

customer satisfaction study

This report surveys your customers about the key issues that have been shown to drive satisfaction, retention, loyalty, and word-of-mouth recommendations. It allows you to track and benchmark your performance to see the areas in which you are doing better or worse year-to-year. Surveys can be distributed to customers, members, employees, parents, or any other group of on-going interest.

The following are sample pages extracted from a full report; names and statistics have been altered and are for illustrative purposes only.

we help you see what's there

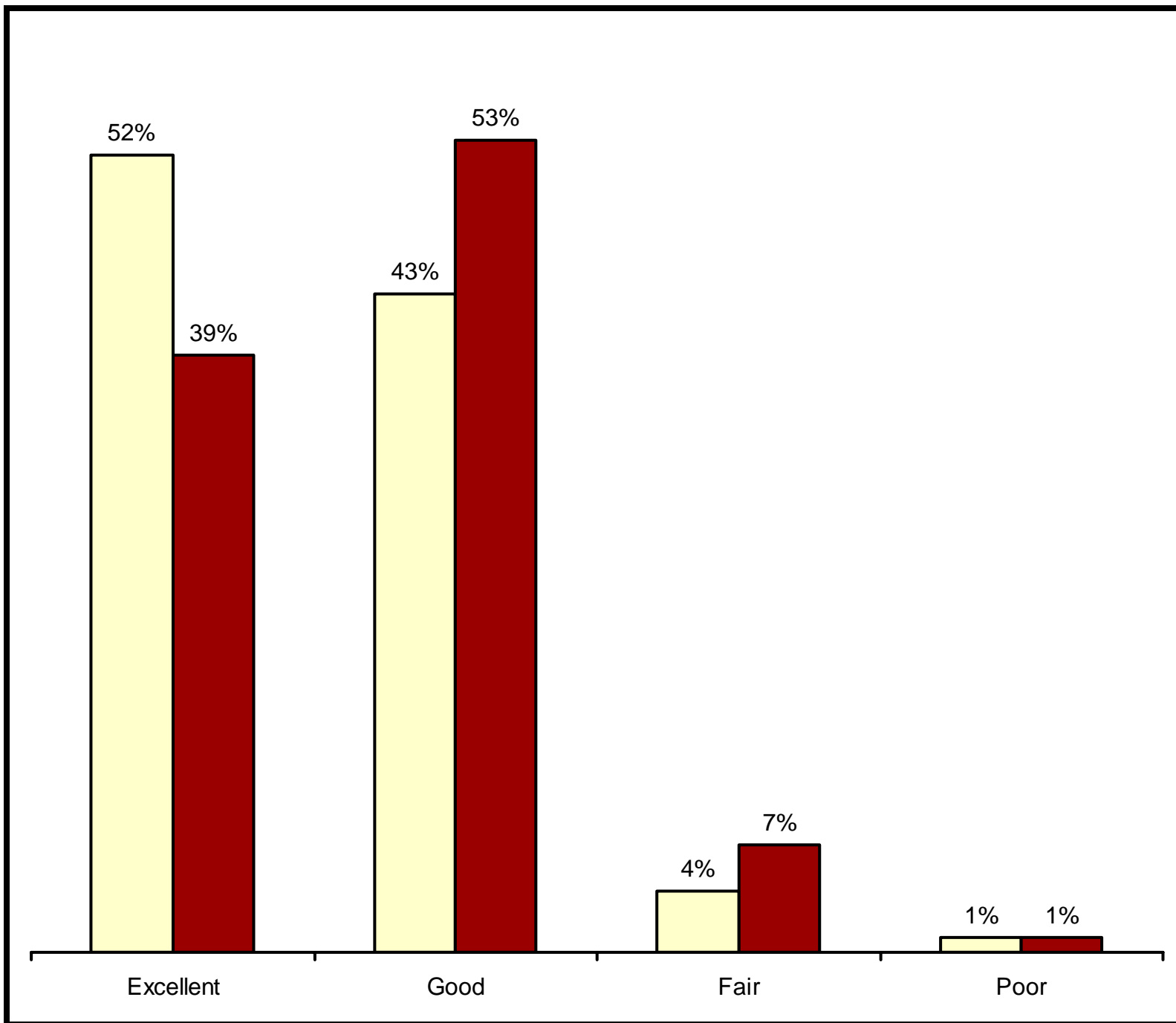
SEER

SeerAnalytics, LLC
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Tampa, FL 33602
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overall satisfaction

