As a member of Monaghan Credit Union your opinions and service expectations are very important to us and we would like to give you the opportunity to express them. By completing this short questionnaire you will be helping us to understand how best we can meet your needs. This survey is confidential and anonymous, so your privacy is assured. Please note the numerical references attached to answers below are for office use only.

| **No.** | **Question** | **Answer** | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Q1** | Are you a member of Monaghan Credit Union?  *Please circle your choice* | Yes - Active  (transacted in past 6 months)  1 | | | Yes - Inactive  (not transacted in past 6 months)  2 | | | | | | No  3 | |
| **Q2** | Please rank the importance of the following services that could be offered by your Credit Union in order of importance from 1 to 5.  (1 meaning highest importance, 5 meaning least important)  \*Please note ‘overdraft’ applies to members of 18 years and over | 1. Electronic lodgements in and out of your CU account | | | | | |  | | | | |
| 1. Ability to pay bills by direct debit from your CU account | | | | | |  | | | | |
| 1. An ATM/Debit Card from your CU to withdraw funds from all ATMs and use the card in shops or online | | | | | |  | | | | |
| 1. An overdraft\* facility enabling you to go overdrawn on CU account but must be in credit for 30 days p.a. | | | | | |  | | | | |
| 1. Other (please specify) | | | | | |  | | | | |
| **Q3** | Do you currently have an ATM/Debit Card with your Bank?  *Please circle your choice* | YES  1 | | | | | NO  (Go to Q.5)  2 | | | | | |
| **Q4** | How often do you currently use your ATM/Debit Card?  *Please circle your choice* | Daily  1 | Weekly  2 | | | Fortnightly  3 | | | Less often  4 | | | Never  5 |
| **Q5** | Would you like to be able to access your Credit Union account with a Credit Union Debit Card?  *Please circle your choice* | Definitely Interested  1 | Very Interested  2 | | | Probably Interested  3 | | | Might be Interested  4 | | | No Interest  (Go to Q.8)  5 |
| **Q6** | How often do you think that you would a Credit Union Debit Card?  *Please circle your choice* | Daily  1 | Weekly  2 | | | Fortnightly  3 | | | Less often  4 | | | Never  5 |
| **Q7** | How likely would you be to use a Credit Union Debit Card instead of your current Bank Debit Card, if the cost was similar?  *Please circle your choice* | Extremely Likely  1 | Very  Likely  2 | | | Somewhat Likely  3 | | | Not so  Likely  4 | | | Not at all Likely  5 |
| **Q8** | How likely would you be to use your Credit Union Debit Card instead of your current Bank Debit Card, if the cost was cheaper?  *Please circle your choice* | Extremely Likely  1 | Very  Likely  2 | | | Somewhat Likely  3 | | | Not so  Likely  4 | | | Not at all Likely  5 |
| **Q9** | Do you currently have an overdraft facility in place with your Bank?  *Please circle your choice* | YES  1 | | | | | | NO  2 | | | | |
| **Q10** | How likely would you be to use an overdraft facility if one was provided by Credit Union?  *Please circle your choice* | Extremely Likely  1 | Very  Likely  2 | | | Somewhat Likely  3 | | | Not so  Likely  4 | | | Not at all Likely  5 |
| **Q11** | How likely would you be to switch your current Bank account to the Credit Union if your Credit Union provided a current account with a Debit Card and Overdraft facility?  *Please circle your choice* | Extremely Likely  1 | Very  Likely  2 | | | Somewhat Likely  3 | | | Not so  Likely  4 | | | Not at all Likely  5 |
| **Q12** | Monaghan Credit Union offers an online service for all members, however we continue to welcome members coming to our offices to do their business with our staff. How important is this personal service in our office to you in the operation of your CU account with us?  *Please circle your choice* | Essential  1 | Extremely Important  2 | | | Very Important  3 | | | Not Important  4 | | | Not  Necessary  5 |
| **Q13** | How would you rate the overall service from your local Credit Union compared to your Bank?  *Please circle your choice* | Excellent  1 | Very Good  2 | | | Good  3 | | | Fair  4 | | | Poor  5 |
| **Q14** | Classification Question: Gender  *Please circle your choice* | Male  1 | | | | | Female  2 | | | | | |
| **Q15** | Classification Question: Age  *Please circle your choice* | 15 to 24  1 | | 25 – 45  2 | | | 45 – 60  3 | | | 60+  4 | | |