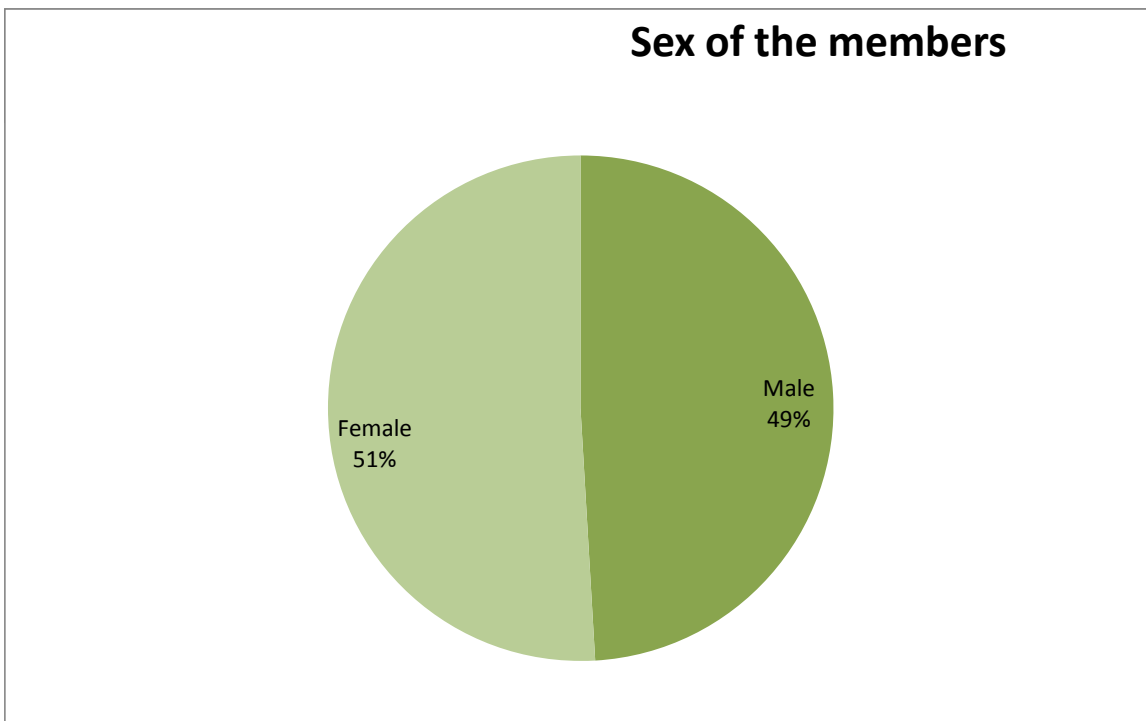
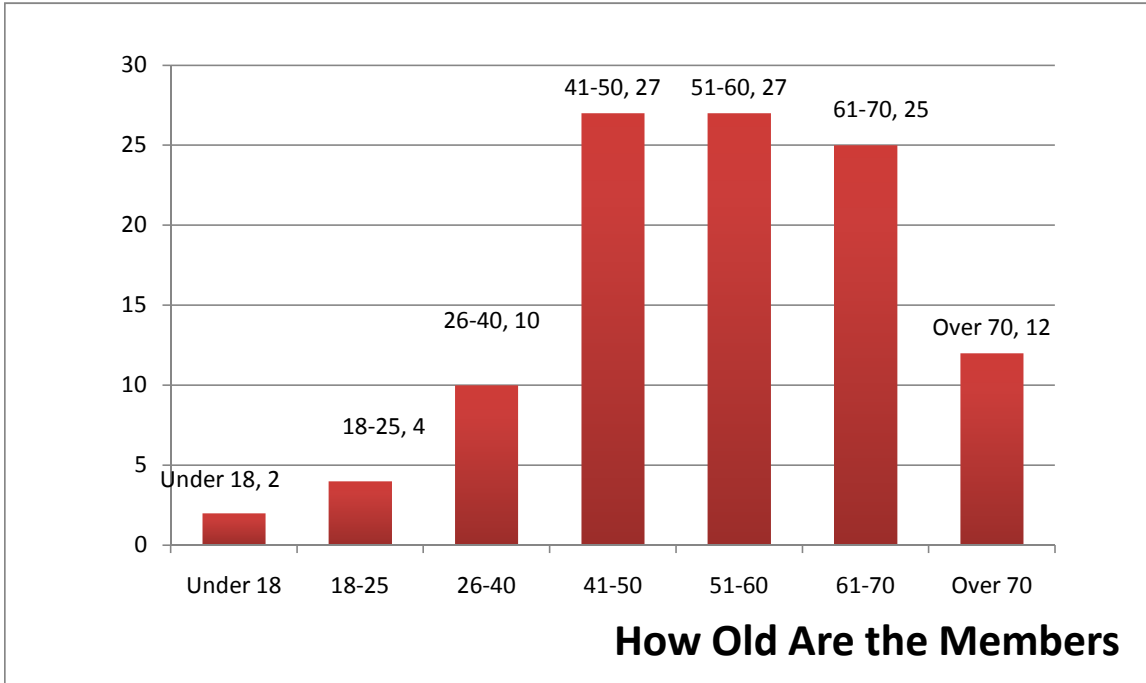
