

**KANTAR PUBLIC**



# Financial Lives Survey 2017

## Questionnaire

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# Explanatory notes

- On all multi-coded questions (None of these, Don't know and Prefer not to say codes) are single coded
- Where options are randomised this always excludes the codes 'Other', 'Don't know', 'None of these' and 'Prefer not to say'
- Text in blue appeared as explanatory text on online survey screen
- Text in red appeared as reminder text on the online survey screen
- Text in italics appeared on the online survey screen by clicking on the **i** button
- Derived Variables (DVs) mentioned in the questionnaire are calculated based on combinations of questions and used for routing respondents through the survey
- The online survey was launched on a 'soft' basis (i.e. only a limited amount of sample was issued with the aim of achieving an initial 1,500 to 2,000 interviews), so that this initial launch could be used to test a number important aspects of the survey, ahead of committing to the main stage and to completion of the online survey. The actual number of soft launch interviews was 784. For further information please see the Financial Lives Survey 2017 Technical Report<sup>1</sup>
- Due to limitations when programming, questions detailed in the questionnaire as asked of those aged 50+ and 60+ were actually asked of respondents aged 45+ and 55+, respectively
- Module eligibility is defined at the start of each module
- Product selection rules are defined where relevant within the questionnaire and separately in the Financial Lives Survey 2017 Technical Report

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<sup>1</sup> <https://www.fca.org.uk/publication/research/financial-lives-survey-2017-technical-report.pdf>

# 1. Opening Demographics

## STINTRO [ASK ALL]

Thank you for choosing to take part in the Financial Lives Survey.

The Financial Lives Survey is conducted on behalf of the Financial Conduct Authority. The information collected by the survey will help the FCA to protect consumers. From bank accounts to mortgages, credit cards, loans, insurance, savings and pensions, virtually every adult in the UK is a consumer of financial services, and it is important that consumers have access to appropriate products and services.

The following questions will ask you about your attitudes and experiences in using financial services.

Please click the (>) button to start the survey.

## INTRO [ASK ALL]

In this first section we would like to find out a little about your household.

By 'your household' we mean the group of people (not necessarily related) living at your address who share cooking facilities with you and also share a living room or sitting room or dining area.

The information is used to understand the experiences of different kinds of household, but will not identify you or anyone in your household.

## D1 [ASK ALL]

Are you...

1. Male
2. Female
3. Other (please write in)
4. Prefer not to say

## D2 [ASK ALL]

What is your current age?

NUMERIC  
RANGE 18...110

Don't know  
Prefer not to say

**SCREEN OUT IF UNDER 18**

**D3 [ASK IF D2= Prefer not to say]**

Which of these age bands are you in?

1. Under 18 [SCREEN OUT]
2. 18 to 24
3. 25 to 34
4. 35 to 44
5. 45 to 54
6. 55 to 64
7. 65 to 74
8. 75 to 84
9. 85 or over
10. Prefer not to say [SCREEN OUT]

**SCREEN OUT IF D2<18 OR D3=1 OR 10 OR 11**

Thank you for your time today. Unfortunately we cannot interview anyone who could be under the age of 18 for this survey.

**D4a [ASK ALL]**

Including you, how many adults aged 18 or over are currently living in your household?

NUMERIC  
RANGE 1...10

Don't know  
Prefer not to say

**D7b [ASK ALL]**

How many children aged 17 or under are financially dependent on you?

Please include all children, whether they currently live with you or not.

NUMERIC  
RANGE 0...20

Don't know  
Prefer not to say

**D5 [ASK ALL]**

What is your legal marital status?

1. Single, that is never married and never registered in a same-sex civil partnership
2. Married
3. Separated, but still legally married
4. Divorced
5. Widowed
6. In a registered same-sex civil partnership
7. Separated, but still legally in a same-sex civil partnership
8. Formerly in a same-sex civil partnership which is now legally dissolved
9. Surviving partner from a same-sex civil partnership

10. Don't know
11. Prefer not to say

**D6 [ASK IF D4a>1 OR DON'T KNOW/PREFER NOT TO SAY AND D5=1 OR 3 OR 4 OR 5 OR 7 OR 8 OR 9 OR DK OR PREFER NOT TO SAY (NOT MARRIED OR IN REGISTERED SAME-SEX CIVIL PARTNERSHIP OR DON'T KNOW OR PREFER NOT TO SAY)]**

Are you living with someone in your household as a couple?

1. Yes
2. No
3. Prefer not to say

**D10 [ASK ALL]**

Which of the following best describes your current working status?

1. Working for an employer(s) full-time (for 30 or more hours per week)
2. Working for an employer(s) part-time (for less than 30 hours per week)
3. Self-employed full-time (for 30 or more hours per week)
4. Self-employed part-time (for less than 30 hours per week)
5. Unemployed and looking for work
6. Unemployed and not looking for work
7. Retired
8. Semi-retired (drawing a pension or other income sources but still working)
9. Student
10. Permanently sick/ disabled
11. Temporarily sick (no job to go to)
12. Looking after the home
13. Other (please write in)
14. Don't know

**D10a [ASK IF D10 NE 7 AND (D2>54 OR D3=6-9) (NOT RETIRED AND 55+)]**

Do you plan to retire within the next 2 years?

By 'retire', we mean ceasing all or most paid employment.

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

**D12a [ASK IF D4a>1 OR D6=1 (ALL WHO LIVE WITH OTHER ADULTS IN THE HOUSEHOLD OR LIVING WITH A PARTNER IN THE HOUSEHOLD)]**

Are you the main income earner in your household?

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

**D12b [ASK IF D4a>1 (ALL WHO LIVE WITH OTHER ADULTS IN THE HOUSEHOLD)]**

Which of the following best describes financial decision-making in your household?

1. I am the main decision-maker in the household

2. I make my own decisions, but not those for other adults in the household
3. I share responsibility with my spouse, partner or other adult
4. I leave most financial matters to my spouse, partner or other adult
5. All of my financial matters are dealt with by my spouse, partner, adult children or other adult
6. Don't know

**D13 [ASK ALL]**

Which of the following best describes how you occupy the property you currently live in?

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Pay part rent and part mortgage (shared ownership)
4. Rent it (including if you are on Housing Benefit or Local Housing Allowance)
5. Live here rent-free (including in relative's or friend's property; excluding squatting)
6. Sheltered accommodation
7. Occupy it in some other way (please write in)
8. Don't know

**DD13a [ASK IF D13=1-3 (OWN OUTRIGHT, BUYING WITH THE HELP OF A MORTGAGE OR LOAN OR PAY PART RENT PART MORTGAGE)]**

Is the property you currently live in leasehold or freehold?

1. Leasehold
2. Leasehold with a share of the freehold
3. Freehold
4. Don't know

The next few questions are about your use of the internet.

**D16 [ASK ALL]**

How often do you use the internet?

1. At least once a day
2. Most days
3. 2-3 times per week
4. About once a week
5. About once a fortnight
6. About once a month
7. About once every 2-3 months
8. About once every six months
9. Less often
10. Never
11. Don't know

**D20 [ASK IF D16 NE 10 (USE INTERNET AT LEAST SOMETIMES OR DON'T KNOW)]**

Overall, how would you rate your ability to use the Internet?

1. Excellent
2. Good
3. Fair
4. Poor
5. Bad
6. Don't know

## 2. Attitudes

### **INTRO [ASK ALL]**

These next questions are about your general attitudes to life and financial affairs, to help us understand what is important to you.

Please note that there are no right or wrong answers to these questions; we simply want your opinions.

### **AT1a [ASK ALL]**

How confident do you feel managing your money?

Please answer on a scale of 0 to 10 where 0 is 'not at all confident', and 10 is 'completely confident'.

NUMERIC  
RANGE 0...10

Don't know

### **AT1b [ASK ALL]**

How satisfied are you with your overall financial circumstances?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

### **AT5 [ASK ALL]**

How knowledgeable would you say you are about financial matters?

Please answer on a scale of 0 to 10, where 0 is 'not at all knowledgeable' and 10 is 'very knowledgeable'.

NUMERIC  
RANGE 0...10

Don't know

**AT1c**            **[ASK ALL]**

How much do you agree or disagree with the following statements?

[RANDOMISE STATEMENTS]

- a) I never seem to have enough time to get things done
- b) When it comes to taking chances I'd rather be safe than sorry
- c) When it comes to financial services and products, I would consider myself to be a confident and savvy consumer
- d) I feel most financial firms are honest and transparent in the way they treat me
- e) I'd rather think about today than plan for the future

- 1. Strongly agree
- 2. Slightly agree
- 3. Neither agree nor disagree
- 4. Slightly disagree
- 5. Strongly disagree
- 6. Don't know

**AT2**            **[ASK ALL]**

How much do you agree or disagree with the following statements?

[RANDOMISE STATEMENTS]

- a) I like to stick with a financial brand I know
- b) I have confidence in the UK financial services industry
- c) I am comfortable using credit - it feels quite normal to me

- 1. Strongly agree
- 2. Slightly agree
- 3. Neither agree nor disagree
- 4. Slightly disagree
- 5. Strongly disagree
- 6. Don't know

**AT4**            **[ASK ALL]**

If you lost your main source of household income, how long could your household continue to cover living expenses, without having to borrow any money or ask for help from friends or family?

- 1. Less than a week
- 2. 1 week to less than 1 month
- 3. 1 month to less than 3 months
- 4. 3 months to less than 6 months
- 5. 6 months or longer
- 6. Don't know
- 7. Prefer not to say

**M104 [ASK IF D13 =2 OR 3 OR 4 OR 6 (HAVE MORTGAGE, PAY RENT, PAY PART RENT/  
PART MORTGAGE, OR LIVE IN SHELTERED ACCOMMODATION)]**

Thinking about your monthly [IF D13=2 (BUYING WITH A MORTGAGE) mortgage or loan payments IF D13=4 rent, IF D13=3 (BUYING WITH A MORTGAGE AND RENT – SHARED OWNERSHIP mortgage payments and rent) IF D13=6 (SHELTERED ACCOMMODATION) rent or mortgage payments], by how much could these increase before you would struggle to pay them?

Please select the answer that best applies.

1. £0
2. Up to £49
3. £50 to £99
4. £100 to £199
5. £200 to £299
6. £300 to £399
7. £400 or more
8. Not applicable
9. Don't know
10. Prefer not to say

**K1 [ASK ALL]**

To what extent do you feel that keeping up with your bills and credit commitments is a burden?

1. It is not a burden at all
2. It is somewhat of a burden
3. It is a heavy burden
4. Don't know

**K2 [ASK ALL]**

In the last 6 months, have you fallen behind on, or missed, any payments for credit commitments or domestic bills for any 3 or more months?

These 3 months don't necessarily have to be consecutive months.

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

**K33 [ASK IF K2 = 1 (FALLEN BEHIND/ MISSED CREDIT COMMITMENTS OR BILLS)]**

Which credit commitments and/ or domestic bills have you missed, or fallen behind on, in the last 6 months?

Please select all that apply.

1. Credit card or store card bills
2. Other credit commitments
3. Mortgage repayments
4. Rent payments
5. Council tax payments
6. Utility bills

7. Other household bills
8. Other (please write in)
9. Don't know

**A2 [ASK ALL]**

How much do you agree or disagree with each of the following statements?

**RANDOMISE STATEMENTS**

- a) I know enough about pensions to choose ones that are suitable for my circumstances, without consulting a financial adviser
- b) I know enough about investments to choose ones that are suitable for my circumstances, without consulting a financial adviser
- c) I know enough about mortgages to choose ones that are suitable for my circumstances, without consulting a financial adviser
- d) When it comes to advice on financial products, I don't know where to start to look for an adviser
- e) I trust financial advisers to act in the best interests of their clients
- f) Financial advice is only suitable for people who have a large amount of money to invest
- g) If I wanted financial advice I wouldn't need to talk to someone – I would be happy to get advice online
- h) I would pay for financial advice, if the costs were reasonable

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Not applicable [SHOW FOR 1) 2) 3) 7) 8)]
7. Don't know

**P17 [ASK IF D10 NE 7 (ALL EXCEPT THOSE WHO ARE RETIRED)]**

Below are a number of statements people have made about planning their finances for retirement.

How much do you agree or disagree with these statements?

**RANDOMISE STATEMENTS**

- a) I keep putting off retirement planning because I am afraid I will make the wrong decision
- b) I am happy with the choices I have made with my pension arrangements

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Not applicable [SHOW IF b)]
7. Don't know

**P\_AC14 [ASK IF D10 NE 7 (ALL EXCEPT THOSE WHO ARE RETIRED)]**

Have you thought about how you are going to manage financially when you come to retire?

1. Yes, I have given it a great deal of thought

2. Yes, I have thought about it a little
3. No, I have not really thought about it
4. Don't know

**P11 [ASK IF (D2>44 OR D3=5-9) AND D10 NE 7 (AGED 45+ AND NOT RETIRED)]**

Thinking about your finances: when you come to retire, do you expect to have the same standard of living as you have now?

1. I think it will be the same as I have now
2. I think it will be better than now
3. I think it will be worse than now
4. Don't know

**P\_AC16 [ASK IF (D2>44 OR D3=5-9) AND D10 NE 7 (AGED 45+ AND NOT RETIRED)]**

Will the State pension be your main source of income in retirement?

1. Yes
2. No, but I expect to qualify for a State pension
3. No, I do not expect to qualify for a State pension
4. Don't know

**AT10 [ASK IF D10=7 (RETIRED)]**

Below are a number of statements people have made about their finances when it comes to retirement. How much do you agree or disagree with these statements?

- a) I am happy with the choices I have made with my pension arrangements
  - b) I needed to work longer than I had hoped to fund my retirement
  - c) I worry about not having enough money to last me throughout my retirement
  - d) I do not have difficulty paying for day to day expenses since I retired
  - e) I wish I had spent more time planning my finances for retirement
1. Strongly agree
  2. Slightly agree
  3. Neither agree nor disagree
  4. Slightly disagree
  5. Strongly disagree
  6. Don't know

**P\_AC16b [ASK IF D10=7 (RETIRED)]**

Is the State pension your main source of income?

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

**INTROE4 [ASK ALL]**

The next question asks about any regulated financial advice you might have received.

**E4 [ASK ALL]**

When, if ever, did you last receive regulated advice about any of investments, saving into a pension or retirement planning?

By 'investments' we mean retail investment products including stocks and shares ISA, insurance bonds, investment funds and endowments, shares and equities, corporate bonds, gilts or government bonds, crowdfunding and peer-to-peer lending, and structured investments/ deposits. Please do not include investment in property or in collectables like wine, art or jewellery.

By 'pension' we mean a pension arranged through an employer or one you have arranged yourself. Please do not think about State pensions.

By 'retirement planning' we mean the choices you need to make when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.

Before 1 January 2013, payment may instead have taken the form of a commission from the product provider to the adviser.

By 'regulated advice' we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers.

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
  - An adviser from a bank or building society
  - An adviser from an insurance company, investment company or pension provider
  - Automated advice available online or as downloadable software. This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.
1. In the last 12 months
  2. Not in the last 12 months, but within the last 2 years
  3. Not in the last 2 years, but within the last 5 years
  4. Not in the last 5 years, but longer ago
  5. Never
  6. Don't know

# 3. Product Ownership

I would now like to ask about the financial products you have.

## 3.1 Retail Banking

P\_RB1 [ASK ALL]

Do you have a **current account** for personal use, either in your own name or in joint names? This could be from a bank or building society, a Post Office current account, or a credit union current account.

Please do **not** include any current accounts that are used **solely** for business purposes.

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

**P\_RB2 [ASK ALL]**

Which, if any, of these products do you have currently, either in your own name or in joint names?

Please do **not** include any products that are used **solely** for business purposes.

Please select all that apply.

1	Savings account with a bank or building society or with National Savings and Investments (NS&I)	Including instant access, notice, regular and fixed term accounts; please do <b>not</b> include any NS&I bonds
2	ISA account	Any type of ISA including cash ISA or stocks and shares ISA
3	Premium bonds	
4	National Savings and Investment (NS&I) bond	Including pensioner bonds, income bonds and children's bonds; please do <b>not</b> include premium bonds or any other bonds
5	Credit union <b>savings</b> account	
6	E-money alternative account	A current account provided by an electronic money institution which is not a bank or building society (e.g. CashPlus, Monese, thinkmoney)
7	Post Office <b>card account</b>	An account often used for receiving pensions, benefits and tax credits. You can take out money and check your balance at a Post Office branch
8	None of these	
9	Don't know	

**P\_RB2check<sup>2</sup> [ASK IF P\_RB1=1 AND P\_RB2=1 (HAVE BOTH A CURRENT ACCOUNT AND A SAVINGS ACCOUNT)]**

You mentioned that you have a current account and a savings account. Just to confirm, do you have a savings account that is separate from a current account?

1. Yes
2. No

<sup>2</sup> P\_RB2check added following soft launch. This was not used in analysis and reporting.

**RB2 [ASK IF P\_RB1=1 OR P\_RB2=1 OR 5 OR 6 OR 7 (HAVE A CURRENT ACCOUNT, A SAVINGS ACCOUNT, CREDIT UNION SAVINGS ACCOUNT, E-MONEY ALTERNATIVE ACCOUNT OR POST OFFICE CARD ACCOUNT)]**

And which of these types of account is your **main day-to-day account**?

This is the account that is used for day-to-day payments and transactions.

**[LIST FROM P\_RB1 and P\_RB2 (showing only selected responses)]**

1	Current account	This could be from a bank or building society, a Post Office current account, or a credit union current account
2	Savings account with a bank or building society or with National Savings and Investments (NS&I)	Including instant access, notice, regular and fixed term accounts; please do <b>not</b> include any NS&I bonds
3	Credit union <b>savings</b> account	
4	E-money alternative account	A current account provided by an electronic money institution which is not a bank or building society, e.g. CashPlus, Monese, thinkmoney)
5	Post Office <b>card account</b>	An account often used for receiving pensions, benefits and tax credits. You can take out money and check your balance at a Post Office branch
6	None of these	

**P\_RB1a [ASK IF P\_RB1=2 AND P\_RB2 NE 5 OR 6 OR 7] (HAVE NO CURRENT ACCOUNT, E-MONEY, CREDIT UNION OR POST OFFICE CARD ACCOUNT)]**

You mentioned that you do not have a current account, a credit union savings account, an e-money account or a Post Office card account. Just to check: is that correct?

1. Yes, that is correct
2. No, that is incorrect [ROUTE BACK TO P\_RB1]

**P\_RB1b [ASK IF P\_RB1=1 OR P\_RB2=5 OR 6 OR 7] (HAVE CURRENT ACCOUNT, E-MONEY, CREDIT UNION OR POST OFFICE CARD ACCOUNT)]**

In the last 12 months have you made any contactless payments?

This is where you can pay for items with your card (up to a value of £30) by tapping your card against the card reader, without having to enter your PIN.

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

**P\_RB3 [ASK IF P\_RB2=2 (HAVE ISA ACCOUNT)]**

You mentioned that you have an ISA account. Which type of ISA do you have?

Please select all that apply.

1. Cash ISA
2. Stocks and shares ISA
3. Other type of ISA
4. Don't know

**RB93 [ASK IF P\_RB2 NE 1, 4, 5 AND P\_RB3 NE 1 (NO SAVINGS ACCOUNT, CASH ISA, NS&I BOND OR CREDIT UNION SAVINGS ACCOUNT)]**

Which of the following best describes why you do not have a savings account or a cash ISA?

Please select all the reasons that were **important** in your decision.

1. I don't have any savings/can't afford to save
2. I use my main current account for saving [IF P\_RB1=1]
3. I use my e-money account for saving [IF P\_RB2=6]
4. I use my Post Office card account for saving [IF P\_RB2=7]
5. I am paying into a pension instead
6. I am not interested in saving at the moment
7. I've not thought about it/got around to it
8. Interest rates not attractive enough
9. I don't know enough about savings accounts
10. I don't know where to find out about savings accounts
11. I have a lack of trust in banks
12. I am concentrating on clearing off existing debts
13. Other (please write in)
14. Don't know

**P\_RB4 [ASK IF P\_RB1=1 (HAVE CURRENT ACCOUNT FOR PERSONAL USE)]**

How many **active** current accounts do you have, either in your own name or in joint names?

An **active** account is one that has had at least one payment or transfer going into, or leaving, the account in the last 12 months (including standing orders and direct debits, but excluding charges and interest on the account).

Please do **not** include any current accounts that are used **solely** for business purposes.

NUMERIC  
RANGE 0...10

Don't know

CHECK: IF RB2=1 (CURRENT ACCOUNT), THEN P\_RB4 MUST BE >0 OR DK.

**P\_RB5 [ASK IF P\_RB4>0 (HAVE ACTIVE CURRENT ACCOUNT FOR PERSONAL USE)]**

You mentioned that you have [answer at P\_RB4] current accounts.<sup>3</sup> With which provider(s) do you have these?

Please select all that apply. QUESTION MULTI CODE IF P\_RB4>1. SINGLE CODE IF P\_RB4=1.

1. Barclays
2. Co-operative
3. Halifax
4. HSBC
5. Lloyds Bank
6. Nationwide
7. NatWest

<sup>3</sup> Text added following soft launch to remind respondents how many current accounts they have.

8. RBS (Royal Bank of Scotland)
9. Santander
10. TSB
11. Another provider
12. Don't know

**P\_RB5b [ASK IF P\_RB5=11 (HAVE CURRENT ACCOUNT WITH ANOTHER PROVIDER)]**

With which provider(s) do you have an active current account?

[Please select all that apply.] QUESTION MULTI CODE IF P\_RB4>1. SINGLE CODE IF P\_RB4=1

1. Atom Bank
2. Bank of Ireland
3. Bank of Scotland
4. Cahoot
5. CashPlus
6. Citibank
7. Clydesdale/Yorkshire Bank
8. Coutts
9. Coventry
10. Danske Bank
11. Fidor
12. First Direct
13. First Trust
14. Handelsbanken
15. Intelligent Finance (IF)
16. M&S Bank
17. Metro Bank
18. Monese
19. Northern Rock
20. Norwich & Peterborough
21. One Account
22. PayPal
23. Post Office (the Bank of Ireland provides these accounts for the Post Office)
24. Secure Trust
25. Smile
26. Tesco Bank
27. thinkmoney
28. Ulster Bank
29. Virgin
30. Yorkshire Building Society
31. Zurich
32. Other (please write in)
33. Don't know

**P\_RB6 [ASK IF MORE THAN ONE SELECTED ACROSS P\_RB5 AND P\_RB5b (HAS ACTIVE CURRENT ACCOUNT WITH MORE THAN ONE PROVIDER)]**

Who is the provider of the account you consider to be your **main** account?

Your **main** current account is the one which your primary or sole income is paid into and/or from which direct debits and other payments are paid. You may also use it for regular cash withdrawals.

[LIST ONLY ACCOUNTS SELECTED AT P\_RB5 OR P\_RB5b]

1. Atom Bank
2. Bank of Ireland
3. Barclays
4. Bank of Scotland
5. Cahoot
6. CashPlus
7. Citibank
8. Clydesdale/Yorkshire Bank
9. Co-op
10. Coutts
11. Coventry
12. Danske Bank
13. Fidor
14. First Direct
15. First Trust
16. Halifax
17. Handelsbanken
18. HSBC
19. Intelligent Finance
20. Lloyds Bank
21. M&S Bank
22. Monese
23. Metro Bank
24. Nationwide
25. NatWest
26. Northern Rock
27. Norwich & Peterborough
28. One Account
29. PayPal
30. Post Office (the Bank of Ireland provides these accounts for the Post Office)
31. RBS (Royal Bank of Scotland)
32. Santander
33. Secure Trust
34. Smile
35. Tesco Bank
36. thinkmoney
37. TSB
38. Ulster Bank
39. Virgin
40. Yorkshire Building Society
41. Zurich
42. Other (please write in)

43. Don't know

**P\_RB7 [ASK ALL]**

In the last 12 months have you done any of the following?

Please select all that apply.

1. Used a mobile wallet app or smartphone app, **not** provided by a current account provider (e.g. *ApplePay, SamsungPay or AndroidPay*)
2. Used a money transfer service (e.g. Western Union or MoneyGram). Please do **not** include mobile transfer payment services such as PayM and PingIT
3. Used a loadable pre-paid debit card (e.g. pre-paid travel cards such as a Post Office travel card; Pockit pre-paid Mastercard; UKash pre-paid Mastercard; Tuxedo pre-paid MasterCard)
4. Used Paypal to pay for goods or services
5. None of these
6. Don't know

**3.2 Retail Investments**

**P\_RI1a [ASK IF P\_RB3 NE 2 (DO NOT HAVE STOCKS AND SHARES ISA)]**

Do you currently have any investments held in **stocks and shares ISAs**, including PEP ISAs, either in your own name or in joint names?

*These are tax-free, like a cash ISA, but your money is invested in funds, bonds or shares in individual companies.*

1. Yes [IF P\_RB3=2 SET AS YES HERE]
2. No
3. Don't know

**P\_RI1acheck<sup>4</sup> [ASK IF P\_RB3=1 AND P\_RI1a=1 (CASH ISA AND STOCKS AND SHARES ISA)]**

You mentioned that you have a cash ISA as well as a Stocks and Shares ISA. Can you just confirm the different types of ISA accounts you currently have?

Please select all that apply.

1. Cash ISA
2. Stocks and Shares ISA
3. None of these
4. Don't know

**P\_RI1b [ASK ALL]**

Do you currently have any investments held in **insurance bonds**, either in your own name or in joint names?

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<sup>4</sup> P\_RI1acheck added following soft launch.

These are life insurance policies where you invest a lump sum in a variety of available funds. Some bonds run for a fixed term, while others have no set investment term.

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

**P\_R12 [ASK ALL]**

Which, if any, of these investments do you currently have, either in your own name or in joint names?

Please do not include any investments held within a stocks and shares ISA or an insurance bond.

	Investment	Definition
1	Investment fund (e.g. unit trust, OEIC, ETF) or endowment	An investment fund is professionally managed and invested.  An endowment is an investment product from a life assurance company. You pay in regularly and at the end of a set period the account pays out a lump sum.
2	Shares/equities	Investing in stock is ownership, or equity, in a company.  You buy stock in the form of shares which represent a portion of a company's assets and earnings.
3	Corporate bond or gilt/government bond	Fixed interest securities offered as a way for companies or the UK Government to raise money by borrowing money from investors.
4	Crowdfunding investment or peer-to-peer lending	Crowdfunding is a way for people, businesses and charities to raise money. It works though individuals or organisations investing in crowdfunding projects in return for potential profit or reward.  Peer-to-peer lending is an investment where you lend money to individuals or companies in return for a set interest rate. This is sometimes referred to as peer-to-business lending.
5	Structured deposit (sometimes referred to as a savings bond) or structured investment	A structured deposit is a savings account offered from time to time by some banks, building societies and National Savings & Investments (NS&I), where the rate of interest you receive depends on how the stock market index or other measures perform.  A structured investment is an investment commonly offered by insurance companies and banks, where typically you buy two investments, one to protect your capital and one to provide the bonus.
6	Buy-to-let, second home, or other property investment including commercial property	An investment property that is not the property you currently live in.
7	Other 'real' investments (e.g. wine, art, jewellery)	Collectable (or tangible) assets which you have purchased with the expectation that they will increase in value.
8	Other investment (please write in)	
9	None of these	
10	Don't know	

**P\_RI6 [ASK IF P\_RI2= 6 (BUY-TO-LET, SECOND HOME, OTHER PROPERTY)]**

You mentioned earlier that you have investment property that you do not currently live in. [Is this property/Are these properties]...?

Please select all that apply.

1. Buy-to-let
2. Second home
3. Other property investment, including any investment in commercial property
4. Don't know

**INTRO [IF P\_RI2=6 OR 7 (BUY-TO-LET, SECOND HOME, OTHER PROPERTY, OTHER 'REAL INVESTMENTS)]**

For the next few questions about your investments, please do not consider any investments you have in property or in collectable assets such as jewelry.

**P\_RI5a [ASK IF (E4=1-4) AND ((P\_RI1a=1 AND NOT P\_RI1acheck=1-4) OR (P\_RI1a=1 AND P\_RI1acheck=2) OR P\_RI1b=1 OR P\_RI2 = 1-5)) (HAVE RETAIL INVESTMENT PRODUCT) AND HAVE EVER TAKEN REGULATED ADVICE]**

Thinking about when you took out the investment(s) you have currently, did you receive **regulated advice** for any of them?

By 'regulated advice' we mean advice for which you had to pay a fee, or would have had to pay a fee for if you took out a product, from one of the following advisers.

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

Before 1 January 2013, payment may instead have taken the form of a commission from the product provider to the adviser.

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

**P\_RI7 [ASK IF AT P\_RI5a=1 (RECEIVED REGULATED ADVICE WHEN TAKING OUT AN INVESTMENT)]**

Thinking about these types of investments and making them over the last 5 years or so, would you say you have an ongoing relationship with an adviser, or that you use regulated advice occasionally?

1. Yes, an ongoing relationship
2. Yes, I occasionally use regulated advice

3. No
4. Don't know

### 3.3 Mortgages

Now moving on to a few questions around any mortgages you may have.

**P\_M1a [ASK ALL]**

Do you personally hold a mortgage on any property, in your own name or in joint names?

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

**P\_MCHECK<sup>5</sup> [ASK IF P\_M1a=2 OR 3 AND (D13=2 OR 3) (ALL WHO SAY THEY DO NOT PERSONALLY HAVE A MORTGAGE AND TENURE OF THE PROPERTY IS EITHER BUYING WITH THE HELP OF A MORTGAGE OR LOAN OR PAYING PART RENT AND PART MORTGAGE)]**

You mentioned earlier that you are [IF D12=2 buying the property you live in with the help of a mortgage or loan/IF D10=3 paying part rent and part mortgage (shared ownership) on the property you currently live in]. Just to check, do you **personally** hold a mortgage on any property either in your own name or in joint names?

1. Yes, I do personally hold a mortgage on the property I currently live in
2. No, I do not personally hold a mortgage on the property I currently live in

---

<sup>55</sup> P\_MCHECK added following soft launch. This has not been used in analysis and reporting.

**P\_M1 [ASK IF P\_M1a=1 OR P\_MCHECK=1 (HOLD A MORTGAGE ON ANY PROPERTY)]**

Which, if any, of the following mortgages do you hold on **the property you currently live in**, in your own name or in joint names?

Please select all that apply.

<b>CODE</b>	<b>Answer category</b>	<b>Definition</b>
<b>1</b>	A residential mortgage	<p>The main (first charge) mortgage on a property you occupy. You repay it over time (repayment mortgage), or at a specific point in the future (interest-only mortgage) or in a combination of these repayment methods ('part-and-part').</p> <p>This does not include buy-to-let mortgages, second charge mortgages or lifetime mortgages.</p>
<b>2</b>	A second charge mortgage or loan	<p>This is where you already have a residential (first charge) mortgage, and you have used the equity you have in your home as security against another loan, typically from a <b>different lender</b>. It means you will essentially have two (or more) mortgages on your home. Your lender may refer to these as 'homeowner loans' or 'secured loans'.</p> <p>This does not include further or additional advances, where you have increased the amount of your first charge mortgage, or where your first charge mortgage is split into sub-accounts.</p>
<b>3</b>	A lifetime mortgage [IF AGE >54]	<p>This is a long-term loan secured on your property, and is often known as equity release. With a lifetime mortgage the usual arrangement is that the loan is repaid after your property is sold (which may be after you die or move into care).</p> <p>If you have a home reversion plan, please do not include this.</p>
<b>4</b>	Another kind of mortgage (please write in)	
<b>5</b>	None of these	

6	Don't know	
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**P\_M1b [ASK IF P\_M1=1 OR 3 (HOLD A RESIDENTIAL OR LIFETIME MORTGAGE ON PROPERTY CURRENTLY LIVED IN)]**

Is the [residential/ lifetime] mortgage on the property you currently live in in one or more names?

1. In my name only
2. In joint names (including mine)
3. Other (please write in)
4. Don't know

**P\_M2 [ASK IF P\_RI2=6 (HAVE BUY-TO-LET, SECOND HOME OR OTHER PROPERTY INVESTMENT INCLUDING COMMERCIAL PROPERTY)]**

Do you have any of the following mortgages, in your own name or in joint names, on a property/ properties other than the one in which you are currently living?

Please select all that apply.

1. A buy-to-let mortgage
2. A commercial mortgage
3. A mortgage of any kind on any other property such as a second home
4. None of these

**P\_M4 [IF P\_M1=3 (HOLD A LIFETIME MORTGAGE ON PROPERTY CURRENTLY LIVED IN)]**

How old were you when you took out your lifetime mortgage?

Range 55...99)

Don't know

### 3.4 Consumer Credit

The next few questions are about loans and other forms of credit.

**P\_CC1 [ASK IF P\_RB1=1 OR P\_RB2=6 (HAVE CURRENT ACCOUNT OR E-MONEY ACCOUNT)]**

At any point in the last 12 months have you been overdrawn on [your current account(s)/ your e-money account(s)/ your current or e-money accounts]?

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

**P\_CC1a [ASK IF P\_CC1 = 1 OR 3 (OVERDRAWN IN LAST 12 MONTHS OR DK)]**

And are you overdrawn at the moment?

1. Yes
2. No

3. Don't know

**P\_CC2 [ASK IF P\_CC1=1 OR P\_CC1a = 1 (OVERDRAWN IN LAST 12 MONTHS OR AT THE MOMENT)]**

And in the last 12 months has your overdraft ...

Please select all that apply (if you have an overdraft on more than one account).

1. Always stayed within the agreed overdraft limit
2. Exceeded the agreed overdraft limit some or all of the time
3. Been unauthorised from the start, as no limit was agreed
4. Don't know

**P\_CC3 [ASK ALL]**

Which, if any, of these forms of credit do you hold **currently**? *We will ask you about loans in a later question.*

Please include forms of credit either in your own name or in joint names (excluding those where you are an additional cardholder on someone else's account).

Please select all that apply.

1	<b>Credit card</b>	Where you are the main card holder.
2	<b>Store card</b>	This is like a credit card, but you can only use it at a specific shop or chain.
3	<b>Motor finance</b>	This is hire purchase or other credit to acquire a motor vehicle.
4	<b>Other hire purchase (HP) (i.e. other than motor finance)</b>	This is where you hire goods with an option to buy, such as a TV or other household goods, rather than buying outright – sometimes referred to as 'rent to own' or 'conditional sale'.
5	<b>Catalogue credit</b>	This is a shopping account, allowing you to buy goods on credit on an ongoing basis from a catalogue or mail order company.
6	<b>Other retail credit</b>	This is where you buy goods on credit and pay for them by instalments (other than motor finance and the other categories stated).
7	None of these	
8	Don't know	

**P\_CC4 [ASK IF NOT (P\_CC3 =1 AND 2 AND 3 AND 4 AND 5 AND 6) (ALL WHO DO NOT HAVE ALL FORMS OF CREDIT AT P\_CC3)]**

And just to check: although you don't have these forms of credit now, which, if any, have you held **in the last 12 months?**

Please select all that apply.

SHOW ONLY CODES NOT MENTIONED AT P\_CC3

1	<b>Credit card</b>	Where you are the main card holder.
2	<b>Store card</b>	This is like a credit card, but you can only use it at a specific shop or chain.
3	<b>Motor finance</b>	This is hire purchase or other credit to acquire a motor vehicle.
4	<b>Other hire purchase (HP)</b> (i.e. other than motor finance)	This is where you hire goods with an option to buy, such as a TV or other household goods, rather than buying outright – sometimes referred to as 'rent to own' or 'conditional sale'.
5	<b>Catalogue credit</b>	This is a shopping account, allowing you to buy goods on credit on an ongoing basis from a catalogue or mail order company.
6	<b>Other retail credit</b>	This is where you buy goods on credit and pay for them by instalments (other than motor finance and the other categories stated).
7	None of these	
8	Don't know	

P\_CC5 [ASK ALL]

Which, if any, of the following types of loan do you hold **currently**?

Please include loans either in your own name or in joint names (but not where you are only a guarantor on someone else's loan)?

Please select all that apply.

1	<b>Student Loans Company loan</b>	Please exclude any other student loans.
2	<b>Credit union loan</b>	This is a loan from a credit union.
3	<b>Peer-to-peer loan</b>	This is where you borrow money through an online platform.
4	<b>Logbook loan</b>	This is a loan secured against your vehicle, using a bill of sale.
5	<b>Pawnbroking</b>	This is where you borrow money against an item you have pawned (but not where you sell goods with an option to buy them back).
6	<b>Home collected loan</b>	This is a loan where an agent comes to your home to collect your repayments.
7	<b>Payday loan (single payment)</b>	This is a loan <b>repayable by a single payment</b> on your next payday or within a short period.
8	<b>Short-term instalment loan</b>	This is a loan repayable by more than one instalment within a <b>period of less than 12 months</b> .
9	<b>Personal loan</b>	This is a loan <b>repayable over 12 months or more</b> , and not secured on your home or other property.
10	<b>Loan from friends or family</b>	
11	<b>Loan from an unregistered money lender</b>	This is a where someone lends money on an unofficial and unregulated basis (including loan sharks).
12	<b>Any other loan</b> (please write in)	
13	None of these	
14	Don't know	

P\_CC6

[ASK IF NOT (P\_CC5=1 AND 2 AND 3 AND 4 AND 5 AND 6 AND 7 AND 8 AND 9 AND 10 AND 11 AND 12) (ALL WHO HAVE NOT CODED ALL TYPES OF LOAN AT P\_CC5)]

And just to check: although you don't have these types of loan now, which, if any, have you held in the last 12 months?

Please select all that apply.

SHOW ONLY CODES NOT MENTIONED AT P\_CC5

1	<b>Student Loans Company loan</b>	Please exclude any other student loans.
2	<b>Credit union loan</b>	This is a loan from a credit union.
3	<b>Peer-to-peer loan</b>	This is where you borrow money through an online platform.
4	<b>Logbook loan</b>	This is a loan secured against your vehicle, using a bill of sale.
5	<b>Pawnbroking</b>	This is where you borrow money against an item you have pawned (but not where you sell goods with an option to buy them back).
6	<b>Home collected loan</b>	This is a loan where an agent comes to your home to collect your repayments.
7	<b>Payday loan (single payment)</b>	This is a loan <b>repayable by a single payment</b> on your next payday or within a short period.
8	<b>Short-term instalment loan</b>	This is a loan repayable by more than one instalment within a <b>period of less than 12 months</b> .
9	<b>Personal loan</b>	This is a loan <b>repayable over 12 months or more</b> , and not secured on your home or other property.
10	<b>Loan from friends or family</b>	
11	<b>Loan from an unregistered money lender</b>	This is a where someone lends money on an unofficial and unregulated basis (including loan sharks).
12	<b>Any other loan</b> (please write in)	
13	None of these	
14	Don't know	

**P\_CC7 [ASK IF P\_CC3=3 OR P\_CC4=3 (MOTOR FINANCE (SELF DEFINED) NOW OR IN LAST 12 MONTHS)]**

Which of the options below describes any motor finance arrangements you hold now or have held in the last 12 months?

Please select all that apply.

1. Hire purchase (HP) or personal contract purchase (PCP) where you have the option to buy once you have made all of the payments
2. Buying outright using a loan or other form of credit
3. Hiring or leasing with no option to buy
4. Other (please write in)
5. Don't know

**P\_CC8a [ASK IF P\_CC7=2 (BOUGHT VEHICLE OUTRIGHT WITH A LOAN OR OTHER FORM OF CREDIT)]**

[IF P\_CC7 also coded 1 OR 3 OR 4: Thinking about buying a vehicle outright using a loan or other form of credit,] Was the loan or credit arranged via ...

Please select all that apply.

1. A vehicle dealer or manufacturer
2. A motor finance specialist
3. A bank or other general source of personal loans
4. A credit card
5. Other (please write in)
6. Don't know

**P\_CCDV2 DERIVED VARIABLE**

1. Motor finance = P\_CC7 code 1, OR P\_CC8a code 1 OR 2
2. Personal loan (to buy a vehicle) = P\_CC8a code 3

**CC1 [ASK ALL WHO HAVE QUALIFYING PRODUCTS FROM P\_CC3 OR P\_CC4 OTHER THAN RUNNING-ACCOUNT CREDIT]**

Have you taken out any of the following in the last 12 months?

Please include all products you have **taken out** in the last 12 months, even if you no longer have them.

[LIST OTHER QUALIFYING PRODUCTS FROM: MOTOR FINANCE, OTHER HP, OTHER RETAIL CREDIT]

1. Motor finance arranged with hire purchase or personal contract purchase (PCP) [IF P\_CC7=1]
2. Motor finance using a loan or other form of credit from a vehicle dealer or manufacturer [IF P\_CC8=1]
3. Motor finance using a loan or other form of credit from a motor finance specialist [IF P\_CC8=2]
4. Hire purchase/ rent-to-own (not for a motor vehicle) [IF P\_CC3=4 OR P\_CC4=4]
5. Other retail credit [IF P\_CC3=6 OR P\_CC4=6]
6. Personal loan to buy a vehicle [IF P\_CC8=3]
7. None of these
8. Don't know

**P\_CC4b [ASK IF P\_CC3=1 OR P\_CC4=1 (CREDIT CARD NOW OR IN LAST 12 MONTHS)]**

Thinking of the credit card(s) you have now, or have held in the last 12 months, have you ...

Please select all that apply.

1. Used the card(s) in the last 12 months
2. Not used the card(s) in the last 12 months – but still have an outstanding balance
3. Not used the card(s) in the last 12 months – no outstanding balance
4. Don't know

**P\_CC10 [ASK IF P\_CC4b=1 OR 2 (CREDIT CARD BEING USED OR CARRYING A BALANCE)]**

Which of the following describes how you usually repay balances on your credit card(s)?

Please select all that apply, where you repay differently on different cards.

1. Pay the full statement balance **every** month
2. Pay the full statement balance **most** months
3. Pay less than the full statement balance but more than the minimum payment most months
4. Make only the minimum payment most months
5. Don't know

**CC12 [ASK IF P\_CC3=1 or P\_CC4=1 (CREDIT CARD NOW OR IN LAST 12 MONTHS)]**

In the last 12 months has any of the following happened in relation to your credit card(s)?

[IF P\_CC4=1 ADD] Please include any cards you have had in the last 12 months, even if you no longer have them.

Please select all that apply.

1. The credit limit increased
2. The credit limit decreased
3. No change in the credit limit
4. Don't know

**CC13 [ASK IF CC12=1 (CREDIT LIMIT INCREASED ON ONE OR MORE CREDIT CARDS)]**

Where the credit limit increased on your credit card(s), which of the following describe the circumstances?

Please select all that apply, where you have experienced more than one increase in a credit limit.

1. I requested the increase in my credit limit
2. The provider offered me an increase and I agreed to this
3. The provider increased the credit limit, without any action on my part
4. Don't know

**P\_CC4c [ASK IF P\_CC3=2 OR P\_CC4=2 (STORE CARD NOW OR IN LAST 12 MONTHS)]**

Thinking of the store card(s) you have now, or have held in the last 12 months, have you ...

Please select all that apply.

1. Used the card(s) in the last 12 months
2. Not used the card(s) in the last 12 months – but still have an outstanding balance
3. Not used the card(s) in the last 12 months – no outstanding balance
4. Don't know

**P\_CC11 [ASK IF P\_CC4c=1 OR 2 (STORE CARD BEING USED OR CARRYING A BALANCE)]**

Which of the following describes how you usually repay balances on your store card(s)?

Please select all that apply, where you repay differently on different cards.

1. Pay the full statement balance **every** month
2. Pay the full statement balance **most** months
3. Pay less than the full statement balance but more than the minimum payment most months
4. Make only the minimum payment most months
5. Don't know

**P\_CCDV1 DERIVED VARIABLES**

1. Transactor credit cards = (P\_CC10 = 1 OR 2) AND (P\_CC10 NE 3 OR 4 OR 5)
2. Transactor store cards = (P\_CC11 = 1 OR 2) AND (P\_CC11 NE 3 OR 4 OR 5)
3. Revolver credit cards = P\_CC10 = 3 OR 4 OR 5
4. Revolver store cards = P\_CC11 = 3 OR 4 OR 5
5. Revolver store cards = P\_CC10 = 5 AND P\_CC11 = 5<sup>6</sup>

**P\_CC19 [ASK IF P\_CC3=5 OR P\_CC4=5 (CATALOGUE CREDIT NOW OR IN LAST 12 MONTHS)]**

Thinking about your catalogue credit, which of the following describes how you usually repay any balance on your account(s)?

Please select all that apply, where you repay differently on different accounts.

1. Pay the full statement balance **every** month
2. Pay the full statement balance **most** months
3. Pay less than the full statement balance but more than the minimum payment most months
4. Make only the minimum payment most months
5. Pay a fixed instalment
6. Don't know

**CC1b [ASK IF P\_CCDV1=3 OR 4 OR P\_CC19=3, 4, 5 OR 6 (ALL WHO HAVE QUALIFYING RUNNING-ACCOUNT CREDIT PRODUCTS)]**

Have you taken out any of the following in the last 3 years?

Please include all products you have **taken out** in the last 3 years, even if you no longer have them.

[LIST **RUNNING-ACCOUNT** CREDIT PRODUCTS – CREDIT CARD, STORE CARD, CATALOGUE CREDIT]

1. Credit card
2. Store card
3. Catalogue credit
4. None of these
5. Don't know

**CCRev1 [ASK IF (P\_CC10 = 3, 4 or 5 AND 1 or 2) AND CC1b = 1 (TAKEN OUT A CREDIT CARD IN THE LAST 3 YEARS AND A MIX OF REVOLVER AND TRANSACTOR)]**

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<sup>6</sup> Added following soft launch.

**AUTO COMPLETE CCREV1 =1 IF P\_CC10=3, 4 OR 5 AND NOT 1 OR 2**

**AUTO COMPLETE CCREV1 =2 IF P\_CC10=1 OR 2 AND NOT 3,4 OR 5**

In the last 3 years did you take out a credit card for which you do NOT usually repay balances in full every month or most months?

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

**CCRev2 [ASK IF (P\_CC11 = 3, 4 or 5 AND 1 or 2) AND CC1b = 2 (TAKEN OUT A STORE CARD IN THE LAST 3 YEARS AND A MIX OF REVOLVER AND TRANSACTOR)]**

**AUTO COMPLETE CCREV2 =1 IF P\_CC11=3, 4 OR 5 AND NOT 1 OR 2**

**AUTO COMPLETE CCREV2 =2 IF P\_CC11=1 OR 2 AND NOT 3,4 OR 5**

In the last 3 years did you take out a store card for which you do NOT usually repay balances in full every month or most months?

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

**CCRev3 ASK IF (P\_CC19 = 3, 4 5 OR 6 AND 1 or 2) AND CC1b = 3 (TAKEN OUT CATALOGUE CREDIT IN THE LAST 3 YEARS AND A MIX OF REVOLVER AND TRANSACTOR)]**

**AUTO COMPLETE CCREV3 =1 IF P\_CC19=3, 4 , 5 or 6 AND NOT 1 OR 2**

**AUTO COMPLETE CCREV3 =2 IF P\_CC19=1 OR 2 AND NOT 3,4, 5 OR 6**

In the last 3 years did you take out catalogue credit for which you do NOT usually repay balances in full every month or most months?

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

**P\_CC12 [ASK IF P\_CC5 OR P\_CC6 = 3 OR 4 OR 6 OR 7 OR 8 OR 9 (PEER-TO-PEER LOAN, LOGBOOK LOAN, HOME-COLLECTED LOAN, PAYDAY LOAN (SINGLE PAYMENT), OTHER SHORT-TERM LOAN OR PERSONAL LOAN NOW OR IN LAST 12 MONTHS)]**

You mentioned that you hold or have held the following loans in the last 12 months.

[INSERT LOANS FROM P\_CC5 AND P\_CC6, CODES 3 OR 4 OR 6 OR 7 OR 8 OR 9]

Did this/any of these loan agreements involve a guarantor?

[This is where someone else such as a family member or friend agrees to make payments on the loan if you can't.](#)

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

**P\_CC13 [ASK IF P\_CC12=1 AND MORE THAN ONE SELECTED FROM P\_CC5 OR P\_CC6 = 3 OR 4 OR 6 OR 7 OR 8 OR 9 (HAD MORE THAN ONE TYPE OF RELEVANT LOAN NOW**

**OR IN LAST 12 MONTHS)]**

Which of these loans involved a guarantor?

Please select all that apply.

[LIST TO INCLUDE ALL LOANS AT P\_CC5 AND P\_CC6 (SHOW ONLY THOSE OF 3 OR 4 OR 6 OR 7 OR 8 OR 9 SELECTED)]

Don't know

**P\_CC16c [ASK IF P\_CC5=2 OR P\_CC6=2 (CREDIT UNION LOAN NOW OR IN LAST 12 MONTHS)]**

How many credit union loans have you **taken out** in the last 12 months?

Please include all credit union loans you have taken out in the last 12 months, even if you no longer have the loan.

NUMERIC  
RANGE 0...10

Don't know

**P\_CC16a [ASK IF P\_CC5=3 OR P\_CC6=3 (PEER-TO-PEER LOAN NOW OR IN LAST 12 MONTHS)]**

How many peer-to-peer loans have you **taken out** in the last 12 months?

Please include all peer-to-peer loans you have taken out in the last 12 months, even if you no longer have the loan.

Peer-to-peer loans are loans where you borrow money through an online platform.

NUMERIC  
RANGE 0...10

Don't know

**P\_CC16b [ASK IF P\_CC5=4 OR P\_CC6=4 (LOGBOOK LOAN NOW OR IN LAST 12 MONTHS)]**

How many logbook loans have you **taken out** in the last 12 months?

Please include all logbook loans you have taken out in the last 12 months, even if you no longer have the loan.

Logbook loans are loans secured against a vehicle you own, using a bill of sale.

NUMERIC  
RANGE 0...10

Don't know

**P\_CC16 [ASK IF P\_CC5=6 OR P\_CC6=6 (HOME COLLECTED LOAN NOW OR IN LAST 12 MONTHS)]**

How many home collected loans have you **taken out** in the last 12 months?

Please include all home collected loans you have taken out in the last 12 months, even if you no longer have the loan.

Home collected loans are loans where an agent comes to your home to collect repayments.

NUMERIC  
RANGE 0...10

Don't know

**P\_CC22a [ASK IF P\_CC5=7 OR P\_CC6=7 (PAYDAY LOAN (SINGLE PAYMENT) (SINGLE PAYMENT) NOW OR IN LAST 12 MONTHS)]**

How many payday loans have you **taken out** in the last 12 months?

Please include all payday loans you have taken out in the last 12 months, even if you no longer have the loan.

Payday loans are loans repayable **in a single payment** either on your next payday or within a short period.

NUMERIC  
RANGE 0...50

Don't know

**P\_CC22b [ASK IF P\_CC5=8 OR P\_CC6=8 (SHORT-TERM INSTALMENT LOAN NOW OR IN LAST 12 MONTHS)]**

How many short-term instalment loans have you **taken out** in the last 12 months?

Please include all short-term instalment loans you have taken out in the last 12 months, even if you no longer have the loan.

Short-term instalment loans are loans repayable by more than one instalment within a period of less than 12 months.

NUMERIC  
RANGE 0...20

Don't know

**P\_CC22c [ASK IF P\_CC5=9 OR P\_CC6=9 (PERSONAL LOAN NOW OR IN LAST 12 MONTHS)]**

How many personal loans have you **taken out** in the last 12 months?

Please include all personal loans you have taken out in the last 12 months, even if you no longer have the loan.

Personal loans are repayable over 12 months or more, and not secured on your home or other property.

NUMERIC  
RANGE 0...10

Don't know

**P\_CC18 [ASK IF P\_CC5=5 OR P\_CC6=5 (PAWNBROKING NOW OR IN LAST 12 MONTHS)]**

On how many separate occasions have you pawned items in the last 12 months?

NUMERIC  
RANGE 0...20

Over 20

Don't know

**P\_CC20 [ASK ALL]**

In the last 12 months have you used any of the following services?

Please select all that apply.

1	<b>Debt advice or debt management services</b>	
2	<b>A credit reference agency</b>	Where you access your credit file on a one-off basis
3	<b>Credit reference subscription service</b>	Where you sign up to be able to access your credit file on an ongoing basis (with or without a fee)
4	<b>Credit information services</b>	Where you pay someone else to access your credit file or to advise you on how to improve your credit record
5	None of these	
6	Don't know	

**P\_CC20a [ASK IF P\_CC20=1 (USED DEBT ADVICE OR DEBT MANAGEMENT IN LAST 12 MONTHS)]**

IF CODE 1 AND ANY OF 2-4 AT P\_CC20 Thinking only of the debt advice or debt management services that you have used in the last 12 months, did you pay for any of these services?  
IF CODE 1 ONLY AT P\_CC20 Did you pay for any of the debt advice or debt management services?

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

**P\_CC20c [ASK IF P\_CC20a=1 (PAID FOR DEBT ADVICE OR DEBT MANAGEMENT)]**

Just to check: why did you pay for the debt advice or debt management services rather than get free debt advice from a not-for-profit organisation?

Please select all the reasons that were **important** in your decision.

1. Commercial services are better
2. Commercial services are easier/quicker
3. I didn't know that free services exist
4. I have heard about free services but didn't know who to contact
5. I have used both commercial and free services
6. Other (please write in)
7. Don't know

### 3.5 General Insurance & Protection

P\_GI2 [ASK ALL]

Which of these insurance policies do you currently hold **in your own name or in joint names?**

Please **include** any policies that are provided via a third party (e.g. by your employer, or as part of a current account benefits package).

Please **exclude** any policies held by someone else but which cover you (e.g. a home insurance policy held by someone else in your household).

Please select all that apply.

1	<b>Motor insurance</b>	Cover for a vehicle (e.g. car, motorbike, van)
2	<b>Home insurance – contents and buildings combined</b>	Cover for <b>both the building and contents</b> of your home
3	<b>Home insurance – buildings only</b>	Cover for <b>only the building</b> of the property you live in
4	<b>Home insurance – contents only</b>	Cover for <b>only the contents</b> of the property you live in
5	<b>Motor breakdown cover</b>	Cover which, in the case of your car breaking down, covers the cost of roadside assistance
6	<b>Multi-trip (annual) travel insurance</b>	Cover for multiple trips (e.g. all trips over the period of a year)
7	<b>Pet insurance</b>	Cover for your pet against injury or illness and for damage your pet may cause
8	<b>Mobile phone insurance</b>	Cover for theft, loss or accidental damage to your mobile phone (e.g. screen breakage)
9	<b>Gadget insurance</b>	Cover for your gadgets, separate from other policies, for incidents such as theft, loss or damage when using gadgets outside the home
10	<b>Insurance for high value/non-standard items not covered by another policy</b>	Cover for individual items not covered by other policies (e.g. jewellery, fine art, luxury cars, classic cars, collectables)
11	None of these	
12	Don't know	

**P\_GI3**

**[ASK IF P\_GI2=1 OR 2 OR 3 OR 4 OR 7 (HOME, MOTOR, PET HELD IN OWN NAME OR IN JOINT NAMES)]**

[Is this policy/Are these policies] paid for in a single payment or by instalments?  
[SHOW ONLY POLICIES HELD AT P\_GI2]

	Paid for with monthly instalments	Paid for in a single annual payment	Other arrangement	Don't know
1. Motor insurance				
2. Home insurance – buildings only				
3. Home insurance – contents only				
4. Home insurance – contents and buildings combined				
5. Pet insurance				

**P\_GI4**

**[ASK ALL]**

Have you taken out single trip travel insurance at any time in the last 12 months?  
Please include any policies that are provided via a third party (e.g. by a travel agent).

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

Which of these insurance policies do you currently have **in your own name or in joint names?**

Please **include** any policies that are provided via a third party (e.g. by your employer, or as part of a current account benefits package).

Please **exclude** any policies held by someone else but which cover you (e.g. a home insurance policy held by someone else in your household).

Please select all that apply.

1	<b>Home emergency/ boiler/ cover/heating cover</b>	Cover for emergency repairs or servicing for services in your home (e.g. electricity, plumbing, boiler and heating)
2	<b>Legal expenses/protection insurance</b>	Cover against the cost of legal fees relating to a dispute. Often sold in conjunction with another policy (e.g. car insurance)
3	<b>Extended warranty</b>	Cover that extends the length of a standard manufacturer's warranty offered with a product or service (e.g. a 5 year warranty with a vacuum cleaner, washing machine or car parts)
4	<b>Credit card protection</b>	Cover to help manage the process of cancelling your cards in the event of theft or loss. It may also have other features, such as an emergency hotel bill payment
5	<b>Payment Protection Insurance (PPI)</b>	Cover which, in the event of your being unable to continue making payments on a credit product, will fund these payments
6	<b>Mortgage Protection Insurance (MPPI)</b>	Cover which, in the event of your being unable to continue making payments on your mortgage, will fund these payments
7	<b>Unemployment/redundancy insurance</b>	Cover that provides short-term income protection policy, should you be unable to work due to involuntary redundancy
8	<b>ID theft insurance</b>	Cover for the legal costs associated with recovering your identity following identity theft
9	<b>GAP (Guaranteed Asset Protection) insurance</b>	Cover which, in the event of a vehicle being written off, pays the difference between the settlement from the motor insurer and the balance on any outstanding finance or the cost of a new vehicle
10	None of these	
11	Don't know	

P\_GI8

[ASK ALL]

Which of these insurance policies do you currently hold **in your own name or in joint names?**

Please **include** any policies that are provided via a third party (e.g. by your employer, or as part of a current account benefits package).

Please **exclude** any policies held by someone else but which cover you (e.g. a home insurance policy held by someone else in your household).

Please select all that apply.

1	<b>Private medical insurance</b>	Cover for medical procedures in the private sector and/or the NHS. Your insurer usually pays directly for the procedure which they will have authorised in advance
2	<b>Healthcare cash plans (including dental)</b>	Cover to help you meet the cost of routine medical treatment (e.g. dental, optician or physio). You will often pay for this treatment and claim the cost back from the insurer up to a certain amount
3	<b>Personal accident insurance</b>	Cover which provides compensation in the event of injuries, disability or death caused by an accident
4	<b>Life insurance</b>	A life insurance policy which might be for a limited period (often sold alongside a mortgage) or for the whole of your life
5	<b>Critical illness cover</b>	Cover where you will receive a lump sum cash payment, if you are diagnosed with certain illnesses
6	<b>Income protection insurance</b>	Cover which pays a monthly benefit, if you are incapacitated and unable to work due to illness or accident
7	<b>Long-term care insurance</b>	This provides nursing-home care, home-health care, personal or adult day-care for individuals above the age of 65 or with a chronic or disabling condition that needs constant supervision
8	<b>Immediate needs annuity</b>	This is normally set up under trust and is paid directly to the care home
9	<b>Funeral plan</b>	Insurance to cover the cost of your funeral
10	None of these	
11	Don't know	

P\_GI9

[ASK IF P\_GI8=4 (HOLD LIFE INSURANCE IN OWN NAME OR JOINTLY)]

Thinking about the life insurance you hold in your own name or in joint names, which of the following types of life insurance do you hold?

Please select all that apply.

1. Term life insurance, which provides cover at a fixed rate of payment for a limited period of time (often sold alongside a mortgage)
2. Whole of life insurance, a policy which remains in place for your entire life
3. [IF 50+] Guaranteed whole of life plan for the over 50s
4. Other (please write in)
5. Don't know

GUARANTEED WHOLE OF LIFE PLANS FOR THE OVER 50s ARE NOT ELIGIBLE FOR GI&P MODULE

P\_GI10

[ASK IF P\_GI8=1-6 OR P\_GI2 = 5-6 (HOLD POLICIES IN OWN NAME OR JOINTLY THAT COULD BE AN EMPLOYEE BENEFIT)]

You mentioned earlier that you hold the following policies. Are these policies included as part of an employee benefits package?

		1. Not part of an employee benefit package	2. Part of an employee benefits package	3. Mixture – I have some of these policies as part of an employee benefits package and others that are not	4. Don't know
1	Private medical insurance				
2	Healthcare cash plans (including dental)				
3	Personal accident insurance				
4	Life insurance				
5	Critical illness cover				
6	Income protection insurance				
7	Motor breakdown cover				
8	Multi-trip travel insurance				

### 3.6 Pension Accumulation and Decumulation

P\_DEC1

[D2>50 (ASK ALL 50+)]

Are you currently receiving an income, or have you taken a cash lump sum payment, from any pension scheme you have or have had?

Please do not include the State pension.

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

**P\_AC1 [ASK ALL]**

[IF P\_DEC1=1 Apart from any pension schemes you have from which you are receiving an income or have taken a cash lump sum payment, do you currently have any of the following? ]

[IF P\_DEC1=2 OR DK Do you currently have any of the following?]

Please think about any pension schemes that have been arranged by an employer or that you have taken out yourself .

Please **do not include** any State pension.

1. A pension scheme into which contributions **are currently** being made (either by yourself or on your behalf) [IF P\_DEC1=1 and from which you are not receiving any income or have ever taken any payment]
2. A pension scheme into which **no contributions** are currently being made [IF P\_DEC=1 and from which you are not receiving any income or have ever taken any payment]
3. Neither of these
4. Don't know

**P\_AC4 [ASK IF P\_AC1 = 1 (CURRENTLY CONTRIBUTING TO<sup>7</sup> A PENSION)]**

How many pension schemes do you have into which **contributions are currently being made** (either by yourself or on your behalf) [IF PDEC1=1 from which you haven't yet received any income or taken any payments]?

Please do not include any State pension.

NUMERIC  
RANGE 1...10<sup>8</sup>

Don't know but more than one

Don't know

**P\_AC6 [ASK IF P\_AC4 =1 (CURRENTLY CONTRIBUTING TO ONE SCHEME)]**

Was this scheme arranged through a current or previous employer?

1. Yes, it was arranged by an employer
2. No, I set it up myself; it was arranged by me or by an adviser on my behalf
3. Don't know

**P\_AC7 [ASK IF P\_AC4 >1 OR DK BUT MORE THAN ONE OR DK (CURRENTLY CONTRIBUTING TO MORE THAN ONE SCHEME OR DK OR DK BUT MORE THAN ONE)]**

Were any of these schemes arranged through a current or previous employer?