Month Year
Sample Credit Union

Sample CU
National Average

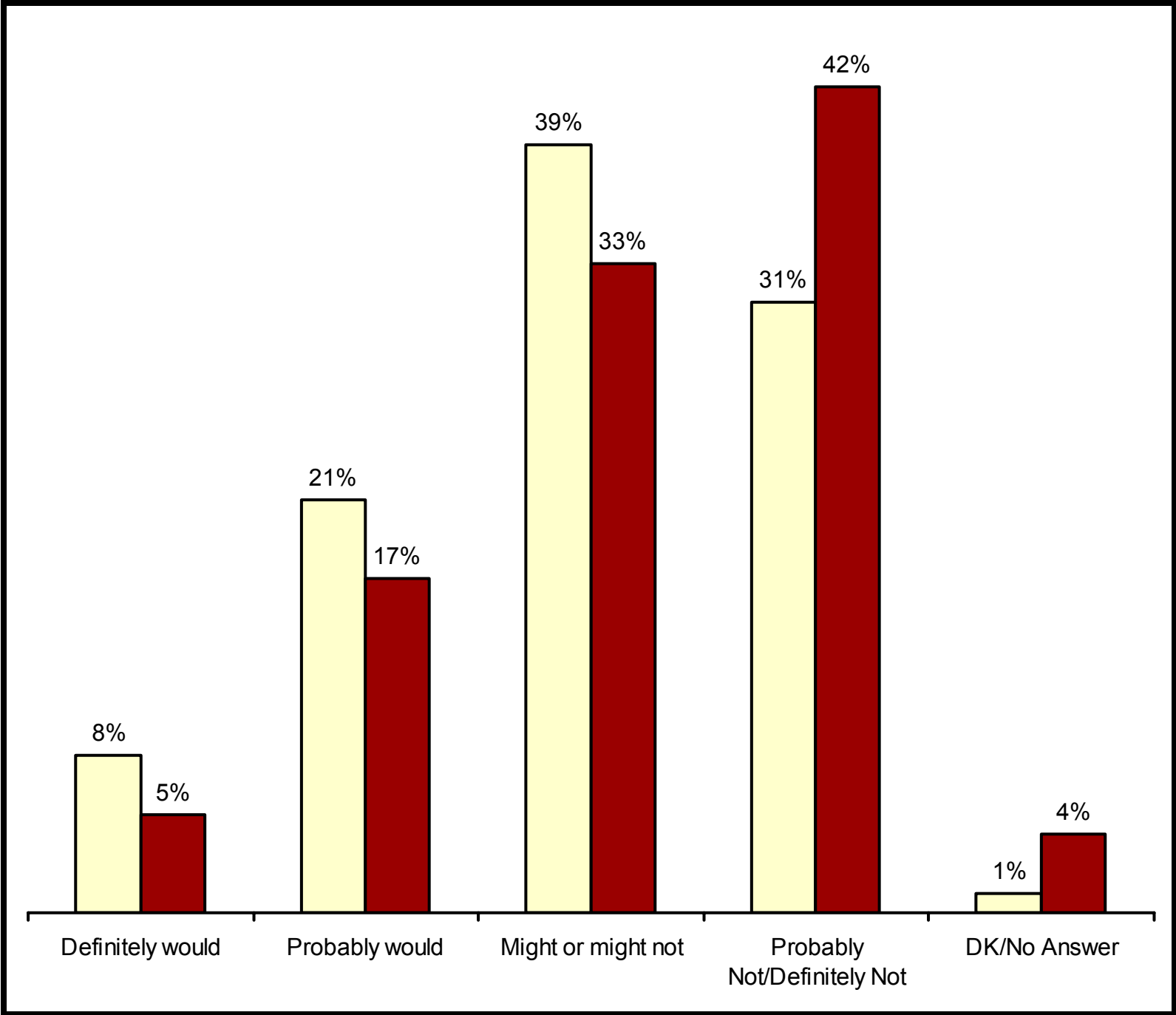


Overall, how would you rate your credit union?

