

## 2016 Membership Survey Results

**100%** of respondents use **deposit services** at Landis Credit Union

**13%** of respondents use the **night depository** at Landis Credit Union

**58%** of respondents use **lending services** at Landis Credit Union

Of those who use lending services:

**38%** have **personal** loans

**56%** have a **line of credit**

**69%** have **farm** loans

**19%** have **commercial** loans

**48%** of respondents have a **safety deposit box** at Landis Credit Union

**95%** would **recommend our services** to others

**95%** would feel comfortable **asking for a referral** to products and services we don't offer

**95%** satisfaction rating when dealing with the **staff** at Landis Credit Union

**92%** satisfaction rating with the **products and services** at Landis Credit Union

Responses to "What **products and services** does the credit union not provide that you would like to see available?"

- |   |                      |               |
|---|----------------------|---------------|
| 1. TFSA, but like the referral to Biggar also | 4. all good          | 6. change oil |
| 2. lending                                    | 5. doing a great job | 7. greasing   |
| 3. mutual funds rep                           |                      | 8. sweep bins |

(we have reviewed responses 6-8 are not sure you want the credit union handling your automotive or farming needs)

Responses to "If the credit union was to offer **seminars** in Landis, what seminars would you like to see?"

- |                      |                             |
|----------------------|-----------------------------|
| 1. wills and estates | 4. retirement planning      |
| 2. investment        | 5. investment               |
| 3. farm succession   | 6. farm succession planning |