

2025 Annual Member Survey Results



40%

Of our member accounts completed the survey

351

Unique responses

83%

Of respondents in a leadership role

84.2 Net Promoter Score*

40 points over the industry average

*An industry standard metric used to gauge relationship strength

Thank You for Your Feedback

At FHLBank Chicago, listening to our members is central to how we lead. The Annual Member Survey provides direct insight into what matters most: helping us validate our strategy, uncover new opportunities, and deliver meaningful value.

Our inaugural survey reached key officers across our membership, capturing essential metrics that reflect experience, expectations, and impact. These insights guide how we evolve our operations, technology, and leadership to better serve our members.



Michael A. Ericson
President and
Chief Executive Officer

What You Told Us

"FHLB Chicago meets all our needs and reps are **attentive, knowledgeable and helpful** when needed."

"Our partnership with the FHLBC has been great. The products and services we use are **top notch!**"

"Consider offering APIs or BAI files for balances & transactions **for seamless integration into our Treasury applications.**"

How We Are Responding

Thank you to all who shared their feedback in our inaugural annual survey. The results confirmed our strong partnership with members, while highlighting areas where we can improve. Your feedback will directly shape a more member-centric FHLBank Chicago.

PROCESSES AND PROGRAMS

- Streamlined Community Advance offers enhanced experience, expanded eligibility, and better pricing
Q4 2025
- Collateral workshops
Q1 2026

DIGITAL EXPERIENCE

- Modernize navigation of FHLBC.com
Q1 2026
- New and Integrated Wires Platform
Q1 2026
- Single Sign-on for Collateral Reviews
Q4 2025

ONGOING ENHANCEMENTS

- Automation of notifications and reminders
- Consolidated member certifications & requests
- New training and education opportunities

Relationship Highlights



Responsive customer service



Valuable products, solutions, and services



Alignment with our mission



Deep sense of partnership



Access and engagement with our people