1. Yes all arranged by an employer
2. Yes – some arranged by an employer, and some I set up myself (arranged by me or by an adviser on my behalf)
3. No – I set them all up myself; they were arranged by me or by an adviser on my behalf
4. Don't know

<sup>7</sup>This is short-hand for contributions being made by the individual and/ or employer.

<sup>8</sup> P\_ACDV4 was scripted as RANGE 0..10. We have corrected for this in the analysis.

**P\_AC8 [ASK IF P\_AC6=1 OR P\_AC7=1 OR 2 (CURRENTLY CONTRIBUTING TO EMPLOYER ARRANGED SCHEME)]**

Please now think about the pension scheme(s) arranged through an employer into which **contributions are currently being made** [IF PDEC1=1 from which you haven't yet received any income or taken any payments]?

There are two main ways in which your pension entitlement can be worked out in an employer's pension scheme.

[IF P\_AC4=1 Is your pension more like option 1 or option 2?

[IF P\_AC4>1 OR DK OR DK BUT >1] Are your pensions more like option 1 or option 2?

If you are not sure which type of scheme you have **please choose option 3.**

CODE ALL THAT APPLY (SINGLE CODE IF P\_AC6=1)

1.	<b>Option 1: A 'final salary' or 'salary related' scheme</b>	<p>With this type of scheme you'll get an income when you retire based on how many years you've worked for your employer and the salary you've earned.</p> <p>Many final salary schemes or salary related schemes have been closed to new or to all members over recent years.</p> <p>These schemes are generally only available from the public sector or older workplace schemes</p>
2.	<b>Option 2: A 'money purchase' or defined contribution scheme.</b>	<p>With this scheme you build up a pot of money that you can then use to provide an income in retirement.</p> <p>Unlike option 1, which promises a specific income, the income you might get from this scheme depends on factors including the amount you pay in, the fund's investment performance and the choices you make at retirement.</p>
3.	<b>Option 3: A pension through your employer but you are not sure what type it is</b>	

**P\_AC4b [ASK IF (P\_AC8=1 AND P\_AC4 >1 OR P\_AC4=DK OR DK BUT MORE THAN ONE (CONTRIBUTING TO MORE THAN ONE SCHEME AND AT LEAST ONE IS A DB SCHEME OR DON'T KNOW HOW MANY DC SCHEMES CONTRIBUTING TO))],**

How many 'final salary' or 'salary related' pension schemes do you have **into which contributions are currently being made** (either by yourself or on your behalf)

[IF PDEC1=1 from which you haven't yet received any income or taken any payments]?

NUMERIC  
RANGE 0...10

Don't know but more than one

Don't know

ADD CAPI CHECK THAT P\_AC4b SHOULD NOT EXCEED P\_AC4

**P\_ACDV1 DERIVED VARIABLE**

**NUMBER OF DC PENSION SCHEMES CURRENTLY CONTRIBUTING TO**

DESCRIPTION OF DERIVATION BASE		DERIVATION	P_ACDV1 CODES
FIRST CATEGORY APPLIES			
Not currently contributing to any scheme		P_AC1 NE 1 AND NE DK	P_ACDV1 = 0
Don't know if contributing to a scheme		P_AC1=DK	P_ACDV1=0
Don't know if scheme contributing to is employer or personal		P_AC7=4 OR P_AC6=3	P_ACDV1=0
Only have individual personal pension(s) (DC).  The number collected at P_AC4 including DK or DK BUT>1		P_AC6=2 OR P_AC7=3	P_ACDV1=P_AC4 (INCLUDING DK OR DK BUT>1)
Not contributing to any Final Salary schemes.  Therefore all schemes are assumed to be DC (including NOT SURE at P_AC8=3), the number of which collected at P_AC4 including DK or DK BUT>1		(P_AC8 NE1) AND (P_AC8= 2 /OR 3)	P_ACDV1= P_AC4 (INCLUDING DK OR DK BUT>1)
Contributing to one or more scheme and all are Final Salary scheme  Therefore not contributing to any DC schemes		(P_AC4>0 OR DK OR DK BUT >1) AND ((P_AC8=1) AND NOT (P_AC8=2 OR 3) OR (P_AC7=2))	P_ACDV1= 0
Contributing to more		The number of DC schemes collected at P_AC4 minus number of Final Salary schemes at P_AC4b  (P_AC4>1 AND P_AC8=1 AND (P_AC8=2 OR 3) AND (P_AC4b>0)	P_ACDV1=(P_AC4 MINUS P_AC4b)

<p>than one scheme and have final salary schemes.</p> <p>Therefore all schemes other than Final Salary are assumed to be DC (including if code P_AC8=3).</p>	<p>If DK or DK BUT&gt;1 schemes contributed to at P_AC4 then code as DK regardless of response at P_AC4b</p>	<p>P_AC4=DK OR DK BUT &gt;1 AND P_AC8=1</p>	<p>P_ACDV1=DK</p>
	<p>If DK or DK BUT&gt;1 schemes contributed to at P_AC4b then code as DK regardless of response at P_AC4</p>	<p>P_AC4&gt;1 AND P_AC8=1 AND P_AC4b=DK OR DK BUT &gt;1</p>	<p>P_ACDV1=DK</p>

**P\_ACDV2 DERIVED VARIABLE**

**WHETHER HAVE ONE OR MORE THAN ONE DC PENSION SCHEME CURRENTLY CONTRIBUTING TO**

Number of DC schemes currently being contributed to.

1. None – if P\_ACDV1=0
2. One- IF P\_ACDV1=1
3. More than one – IF P\_ACDV1>1 OR DK BUT >1
4. Don't know number of scheme– IF P\_ACDV1=DK

**P\_AC4a [ASK IF P\_AC1 = 2 (HAVE PENSION NOT CURRENTLY CONTRIBUTING TO)]**

How many pension schemes do you have into which **contributions are not currently being made** (either by yourself or on your behalf)  
[IF PDEC1=1 from which you haven't yet received any income or taken any payments]?

Please do not include any State pension.

NUMERIC  
RANGE 1...10

Don't know but more than one  
Don't know

**P\_AC6a [ASK IF P\_AC4a=1 (HAVE ONE SCHEME NOT CURRENTLY CONTRIBUTING TO)]**

Was this scheme into which **contributions are not currently being made** arranged through a current or previous employer?

1. Yes, it was arranged by an employer
2. No I set it up myself; it was arranged by me or by an adviser on my behalf
3. Don't know

**P\_AC7a [ASK IF P\_AC4a =>2 OR DK OR DK BUT MORE THAN ONE (MORE THAN ONE SCHEME NOT CURRENTLY CONTRIBUTING TO)]**

Were any of the schemes into which **contributions are not currently being made** arranged through a current or previous employer?

1. Yes, all arranged by an employer
2. Yes, some arranged by an employer, and some I set up myself (arranged by me or by an adviser on my behalf)
3. No, none arranged by an employer; I set them all up myself (including through an adviser)
4. Don't know

**P\_AC8a [ASK IF P\_AC6a=1 OR P\_AC7a=1 OR 2 (HAVE ONE OR MORE EMPLOYER ARRANGED SCHEME NOT CURRENTLY CONTRIBUTING TO)]**

Please now think about the pension scheme(s) arranged through an employer into which **contributions are not currently being made**

[IF PDEC1=1 from which you haven't yet received any income or taken any payments]?

There are two main ways in which your pension entitlement can be worked out in an employer's pension scheme.

[IF P\_AC4a=1 Is your pension more like option 1 or option 2?

[IF P\_AC4a>1 OR DK OR DK BUT >1] Are your pensions more like option 1 or option 2?

If you are not sure which type of scheme you have **please choose option 3.**

Please select all that apply. (SINGLE CODE IF P\_AC4a=1)

<b>1.</b>	<b>Option 1: A 'final salary' or 'salary related' scheme</b>	<p>With this type of scheme you'll get an income when you retire based on how many years you've worked for your employer and the salary you've earned.</p> <p>Many final salary schemes or salary related schemes have been closed to new or to all members over recent years.</p> <p>These schemes are generally only available from the public sector or older workplace schemes</p>
<b>2.</b>	<b>Option 2: A 'money purchase' or defined contribution scheme.</b>	<p>With this scheme you build up a pot of money that you can then use to provide an income in retirement.</p> <p>Unlike option 1, which promises a specific income, the income you might get from this scheme depends on factors including the amount you pay in, the fund's investment performance and the choices you make at retirement.</p>
<b>3.</b>	<b>Option 3: A pension through your employer but you are not sure what type it is</b>	
<b>4.</b>	<b>Don't know</b>	

**P\_AC4c [ASK IF (P\_AC8a=1 AND P\_AC4a >1 OR DK BUT MORE THAN ONE) (HAVE MORE THAN ONE SCHEME NOT CURRENTLY CONTRIBUTING TO AND AT LEAST ONE IS A DB SCHEME)]**

How many 'final salary' or 'salary related' pension schemes do you have **into which contributions are not currently being made** (either by yourself or on your behalf)  
 [IF PDEC1=1 from which you haven't yet received any income or taken any payments]?

NUMERIC  
 RANGE 0...10

Don't know but more than one  
 Don't know

**P\_ACDV3 DERIVED VARIABLE**

**NUMBER OF DC PENSION SCHEMES NOT CONTRIBUTING TO**

DESCRIPTION OF DERIVATION BASE		DERIVATION	P_ACDV3 CODES
Do not have a pension scheme not currently contributing to		P_AC1 NE 2 AND NE DK	P_ACDV3 = 0
Don't know if have a pension scheme not currently contributing to		P_AC1=DK	P_ACDV3=0
Don't know if scheme not currently contributing to is employer or personal		P_AC7a=4 OR P_AC6a=3	P_ACDV3=0
Only have individual personal pension(s) not currently contributing to (DC).  The number collected at P_AC4a including DK or DK BUT>1		P_AC6a=2 OR P_AC7a=3	P_ACDV3=P_AC4a (INCLUDING DK OR DK BUT>1)
Do not have any Final Salary schemes not currently contributing to .  Therefore all schemes are assumed to be DC (including NOT SURE at P_AC8a=3), the number of which collected at P_AC4a including DK or DK BUT>1		(P_AC8a NE1) AND (P_AC8a= 2 OR 3)	P_ACDV3= P_AC4a (INCLUDING DK OR DK BUT>1)
Have one or more schemes not currently contributing to and all are Final Salary scheme(s)  Therefore not currently contributing to any DC schemes		(P_AC4a>0 OR DK OR DK BUT >1) AND (P_AC8a=1) AND NOT (P_AC8a=2 OR 3 OR P_AC7a=2)	P_ACDV3= 0
Have more than one	The number of DC schemes collected at P_AC4a minus number of Final Salary schemes at P_AC4c  If DK or DK BUT>1 schemes with no	(P_AC4a>1 AND P_AC8a=1 AND P_AC8a=2 OR 3 AND P_AC4c>0)	P_ACDV3=(P_AC4a MINUS P_AC4c)

<p>scheme not currently contributing to and have final salary schemes.</p> <p>Therefore all schemes other than Final Salary are assumed to be DC (including if code P_AC8a=3).</p>	<p>contributions at P_AC4a then code as DK regardless of response at P_AC4c</p> <p>If DK or DK BUT&gt;1 schemes with no contributions at P_AC4c then code as DK regardless of response at P_AC4a</p>	<p>P_AC4a=DK OR DK BUT &gt;1 AND P_AC8a=1</p> <p>P_AC4a&gt;1 AND P_AC8a=1 AND P_AC4c=DK OR DK BUT &gt;1</p>	<p>P_ACDV3=DK</p> <p>P_ACDV3=DK</p>
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**P\_ACDV4 DERIVED VARIABLE**

**WHETHER HAVE ONE OR MORE THAN ONE DC PENSION SCHEME NOT CURRENTLY CONTRIBUTING TO**

Number of DC schemes not currently being contributed to.

1. None – if P\_ACDV3=0
2. One- IF P\_ACDV3=1
3. More than one – IF P\_ACDV3>1 OR DK BUT >1
4. Don't know number of schemes – IF P\_ACDV3=DK

**P\_ACDV5 DERIVED VARIABLE**

**TOTAL NUMBER OF DC SCHEMES HELD**

IF (P\_ACDV1=0 AND P\_ACDV3=DK) OR (P\_ACDV1=DK AND P\_ACDV3=0) COMPUTE P\_ACDV5=DK.

IF (P\_ACDV1>0 AND P\_ACDV3=DK) OR (P\_ACDV3>0 AND P\_ACDV1=DK) COMPUTE P\_ACDV5=DK BUT>1

IF P\_ACDV1= DKBUT>1 OR P\_ACDV3=DK BUT >1 COMPUTE P\_ACDV5=DK BUT >1

OTHERWISE P\_ACDV5 = P\_ACDV1+P\_ACDV3

**P\_ACDV6 DERIVED VARIABLE**

**TOTAL NUMBER OF DC SCHEMES HELD**

Total number of DC schemes held.

1. None – if P\_ACDV5=0
2. One- IF P\_ACDV5=1
3. More than one – IF P\_ACDV5>1 OR DK BUT >1
4. Don't know number of schemes – IF P\_ACDV5=DK

**P\_ACDV7 DERIVED VARIABLE**

**CLASSIFY ALL PENSION TYPES HELD**

1. **No pension scheme** – code if P\_AC1=3 or 4 (no scheme or don't know if have scheme)

2. **DB scheme (any)** – code if P\_AC8 OR P\_AC8a=1 (currently or no longer contributing to an employer DB scheme)
3. **DC scheme (any)** – code if P\_ACDV6=2 OR 3 OR 4 (currently or no longer contributing to a DC scheme)
4. **Unallocated (Don't know)**

**B3 [ASK IF P\_ACDV6 = 2-4 (HOLD A DC PENSION)]**

IF P\_ACDV6=2 (ONE DC PENSION SCHEME): What is the current size of your pension pot?

IF P\_ACDV6=3 OR 4 (MORE THAN ONE DC SCHEME OR DK): For each of your pensions you will have a pension 'pot'. Approximately what is the current size of your pension pot in total?

IF P\_AC8=1 OR P\_AC8a=1: Please exclude any final salary/salary related schemes you have.

If you are unsure, please give your best estimate.

1. Under £5,000
2. £5,000-£9,999
3. £10,000 - £14,999
4. £15,000 - £19,999
5. £20,000 – £29,999
6. £30,000 - £49,999
7. £50,000 – £74,999
8. £75,000 - £99,999
9. £100,000 - £124,999
10. £125,000 - £149,999
11. £150,000 - £174,999
12. £175,000 - £199,999
13. £200,000 - £249,999
14. £250,000 - £499,999
15. £500,000 - £749,999
16. £750,000 - £999,999
17. £1,000,000 or more
18. Don't know
19. Prefer not to say

**P\_AC10 [ASK IF D2>50 AND P\_ACDV6=2-4 (50+ AND HOLD A DC PENSION)]**

Have you transferred any money into your [employer money purchase or defined contribution pension(s)] or [the pension you set up yourself] from a final salary/ salary related pension?

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

**P\_AC12 [ASK IF P\_ACDV6=2-4 (HOLD A DC PENSION)]**

[IF P\_ACDV6=2 (ONE DC PENSION SCHEME): When do you expect to first start taking money from your pension(s) [IF PDEC1=1 from which you haven't yet received any income or taken any payments]?

[IF P\_ACDV6=3 OR 4 (MORE THAN ONE DC SCHEME OR DK):  
When do you expect to first start taking money from your pension [IF PDEC1=1 from which you haven't yet received any income or taken any payments]?

IF P\_AC8=1 OR P\_AC8a=1: Please exclude any final salary/salary related schemes you have.

1. Within the next year
2. 1 year to less than 2 years
3. 2 years to less than 3 years
4. 3 years to less than 5 years
5. 5 years to less than 10 years
6. 10 years or longer
7. Don't know

**P\_DEC2 [ASK IF P\_DEC1 = 1 (RECEIVING AN INCOME OR HAVE TAKEN A LUMP SUM FROM A PENSION)]**

Thinking only of the pension or pensions you are receiving an income from, or have taken a cash lump sum from, what type of pension was this?

If you are not sure which type of scheme you had **please choose option 3.**

Please select all that apply.

<b>1.</b>	<b>Option 1: A 'final salary' or 'salary related' scheme arranged through your employer</b>	<p>With this type of scheme you would have received an income based on how many years you worked for your employer and the salary you earned.</p> <p>Many final salary schemes or salary related schemes have been closed to new or to all members over recent years.</p> <p>These schemes are generally only available from the public sector or older workplace schemes.</p>
<b>2.</b>	<b>Option 2: A 'money purchase' or defined contribution scheme arranged through your employer.</b>	<p>With this scheme you would have built up a pot of money that you can then use to provide an income in retirement.</p> <p>Unlike option 1, which promises a specific income, the income you received from this scheme would have depended on factors including the amount you paid in, the fund's investment performance and the choices you made when you took your pension, such as getting an annuity, entering into income drawdown or taking a cash lump sum from</p>

		your pension.
3.	<b>Option 3: A pension through your employer</b> but you are not sure what type it was	
4.	<b>Option 4: A personal pension (not arranged through an employer)</b>	A pension you <b>took out yourself (arranged by you or an adviser on your behalf) not through an employer.</b>  With this scheme you would have built up a pot of money that you can then use to provide an income in retirement.  The income you received from this scheme would have depended on factors including the amount you paid in, the fund's investment performance and the choices you made when you took your pension, such as getting an annuity, entering into income drawdown or taking a cash lump sum from your pension.
5.	<b>Don't know</b>	

**P\_DEC3 [ASK IF P\_DEC2=2-5 (DC PENSION OR DON'T KNOW, AND CURRENTLY RECEIVING AN INCOME/TAKEN LUMP SUM)]**

You said you are currently receiving an income or have taken a cash lump sum from at least one pension. Which of the following have you done with your pension(s)?

[IF P\_DEC2=1 (SOME/PART FINAL SALARY)] Please **do not** consider your final salary/salary related pension(s) when answering this question.

Please select all that apply.

<b>1. Taken out an annuity</b>	This gives you a guaranteed income typically for the rest of your life
<b>2. Entered into income drawdown</b>	This is where your pension is invested and when you withdraw cash from it you get taxed at your normal rate
<b>3. Started taking money via UFPLS (Uncrystallised Funds Pension Lump Sum)</b>	This is where your pension is invested and when you withdraw cash 25% is tax free and you pay your normal rate of tax on the rest
<b>4. Taken a whole pension in cash in one go</b>	This is where your pension provider pays you your entire pension in one go
<b>5. Not sure</b>	I get an income or have taken a cash lump sum from my pension but I am not sure how this works <b>[SINGLE CODE]</b>
6. None of these	SINGLE CODE

7. Don't know	SINGLE CODE
---------------	-------------

**P\_DEC5 [ASK IF P\_DEC 3=1-5 (HAVE DECUMULATED A DC PENSION)]**

You said you have done the following with your pension(s).

Which, if any, of these have you done in the last 2 years?

Please select all that apply.

[LIST OPTIONS SELECTED AT P\_DEC3]

<b>1. Taken out an annuity</b>	This gives you a guaranteed income typically for the rest of your life
<b>2. Entered into income drawdown</b>	Which means your pension is still invested and you can draw cash from it (although you may have chosen not to do so yet). When you draw cash you get taxed at your normal rate.
<b>3. Started taking money via UFPLS (Uncrystallised Funds Pension Lump Sum)</b>	This is where your pension stays invested and you can withdraw cash in chunks. Each time you take cash, 25% is tax free.
<b>4. Taken a whole pension in cash in one go</b>	This is where your pension provider pays you your entire pension in one go
<b>5. Not sure</b>	Started to get income or taken a cash lump sum(s) from your pension, but you are not sure how it works [SINGLE CODE]
6. None of these	SINGLE CODE
7. Don't know	SINGLE CODE

**P\_DEC5c [ASK IF P\_DEC 3 =5 (HAVE DECUMULATED BUT NOT SURE HOW THIS WORKS)]**

Have you so far just taken a tax-free cash lump sum from this pension(s) and are waiting to decide what to do with the rest of your pension at a later date?

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

**P\_DEC5a [ASK IF P\_DEC3=1-5 (HAVE DECUMULATED A DC PENSION)]**

Before you [P\_DEC3=1 took out your annuity/annuities], [P\_DEC3=2, entered into income drawdown] [P\_DEC3=3 started taking money from your pension(s) via UFPLS], [P\_DEC3=4 took your pension(s) fully as cash], [P\_DEC3=5 took income or cash lump sum(s) from your pension(s)] did you transfer money into your pension from a final salary/salary related scheme you held?

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

**P6 [ASK IF P\_DEC5=6 (ALL WHO HAVE DECUMULATED BUT NOT IN THE LAST 2 YEARS)]**

Thinking about the money you receive or have taken from your pension, how much do you agree or disagree with the following:

- a) The money I have from my pension(s) is more than I had expected
- b) My financial standard of living has improved since taking my pension(s)
- c) My pension income alone isn't enough for me to live on

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**P\_AC11 [P\_DEC1=2 AND P\_AC1=3 (HAVE NO PRIVATE PENSION SCHEME)]**

You mentioned that you do not have a pension schemes (apart from any State pension provision). Can we check why this is?

Please select all the reasons that were **important** in your decision.

1. Can't afford to pay into a pension
2. Too early to start a pension
3. Too late to start a pension
4. Would like a pension but don't know how to get one
5. Not thought about it
6. Prefer other ways of saving for retirement
7. Employer doesn't offer a pension scheme
8. Will rely on partners pension
9. Do not trust pension providers
10. A different reason (please write in)
11. Don't know

**PONEWX1 [ASK ALL WITH A CURRENT ACCOUNT AND AT LEAST ONE OTHER OF THE PRODUCTS LISTED]<sup>9</sup>**

You mentioned that you have the following financial products.

Which of these do you hold with your main current account provider [IF PROVIDER NAME KNOWN: i.e. (INSERT MAIN CURRENT ACCOUNT PROVIDER FROM P\_RB6)]?

Please select all that apply.

- |  |
|--|
| 1. Savings account with a bank or building society |
|--|

<sup>9</sup> Due to a scripting error credit card (code 37) and motor finance (code 39) were not shown to respondents so this data cannot be reported.

2. Cash ISA
3. Stocks and shares ISA
4. Other type of ISA
5. Loadable pre-paid debit card
6. Investment fund (e.g. unit trust, OEIC, ETF) or endowment
7. Structured deposit/ structured investment
8. Motor insurance
9. Home insurance – contents and building combined
10. Home insurance – building only
11. Home insurance – contents only
12. Home emergency cover
13. Single trip travel insurance
14. Multi-trip travel insurance
15. Mobile phone insurance
16. Gadget insurance
17. GAP (Guaranteed Asset Protection) insurance
18. Legal protection insurance
19. Extended warranty insurance
20. Credit card protection
21. Payment protection insurance (PPI)
22. Insurance for high value/non-standard items
23. Motor breakdown cover
24. ID theft insurance
25. Mortgage Protection insurance (MPPI)
26. Personal accident insurance
27. Term life insurance
28. Whole of life insurance
29. Critical illness cover
30. Income protection insurance
31. Residential (first charge) mortgage on the property in which you currently live
32. Second charge mortgage or loan
33. Buy-to-let mortgage
34. Commercial mortgage
35. A mortgage on another property such as a second home
36. Lifetime mortgage
37. Credit card
38. Personal loan, including to buy a vehicle
39. Motor finance (not including any personal loan)
40. None of these
41. Don't know

## 4. Balance Sheet (i.e. Assets and Debt)

### INTRO1 [ASK ALL]

Now we have a few questions about your financial circumstances.

We are asking these questions to understand how people's financial circumstances influence people's attitudes and behaviour in relation to money.

Please remember that everything you tell us is completely confidential and will be used only for the purposes of producing statistics.

### INTRO2 [ASK ALL]

For the following questions, please think about all financial products that you hold in your own name or jointly with someone else.

For all products you hold jointly please only think about the share of the product you would consider to be yours. If you are unsure, please include 50% of the total for each product held jointly.

### T1 [ASK IF P\_RB1=1 OR P\_RB2=1 OR 4 OR 5 OR 6 OR 7 OR ((P\_RB3=1 AND NOT P\_RI1acheck 1-4) OR (P\_RB3=1 AND P\_RI1acheck=1)) (ALL WITH CURRENT ACCOUNT, SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVINGS ACCOUNT, EMONEY ACCOUNT, POST OFFICE CARD ACCOUNT, CASH ISA)]

Firstly, a couple of questions about your savings and/or investments, excluding property and any collectables.

B1

[ASK IF P\_RB1=1 OR P\_RB2=1 OR 4 OR 5 OR 6 OR 7 OR ((P\_RB3=1 AND NOT P\_RI1acheck=1-4) OR (P\_RB3=1 AND P\_RI1acheck=1)) (ALL WITH CURRENT ACCOUNT, SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVINGS ACCOUNT, EMONEY ACCOUNT, POST OFFICE CARD ACCOUNT, CASH ISA)]

You mentioned earlier that you have the following:

[LIST PRODUCTS SELECTED]

Approximately how much money, if any, do you have in these savings products?

[IF P\_RB1=1 OR P\_RB2=6 OR 7: Please include any money in your [IF P\_RB1=1 current account(s) /IF P\_RB\_2=6 e-money account(s)/IF P\_RB2=7 Post Office card account(s)] that you consider to be savings.]

**If you hold any savings jointly, please only include the amount you would consider to be yours within these.**

If you are unsure, please give your best estimate.

1. £0
2. £1 - £999
3. £1,000 - £1,999
4. £2,000 - £2,999
5. £3,000 - £3,999
6. £4,000 - £4,999
7. £5,000-£9,999
8. £10,000 - £14,999
9. £15,000 - £19,999
10. £20,000 – £29,999
11. £30,000 - £49,999
12. £50,000 – £74,999
13. £75,000 - £99,999
14. £100,000 - £124,999
15. £125,000 - £149,999
16. £150,000 - £174,999
17. £175,000 - £199,999
18. £200,000 - £249,999
19. £250,000 or more
20. Don't know
21. Prefer not to say
22. Under £5,000<sup>10</sup>

<sup>10</sup> Answer code list updated after the soft launch of the online survey. Under £5,000 answer code removed for main stage, and additional codes 2-5 added.

B2

[ASK IF ((P\_RI1a=1 AND NOT P\_RI1acheck=1-4) OR (P\_RI1a=1 AND P\_RI1acheck=2))  
OR P\_RI1b=1 OR P\_RI2=1 OR 2 OR 3 OR 4 OR 5 (IF STOCKS AND SHARES ISA,  
INSURANCE BONDS, INVESTMENT FUND, SHARES/EQUITIES, CORPORATE  
BOND/GILT, CROWDFUNDING/PEER-TO-PEER LENDING, OR STRUCTURED  
DEPOSIT)]

You mentioned that you have the following investments:

[LIST PRODUCTS SELECTED FROM P\_RI1A, P\_RI1B AND P\_RI2 (CODES 1-5)]

Thinking about all of these, how much in total do you currently have in these investments?

Please think about the current market value of your investments.

**If you hold any investments jointly, please only include the amount you would consider to be yours within this.**

If you are unsure, please give your best estimate.

1. Under £1,000
2. £1,000 - £1,999
3. £2,000 - £2,999
4. £3,000 - £3,999
5. £4,000 - £4,999
6. £5,000-£9,999
7. £10,000 - £14,999
8. £15,000 - £19,999
9. £20,000 – £29,999
10. £30,000 - £49,999
11. £50,000 – £74,999
12. £75,000 - £99,999
13. £100,000 - £124,999
14. £125,000 - £149,999
15. £150,000 - £174,999
16. £175,000 - £199,999
17. £200,000 - £249,999
18. £250,000 or more
19. Don't know
20. Prefer not to say
21. Under £5,000<sup>11</sup>

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<sup>11</sup> Answer code list updated after the soft launch of the online survey, Under £5,000 answer code removed for main stage, and additional codes 1-5 added.

**B11**

**B1 NE 1 AND**

**((B1 = 2 OR 3 OR 4 OR 5 OR 6 OR 7 OR 8 OR 9 OR 10 OR 11 OR 20 OR 21 OR 22 AND B2 = 1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7 OR 8 OR 9 OR 19 OR 20 OR 21) [between 'under £5,000' – '£49,999' in savings and between 'under £5,000' – '£29,999' in investments, or B1 and/or B2 is DK or prefer not to say] AND (NOT (B1 = 2 OR B1=3 OR B1=4 OR B1=5 OR B1=6 OR B1=22)AND (B2 = 1 OR B2=2 OR B2=3 OR B2=4 OR B2=5 OR B2=21))) [not both answers 'under £5,000']))**

**OR**

**(B1 NE 1 AND**

**((B1 = 2 OR 3 OR 4 OR 5 OR 6 OR 7 OR 8 OR 9 OR 10 OR 20 OR 21 OR 22 AND B2 = 1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7 OR 8 OR 9 OR 10 OR 19 OR 20 OR 21) [between 'under £5,000' – '£29,999' in savings and between under '£5,000 – £49,999' in investments, or B1 and/or B2 is DK or prefer not to say] AND (NOT (B1 = 2 OR B1=3 OR B1=4 OR B1=5 OR B1=6 OR B1=22) AND (B2 = 1 OR B2=2 OR B2=3 OR B2=4 OR B2=5 OR B2=21))) [not both answers 'under £5,000']))**

Just to check: how much roughly do you have in [savings/investments/savings and investments combined]?

If you hold any [savings/investments/savings or investments] jointly, please only include the amount you would consider to be yours.

1. Less than £10,000
2. £10,000 but less than £20,000
3. £20,000 but less than £50,000
4. £50,000 or more
5. Don't know
6. Prefer not to say

**T2**

**[ASK IF D13=1 OR 2 OR 3 OR P\_M1=1 OR 2 OR 3 OR 6 OR P\_RI2=6 (IF BUYING OR OWN HOUSE OR HAVE 1<sup>ST</sup> OR 2<sup>ND</sup> CHARGE OR LIFETIME MORTGAGE ON PROPERTY CURRENTLY LIVED IN (OR HAVE MORTGAGE ON PROPERTY BUT DON'T KNOW WHAT KIND) OR OWN INVESTMENT PROPERTY)]**

Now a couple of questions about property.

**B4 [ASK IF D13=1-3 (OWN OR BUYING HOUSE OR SHARED OWNERSHIP)]**

What is the approximate value of the property you currently live in?

If you are unsure, please give your best estimate.

1. Less than £100,000
2. £100,000 to £149,999
3. £150,000 to £199,999
4. £200,000 to £249,999
5. £250,000 to £299,999
6. £300,000 to £399,999
7. £400,000 to £499,999
8. £500,000 to £749,999
9. £750,000 to £999,999
10. £1,000,000 to £1,499,999
11. £1,500,000 to £1,999,999
12. £2,000,000 or more
13. Don't know
14. Prefer not to say

**B5a [ASK IF P\_M1=1 OR 3 OR 6 (RESIDENTIAL OR LIFETIME MORTGAGE ON PROPERTY CURRENTLY LIVED IN OR DON'T KNOW WHICH KIND)]**

You mentioned earlier that you have [IF P\_M1=1 AND NE 2 a mortgage/IF P\_M1=2 a residential mortgage/IF P\_M1=3 a lifetime mortgage] on the property you currently live in.

How much in total is left to pay on this mortgage?

If you are unsure, please give your best estimate.

