	1
first time po na nag encash ng check..upon giving the check to the teller, I was not instructed to seat in line. I consumed so much time. Security personnel, ay hindi madaling lapitan at tanungin. masungit.	1
First time transaction, thank you so much for assisting....	1
FOR ME, IM SATISFIED TO THE PERSONNEL SERVICES	1
For my experience I don't particularly have any suggestion, since I receive a smooth transaction so far	1
Fto have more accommodating staff who can clearly explain instruction or information for different transactions.	1
Get more employee to serve the more client?	1
Good	1
Good and Quality Service	1
Good communication to people	1
Good job	2
Good job everyone and godbless	1
Good job.	1
Good service	7
good service from venus javellana	1
Good services	1
Goods	3
granted	1
Gudam. This is base on my experience yong teller 4 kailangan niya siguro ng seminar how to take care of the customer. Thanks!	1
Gusto ko mabilis ang processing.	1
Have a system in processing the transaction. Other banks have long lines too but they are more efficient.	1
Have more tellers for account opening transactions only one teller working on a number of clients will equate to such poor service.	1
Having condiration to those late because of long travel from home.	1
Hello! Good day! I would like to complain regarding one of your employees. She is assigned at the "new accounts", this day, June 20, 2024. I came in at around 2pm in the afternoon. The time came when it's my turn. She didn't even have the courtesy to greet a "good afternoon or to say sorry since their/your service is too slow. She then had the audacity to scold me because of what time it is already. I suggest that you should also train your customers to be more considerate and accommodating.	1
helping each other	1
helping each other if there is more client	2
hinay kaayo ang mga teller	1
Hindi madali at mabagal	1
Hire new account clerk	1
Hopefully can manage the system like new registere the or new open account.	1
Hopefully landbank sagay will adopt the transaction queuing number just like any other bank for smooth transactions..	1
Hoping for another one teller if there is is more client	1
Hoping for the fast services.	1
How about installing queue monitors at the teller counters? These could show the current serving number and transaction updates, so people know exactly where they are in line.It seems like a small change, but I think it could really help reduce confusion and make things more organized. Plus, it shows how much Landbank values customer convenience.	1
Huwag mag maldita pls.	1
Huwag masyadong suplado sa mga Tao.	1
I already to my transaction in weaccess but ang tagal pa din ng clearing nila	1
I am a freelance video editor and real estate sales agent. Me and my wife are opening an account as I trust Lanbank more than any other banking services, but I was not informed of the other additional documents necessary before we could open up a savings account. It would be greatly appreciated by freelancers like me if you could post on your website or on your Facebook page those required documents or supporting documents that would be needed so as to avoid hassles.	1
I am currently experiencing difficulty in the access of EMDS such as for the Trust Account always end up a web error right after confirming the details so instead we use WINACIC (manual ACIC) same as LDDAP module in the system was slow to proceed to the next window (filling out details of per LDDAP) Instead of ease and fast transaction, it's the other way around, so slow and will take more time, PLEASE UPDATE YOUR EMDS.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
i am satisfied of the services	1
I am satisfied with the services rendered for me. Just develop more on time management most especially when entertaining the old ones. Keep it up and more power.	1
I do hope bank frontliners will treat their clients equally. And the given time for each transactions will realize and accomodate clients with smile Dli magmugtok	1
I feel as though the office's hours make it difficult to access as it closes so early (3:00 PM) and it is also close on Saturdays and Sundays. This makes it difficult to reach the services when I am not at school or work	1
I have complaints	1
I have no further suggestions, the office go smoothly	1
I HAVE WAITED ALMOST 2 WEEKS TO UPDATE MY IACCESS INFORMATION. TOO SLOW TO UPDATE.	1
I highly suggest to hire more employees because the workloads are too many to be catered by the number of current employees. Lack of manpower causes too slow process of transactions in this branch.	1
I hope all the staff including the guards will be courteous to all clients	1
I hope my replacement card for my UMID card be as soon as possible. Its been 2 months already. Thanks	1
I hope that more measures should have been taken to properly place spelling in the ATM Card. The name placed on the card was misspelled and although I was assured that it had the same account number I am still worried about transactions using this card with misspelled name since my card have been captured before and it is the main reason why I had to have it replaced	1
I hope the transaction will be faster in the future	1
I hope there's online appointment	1
I need to exchange money, trans, from Iraq - to Phillip dollars	1
I prev left a negative comment for Ms Bennyza Montejo earlier because I was frustrated with the inconsistency of rules and the unreasonable time I had to spend at this branch office. I was able to complete my transaction nonetheless because of her and with that I'm thankful. But really, your branch must improve by being consistent and by explaining well to the clients why requests are denied, what happened or what went wrong.	1
I sent my application because it was posted in the CSC Job Opportunities list that there are vacant positions. However, I think those positions are filled immediately from the "Manpower Pool," and the posting is to replace the "backups." I believe this strategy is great if your target is currently working applicants, but some are not currently employed and are fresh graduates. Thus, I guess LBP might need to reevaluate its hiring process.	1
I spent 5 1/2 hours because the system always went offline and task with clients piled up. I don't know what happened with the IT people that it took them a long time to make the system go online.	1
I strongly suggest that the LBP-Pagadian Branch would place more tellers in their counters so as to serve their customers promptly and efficiently. The current number of tellers are always overwhelmed by their daily customers thus, giving service to their clientele takes a lot of time.	1
I suggest that the guards must have trainings. Dapat alam nila kong ano ang ibig sabihin ng No Noon Break. Thanks!	1
I suggest that your good office provides regular information about the status of application of your applicants (like once or twice a month at least). We understand that the employment process is long and meticulous so the least we ask is to be informed if there are any progress with our application. Thank you.	1
I suggest you should consider all applicants regardless of its location. I for one am amenable to be relocated but since there is no opening to Bicol Region I am still waiting for my interview and possible hiring.	1
I think it would be better for this office that the Customer Care Desk would be knowledgeable enough to diagnose the real concern of each client, for triaging purposes, where concerns are properly identified, so as not to waste the client and the employees' time. I spent an hour just to be informed that my concern will be addressed by the customer care alone. Gladly, I was cheerfully catered by one of your staff after an hour of waiting.	1
I think you need to hire more bank staffs so that the transactions are easy and convenient.????	1
I understand about the workload of tellers and other employees. But I hope that the bank finds ways to lesser time to process things. Having a large number of clients, additional manpower is (badly) needed.	1
I want to see the kindness of the staff in this office	1
I was not informed of the specific requirements of the bank when I called, thus I have to come back again	1
I would like to advise you to increase your staff number for faster transaction	1
I would like to suggest regarding on the New Accounts section, to please make a way to improve your internet connection for easier access and easier transaction. That enable a certain individual to finish his/her transaction only in a day then.	1
I would like to suggest the installation of queue monitors on teller counters to improve the banking experience for your customers. This initiative will streamline the process, minimize confusion, and enhance customer satisfaction, reflecting Landbank's commitment to excellent service. Thank you for considering this suggestion. I believe this upgrade will be a valuable addition to your services.	1
I would say that it is so inconvenient and unsatisfying for a customer like me who waited for more than 2 hours just to request activation of my Fund Transfer Access. I suggest that there should be a window for a simple account transaction like mine.	1
I balik ung no. Posted in the screen of the TV. Then more fastest transaction	1
If serving deposits and withdrawals I suggest that it should be fair, assign a queuing number for regular, BIR payments, and senior citizen. I am disappointed while waiting outside for deposit then somebody arrived for the same transaction then the guard let him go inside right away.	1
If you could give us a quick or short update about our application, we would highly appreciate it.	1
I kalawang pila ko na po at sabi sakin sa una employment id lang ngayong 2nd time bir din pala	1
I'm happy because my bank account is very safe.	1
Improve efficiency of services especially the teller /deposit section.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
improve info graphics and make more visible to clientsImprove on waiting time for transactions	1
Improve service quality information	1
improve serving time or at least offer some coffee to clients while waiting.	1
Improve system network services for processing	1
Improve the ATM machine	1
improve the queueing/ numbering system	1
Improve your transaction process make it fast as much as you can Thank you =)	1
Improved system management	1
Incomplete cc.not updated and valid official receipt	1
increase the number of employees to cater the transactions fastly	1
Increase the number of staffs for a faster and easier transaction.	1
Increase the number of staffs,	1
Indeed the were haptain	1
ipaayos ang ding ding, hindi maaliwalas tingnan ang loob dahil mukhang madumi at dagdagan ang ilaw mejo may pag ka dilim ang loob	1
It consumes a lot of time for a single transaction to finish	1
it is possible some of our staff to assist in the lane on this situation to avoid crowded	1
It was all good	1
It would be better to seperate the line of those who's openingtheir accounts and those with updating their accounts. This would really help those customer who have some errands to do aside from going to the bank.	1
Its good	1
It's just, the temperature here was so hot and medyo matagal. Mahaba na ang pila matagal pa ang pag transact.	1
It's ok...,well accommodated...	1
iwasan ang pagkukwentuhan kung may mga kliyente na nakapila at naghihintay. we all value our time.	1
Iwasan yung singit process.dapat ipatupad ng maayos ang kasabihang,first come first serve.thank you.	1
just a little smile for the teller	1
just do your work with commitment and dedication	1
Just stay having good services to the people	1
K	1
kailangan ng costumer ng cr thanks	1
Kapag mag lunch break, DOBS is offline. Pero nung hinanap ko ang SMILEs pinapasok na ako at may lumapit na sa akin sa New AccountsSnaa ayusin nyo ang Online System nyo para kunpletong oras nakaka access mga customers	1
keep it up	2
keep it up service	1
keep our landbank update	1
Keep up the Good Work	2
Keep up the good work 🤍	1
Keep up the good work.	1
Kindly removed the OTP on Weaccess and Emids, it causes delay especially to us where internet and data connection are limited in our area	1
kindly somehow inform your staff handling customers to be morecourteous and be more respectful, esp to the one who's in charge in nee account.	1
Kindly, do things faster because not everyone has the time in the world to stay in a bank, we all have things to do. Especially when transactions are able to be done smoothly and in a faster pace. I humbly apologize but this has to be corrected, even if it happens to you or any family member, we literally ask for official permissions to give time for banks and then there were only one other client yet the transaction took HOURS literally. Please have a heart for people.	1
Komento ko lang may employee sa teller/ verifier na napaka sensitibo tungkol sa perma sa cheke talagang naka disappoint	1
Kulang nang staff dahil ang tagal nang pila	1
Kung maaari, pwedeng alternate po ang ng number para di matagalan ang mga customer na nag,aantay	1
kung marami transaction monthly , the annual services should waived automatically	1
Kung pinagbabawal ang pag gamit ng cellphone sa loob bakit po yung mga tauhan na nakaupo sa kanilang pwesto ay ng seselpon din? During working hours pero ngseelpon.	1
Kung pwd pong may sariling line or tawagin nling po ung withdrawal para hnd na po double ung pila	1
Kunting bilis lang ang pag prseso dahil mabagal ang proseso ng bangko na ito sa marawi branch	1
LACK OF STAFF	1
Lack of staff and matagal ang mgprocess ng mga staff nakakasayang ng oras.	1
Lakas ng tong Kay manung G bilis nman mg assist hahaha wawa mga client pag Hindi alam gagawin	1
LBP to address concern on long wait during lunch time.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Less sana ang pila and dapat kahit papano mabilis ang transaction nauubos ang oras ng mga nakapila dahil lang matagal matapos ang mga nauuna sa pila	1
Ilaging protektahan ang mga kleyinye at magadang serbisyo	1
Long lines, time consuming	1
Long waiting time. Suggest to allocate personnel at accounts and tellering sections	1
Maari sanang by numbering nalang ang gawin nilang pagkakasunod sunod sa bawat transaksyon ng mabawasan ang mga client niyo na umiinit ang ulo dahil sa hindi tamang pagpapapila ng mga guwardiya. Magkaroon sana ng koordinasyon sa sunod ang mga customer service ng counter at gwardiya sa kung paano ang pagkakasunod sunod ng maiwasan ang pagkakaunahan. Maging magalang sana ang mga gwardiya at hindi mataas na boses sa paggabay sa mga client sa pila.	1
maaus n pila	1
Maayos naman makipagusap ang mga staff at mabibigay naman po impormasyon na kailangan ngunit sa status nabili property hustle.	1
Maayos naman makipagusap ang mga staff at mabibigay naman po infomasyon nakailangan ngunit sa status nabibili property	1
Mabagal ang kilos ng mga teller at cashier .	1
mabagal ang process	1
Mabilis ang transaction inside the office and the staffs are accomodating. But when it comes to atm cash withdrawal, its,grabe na ang pila.	1
Mabilisang transaction	1
Machine, minsan error di naglalabas ng cash	1
madali kayong matawagan	1
Madami sanag teller para mas madali ang transaction.	1
mag add ng employee to accomodate the costumers during the time that maraming tao sa loob ng office. Para mas mabilis ang transaction. Madaling iapproach ang mga guard and others staff.	1
Magaling at mabilis na proseso	1
Maganda ang pamamalakad ng inyong mga opisyal Kya wla n akong mahihiling pa	1
Maganda kong free encashment kAhit saan branch kasi same company lang	1
Magbigay po dapat ng bilang kada dadarating na costumer.	1
Magdagdag ng karagdang tao na tutulong sa pag assist sa mga may transaksyon. Bilisan din ng mga empleyado ng Landbank magproseso ng papeles upang mabilis na umusad ang pila. Ako ay nag antay ng halos 2 oras para lang makuha ang aking landbank card.	1
magdagdag ng tao at kagamitan na kailangan upang mapabilis ang pag proseso ng pagbibigay ng cash withdrawal sa kagaya naming miyembro ng 4ps.	1
Magdagdag ng teller lalo na kapag maraming costumer	1
Maging friendly kayo wag masungit, tnx	1
Maging madali sana ang transaction pag'dating sa cash deposit..	1
Maging trust sa kapwa at maging mabuti sa serbesyo sa bayan .	1
Magkaron sana ng paraan para mas mapabilis ang transaction. Marami kc kinakaen oras ang bank transaction oras ang gugululin.	1
Magkaroon ng maraming teller pra mpbilis ang transaction	1
Maglagay ng aircon kasi sobrang init, pabilisin ang transaction	1
Mainit at ayusin yung pila sa trasaction na magkaroon ng hiwalay ang withdrawal,bir payments at encashment para bumilis	1
Maintain the ambiance and good relationship with your customers.	1
Make CC available at Cebuano if possible.Flyers for specific transactions.	1
Make everyone informed of their transaction	1
Make everything fast transaction	1
make faster for check encashment it takes time to waiting	1
Make it faster	1
Make it faster transactions	1
Make it more accessible and have a way more easy process.	1
Make it more efficient. Try to make lean process to make things not time consuming.	1
make the citizen charter place Infront of the customers to further read and be aware on the process what they will do.	1
Make the transaction faster for deposit and withdrawals.	1
Make the transaction/s more faster & easier for clients & be more proactive to the needs of clients for a better customer satisfaction.	1
Make waiting time short as possible and the queue line	1
Make your CC visible at all corners.I wanted to check if turn around time for "new accounts" transaction is normaly 3 hours bec that was the time I had to wait for my transaction. Then be reminded of ARTA, very obvious that you entertained a VIP without a que number, not even a "priority" cue number.	1
management welcomes pratical suggestion on below to improve the facility	1
Mapabilis ang transaksyon	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Mapadali sana ang transaksyon sa teller	1
Mas bilisan pa ang pag recieved nang mga,PBC check.	1
Mas mabilis sana na services	1
Mas maganda if palakasin nyo Ang internet Kasi prone sa offline.	1
mas mapabilis po sana yung transactions salamat po =)	1
Mas nag inprove kesa dati good ang transaction	1
mas padasigon tani ang pag-ubra sng ATM cards kay paryos sakun, sng Auhust 14 pa ko nag pa ubra pro wla ko pa sagihapon nakuha ang akon ATM	1
Masyado pong matagal ang waiting time	1
Masyadong matagal Ang pagproseso Ng aking transaction alinsunod sa CC. Hindi nasusunod Ang priority lane kahit may valid i.d. Masungit Ang teller #2. Umabot Ng halos Isang oras Ang pagproseso. Maganda Po sana kung may nagtatawag Ng #. *Mababait Ang guards at maasikaso.	1
Matagal	2
Matagal ang proseso ng pagkuha ng atm card. Babalikan nanga lang pumila pa.To think 3 weeks po ang i anantay para maproseso ang atm.Mabagal internet sa online..	1
MATAGAL ANG SERBISYO, KUNG MARAMI SANANG TELLERS MAS MAPADALI ANG TRANSACTION	1
Matagal pero ok lang ganyan parin	1
matulongin berry goood	1
may cellphone number sana ang customer care hotline para madaling matawagan	1
may palakasan pa rin. mga may kakilala na hindi na kumukuha ng number diretso na sa teller hindi tulad sa amin na walang kakilala may mga numbers pa at sumusunod kami. sana maging fair naman sa lahat	1
may priority lane din po sana para sa Govt Employee	1
Maybe helpful	1
Maybe I suggest to implement more faster traansactional services for those who's only intent is to cash out cheques. For more fasted and efficient transaction	1
maybe inform other people im details to what are they going to do next, not leaving the, without any info next. theres a situation kasi in takes a minutes waiting e tapos na pala siya.	1
Maybe the time length, more on waiting time	1
Maybe you could add an additional staff to counter kasi madaming clients pero dalawa lang nasa main counter kaya matagal.	1
Maye find a more effective and efficient way for every transaction. Be more approachable to the customers.	1
Medyo mabagal po ang tao sa verification counter	1
MEDYO NATAGALAN ANG PAGBALIK	1
Mejo matagal po ang process kasi mahaba ang pila	1
More approachable sa mga clerk	1
More assistance sa mga tao. LALO SA DIPA PO MAALAM SA BANKING. SALAMAT	1
More employees please per counter.	1
more improvement to their time management	1
More manpower at the new accounts section. Specially Opening account and Manager's check transaction. Thank you.	1
More Manpower.	1
More reliable connection to avoid down times and offline periods	1
More staff	1
more staff to assist	1
More staff to attend the people especially in the new account section because it really takes time when getting your transaction done.	1
more teller	1
more teller/ customer service so that they can accomodate large nos. of customers since landbank carries multiple accounts. Thank you nad Godbless	1
More tellers...	1
More visible quering numbers in the screen/monitor	1
more window transcation for new account thanks :)	1
Most of the clients are bothered by slow queue lines in the Deposit/Payments window, and it is believed due to inefficient working habits of the male teller. Hoping that this will be addressed promptly and effectively.	1
My ATM card was invalid	1
My comment is follow the number. No over taking in verifier. Thanks.	1
My friends suggested that I can have an iaccess account in the office, it turns out it's denied. I was hoping that it will be fixed since I'm already here but it's not. Nonetheless, the costumer representative helped me with my problems but I'm not fully satisfied because of the system downtime. It's not her fault tho	1
my suggestion is that the guards should be fair in determining which clients to serve first.	1
Naa na untay photocopier sa office para dili na kaylangan mugawas.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Nabilisin ang transactions. Napakabagal	1
Nag claim ako ng 4Ps Cash Card. Time must be followed. Okay lang ang serbisyo nila.	1
Nagpa salamat ko nga naay landbak dri sa amoang dapit.	1
Nakaka tulong po siya lalo na sa mga scholar	1
Napakabagal ng service. Iba dapat ang pila ng mga nag aapply ng account online sa walk in, isa pa, hindi naman agad binigay sa website ung actual requirements. Dapat ayusin ung services ng apps o ng DOBS. maglagay din ng sapat na tao sa counter na kaya icater ang mga clients.	1
Naseyahan ako sa kanelang serbisyo	1
Need additional personnel especially cashiers to cater customers	1
Need additional teller maam	1
Need lift for the elders	2
Need more man power	2
need more space	1
Need more staff	1
Need more teller. Cause only one teller in the Bank	1
Need renovation and airconkase medyo mainit	1
Need to be Approachchable And Patience	1
Need to update process, too slow. Make it digital similar to BPI	1
Needs que number on the screen	1
New accounts section took too long to move. Please solve the problem in long queueing. I only need to submit some requirements but it took me almost a day waiting for my turn. I noticed one p person transaction took 2 hours to accomplish. Why is that? Small transactions (like mine) and major transactions should have separate windows.	1
New Accounts teller is lousy and unprofessional. Each customer took approximately 30 minutes transacting with her alone. Chatting, whispering and laughing with colleagues while doing transactions with customers leading to a pause and wasting the precious time of others. Next, dealing with customers who didn't open a New Account, rather accept other transactions which is not related to opening an account.	1
New Atm cards took so long to have	1
Next time please ask the client if he is in a rush	1
Next time po sana di pinipili sinisita sa pag cecellphone Ng mga guard natin meron kasi iba na nanawa na ka seselpon pero di na sisita. Salamat po	1
Nice serve of cleint especially PWD	1
No Comment at this time. Because of what i experienced about my third time loan transaction.Thank you Landbank of the Philippines	1
no comment good	1
no comment ok	1
no cooperate the leader on what and how to improve	1
No noon break pero di naman nasusunod.	1
No Noon break policy must observe properly.To claim my ATM card took me 1hour?	1
No vip treatment	1
No, it was all good.	1
None So Far Keep up the good Work	1
Normal service on cleit	1
Not all of them but some individuals in this office are not fully aware of their role as unit. I would humbly suggest a bit of seminars for them, fucosing more on this modernization of transactions. All in all, I am satisfied with the service they have provided to my Mother. Thank you.	1
Nothing...always be nice to the Costcomers	1
Ok	3
ok lang din maayos naman	1
Ok na po	1
OK NAMAN PO ANG PAGPALIWANAG SA AMIN	1
Ok nmn	1
OK PO ANG PAG-ASSIST SA AMIN.	1
Ok po ang serbisyo.	2
Okay lang	1
Okay nman mabilis goods ang transaction	1
Okey nmn poh serbisyo nio kya poh wla me msbi	1
Onahan ang client para di magulat samig may glapas oras nagro.	1
Online options	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Online process Should done outside . It takes time for the next client	1
Open 2 counters for account-related transactions. Diligently follow and be attentive of number sequencing, don't be unfair with those who are properly queuing. It is insulting to us who properly get queuing number but are given service later than is expected. Transactions inside the bank should not take us 30 minutes or more, including waiting tome inside the queue. Service is so slow.	1
Open more counters. Only 1 counter is available. We have lined up for transactions but they are prioritizing other transactions. Inuuna nila yung mga mag eencash. Nagpapila pa kayo	1
open more tables to accommodate a lot and more faster transaction	1
Opening of new account should be quick.it needs more employee to cater more clients. It takes a lot of time for this kind of transaction.	1
Otp not recieve ofw like saudi number	1
Our appointment for account opening is at 1pm. We waited for 3.5 hours before we are called. Despite the long line of PISAY applicants, there is only 1 staff attending to new accounts. Other staff helped out only when the bank closed at 3pm. The bank was not busy with regular customers. Intervention could have been applied already earlier.The long wait and processing definitely need prompt action.The experience makes one feel not to go through the same situation again with the same bank.	1
Overall okay.	1
Pabilisin nag online transaction/ improve the iaccess processing.	1
Pag butihin ang serbisyo sa tao	1
Pag patuloy Lang po ang nasimulan	1
Paki ayos ng customer service	1
Paki bilisan ng transactions sobrang tagal ko nag iintay nakakapa mura kayo!!! Hindi na kayo nag bago!	1
Pakibilisan po sana ang noon break or meron po sanang kapalitan ang teller Ng deposit para hindi tumagal Ng more than one (1) hour ang client...if possible,.gaya po sana dati na visible sa client ang priority number na nakaf flash sa monitor...Thank you very much.	1
Pakibilisan po sana yung pagrelease ng ATM Card for Gsis. Per Gsis, 5 banking days po makukuha na yung card. Availed it september 2024 til now wala pa rin po.	1
pakibilisan sana ang transaction	1
pakidagdagan po ang staff niyo for new accounts.	1
Palaging nag o offline ang machine.	1
Palakasan ng aircon init kasi	1
Paliwanagan gid sang maayo para makaintindi sang explanasyon	1
Panatilihin ng mga LBP employees ang pagiging approachable towards of the clients most specially when they are personal concerns.	1
Para sa aking opinion lahat Ng government opisyal ok sa akin	1
Past trans	1
patuloy lng po ang magandang serbisyo	1
Please add another personnel or table for new/updating accounts.	1
Please add another teller to entertain customers. I arrived 1 pm entertained almost 3 pm already.	1
Please add more staff on new accounts.it has more clients than any desk.at this time i was not cater yet but already spent almost 2 hours of waiting for my number to be called	1
Please allocate equitable am8unt interest on deposits & refrain from charging fees in inter-branxh transactions. You are not fair in your interest on deposits & bank charges on interbranch transacyions.	1
Please always prior the elderly, pregnant and pwd.	1
Please ask for consideration clients with same transaction on the same date due to traffic condition and from other province.	1
please assign a designated personnel for simple concerns such as account tracing or account checking to avoid conflict with other transactions	1
PLEASE ATTEND ALL YOUR CLIENT WITH COURTEOUS AND RESPECT	1
Please do improve your service on online banking as it was hard for me to make an account via lbpiaccess that I was not able to receive an OTP on time and I had to visit the branch multiple times but no abrupt actions was given to me I had to go back to the branch all over again but I tried to make my account on my own even the staff told me she would make an account for me but no emails or messages I received so I had to go back again and again to the branch.	1
Please do provide enough staff!!! We have been waiting for 4-5hrs before mi maentertain	1
Please expedite transactions specifically EPS locked password. explain everything as possible to your clients para di kami pabalik balik. TY	1
Please fix your queuing system. Without it, customers waiting time is too long. If possible Add more teller during rush hours to cater large number of customers	1
Please follow queue number accordingly	1
Please give priority for the government transactions.	1
Please give updates on what the progress of people who applied for a role/position. I submitted my application form and all the requirements, but until now I didn't receive any news of my application or if I'm in any pool of applicants to be considered for hire or not. Please maintain better communication and hiring process for people who are interested to join the firm.	1
Please help those people who have concerns with there digital bank online	1
please hire additional staffs thanks	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Please improve iaccess email response	1
Please improve your service..always off line	1
Please make sure that verifier is fast I spent almost 2 hours	1
Please make sure to provide a fast working PC for online registration to save time.	1
Please make the transactions a little bit faster	1
Please make transactions faster, its so slow	1
Please message us through text if ever our salaries are still on hold and for how long will it be on hold so that we will be informed and not wonder why we did not receive anything during salary period.	1
Please much faster transaction. It took us 30-45 mins to wait for PDC acknowledgement form.	1
Please provide additional clerk to cater rampant costumers. Thank you	1
please provide deposit machine thanks for fast transaction	1
Please provide feedback to the applicants regarding their exam performance after the result of the Pre-employment exam, regardless of whether they passed or failed..	1
