

**NORWICH TELOPS FEDERAL CREDIT UNION**  
**MEMBER SURVEY QUESTIONNAIRE**

**2010**

---

The Directors and Management of NORWICH TELOPS FCU appreciate your taking time to respond to this Survey Questionnaire. The purpose of the survey is to receive input from you, the membership of the credit union. Your input and ideas will assist us to make changes and improvements to your credit union. Please feel free to add comments at the conclusion of the questionnaire. Thank you for your assistance and your loyalty to your credit union.

**NAME:** \_\_\_\_\_ **ADDRESS:** \_\_\_\_\_  
(Optional)

**GENERAL INFORMATION:**

1. How many years have you been a member of the credit union? \_\_\_\_ Years.
2. Is your membership the result of (circle one) Company Family Retiree
3. What is your age group? 18-30 \_\_\_\_ 31-45 \_\_\_\_ 46-65 \_\_\_\_ over 65 \_\_\_\_
4. Do you have a computer at home? Y \_\_\_\_ N \_\_\_\_
5. If yes to question #4, do you use the internet? Y \_\_\_\_ N \_\_\_\_
6. If yes to question #5, do you use the credit union's website, home banking facilities?  
Y \_\_\_\_ N \_\_\_\_
7. Do you generally favor the use of technology in your banking needs? Y \_\_\_\_ N \_\_\_\_
8. If the credit union did not offer all of the most updated technology, would this have any effect on how much you did business with the credit union? Y \_\_\_\_ N \_\_\_\_

**LOAN INFORMATION:**

1. Are you aware of all of the loan products that are offered by the credit union?  
Y \_\_\_\_ N \_\_\_\_
2. Are you currently a borrowing member of the credit union? Y \_\_\_\_ N \_\_\_\_
3. If you are not a borrowing member do you have your loans at? Bank \_\_\_\_  
Other Credit Union \_\_\_\_ Other \_\_\_\_ (Check all that apply)
4. If you have applied for a loan at Norwich Telops FCU has the credit union notified you of the decision in: Timely manner \_\_\_\_ Takes too long to reach a decision \_\_\_\_
5. If you have an approved loan, did the closing of the loan take place in:  
Timely manner \_\_\_\_ Took too many days to close \_\_\_\_
6. Do you feel the credit union is sensitive to the members regarding the approving of loans?  
Y \_\_\_\_ N \_\_\_\_ Comments \_\_\_\_\_  
\_\_\_\_\_
7. When considering applying for a loan at a financial institution are you: Rate sensitive \_\_\_\_  
Location sensitive \_\_\_\_ Loyal to the credit union if all things are equal \_\_\_\_

**SHARE INFORMATION:**

1. Do you feel that the credit union is competitive in the offering of rates to the share deposit accounts compared to other financial institutions in the area? Y\_\_\_ N\_\_\_
2. Other than the share account that is required to be a member, do you have other deposit accounts with the credit union? Y\_\_\_ N\_\_\_
3. If the answer to question #2 is yes, please check off the accounts that you currently have:  
Share \_\_\_ Draft \_\_\_ Additional share accounts \_\_\_  
Share certificates \_\_\_ Club accounts \_\_\_
4. Please check off the most important factors when considering opening a deposit account with a financial institution: Rates \_\_\_ Location \_\_\_ Convenience (hours) \_\_\_  
Personnel of the institution \_\_\_ Size of the institution \_\_\_

**GENERAL QUESTIONS:**

1. Please rate the professionalism of the management and staff using 1 as excellent and 5 as needs improvement: 1 2 3 4 5 (circle one)
2. If you rated the above question a 4 or 5, please be specific as to what the improvement needs to be: \_\_\_\_\_
3. How would you rate your most recent visit to or telephone visit to the Norwich Telops FCU office as to service, convenience, and professionalism? 1 2 3 4 5  
(circle one using 1 as excellent and 5 as needs improvement)
4. Do you use the following products/services? (check any that apply)  
\_\_\_ ATM \_\_\_ Website  
\_\_\_ Debit Card \_\_\_ Payroll Deduction  
\_\_\_ Online Banking
5. Are there any products or services that the credit union does not offer that you would like to see offered now or in the immediate future? Y\_\_\_ N\_\_\_
6. If the answer to question #5 is yes, please specify what those products/services are that you would like to see offered \_\_\_\_\_
7. If you have any ideas that could be used to improve the credit union or make the credit union an easier place to do your financial business, please write your comments here:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The Board of Directors and Management of Norwich Telops Federal Credit Union wish to thank you for taking time to complete this survey. This is a form of communication with you, the owners of the credit union, to determine how you feel about your credit union. The credit union wishes to thank you for placing confidence and trust in allowing us to take care of your financial needs.