

ALPINE BANK

ONLINE BANKING

INSTRUCTIONS

QUESTIONNAIRE

Use the Alpine Bank online banking website to evaluate general ease of use and assess the difficulty level of completing online transactions.

Before You Begin

- Review your shop confirmation
- Have a copy of the questionnaire
- Have a distraction-free environment

Don't Forget!

- Evaluate all required website areas
- Complete an online banking transaction
- Take a screenshot as proof of shop



General Requirements

- You must be an existing customer of Alpine Bank who has already signed up for online banking.
 - Having an Alpine Bank debit card is preferred but not required.
- Read all instructions and the entire questionnaire before you complete the shop.
 - Have a copy with you as you complete the shop to be sure you complete all elements.
- Spend a minimum of 5-10 minutes using the online banking website.
- Take a screenshot of the Alpine Bank website homepage or the sign-in screen before you input your username and password. Upload this image with your report as proof of shop.
- Submit your report to shopperhub.cxgroup.com within 12 hours of completing the shop.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for Alpine Bank.



Shop Instructions

Step #1: Log in to Online Banking

- Go to www.alpinebank.com using a computer or the web browser of a mobile device.
- Find the area to log in to your online bank account. Note if this area was easy or difficult to find.
- Note if the online banking site was generally easy to navigate and user friendly.

Step #2: Set up electronic statements (eStatements) and view account statements

- While on the banking site, find the area to set up electronic statements.
- Follow the steps to set up electronic statements for your account (not required if you are already enrolled).

- View one or more previous account statements to determine ease of use of this feature.

Step #3: View and download recent transactions

- Navigate to the area where you are able to view your recent transactions.
- Navigate to the area where you can download your recent transactions.
- Note how easy or difficult it was to view and download transactions.

Step #4: Complete an online banking transaction

- Select one of these online banking transactions to complete:
 1. Transfer Funds
 - Transfer funds from one account type to another account type (checking to savings, for example).
 - Verify the transfer was completed.
 2. Online Bill Pay
 - Set up a new payee to pay a bill.
 - Complete the bill pay transaction.
 - Verify the bill pay transaction was completed.

Step #5: Manage debit card

- If you have a debit card, find the area where you can manage your debit card.
- Note how easy or difficult it was to find this area and manage your debit card.



QUESTIONNAIRE

Shop date:

Start time:

End time:

Service Analysis

1. Once you were on the Alpine Bank website, was it easy to find the place to log in to online banking?

This refers only to the ease or difficulty of locating the place on the website to log in to your account (this does not refer to issues that take place while you are actively trying to log in).

Yes

No

2. If no, please explain:

3. Was it easy to log in to online banking?

This refers only to the ease or difficulty of actually logging in (after you have located the place to do so on the website).

Yes

No

4. If no, please explain:

5. Was your account information easy to find?

Yes

No

6. If no, please explain:

7. Was the online banking website generally user friendly and easy to navigate with available options clearly defined?

Yes

No

8. If no, please explain:

9. Was the overall appearance of the online banking website attractive and appealing?

Yes

No

10. If no, please explain:

11. Was it easy to set up electronic statements using the online banking website?

If you had already enrolled in electronic statements prior to this shop, select N/A.

Yes

N/A – electronic statements already set up

No

12. If no, please explain:

13. Was it easy to view statements using the online banking website?

Yes

No

14. If no, please explain:

15. Was it easy to make a transfer using the online banking website?

Yes

N/A – did not make a transfer

No

16. If no, please explain:

17. Was it easy to set up a payee to pay a bill for the first time?

Yes

N/A – did not pay a bill

No

18. If no, please explain:

19. Was it easy to set up a bill to be paid?

Yes

N/A – did not pay a bill

No

20. If no, please explain:

21. Was it easy to navigate to and manage your debit card using the online banking website?

Yes

N/A – do not have a debit card

No

22. If no, please explain:

23. Was it easy to view your recent transactions using the online banking website?

Yes

No

24. If no, please explain:

25. Was it easy to download your recent transactions using the online banking website?

Yes

No

26. If no, please explain:

27. Based on your experience with the online banking website, on a scale from 0 - 10, how likely would you be to recommend Alpine Bank to a family member, colleague, or friend?

0 = Not at all likely; 10 = Extremely likely

0

6

1

7

2

8

3

9

4

10

5

28. Explain your rating:

If your rating is 10, explain why you would recommend. If your rating is lower than 10, comment on how your experience could have been improved.

29. Overall comments:

Provide comments describing your online banking experience.

30. Upload a website screenshot as proof of shop:

END OF QUESTIONNAIRE