

Results of FSB 321 Survey for JUNE 08 – Topic: Member Services

Results Date: 11 June 2008 / Survey Finish Date 6 June 2008

WHAT THEY SAID IN NUMBER & %	EAST BRANCH AREA COUNT			MID BRANCH AREA COUNT			WEST BRANCH AREA COUNT		
	Do you or have you used any of the FSB Member Services?	Is the range of provision appropriate for your needs?	Is the quality of service appropriate for your needs?	Do you or have you used any of the FSB Member Services?	Is the range of provision appropriate for your needs?	Is the quality of service appropriate for your needs?	Do you or have you used any of the FSB Member Services?	Is the range of provision appropriate for your needs?	Is the quality of service appropriate for your needs?
COUNT	Question 1	Question 2	Question 3	Question 1	Question 2	Question 3	Question 1	Question 2	Question 3
YES	15	17	19	13	20	19	25	34	33
NO	5	3	1	9	2	3	13	4	5
Don't Know	0	0	0	0	0	0	0	0	0
%	Question 1	Question 2	Question 3	Question 1	Question 2	Question 3	Question 1	Question 2	Question 3
YES	75.00%	85.00%	95.00%	59.09%	90.91%	86.36%	65.79%	89.47%	86.84%
NO	25.00%	15.00%	5.00%	40.91%	9.09%	13.64%	34.21%	10.53%	13.16%
Don't Know	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

