

Your opinion matters to us!

We always want to know how well we are serving you. So in order to capture independent feedback, Scotiabank engages an external company to conduct telephone interviews four times each year.

Name of the company: CustomerSpeak

Location: Costa Rica

The interviewer will identify him/herself and ask you questions about your experience at your home branch, as well as with other channels, such as the Contact Centre, Telescotia, Internet Banking, ATMs and Mobile Banking.

Our interviewers will never ask you questions about your password, or other secure account information.

We appreciate your full and frank responses, so that we can best help you meet your financial needs!

Please contact your Branch team if you have any questions about this or any other Scotiabank survey.

Thank you for choosing us as your financial partner!



Discover what's possible