

Member Survey Results 2022-2023

Member Survey

**YOUR views help us
shape the future of
YOUR Credit Union**

Throughout December 2022 and January 2023, we ran our Annual Member Survey and we had over 400 responses! Thank you to all members that participated.

Over the next few slides, we will share some of the results with you

99% of those surveyed said they found the *CroydonPlus* Team friendly

77% of those surveyed said they found the *CroydonPlus* Team knowledgable

77% of those surveyed said they were satisfied with the overall service from *CroydonPlus*

43% of those surveyed said that the service they have received over the last year has improved on previous years

The majority of members who have called our new telephone number, say that the telephone service has improved

89% of our members **do not follow us on social media**

Social Media is a great way for us to get information on our services and products out to our members.

Please follow us on Facebook and Twitter
@CroydonPlus

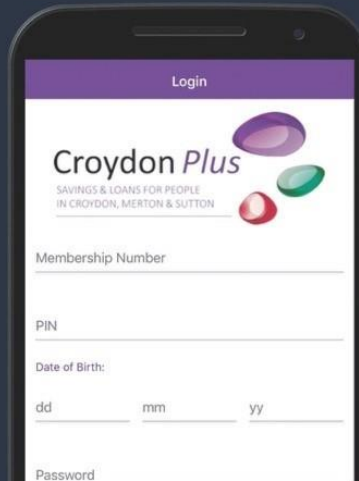
94% of members who have access to their accounts using the **online services on our website** are happy with them.

97% of the members who completed our survey **would visit our website first, if they wanted to look for Service Updates and Member Information.**

After the launch of our new website in 2021, it is now easier for us to update our website with important information for our members - this is something we are very proud of!

Our Team are currently looking at new ways of getting important information out to members. Please make sure that we have your most up to date contact details on file, to allow us to keep you updated in real time.

CroydonPlus Credit Union Mobile App



GIVING YOU ACCESS TO
YOUR ACCOUNT 24/7

CroydonPlus Credit Union's mobile app is available on
Google Play and Apple App store.



70% of those
surveyed have the
CroydonPlus Credit
Union Mobile App

88% of the users are
happy with it!



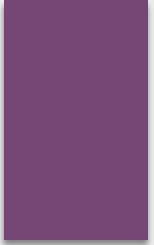


Last year, 90% of members surveyed said they would recommend Croydon*Plus* Credit Union to family/colleagues/friends

This year this increased to 95%

Last year, 95% of those surveyed said they are 'Proud to be a member of Croydon*Plus* Credit Union'

This year this increased to 97%



We welcome ALL feedback from our members. Without it, we don't know where we are succeeding and what areas we need to work on!

One of our favourite parts of the survey each year is where we ask our members to sum up Croydon*Plus* in a few words.

Here are some examples of both the good and the 'not so' good comments we received this year:

Member's Comments

An excellent example of "people helping people"

I really appreciate the service, it enables me to save.
I have had no problems with CroydonPlus and I am satisfied with the services I use.

They were a light in the dark when I was really in a bad place financially.

Great customer service , sympathy, empathy, professionalism and humour

Great potential with lots of room for progress

I have been a member for a number of years they have been more recently my life savers.

An absolute life saver! I would be lost without this option!

Absolutely one of the best service I ever had

Very helpful friendly and affordable

In principal, it's a good thing. When I first joined, the staff at the location were not helpful, but I think the service has improved and things are getting better for the staff and your clients.

Where can we improve?

'Effective but slow'

We have recently been reviewing all of our internal procedures to establish where we can make changes to our processing times. This has been done with the aim of enabling us to handle all member requests more efficiently.

