

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: _____