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Dear Sir/Madam,

I am sending herewith a questionnaire, which seeks your valuable opinion on certain important issues relating to the subject, “CUSTOMER SATISFACTION OF E-BANKING SERVICES” - A STUDY WITH REFERENCE TO PUBLIC AND PRIVATE SECTOR BANKS IN CHENNAI. The questionnaire is prepared as a part of the research project undertaken by A.Devi under my guidance.

In this connection, I request you to fill in the enclosed questionnaire and return it at your earliest convenience. As you find from the questionnaire, all the questions are set at your personal opinions based on your personal experience and most of them may be answered by a tick mark in the appropriate column.

There is no need for your signature. We ensure that the opinion provided by you would be treated as strictly confidential.

We are conscious of the value of your time, but we are equally hopeful that you will whole heatedly support genuine and useful research in the field of banking sector.

I shall be much grateful if you could spare a few minutes for us and return the questionnaire fully answered.

Thanking you,

With regards

Dr.G.P.Raman