

Well Being 209

Q1 bank account

Do you or anyone in your household own a bank (checking/savings) account at a banking institution?

1 Yes

2 No

IF bank account = Yes THEN

Q2 paid bill over internet

Have you ever paid a bill over the internet?

1 Yes

2 No

Q3 checked bank balance over internet

Have you ever checked your bank account balance over the internet?

1 Yes

2 No

Q4 transferred money to different account over internet

Have you ever transferred money to a different account over the internet, either to a second account of your own or to someone else?

1 Yes

2 No

Q5 deposited money into savings account over internet

Have you ever deposited money into a savings account over the internet?

1 Yes

2 No

Q6 mobile phone SMS

Do you or does anyone in your household own or have access to a mobile phone that is able to send and receive text (SMS) messages?

1 Yes

2 No

IF mobile phone SMS = Yes THEN

Q7 paid using SMS

Have you ever paid a bill or purchased goods using your mobile phone's SMS text message service where the payment ends up on your mobile phone bill?

1 Yes

2 No

ENDIF

Q8 smart phone

Do you or does anyone in your household own or have access to a mobile "smart" phone that is capable of connecting to the internet?

1 Yes

2 No

IF smart phone = Yes THEN

Q9 paid bill using mobile phone web browser or app

Have you ever paid a bill using your mobile phone's web browser or banking "app"?

|| 1 Yes

|| 2 No

||

|| **Q10** checked bank balance using mobile phone web browser or app

|| Have you ever checked your bank account balance using your mobile phone's web browser or banking "app"?

|| 1 Yes

|| 2 No

||

|| **Q11** transferred money to different account using mobile phone web browser or app

|| Have you ever transferred money to a different account using your mobile phone's web browser or banking "app", either to a second account of your own (such as from a checking account to a savings account) or to someone else?

|| 1 Yes

|| 2 No

||

| ENDIF

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| **Q12** how check bank balance

| If you wanted to check your bank account (checking/savings) balance, how would you do so? Check all that apply.

| 1 Look at your check book ledger

| 2 Go to a local bank branch office

| 3 Go to an ATM

| 4 Call your bank

| 5 Go online on my PC

| 6 Use my phone's web browser or use my banking "app"

| 7 Other

|

ENDIF

Q13 how send \$100 from LA to Chicago

If you were in Los Angeles and wanted to send \$100 to your mother in Chicago, which of the following would be your first choice for how to do so?

1 Write a personal check and put it in the US mail

2 Visit your bank and request a transfer from your account to her bank account, whether at the same bank or a different one

3 Transfer funds from your bank account to hers over the internet

4 Transfer funds from your bank account to hers over your mobile phone's banking "app"

5 Pay her over a website such as Paypal

6 Use a wire transfer service such as Western Union or MoneyGram

7 Other

CS_001 HOW PLEASANT INTERVIEW

Could you tell us how interesting or uninteresting you found the questions in this interview?

1 Very interesting

2 Interesting

3 Neither interesting nor uninteresting

4 Uninteresting

5 Very uninteresting