



**VanCity**  
It's **right** here.™

**SERVICE  
SATISFACTION**

**Win a \$500 VanCity  
Term Deposit**

Dear Valued VanCity Member,

As part of our continuing effort to improve service to you – our members, we would very much appreciate your assistance in taking a few minutes to answer some questions regarding your experience with VanCity. Each month we select VanCity members at random to evaluate the service you have received with us over the **past** month and overall.

In appreciation for your feedback, we invite you to place your name and telephone number in the contest entry section and **enter into a draw to win a \$500 VanCity term deposit**. Winners will be randomly chosen at the end of April, August and December and informed by telephone.

Once you have answered the questions, seal the postage paid survey and drop it in the mail or leave it at a branch. Completed surveys will be returned to Consumerscan – an independent research firm. Please be assured that all your responses will be kept totally confidential.

Your feedback is very important to us and only helps us make things better. Thank you!

Sincerely,

Dave Mowat  
Chief Executive Officer and VanCity Member