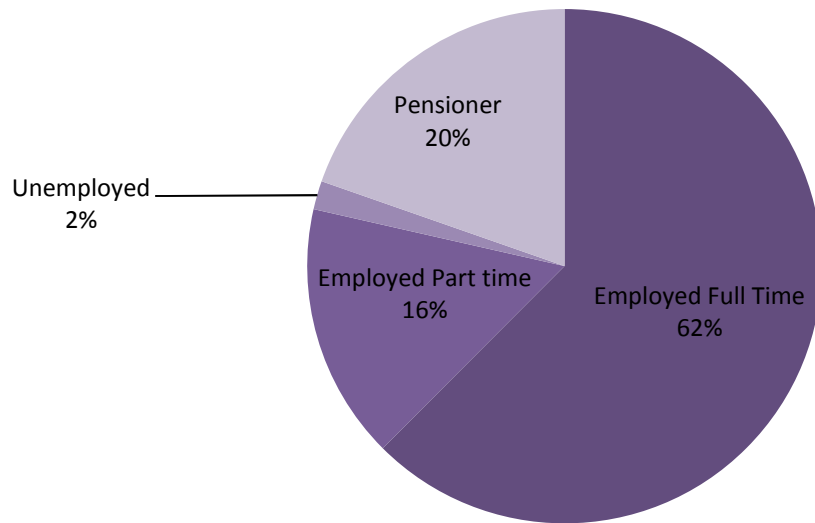


