VENTURE CREDIT UNION
CO-OPERATIVE SOCIETY LIMITED

Member Needs Study 2023

Frequently Asked Questions

Question: Who is Market Facts & Opinions?

Market Facts & Opinions is an independent market research company based in Trinidad and Tobago with over 35 years of experience. The company has been authorized by Venture Credit Union to independently conduct the research study on its behalf.

More information about Market Facts & Opinions can be found at our website: https://www.mfocaribbean.com/

Question: How would this study be carried out?

The study will be conducted in two phases:

- ***Phase 1:*** Focus Group Sessions. The sessions will be conducted both online and in-person.
- ***Phase 2***: A Survey Questionnaire. The questionnaire can be completed Online or via a Telephone call.

MFO may reach out to you to invite you to participate in either phase.

What is a Focus group? A focus group is an informal discussion with a group of persons about a particular topic so that we can understand members' opinions. Focus group sessions last approximately 90 minutes. They can be in-person or online.

How would the online & telephone surveys be carried out? For the online survey, you will be sent a link via email, inviting you to participate. Telephone surveys would be carried out by MFO-trained interviewers who will reach out to you via a telephone call. The survey is expected to take no more than 15 minutes to complete. You can complete it at a time that is convenient to you.

mfo MARKET FACTS & OPINIONS

VENTURE CREDIT UNION
CO-OPERATIVE SOCIETY LIMITED

Member Needs Study 2023

Frequently Asked Questions

Question: Why is this study being done?

This study will help VENTURE to better understand what members expect from the Credit Union, what products and services members require and how VENTURE can meet members' needs more effectively.

Question: Is the survey confidential?

Yes, the survey is completely confidential. This study is being entirely managed by Market Facts & Opinions so that confidentiality and anonymity are assured. No one will know your responses to any of the questions. Responses will be reported in such a way that members who participate are not identified in the findings.

Question: How would my information be used?

All information provided will be treated with the strictest of confidentiality. The contact information provided will be used solely for the conduct of this Member Needs Study.

VENTURE CREDIT UNION
CO-OPERATIVE SOCIETY LIMITED

Member Needs Study 2023

Frequently Asked Questions

Question: Are there any incentives for participating in a focus group or completing the survey?

Phase 1: Focus group participants will receive monetary compensation for sharing their views with us.

Phase 2: Members who complete the survey questionnaire online or by telephone will be entered into a prize draw, at the end of the survey period. Members will have the chance to win 1 of 4 Amazon Gift Cards valued at US $50!

Question: Whom do I contact if I have any further queries?

There are a few ways to reach out to MFO or VENTURE for any queries or information relating to the study:

MFO Contact
Ms. Sita Ramcharan
WhatsApp message: (868) 394-3045
Office Contact: (868) 627-8524
Email: sita.ramcharan@mfocaribbean.com

VENTURE Contacts
Ms. Donna Peters-Hayde
Office Contact: (868) 225-4VCU (4828) ext. 239
Mobile Contact: (868) 472-7021
Email: dphayde@venturecu.com

Ms. Janet Khan
Office Contact: (868) 225-4VCU (4828) ext. 431
Email: jkhan@venturecu.com