



FEDERAL EMPLOYEES (KINGSTON) CREDIT UNION LIMITED

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501-4499 Bath Road, Amherstview, ON K7N 1A6

Tel: 548-4094 Fax: 546-5225
Tel: 634-3875 Fax: 634-1711

MEMBER SURVEY

Dear Credit Union Member:

Staying in touch with the members is a major cornerstone of a successful Credit Union. Keeping abreast of our members' changing financial needs is crucial if we are to continue to provide the products and services that our members require. We need to hear from you so that we can serve you better now and in the future. We would be grateful if you could take a few minutes to complete the following survey and return it to us at your earlier convenience. The information you provide will benefit not only you but also all members of your Credit Union.

As a thank you, if you return your completed survey by **Friday, October 15, 2010**, you could **win one of 3 cash prizes totalling \$300**. Simply fill in your name, address, and phone # on the tear off portion and return it with the completed survey. The draw will be held on **Monday, November 1, 2010**. Please complete and return your survey today. Your input is important and greatly appreciated.

The winners must answer a time limited, skill-testing question.
Thank you and Good Luck in the draw!!

1. How long have you been a member of the Credit union?

Less than 1 year____ 1-4 years____ 5-10 years____ 11-20 years____ 21-25 years____ over 25 years____

2. Would you recommend the Credit Union to your friends and or family?

YES_____ NO_____

If NO, please explain_____

3. What if anything, do you feel could be improved about your Credit Union?

4. What is the overall level of satisfaction with your Credit Union? Please tick one.

Very Pleased_____ Satisfied_____ Neutral_____ Displeased_____ Very Displeased_____

5. Please check all the financial institutions you personally use and the one you use most often.

	Institutions You Use	One Used Most Often
Federal Employees Credit Union	_____	_____
Other Credit Union	_____	_____
TD Canada Trust	_____	_____
Bank of Montreal	_____	_____
C.I.B.C/ PC Financial	_____	_____
Bank of Nova Scotia	_____	_____
Royal Bank	_____	_____
Other (please specify) _____		

6. Check as many as appropriate. What services do you use at the:

	Credit Union	Other Financial Institution
Personal Chequing	_____	_____
Savings	_____	_____
Term Deposits (G.I.C.s)	_____	_____
Direct Pay Deposit	_____	_____
Payroll Deduction Plan	_____	_____
RRSP/ RRIF	_____	_____
Mutual Funds	_____	_____
Automated Teller Machine	_____	_____
Personal Loans	_____	_____
Line of Credit	_____	_____
Mortgage	_____	_____
Mastercard/Visa	_____	_____
U.S. Dollar Account	_____	_____
Travelers Cheques	_____	_____
Safety Deposit Boxes	_____	_____
Bill Payment Service	_____	_____
Out of Province Insurance	_____	_____
Car Insurance	_____	_____

7. Please tell us of any other product or service you would like the Credit Union to provide.

8. What are the reasons that you joined the Credit union?

Dissatisfied with other Financial Institution	_____
Referred by Relative or Friend	_____
Professional Service, Friendly Staff	_____
Interest Rates on Loans, Mortgages / Deposits	_____
Our Location	_____
Other (please explain) _____	

Name : _____

Phone : _____

Address : _____

Account # _____