MoneyWise Member Survey March 2010

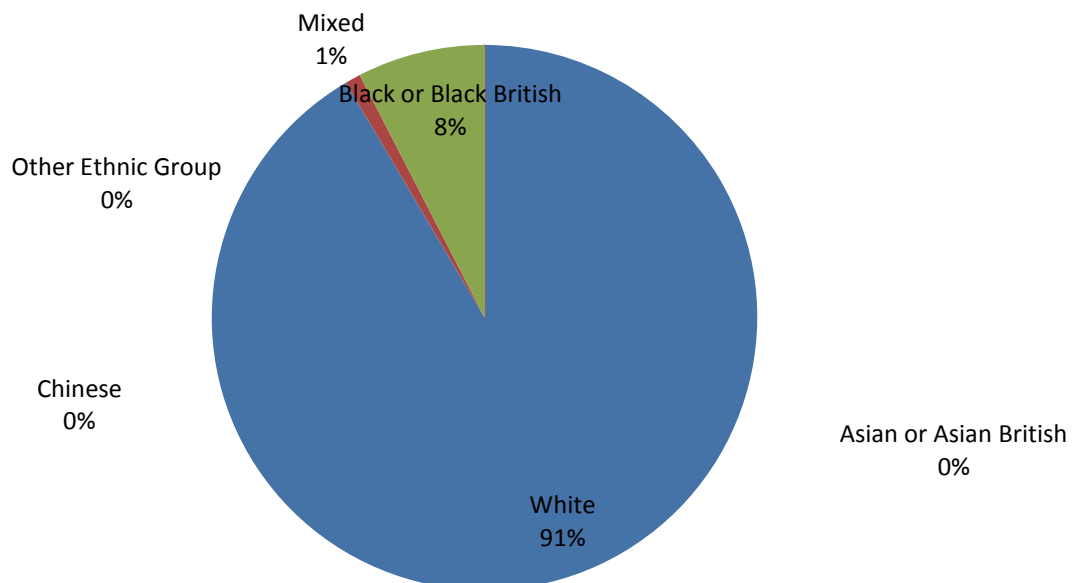
Based on 108 responses



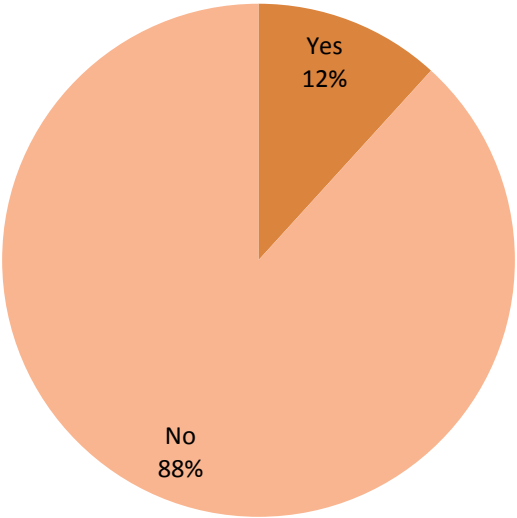
Member's employment



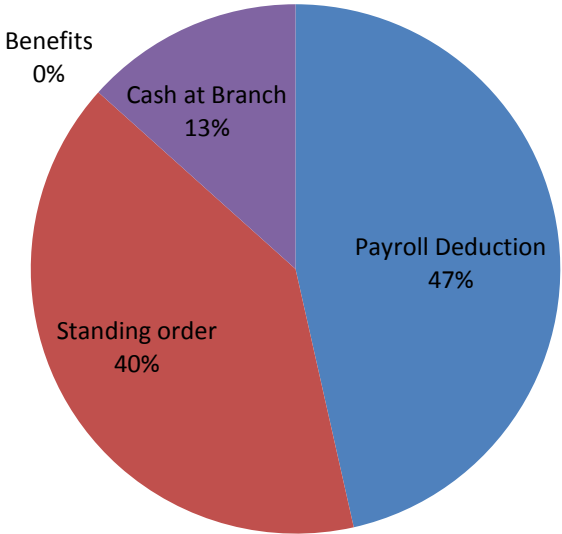
Ethnicity of members



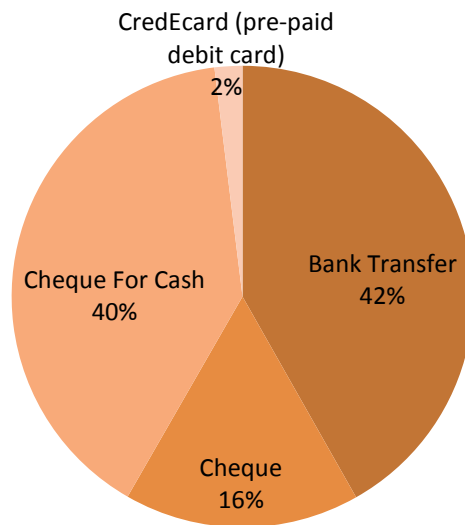
Disabled Members



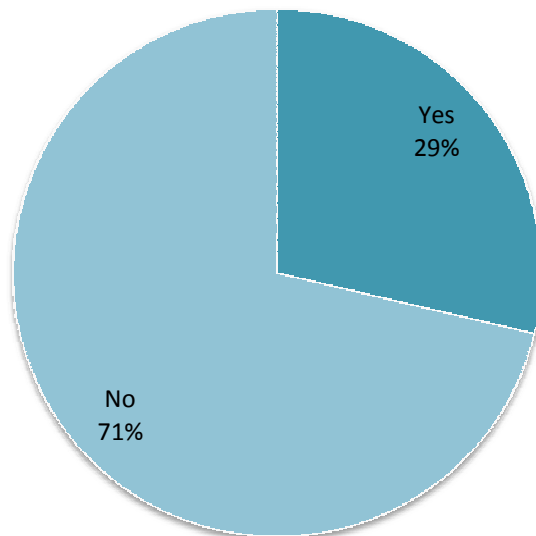
How do the members have money paid into the credit union



