

THE HEARTBEAT

The Small Credit Union
With a Big Heart

Members 1st Credit Union

10 Browne Ct ~ PO Box 8245~Brattleboro VT 05304 (802) 257-5131 www.members1cu.com



CLOSING DATES

Monday, January 1st for New Years Day
Monday, January 15th for Martin Luther King Jr Day
Monday, February 19th for Presidents Day

2018

From Our Family to Yours:

Thank you so much for being a member with Members 1st Credit Union! Your membership and support in this community is the greatest gift we could have ever wished for. This year has been a wild ride from start to finish and we wouldn't have been able to do it without your patience and good spirits. May your holiday season be filled with great food, and better people! Hope you had a wonderful holiday season!



With love,

Members 1st Credit Union

"Hi,

I've been a member of the credit union since the early 1980s.

I like the fact that it's a financial institution owned by its members, not a large impersonal bank with a board of directors who don't live in the local area. Knowing my money is used to help local folks is important to me. Every time I walk into the building, I'm greeted by staff who are friendly and helpful.

Thank you for being an important part of our community."

-K.N.

WHAT DOES MEMBERS 1ST MEAN TO YOU?

Has Members 1st had an impact on your life? Please share it with us! We love hearing how we have helped change the lives of the members we love so much. You can mail in testimonials to:



sharvey@members1cu.com

Or, you can mail them to:

Members 1st
Credit Union
P. O. Box 8245
N. Brattleboro,
VT 05304-8245

We've included a short survey for you this month.

We'd love your input on what you think of your credit union. Your participation is extremely important so we can better serve all of our members. We have a thank you prize for every survey that is submitted. Turn yours in today!

DECEMBER 2017

OFFICE STAFF

EVELYN SIROIS CEO
Judy Wisell
Gretchen White
Kelly Wunsch
Megan LaFlam
Susan Hadden
Dorothy Goldy
Skyla Harvey
Linda Carta
Debi Williams

BOARD OF DIRECTORS

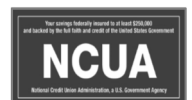
CHAIRPERSON
Betty Chamberlin
VICE CHAIRPERSON
Bill Harvey
TREASURER
Judith Wisell
SECRETARY
Tamara Gray
DIRECTORS
David Cotton
William Duggan
Steve Clark

SUPERVISORY COMMITTEE

Kathy King
PJ Braun
Sheri Bolster

OFFICE HOURS:

Drive-Up Opens 8:00
Lobby Opens at 9:00
We close Monday-
Wednesday at 4:00pm
Thursday at 5:00pm
Friday at 6:00pm



Dear Member,

How can we help improve **your** Credit Union? New products? Improved services? Please take a few minutes and let us know by answering this survey and return it to us in person, by fax at 802-257-5837, by mail to PO Box 8245 N. Brattleboro, VT 05304 or by email at survey@members1cu.com. Once we receive your completed survey, you will receive a **THANK YOU** gift.

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❖ What was your primary reason for choosing Members 1st? Rates
 Products
 Local Service
 Other _____

❖ Is Members 1st your primary financial institution (PFI)? Yes No
If not, please tell us why: _____

❖ How satisfied are you with Members 1st? Very satisfied
 Somewhat satisfied
 Not very satisfied

❖ Please tell us how you feel about our:

	Very happy	Somewhat Happy	Unhappy
<input type="radio"/> Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Deposit Rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Loan Rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

❖ Please tell us how you feel about our staff:

	Strongly Agree	Agree	Disagree
<input type="radio"/> Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Good Listener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Offered other products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

❖ What products would you be interested in that Members 1st currently does not offer?

	Very	Somewhat	Not at all
<input type="radio"/> Bill-pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Mobile deposits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Mobile person-to-person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Mobile Pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Business Deposit Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Business Loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Student Loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Other products and / or services not listed above: _____			

❖ Would you like to participate in a Credit Union focus group? Yes No

❖ Other thoughts / comments: _____

❖ Please provide your name and contact information: _____