Please provide numbers and add chairs outside for people on the queing to avoid any unexpected circumstances	1
Please provide priority lane for pregnant woman and lactitang mother.Provide specific time for every transaction to avoid long time of waiting. You can enhance the online appointment and include choosing time and date to visit the LBP office. Getting priority no. As early as 4:30 am to secure the slot is very challenging and time consuming.	1
Please put additional tellers,, for better que of transactions Especially to Opening to account. I took me more than 3 hours to make talk to the Teller. I'm been there at 10am (#19) I'm just opening for online banking account. Also please Improve the I access OPT not receiving through Email.	1
Please remove charges fir interbanks just like UCPB before. Add counter to improve queuing.	1
Please sana po kung may ongoing transaction mag focus lang po doon yung employee catering the client hindi po yung may cilent tapos nakikipagkwentuhan pa po or kung ano pa ginagawa ang dami na po nakapila. Sana mas maimprove pa po yung services niyo. spend almost 3 hrs there. Tapos sabi no noon break least man lang may magcater na other employee for us.	1
Please speed up the process...I waited 30 min for cash deposit only....there is only 2 teller while there are still available counter.s...In new account it also took so much time...Im trying to make my account available for fund transfer online but I will not able to wait since there is still 4 numbers ahead of mine..And just want to know why your client need to go to your branch for us to be able to do online transaction??	1
Please train your security guards to be courteous and to to be rude and sarcastic. ATM cards will be released after a month(Why is it in other branches you can get it right after the transaction). Pandemic is over but the Branch still have their own protocol and limit people to only 20 transactions per day. If it is not required for us to use the 'Victorias Branch I would rather choose a different Branch much better ANOTHER BANK!!! Worst BRANCH	1
Please use display numbers or mic for calling clients. It's a very busy office and crowded; hence, just calling numbers without any proper equipment will cause a lot of delay and miscommunications. There were lots of skipped number earlier because the teller is barely audible, in result, we always came back to her just to ask the current number being served. There were also no proper categorized lanes for designated transactions.	1
Pleasedprovide snother vounter for the fast transaction	1
pls avoid distractions and unnecessary things when processing transaction	1
Pls do the survey after the transaction of the customer for better feedback	1
pls have a proper waiting area	1
Pls wala pang update sa enrollment for iaccess ko...	1
Post in social media what services can cc offer but to are client.	1
Processing a waiting time could be better	1
Provide another line for different transactions.	1
Provide free water	1
Provide more manpower to cater the customer service	1
Provide more tellers please so that dili dugay mi maghuwat	1
Put an e-machine to get a priority number prior to the needs of individual's transaction to ensure the first come first served policy and to avoid the Palakasan System practiced recently in this office since pandemic.	1
Quality Service	1
Queing machine is not turned on for easy and fast transaction. It will help keep track waiting time to each of the customers inside the bank	1
Reduce waiting time and transaction time.	1
Regarding BIR payment, please don't change the requirements most of the time. It makes us disgusting. Thank you.	1
requesting of SOA should be a less time consuming and a little bit friendly	1
Resolve the equipment deficiencies, workflow processes in the bank operations.	1
Respect the clients and had a good manners	1
respectfully, kung may concern sa customer, sabihin sa kanya without having the whole room listening, kumbaga, discreetly	1
Sa akin ok nman t	1
Sana ay iba ang pila ng opening of account sa iba pang transaction. Sana ay may ibang pila para sa claiming of atm cards at nang hindi na makipila sa mga nag oopen ng account na siyang pinakamatagal ang proseso. Mahigit isang oras na akong nag aantay para maclaim ko ang aking atm card.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Sana bigyan ng pansin ang mabilisan n transakyon, sundin po sana ang mga pag sunod2 ng number ng transakyon. Based on my observation po pag kilala ka ng teller mas inuuna ka nila which is ng cacause ng delay ng pagtawag ng number ng transaction. Kaunti lang din po ang mga upuan. Minsan 2 teller lang po ang nag ooperate kaya minsan natatagalan ang mga transaction.	1
Sana bumilis ang service. Mag uupdate lang kami ng account infor, tumagal kami ng 2 hours	1
Sana dinadagdagan Yun teller for customer service. lisa lang sa branch n to . Isang Oras or higit sa isang tao ang transaction. Napakainsufficient po	1
sana hindi na pahintayin ang client nang matagal	1
sana lahat ng teler ay mabilis kumilos	1
sana ma update atm machine sobrang bagal	1
SANA MABILIS SUMAGOT SA EMAIL ANG CUSTOMER SERVICE NAUNA PA IYONG PERA NA BUMALIK BAGO KO NA-RECEIVED IYONG REPLY.	1
Sana madali mkatawag ang teller	1
SANA MADAMING MAG SERVE PARA MA BILIS ANG TRANSACTION	1
Sana magdagdag ng teller para mapabilis Ang transaction	1
Sana maging approachable ung nasa new account. Di man lang ngumiti	1
Sana maging ATM na ang nga 4 Ps beneficiary	1
Sana magkaroon pa ng dagdag na teller.	1
Sana maimprove po ang time (mas mapabilis) na naspeng ng mga client kay teller #1 sa deposit. Mejo mabagal po ang kanyang process sa pagbibilang. Maraming salamat po.	1
Sana mapa bilis ang pila sa taller	1
Sana mapabilis ang atm card ko kc meron ako anak na nagagatas pa po, mahirappo pag week end at holiday hind ako maka over the counter. Salamat God bles	1
Sana mas madali pa any transaction	1
Sana ma's mapabilis ang pag payout ng mga tao para hindi nmn maabutan ng gabi kasi malalayo pa ang uuwian	1
Sana mas pabilisin ang transaksyon ng sa ganon ay di gaanung nakaka pag hintay ng matagal ang mga cliests	1
Sana mas pina bilis ang mga transaction	1
Sana naman magawan nyo ng paraan mairelease agad ang atm ko, maxado na po abala saakin. Lalo na po ako po naga provide sa pmilya ko, nagsakit nanay ko at kapatid, pati anak ko, ang hirap po hnd ako makawithdraw ng pera kc week end at my holiday pa. My mga gamot na bilhin hind ko nabili agad.	1
SANA OK ANG MGA RECORDS NILA, AY ANG DAR AY HINDI COMPLETE SA MGA DOCUMENTS (SAN NARCISO, QUEZON	1
Sana pakibilisan ang mga transactions lalo na sa verification	1
Sana po mabilis ang response sa mga tanong namin salamat po	1
Sana po mabilis na po ang deposit lane teller or more teller	1
Sana po mas ipriority Yung malalayong lugar	1
Sana po mas pabilisin po ang transaction kasi mukhang kahit hindi ko nakita ang citizens charter e hindi nasusunod. Sana rin po hindi po ganoon kaistrikto ang mga guard. Para sa ikaiimprove naman po ito ng services. Pasensya na po at Salamat	1
Sana po mauupdate if meron po ba chance maemploy since months ago na nakatanggap ng mail na pasado po sa exam. Maraming salamat po.	1
Sana po next time may libreng xerox ng documents sa branch n'yoHindi yung kailangan pa lumabas ni client para magpaXerox copy. Kudos sa Landbank Tanauan Branch na libreito.	1
Sana tapusin Muna transaction Bago mkipag kwentuhan sa client marami Ang naghihintay at naka pila	1
Sana yung mga gwardya ay natulong para maisaayos ang tamang pila at mga taong papasok at lalabas sa bangko. Salamat	1
Satisfied customer when it comes from the service of landbank almanza	1
satisfied with your service.	1
Separate tellers for encashment and receiving payments.	1
Service delayed and no response or reply what causes the delay in transaction of the request.	1
Service of staff was really slow. You arrive at the bank at 1pm, you get out nearly 3pm. It is nit like this with other banks.	1
service satisfied.	1
Service was good in terms of processing my transaction pero i would like to suggest kung malelessen yung mga singit sa new accounts. Its so unfair, na pumipila kami ng almost 2 hours pero may mas nauuna pa dahil kailangan ipriority sila, just bc may kilala. I am very observant person. Given the fact na marami talagang nakapila pero sana hindi na para magpasingit pa.	1
Set aside 2 windows (Teller for regular) by 3:00pm to avoid waiting in line for a long time.. the staff,teller are good with the client, they are being abused by senior citizen na alam nila hindi sila pedeng tanggihan. Pare pareho kami may transaction at sumunod sa instruction ng landbank so be considerate to us regular client.Thank you.	1
Shorter lunch break. Lunch break was almost 2 hours	1
Should have 2 verifier counters	1
should have steady online services to avoid waiting too long	1
should hire more employees to accommodate all transaction fast and easy.	1
Should observe ARTA law	1

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si maam kanina na nasa counter 5, hindi po niya bagay jan sa frontline, masungit po, pabalang kung magbigay ng directions. walang kaamor amor sa kliyente.	1
Siguradohing laging naka online ang mga account para di na nag aantay ang mga client. Salamat po	1
simplified transactions	1
Since nakapag update naman na kami ng signatory. Pero mahirap parin humingi ng data or documents na kailangan namin. Napapagpasa pasahan sankung kaninong staff para lang makuha ang data or documents needed para sa company. Sa check deposit naman ay kapag naabutan ng lunch break kailangan antayin ang staff na kumakain pa since hindi macontact ang signatories. Pwede naman po siguro na i forward sa kung sino ang available para just in case okay na maverify na at pwede na maprocess. Thanks.	1
Since yuletide season please make sure that atm boot has enough money. Just like 2024 no money atm. Hence one atm boot activate	1
Slow in queueing number	1
Slow service	1
Slow transaction process and small place to accommodate a lot of people.	1
slow transcation #3 jump to #8 dapat by number pa din kahit kukuha nalang ng card thanks	1
Smile everytime	1
So far none	1
So far none because everything is in order	1
Some of the employees of your bank are unpleasant and unfriendly to talk to. I feel unwelcome and it took me too long to transact. I hope the management can do something about it so that in the future I can recommend your bank to others.	1
Space for the client	1
SPEED UP the RESTITUTION of my PWD brother's SSS Disability benefit lost at BR_BACLARAN last OCT 2022 filed complaint APR 2023. My brother is in the HOSPITAL since NOVEMBER 2023 About 50000 was lost due to IRREGULAR debits at BR_BACLARAN, LIBERTAD Your Customer Support is of NO help to clients for they just get our complain and close??? the complain by just endorsing it with the branch concerned BR_BACLARAN In-charge of complain is RUDE	1
Staff available for NAC should be sufficient to cater clients on queue	1
Strengthen and encourage online transactions. Expand more services particularly investments.	1
Suggest to have additional tellers.	1
Suggestion: madagdagan na teller para mapadali ang transaction, may mga pagkakataon kasi na marami ang kliyente,, at isa pa maliit ang space ng landbank, kulang rin ang upuan, ang iba nakatayo ng matagal. Salamat	1
Sumunod sana sa slot ng new account. For example 10 slot.	1
Sundun ang number wag dapat ngpapasingit	1
Surveys like This should have an opTion for anonymiTy	1
Tagal ng teller 2 ako lang naman mag isa nag withdraw	1
Tagal!	1
TAKES TIME, LACK OF TELLER.	1
Teller mahina	1
Thank you for giving assistance but seems the opening account section is busy and take time to finish my transaction due to different reason. I'm expecting for more convenient and fast transaction next time.	1
Thank you for your assistance. Fast transaction.	1
Thank you for your service in all filipino nationwide. Have a vast blessings Ahead. God bless Your kind customer	1
thank you po. very courteous ang mga empleyado..sobrang tagal lang ng nagkgn paghihintay.. 3 hours..ang iba das ay mas maaga pa sa akin.sana lang next time, since may number ang mga clients, iwasan natin entertain yung walang number para fair sa lahat. salamat po at God bless	1
Thank you!	1
Thank you.	1
Thanks for the good service!	1
Thanks po	1
The accounting staff we're good, courteous and easy to approach but the security guard named TENEBROSO doesn't know how to be professional. In fact he touches me saying I should go outside if I needed to do online transaction but he can just handle it in a nice and formal way by not touching me! This is such an insult!	1
The Aquisition of insurance must not be made mandatory to the borrower for loan. It should be first explained including the requirements and the policy/guidelines in issuing the insurance. What if he was insured in other agency? then there's the co-maker to offset the loan once accidents might happen.	1
The bank teller asked me to answer the survey first before we can proceed with our transaction, I was confused as to why do I need to answer a survey first without completing the transaction and as far as I know, survey should be optional and based on the customers' will to answer or not. That's just it.	1
The CC is displayed but one has to intentionally scan the post. It should be posted in bigger or wider area so that everyone can read even when seated at the waiting area.	1
the guards are rude to assist clients.	1
the landbank branch is understaff. we spent more than 2 hours before I was entertained.	1
THE MACHINE ALWAYS NOT AVAILABLE	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
The online appointment can obtain the applicants schedule for easy transaction.	1
the personnel should be knowledgeable enough to give other option if the client has no sufficient knowledge about the transactions	1
The persons in charge were not guiding properly and very strict. They don't even give guidance for the first time doing such transaction. My pa Landbank Smile pa naka lagay pero di ko po makita ang smile. Haba ng drafter message ko, di ma submit.	1
the process is too slow, I think there should be additional headcounts to assist for opening an account	1
THE SERVICE IS GOOD BUT THE BANK IS SO HOT ONLY ONE AIRCON IS WORKING	1
The simple and verifier must be separate	1
The slots should increase so more people can open account in a day	1
The staff provided the best service they can give to their client just to satosy their needs.	1
The transaction is very not satisfied	1
the transaction of processing is slow because of the internet need to change your internity connection para sa pandayan transaction	1
The transaction took so long. The teller was busy fixing the printer. I waited for more than 15minutes standing.	1
There should always a balance in catering the clients, so that clients will transact smoothly..	1
There's always room for improvement . Please be better	1
Time awareness	1
Time consuming in opening an account. I spend more than 3 hours queuing.	1
time management	1
To cater the services of the bank, they should prioritize additional manpower to save time and effort.	1
too much requirements needed for us to approve for the papers.,should lessen the requirements for us to provide simple papers	1
Too slow — Jurassic deposit slips not carbonized Many services that need improvement. Listen to the people.	1
treat costumers fairly hindi porket may sports car maayos pakikitungo nyo samantalang sa iba sinusungitan nyo	1
Treat people with respect without their taxes you are not in that position.	1
Treat your clients with respect at all times. We understand that you are tired but you must always remember that are a PUBLIC SERVANT, always treat your clients nicely, talk to them in a nice way.Give instructions properly not in an irritated manner.	1
twas fine, just keep it up. just the randomized giving of numbers just aint fair for those who came early	1
Unpleasant aura to some cashier	1
Unta ug paspas ang pag process ug add 1 teller	1
Upgrade system. When doing transaction, keeps getting offline	1
Verification process unta mas pinadali pariha sa lain Branch, karon it takes more than 1 hour magpa verify og interbranch withdrawal	1
very accomodating	1
very accomodating ang mga teller.	1
very appropriate	1
Very far and slow transaction	1
Very good	2
VERY HELPFUL ANG MGA GUARD	1
very hot outside	1
VERY SLOW TRANSACTION QUEUE MONITOR NON FUNCTIONAL	1
Wag masyado mahigpit at masungit	1
Waited too long	1
waitful long time in side	1
waiting time for manager to sign check is too long a wait. must improve managers service	1
Wala Maayos naman ang pakikitungo nila sa mga client.	1
Wala? Ik lang lahat sila magdala	1
way lingkoranan	1
When accomodating a client, please prioritize those waiting with number because some of the cashier focus on paper reviewing documents while accomodatingclient , as a result one client wait for almost 1-2 hours inside your facility	1
Why is it that if i compare Landbank to Private-owned banks, they are more professionals look-and-feel as overall. Further, i don't spend too much time in other banks.Please don't prove that government operated agencies are too slow on everything.	1
with the great volume of clients I have seen during my transaction I suggets you add more employees to cater the high volume of clients to avoid wast of time	1
yes because the bank assist the customer	1
You are a government institution,dapat dagdagan ang t3ller,kulang po sa teller	1
You recently disallowed the encashment of checks through an Authorize rep. It is somewhat uncomfortable for some to encash personally where we can authorize someone.	1
you should be more courteous to respond to those who ask questions	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Your app is most of the times unavailable	1
Your service is messy, some of your personnel is unprofessional, They choosing the personnel, they cannot talk well regarding to bank account. It's like they don't know what their job. Sorry to say. It's better you have kiosk number. Information desk and a personnel who are willing to be in charge for it, nice talking. Always do your best in everything you. Even no one can see it.	1
Your tel is not accesdible always	1
Yung manager ho masungit nakaka irita.	1
Yung manager Ng landbank Ng intramurose matarai sa mga costumer nag kamali lng sa pag fileup Pina parinig pa samin. Hindi ko ma rerecoment kung ganyan Ang pakiki tungo nyo sa customer nyo. Hindi Ako sure kung sya Yun Basta matandang babae Yun Yung last na nag pirman Ng open acc ko.	1
Yung systema Ang bagal. Manual numbering pa. Pwedi Naman siguro laghan nag queue machine system para mapadali Ang transaction Ng bawat clenyente.	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	445
With comments/ suggestions	284
- Customer Care is ineffective and of no help with our complaint and concern since they close the complaint by merely endorsing it to the concerned branch?- No In-charge of FOLLOW-UP- Never send updates- Very delayed response	1
1. Additional staff to cater the large number of client2. Assign efficient and effective staff3. Fast track simple process4. Priority the concern of ongoing client	1
1. Please provide PWD lane especially for pregnant woman like me. 2. Post additional staff on the front line services especially on the new accounts desk. One table is vacant and the other staff on duty is bombarded with tons of clients. Kawawa naman. 3. Follow your ARTA for a smooth transactions although I haven't read it yet on your postings sa wall ninyo (not readable kahit malayo)	1
A proper waiting line and fast service. Ty	1
Add more teller on the counter. Simple withdrawal would took you 3 hours to finish. This has been my problem from this branch for the longest time.	1
Add more tiler for faster transaction, magabagal ang 2 teller nyo kase dalawa lang sila.add priority lane.	1
Add one more officer in the new account section. Waiting 2 hours++ for opening one is insane and inefficient.	1
add technology/system to further improve service in time congrats	1
Add teller for faster transaction so that it wont consume too much time on bc clients	1
Additional desk officer and pleasing personality.	1
Additional staff and polite employeesProvide fair and fast transaction especially for working people	1
Additional teller	2
Additional teller for fast transactions	1
Additional teller to cater clients much faster.	1
Ang bagal ng mga staff mag attend ng needs ng client. Ang tagal mag proseso	1
Ang bagal Ng transaksyon dapat Ang no. Ang sinusunod. One at a time lang useless Ang numbering. Ung nasa teller Ang dami niyang transaksyon.. halos dalawang Oras kaming nag hintay.. very poor po...	1
ang services po is mabagal, if ang problem os the internet connection please improve it. And maybe mas maganda po if open ang landbank ng Saturday kasi po may mga government employees , specially mga Jo, na hindi malalabas ng office agad- agad.	1
Asked for a bank cert with adb but gave me a cert without it. Also asked for it to be addressed to a specific adressee but did not reflect in the actual certificate. I know you follow a template but please make a conscious effort to follow what is requested by your clients especially that LBP charges are not as affordable compared to other banks. Other banks would even give it for free. This has happened TWICE.	1
assign a more courteous frontline employee specifically the bank teller. Make sure that the queueing system is strictly followed. Equal/fair treatment to clients	1
Assign two staff for openning of account. Expidite approval of open account. Client arrived at 1pm and ended at 4:30pm just to open bank account.	1
Automate process for activation of accounts. Otherwise, add staff to process transactions. Imagine spending more than 3 hours just to update an account? I spent one whole afternoon for this simple transaction. Make the process for activation of accounts available online so account holders can complete the process before going to the bank to withdraw. On the other hand, the lady who assisted me worked fast. Five stars for the staff.	1
Be courteous	1
Be fair all the time	1
Be kinder especially for those people who doesn't know how to process in lb. #first	1
Be more considerate to customers who have done honest mistakes. Online system had an error.	1
Be precise	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
Be systematic especially on accommodating every client's concern. I observed that the staffs are not efficient on their respective tasks due to number of tasks accommodated at a time. The bank should increase more employees and more systematic procedure about the flow of catering their clients. Some staff are not that courteous and accommodating. They don't even respond on greetings such as simple as 'Good morning'.	1
Been there in the office at 8:30 am. My transaction for just opening an account took 1 and half hour. A lot of chitchat with co-worker was all over the place during the process. So disappointed, option was provided either to wait or to go back again tomorrow. It pissed me off that I need to wait for long time to just process that transaction knowing the fact that they should've informed me in the first place that it was offline!!	1
better internet connection consideration sa taga lagyo nga client	1
Can you please increase the speed of sending your pin through email on your iAccess enrollment? The time is unreasonably slow for a pin to be delivered. Unlike the message. Or, can it only require one pin from either message or email? Or if you send a pin from message, you can opt for sending a link through email for email verification later if it is that slow.	1
Constant communication/updates regarding my applications or if their any results.	1
Counter 7 clerk is very slow. Not organized in calling priority number. Do not answer queries efficiently.	1
Cross check the documents, and do verification before processing. When giving my phone number and email address, there was no verification done with me if she entered the correct information. My mother entered her signature multiple times, but the person assisting us never cross checked and didn't notice that her signature on the forms (which my mother signed several times) was different from the one on her ID. Now we have to go back to the bank to update the signature.	1
Dagdag nangempleyado na mag eentertain sa mga clients..napaka bagal nang proseso	1
Dapat mabilis po ang transaction sa new account kc mas maraming kliyentenang napunta..	1
Dapat po dagdagan counter nnyo lalo n pgganitong buwan. Kagaya ko pong emergency ang lakad ko sa dahilang need ang agarang cash ng asawa kong nasa critical ang kondisyon. Dalwang oas ponalong ng antay mapalutan lamang ang cheke n dala ko.	1
Dapat po sana dalawa yong new account na teller kasi during our time, isa lang at madami ang waiting sa pila.	1
Di ko alam kung anong service dapat yung para sa akin pero dahil need din ichange pin yung card eto na lang.Sana po for claiming ATM Cards/ eCards may hiwalay na lane and yung mga priority may sarili din silang lane. Waiting more than 2 hours to claim a card is too much.Nung nagrequest din po ako ng card matagal din ako nag hintay which is understandable since marami need icheck na requirements pero sa claiming Sana Mas easier.	1
Di ko ngustuhan ung teller sana sumagot pag tinanatanong nkasimangot din anna criselda name ng teller di man lng tinwag kung tapos n ung transaction bsta nling nilapag ung receipt	1
Do not prolonged simple transaction	1
Don't keep the customer waiting for so long from the que. Every second counts. Just atleast inform the customer what you are up to when in fact you're not attending any transaction from the counter.	1
Everyone should have priority number and must not entertain new comers without handing the number that is according to the line. I experience together with my workmates to wait from 7:00 a.m. up to 4:00 p.m. just only to open account, everything was ready the requirements and also the online application but still it took so long and what i observed is yes you have the priority number but there are who have not been entertained for their concerns.	1
Expedite every transaction for we wasted almost 3 hours waiting for our time to be catered.	1
Explain the transactions to customers, because not all knows how everything works.	1
Fast tranzavtion must be observrd	1
faster service next time pls. pls train all personnel to perform services more efficiently	1
Faster transaction by assigning more people in your teller.	1
faster transaction pls	1
Filling up of forms should be taken ahead of time	1
Finish all the previous transactions before proceeding to next. You cannot entertwin yesterdwys transaction if not finish because it delays the current transaction	1
Focus on your customers!!! Super phone!	1
follow first come first serve,at magkaruon sana ng line/windows for senior citizens.,para di maapektuhan yung nakapilang nauna	1
For your good office awareness, why do you need to tell the clients to come back the next day if he/she can wait for the it on the same day request of SOA? PLUS it is too EXPENSIVE i dont know what rationale does your office have for the pricing of FIFTY PESOS PER PAGE without official receipt. Hope this will help your bank to IMPROVE on your services.	1
Grave yung babae na medyo chinita Naga tatak ng BIR payment. Umayos ka maam D lahat ng tao alam ang pag fill up ng form nyo . Minimize your voice pud cguro minsan maam noh. Napahiya talaga ako sa ginawa mo kahapon. D kapa Naga accept ng kamalian mo feeling mo🖕 . . . Minimum of 5 na form pero nung may lumapit sa kanya na friend nya binigyan nya 20 form D wow	1
Hindi po customer friendly ang mga ibang empleyado.	1
Hope that they will add additional counter that will provide service to other clients, they can separate those with BIR concerns with deposits or withdrawal esp during peak hours.	1
Hoping a priority number for every transaction	1
i do appreciate the services offered but it takes us almost 5 hours to wait for our turn...i suggest that LB should improve their system in opening new accounts, some did not have their lunch yet and pls do something about this...thank you	1
I don't like the service that chantalle I guess the named, she is not good in service, Sarcastic approach, I was really disappointed with her action, hope that she know how to address correct and professional.	1
I find it disheartening that the efficiency and value of technology are not fully utilized. The current pace contradicts the principles of the ease of doing business. The introduction of online registration should ideally expedite or at least facilitate the overall process.	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
I followed up my addition account in my IAccess twice already. I waited for 1 and half hour for that. I waited for those transactions for new accounts. 😔😔 It turned out that it was for approval. Meaning, the first time I followed up they didn't do any action. If only they have also counters for pin and IAccess, it would have been easier.	1
I had submitted and filled out a CCF last 28 Nov 24. I returned 3 Dec to claim but the New Accounts Officer Mr. R misplaced the CCF that I already filed and later on denied that I had filled out said form. My card got stuck on the ATM machine as it was broken and my money withheld by the ATM. With all the inconvenience and hassle I had experienced, a little honesty from the New Accounts Officer would have helped. Kudos to the cashier of the bank for being very accommodating.	1
I have been to other branches of LBP but they are attentive to the customer. It's the first time I've had an encounter where I was rejected by your branch, it's counter 1 around 2:30pm. I got a number again and I tried again at Counter 4. She allowef my transaction and she verified at the branch where I opened the account. I was able to withdraw money.I was happy with Mrs. April Rose Lumbrio explained the details of the SOA, what are the contents.	1
I hope madagdagan ng counter. Ang bagal ng pag process. Ang damping naghihintay.	1
I hope next time po if naa queries ang client thru chat or text, or email we would appreciate if naa feedback from you para dli magsige balik2 ug follow up ang client sa bank po.	1
I hope your staff would be more efficient in doing their tasks.	1
I just want to express my disappointment with this branch. I only have 2-3 transactions here as most transaction are either in other Butuan branch or Davao. It takes 30minutes to verify my account, I understand there was a mistake with the signature at first, but tellers constantly talking and laughing, walking somewhere and talking again and giggling, the other person who did withdrawal the same transaction as me was entertained first, no verification done.	1
I know you are just doing your work but please next time please be considerate. Be clear in your instructions. Ahead of next transaction make sure to tell the client all the needed documents.	1
