Households expressed a high level of satisfaction with the services provided through the direct channels, and a low level of satisfaction with the functioning of the branches.

Figure 1.14 Satisfaction with Banking Services in the Different Channels, Total Banking System, 2018 (percent) 100 92.3 91.6 88.7 90 80 68.8 70 60 47.4 50 40 30 20 10 0 Call center Internet Application Self-serve Branch teller

SOURCE: Survey conducted by the Banking Supervision Department in July-August 2018.

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