

Well Being 319

survey_intro intro

We are going to ask you a series of questions about your use of various financial products and services.

IF calcage =empty THEN

|
| **calcage** CALCULATED AGE

| What is your age?

| Integer

|

ENDIF

IF spouse_partner =EMPTY THEN

|

| **spouse_partner** spouse partner

| Could you tell us what your current living situation is?

| 1 Married or living with a partner

| 2 Separated

| 3 Divorced

| 4 Widowed

| 5 Never married

|

ENDIF

intro_1 intro financial decisions

Who makes the major financial decisions in your household?

1 Mostly me

2 Me jointly with someone else

3 Mostly someone else

intro_2 own or rent home

Please tell us whether you own or rent your home (primary residence).

1 I own

2 I rent

3 I live rent-free

IF financial_decisionmaker = Yes, person is the financial decisionmaker THEN

|

| IF intro_2 = I own THEN

||

|| **intro_3** year purchase home

|| About what year did you buy your home?

|| Range: 1900..2013

||

|| **intro_4** info about home

|| Choose all answers that apply to where you live now.

|| 1 I have a mortgage and/or home equity loan

|| 2 I have a [home equity line of credit](#) on which I still owe money

```
|| 3 I have a home equity line of credit but its balance is $0
|| 4 I have a reverse mortgage.
|| 5 I don't have any mortgages or other loans/lines of credit on my primary residence
||
|| IF I don't have any mortgages or other loans/lines of credit on my primary residence IN intro_4
|| AND cardinal(intro_4)> I have a mortgage and/or home equity loan THEN
|||
||| Error_one_and_none error one and none
||| You selected an answer and also "none of the above". Please go back and check your answer
|||
||| ENDIF
||
|| IF I have a mortgage and/or home equity loan IN intro_4 OR I have a <a
|| href=help.php#line>home equity line of credit on which I still owe money IN intro_4 OR I have a
|| home equity line of credit but its balance is I have a <a
|| href=help.php#line>home equity line of credit but its balance is 3 IN intro_4 THEN
|||
||| intro_5 understanding of mortgage
||| How well do you feel that you understand the terms and conditions of your current mortgage loan?
||| 1 Very well
||| 2 Somewhat well
||| 3 Not very well
||| 4 Not at all
|||
||| IF ( intro_2 = I own ) AND ( I own IN intro_4 ) THEN
|||
||| intro_6 refinanced mortgage past 3 yrs
||| Have you refinanced your mortgage in the last 3 years?
||| 1 Yes
||| 2 No
||| 3 Don't know
|||
||| IF intro_6 = No THEN
|||
||| [Questions intro_7 to intro_7_other are displayed as a table]
|||
||| intro_7 why not refinanced mortgage past 3 yrs
||| You said that you have not refinanced your mortgage in the last 3 years. Please tell us the
||| reasons why you have not refinanced. [Check all that apply.]
||| 1 I never thought about refinancing
||| 2 I applied but was rejected
||| 3 My home is worth less than the amount I owe on the mortgage
||| 4 I would not save enough money to make it worthwhile
||| 9 I can't get a lower interest rate than I already have
||| 10 I'm close to paying off my mortgage
||| 11 I don't think I'd qualify
||| 12 I find the process too complicated or confusing
||| 8 Other (specify) $Answer2$
|||
```

```

||||| intro_7_other other reason not refinanced mortgage past 3 yrs
||||| String
|||||
||||| IF Other (specify) $Answer2$ IN intro_7 AND intro_7_other =EMPTY THEN
|||||
||||| error_other error other
||||| You selected "other", but did not specify your answer. Please go back and check your answer.
|||||
||||| ENDIF
|||||
||||| ENDIF
|||||
||||| IF intro_6 = Yes THEN
|||||
||||| [Questions intro_8 to intro_8_other are displayed as a table]
|||||
||||| intro_8 who you asked for refinancing advice
||||| You said that you refinanced your house in the last 3 years. Please select all the people who
||||| you asked for financial advice about the refinancing.
||||| 1 I didn't ask for advice
||||| 2 Friend(s)/family member(s)
||||| 3 Professional(s) (such as a financial advisor, banker or attorney)
||||| 4 Caregiver who is not a family member
||||| 5 Other (specify) $Answer2$
|||||
||||| intro_8_other other person asked for advice
||||| String
|||||
||||| IF I didn't ask for advice IN intro_8 AND cardinal(intro_8)> I didn't ask for advice THEN
|||||
||||| Error_one_and_none error one and none
||||| You selected an answer and also "none of the above". Please go back and check your answer
|||||
||||| ENDIF
|||||
||||| IF Other (specify) $Answer2$ IN intro_8 AND intro_8_other =EMPTY THEN
|||||
||||| error_other error other
||||| You selected "other", but did not specify your answer. Please go back and check your answer.
|||||
||||| ENDIF
|||||
||||| ENDIF
|||||
||||| ENDIF
|||||
||| ENDIF
|||
||| ENDIF
|||
| ENDIF

```

|
ENDIF

B9 have checking or savings

Do you currently have a checking or savings account?