1. Less than £50,000
2. £50,000 to £99,000
3. £100,000 to £149,999
4. £150,000 to £199,999
5. £200,000 to £249,999
6. £250,000 to £299,999
7. £300,000 to £399,999
8. £400,000 to £499,999
9. £500,000 to £749,999
10. £750,000 to £999,999
11. £1,000,000 to £1,499,999
12. £1,500,000 to £1,999,999
13. £2,000,000 or more
14. Don't know
15. Prefer not to say

**B5c**

**[ASK IF P\_M1= 2 (SECOND CHARGE MORTGAGE ON PROPERTY CURRENTLY LIVED IN)]**

You mentioned earlier that you also have a second charge mortgage on the property you currently live in.

How much in total is left to pay on this mortgage?

If you are unsure, please give your best estimate.

1. Less than £50,000
2. £50,000 to £99,000
3. £100,000 to £149,999
4. £150,000 to £199,999
5. £200,000 to £249,999
6. £250,000 to £299,999
7. £300,000 to £399,999
8. £400,000 to £499,999
9. £500,000 to £749,999
10. £750,000 to £999,999
11. £1,000,000 to £1,499,999
12. £1,500,000 to £1,999,999
13. £2,000,000 or more
14. Don't know
15. Prefer not to say

**B6**

**[ASK IF P\_RI2=6 (BUY TO LET OR SECOND HOME OR COMMERCIAL PROPERTY)]**

You mentioned earlier that you have investment property; this might be buy-to-let, a second home, or other property including commercial property.

If you were to sell your investment property/properties today, after paying off any mortgage or other loan against the property, approximately how much in total would you expect to receive before any tax is deducted?

If you are unsure, please give your best estimate.

1. Less than £50,000
2. £50,000 to £99,000
3. £100,000 to £149,999
4. £150,000 to £199,999
5. £200,000 to £249,999
6. £250,000 to £299,999
7. £300,000 to £399,999
8. £400,000 to £499,999
9. £500,000 to £749,999
10. £750,000 to £999,999
11. £1,000,000 to £1,499,999
12. £1,500,000 to £1,999,999
13. £2,000,000 or more
14. Don't know
15. Prefer not to say

**B6AN** [D2>44 OR D3=5-9 (ASK IF 45+)]

Do you **currently** have income from any of these sources, in addition to any savings and investments you may have and to any income you receive from State or private pension benefits?

Please select all that apply.

1. Rental property
2. My partner's pension
3. My partner's employment
4. Letting out a room in my home
5. Other (please write in)
6. None of these
7. Don't know

**B6B** [D2>44 OR D3=5-9 (ASK IF 45+)]

IF NOT RETIRED: Which, if any, of the following income sources do you expect to have **in retirement**, in addition to any income from a pension?

IF RETIRED: Which, if any, of the following income sources do expect to have **in the future**, in addition to any income from a pension?

Please select all that apply.

1. Rental property
2. The sale of my own home, moving somewhere cheaper to release some money
3. The sale of a second home or rental property
4. An inheritance
5. My partner's pension
6. My partner's employment
7. Letting out a room in my home
8. Other (please write in)
9. None of these
10. Don't know

**B10b** [D2>59 (ASK ALL 60+)]

Are you currently receiving an income from the State pension?

1. Yes
2. No
3. Deferred
4. No, not yet eligible
5. Don't know

**T3** [ASK IF P\_CC1a=1 OR (P\_CC3= 3 OR 4 OR 6) OR (P\_CC5=1-12) (P\_CC10=3 OR 4 OR 5) OR (P\_CC11=3 OR 4 OR 5) (ANY CONSUMER CREDIT PRODUCT OWNED)]

Now a couple questions about any credit or loans you have.

**B7 [ASK IF P\_CCDV1=3 OR 4 (REVOLVER CREDIT CARDS AND/OR REVOLVER STORE CARDS OWNED)]**

Thinking about your [credit card(s)/store card(s)/credit and store card(s)], approximately how much of the statement balance(s) was not repaid in full last month?

If you have more than one card, please give a total figure for all your cards. Please do not include any card for which you are not the main cardholder.

If you are unsure, please give your best estimate.

1. Up to £99
2. £100-£249
3. £250-£499
4. £500-£749
5. £750-£999
6. £1,000-£1,499
7. £1,500-£1,999
8. £2,000 to £2,499
9. £2,500 to £4,999
10. £5,000 to £9,999
11. £10,000 to £24,999
12. £25,000 to £49,999
13. £50,000 to £99,999
14. £100,000 to £249,999
15. £250,000 or more
16. Don't know
17. Prefer not to say

**B8 [ASK IF P\_CC1a=1 (OVERDRAWN CURRENTLY ON CURRENT ACCOUNT OR E-MONEY ACCOUNT)]**

You mentioned earlier that you are overdrawn on your [current account(s)/e-money account(s)/current and/or e-money account(s)]. By how much are you currently overdrawn?

If any overdraft is on a joint account, please only include the overdraft amount you would consider to be yours within the total. If in doubt, include 50% of the total.

If you are unsure, please give your best estimate.

1. Up to £99
2. £100 to £249
3. £250 to £499
4. £500 to £749
5. £750 to £999
6. £1,000 to £1,499
7. £1,500 to £1,999
8. £2,000 to £2,499
9. £2,500 to £4,999
10. £5,000 to £9,999
11. £10,000 to £24,999
12. £25,000 to £49,999
13. £50,000 to £99,999
14. £100,000 to £249,999
15. £250,000 or more
16. Don't know
17. Prefer not to say

**B9**

**[ASK IF P\_CC5=1-12 OR P\_CC3=3-6 (ALL LOANS AND CREDIT HOLD NOW)]**

Approximately how much in total do you currently owe on:

- a) Your Student Loans Company loan [ASK IF P\_CC5=1]
- b) Your motor finance [ASK IF P\_CCDV2=1]
- c) Your loans including any personal loan to buy a motor vehicle [ASK IF P\_CCDV2=2 OR P\_CC5= 2-12]
- d) Any other credit [ASK IF P\_CCDV2 =2 OR P\_CC3=4-6]

[LIST PRODUCTS FOR b), c) and d)]

If you hold any of these jointly, please only include the amount you would consider to be yours within the total. If in doubt, include 50% of the total.

If you are unsure, please give your best estimate.

- 1. None
- 2. Up to £99
- 3. £100 to £249
- 4. £250 to £499
- 5. £500 to £749
- 6. £750 to £999
- 7. £1,000 to £1,499
- 8. £1,500 to £1,999
- 9. £2,000 to £2,499
- 10. £2,500 to £4,999
- 11. £5,000 to £9,999
- 12. £10,000 to £24,999
- 13. £25,000 to £49,999
- 14. £50,000 to £99,999
- 15. £100,000 to £249,999
- 16. £250,000 or more
- 17. Don't know
- 18. Prefer not to say

**B10**

**[ASK IF P\_CC5=1-12 OR P\_CC3=3-6 (ALL LOANS AND CREDIT HOLD NOW)]**

Now thinking about all of the following products, approximately how much do you repay each month in total?

[LIST LOAN AND CREDIT PRODUCTS P\_CC5, 1-12; P\_CC3, 4-6]

If you hold any of these jointly, please only include the amount you would consider to be yours within the total. If in doubt, include 50% of the total.

If you are unsure, please give your best estimate.

1. None
2. Up to £99
3. £100 to £249
4. £250 to £499
5. £500 to £749
6. £750 to £999
7. £1,000 to £1,499
8. £1,500 to £1,999
9. £2,000 to £2,499
10. £2,500 to £4,999
11. £5,000 to £9,999
12. £10,000 to £24,999
13. £25,000 to £49,999
14. £50,000 to £99,999
15. £100,000 to £249,999
16. £250,000 or more
17. Don't know
18. Prefer not to say

# 5. Advice

## INTRO

[ASK ALL]

The next questions are about any advice, information or guidance related to any of **investments, saving into a pension or retirement planning?**

*By 'investments' we mean retail investment products including stocks and shares ISA, insurance bonds, investment funds and endowments, shares and equities, corporate bonds, gilts or government bonds, crowdfunding and peer-to-peer lending, and structured investments/ deposits. Please do not include investment in property or in collectables like wine, art or jewellery.*

*By 'pension' we mean a pension arranged through an employer or one you have arranged yourself. Please do not think about State pensions.*

*By 'retirement planning' we mean the choices you need to make when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.*

**It doesn't matter whether or not, as a result of the advice, you took out, or changed, an investment or pension product.**

## B1A1

[ASK IF E4=1 (HAD REGULATED ADVICE IN LAST 12 MONTHS)]

Which of the following have you **used in the last 12 months** as a source of regulated advice related to any of **investments, saving into a pension or retirement planning?**

*By 'investments' we mean retail investment products including stocks and shares ISA, insurance bonds, investment funds and endowments, shares and equities, corporate bonds, gilts or government bonds, crowdfunding and peer-to-peer lending, and structured investments/ deposits. Please do not include investment in property or in collectables like wine, art or jewellery.*

*By 'pension' we mean a pension arranged through an employer or one you have arranged yourself. Please do not think about State pensions.*

*By 'retirement planning' we mean the choices you need to make when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.*

**It doesn't matter whether or not, as a result of the advice, you took out, or changed, an investment or pension product.**

Please include all contacts you have had, whether in person, by telephone or online.

Please select all that apply.

1. An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
2. An adviser from a bank or building society
3. An adviser from an insurance company, investment company or pension provider
4. Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*
5. Don't know

**B1XY2 [ASK ALL]**

Which, if any, of the following have you **used in the last 12 months** as a source of information or guidance related to any of **investments, saving into a pension or retirement planning**?

Please select all that apply.

1. An adviser arranged by your employer (contacted in person or by telephone)
2. Another professional (e.g. accountant or solicitor)
3. A wealth manager offering discretionary asset management: [this is a form of investment management in which 'buy and sell' decisions are made by a portfolio manager on your behalf](#)
4. None of these
5. Don't know

**B1XX [ASK ALL]**

Which, if any, of the following have you **used in the last 12 months** as a source of information or guidance related to any of **investments, saving into a pension or retirement planning**?

Please select all that apply.

1. Pension Wise [SHOW IF AGED 50+]
2. The Pensions Advisory Service (TPAS)
3. Other government/consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)
4. Website or other literature from a bank, building society or other insurance/ investment/ pension provider
5. Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)
6. Media/newspapers or their websites (e.g. Daily Mail, Guardian, BBC)
7. Any information or guidance provided at your workplace (other than through an adviser)
8. Any information or guidance from family or friends
9. Other (please write in)
10. None of these
11. Don't know

**B1X****[DUMMY VARIABLE FOR ADVICE/GUIDANCE RECEIVED IN PAST 12 MONTHS]**

CODE BASED ON ANSWERS TO B1A1, B1XX AND B1XZ

1	An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)	IF B1A1=1
2	An adviser from a bank or building society	IF B1A1=2
3	An adviser from an insurance company, investment company or pension provider	IF B1A1=3
4	Automated advice available online or as downloadable software	IF B1A1=4
5	An adviser arranged by your employer (contacted in person or by telephone)	IF B1XY2=1
6	Another professional (e.g. accountant or solicitor)	IF B1XY2=2
7	A wealth manager offering discretionary asset management	IF B1XY2=3
8	Pension Wise	IF B1XX=1
9	The Pensions Advisory Service (TPAS)	IF B1XX=2
10	Other government/consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)	IF B1XX=3
11	Website or other literature from a bank, building society or other insurance/ investment/ pension provider	IF B1XX=4
12	Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)	IF B1XX=5
13	Media/newspapers or their websites (e.g. Daily Mail, Guardian, BBC)	IF B1XX=6
14	Any information or guidance provided at your workplace (other than through an adviser)	IF B1XX=7
15	Any information or guidance from family or friends	IF B1XX=8
16	Other information or guidance (please write in)	IF B1XX=9
17	None of these	IF B1XX=10 AND B1A1=5 AND B1XY2=4
18	Don't know at all	IF B1XX=11 AND B1A1=6 AND B1XY2=5

**B1a** [ASK IF B1X NOT ANY OF (1 OR 2 OR 3 OR 4 OR 5 OR 7 OR 8 OR 9 OR 10 OR 11 OR 12 OR 13 OR 14 OR 15 (NOT HAD ADVICE OR GUIDANCE IN PAST 12 MONTHS))]

Which, if any, of the following were you aware of before today **specifically** as a source of advice, information or guidance **related to investments, saving into a pension or retirement planning?**

Please select all that apply.

[LIST ALL NOT CODED AT B1X 1-15, EXCEPT DO NOT SHOW B1X CODE 6]

1. An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
2. An adviser from a bank or building society
3. An adviser from an insurance company, investment company or pension provider
4. Automated advice available online or as downloadable software
5. An adviser arranged by your employer (contacted in person or by telephone)
6. Another professional (e.g. accountant or solicitor) [HIDE CODE]
7. A wealth manager offering discretionary asset management
8. Pension Wise [SHOW IF AGED 50+]
9. The Pensions Advisory Service (TPAS)
10. Other government/ consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)
11. Website or other literature from a bank, building society or other insurance/ investment/ pension provider
12. Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)
13. Media/ newspapers or their websites (e.g. Daily Mail, Guardian, BBC)
14. Any information or guidance provided at your workplace (other than through an adviser)
15. Any information or guidance from family or friends
16. None of these
17. Don't know

**B2a** [ASK ALL]

Which of the following providers of automated online investment and pension services have you heard of?

Please select all that apply.

1. Nutmeg
2. Money on toast
3. MoneyFarm
4. Wealth Horizon
5. Wealth Wizards
6. Wealthify
7. Fiver a day
8. Interact
9. LV= Retirement Wizard
10. None of these
11. Don't know

**B2b [ASK ALL IF B2a =1-9 OR B1X=4 (HEARD OF PROVIDER OR USED AUTOMATED ADVICE)]**

And which of these providers of automated online investment services have you used in the last 12 months?

Please select all that apply.

1. Nutmeg
2. Money on toast
3. MoneyFarm
4. Wealth Horizon
5. Wealth Wizards
6. Wealthify
7. Fiver a day
8. Interact
9. LV= Retirement Wizard
10. Other (please write in)
11. None of these
12. Don't know

**C1 [ASK IF ONLY ONE CODE AT B1X=1-4 (USED ONE TYPE OF REGULATED ADVISER IN THE LAST 12 MONTHS)]**

You mentioned earlier that you have had advice from the following type of adviser in the last 12 months **related to investments, saving into a pension or retirement planning**.

[LIST CODE MENTIONED AT B1X 1-4]

How often have you received advice from these adviser(s) in the last 12 months – once or more than once?

*By 'investments' we mean retail investment products including stocks and shares ISA, insurance bonds, investment funds and endowments, shares and equities, corporate bonds, gilts or government bonds, crowdfunding and peer-to-peer lending, and structured investments/ deposits. We do **not** mean investment in property or in collectables like wine, art or jewellery.*

*By 'pension' we mean a pension arranged through an employer or one you have arranged yourself. Please do not think about State pensions.*

*By 'retirement planning' we mean the choices you need to make when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.*

It doesn't matter whether or not, as a result of the advice, you took out, or changed, an investment or pension product.

IF MORE THAN ONE CODE AT B1X=1-4 COMPUTE C1=2.

1. Once
2. More than once
3. Can't remember

**C1TXT [STATE IF MORE THAN ONE CODE AT B1X=1-4 (USED MORE THAN ONE TYPE OF REGULATED ADVISER IN THE LAST 12 MONTHS)]**

You mentioned earlier that you have had advice from the following types of adviser in the last 12 months related to investments, saving into a pension or retirement planning.

[LIST CODES MENTIONED AT B1X 1-4]

**C2 [ASK IF C1=1 (USED REGULATED ADVISER ON ONE OCCASION)]**

Did you pay for this advice?

You should have been shown some kind of price list. Payment could have been through an ongoing fee or a one-off fee, or you could have paid through the product.

By 'paid through the product' we mean that the investment or pension provider deducts the fee from the investment amount(s) received and then pays it to the adviser.

Select one answer only.

1. Yes, I did pay
2. No, I didn't pay, because payment was dependent on my taking out an investment or pension product and I didn't do so
3. No, the advice was free, whether or not I took out a product
4. Don't know

**C3 [ASK IF C1=2 (USED REGULATED ADVISER ON MORE THAN ONE OCCASION)]**

Thinking of all occasions in the last 12 months when you have had advice from [this/these] adviser(s) about investments, saving into a pension or retirement planning, did you on any of these occasions pay for this advice?

You should have been shown some kind of price list. Payment could have been through an ongoing fee or a one-off fee, or you could have paid through the product.

By 'paid through the product' we mean that the investment or pension provider deducts the fee from the investment amount(s) received and then pays it to the adviser.

If you paid on some occasions and not on others, please select all that apply.

1. Yes, I did pay
2. No, I didn't pay, because payment was dependent on my taking out an investment or pension product and I didn't do so
3. No, the advice was free, whether or not I took out a product
4. Don't know

**CX [ASK IF B1X=5 (USED AN ADVISER ARRANGED BY EMPLOYER)]**

You mentioned that in the last 12 months you have used an **adviser arranged by your employer**, either meeting in person or by telephone.

Was the advice only about your workplace pension, or was it also about other pensions, investments or retirement planning?

Please select all that apply.

1. My workplace/ occupational pension – with my current employer
2. Other pensions
3. Investments
4. Retirement planning
5. Don't know

**DV1 DERIVED VARIABLE - SINGLE CODED VARIABLE (ELIGIBILITY FOR ADVICE)**

Note DV1 uses an inverse priority order (i.e. if the respondent can be classified as option 4 that is their priority code), where only one answer code is set

1	Had regulated advice in last 12 months related to investments, saving into a pension or retirement planning	IF C2=1-2, OR C3 = 1-2	HAD REGULATED ADVICE IN LAST 12 MONTHS
2	Eligible for regulated advice but not had any regulated advice in last 12 months, or any advice from a regulated adviser which was free	IF ((B1=8-19 OR B2=7-18 OR B11=2-4) AND NOT (C2 =1-3 OR C3=1-3))  OR  (B3=3-17 AND (P_AC12=1 OR 2, OR D10a=1) AND NOT (C2 =1-3 OR C3=1-3))	HAVE OVER £10K IN SAVINGS OR INVESTMENTS AND NOT HAD REGULATED ADVICE  <u>OR</u>  HAVE OVER £10K IN DC PENSION POT, AND  PLANNING TO ACCESS PENSION INCOME IN NEXT TWO YEARS OR DUE TO RETIRE IN NEXT 2 YEARS, AND  NOT HAD ANY REGULATED ADVICE, OR ANY ADVICE FROM A REGULATED ADVISER THAT WAS FREE
3	Had guidance in last 12 months related to investments or pensions or retirement planning	B1X 8-15	HAVE RECEIVED GUIDANCE IN LAST 12 MONTHS
4	Had free advice in last 12 months related to investments, savings into a pension or retirement planning (not eligible for advice 2 module)	IF C2=3 OR C3=3 AND NOT (C2=1-2 OR C3=1-2)	RECEIVED FREE ADVICE IN THE LAST 12 MONTHS

**DV2 DERIVED VARIABLE - MULTI CODED VARIABLE (ELIGIBILITY FOR ADVICE)**

**Options below that can be multi-coded**

**Options 1 AND 4**

**Options 2 AND 3 AND 4**

<b>1</b>	Had regulated advice in last 12 months related to investments, saving into a pension or retirement planning	<b>IF C2=1-2, OR C3 = 1-2</b>	<b>HAD REGULATED ADVICE IN LAST 12 MONTHS</b>
<b>2</b>	Eligible for regulated advice for savings and investments but not had regulated advice in last 12 months, or any advice from a regulated adviser that was free	<b>IF ((B1=8-19 OR B2=7-18 OR B11=2-4) AND NOT (C2 =1-3 OR C3=1-3))</b>	<b>HAVE OVER £10K IN SAVINGS OR INVESTMENTS AND NOT HAD REGULATED ADVICE</b>
<b>3</b>	Eligible for regulated advice for pensions and planning to retire/access pension in next 2 years but not had regulated advice in last 12 months, or any advice from a regulated adviser that was free	<b>(B3=3-17 AND (P_AC12=1 OR 2, OR D10a=1) AND NOT (C2 =1-3 OR C3=1-3))</b>	<b>HAVE OVER £10K IN DC PENSION POT AND PLANNING TO ACCESS PENSION INCOME IN NEXT TWO YEARS, OR DUE TO RETIRE IN NEXT 2 YEARS, AND NOT HAD REGULATED ADVICE</b>
<b>4</b>	Had guidance in last 12 months related to investments or pensions or retirement planning	<b>B1X 8-15</b>	<b>ALL WHO HAVE RECEIVED GUIDANCE IN LAST 12 MONTHS</b>
<b>5</b>	Had free advice in last 12 months related to investments, savings into a pension or retirement planning	<b>IF C2=3 OR C3=3</b>	<b>RECEIVED FREE ADVICE IN THE LAST 12 MONTHS</b>

**C5 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

In the last 12 months, how many times have you received **regulated advice** about **investments, saving into a pension or retirement planning**?

By 'regulated advice' we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers:

[LIST CODES MENTIONED AT B1X 1-4]

ADD IF C3=1 AND 3: Please do not include any times when advice was free.

ADD IF C3=1, 2 AND 3, OR C3=2 AND 3: Please do **include** times when you did not pay for advice because payment was dependent on taking out a product, but do **not include** times when advice was free regardless of whether or not you took out a product.

1. Once [IMPUTE IF C2 = 1 OR 2]
2. 2-3 times
3. 4 times or more
4. Don't know, but more than once
5. Don't know

**C4 [ASK IF DV1=1 AND C5=1 (RECEIVED REGULATED ADVICE ONCE IN LAST 12 MONTHS)]**

If C2 = 1 OR 2: You mentioned having had regulated advice. Was the advice about investments, saving into a pension or retirement planning?

IF C2 NOT =1 OR 2: Thinking of this one occasion, was the advice about investments, saving into a pension or retirement planning?

*By 'retirement planning' we mean the choices you need to make when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.*

Please select all that apply.

1. Investments
2. Saving into a pension
3. Retirement planning
4. Don't know

**C6 [ASK IF DV1=1 AND C5=2-5 (RECEIVED REGULATED ADVICE MORE THAN ONCE IN LAST 12 MONTHS OR DK)]**

Thinking of the different occasions when you received advice in the last 12 months, was the advice about investments, saving into a pension or retirement planning?

*By 'retirement planning' we mean the choices you need to make when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.*

Please select all that apply.

1. Investments
2. Saving into a pension
3. Retirement planning
4. Don't know

**C6a [ASK IF DV1=1 AND C5=2-5 AND MORE THAN ONE OF C6, 1-3, SELECTED (RECEIVED REGULATED ADVICE MORE THAN ONCE IN LAST 12 MONTHS AND MORE THAN ONE TOPIC COVERED)]**

And which of these topics were covered in your most recent advice session?

Please select all that apply.

1. Investments
2. Saving into a pension
3. Retirement planning
4. Don't know

C7

**[ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

Thinking back **over the last 5 years**, would you say you have always taken regulated advice relating to decisions about investments, saving into a pension or retirement planning, or did you sometimes make your own decisions without advice?

By 'regulated advice' we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers:

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

It doesn't matter whether or not, as a result of the advice, you took out or changed a financial product or products.

1. In the past 5 years I have always taken regulated advice relating to decisions about investments, saving into a pension or retirement planning
2. In the past 5 years I have sometimes made my own decisions without advice
3. Don't know

E5X

**[ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

In the last 12 months have you purchased any investment or pension products (including buying an annuity or entering into income drawdown, or taking cash from your pension pot) **without** taking any regulated advice?

1. Yes, for pensions
2. Yes, for investments
3. No [IMPUTE IF C7=1]
4. Don't know

E5Xa

**[ASK IF E5\_X=1 OR 2 (EXECUTION ONLY PURCHASE IN LAST 12 MONTHS)]**

Which, if any, of the following did you do in the last 12 months, without taking any regulated advice?

Please select all that apply.

1. Putting in a cash lump sum of £2,000 or more
2. Putting in a cash lump sum of less than £2,000
3. Setting up a monthly payment of £150 or more
4. Setting up a monthly payment of less than £150
5. Buying an annuity (SHOW IF AGED >54: D2>54 OR D3=6-9)
6. Entering into income drawdown (SHOW IF AGED >54: D2>54 OR D3=6-9)
7. Taking cash from your pension pot (SHOW IF AGED >54: D2>54 OR D3=6-9)
8. None of these
9. Don't know

**E5Xb [ASK IF E5\_Xa=1-7 (INVESTMENT/PENSION DECISION MADE IN THE LAST 2 YEARS WITHOUT TAKING ADVICE)]**

When you decided to do this i.e. [ANSWER AT E5\_Xa 1-7] without taking regulated advice, were you aware that you would have the responsibility to ensure the investment product is right for you and meets your needs - and so if it later turns out to not be suitable for you, you would not be able to complain to the Financial Ombudsman and potentially receive compensation from your provider?

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

**E7X [ASK IF E5\_X=1-2 (EXECUTION ONLY FOR PENSIONS AND/ OR INVESTMENTS)]**

If you made a **similar** purchase or change in the future, do you think you would take any regulated advice?

1. Yes
2. No

**TINTRO [ASK ALL SELECTED FOR A PRODUCT MODULE]**

You have told us you have products in the following categories:  
INSERT CATEGORIES (BASED ON MODULES)

- Banking
- Savings
- Investments
- Credit and lending
- Insurance
- Pensions saving
- Retirement income

We are now going to ask you some more questions about just one of these categories: [INSERT CATEGORY].

IF SELECTED FOR ADVICE 1

We are now going to ask you some more questions about financial advice.

IF SELECTED FOR ADVICE 2

We are now going to ask you some more questions about financial advice and guidance.

## 6. Retail Banking

To be eligible for the **Retail Banking module** all to have a main day-to-day account which could be any of:

- Active current account
- Credit union savings account
- E-money alternative account
- Post Office card account
- Savings account

Main day-to-day account (self-defined based on the following provided definition 'this is the account that is used for day-to-day payments and transactions')

**RBTXT1 [IF RB2=1 OR RB2=2 OR RB2=4(DAY-TO-DAY ACCOUNT IS CURRENT ACCOUNT, SAVINGS ACCOUNT OR E-MONEY ALTERNATIVE ACCOUNT)]**

The next few questions are about the account you use for day-to-day payments and transactions.

**RB3 [ASK IF RB2=1 (CURRENT ACCOUNT IS DAY-TO-DAY ACCOUNT)]**

You mentioned earlier that you use a current account for your day-to-day banking (the account that you use for day-to-day payments and transactions).

Which of these types of account is your main day-to-day current account?

1. Personal current account
2. Basic bank account (a current account where an overdraft facility is not permitted)
3. Credit union current account
4. Student account
5. Graduate account
6. Don't know

**RB1 [ASK IF P\_RB4>1 (MORE THAN ONE CURRENT ACCOUNT)]**

You also mentioned that you have more than one active current account. Why do you have more than one active current account?

Please select all the reasons that were **important** in your decision.

### **RANDOMISE LIST**

1. To have separate joint and individual accounts
2. To have bill payments separate from other money
3. To use an account separately as a savings account
4. To hold money as a safety net
5. To use an overdraft
6. As a way to budget or manage money across more than one account
7. One account has additional features (e.g. free cash withdrawals abroad or other 'reward' features)
8. I have another account but don't use it regularly

9. Other (please write in)
10. Don't know

#### RETAIL BANKING TEXT SUBSTITUTION

	Category	Text sub
1	Personal current account	Current account
2	Basic bank account	Basic bank account
3	Credit union current account	Credit union account
4	Student account	Student account
5	Graduate account	Graduate account
6	E-money alternative account	E-money account
7	Post Office card account	Post Office card account
8	Savings account with a bank or building society or with NS&I	Savings account
9	Credit union savings account	Credit union savings account

#### RB4 [ASK IF RB2=4 (E-MONEY ACCOUNT IS DAY-TO-DAY ACCOUNT)]

You mentioned earlier that your main day-to-day account is an e-money account.

Who is your provider?

1. CashPlus
2. Monese
3. thinkmoney
4. Other (please write in)
5. Don't know

**RB4b [ASK IF RB2=2 (SAVINGS ACCOUNT IS DAY-TO-DAY ACCOUNT)]**

You mentioned earlier that your main day-to-day account is a savings account.

Who is your provider?

1. Barclays
2. Co-operative
3. Halifax
4. HSBC
5. Lloyds Bank
6. Nationwide
7. NatWest
8. NS&I (National Savings & Investments)
9. RBS
10. Santander
11. TSB
12. Other (please write in)
13. Don't know

**RB6a [ASK IF RB2=1 (CURRENT ACCOUNT IS DAY-TO-DAY ACCOUNT)]**

Which, if any, of the following types of insurance are included with your [ACCOUNT<sup>12</sup>], whether or not you have used these features?

**RANDOMISE LIST EXCEPT CODES 6-8**

1. Travel insurance
2. Mobile phone insurance
3. Motor breakdown cover
4. ID fraud insurance (identity theft protection)
5. Gadget/home appliance cover
6. Other (please write in)
7. None of these
8. Don't know

**RB6 [ASK IF RB2=1 (CURRENT ACCOUNT IS DAY-TO-DAY ACCOUNT)]**

Which, if any, of the following features or extras are included with your [ACCOUNT], whether you have used these features or not?

**RANDOMISE LIST**

1. Interest paid on the balance
2. A debit card
3. Cheque book
4. An overdraft facility
5. A credit card
6. Cashback on spending (e.g. a certain % of expenditure back when paying for household bills or fuel)
7. Commission-free foreign currency
8. Airport lounge access

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<sup>12</sup> In this module where [ACCOUNT] is referenced, this uses the response taken from the answer at RB3.

9. Concierge service
10. Discounts with certain shops or businesses
11. Free or discounted entertainment tickets (e.g. cinema tickets)
12. Other (please write in)
13. None of these
14. Don't know

**RB7 [ASK IF RB6 2-12 (HAVE AT LEAST ONE KNOWN FEATURE OTHER THAN INTEREST PAID)]**

Which of these have you used in the last 12 months?

**SHOW ALL CHOSEN AT RB6 2-12**

20. None of these
21. Don't know

**RB9 [ASK IF RB6 NE 13, 14 (HAVE AVAILABLE AT LEAST ONE FEATURE)]**

Do you pay a monthly or annual fee on your [ACCOUNT]?

1. Yes, a monthly fee
2. Yes, an annual fee
3. No
4. Don't Know

**RB11 [ASK IF RB9=1-2 (FEE PAID)]**

Overall, do you feel this offers...?

1. Very good value for money
2. Good value for money
3. Neither good nor poor value for money
4. Poor value for money
5. Very poor value for money
6. Don't know

**RB32A [ASK IF RB2=1-5 (HAVE DAY TO DAY ACCOUNT)]**

Thinking about the [ACCOUNT] you use for your day-to-day payments and transactions ...

Which, if any, of the following activities have you done with your [ACCOUNT] in the last 12 months?

1. Checked the account balance
2. Paid bills
3. Deposited cash/cheques into your account
4. Transferred money to another account I hold
5. Transferred money to other people
6. Made an international money transfer
7. Withdrawn cash
8. None of these

**RB32B [ASK IF RB32A =1 OR 2 OR 4 OR 5 OR 6 (UNDERTAKEN ONE OF THE RELEVANT ACTIVITIES IN THE LAST 12 MONHS)]**

Thinking about the [ACCOUNT] you use for your day-to-day payments and transactions ...

