



South Dekalb Church
Federal Credit Union

*****Enter for a Chance to Win!!!*****

**South Dekalb Church Federal Credit Union
Member Service Survey**

In an effort to continually bring you the best of services, it is the goal of the South Dekalb Church Federal Credit Union (SDCFCU) to periodically attain feedback from you, our member. The information you provide is only used for the purposes of enhancing our breadth of products and services and our communication to you.

Please answer all survey questions completely and return to an SDCFCU representative.

Your Church: (please check one)

- Abundant Life Christian Church
- Big Miller Grove Baptist Church
- Greenforest Community Baptist Church
- Green Pastures Christian Church
- New Birth Missionary Baptist Church
- Ray of Hope Christian Church
- Other (please indicate) _____

Are you a member of the credit union? Yes No

If you are not a member, please indicate the following (please check all that apply):

- I have never heard of the South Dekalb Church Federal Credit Union
- I did not know that my church is an original sponsor of the Credit Union
- I would like to join the Credit Union
- I bank elsewhere

Do you have children 18 or under that are members of the credit union? If yes, how many?

Yes No Total Children that are members _____

If you are a member, please check off the services you are currently using:

- Savings Checking CD Mortgage Car/Personal Loan ATM Online Banking

Gender? Female Male **Age?** 18 – 34 35- 54 55-64 65+

Highest Level of Education

- Less than High School Graduate College Graduate High School Graduate College Postgraduate
- Some College Other _____

Home Zip Code: _____

Where would you go to find information about SDCFCU?

- Newspaper Radio
- Magazine Television
- Postal Mail Internet Search
- Email Other _____

Would you prefer to receive credit union announcements via...

Email Postal Mail Both

How frequently do you visit our website?

- ___ (1) Not at all
- ___ (2) Not often
- ___ (3) Sometimes (1 to 2 times per month)
- ___ (4) Often (at least once a week)
- ___ (5) Always (daily)

Do you use online banking with any commercial bank?

___ (1) Not at all

___ (2) Not Often

___ (3) Sometimes

___ (4) Often

___ (5) Always

Why do you feel the need to use online banking?

Does your church share information about the credit union?

Yes No

If yes, where do you find this information? _____

If no, where would you prefer to see credit union information from your church?

- Church Bulletin/Program Church Magazine
- Church Signage Announcements on Big Screen
- Oral Church Announcements Church Website

What is your current perception of SDCFCU (examples: professional, conservative, leading edge, knowledgeable, etc)? _____

What commercial banks do you see as leaders in the industry and why? _____

More Comments/Questions

Enter for a Chance to Win!
Great Giveaways at the SDCFCU Annual Meeting
Held March 15, 2008. Visit our website for location and details.

Name _____

Phone _____

Email _____