



California Adventist Federal Credit Union
 1441 E Chevy Chase Drive, Glendale, Ca 91206
 P.O.Box 1109, Glendale, Ca 91209
 (818) 246-7421; Fax: (818) 240-5809
 Email: cafcu@sbcglobal.net
 Website: www.sdacreditunion.com

Member Survey 2013

First of all, we the Management, Staff, Officers, and Board of directors of California Adventist Federal Credit Union, 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 member to take. Its main purpose would be helping our staff better understand our member's financial needs. Our goal is to work on our continued efforts to strengthen the kinds of products and services we off our members; 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 –

- a. What is your OVERALL experience with CAFCU: ___excellent; ___average; ___poor
 If "excellent", would you recommend/refer us to your family and friends? ___Yes / ___No
 Additional Comments: _____
 If "average/poor", what can we do to improve? _____
- b. Do you find our Staff to be friendly and helpful? _____
- c. Do you find our Staff, easy to talk? _____
- d. How would you rate our over all Customer Service at CAFCU? _____
- e. How do we sound on the telephone? Please share suggestions to improve if any: _____
- f. Do you think our business hours are well suited for your financial needs? _____
- g. Are you happy with the products and services CAFCU currently offer? _____ Please share additional suggestions: _____
- h. Are you happy with the current Interest rates offered by the Cu on loans, credit card & savings products?
 Additional comments: _____
- i. Please suggest any product or service you believe CAFCU look into offering? _____
- j. Have you visited our Website? Do you like it? What can we improve if anything? _____
- k. Do you use our Virtual Banking (Online Banking) Service? How do you like it? Any suggestion on how to make it better? _____
- l. What is the best way you would prefer the Credit Union correspond with you? Mail ___; Ph ___
 Email ___; other ___. Comments: _____
- m. Have you attending our previous Annual Meeting? _____. Were you happy with the program? _____. How can we make it better? _____

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

We would again, 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 again, for your continued trust in our Institution.

Board of Directors