

Dear Member,

You recently called or visited the credit union. Please, if you will, tell us how it went for you. ***Your feedback will help us sharpen our performance and be more helpful to you and other members.***

ASPECT OF SERVICE	Excellent										Poor											
Were we friendly and attentive?	10	9	8	7	6	5	4	3	2	1	0	10	9	8	7	6	5	4	3	2	1	0
Did we fulfill all your needs?	10	9	8	7	6	5	4	3	2	1	0	10	9	8	7	6	5	4	3	2	1	0
Did we get you in and out quickly?	10	9	8	7	6	5	4	3	2	1	0	10	9	8	7	6	5	4	3	2	1	0
Did we offer helpful information?	10	9	8	7	6	5	4	3	2	1	0	10	9	8	7	6	5	4	3	2	1	0
Overall, how would you rate our service?	10	9	8	7	6	5	4	3	2	1	0	10	9	8	7	6	5	4	3	2	1	0

And finally, thinking more about your total experience with the credit union, please tell us...

	Extremely likely					Neutral					Extremely unlikely											
How likely are you to recommend us to your friends	10	9	8	7	6	5	4	3	2	1	0	10	9	8	7	6	5	4	3	2	1	0

YOUR COMMENTS Give us your thoughts about the above, or tell us how we can improve:
