



Dear Member:

Recently you closed your Border Federal Credit Union account. We value all of our members and we strive to provide the best financial services possible.

Your views are very important and can help us make adjustments to our services where needed. Please help by completing the questionnaire below. Forms will be submitted to Border Federal Credit Union's Supervisory Committee.

1. How long have you been a member of BFCU?
 - 0 - 1 year 1 - 5 years 6 - 10 years 10+ years
2. Age?
 - Under 21 22 - 25 26 - 35 36-45 46 - 55 56+
3. Which method of access did you use most?
 - Lobby Drive Thru ATM Call 24 Other: _____
4. Which service offered you the most value?
 - Checking Loans VISA Internet Banking Other: _____
5. Which branch did you usually use for your business transactions?
 - Bedell Gibbs HEB Laughlin AFB Eagle Pass Crystal City
6. What was the reason for closing your account?
 - Credit Union business hours not convenient Locations are not convenient
 - Identity theft caused account to be changed or closed Loan rates aren't competitive
 - I am relocating and another financial institution is closer Loan was denied
 - I am combining accounts or changing account numbers I can earn higher dividends elsewhere
 - Other (please specify): _____
7. Please check ALL applicable boxes for services you have used:
 - Call 24 Telephone Teller Internet Banking
 - Bill Pay Mobile Banking
 - Overdraft Privilege Text Banking with BFCU short code (61802)
 - Line of credit loan advances VISA credit card
 - Loans (*Home Equity, Automobile, Shared Secured, Secured*) VISA check/debit card
 - Other (please specify): _____
8. Was there a service(s) you needed that we did not offer? Please specify: _____

Thank you for your response. We appreciate your previous business and welcome the opportunity to serve you and your family in the future.

Border Federal Credit Union Supervisory Committee

Optional: Please provide contact information if you would like Border FCU to contact you.

Name: _____ Address: _____

Phone Number: _____ City, State: _____ Zip: _____

Bedell/Main Office
 2211 N Bedell Ave
 Del Rio, TX 78840
 830-774-2328
 830-774-0548 Fax

Gibbs Branch
 600 E. Gibbs
 Del Rio, TX 78840
 830-774-2328
 830-114-3604 Fax

HEB Branch
 200 Veterans Blvd
 Del Rio, TX 78840
 830-774-2328
 830-774-7067 Fax

LAFB Branch
 583 Liberty Dr, Bldg 341
 LAFB, TX 78843
 830-774-2328
 830-298-2020 Fax

Eagle Pass Branch
 2080 N. Veterans Blvd
 Eagle Pass, TX 78852
 830-757-2328
 830-757-4310 Fax

Crystal City Branch
 2006 N Hwy 83
 Crystal City, TX 78839