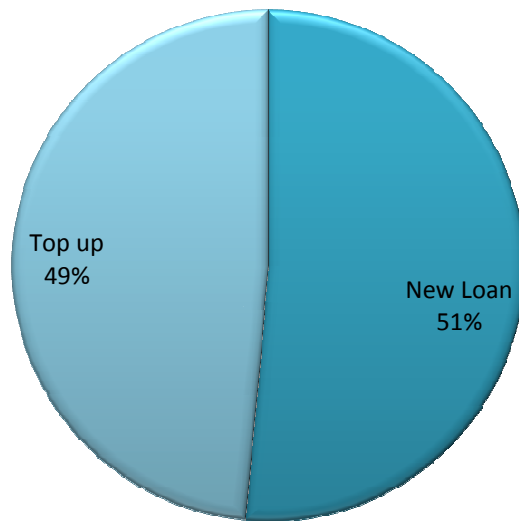
How do the members like the money paid out to them



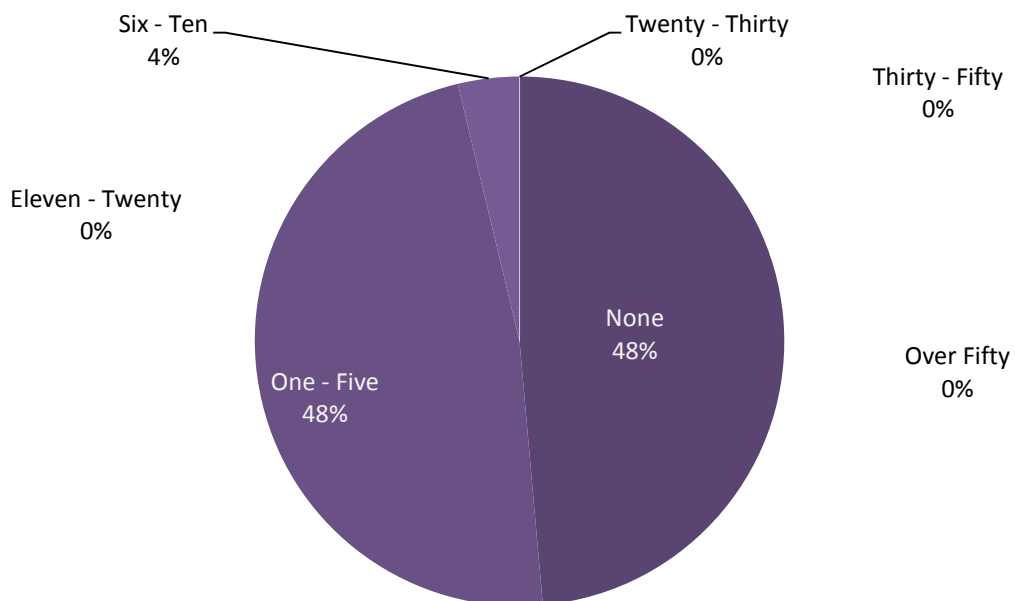
Have the members had a loan in the last 12 months



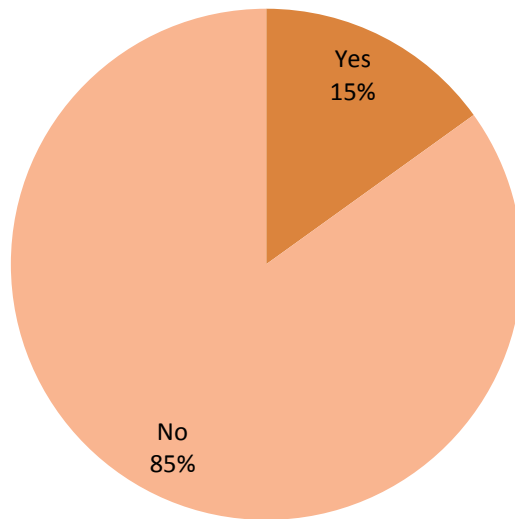
What type of loan have the members taken out



