



Credit Union Customer Satisfaction Survey

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

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

Please tell us which of these services you used today:

- | | |
|-----------------------------------------------|--------------------------------------------------|
| <input type="radio"/> Cash withdrawal | <input type="radio"/> Loan service |
| <input type="radio"/> Cash deposit | <input type="radio"/> Notary service |
| <input type="radio"/> Funds transfer | <input type="radio"/> Safe deposit |
| <input type="radio"/> ATM | <input type="radio"/> General questions |
| <input type="radio"/> Questions about account | <input type="radio"/> Got a lollipop for my kids |

How many days has it been since your last visit?

- _____ ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨
- _____ ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

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

- Service
- Convenience
- Facilities
- I like the way you scan survey forms

Write any comments in the space below: