

## Scotwest Annual Member Survey 2019-2020 Results

Over 1100 Members completed the Scotwest Member Survey, sharing their thoughts on the service they receive and the products available from Scotwest.

Thank you to all the Members who took the time to complete this year's survey – your feedback is invaluable to the continued development of the credit union.

### Member Service

We are delighted that the hard-working team at Scotwest continue to meet the needs of our Members while still providing the high level of service they have come to expect from their credit union.

Of the Members who participated in the survey:

**99%** agreed that their queries were responded to quickly and accurately

**99%** agreed that the staff they dealt with were knowledgeable and courteous

**97%** felt valued as Members of Scotwest

**99%** agreed they would recommend Scotwest to their friends, family and colleagues



Members were invited to share their thoughts about the service they receive at Scotwest. This snapshot gives an indication of what they said:



## Online Services

The personal service we offer is vital, but it is important for Scotwest Members to be able to access and manage their accounts at a time and place that suits them.

Of the Members who participated in the survey:

**96%** agreed that it was easy to manage their accounts with Online Banking

**94%** agreed that it was easy to manager their accounts with the Mobile App



## Products

Without offering savings and loan products that our Members find useful and fair, we would not be meeting our Vision of delivering better financial lives for our Members. We are delighted to see that we continue to meet these needs.

Of the Members who participated in the survey:

**99%** were satisfied with Scotwest savings accounts

**95%** agreed that the Savings Dividend Rate was fair

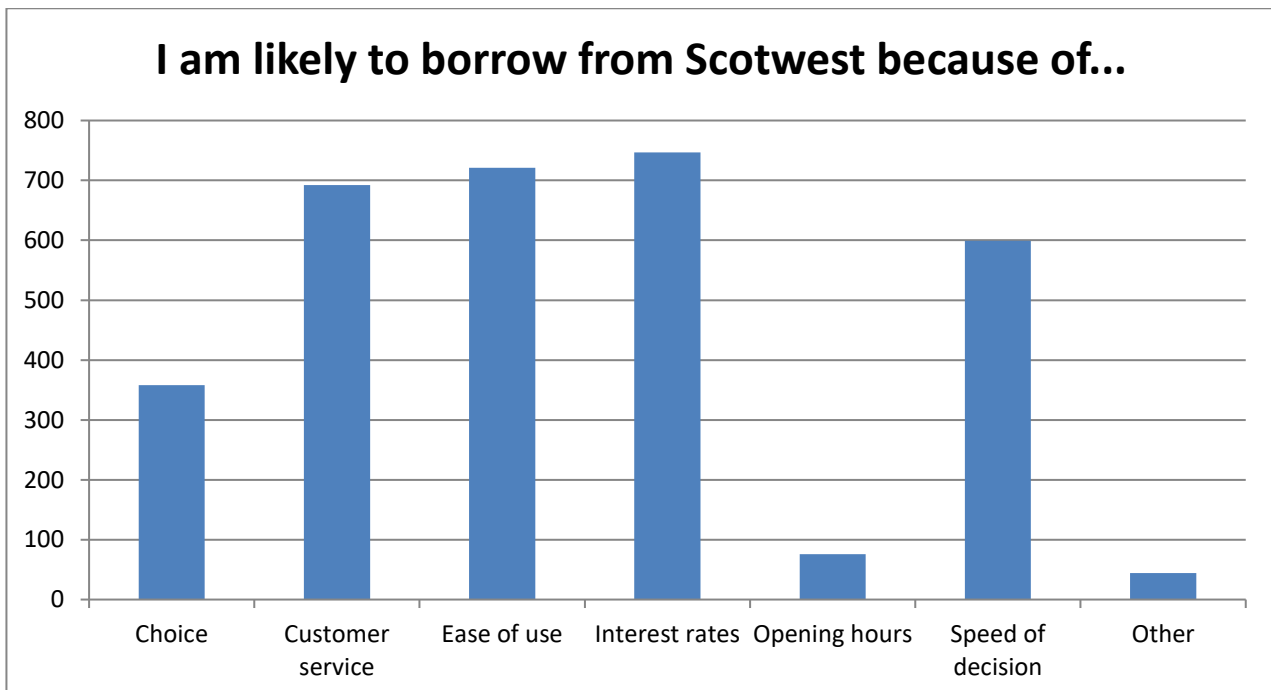
**98%** found the Loan application process simple and easy

**98%** were satisfied with the Loan Rates

**93%** were likely to borrow from us than from another lender



When asked, these are the reasons members gave for why they would be likely to borrow:



For more information on Scotwest Credit Union and our services visit [scotwest.co.uk](https://www.scotwest.co.uk).