

## CAIE finance questionnaire

<p>1. Are you of Aboriginal or Torres Strait Islander descent? Yes</p>
<p>2. What financial institution do you currently bank with? Commonwealth</p>
<p>3. What is your opinion on the service your financial institution provides? Almost Basic</p>
<p>4. What personal services would you prefer to access from your bank or credit union? e.g.; unsecured short term loan up to \$3000.</p> <p>Attractive housing loan packages for those of us who have committed ourselves to working in the community service sector.</p>
<p>5. Does your financial institution provide you with competitive fees and rates? I chose to make the bulk of my transactions electronically as they attracted no fees, now they do.</p>
<p>6. What is your opinion on the customer service and banking options offered by your bank or credit union? Customer banking services are appalling. It's like Centrelink the staff cultural make up reflects the client base they are targeting. This causes all sorts of concern particularly when I nearly need a translator to go to the bank with me.</p>
<p>7. Would you financially support an Indigenous financial institution or credit union in South East Queensland? Providing it caused no disadvantage to my current position. It would also need to have a credit card facility which matches or betters my current service.</p>

Something which would make it attractive would be if there was a commitment to socially responsible investment and support for the community.

Please return completed questionnaire via post or email.

Email: [wayne.coolwell@caie.com.au](mailto:wayne.coolwell@caie.com.au)

Post: Centre for Aboriginal Independence and Enterprise (CAIE)  
PO Box 2355, Fortitude Valley, Qld, 4006.