In which of the following ways have you [INSERT ACTIVITY FROM RB32A] in the last 12 months?

LIST AS PER RB32A

- a) Checked the account balance
- b) Paid bills
- c) Transferred money to another account I hold
- d) Transferred money to other people
- e) Made an international money transfer

Please select all that apply.

- 1. By telephone
- 2. Face to face, in branch
- 3. Online
- 4. Using a mobile app
- 5. Using a self-service in-branch machine
- 6. ATM (cash machine)
- 7. Using in-branch video banking
- 8. Some other way (please specify)
- 9. Don't know

**RB32C [ASK IF RB32A =3 OR 7 (DEPOSITED CASH/CHEQUE OR WITHDRAWN CASH IN THE LAST 12 MONTHS)]**

Thinking about the [ACCOUNT] you use for your day-to-day payments and transactions ...

In which of the following ways have you [INSERT ACTIVITY] in the last 12 months?

LIST AS PER RB32A

- a) Deposited cash/cheques into your account
- b) Withdrawn cash

Please select all that apply.

- 1. Face to face, in branch
- 2. Using a self-service in-branch machine
- 3. ATM (cash machine)
- 4. Using in-branch video banking
- 5. Don't know

**RB24 [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]**

Now thinking about how you use your [ACCOUNT], please rate your overall satisfaction with the following services:

**RANDOMISE ROWS A-E WITH E ALWAYS BEFORE B**

	Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable
1. Telephone <b>IF RB32B a-e ANY =1</b>						
2. In-branch service <b>IF RB32B a-e ANY =2 OR RB32Ca=1 OR RB32Cb=1</b>						
3. Online <b>IF RB32B a-e ANY =3</b>						
4. In-branch video banking <b>IF RB32B a-e ANY =7 OR RB32Ca=4 OR RB32Cb=4</b>						

**RB35 [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]**

Still thinking of your main day-to-day account, in the last 12 months have you done any of the following?

Please select all that apply.

1. Spoken to someone at your provider and had a review of your account
2. Used online budget/financial management tools offered by your provider
3. Used online budget/financial management tools provided by another organisation (e.g. Money Advice Service, Step Change, Citizens Advice, This is Money)
4. None of these
5. Don't know

**RB133a [ASK IF RB2=1-5 (HAVE DAY-TO-DAY ACCOUNT)]**

Still thinking of your main day-to-day account, over the last 12 months have you used a particular branch regularly, i.e. at least once a month?

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

**RB133 [ASK IF RB133a = 2 (NOT USED A BRANCH REGULARLY IN LAST 12 MONTHS)]**

Has a branch that you used to use regularly closed in the last 12 months?

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

**RB36 [ASK IF RB32B a-e=2 OR RB32C a-b =1 (HAVE DAY-TO-DAY ACCOUNT, AND USE BRANCH)]**

How convenient is the location of the branch you use most often?

1. Very convenient
2. Fairly convenient
3. Neither convenient nor inconvenient
4. Fairly inconvenient
5. Very inconvenient
6. Don't know

The next few questions are about credit and lending.

**RB17 [ASK IF RB6=4, AND NOT RB3=3, AND (P\_CC1=1) (OVERDRAFT FACILITY ON CURRENT ACCOUNT (BUT NOT A CREDIT UNION CURRENT ACCOUNT), AND BEEN OVERDRAWN IN LAST 12 MONTHS)]**

We need to collect a few details about any overdraft you have specifically on your [ACCOUNT].

In the last 12 months have you used the agreed overdraft facility on your [ACCOUNT]?

1. Yes, once only
2. Yes, more than once
3. No
4. Don't know

**RB17b [ASK IF RB17=1 OR 2 (HAVE USED OVERDRAFT FACILITY IN LAST 12 MONTHS)]**

Are you currently overdrawn on your [ACCOUNT]?

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

**RB17c [ASK IF RB17=1 OR 2 (HAVE USED OVERDRAFT FACILITY IN LAST 12 MONTHS)]**

Which of these statements best describes how often you are overdrawn on any of your current accounts?

1. I am constantly overdrawn
2. I am usually overdrawn by the time I get paid/receive income
3. I am sometimes overdrawn by the time I get paid/receive income
4. I am hardly ever overdrawn
5. It varies too much to say
6. Don't know
7. Prefer not to say

**RB18 [ASK IF (RB6=4 OR RB17a=1 AND NOT RB3=3) OR (RB17=1 OR RB17=2) (OVERDRAFT FACILITY ON CURRENT ACCOUNT OR E-MONEY ACCOUNT AND NOT A CREDIT UNION CURRENT ACCOUNT, AND USED AGREED OVERDRAFT FACILITY IN LAST 12 MONTHS)]**

And, in the last 12 months have you gone over the agreed overdraft limit on your [ACCOUNT]?

1. Yes, once only
2. Yes, more than once
3. No
4. Don't know

**RB65 [ASK IF RB2=1-2 OR 4, AND RB3 NE 3 (DAY-TO-DAY ACCOUNT IS CURRENT ACCOUNT (EXCEPT A CREDIT UNION CURRENT ACCOUNT), SAVINGS OR E-MONEY)]**

Some accounts have additional security features such as voice verification, an iris scan or fingerprint authentication to access your account.

Have you used any of the following features on your [ACCOUNT] in the last 12 months?

Please select all that apply.

1. Voice verification
2. Iris scan
3. Fingerprint authentication
4. To my knowledge, my account does not have these features (SINGLE CODE)
5. Not used any of these features (SINGLE CODE)
6. Don't know

**RB65c [ASK IF RB65=4 OR 5 (DO NOT HAVE OR NOT USED ANY SECURITY FEATURES)]**

If authentication features such as voice verification, an iris scan or fingerprint authentication were available on your account, how comfortable do you think you would be using them?

1. Very comfortable
2. Fairly comfortable
3. Neither comfortable nor uncomfortable
4. Fairly uncomfortable
5. Very uncomfortable
6. Don't know

**RB34 [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]**

Have you shared any of your personal details such as your PIN or online account log-in details with any of the following in the last 12 months?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES6-7

1. My spouse/partner
2. A friend or other family member
3. A carer or helper
4. An individual from a financial services firm, such as an adviser
5. An individual that I had to pay, such as a hairdresser or taxi driver
6. No, I have not shared this information with anyone
7. Don't know

**RB87 [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]**

Have you been asked to share your online account log-in details for your [ACCOUNT] in the last 12 months with any of the following?

Please select all that apply.

1. An individual from a financial services firm, such as an adviser
2. A price comparison website
3. An online money dashboard (i.e. a website or an app that displays current and/ or savings accounts from your different providers)
4. Anyone else (please write in)
5. No
6. Don't know

**RB79 [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]**

In the last 12 months have any of your account or debit card(s) been used **without your permission** to take cash from your account (or has any money been charged to them)?

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

**RB80 [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]**

[IF RB79=1] Apart from what you've just mentioned, in/In] the last 12 months, have you had money taken from your [ACCOUNT] in some [IF RB79=1: other] way which involved your personal details being used **without your permission**?

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

**RB81 [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]**

In the last 12 months, have you been contacted by an individual or company about either of the following ...?

Please select all that apply.

1. A request to transfer money **through** your account
2. A request to confirm your personal [ACCOUNT] details, password or PIN
3. Neither of these
4. Don't know

**RB82 [ASK IF RB81=1 OR 2 (ALL CONTACTED BY INDIVIDUAL OR COMPANY)]**

Did you report any such contact? And, if so, to whom?

Please select all that apply.

1. My account provider
2. Action Fraud
3. The Police
4. Financial Conduct Authority (FCA)
5. Other organisation (please write in)
6. I didn't report this contact to anyone
7. Don't know

**RB83 [ASK IF RB81=1 OR 2 (ALL CONTACTED BY INDIVIDUAL OR COMPANY)]**

In the last 12 months, have you lost money as a result of the following?

[ONLY INCLUDE OPTIONS SELECTED AT RB81]

Please select all that apply (even if you later got all or some of the money back).

1. A request to transfer money through your account
2. A request from your [ACCOUNT] provider, or another trusted organisation, to confirm your personal [ACCOUNT] details, password or PIN
3. Neither of these

**RB82a1 [IF RB79=1 OR RB80=1 OR RB83=1-2 (CARDS USED WITHOUT PERMISSION, MONEY TAKEN FROM ACCOUNT WITHOUT PERMISSION, LOST MONEY THROUGH UNAUTHORISED TRANSACTIONS)]**

How much money in total did you lose as a result of [IF ONE INCIDENT: this; IF MORE THAN ONE INCIDENT: the following incidents that have happened in the last 12 months], even if you later got all or some of the money back?

[ONLY INCLUDE OPTIONS SELECTED AT RB79-81]

- A card used without permission
- Money taken from your account without permission
- A request to transfer money through your account
- A request from your [ACCOUNT] provider, or another trusted organisation, to confirm your personal details, password or PIN

NUMERIC  
RANGE £0.00...£999999.99

Don't know

**RB84** [IF RB79=1 OR RB80=1 OR RB83=1-2 (CARDS USED WITHOUT PERMISSION, MONEY TAKEN FROM ACCOUNT WITHOUT PERMISSION, LOST MONEY THROUGH UNAUTHORISED TRANSACTIONS)]

Did you recover the money lost as a result of fraud?

1. Yes, recovered all of the money
2. Yes, recovered some of the money
3. No, tried to recover but it was not successful
4. No, didn't try to recover
5. Not yet, but may do
6. Don't know

**RB85** [ASK IF RB84=1-3 (RECOVERED OR TRIED TO RECOVER)]

How well did your provider treat you, when money was taken from your [ACCOUNT]?

1. Very well
2. Fairly well
3. Not very well
4. Not at all well
5. Don't know

**RB23** [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]

Still thinking about the account that you use for your day-to-day payments and transactions, overall how satisfied are you with your [ACCOUNT] provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0-10

Don't know

**RB22** [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]

How much trust do you have in the provider of your [ACCOUNT]?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'very much'.

NUMERIC  
RANGE 0-10

Don't know

**RB20a [ASK IF RB2=1-4 (HAVE A DAY-TO-DAY ACCOUNT (EXCEPT POST OFFICE CARD ACCOUNT))]**

For how long have you had your [ACCOUNT]?

1. Less than 1 year
2. 1 year to less than 2 years
3. 2 years to less than 3 years
4. 3 years to less than 5 years
5. 5 years to less than 10 years
6. 10 years or more
7. Don't know

**RB20b [RB20a=1-3 (HAVE A DAY-TO-DAY ACCOUNT (EXCEPT POST OFFICE CARD ACCOUNT) AND ACCOUNT HELD FOR LESS THAN 3 YEARS)]**

Thinking back to when you first opened your [ACCOUNT], which of these were **important** reasons for choosing this provider?

Please select all the reasons that were **important** in your decision.

**RANDOMISE LIST**

1. The provider had a good reputation
2. Had used the provider before
3. Existing customer of the provider
4. A website or app that recommends an account on the basis of your account usage
5. Recommendation from another price comparison website or best-buy table
6. Recommended by a broker or financial adviser
7. Recommended by a family member, friend or colleague
8. Saw advert/ material from the provider
9. No choice - the only account offered/available
10. No choice - I couldn't get an account elsewhere
11. I trusted them to give me a good deal
12. I trusted them to treat me fairly
13. It was the most convenient for me
14. Attractive interest/overdraft rates
15. Additional benefits available on account
16. Previous organisation was taken over by current provider
17. Other (please write in)
18. Don't know

**RB101a [ASK IF RB20a=1-3 (HAVE A DAY-TO-DAY ACCOUNT (EXCEPT POST OFFICE CARD ACCOUNT) AND ACCOUNT HELD FOR LESS THAN 3 YEARS)]**

How did you open your [ACCOUNT]?

Please select all that apply.

1. Face to face, in branch
2. By telephone
3. By post
4. Online, at the provider's website

5. Other (please write in)
6. Can't remember

**RB47 [ASK IF RB20a=1 OR 2 OR 3 (HAVE A DAY-TO-DAY ACCOUNT (EXCEPT POST OFFICE CARD ACCOUNT) OPENED IN THE LAST 3 YEARS)]**

When you opened your [ACCOUNT], were you ...

1. Switching from an alternative provider
2. Opening a new account with your existing provider
3. Opening a new account – didn't have an account previously
4. Don't know

**RB58 [ASK IF RB2=1 AND RB47=1 AND NE RB3=3 (CURRENT ACCOUNT IS DAY-TO-DAY ACCOUNT (EXCEPT CREDIT UNION ACCOUNT) AND SWITCHED IN THE LAST 3 YEARS)]**

CASS is a free service that lets you switch your current account easily from one participating bank or building society to another. It has the following features:

- You choose a switch date to suit you
- Payments transfer automatically
- Any payments are redirected for 36 months
- It is supported by UK banks and building societies, so the switching process is the same everywhere

Before today had you heard of the Current Account Switch Service (CASS)?

1. Yes
2. No
3. Not sure
4. Don't know

**RB56 [ASK IF RB47=1-3 (SWITCHED OR OPENED NEW ACCOUNT)]**

How easy or difficult was it to [IF RB47=1: switch the provider for your; IF RB47=2 OR 3: open your new] [ACCOUNT]?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**RB62 [ASK IF RB47=1 (SWITCHED FROM ALTERNATIVE PROVIDER IN LAST 3 YEARS)]**

Did you experience any of the following difficulties when switching provider for your [ACCOUNT]?

Please select all that apply.

**RANDOMISE LIST EXCEPT CODES 11-13**

1. My salary wasn't transferred correctly
2. Direct debits were not transferred correctly
3. The balance on my new account was incorrect
4. Bills weren't paid or not paid on time
5. I went overdrawn because the switch was not handled properly
6. I faced fees or charges because the switch was not handled properly
7. Bills, debits, cheques keep coming out of the old account
8. My overdraft was not set up correctly on the new account
9. I've experienced problems with cards or cheque books being incorrect
10. The switch took longer than expected
11. Other (please write in)
12. None of these
13. Don't know

**RB128 [ASK IF RB47=1-2 (SWITCHED OR OPENED NEW ACCOUNT WITH SAME PROVIDER IN LAST 3 YEARS)]**

What prompted you to [IF RB47=1: switch provider for your [ACCOUNT]; IF RB47=2: open a new [ACCOUNT] with the same provider]?

Please select all the reasons that were **important** in your decision.

**RANDOMISE LIST**

1. My bonus rate expired and I found a better rate
2. Better rate of interest on balance
3. Lower charges for use of overdraft
4. Unexpected charges or penalties applied by my previous provider [if RB47=1]
5. A financial incentive
6. Dissatisfaction with my previous provider's quality of service [IF RB47=1]
7. I didn't feel my money was safe with my previous provider [IF RB47=1]
8. I wanted better access to branches
9. I wanted better online access
10. I wanted a better App for mobile use
11. A recommendation from a family member, friend, or colleague
12. I was previously unaware of CASS (the Current Account Switch Service) [IF RB47=2]
13. A branch I used regularly closed [IF RB47=1]
14. My previous provider didn't offer the option I wanted [IF RB47=1]
15. Other (please write in)
16. Don't know

**RB47b [ASK IF RB2=1-4 AND RB20a=1-3 AND RB47=1-2 (HAVE A DAY-TO-DAY ACCOUNT (EXCEPT POST OFFICE CARD ACCOUNT) AND ACCOUNT HELD FOR LESS THAN 3 YEARS, AND HAVE SWITCHED ACCOUNT OR OPENED NEW ACCOUNT WITH SAME PROVIDER)]**

Before you opened your [ACCOUNT], did you compare [ACCOUNT]s from two or more different providers by looking at products, prices or the terms and conditions offered?

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

**RB48 [ASK IF RB47b=2 (DIDN'T SHOP AROUND)]**

There are many reasons why you may not have compared different providers before opening your [ACCOUNT].

Why you did not compare products from different providers?

Please select all the reasons that were **important** in your decision.

**RANDOMISE LIST EXCEPT CODES12-14**

1. It takes too much time
2. It's too difficult to compare
3. It's not worth it as there's no real difference between account providers
4. I wouldn't know what to look for
5. Shopping around or comparing account providers could damage my credit rating
6. The offer from the account provider I chose was just what I wanted
7. I feel loyalty to the account provider I chose
8. The account provider I chose had a good choice of products
9. I have dealt with the account provider I chose before
10. The account provider was recommended to me
11. I didn't think I would get an account elsewhere
12. I didn't really think about comparing account products or providers
13. Other (please write in)
14. Don't know

**RB49 [ASK IF RB47b=1 (SHOPPED AROUND)]**

How did you compare [ACCOUNT]s from different providers?

Please select all that apply.

1. Checked best-buy tables (e.g. internet, newspaper)
2. Used price comparison website(s)
3. Checked websites of individual providers
4. Contacted providers for information
5. Other (please write in)
6. Don't know

**RB50 [ASK IF RB47b=1 (SHOPPED AROUND)]**

How easy or difficult was it to compare [ACCOUNT]s from different providers?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult

6. Don't know

**RB52 [ASK IF RB47=1-2 (SWITCHED, OR OPENED NEW ACCOUNT WITH SAME PROVIDER)]**

How many times have you switched provider for your [ACCOUNT] in the last 3 years?

By 'switching' we mean opening your [ACCOUNT] with a new provider, regardless of whether you closed your account with your previous provider.

1. None
2. Once
3. Twice
4. 3 times
5. 4 times
6. 5 times
7. More than 5 times
8. Don't know

**RB53x [ASK IF RB20a=4-6 (HAVE DAY-TO-DAY ACCOUNT (EXCLUDING POST OFFICE CARD ACCOUNT) FOR MORE THAN 3 YEARS)]**

Have you ever switched provider for your [ACCOUNT]?

By 'switching' we mean opening a [ACCOUNT] with a new provider, regardless of whether you closed your account with your previous provider.

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

**RB53b [ASK IF RB53x=2 (HAVE DAY-TO-DAY ACCOUNT (EXCLUDING POST OFFICE CARD ACCOUNT) AND NEVER SWITCHED)]**

Why have you never switched provider for your [ACCOUNT]?

Please select all the reasons that were **important** in your decision.

**RANDOMISE LIST**

1. I couldn't find a better interest rate
2. My balances are not high enough to gain enough from switching
3. I am happy with my existing account provider
4. It's too much hassle
5. I haven't had time to look elsewhere
6. I tried to change provider but it was too difficult
7. I didn't want to look elsewhere in case I got emails, calls or letters from companies I didn't recognise
8. I don't know how to switch
9. I worry about something going wrong if I move money
10. I have never considered switching
11. There's no real difference between providers, so it's not worthwhile
12. It is too difficult to compare providers
13. Other (please write in)
14. Don't know

**RB54 [ASK IF RB53x=2 AND NE RB2=5 (HAVE DAY-TO-DAY ACCOUNT (EXCLUDING POST OFFICE CARD ACCOUNT) AND NEVER SWITCHED)]**

What, if anything, might encourage you to consider switching provider for your [ACCOUNT]?

Please select all the reasons that were **important** in your decision.

**RANDOMISE LIST EXCEPT CODES 10-12**

1. A recommendation from a family member, friend or colleague
2. Cash back benefits (e.g. on household bills)
3. A higher interest rate on the balance
4. Lower charges for using overdraft
5. A simpler process of switching
6. A bigger overdraft limit
7. Knowing if another provider would let me transfer my existing overdraft
8. Confidence the switch would be problem-free
9. Trust in the new provider
10. Other (please write in)
11. Nothing would encourage me to switch
12. Don't know

**RB57a [ASK IF RB47=1 (HAVE DAY-TO-DAY ACCOUNT (EXCLUDING POST OFFICE CARD ACCOUNT) AND SWITCHED)]**

Have you closed any current account(s) or e-money account(s) in the last 12 months with any of the following providers?

Please select all that apply.

1. Barclays
2. Co-operative
3. Halifax
4. HSBC
5. Lloyds Bank
6. Nationwide
7. NatWest
8. RBS
9. Santander
10. TSB
11. Other provider(s)
12. I haven't closed an account in the last 12 months
13. Don't know

**RB57b**

**[ASK IF RB57a=11]**

Which other providers have you closed any current account(s) or e-money account(s) with in the last 12 months?

Please select all that apply.

1. Alliance & Leicester/Giro
2. Abbey
3. Bank of Ireland
4. Barclays
5. Bank of Scotland
6. Cahoot
7. CashPlus
8. Citibank
9. Clydesdale/Yorkshire Bank
10. Co-op
11. Coutts
12. Coventry
13. Credit union
14. Danske Bank
15. Direct Line
16. First Direct
17. First Trust
18. Halifax
19. HSBC
20. Intelligent Finance (IF)
21. Lloyds Bank
22. M&S Bank
23. Monese
24. Metro Bank
25. Nationwide
26. NatWest
27. Northern Rock
28. Norwich & Peterborough
29. One Account
30. Post Office (the Bank of Ireland provides these accounts for the Post Office)
31. RBS
32. Santander
33. Secure Trust
34. Smile
35. Tesco Bank
36. thinkmoney
37. TSB
38. Ulster Bank
39. Virgin
40. Woolwich
41. Yorkshire Building Society
42. Zurich
43. Other (please write in)
44. Don't know

**RB63 [ASK IF RB2=1 OR 4 (DAY-TO-DAY ACCOUNT IS CURRENT ACCOUNT OR E-MONEY ACCOUNT)]**

Current account providers are able to give you your account information in a simple, standardised format that can be used in internet price comparison sites.

This enables quick and easy comparisons of accounts, including fees, charges and benefits, in order to help you make informed decisions on whether there are better accounts for you to switch to.

Were you aware this is possible?

1. Yes, I have used this service
2. Yes, but I have not used the service
3. No

**RB63a [ASK IF RB2=1 OR 4, AND RB63 NE 1 (DAY-TO-DAY ACCOUNT IS CURRENT ACCOUNT OR E-MONEY ACCOUNT, AND NOT USED SERVICE BEFORE)]**

How likely or unlikely do you think you might be to use this information to help you compare accounts?

1. Very likely
2. Fairly likely
3. Neither likely nor unlikely
4. Fairly unlikely
5. Very unlikely
6. Don't know

**RB40a [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]**

Thinking about the [ACCOUNT] you use for day-to-day payments and transactions ...

In the last 12 months have you experienced a problem with your [ACCOUNT]?

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

**RB40 [ASK IF RB2=1-5 (HAVE A DAY-TO-DAY ACCOUNT)]**

[IF RB40a=2 OR 3] Just to check: in the last 12 months have you experienced any of the following, with your [ACCOUNT]?

[IF RB40a=1] Which of these problems did you experience?

Please think about all problems you have experienced in the last 12 months, even if you have told us about them before.

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 14-17

1. Sales pressure
2. Unexpected fees or charges
3. Complex fees and charges
4. Account costing me more than expected
5. Unexpected changes to terms and conditions
6. Unexpected change to interest rate
7. Complex product information
8. IT system failure/ service disruption
9. Provider errors/not following instructions
10. Delays when making changes to an account
11. Delays when arranging an account
12. Poor customer service
13. Unsuitable channel (phone, online, face-to-face) to contact the provider
14. Not eligible for the account I wanted
15. Other (please write in)
16. [RB40a=2 OR 3] None of these
17. Don't know

**RB41 [ASK IF MORE THAN ONE SELECTED AT RB40 (HAVE A DAY-TO-DAY ACCOUNT AND HAD MORE THAN 1 PROBLEM IN LAST 12 MONTHS)]**

And which of these would you say was the most serious problem?

SHOW ANSWERS SELECTED AT RB40

Don't know

**RBINT [ASK IF MORE THAN ONE SELECTED AT RB40 (HAVE A DAY-TO-DAY ACCOUNT AND HAD MORE THAN 1 PROBLEM IN LAST 12 MONTHS)]**

For the next few questions please think about the most serious problem you experienced.

SHOW ANSWER AT RB41

**RB42 [ASK IF RB40 = 1-15 (HAVE A DAY-TO-DAY ACCOUNT AND EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

“Thinking about the [if RB40>1 most serious] problem you experienced with your [ACCOUNT] ...”

As a result of this problem, did any of the following happen?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 9-11

1. Had problems paying bills
2. Went into my overdraft
3. Lost money
4. Had to borrow money
5. My credit rating was affected
6. Spent significant time resolving the problem
7. Incurred bank charges
8. It was just a nuisance
9. I suffered stressOther (please write in)
10. No negative impacts
11. Don't know

**RB43 [ASK IF RB40 = 1-15 (HAVE A DAY-TO-DAY ACCOUNT AND EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

“Thinking about the [if RB40>1 most serious] problem you experienced with your [ACCOUNT] ...”

Did you complain about this?

1. I complained
2. I wanted to complain but didn't
3. No, I didn't want to complain
4. Don't know

**RB44 [Ask if RB43=1 (HAVE A DAY-TO-DAY ACCOUNT AND A PROBLEM AND COMPLAINED)]**

“Thinking about the [if RB40>1 most serious] problem you experienced with your [ACCOUNT] ...”

Who did you complain to?

Please select all that apply.

1. My account provider
2. Financial Ombudsman Service (FOS)
3. Financial Conduct Authority (FCA)
4. British Bankers Association (BBA)
5. Someone else (please write in)
6. Don't know

**RB45** [ASK IF RB44=1 (HAVE A DAY-TO-DAY ACCOUNT AND COMPLAINED TO ACCOUNT PROVIDER)]

“Thinking about the [if RB40>1 most serious] problem you experienced with your [ACCOUNT] ...”

Overall how satisfied were you with how your complaint was handled by your provider?

Please answer on a scale of 0 to 10, where 0 is ‘not at all satisfied’ and 10 is ‘completely satisfied’.

NUMERIC  
RANGE 0-10

Don't know

**RB46** [ASK IF RB43=2 OR 3 (HAVE A DAY-TO-DAY ACCOUNT AND EXPERIENCED A PROBLEM AND WANTED TO COMPLAIN AND DIDN'T, OR DIDN'T COMPLAIN)]

“Thinking about the [if RB40>1 most serious] problem you experienced with your [ACCOUNT] ...”

Why didn't you complain?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. Too trivial/wasn't worth it
2. Too difficult to complain
3. No point complaining – nothing would happen
4. Didn't know how to complain
5. Didn't have time/too busy
6. Other (please write in)
7. Don't know

**RB67** [ASK IF P\_RB2 NE 6 (ALL IN RETAIL BANKING MODULE EXCEPT WITH E-MONEY ACCOUNTS)]

Before today, were you aware of e-money accounts, i.e. current accounts provided by an electronic money institution which is not a bank or building society (e.g. CashPlus, Monese, thinkmoney)?

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

**RB68a** [ASK ALL IN RETAIL BANKING MODULE]

The **Financial Services Compensation Scheme (FSCS)** protects savings. Under this scheme the first £75,000 of your savings is protected in the event that the bank or building society goes bust. Before today were you aware of the Financial Services Compensation Scheme?

1. Yes
2. No

**RB68b [ASK IF RB2= 4 (DAY-TO-DAY ACCOUNT IS E-MONEY ACCOUNT)]**

Do you know if e-money accounts are also covered by this compensation scheme?

An e-money account is a current account provided by an electronic money institution which is not a bank or building society (e.g. CashPlus, Monese, thinkmoney).

1. Yes, e-money accounts are covered
2. No, e-money accounts are not covered
3. Don't know

**RB69 [ASK IF P\_RB7=2 (USED MONEY TRANSFER SERVICE IN LAST 12 MONTHS)]**

You mentioned earlier that you have used a money transfer service in the last 12 months.

Which of the following have you used in the last 12 months?

Please select all that apply.

1. Western Union
2. MoneyGram
3. Other (please write in)
4. Don't know

**RB70 [ASK IF P\_RB7= 2 (USED MONEY TRANSFER SERVICE IN LAST 12 MONTHS)]**

And how often have you used money transfer services in the last 12 months?

1. Once or twice
2. 3-4 times
3. 5-10 times
4. 11-20 times
5. More often

**RB73 [ASK IF P\_RB7= 3 (USED PRE-PAID CARD IN LAST 12 MONTHS)]**

And how often have you used a pre-paid card in the last 12 months?

1. At least once a week
2. Less often than once a week but at least once a month
3. Less often than once a month but at least 3 or 4 times in the last 12 months
4. Less frequently
5. Don't know

**RB75 [ASK IF P\_RB7= 1 (USED MOBILE WALLET IN LAST 12 MONTHS)]**

You mentioned earlier that you have used a mobile wallet (used your mobile phone or other mobile device to store your debit or credit card details and make payments in store and online) in the last 12 months.

Which of the following mobile wallets have you used in the last 12 months?

Please select all that apply.

1. ApplePay
2. SamsungPay
3. AndroidPay
4. Other (please write in)
5. Don't know

**RB76 [ASK IF P\_RB7= 1 (USED MOBILE WALLET IN LAST 12 MONTHS)]**

And how often have you used a mobile wallet in the last 12 months?

1. At least once a week
2. Less often than once a week but at least once a month
3. Less often than once a month but at least 3 or 4 times in the last 12 months
4. Less frequently
5. Don't know

**RB78 [ASK ALL IN RETAIL BANKING MODULE]**

In the last 12 months have you done any of the following?

Please select all that apply.

**RANDOMISE LIST EXCEPT CODES 5-6**

1. Received or sent money using PayPal
2. Received or sent money using Skrill
3. Received or sent money using a money transfer service provided by a bank or building society, such as Paym or Pingit
4. Used accounts that help you budget by setting money aside for bills so that you can't overspend (e.g. Ffreeds and CashPlus)
5. None of these
6. Don't know

# 7. Retail Investments

To be eligible for the **Retail Investments module** all to have any of:

- *Stocks and shares ISA (or PEPs)*
- *Insurance bonds*
- *Investment fund*
- *Shares/equities*
- *Corporate bond/gilt*
- *Crowdfunding investment/peer-to-peer lending*
- *Structured deposit/investment*

## INTRO [ASK ALL IN RETAIL INVESTMENTS MODULE]

The next few questions are about your investments.

## RI1 [ASK ALL IN RETAIL INVESTMENTS MODULE]

People invest money for different reasons. Which of the following are the main reasons why you have invested?

Please select all the reasons that were **important** in your decision.

### RANDOMISE LIST

1. To provide a regular income for me (and my partner) in the future, before I retire
2. To provide an income during my retirement
3. To cover the costs of education (e.g. school fees, college or university education)
4. To support my family
5. To leave an inheritance
6. To cover the costs of other major expenses (e.g. a deposit for a house, to pay for a wedding)  
[ALWAYS APPEAR AFTER CODE 3]
7. To cover short-term expenses (e.g. a holiday)
8. To gain better returns than currently offered on savings accounts
9. I received a large lump sum from an inheritance or other source
10. Other (please write in)
11. Don't know

**R12 [ASK ALL IN RETAIL INVESTMENTS MODULE]**

How much do you agree or disagree with the following statement?

When buying investments I carefully weigh up the features and overall costs.

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**R13 [ASK ALL IN RETAIL INVESTMENTS MODULE]**

Thinking about these investments, how often, if ever, do you check these yourself?

Checking your investments can involve, but is not limited to, checking the balance, looking at performance, and comparing them with other available products.

Please do not include times when you only contacted an adviser.

1. At least once a month
2. Once every 2-3 months
3. About 2 or 3 times a year
4. About once a year
5. Once every 2-3 years
6. Less often
7. Never
8. Don't know

**P\_RI9 [ASK IF (P\_RI1a=1 AND NOT P\_RI1acheck=1-4) OR (P\_RI1a=1 AND P\_RI1acheck=2)) OR P\_RI1b=1 OR P\_RI2 = 1-5 (HAVE RETAIL INVESTMENT PRODUCT)]**

Thinking about these investments, approximately how much money would you say you have you invested in the last 12 months, in total?

[LIST INVESTMENT PRODUCTS]

1. Nothing in the last 12 months
2. £1-£999
3. £1,000 - £4,999
4. £5,000-£9,999
5. £10,000 to £14,999
6. £15,000 or more
7. Don't know

## COMMON ADVICE QUESTIONS<sup>13</sup> (RI\_Z1 - RI\_D17Z)

**Preamble:** to focus on most recent advice session that covered investments and, where known, to play back the type of adviser who provided it

**RI\_INTRO2A** [DV1=1 AND C5=1 AND C4 = 1 (IF ONE REGULATED ADVICE SESSION IN LAST 12 MONTHS AND IT COVERED INVESTMENTS)]

**For the next few questions**, please think about the regulated advice you received in the last 12 months about [ANSWER AT C4] [IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

**RI\_INTRO2B** [DV1=1 AND C5=2-5 AND ONLY C6=1 (IF MORE THAN ONE REGULATED ADVICE SESSION BUT ALL SESSIONS ABOUT INVESTMENTS)]

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months about investments [IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

**RI\_INTRO2C** [DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6 INCLUDING CODE 1, AND C6a=1 (MORE THAN ONE REGULATED ADVICE SESSION AND NOT ALL SESSIONS ABOUT ONE TOPIC BUT INVESTMENTS WAS A TOPIC, AND INVESTMENTS A TOPIC OF MOST RECENT ADVICE SESSION)]

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6A].

**RI\_Z1** [DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6 INCLUDING CODE 1, AND NE C6a=1 (MORE THAN ONE REGULATED ADVICE SESSION AND NOT ALL SESSIONS ABOUT ONE TOPIC BUT INVESTMENTS WAS A TOPIC, AND INVESTMENTS NOT A TOPIC OF MOST RECENT ADVICE SESSION)]

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months that covered investments. What else did this session cover?

Please select all that apply.

1. Saving into a pension
2. Retirement planning
3. Neither of these
4. Don't know

**RI\_D1** [ASK IF DV1=1 AND C4=1 OR C6=1, AND MORE THAN ONE SELECTED AT B1X 1-4 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS FROM POTENTIALLY MORE THAN ONE TYPE OF ADVISER)]

**“Thinking about the most recent regulated advice you received in the last 12 months about investments [IF RI\_Z1=1 or 2 ‘and ANSWER AT RI\_Z1, 1-2’] ...**

Who provided this advice?

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<sup>13</sup> These are questions about advice that occur in the Retail investment module, the three Pension modules and the Advice 1 module.

[SHOW CODES MENTIONED AT B1X 1-4. IF ONLY ONE RESPONSE AT B1X, 1-4, DO NOT ASK: IMPUTE ANSWER FROM B1X]

1. An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
2. An adviser from a bank or building society
3. An adviser from an insurance company, investment company or pension provider
4. Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

**RI\_D3 [ASK IF DV1=1 AND RI\_D1=1-3, AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS COVERING INVESTMENTS AND THAT ADVICE WAS NOT AUTOMATED ONLINE ADVICE)]**

Thinking of this advice from your [ANSWER AT RI\_D1=1-3], how was the advice delivered?

Please select all that apply.

1. A face-to-face meeting
2. A phone call/video call
3. Email
4. Other (please write in)
5. Don't know

**RI\_D5 [ASK IF DV1=1, AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS)]**

**“Thinking about the most recent regulated advice you received in the last 12 months about investments [IF RI\_Z1=1 or 2 ‘and ANSWER AT RI\_Z1, 1-2’] ...”**

Who or what prompted you to seek advice on this occasion?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. A family member, friend, or colleague
2. My employer
3. My bank
4. I have sought advice before
5. I take advice regularly
6. A significant change in my circumstances (e.g. birth, death, marriage)
7. Advertising
8. Information I read in the media or online
9. Other (please write in)
10. Don't know

**RI\_D4 [ASK IF DV1=1, AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS)]**

**“Thinking about the most recent regulated advice you received in the last 12 months about investments [IF RI\_Z1=1 or 2 ‘and ANSWER AT RI\_Z1, 1-2’] ...”**

Was the nature of the advice you wanted ...?

Please select all that apply.

1. Investments for retirement
2. Investments to build up funds for something other than retirement
3. Switching funds/ assets in existing investment(s)
4. Setting up a pension(s)
5. Transferring one pension(s) into another
6. Changing the provider of a pension(s)
7. Changing where my pension(s) is invested
8. Other (please write in)
9. Don't know

**RI\_D41 [ASK IF DV1=1 AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS)]**

"Thinking about the most recent regulated advice you received in the last 12 months about investments [IF RI\_Z1=1 or 2 'and ANSWER AT RI\_Z1, 1-2'] ..."

When you were seeking this advice, did you already have an idea of what you wanted to do?

1. I had no idea
2. I had relatively little idea
3. I had a good idea, but wanted the reassurance of using an adviser
4. I had a very good idea, but wanted the reassurance of using an adviser
5. Don't know

**RI\_D42 [ASK IF DV1=1, AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS)]**

"Thinking about the most recent regulated advice you received in the last 12 months about investments [IF RI\_Z1=1 or 2 'and ANSWER AT RI\_Z1, 1-2'] ..."

When you decided to seek this advice, were you aware that you would be able to seek compensation, if the regulated advice you received was shown to have been misleading or not in your best interests?

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

**RI\_D13 [ASK IF DV1=1 AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS)]**

"Thinking about the most recent regulated advice you received in the last 12 months about investments [IF RI\_Z1=1 or 2 'and ANSWER AT RI\_Z1, 1-2'] ..."

Which one of the following statements best describes the action you took as a result of this advice?

1. I followed the advice provided to me completely
2. I partially followed the advice provided to me

3. I did not follow the advice – I chose to do something different
4. I did not follow the advice – I chose not to do anything
5. Don't know

**RI\_D15 [RI\_D13 NE 4 (TOOK ACTION AS A RESULT OF ADVICE)]**

“Thinking about the most recent regulated advice you received in the last 12 months about investments [IF RI\_Z1=1 or 2 ‘and ANSWER AT RI\_Z1, 1-2’ ...”

Which, if any, of the following actions did you take following the advice you received?

Note that by ‘lump sum’ in the answers below we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

Please select all that apply.

1. I purchased an investment, putting a lump sum into it
2. I started or increased monthly payments into an investment
3. I have changed the funds/ assets in an investment
4. I purchased a personal pension, putting a lump sum into it
5. I started or increased monthly payments into a private pension
6. I made changes to the funds in which my pension is invested
7. I purchased an annuity (SHOW IF AGED >54 (D2>54 OR D3=6-9))
8. I entered into income drawdown (SHOW IF AGED >54 (D2>54 OR D3=6-9))
9. I took cash from my pension pot (SHOW IF AGED >54 (D2>54 OR D3=6-9))
10. I did not take any action
11. Something else (please write in)
12. Don't know

**RI\_D16a [ASK IF RI\_D15=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS AND PURCHASED AN INVESTMENT PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your investment as a lump sum?

By ‘lump sum’ we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**RI\_D16b [ASK IF RI\_D15=4 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS AND PURCHASED A PERSONAL PENSION PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your new personal pension as a lump sum?

By 'lump sum' we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**RI\_D16c [ASK IF RI\_D15=2 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS AND STARTED OR INCREASED MONTHLY PAYMENTS INTO AN INVESTMENT)]**

How much do you pay a month into this investment?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**RI\_D16d [ASK IF RI\_D15=5 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS AND STARTED OR INCREASED MONTHLY PAYMENTS INTO A PRIVATE PENSION)]**

How much do you pay a month into this private pension?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**RI\_D16e [ASK IF RI\_D15=7 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS AND PURCHASED AN ANNUITY)]**

How much of your pension pot did you use to buy your annuity?

If you are unsure, please give your best estimate.

1. Under £4,999
2. £5,000 – £9,999
3. £10,000 - £14,999
4. £15,000 - £19,999
5. £20,000 – £29,999
6. £30,000 - £39,999
7. £40,000 - £49,999
8. £50,000 - £59,999
9. £60,000 - £74,999
10. £75,000 - £99,999
11. £100,000 - £249,999
12. £250,000 - £499,999
13. £500,000 or more
14. Don't know

**RI\_D16f [ASK IF RI\_D15=8 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS AND ENTERED INTO INCOME DRAWDOWN)]**

How much of your pension pot did you transfer into income drawdown?

If you are unsure, please give your best estimate.

1. Under £4,999
2. £5,000 – £9,999
3. £10,000 - £14,999
4. £15,000 - £19,999
5. £20,000 – £29,999
6. £30,000 - £39,999
7. £40,000 - £49,999
8. £50,000 - £59,999
9. £60,000 - £74,999
10. £75,000 - £99,999
11. £100,000 - £249,999
12. £250,000 - £499,999
13. £500,000 or more
14. Don't know

**RI\_D9 [ASK IF DV1=1, AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received in the last 12 months that covered investments [and ANSWER AT RI\_Z1, 1-2], how was the adviser/firm paid?

1. As a one-off fee specifically for this advice
2. As part of an ongoing charge I pay
3. Paid through product, i.e. the provider deducted the fee from the investment I made and paid it to the adviser
4. I didn't pay a fee, because payment was dependent on my taking out an investment or pension product and I didn't do so
5. I don't know how I paid

**RI\_D10 [ASK IF RI\_D9=1 OR 3 (PAID A ONE-OFF FEE OR PAID THROUGH THE PRODUCT)]**

What is your perception of the fee that you paid for your [IF NOT C5=1: most recent] advice that covered investments [and ANSWER AT RI\_Z1, 1-2]?

1. I thought it seemed low
2. I thought it was good value/about right
3. I thought it was too expensive
4. Don't know

**RI\_D6a [ASK IF DV1=1, AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS)]**

For how long have you been using this adviser/firm?

1. This was the first time I used this adviser/firm
2. Around a year
3. Around 2-3 years
4. Around 4-5 years
5. For longer than 5 years
6. Don't know

**RI\_D6b [ASK IF RI\_D6a NE1 (USED ADVISER BEFORE)]**

Do you generally use the same adviser/firm for regulated advice about investments, saving in a pension and/ or retirement planning?

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

**RI\_D7 [ASK IF RI\_D6a=1-3 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS, AND ADVISER USED FOR 2-3 YEARS OR LESS)]**

Before you chose this adviser/firm, did you compare two or more different advisers or firms by looking at the services and rates offered?

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

**RI\_D7b [ASK IF RI\_D7=2 (RECEIVED REGULATED ADVICE AND DID NOT COMPARE DIFFERENT ADVISERS)]**

There are many reasons why you may not have compared different advisers or firms.

Why did you not compare different advisers or firms?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 11-13

1. It takes too much time
2. It's too difficult to compare
3. It's not worth it as there's no real difference between advisers/ firms
4. I wouldn't know what to look for

5. The offer from the adviser/ firm I chose was just what I wanted
6. The adviser/ firm I chose had a good choice of services
7. I feel loyalty to the adviser/ firm I chose
8. I have dealt with the adviser/ firm I chose before
9. The adviser/firm was recommended to me
10. I didn't think I would be able to get advice elsewhere
11. I didn't really think about comparing advisers/ firms
12. Other (please write in)
13. Don't know

**RI\_DNEW1 [ASK IF DV1=1 AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received about investments [and ANSWER AT RI\_Z1, 1-2] from [ANSWER AT RI\_D1], overall how satisfied were you with your adviser/firm?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**RI\_D181 [ASK IF DV1=1, AND C4=1 OR C6=1 (RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN LAST 12 MONTHS)]**

How much did you trust this adviser/ firm?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'

NUMERIC  
RANGE 0...10

Don't know

**RI\_D20 [ASK IF B1X 8-15 AND (DV1=1 AND C4=1 OR C6=1) (USED GUIDANCE SOURCES IN THE LAST 12 MONTHS AND RECEIVED REGULATED ADVICE COVERING INVESTMENTS IN THE LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received that covered investments [and ANSWER AT RI\_Z1, 1-2] from [ANSWER AT RI\_D1]: as well as seeking advice, did you also use guidance or information about this from any of these sources?

Please include contacts you have had in person, by telephone, or online.

Please select all that apply.

[ONLY SHOW CODES USED AT B1X, 8-15]

1. Pension Wise [IF AGED 50+]
2. The Pensions Advisory Service (TPAS)
3. Other government/consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)
4. Website or other literature from a bank, building society or other insurance/investment/pension provider
5. Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)
6. Media/newspapers or their websites (e.g. Daily Mail, Guardian, BBC)
7. Any information or guidance provided at your workplace
8. Any information or guidance from family or friends
9. Other (please write in)
10. None of these
11. Don't know

**RI\_F31 [ASK IF RI\_D20 1-8 (USED GUIDANCE SOURCES IN THE LAST 12 MONTHS)]**

[FOR EACH SOURCE USED AT RI\_D20]

**“Thinking about the most recent regulated advice you received in the last 12 months about investments [IF RI\_Z1=1 or 2 ‘and ANSWER AT RI\_Z1, 1-2’] ...”**

Did the information or guidance you received from each of the following help you to make a decision, even if that decision was to do nothing?

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**RI\_D22 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

If you had a decision to make about a £10,000 inheritance and wanted to invest it, how likely are you to seek regulated financial advice?

By 'regulated advice' we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers:

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

1. Very likely
2. Fairly likely
3. Neither likely nor unlikely
4. Fairly unlikely
5. Very unlikely
6. Don't know

**RI\_D23a1 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS) AND B1X NE4 (NOT USED AUTOMATED ADVICE)]**

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]

THE LEVEL CITED DEPENDS ON THE AMOUNT OF COMBINED SAVINGS AND INVESTMENT AT BALANCE SHEET QUESTION B11

- CITE £10,000 IF ANSWER AT B11 IS £10,000-20,000 OR DK OR PREFER NOT TO SAY OR B11 NOT ASKED
- CITE £25,000 IF ANSWER AT B11 IS £20,000-50,000
- CITE £50,000 IF ANSWER AT B11 IS OVER £50,000]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about how you might invest [£10,000/£25,000/£50,000].

*By 'online automated advice' we mean personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

- 1) At what price would the advice seem good value?
- 2) At what price would the advice be too expensive – and you would not pay it?
- 3) At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
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I would not pay for online automated advice.

**RI\_D23b1 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS) AND B1X NE4 (NOT USED AUTOMATED ADVICE) AND 2 YEARS FROM RETIREMENT OR FROM ACCESSING DC PENSION (RI\_D10a=11 OR P\_AC12 1-2)]**

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about your choices when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.

*By 'online automated advice' we mean personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators. Automated advice is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not*

- 1) At what price would the advice seem good value?
- 2) At what price would the advice be too expensive – and you would not pay it?
- 3) At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
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I would not pay for online automated advice.

**ASK SECTION (F3-X TO D17-X) IF B1X=4 AND D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS BUT NOT BEEN ASKED ABOUT IT ALREADY):**

You mentioned earlier that you had used automated advice in the last 12 months related to investments, saving into a pension and/ or retirement planning.

*By 'online automated advice' we mean personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators. Automated advice is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated).*

**RI\_F3\_X [ASK IF B1X=4 AND RI\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS BUT NOT BEEN ASKED ABOUT IT ALREADY)]**

Did the automated advice help you to make a decision, even if that decision was to do nothing?

If you have used automated advice from more than one provider in the last 12 months, please think about the automated advice you used most recently.

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**RI\_D10\_X [ASK IF B1X=4 AND RI\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS BUT NOT BEEN ASKED ABOUT IT ALREADY)]**

What is your perception of the cost of the automated advice you used?

1. I thought it seemed low
2. I thought it was good value/about right
3. I thought it was too expensive
4. I can't remember
5. Don't know

**RI\_D-NEW\_X1 [ASK IF B1X=4 AND RI\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS BUT NOT BEEN ASKED ABOUT IT ALREADY)]**

Overall how satisfied were you with the automated advice provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**RI\_D17Z [ASK IF B1X=4 AND RI\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS BUT NOT BEEN ASKED ABOUT IT ALREADY)]**

How much trust do you have in this automated advice provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'very much'.

NUMERIC  
RANGE 0...10

Don't know

**RI4 [ASK IF (DV1=1 AND (C7=2 OR DK, OR E5X=1 OR 2)) OR NOT DV1=1 (ALL IN RETAIL INVESTMENTS MODULE EXCEPT THOSE WHO ARE FULLY ADVISED)]**

You mentioned earlier that you hold the following investments, either in your own name or in joint names.

Which, if any, of these products have you taken out **in the last 2 years, without taking regulated advice?**

By 'regulated advice' we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers:

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

Before 1 January 2013, payment may instead have taken the form of a commission from the product provider to the adviser.

LIST PRODUCTS SELECTED AT ((P\_RI1a=1 AND NOT P\_RI1acheck=1-4) OR (P\_RI1a=1 AND P\_RI1acheck=2)) OR P\_RI1b=1 OR P\_RI2 = 1-5

1	Stocks and shares ISA(s)
2	Insurance bond(s)
3	Investment fund(s) or endowment(s)
4	Shares/equities
5	Corporate bond(s) or gilt(s)/ government bond(s)
6	Crowdfunding investment or peer-to-peer lending
7	Structured deposit(s) or structured investment(s)
8	None of these

**INTRO2** [STATE IF RI4=1-7 (INVESTMENT TAKEN OUT IN THE LAST TWO YEARS WITHOUT TAKING ADVICE)]

**PRODUCT SELECTION RULES** for questions about a specific product:

- Ascertain products held
- Ascertain products taken out in the last 2 years, without taking regulated advice
- Random selection of a TYPE of product TAKEN OUT in last 2 years, without taking regulated advice
- Then if respondent has more than one product of that type, the product taken out most recently was selected

The next set of questions refers to your [SELECTED PRODUCT(s)]. If you have more than one [SELECTED PRODUCT], please think about the investment you took out most recently, without taking regulated advice.

**RI5** [ASK IF RI4=1-7 (INVESTMENT TAKEN OUT IN THE LAST TWO YEARS WITHOUT TAKING ADVICE)]

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

In which of the following ways did you arrange your [SELECTED PRODUCT]?

Please select all that apply.

1. In person or by telephone with the provider
2. Online, at the provider’s website
3. Through a price comparison site
4. Via a platform or fund supermarket
5. Some other way (please write in)
6. Don’t know

**RI5b** [ASK IF RI5=4 (USED PLATFORM/FUND SUPERMARKET TO ARRANGE SELECTED PRODUCT)]

How easy or difficult was the process of choosing a platform/ fund supermarket?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don’t know

**R16 [ASK IF RI4=1-7 (INVESTMENT TAKEN OUT IN THE LAST TWO YEARS WITHOUT TAKING ADVICE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

Thinking back to when you first took out your [SELECTED PRODUCT], why did you choose it?

Please select all the reasons that were **important** in your decision.

Please select all that apply.

**RANDOMISE LIST**

1. To provide a regular income for me (and my partner) in the future, before I retire
2. To provide an income during my retirement
3. To cover the costs of education (e.g. school fees, college or university education)
4. To support my family
5. To leave an inheritance
6. To cover the costs of other major expenses (e.g. a deposit for a house, to pay for a wedding)  
[ALWAYS APPEAR AFTER CODE 3]
7. To cover short-term expenses (e.g. a holiday)
8. To gain better returns than currently offered on savings accounts
9. I received a large lump sum from an inheritance or other source
10. Other (please write in)
11. Don't know

**R17 [ASK IF RI4=1-7 (INVESTMENT TAKEN OUT IN THE LAST TWO YEARS WITHOUT TAKING ADVICE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

How much money did you put into your [SELECTED PRODUCT], when you took it out?

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know
12. Prefer not to say

**R118 [ASK IF RI4=1-7 (INVESTMENT TAKEN OUT IN THE LAST TWO YEARS WITHOUT TAKING ADVICE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

How do you add money to your [SELECTED PRODUCT]?

Please select all that apply.

1. I usually add money on a regular basis (e.g. monthly)
2. I add money as and when I can
3. I add money once a year
4. I haven't added any money since taking out the [SELECTED PRODUCT]
5. Don't know

**R116 [ASK IF RI4=1-7 (INVESTMENT TAKEN OUT IN THE LAST TWO YEARS WITHOUT TAKING ADVICE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

And when you took out your [SELECTED PRODUCT], were any fees or charges involved?

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

**R18 [ASK IF RI4=1-7 (INVESTMENT TAKEN OUT IN THE LAST TWO YEARS WITHOUT TAKING ADVICE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

Before you took out your [SELECTED PRODUCT], did you compare [SELECTED PRODUCT]s from two or more different providers by looking at the products, prices or the terms and conditions offered?

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

**R111 [ASK IF R18=1 (SHOPPED AROUND)]**

How easy or difficult was it to compare [SELECTED PRODUCT]s from different providers?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**R112 [ASK R111=4 OR 5 (FOUND IT FAIRLY OR VERY DIFFICULT TO COMPARE PROVIDERS)]**

And why was this difficult?

Please select all that apply.

RANDOMISE LIST

1. It was hard to compare different options
2. I don't have enough experience with investments
3. There wasn't enough choice
4. I didn't know where to look
5. I wasn't confident in my knowledge
6. Other (please write in)
7. Don't know

**R19 [ASK IF R18=1 (SHOPPED AROUND)]**

**"Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ..."**

When comparing [SELECTED PRODUCT]s from different providers did you use any investment online tools or calculators to check how much your investment could be worth in the future and/or how much you need to invest to reach your goal?

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

**R1101 [ASK IF R19=1 (USED ONLINE INVESTMENT TOOL/ CALCULATOR)]**

**"Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ..."**

On a scale of 0 to 10 where 0 is 'not at all' and 10 is 'very much' to what extent did the information you got from the online investment tool or calculator influence your decision to purchase your [SELECTED PRODUCT]?

SCALE 0-10

Don't know

**R114 [ASK IF RI4=1-7 (INVESTMENT TAKEN OUT IN THE LAST TWO YEARS WITHOUT TAKING ADVICE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

When you took out your [SELECTED PRODUCT], how carefully did you read the information you received from the provider, such as a Key Features document? Did you...

1. Read it all carefully
2. Look at it briefly
3. Not read it at all
4. Don't recall receiving any information
5. Don't know

**R113 [ASK IF RI14=1-3 (RECEIVED PROVIDER INFORMATION)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

When you took out your [SELECTED PRODUCT], was the amount of information given to you by the provider ...

1. Too much
2. About right
3. Too little
4. Don't know

**R115 [ASK IF RI14=1-2 (READ PROVIDER INFORMATION)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

How well would you say you understand the information you received about your [SELECTED PRODUCT]?

1. Very well
2. Fairly well
3. Not very well
4. Not at all well
5. Don't know

**RI99 [ASK IF RI4=1-7 (INVESTMENT TAKEN OUT IN THE LAST TWO YEARS WITHOUT TAKING ADVICE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently, without taking regulated advice ...”

When you decided to take out your [SELECTED PRODUCT] without taking regulated advice, were you aware that you would have the responsibility to ensure the investment product is right for you and meets your needs - and so if it later turns out to not be suitable for you, you would not be able to complain to the Financial Ombudsman and potentially receive compensation from your provider?

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

**RI19a [ASK ALL IN RETAIL INVESTMENTS MODULE]**

Would you say you have experienced a problem with any of your investments [IF Ri5=4 or the platform/ fund supermarket you used] or to any advice you have received about this/these in the last 12 months?

[LIST ALL QUALIFYING PRODUCTS HELD]

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

**RI19 [ASK ALL IN RETAIL INVESTMENTS MODULE]**

IF RI19a=2 OR 3: Just to check: in the last 12 months have you experienced any of the following problems, with any of your investments [IF RI5=4 or the platform/ fund supermarket you used] or the advice you have received in relation to these?

[IF RI19a=1] Which of these problems did you experience?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 17-20

1. Sales pressure
2. Poor advice from a financial adviser
3. Investments mismanaged
4. Unexpected fees or charges
5. Complex fees and charges
6. Investment product costing me more than expected
7. Unexpected changes to terms and conditions
8. Unexpected change to interest rate
9. Investments didn't perform as I was led to believe
10. Complex product information
11. IT system failure/ service disruption
12. Provider errors/not following instructions
13. Delays when making changes to an investment product
14. Delays when arranging an investment product
15. Poor customer service
16. Unsuitable channel (phone, online, face-to-face) to contact the provider
17. Not eligible for the investment product I wanted
18. Other (please write in)
19. [RB19a=2 OR 3] None of these
20. Don't know

**RI21 [ASK IF MORE THAN ONE SELECTED AT RI19]**

And, which of these would you say was the most serious problem?

SHOW ANSWERS AT RI19

Don't know

**RIINT [ASK IF MORE THAN ONE SELECTED AT RI19]**

For the next few questions please think about the most serious problem you experienced.

SHOW ANSWER AT RI21

**RI21b [ASK IF MORE THAN ONE CODE SELECTED AT P\_RI1a=1 OR P\_RI1b=1 OR P\_RI2 = 1-5 MORE THAN ONE PRODUCT HELD]**

Which investment product did this problem concern?

[SHOW ALL QUALIFYING PRODUCT TYPES HELD]

**RI21a [ASK IF ANSWER (HAVE EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

“Thinking about the [if RI19>1 most serious] problem you experienced with [ANSWER AT RI21b, OR IF ONLY ONE PRODUCT HELD SHOW ANSWER FROM P\_RI1a=1 OR P\_RI1b=1 OR P\_RI2 = 1-5] ...”

As a result of this problem, did any of the following happen?

Please select all that apply.

**RANDOMISE LIST EXCEPT CODES 9-12**

1. Had problems paying bills
2. Went into my overdraft
3. Lost money
4. Had to borrow money
5. My credit rating was affected
6. Spent significant time resolving the problem
7. Incurred bank charges
8. It was just a nuisance
9. I suffered stress
10. Other (please write in)
11. No negative impacts
12. Don't know

**RI22 [ASK IF ANSWER AT RI19 (HAVE EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

“Thinking about the [if RI19>1 most serious] problem you experienced with [ANSWER AT RI21b, OR IF ONLY ONE PRODUCT HELD SHOW ANSWER FROM P\_RI1a=1 OR P\_RI1b=1 OR P\_RI2 = 1-5] ...”

Did you complain about this?

1. I complained
2. I wanted to complain but didn't
3. No, I didn't want to complain
4. Don't know

**RI23 [ASK IF RI22=1 (COMPLAINED ABOUT PROBLEM)]**

“Thinking about the [if RI19>1 most serious] problem you experienced with [ANSWER AT RI21b, OR IF ONLY ONE PRODUCT HELD SHOW ANSWER FROM P\_RI1a=1 OR P\_RI1b=1 OR P\_RI2 = 1-5] ...”

Who did you complain to?

Please select all that apply.

1. My investment provider
2. My platform provider
3. My financial adviser
4. Financial Ombudsman Service (FOS)
5. Financial Conduct Authority (FCA)
6. Someone else (please write in)
7. Don't know

**RI24a1 [ASK IF RI23=1 (COMPLAINED TO INVESTMENT PROVIDER)]**

“Thinking about the [if RI19>1 most serious] problem you experienced with [ANSWER AT RI21b, OR IF ONLY ONE PRODUCT HELD SHOW ANSWER FROM P\_RI1a=1 OR P\_RI1b=1 OR P\_RI2 = 1-5] ...”

Overall how satisfied were you with how your complaint was handled by your investment provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**RI24aa1 [ASK IF RI23=2 (COMPLAINED TO PLATFORM PROVIDER)]**

“Thinking about the [if RI19>1 most serious] problem you experienced with [ANSWER AT RI21b, OR IF ONLY ONE PRODUCT HELD SHOW ANSWER FROM P\_RI1a=1 OR P\_RI1b=1 OR P\_RI2 = 1-5] ...”

Overall how satisfied were you with how your complaint was handled by your platform provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**RI25 [ASK IF RI22=2 OR 3 (DIDN'T COMPLAIN)]**

“Thinking about the [if RI19>1 most serious] problem you experienced with [ANSWER AT RI21b, OR IF ONLY ONE PRODUCT HELD SHOW ANSWER FROM P\_RI1a=1 OR P\_RI1b=1 OR P\_RI2 = 1-5] ...”

Why didn't you complain?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. Too trivial/wasn't worth it
2. Too difficult to complain
3. No point complaining – nothing would happen
4. Didn't know how to complain
5. Didn't have time/too busy
6. Other (please write in)
7. Don't know

# 8. Mortgages

This question set is technically two modules. To be eligible for the **Mortgages modules** all to have on the property in which they live currently, any of:

- First charge residential mortgage or lifetime mortgage, i.e. eligible for Mortgages module 1
- Second charge mortgage, i.e. eligible for Mortgages module 2

## **[IF P\_M1=1 OR P\_M1=2 OR P\_M1=3 OR P\_M1=6]**

Those with an existing 1C, 2C or LTM on the property in which they currently live, or have mortgage on property but do not know which kind (excludes 'other' at P\_M1)

### **MODULE SELECTION HERE:**

1. 1<sup>st</sup> Charge/LTM
2. 2<sup>nd</sup> Charge

### **MDV1b DERIVED VARIABLE**

TYPE OF MORTGAGES HOLD - MULTICODED

- 1 First charge mortgage (IF P\_M1=1 OR P\_M1=6)
- 2 Second charge mortgage (IF P\_M1=2)
- 3 Lifetime mortgage (IF P\_M1=3)

This means that some people answering the 1C questions will have a 2C mortgage.

### **MDV1 DERIVED VARIABLE**

#### **SELECTED MORTGAGE TYPE**

- 1 First charge mortgage
- 2 Second charge mortgage
- 3 Lifetime mortgage

Qualification	Selection <sup>14</sup>		Text fill
MDV1 =1 AND MDV1A	1C	Only have a first	'your mortgage on the property you currently

<sup>14</sup> Routing instructions refer to selection notation (1C, 2C, LTM).

NE 2 OR 3		charge mortgage	live in'
MDV1 =1 AND MDV1A = 2 OR 3	1C	Have a first and second charge mortgage and selected to answer for 1C	'the first charge mortgage you have on the property you currently live in (please do not include your second charge mortgage)'
MDV1=2	2C	Have a first and second charge mortgage and selected to answer for 2C	'your second charge mortgage on the property you currently live in'
MDV1=3	LTM	Only have a LTM	'your lifetime mortgage on the property you currently live in'

IF MDV1 =1 AND MDV1A NE 2 OR 3 (ONLY HAVE A FIRST CHARGE MORTGAGE)

**MINTRO [ASK ALL IN MORTGAGES MODULE]**

Now a few more detailed questions about the property you currently live in.

**M5 [ASK ALL IN MORTGAGES MODULE]**

Is this property the first property you've owned with a mortgage, in your own name or in joint names?