1 Yes

2 No

IF B9 = Yes THEN

|
| [Questions B10 to B10_other are displayed as a table]

| **B10** ways you do banking

| How do you check your account balances and make bank deposits and withdrawals? Check all that apply.

| 1 In person at a bank branch

| 2 At an ATM machine

| 3 With the telephone

| 4 Online (at a computer)

| 5 Using a bank "app" on a mobile phone

| 6 I rely on others to do my banking for me

| 7 Other (specify) \$Answer2\$

|
| **B10_other** other way you do banking

| String

| IF Other (specify) \$Answer2\$ IN B10 AND B10_other =EMPTY THEN

||
|| **error_other** error other

|| You selected "other", but did not specify your answer. Please go back and check your answer.

||
|| ENDIF

|
| IF ! Online (at a computer) IN B10 THEN

||
|| [Questions B11 to B11_other are displayed as a table]

||
|| **B11** Why not bank online

|| Some people choose not to bank online (at a computer). Please tell us why you have made this choice.

|| [Check all of the reasons that apply.]

|| 1 My banking needs are being met without on-line (computer) banking

|| 2 I'm concerned about the security of on-line banking

|| 3 I don't trust the technology to properly process my banking transactions

|| 4 I prefer to do my banking in person

|| 5 It's difficult or time consuming to set up on-line (computer) banking

|| 6 I don't know how to use on-line banking

|| 7 My internet access is not reliable

|| 8 Other (specify) \$Answer2\$

||
|| **B11_other** other reason why not bank online

|| String

||

|ENDIF

|

|IF Other (specify) \$Answer2\$ IN B11 AND B11_other =EMPTY THEN

||

|| **error_other** error other

|| You selected "other", but did not specify your answer. Please go back and check your answer.

||

|ENDIF

|

| **B12** How pay bills

| People sometimes use different ways to pay their bills. Which methods do you use to pay your bills?

| Choose all that apply.

| 1 I pay in person at the store or office that sent me the bill (such as going to the department store or phone company to pay)

| 2 I pay at a store (such as a grocery store) that accepts bill payments for other companies

| 3 I pay by writing a check and mailing it

| 4 I pay by telephone

| 5 I pay using my computer

| 6 I don't know

| 7 I don't pay the bills

|

|IF (I pay by telephone in B12) OR (I pay using my computer in B12) THEN

||

|| **B13** Use auto bill pay

|| Please think about the bills that you get regularly or every month (such as utility bills and your mortgage or rent).

|| How many of your regular bills do you pay with automatic bill payment; that is, having payments taken directly

|| from your bank account by these companies every month without you having to schedule the payment?

|| 1 All of them

|| 2 Most of them

|| 3 Some of them

|| 4 Only a few

|| 5 None

|| 6 I don't know

||

|ELSE

||

|| **B14** why not use auto bill pay

|| Many people are not regular users of automatic bill payment. Please tell us why you choose not to use

|| automatic bill payment on a regular basis. [Check all of the reasons that apply.]

|| 1 I have very few bills to pay

|| 2 I like to pay bills in person

|| 3 I'm content with paying by check

|| 4 Because my bill amounts vary each month

|| 5 I'm worried about not having enough money in my account

|| 6 I'm concerned about the security of automatic bill payment

|| 7 I don't trust the technology to properly process my bill payments

|| 8 It's difficult or time consuming to set up automatic bill paying

```

|| 9 I don't know how to use automatic bill payment
||
|ENDIF
|
|IF ( B13 = Some of them OR B13= Only a few OR B13= None ) THEN
||
|| B14 why not use auto bill pay
|| Many people are not regular users of automatic bill payment. Please tell us why you choose not to use
|| automatic bill payment on a regular basis. [Check all of the reasons that apply.]
|| 1 I have very few bills to pay
|| 2 I like to pay bills in person
|| 3 I'm content with paying by check
|| 4 Because my bill amounts vary each month
|| 5 I'm worried about not having enough money in my account
|| 6 I'm concerned about the security of automatic bill payment
|| 7 I don't trust the technology to properly process my bill payments
|| 8 It's difficult or time consuming to set up automatic bill paying
|| 9 I don't know how to use automatic bill payment
||
|ENDIF
|
ENDIF

```

[Questions B14a to B14a_other are displayed as a table]

B14a receive federal govt benefits

Do you currently receive any type of regular government benefits, such as Social Security? If so, please tell us which benefits you receive. [Check all that apply]

- 1 I do not receive any government benefits
- 2 Social Security Retirement benefits
- 3 Supplemental Security Income (SSI) benefits
- 4 Social Security Disability Insurance (SSDI) benefits
- 5 Veterans Pension
- 7 Railroad Pension
- 8 Unemployment Insurance Benefits
- 6 Other (specify) \$Answer2\$

B14a_other other federal govt benefits

String

IF I do not receive any government benefits IN B14a AND cardinal(B14a)> I do not receive any government benefits THEN

```

|
| Error_one_and_none error one and none
| You selected an answer and also "none of the above". Please go back and check your answer
|
ENDIF

```

IF Other (specify) \$Answer2\$ IN B14a AND B14a_other =EMPTY THEN

```
|
| error_other error other
| You selected "other", but did not specify your answer. Please go back and check your answer.
|
| ENDIF
```

```
IF (! I do not receive any government benefits IN B14a ) AND (B14a=RESPONSE) THEN
```

```
| [Questions B14b to B14b_other are displayed as a table]
```

```
| B14b how receive benefit paymts
```

```
| How do you get your benefit payments?
```

```
| 1 By check
```

```
| 2 Directly deposited into my bank account
```

```
| 3 On a Direct Express card
```

```
| 4 Deposited to a prepaid card other than a Direct Express Card
```

```
| 5 Other (specify) $Answer2$
```

```
| B14b_other other way get federal govt benefits
```

```
| String
```

```
| IF B14b = Other (specify) $Answer2$ AND B14b_other =EMPTY THEN
```

```
|| error_other error other
```

```
|| You selected "other", but did not specify your answer. Please go back and check your answer.
```

```
|| ENDIF
```

```
ENDIF
```

```
IF financial_decisionmaker = Yes, person is the financial decisionmaker THEN
```

```
| IF homeowner = Yes and calcage > 60 THEN
```

```
|| IF ! I have a reverse mortgage. IN intro_4 THEN
```

```
||| B15 Reverse mortgage info
```

```
||| A reverse mortgage is a type of mortgage in which a homeowner can borrow money against the value  
||| of his or her home. No repayment of the mortgage (principal or interest) is required until the borrower  
||| dies or the home is sold. Please select the following statement that best describes your situation.
```

```
||| 1 I have had or currently have a reverse mortgage
```

```
||| 2 I am considering getting a reverse mortgage
```

```
||| 3 I have considered getting a reverse mortgage but decided not to get it
```

```
||| 4 I considered getting a reverse mortgage but was rejected
```

```
||| 5 I have never considered getting a reverse mortgage
```

```
||| IF ( B15 < I have never considered getting a reverse mortgage AND B15=RESPONSE) THEN
```

```
||| [Questions B16 to B16_other are displayed as a table]
```

```
||||
|||| B16 decide about reverse mortgage
|||| How did you decide to get or consider getting a reverse mortgage? [Check all of the reasons that apply.]
|||| 1 I wanted to get a reverse mortgage after researching it myself
|||| 2 It was suggested by a financial advisor
|||| 3 It was suggested by a friend or family member
|||| 4 It was suggested by someone trying to sell me the product
|||| 5 I saw or heard advertising about the product
|||| 6 Other (specify) $Answer2$
||||
|||| B16_other other decide about reverse mortgage
|||| String
||||
|||| ENDIF
|||
||| IF Other (specify) $Answer2$ IN B16 AND B16_other =EMPTY THEN
||||
|||| error_other error other
|||| You selected "other", but did not specify your answer. Please go back and check your answer.
||||
|||| ENDIF
|||
||| ENDIF
|||
||| IF ( I have a reverse mortgage. IN intro_4 ) THEN
||||
|||| [Questions B16_haveMortgage to B16_other are displayed as a table]
||||
|||| B16_haveMortgage decide about reverse mortgage
|||| You said that you have a reverse mortgage. How did you decide to get or consider getting a reverse
|||| mortgage? [Check all of the reasons that apply.]
|||| 1 It was suggested by someone trying to sell me the product
|||| 2 I wanted to get a reverse mortgage after researching it myself
|||| 3 It was suggested by a financial advisor
|||| 4 It was suggested by a friend or family member
|||| 5 I saw or heard advertising about the product
|||| 6 Other (specify) $Answer2$
||||
|||| B16_other other decide about reverse mortgage
|||| String
||||
|||| ENDIF
|||
||| IF Other (specify) $Answer2$ IN B16_haveMortgage AND B16_other =EMPTY THEN
||||
|||| error_other error other
|||| You selected "other", but did not specify your answer. Please go back and check your answer.
||||
||| ENDIF
```



```
||
|| IF B15 = I have had or currently have a reverse mortgage THEN
|||
||| [Questions B17 to B17_other are displayed as a table]
|||
||| B17 purpose of reverse mortgage
||| What was the main purpose for your Reverse Mortgage?
||| 1 To pay for general expenses
||| 2 To pay off my mortgage
||| 3 To pay bills
||| 4 To modify or remodel my home
||| 5 To cover health care expenses
||| 6 To be able to stay in my house
||| 7 Other (specify) $Answer2$
|||
||| B17_other other purpose of reverse mortgage
||| String
|||
||| ENDIF
||
|| IF B17 = Other (specify) $Answer2$ AND B17_other =EMPTY THEN
|||
||| error_other error other
||| You selected "other", but did not specify your answer. Please go back and check your answer.
|||
||| ENDIF
||
|| IF B15 = I have considered getting a reverse mortgage but decided not to get it OR B15= I
|| considered getting a reverse mortgage but was rejected OR B15= I have never considered getting a
|| reverse mortgage THEN
|||
||| [Questions B18 to B18_other are displayed as a table]
|||
||| B18 why not get reverse mortgage
||| You stated that you did not get a reverse mortgage. Please tell us why. [Check all of the reasons
||| that apply.]
||| 1 I have no need for a reverse mortgage
||| 2 I don't have enough equity in my home
||| 3 The product was too expensive for me
||| 4 I could not find someone to provide the required counseling
||| 5 After counseling I decided not to get the reverse mortgage
||| 6 I found another loan product that better suits my needs
||| 7 I don't understand the product well enough
||| 8 Other (specify) $Answer2$
|||
||| B18_other other reason not get reverse mortgage
||| String
|||
||| ENDIF
```

```
||
|| IF B18 = Other (specify) $Answer2$ AND B18_other =EMPTY THEN
|||
||| error_other error other
||| You selected "other", but did not specify your answer. Please go back and check your answer.
|||
|| ENDIF
||
| ENDIF
|
ENDIF
```

B19 credit cards past 3 yrs

In the last 3 years, did you use any credit cards?

