**Title Page**

**Title:**

**Service Quality, Customer Satisfaction and Behavioural Intentions in the banking industry: the case of Middle East**

**Author details:**

***Jaya Sangeetha, Ph.D.***

Member of faculty,

Modern College of Business and Science,

Department of Business and Economics

Post Box 100, Postal Code 133,

Building #273, Block #259,

Baushar Street, Baushar, Muscat, Sultanate of Oman

Ph.- (00968)-92598935

e-mail: [jayasangeeta@yahoo.com](mailto:jayasangeeta@yahoo.com)