



# How are we doing?

We are very interested in your comments. If there is any way we can serve you better, please let us know.

\_\_\_\_\_

Date

\_\_\_\_\_

Please list employee that assisted.

What type of transaction did you conduct today?  
(Check all that apply)

- Deposit
- Cashed Check
- Transfer
- Loan Payment
- Account Inquiry
- Loan
- Withdrawal
- Other: \_\_\_\_\_

Where did you conduct your transaction?

- Aldine
- NLW-Heights
- Internet
- Cypresswood
- FM 1960
- Phone
- Atascocita
- eBranch
- ATM
- Tomball

Please fill out the following information:

\_\_\_\_\_

NAME

\_\_\_\_\_

MEMBER NUMBER

\_\_\_\_\_

ADDRESS

\_\_\_\_\_

CITY

\_\_\_\_\_

STATE

\_\_\_\_\_

ZIP

\_\_\_\_\_

CELL PHONE

\_\_\_\_\_

OTHER PHONE

\_\_\_\_\_

EMAIL

Return to an ITCU Representative or Mail to:  
8404 FM 1960 Bypass Road W | Humble, TX 77338  
281-449-0109 | [InvestexCU.org](http://InvestexCU.org)

**Please check the appropriate ranking for each question.**

**Speed & Quality of Service**

- Very Satisfied
- Not Very Satisfied
- Satisfied
- Not At All Satisfied

**Accuracy & Knowledge**

- Very Satisfied
- Not Very Satisfied
- Satisfied
- Not At All Satisfied

**Professionalism & Friendliness**

- Very Satisfied
- Not Very Satisfied
- Satisfied
- Not At All Satisfied

**eBranch**

- Very Satisfied
- Not Very Satisfied
- Satisfied
- Not At All Satisfied

**Online Banking/Mobile Banking**

- Very Satisfied
- Not Very Satisfied
- Satisfied
- Not At All Satisfied

**Website**

- Very Satisfied
- Not Very Satisfied
- Satisfied
- Not At All Satisfied

**Convenient Locations**

- Very Satisfied
- Not Very Satisfied
- Satisfied
- Not At All Satisfied

**Hours of Operation**

- Very Satisfied
- Not Very Satisfied
- Satisfied
- Not At All Satisfied

**Additional Comments:**

---

---

---

---

I, \_\_\_\_\_, agree to allow my comments and name to be used in credit union publications as seen fit by ITCU.

\_\_\_\_\_  
**Signature**

**Thank You**