

# 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**