



Member Service Standards

At Frontline Financial Credit Union we pride ourselves on member service. Most businesses talk about service, but our credit union members know the difference. Our #1 priority is to provide excellent service to each of our member/owners.

At Frontline Financial Credit Union we promise:

- To make it easy for our members to do business with us
- To help our members identify their financial needs and offer a solution
- To provide our members with accurate information
- To treat our members and co-workers with respect
- To deliver what we promise
- To thank our members for their business
- To go that extra mile
- To answer the telephone if we are not serving members
- If we cannot take the telephone, we will return all telephone calls and voice mail within 2 business hours. If we cannot provide an answer to their question, we will provide a time frame of when we will get back to them with an answer
- A member in the branch always takes priority over paperwork and other internal work
- We will have a solid understanding of the features and benefits of all products and services
- We will not assume that we know the members needs
- We will address our members by their name
- We will identify ourselves to members on the telephone
- We will gladly look up our members' account information and go out of our way to provide personal service
- We will tell members about our products and services and not wait for them to ask
- We will endeavour to uncover member needs that members do not know they have yet