



The information you provide on this form is of great value to the Credit Union in helping it to focus its resources upon meeting the needs of its members as effectively as possible.

The information is used for statistical, monitoring and marketing purposes.

The information you provide on this form is not held or associated with your personal information. It is effectively anonymous, and this form may be completed and returned at a later date if you prefer.

## SUPPLEMENTARY INFORMATION

Form MEM1C (OPTIONAL)

Please complete all sections clearly in BLOCK CAPITALS

### A. Why are you joining the credit union?

- to save
- to borrow
- to make better use of my money
- insurance
- other .....

### B. How did you hear about the credit union?

- a family member - who? .....
- a friend - who? .....
- my child
- leaflet
- press

### C. Additional personal information (See Note 1)

#### Employment status

- unemployed
- employed
- self-employed
- retired
- student
- other

Do you have access needs that restrict your ability to use the Credit Union?

- yes (please specify .....
- no

#### Household status

- owner occupied
- privately rented
- LA/HA rented
- with family/friends
- unfurnished accommodation
- other

Do you use the Internet?

- yes - using a computer
- yes - using a mobile phone
- no

If you answered "yes" above, would you find it easier to use the Credit Union on-line?

- yes
- no

#### Household make-up

- applicant only
- single parent
- couple with no children
- couple with children

Where do you live? Please give the name of the town or village where you live or your postcode .....

#### Ethnicity (See Note 1 below)

- unknown/not stated
- Welsh
- English
- British
- other .....

#### Mobility and accessibility

Do you find it easy to access the Credit Union office or one of the collection points?

- yes - main office
- yes - collection point
- no

Do you need to travel to access the Credit Union office or one of the collection points?

- yes - by bus
- yes - by car
- no

#### Language

Would you prefer written or verbal communication and information from the Credit Union to be in

- English (written)?
- Welsh (written)?
- don't care

### D. Additional financial information

#### Please list any benefits you receive

- none
- Income Support
- Job-Seekers' Allowance
- Pension (private)
- Pension (state)
- Pension Credit
- ESA
- Disability Living Allowance
- Incapacity Benefit
- Tax Credits
- Child Tax Credit
- Child Benefit
- Disability Living Allowance
- other .....

#### How are these benefits paid to you at present?

- Bank
- Post office
- Giro
- other .....

#### Have you taken out high-cost loans in the past?

- yes
- no
- unknown

#### Have you ever received a Social Fund loan?

- yes
- no
- unknown

## E. Are you aware of the services available?

It would help us if you were to indicate which of these services might be of interest to you.

- savings products
  - shares (standard credit union savings)
  - Christmas Club
  - junior savers' accounts
- insurance products
  - home protection insurance
  - car insurance
  - holiday insurance
  - family protection insurance
  - loan protection insurance
- advice and help
  - money management advice
  - energy conservation advice
  - budgeting advice
  - money saving advice
  - small business advice
- unspecific loan products
  - unsecured loans
  - secured loans
- specialist loan products
  - Home Improvement Loan Scheme (HILS) - for repairs and improvements to your home.
  - small business loans - for business start-ups and development.
  - nappy loans - save yourself money by using environmentally friendly washable nappies
  - gym and swim - get fit with lower-cost access to leisure centres
  - new tenancy loans - get the deposit you need to move into that new home
  - veggie loans (organic vegetable boxes) - for a better balanced and healthy diet
- other services
  - benefits direct payments
  - automated bill-payment system
  - pre-paid debit card for ATM access, cashback, store purchases, telephone and internet purchases, Standing Orders, faster access to your credit union shares or loans, etc.

### Additional information

Please use this space in to provide additional information about financial services you would like to have access to. Although the Credit Union cannot guarantee to be in a position to meet such needs at any time in the future, it is continually reviewing both needs and possibilities.

## F. Which companies supply your energy at present?

### Gas

- British Gas
- Manweb
- Swalec
- other .....

### How do you pay for your gas at present?

- Pre-paid meter
- Quarterly bill
- Standing Order
- Direct Debit
- other .....

### Electricity

- Manweb
- Swalec
- EcoGen
- other .....

### How do you pay for your electricity at present?

- Pre-paid meter
- Quarterly bill
- Standing Order
- Direct Debit
- other .....