

## Credit Union Customer Satisfaction Survey

**Please rate the following on a scale from 1 to 5 (5 being the best):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. Friendliness of Employees |  |  |  |  |  |
| 2. Quality of Service |  |  |  |  |  |
| 3. Promptness of Service  |  |  |  |  |  |
| 4. Branch Security |  |  |  |  |  |
| 5. Convenience of Location |  |  |  |  |  |
| 6. Appearance of Facility (cleanliness, décor) |  |  |  |  |  |
| 7. Overall Impression of Your Visit |  |  |  |  |  |

**Please tell us which of these services you used today:**

|  |  |  |  |
| --- | --- | --- | --- |
| O | Cash withdrawal | O | Loan service |
| O | Cash deposit | O | Notary service |
| O | Funds transfer | O | Safe deposit |
| O | ATM | O | General questions |
| O | Questions about account | O | Got a lollipop for my kids |

**How many days has it been since your last visit?**

\_\_\_\_ 

\_\_\_\_ 

**Which of the following would you say is your favorite thing about us:**

O Service

O Convenience

O Facilities

O I like the way you scan survey forms

**Write any comments in the space below:**