

Speak Up, Write Now, We're Listening!

Thank you for joining Arrowhead Credit Union. Your opinions are important to us. Please take a moment to let us know what you like and what we can improve.



1. Please tell us how you feel ACU is doing using the following characteristics.

	Excellent	Good	Average	Fair	Poor
In general service at ACU is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When you opened your account the representative's knowledge was:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of the teller to successfully complete your transaction was:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When you telephone the Credit Union service is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service provided by the Loan Department is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of products and services:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service fee structure:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Savings interest rates:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loan interest rates:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Are you aware of the following products and services offered at ACU? (Please mark all that apply)

- Free Checking Real Estate Loans Credit Union Visa Estate Planning
- Interest Bearing Checking Personal Loans Business Services Financial Planning
- Cash Management Account Internet Banking Auto Leasing
- Dealer Direct/Auto Lending Trust Services Insurance Services

3. Are you satisfied with the service provided by ACU? Yes No

4. Has ACU successfully met your expectations? Yes No

5. Overall, do you prefer ACU to your previous financial institution? Yes No

6. Is ACU your primary financial institution? Yes No

7. Would you recommend ACU to others? Yes No

8. Please tell us your primary reason for choosing ACU? (Please mark only one)

- Convenient location Lower service charges Negative experience at previous institution Other
- Recommendation Prefer credit unions to banks Direct Deposit or Payroll Deduction
- Interest rates Products and services offered Advertisement

9. What radio station do you listen to most frequently? KGGI KFRG X103.9 KOLA Other _____

10. What newspaper do you read most often?

- Daily Bulletin Riverside Press Enterprise Other _____
- Daily Press The Sun _____
- Desert Dispatch Los Angeles Times

11. What television cable station do you watch most frequently? (Example: A&E, History Channel, Lifetime, ESPN, Etc).

12. What branch do you visit most often?

- Sierra Way Redlands
- Del Rosa Rialto
- Rancho Cucamonga Victorville
- Crestline Riverside
- Barstow Highland
- Big Bear Loma Linda
- Chino Corona/Norco
- Mail, ATM, or Other

Do you have a computer at home or work?

- Home Work Other

If yes, do you have Internet access?

- Yes No

How often do you use the Internet?:

- Once a day Once a week
- Twice a week Never

Ethnic Background:

- African American Hispanic
- Asian Other _____
- Caucasian

Age:

- 18-25 46-55
- 26-35 56-65
- 36-45 65 or older

Household Income:

- \$0-\$14,999 \$75,000-89,999
- \$15,000-\$29,999 \$90,000-\$104,999
- \$30,000-\$44,999 \$105,000-\$119,999
- \$45,000-\$59,999 \$120,000 or more
- \$60,000-\$74,999

Gender:

- Male
- Female

Comments:

