

## Supplement Survey Instrument

**OMB No. 3064-0167**  
**Expiration Date: 12/31/2011**

### FDIC National Survey of Unbanked and Underbanked Households

1. Do you or does anyone in your household currently have a checking or savings account?

- ☐ Yes
- ☐ No
- ☐ DK/Refused (TERMINATE)

1b. Which of the following best describes your household's finances? (Read responses 1 through 3)

- ☐ The adults have shared finances (CONTINUE)
- ☐ The adults have some shared finances and some separate finances (CONTINUE)
- ☐ The adults have separate finances even though we share living space (IF Q1 YES, SKIP TO Q14, IF Q1 IS No, SKIP TO Q3)
- ☐ I am the only adult in the household (Volunteered) (IF Q1 YES, SKIP TO Q14, IF Q1 IS No, SKIP TO Q3)
- ☐ DK/Refused (CONTINUE)

2. How much do you participate in making financial decisions for your household, a lot, some or not at all?

- ☐ A lot (CONTINUE)
- ☐ Some (CONTINUE)
- ☐ Not at all (TERMINATE)
- ☐ DK/Refused (TERMINATE)

3. Have you or anyone in your household ever had a checking or savings account?

- ☐ Yes
- ☐ No
- ☐ DK/Refused

(CONTINUE)  
(SKIP TO INTRO Q7B)  
(SKIP TO INTRO Q7B)

*Q4-Q6 and Q7a, Q8a, Q9a, and Q10a are asked to those households that were previously banked, but closed their deposit account with a mainstream financial institution.*

4. When was the last time you or anyone in your household had a checking or savings account, was it – within the last year or more than 1 year ago?

- ☐ Within the last year
- ☐ More than 1 year ago
- ☐ DK/Refused

(CONTINUE)  
(CONTINUE)  
(CONTINUE)

5. Are you or anyone else in your household in the process of opening a new checking or savings account within the next few weeks?

- ☐ Yes
- ☐ No
- ☐ DK/Refused

(GO TO Q14)  
(CONTINUE)  
(CONTINUE)

6. Who made the decision to close the account?

- ☐ I, or someone in my household, closed the account
- ☐ The bank closed the account
- ☐ DK/Refused

(CONTINUE)  
(SKIP TO Q11)  
(SKIP TO Q11)

7a. Some people close their bank accounts mostly for reasons relating to customer service. Are any of the following reasons why the account was closed?

**(Read responses 1 through 6) (CHECK ALL THAT APPLY)**

- ☐ The bank had inconvenient hours
- ☐ The bank was too far from home or work
- ☐ There was a language barrier at the bank
- ☐ The bank did not feel welcoming or comfortable
- ☐ The bank did not offer needed basic services like check cashing, OR
- ☐ Was there some other reason? (Specify)
- ☐ None of the preceding reasons (Volunteered)
- ☐ DK/Refused

8a. Some people close their bank accounts mostly for financial reasons. Was the account closed for any of the following reasons?

**(Read responses 1 through 6) (CHECK ALL THAT APPLY)**

- ☐ The minimum balance requirement of the bank account was too high
- ☐ The service charges of the bank account were too high
- ☐ Did not have enough money to need a bank account
- ☐ Bounced too many checks or had too many overdrafts
- ☐ The bank took too long to clear checks, OR
- ☐ Was there some other reason? (Specify)
- ☐ None of the preceding reasons (Volunteered)
- ☐ DK/Refused

9a. Some people close their checking or savings accounts for other reasons. Was the account closed for any of the following reasons?

(Read responses 1 through 5) (CHECK ALL THAT APPLY)

- ☐ Did not write enough checks to make it worthwhile to have a bank account
- ☐ Could not manage or balance the bank account
- ☐ Did not need or want a bank account
- ☐ Didn't trust banks, OR
- ☐ Was there some other reason?(Specify)
- ☐ None of the preceding reasons (Volunteered)
- ☐ DK/Refused

10a. You said that the main reasons for closing the bank account were \_\_\_\_\_ (Insert response for Q7a, Q8a and Q9a). Which of these was the number one reason for closing the account? (ALL RESPONDENTS SKIP TO Q11 AFTER ANSWERING Q10A)

- ☐ The bank had inconvenient hours
- ☐ The bank was too far from home or work
- ☐ There was a language barrier at the bank
- ☐ Didn't trust banks
- ☐ The bank did not feel comfortable or welcoming
- ☐ The minimum balance requirement of the bank account was too high
- ☐ The service charges of the bank account were too high
- ☐ Did not have enough money to need a bank account
- ☐ Bounced too many checks or had too many overdrafts
- ☐ The bank took too long to clear checks
- ☐ Did not write enough checks to make it worthwhile to have a bank account
- ☐ Could not manage or balance the bank account
- ☐ Did not need or want a bank account
- ☐ The bank did not offer needed basic services like check cashing
- ☐ None of these
- ☐ Could not pick a single reason
- ☐ DK/Refused

*Q7b, Q8b, Q9b, and Q10b relate to reasons why the household has never had an account in a mainstream financial institution.*

7b. Some people do not have a bank account for reasons relating to customer service. Are any of the following reasons why no one in your household has a bank account?

(Read responses 1 through 6) (CHECK ALL THAT APPLY)

Banks have inconvenient hours

- ☐ There is no bank near home or work
- ☐ There are language barriers at banks
- ☐ Banks do not feel comfortable or welcoming
- ☐ Banks do not offer needed basic services like check cashing, OR
- ☐ Was there some other reason? (Specify)
- ☐ None of the preceding reasons (Volunteered)
- ☐ DK/Refused

8b. Some people do not have a bank account for financial reasons. Are any of the following reasons why neither you or anyone in your household has a bank account?

(Read responses 1 through 7) (CHECK ALL THAT APPLY)

- ☐ The minimum balance requirement of bank accounts is too high
- ☐ The service charges of bank accounts are too high
- ☐ Bounced too many checks or had too many overdrafts
- ☐ Banks take too long to clear checks
- ☐ Do not have enough money to need a bank account
- ☐ Credit problems, OR
- ☐ Was there some other reason?(Specify)
- ☐ None of the preceding reasons (Volunteered)
- ☐ DK/Refused

9b. Some people do not have checking or savings accounts for other reasons. Are any of the following reasons why neither you or anyone in your household has a bank account?

(Read responses 1 through 7) (CHECK ALL THAT APPLY)

- ☐ Do not write enough checks to make it worthwhile to have a bank account
- ☐ Could not manage or balance a bank account
- ☐ Do not trust banks
- ☐ Do not have the proper documents to open a bank account
- ☐ Do not know how to open a bank account
- ☐ Do not see the value of having a bank account, OR
- ☐ Was there some other reason? (Specify)
- ☐ None of the preceding reasons (Volunteered)
- ☐ DK/Refused

10b. You said that the main reasons for not having a bank account are \_\_\_\_\_ (Insert response for Q7b, Q8b and Q9b). Which of these was the number one reason for not having an account?

- ☐ The banks have inconvenient hours
- ☐ There is no bank near home or work
- ☐ There are language barriers at banks
- ☐ Do not trust banks
- ☐ Banks do not feel comfortable or welcoming
- ☐ The minimum balance requirement of bank accounts is too high
- ☐ The service charges of bank accounts are too high
- ☐ Do not have enough money to need a bank account
- ☐ Do not write enough checks to make it worthwhile to have a bank account
- ☐ Could not manage or balance a bank account
- ☐ Do not have the proper documents to open a bank account
- ☐ Do not know how to open a bank account
- ☐ Banks do not offer needed basic services like check cashing
- ☐ Credit problems
- ☐ Do not see the value of having a bank account
- ☐ Bounced too many checks or had too many overdrafts
- ☐ Banks take too long to clear checks
- ☐ None of these
- ☐ Could not pick a single reason
- ☐ DK/Refused

*Q11-Q13 apply to all unbanked households.*

11. How likely is it that you or anyone in your household will open a bank account in the future – very likely, somewhat likely, not too likely, or not likely at all?

- |  |               |
|--|---------------|
| <input type="checkbox"/> Very likely       | (CONTINUE)    |
| <input type="checkbox"/> Somewhat likely   | (SKIP TO Q14) |
| <input type="checkbox"/> Not too likely    | (SKIP TO Q14) |
| <input type="checkbox"/> Not likely at all | (SKIP TO Q14) |
| <input type="checkbox"/> DK/Refused        | (SKIP TO Q14) |

12. What is the main reason why you or someone in your household plan to open a bank account?

**(Read responses 1 through 6)**

- ☐ To secure money
- ☐ To be able to write checks and pay bills
- ☐ To be able to apply for a loan or mortgage
- ☐ To save money for the future
- ☐ To take advantage of direct deposit of paychecks
- ☐ To send money to family and friends
- ☐ Other (Specify)
- ☐ DK/Refused

13. When is this planned to occur – within the next year or a year or more from now?

- ☐ Within the next year
- ☐ A year or more from now
- ☐ DK/Refused

*Q14- Q31 apply to all households, regardless of their banking status.*

14. Have you or anyone in your household ever gone to a place other than a bank, a savings and loan or a credit union to cash a check that was received from someone else?

- |                                     |               |
|-------------------------------------|---------------|
| <input type="checkbox"/> Yes        | (CONTINUE)    |
| <input type="checkbox"/> No         | (SKIP TO Q17) |
| <input type="checkbox"/> DK/Refused | (SKIP TO Q17) |

15. How often do you or anyone in your household cash a check received from someone else at a place other than a bank? **(Read responses 1 through 3)**

- ☐ At least a few times a year
- ☐ Once or twice a year
- ☐ Almost never
- ☐ DK/Refused

16. What is the main reason for cashing a check received from someone else at a place other than a bank? **(Read responses 1 through 6)**

- ☐ Don't have a bank account
- ☐ To get money faster
- ☐ The place is more convenient
- ☐ A bank charges more to cash checks
- ☐ The place to cash checks asks for fewer id's
- ☐ Feel more comfortable than at a bank
- ☐ Other (Specify)
- ☐ DK/Refused

17. Have you or anyone in your household ever purchased a money order at a place other than a bank, a savings and loan or a credit union?

- ☐ Yes
- ☐ No
- ☐ DK/Refused

(CONTINUE)

(SKIP TO Q20)

(SKIP TO Q20)

18. How often do you or anyone else in your household purchase money orders at a place other than a bank, a savings and loan or a credit union? **(Read responses 1 through 3)**

- ☐ At least a few times a year
- ☐ Once or twice a year
- ☐ Almost never
- ☐ DK/Refused

19. What is the main reason for purchasing money orders at a place other than a bank? **(Read responses 1 through 4)**

- ☐ Banks do not sell money orders
- ☐ The place to purchase money orders is more convenient than a bank
- ☐ Banks charge more for money orders
- ☐ The place feels more comfortable than a bank
- ☐ Other (Specify)
- ☐ DK/Refused

20. Have you or anyone in your household ever used payday loan or payday advance services?

- ☐ Yes
- ☐ No
- ☐ I haven't but I'm unsure about others in the household (Volunteered)
- ☐ DK/Refused

(CONTINUE)

(SKIP TO Q23)

(SKIP TO Q23)

(SKIP TO Q23)

21. How many times in the last 12 months did you or anyone in your household use payday loan or payday advance services? In answering this question, please count a rollover of a payday loan as a new loan and also count using a new payday loan to pay off an old one, as a separate new loan.

**(Input actual number)**

- ☐ \_\_\_\_\_ times in a year
- ☐ DK/Refused

22. What is the main reason for using payday loan or payday advance services rather than a bank? **(Read responses 1 through 4)**

- ☐ The payday loan service is more convenient
- ☐ It is easier to get a payday loan than to qualify for a bank loan
- ☐ A payday loan service feels more comfortable than using a bank
- ☐ Don't qualify for a bank loan
- ☐ Other (Specify)
- ☐ DK/Refused

23. Have you or anyone in your household ever sold items at a pawn shop?

- ☐ Yes (CONTINUE)
- ☐ No (SKIP TO Q26)
- ☐ I haven't but I'm unsure about others in the household (Volunteered) (SKIP TO Q26)
- ☐ DK/Refused (SKIP TO Q26)

24. How often do you or anyone in your household sell items at pawn shops? (Read responses 1 through 3)

- ☐ At least a few times a year
- ☐ Once or twice a year
- ☐ Almost never
- ☐ DK/Refused

25. What is the main reason for doing business at pawn shops as opposed to a bank, a savings and loan or a credit union?  
(Read responses 1 through 5)

- ☐ Banks don't have small loans
- ☐ The pawn shop service is more convenient
- ☐ It is easier to get money from a pawn shop than to qualify for a bank loan
- ☐ More comfortable at a pawn shop than at a bank
- ☐ Don't qualify for a bank loan
- ☐ Other (Specify)
- ☐ DK/Refused

26. In the past five years, have you or anyone in your household taken out a tax refund anticipation loan?

- ☐ Yes
- ☐ No
- ☐ I haven't but I'm unsure about others in the household (Volunteered)
- ☐ DK/Refused

27. Have you or anyone in your household ever rented or leased anything from a rent-to-own store because it couldn't be financed any other way?

- ☐ Yes
- ☐ No (SKIP TO Q29)
- ☐ I haven't but I'm unsure about others in the household (Volunteered) (SKIP TO Q29)
- ☐ DK/Refused (SKIP TO Q29)

28. How many times did you or anyone in your household do business at a rent-to-own store? (Read responses 1-3)

- ☐ At least a few times a year
- ☐ Once or twice a year
- ☐ Almost never
- ☐ DK/Refused

*Q29 is only asked if respondent answered yes to Q20, Q23, Q26 or Q27*

29. Thinking about the past 12 months, what was the MAIN reason you or anyone in your household needed a payday loan, tax refund anticipation loan, a rent-to-own credit agreement or visited a pawn shop? Was it:

**(Read responses 1 through 7)**

- ☐ To make up for lost income
- ☐ For basic living expenses
- ☐ For house repairs or to buy an appliance
- ☐ For medical expenses
- ☐ For car repairs
- ☐ For school or childcare expenses
- ☐ For special gifts or luxuries
- ☐ Other (Volunteered, Specify)
- ☐ Offered multiple reasons – would not pick 1 main reason (Volunteered)
- ☐ DK/Refused

30. Do you or anyone in your household receive payment for wages by having the employer deposit the salary onto a payroll card instead of paying via cash or check?

- ☐ Yes
- ☐ No
- ☐ DK/Refused

31. Now I have a question about pre-paid debit cards that may have logos such as MasterCard, VISA, Discover or American Express. You can keep adding money onto this card and use it to make purchases and pay bills anywhere credit cards are accepted or withdraw the cash from an ATM. We are not talking about phone cards, gift cards for a particular store or service or cards that you cannot add more funds onto.

Have you or anyone in your household ever used pre-paid cards such as those we have described?

- ☐ Yes
- ☐ No
- ☐ DK/Refused

**<END>**



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