- 1 Yes
- 2 No

```
IF B19 = Yes THEN
```

```
| B20 amount pay on credit cards
```

```
| How do you typically pay on your credit card bills?
```

- | 1 I pay off my balance in full each month
- | 2 I pay less than the full balance, but more than the minimum payment
- | 3 I make the minimum monthly payment
- | 4 I'm typically behind on my payments
- | 5 I don't know

```
| B21 balance on credit card for medical expense past 3 yr
```

```
| In the last 3 years, have you had to carry a balance on your credit card(s) because of a medical expense?
```

- | 1 Yes
- | 2 No

```
| B22 cash advance past 3 yrs
```

```
| In the last three years, have you taken a cash advance on one of your credit cards?
```

- | 1 No
- | 2 Yes, 1 time
- | 3 Yes, 2 or 3 times
- | 4 Yes, 4 or more times

```
| B23 credit card debt compared to 3 yrs ago
```

```
| Is the total amount of credit card debt that you have today less than, about the same, or more than the  
| total amount of credit card debt that you had 3 years ago?
```

- | 1 Less
- | 2 About the same
- | 3 More
- | 4 I don't have credit card debt now and I didn't 3 years ago.
- | 5 Don't know

```
|
ENDIF
```

B24 ypur payday loan experience

Payday loans are small, short-term loans that must be paid in full when the borrowers receive their next pay check or other regular deposit (such as a Social Security payment). These loans are often paid with a post-dated check. A deposit advance is a similar product with the borrower agreeing to let the bank take the loan repayment out of regularly scheduled direct deposits. Please select the following statement that best describes your situation regarding these products.

- 1 I have never considered getting a payday loan from a payday lender or a deposit advance from my bank
- 2 I currently have a payday loan or a deposit advance
- 3 I have had a payday loan or a deposit advance in the past
- 4 I currently have a payday loan or a deposit advance and I have had one or the other in the past
- 5 I considered getting a payday loan or a deposit advance but was rejected
- 6 I have considered getting a payday loan or a deposit advance but decided not to get it

IF B24 = I currently have a payday loan or a deposit advance OR B24= I have had a payday loan or a deposit advance in the past or B24= I currently have a payday loan or a deposit advance and I have had one or the other in the past THEN

|
|[Questions B26 to B26_other are displayed as a table]

| **B26** purpose of payday loan

| Thinking back now to the last time you took out a payday loan or deposit advance, which of the
| following best describes what specifically you needed the money for?

- | 1 Paying utility bills (phone, power, gas)
- | 2 Paying rent or mortgage
- | 3 Paying for an emergency expense, such as repairs to your home or car, or a medical bill
- | 4 Deposited into a bank account to avoid overdraft charge(s)
- | 5 Paying miscellaneous bills
- | 6 Buying food, groceries, or other living expenses
- | 7 Other (specify) \$Answer2\$

| **B26_other** other reason needed loan

| String

| IF B26 = Paying miscellaneous bills AND B26_other =EMPTY THEN

|| **error_other** error other

|| You selected "other", but did not specify your answer. Please go back and check your answer.

|| ENDIF

| IF B24 = I currently have a payday loan or a deposit advance or B24= I have had a payday loan or a
| deposit advance in the past or B24= I currently have a payday loan or a deposit advance and I have had
| one or the other in the past THEN

|| **B27** taken out loan to pay back loan

|| Some people pay back their payday loan by taking out a new loan or pay back their deposit advance and
|| then immediately take out a new loan. Have you ever done this with a payday loan or a bank deposit advance?

- || 1 Yes
- || 2 No
- || 3 Don't know

```
||
|| IF B27 = Yes THEN
|||
||| B28 how long to pay back loan
||| For your most recent payday loan or deposit advance, how long did it take until you no longer owed any money?
||| 1 I was able to completely pay off the loan when it was due and did not borrow again.
||| 2 I paid the loan/advance back but it took up to 2 months
||| 3 I paid the loan/advance back but it took 3 to 5 months
||| 4 I paid the loan/advance back but it took 6 months or more
||| 5 I have not yet paid back the loan
|||
||| ENDIF
||
|| B29 rate borrowing experience
|| Please tell us about the borrowing experience from your most recent payday loan or deposit advance.
|| [Check all of the reasons that apply.]
|| 1 The fees were about what I expected
|| 2 It cost more than I expected when I first went in to get the loan
|| 3 It took me longer to pay back the loan than I expected
|| 4 I don't know how much the loan actually cost me
|| 5 None of the above
||
|| IF None of the above IN B29 AND cardinal(B29)> The fees were about what I expected THEN
|||
||| Error_one_and_none error one and none
||| You selected an answer and also "none of the above". Please go back and check your answer
|||
||| ENDIF
||
| ENDIF
|
ENDIF
```

