

IMPORTANCE SCALE SURVEY

For each question below, circle the number to the right that best fits your opinion on the importance of the issue.
Use the scale above to match your opinion.

Question: What products/offerings/services are most important to you	Scale of Importance				
	Not at all	Not very	No Opinion	Some-what	Extremely
Savings Accounts/Club Accounts/Certificate Deposits	1	2	3	4	5
Free Checking Account ---1 st Checks supply is on Us	1	2	3	4	5
ATM/Debit Card -- 100Plus Charge Free Locations	1	2	3	4	5
On Line Banking —Website access	1	2	3	4	5
Voice Response Line (Review Account Activity—Call 425-SAVE using a touch tone phone)	1	2	3	4	5
Credit Visa Cards –Call today for your application. Our rates as low as 9.99% APR	1	2	3	4	5
Loan Services to include Auto, Personal Needs, Overdraft Prot, RV's and more.	1	2	3	4	5
Mortgage Services	1	2	3	4	5
Park Tickets/Movie Tickets (Sold at Discount)	1	2	3	4	5
Bank Wire Transfers/Western Union Service	1	2	3	4	5
Notary Service/Postage Stamps	1	2	3	4	5
Family Membership	1	2	3	4	5
Auto, Homeowner Insurance	1	2	3	4	5
Financial Planning/Counseling	1	2	3	4	5
Tax Preparation—Refund Loans	1	2	3	4	5
Cash Services	1	2	3	4	5
Dealing with a staff that knows me and I know them.	1	2	3	4	5
Add your suggestion: _____	1	2	3	4	5

About You (optional)

Name _____ E-mail _____
 Address _____ Phone _____
 City, State, _____
 ZIP Code _____

Would you recommend us to a co- worker or family member? Yes No

How can we Improve?



Crouse Federal Credit Union

730 S Crouse Avenue
Syracuse, New York 13210
Phone 315 470-7928

Please take a moment to help us improve your experience at Crouse Federal Credit Union. When you're done, please drop the questionnaire in our drop box located across from our ATM machine in the basement of Crouse Hospital, mail through the interoffice, or fax to 315 470-5633 **OR**

For your confidence the return can be addressed to:

R. Mirra, Crouse FCU, 730 S Crouse Ave, Syracuse, New York 13210.

May we help you?

How Long have you been a member?

- New Less than 1 year
- 1-5 years
- 5-10 years
- 10 over

How often do you come to our Credit Union

- 3 or more times a week
- 3 or fewer times a month
- Seldom
- Never

Does our staff provide personal, friendly, efficient, time sensitive service?

- Personal, Friendly, efficient, quick
- Average
- Varies on each visit
- Poor service

How would you rate Credit Union on the whole?

- Consistent high quality
- Generally good
- Quality varies daily
- Poor quality

Do you use our Voice Response Line? 425 SAVE or 425 7283

- 3 or more times a week
- 3 or fewer times a month
- Seldom
- Never

When you telephone the credit union how would you rate the experience?

- Friendly and helpful
- Average
- Varies on each call
- Poor Service

Additional Comments
