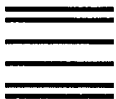


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**MR G SCOTT MCCOMB  
CHAIRMAN, PRESIDENT & CEO  
HEARTLAND BANK  
850 NORTH HAMILTON ROAD  
GAHANNA OH 43230 - 9918**



## Heartland Locations To Serve You

- Corporate Office**, Gahanna (614) 337-4600
- Columbus**, Capitol Square, 65 East State Street  
(614) 416-0244
- Croton**, 12 North Main Street  
(740) 893-2191
- Dublin**, 6500 Frantz Road  
(614) 798-8818
- Gahanna**, 850 North Hamilton Road  
(614) 337-4605
- Gahanna**, 67 North Stygler Road  
(614) 475-7024
- Grove City**, 2365 Old Stringtown Road  
(614) 875-1884
- Johnstown**, 730 West Coshocton Street  
(740) 967-6500
- Newark**, 44 W. Locust Street  
(740) 349-7888
- Reynoldsburg**, 6887 East Main Street  
(614) 416-0400
- West Columbus**, 130 North Wilson Road  
(614) 351-2100
- Westerville**, 450 South State Street  
(614) 839-2265
- Heartland Client Services**,  
(614) 416-BANK (2265), (800) 697-0049
- Heartland Investment Services**,  
450 S. State St. Westerville (614) 839-2265
- Heartland Insurance Services**,  
8760 Orion Pl., Ste. 110 Columbus (614) 918-2272

[heartlandbank.com](http://heartlandbank.com)

Member FDIC



09/2012



# Everything Speaks

*Your comments go  
straight to the top!*



**HEARTLAND BANK**  
*Central Ohio's Community Bank®*

*"Where Banking Feels Good!"®*



Dear Customer,

At Heartland Bank, we are consistently striving to provide you, our customer, with not only the best in financial services and accounts, but with exceptional personal service. As always, your opinion matters a great deal to us as we work to better serve you.

If you would, please take a moment to share with us your thoughts and opinions.

As a valued customer, your honest evaluation will be a great asset in our commitment to quality service.

Thank You,

G. Scott McComb  
Chairman, President & CEO

(614) 337-4600

mccombs@heartlandbank.com

850 North Hamilton Road • Gahanna, Ohio 43230 • (614) 337-4600

## How are we doing?

**1. Which office do you consider your "main office" or the "office most visited"?**

(Please choose all that apply)

- |   |                                       |
|---|---------------------------------------|
| Capitol Square <input type="checkbox"/>     | Johnstown <input type="checkbox"/>    |
| Croton <input type="checkbox"/>             | Newark <input type="checkbox"/>       |
| Dublin <input type="checkbox"/>             | Reynoldsburg <input type="checkbox"/> |
| Friendship Village <input type="checkbox"/> | Stygler Road <input type="checkbox"/> |
| Gahanna <input type="checkbox"/>            | Westerville <input type="checkbox"/>  |
| Grove City <input type="checkbox"/>         | Wilson Road <input type="checkbox"/>  |

**2. Why did you choose Heartland?**

- Personal referral  Quality of service   
 Advertisement  Convenience   
 Other \_\_\_\_\_

**3. I bank at Heartland Bank because: (Check all that pertain.)**

- Competitive Loan Products  
 Competitive Deposit Products  
 Customer service  
 Employee contact relationships  
 Sophisticated products  
 Convenient locations  
 Other \_\_\_\_\_

**4. How would you rate us on:**

- a. Friendliness?  
 Excellent  Good  Fair  Poor
- b. Reliability?  
 Excellent  Good  Fair  Poor
- c. Fast and efficient service?  
 Excellent  Good  Fair  Poor
- d. Staff knowledge of bank products?  
 Excellent  Good  Fair  Poor
- e. Receiving statements promptly?  
 Excellent  Good  Fair  Poor
- f. Statements which are easy to read?  
 Excellent  Good  Fair  Poor

**5. How would you rate your overall impression of services?**

- Excellent  Good  Fair  Poor

**6. How would you rate the appearance of the office?**

- Excellent  Good  Fair  Poor

**7. Have you signed up for or used any of the following:**

- |   |  |
|---|--|
| Online Banking <input type="checkbox"/>     | Investment Services <input type="checkbox"/> |
| Rewards Club <input type="checkbox"/>       | eStatements <input type="checkbox"/>         |
| Mobile Banking <input type="checkbox"/>     | Facebook <input type="checkbox"/>            |
| Insurance Services <input type="checkbox"/> |  |

**8. What is most important to you in your banking relationship?**

- Product selection  Quality of service   
 Service charges  Convenience   
 Interest rates   
 Other \_\_\_\_\_

**9. Do you have accounts at other financial institutions?**

- Yes  No

**10. Are there any additional products or services you would like to see offered?**

\_\_\_\_\_  
 \_\_\_\_\_

**11. How long have you been a Heartland Bank customer?** \_\_\_\_\_

**12. Are you easily able to navigate our website?**

- Yes  No

**13. I would recommend Heartland Bank to others.**

- Yes  No

**Please share your Comments and/or Suggestions:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**OPTIONAL:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Date: \_\_\_\_\_