likelihood to recommend

Month Year
Sample Credit Union

Sample CU
National Average



Would you recommend your credit union to your friends?

information on survey
responses and responders

we help you see what's there

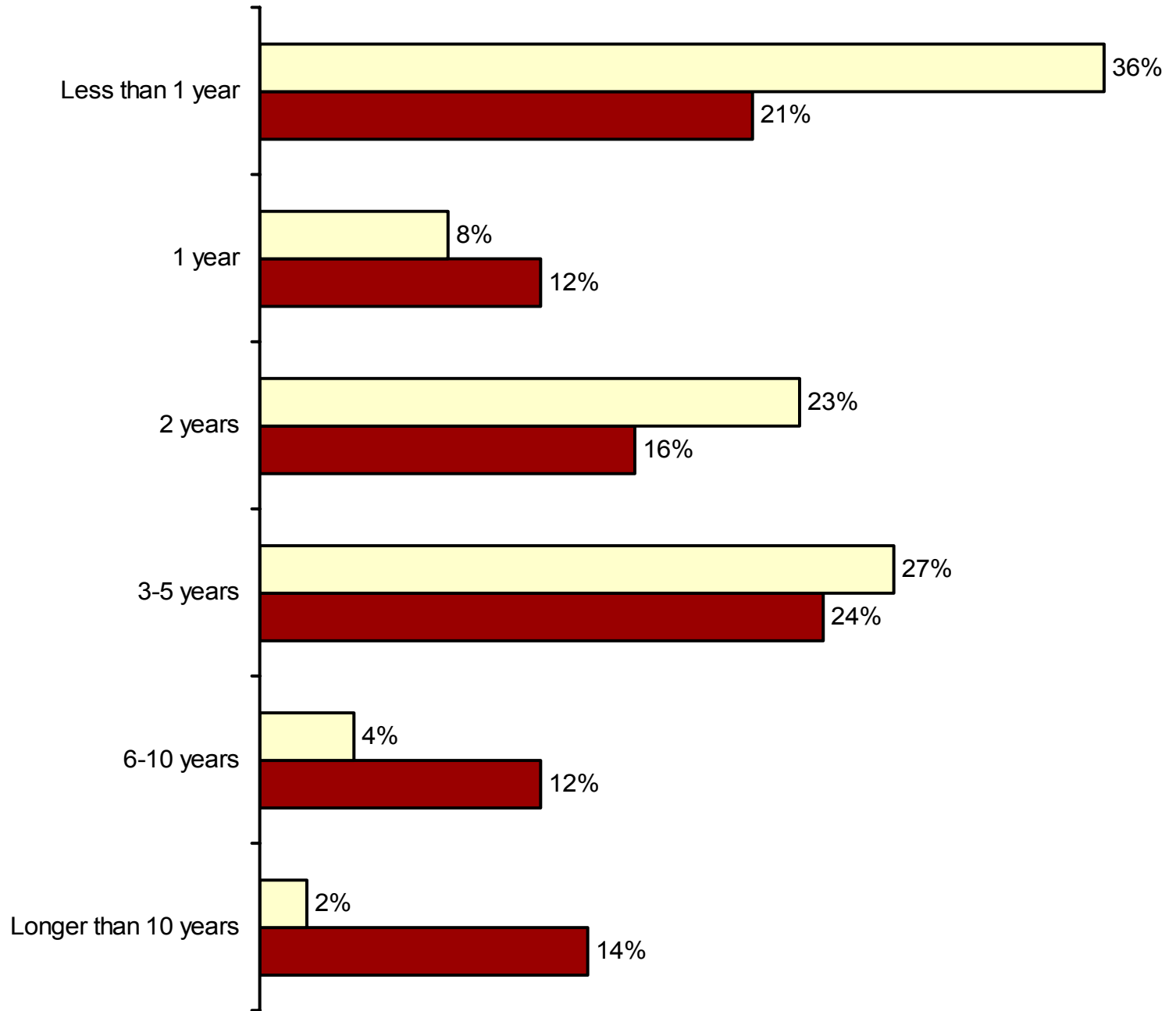
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length of membership

Month Year
Sample Credit Union

Sample CU

National Average



How long have you been a member of this credit union?

age

Month Year
Sample Credit Union

Sample CU

National Average