IF B24 = I have considered getting a payday loan or a deposit advance but decided not to get it THEN

```
|
| B30 why not get payday loan
| Please list all of the reasons you decided not to get a payday loan or a deposit advance. [Check all
| of the reasons that apply.]
| 1 I had/have no need for payday loans
| 2 The product was too expensive for me
| 3 After learning more about it, I decided not to get the loan
| 4 I don't understand the product well enough
| 5 I was able to borrow from another source
|
ENDIF
```

new1 why not get payday loan

In this section we would like to ask you about any student loan debt you may have. We are interested in both debt you took on for your own education, as well as that taken on for a spouse or a child's

education. Do you currently owe any money or have any loans that you used to pay for: (Select all that apply)

- 1 Your own education
- 2 A spouse/partner's education
- 3 A child's education
- 4 A grandchild's education
- 5 None of the above

IF None of the above IN new1 AND cardinal(new1)> Your own education THEN

|
| **Error_one_and_none** error one and none
| You selected an answer and also "none of the above". Please go back and check your answer

ENDIF

IF Your own education in new1 THEN

|
| **new2** currently owed on own education loan
| About how much money do you currently owe on the loan(s) for your own education?
| 1 \$0 to \$9,999
| 2 \$10,000 to \$19,999
| 3 \$20,000 to \$29,999
| 4 \$30,000 to \$39,999
| 5 \$40,000 to \$49,999
| 6 \$50,000 or more
| 7 Don't know

ENDIF

IF A spouse/partner's education in new1 THEN

|
| **new3** currently owed for spouse education
| About how much money do you currently owe on the loan(s) for a spouse/partner's education?
| 1 \$0 to \$9,999
| 2 \$10,000 to \$19,999
| 3 \$20,000 to \$29,999
| 4 \$30,000 to \$39,999
| 5 \$40,000 to \$49,999
| 6 \$50,000 or more
| 7 Don't know

ENDIF

IF A child's education in new1 THEN

|
| **new4** currently owed for child education
| About how much money do you currently owe on the loan(s) for a child's education?
| 1 \$0 to \$9,999
| 2 \$10,000 to \$19,999

- | 3 \$20,000 to \$29,999
- | 4 \$30,000 to \$39,999
- | 5 \$40,000 to \$49,999
- | 6 \$50,000 or more
- | 7 Don't know

|
ENDIF

IF A grandchild's education in new1 THEN

- | **new5** currently owed for grandchild education
- | About how much money do you currently owe on the loan(s) for a grandchild's education?
- | 1 \$0 to \$9,999
- | 2 \$10,000 to \$19,999
- | 3 \$20,000 to \$29,999
- | 4 \$30,000 to \$39,999
- | 5 \$40,000 to \$49,999
- | 6 \$50,000 or more
- | 7 Don't know

|
ENDIF

IF Your own education in new1 THEN

- | **new6** when start paying on own education loans
- | How long ago did you first start making payments on the loan(s) for your own education?
- | 1 In the last 12 months
- | 2 1 to 5 years ago
- | 3 6 to 10 years ago
- | 4 11 to 15 years ago
- | 5 16 to 20 years ago
- | 6 More than 20 years ago
- | 7 I am not currently making payments

|
ENDIF

IF A spouse/partner's education in new1 THEN

- | **new7** when start paying on spouse education loans
- | How long ago did you first start making payments on the loan(s) for a spouse or partner's education?
- | 1 In the last 12 months
- | 2 1 to 5 years ago
- | 3 6 to 10 years ago
- | 4 11 to 15 years ago
- | 5 16 to 20 years ago
- | 6 More than 20 years ago
- | 7 I am not currently making payments

|
ENDIF

IF A child's education in new1 THEN

- |
- | **new8** when start paying on child education loans
- | How long ago did you first start making payments on the loan(s) for a child's education?
- | 1 In the last 12 months
- | 2 1 to 5 years ago
- | 3 6 to 10 years ago
- | 4 11 to 15 years ago
- | 5 16 to 20 years ago
- | 6 More than 20 years ago
- | 7 I am not currently making payments

|

ENDIF

IF A grandchild's education in new1 THEN

- |
- | **new9** when start paying on grandchild education loans
- | How long ago did you first start making payments on the loan(s) for a grandchild's education?
- | 1 In the last 12 months
- | 2 1 to 5 years ago
- | 3 6 to 10 years ago
- | 4 11 to 15 years ago
- | 5 16 to 20 years ago
- | 6 More than 20 years ago
- | 7 I am not currently making payments

|

ENDIF

[Questions B31 to B31_other are displayed as a table]

B31 pay for unexpected expense

Imagine that you have an unexpected expense of \$1000. Based on your current financial situation, how would you pay for this expense? Please select all that apply.

- 1 Put it on my credit card and NOT pay the balance in full at the end of the month
- 2 Put it on my credit card and pay the balance in full at the end of the month
- 3 By taking money out of my savings or checking account or paying with cash
- 4 Using money from a bank loan, line of credit, or overdraft
- 5 By borrowing from a friend or family member
- 6 Pay it off over time in installments
- 7 By spending less on other items
- 8 By using a payday loan, deposit advance, or pawning something
- 9 Withdrawing money from my retirement account
- 10 By not paying the bill at all
- 11 Other (specify): \$Answer2\$

B31_other other way pay for unexpected expense

String

IF Other (specify): \$Answer2\$ IN B31 AND B31_other =EMPTY THEN

|
| **error_other** error other
| You selected "other", but did not specify your answer. Please go back and check your answer.
|
ENDIF

[Questions B32 to B32_other are displayed as a table]

B32 who helped household last yr

For the next 3 questions, we would like to know who, if anyone, may have helped your household in the last year. If your household has received help with your everyday money management, please tell us who assisted. [By money management we mean things like depositing and transferring money, sending payments, writing checks, and balancing accounts.] [Select all that apply.]

- 1 No one, I didn't need help
- 2 No one, I couldn't find help
- 3 Friend(s)/family member(s)
- 4 Professional(s) (such as a financial advisor or attorney)
- 5 Caregiver who is not a family member
- 6 Other (specify) \$Answer2\$

B32_other other person who helped

String

IF No one, I couldn't find help IN B32 AND cardinal(B32)> No one, I didn't need help THEN

|
| **Error_one_and_none** error one and none
| You selected an answer and also "none of the above". Please go back and check your answer
|
ENDIF

IF Other (specify) \$Answer2\$ IN B32 AND B32_other =EMPTY THEN

|
| **error_other** error other
| You selected "other", but did not specify your answer. Please go back and check your answer.
|
ENDIF

[Questions B33 to B33_other are displayed as a table]

B33 who helped with bills last yr

If your household needed help covering the costs of your bills and expenses in the last year, please tell us who, if anyone, gave or loaned your household money. [Select all that apply.]

- 1 No one, I didn't need help
- 2 No one, I couldn't find help
- 3 Friend(s)/family member(s)
- 5 Caregiver who is not a family member
- 6 Other (specify) \$Answer2\$

B33_other other person helped with bills

String

IF No one, I couldn't find help IN B33 AND cardinal(B33)> No one, I didn't need help THEN

|

| **Error_one_and_none** error one and none

| You selected an answer and also "none of the above". Please go back and check your answer

|

ENDIF

IF Other (specify) \$Answer2\$ IN B33 AND B33_other =EMPTY THEN

|

| **error_other** error other

| You selected "other", but did not specify your answer. Please go back and check your answer.

|

ENDIF

[Questions B34 to B34_other are displayed as a table]

B34 who managed investments past yr

If you have any investments, please tell us who managed your investments in the last year. [Select all that apply.]

1 I don't have any investments

2 I managed my investments myself

3 Friend(s)/family member(s)

4 Professional(s) (such as a financial advisor or attorney)

5 Caregiver who is not a family member

6 Other (specify) \$Answer2\$

B34_other other person managed investments

String

IF I don't have any investments IN B34 AND cardinal(B34)> I don't have any investments THEN

|

| **Error_one_and_none** error one and none

| You selected an answer and also "none of the above". Please go back and check your answer

|

ENDIF

IF Other (specify) \$Answer2\$ IN B34 AND B34_other =EMPTY THEN

|

| **error_other** error other

| You selected "other", but did not specify your answer. Please go back and check your answer.

|

ENDIF

B35 paid medical expense more than 1k past 3 yrs

We will next ask you about significant financial events and whether or not you received financial advice. In the last 3 years, did you have a medical expense that cost more than \$1,000 that insurance didn't cover that you had to pay?

- 1 Yes
- 2 No
- 3 Don't know

IF B35 = Yes THEN

| [Questions B36 to B36_other are displayed as a table]

| **B36** Advisors for medical expense

| For your medical expense, please select all the people who you asked for financial advice on how to pay for the care you received.

- | 1 Didn't ask for advice
- | 2 Friend(s)/family member(s)
- | 3 Professional(s) (such as a financial advisor or attorney)
- | 4 Caregiver who is not a family member
- | 5 Medical provider
- | 6 Other (specify) \$Answer2\$

| **B36_other** other person consulted about med expense

| String

| IF Other (specify) \$Answer2\$ IN B36 AND B36_other =EMPTY THEN

|| **error_other** error other

|| You selected "other", but did not specify your answer. Please go back and check your answer.

| ENDIF

| IF Didn't ask for advice IN B36 AND cardinal(B36)> Didn't ask for advice THEN

|| **Error_one_and_none** error one and none

|| You selected an answer and also "none of the above". Please go back and check your answer

| ENDIF

ENDIF

[Questions B37 to B37_other are displayed as a table]

B37 financial stress past 3 yrs

In the last 3 years, if your household experienced major financial stress for any reason, what was the cause?

[Select all that apply.]

