

**Dear Valued Member,**

In order to provide the best customer service possible, we would like your feedback as to how we are doing here at the El Reno RIL Credit Union. If you could, please complete the survey below and send it **320 S. Rock Island Ave, El Reno, OK 73036 Attn: Manager** or **fax to 405-262-9435**.

Transaction Dated: \_\_\_\_\_ Employee: \_\_\_\_\_

Please circle one:

Was the transaction performed in person?	YES	NO
Was the transaction performed over the phone?	YES	NO
Was the transaction performed in the Drive Thru?	YES	NO
Were you greeted by the employee?	YES	NO

Please answer the questions below using the following scale:

<b>1-False</b>	<b>2-Mostly False</b>	<b>3-Undecided</b>	<b>4-Mostly True</b>	<b>5-True</b>
I enjoy conducting business at the El Reno RIL Credit Union			1 2 3 4 5	
I would refer family or friends to the Credit Union			1 2 3 4 5	
I receive friendly service at the Credit Union			1 2 3 4 5	
I receive accurate service at the Credit Union			1 2 3 4 5	
I am treated with respect by the staff at the Credit Union			1 2 3 4 5	
I feel the atmosphere at the Credit Union is inviting			1 2 3 4 5	
I feel like an important member of the Credit Union			1 2 3 4 5	
I enjoy the employees calling me by name at the Credit Union			1 2 3 4 5	
I feel the Credit Union is better than most other Financial Institutions			1 2 3 4 5	

Comments/Concerns:

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Thank you again for your time and feedback!