I requested for an alumni ID. However what was sent was an ID with my single details (similar to my old ID, in fact the ID that I surrendered upon my resignation is updated (marrie) I also showed proof that the alumni ID form i sent has different information. The staff replied that I need to go/bring the ID card that I currently have at the head office to replace it with a card with updated details. I just hoped that it was handled in a way that it will be convenient on my part	1
I spent 2.5 hours for my transaction. updating information and iaccess.The staff should not entertain client if in between, he would take a break and pass the client on another staff who is also busy with another clien.	1
I spent 5 hours waiting in line for 1 Manager's Check. Please provide 1 dedicated special lane for senior citizens, pregnant, and PWD. There were only 5 people ahead of my 5 hours ago but there were 6 senior citizens, 1 pregnant, a lot of LGU staff prioritized. Kawawa naman kaming mga hindi special. I skipped my lunch to keep my queue because there is no issuance if priority number. This was a very unpleasant experience.	1
I stayed for more than 1 hr in the bank just for a deposit. The time for the service to be delivered is not reasonable. May i suggest for the bank to have tellers for deposit and withdrawal, since the teller stated that they have to accept withdrawals first.	1
I suggest that the guard should have knowledge about the entire land bank industry so they can provide accurate information to customers. Also, they should listen to the customers' concerns first before giving procedures, because what the customer wants may differ from what the guard says. This causes delays in transactions at the bank.	1
I suggest that you add manpower in this branch to improve your services especially in OTHER NAC transactions. Thank you.	1
I suggest that you add more employee on new accounts counter. Imagine the agony of waiting for 3 hours just to finish ONE CLIENT ONLY!!!	1
I think mas okay po na every transaction is meron na pong teller to engage sa aming mga customer. Plus sana po meron din yung tv where you can see kung anong number na ba yung binibigyan nila ng service. Salamat po	1
I think you should have read the email I sent you and from there should have made some possible answers or solutions. I am an ofw and the option you offered me is not possible. I currently need to update mo phone number so I can transact in the Philippines using my account. The ofw app is fine for me however if there are concerns such as like this, it's very difficult for any assistance from your email.	1
I waited for 4 hours (10 am-2pm) and I skipped my lunch inorder to finish my transaction in the branch, upon follow-up, they lost my request form.I am suggesting a proper delegation of personnel especially during lunch time. Some of the personnels are helpful but I hope what happened to me will not happened to other clients. Thank you!	1
I want to emphasize the online application it's that clear and no staff in the online registration area. No noon break but why no one here.	1
I was advised at first if there are other clients/customers that will come, they will make alternate on our transactions. I agree with that since I have a lot of transactions to make. But I didn't know that it would take 2 or more other clients to be processed over my transaction. I was first in line and I was expecting alternate but it didn't happened. Waiting time for all my transactions happened more than 1 hour to finish.	1
I wasn't satisfied with the service because of the waiting time spent before I was served. The teller seemed to be kind of slow with the processing unlike the other ones I encountered. I can compare because I have transactions everyday in LBP MAIN.	1
I womder why other clients are being served right away , samantalang nauna naman ako sa kanila, bigla bgila tatawagin ang name nila habang ako nakapila	1
I, senior citizen, was to withdraw amounting to 75,000.00. It took me 30 minutes to finally withdraw because1. They are understaff.2. The employees were not synchronized.	1
improve internet connection	1
improve queuing of your clients... be sensitive with the time in attending each client .	1
Imptove your service particularly on securing a bank certificate which should not take sometime because of computerize system. A simple transaction should not be unnecessarily delayed especially if there is no problem at all. Seriously implement the Ease of Doing Business Act (RA 11032). Not just lip service for just a compliance. Otherwise, the said law is just a mere suggestion.	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
inconsistent with requirements. should be straight forward when you issue the list of your requirement. we have been going back and forth because it wasn't mentioned the first time that such docs is needed. it was crossed out on the customer desk but per verifier, it should be submitted. it is not easy for us to go back and forth here so you should be more considerate and be updated with interbank regulations	1
Increase manpower	1
Increase number of staff to speed up transaction time and improve efficiency.	1
Increase number of tellers especially on the new accounts and others section. Ang bagal ng transaction, just to update my online account would waste my time to wait for 2 hrs on the line.	1
Increase number of Tellers. Long queue during busy hours. We have to wait at least an hour and a half in order to accommodate.	1
Increase staff and utilities for efficiency	1
It is a long wait before service is given in the new account. I strongly suggest of an additional personnel for speedy service in this area	1
It should be first come first serve.	1
It should be systematic... if client will ask question from any of the staff they should respond in a friendly manner and assist us with our transaction with out redirecting our concerns to another staff and another staff	1
Ive waited longer in queue in Releasing of ATM. I went in the line 8:30 am and it took me almost an hour to finish my transaction. I was 3rd on the line and there were two staffs assigned in the counter. I opened my account last Jnuary and the staff informed me that they will contact me when my AtM card is available but no one did so.	1
Iwasan ang palakasan sundin ang no. Assigned and avoid kwentuhan wala na nga masyado tao dpa maasikaso kagad	1
Kailangan pong mas marami ang incharge sa deposit pag end of the month, alam namn po natin na maraming nagdedeposit na government employee pero iisa lng po ang incharge..more than 1hour ako maghintay sa deposit lng ng collection..sana po sa susunod mga maam sir atleast 2 or 3 po sana ang incharge sa deposit pag end of the month..maraming salamat po	1
11. Make interbranch check confirmation faster. In my case it takes about 2 to 3 hours of waiting time to confirm checks from Tacloba Branch. 2. Lower service charge for check encashment.	1
Lack of manpower; waited for a long time	1
Lessen or remove the express lane for mga kakilla or kamag anak. I am in an emergency but not bither to cut the line amd patietnly wait for my turn. Amd they were assisted first kasi kakilala. 2 kakilala and 2 pwd. I get the express lsne for pwds but not for kakilala. Thank you	1
Long que transaction process only 1-2 tellers making movement to clients with other errands	1
Ma entertain po sana Ako nang maayos. Parang di po Kasi Ako na entertain nang maayos. Laging nakasimangot ang empleyado. Di man lang ma entertain nang maayos. Parang iritado ung nasa information desk. Kapag tumatawag sana Ako for follow up. Sana ay masagot agad. Madalas eh walang sumasagot nang telepono. Salamat po.	1
mabagal ang serbisyo at may palakasan sa mga transactions	1
Mabagal ang serbisyo, aabutin ng isang oras o mahigit mag withdraw kulang ng tao sa teller dagdagan para mas mabilis. Plus dapat tanggalin na yung deduction pag outside ka nag withdraw may kaltas, unfair naman, same lang ng bank pero may bayad pag labas	1
Mabagal mag transac	1
MABILIS AND SERBISYO	1
Mabilis na transaction at maayos na pag papatupad ng linya	1
Maganda nga ang costumer Service clerk taliwas ang sa attitude kung maki pag usap sa client .. Hay 2nd time ko na YAN na encounter maldita nga tagala ang approach ..D tulad ng mga old clerk n'yo po very accommodating kayang gawin ang Multi task without taray attitude.. 2 out of 10 points po yang clerk n'yo, batang napaka high attitude mainam pa mga beterano may Galang .	1
Magdagdag kayo ng staff specifically, sa cash deposit. I suggest na iba yung maghahandle ng mga single transactions versus bulk transactions and may ibang window para sa mga senior citizens and pwd clients. Para hindi kawawa ang teller nyo na nag iisa lang, ang aga aga pa haggard na agad.	1
Magdagdag ng emplyado or gawing mas mabilis ang transaksyon kasi mabagal sa deposit at encashment.	1
Magdagdag ng teller, at ihiwalay ang Government at Non Government transaction, bantayan na walang palakasan sa bawat teller.	1
Maintain good attitude in serving clients even under pressure. Give clear intructions to clients.	1
Make it faster	1
Make it faster flow of transactions. More convenient internal and external space for clients. Thank you.	1
Maraming beses samin nagsusungit yang mga teller niyo, lalo na pag company ang nadeposit, nakasimangot na nkakahawa ang kasungitan nila special mention kay Chielo villaluz po, sana bagohin nila ung attitude nila . Ito lng ang bank na tamad magbilang sa lahat ng banks.	1
Mas mabilis pa na transaction specially sa costumer service/ booth ng new accounts. I have spent more than 45 mins just to withdraw over the counter.	1
Mas mabilis po sana ang transactions and waiting time.	1
Mas pabilisin pa ang proseso ng application ng candidates it takes months especially, branches.	1
masyadong mabagall.. kung saan saan pumupunta at makipag tsismisan. halos 2 to 3 oras sa pila para lamg sa verification. ang daming sumisingit sa pila na hinahayaan lang ng teller.walang pakialam ang ibang katrabaho kagit alam nila dami nag aantay sa pila. kung pwd lang mag video para may ebedensya...	1
matagal mag process ng opening account yung staff iniwan pa kami para kumain. mabagal yung processing. may spexial number kami kasi may senior na tinulungan namin mag process di pa ma accommodate.	1
May araw na masungit sila	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
May inaasikaso silang isang cilent sa new accounts clerk or service area yun if I'm correct, after 1 hour sya parin inaasikaso. Okay lang sana kaso ang dami na naming nagaantay, wala bang ibang clerk? Isang tao lang yung clerk doon na tumutulong sa client. Sobrang tagal, tapos when I asked if pwede bang magclaim ng card since magcleclaim lang naman ako eh. It won't take long, sabi need pumila parin. Magaantay kami ng matagal dahil lang magcleclaim kami?	1
May kapalit sana pg ng lunch break ang Teller. No choice ang client, poor service	1
May nauna pa sa akin sa pila sa pagdeposit. Palibhasa nakauniform ng pang munisipyo at may meeting daw.Wala pati queuing system. Kahit saan umupo regardless of the transaction.	1
Maybe add more employee who would assist the clients. Dalwa lang sila, ung isa focus for priority lane. Is alan gsadya n iintndi parabsa dmiing may concern. Halos 1hr per person ang nagiging transaction. Ung mga mabilisan lan gang transaction ng tatagal dn sa pila.	1
Maybe more tellers	1
Medyo damihan ang inhonb employee sa costumer service kasi mabagal eh salamat	1
medyo mabagal po siya pero siguro sa daming mga clients so far okay po siya	1
Mga teller suplada	1
Monday na monday you expect a huge client. And why only one manning the window 3. Also the atm is out of order at haba ng pila, alam yu na monday na monday. Dapat karga do atm yu. Paki actionanan, wag sana maulit yung last year na walang laman atm lalo nat yuletide season.	1
More counter po sana lalo na sa new accounts. Kasi inaabot ng 30 mins kada client. Thank you	1
More man power kasi ang bagal ma process nung mga papers ng mga tao dito sa loob.	1
More manpower	1
More staff for customer service	1
More staffs to accommodate other clients. If some staff are vacant please let them help those who are busy to handle clients for faster turnaround time. Kudos to sir Abello. One of your guards for assisting those who waited for more than 3 hours	1
Much better if Landbank would have an automatic queuing system (like BPI), a video screen to let clients know their turn, and faster processing time in the New Accounts section....	1
My problem was not solved by NEW ACCOUNTS	1
My request for bank certification takes 2 days to release. This does not follow the Ease of doing business act. And the teller in new accounts interrogated me like I am accused of doing unwanted things in my account.	1
NAC's per client took 1 1/2hour to be processed. I pray that this will be reduced to 20min.per client. It's a waste of time.	1
Nag deposit po ako sa CDM na debit si kuya na name Blanco,kina kausap ko dahil xa nag assist sa akin ayaw akung kausapin tinalikuran ako ganun po ba magtrato ng client Buti,lumabas Isang guard kinausap Ako TY sayo kuya.	1
Nagbigay ng 30 araw na panahon para sa replacement ng card subalit hanggang 90 araw ay wala paring bagong card. Halos same government agency May problema sa card parang LTO lang	1
nalilito aku sa instruction ng teller sa mga guard . Kami na mga customer sa guard lang kami madaling makapag tanung, Kung hindi matawag yong number mo hindi ka na eentertain, panu kung naka kuha ka ng number naghihintay ka pagkatapos nun natawag number mo kulang pala requerements mo , mahaba minsan pila dito kaya minsan yun ung nararanasan ng mga customer balik sila pag kulang ang documento, hindi naman lahat alam namin ung mga requirements diba, please be approacable mga maam and sir.	1
Napakabagal ng pag open ng account. Ang isang kliyente ay umaabot ng lampas kalahating oras. Hindi makapag concentrate ang empleyadong naghahandle ng new accounts dahil laging may pinapapirma sa kanya ang kanyang katrabaho. Ako ay pumila ng 8:30 at naaccommodate ng 11:30. Hindi flexible ang landbank. Halimbawa, hindi man lang magdadag ng tao kapag nakikita nilang tambak ang pila sa new accounts section.	1
napakasungit ng teller 1 na nakasalamin.dapat hindi siya nasa frontline dahil mahilig siya mamahiya ng kliyente. wala siyang pinipiling edad. madalas ako magtransact sa inyo pero tuwing pupunta ako palagi siyang galit kahit anong oras.	1
Napakatagal sumagot ng customare care march 9 pa ako naghhintay ng sagot march 19 na ngaun	1
Need po ng katulong ang new accounts para po mapabilis at matulungan ng maayos ang mga needed ng help regarding sa customer's concern kasi po nakita ko po na isa lang sya at walang katulong. Kaya po natagalan at naiinip ang iba sa pag aayos ng kanilang bank account	1
Never ever let anyone cut line kahit anong emergency pa yan if need lang pala sa ang transfer ng pera. Wag na nag bigay ng number mag makaawa nalang din kaming lahat para mauna	1
New account section no in charge personnel for more than an hour. A lot of people waiting in the line.	1
NGAs should have priority lane because for our time is wasted (spending unreasonable hours)waiting for a simple transaction . its like we are wasting taxpayer's money.	1
Now worth it na maghintay Ng matagal	1
One costumer to one stuff only, so that the other stuff personnel can serve or assist the other costumer.	1
One of the major things that I've seen today was the lack of alternative way on how to fasten the transaction for cash encashment, especially on the encashment for scholarship. The landbank should be aware about this and think of way for faster transaction and for the comfortability of the people. People don't have a time they just make a time. Thank you for understanding.	1
Only one person manning the New Accounts section - deploy more personnel in New Accounts.	1
-only one teller at the counter (overload work)-no aircondition for intramuros branch only	1
Open more tellers. 1 hr na po ako nagaantay, pangalawa lang po ako sa pila.	1
Paki bilisan pls. Daming kwentuhan	1
Pakiayos po yung pila. Nagpunta ko para mag open ng payroll account. Nung pumunta ko pang lima ko sa pila, after 1hr, di nagmove yung pila. Pagpasok ko ng bangko after 1hour, pang lima pa din ako. Ano yun? Wala sa ayos. Sayang oras.	1
pakibilisan ang transaction lalo na magpickup lng nmng ng atm pero napakatagal ang service	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
pakibilisan po ang services nyo	1
Pakisabi sa teller niyo na lalaki, na maging mabait sa client dahil hindi naman lahat aware sa mga bank terminology. Sana mas maging customer oriented siya lalo money transaction at government employee siya. Napaka unprofessional samantala tax ng tao ang pinapasahod sa kanya. Wag sya umasta na parang walang alam yung cistomer, kaya siya may trabaho dahil sa pera ng tao at government. Hipokrotong pilipino nagsesebisyo sa bayan. Kelangan po yan ng training sa pag customer service..	1
Para sa pag update laang 2 oras at kalahati naghintay, sobra ganito na laang palagi d2.	1
Personnel in the new accounts move at slow paces and no senae of urgency.	1
Pinag stay sa labas sa mainit na araw.Mayroon kasamang naka uniporme na tiga DOH, lumabas ang Boss na naka uniporme din ng DOH, pinapasok ang mga kasama. In short palakasan system...Spent 2hrs outside, and another 2hrs inside....Sobrang bagal!	1
Please add 1 or 2 more tellers for accounts opening etc because you spend half the day waiting and you still have not been catered. In an hour, the most number of client they were able to cater to was 5. I hope the bank respects other people's time when doing transactions with them.	1
Please add additional clerk that will serve the customer. There is only one clerk that serve the customer because of that the transaction of one customer is an hour each. Which causes a file of customers waiting for their turn to be serve.	1
Please add another teller. I usually spen a good 30mins to 2hours to deposit	1
Please add atleast one teller transaction.at sana ang transaction ng diposet at payment sa teller salitan ng tawag hindi yung mag iintay ng subrang tagal ang teller transaction.1 diposet trans tas tawag namn ng atleast 10 sa other transactions its very unfir sa nag aantay.i notice sometimes khit di pa tinatwag number basta kilala ok lng..	1
Please add more staff on your branch here in pagadian.Lately nagkakadelay na ang mga services dahil sa sobrang dami ng mga clients. Papasok ng landbank office ng 8am at makakalabas ng 3-5pm dahil sa sobrang dami ng clients at madalas yan nangyayari especially sa aming mga LGU employees.Hoping to resolve this matter as soon as possible. Thanks.	1
Please avoid making everything so complicated; it is kind of very different from other banks. not so easy to contact online; not everyone can always allot a time to visit the bank.	1
Please be considerate at be friendly to their costumer...	1
please be considerate. there's a line for senior . what happened is that there's 2 counter for other NACs. one for senior and then some seniors went to the other counter and the teller accomodates them. iand i asked the security to guide them. i have work but i am here waiting for almost 3 hrs now. pls be considerate also. as much as possible i dont wanna go here but i have to.	1
Please be fair, nag open account ko what is needed for Visa dapat kay way limit, pero gina papick ko nilag Piso Account. 50k ra ang limit. Gina Allowance kog 6k then complete kog papers. Pwde raman sguro na kay sa uban bank ninana man pero what i used to in our family is Landbank man so ambot.	1
Please be kind when dealing with your clients. Some employees are nakakairita because they seemed to looked down on clients who are applying for loan. Agent did not even say good morning. Not friendly to questions and giving misleading instructions. Not even smiling yet the company promotes smile. My experience today was horrible.	1
Please cater all your clients first before doing something, lisod kaayo mag huwat ug pila ka Oras	1
PLEASE DO NOT TALK TO YOUR WORKMATES ABOUT TOPICS NOT RELATED TO YOUR JOB. IT CAUSES DELAYS TO YOUR CUSTOMERS AND IS UNPROFESSIONAL.	1
Please enhance your service being rendered to all your client especially in banking system, because I takes almost 1 to 2 hours for us waiting in transacting simple transactions in this bank, and this happens most of the time and we were not able to do some of our important things to accomplish.	1
Please faster the transaction and have / employed adequate staff to accommodate need of the people	1
Please follow the priority number, staff of Aglayan Branch, as i observed would let government agencies or LGU's to skip the queue, making other client to wait longer. Please have some discipline and mercy to those who wait patiently. Also, the teller are somewhat very selective in respecting client as if they own the bank. Very disgusting.	1
Please have more teller or staff. Apparently there's a long wait time because only 1 is assisting with account concerns.	1
Please improve and optimize your processing in opening new accounts transactions. It took around 30 to 45 minutes PER CLIENT. Considering that you are implementing an online application, it does not make sense that the opening of new accounts still TAKES SO MUCH TIME. Having a 30-45 minutes processing time is SO ABSURD. I spent 3 HOURS waiting for my turn which WASTED so much of my time.	1
Please improve online fund transfer.	1
Please improve your services to your client whom got the number from your guard on duty, and not the papakasan system or abor pabor system.	1
Please increase the numbe of tellers. Client num 956 was called ar 2:50 PM and my number, 958, was called at 03:30PM.	1
Please increase the number of tellers	1
Please keep updating the applicants regarding their application status.	1
Please organize your service. You keep everyone inserting the lane	1
Please provide seats for customers. This is to give comfort and make the waiting bearable. According to the guard, the fact that customers are just standing while waiting for the processing of transaction is known to the Management Thanks	1
Please put up signage if the teller or verifier is on break so that the customer will not waste time waiting.	1
Please respect the privileges of a person with special needs.. especially pregnant women because we are in a very uncomfortable feelings and situations.. I hope some staff would understand..	1
Please spend time to work not to talk to each other	1
Please, let us know kung anong reason ng delay lalo pa't we know na nauna kami sa iba. Especially, you all guys know na may service hour kayong sinusunod.	1
Please, refrain using gadgets while nasa trabaho bumabagal kase usad ng pila.	1
Pls call the client if their is a problem with their application	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
Pls make the processing faster and add more staff to accomodate the no. of people. Came 12nn ended in 7pm. Good, still accomodated who waited but before, been coming back for 2 days cus it's too long and add'l req. Can't do more absents frm work. I was no. 47, some before me couldn't wait longer. pls complete req't in online site for opening acc. Cus when we go to the LT more req't were asked that were not stated on the site. For clients to be prepared n hindi pabalik balik.	1
Pls special verification lane for special clients sc pwd and pregnant. Too long to wait for my turn not reasonable at all. Maybe additional lane might help.	1
Prioritized the client that was in queue. Don't let the client wait for a very long time.	1
priovide special number for returning customers with unfinished business especially if representative has prior agreement with the client	1
Processing for senior/pwd applications should be priotized and lessen the process, we already filled out online applications but still need to wait long que time to be processed.	1
Provide a more detailed information, process, and documentary requirements to allow authorized representatives to process the change of PIN. I was informed through the Customer Service that changing the PIN of an account was allowed via an authorized representative. However, when I visited the branch the Teller advised me that only the account holder can process the PIN change, which made us waste time and effort.	1
Provide more personnel esp. for the opening of accounts and matters pertaining to ATM. Do not make clients wait for almost half day. It's totally a waste of time. Thanks	1
Provide more tellers to avoid 2 to 5 hours of waiting for a SINGLE transaction.	1
Pumili kayo ng staff na maayos at may respito	1
reduce the time spent on every client	1
regulate not restrict the use of mobile phone. Was turned asked not to use when i was to check my important messages and was to get the QR code for this survey.Waited long since there was an Off line and they still dont know whether the payment was to be filled up on an ONCOLL payment form or ordinary deposit slip.	1
REQUESTING FOR 2 MORE TELLER AND SEPERATE WINDOW FOR LARGE WITHDRAWALS	1
sad	1
sana dagdagan po yung teller na nakaduty, ang hirap po kasi pag nag iisa lang, less than 1hr na po kami naghihintay	1
Sana ho mas madameng bukas dahil sayang ho sa oras bilang nars po ako isa lang po ang bukas na counter inagahan ko po para matapos agad pagdating ko isa lang bukas napakatagal po ng usad	1
Sana kapag mag lunch meron paring alternate na mag ke cater sa mga magdedeposit.	1
Sana maayos ang pag keep ng mga files nyo para hindi nawawala ang mga files kung kelangan na ng tao.. waste of time ang paghanap nyo waste of time din sa client	1
sana mabilis po mapalitan atm card. (lost) hustle po talaga.	1
Sana maging pantay naman ang trato ng staff nyo na si Janette Songsonga, kasi my pinag aralan namn ako pero ang naramdaman ko parang wala akong pinag aralan kung tratuhin nya ako.Tinawag nya pangalan ko, binigay ko na ang ID ko tapos pinaupo nya ako, tapos saglit lng tinawag nya ulit ako at my pinasulat na details, uupo sana ulit ako ang sabi nya Hindi na magpungko mam gadali ka man bala. Hindi siya galit pero napaka sarcastic nyang magsalita.	1
Sana magkaroon nmn kau ng alternative na contact number na pwede matawagan ng madalian. Hindi landlines lang.	1
Sana make your transactions faster. Daming nauubos na oras pag magtransact kami sa bangko ninyo.	1
Sana mas mabilis na transaction..kasi di pa nananghalian nakapila sa pagdeposit..nakaalis at naglunch break at nakabalik na ang teller pero nakapila pa rin ang sa deposit...may mga singit pa kaya mas lalong matagal..spent 2hrs just for deposit.	1
Sana po ay wag payagan ang mga sumisingit sa pila. Wala po sana palakasan. magbigay sana ng numero sa bawat dumaratung depende sa transaction. Yung mga guard ay dapat na magalang at marespeto at kung kelangan makipag-usap sa kakilala ay hinaan ang boses bilang respeto sa ibang tao. Salamat po.	1
Sana po magdagdag ng tao lalo sa new accounts para mas bumilis ang transaction. Maging alerto lahat ng teller lalo po kung alam n may tao pa na nakapila, at magkaroon po ng priority lane lalo po para sa mga may dalang baby buntis at matatanda. Yun lang po Salamat.	1
Security guards and staff should be courteous enough. They should issue cue number so as to organize who will be entertained first. There are two windows in the new account sections but only one staff is available. A client would have to wait for longer hours before entertained. Worst service	1
Security Guards are only texting or likewise just looking at his mobile phones where assisting from parking don't attend.Even looking uncomfortable while going down in the vehicle. Also, while going in Security Guard gave an uncomfortable look and can't even smile and need to ask on certain concerns as they are not approachable	1
Security guards/officers should have been oriented so as to give out proper queuing numbers to avoid delay and complaints from clients. Also, desk officers in the new accounts section should be monitored by senior officers because assigned staff cannot call clients because documents were forwarded to her for processing.	1
Separate ang teller ng regular at 4Ps upang sa ganon mas mapabilis ang transaksyon.	1
Separate lanes for senior pwd pregnant and VIP, and with single or multiple transactions	1
Service is sooo sloooowwww. Arrived 12:40PM got assisted 2:30PM. All I need is to open an account. Super slow service	1
Should fix machime for releasing ATM	1
Simple transaction like getting a snapshot and requested check endure me for more than an hour of waiting, I came to LBP at 8:30am and get out after the snapahopt was given to me at 10am already....simplify the transaction or employees must be mindful enough to clients who are waiting....LBP isn't mindful of their clients' need like parking in front isn't allowed...If govt office is allowed to open account from.private banks, I opted to be transacting in private banks instead.	1
Slow Pace	1
Slow service and not fair nauna kame sa pila but the one next to me yung naunang na assist and same lang naman kame ng purpose here sa bank	1
Slow you pag tawag ni nang mga client..halos umabot ng 1 ro 2 hrs un mg deposit ka..	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
Smile, make tha transaction fast	1
Sobrang bagal ng linya. Madaming pasingit na transaction. Medyo rude yung servicing staff	1
Sobrang bagal po ng transaction 10:45 na kapila na ako, I told the guard na pwd po ako pero pinapila pa din ako sa regular line ang bagal natapos ako 12:15 na nagdeposit lang po ako ng 1k na check isa lang ang tao sa counter ang daming tao	1
Sobrang sungit ng mga staff sa cauayan branch lalo na yung supervisor sa tellering. Please be considerate next time. Wag po masyadong attitude, tao din po mga clients niyo.	1
Sobrang tagal ng per transaction	1
Sobrang tagal ng pinipila sa banko nyo, grabe, PBC lang inaabot ng 2 to 3, hours, mag dedeposit ka sa business account mo ng checke aabutin ng 2-3hours. Wala ba kayong magagawang paraan para mapabilis ang pag veverify nyo? Di nyo ba kaya mag lagay ng fast lane for fast transactions? Grabe! after all this years wala paring pag babago sistema nyo, ubod parin ng kupad serbisyo nyo, iisang tao ang nag veverify ng lahat. Kupal na sistema, pa suyo na ho. Hindi nakaka smile serbisyo nyo.	1
Spend 45 minutes just to update my data. Honestly medyo mabagal transactions per client as I observed.	1
Spent 3 hours waiting in the queue and then almost 30 mins to process the docs I needed. The line was long because there is only one attending clerk on our line (queue number). Personnel were helpful and prioritized sc, pregnant and card claiming. Bank was clean but construction noise was distracting. There should be an improvement in the system or addition of manpower. Gov't employee lane may also be adopted should staffing. Transaction cost was not that affordable.	1