- 1 We experienced no major financial stress
- 2 Filing for bankruptcy
- 3 Receiving a foreclosure notice
- 4 Losing a job or having work hours and/or income reduced
- 5 Having a significant health issue
- 6 Getting separated or divorced or losing a spouse/partner
- 7 Having unpaid taxes

8 Other (specify) \$Answer2\$

B37_other other financial stress

String

IF We experienced no major financial stress IN B37 AND cardinal(B37)> We experienced no major financial stress THEN

|

| **Error_one_and_none** error one and none

| You selected an answer and also "none of the above". Please go back and check your answer

|

ENDIF

IF Other (specify) \$Answer2\$ IN B37 AND B37_other =EMPTY THEN

|

| **error_other** error other

| You selected "other", but did not specify your answer. Please go back and check your answer.

|

ENDIF

IF ! We experienced no major financial stress in B37 THEN

|

| [Questions B38 to B38_other are displayed as a table]

|

| **B38** Advisors during financial stress

| In dealing with your financial stress, please select all the people who you asked for financial advice.

| 1 Didn't ask for advice

| 2 Other family member

| 3 Caregiver who is not a family member

| 4 Banker

| 5 Financial advisor

| 6 Attorney

| 7 Friend

| 8 Community group/Counseling agency

| 9 Other (specify) \$Answer2\$

|

| **B38_other** other person consulted about bankruptcy foreclosure

| String

|

| IF Other (specify) \$Answer2\$ IN B38 AND B38_other =EMPTY THEN

||

|| **error_other** error other

|| You selected "other", but did not specify your answer. Please go back and check your answer.

||

|| ENDIF

|

| IF Didn't ask for advice IN B38 AND cardinal(B38)> Didn't ask for advice THEN

||

|| **Error_one_and_none** error one and none

```
|| You selected an answer and also "none of the above". Please go back and check your answer
||
|ENDIF
|
ENDIF
```

B39 retire past 3 yrs or plan to

In the last 3 years, did you retire or begin planning to retire?

1 Yes

2 No

```
IF B39 = Yes THEN
```

```
|
```

```
| IF spouse_partner = Married or living with a partner THEN
```

```
||
```

```
|| [Questions B40_spouse to B40_other are displayed as a table]
```

```
||
```

```
|| B40_spouse Advisors for retirement
```

```
|| In preparing for your retirement, please select all the people who you asked or plan to ask for financial advice.
```

```
|| 1 Didn't ask for advice
```

```
|| 2 Spouse/partner
```

```
|| 3 Other family member
```

```
|| 4 Caregiver who is not a family member
```

```
|| 5 Employer
```

```
|| 6 Banker
```

```
|| 7 Financial advisor
```

```
|| 8 Attorney
```

```
|| 9 Friend
```

```
|| 10 Community group/Counseling agency
```

```
|| 11 Other (specify) $Answer2$
```

```
||
```

```
|| B40_other other person consulted about retirement
```

```
|| String
```

```
||
```

```
|| IF ( Didn't ask for advice IN B40_spouse ) AND cardinal(B40_spouse)> Didn't ask for advice THEN
```

```
|||
```

```
||| Error_one_and_none error one and none
```

```
||| You selected an answer and also "none of the above". Please go back and check your answer
```

```
|||
```

```
|| ENDIF
```

```
||
```

```
|| IF ( Other (specify) $Answer2$ in B40_spouse ) AND B40_other =EMPTY THEN
```

```
|||
```

```
||| error_other error other
```

```
||| You selected "other", but did not specify your answer. Please go back and check your answer.
```

```
|||
```

```
|| ENDIF
```

```
||
```

```
|ENDIF
```

```

|
| IF spouse_partner <> Married or living with a partner THEN
||
|| [Questions B40 to B40_other are displayed as a table]
||
|| B40 Advisors for retirement
|| In preparing for your retirement, please select all the people who you asked or plan to ask for financial advice.
|| 1 Didn't ask for advice
|| 3 Other family member
|| 4 Caregiver who is not a family member
|| 5 Employer
|| 6 Banker
|| 7 Financial advisor
|| 8 Attorney
|| 9 Friend
|| 10 Community group/Counseling agency
|| 11 Other (specify) $Answer2$
||
|| B40_other other person consulted about retirement
|| String
||
|| IF ( Didn't ask for advice IN B40 ) AND cardinal(B40)> Didn't ask for advice THEN
|||
||| Error_one_and_none error one and none
||| You selected an answer and also "none of the above". Please go back and check your answer
|||
|| ENDIF
||
|| IF ( Other (specify) $Answer2$ IN B40 ) AND B40_other =EMPTY THEN
|||
||| error_other error other
||| You selected "other", but did not specify your answer. Please go back and check your answer.
|||
|| ENDIF
||
| ENDIF
|
ENDIF

```

B41 receive more or less money mgmt help than 3 yrs ago

Please tell us if you receive more or less help with your everyday money management today than you did 3 years ago. [By money management we mean things like depositing and transferring money, sending payments, writing checks, and balancing accounts.]

- 1 I didn't receive help 3 years ago and I don't receive help today
- 2 More help
- 3 About the same amount of help
- 4 Less help

B42 receive more or less help with bills than 3 yrs ago

If someone has given you money to help you pay your bills, have you received more or less help recently than you did 3 years ago?

