

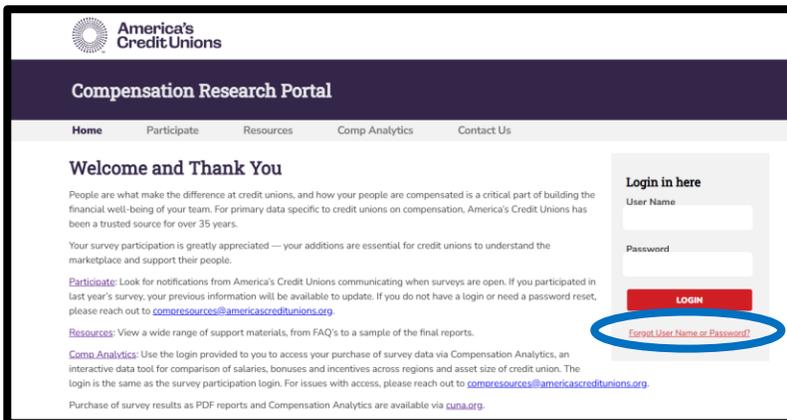
# FAQs

## Why is this survey data important:

It's an important tool to assist Credit Unions to build and grow their talent in the competitive financial services industry. The survey report allows credit unions to benchmark base salaries, incentives and bonuses, total cash compensation, and salary ranges for nearly 100 positions found in the industry, and is presented by CU asset size, region, number of employees, loans outstanding, and more.

## How to sign on – if you have completed the survey online last year or are a America's Credit Unions Compensation Analytics user:

You will use the same user name and password you have used in the past. *If you do not remember your user name or password, you can click on "forgot user name/password" in the sign-in window and follow the instructions for an e-mail to be sent to you.*



## How to sign on – if you are using our online portal for the survey for the first time:

You will need to sign in using the user name that has been set up for you. Your user name is typically your first name and last name as listed in the salutation of this e-mail without spaces. For example, Sally Smith's user name would be SallySmith. (It is case sensitive.) Your temporary password is **pleasechangeme**. You will be required to change your password before you can continue.

## What to do if you have difficulty signing on:

For further assistance contact [compresources@americascreditunions.org](mailto:compresources@americascreditunions.org)

## Can I save the survey and work on it at another time:

You can start the survey and leave it to continue at a different time. Just remember to save your work by clicking the save button at the bottom of the survey page.

You will find where you left off by using the diamond codes next to the sections of the survey. You will also be able to print the entries you've made to the survey so you have them for your

records, but you must print prior to submitting the survey. There are instructions on the site to guide you through the process.

KEY: ◊ not yet accessed   ◊ accessed, not marked ready to submit   ◆ ready to submit

survey sections

- ◆ go print About Your Credit Union
- ◆ go print Compensation Practices
- ◆ go print Full-Time Employee Compensation
- ◆ go print Part-Time Employee Compensation
- ◆ go print Suggestions for Future Surveys
- ◆ go print Contact Info

**SUBMIT**   close

When you click to SUBMIT this survey, you are submitting **all** survey sections . Once you SUBMIT this survey, you will no longer be able to access your answers. (Be sure to print out any sections you want before clicking SUBMIT.)

### **How will my survey answers be used:**

We assure you the strictest confidentiality; only aggregate statistics will be reported. Your credit union's name will never be identified in any of the results.

### **How can I order the *America's Credit Unions Staff Salary Report*:**

There are two ways to order:

1. Readex website link, <https://readexweb.com/rss/acu/home.aspx>  
or
2. Directly from the America's Credit Union website, <https://www.americascreditunions.org/products/compensation-resources>

### **Do participants receive a discount:**

Participants receive the report at a 20% discount. The discount is automatically applied regardless of how you order, and will be reflected on the final invoice.

### **Should I mail in the paper survey and email it in as well:**

To avoid duplication, please only submit/return the questionnaire one way - either: online, mail, or scan/email.

### **Will the answers from the previous year's survey be visible:**

Yes, if you participated in the last year's survey, your survey answers will appear in this year's online survey. This should save time filling out the survey since you will only need to update the answers that have changed. Please note, this new feature is only available if you participate via the online survey.