Spent around 2 hours just to deposit cash. They keep on prioritizing check encashment. There should be a dedicated window just for them if they're really prio, especially that a lot avail that particular service. It's unfair that individuals transactions should just wait until they're done accepting checks for clearing (as told by tellers) or after processing enchasments. LBP Malaybalay seriously needs to revisit their strategy or add tellers.	1
Staff especially guards were very helpful. But it took Almost 4 hours waiting for a 10 minute transaction. Maybe need to increase the number of tellers	1
Suggest to lower the P100.00 fee or charge for check encashment to about P50.00 only	1
Surely landbank dapaitan can do better to serve transactions that could be catered for only 5 minutes. Unfortunately for me I have to wait for almost 2 hours to be catered. I would have undersand if I was opening a new account or any transaction alike.	1
Takes a long time to process and the branch does not even have a decent parking space. Staff was not courteous at all and feels like her face was very gloomy like she is not happy with what she is doing. If you are going to make people wait, at least provide a parking space for your customers.	1
Tell the staff to don't leave their station.. The transaction will not be long and stressful if they were in their table. It takes more than 10 minutes for the employee assigned to come..	1
teller should be more polite. more likely the teller 1. i know its a busy day for everyone. also come to think of it that your costumer is having a hectic schedule just to settle things in the bank. i did ask a polite question, it doesn't make you a leas person to answer politely. still going to engage with the service of this branch cause i have no other choice, will come back here for the use of the bank but not the employee.	1
Tellers are a bit rude, guards are fine as their helpful. Waiting time is very long. I took 1 hour of waiting for a 2 mins transaction.	1
Thank you LBP	1
The air-conditioning system is too hot here at your landbank 28th st BGC..very inconvenient for your clients. I suggest you change your air-conditioning units	1
The Bank Certificate request took over 3 hours, while the transaction itself was only 5 minutes. The waiting time was much longer than the transaction. It would be beneficial to handle such requests online or have a dedicated line, as the certification isn't available the same day and requires a return visit.	1
The branch was meant to open at 8:30, opened almost 9am	1
The employees must lessen their chatting during world, there wasn't alit of people during my visit but it took 1 hr person to finish their transaction. Please pay more attention to your clients.	1
The guard's instructions were very unclear and it took a lot of time for me to get the check encashment.	1
The guards are not courteous. Clients are not treated kindly and with respect. The bank personnel do not think of the convenience and comfort of the clients Tnsactions take and consume so much time.	1
The officer should follow strictly the numbering system. Should be courteous	1
The process was so slow, for opening an account its takes forever and i came here just to get my atm and now its my 2nd hour here and nothing happens, please you have to speed up the process we cant take it like this you have to spend whole day in the bank just to get entertained. I already have an account so for sure i am coning back but just a suggestion to speed up the process rither opening an account or other transactions thank you	1
The said branch is under staff. Additional staff is a must considering its increasing transaction due to accessibility to most of its client.	1
The service in verifier is so slow	1
The service is fast and to improve, the tellers can at least smile naturally to the customers. Most especially that the brand of landbank is "smiles"	1
The signature verifier of Landbank Baybay City Leyte Branch is not so great in handling customers. She is not courteous and she does not treat her clients with utmost respect..she needs to improve her customer service skills.	1
The staff are all professional and courteous. Always a pleasant to transact with them. Unfortunately, the current staff as efficient as they try to be is not enough to the massive numbers of clients from government and private trasanctions. It took me 1 hr to finish my transaction.	1
The staff is very rude. She should have explained the problem regarding my application in a respectful manner but she deliberately explained it in a way that she is sometimes almost shouting and sarcastic in the way she speak. The staff (Ms. Jessica Cyril Caballero) should learn how to treat clients with utmost respect as it is her responsibility as part of her job and as a civil servant to serve and be courteous to all.	1
There should be a separate lane for those short transaction like activation of iAccess Fund Transfer	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
There should be priority lane for seniors	1
There was a female employee in your office that was selective in dealing with the needs of the clients. I don't have personal grudge with her but I can feel her rudeness. I hope she won't do this to other clients whom she think are less fortunate in socio-economic status.	1
There's only one clerk working.	1
There's should be another queue number for I access or we access client not New account (NAC) because there are times that we lined up almost the whole day only to find out that there's another window or table for the I/we Access transactions.	1
They have transaction numbers but some of the teller not calling the transaction numbers.	1
They offer services for seniors and pwd but they failed to be of service.I asked the guard how to withdraw money and he pointed me that I need to fillup a form which I did.The person in front of me was given without a slip. Her number was 26 and I was given 27. But I asked the guard for priority number and he gave me number 10.To my surprise number 26 and 27 where assisted first before the priority number given that I sat first in the waiting area before number 26 and 27.	1
they should have had advance notice since most of the clients were employed and have scheduled activity, I spent 3 hours just for cheque encashment	1
Today at 12:27 PM. The customer before me was visibly frustrated due to the understaffing at the counters. After waiting for about five minutes, my transaction was completed, but the teller left my slips and passbooks on the counter without notifying me. I felt that her demeanor was rude and unpleasant. I hope this feedback helps improve customer service interactions.	1
Transaction should be made easy and convenient	1
Transaction was very slow only 2 tellers at the time. a allot of customers waiting for there turn to called!It was annoying transaction waiting for along time kindly improve the service!!!!!!	1
Tratuhin nang maayos ang kleyente. Mga suplada approach nang employee	1
Upgrade technical hardware in the office to improve efficiency	1
Use the other counter tables (right side) for NAC transactions and not for coffee. NAC transactions has very limited man power and they are very slow. Hire millennials, it might help.	1
Very long time of queueing. Not worth the time. There should be line for fast transaction and slow transaction. And, when i entered the bank they gave me regular number but they did not change it to special lane when i got my son who is outside to breastfeed. Hayyy. Everytime that i enter the bank its always long queueing. Would i engage to the services again, i dont have a choice since it is work affiliated.	1
Very satisfy	1
Very slow service especially in New Accounts. need to add employee for faster service. I TRANSACTION = 30 minutes	1
Wag kayo magpasingit lalo ang haba ng pila at ang tagal na namin nakapila!!!	1
Wag mamili ng kukuhaning transactions. Pag marami like sa transaction ko ngaun deposit lang naman ng 5 cheke, ako nauna, nasa ibabaw transaction ko after verification, 2 teller ang nakahawak parehong inuna tig iisang cheke!	1
wag sana masyado suplada ung clerk sa new accounts.nakasimangot nung lumapit ako. magtatanung lng sana..sabihin wait lng po d p po tapos itong nauna. d q nmnm alam kc wala nmnm nakalagay na number kung sino na susunod.	1
waiting time is too long for a simple transaction. please have a separate line for transactions such as bank certificates, they should not be included in the line for new accounts.	1
With regards to the landbank job application, the applicant is informed that they will be notified of an interview. They believe waiting without any updates or assurance would be less secure and may have to decline if they find a job and landbank contacts them. They cannot simply leave their job without a specific timeframe.	1
Your guard said no cellphones allowed but you have a survey that has a qr code that needs to be scanned by a cellphone. Stupid!!! was at the side with my mom withdrawing money.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	509
With comments/ suggestions	785
- iwasan po ang palakasan para makapag singit sa pila (based on experience na nasingitan sa pila)- automatic/electronic numbering system- magdagdag ng tao na mag aasikaso sa mga customer	1
1 transaction is equal to 2hrs!!!! Only 1 teller!! Been here for 3hrs!! Ang kukupad	1
1. Make the CC poster bigger2. Add guidelines regarding encashing of check by representatives. According to the staff, authorization is not accepted. This is very inconvenient for your clients. Sending a representative to process transactions is common nowadays especially with the LONG queue in your office.3. In the previous days, my transaction went beyond the time indicated in the CC. Fortunately, today is fine, keep it up.Thank you for considering these suggestions!	1
1. Train your people on Customer Service. 2. Replace your Verifier with someone more dedicated to his/her duties. 3. Mrs. Lilla is not fit for her job.	1
11:30 ako dumating ang number nun 24. pero umabot nlng ng 1;18pm #26 parin ang number na tinawag. grabe naman!	1
2 months since we created our checking account PDC is still not available. There should have been proactive update and apologies from the bank	1
3 hrs of waiting time just for a simple transaction! The verification and long lunch break of your tellers caused a delay not just for me but for those waiting in line also. You should come up with a better system where your clients could ask someone first about what documents they needed to fill out beforehand so that when they finally sit down, it will be much faster. Because of my waiting time, I did not eat lunch at the right time and got sick that time.	1
30 mins spent per customer. Ang tagal tagal	1
8:30 nagpapa pasok pero nag transuction ng 9:24 sana dina maulit ito dahil may mga mahalaga din kaming lakad kaya maaga kami pumnta at mabilis matapos ang transuction pero pinag antay pa kami ng isang oras. Ma	1
A better and fast transaction. Waited for more than an hour just to withdraw . They only accomodating one person when I entered but still waited for more than an hour and I have to queue again for me to update my details. Also staffs was not accommodating	1
Accommodating staffEasy transaction	1
Add a number system and avoid cutting of lines weather its individual or government official business, its extremely unethical for a business who claims its has been serving people for 60 years. Very Disappointed.	1
Add additional Staff to assist us, madi araw araw ng client	1
Add more branches in the province	1
add more customer service desk and new account area since it's taking too much time and/or time consuming. had to leave work for 2 days just to activate or update my account. so much for inconvenience.	1
Add more lanes and staffs	1
Add more staff kasi ang konti nila sa counter 7 and 8 at ang tagal pa ng per transaction. . So kmi inabot ng halos 3 hours sa loob ng office. In the end di na kami natuloy kasi mag lulunch na at sa sobrang gutom cancel na lng namin transaction	1
Add more staff that attends to clients concerns. Clients usually spend the whole day waiting for a single and simple transaction like claiming card replacement.	1
Add more staffs, naka online na nga transactions ang tagal pa dn naghintay. From 10 am sa labas ng mall, 3 pm na d pa natatawag. Sayang kasi time	1
Add more teller to bankWorse bank ever	1
Add more tellers!!!!	1
Additional counter for faster accommodation of customers please	1
Additional employees would be much help to those who are in line/que. Spending of hours waiting for your turn is much worst.	1
Additional personnel handling new/updating accounts. Online availment of service	1
Additional staff	1
Additional staff para mas mabilis ang process. It took 3 hours sa request namin na new card	1
Additional staff to assist clients especially for those whose transaction include opening/updating of accounts.	1
Additional teller	1
additional teller/personnel	1
Additionally, an employee from Landbank messaged my cousin, who works at the same govt agency as I do, on the afternoon of May 7, 2024. The employee inquired about our relationship and referenced an event at Landbank, implying that this would prevent him from offering further assistance to my cousins proofreading of her thesis. This unauthorized use of my personal information constitutes a violation of the Data Privacy Act of 2012.	1
Aga ng cutoff clearing pero ang bagal ng queuing, Aabutan ka ng cutoff kaka antay, daming nasayang na oras mag checheck deposit ka langSana unahin nyo ung mabilis para hindi nasasayang oras ng tao.Alamin nyo kung ano transaction ng tao.	1
Alam nyo ang ganda ng Tag line nyo na "We Help you Grow" But it doesn't reflect your Bank Baler Branch. Ang rude ng mga empleyado nyo lalo sa Accounts. Mga hindi man lang marunong mag emphtize with the customer. Parang walang training ng staff regarding Customer Service. Sana itrain nyo mga empleyado nyo about CSAT	1
Almost 2 hours and i am still queiung inside the bank, nobody assists me.	1
Almost 4 hours walang accurate answer sa akong concern. May priority number sa other NAC but may insertion from special inquiries. Not enough work force. No urgency.	1
Always offline!!!!	1
ang bagal kumilos ng nga employee nyo lalo na yung nasa update transac, lahat ng ginagawa tinatanong sa katabi parang walang alam. transac nya inaabot ng almosf an hour anong klaseng service! may mga seniors pang naghintay more than 45mins. nagcchismisan pa naghihintay na mga clients	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Ang bagal ng new account section. Please lng paki dagdagdagan ng staff. 5 hrs waiting just to update account? 1 staff lng naka assign kasi. At least man lang 3 staff kasi per transaction on the average 15mins.	1
Ang bagal ng New Accounts!! Konti lang kami, pumalo pa ng 2 hours which is in contrast sa citizen's charter ng landbank.	1
Ang bagal ng serbisyo lalo na sa new accounts. 2 lang ang nag eentertain, yung isa halos 1 oras nawala sa upuan niya. Para sa updating ng records na kailangan gawin para lang makapag withdraw ay napaka unreasonable. Sana lang namomonitor ng branch manager kung saan kailangan ng mas maraming tao para makapag serbisyo sa clients base sa dami nila. Sobrang nakaka disappoint na serbisyo, lalo na sa taong nagtatrabaho din sa ahensya ng gobyerno. 😔	1
Ang bagal ng serbisyo. Ako na sana ang susunod pero nag antay pa ako ng 30mins bago matawag sa dami ng pinapasingit na transactions. Sana iwasan ang mga ganyang gawain kasi importante din ang oras namin.	1
Ang haba ng pila pero isang teller lang ang open, then may other tasks pa na binibigay. Pumila kami for exactly 1 hour and 30 mins for a deposit .	1
ang haba ng pila sa regula transaction but the person in charge left his post and put "offline" to take his lunch, while all other tellers where doing business as usual, nauuna tuloy ung ibang mas late na dumating kesa sa nakapila, the regular transaction was not given priority numbers instead were asked to wait, i have been here 20mins and im 5th on the line	1
Ang hirap po ng transaction kay Landbank Candon. Humihingi lang ako ng Statement of Account na 6 months pero ang binigay nila ay Bank Certificate. Nagpabalik balik ako sa kanila. Pinaghintay din ako kasi maglunch daw si Customer Service at walang reliever. 30 minutes akong nag antay.	1
Ang kahehang ANN JEANELLE AGUILA ay tumangging ako ay palitan sa halagang isang libo.ako ay hinahanapan pa ng account sa inyong branch,kahit ako'y nakiusap na 2pirasong 500.ipaparating ko ito sa 8888 at sa Bangko Central.	1
ANG KONTI LANG NG CUSTOMER NYO NAPAKABAGAL KUPAD TURTLE MODE MGA TELLER NYO IMAGINE NO.9 AKO DUMATING AKO NG 9:10AM NATAPOS AKO NG 11:12AM KUNG HINDI PA KME NAGREKLAMO BAKA INABOT NA KME NG 2025 SA BAGAL. PAKIUSAP NMN PAKIVALUE ANG ORAS NG MGA CUSTOMER NYO.	1
Ang lakas ng palakasan system nyo sa branch na to the worse !	1
Ang last transaction ko ay fund transfer mahigit isang oras ako nag antay para ma upo sa low counter. Pag dating ko sa counter pina pirma ako nan FT form.. pero MAG AANTAY PA ULE nan oras dahil nka break ang mag p process...naiintindihan ko nm n na need din kumaen nan empleyado pero WALA BANG IBANG TAO NA PWEDENG MAG PROCESS??? 7:30 am nka pila n kme sa labas. Ang oras na ngayon ay 12:30 pm. Nka pila padin... nag claim lng ako ng atm at fund transfer.. ganito ba tlga kabagal???? At katagal?	1
Ang mga teller kay medyo masungit ung dugay kaayo mu atima ug client maabtan kag pila ka oras bago nimoMahuman ang imo transaction unlike s other branch	1
Ang pag withdraw hindi dapat inaabot ng mahigit apat na oras	1
Ang sungit at ang taas ng Bose's ng nag assist sa customer service na lalaki. Rude.arrogant!no respect magsalita!!	1
ANG SUNGIT NG EMPLEYADO NYONG LALAKI SA CUSTOMER SERVICE. DAPAT HINDI SIYA JAN NAKA ASSIGN. NAGIISA LANG NA LALAKI YAN SA TABLE NG NAG PROPROCESS NG NEW ACCT. YUNG KASAMA NYA ANG BABAGAL KUMILOS . INUUNA PA ANG KWENTUHAN. YUNG STAFF NA LALAKI SOBRANG WALANG GALANG MAGSALITA!!!! DAPAT HINDI SIYA SA GOVT OFFICE!!!	1
Ang susungit ng staff nyo	1
Ang tagal magtawag ng sa verification counter. Konti na nga lang tao napakatagal pa.	1
Ang tagal ng teller, almost 1 hour for the check encashment inagahan ko pra	1
ang tagal ng transacion,bka may other tasks or priority in between transacrions,pps be more ocnsiderate sa clients where time is also valuable to them,salamat po	1
ang taray ng mga teller niyomga maldita nakakabadtrip	1
April Rose Ingles-Saren is not fit for customer service. I have visited Landbank several times, and each time, April handled my transactions, including opening accounts, claiming my ATM card, requesting bank statements, obtaining a bank certificate, and resetting my iAccess password. Despite my attempts to overlook her unprofessionalism, I can no longer tolerate her poor customer service.	1
as long as client is in your bank need to accept the transaction	1
ATTITUDE FROM YOUR REPRESENTATIVE MAKE IT IMPROVE, NOT TOTALLY APPROACHABLE	1
Ayusin niyo naman po pakikitungo ninyo sa mga customer ninyo. Sobrang nakakabastos yang Nelia Solis. Badtrip ata kasi marami kami. Pare pareho tayong government employee pero ganyan ka umasta. Napakamaldita.	1
Ayusin nyo ung depository machine nyo, ng hnd na kailangan pumila ng pagkahaba haba sa loob, kapag pumasok ang client wag nyo lang bibigyan ng number mukha akong tanga na hindi alam ang gagawin, explain nyo kung ano proseso, walang citizens charter, or kunh meron man hnd visible, mga nakasimangot mga tao sa loob, kala mo sila mayari ng bangko	1
Bad service	1
bag o pa cya sa land bank nab branch approachable pa cya, nagkadugay nag ka maldita na cyamag sige ug mug ot	1
Bagal ng serbisyo	1
Bagal ng services niyo as always	1
Baka naman po pwedeng ihiwalay yung mga matatagal na transaction sa saglit lang. Sobrang tagal po ng BIR transaction at kadalasan marami pang sabay sabay ang binayaran. 2 oras na pag aantay sa 5 minuto na transaction ay Hindi kaaya Aya.	1
Bakit po kailangang tanggihan ang aming cash deposit kung hindi po naka sort ang luma sa bago at polymer sa non polymer. Sa lahat ng bank na napasukan ko ,Sara branch lang ang tumanggi sa akin.	1
Bakit po walang upuan sa labas ng branch? Napakadami po naming nakatayo sa labas, dati naman hindi ganon.. may mga upuan na agad para sa mga waiting client's sa labas ng branch. Ang sungit at ang higpit ng branch manager!	1
BASTOS ANG MALE STAFF NA NAG AASSIST SA PAG OPEN NG NEW ACCT. NAKA BASTOS LALO NA SA MATANDA!! Dapat wala sa government.	1
Bastos ang mga staff ninyo especially the guard stationed inside	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Be fair to all who transact and follow number coding. May number nga pero pag may kakilala kayo na kararating lang ini entertain nyo agad... this is a government agency you should follow the policies, rules and regulations of the agency! it is so disappointing in terms of assisting the client!	1
Be more courteous and respectful. The teller even the guards are rude. Matapobre. Bagal kumilos.	1
Be polite to customers	1
be reasonable enough sa taong nag hihintay to make have some transaction sa inyong opisina. pakibilisan ang proceso may online na nga. matagal parin	1
Be strict in terms of time handling client. Furthermore, employee tends to leave their post wverutime they have clients in front of them	1
Better to traine again your staff as they are very unprofessional and very undependable	1
Bigyan ng konsiderasyon ang bawat oras mga mamamayan, iwasan at huwag sanang makipagchikahan kung may makikita na kakilala. Huwag paalis-alis ng upuan ang mga nagpproseso upang tuloy-tuloy ang proseso lalo na kung madaming naghihintay sa pila	1
Bilisan nyo serbisyo simpleng account opening na wala pang 10mins na transaction, i stayed in the bank for nearly 3hours!	1
Bilisan nyo, dagdagan ang teller, tulungan yung nag iisang teller pag mahaba ma ang pila	1
Can your tellers just smile? Very rude tellers and not approachable others are prioritizing mimik than working.	1
Change Landbank SMILES. Everyone cannot smile because of the slow trasaction	1
Change the teller. Teller has bad attitude.	1
Citizen Charter was not followed in processing time, foreigner was intertain with out calling his no.it will be better if Teller was not talking to one another except in line of duty,	1
Clerks were not willing to assist and not knowledgeable about the check issued by CHED. Were not friendly in assisting and only jumping in to conclusion	1
CLIENTS WERE SEREVE AY TENTIVELY.	1
COMMENTS REGARDING CUSTOMER CARE:1. PAULIT ULIT NA PAG HINGI NG REQUIREMENTS KAHIT NAIPASA NA ANG MGA ITO. 2. SUMASAGOT SILA NA NAGING SUCCESSFUL ANG TRANSACTION KAHIT HINDI NILA NASUSURI MABUTI ANG DOKUMENTO.3.HALOS ISANG TAON NA ANG REQUEST KO FOR REFUND PERO HANGGANG NGAYON WALA PANG LINAW.	1
Congratulations..	1
Courtesy / customer service improvement!!	1
Create a separate line for card replacement. It took us ages to que with New Accounts	1
Customer rep should be fair also your Survey should be anonymous why do you need to know our identity? For what?	1
Customer services sucks in this branch office, favoritism of customer service. Advised to wait for next customer service assigned but need to wait for almoat 2hrs but was just given a simple guide no action at all. You better hire more friendly and can manage customer's time! We are all busy!	1
CUSTOMERS SHOULD NOT WAIT AN HOUR TO DO A SIMPLE DEPOSIT TRANSACTION. NATURING LANDBANK ITONG BRANCH NA ITO PERO ISA LANG ANG TELLER NA NAG AACCOMMODATE SA CLIENTE!	1
Dagdagan ang mag customer support para ma accommodate lahat ng customer.	1
Dagdagan ang mga Teller at paghiwalayin ang mga transaksyon para bumilis ang inyong serbisyo.	1
Dagdagan ang tao para mabilis	1
Damihan nyu teller nyu. Magbayad lang ng BiR, sobrang tagal makabayad!	1
Dapat huwag pahintayin ng matagal ang customer inaabot ng 5 hrs from the time of arrival sa tanggapan. Huwag palaging iniwan ang client on serving dahil may inintertain pang ibang customer na kakarating palang. Practice the sense of urgency. Thank you.	1
Dapat kung sinabing Priority lane , dapat big yan ng priory mga senior, pwd etc. Almost 2 and a half ako naghihintay na tawagan ako. Wala, nagtanong ako sa security na mukhang ma's mabilis pa ung ordinary lane kaya kumuha ako ng number na pag-ordinary. Doon nagtanong yung isang secure kung ano transaction ko. Doon nila inasikaso yung ang STI1 na kailangan ko para sa school. Wow imagine 2 and a half ako naghintay. Sana amusing ninyo service ninyo.	1
Dapat maraming staff na gumagalaw kapag maraming tao. Andaming client na galing pa sa malayong lugar tapos maghihintay ng kung ilang oras	1
Dapat may numero Kayo ng mobile phone hindi yung landline sino ba naman ang may landline ngayon na halos lahat gumagamit na ng mobile phone at dapat yung concern office ay matawagan natin hindi yung puro lang email	1
Dapat may special counter para sa buntis/PW/ Senior. Tulad ko buntis ako. Halos 2hrs kami nag hintay.	1
Dapat pantay pantay ang pag trado sa mga customers isa sa mga teller ang hindi marunong rumespeto ang pangalan niya si jastin kami ay nauna sa pila at ang ginagawa niya ay pinapauna niya ang ibang tao samantalang kami ay nakapila dito sana paki ayos ang mga ugali ng mga teller.	1
Dapat po makuha ka agad ang landbank atm card napaka bagal	1
Dapat tinatapos muna ang transaction ng client. Bagi gumawa ng ibang transactions. Naghihintay ng matagal ang client.	1
Denise is very unprofessional. Lack of customer service.Lack of information dessimenationNot attentiveAnd most of all waste my precious time	1
Depositing took 4 hrs to finish the transaction, worst branch	1
Designate a personnel who may release Bank certificates which were requested a day before. Some banks nowadays even provide same day release of bank certificates, hoping for lbp to upgrade too because lining up together with new accounts application is burdensome.	1
Di ko nagustuhan ang may hawak sa salary loan na ang pangalan ay nakilala kung Juls. Masyadong delayed ang process nya at puro sya pangako. Pero sa oras na ito ay okay na ang loan ko. And I hope next time di na ako makaulit sa kanya if ever mag reloan ako ulit. Mas mainam na palitan sya dyan para sa inyo rin naman. Salamat.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Different staff for simple transaction. It took me more than 3 hours for change pin only.	1
Digital updating should be fast and easy. I have been here in LBP PRC branch since 830am, and it is 10:15am now and still counting This is my worst bank experienceSuch a waste of my time.	1
Dismaya	1
Do not assign verification to new employees or OJTs.	1
Do not let the costumer to return on your office again and again. Very tiring!	1
Documentary requirements must be properly communicated.	1
Don't be picky to customers. If you have seat numbers for them, follow the numbering. I you are strict, we, as customers are time conscious.	1
Dont be so mean	1
Dont force your client to do other transaction. Just ask nicely if they are available to do other transaction, at the first place you didnt know other prior schedule of your client. Buti sana kung mabilis process nyo, your process in your branch is the worst I've experience on all the banks of landbank I visited.	1
Double the effort . I'll still engage because I don't have the choice	1
Dugay ang maski mag request og SOA, ni abot ug duha ka oras maski number 2 ako priority number from 8:45M naka gawas ko ug bank 10:42am	1
dugay kaayo	1
Easiet and fastest for every transaction.Grabe yong 3hrs na paghihintay.. 1:1hr ang ratio niyo for transaction. Nakakadisappoint.	1
Educate your staff (esp.under New Accounts Section) to observe proper protocol & not to descriminate other clients and follow the order of the priority no. given by your guards to clients and not to what she like to serve first	1
Employees are okay. But the system of LBP is behind from other banks which takes too long to process transactions such as verification. Other banks can verify the checks right there and then from the monitor screen except those amounts needed confirmation. I hope LBP can benchmark from other banks to improve their system to serve the clients in a timely manner. It is just that I have no choice but to transact with LBP because we deal with clients who issues LBP checks. God bless.	1
Employees missing, there is a very long queue already and only one teller is avaiable and constantly asking an override from her manager making long as* transactions, very frustrating for a customer	1
Even though I followed the steps provided by the customer service representative in reporting my retracted funds, I did not receive any email or response fron any landbank representative. This led me to report personally in the bank after 3 days as I was on travel. However, i found out that may money will only be returned after i have reported it to tha bank. This caused inconvenmmnience on my part.	1
Excellent	1
fast process, but website should include list of requirements	1
Fast tract your processes	1
Fast transaction as possible	1
Faster opening account client	1
Faster release of ATM	1
Faster transaction especially for seniors	1
Faster transaction, less waiting time, took more than an hour just to make a deposit, no wonder customers are backed up considerably	1
Fix your Service hindi puro singit inuuna. Tatlong number lang kami inabot pa ng kulang dalawang oras dahil sa puro singit porket malakas sa verifier at kakilala hindi na pumipila	1
follow the allotted number for transaction. pinapasingit nyo lahat ang tagal ng transaction, we judst went out from work tapos ganyan pa	1
Follow your numbering. And provide a separate lane for those you will prioritize so it wont take time for those who have numbers for queuing	1
for claiming.of atm it took them 30 minutes ti release the card, if I did not make a follow up it will take them more. staff service is so slow	1
For simple transactions like updating specimen signatures, shouldn't you have courtesy to attend as separate line from other more complex transactions?Down ang system, have to come back another time. And I live and work far from the branch.Wasted almost two hours	1
galing ng numbering system manual callouts tapos ako una dumating pero mas mababa no. ng kasunod ko. balak pa hindi tawagin number ko	1
Galing pa ako Baganga, pero pagdating ko dito, di ako in-entertain kasi mag lunch break daw muna. 11:32AM pa. And sa pagkaka-alam ko, no noon break, sana may kasama na pwede pumalit sa kanya. Pero wala.	1
GAWIN NIYONG 24/7 YUNG CUSTOMER SERVICE NYO. APAKA WALANG SILBI PAGDATING SA WEEKENDS.	1
Get your office a good internet service provider so nobody will have to wait long hours to get his/her transaction done. Like verification of the transaction, etc.	1
