

Closed Account Survey



TRUE NORTH
FEDERAL CREDIT UNION

We're sorry to see you go! Our policy is "Once a member, always a member." Our shared branching service allows you to access your account at participating service centers worldwide! Let us show you how continuing your membership with True North may be of benefit. Please share your thoughts with us about why you are closing your account and allow us an opportunity to earn another chance to serve you.

I wish to close the following account(s):

Member Name: _____ Member Name: _____

Account Number(s): _____

Primary Branch: (select only one of the following)

- Downtown Juneau Branch Mendenhall Branch Anchorage Branch

Reason for Closure (check all that apply):

- Consolidating Accounts within True North Federal Credit Union
 Switching to another Financial Institution: _____
 Check all that apply.
 Better investment rates
 Better loan rates
 Consolidation with pre-existing accounts at other Financial Institution
 Service cost/fees (please specify): _____
 Insufficient products/services (please specify): _____
 Location Inconvenient
 Hours Inconvenient
 Moving out of town/state
 Other life event change (please specify): _____
 Unhappy with member service (please specify): _____
 Other (please specify): _____

Additional Comments: _____

May we contact you if we have questions? Yes No Contact Number: _____

Member Signature

Date

Member Signature

Date

Please fax this form to (907) 586-8078 or mail to: True North Federal Credit Union
P.O. Box 34157
Juneau, Alaska 99803