



CREDIT UNION DEPARTMENT

CUSTOMER SERVICE REPORT

May 2018



2018 REPORT ON CUSTOMER SERVICE

The Credit Department is dedicated to fulfilling its commitment to customer service as outlined in the agency's *Compact with Texans*. In doing so, credit unions supervised and regulated by the Department, as well as consumers that have registered complaints about those credit unions, are given the opportunity to provide opinions regarding the level of customer service provided by the agency.

In accordance with TEX. GOV'T CODE CH. 2114, the Department provides a variety of methods for customers to supply feedback about the agency's operations and services. Methods used for the solicitation of feedback include internet-based surveys, outreach meetings, and a convenient link on our public website for customers to discuss issues related to their interaction with the agency.

Inventory of Customers by Strategy	
Strategy	Customer
Safe and Sound Credit Union Industry	Texas-chartered credit union and foreign credit unions with offices in Texas
Safeguard the Interest of Credit Union Members	Customers (Members) of Texas-chartered credit unions (represented by written complaints received)

External Customer Descriptions

Credit Union Industry

A safe and sound credit union industry helps ensure economic growth and stability, while assuring a safe place for depositors, available credit opportunities, and competitive financial services. As a result, the primary beneficiary or customer of the Department's safety and soundness supervision of credit unions are the citizens of Texas – credit union members, borrowers, and creditors. Other direct beneficiaries of the Department's examination and supervision are the National Credit Union Administration (NCUA) and the institutions under regulation. The Department must meet the highest expectations and supervisory standards in order to maintain the state's role in enhancing the dual credit union system.

Quality examination and supervision provides credit union boards and management with an independent look at their performance in complying with applicable laws and operating a safe and sound credit union. Burdensome or arbitrary requests for information, improper use of authority, or inconsistently applied statutes, rules, and procedures can inconvenience, disrupt, and even damage credit unions. To monitor the agency's performance as a regulator, the Department surveys credit unions under its jurisdiction. Ultimately, a credit union's members and creditors benefit from examinations and supervision.

Credit Union Members

The primary customers served in this regard are consumers doing business with credit unions such as depositors and borrowers. The Department focuses its surveys on credit union members who have recently gone through the complaint process.

Description of Information Gathering Techniques/Methods

The Department assesses its customer service through communications with its constituents. The Department utilized an electronic survey to reach out to each of its customers.

Annual Questionnaire

Credit unions are sent an invitation by email to participate in an online survey. Responses are anonymous unless the respondent provides contact information. Completed surveys are tabulated automatically by the Department's survey service provider and results are posted on the agency's public website. The methodology of data collection does not follow random sampling guidelines, rather it allows 100% of the credit unions the opportunity to provide feedback. In the most recent annual survey, credit unions were asked to complete the annual survey between March 1, 2018 and May 7, 2018. The agency also emailed reminder notices at various times during the data collection period asking credit unions to participate if they had not already done so.

Examination Survey

The Department solicits input regarding the supervision provided by the agency through a separate post examination survey. The goal of this survey is to help target areas for improvement, as well as to identify what parts of the existing examination process are working well. An invitation by email to participate in an online survey is sent to each credit union 45 days after completion of an examination. The survey covers areas such as the examination process, examination reports, and the examination correspondence.

Application Survey

The Department solicits input regarding its application process through a separate post application survey. The goal of this survey is to help target areas for improvement, as well as to identify what parts of the existing process are working well. An invitation by email to participate in an online survey is sent to each credit union that submits an application 30 days after a final decision is rendered on the application. The survey allows credit unions to provide feedback and rate the performance of the agency in processing the application.

Survey of Member Complainants

Since 2014, complainants of credit unions have been surveyed. The methodology of data collection does not follow random sampling guidelines; it allows 100% of the complainants the opportunity to respond. No deadline for a response is given and the responses are anonymous. Fifteen days after a written consumer complaint is closed, an invitation by email to participate in an online survey is sent

to each complainant. The survey allows complainants to provide feedback and rate the performance of the agency in reviewing their complaint.

Results and Summary Analysis of Surveys

It is important to know that when reviewing the following data, low response rates may generally yield results that reflect the feelings of those with the most positive or negative impressions of, or experiences with, the agency and consequently may skew the analysis of the findings. The results show a general satisfaction by a majority of respondents with the Department’s services as a whole across the various surveys.

Annual Questionnaire

The Department received 95 responses from 186 credit unions for a response rate of 51 percent. An overwhelming majority of the respondents “strongly agree” or “somewhat agree” that the Department is conducting its affairs in a satisfactory manner. The questionnaire affirms the agency’s dedication to offer exceptional service to credit unions as accessibility, responsiveness, and quality of services were all highly rated.

Strategic Goal: To ensure a safe and sound credit union industry
Strategic Objective: The department anticipates, understands, addresses, and communicates risk to credit unions.
Measure: Outcome

Interaction with Department		
Q 1. Department Staff is Generally Accessible		
Strongly Agree	80	84%
Somewhat Agree	9	10%
Neither Agree or Disagree	4	4%
Somewhat Disagree	0	0%
Strongly Disagree	2	2%
No Opinion	0	0%
Total	95	100%

Q 2. Department Staff Provides Timely and Accurate Feedback/Answers		
Strongly Agree	77	81%
Somewhat Agree	12	13%
Neither Agree or Disagree	3	3%
Somewhat Disagree	1	1%
Strongly Disagree	2	2%
No Opinion	0	0%
Total	95	100%

Q 3. Overall, Department Staff is Responsive to My Needs		
Strongly Agree	81	85%
Somewhat Agree	8	9%
Neither Agree or Disagree	3	3%
Somewhat Disagree	1	1%
Strongly Disagree	2	2%
No Opinion	0	0%
Total	95	100%

Q 4. Overall, My Credit Union's Communication with the Department is Satisfactory		
Strongly Agree	79	83%
Somewhat Agree	10	11%
Neither Agree or Disagree	2	2%
Somewhat Disagree	1	1%
Strongly Disagree	3	3%
No Opinion	0	0%
Total	95	100%

Strategic Goal: To ensure a safe and sound credit union industry
Strategic Objective: The department anticipates, understands, addresses, and communicates risk to credit unions.
Measure: Explanatory

Communication with Department		
Q 1. Have you corresponded with the Department about a member complaint within the last 12 months?		
Yes	34	36%
No	61	64%
Skipped Question	0	0%
Total	95	100%

Q 2. The Department's requests for information in connection with its review of member complaints strike a reasonable balance between requesting sufficient information to discharge the department's duties and avoiding unnecessarily burdening credit unions		
Strongly Agree	31	33%
Somewhat Agree	2	2%
Neither Agree or Disagree	0	0%
Somewhat Disagree	1	1%
Strongly Disagree	0	0%
Skipped Question	61	64%
Total	95	100%

Q 3. Complaint(s) are handled in a professional manner by the Department		
Strongly Agree	33	35%
Somewhat Agree	1	1%
Neither Agree or Disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	61	64%
Total	95	100%

Q 4. The Department's response to the complaint was based on a reasonable interpretation of applicable law		
Strongly Agree	32	34%
Somewhat Agree	1	1%
Neither Agree or Disagree	1	1%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	61	64%
Total	95	100%

Q 5. The Department's suggestion for resolving the complaint(s) was reasonable		
Strongly Agree	31	33%
Somewhat Agree	1	1%
Neither Agree or Disagree	2	2%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	61	64%
Total	95	100%

Strategic Goal: To ensure a safe and sound credit union industry
Strategic Objective: The department anticipates, understands, addresses, and communicates risk to credit unions.
Measure: Explanatory

Department Website		
Q 1. The department's website is Informative and easy to use		
Strongly Agree	50	53%
Somewhat Agree	31	33%
Neither Agree or Disagree	9	9%
Somewhat Disagree	2	2%
Strongly Disagree	2	2%
Skipped Question	1	1%
Total	95	100%