Give due consideration to government employees doing deposit transactions using payroll account number. I am a bjmp personnel and the account holder i am sending my deposits is also a bjmp personnel. All am aware of the AMLAC Law because i am also an accountable officer being a jail warden. The depositor and the account holder/ recipient are the liable ones and must explain further if the transactions was found to be unreliable and fraudulent	1
Give time allotment for transactions.Ask if willing to wait.Tell costumer if there is a system problem.I am really pissed and my mood went from happy to mad to sad. It took me 1hr and few minutes until I got what i wanted which is to withdraw. (I came in 8:40 left around 9:50) Moreso, my atm was niot activated as well during the long waiting time.	1
Given po na this is a main branch. Sana magopen ng mas maraming teller for opening accounts. Took me 3 hours and more pa po para makapagopen ng account. Nakakasad naman. Ang igsi ng pila pero ang tagal ng serbisyo.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Godbless	1
Good Job..congratulations and always wear a smile..	1
Good service	1
good teller t	1
Government employee nga kau,mga walang modo..bastos..lalo na ms.lourdes..sana d ka makarma sa mga ginagawa mo..bastos	1
grabe kadugay!	1
grabi c ate sa LBP naga beside puregold. Friday December 20,2024 around 1:47 pm cashier 3.Nagtanung lang naman ako kung ok na ung remittance namin,sinabihan ako ng kanina pa ako tawag ng tawag sabay tapon ng voucher papunta sa akin at irap🥺ganun na pala ngayon?🥺sana maturuan cya ng tamang way kung panu kausapin ng mahinahon ang clients nila🥺	1
Guards are not friendly. They do not know the queue numbers being called. They do not facilitate or help the clients. The service is very delayed. Only 1 counter is open.	1
Guards should treat clients courteously regardless of status, position or situation. Had I not told them of my pregnancy, I would be kept waiting in line outside the bank for a long time.	1
Have a proper queuing. Yung mga guard di mo alam kung ano ang basehan nila sa kung sino ang pinapapasok at sino ang hindi. Tapos parang kasalanan pa nag kwinestyon sila. 9am ako pumunta, natapos ako around 3:30pm.	1
Have ample parking. Have ample tellers. Have ample airconditioning. Allow oncalls to be paid online thru other banks.	1
Have an information person so we will not waste our time in line only to not proceed because something else has to be done first.You are the only bank still having clients sit and wait for hours outside.	1
Have another lane for our senior citizens. I was here 6:20 in the morning just to queue and get priority number , iwas no. 2 in the line but its 12:21 now, i have fever and flu and still waiting para matapos yung transaction but it gets too slow morning pa, offline na yung system. Took 1 hr to return. Very time consuming. Very inconvenient.	1
Have more staff regarding the IACCESS. Treat priority and normal customers fairly. Being NOT a priority for NOT TRANSACTING MONEY is not a BASIS for being PRIORITY. Make sure the IACCESS website is accessible and gives out OTP on EMAIL on the spot not when the sms otp is expired. Staff are too slow to act and do their job. Banks should work fast and without delay.	1
Have more tellers to do the job.	1
Hi, good day. Sobrang tagal po ng transactions halos umaabot 2 hrs ng pag aantay. Nasasayang oras imbes na nagagamit namin sa ibang gawain nauubos ito sa pag aantay lamang sa pila. Simula nung lalaki na ang nasa counter tumagal ang transactions. Sana magawan naman po ito ng paraan upang di tayo pare parehas masayang ang ating mga oras. Inaasahan kong maaaksyunan nyo ito sa lalong madaling panahon. Maraming salamat po	1
Hi. I haven't received the results of my Pre employment examination. I took the test last Nov 5,2024	1
Hi. I would like to point out on a teller named Divine sa Cabarroguis branch. Napaka unaccommodating and masungit sa clients. This is the second time. Maayos po akong nakikipag usap sa kanya pero kung sumagot siya, pabalagbag. I don't think that is the proper and right attitude for a Landbanker. Please Cabarroguis branch, teach your employees some manners, especially that woman.	1
Hindi accomadating ung teller . Jaymark Reboredo . Akala ko ba friendly and smile ang landbank. Napakasungit . Magpapatulong lang	1
Hindi approachable yung Mam Auie simula palang ng transaksyonMasungit xa at nakasimangotMedyo nadismaya ako sa inasal nia sa akinNakakalungkot parang ayaw ko na mag transact ulitSana nagtanong nalang ng maayos hindi ung nakasimangot sana iba nalang ang nasa pwesto nia kasi kung xa pa rin ay nakaka trauma ang ganunMas mabait pa ang guarf at ginuide nia ako	1
Hindi ko ma register account ko sa online app kasi walang dumadating na otp from email kahit naka llan subok na ako..nakaka disappoint..halos Isang taon mahigpit ko na sinusubukan mag register pero wala parin	1
Hindi nasusunod ang queuing number. Madalas kapag kakilala eh inuuna ng teller o di kya isinisingit sa pila.	1
HIRE MORE EMPLOYEES SO YOU CAN ASSIST MULTIPLE CLIENTSIVE BEEN WAITING FOR HOURS, FOOD IS NOT ALLOWED INSIDE, WE'RE ALL HUNGRY WAITING FOR OUR TIME HORRIBLE EXPERIENCE EVER	1
Hire more people! How could getting a simple bank certificate take 3 hours?!!!	1
Hire more personnel for new accounts. Their so many people opening their accounts and you only have 1 people to accommodate all. It took me 6 hrs to finish my transaction. How bad it is	1
hire more staff to accommodate more clients and transactions are processed with haste. imagine waiting in line for 6-7 hours for a transaction that can be done in 15 mins	1
Hire more teller	1
Hope they can check on the time they assist their customers. They gave out priority numbers but it did not make sense as they gave me a priority number 33 at around 11:45 but was only called by 3:30. Then the processing of just activating a card took so much time, 3:30 to 4:21.	1
Hoping na hindi na ako tatarayan ng NAC ninyo. Dahil we also have to valie our time in transactions needed when in weekdays we are also allocating time to be here and be somewhere else.. The ATM doesnot work all the time. The transaction time goes 3-6hrs which is unreasonable for we value our time. Other branches doesnt have this. I hope na maayos niyo ang service ninyo.If you dont want to get dissatisfaction woth your survey well baguhin niyo sistema niyo	1
Horrible waiting time, too many clients but only 2 tellers. Other counter were vacant. Poor service!	1
Huwag po sana i-shuffle ang check since may iba po kayong clients na may urgent meetings po.	1
Hwag masyadong matagal magbreak.	1
I already sent an email complaint about an amount debited to my bank account but not reflected in my GCASH. I went in the Landbank Matina branch twice and said they will settle and credit the amount. They told me to call them after my second visit in the branch if it has not yet been credited. I called then they told me to wait. I followed up through text a week after that first call and called them but they blocked my number.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
I am not satisfied with the teller's service. Sobrang tagal ng process comparing to other landbanks branch na napuntahan namin. Hindi maunawain. Hoping na hindi na ito maulit. 4 hours ba naman ang hinintay. Tellers not doing their job right.	1
I am very disappointed with my experience at LANDBANK today. I expected Landbank, especially with its government agency connections, to offer more efficient and customer-friendly services, particularly for public sector workers like my sister, her husband and other tax payers. This was the first time I encountered such poor service at a Landbank branch, and I sincerely hope improvements will be made to better serve your clients moving forward.	1
I arrived at the bank 4 minutes late and they did not allow me to enter due to cut off but I pleaded, still they denied me. After a few minutes more came in and allowed more people even after they denied me. IT WAS VERY UNFAIR. It was ok that they did not allow me as long as it is for everybody. To my dismay, they allowed more than 3 people. MAY PALAKASAN kasi kilala ng guard yung isa. I totally understand pero sana walang PALAKASAN.	1
I believe Citizen's Charter was created for the clients to know how long would they spend in every transaction. But we didn't see the citizen's charter. The queue was short but the waiting time was so long. We left without reaching the counter because we have been waiting for so long.	1
I believe you need an additional staff. I have waited 2 hours and counting coz I am still here waiting for a Bank Certificate with 200 peso fee. 2 hours for a bank certificate? Is the waiting time reasonable? This happened to me before and I guess it is not coincidental. Mabagal talaga ang service nyo. You need to improve your customer service. Sobrang tagal nyo mag assist. Sobrang tagal ng waiting time. 10:05am ako dumating and 12:09pm na andito parin ako.	1
I entered the bank around 9:55 am . My number is 34 around 12:11 i decided to cancel my transaction due to slow service of the office. The moment i cancelled my number the queuing number is in number 22. This is the longest department of agecby in the government that have a slow progress of service.	1
I entered your bank at 9:30AM. Now its 10:30AM. Add more teller to assist clients.If ever their is other bank to receieved BIR Payments, I will not anymore transact with Landbank	1
I feel that they lack staff. They do not properly follow no noon break. I spent an hour just to have my check verified, and another hour for the processing of check because the staff is on noon break.	1
I find this bank incompetent compared to other banks and other Landbank branches. There are way too many staff and personnel just chatting around and not doing their jobs properly. Moreover, the transaction time took me an hour and a half just for a simple update and withdrawal. PS I hope this bank find a new management	1
I go here in Baclaran Branch because the last time we also opened an account it was easy. But now, the service is very disappointing. The lady I talked to she's like she did not know what she's doing and while she is assisting me, she's also assisting someone on the phone. She asked me various question but she's not doing anything. I feel like she do not want to help me out with my concern. I feel like I was not accommodated. I feel like I wasted my time to go here.	1
I have 5 check encashments yesterday amounting 1,334,535.65 in total, salaries for Job Order employees in LGU. I was requesting a lot of denominations but I only got 400 pieces of 500s, 100 pieces of 200s, 200 pieces of 5s and the rest are 1000 bills. How am I going to disburse salaries with these denominations???? This is frustrating!!!	1
I have a feedback on one of your employees, Ms. Jeanette B. De Castro. I would appreciate a call back from your office manager. I am extremely appalled by the way I was treated.	1
I have encashment this morning 25,171. I was only given 25 pieces 1000 bills and 171. No small bills and no coins again!!💔💔💔	1
I have no option but to use Landbank but I am terribly always not happy with the time I spend inside landbank	1
I have transacted with Landbank Sipocot several times, but some frontliners lack courtesy. On November 19-20, 2024, the Verifier and the lady cashier displayed coldness and irritated expressions toward clients. Their behavior, while they perform their tasks correctly, is unprofessional and disheartening. This conduct violates the standards of RA 6713 for public service. Please advise them to treat clients with respect and professionalism.	1
I have waited more than an hour just to encash a check what a hassle no one was in the counter to assist us . No concern for clients waiting for too long. Client service is at its weakest here at JP Rizal Branch. At this moment they are not still releasing my cash. Time is very valuable we vant just seat here while nobody is awaiting us. Please di something about it really fast.	1
I hope clients will be treated fairly and entertained smoothly and fast. I waited for hours before they understood what I need. It took hours for my transaction to be done. I was hungry for waiting and had to cancelled a previous engagement due to your poor service.	1
I hope if your employee is out of office, someone will fulfill the duties of the the absent employee	1
I hope that landbank jasa will improve in terms of new account transaction duration of service because other branch like in Maimpis are transacting very fast compared to jasa. Almost every person who have transacted in jasa will say that in it takes too long to finish a new account transaction. You can verify that if you will give survery form to every client of new account.	1
I hope the employees will not gossip or talk with thier friends during the transaction. It will delay the transaction. Tnx	1
I hope this branch will have contingency plan if the assigned verifier is very busy. In case the supervisor will take place, i hope she is so efficient enough so as not to waste your client's time. I hope this branch will learn to respect their client's time. We all ahve important and scheduled things to do. I hope this branch will abide to their citizen's charter. I waited for 1hour just to withdraw moneyPersons encountered: Ma'am Melba (supervisor) Michelle(assigned verifier)	1
I hope this message finds you well. I am writing to provide negative feedback to one of your employee or may I say Senior Officer I had interaction with just recently at your bank. During my visit, I felt that the manner in which this Senior Officer addressed my concerns was dismissive and unprofessional. Specifically, when dealing with our transactions with your bank. This made me feel bad and upset.	1
I hope you can have separate counter for those who will just claim their atm card!	1
I hope you improve your queuing time. Your number of teller is not sufficient in the number of clients! 1 transaction took around 20mins! It's very unacceptable. People need to wait an average of 3-4 hours to be served. A lot of empty cubicle for the tellers but only 2 personnels were available including the one who do transactions with priority. This branch is understaffed that they cannot provide good service to the customer!	1
I intend to open my account as the personal is not attending to any of the customer I was refused to open an account despite my prc id and drivers license I was ask to go on a different bank as they have jurisdiction not only that they kept on asking my company I'd even if their instruction provides that I only needed one very confusing	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
I just wanna give a comment. Grabe one month na mahigit wala pa ung ATM card ko. Like grabe naman, i think ung new accounts staffs dito sa tagum branch ang may kasalanan. Ung colleague ko na kasabay nag apply, anjan na ung card nya. Grabe talaga.. nakikisuyo lang naman ako that time na i need to open an account earlier than my sched kasi may scheduled seminar ako and lakad tapos need ang account number ko to start the processing of my salary.	1
I love landback. But the speed of your processing is very slow. Please do something to speed up the processes of every transaction.	1
I notice that there is only one teller in the counter with numerous transaction. There is also a palakasan syatem in the new accounts as i observe one prioritizes over the other without priority number	1
I only ask for the certification of my bank deposit but it took me 2 days to get. Unlike in other banks it took me only 10 minutes and we were served with a smile which we did not experience here in this branch of Landbank.	1
I paid PHP 50 per page for a 20-page bank statement covering three months of transactions at Landbank, which I found to be unreasonable and expensive, particularly because the pages were not fully used. In comparing this with the statements from other banks and those obtained by my colleagues from Landbank, the cost and presentation seemed exceptionally high for a total of 20 pages.	1
I really had experience with the service provided to me by branch. A certain employee which is stationed at NAC 15, during visit last march 5, 2024. She was rude to me and other customers as if she lacks basic professional courtesy. She had a straight hair with big glasses during she was only one wearing green polo shirt. I hope this will have postive response	1
I really hope and wish that updationg of specimen or updation of other info should be catered separately. We waited for how many hours just to have an update with my personal info or change status. They could have assigned one personnel to cater such needs.	1
i recommend that since LBP is centralized the service charge be waived for Armed forces of the Phikipoines personnel since we are always delayed	1
I reported my complaint asap, yet my account was still debited, i traced the acct of the other party, yet it was not recovered.I am not satisfied with how my complaint was handled, I believe that the branch can do more with my complaint coz i went to them immediately.	1
I requested a new card replacement as my old one does not have a micro chip way back October 2022, then I visited the Antipolo Branch last August 14, 2024 to collect it but surprisingly it wasn't available!!! OMG it's been 2 years since I requested it and yet still NOT AVAILABLE. What kind of card are you issuing?? Then the teller suggested that she will request it, so how many years do I have to wait for it!?	1
I spend almost 3hours at your office... tapos Yung dalawang staff nyo sa harap nagtatawanan lang imbis na mag asikaso Ng client nyo, named Michelle and Chel,. Grabe dumating ako Ng 3:58pm almost 6pm na nasa loob parin ako Ng office niyo,. At Yung online payment na sinasabi nyung easy access ay madalas sablay, madalas offline at Wala manlang kayong abiso sa mga client niyo!!	1
I spent 30 mins on queue without being served. I was the only customer that time on that counter, yet the desk representative on the counter did not even bother to ask what do I need or tell me to wait a little more because she is doing something.	1
I spent a good one hour for a withdrawal, verification from main teller to another verification teller. It wouldve been easier to have given a verification que from the beginning.	1
I SPENT HALF OF MY DAY JUST TO ACTIVATE MY ATM AND ACCOUNT. WE WE'RE ONLY LESS THAN TEN CLIENTS	1
I spent more than an hour waiting in line to open an account. Please have more than 1 person on your new accounts. There were 3 counters for new accounts but only one had someone in it.	1
I started transaction early am but get a bank cert the following day & stail waiting today. Improve system pls	1
I suggest that during lunchbreak do not close a counter because the queue is longer during that period.Also, there was lack of efficient system with regard to the priority lane for Senior/PWD and regular lane. The teller randomly calls in the priority every time someone from that category comes in. I suggest that there must be a separate counter for them and when there is no more queue for that counter, help the other counter by accommodating people from regular lane.	1
I suggest that Ms. MIRASOL M. GUTIERREZ, be subjected to thorough evaluation for her conduct unbecoming towards clients. She exhibited rudeness and impatience to clients which obviously misrepresents banks SMILES proposition. I am certainly not happy with my experience.	1
i suggest that you replace your lazy employees whose concern is only to gossip.	1
I suggest to follow your citizen's charter. For a bank certification request, it says 1hr and 25 mins. In my case, it's 1 day, 1hr and 30 mins. And the girl transacting my transaction is actually playing with her cp in front of me. Very disappointing.	1
I suggest your tellers must be corteous and polite! Especially teller 2!	1
I think it should start with your guards. They could have been more courteous when dealing with clients, I know it's hard for them but don't let their emotions get in. Also, it took my transaction very long. The process could've been more quick.	1
I think The staff needs more training based on my experience they are not well knowledgeable with the process of their work because they keep asking one another before answering my questions or concerns which is not okay for me.	1
I understand manpower is limited given the branch is Class B and the teller has to eat even if there's "No Noon Break" Policy but might as well have someone as an alternate when the teller is on lunch break. In my case I can only do errands on lunch time but I had to wait 45mins for my 2-min cash withdrawal transaction.	1
I undstand that working in a busy environment can be challenging but I believe that maintaining a calm and respectful demeanor is crucial for customer service.	1
I waited 1 hr & 30mins just to withdraw funds. Too long	1
I waited for 3 hours just to activate my fund transfer. There should be counters each transaction (new account, updating account, etc). The priority numbers were not followed. I arrived earlier than a certain client but he got #7 whereas I got #13 for updating accounts. There was only 1 counter (counter 7) from 9-12nn. I even took a photo for proof.	1
I waited for almost 1 hour, just to tell me to comeback. Poor service	1
I waited for more than 2 hours to complete a simple transaction. It is high time for Landbank Tarlac Branch to increase its staff accommodating Other Nacs. During my visit, only one employee is tasked to transact other nacs when a lot of people are availing this type of service.	1
I was holding a big amount of cash and the guards wanted me to go outside because I was in a call which was about the account I was handling.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
I was issued a bank certificate but the contents was different from another LBP province branch where my family member requested one. I applied for japan visa bank cert which requires 6 months adb information but was instead given a Year to Date (YTD) ADB. I visited the branch on Dec 17 and 18. Hoping for LBP to have the same format as what is required by the VISA issuing country or have a centralized format/template to avoid confusion.	1
I was the 4th client and it took me 25 mins to finish my transaction.	1
I was waiting for my queue today July 3, 2024 at 1:26PM but my numver has not been called. I was the one who approached the teller. The customer experience has been disappointing ever since. This survey does not help if you will not improve customer experience and train your employees. I am a government employee but I will not recommend this bank.	1
I went there 7:30 am to be early and the bank opens 8:30 am, then finished opening my account around 4:30pm. Very disappointing, I won't choose here again.	1
I went to this branch to claim my Humid card since the bank clerk from LBP Congress informed me about it. When I arrived my number is 15 and they're currently serving 10. It took me more than an hour just for my number to be called.After being assisted by the lady on the left side facing the Verification Counter (Ms. Jean on the alcohol) she told me to wait again.	1
I would appreciate it if this feedback could be taken into consideration and steps could be taken to ensure a more positive experience for yor customers in the future. Thank you for your attention on this matter.	1
I would like to express my huge disappointment on the service provided by Ms. Dennyza May A. Montejo at Landbank Bajada Palm Drive Branch. It was frustrating and infuriating. I admit that I may lack proper documents for my concern on changing my details for my Loan Renewal but I think she should still be courteous and avoid answering me with a tempered voice. I spoke softly yet I have been answered in a not accommodating manner.	1
I would like to file complaint on a specific person: Perlita B. Bustamante, who made unnecessary demands when I encash my Landbank check. Despite presenting my valid government UMID, she insisted an ID reflecting my Daet address, which seemed unreasonable. Strangely, I had used the same ID previously at the same branch without issue, with Bustamante processing it herself.	1
I WOULD LIKE TO SEND MY GREATEST DISAPPOINTMENT TO Dave Gumboc he is very unprofessional! Very sarcastic and not showing good customer service! Poor customer service!	1
I've been waiting for nearly two hours to get my bank statement. It seems that some of your employees took an extended break, which has contributed to the long wait times for your clients.	1
Iaccess is not working properly. I tried multiple times in different time, be it office hours or not for one week.And when we came to the office itself, they said na wala daw silang magagawa about it? They didnt even tried to report it or what.So not satisfies	1
Iam paying my BIR, tapos only 3 forms lang pwd bayarin pag dating sa counter which is Ive been waiting for 1hr and half. Tapos pa kukunin ako ng another number from 58 ako to 72 na. Eh, 5 lang naman forms ko, pababalikin pa ako sa linya. Sana naman nag sabi pwd naman ako magpila atleast 3to5ka tao pwd na mag hingi ulit ng number..Pinag lalaban ko dito Ive been waiting for almost 2hrs den mag hihintay nanaman ako ng 1hr.. atsaka walang priority for buntis or senior citizen..	1
ID of employees, better and faster systems	1
Ilang beses na po ako nagpabalik balik sa Camp Aguinaldo Branch para makapagenroll sa iaccess pero wala po silang solusyon	1
Im complaining my visit for encashment of my cheque at around 11:45 am i was surprised that i was assigned at counter 4 and she didnt notify if shes on break so what happen is the queing for the assigned counter 4 is nuat pending however counter 2 is calling already customers who are late than me this is unacceptable	1
Im so disappointed i waited for 45mins to process my transaction.they should give priority number to avoid this kind of things...	1
I'm so disappointed, pumipila naman ako sa banko pero hnd ganito katagal. 5 to 6 hrs para magopen ng account. lisa lang kc ang staff and kada my lumalapit na sumisingit mgtanong ineentertain, so pano mga matatapos sa isang client.Sobrang nakakaubos ng patience sa paghihintay.Sana lang dn my priority lane for senior citizens and PWDs.	1
I'm very disappointed with the costumer service that this branch had with my grandmother who is a senior citizen, it took an HOUR just to withdraw her money.	1
IMPROVE NYO ANG SYSTEM NYO.. OFFLINE KAYO FOR 3HOURS AND COUNTING. NAKAKA INIS LANG MAKITA YUNG MGA STAFF PALAKAD LAKAD WHILE KAMING MGA CUSTOMER DESPERATE NA MATAPOS ANG TRANSACTION NAMIN. SOBRANG POOR NG LBP, UNLIKE OTHER BANKS..	1
Improve on waiting time.	1
Improve personality development	1
Improve queueing system; Employ more tellers; Copy BPI system	1
improve system I waited a long time for 2 days consecutively services like this should be efficient as we still have others things to do	1
improve the verifier services.. wasted too much time with the verifier. saparete the LGU, other agencies from the clients with withdrawal transactions and the senior.	1
Improve the waiting time.	1
Improve their internet connection (waited for almost an hour bec its offline)	1
Improve your customer assistance.	1
Improve your queuing. Cash depositors are like king with red carpet while cash withdrawals are like indigents waiting for ayuda long line! I've been with many LBP branches and also other banks. This system in Bolinao is unusual.	1
In opening an account for payroll...applicants should be entertained at any landbank branch to make it easier for the new applicant and at the same time it would facilitate the easier application of a few thousand employees of an organization.	1
Incharge of the office to update my atm card is not around. I got at exactly 1:00pm inside the bank and the guards told me to wait for a while but indeed its a while..it is now 1:43pm and still the incharge is not there. What should I do? If they are busy please give as assurance. If you have an appointment in Balingasag Landbank you need to spend 1hour in doing nothing but to wait and thinking if the incharge will get back or is he alive?! can wait but give me assurance.	1
Increase number of personnel, especially clerks. It took hours to finish a deposit transaction.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Increase number of staff to cater opening of accounts. Dedicated person to do Opening of Account - not shared tasks;Sense of urgency please...As if walang naka linya na customer	1
Increase workforce. If a staff is not available, make sure someone knows how to do his/her job.	1
Inefficient, slow	1
Inform the client what to do so that will not wait for 1 hour and more	1
Investigation should be done with series of interviews with the complainant, rather than submitting only the documents (questions only answerable by yes/no/agree/disagree and so forth) filled out by the complainant because instances may vary.	1
ipagpatuloy ang magandang serbisyo.	1
It is around 11AM to Noon when i got here and there's no staff in the simple lane, I thought there is no noon time breaks in government offices/services protocol. It is quite disappointing since I have a lot of errands to finish for the day.	1
it is so hassle going to the bank just update either mobile/email address and the staff were very very slow seem slile no iurgency it must be dine inline for simole update 👍 unionbank everything is on the app already move forward for the new the technology still this bank didn't embraced the technology yet	1
It should have additional crew to cater huge nr of people doing new accounts, updating, payments and others in 1 counter. Not to mention priority on elders/senior citizen	1
it takes 2 hours for me to just remit ng collection.	1
It took 1 hour and 15 mins for check encashement	1
It took me 2 hours to widraw from my deposit. Very long waiting	1
It took me 45mns just to deposit check	1
It took me 4hrs sa pila tapos di pa ako natatawag sa pila. Napakaunproffesional ng mga security guards niyo! Ganyan kabagal sistema nyo? Pick up lang ako ng GSIS At sa IACCESS inabot ako ngayon ng ganyan katagal? I want to file a complaint. Di lang ito unang beses na ganyan nangyari. Security guard nyo nga nagyoyosi sa labas. Tama ba yan? Gobyerno din kayo. Umayos kayo ng trato sa tao. Puro palakasan ang dating!	1
It took me so long to get my money.	1
it took us 2 hours to open a savings account. there were a lot of people being assisted first before us despite us being early in line. we arrived at 10 am and got assisted by 12 noon because of this. i also don't understand why we have to fill out and submit in the DOBS when they are checking the application details in our own personal phones instead of their access to the system. i find it inefficient, unprofessional and too time consuming.	1
Iwasan ang chismisan, at at walang palaksan sa pila. Hindi okay ang trato ng LANDBANK CAUAYAN BRANCH Hindi makatao	1
Just follow red tape or the ARTA as in lahat ng mali dun ginawa nila	1
