

# Become a SAC Federal Credit Union Integrity Shopper

Help SAC Federal Credit Union improve its overall service quality!! It's easy to get involved. You simply become an "Integrity Shopper" employed by Primo Solutions LLC.

## What's an Integrity Shopper?

Are you wondering what exactly an Integrity Shopper is? An Integrity Shopper, also known as a mystery shopper, is an ordinary member who is paid to evaluate a service situation without letting anyone know they are being evaluated.

Anyone can be an Integrity shopper; however, everyone is not a match for Integrity shopping. You need several qualities to be successful. You must have an eye for detail, a great memory, patience, the ability to keep confidential information secure, outstanding written and oral communication skills, excellent time management, the ability to be self-motivated, conflict resolution experience, the ability to meet deadlines, and the ability to follow directions with ease.

## What Do I Have To Do?

As an Integrity Shopper, you will receive thorough training and a questionnaire before you enter any location. You will know exactly what you are supposed to do and what you are supposed to evaluate. You will not reveal your identity as a shopper during the evaluation, and you will not include your identity anywhere in the report.

## Who Will I Work For?

Primo Solutions LLC, located in Phoenix, AZ, is dedicated to helping SAC Federal Credit Union achieve and maintain the highest levels of member service and quality. SAC Federal Credit Union has contracted with Primo Solutions LLC to perform confidential member service research at various branch locations. This research will help SAC Federal Credit Union analyze feedback from your evaluations and make necessary improvements on any opportunity that can enhance the SAC Federal Credit Union service experience.

## Sign Me Up!

If you are interested in becoming an Integrity Shopper for SAC Federal Credit Union, please contact Primo Solutions LLC directly. [You can send an email to tawni.mcdaniel@primosolutionsllc.com for more information,](mailto:tawni.mcdaniel@primosolutionsllc.com) or visit their employment page at [www.primosolutionsllc.com](http://www.primosolutionsllc.com) and choose 'Become a Mystery Shopper.'

Thank you for considering the opportunity to help SAC Federal Credit Union take steps to continuously review and improve service quality. We appreciate your membership and your dedication to the Credit Union.



**At SAC Federal Credit Union, we're always looking for ways to improve, and you can help!**



**Become a SAC FCU Integrity Shopper today!**