

Color Key

Check boxes

Radio buttons

Text field

Button

Thank you for taking the time to respond to our Web survey, which is broken into four sections — Your Web Experience, Your Needs, Your Satisfaction, About You — with six or fewer questions each. The survey should take approximately 10 minutes to complete.

The survey results will help guide improvements to our Web site to better reflect your needs and relationship with HomeStreet Bank. And to show our gratitude, we will randomly select one respondent to receive our [Online Bill Payer](#) service free for one year (a \$60 value); three additional respondents will be selected to receive a free gift.

Section 1: Your Web Experience

1.1 On average, how many hours per week do you use the Internet?

0–2 hours, 2–4 hours, 4–8 hours, 8–10 hours, 10+ hours

1.2 On average, how frequently do you visit Homestreetbank.com?

Less than once per month, Once per month, 2–3 times per month, Once per week, More than once per week

1.3 How would you rate your familiarity with the Homestreetbank.com site?

Very familiar with the site, Somewhat familiar with the site, Unfamiliar with the site

1.4a Do you visit other financial/bank Web sites?

Yes, No

1.4b If yes, how often do you visit other financial/bank Web sites?

Less than once per month, Once per month, 2–3 times per month, Once per week, More than once per week

1.5 How did you hear about Homestreetbank.com?

Search engine, Print advertisement, Web advertisement, Radio advertisement, HomeStreet Bank brochure, HomeStreet Bank employee, Employer/union Web site, Friend/relative, Real estate agent, Other

Section 2: Your Needs

2.1 What is your primary reason for visiting Homestreetbank.com?

Research, Online banking, Contact the company, Find a branch/location, Apply for a product/service, Check your mortgage, Check mortgage rates, Check CD/money market rates, Other

2.2 What is your main purpose for visiting other financial/bank Web sites?

Research, Online banking, Contact the company, Find a branch/location, Apply for a product/service, Check your mortgage, Check mortgage rates, Check CD/money market rates, Other

2.3 What features are most important in your decision to visit or do business on a financial/bank Web site?

Informative resources/tools to help you make a decision, In-depth information on the company's products/services, Company reputation, Online account access, Online bill pay service, Locate an office/branch, Recommendation from a friend/relative/associate, Previous experience with the company, Site design, Ease of navigation, Other

2.4a How likely would you be to visit Homestreetbank.com if you were in the market for one of the following: Banking, Online Banking/Bill Payer, Mortgage, or Insurance?

Very likely, Somewhat unlikely, Not likely

2.4b How likely would you be to apply for one of these products/services online?

Very likely, Somewhat unlikely, Not likely

2.6 How likely would you be to use the following features and services if they were on the Homestreetbank.com Web site?

Resources and tools to help guide you through financial-related life stages, such as:

- Articles on investing, planning, spending, saving, etc.
- Home buying/Home improvement resources and tools
- Tax planning tools
- Small business planning resources and tools
- Articles on insurance related issues

Very likely, Somewhat unlikely, Not likely

A subscription based e-mail newsletter that focuses on these same topics

Very likely, Somewhat unlikely, Not likely

A function that allows you to search for information on the site

Very likely, Somewhat unlikely, Not likely

Section 3: Your Satisfaction

3.1 How would you rate your satisfaction with Homestreetbank.com?

1 Low, 2, 3 Neutral, 4, 5 High

3.2 Based on your experience with Homestreetbank.com and the Web, how would you rate the quality of these features of the site:

Site appearance: 1 Low, 2, 3 Neutral, 4, 5 High

Ease of navigation: 1 Low, 2, 3 Neutral, 4, 5 High

Usefulness of content: 1 Low, 2, 3 Neutral, 4, 5 High

3.3 Overall, how does Homestreetbank.com compare to other Web sites you have used?

Much Worse, Worse, Same, Better, Much Better

3.4 Overall, how does Homestreetbank.com compare to other financial/bank Web sites you have used?

Much Worse, Worse, Same, Better, Much Better

3.5 On a scale of 1 to 5, how well does Homestreetbank.com meet your financial needs?

1 Low, 2, 3 Neutral, 4, 5 High

Section 4: About You

The information collected in this section will be kept anonymous and will not be shared with anyone outside of HomeStreet Bank. Your individual responses will not be associated with your name or e-mail address and will only be used for internal analysis.

4.1 What is your gender?

Female, Male

4.2 What is your age range?

Under 18, 19–21, 22–30, 31–40, 41–50, 51–55, 56–64, 65 or older

4.3 What is your annual income before taxes?

Less than \$25,000; \$25,001–50,000; \$ 50,001–75,000; \$75,001–100,000; More than \$100,001

4.4 What is the highest level of education you have completed?

Some high school, High school graduate/GED, Some college, 2-year college/technical school, 4-year college, Some postgraduate work, Postgraduate degree

4.5 In what state do you currently reside?

Washington, Oregon, Hawaii, Idaho, Other

4.6 What type of accounts do you have with HomeStreet Bank?

Checking/savings, Online banking/Bill Payer, Business account, CD/money market, Mortgage loan, Construction loan, Income property loan, Home equity loan, Insurance, None, Other

Giveaway Entry

To be eligible for the giveaway drawings, please enter your name and e-mail address below. All winners will be contacted by e-mail before March 31, 2002.

Your Name, E-mail Address

Submit, Cancel