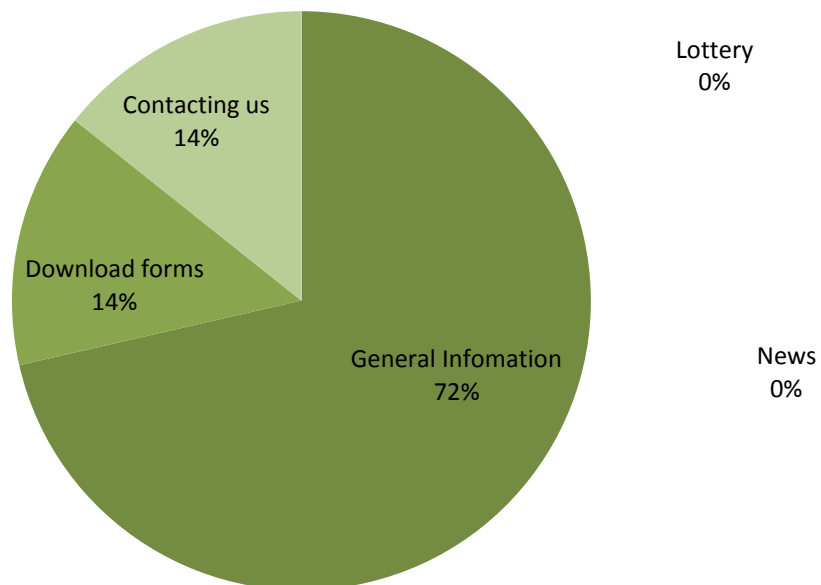
How many times have the members visited the office (last 12 months)



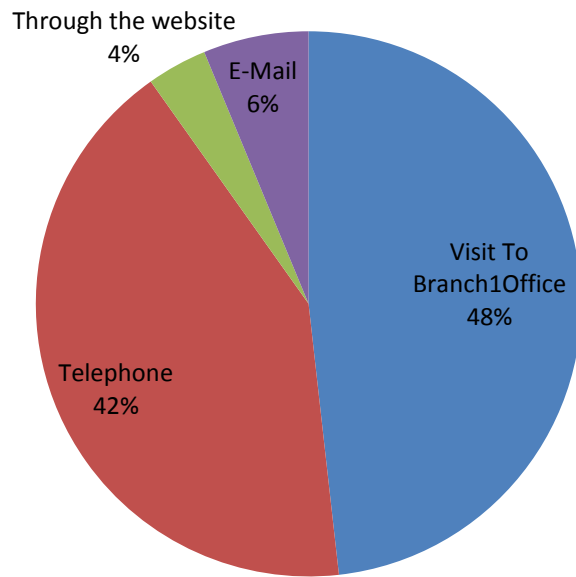
Have the members used the moneywise website