Just for a deposit a check. It takes more than 1 hour to finished the transaction.	1
Keep up the Good Work	2
Khat Oliva is rude and I feel disrespect when we transact regarding the opening og account. Her tone of voice is rude. Please do not let her do the duty. Very disappointed. Details is not very clear what are the needs and requirements to open account.	1
Kindly follow the proper procedure and protocol in handling daily transactions. The branch was unfair to everyone and allowed other people whom the employees consider as friends to go first rather than committing to the number provided to them.Service was unprofessional.	1
kindly give the proper client number to clients so that their time wasted on queueing will at least be worth it. i was incorrectly given an account opening number while my transaction is just to activate my GSIS card. now the teller wants me to get a new number under other nac services, which puts me at the last number in queue. i have already waited an hour and the current serving number for other nac is 8, my new number is 22 so now i have to wait for another many hours before i get called.	1
kindly indicate a lane for simple transaction like activation/updating	1
Kindly make the iaccess app useful, i can't transfer .. it's always error	1
Kindly observe the TIME IN SERVING THE CUSTOMER COZ WE ENTERED 2.20 P M we end at 4 pm Is it a good service to WAIT THAT LONG ?? Even when depositing en cashing money SIMPLE TRANSACTIONS BUT SO MUCH TIME WAITING ? Why in BDO THE MOST TRANSACTION IS DONE 30 min thats the longest waiting if you transact business with government BANKS I SPENT HALF DAY? Cant You IMPROVE THE QUALITY AND SERVICE YOU OFFERED ???Pls improve ur service	1
kindly supply sufficient bill in ATM especially located in legazpi rotonda branch, or kindly put some notification if the machine cannot dispense amount. al	1
Kindly treat your clients fairly, disappointed sa teller ng rotonda branch, nakaka discriminate naman po.. I badly needed kanina to withdraw para sa Hospitalization ng asawa ko and yet ganito.. Hope this will not happen to other clients of LBP, hindi naman po lahat ng clients ay mayaman.. Sana fair lang po treatment niyo. Would appreciate if there will be an action taken to this incident. Thank you.	1
Kindly, be more considerate especially to the time being spent by the customers. THANK YOU!!!!	1
Konting bilis	1
Kukuha lang ng pinapalitan na ATM aabotin pa ng oras	1
Kukuha lng ako atm ang tagal puro bulungan	1
Kung maaari po lamang, pabilisin ang bawat transaction ng bawat isa, sadyang napakatagal po kasi. Sana walang noon break ang banko.salamat!	1
KUPAD KUMILOS KUKUHA LANG AKO ATM ANG TAGAL NAGCHICHISMISAN PA EMPLEYADO NIYO!!!!!!PAKIA AYOS NAMAN	1
Lamya lamya ang mgs staff most specialy account opening it took almost 1 hour pero customer.	1
Landbank cannot be reach thru landline no one is answering been calling for 30 minutes	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Landbank is the worst bank Ive ever experience. No digital serving number, guards are unprofessional and boostful. I've spent almost 1 1/2 hrs just to deposit a 500 pesos which for me is unreasonable to wait for this long. Also please update your slips, imagine that I need to write in the two deposit slip, Landbank is so outdated. Landbank looks like left behind by the other banks out there. If I knew that I will experience this poor service and quality I never open an account here.	1
Landbank San Nicolas worst service at all. Does not follow the allotted time to process services according to their citizens' charter. Too long queue for customers. Staff are not organized and not fast enough to process services. Waited for 3 hours to process	1
Landbank should have someone to answer calls they are very poor in customer service	1
Langanan kaayo inyong mga trabahante. Tibouk adlaw ang nakalas namo. Salamat nalang.	1
Last December 21, 2023 nag update po ako ng cp number ng i-access dito sa Calapan Branch but till now naka pag email na ako sa address ng Calapan Branch para mag follow up wala pa din sagot, need kona namam pong pumunta sa Branch ng Calapan para ayusin. Ayun time consuming din po kasi.Thank you!	1
LBP Capistrano Personnel Ms. Lilian Peñalosa alam nyang ang daming nag aantay na clients and yet naga loafing lang and ang tagal2 mag process ng documents. Hindi organize at naga entertain ng walk in na wala namang number	1
LBP ISULAN IS ALWAYS OFFLINE ALLEGEDLY DUE TO SLOW INTERNET. HENCE, IT MUST HAVE ANOTHER INTERNET PROVIDER, SUCH AS STARLINK, AS BACKUP. FURTHER, IT SHOULD ALLOW OTHER BRANCHES TO TRANSACT OPENING ACCOUNTS FOR GOVERNMENT EMPLOYEES BECAUSE SOME EMPLOYEES ARE FROM ANOTHER CITY. IT IS UNREASONABLE FOR THEM TO TRAVEL OUTSIDE THEIR CITY JUST TO OPEN AN ACCOUNT WITH ISULAN BRANCH NOT TO MENTION SAID BRANCH IS ALWAYS OFFLINE.	1
Lessen accommodation from "singit" and VIPs. If not avoided, provide special counter for them	1
Limit the transaction time. Ensure swift transactions of clients.	1
LLANA KAE FRONDA naninigaw ng customer na hindi naman po knowledgeable sa ganong transaction. Pwede naman magbigay ng instructions na hindi sumisigaw at namamahiya, diba po? Government employee ka pa naman. Buti pa yung nakausap kong BIR Employee na nasa branch niyo mabait magbigay ng instructions, hindi namamahiya. Tapos yang sasabihin ng Llana na yan Ay hindi ganyan ano bayan. 500 na penalty ng BIR pwede ba yan? Hindi niyo po ba alam yung compromise penalty, Llana?	1
Long waiting time in this Branch	1
Ma. Kathryn Adarlo, on call talking about personal matters delaying my landbank concern. I cannot talk to her about my concern, she communicated with me through writing while on her phone, in the end, i just wasted my time as my concern cannot be done. Please monitor your staff strongly. Thank you.	1
Maaari sana magkaron ng ibang linya para sa pila regarding sa pag proseso ng bank account ng ibang customer. Isang teller lang.inabot ng ilang oras ang paghihintay ko Hindi din pala Nila ako natulungan ma retrieve yung iaccess ko. I need to go kung saan na open yung account which is far from where i am right now. I told my concern beforehand na pumila ako pero di din pala familiar yung ibang staff with regards of the process. Really a waste of time.	1
Maaaring ipaliwanag Ng mabuti ang mga patakaran ... Humihingi kami kung may iBang option ang aming transaction sapagkat ang Sabi hindi na kami pupuwedeng mg open Ng account pero ang sambit padin Ng staff WALA NG OPTION AT WALA KA NAMANG TRABAHO ANO IBABANKO MO SABI NG STAFF.... MASYADO ATANG JUDGMENTAL po ang staff	1
mabagal amg serbisyo	1
Mabagal ang recruitment process. Wala ring acknowledgement. Been 5 months since nag exam pero walang feedback. Daming vacancies di naman nagrereply.	1
Mabagal ang services	1
Mabagal lang po or matagal, pero anyway God blessed to your agency.	1
Mabagal magprocess ang inyong staff. Updating client information/ opening new accounts takes 3-4 hours. Simple ttansactions but you need to stay and wait for 3-4.	1
Mabagal na serbisyo sobrang tagal palitan nyo bank manager nyo halos apat na oras ako nag aantay	1
Mabagal po ang printing and releasing ng Statement of Account upon request po. Hindi po monthly reel time na nakakapag-bigay ng Statement of Account, Halos gumugugol ito ng hanggang 3 buwan bago ma-release ng Landbank Office ang request na SOA. Sana po ay maging reel time na monthly ay makapag-release ng SOA po. Salamat po.	1
Mabagal po ang service. Yung boyfriend ko parang mabubutasan na ng bituka sa gutom napakatagal. Oras ang hinintay namin. The verifier took so long to transact and she is not present in her cubicle. Even others are pissed off to her. It's always like this po. Can you just change her and place a more capable teller instead? Thank you.	1
mabuti naman ang pag-asikaso agad	1
madami ako gusto sabihin pero hindi tinatanggap useless lahat !!!!	1
mag designate kayo ng separate lane sa senior citizen /pwd/pregnant. yan ang nasa batas!	1
Mag invite po kayo ng personnel, yung first timer at yung may transaction na sa Landbank, tapos pa rate nyo kung anong experience nya sa transaction ng bank.And i suggest to benchmark sa ibang bank, para maka kuha lang kayo ng idea kung paano nila iniimplement yung pila, queueing sa bank nila. Yun lang po. And hope may improvement sa next visit ko. Thanks.	1
mag sara na kayo anbagal ng serbisyo nyo. Mga empleyado nyo wala namang ginagawa kunwari may ginagawa para walang gawin. Madami pa kyong sinisingit na client porket kakilala nuo tsaka vip di naman priority o senior. Ang kakapal ng mukha nyo. Magsara na kayo	1
Maganda naman ang pakikitungo ng ibang staff sa lbp-iligan pero meron lang isang staff sa tellering na msayadong mata pobre kung umusta, walang good customer service. Pwede naman siguro kausapin kaming mga clients na mahinanon ang bosses, hindi nakataas ang kilay, para naman kaming walang pinag-aralan sa kanya. Nakakawalang respeto talaga ang babaeng ito. Pangalan niya ay Cherry May Lagutan. Sana mabigyan ng aksyon ang kanyang maling ugali. Salamat.	1
Magdadag ng tao to accommodate more clients. Imagine, it takes hours just to claim your ATM card. Not all your clients have the means to just sit and wait all day, we have to work also. We have other errands to attend to.	1
Magdagdag ng tao. Bilisan ang proseso	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Magdagdag ng teller at sobrang tagal ng transaksyon dito halos umabot na kami ng 6hours kakaantay matawag ang numero unahin dapat ang nauna dumating kesa sa bagong dateng hindi yung nauuna nila ung bago kesa sameng maaga palang nakapila para makakuha ng number	1
Maging considerate sana ang mga teller sa mga clients nila, huwag sayangin ang oras ng mga clients na pinapabalik balik kahit my dala nang sapat na requirements galing sa ibang ahensya ng gobyerno ay marami pang tanong na hindi nakakatulong	1
Maging fair sa lahat ng may transaction deposit man Po ito or withdrawal. Hindi Po Kasi fair Ang Hindi pagbbigay ng number. Mas nauuna pa Kasi sa pila Yung mga Hindi binigyan Ng number kesa Po sa Amin na pumipila at may hawak na number.	1
Maging maayos Sana sa pakikipagvisap piso andaming requirements para sa piso account lang	1
Maging strict sa rules, kung 3 transactions lang per number, lalo na kung matagal yon like BIR payment at halos don pa lang mag fill up ng form, at kung isa lang teller dahil lunch break. pang 3 times ko na tumagal ng na halos isang oras para sa deposit na 2 minutes max lang.	1
Magkaroon po sana ng number queueing system. Pati yung sa activation ng online banking, napakalaking perwisyo. Nag enrol ako ng iaccesss, gumawa ng account, wala man lang nag proactively offer ng activation ng funds transfer. Separate application pa yun. Pumunta ako ng August 16? Pero Sept 26 na pero di pa rin activated. So disappointed.	1
Maglaan ng counter para sa sumisingit, expect to stay at landbank for atleast 2hours if you have transaction, palitan nyo na atm machine, very old machine, di na kayo nahiya, ang dami nyong client na gumagamit ng machine, tsaka bilisan nyo serbisyo nyo	1
Maglagay ng epektibong queueing system para hindi nagkakaroon ng kaguluhan, singitan at palakasan sa pila. ang lima hanggang anim na oras na paghihintay ay hindi resonable para sa isang transakyon. mabilis pero maayos na serbisyo ang kailangan ng inyong branch	1
Maglagay ng screen para ma monitor kung pang ilan ka nang naghihintay. Make sure to finish the job before sending your client home.	1
Magulo, napakadami naming nakapila sa Open Account tapos isang teller naghahati pa sa Senior at PWD tapos nasisingitan pa. Ang teller paalis alis, perket tapos na yung kakilala nya.	1
Mahina sa communication	1
MAINIT! MABAGAL ANG MGA EMPLEYADO!	1
Maintain good quality of service	1
Make a proper numbering system. Eliminate palakasan system.	1
Make online forms that customers can fill in so that they can just do the ID and fingerprint taking on-site. It takes too much time getting personal informations and yet you only provide two personnel in the front dest.	1
Make priority lanes a priority and not just a label.	1
Make processing faster, take a long time per transaction, for withdrawal it took me 1 hour	1
Make service faster by adding MORE TELLERS!!	1
Make sure that there is somebody who are always available to answer the email and immediate process the request of the customer. Last February 29, 2024 When I called, that the amount that were being deducted to my account should also be return to me not to the recipient of gcash. Because the destination bank was not able to receive the money. Please be responsive to the need of customer.	1
Make sure that you follow the processing time for cash withdrawal. It took me 47 minutes to finish my transaction. I followed up after 40 minutes of waiting and was told to wit because the teller were still busy but most of the clients finished their transactions in less than 15 minutes. Malamang will still engage with this bank because I have my bank account here.	1
Make transactions within a reasonable amount of time.	1
Make ur personnel focus on the job on hand..	1
Make your services efficient, been in the branch since 9am, it took me almost lunch to be catered when I was number 9 in the line.	1
Makupad masyado po yung nasa verifier ang name po ata niya ay Sheng? Imagine inaabot minsan ng 2hrs kasi palaging nawawala sa pwesto	1
Maraming sumisingit, mabagal an serbisyo	1
Maraming teller pero mabagal. Hindi nila nlhinahati ang task example, teller 1 for deposit/encash transactions. Teller 2 - BIR payment.Lahat sila paripareho ang tinatawag na queueing. It caused us delays also sa mga errands namin. Kung minsan may pinapasingit pang iba.Hopefully ma address po iyan.	1
Marikina Branch officer Abigail.Villasotto should have been more responsible in informing clients/ customers about bank policies. It took almost an hour of waiting before i was informed by another bank employee that there is a transaction fee for the encashment of my checks. Ms Villasotto did not even bother to apologize for her irresponsibility and simply marked my transaction cancelled.	1
Mark Lester Serrano - teller is RUDEThis teller shouldn't be working in government agency if he is not approachable, rude and bastos.I visited landbank España today, August 9 and these are my experience.Sinabihan lang naman ako1. HINDI KUMPLETO FORM MO, BINABALIK YAN2. ANO? H?ND? PA READY CASH MO?3. ILAGAY MO LAHAT NG DETAILS4. WALA PANG PIRMA YANG FORMS MOWas he even trained? Napakabastos ng teller niyo	1
MASUNGIT ANG STAFF SA VERIFICATION	1
Masungit mga staff, (gerly erica macalino) late mag open, mabagal ang transaction. 3 daw teller pero isa lang ang tumatanggap ng transactions. Nag ooffline daw. Pero ang dami nilang ginagawa.	1
masyadong mabagal ang sebisyo . it took almost 1hr para sa isang client . at isang teller lng ang available	1
Masyadong mabagal ang serbisyo, mahirap makausap ang mga empleyado specially sa counter number 4, pinapabalik balik ang nag aapply which is pwede naman tapusin sa mismong araw. Nakakainis sinasayang nila oras ng mga nag pprocess ng papel	1
MASYADONG MABAGAL ANG TELLER.!!	1
Mataray ang isang teller. Sinabihan lang namin na wag makipagkwentuhan ay nagtaas na agad ng boses.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Maximize the time for each customer	1
May 15, 2024 pa ako nagpadala ng pera amounting to 800 pesos using my iaccess via PESONET to my GCash number 0997 796 5022. Pero hanggang ngayon hindi padin dumadating. Walang maayos na sagot ang mga staff ng LBP. Hindi maganda ang serbisyo, bagsak ang serbisyo nyo. Sana maayos nyo ito at hindi na nakakatuwa.	1
May palakasan dito sa pila, napapasok agad yung may kakilala sa loob. Tapos yung mga guard, not approachable, hindi sila sa convincing sa mga customers and not all na dumadating ay mandatory maglog-in.	1
May pila sa number Pero inuna ung mga kakilala sa counter. After ng 60 dapat ako na tatawagin 61 Pero inuna pa ung bagong dating na deposit	1
Maybe the counter responsible for "others" be courteous	1
medyo masungit ang male teller	1
Mg hire ng Employee Na hindi arogante at marunong ngumiti. That can easily approach	1
MORE EMPLOYEES FOR FASTER TRANSACTIONS!!!	1
More staff and better infrastructure to cut egregious wait times; 3.5 hours just to open a payroll account is beyond what is considered reasonable.	1
More staff. Waiting time is more than one hour for services. Iaccess very problematic. It's now my 4th visit and I still don't have access.	1
more than 3hrs ang hinihintay mkoag encash lang, wala po ba kau solution na paiklin ang oras ng pila? nde po akgat ng nagppunta sa inyo freetime lang, iba, tulad ko may trabaho ako na nagpaalam lang para makasaglit sana sa i yo, ang nangyayare halfday na halos.	1
More time in teller .You put ur adds as no noon break but sad to inform we stay coz u have a lunch break..	1
Mpre personnel because only 2 personnel are catering tp 3 types of transactions	1
Mr. Christopher del carmen and ms/mrs. Marivic somido seems not very happy to service me to deposit cash and they delaying the counting of cash. You can check their cctv footage 7/5/2024 1:49pm	1
Ms Allen's team is more accommodating except for Von who was assigned before at the Verification counter. This time, I feel the lady under Ms Jec is irritable when asked questions, assigned at the new accounts section. I have visited this branch twice before. This is my 3rd time. That lady is not accommodating at all. The other lady (slightly bigger built) however is more pleasant. Ms Jec is nice.	1
Ms. Kathy Clarito was out on post. Ang haba na ng pila, no noon break, right almost 1 hour po synag wala sa knyang counter	1
My complaints was snubbed. No action or reply from complaints. Very poor service.	1
My encashment today is 800K. I was just given 1 bundle of 50 which is 5,000 and the rest is 1000 bill. How am I going to disburse salaries with only 100 pieces of 50 pesos bill and 819 pieces of 1000 peso bill??	1
My issue was not able to get resolved. I already spent an hour at the branch, but I still was not able to get accomodated. My issue is just simple, I wanted to get my password reset so that I can avail of the iAccess services. It really is frustrating that I have to go to the my home branch to have this issue fixed. I am really irate. Kindly address my concern.	1
Myghad kindly improve your services napaka slow. Magbabayd lng ng tax aabutin pa ng 6hrs. What the ***	1
Nag pa change ako ng pin kasi nakalimutan ko. Eh ayaw i change kasi daw hindi pa naka block. Ok lang sana, kaso offline mga atm nila. Gusto pa ako papuntahin sa ibang branch pra i block. Super hassle. Walang kwentang branch. Dapat dito ipasarado na. Bjti pa sa ibang landbank maayos. Dito wala ka maasahan.	1
Nagpangit ti service yo di kay pela agsara garud. Agchichinismis kada agkikinnatawa ti employees yo hahaha ket nagado nga client. Tas dagita gwardya yo a nakapangpangas ti asta da kasla da la asinno gapo ta adda igiggaman da nga paltog	1
Nagwithdraw ako ng pera pero walang nilabas na pera. Kailangan ko pa naman yung pera.	1
Nakaka inis ang mga guardya nyo. My pinipili silang paunahain sa pila . Nakaka walang gana	1
nakakabwisit kayo ..anong silbi ng numbering kung hindi nyo naman sinusunod..ang daming iniinsert..okay lang sana kung isa lang..oh my gosh, more than 6 persons iniinsert..	1
Nakakatakot mgtransact sa opisina niyo dahil sa masusungit na new accounts officer at teller	1
Napaka bagal kumilos inabot ako ng lagpas isanh oras sa pila. Ako na. Ang kasunod pero napaka tagal pa din. Agnes at ching yung pangalan ng naka upo sa window	1
Napaka bagal ng kilos ng mga empleyado. Sobrang chill. Sarap ata mag trabaho dito wala masyadong ginagawa. Panay kwentuhan sa kapwa empleyado. ANG BAGAL NILA KUMILOS. SOBRANG BAGAL!!!!	1
Napaka bagal ng serbisyo lalo na pagnasasabay sa swelduhan ng mga government employee. Masusungit empleyado lalo na mga teller ndi prinapriority ang mga pwd at pregnant kulang sa training mga guwarya to assist mga pwd at pregnant.	1
Napaka bagal ng system ninyo.	1
NAPAKA KUPAD NANG COUNTER PANG NEW ACCOUNTS IISA ANG NAG ASSIST ANG HABA NANG PILA. SUPLADO ANG MGA EMPLEYADO	1
Napakabagal Ng mga teller niyo. Ang sungit pa Nung lalaki na teller	1
NAPAKABAGAL NG PROSESO AT MGA TELLERLAGI PANG NAKA SIMANGOTHINDI NORMAL NA 4 NA ORAS MAG PROCESS NG TRANSACTION SA BANGKO AT NKA PWD NUMBER PA	1
Napakasaya lang at meron Land bank branch sa Lugar namin Dito sa Calinan, but the sad thing ay masyadong mabagal ang services... It takes a lot of the para makaaccomodate kaadagan. Yon lang. Thank you.	1
Napakatagal	1
NAPAKATAGAL ANG BABAGAL GUMALAW PARANG MGA PATAY NA BATA LALO NA SI ROSS ALLEN OPENIA!!! Ibukas nyo lahat ng window andami ng clients!!	1
Napakatagal bago matawag ang number. May tao sa 3 teller station kaso 1 lang ang nagtatawag hindi malaman ang ginagawa ng iba.	1
NAPAKATAGAL NG NEW ACCOUNTS DAPAT DAGDAGAN ANG TELLER MAGPAPA UNLOCK LANG AKO NG PIN MAHIGIT DALAWANG ORAS NA KO NAGINTAY, 2 lang teller sobrang tagal pa	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
napakatagal ng pila para kumuha ng bank statement!!!!!!!!!!!!!!!!!!!! inabot ako ng apat na oras!!!!!!!! sa pila palang!!!! hindi naman ganon karami ang nakapila!!!!!!dapat dagdagan niyo ang tao niyo grabe kayo!!!!	1
Napakatagal ng proseso. Mag update lang ng password /security answers nagtagal pa ng 3 oras. Pakibilisan po ng serbisyo kasi sayang ang oras kahit maagang pumunta.	1
Nasobrahan sa security, Ang pag fill up sa I.access ,pabalik pabalik Ako nag fifil up. Pag may isa Mali balik lahat. Tapos Ang email, Tama pagkaencode tapos pag ma submit na ginagawa nyong capital letter lahat I, e pano Yan kami makakatanggap e ginagawa Ng system niyo , ginagwang capital letters lahat Ng email, di lahat Ng email capital letters. Ayusin niyo	1
need additional employee ang bagal ng service nyo nakakagalit	1
Need mag lagay ng ma bibilis na teller sa harap. Maging mapag matchag at mag sunod sa bilang ng numero para walang malagpasan, at mauna ang dapat naunang numero. Mag lagay ng sapat na tao sa harap especially kapag rush hour, at mabagal ang kasama. Dapat hindi inaabot ng 30 minuto ang mga mga cliente nyo sa loob ng banko kahit ito ay regular transaction lang.	1
Need more staff to fill in during lunch time or breaks as it disrupt the flow of queue numbers. I just came to have my check encash and took me more than 2 hours.	1
Need to add employees and counter. Super tagal maghintay ng mga customer just for a single deposit transaction. Inabot ng two hours para sa isang deposit transaction lang. Ung mga guard din masyadong masusungit. Nakakadisappoint pag kailangan pumunta sa branch na to kc mula gwardya pa lng masungit na. Tas transactions ang bagal	1
New accounts has a very poor service, we suffered 6hrs in your office. Carl took over eldra's post, since eldra took her lunch break. And then carl Lost my papers, they went to check it back since i asked them what took it so long. They found out my papers were on the manager's table. So disappointed since i have kids and they're hungry for lunch. No apologies from your staffs.	1
New counter should be available for opening new accounts since it takes too long for the process and clerk should be more polite to the customers. There should also be numbering system for a more efficient queuing. Card should also be readily available for the maximum of 20 days as stated in revise anti-red tape act.	1
New Teller Very Slow and Tagal si Mr. Franz Elum	1
Next time improve your line. Don't entertain people that don't have a transaction number. Don't give special treatment to those people you knew	1
Next time pls include in your online application if we tick MARRIED sa civil status, paki lagay na Please bring your marriage certificate with you when opening new accounts even if you have an ID with your married name! fell in line for hours waiting to be catered only to be told they need my PSA marriage certificate which I do not have on hand. I have never visited landbank where I went out smiling. Always problematic ang service. hai nako landbank	1
next time po, make sure na may maayos kayong internet para mapabilis ang transaction. pakisabiha. nyo rin po ang teller nyo na mukhang tuwang tuwa pa habang kami ay naghahabol sa oras ng trabaho namin.	1
next time treat very customer fairly dont show special treatment. nsuns pa ang number 17 sa number 7. pskisys naman ang NAC you delaysmsny dahil sa ginagawa ninyo.	1
Next time when you are reviewing documents as to requirements, make it sure that clients does not keep on coming back! No piecemeal review so as to avoid hassle as well to your clients whom your serving or much better produce doc requirements if that is the case!!!	1
Next time, inform the customer ahead of time that the new card given to them was WRONG. My status was change last June from single to married, and I opted to change my LAST NAME. However, my name on the card was the name when I was still single. The employee who approached me wasn't even ask for an apology for the incorrect card name. So, do I have a choice? No! I have waited for 6 months for mg card just to be DISAPPOINTED in your services. Poor service AS ALWAYS, Landbank.	1
No answer telephone hard to reach	1
No cash	1
No comment. Ty!	1
No decent waiting time provided. Being in the government service where time is precious specially so on the Healthcare setting, no consideration is given to employess on full-time 8-5 duty on Mondays-Fridays scheme. Such a disappointment on my part as I did not feel the importance given to me even if I have explained that I was on duty.	1
No noon break as it states. But we spent about 30 minutes waiting for the teller to arrive since she/he was on lunch break.	1
No noon break pero maagang nag lunch break yung isa. Paki bilisan ang pag kilos. Parang sinusulit ang 1 day na sweldo	1
No palakasan system	1
No priority lane at opening account teachers were priorituze since there were group and even if di sunod sunid ang number pinapauna nila	1
No proper information given on the problem and was cancelled automatically without informing the applicant. Its very time consuming to reapply in my institution for my salary loan. I have to repeat my application and wait for another month to reprocess my loan. It is very sad, why they cancelled my application without any information and I was not given any chance to fix the problem before cancelling it.	1
NO QUEING. NO SIGNAGE FOR THE TRANS. All i can see are people sitting on chairs _When i asked i was told to sit on a chair lined up. so chaotic	1
No sense of urgency	1
No sense of urgency, napaka bagal ng mga personel, even when typing in their computers. There are only 2 of us, during the time of my visit, I was hoping that it will be quick like the commonwealth branch that i have been to. But it took me 30 minutes to be called. What a waste of time.	1
NOT ANSWERING PHONECALLS !!	1
Not efficient. If the bank is not an affiliation of the Government, I would not want to continue transacting with it... I hope your bank makes a solution about this problem soon. Thank you.	1
Not following numbering system	1
Not helpful	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Not too long time approval	1
Numbering system should be separated to priority line	1
Officers are not courteous enough, they leave thier designation window without informing the customer. Every 5 mins they are going to the back area. People are bored because of the turtle like transaction, so they tend to chitchat, but the officers want silence and they tend to embarassed the customers thru the guards.	1
Officially designate an employee to handle every type of transaction. The queue is too long since the teller handles multi-transaction per client.	1
Okay ang Bank pero ang mga employees hindi marunong mag attend nang client. Special mention to Miss Pugao not kind in facing clients suplada ang approach sa client not welcoming. To iloilo branch treat your clients well, simple smile is a big help.	1
One employee very arrogant in explaining with fake smile. CC is not updated according to their CS. Fundtransfer is not possible in this branch or I'm not sure, they have the reason but I can't understand, they decline my request. (Reason signature is not updated)	1
one of your clerk is disrespectful named Marriane of the pwd/senior citizen desk. she is not considerate to the client. I hope you give her disciplinary actions.	1
One of your guards has zero manners. Even mocking with the customers.	1
Pa smiles landbank pa kayo ang sungit naman ng empleyado nyo lalo na yang rose jan..ang tagal ng transaction nyo kulang nalang matulog na kami jan sa landbank lahat ng katabi ko nagreklamo na dahil s tagal nyo gumalaw..	1
Paalis alis ang mga staff. Masyadong tumatagal ang transaction dahil sa kwentuhan. Hindi efficient ang mg staff. Napakatagal ng service at di attentive ang mga staff. Ngayon ko lang naexperience ito. May unauthorized person pang pumapasok pasok lang sa restricted area. Since kakilala siya ng mga staff at siya ang pinaprioritize	1
Pabilisin ang mga teller na makukupad	1
Pabilisin ang serbisyo at huwag palaging offline.. ang bagal nyo at marami pa ang pahinga nyo	1
PABILISIN NYO ANG SERBISYO NYO AT WAG NYONG PABALIKBALIKIN	1
PAG CLOSE NA MO OY, DI GIHAPUN MO KA CATER OG TARUNG	1
paki dagdagan ng tao sa window 1 or mag lagay ng mas mabilis mag proseso na tauhan.30 to 45 minutes bago matapos ang isang client	1
Paki hiwalay sa new accounts ang pag update ng information. I waited more than 3 hours just to update my number	1
Pakibilisan kumilos at wag mag sungit	1
Palakasan number 8 lng ako sa que number 4 yung derecho sa counter sumungit hanggang sa inabot ako ng 1 hour nag offline sa lahat ng landbank ito ang worst	1
Palakasan system is still alive and kicking	1
Palitan ang bagong teller sobrang bagal ng transaction. FRANZ ELUM	1
Palpak	1
Panay priority tinatawag sa pila walang pakielam sa regular clients	1
Panindigan ang special lane for PWDs.	1
Parang hindi napabilis ung transaction dahil sa online registration, mabagal mag accomodate ang teller, disappointed ako.	1
parang walang gana makipag usap ung lalaki na nasa harap na pinag tanungan ko/nag assist sakin.ang lakas pa ng music niya hindi ko siya maintindihan.	1
Phones in that dept are lifted to avoid phonecalls witnessed it multiple times. People cannot be found in their desks for HOURS. Documents are being lost (caused me delay by 2months and counting) coz they are not handled properly. Manager is not apologetic, unaware and knows how to manipulate narrative to avoid her and her department's accountability.	1
Pile up of new accounts application is very evident yet only 2 desks are open. Add additional desk for new accounts. I waited more than 2 hours. To be called.	1
please add cash deposit machines or have queues for deposits only. your staff are terribly slow and inefficient	1
