



Bureau of Jail Management and Penology
Multi-Purpose Cooperative
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Dear Member,

The management of *Bureau of Jail Management and Penology Multi-Purpose Cooperative (BJMP-MPC)* is conducting our Annual Member Survey. Your opinions are the basis of the decisions we make because we recognize your importance as member-owner of the Cooperative.

Factors	How Well Do We do?				
	Excellent	Good	Average	Poor	Unacceptable
Financial Strength/Accuracy					
Financial Stability/safety/strength					
Safety of my savings					
Accuracy in handling transactions					
Privacy/Confidentiality					
Fees and Charges					
Low or no fees					
High rates on savings					
Low rates on Loans					
High dividends on Share Capital					
Transaction Support					
Fast loan decisions					
Quick follow-up on request for information					
Having phone calls returned promptly					
Short teller lines/brief waits					
Reaching the right person or department by phone in a timely manner					
Overall speed in providing service					
Forms and Statements					
Forms are easy to complete					
Easy to understand brochures and publications					
Easy to understand statements of accounts					
Statement of accounts arrive on time					
Service Quality					
Courtesy					
Reliability					
Responsiveness					
Willingness and desire to really help					
Overall Service quality experience					

Which of the following best describes your relationship with our coop?

- Primary financial institution
- Primary savings institution
- Primary credit institution
- Supplementary financial institution

If we are not your primary financial institution, what should the credit union do to become your primary financial institution?

What financial issues are you currently facing? (Check all that apply)

- New home purchase
 - Business
 - Home repair
 - Car purchase
 - Education expense
 - Retirement
 - Elderly care
 - Others _____
-

Would you say that our coop usually....

- Exceeds your expectation
- Meets your expectation
- Falls below your expectation

Which group best describes your age?

- Under 20
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70 and older

Which category includes your monthly income?

- Under 7,000
- 8,000-15,000
- 16,000-20,000
- 21,000-30,000
- 31,000-50,000
- 50,000-70,000
- 70,000-100,000
- Over 100,000

Recommendations / Comments to Further Improve the Service of BJMP-MPC:

Additional Comments: *If you have had an especially good or bad experience at the **Bureau of Jail Management and Penology Multi-Purpose Cooperative**, or if you have any ideas on how to improve our service to you, please feel free to use this space or include a separate sheet of paper with your comments. You can also take advantage of this opportunity to let us know about anything you especially like or dislike about the credit union.*

Name: _____ Sex _____ Civil Status _____
 Address: _____ Tel. _____
 Occupation: _____ Workplace _____

Thanks for your time!