



Member Satisfaction Survey

Your Opinion Really Matters!

Name:	Account Number:
Phone:	E-mail:

In general, how satisfied are you with the services provided at Latah Federal Credit Union?

Very Satisfied Satisfied Not Satisfied Don't Know

How important is each of the following items in relationship with any financial institution with which you do business?

	Very Important	Moderately Important	Somewhat Important	Not Important at All
Prompt Service				
Friendliness of Staff				
Knowledge of Staff				
Speed of Transaction				
Information Provided				
Questions Answered				
Competitive loan rates				
Convenient branch locations				
Branch hours of operation				
Online services				
Convenient ATM locations				
Interest paid on savings				

How does Latah Federal compare to other financial institutions that you use for each of the following items?

	Significantly Better	Better	About The Same	Worse	Significantly Worse
Friendly & knowledgeable staff					
Speed of processing					
Competitive loan rates & fees					
Convenient branch locations					
Branch hours of operation					
Online services					
Convenient ATM locations					
Low account fees					
Interest paid on savings					

Which of the following would most enhance the value of Latah Federal Credit Union to you?

[Please choose 3. Rate in order of importance]

- More ATM locations
 Reduced Fees
 More branch locations
 Better savings rates
 Better Loan rates
 Longer branch hours
 Improved online services

With which financial institution do you conduct most of your personal banking?

[Please choose one]

- US Bank
 Wells Fargo
 Sterling Savings
 Chase
 Potlatch No. 1 Credit Union
 Latah Federal Credit Union
 Other credit union _____
 Other bank _____

How willing are you to consider Latah Federal Credit Union for a Loan?

- Very willing
 Somewhat willing
 Not at all

If you answered, "Somewhat Willing" or "Not at All", why? [use answers in box]

- Loan rates not competitive
 Application process it too lengthy
 Application process is too difficult
 Staff lacking expertise
 Poor service on existing account or loan
 Inconvenient office hours or locations
 Been denied in the past
 Loan products do not fit my needs

Do you currently have a Checking/Draft Account with Latah Federal Credit Union?

Yes

No

If you answered "No", why? [use answers in box]

Checking/draft product not competitive

Lack of branch locations

Lack of ATM locations

Limited branch hours

Checking/draft product does not fit my needs

Staff lacking expertise

Poor service on existing account or loan

Too difficult to witch accounts

Pricing and/or fees not competitive

Have Checking at another institution

Please list the type of Savings Accounts you have with Latah Federal Credit Union?

Share Certificate

Idaho Medical Savings

IRA Savings

Everyday Super Share

IRA Certificate

Tell us what you really like about Latah Federal Credit Union:

Tell us ways we can improve:

Thank you for taking the time to fill out our Membership Satisfaction Survey! We appreciate the feedback and the comments! Please print and mail the survey after completion to:

Latah Federal Credit Union

ATTN: CEO

PO Box 9286 .

Moscow ID. 83843