Strategic Goal: To ensure a safe and sound credit union industry.
Strategic Objective: The department anticipates, understands, addresses, and communicates risk to credit unions.
Measure: Explanatory

Department Offices		
Q 1. The atmosphere and amenities of the Austin office are conducive to conducting business with the department		
Strongly Agree	22	24%
Somewhat Agree	7	7%
Neither Agree or Disagree	56	59%
Somewhat Disagree	4	4%
Strongly Disagree	1	1%
Skipped Question	5	5%
Total	95	100%

Q 2. Parking was adequate and easily accessible		
Strongly Agree	17	18%
Somewhat Agree	16	17%
Neither Agree or Disagree	56	59%
Somewhat Disagree	2	2%
Strongly Disagree	0	0%
Skipped Question	4	4%
Total	95	100%

Strategic Goal: To develop a professional and motivated staff that provides quality service to the citizens of Texas and supports achievement of the department's statutory mission.
Strategic Objective: The department is an efficient, effective, and ethical organization.
Measure: Outcome

Level of Satisfaction		
Q 1. Overall, the Department provides my credit union with quality service		
Strongly Agree	78	83%
Somewhat Agree	8	8%
Neither Agree or Disagree	1	1%
Somewhat Disagree	1	1%
Strongly Disagree	3	3%
Skipped Question	4	4%
Total	95	100%

Examination Survey

Forty-five days after the completion of an examination of each credit union, a separate invitation to participate in the examination survey is transmitted to the credit union. For calendar year 2017, 235 invitations were sent and 77 responses were received for a 33 percent response ratio. The responses complimented the examining staff's professionalism and noted that the report of examination was easy to understand with strongly agreed responses exceeding 96 percent.

Strategic Goal: To ensure a safe and sound credit union industry
Strategic Objective: The department anticipates, understands, addresses, and communicates risk to credit unions.
Measure: Outcome and Efficiency

Examinations		
Q 1. The lead-time was sufficient to gather the information requested prior to the on-site examination		
Strongly Agree	67	87%
Somewhat Agree	7	9%
Neither Agree or Disagree	0	0%
Somewhat Disagree	3	4%
Strongly Disagree	0	0%
Skipped Question	0	0%
Total	77	100%

Q 2. The pre-examination requests were reasonable in scope		
Strongly Agree	68	89%
Somewhat Agree	8	10%
Neither Agree or Disagree	1	17%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	0	0%
Total	77	100%

Q 3. Materials requested in the pre-examination were used during the examination		
Strongly Agree	67	87%
Somewhat Agree	7	9%
Neither Agree or Disagree	0	0%
Somewhat Disagree	3	4%
Strongly Disagree	0	0%
Skipped Question	0	0%
Total	77	100%

Q 4. The pre-examination request made the examination run more efficiently		
Strongly Agree	69	90%
Somewhat Agree	6	8%
Neither Agree or Disagree	2	2%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	0	0%
Total	77	100%

Q 5. The examiners were knowledgeable about your credit union		
Strongly Agree	61	79%
Somewhat Agree	12	16%
Neither Agree or Disagree	1	1%
Somewhat Disagree	2	3%
Strongly Disagree	0	0%
Skipped Question	1	1%
Total	77	100%

Q 6. The examiners demonstrated a thorough understanding of safety and soundness issues		
Strongly Agree	62	81%
Somewhat Agree	12	16%
Neither Agree or Disagree	1	1%
Somewhat Disagree	1	1%
Strongly Disagree	0	0%
Skipped Question	1	1%
Total	77	100%

Q 7. The examiners were responsive to your questions and concerns		
Strongly Agree	69	90%
Somewhat Agree	5	7%
Neither Agree or Disagree	1	1%
Somewhat Disagree	1	1%
Strongly Disagree	0	0%
Skipped Question	1	1%
Total	77	100%