Please only include properties you have personally lived in and exclude any investment properties.

1. Yes
2. No, have held a mortgage on a previous property I lived in

**M3 [ASK ALL IN MORTGAGES MODULE]**

How long ago did you **first** take out **any** mortgage on the property you currently live in?

1. Less than 1 year
2. 1 year to less than 2 years
3. 2 years to less than 3 years
4. 3 years to less than 5 years
5. 5 years to less than 10 years
6. 10 years to less than 20 years
7. 20 years or more
8. Don't know

**M3b [ASK IF MDV1=1 OR 3 (1C OR LTM)]**

You mentioned earlier that you have [IF MDV1=1 OR 2 a residential/ IF MDV1=3 a lifetime mortgage] on the property.

Is this the first mortgage you have taken out on the property you currently live in?

1. Yes
2. No

**MINTRO2 [IF MDV1=2 (2C)]**

Now we would like to focus on asking you just about the **second charge mortgage** you have on the property you currently live in.

**M3a [ASK IF MDV1=2 OR (MDV1=1 AND M3b=2) OR (MDV1=3 AND M3b=2) (2C MORTGAGE, OR 1C AND NOT THE FIRST MORTGAGE ON THE PROPERTY, OR LTM AND NOT THE FIRST MORTGAGE ON THE PROPERTY)]**

Thinking about [TEXT FILL]

How long ago did you take out the [IF MDV1=2 second charge/ IF MDV1=3 lifetime] mortgage you currently **have** on the property?  
[ANSWER NOT >M3]

1. Less than 12 months
2. 12 months but less than 2 years
3. 2 years but less than 3 years
4. 3 years but less than 5 years
5. 5 years but less than 10 years
6. 10 years but less than 20 years
7. 20 years or longer
8. Don't know

**M12 [ASK ALL IN MORTGAGES MODULE]**

Thinking about [TEXT FILL]

Since taking out your [IF MDV1=2 second charge/IF MDV1=3 lifetime] mortgage, by approximately how much, if at all, have you increased the amount borrowed?

1. Not increased the amount borrowed
2. £1 to £24,999
3. £25,000 to £49,999
4. £50,000 to £99,999
5. £100,000 to £249,000
6. £250,000 to £499,999
7. £500,000 to £999,999
8. £1 million or more
9. Don't know

**M107 [ASK IF MDV1=1 OR 2 (1C or 2C)]**

Thinking about [TEXT FILL]

How long, approximately, is left on your [IF MDV1=2 second charge] mortgage?

Please enter to the nearest year.

NUMERIC

RANGE 0...45

Don't know

**M15** [ASK ALL IN MORTGAGES MODULE]

Thinking about [TEXT FILL]

How much are the repayments on your current [IF MDV1=2 second charge/IF MDV1=3 lifetime] mortgage each month?

If you are unsure, please give your best estimate.

1. £0 [ONLY SHOW IF MDV1=3 (LTM)]
2. Less than £250
3. £250 to £499
4. £500 to £999
5. £1,000 to £1,499
6. £1,500 to £1,999
7. £2,000 to £2,499
8. £2,500 to £4,999
9. £5,000 or more
10. Don't know

**M22a** [ASK IF MDV1=1 (1C)]

Thinking about [TEXT FILL]

Is your mortgage repayment or interest-only?

1. Repayment
2. Interest-only
3. Part repayment, part interest-only
4. Don't know

**M21** [ASK ALL IN MORTGAGES MODULE]

Thinking about [TEXT FILL]

IF MDV1=1 OR 2 (1C OR 2C): Can you tell me which of these is closest to the interest rate you are currently paying on your [mortgage/ second charge mortgage]?

IF MDV1=3 (LTM): Which of the following is closest to the current interest rate on your lifetime mortgage?

1. 1 to 1.99%
2. 2 to 2.99%
3. 3 to 3.99%
4. 4 to 4.99%
5. 5 to 5.99%
6. 6 to 6.99%

7. 7 to 7.99%
8. 8 to 8.99%
9. 9 to 9.99%
10. 10% or more
11. Don't know

**M18 [ASK ALL IN MORTGAGES MODULE]**

Thinking about [TEXT FILL]

What type of interest rate does your [IF MDV1=2 second charge/ IF MDV1=3 lifetime] mortgage have?

1. Fixed rate
2. Variable rate
3. Don't know

**M19 [ASK IF M18=2 (VARIABLE RATE OF ANY KIND)]**

Thinking about [TEXT FILL]

Which type of variable rate mortgage do you have?

1. **Standard variable rate (SVR)** where your lender can change your interest rate
2. **Discount mortgage** where your rate is a discount of the lender's SVR but only applies for a certain length of time
3. **Tracker mortgage** where your interest rate moves directly in line with another interest rate such as the base rate set by the Bank of England
4. **Capped rate mortgage** where your rate can vary but the interest rate is capped so it can't go above a certain rate
5. Don't know

**M20a [ASK IF M18=1 OR M19 2-4 (FIXED RATE OR DISCOUNTED OR TRACKER OR CAPPED RATE MORTGAGE)]**

Thinking about [TEXT FILL]

For how long does your [fixed/discounted/tracker/capped] rate last?

Does it end in...

1. Less than 1 year
2. 1 year to less than 2 years
3. 2 years to less than 3 years
4. 3 years to less than 4 years
5. 4 years to less than 5 years
6. More than 5 years' time
7. Don't know

**M20 [ASK IF M18=1 OR M19=1-4, AND MDV1=1 OR 2 (KNOW WHAT TYPE OF RATE THEY HAVE, AND NOT LTM)]**

Thinking about [TEXT FILL]

What encouraged you to select a [INSERT RATE TYPE FROM M18=1 OR M19 = 1-4] [IF MDV1=2 second charge] mortgage?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. I thought interest rates would go up
2. I **didn't** think interest rates would go up
3. I prefer certainty about how much I pay each month
4. It had the cheapest monthly repayments
5. I wanted a rate with no repayment charges
6. Recommended by a family member, friend or colleague
7. Recommended by an adviser or mortgage broker
8. It was the only type of mortgage I was eligible for
9. It was the only type offered
10. The lender put me on the rate
11. Other (please write in)
12. Don't know

**M108** [ASK IF M20A=1 AND MDV1=1 OR 2 (RATE LASTS 12 MONTHS OR LESS, AND NOT LTM)]

Thinking about [TEXT FILL]

When your current [IF MDV1=2 second charge] mortgage arrangement ends, which of the following are you likely to consider?

Please select all that apply.

1. Getting a new fixed rate deal with the same lender
2. Getting a new fixed rate deal with a new lender
3. Getting a new variable rate deal with the same lender
4. Getting a new variable rate deal with a new lender
5. Staying on my current lender's standard variable rate (SVR)
6. Other (please write in)
7. Don't know

**M32** [ASK IF MDV1=2 OR 3 (2C OR LTM)]

Thinking about [TEXT FILL]

Why did you take out a [IF MDV1=3 lifetime mortgage/IF MDV1=2 second charge mortgage]?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. To pay utility or other household bills
2. To fund other everyday expenses (e.g. food, clothing, transport)
3. An emergency (e.g. boiler, car breaking down)
4. To fund care costs
5. To pay off an interest-only mortgage
6. Debt consolidation
7. I could not borrow more from my existing lender [ONLY SHOW IF SECOND CHARGE MORTGAGE]
8. To help my family or friends
9. Home improvements
10. Buying a car or other vehicle
11. To maintain my current lifestyle
12. Just in case I needed access to money
13. Other (please write in)
14. Don't know

**M33 [ASK IF MDV1=2 OR 3 (2C OR LTM)]**

Thinking about [TEXT FILL]

Was a [IF MDV1=3 lifetime mortgage/IF MDV1=2 second charge mortgage] your first choice, or would you have preferred to take out another type of mortgage or loan?

1. Yes, it was my first choice
2. No, I would have preferred to take out a different type of mortgage
3. No, I would have preferred to have extended my existing mortgage [IF MDV1=2 (SECOND CHARGE MORTGAGE)]
4. No, I would have preferred to take out a different type of loan (not a mortgage)
5. Don't know

**M34 [ASK IF M33 =2-5 (2C OR LTM NOT FIRST CHOICE TYPE OF MORTGAGE)]**

Thinking about [TEXT FILL]

Did you apply for a [IF MDV1=3 lifetime mortgage/IF MDV1=2 second charge mortgage] for any of the following reasons?

1. My application(s) for other type(s) of mortgage were rejected
2. My application(s) for other type(s) of loan (not a mortgage) were rejected
3. I believed that an application for other type(s) of mortgages or loans would be rejected
4. Some other reason (please write in)
5. Don't know

**M27 [ASK IF MDV1=1 AND M22a= 3 (1C AND PART INTEREST-ONLY)]**

Thinking about [TEXT FILL]

How much do you expect to have to pay back at the end of your interest-only mortgage?

If you are unsure, please give your best estimate.

1. Less than £10,000
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 to £74,999
7. £75,000 to £99,999
8. £100,000 to £149,999
9. £150,000 to £199,999
10. £200,000 to £249,999
11. £250,000 to £299,000
12. £300,000 to £399,000
13. £400,000 to £499,000
14. £500,000 or more
15. Don't know
16. Prefer not to say

**M25 [ASK IF (MDV1=1 AND (M22a=2 OR 3)) (1C AND INTEREST-ONLY OR PART INTEREST-ONLY)]**

Thinking about [TEXT FILL]

How do you intend to pay off the remaining capital at the end of your interest-only mortgage period?

Please select all that apply.

1. Savings and/or investments
2. Pension savings
3. Endowment policies
4. Proceeds from the sale of the mortgaged property
5. Downsizing or moving to a cheaper property
6. I'll take out a lifetime mortgage (also known as equity release)
7. I'll take out another type of mortgage (not a lifetime mortgage)
8. Expected inheritance
9. Other properties or assets
10. I am already paying off some of the capital
11. I have never thought about it
12. Other (please write in)
13. Don't know

**M28A [ASK IF (MDV1=1 AND (M22a = 2 OR 3)) (1C AND INTEREST-ONLY OR PART INTEREST-ONLY)]**

Thinking about [TEXT FILL]

When does [M22a=3 the interest only part of your/ M22a=2 your interest-only] mortgage end?

1. Within the next 5 years
2. Within the next 10 years
3. Within the next 20 years
4. Don't know

**M28B [ASK IF MDV1=1 AND M28A=1 AND ((M3a NE 1 OR 2) OR (M3b=1 AND M3 NE =1 OR 2)) (1C AND INTEREST-ONLY ENDS IN NEXT 5 YEARS AND HAD MORTGAGE MORE THAN 2 YEARS)]**

Thinking about [TEXT FILL]

Has your mortgage lender contacted you in the last 2 years to ask how you intend to repay the outstanding capital at the end of your interest-only mortgage?

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

**M28C [ASK IF M28B=1 (1C AND CONTACTED BY LENDER ABOUT REPAYING OUTSTANDING CAPITAL IN THE LAST 2 YEARS)]**

Thinking about [TEXT FILL]

As a result of your mortgage lender making contact, which, if any, of the following steps have you taken to repay your interest-only mortgage?

Please select all that apply.

1. I am making regular overpayments
2. I am paying lump sums off my mortgage when I can
3. I've converted part of my mortgage to capital and interest
4. I already have something in place to repay the capital at the end of the mortgage term
5. I've not taken any action
6. Don't know

M16

[ASK ALL IN MORTGAGES MODULE]

Thinking about [TEXT FILL]

Who is your [IF MDV1=2 second charge/IF MDV1=3 lifetime] mortgage lender?

**a) IF MDV1=1**

1. Barclays
2. HSBC
3. Lloyds
4. Nationwide
5. Santander
6. The Royal Bank of Scotland (RBS)
7. Other (please write in)
8. Don't know

**b) IF MDV1=2**

1. Blemain
2. Central Trust
3. First Plus
4. Nemo
5. Norton Finance
6. Precise
7. Prestige
8. Shawbrook
9. Swift
10. Together
11. United Trust
12. Other (please write in)
13. Don't know

**c) IF MDV1=3**

1. Aviva
2. Just Retirement
3. L&G
4. LV Equity Release
5. More 2 Life
6. One Family
7. Stonehaven
8. Partnership Homeloans
9. Prudential
10. Pure Retirement
11. Other (please write in)
12. Don't know

M16d

**[ASK IF M16a=7 (OTHER MORTGAGE LENDER SELECTED FOR RESIDENTIAL MORTGAGE)]**

Thinking about [TEXT FILL]

And which of the following is your mortgage lender?

1. Abbey
2. Accord
3. Alliance and Leicester
4. Bank of Scotland
5. Birmingham Midshires
6. Bradford and Bingley
7. Britannia
8. C&G
9. Chelsea
10. Cheshire BS
11. Co-op
12. Coutts
13. Derbyshire Home Loans
14. Dunfermline
15. First Direct
16. Godiva
17. Halifax
18. ING
19. Intelligent Finance
20. Mortgage Express
21. Nat West
22. Northern Rock
23. Norwich and Peterborough
24. Platform
25. Portman
26. Scottish Widows
27. Skipton
28. Stroud and Swindon
29. The Mortgage Business
30. TSB
31. Ulster Bank
32. Virgin
33. Woolwich
34. Other (please write in)

**M17 [ASK ALL IN MORTGAGES MODULE]**

Thinking about [TEXT FILL]

Why did you choose this particular [IF MDV1=2 second charge/IF MDV1=3 lifetime] mortgage lender?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. The lender had a good reputation
2. Had used the lender before
3. Existing customer of the lender
4. Recommended by a price comparison website or best-buy table
5. Recommended by mortgage broker or financial adviser
6. Recommended by a family member, friend or colleague
7. Saw advert/ material from the lender
8. No choice, the only mortgage offered/available
9. No choice, I couldn't get a mortgage elsewhere
10. I trusted them to give me a good deal
11. I trusted them to treat me fairly
12. It was the most convenient for me
13. Attractive rates
14. Other (please write in)
15. Don't know

**M83 [ASK ALL IN MORTGAGES MODULE]**

Thinking about [TEXT FILL]

Overall how satisfied are you with your [IF MDV1=2 second charge/IF MDV1=3 lifetime] mortgage lender?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**M85 [ASK ALL IN MORTGAGES MODULE]**

Thinking about [TEXT FILL]

How much trust do you have in your [IF MDV1=2 second charge/ IF MDV1=3 lifetime] mortgage lender?

Please answer on a scale of 0 to 10, where 0 is 'do not trust' and 10 is 'very much'.

NUMERIC  
RANGE 0...10

Don't know

**M82 [ASK ALL IN MORTGAGES MODULE]**

Thinking about [TEXT FILL]

Overall, how much would you agree or disagree with the following statements about your [IF MDV1=2 second charge/ IF MDV1=3 lifetime] mortgage lender?

	Strongly agree	Slightly Agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
They provide clear and understandable information						

**M100 [ASK IF MDV1=1 OR 2 (1C OR 2C)]**

Thinking about [TEXT FILL]

In the last 12 months have you missed a [IF MDV1=2 second charge] mortgage repayment?

1. Yes
2. No

**M100A [ASK IF M100=1 (1C OR 2C AND HAVE MISSED REPAYMENT IN LAST 12 MONTHS)]**

Thinking about [TEXT FILL]

What caused you to miss a mortgage repayment?

Please select all that apply.

1. Unexpected essential expense (e.g. boiler or car repairs)
2. Other increased expenditure
3. Marital or relationship breakdown
4. Chronic/ long-term illness
5. Short-term illness
6. Redundancy/ losing job
7. Other loss of individual income
8. Loss of family member income
9. Nothing in particular
10. I didn't consider missing a payment to be an issue
11. Other (please write in)
12. Can't remember

**M101** [ASK IF M100=1 (1C OR 2C AND HAVE MISSED A REPAYMENT IN LAST 12 MONTHS)]

Thinking about [TEXT FILL]

How many mortgage repayments have you missed in the last 12 months?

NUMERIC  
RANGE 1...12

Don't know  
Prefer not to say

**M102** [ASK IF M100=1 (1C OR 2C AND HAVE MISSED A REPAYMENT IN LAST 12 MONTHS)]

Thinking about [TEXT FILL]

And are you making repayments at the moment?

1. Yes
2. No
3. Don't know
4. Prefer not to say

**M103** [ASK M102=1 (1C OR 2C AND HAVE MISSED A REPAYMENT IN LAST 12 MONTHS, AND MAKING REPAYMENTS AT THE MOMENT)]

Thinking about [TEXT FILL]

What helped you to resume your repayments?

Please select all that apply.

1. Lender offered a payment holiday
2. Lender offered a term extension
3. Lender reduced payments for a period of time
4. Borrowed money from other source
5. Circumstances improved
6. I cut back on non-essentials
7. I didn't pay other bills
8. Other (please write in)
9. Don't know

**M5a** [ASK IF MDV1=1 AND M5=2 (1C AND NOT FIRST PROPERTY WITH A MORTGAGE)]

Thinking about [TEXT FILL]

Which **of the following** was the **most recent** thing you did with your mortgage?

Please do **not** think about any other changes.

1. I moved home and took my current mortgage deal with me (without therefore changing to a new rate)
2. I moved home and took out a new mortgage (with the same or a different lender)
3. I changed my mortgage lender but I didn't move home
4. I actively chose to change to a new rate (fixed or variable), but I didn't move home or change mortgage lender
5. I can't remember – it was too long ago

**M5b [ASK IF MDV1=1 AND M5=1 (1C AND FIRST PROPERTY WITH A MORTGAGE)]**

Thinking about [TEXT FILL]

Which **of the following** was the **most recent** thing you did with your mortgage?

Please do **not** think about any other changes.

1. I changed my mortgage lender
2. I actively chose to change to a new rate (fixed or variable), but I didn't change mortgage lender
3. I haven't made any changes to my mortgage since taking it out (i.e. I haven't changed lender or actively chosen to change to a new rate)
4. I can't remember – it was too long ago

**MDV3 DERIVED VARIABLE - TYPE OF 1C MORTGAGE HOLDER BASED ON MOST RECENT CHANGE TO MORTGAGE – HOWEVER LONG AGO**

1. First time borrower – code if M5=1 AND M5b=3
2. Home mover – code if M5=2 AND M5a=2
3. Porter – code if M5=2 AND M5a=1
4. Internal switcher – code if (M5=2 AND M5a=4) OR (M5=1 AND M5b=2)
5. Remortgagor – code if (M5=2 AND M5a=3) OR (M5=1 AND M5b=1)
6. Can't remember – NE MDV3=1-5

**M14 [ASK IF MDV3=3-5 (PORTER, INTERNAL SWITCHER, REMORTGAGOR – MOST RECENT CHANGE HOWEVER LONG AGO)]**

Thinking about [TEXT FILL]

How long ago was it that you [MDV3= 3 moved home/MDV3=5 changed lender/ MDV3=4 changed rate]?

If you are not sure, please give your best estimate.

1. Less than 12 months
2. 12 months but less than 2 years
3. 2 years but less than 3 years
4. 3 years but less than 5 years
5. 5 years but less than 10 years
6. 10 years but less than 20 years
7. 20 years or longer
8. Don't know

**MDV2 DERIVED VARIABLE**

**MOST RECENT CHANGE TO 1C MORTGAGE WITHIN THE LAST THREE YEARS**

	<b>Category 1C</b>	Definition
1	Brought first property in last 3 years	IF MDV3=1 AND M3=1 OR 2 OR 3
2	Home mover in the last 3 years	IF MDV3=2 AND M3 =1 OR 2 OR 3
3	Porter in the last 3 years	IF MDV3=3 AND M14 = 1 OR 2 OR 3
4	Internal switchers in the last 3 years	IF MDV3=4 AND M14=1 OR 2 OR 3
5	Remortgagor in the last 3 years	IF MDV3=5 AND M14 =1 OR 2 OR 3
6	Changes made, but not in the last 3 years	IF MDV3=2 OR 3 OR 4 OR 5 AND M14 = 4-7
7	First time borrower, but didn't buy in the last 3 years	IF MDV3=1 AND M3=4-7
8	Don't know (based on DK or can't remember responses)	IF MDV3=6 OR M14=8
	<b>Category not 1C</b>	
9	Took out second charge mortgage in last 3 years	MDV1=2 AND M3a=1-3
10	Took out lifetime mortgage in last 3 years	MDV1=3 AND ((M3b=2 AND M3a=1-3) OR (M3b=1 AND M3=1-3))

**TEXT SUBSTITUTION FOR MODULE**

	<b>Category</b>	<b>Text sub</b>
1	First time borrower: bought first property in last 3 years and not changed lender or rate	Taking/ took out your mortgage
2	Home mover in the last 3 years	Moving home
3	Porter in the last 3 years	Moving home

4	Internal switcher in the last 3 years	Changing onto a new rate
5	Remortgagor in the last 3 years	Changing mortgage lender
9	Took out second charge mortgage in last 3 years	Taking/ took out your second charge mortgage
10	Took out lifetime mortgage in last 3 years	Taking/ took out your lifetime mortgage

**MINTRO [ASK IF MDV2=2-3 (HOME MOVERS AND PORTERS IN THE LAST 3 YEARS)]**

We now have some further questions about your most recent experience of moving home. Please only think about your experience on this occasion for the following questions.

**M109 [ASK IF MDV2=2 (HOME MOVER MOST RECENT CHANGE IN THE LAST 3 YEARS)]**

You mentioned earlier that you have moved home in the last 3 years and taken out a new mortgage. When you did this, did you...

1. Change mortgage lender
2. Stay with the same mortgage lender

**MINTRO2 [STATE IF MDV2=4-5 (INTERNAL SWITCHER OR REMORTGAGOR MOST RECENT CHANGE IN LAST 3 YEARS)]**

We now have some further questions about your most recent experience of [ IF MDV2=4 changing onto a new rate/ IF MDV2=5 changing your mortgage lender].

**M109b [ASK IF MDV2=1 OR 3 (FIRST TIME BORROWER OR PORTER MOST RECENT CHANGE IN LAST 3 YEARS)]**

You mentioned earlier that you haven't changed your mortgage lender or changed onto a new mortgage rate in the last 3 years.

Which of the following are important reasons why you have not changed mortgage lender or changed to a new rate?

Please select all the reasons that were **important** in your decision.

**RANDOMISE LIST**

1. I am happy with my current mortgage
2. My rate is competitive/ I am on a good deal
3. I've never thought about it
4. I am currently in arrears
5. I am in negative equity
6. I've tried, but my application was rejected
7. I assumed I wouldn't meet the affordability criteria
8. It would be too much hassle
9. The costs involved in switching lender wouldn't be worth it
10. I am on a fixed rate
11. I didn't know I could change
12. I've considered other lenders, but decided to stay with my current lender

- 13. My existing lender will not allow me to move to a new deal
- 14. Some other reason (please write in)
- 15. Don't know

**M80 [ASK IF MDV2 = 2 OR 3 OR 5 OR MDV2=9 OR 10 (HOME MOVER, PORTER, REMORTGAGOR, 2C or LTM HOLDER – IN THE LAST THREE YEARS)]**

When considering your experience of [IF MDV2=2 OR 3 moving home/ MDV2=5 changing lender/ MDV2=9 taking out your second charge mortgage/ MDV2=10 taking out your lifetime mortgage], please say how much you agree or disagree with the following statements?

RANDOMISE ROWS

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable	Don't know
1. I was satisfied with the process						[DO NOT SHOW]	
2. The mortgage lender took longer than expected						[DO NOT SHOW]	
3. The solicitor took longer than expected							
4. Any fees/costs as a result of the change in mortgage lender were anticipated							

**M81 [ASK IF MDV2= 4 (INTERNAL SWITCHER –IN THE LAST THREE YEARS)]**

When considering your experience of changing onto a new rate with the same mortgage lender, please say how much you agree or disagree with the following statements?

RANDOMISE ROWS

	Strongly agree	Slight agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know

1. I was satisfied with the process						
2. The lender took longer than expected						
3. Any fees/costs as a result of changing the rate were expected						

**M39a [ASK IF MDV2=1-5, 9-10 (FIRST TIME BORROWER, HOME MOVER, PORTER, INTERNAL SWITCHER, REMORTGAGOR, 2C OR LTM HOLDER – IN THE LAST THREE YEARS)]**

Which, if any, of these sources of **information** did you use to help your decision-making when you [IF MDV2=1 FIRST TIME BORROWER: took out your mortgage/IF MDV2=2 OR 3 HOME MOVERS & PORTERS: moved home/IF MDV2=4 INTERNAL SWITCHERS: changed onto a new rate/IF MDV2=5 REMORTGAGORS: changed lender/IF MDV2=9 took out your second charge mortgage/ IFMDV2=10 took out your lifetime mortgage]?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 1-2 & 8-10

1. Information from mortgage lender - including website
2. Non-lender websites (e.g. moneysavingexpert.com)
3. Price comparison websites
4. Best-buy tables or recommendations in financial pages of newspapers/magazines
5. Specialist magazines/publications
6. Advice of friends/relatives
7. Media/newspaper or their websites (e.g. Daily Mail, Guardian, BBC)
8. Other source
9. None of these
10. Don't know

**M40 [ASK IF MORE THAN ONE SELECT AT M39A (USED MORE THAN 1 SOURCE OF INFORMATION)]**

Which of these sources of information did you find most useful?

List all answered at M39a. SINGLE CODE

Don't know

**M47 [ASK IF MDV2=1-5, 9-10 (FIRST TIME BORROWER, HOME MOVER, PORTER, INTERNAL SWITCHER, REMORTGAGOR, 2C OR LTM HOLDER –IN THE LAST THREE YEARS)]**

Thinking about [TEXT FILL]

A mortgage lender is a financial institution, such as a bank, that makes loans directly to you.

A broker does not lend money. A broker finds a lender. A broker may work with many lenders.

[MDV2=1, 2, 3, 5, 9 OR 10 (FIRST TIME BORROWER, HOME MOVER, PORTER, REMORTAGER, 2C OR LTM HOLDER): When taking out your [mortgage/second charge mortgage/lifetime mortgage] on the property you live in currently, did you seek advice from any of the following?]

[MDV2=4 (INTERNAL SWITCHER): When you changed onto a new rate, did you seek advice from any of the following?]

Please select all that apply.

1. One mortgage broker firm
2. Two or more mortgage broker firms
3. An adviser at a mortgage lender
4. An adviser at two or more mortgage lenders
5. None of these
6. Can't remember

**M46** [ASK IF MDV2=1-5, 9-10 AND M47=1-4 (FIRST TIME BORROWER, HOME MOVER, PORTER, INTERNAL SWITCHER, REMORTGAGOR, 1C OR LTM HOLDER – AS OF A POINT OF TIME IN THE LAST THREE YEARS – AND SOUGHT ADVICE FROM AN ADVISER OR BROKER)]

Still thinking about [TEXT FILL]....

Which of the following **best describes** who arranged your mortgage [when you [IF MDV2=2 OR 3 HOME MOVERS & PORTERS: moved home/IF MDV2=4 INTERNAL SWITCHERS: changed onto a new rate/IF MDV2=5 REMORTGAGORS: changed lender/IF MDV2=9 2C took out your second charge mortgage/IF MDV2=10 LTM: took out your lifetime mortgage]?

1. A mortgage broker arranged it
2. An adviser at a mortgage lender arranged it
3. I arranged it – as I did it all myself
4. Don't know

**M46A** [ASK IF M46 1 OR 2 (MORTGAGE ARRANGED BY A BROKER OR ADVISER)]

Which of the following channels did you use for the advice you received from [M46=1 your mortgage broker/M46=2 an adviser at your mortgage lender]?

Please select all that apply.

1. Telephone
2. Online through a web page or web chat
3. Face to face
4. Other (please write in)
5. Can't remember

**M69** [ASK IF M46=3 (ARRANGED MORTGAGED MYSELF (EXECUTION ONLY))]

Thinking about [TEXT FILL]

Why did you arrange your [IF MDV2=9: second charge] mortgage yourself?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. I knew exactly what I wanted
2. I looked into using a broker/adviser but the cost was too high
3. I thought the cost of advice would be too high
4. Experience of poor service and/or unsuitable advice from a lender or a broker in the past
5. Finding a broker/adviser was difficult
6. It takes too long to get an appointment with an adviser at a mortgage lender

7. I received advice, but I rejected it
8. Other
9. Don't know

**INTROM [ASK IF M46=1 (MORTGAGE ARRANGED BY A BROKER)]**

The next few questions are about the mortgage broker you used when arranging your mortgage [IF MDV2=2 OR 3 HOME MOVERS & PORTERS: when you moved home/IF MDV2=4 INTERNAL SWITCHERS: when you changed onto a new rate/IF MDV2=5 REMORTGAGORS: when you changed lender/IF MDV2=9 2C: when you took out your second charge mortgage/IF MDV2=10 LTM: when you took out your lifetime mortgage].

**M48 [ASK IF M46=1(MORTGAGE ARRANGED BY A BROKER)]**

Which of the following influenced your choice to use this mortgage broker?

Please select all the reasons that were **important** in your decision

RANDOMISE LIST

1. I wanted to seek advice on a range of products from different lenders
2. I have used this broker before and was happy with the service I received
3. They were recommended to me by a family member, friend or colleague
4. They were recommended by an estate agent
5. I read online reviews that recommended them
6. I was referred by another party in the purchase process, such as a solicitor
7. I thought I had to use a mortgage broker
8. Other (please write in)
9. Don't know

**M42 [ASK IF MDV1=1 AND M48=4 (1C AND BROKER RECOMMENDED BY AN ESTATE AGENT)]**

Did you feel as if you had to use the **mortgage broker** recommended by the estate agent?

1. Yes
2. No
3. Can't remember

**M53 [ASK IF M46=1 (MORTGAGE ARRANGED BY A BROKER)]**

Did your mortgage broker explain how they would be paid?

1. Yes, the broker explained that they would receive a payment from the lender
2. Yes, the broker explained they would charge me a fee and receive a payment from the lender
3. No, the broker didn't discuss this with me
4. Can't remember

**M49 [ASK M46=1 (MORTGAGE ARRANGED BY A BROKER)]**

Did your mortgage broker...

1. Explain that they would consider products from the 'whole market'
2. Explain that they would consider products from a limited number of lenders
3. Neither of these
4. Don't know

**M50 [ASK M46=1 (MORTGAGE ARRANGED BY A BROKER)]**

Did your mortgage broker provide you with a recommendation for any of the following?

Please select all that apply.

1. A solicitor [HIDE IF MDV2=9 (SECOND CHARGE)]
2. Insurance products, including life insurance, income protection, accident and/or illness cover, building and contents insurance
3. Other services (please write in)
4. No other services
5. Can't remember

**M51a [ASK M50=1 (MORTGAGE BROKER RECOMMENDED SOLICITOR, AND NOT SECOND CHARGE)]**

Did you use the solicitor recommended by your mortgage broker?

1. Yes
2. No
3. Can't remember

**M51b [ASK M51a=1 (USED SOLICITOR RECOMMENDED BY MORTGAGE BROKER, AND NOT SECOND CHARGE)]**

Why did you use the solicitor recommended by your mortgage broker?

Please select all the reasons that were **important** in your decision.

1. I felt I had to
2. I thought it was the best option
3. Using the solicitor was part of a fee-free legal package from the lender
4. Other (please write in)
5. Can't remember

**M51c [ASK M50=2 (MORTGAGE BROKER RECOMMENDED INSURANCE PRODUCTS)]**

Did you take out any insurance product(s) recommended by your mortgage broker?

