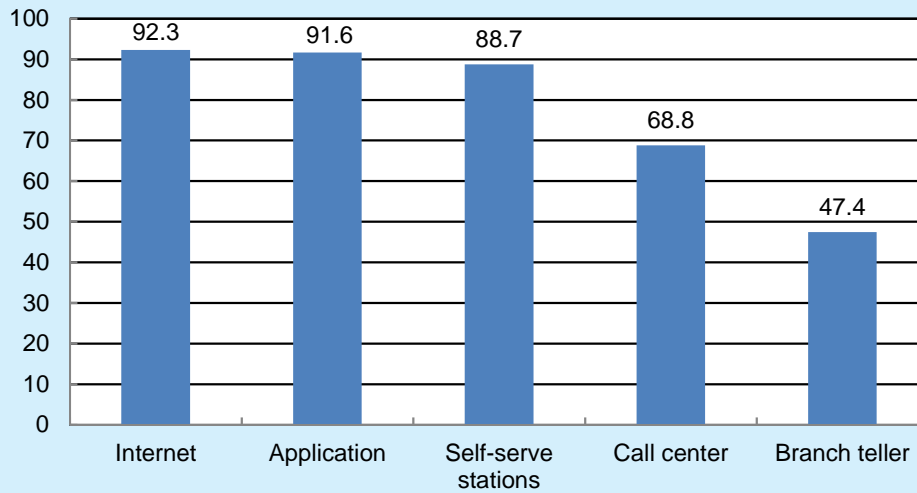


Households expressed a high level of satisfaction with the services provided through the direct channels, and a low level of satisfaction with the functioning of the branches.

**Figure 1.14**  
**Satisfaction with Banking Services in the Different Channels, Total Banking System, 2018** (percent)



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