Q 8. The examiners communicated effectively with the credit union throughout the examination		
Strongly Agree	70	91%
Somewhat Agree	3	4%
Neither Agree or Disagree	1	1%
Somewhat Disagree	2	3%
Strongly Disagree	0	0%
Skipped Question	1	1%
Total	77	100%

Q 9. The examiners treated you professionally		
Strongly Agree	74	97%
Somewhat Agree	1	1%
Neither Agree or Disagree	0	0%
Somewhat Disagree	1	1%
Strongly Disagree	0	0%
Skipped Question	1	1%
Total	77	100%

Q 10. The examiners explained the CAMEL ratings in sufficient detail		
Strongly Agree	74	96%
Somewhat Agree	0	0%
Neither Agree or Disagree	2	3%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	1	1%
Total	77	100%

Q 11. All major findings of the examination were discussed with you prior to the examiners leaving your credit union		
Strongly Agree	73	95%
Somewhat Agree	0	0%
Neither Agree or Disagree	1	1%
Somewhat Disagree	0	0%
Strongly Disagree	2	3%
Skipped Question	1	1%
Total	77	100%

Q 12. Management was given the opportunity to react to the examination findings		
Strongly Agree	67	87%
Somewhat Agree	5	7%
Neither Agree or Disagree	1	1%
Somewhat Disagree	1	1%
Strongly Disagree	1	1%
Skipped Question	2	3%
Total	77	100%

Q 13. The examination was completed within a reasonable timeframe		
Strongly Agree	71	92%
Somewhat Agree	1	1%
Neither Agree or Disagree	1	1%
Somewhat Disagree	2	3%
Strongly Disagree	0	0%
Skipped Question	2	3%
Total	77	100%

Q 14. The report accurately reflected the examination findings as conveyed to you during the examination		
Strongly Agree	72	94%
Somewhat Agree	1	1%
Neither Agree or Disagree	1	1%
Somewhat Disagree	0	0%
Strongly Disagree	1	1%
Skipped Question	2	3%
Total	77	100%

Q 15. The report was easy to understand		
Strongly Agree	74	97%
Somewhat Agree	1	1%
Neither Agree or Disagree	0	0%
Somewhat Disagree	1	1%
Strongly Disagree	0	0%
Skipped Question	1	1%
Total	77	100%

Q 16. The report accurately portrayed your credit union's practices and condition		
Strongly Agree	63	82%
Somewhat Agree	10	13%
Neither Agree or Disagree	1	1%
Somewhat Disagree	1	1%
Strongly Disagree	0	0%
Skipped Question	2	3%
Total	77	100%

Q 17. The transmittal letter and other written communications concerning the examination report was clear and concise		
Strongly Agree	68	88%
Somewhat Agree	5	6%
Neither Agree or Disagree	2	3%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	2	3%
Total	77	100%

Q 18. The report contained useful recommendations for improving safety and soundness practices		
Strongly Agree	66	86%
Somewhat Agree	6	8%
Neither Agree or Disagree	1	1%
Somewhat Disagree	1	1%
Strongly Disagree	0	0%
Skipped Question	3	4%
Total	77	100%

Q 19. The examination findings will assist you in enhancing your safety and soundness practices		
Strongly Agree	65	84%
Somewhat Agree	7	9%
Neither Agree or Disagree	3	4%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	2	3%
Total	77	100%

Q 20. The examination was conducted in a fair and objective manner		
Strongly Agree	68	88%
Somewhat Agree	5	7%
Neither Agree or Disagree	1	1%
Somewhat Disagree	1	1%
Strongly Disagree	0	0%
Skipped Question	2	3%
Total	77	100%

Application Survey

Thirty days after a final decision is rendered on each credit union's application, a separate invitation to participate in the application survey is transmitted to the credit union. For calendar year 2017, 63 invitations were sent and 21 responses were received for a 33 percent response ratio. The responses complimented the Department staff's timely and accurate feedback/answers and the efficient application process with positive responses of 95 percent.

Strategic Goal: To provide a flexible regulatory framework that enables credit unions to provide a full competitive array of financial services.
Strategic Objective: Credit union application procedures are efficient and consistent with safety and soundness.
Measure: Outcome

Applications		
Q 1. Department staff provided timely and accurate feedback/answers		
Strongly Agree	20	95%
Somewhat Agree	1	5%
Neither Agree or Disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	0	0%
Total	21	100%

Q 2. Department staff communicated with me in a courteous and professional manner		
Strongly Agree	19	90%
Somewhat Agree	1	5%
Neither Agree or Disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	1	5%
Total	21	100%

Q 3. The application process was efficient		
Strongly Agree	18	86%
Somewhat Agree	3	14%
Neither Agree or Disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	0	0%
Total	21	100%

Q 4. The Department's requests for information were reasonable		
Strongly Agree	17	81%
Somewhat Agree	4	19%
Neither Agree or Disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	0	0%
Total	21	100%

Q 5. The Department's website was helpful in completing my application		
Strongly Agree	17	81%
Somewhat Agree	4	19%
Neither Agree or Disagree	0	0%
Somewhat Disagree	0	0%
Strongly Disagree	0	0%
Skipped Question	0	0%
Total	21	100%

Member Complainants

285 invitations to participate in the survey were transmitted to complainants who filed a complaint against a credit union in calendar year 2017. A total of 25 responses were received for a 9 percent response rate.

Approximately 52 percent of complainants found it relatively easy to file a complaint with the agency. Overall, 64 percent of respondents were satisfied with the assistance received from the Department, while 32 percent were dissatisfied.

Strategic Goal: To safeguard the interest of credit union members

Strategic Objective: All credit union members have reasonable access to credit union services and are treated fairly and lawfully.

Measure: Explanatory, Efficiency and Outcome

Complaints		
Q 1. It was relatively easy to file a complaint with the Department		
Strongly Agree	13	52%
Somewhat Agree	5	20%
Neither Agree or Disagree	2	8%
Somewhat Disagree	3	12%
Strongly Disagree	2	8%
Skipped Question	0	0%
Total	25	100%

Q 2. Department staff communicated with me in a courteous and professional manner		
Strongly Agree	16	64%
Somewhat Agree	2	8%
Neither Agree or Disagree	2	8%
Somewhat Disagree	2	8%
Strongly Disagree	3	12%
Skipped Question	0	0%
Total	25	100%

Q 3. I believe department staff understood the basis of my complaint		
Strongly Agree	13	52%
Somewhat Agree	3	12%
Neither Agree or Disagree	1	4%
Somewhat Disagree	3	12%
Strongly Disagree	5	20%
Skipped Question	0	0%
Total	25	100%

Q 4. The response provided by the department addressed the important aspects of my complaint		
Strongly Agree	10	40%
Somewhat Agree	3	12%
Neither Agree or Disagree	0	0%
Somewhat Disagree	3	12%
Strongly Disagree	9	36%
Skipped Question	0	0%
Total	25	100%

Q 5. The explanation given was fair considering applicable laws		
Strongly Agree	9	36%
Somewhat Agree	4	16%
Neither Agree or Disagree	1	4%
Somewhat Disagree	1	4%
Strongly Disagree	10	40%
Skipped Question	0	0%
Total	25	100%

Q 6. The Department website was helpful in the complaint process		
Strongly Agree	9	36%
Somewhat Agree	5	20%
Neither Agree or Disagree	6	24%
Somewhat Disagree	0	0%
Strongly Disagree	5	20%
Skipped Question	0	0%
Total	25	100%

Customer Service Representative

The Department's Compact with Texans is posted on the agency's public website (www.cud.texas.gov). The appointed customer service representative is Commissioner Harold E. Feeney.

Credit Union Department
 914 East Anderson Lane
 Austin, Texas 78752-1699
 (512) 837-9236

CUDMail@cud.texas.gov