

SERVICE

EXCELLENCE

HONEST

FAIR

TRUST



**We are more
than a bank and
you are more
than a customer.**

For 16 consecutive years, credit unions have ranked #1 in Customer Service Excellence.



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Ipsos 2020 Financial Service Excellence Awards are based on ongoing quarterly Customer Service Index (CSI) survey results. Sample size for the total 2020 CSI program year ended with the September 2020 survey wave was 48,284 completed surveys yielding 73,601 financial institution ratings nationally.