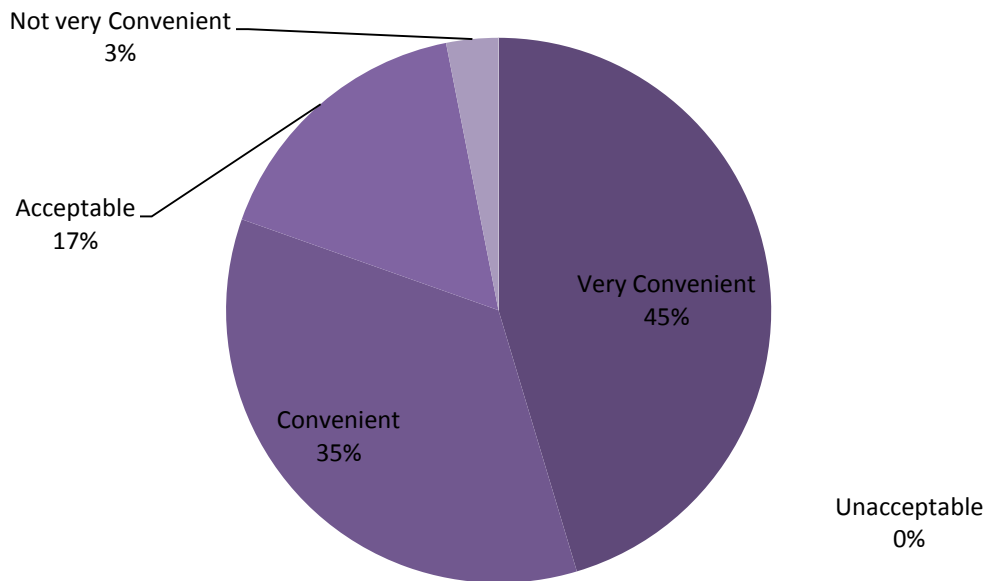
Why did the members use the site



How did the members last contact us

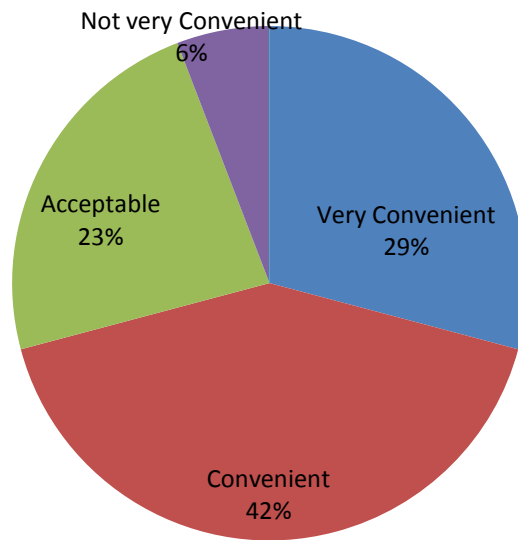


How Convenient was the location of the branch



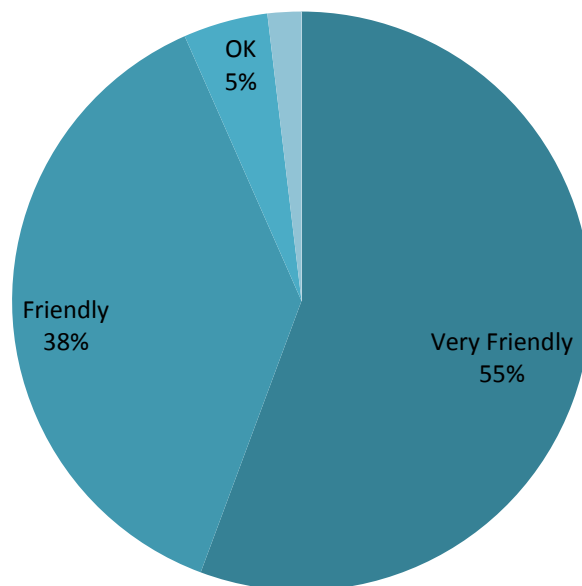
How were the opening times

Unacceptable
0%



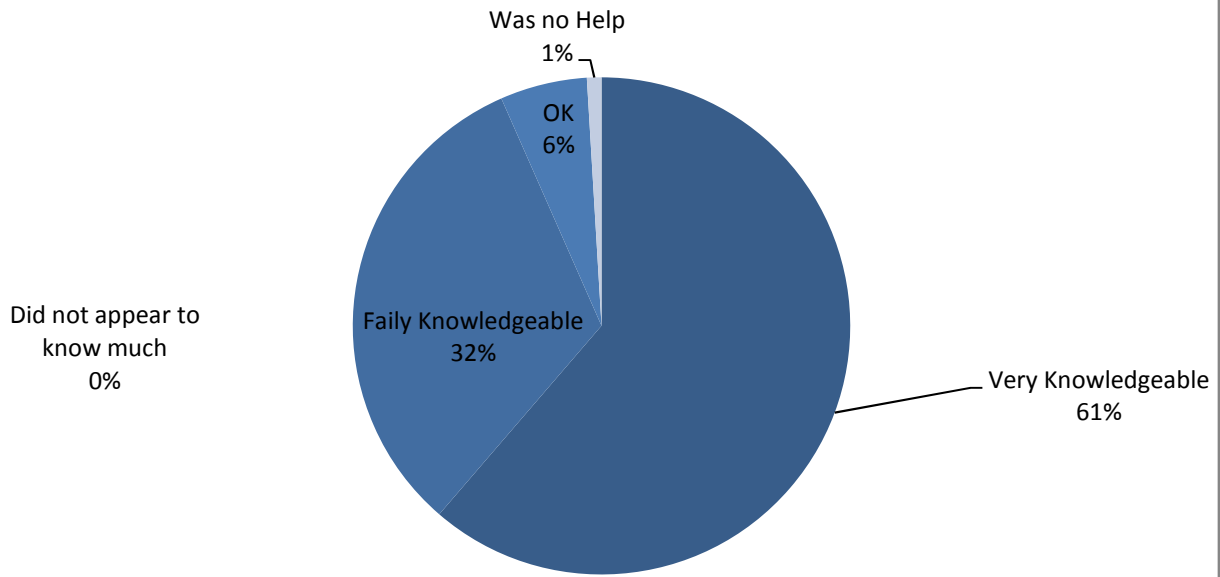
How friendly were the staff?

