

OUR MEMBER SERVICE CHARTER

THE CREDIT UNION'S EXPECTATIONS OF ITS MEMBERS

- To remain loyal to their Credit Union
- To maintain a professional manner when conducting business at the Credit Union.
- To be respectful to employees and other members.
- To be co-operative by way of providing all the necessary information requested by employees.
- To take the initiative on issues affecting them.
- To seek clarification on problematic issues.
- To maintain high levels of honesty and integrity.
- To be punctual for appointments and any other meetings at the Credit Union.
- To display care and consideration for the Credit Union's property and facilities.

WHAT CAN MEMBERS EXPECT TO RECEIVE IN TERMS OF SERVICE

- Prompt, professional, efficient service with an emphasis on service excellence.
- Dedication to adding value to the member's experience.
- Keen interest in making the member feel appreciated.
- Accuracy on members' accounts.
- Remittances processed in a timely manner (two (2) working days).
- Information on the Credit Union's products and services.
- Guidance on Financial Planning.
- Effective communication on the Credit Union's policies and procedures.
- Timely response to queries and telephone calls.