Dear Member,

Two Harbors Federal Credit Union is a not-for-profit financial institution owned by the members we serve. As one of our member-owners your feedback is important to us. Please take a few moments to complete this short survey and either drop it off on your next visit or mail it to THFCU, 801 11th Street, Two Harbors MN, 55616. Thank you for your time and your continued participation in THFCU.

Randy Willert
President/CEO

Two Harbors Federal Credit Union

INFORMATION ABOUT YOU

Your age:

☐ 19-under ☐ 20-34 yrs ☐ 35-49 yrs ☐ 50-64 yrs ☐ 65-over

Your approximate length of membership:

☐ Less than 1 yr ☐ 1-5 yrs ☐ 6-10 yrs ☐ More than 10 yrs

Your primary way of doing business with us:

☐ In person ☐ By phone ☐ By mail ☐ Online/Mobile ☐ Use multiple channels equally

HOW WE'RE DOING

How easy is it to conduct business with Two Harbors Federal Credit Union?

1	2	3	4	5
Very difficult	Sometimes challenging	Average/Typical	Usually easy	Consistently great

Comments:

Are THFCU employees friendly, respectful and knowledgeable?

1	2	3	4	5
Never	Sometimes	Average/Typical	Most of the time	Always

Comments:

Is the business you conduct with THFCU accurate and delivered in a timely fashion?

1	2	3	4	5
Never	Sometimes	Average/Typical	Most of the time	Always

Comments:

How likely are you to contact THFCU for your next financial service (loan, deposit, checking, etc.)?

1	2	3	4	5
Unlikely	Possible	Not sure	Likely, but will also shop around	Exclusively

Comments:

Would you refer friends or family to THFCU?

1	2	3	4	5
Never	Probably not	Not sure	Yes, probably	Yes, and I have

Comments: