

IAA Credit Union

Member Service Standards

The IAA Credit Union is committed to the needs of our members. That is why we have published the following standards, which communicate the kind of treatment our members should expect.

Excellence	<p>It is our goal to deliver quality products and services that meet or exceed our members' expectations.</p>
Responsiveness	<p>We will respond promptly to your requests.</p> <p>For contacts to our office during business hours:</p> <ol style="list-style-type: none"> 1. We will acknowledge receipt of your email, FAX, or telephone call within four working hours. 2. You will be able to speak with a real person. 3. In most cases we will resolve your inquiries within one working day of receipt. If this is not possible, we will work with you to assign a mutually agreed upon resolution date and clearly communicate and document it with you.
Timeliness	<p>We will provide you with realistic delivery times based on the nature of the request:</p> <ol style="list-style-type: none"> 1. We will answer your request for general information within four working hours of receipt. 2. We will respond to special requests by the delivery date agreed to by both parties.
Commitment	<p>We will be courteous, respectful, responsible, and professional at all times.</p>