Please add more staff to your New Accounts section. I've also been here last week and have encountered the same issue. Only 1 employee is assigned to the New Accounts section which causes the delay in the services. People are waiting in line for 3 or more hours. Several other clients have the same complaint.	1
Please add other counter for customer Service. lisa lang po ang nagcacater ang dami pong nakapila.	1
Please add personnel to your new accounts if there are a lot of clients. And separate the opening and updating.	1
Please add some employee for faster transaction that can avoid 1-3 hrs of waiting time. thank you	1
Please add staff for faster transactions	1
please advise miss honey to treat clients with respect and avoid snark remark since we talked to her kindly but in return we received a bad response . I appreciate the manager who explained our concerns efficiently.	1
Please always check the encashment box para di nasisingitan mga naunang magdedeposit. Thank you!	1
Please answer your clients with utmost courteousness even he asks many times. As client, we ask because we do not know. I know, hindi maiwasan na nagsusungay na yung mga empleyado lalo na pag lunchtime kasi gutom pero you are oath to serve the people so patience pa more.	1
Please be courteous and kind to your clients. They are the reason why the company is thriving. Instruct clients clearly and in a professional manner. The company promotes Smiles which I understood as being friendly, but if agents are not implementing it, it's giving bad impression about the company. Agents need to be retrained about proper and valuable customet service.Today is not a satisfying encounter with a landbank agent named Rile.	1
Please be fair, if there is a line outside, please let everyone fall in line too. About 2 or more people got to the cash deposit queue inside without falling in line outside, check your CCTV, today, August 19, 2024, about 10:30 am, 2 vacant seats are available for cash deposit, a women wearing white top was the last in queue, past 11am when I got in, other 2 who were not in queued outside are there ahead of me after the woman in white top.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Please be friendly to all your clients. Masyadong masungit ang teller.	1
Please be kind to people and be fair. Everybody should have the same treatment regardless of the salary we have in our account. Thanks and God bless!	1
Please check on your staff. I suggest to go on through Quality Managements services specifically the services given to customers. Attitudes toward customers must be given priorities, respect and be cautious in words. As not everyone who enters the branch are insensitive. Thank you	1
Please do hire someone who reads and understand well. Not just someone who uses macros without understanding what the customer wanted.	1
Please dont let your client to wait forever.	1
Please follow the first come first serve basis. The process is so time consuming specially in the new accounts.	1
Please follow the number queueing system. Avail singit singit sa pila. Please open many tellers as possible, especially sa deposit transactions. .	1
PLEASE GIVE ME UPDATES ON MY COMPLAINTS...	1
Please have more than one person manning new accounts	1
Please help me to link my account to my mobile apps	1
Please hire more teller especially in the new account at iaccess. Please separate service of opening account in new iaccess and minor change details of iaccess. Your one transaction is equivalent for more than 1 hour. Please change your system to the convenient of your clients. Thank you.	1
Please If we can still improve our service. We spent almost 2hrs waiting because of palakasan system in which very evident to your office. Please serve everyone with equal fairness. Sayang po ang aga ng pag punta ng mga client ninyo just to see the palakasan system na nangyayari.	1
Please improve in catering your clients and line system. I can see na may palakasan sa ibang cllients and hindi organize ang pag accept ng inyong clients in regards with specific transaction. Addition to that yung mga guards po do not provide any information or any proper decorum in accepting the clients. I hope you do address it immediately.	1
Please Improve the politeness and kindness of the tellers. The two tellers are not friendly and doesn't want to assist or answer the clients. They will choose the clients. If they think the client is high and mighty, they will assist immediately. But if just an ordinary client, they will give an attitude.	1
please improve the service, sobrang bagal ng employee kanina	1
Please improve your bank cert request TAT. It takes 2 days to get one and when you reacht the branch that's when they'll work on it. Its should have been just for pick up. Other banks issues bank cert within the day	1
please improve your customer service. most of your staffs are not friendly at all. This is government agency so pls be approachable and have sympathy when you talk to your customers who dont know the process yet	1
Please improve your network or internet connectivity, your DOTC branch are always offline. Actually most of the time, I visited the branch Thrice and it is always offline. I was able to get in this time but in the middle of the transaction your staff told me to wait a little further because it's offline again. I hope you make it better. Please. It is taking too much of our time just for a request of ATM card.	1
Please improve your processing time kay super tagal. Based on my experience almost 1 hour I wait to before I got entertain. Nakakawalang gana po yung service. Kahit at least nai mag-inform na madugay pa ug entertain kuntra magsige ug huwat ta sa front desk. Thank you and God bless.	1
Please improve your service.. focus on one client	1
Please increase the number of tellers. Sobrang dami ng client. Inaabot ng 3 oras pagdedeposit lang	1
Please make more efficient counters for other transactions to have the clients be catered on time	1
Please make the fees lower like the other private banks, Imagine 200pesos charge for check dep worth 232K and 200pesos charge also for withdrawal of 200K. Its a hefty amount for smallBusiness owners like us. And also , Inwaited 1.5 hrs to finish my transaction.	1
Please make your service faster. I do not know why it took forever for the error on my account to be fixed.	1
Please make your staff work faster, it takes 30 minutes just to cater one customer.	1
PLEASE NAMAN DAGDAGN PERSONNEL SA NEW ACCOUNTS! ANG BAGAL BAGAL AT ANG DAMING SINGIT KESYO LGU, KESYO KAKILALA.	1
Please next time ayusin nyo trabaho nyo	1
Please observe the no noon break policy. Formulate a schedule of personnel.	1
Please pakisabihan mga staff na gawin ang trabaho na hindi nag siselpon at Palakkad lakad.Nag aantay kami ng matagal	1
PLEASE prioritize the needs of the customers over counting cash. It took me 30 minutes to wait just to claim my ATM card.	1
Please prioritize the number. Add teller. I spent more than 4 hours just to update.	1
Please provide cellphone number for enquiry... Tulad namin na nasa malayo tapos hindi binigyan ng ATM Card on time... Paano kami pupunta doon e di namin sigurado if available ang CARD... lugi kami sa pamasahi at oras	1
Please provide more convenient personnel in your teller area. The previous young personnels were fast and accurate, compared today which makes me wait more than an hour just for a simple withdrawal, compared before which only took about 30 minutes waiting time despite the massive number of clients.	1
Please provide more manpower at other NAC trnasaction, imagine i need to wait for 1 1/2 hour for my transaction.	1
PLEASE PROVIDE PROPER COURTESY TO ACCOUNT HOLDERS WHO NEEDS CONVENIENT ACCESS TO YOUR SERVICES.	1
Please response to email. Ive been contacting you about the money ypuve deducfed on my iaccess account amounting to 3,500. It was a four failed attemp transaction using smart app and visa as payment used. No one responded to my email.	1
Please review your Guidelines, and Rules and Regulations concerning PWD, Person with Mental Disability in particular.Need improvement in your Investigation process and Response time.Requesting for MOTION FOR RECONSIDERATION	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Please separate the counter of senior citizen counter, and only intended for senior citizen. And the security guard doesn't know the answer when i ask some if them	1
Please smile always despite of workloads you have and may you treat your clients with outmost respect and be gentle and nice. Please remove your attitude "masungit" "mainit ang ulo" we are all just same employee.	1
Please spend less time on each client. Each transaction before me took more than 40 mins each.	1
Please train personnel in treating customers with courtesy and politeness especially those seated in customer care desk. Please notify your staff, Nazifah A. Iman, about our rude encounter dated 10/28/24 at 12nn	1
Please train the staff to be more courteous and work efficient.	1
Please update the applicants about thier status after pre employment exam. They let you us hanging without any updates about the results	1
Please use queing system in your counters 7, 8, 9 & 10. Ever since the time I entered the bank last 2022, I am really stress until now. Seem to me that entering LBP Butuan Branch is a nightmare due to long queues and slow processes. Overall, I am not really satisfied of the service. Thank you.	1
Please wear a smile. And know what ur function is. Di yung you kept on telling the client to go there where in fact your wiindow is responsible for the transaction	1
Pls chaktoha ang inyo service. We are putting money in your bank yet we are not well taken cared off. We spent whole day just to open account. Imagine the time instead of sitting and waiting	1
Pls have a PWD counter The verification guy was very accommodating while the teller said that I they don't have special queue for PWD at the teller.	1
Pls supervise your staff to priority ur clients. They are not approachable.!	1
pls. don't make clients wait for almost 2 hours before they will receive their withdrawal	1
Poor customer service teller no.5 05/08/2024...	1
Poor customer service, very poor turn around time i came around 9:30 am ive finished my transaction at 12:09am with 6 person in front of my line. You should upgrade your customer service because it is below the standard	1
Poor service as always senior citizen need to get go back and forth the bank ..with this kind of heat?? No consideration..	1
POOR SERVICE! IMPOLITE CASHIER! THEY DON'T KNOW WHAT THEY ARE DOING! THEY HANG UP OUR TRANSACTION.	1
POOR SERVICE!!! IT TOOK US 1 HOUR AND 30 MINUTES PARA MA TAWAG ANG NUMBER NAMIN!!! ANG DAMING TELLER ANG VACANT PERO IISA LANG ANG NAG TATRABAHO! MAS MABUTI PA SA ISLAND SOBRANG BILIS NG TRANSACTION KAHIT SOBRANG DAMING TAO DITO IILAN LANG PERO SOBRANG TAGAL NAKAKA DISMAYA!!!	1
Poorvservice	1
Prioritize Yung unang nagsubmit ng request Hindi ung ihuhuli Yung naunang nag submit	1
Priority number 1 (buntis- 8 months) pero hindi nasunod yung number kasi madami daw ung babayaran. Bakit need pa bigyan ng number if hindi susundin. Nakailang balik na sa counter pero ayaw pa din iprocess transaction kasi iunahin daw muna ung paisa isa. Pinahuli pa talaga ako sa processing. Hindi naman siguro tama ung reasoning ni teller ARLENE ROSAL. Tapos yung iba pinayagan na iwan ung payment tapos babalikan na lang nung client.	1
processing time is too slow for us na naka landbank passbook which is dapat madali lng mag withdraw I wait for 2hrs and 30 mins sa processing time very hussle	1
Provide a good queuing system; priority numbers should be provided by the guard in the entrance; clients with no priority numbers should not be entertained; very simple transactions eat your whole day at the very least; employees are always talking and a lot extra activities.	1
Provide better service, Bakit kailangan mag pa xerox sa labas , photo copy machine is available inside the bank. Pag kilala ng bank staff, pwede	1
Provide clear instructions to the client to ensure that the information is confirmed before giving instructions to the client again. We understand that mistakes can happen, but if possible, triple-check the work to avoid inconveniencing the client. Hopefully, this won't happen with other clients in the future. I am really disappointed 😞 God Bless!	1
provide fast customer service, you guys never fails to annoy me when it comes to the time I am spending whenever I visit this branch.	1
Provide LCD Number screen Provide Speaker that speaks the Number Employees should learn to smile Guards should be approachable and be courteous with its clients	1
Provide more personnel. Transaction is so slow	1
Provide more tellers to accommodate the number of clients. Improve the sense of urgency of each tellers to accommodate more clients.	1
Pumunta ako around 10:30am then wait an hour to called by the teller, I got 4 payment for BIR then the teller says get another number so the other 2 will transact afterwards. the hell? waited for an hour then another hour just to pay 4 BIR transaction??? Mag dagdag kayo ng teller hindi pag hihintayin ang client na parang wala ng iba pang gagawain sa buhay kung hindi maguintay dahil sa tagal ng oras na naghihintay sa branch nyo. like 2 and half hour???	1
Put *at least 2 people to accommodate other NAC services.	1
Queuing time to be served is around 3-4hours! Not only that, they make stub for priority but you can see they accept special cases. One client was numbered as 89 on his stub but was prioritized and get special service immediately compared to those who are patiently waiting. I guess "palakasan" is still on the roll. I was number 70 on my stub, waiting since 11:45 in the morning. It's almost 3pm and the number being served is still #62.	1
Receptionist at the public assistance and complaints desk showed no respect to me, a transgender woman whose gender expression is that of a female. To address me with the wrong pronoun such as "sir" is very harsh and disrespectful. I hope they undergo orientation or training on gender and development to be more knowledgeable and be more sensitive of others.	1
Remove disrespectful employee like your teller at San Mateo, Isabela Branch by the name of Hazel.	1
Replace the incharge of this service.	1
Reply an appropriate answer to any concern and not just a suggestions	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Request clerk 7 (Risa Jasareno) to avoid chatting with her work mates and avoid using cellphone to avoid transaction delay and to avoid waste of time	1
Request for card reactivation and issuance of new credit card will be given immediate action.	1
Restructure the manpower. There is only 1 new accounts agent taking care of all accounts in all Northern Samar, considering opening a new account is one of the longest transaction in a bank. Most are spending/wasting their entire day in this branch that should not be if there will be 2 or more agents.	1
Rude customer service.especially the male staff.not helpful.	1
Rude treatment and inappropriate behavior of the new account clerk at Landbank Maramag. The incident happened on May 31, 2024. There are two new account clerks on duty at that time, but my complaint is with the female clerk. She is rude and arrogant. When I asked a question, she even mocked me. She seems to be so entitled to her position. The establishment must do something for her; it seems like her commitment and passion for the position are deteriorating.	1
S3parate the check to depositor/withdrawals	1
Sa susunod paki ayos yung pila ninyo ng hindi naman po sana naabala ang karamihan yung staff na si Jewel medyo suplada sana maayos sya makipag usap sa client naging employee din ako sa bank. And I don't want to compare what policy you have kung kaya wag sana maulit pa iyan salamat. So far, smooth process naman pagdating kay Pia hoping for company's success	1
Salary loan should be consistent with its policies/ processes as stated in your CC. The salary loan employee is not consistent with his statements. We waited 2 weeks for the approval alone, where towards the end our loan was rejected by the system.	1
Sana ay magkaroon ang sistema upang mapabilis ang mga transactions.	1
sana cortious kayo sa clients niyo land bank km6 la trinidad branch...twice na po ako pumunta jan and same ang trato ninyo sa akin..	1
Sana hindi mabagal ang processing and sana knowledgable ang employees regarding queries. Bakit hindi makita sa system kung sino na fund transferan ko.	1
Sana hindi nagtatagal ng tatlong oras ang transaction ng pag bukas ng bagong account	1
Sana mabilis ang pagkilos ng hindi kami nale-late sa pasok namin. Mabagal ang processing sa updating accounts.Masyadong authoritative and mataas naman ang mga guards. Samantalang di namin alam ang gagawin kung makataas ng tono ng boses.	1
Sana maging fair yung mga guard sa pagbigay ng number. Hindi yung kung may kakilala sila ibibigay nila yung mas mababang number para mauna. And sana hiwalay yung lane ng priority at regular lane. 4 hours ako kakapila pero hindi na resolve ang concern ko. Nakaka frustrate. iAccess lang yung concern ko inabot ng 4 na oras and wala din nangyari. Sabi within the day ko mare-receive yung activation email pero wala akong na receive. Sayang ng oras.	1
Sana maging mabilis ang transaction when it come sa Cash withdraw. Ang konti din ng naka open na counter eh napakadami ng client , hoping na next transaction ko ok this bank ay maayos na but still I hope also na wala ng transaction with this kind of bank	1
Sana magkaroon ng separate transaction windows ang updates and new accounts and for the priority lanes. Put someone na pwede umupo sa mga bakanteng windows and tables for different tyoes of transactions.	1
Sana maliban sa guard merong information counter, hindi ung pagdating sa desk saka pa lang sasabihin kung ano ang gagawin at ano ang mga kailangan tapos nagpapabalik balik. Masyado matagal magprocess laging madaming pending sa customer care desk.	1
sana mapabilis niyo ang mga gagawin niyong proseso sa mga complaints sa inyo, hindi yun umaabot pa ng 10 days dahil lahat ng mga nadedebit ay kailangan din ng mga customer ninyo hindi pwedeng ganun katagal maghihintay ang customer.	1
Sana marunong mag check kung ilang oras na nag aantay yung customer. Kasi nakapag lunch na lahat pero di pa rin nalalagay yung sa deposit. Deposit na nga lang ang tagal pa	1
Sana mas mabilis ang transactionWag nyo n pahirapan p s pagpila yung kukuha lang ng certificate na wala naman loan,pinabalik nyo pa,, at may bayad pa...sa ibang bank tatak lang at libre pa..	1
sana naman po ay mapabilis ang transaction sa landbank	1
Sana next time sa pag claim ng ATM card ay hindi na umabot pa ng oras sapagkat claiming of card lang naman ang transaction.	1
Sana next time, maayos yung treatment sa mga pregnant. Kinuha ako ng guard ng number na hindi daw priority number kaya pinakuha pa ulit ako ng teller ng bagong number sa halip na itransact na ako. Nag wowork din ako sa bank at hindi ganito ang treatment naman.	1
Sana pag sariling account and depositan wala ng charger sa ibang banko kahit ano location wala naman charged tanging landbank ang may charger sayang ang 100 pesos!!!!!!!!!!	1
Sana po mas bilisan nila ang pag cater sa customers and provide BIR payment slip.. And meron din sanang staff na sasagot sa mga inquiries.. Pls follow the numbering in tellinging.. Meron pong mas nauna eh cater despite later pa ang number nya.	1
Sana po nasusunod ang pila at number,	1
Sana po paki bigyan din ng time ang pag pirma sa Bank Cert. Halos 3 hours na kaming nakapila at naghihintay sa loob ng Calapan Branch.Thank you!	1
Sana separates ung mga madadali lang na transaksyon at wag na isahan ang pila sa mga matatagal na transactions	1
Sana walang palakasan, kitang kita ko na nauna pa ako sa isang doktor na pumasok sa bangko, bakit nauna pa siyang tinawag sa akin? Pumasok ako 12:30 pm #20 ang number ko. Pagpasok ko 16 yong tinawag. Mag 1:30 na hindi pa tinawag ang number ko. Na lage na ako sa office.	1
Sana walang vip treatment! I ano ba ang sukatan dahil marami siyang i deposit kaya na una or kaunti lang ang deposit kaya pinang huli particularly dun sa hindi senior citezen.	1
sana wi-naive lahat ng annual fee di yung half lng,,	1
Sana yung sa costumer service and opening ng account dagdagan nyo yung tao.And tagal ng transaction dun pero dalawa lang staff. Sa deposit and released napaka daming tao. I stayed for 4hours pero walang nangyari sa transaction ko. Online banking yung pinagawa ko, need daw idelete previous account ko pero till now can't access. Sayang oras ko wala naman pala mapapala. Walang time pumila kasi govt employee din.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Satisfaction survey should always be solicited.CC in booklet not conspicuous and banking representative does not know its whereabouts.Fund transfer activation should be married with laccess enrollment upon customer request as an option and not a separate procedure.I wouldn't want to transact but I have no choice	1
Security personnel is not helpful. I hope there's a proper orientation re: PWD parking slot.	1
Senior - regular - senior -regular.Wag sunud-sunod na puro senior ang iaccomodate lalo kung isang counter lang ang gagana. Kadami damping customer iisang counter pa ang nagAassist. Yung isa weather weather. Minsang magaccommodate ng client, minsang may asikasuhing iba.I'd rather be anonymous.	1
Separate lane/number for people who will claim their cards. Because it is causing longer waiting time for people who are in need of other transaction.	1
Separate payment/deposit transactions from check encash transaction. Spending 4hrs to make payment/deposit is too much. Poor client handling.	1
Serbisyo po is napakabagal ng transaksyon 45mins.per transaction.	1
Service in Landbank Tagbilaran is very slow. The queue is not properly established. Lots of clients, few tellers	1
Service is too slow	1
Service is too slow. Two (2) people in 1 hour for Opening an Account??? So La Trinidad Branch only accomodates 10-20 people in a day for opening an new account? I would not recommend Landbank but since it is a government agency and is required to avail one, people have no other choice.	1
Service is very SLOW!	1
Service was inefficient, it took an hour to confirm I am a signatory of my company (whose bank account was opened in another LBP branch), and another hour to do my transaction (withdrawal and deposit). The person I inquired to was also not solely focused on their task at hand and accommodated a different task in the middle of my inquiry (even went outside the office).Suggestion: have a directory for companies or a system to cross-check interbranch transactions (ie: know the signatories, etc)	1
Services are ok. Employees are accommodating and will really assist the clients need! 👍🏻👍🏻👍🏻	1
Should answer queries and complaints	1
Should assign additional personnel in the frontline counters. It took 45 mins and more for a single transaction. Counters should pre-screen transactions and provide a different counter for simple transactions. Clients who were not in line were prioritized; thus, defeating the queueing system. Setting up of iAccess should be made available purely online. It was too much to utilize 5 hrs just for this transaction.	1
Should be priority the PWD/ Senior Citizens	1
Should separate queueing number for one payment and multiple payments of BIR	1
Should there be additional personnel in order not to vacant all window all throughout business hours and to avoid long cue of clients. Withdrawal should only take minutes not hours. How will you aide this problem?	1
Simple transaction such as pick up of atm card took me almost an hour to complete. Simplify the process and improve service for clients.	1
Simula 8am nakapila nako sa landbank pero 12:30pm na nakapila parin kami, sobrang tagal ng serbisyo at iisang tao lang nag aasikaso sa LANDBANK GMA. Dalawang beses na nangyayare sakin to dito. Hindi ko alam paanong paraan masosolutionan niyo yan pero grabe epekto samin ubos ang oras namin para lang sa concern na i-update ang IAccess. Please paki aksyunan ito.	1
Since GSIS and Landbank are both government agencies, there should be coordination or online update of records. The staff who assisted me did not give clear instructions about what card I was getting, updated or not.I hate to say this, the office opens at 830 am but when it was my time to be served, the staff prioritized putting lotion before entertaining my concern.Numbers should be given outside before opening of the door. I was there first, not second.	1
Slow service. Better improved.	1
SLOW SERVICE. PURO DALDALAN. BULOK	1
Slow service. Very slow	1
Slow Slow Slow	1
Slow transaction	1
Slow transaction and not accommodating	1
Slow transaction specially in ang verifier section, naunahan pa kwento sa customer...	1
Slow transactions	1
Sobra tagal ang pag proseso sa mga customerLalo na sa opening new accountWala tao na nag assist o wala mapag tanungan na staff para sa tamang pag online new opening of new account.. from 10 am of transaction Uwean n ng staff hindi pa tapos ang pag open accountI suggest mag lagay kau ng staff na maruno g sa online new accounts na mag aasist sa mga tao dahil hindi lahat ng customer ay may kaalaman sa pag online at pag sagot ng mga bagay sa kailangan. Sobrang bagal ang pag tugon .	1
SOBRANG BAGAL NG SERBISYO	1
Sobrang bagal ng service, kulang sa tao at walang pake sa mga clients. Even chairs kulang kulang. 2024 na Landbank!! Baguhin niyo naman service niyo. 4 hours bago matapos transaction. Maawa kayo samen. Sayang oras! Huhu	1
Sobrang bagal ng service. Need pa mag verifier kahit same branch nag open ng account. Kunti na ung naka pila pero walang tao sa Verification counter.	1
sobrang bagal ng services nyo	1
Sobrang bagal ng Sistema apat na oras Jusko. Napasungit pa ng guard walang Sistema walang magandang pakikitungo sa mga kliyente. Matataas ang tono sa tao kahit na Ang tao sa counter. Grabe sa inyo lang ako nakaranas ng apat na oras para sa isang transaction kakaubos ng pasensiya. MABAGAL ANG SISTEMA PAKIBILISAN AT AYUSIN ANG SISTEMA! GRABE	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Sobrang bayal ng service ng lucena branch! Sa pag aapply p lng ng iaccess inabot n ng ilang oras!	1
Sobrang tagal ng bawat transaksyon halos nagtatlong oras na naghihintay.	1
Sobrang tagal ng progress, isang counter lang ang open for NEW ACCOUNT. You should hasty your service if more than two person na ang waiting time. Nasasayang ang oras ko sa pag hihintay. More than an hour na and I'm still waiting for my turn.	1
sobrang tagal ng prosesol isang client aabutin ng mahigit isang oras!	1
Sobrang tagal ng service,,I arrived at 12: 30 PM,i was accommodated at 4 pm..it tooked 20-30 minutes per number..Worst Bank ever	1
Sobrang tagal ng transaction ng cash deposit. 1 oras ako naghintay bago natapos.	1
Sobrang tagal ng transaction this week. Hindi naman dati.	1
Sobrang tagal ng transaction to pay BIR. there is a diiferent number for regular customers and BIR payments. There are only 2 cashiers and matagal ang waiting time. More or less may 10 customers pa ang naunang matawag pero mas nauna pa dumating ang BIR transaction. I just hope this will be improved because even our transaction is for BIR, we are still customers and should be on a first come first served basis.	1
Sobrang tagal ng transaction. Tatlo lang kami nung una sa pila. Tapos na yung dalawa so I expected na ako na ang sunod. Kaso more than 40 mins na, wala padin. Check deposit lang yun huh. Jusko. Sana gawing available ang online check deposit, kung hindi naman pala naaacomodate ng maayos.	1
Sobrang tagal ngayon, bgo mtawag ang number mas nauna png ntawag ang mga bagong dating dahil sa regular number kesa sa number ng bir 1 at 2 lng ang bir number 2 ako halos isang oras na ko sa loob ng banko!	1
sobrang tagal payment only for spg	1
SOBRANG TAGAL!!!!!! SPENT 50 mins for encashment????? REALLY!????	1
Sorry for this feedback. Among of the other branch, kayo ung pinakamabagal sa transaction and service. Very disappointing. Ang gulo ng arrangement nyo promise.Paki ayos naman ng service nyo. Please!	1
Spacious customer space	1
Spent 1hr 30 mins sa pila na pangatlo ako sa linya. Very inefficient. No sense of urgency. Your cashier is even giving a face. What a shame that you are government bank.	1
Spent 4hours just to encash check	1
Staff efficiency	1
Staff in naga city cebu are very slow. They were just talking to each other and making stories. We waited almost 2 hours just to process BIR transaction. Very unprofessional. And the staff are not welcoming and arrogant.	1
staff must learn to respect the time of the client especially when we open an accout (new accounts), it took us not only me 8hrs just to get approved. Needs to have more improvement on your system in handling new accounts.	1
Staff should be more accomodating. I only have to pick up my statement of account that I applied on june or July but they let me queue a very time. The Madam said she's looking for it when you can see that she was doingover that	1
Stating facts here. Super tagal ng process. Very unprofessional employee named Danna. I can't state everything here since limited. Just tell her to do her job and learn how to handle customers in PROPER WAY hindi yung magmamaldita siya, ako na nga naghintay ng 2hrs siya pa galit.	1
Streamline the processes..Do more digital yet secure transactions, like updating details... 3hrs or more in the bank for such simple transaction is so time consuming	1
Strikto kaayo	1
success	1
Suggestions:1. Information should be present where in they should ask what is the purpose and give them the necessary forms for them to fill it up ahead of time. 2. You should have a time limit goal so that we don't wait for too long3. You should have a cut off number if you can't accommodate your clients. 30-40 persons only for 1 day. Based on you time spent in 1 client, it takes 15-30 minites to 1 hour per client. This is a very sad truth.	1
Super disappointed. So i suggest na sana po mas maging maayos po sana ng pakikitungo ng staffs sa mga customers. kasi nakakatrauma po. Nakita ng guardskung paano ako umiyak sa labas ng establishment dahil sa ginawa ng New Accounts teller nyo. Hindi po lahat ng tao kaya ang ganong situation. Mas maging mabait po sana kayo sa customers nyo thank you.	1
super dugay cc states that it takes only 10-20mins to open an account, I waited for 2 hours and still my name wasn't called yet. is very dugay gyud kaayu. makapasmo.	1
Super hassle nung na lock yung iaccess ko. Kailangan pa daw ipadelete at mag enroll ulit after 5 days. Eh super hassle din mag enroll kasi matagal otp.	1
Super slow service!!!!!!	1
Superrrrr disappointing. Let down kaau cya as government bank. Simple na concern about iaccess took me 3 hrs. Partida dili pa cla offline purayagabaaaaa	1
suplada ang approach nung miss sa new accounts.	1
