



Federally Insured by NCUA, Equal Housing Lender

## Online Survey

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|---|---|
| First Name:   | Last Name:  |
| Submitted on:   |   |
| Date of your transaction:<br>(required)   |   |
| Time of Transaction:<br>(required)  |   |
| Full Account Number:<br>(required)  |   |
| Employee Who Helped You<br>(Name or Teller #):<br>(required)  |   |
| Below, please rate the quality of service you received from our employee. Please check only one box per question. |   |
| Promptness (required)   | <input type="radio"/> Excellent<br><input type="radio"/> Above Average<br><input type="radio"/> Satisfactory<br><input type="radio"/> Needs Improvement<br><input type="radio"/> Poor |
| Accuracy (required)   | <input type="radio"/> Excellent<br><input type="radio"/> Above Average<br><input type="radio"/> Satisfactory<br><input type="radio"/> Needs Improvement<br><input type="radio"/> Poor |
| Courtesy (required)   | <input type="radio"/> Excellent<br><input type="radio"/> Above Average<br><input type="radio"/> Satisfactory<br><input type="radio"/> Needs Improvement<br><input type="radio"/> Poor |

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|--|---|
| Professionalism (required)   | <input type="radio"/> Excellent<br><input type="radio"/> Above Average<br><input type="radio"/> Satisfactory<br><input type="radio"/> Needs Improvement<br><input type="radio"/> Poor |
| Overall Satisfaction (required)  | <input type="radio"/> Excellent<br><input type="radio"/> Above Average<br><input type="radio"/> Satisfactory<br><input type="radio"/> Needs Improvement<br><input type="radio"/> Poor |
| Did the employee offer you a product? (required)   | <input type="radio"/> No<br><input type="radio"/> Yes   |
| If the answer is yes to the question above, what product did they offer? (If no product was offered, type in None or N/A) (required) |   |
| Other Comments:  |   |