



CAFCU MEMBER SURVEY

First of all, we the Management, Staff, and Board of Directors of California Adventist Federal Credit Union (CAFCU), would like to thank all our members for their continued trust and confidence in our institution. In an effort to keep your best interest as our primary focus, we have prepared a simple survey for our members to take. Its main purpose is helping our staff better understand our member's financial needs. Our goal is to work on our continued efforts and strengthen the kinds of products and services we offer in order to run a business that is effective, productive, and efficient for our member's financial needs.

PLEASE TAKE A MOMENT TO ANSWER THESE QUESTIONS, THAT BEST DESCRIBE YOUR ASSESSMENT:

1. What is your OVERALL experience with CAFCU: [] Excellent! [] Average [] Poor
a. If "Excellent," would you recommend us to your family and friends? Yes No
b. Additional Comments: _____

c. If "Average/Poor," what can we do to improve? _____

2. Do you find our staff to be friendly and helpful? [] Yes [] No

3. Do you find our staff easy to talk to? [] Yes [] No

4. How would you rate our overall Customer Service at CAFCU out of 10? ____ out of 10

5. How do we sound on the telephone? Please share suggestions to improve if any.

6. Do you think our business hours are well suited for your financial needs? [] Yes [] No

7. Are you happy with the products and services that CAFCU currently offers? [] Yes [] No

8. Are you happy with the current interest rates offered by CAFCU on loans, credit cards, & savings products? [] Yes [] No

9. Please suggest any products or services you believe CAFCU should look into offering:

10. Have you visited our Website (www.sdacreditunion.com)? [] Yes [] No

a. If you marked "Yes," How do you like it? What can we improve if anything?

11. Do you use our Online Banking Services? [] Yes [] No

a. If you marked "Yes," how do you like it? Are there any suggestions on how to make it better? _____

12. What is the best way you prefer CAFCU correspond with you? [] Mail [] Phone

Other: _____

13. Have you attended our previous Annual Meeting? [] Yes [] No

a. If you marked "Yes," were you happy with the program? [] Yes [] No

b. In what ways do you feel we can improve the program? _____

Additional comments and/or suggestions you can share with us to help us better understand what we can do for our members:

We would like to thank you for taking the time and completing this survey. Once completed please mail, fax, e-mail, or walk it into our office. Thank you for your continued trust in CAFCU.

CAFCU Board of Directors