Tagal ng service considering pregnant pa ako it took more than an hour to encash a cheque	1
Tagal ng transactions. Tagal kumilos	1
Takes 4 hours before entertainedSome were calked not in the lineMay palakasan	1
Tarunga na inyong numbering dugay kaau kog hinuwatay nya mali nga number ihatag sako punyeta! Wa pakoy kaon pamahaw para lang ma prio ni nga lakaw nya ipahuwat pakog way hinungdan!!!	1
Teach the teller at new customer number 4 how to respect. She is rude.	1
Tell your employees to prioritize who is in front of them and avoid getting distracted by other colleagues or costumers. Tell them to stop slacking up on the chair and scrolling through their cellphones and get their job done and not wait and waste time waiting for hours to pass. If your employees will remain that way I will not be the only one who will have a bad experience in your service, specially you're from government. What a disappointing people not thinking about others	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
TELLER 2 IS VERY SLOOOOOOOOWWWWWW I SPENT 4 hours for just a cash deposit! Teller na babae, taas buhok, payaton. Weekly ko ga adto sa landbank pero pag sya ang teller DUGAY KAYO	1
Teller assigned at opening new account, Flordeliza Santos keeps on toaming the premises instead of attending the need of the customer. As of writing, 12:18 pm only two customers were attended, I am holding no 4 and arrived at the bank at 10 am. Need new teller to support this services.Very frustrating government services.	1
Teller took very long to process. Teller name is Franz Elum	1
Thank you	1
Thank you and Congratulations	1
Thank you for your assistance	1
That day, I needed to withdraw an amount of 50,000 pesos from my bank account. I opted to get inside/over the counter. However, the teller who was supposed to assist me did not allow me to withdraw the cash given that I have with me my credentials to validate my transaction.	1
The application for ATM ACCOUNT is too long waiting. I came in at 8:30AM and in PWD PRIORITY SECTION and it's now 1 PM and still in queue.You need to shorten transaction time.Thanks.	1
The assigned teller was not courteous at all. It took so much time to process a simple DST transaction. I've noticed that some of them were slacking and chatting instead of getting on with work to streamline the queue. I wasn't also informed beforehand that a photocopy of my document is necessary so I had to walk a few kms to get a printing shop— they did not even offer to photocopy it for the customer's convenience.	1
The bank teller number 4 is so rude. the guy wearing an eye glasses. I hope he can accomodate the costumer fairly.	1
The branch is clearly understaffed.I came to the branch at 9am, but left at 11:30am. My transaction is just to claim my emv UMID.operational concerns:1. Lack of manpower vs volume of transactions and number of clients2. The intern is handling duties involving personally sensitive data,3. Some desktops are left unlocked hence transactions/data can be accessed by unauthorized persons	1
THE BRANCH MANAGER HAS POOR JUDGEMENT.HINDI MARUNONG MAG HANDLE NG CUSTOMER, NAKITA KO NAKIKIPAGSAGUTAN SYA SA CUSTOMER.MATAGAL ANG PILA, INVALID ANG REASON NG EXPLANATION NYA.	1
The branch offer a poor service. The employee were so slow and I suggest that they improve their service for the customer satisfaction. Because I notice some employee are not paying attention although there are already people lining up.	1
The branch SHOULD PROVIDE XEROX COPY SERVICES. Staff require a xerox copy of ID then let us find a xerox machine on our own which is still hundred meters away under a blazing sun. I feel as a client that this is a very small service compared to our concenience and continued support to the bank. If it can not be given for free then charge us a reasonable amount.	1
The CC was not followed based on my experienced, recommend yo increase the teller booth ti 2-3 to match/accommodate the nr od customer present at the branch, thank u	1
the counter fir new account ay mabagal umaabot sya 40mnts sa isang teansaction then, my mga custimer na umalis na hindi pa nakakapag umpisa ng trasaction pero inuna parin its unfair umalis na sila sa branch almost 1hr then pag balik sila parun ang uunahin, hindi ko na tinuloy ang transaction ko to open passbook account	1
The customer service and bank opening should have a separate queue	1
The customer service desk personnel was so off! Very disappointing, very attitude!	1
The customer service representatives are very busy chitchatting and eating and only one sits to accommodate more than 10 clients on a queue which makes the transactions very inconvenient. The last time i waited in this queue to ask for this very same issue which was not resolved was more than 2 hours.	1
The employees should be more discreet in talking about personal matters and not chit-chat while entertaining clients. The services are very slow because only one staff caters the clients on a long queue.	1
The facilities are not good.. specially the ceiling.The process in desk no.7 is veeeeeeeery slow... I just want to update my status and it takes 4 hours for. me. to wait... The staffs are too slow...	1
The guard gave ne a wring priority number. I waited for more than an hour waiting. He insisted i have the right priority number but was never called.	1
The important is how to approach professional on customer with smile	1
The incharge of approving for debit is too slow. I waited almost 2 hours just to confirm my debites transaction. My time was wasted	1
The institution needs to revise its policies and protocols in banking. We are now in the digital world but the banking system of Landbank is still based in the old process. Waiting time is too long. I've been on queue since 11am and now it is already 1pm and still have 6 to 8 people ahead of me. This is not fair and very much inconvenient to us especially for me being a diabetic person who may have hypo or hyperglycemia anytime.	1
The lady catering us is somewhat irate while talking to us clients. She's not approachable at all time.	1
The line was not moving. Waited for my transaction for morethan an hour.	1
The new account is not friendly. Not approachable.	1
the officer in charge for verifying requirement in counter 1 is rude to clients. i understand that employees are handling multiple client but this employee is rude to everyone.	1
The palakasan is very obvious. Inuuna ung kakilala. Kahit walang number rekta sa counter 2. Kahit ung ibang clients lumalabas na kukuha lang ng number tapos babalik kawawa ung mga nagiiintay ng matagal. 1:27 ako dumating 3:40 na ako nakalabas. Cancel pa isang check ko dahil di daw pariho perma. Sobrang bagal ng counter 2. Ung counter 1 verifier naman labas ng labas sa counter nya. Mas nauna pa ung No. 48 at 49. No. 44 ako.	1
The people serving the desk left without informing wjat they will do. It was already more than 30 minutes that we have waited. We sought service from 10 am and it was already 4:43 and the people in charge left their desk. The service was so sluggish.	1
The person in-charge in the new accounts is slow. It takes more than one hour for her to finish a client. There is no sense of urgency.	1
THE PERSONNEL IN VERIFICATION IS VERY VERY SLOW. WE ALSO HAVE OUR PERSONAL THINGS TO ATTEND TO AND ARE RUSHING TO FINISH OUR ERRANDS. THEY WERE CONSTANTLY GOING IN AND OUT OF THEIR COUNTER.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
The process very slow I wait long time1.que very slow considering iam in senior lane2.acxoubt opening department very slow ,need to find a way to make process faster .Kindly check the camera for reference date January 25 @ 12:00 to 2:00pm3.the senior guy after us also lopsided g patient	1
The security guards are misleading. It took 1 hr for my transaction to be processed because of their unreliable service.	1
The security guards are rude maybe they need to go on a traing for customer relationship bad of attitude	1
The service is not good enough. And the teller is rude and I will not tolerate this kind of behavior. I need to file a complaint regarding this matter. Thank you	1
The slowest tellers and attendants, everyone just keeps chatting with eath other and we stayed for an hour just to withdraw.	1
The slowest transaction I have ever encountered. One client one hour processing. Only one teller processes each transaction at the desk. Please add one more teller for a faster transactions.	1
The staff is not courttious, Lalo na Yung verifier na naka eyeglasses male, suplado ang dating, parang boss sya at Hindi aproachable tingin nya sa client mababa at laging nakasimangot, Hindi nmn PAGOD Kasi it's too early pa para mapagod, pa start pa lang Yung business hours, mukhang stress si manong verifier	1
The staff named Bennyza Montejo asked for orig marriage cert before i would be allowed to withdraw over the counter/via atm. I didnt have this issue before the first time i visited. Very inconsistent! I had to visit the branch again just to bring my origmarriage cert. and when i arrived the system was also offline so i had to wait long hours. How inconvenient! I also did not like how she deals with the clients. She's not friendly at all! And was of no help!	1
The staff was not able to produce the document that i needed.. you have limited access to a clients bank statement.. i was required to get a certificate reflecting 6 mos of my account but the branch was only able to access the last 4 months historyTransactions are not well defined in your recordsThe bank would not give a letter/certificate that they cannot provide a 6 months history of bank statementPls fix your internal connections with your branches for easy access of our accounts	1
The teller (naka pink, Hindi naka uniform during my transaction 04/19/2024) was so RUDE! Sinabi ko sa kanya na nagtanong na ako sa ibang branch Kong kailangan ko paba magpabook kong large amount withdrawal, sabi nya edi don ka sana nagwithdraw Kong saan ka tumawag. tas nong sinabi ko na galing pa akong probinsya, mas nagtaray pa sya SA akin. I am also a government employee but I never acted the way she did.	1
The Teller in Door No. 3 is not polite in dealing to me shes not that Friendly and accomodating She is the Teller She must know the transaction if it is Correct or not as if it is our Fault on her mistakes . She said she doesnt know the transaction. What kind of teller is that?	1
The teller ms.jamaela has a rude attitude towards me maybe she needs a customer service training again on how to speak to customer. Be polite always..Thank you and i hope you will do a necessary action about this.	1
The time for the waiting period must be shorten	1
The transaction process and waiting time is very long,I only update my contact number in i access but it took me 2hrs to finish my transaction.	1
The verification counter is not very friendly and do not explain the things she wants the client do. The process of check encashment takes a lot of time, plus the counter is too slow to process the transaction.	1
The waiting time frm new account, verification to teller napaka tagal kkunin mo n nga lng pera mo pinaghintay kpanng matagl almost 5hrs waiting compare to other bank like Union Bank BPI omg tlga!!!!!!!	1
The waiting time is too long. Only one staff is working on the iaccess application	1
There is a certain employee in this branch with an improper behavior towards customers. she wears glasses. Her responses were very rude. She is an irony of how an employee should act towards clients. She needs to further develop her social skills and her manners.	1
There is a palakasan system re customers and guards	1
There is no queing system and there is only two tellers and they keep on leaving their post. Took me more than 30mins just to deposit.	1
There must be a way to be always online to serve the needs of the depositor. Efficiency and speed of transaction needs improvement in this branch. Some of the Employees are condescending and is not that responsive to the depositors need.	1
There must be clear instructions where to go or what teller number you're falling in. Guard gave nos. but you wait a lifetime to where you must be called but then when the number is called, the teller tells u to wait to another teller. I've waisted two hours waiting for nothing since the teller incharge wasn't there. I asked the customer service but told me to wait and wait. But no one arrived.	1
There should be a counter that caters to pwd and senior cit..tellers are constantly talking to each other..landbank BGC 28th st branch sucks.	1
There should be a separate lane for Card Replacements not the same as New Accounts. We waited for 3 hours for card Replacement.	1
There should be designated teller for priority. Imagine if you are number 2 and they are assisting number 1 at the moment and there's 5 people arrived which are what you so called priority. The waiting time is very long. Just have a desinated teller for priority just to be fair. Everyone's time is important!!!	1
There should be no noon break but why everytime I go to San Juan Branch New accounts counters do not have personnel on duty from 12nn to 1pm!	1
There was no clear citizen charter visible in the facility. I am with my grand mother to assist her cheque deposit from her pension, there is a signage, but we experienced no priority for elderly. We waited for about an hour to deposit a cheque. I can wait for normal queuing time, but my grand mother deserves to be respected with her rights.	1
They me waited for 3 hours for a very simple transaction, Ester, the one on duty on the new accounts that day was so rude she should atleast be polite and kind being a government employee.	1
they took more than an hour to assist one person..pumasok ako ng 2:30 onwards..i was informed by kuya guard to submit my online application first..after I am done submitting it..i was told to sit down and wait..until 4pm..the personnel who is assisting one member is not yet done..no one ask of what do I need or my transaction is..how many members then can they assist in one day?	1
This branch is the worst. Staff are slow, the process are slow. Guards looks judgemental when they look at me. WORST BRANCH. NOT APPROACHABLE STAFF	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
time management	1
Time spent during the transaction is not reasonable. Very slow service. We almost spent more than 5five hours during our transaction. Not once but most of our transaction. We would engage to transact again because we have no other bank choices. Kindly improve your system	1
To improve their services, they should provide clear instructions to clients. it's frustrating when instructions are inconsistent, and ultimately, it's the clients who end up being blamed for mistakes. They should also smile and respond to their client's greetings to make them feel more comfortable. They always seem grumpy and angry, which is not good for clients.	1
To much time consumed mag request lang ng SOA po.	1
too much downtime ang employee especially Ms. Flordeliza Villegas we've been here at 9am until now 11am di pa kami naasikaso, 3 lang naman kami sa pila before ..	1
Took me an hour waiting for my turn. Hoping for a faster transaction since we have online access.	1
Trabaho muna unahin bago ang cp.	1
Train them on how to properly help customers. I told them my card was captured but they kept on insisting that my cards was still on my possession. And I keep on stating that my card was captured by the atm machine but still they insisted that i still have my card because of the receipt that i showed them that contains that my card was captured by the atm machine. Train them how to properly served the customers, they just gave me more frustrations.	1
TRAIN YOUR EMPLOYEES TO BECOME MORE RESPECTFUL AND FRIENDLY, SPECIALLY THE NEW ACCOUNT OFFICER (That white, Chinese man) He's not so nice in assisting customers.	1
Train your employees to explain to customers the processes and the expected turn over period. The lady at the information desk provided incomplete instructions and surprised me with additional processes after she said the turn over period should only be 2 weeks. Does not provide written guidelines to follow which, due to my experience, makes me wonder if she is just making up what she is saying.	1
Train your employees who are frontliners in your branch. Even though you say the person i talked to was a reliever.The bank does not have an accesible printed customer/clientelle survey form and the lady at the customer service area took some time to provide one. And not surprisingly, there was also no present suggestion box. She went looking for the box for a good 5-10 minutes.	1
training for staffs about good, prompt customer service	1
Transaction time and waiting time needs to improve a lot. I felt together with other clients , we are wasting so much time just for a very simple itransaction. You're on line banking only works for ATM and not for SA or CChecking acctn. You are being left behind by other banks. Sorry but you're just lucky for being a govt bank that we have no other choice.	1
Transaction time is too long especially on verification counter.Phones should not be brought to teller/verification area	1
Transactions takes long time to be done, I suggest to use computer technologies to help transaction become faster.	1
Unahin asikasu hin ang mas importante. Ang daming paikot ikot ng proseso.	1
Understaff	1
Unfair ang teller/staff na nag entertain sakin. Pinalabas pa ako ng bank para mag pa photocopy. Pero nung bumalik ako. Yung isang customer na nasa unahan ko ng pila. Ung teller mismo ang nagphotocopy ng document na kailangan nya. This happened today 29 March 2024 at around 10:15 am. Yung teller ay nakasalaman na babae. Nasa teller 1.	1
Upgrade your system	1
Ur branch doesnt give priority to pregnant women. Very disappointing.	1
Usad pagong ang pila, Hindi ko alam kung ano pinagkakaabalahan Ng iBang teller. Minsan nag uusap lang sila Minsan umaalis Minsan mabilis ang pila pero sa suma total aimplemg transaction lang Sana Ng pagbabayad. Pero kahit kaunti ang pila sobrang tagal, Halos inabot Ako Ng dalawang oras. Lausy nyong mga teller. Sorry for d word. Pero yon ang tutuo.	1
Useless bankEasy to depositHard to withdrawProcesses for dollar buying not detailed in website and bank premises	1
USELESS PRIORITY LANE NEED TO IMPROVE	1
Vary hard to do transaction with land bank.....very poor processing any transaction	1
Verify how you can fully help your client.. problem/issue should not allow the client to physically go to landbank branch repeatedly without resolving issue...	1
Very bad service! The person who is in the counter is not coordinating with the client she trying to explain with nonsense. Waiting for 4hrs and I didnt get what I need!	1
Very inefficient process!!!!Dapat meada separate line per transactions.It counter ni Ms Dari Esperas naasikaso hn damo nga transactions, an kan Ms Krystel Reliano naasikaso hn kanan deposits. Kay ano nabulig pa hi Ms Esperas kanan deposits? Tapos kun waray deposit transactions dire nabulig hi Ms Realino para maibanan a transactions ni Ms Esperas? ka in efficient hn nga iyo proseso. Almost 2 hours for over the counter withdrawal! Sayang ha oras!!	1
Very inefficent transaction process. I was here yesterday just to encash my check, 3 hrs wasted. Back here again today, and the process is too sloooooowww and very inefficient. Very poor customer service!	1
Very long wait times, entered Landbank at 9am to process my OFBank account, but then I was served at 1pm already, took another 1 hour to approve my OFbank account and card.	1
VERY POOR, SLOW SERVICE!Please utilize online/phone communication. It took me 3 hours in line just to change my registered Phone number.We are in the world of AI, and yet you still want us to wait in line for half a day.	1
Very rude Yung security guard and Yung nag cash Ng cheque ko masyadong rude dn. I heard namn Nung tinawag nya. She doesn't have to tell me na d ko sya nadinig	1
Very time consuming! I spent almost 6 hours just to open account!! Pls add staff in the open account sections because only one person is catering a lot of people. And tell your staffs to treat the customers kindly!!!! They dont even know how to smile. Its easy for them to say "balik nalang ugma ma'am" VERY INCONSIDERATE!! Grabe nag lagot gyud ko sigeg balik balik diha sa landbank nga dali raman unta kaayo na nga proseso!!!	1
Wag po san ibaling ang inis or galit sa kliyente kung di nakuha ang reservation ng pera. Dahil isa lang di po akong trabahador na mapapagalitan sa oras na nasayang ko sa bangkong ito.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Waited 2 hrs for my be called, and waited anothe hour para lang makuha ang ATM card ko. Kumusta ang serbisyo? Nakakasayang lang ng oras. Sa loob mg oras na yan ang dami ko na sana nagawa. Ang uncomfortable pa ng lugar	1
waiting area sucks, unorganised, aircon isnt cool,security guard sucks dont assist, bank staff use palakasan system very obvious and unfair for everyone is waiting, slow processing a lot thing to improve	1
Waiting is too long	1
Waiting time is horrible. It took 1 hour or more to assist and entertain 1 customer.	1
Wala kaung magandang customer service since kasama ko pwd. I will not recommend landbank angeles. I had a very bad experinced	1
Wala man ng ccheck kung di pa tinanong di pa tatakbo wwithdraw sana e check man lang nila almost 1hr naka pending lang transact ko	1
Walang gamit ang priority number kasi maraming fixers. Professionals are priority customers while ordinary citizen ay di pinaprioritize.	1
Walang hiwalay na counter para sa priority lane.	1
Walang organization ang Pila .palakasan system	1
We are not treated and informed of the procedures ahead of time. We were from manila and only processed the transaction which is a payment from the sale trantastion of a property from the owner which is at the USA currently. We waited about 2 1/2 hrs.waiting for the document to arrive. Wasted time wherein they could have started the process already. Hope the staffs are a little more helpful to the clients most especially the PWD and senior citizens. Totally not happy with the service.	1
We are spending an enormous amount of time sa pagprocess lang ng mga papers sa landbank.... Hindi deserve ng mga tao ang maghintay nga isang araw sa bawat transactions... please re evaluate the costumer service and dapat may allotted amount of time sa bawat customers...	1
We arrived at 1:30 and we are just 5 people in line. Im in the last. Grabe napakabagal nila. 5 lang kami tapos 4pm na ako na entertain. Di ko alam kung bakit. Wala naman masyadong tao. Sobrang bagal. Marami na akong napuntahang bangko, Landbank Jagna ang pinaka worst.	1
We hope that you will be considerate enough to every costumers espically from far flung areas. Futhermore, we will gladly ask that the employee will take initiative to every spent hours of the client. Hope that they seperate their personal time and working time at the same time. (Tsisimis/video call while doing the task while the costumers wait for two hours just to take their time to be catered) Thank you. God bless!	1
We spent half of our day waiting for our numbers to be called. The number of people on the line was reasonable and the tellers could have catered them had they've been more fast . It felt like they are on a contest as to who will have the least client to be catered at the end of the day.	1
we understand that the employees are handling lots of clients but please train them to be kind to clients. thank you!	1
We want the RESTITUTION of about Php50000 of my brother's SSS DISABILITY benefit lost in BR_BACLARAN and BR_LIBERTAD. My brother is confined in the hospital since November 2023. SSS Disability benefit was lost at LANDBANK due to POOR handling and processing of clients account with MENTAL disability. How come that PHP100000 is still in the ATM and didn't require a GUARDIAN for that amount??	1
We were refused of service to open a regular savings account and teller said that ALL unemployed individuals aren't welcome to open an account since this transaction requires a proof of income and payslip is not acceptable. Third, the argument is not validated with proofs. Your online website does not state that landbank accounts are only for employed individuals. This concludes that Landbank is discriminatory to unemployed individuals.	1
West ave branch tooks more than 3hours to respond to Nova Branch which prolongs my waiting time to encash a cheque under priority lane. Unacceptable, 3 hours of waiting. The branch even tried to cal them but the line is either busy or ringing but no one answers.	1
What is the use of your email service if the response you'll be providing is just go to the nearest branch. You are not even reading the email. I already advised that I went to the branch physically and requested update of my mpbile number in order for me to receive the OTP for the iAccess. Until now the ending number is 8 instead of a 7. So frustrating and very unhelpful.	1
When an employee commits mistake in the transaction which causes delay in the clients part and a need to return to the branch to rectify the problem the manager especially should not put the blame on the client. Specially without having the full knowledge about what happened. Not to mention this person who blames me dont recognize it was their staff fault in the furst place.	1
When Processing of bank cert , you are asked to come back the ff day for pick up. But when you come back, cert is not ready. It is the only time that the cert is processed. You have to wait again. Useless, coming back for pick up when its not ready still.	1
Why do I need to wait 35mins to encash my check here? On tother Landbank branch 10 mins was the maximum wait time I had.	1
Withdrawal inabot ng 2 hrs kalokohan nyo landbank pagkatapos paghintayin saka sasabihin na update updte dami nyo alam	1
Worst Bank company ever!!! I've waited for 2 hours and then they didn't inform me my saving account is close already! All of your employees is doing chitchat! instead of assisting the customers! you should add additiional customer service! I will never ever recommend Landbank! worst!!!	1
WORST BANK SERVICE EVER!!!! YOU MADE YOUR CLIENT WAIT FOR AT LEAST 2 OR 3 HOURS FOR A VERY SIMPLE BANK TRANSACTION?!!!! WHAT'S THE PURPOSE OF THE NUMBER QUEUEING SYSTEM IF YOUR EMPLOYEES WILL NOT FOLLOW THE SYSTEM AND JUST PRIORITIZE CLIENTS THAT ARE AFFILIATED OR CLOSE TO THE LANDBANK EMPLOYEES OR GUARDS? (IS THAT SOMEHOW CONSIDERED AS FIXING??? YOUR EMPLOYEES, PARTICULARLY ON THE OPENING ACCOUNTS SECTION ARE THE WORST GOVERNMENT EMPLOYEES SERVICE PROVIDED).	1
Worst service ever. Puro VIP. No proper info dissemination re: new policies (can't deposit if payroll account) if pagpasok pa lang sinabi na that you were no longer accept deposit to payroll sana di na naghintay ng almpst 1 hour	1
worst transaction landbank laoag.. there's no actual priority lane, yet they're giving priority numbers. these so called priority individuals would be called in between regular transactions causing long wait time for those individuals with single accounts/transaction only. totally unfair! noone should wait for 1-2 hours just because of these.prioritized people and their inconvenient system.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
You add manpower especially on teller	1
You have to be considerate to your customers! You should train your staffs on how to provide good customer service experience! You're making things very hard to your customers! This branch is the worst!	1
You need to hire more personnel!!!!!!!	1
You need to train your staff about customer service. Need to train your staff on how to work faster. Imagine that I spent more than 2 hrs to encash a check.	1
You should be clear on your instructions. I spent time waiting for my number to be called but I was given the wrong number to begin with and doubled my waiting time. Very disappointing, your workers are not even on their tables entertaining clients. This establishment should have rotational on their lunch breaks to avoid clients waiting. I have been so patient from the beginning but I am not happy on your service. This must be address to avoid another clients to experience this.	1
You should streamline your services. Assign an OIC who can approve transactions in case the manager is out of town.	1
You should train your employees about customer service.	1
Your customer service sucks! Wasted my time. Did not inform prior. The system sucks!	1
Your New Accounts staff could use some manners. If she's stressed from her personal and work life it should not affect the way she delivers courteous and well-mannered service. For the branch itself, it's about time that your management do their job properly and assess customer needs based on the observation; you should fill another new accounts officer because of the number of demands in this particular service.	1
Your queeing system is taking much time! Just need to deposit a single check and it took 30 mins; youre not even queeing a lot of people. Your staffs are fine your process needs improvement; not efficient	1
Your staff is not accommodating to every customer you have. They are inefficient. I arrived past noon and only got my transaction completed few minutes before 2 pm. Very different with my experience with BDO just across your branch. The teller Feliz was inefficient.	1
Your tellers are moving at a glacial pace	1
Yung girl teller, nagreklamo dahil madami daw kami transactions kahit nakapila naman kami,sabi dapat sa West Ave na lang kami dahil madami pa daw sila inaasikaso din na BIR. Yung inaasikaso nilang BIR, binigaylang sila ng tumpok na forms, I think may palakasan system. Di kami natapos kaya bumalik kami today pero ilang mins na nakalipas di pa kami tinatawag kahit no. 1. Napakaunti lang ng clients for banking kahapon and today pero napakabagal pa din ng service.	1
Yung Guard sobrang sungit No customer service at all not even Poor Worst customer service we experience. You must change your security guards for the improvement of your organization because they are the front line	1

Verbatim comments and suggestions of those who DID NOT RATE (N/A) "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	48
With comments/ suggestions	9
ANG SUNGIT NG MGA EMPLOYEE NIYO	1
I am satisfied with the service given with this bank Paranas Branch :)	1
Maayos pa na makapagbigay Ng tamang serbisyo sa mga tao.	1
Mabagal ang transactions	1
Masumgit na gaurd senior tatay ko walang galang	1
No. Because very satisfied.	1
Thank you for informing me that my Alumni ID is in process but PAD still didn't confirm receipt of my email containing the signed Bankwide clearance. A response and weekly updates would be greatly appreciated. What happens now? I have no idea of the timeline on when I can receive my final pay and provident fund.	1
The explanation is clear & easy to understand.	1
Tutulong	1

