



## Gravic Credit Union

### Customer Satisfaction Survey

Please rate the following on a scale from 1 to 5 (5 being the best):

- |  |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 1) Friendliness of Employees                   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 2) Quality of Service                          | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 3) Promptness of Service                       | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 4) Branch Security                             | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 5) Convenience of Location                     | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 6) Appearance of Facility (cleanliness, décor) | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 7) Overall Impression of Your Visit            | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

Please tell us which of these services you used today:

- |   |  |
|---|--|
| <input type="radio"/> Cash withdrawal         | <input type="radio"/> Loan service               |
| <input type="radio"/> Cash deposit            | <input type="radio"/> Notary service             |
| <input type="radio"/> Funds transfer          | <input type="radio"/> Safe deposit               |
| <input type="radio"/> ATM                     | <input type="radio"/> General questions          |
| <input type="radio"/> Questions about account | <input type="radio"/> Got a lollipop for my kids |

How many days has it been since your last visit?

- \_\_\_\_\_  0  1  2  3  4  5  6  7  8  9
- \_\_\_\_\_  0  1  2  3  4  5  6  7  8  9

Which of the following would you say is your favorite thing about us:

- Service
- Convenience
- Facilities
- I like the way you scan survey forms

**Write any comments in the space below:**