Not Very Friendly
2%

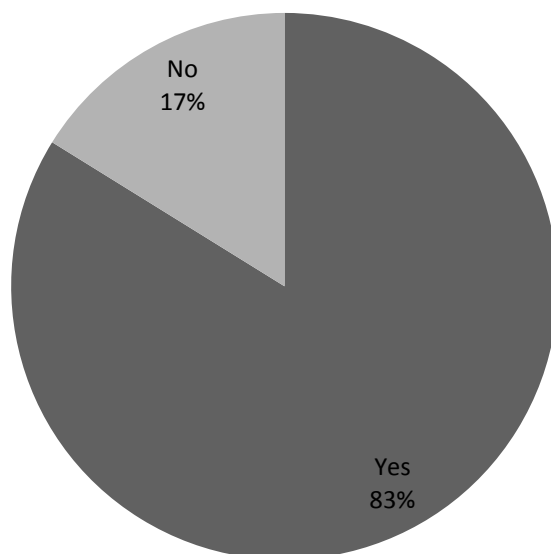


Other Comments
0%

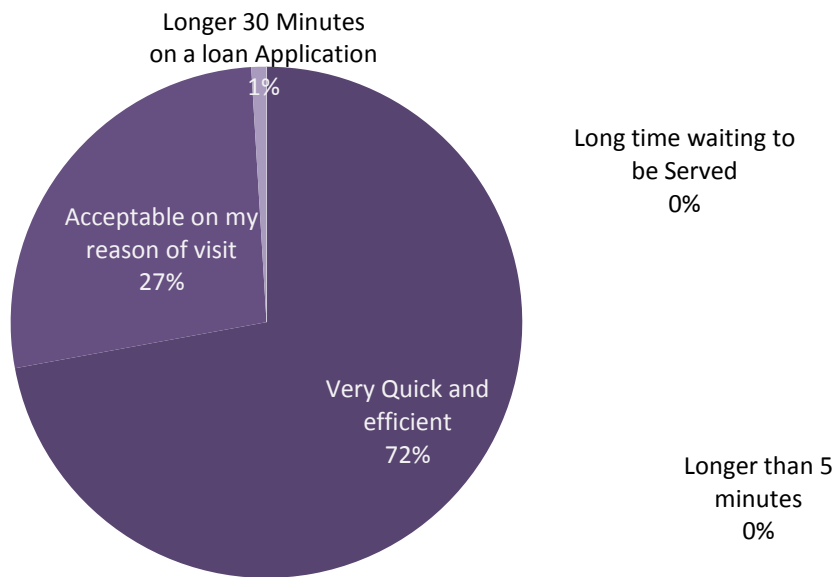
How knowledgeable were the staff or volunteers?



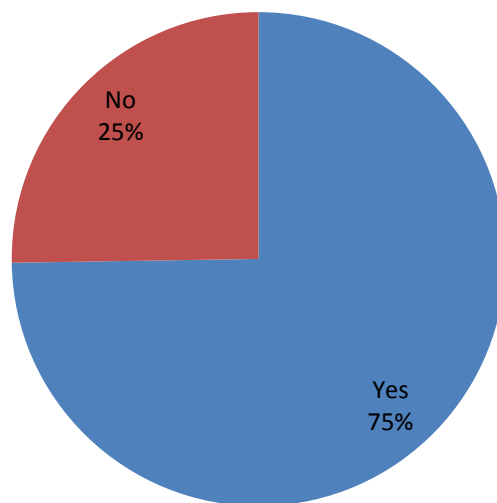
Were you dealt with by a member of staff?



How long did your visit take



Do you consider privacy a major factor in customer service?



What are the most important things about the CU?