- 1 I didn't receive help 3 years ago and I don't receive help today
- 2 More help
- 3 About the same amount of help
- 4 Less help

B43 asked to invest in fraudulent investment

Investors gain and lose money all the time in financial markets for a variety of legitimate reasons. However, the following question is about investment fraud. In the last 3 years, have you been asked to invest in something that you believed, suspected, or later found out to be fraudulent?

- 1 Yes
- 2 No
- 3 Don't know

B47 taken advantage of in other financial ways

Outside of cases of fraud, do you feel like you have been taken advantage of on a major financial transaction in the last 3 years (such as by losing a large sum of money, paying more than you should have, or buying a product you didn't want)? [Major means at least \$1,000.]

- 1 Yes
- 2 No
- 3 Don't know

IF B47 = Yes THEN

|
| [[Questions B48 to B48_other are displayed as a table]
|
| **B48** taken advantage of in other financial ways
| In what ways did you think you were taken advantage of? [Check all that apply.]
| 1 The terms were unclear
| 2 There were undisclosed fees
| 3 The price was higher than I was told
| 4 There was less product or service than I thought I purchased
| 5 I was steered to a product that I didn't need or ask for
| 6 I was sold additional products I did not need or want
| 7 I think the people helping me misused my money
| 8 Other (specify) \$Answer2\$

| **B48_other** other way taken advantage of

| String

| IF Other (specify) \$Answer2\$ IN B48 AND B48_other =EMPTY THEN

||
|| **error_other** error other
|| You selected "other", but did not specify your answer. Please go back and check your answer.

||
| ENDIF

|
ENDIF

B49 regretted major financial transaction past 3 yrs

In the last 3 years have you made a major (greater than \$1,000) financial transaction that you later regretted?

- 1 Yes
- 2 No

IF B49 = Yes THEN

|

| [Questions B49a to B49a_other are displayed as a table]

|

| **B49a** why regret transaction

| Why did you regret this transaction?

- | 1 I couldn't afford the product or service
- | 2 I paid more than I should have
- | 3 I didn't need the product or service
- | 4 I responded to a strong sales pitch
- | 5 I made a purchase for someone else that I now regret
- | 6 Other (specify) \$Answer2\$

|

| **B49a_other** other reason regret transaction

| String

|

| IF Other (specify) \$Answer2\$ IN B49a AND B49a_other =EMPTY THEN

||

|| **error_other** error other

|| You selected "other", but did not specify your answer. Please go back and check your answer.

||

| ENDIF

|

| **B49b** why regretted open answer

| Tell us a little more about a transaction in the last 3 years that you regretted.

| Open

|

ENDIF

B50 not understood major financial transaction past 3 yrs

In the last 3 years have you entered into a major (greater than \$1,000) financial transaction that you did not completely understand at the time?

- 1 Yes
- 2 No
- 3 Don't know

IF B50 = Yes THEN

|

| [Questions B51 to B51_other are displayed as a table]

|

| **B51** part of transaction not understood

| What parts of the transaction did you not understand? [Check all that apply.]

| 1 How much it would cost me (i.e. payment, interest rate, total cost)

| 2 The fees I would be charged

| 3 What I was required to do as part of the transaction

| 4 Other (specify) \$Answer2\$

|

| **B51_other** other part not understood

| String

|

| IF 6 IN B51 AND B51_other =EMPTY THEN

||

|| **error_other** error other

|| You selected "other", but did not specify your answer. Please go back and check your answer.

||

| ENDIF

|

ENDIF

B52 confidence in financial decisions

Compared to 5 years ago, how confident do you feel in your ability to make financial decisions?

1 More confident

2 About the same

3 Less confident

B53 person authorized to make financial decisions for you

We want to ask a couple of final questions about your planning for someone to make financial decisions for you if you are unable to do so. Some people plan for someone else to make financial decisions for them if they become unable to make these decisions for themselves. They may make informal plans, or they may sign a "power of attorney," which is a legal document that names someone who will make decisions for them now or at some time in the future. Have you named someone who is authorized to make financial decisions for you right now?

1 I currently have a power of attorney that names someone else to act on my behalf

2 I have had a power of attorney assigned but cancelled it

3 I have informal plans for someone to act on my behalf but do not have a written power of attorney

4 I have considered having a power of attorney assigned but have not yet taken any steps to accomplish this

5 I have never planned for someone else to make these decisions for me

IF B53 = I currently have a power of attorney that names someone else to act on my behalf THEN

|

| [Questions B54 to B54_other are displayed as a table]

|

| **B54** who named as agent

| My power of attorney names the following as my agent.

| 1 My spouse

| 2 Another family member or friend

| 3 An unrelated caregiver

| 4 A financial professional

| 5 An attorney

| 6 Other (specify) \$Answer2\$

|

| **B54_other** other person named


```
| String
|
| IF B54 = Other (specify) $Answer2$ AND B54_other =EMPTY THEN
||
|| error_other error other
|| You selected "other", but did not specify your answer. Please go back and check your answer.
||
| ENDIF
|
ENDIF
```

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