



2016 MEMBER SURVEY

In order to complete the survey, please fill in your name and email address below. *This information will be used for the gift card raffle.*

MEMBER INFORMATION:

1. **Member Name:**
(Please Print)

2. **Email Address:**
(Please Print)

MEMBERSHIP INFORMATION:

3. **This questionnaire was completed by a**

- Man
- Woman

4. **Which group best describes your age?**

- 17 and under
- 18 to 25
- 26 to 45
- 46 to 64
- 65 and older

5. **Which of the following best describes your membership status?**

- Employee of a participating employer
- Other (Spouse, Retired, Family Member, etc.)

6. **How long have you been a member of METRO Federal Credit Union?**

- Under one year
- Between 1 and 3 years
- Between 4 to 10 years
- More than 10 years

ACCOUNT PREFERENCES

7. **Where do you have your primary checking account? (Please mark all that apply)**

- METRO Federal Credit Union
- Chase
- Bank of America
- TCF
- BMO Harris
- N/A
- Other _____

(CONTINUED)

8. Why do you “bank” with us? (Please mark all that apply)

- Staff knows and helps me
- Services meet my needs
- Variety of savings options
- Variety of loan options
- Loan rates are attractive
- Other _____

9. If you also use another financial institution, please tell us why: (Please mark all that apply)

- Longer hours
- More convenient location
- Better deposit rates
- Lower loan rates
- Staff is more helpful
- More services/products
- N/A
- Other _____

MEMBERSHIP SATISFACTION

10. In general, how satisfied are you with METRO Federal Credit Union?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

If you marked NEUTRAL, DISSATISFIED, or HIGHLY DISSATISFIED, please explain what METRO can do to improve your satisfaction in the future:

11. How has your level of satisfaction with METRO Federal Credit Union changed over the last YEAR?

- Increased
- Stayed the same
- Decreased

If you marked DECREASED, was there a specific incident that caused your decrease in satisfaction? Please explain:

12. The number of Tellers available to serve you is:

- Excellent
- Usually adequate
- Insufficient

13. Please tell us about the quality of service received from our staff in each of the following areas:

Ability to answer your questions:

- Excellent Above Average Average Poor

Concern with meeting your needs:

- Excellent Above Average Average Poor

Accuracy in handling your transactions:

- Excellent Above Average Average Poor

Promptness in serving you:

- Excellent Above Average Average Poor

Product and service knowledge:

- Excellent Above Average Average Poor

Speed in handling your transactions:

- Excellent Above Average Average Poor

Courtesy to you as a member:

- Excellent Above Average Average Poor

14. Please indicate your overall satisfaction with our LOAN DEPARTMENT at METRO Federal Credit Union?

Staff's LOAN product knowledge:

- Excellent Above Average Average Poor

Ability to answer your LOAN questions:

- Excellent Above Average Average Poor

Speed in handling your LOAN transactions:

- Excellent Above Average Average Poor

Attention to detail during the LOAN Disbursement Process:

- Excellent Above Average Average Poor

MEMBERSHIP SATISFACTION

15. What new product or service would you like METRO to offer in the future?

16. Would you recommend METRO to your co-workers and family?

- Yes
 No

If you marked NO, please explain _____
