

PLACE  
STAMP  
HERE

**SEA AIR FEDERAL CREDIT UNION**

**PO BOX 2648**

**SEAL BEACH CA 90740-1648**





## SEA AIR FEDERAL CREDIT UNION MEMBER SERVICE SURVEY

YOUR MEMBERSHIP IS IMPORTANT TO US AND WE WELCOME YOUR COMMENTS AND SUGGESTIONS.  
PLEASE FILL OUT THE SHORT SURVEY BELOW AND RETURN IT TO US.

TYPE OF TRANSACTION COMPLETED: \_\_\_\_\_

DID YOU COMPLETE YOUR TRANSACTION BY (CIRCLE ONE): PHONE: (562) 431-1341 (951) 273-4223 (562) 430-8066  
BRANCH OFFICE: SEAL BEACH CORONA LOS ALAMITOS

NAME OF EMPLOYEE WHO ASSISTED YOU: \_\_\_\_\_

PLEASE RATE THE CREDIT UNION ON THE LEVEL OF SERVICE YOU EXPERIENCED.

1. ACCURACY AND SPEED OF SERVICE (WAIT TIME)

EXCELLENT                  VERY GOOD                  GOOD                  FAIR                  POOR

2. FRIENDLINESS AND COURTESY OF STAFF

EXCELLENT                  VERY GOOD                  GOOD                  FAIR                  POOR

3. STAFF WAS KNOWLEDGEABLE AND ABLE TO ANSWER ALL OF YOUR QUESTIONS

EXCELLENT                  VERY GOOD                  GOOD                  FAIR                  POOR

4. DURING YOUR ENCOUNTER WITH THE CREDIT UNION, WERE YOU OFFERED ANOTHER PRODUCT OR SERVICE?

YES                          NO

IF YES, WHAT SERVICES WERE YOU OFFERED? \_\_\_\_\_

5. HOW WOULD YOU RATE YOUR OVERALL SATISFACTION WITH THE SERVICE YOU RECEIVED?

VERY SATISFIED                  SATISFIED                  NEITHER                  DISSATISFIED                  VERY DISSATISFIED

COMMENT: WHAT WOULD HAVE MADE YOUR EXPERIENCE WITH THE CREDIT UNION BETTER?

NAME (OPTIONAL): \_\_\_\_\_