



MEMBER EXIT INTERVIEW

1. How long have you been a member of Kenya Police SACCO?

1 - 12 Months 1 - 5 Years 5 - 10 Years Over 10 Years

2. Do you have a bank loan?

Yes No

If Yes, Name of the bank _____

3. What is the main reason for exiting the SACCO?

4. Would you like to be contacted by one of our customer care representatives to discuss any issue before your withdrawal application is processed?

Yes No Maybe

If Yes, please provide your mobile number _____

5. Are you satisfied with our services?

Yes No

6. Would you re-join Kenya Police SACCO in future?

Yes No Maybe

7. Would you consider recommending Kenya Police SACCO to others?

Yes No Maybe

8. Which areas of our service offering would you like us to improve?

Thank you for taking your time to fill this form, we value your feedback.