'It's great but more people need to know about it'

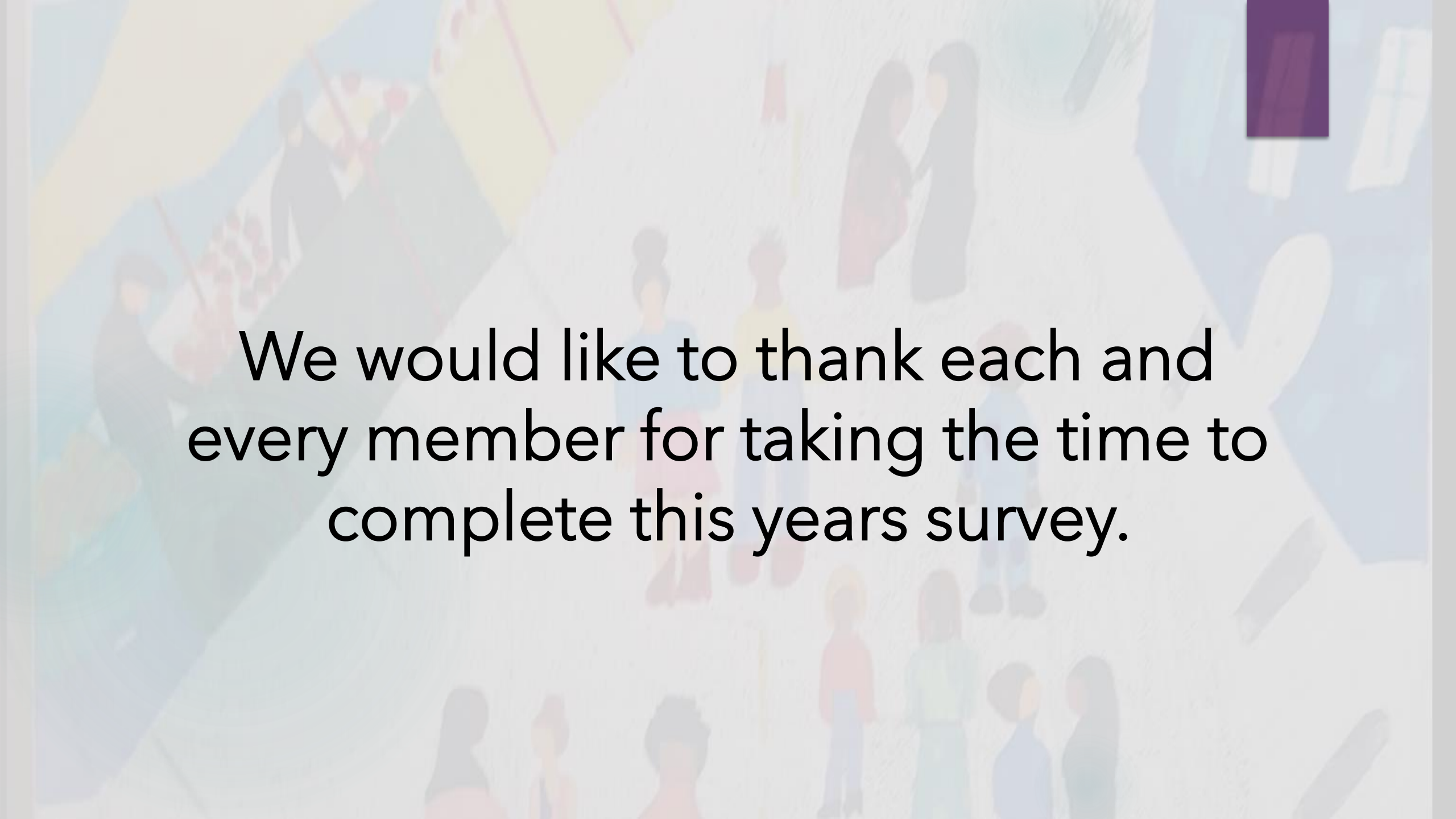
We are always looking at new ways of sharing our services with the local community. Earlier this year, we launched a regular radio show on Flex Fm Radio (101.4FM) on a Thursday between 10am and Midday. We hope that this will help us to spread the word about what we can do to help people in our community!

'Good overall, but
need to improve
telephone
service'

We know that our telephone response times have been an issue in the past and this is something we are continuously reviewing. We now have new software in place to allow us to monitor busy times and arrange the team to allow calls to be answered as quickly as possible, whilst still providing quality customer service during each call.

Please remember our website is full of information that may be helpful and our Online Account Service is a great way of managing your account without the need to call.

We also have an online Contact form on our website at www.croydonplus.co.uk/contact which we encourage our members to use if they would rather not wait in a telephone queue.



We would like to thank each and every member for taking the time to complete this years survey.