



2026 Annual Member Survey Report

YOU SHARED. WE LISTENED. WE'RE ACTING.

We're grateful for your feedback this year, which reinforced our strengths: trust, responsive support, and reliable funding. It also highlighted where we need to improve: making it easier to work with us, from our digital tools to our key processes.

We're responding with action. The investments in the website redesign, integrated wires platform, and Community Advance improvements demonstrate that we're listening. There's more work ahead, and we're committed to making every interaction simpler. **Thank you for your partnership.**



Michael A. Ericson
President and
Chief Executive Officer

At a Glance



96%

Trust
Nearly all members trust us to provide funding when they need it



76

NPS Score
Well above industry average



50%

Member Participation
40% of members were first-time respondents



313

Member Accounts Participated
396 individuals participated offering a range of direct and actionable feedback

What We Heard

Members value their relationship with FHLBank Chicago but want a more seamless experience.



Simpler Process

Continue streamlining manual review processes around collateral and other compliance activities



Better Digital Experience

Continue investing in a digital experience that prioritizes ease of access and functionality



Better Data and Reporting

Invest in modern reporting and data tools to better support member workflows

How We're Taking Action

We are investing in a more modern, reliable digital experience.



Digital

Expand digital transaction capabilities to make it easier for members to access services and conduct business online



Data Delivery

Launch member data delivery services (e.g., automated CSV file delivery via SFTP and APIs) for more seamless access



Support

Simplifying high-friction collateral review requirements and enhancing the Community Advance experience through new website resources and webinars

Member Feedback in Action



80%

of members expressed satisfaction with the new FHLBank Chicago website



82%

of members expressed satisfaction with the redesigned wire system