










Details of Satisfaction Survey Channels

- For the satisfaction survey for the services provided at the Customer Service Centers of Muang Thai Life Assurance through 2-way SMS system, after receiving the services, you will receive SMS to evaluate your satisfaction.
 - : **Get 1 Ticket**  when you give satisfaction points
 - : **Get 3 Tickets**  when you give satisfaction points and suggestions
- For the satisfaction survey through 2-way SMS system from participating the specified campaigns arranged by the Company, after participating in the campaigns, you will receive SMS to evaluate your satisfaction.
 - : **Get 1 Ticket**  when you give satisfaction points
 - : **Get 3 Tickets**  when you give satisfaction points and suggestions
- For the satisfaction survey through Video Call Service (Get 1 ticket when giving satisfaction points and 3 tickets when giving satisfaction points and suggestions), after making transactions via Video Call Service, the system will display the satisfaction survey.
 - : **Get 1 Ticket**  when you give satisfaction points
 - : **Get 3 Tickets**  when you give satisfaction points and suggestions
- For the satisfaction survey through interactive voice response (IVR) system after receiving services from the Customer Contact Center, after you receive the services, the staff will transfer you to the satisfaction survey system through interactive voice response (IVR) system
 - : **Get 1 Ticket**  when you give satisfaction points (1 ticket/satisfaction survey/month)
- Other campaigns are as specified by the Company.

Remark: Conditions are as specified by the Company.



For more information about the campaign, please contact Customer Service Centers of Muang Thai Life Assurance nationwide

OR



Call tell. **1766** available **24/7** or via **Video Call**  Service.

From example 1:

Miss Sodsai, an MTL customer, received SMSs after receiving the service at MTL Customer Service Center, Chiang Mai branch, on 16 April 2021.

SMS 1: Please give satisfaction points for the service at Chiang Mai branch from 0-10 points. (10 = most satisfied)

Miss Sodsai replied to the SMS: 8

SMS 2: Please give us some suggestions.

Miss Sodsai did not give any suggestions.

From example 1, since Miss Sodsai gave only satisfaction points without additional suggestions, so she will receive **1 ticket in April 2021.**

Example 2:

Miss Sodsai, an MTL customer received SMSs after receiving service at MTL Customer Service Center, Chiang Mai branch, on 16 April 2021.

SMS 1: Please give satisfaction points for the service at Chiang Mai branch from 0-10 points. (10 = most satisfied)

Miss Sodsai replied to the SMS: 8

SMS 2: Please give us some suggestions

Miss Sodsai replied to the SMS: I'd been waiting in a queue for too long. I need faster services.

From example 2, since Miss Sodsai gave both satisfaction points and suggestions, so she will receive **3 tickets in April 2021.**

Example 3:

From the example 2, after Miss Sodsai received the service at MTL Customer Service Center, Chiang Mai branch, on 16 April 2021, and gave both satisfaction points and suggestions, she wanted to ask for more information, so she called Call Center Tel. 1766 on 20 April 2021.

After the conversation, staff transferred her line to interactive voice response for satisfaction survey.

Miss Sodsai gave 4 satisfaction points.

From Example 3, In April, Miss Sodsai receive 1 more ticket from completing the satisfaction survey after Call Center service through interactive voice response. Plus the tickets given **in April 2021**, she had **4 tickets in total.**

Example 4:

Miss Sodsai received the service at MTL Customer Service Center, Chiang Mai branch, again on 28 April 2021. (She did not receive the SMS after receiving the service.) Then, she called Call Center Tel. 1766 to ask for more information on 29 April 2021.

After the conversation, staff transferred her line to interactive voice response for satisfaction survey.

Miss Sodsai gave 5 satisfaction points.

From example 4, Miss Sodsai will not receive SMS for satisfaction survey from receiving service again in the same month, and **she will not receive more tickets** from completing the satisfaction survey for Call Center service through interactive voice response as she is entitled to receive only 1 ticket/satisfaction survey/month via 1 channel. In conclusion, **in April 2021**, Miss Sodsai received **4 tickets in total.**

