



"one big family"



Members, how are we doing?

At NCCU, we are committed to providing efficient and courteous service to all our members. **Please take a few minutes to complete our survey to help us improve our services, facilities and products to better fit your needs.**

Your responses will be treated with respect and confidentiality and will guide improvements to NCCU's service and planning for the future.

To thank members for their time, all members who wish to indicate their account number on the reverse will be entered into a draw to win prizes.

Thank you for your cooperation and time.

NCCU Management

Online Version

About You






This information will help us better understand the needs of our members based on your usage.

Are you	<input type="checkbox"/> Male	<input type="checkbox"/> Female				
Your Age	<input type="checkbox"/> 15-25	<input type="checkbox"/> 26-35	<input type="checkbox"/> 36-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 65+
Original member of	<input type="checkbox"/> La Salette	<input type="checkbox"/> Roseau	<input type="checkbox"/> St. David's	<input type="checkbox"/> St. Paul	<input type="checkbox"/> Vieille Case	
Is NCCU your Primary Financial Institution (PFI)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No				
If no, where do you conduct most of your financial business?	<input type="checkbox"/> A Bank	<input type="checkbox"/> Another Credit Union	<input type="checkbox"/> Other (specify below)			
What is most important to you when choosing a PFI to complete your financial business and transactions?	<input type="checkbox"/> Products and services offered	<input type="checkbox"/> Quality of service	<input type="checkbox"/> Knowledgeable staff			
	<input type="checkbox"/> Online facilities/banking	<input type="checkbox"/> Telephone banking	<input type="checkbox"/> Relationship with institute			
	<input type="checkbox"/> Speed of processes	<input type="checkbox"/> Incentives/discounts	<input type="checkbox"/> Other (specify below)			

Branch you now use most?	<input type="checkbox"/> La Salette	<input type="checkbox"/> Roseau	<input type="checkbox"/> St. David's	<input type="checkbox"/> St. Paul	<input type="checkbox"/> Vieille Case	
On average, how often do you visit a Branch?	<input type="checkbox"/> Every day	<input type="checkbox"/> 2+ times a week	<input type="checkbox"/> Once a week	<input type="checkbox"/> Once a month	<input type="checkbox"/> Once a year	<input type="checkbox"/> Never

Branches and Staff

Please use the branch you use most often (as indicated above) to answer the following questions. Place a tick or cross in the most appropriate box

How satisfied are you with the following:	 Excellent	 Very Good	 Good	 Fair	 Poor
Branch opening hours					
Branch location and accessibility					
Comfort and cleanliness of the Branch					
Time waiting in line/queuing					
Speed of transactions					
Accuracy of transactions					
Courteousness and professionalism of staff					
Staff knowledge of NCCU products and services					
Contacting the member of staff you require					
The handling of enquiries and/or concerns					
Level of privacy/confidentiality in the Branch					
Speed of loan decision and process					
Range of products and services offered by NCCU					
Overall experience at the Branch					

Your thoughts

Have you benefited from the Amalgamation? Yes No

Explain why...

What new products and services would you like to see at NCCU?

<input type="checkbox"/> Online transactions	<input type="checkbox"/> Credit Cards	<input type="checkbox"/> Foreign Exchange
<input type="checkbox"/> Loan Payments via ATM	<input type="checkbox"/> Safe Deposit Boxes	<input type="checkbox"/> Other (specify below)

What areas should NCCU improve on?

<input type="checkbox"/> Speed of transactions	<input type="checkbox"/> Accuracy of transactions	<input type="checkbox"/> Loans processing
<input type="checkbox"/> Privacy/confidentiality	<input type="checkbox"/> Waiting times	<input type="checkbox"/> Office hours
<input type="checkbox"/> ATM access	<input type="checkbox"/> Branch location	<input type="checkbox"/> Other (specify below)

Would you recommend NCCU to friends & family? Yes No

Would you recommend NCCU to others? Yes No

Any other general comments & suggestions

THE BIG 5 LIVE

Did you know that NCCU has its own Radio show every week?

Do you listen? Yes No

When do you listen?

<input type="checkbox"/> MON 11.30 am (DBS Live show)	<input type="checkbox"/> THU 5.00 pm (Kairi Repeat show)	<input type="checkbox"/> THU 6.00 pm (QFM Repeat show)	<input type="checkbox"/> SUN 2.30 pm (DBS Repeat show)
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What do you like and or dislike about the show?

Please bring completed surveys to any NCCU Branch, company or institution where you received your form. Alternatively mail to NCCU (PO Box 175, Roseau, Dominica) to reach us no later than **June 30, 2012**. For surveys completed online please use the buttons below to either print, save (to finish completing later) submit your survey via email or to clear the survey and start again.

If you would like to offer further feedback, please attach additional comments with your survey form.

To discuss any part of the survey, please contact NCCU Marketing at 255-2160 or 255-2159.

Full terms and conditions plus an online version of the survey are available online at

www.nccudominica.com

Yes, please enter me into the prize draw

Account No: _____

PRINT

SAVE

SUBMIT

RESTART



NATIONAL COOPERATIVE CREDIT UNION LTD.

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Branch Offices Roseau: (767) 255-2172 **Vieille Case:** (767) 255-2192
St.David's: (767) 255-2177 **La Salette:** (767) 255-2190 **St.Paul:** (767) 255-2186