

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 ☐ Juneau Fred Meyers 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 preexisting 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): _____

Instructions for Remaining Funds if Applicable: _____

Additional Comments: _____

May we contact you if we have questions? ☐ Yes ☐ No

Contact Number: _____

Member Signature

Date

Member Signature

Date

Please email this form to memberservice@truenorthfcu.org or mail to:

True North Federal Credit Union
2777 Postal Way
Juneau, Alaska 99801