



FAIRFAX COUNTY®  
**FEDERAL CREDIT UNION**  
*Your Community Credit Union*

## Fairfax County FCU Research Project

**Fairfax County FCU (FCFCU)** is in the process of better understanding how our brand and operations meet the needs of members and people in our community. We want to hear your thoughts. What are we doing well? What do we need to work on? And how can we improve how we deliver financial products and services to you?

### **Purpose**

As part of this initiative, we will be using an outside firm, Engage inDepth, to conduct **research interviews** that will help us obtain feedback to more thoroughly understand your financial needs. The research will consist of 1:1 interviews in your home, or small group interviews at a local FCFCU branch or market research facility over **April 18<sup>th</sup>, 19<sup>th</sup>, and 20<sup>th</sup>**.

If you have received an email from us, we have identified you as a person who would be valuable to include in the research. Our research partner, Engage inDepth, may be in touch with you about participating, and if you agree to participate, you will receive a \$150 cash incentive for your time.

### **Confidentiality**

Please note that your name and any identifying information you share with us will remain confidential. We will not be requesting personal account related information such as account numbers or passwords. Your responses will be summarized along with other responses and used collectively to help guide decision-making.

### **Consent**

There is no obligation to participate in this research session. You may refuse to participate or withdraw at any time. A member of Engage inDepth will be contacting you to provide more details about this session and answer any questions you may have.

Thank you for your consideration as your feedback will help us improve the way we serve the financial needs of our members. You may contact me directly at the number below, or visit our website at [FairfaxCU.org](http://FairfaxCU.org) for details about this initiative.

Your support is appreciated.

Sincerely,

**Marella Nardotti, VP of Marketing**  
**Fairfax County Federal Credit Union**  
**703.218.9900 ext. 1128**