



2009 MEMBER SURVEY

1. What is the total of your credit card debt?

- \$0 to \$10,000
- \$10,000 to \$25,000
- \$25,000 to \$50,000
- Greater than \$50,000
- Don't know

2. Have you paid off a credit card balance in 2009?

- Yes
- No

3. Would you consider a Home Equity loan to help pay off your credit cards, if you qualify?

- Yes
- No

4. How many vehicles are in your household?

| Vehicle (Car, truck, motorcycle) | Vehicle Age | Planning to Replace in | | |
|-------------------------------------|-------------|--------------------------|--------------------------|--------------------------|
| | | 1 year or less | 1 to 3 years | More than 3 years |
| _____ | _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| _____ | _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| _____ | _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. This questionnaire was completed by a

- Man
- Woman

10. The number of Tellers available to serve you are:

- Excellent
- Usually adequate
- Insufficient

6. Which group best describes your age?

- 18 to 29
- 30 to 49
- 50 and older

11. Please tell us about the quality of service received from our staff in each of the following areas,

- Ability to answer your questions**
Excellent Above Average Average Poor
- Concern with meeting your needs**
Excellent Above Average Average Poor
- Accuracy in handling your transactions**
Excellent Above Average Average Poor
- Promptness in serving you**
Excellent Above Average Average Poor
- Product and service knowledge**
Excellent Above Average Average Poor
- Speed in handling your transactions**
Excellent Above Average Average Poor
- Courtesy to you as a member**
Excellent Above Average Average Poor

7. Which of the following best describes your membership status?

- Employee of a participating employer
- Retired employee of a participating employer
- Spouse of one of the above
- Family member of one of the above

8. Why do you "bank" with us? (Please mark all that apply.):

- Staff knows and helps me
- Services meet my needs
- Office is conveniently located
- Deposit rates are attractive
- Loan rates are attractive
- Business hours are convenient

9. If you also use another financial institution, please tell us why, (Mark all that apply.):

- Longer hours
- More convenient location
- Better deposit rates
- Lower loan rates
- The staff is more helpful
- They offer more services/products
- Other _____

12. Would you recommend METRO to your co-workers and family?

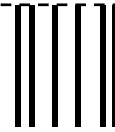
- Yes
- No

Win a gas card!
See our special incentive offer on the other side of this survey.



What Are You Thinking?
Please Tell Us.

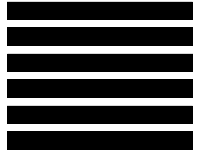
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2009 MEMBER SURVEY

Thank you for completing this Member Survey.
Your answers and comments are very important to us.

All responding members will be eligible to win a valuable gas card.
We will randomly draw 5 properly completed member surveys for

1 \$100 gasoline card and 4 \$50 gasoline cards.

Be a winner! Send in your survey TODAY!

↓ PLACE TAPE HERE TO MAIL ↓