

# CCEC Member Survey



We want to know how we are doing and what we can do to be better. Your responses are confidential and won't be shared or sold.

## About Your Banking Needs

We'd like to ask you a few questions about your banking, to understand how you use the services that CCEC provides.

### • Which best describes the kind of banking you do with CCEC?

- |   |  |
|---|--|
| <input type="checkbox"/> Personal/individual banking    | <input type="checkbox"/> Other co-op banking         |
| <input type="checkbox"/> Nonprofit organization banking | <input type="checkbox"/> Business banking            |
| <input type="checkbox"/> Housing co-op banking          | <input type="checkbox"/> Other: <input type="text"/> |

### • How much of your banking do you do with CCEC?

- |   |  |
|---|--|
| <input type="checkbox"/> All of my banking  | <input type="checkbox"/> Very little of my banking |
| <input type="checkbox"/> Most of my banking | <input type="checkbox"/> None of my banking        |
| <input type="checkbox"/> Some of my banking |  |

### • Over the past year, has the amount of banking you do with CCEC:

- |  |                                    |
|--|------------------------------------|
| <input type="checkbox"/> Increased       | <input type="checkbox"/> Decreased |
| <input type="checkbox"/> Stayed the same |                                    |

### • Which services do you use at CCEC?

- |  |  |
|--|--|
| <input type="checkbox"/> Chequing          | <input type="checkbox"/> Line of credit              |
| <input type="checkbox"/> Savings           | <input type="checkbox"/> Mortgage                    |
| <input type="checkbox"/> Telephone banking | <input type="checkbox"/> Direct deposit              |
| <input type="checkbox"/> Internet banking  | <input type="checkbox"/> After-hours deposit box     |
| <input type="checkbox"/> Personal loans    | <input type="checkbox"/> Other: <input type="text"/> |
| <input type="checkbox"/> Business loans    |  |

### • Have you started a relationship with another financial institution recently? If yes, with whom and why?

- Yes, within the last year.  
 Yes, within the last two years.  
 Yes, within the last five years.  
 No.

Comments

## Why do you choose CCEC?

CCEC is a special credit union. We'd like to know why you chose to become a CCEC member - please share your thoughts.

### • How long have you been a member of CCEC or used its services?

Comments

### • Why did you choose to open an account at CCEC?

- |  |   |
|--|---|
| <input type="checkbox"/> The location was convenient.                | <input type="checkbox"/> CCEC's services are affordable     |
| <input type="checkbox"/> CCEC offers services I need.                | <input type="checkbox"/> CCEC supports causes I believe in. |
| <input type="checkbox"/> I wasn't able to open an account elsewhere. | <input type="checkbox"/> Other <input type="text"/>         |

• **Have you ever recommended CCEC to someone?**

Yes

No

• **Would you ever recommend CCEC to someone looking for financial services? Why?**

Yes

No

Comments

• **If you would not recommend CCEC to someone looking for financial services, what could CCEC do to get your recommendation?**

Comments

• **Share your CCEC story - please share some comments on why you've chosen to bank with CCEC.**

Comments

### Thinking about the future

• **What are the three most important issues facing your community where CCEC could be involved?**

1

2

3

• **On a scale of 1-5, where 1 is "not important" and 5 is "very important," how important are the following issues to you?**

Affordable housing

The arts community

Building the co-operative movement

Women's rights

Organic foods

LGBTQ rights

Poverty

Seniors and elders

Access to local food

Immigrants and migrants rights

Local and urban farming

Other:

• **What are some services that you would like CCEC to offer that are currently unavailable?**

Comments

• **How likely are you to remain a CCEC member over the next three years?**

- |                                      |  |
|--------------------------------------|--|
| <input type="checkbox"/> Absolutely  | <input type="checkbox"/> Moderately likely |
| <input type="checkbox"/> Very likely | <input type="checkbox"/> Unlikely          |
| <input type="checkbox"/> Likely      | <input type="checkbox"/> Not at all likely |

**About You**

These brief questions give us an idea of the members that CCEC is currently serving. Please provide as much information as you are comfortable. All information that you provide will remain private.

• **What is your age?**

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 25 | <input type="checkbox"/> 40 to 49    |
| <input type="checkbox"/> 25 to 29 | <input type="checkbox"/> 50 to 59    |
| <input type="checkbox"/> 30 to 34 | <input type="checkbox"/> 60 to 69    |
| <input type="checkbox"/> 35 to 39 | <input type="checkbox"/> 70 and over |

• **What is your preferred gender expression?**

- |  |   |
|--|---|
| <input type="checkbox"/> Transgender       | <input type="checkbox"/> Male                       |
| <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other <input type="text"/> |
| <input type="checkbox"/> Female            |   |

• **Which best describes your employment status?**

- |  |   |
|--|---|
| <input type="checkbox"/> Full time (more than 30 hours per week) | <input type="checkbox"/> Retired                    |
| <input type="checkbox"/> Part-time                               | <input type="checkbox"/> Social assistance          |
| <input type="checkbox"/> Providing parent or home care           | <input type="checkbox"/> Not currently employed     |
| <input type="checkbox"/> Full-time student                       | <input type="checkbox"/> Other <input type="text"/> |

• **Which best describes your current income level?**

- |  |  |
|--|--|
| <input type="checkbox"/> Under \$25,000      | <input type="checkbox"/> \$75,000 - \$99,999             |
| <input type="checkbox"/> \$25,000 - \$34,999 | <input type="checkbox"/> \$100,000 - \$149,999 \$150,000 |
| <input type="checkbox"/> \$35,000 - \$49,999 | <input type="checkbox"/> - \$249,999 over \$250,000      |
| <input type="checkbox"/> \$50,000 - \$74,999 | <input type="checkbox"/>                                 |

• **What is your postal code?**

**Thank you!**

Please provide us with your Account Number to enter the draw for the \$50 East End Food Coop Gift Certificate.