



Business Member Survey

Thank you for choosing Arrowhead Credit Union for your business banking needs. You have been randomly selected to participate in a survey regarding your business account(s). Please take a few minutes to tell us what you think. Thank you for your time and feedback. Your response will help us serve you better.

Please return your completed survey by Friday, January 19, 2007 in the enclosed postage paid envelope - even if you have not answered all of the questions. In the event that you do not have a postage paid envelope, please mail to: Arrowhead Credit Union, Marketing Department, #097, P.O. Box 735, San Bernardino, CA 92402.

1. On a scale of 0 to 10 (10 being extremely likely), how likely is it that you would recommend Arrowhead Credit Union to a friend or family member?

- 0 1 2 3 4 5 6 7 8 9 10

2. How often do you use the following to access your business account(s)?

	Daily	Weekly	Monthly	Every other month	Never
Branch Merchant Window	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ATM (Withdrawal only)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Call Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Connect (Arrowhead Internet banking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business CU Hear (Arrowhead telephone banking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bank by mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Night drop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) _____					

3. Did you know Arrowhead Credit Union offers business loans? Yes No

4. Did you know Arrowhead Credit Union offers business insurance? Yes No

5. Is Arrowhead Credit Union the primary financial institution for your business? Yes No

If no, where is your primary financial institution for your business?
(please specify)

Primary financial institution: _____ City: _____

6. What business banking service(s) would you like to have that Arrowhead Credit Union currently does not offer? (please specify)