

2024 Annual Member Survey

All completed surveys returned by Friday, September 20, 2024 will be entered into a drawing to **WIN \$802.00 CASH OR 1 of 15 \$100 Gift Cards!***

To provide you with the highest level of service possible, please respond to the following member service related questions. Circle the number that best fits each item below. To submit your survey digitally, visit 802cu.com/member-survey.

Description	Scale				
	Poor	Fair	Good	Very Good	Excellent
1. Please rate the quality of our member service.	1	2	3	4	5
2. Please rate the quality of our products.	1	2	3	4	5
3. How do we perform in the area of professionalism?	1	2	3	4	5
4. How do we perform in the area of staff knowledge?	1	2	3	4	5
5. How do we perform in the area of accuracy?	1	2	3	4	5
6. How do we perform in the area of response time?	1	2	3	4	5
7. How would you rate our ability to keep you informed of our promotions/events?	1	2	3	4	5

8. How likely would you be to recommend 802 Credit Union to a friend, family member, or co-worker? (Please circle)

Not Likely
Extremely Likely

1
2
3
4
5

9. Do you have a checking account with 802 Credit Union? (Please circle) **Yes / No**
 If no, would you like information highlighting the benefits of our **FREE** checking accounts? (Please circle) **Yes / No**

10. We might be able to save you money on your monthly payments. Would you like a loan officer to contact you about refinancing your current loans financed at other banks or credit unions? (Please circle) **Yes / No**

11. Would you like more information on any of the following loan products? (Please circle)

Mortgages Home Equity Loans Auto Loans Debt Consolidation Loans Student Loans Credit Cards

12. Which branch do you usually visit or call? (Please circle) **Barre** **Bellows Falls** **Brattleboro**
Putney **South Burlington** **Springfield** **Townshend** **White River** **Windsor**

13. Is there anything that we could do to provide you with a better service experience? Are there any products that you would like to see implemented in the future? _____

Full Name (Please Print) _____

Email Address _____

Phone Number _____

Please return this survey to any branch, email it to feedback@802cu.com or mail it to:

802 Credit Union
P.O. Box 8366
Brattleboro, VT 05304



*1 \$802 cash prize available, 15 \$100 gift card prizes available. Members can only win once per member survey period. Winner will be required to verify their address, phone number, email address, and furnish their Social Security Number. Any prize won and accepted with a value of \$600 or more must be subject to 1099-MISC tax reporting. All related expenses, including applicable taxes and/or fees are the sole responsibility of the winner.