



**Sustainable Banking**

**MALENY CREDIT UNION  
COMMUNITY SURVEY**

Maleny Credit Union (MCU) is considering opening a Sub-branch in Mapleton to service the banking needs of Mapleton and surrounding towns. MCU would like to understand the banking requirements of local residents and business operators. To assist us could you please take the time to complete this community survey. All details will be kept confidential.

**Completed Survey Deadline 31<sup>st</sup> May 2010**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Please tick the relevant circles:

1. Are you:
  - A business proprietor?
  - Self-employed?
  - Employed?
  - Retired?
  
2. Are you aware of the MCU, its products and services?
  - Yes
  - No
  
3. If the MCU opened a branch in Mapleton do you think this service would be beneficial to the Community?
  - Yes
  - No
  
4. If the MCU opened a branch in Mapleton would you consider changing your banking to the MCU?
  - Yes
  - No

5. Please indicate what services you would require if the MCU were to open a sub-branch in Mapleton:

Personal Banking	Personal Loans	Business Banking	Business Loans
<input type="radio"/> Savings Accounts	<input type="radio"/> Home Loans	<input type="radio"/> Business Accounts	<input type="radio"/> Business Loans
<input type="radio"/> Term Deposits	<input type="radio"/> Car Loans	<input type="radio"/> EFTPOS Facilities	<input type="radio"/> Business Overdrafts
<input type="radio"/> Deeming Account	<input type="radio"/> Speciality Loans - Solar Loan - Green Appliance Loan - Green Star Car Loan	<input type="radio"/> Leasing	<input type="radio"/> Community Group Loans
<input type="radio"/> Cash Management Accounts	<input type="radio"/> Overdrafts/Line of Credit	<input type="radio"/> Corporate Insurance Services	<input type="radio"/> Community Group Overdrafts
<input type="radio"/> Internet Banking	<input type="radio"/> Low Doc Loans		
	<input type="radio"/> Reverse Mortgages		

6. Would you support a sub-branch that does not provide a cash withdrawal service?
- Yes
  - No
7. Would you support a sub-branch that requires 24 hour notice for cash withdrawals?
- Yes
  - No
8. To begin, MCU is considering a part-time sub-branch in Mapleton, i.e. 3 afternoons or mornings per week. Please indicate what opening days would be of most benefit to you:
- Monday
  - Tuesday
  - Wednesday
  - Thursday
  - Friday
  - Saturday
9. What opening hours would you prefer:
- 9:00am – 12.00pm
  - 2:00pm – 5:00pm
  - 9:30am – 5.00pm
  - Saturday Morning 9:00 – 11.30am
10. Would you like MCU to contact you regarding available products and services?
- Yes
  - No

THANK YOU FOR YOU PARTICIPATION  
Please either mail or drop in the completed survey to:

MCU  
28 Maple Street  
PO Box 1099  
Maleny QLD 4552 OR  
Call

**Catherine O'Connell**  
**Community Development Manager**  
to discuss the survey on  
**5499 8988**