1. Yes
2. No
3. Can't remember

**M57 [ASK IF M46=1 (MORTGAGE ARRANGED BY BROKER)]**

Overall how satisfied were you with your mortgage broker?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**M59 [ASK IF M46=1 (MORTGAGE ARRANGED BY BROKER)]**

How much trust did you have in your mortgage broker?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'very much'.

NUMERIC  
RANGE 0...10

Don't know

**M55 [ASK M46=1 (MORTGAGE ARRANGED BY BROKER)]**

How much do you agree or disagree with the following statements about your mortgage broker?

RANDOMISE ROWS

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
1. The broker helped me to consider options I had not thought of						
2. The broker provided impartial advice						
3. The broker understood my needs						
4. The broker helped me to get a better deal than I would have been able to get on my own						

**M56 [ASK M46=1 (MORTGAGE ARRANGED BY BROKER)]**

Which of the following would you consider using in the future for help arranging a mortgage?

1. The same mortgage broker
2. A different mortgage broker
3. An adviser at a mortgage lender
4. I wouldn't get advice from a mortgage broker or lender
5. I do not plan to take out another mortgage
6. Don't know

The next few questions are about the adviser at your mortgage lender who arranged your mortgage when you [IF MDV2=1 FIRST TIME BORROWER took out your mortgage/IF MDV2=2 OR 3 HOME MOVERS & PORTERS: moved home/IF MDV2=4 INTERNAL SWITCHERS: changed onto a new rate/IF MDV2=5 REMORTGAGORS: changed lender/IF MDV2=9 2C took out your second charge mortgage/IF MDV2=10 LTM: took out your lifetime mortgage].

**M50b [ASK M46=2 (MORTGAGE ARRANGED BY ADVISER AT MORTGAGE LENDER)]**

Did your mortgage lender provide you with a recommendation for any of the following?

Please select all that apply.

1. A solicitor [HIDE IF MDV2=9 (SECOND CHARGE)]
2. Insurance products, including life insurance, income protection, accident and/or illness cover, buildings and contents insurance
3. Other services (please write in)
4. No other services
5. Can't remember

**M110 [ASK M50b=1 (MORTGAGE LENDER RECOMMENDED SOLICITOR, AND NOT 2C)]**

Did you use the solicitor recommended by your mortgage lender?

1. Yes
2. No
3. Can't remember

**M111 [ASK M110=1 (USED SOLICITOR RECOMMENDED BY MORTGAGE LENDER, AND NOT 2C)]**

Why did you use the solicitor recommended by your mortgage lender?

Please select all the reasons that were **important** in your decision.

1. I felt I had to
2. I thought it was the best option
3. Using the solicitor was part of a fee-free legal package from the lender
4. Other (please write in)
5. Can't remember

**M112 [ASK M50b=2 (MORTGAGE LENDER RECOMMENDED INSURANCE PRODUCTS)]**

Did you take out any insurance product(s) recommended by your mortgage lender?

1. Yes
2. No
3. Can't remember

**M60 [ASK IF M46=2 (MORTGAGE ARRANGED BY ADVISER AT MORTGAGE LENDER)]**

Which of the following influenced your choice to use an adviser at a mortgage lender?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 7-9

1. I use (or have used) the lender before
2. Easy to go into a branch and talk to someone
3. They were recommended to me by a family member, friend or colleague
4. They were recommended by an estate agent
5. I read online reviews that recommended them
6. I was referred by another party in the purchase process, such as a solicitor
7. Didn't know any other option was available
8. Other (please write in)
9. Don't know

**M66 [ASK IF M46=2 (MORTGAGE ARRANGED BY ADVISER AT MORTGAGE LENDER)]**

Overall how satisfied were you with the adviser at your mortgage lender?  
Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**M59a [ASK IF M46=2 (MORTGAGE ARRANGED BY ADVISER AT MORTGAGE LENDER)]**

How much trust did you have in the adviser at your mortgage lender?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'very much'.

NUMERIC  
RANGE 0...10

Don't know

**M65 [ASK IF M46=2 (MORTGAGE ARRANGED BY ADVISER AT MORTGAGE LENDER)]**

How much do you agree or disagree with the following statements about the advice from your mortgage lender?

RANDOMISE ROWS

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
1. The adviser helped me to consider options I had not thought of						
2. The adviser understood my needs						
3. The adviser helped me to get a better deal than I would have been able to get on my own						

**M64 [ASK M46=2 (MORTGAGE ARRANGED BY ADVISER AT MORTGAGE LENDER)]**

Thinking about [TEXT FILL]

Which of the following would you consider using in the future for advice when considering a change to your [IF MDV1=2 second charge/IF MDV2=3 lifetime] mortgage?

1. The same mortgage lender
2. A different mortgage lender

3. A mortgage broker
4. I wouldn't get advice from a mortgage lender or broker
5. I do not plan to take out another mortgage
6. Don't know

The next few questions are about your experience of the **mortgage application process** when you [IF MDV2=1 FIRST TIME BORROWER: took out your mortgage/IF MDV2=2 OR 3 HOME MOVERS & PORTERS: moved home/IF MDV2=4 INTERNAL SWITCHERS: changed onto a new rate/IF MDV2=5 REMORTGAGORS: changed lender/IF MDV2=9 2C: took out your second charge mortgage/IF MDV2=10 LTM: took out your lifetime mortgage].

**M72 [ASK IF (MDV2=2 AND M109=1) OR MDV2=1 OR 5 OR 9 OR 10 (FIRST TIME BORROWER, HOME MOVER WHO CHANGED LENDER, REMORTGAGOR, 2C OR LTM HOLDER IN THE LAST THREE YEARS)]**

Thinking about [TEXT FILL]

Did you make any unsuccessful applications before you got your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage?

1. Yes
2. No
3. Can't remember

**M72A [ASK IF M72=1 (MADE UNSUCCESSFUL APPLICATIONS PRIOR TO GETTING MORTGAGE)]**

Thinking about [TEXT FILL]

How many unsuccessful applications did you make, before you got your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage?

NUMERIC  
RANGE 1...10

Don't know

**M75 [ASK IF M72 =1 (MADE UNSUCCESSFUL APPLICATIONS PRIOR TO GETTING MORTGAGE)]**

Thinking about [TEXT FILL]

After your application(s) were unsuccessful, who or what encouraged you to apply elsewhere?

Please select all that apply.

RANDOMISE LIST

1. A friend
2. An adviser at a mortgage lender
3. A mortgage broker
4. A solicitor
5. An estate agent
6. I felt like it was an unfair decision so decided I should try again
7. My circumstances changed
8. I needed a mortgage and searched until I found a lender
9. Other (please write in)
10. Don't know

M76

**[ASK IF (MDV2=2 AND M109=1) OR MDV2=1 OR 3 OR 5 OR 9 OR 10 (FIRST TIME BORROWER, HOME MOVER WHO CHANGED LENDER, PORTER, REMORTGAGOR, 2C OR LTM HOLDER IN THE LAST THREE YEARS)]**

Thinking about the mortgage application process when you [IF MDV2=1 FIRST TIME BORROWER took out your mortgage/IF MDV2=2 OR 3 HOME MOVERS/PORTERS: moved home/ IF MDV2=5 REMORTGAGORS: changed lender/IF MDV2=9 2C took out your second charge mortgage/IF MDV2=10 LTM took out your lifetime mortgage], how long did the process last from the time you submitted your application to your current lender until you received a formal mortgage offer from them (this is your **contractual offer**)?

1. Less than a week
2. 1 week
3. 2 weeks
4. 3 weeks
5. 4 weeks
6. Over 4 weeks but less than 2 months
7. Over 2 months but less than 3 months
8. Over 3 months but less than 4 months
9. Over 4 months but less than 5 months
10. 6 months or more
11. Can't remember

M78

**[ASK IF (MDV2=2 AND M109=1) OR MDV2=1 OR 3 OR 5 OR 9 OR 10 (FIRST TIME BORROWER, HOME MOVER WHO CHANGED LENDER, PORTER, REMORTGAGOR, 2C OR LTM HOLDER IN THE LAST THREE YEARS)]**

During the process of applying for your current mortgage, [when you [IF MDV2=2 OR 3 HOME MOVERS/PORTERS moved home/ IF MDV2=5 REMORTGAGORS: changed lender/IF MDV2=9 2C took out your second charge mortgage/IF MDV2=10 LTM took out your lifetime mortgage], did you face any of the following issues or problems?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 7-9

1. Offered a lower amount
2. Property down-valued
3. Issues because of a poor credit score
4. Providing proof of my income
5. Issues with the location of the property
6. Issues with the type of the property
7. Other (please write in)
8. None of these [ONLY SHOW IF NO UNSUCCESSFUL APPLICATIONS (M72=2)]
9. Don't know

**M77**

**[ASK IF MDV2=1-5, 9-10 (FIRST TIME BORROWER, HOME MOVER, PORTER, INTERNAL SWITCHER, REMORTGAGOR, 2C OR LTM HOLDER IN THE LAST THREE YEARS)]**

Thinking about the mortgage application process, how much do you agree or disagree with these statements based on your recent experience of [IF MDV2=1 FIRST TIME BORROWER: taking out your mortgage/IF MDV2=2 OR 3 HOME MOVERS & PORTERS: moving home/IF MDV2=4 INTERNAL SWITCHERS: changing onto a new rate/IF MDV2=5 REMORTGAGORS: changing lender/IF MDV2=9 2C taking out your second charge mortgage/IF MDV2=10 LTM taking out your lifetime mortgage]?

RANDOMISE ROWS

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
1. I felt like I understood what was going on at each stage						
2. I had to chase to be kept informed during the process						
3. I felt there was too much information to deal with						
4. There were too many different mortgage options						
5. There were additional application processing fees that took me by surprise						

**M79** [ASK IF MDV2=4-5 (INTERNAL SWITCHER, REMORTGAGOR IN THE LAST THREE YEARS)]

Did receipt of any of the following influence your decision to [REMORTGAGOR: change lender/  
INTERNAL SWITCHER: change to a new rate]?

1. Annual statement from my mortgage lender
2. Letter from my mortgage lender at end of a current deal
3. Notification from my mortgage lender that payment had increased
4. Contact by the broker who arranged my mortgage previously
6. None of these

**M88** [ASK IF MDV1=1 OR 2 OR 3 (ALL IN MORTGAGES MODULE)]

Which, if any, of the following are **important** reasons why you may consider changing your [IF  
MDV1=2 second charge/IF MDV1=3 lifetime] mortgage lender in the future?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 7-9

1. If they offer me a more competitive rate
2. If prompted by a broker
3. If I wanted to borrow more money
4. If my interest rates changed
5. If my rate period ended
6. If I was unhappy with my current lender
7. Other (please write in)
8. I do not envisage changing mortgage lender in the future
9. Don't know

**M88a** [ASK IF MDV2=1-5, 9-10 (FIRST TIME BORROWER, HOME MOVER, PORTER, INTERNAL SWITCHER, REMORTGAGOR, 2C OR LTM HOLDER – IN THE LAST THREE YEARS)]

Based on your experiences, what ways of arranging a mortgage would you prefer in the future?

Please select all that apply.

- 1 Face to face
- 2 Telephone
- 3 Online & interactive (including chat and video-conferencing)
- 4 Online – click & buy
- 5 I have no strong preference

**M105 [ASK IF MDV1=1 OR 2 OR 3 (ALL IN MORTGAGES MODULE)]**

How much do you agree or disagree with these statements based on your experience?

RANDOMISE ROWS

	Strongly agree	Slightly Agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable	Don't know
1. I feel mortgage products are simple to understand							
2. It is easy to understand total mortgage costs							
3. It is easy to compare mortgages from different lenders							
4. I am confident I can find out who will lend to me							

**M79a [ASK IF MDV2=1-5, 9-10 (FIRST TIME BORROWER, HOME MOVER, PORTER, INTERNAL SWITCHER, REMORTGAGOR, 2C OR LTM HOLDER – IN THE LAST THREE YEARS)]**

Thinking about [TEXT FILL]

Before you took out or arranged your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage, did you compare mortgages from two or more different lenders by looking at the products, prices or the terms and conditions offered?

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

**M79b [ASK IF M79a=2 (DID NOT COMPARE MORTGAGES)]**

Thinking about [TEXT FILL]

There are many reasons why you may not have compared different lenders before taking out your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage.

Why did you not compare mortgages from different lenders?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 12-14

1. It takes too much time
2. It's too difficult to compare
3. It's not worth it as there's no real difference between mortgage lenders
4. I wouldn't know what to look for
5. Shopping around or comparing mortgage lenders could damage my credit rating
6. The offer from the mortgage lender I chose was just what I wanted
7. I feel loyalty to the mortgage lender I chose
8. The mortgage lender I chose had a good choice of products
9. I have dealt with the mortgage lender I chose before
10. The mortgage lender was recommended to me
11. I didn't think I could get a mortgage product elsewhere
12. I didn't really think about comparing mortgage products or lenders
13. Other (please write in)
14. Don't know

**M90a [ASK ALL IN MORTGAGES MODULE]**

Thinking about [TEXT FILL]

Would you say you have experienced a problem with your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage or with any advice received about this in the last 12 months?

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

**M90 [ASK ALL IN MORTGAGES MODULE]**

Thinking about [TEXT FILL]

[IF M90a = 2 OR 3] Just to check: in the last 12 months have you experienced any of the following problems with your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage or any advice received in relation to this?

[IF M90a=1] Which of these problems did you experience?

Please think about all problems you have experienced in the last 12 months, even if you have told us about them before.

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 16-19

1. Sales pressure
2. Poor advice from a financial adviser
3. Unexpected fees or charges
4. Complex fees and charges
5. Mortgage costing me more than expected
6. Unexpected changes to terms and conditions
7. Unexpected change to interest rate
8. Complex product information
9. IT system failure/ service disruption
10. Provider errors/not following instructions
11. Delays when making changes to my mortgage
12. Delays when arranging my mortgage
13. Poor customer service
14. Unsuitable channel (phone, online, face-to-face) to contact the mortgage lender
15. Unfair treatment when in arrears [HIDE IF MDV2 = 10 (LTM)]
16. Not eligible for the mortgage I wanted
17. Other (please write in)
18. [IF M90a=2 OR 3] None of these
19. Don't know

**M91 [ASK IF MORE THAN ONE SELECTED AT M90 (MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

Thinking about [TEXT FILL]

And, which of these would you say was the most serious problem?

SHOW ANSWERS SELECT AT M90

Don't know

**INTROM [ASK IF MORE THAN ONE SELECTED AT M90 (MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

For the next few questions please think about the most serious problem you experienced.

SHOW ANSWER AT M91

**M91a [ASK IF ANSWER AT M90 (EXPERIENCED A PROBLEM IN THE LAST 12 MONTHS)]**

Thinking about the [if M90>1 most serious] problem you experienced with your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage...

As a result of this problem, did any of the following happen?

Please select all that apply.

**RANDOMISE LIST EXCEPT CODES 9-12**

1. Had problems paying bills
2. Went into my overdraft
3. I missed repayments [HIDE IF MDV2=10 (LTM)]
4. I was unable to pay back what I owed/ didn't catch up later [HIDE IF MDV2=10 (LTM)]
5. Lost money
6. Had to borrow money
7. My credit rating was affected [HIDE IF MDV2=10 (LTM)]
8. Spent significant time resolving the problem
9. It was just a nuisance
10. I suffered stress
11. Other (please write in)
12. No negative impacts
13. Don't know

**M92 [ASK IF ANSWER AT M90 (EXPERIENCED A PROBLEM IN THE LAST 12 MONTHS)]**

Thinking about the [if M90>1 most serious] problem you experienced with your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage...

Did you complain about this?

1. I complained
2. I wanted to complain but didn't
3. No, I didn't want to complain
4. Don't know

**M93 [Ask if M92=1 (COMPLAINED ABOUT PROBLEM)]**

Thinking about the [if M90>1 most serious] problem you experienced with your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage...

Who did you complain to?

Please select all that apply.

1. My mortgage lender
2. My mortgage broker
3. Financial Ombudsman Service (FOS)
4. Financial Conduct Authority (FCA)
5. Council of Mortgage Lenders (CML)

6. Someone else (please write in)
7. Don't know

**M94 [ASK IF M93=1 (COMPLAINED TO MORTGAGE LENDER)]**

Thinking about the [if M90>1 most serious] problem you experienced with your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage...

Overall how satisfied were you with how your complaint was handled by your mortgage lender?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know  
D

**M94B [ASK IF M93=2 (COMPLAINED TO MORTGAGE BROKER)]**

Thinking about the [if M90>1 most serious] problem you experienced with your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage...

Overall how satisfied were you with how your complaint was handled by your mortgage broker?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0....10

Don't know

**M96 [ASK IF M92 = 2 OR 3 (WANTED TO OR DIDN'T COMPLAIN)]**

Thinking about the [if M90>1 most serious] problem you experienced with your [IF MDV2=9 second charge/IF MDV2=10 lifetime] mortgage...

Why didn't you complain?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. \_\_\_ Too trivial/wasn't worth it
2. \_\_\_ Too difficult to complain
3. \_\_\_ No point complaining – nothing would happen
4. \_\_\_ Didn't know how to complain
5. \_\_\_ Didn't have time/too busy
6. \_\_\_ Other (please write in)
7. \_\_\_ Don't know

# 9. Consumer Credit

To be eligible for the **Consumer Credit module** all to have one or more following forms of credit now or have had these in the last 12 months:

- Credit card (Revolver) <sup>15</sup>
- Store card (Revolver)
- Motor finance arranged with hire purchase or personal contract purchase (PCP)
- Motor finance using a loan or other form of credit from a vehicle dealer or manufacturer
- Motor finance using a loan or other form of credit from a motor finance specialist
- Hire purchase/ conditional sale (not for a motor vehicle)
- Catalogue credit
- Other retail credit
- Credit union loan
- Peer-to-peer loan
- Logbook loan
- Pawnbroking
- Home-collected loan
- Payday loan (single payment)
- Short-term instalment loan
- Personal loan
- Personal loan to buy a vehicle

## CIINRO [ASK ALL IN CONSUMER CREDIT MODULE]

Now we have a few more detailed questions about some of the credit products you mentioned you either have currently or have held in the last 12 months.

### LIST QUALIFYING PRODUCTS MENTIONED

THE 3 PRODUCTS IN BOLD = **RUNNING-ACCOUNT CREDIT (RC)**

## CDUM1

	Name of product	Coding	Qualifies respondent for module	Number of products
RC	<b>Credit card</b>	See Derived Variable P_CCDV1=3	Yes, if revolver <sup>16</sup>	
RC	<b>Store card</b>	See Derived Variable P_CCDV1=4	Yes, if revolver	

<sup>15</sup> To count as a revolver your behaviour is that of a revolver on one or more cards; you may still pay off one or more cards in full each or most months.

<sup>16</sup> We do not collect the experiences of card transactors, as they are using their cards more as a payment mechanism than as credit.

	Motor finance arranged with hire purchase (HP) or personal contract purchase (PCP)	IF P_CC7=1	Yes	
	Motor finance using a loan or other form of credit from a vehicle dealer or manufacturer	IF P_CC8=1	Yes	
	Motor finance using a loan or other form of credit from a motor finance specialist	IF P_CC8=2	Yes	
	Other hire purchase (i.e. other than motor finance)	IF P_CC3=4 OR P_CC4=4	Yes	
<b>RC</b>	<b>Catalogue credit</b>	IF P_CC19 = 3 OR 4 OR 5 OR 6	Yes	
	Other retail credit	IF P_CC3=6 OR P_CC4=6	Yes	
	Credit union loan	IF P_CC5=2 OR P_CC6=2	Yes	
	Peer-to-peer loan	IF P_CC5=3 OR P_CC6=3	Yes	
	Logbook loan	IF P_CC5=4 OR P_CC6=4	Yes	
	Pawnbroking	IF P_CC5=5 OR P_CC6=5	Yes	
	Home-collected loan	IF P_CC5=6 OR P_CC6=6	Yes	
	Payday loan (single payment)	IF P_CC5=7 OR P_CC6=7	Yes	
	Short-term instalment loan	IF P_CC5=8 OR P_CC6=8	Yes	
	Personal loan	IF P_CC5=9 OR P_CC6=9	Yes	
	Personal loan to buy a vehicle	IF P_CC8=3	Yes	
	Student Loans Company loan	IF P_CC5=1 OR P_CC6=1	No	
	A loan from friends and family	IF P_CC5=8	No	
	Loan from an unregistered	IF P_CC5=9	No	

	money lender			
	Any other credit/borrowing	IF P_CC5=11	No	
	Overdrawn	IF P_CC1 = Yes	No	

**CC\_DV1 DERIVED VARIABLE**

**ALL QUALIFYING PRODUCTS TAKEN OUT IN LAST 12 MONTHS (OR 3 YEARS FOR RUNNING-ACCOUNT CREDIT).**

	Name of product	Taken out in last 12 months	Taken out in last 3 years	Number of products
1	<b>Credit card</b>		IF CCRev1=1	
2	<b>Store card</b>		IF CCRev2=1	
3	Motor finance arranged with hire purchase (HP) or personal contract purchase (PCP)	IF CC1=1		
4	Motor finance using a loan or other form of credit from a vehicle dealer or manufacturer	IF CC1=2		
5	Motor finance using a loan or other form of credit from a motor finance specialist	IF CC1=3		
6	Other hire purchase (i.e. other than motor finance)	IF CC1=4		
7	<b>Catalogue credit</b>		IF CC1b=3	
8	Other retail credit	IF CC1=5		
9	Credit union loan	IF P_CC16c>0 OR DK		
10	Peer-to-peer loan	IF P_CC16a>0 OR DK		
11	Logbook loan	IF P_CC16b>0 OR DK		
12	Pawnbroking	IF P_CC18>0 OR DK		

13	Home-collected loan	IF P_CC16>0 OR DK		
14	Payday loan (single payment)	IF P_CC22a>0 OR DK		
15	Short-term instalment loan	IF P_CC22b>0 OR DK		
16	Personal loan	IF P_CC22c>0 OR DK		
17	Personal loan to buy a vehicle	IF CC1=6		

**PRODUCT SELECTION RULES** for questions about a specific product:

- Ascertain products taken out in last 12 months (3 years for running-account credit; the time frame for this type of credit was amended during fieldwork from 2 to 3 years)
- Random selection of a TYPE of product TAKEN OUT
- In last 3 years (if running-account credit) and selected product is one on which behaviour is revolving (credit & store cards) or revolving or transactional (catalogue credit)
- In last 12 months (otherwise)
- If respondent has more than one product of that type taken out in the last 12 months/ 3 years, the product taken out most recently was selected

**CC\_DV2 DERIVED VARIABLE - SELECTED PRODUCT**

1. RUNNING-ACCOUNT CREDIT (IF CC\_DV1=1, 2 OR 7)
2. OTHER CREDIT

**CC\_DV3 [ASK ALL IN CONSUMER CREDIT MODULE]**

**SELECTED PRODUCT TYPE – SINGLE CODE**

1. **Credit card**
2. **Store card**
3. Motor finance arranged with hire purchase or personal contract purchase (PCP)
4. Motor finance using a loan or other form of credit from a vehicle dealer or manufacturer
5. Motor finance using a loan or other form of credit from a motor finance specialist
6. Other hire purchase (i.e. other than motor finance)
7. **Catalogue credit**
8. Other retail credit
9. Credit union loan
10. Peer-to-peer loan
11. Logbook loan
12. Pawnbroking

13. Home-collected loan
14. Payday loan (single payment)
15. Short-term instalment loan
16. Personal loan
17. Personal loan to buy a vehicle

**CC1c [ASK IF CC\_DV3=1-8,17 (WE DON'T KNOW HOW MANY PRODUCTS THEY HAVE FOR SELECTED PRODUCT)]**

In the last [IF CC\_DV2=2 12 months/ IF CC\_DV2=1 3 years] have you taken out one or more than one [SELECTED PRODUCT]?

1. One
2. More than one

**CC1d [STATE IF CC1c=2 (TAKEN OUT MORE THAN 1 PRODUCT)]**

For the following questions please think about the most recent occasion when you have taken out a [SELECTED PRODUCT].

**CC1e [STATE IF (CC\_DV3=1 AND P\_CC10 = 3, 4 or 5 AND P\_CC10 = 1 or 2) OR (CC\_DV3=2 AND P\_CC11 = 3, 4 or 5 AND P\_CC11= 1 or 2) (SELECTED PRODUCT IS CREDIT OR STORE CARD, AND A MIX OF REVOLVER AND TRANSACTOR ON INDIVIDUAL CARDS)]**

You mentioned that you have at least one card where you do **not** pay the full statement balance every/ most months. If you have more than one such card, please think about the most recent [credit/ store/ credit or store] card like this that you have taken out.

**CC1f [STATE FOR ALL IN CONSUMER CREDIT MODULE]**

For the next few questions, please think about the [SELECTED PRODUCT] you have taken out in the last [12 months/ 2 years].

If you have taken out more one [SELECTED PRODUCT] in the last [12 months/ 3 years], please answer only for the [SELECTED PRODUCT] you have taken out most recently.

**CC10 [ASK ALL IN CONSUMER CREDIT MODULE]**

These next few questions refer to your most recent [SELECTED PRODUCT].

IF CC\_DV2=2 (SELECTED PRODUCT IS NOT RUNNING-ACCOUNT CREDIT): To the nearest pound, how much did you originally borrow for your [SELECTED PRODUCT]?

IF CC\_DV2=1 (SELECTED PRODUCT IS RUNNING-ACCOUNT CREDIT): To the nearest pound, what was the credit limit on your [SELECTED PRODUCT], when you took it out?

ADD FOR MOTOR FINANCE OR OTHER HP (CC\_DV3= 3-6): In the case of hire purchase (HP) or conditional sale, the amount borrowed is usually the cost of the item.

If you are not sure, please enter your best estimate.

£ NUMERIC  
DK  
Prefer not to say

**CC10a [ASK ALL IN CONSUMER CREDIT MODULE]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

What is/was the annual percentage rate (APR) of your [SELECTED PRODUCT]?

1. 0 to 9%
2. 10 to 19%
3. 20 to 29%
4. 30 to 39%
5. 40 to 49%
6. 50 to 99%
7. 100 to 199%
8. 200 to 299%
9. 300% or more
10. Don't know

**CC10b [ASK IF CC\_DV2 = 2 (ALL, EXCEPT RUNNING-ACCOUNT CREDIT)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

What was the original duration of the credit agreement for your [SELECTED PRODUCT]?

1. Less than 1 month
2. 1 month to less than 3 months
3. 3 months to less than 6 months
4. 6 months to less than 12 months
5. 1 year to less than 2 years
6. 2 years to less than 5 years
7. 5 years or more
8. Don't know

**CC10c [ASK IF CC\_DV2 = 2 (ALL EXCEPT RUNNING-ACCOUNT CREDIT)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

How frequently are repayments due under this credit agreement?

1. Single repayment
2. Weekly
3. Fortnightly
4. Monthly
5. 28 days (4 weeks)
6. Another period of time (please write in)
7. Don't know

**CC11 [ASK IF CC\_DV2 = 2 (ALL EXCEPT RUNNING-ACCOUNT CREDIT)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

The last time a repayment was due, did you make the repayment in full?

1. Yes, I made the repayment in full
2. No, I made a part payment

3. No, I didn't make any repayment
4. My first repayment is not yet due
5. Don't know

**CC11a [ASK IF CC\_DV2 = 1 (RUNNING-ACCOUNT CREDIT)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

The last time a repayment was due, how much did you pay?

1. I paid off the statement balance in full
2. I paid more than the minimum payment but less than the statement balance
3. I made the minimum payment
4. I paid less than the minimum payment
5. I didn't make any repayment
6. My first repayment is not yet due
7. Don't know

**CC15a [ASK ALL IN CONSUMER CREDIT MODULE]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you took out your [SELECTED PRODUCT], did you consider choosing a different form of credit instead of a [SELECTED PRODUCT]?

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

**CC15 [ASK IF CC15a=1 (CONSIDERED A DIFFERENT FORM OF CREDIT BEFORE TAKING OUT SELECTED PRODUCT)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

Why did you choose a [SELECTED PRODUCT] rather than a different form of credit?

Please select all the reasons that were **important** in your decision

LIST IF CC\_DV2=2 (SELECTED **PRODUCT** NOT RUNNING-ACCOUNT CREDIT)

1. The interest rate or APR
2. Other fees and charges
3. How much each repayment would be
4. Frequency of repayment
5. Duration of agreement
6. Total amount payable
7. Fixed rather than variable rates
8. Affordability of repayments
9. Any introductory rate/ discount
10. Any offers/rewards
11. No/low default fees
12. No/low early settlement charges
13. Payment holidays available
14. Likely to be eligible for the credit
15. Speed/ease of application

16. Linked to something I wanted to buy
17. Have taken out a similar product before
18. Other (please write in)
19. Don't know

## CC15b

### LIST IF CC\_DV2=1 (SELECTED PRODUCT RUNNING-ACCOUNT CREDIT)

1. The purchase interest rate or APR
2. The cost of cash withdrawals [ONLY SHOW FOR CREDIT CARDS]
3. The cost of overseas transactions [ONLY SHOW FOR CREDIT CARDS]
4. No annual/monthly fee
5. Minimum repayment amount
6. Being able to draw down credit when I want
7. Flexibility of repayments
8. Balance transfer offer
9. Other introductory rate/discount
10. Reward points or other offers
11. No/low default fees
12. Payment holidays available
13. Likely to be eligible for the credit
14. Speed/ ease of application
15. Linked to something I wanted to buy
16. Have taken out a similar product before
17. Other (please write in)
18. Don't know

## CC20 [ASK ALL IN CONSUMER CREDIT MODULE]

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

Before you took out your [SELECTED PRODUCT], did you compare products from two or more different providers by looking at the product features or prices?

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

## CC20a [ASK IF CC20= 2 (DIDN'T SHOP AROUND)]

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

There are many reasons why you may not have compared different providers before taking out your [SELECTED PRODUCT].

Why did you not compare products from different providers?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 12-14

1. It takes too much time
2. It's too difficult to compare

3. It's not worth it as there's no real difference between credit providers
4. I wouldn't know what to look for
5. Shopping around or comparing credit providers could damage my credit rating
6. The offer from the credit provider I chose was just what I wanted
7. I feel loyalty to the credit provider I chose
8. The credit provider I chose had a good choice of products
9. I have dealt with the credit provider I chose before
10. The credit provider was recommended to me
11. I didn't think I would get a loan or credit elsewhere
12. I didn't really think about comparing credit products or providers.
13. Other (please write in)
14. Don't know

**CC19 [ASK IF CC20=1 (SHOPPED AROUND)]**

"Thinking about the [SELECTED PRODUCT] you took out most recently."

How did you compare products from different providers?

Please select all that apply.

**RANDOMISE LIST**

1. Checked best-buy tables (e.g. internet, newspaper)
2. Used price comparison website(s)
3. Checked websites of individual providers
4. Contacted providers for information
5. Used a credit broker
6. Other (please write in)
7. Don't know

**CC16 [ASK IF CC20=1 (SHOPPED AROUND)]**

Why did you choose the provider of this [SELECTED PRODUCT] rather than another provider?

Please select all the reasons that were **important** in your decision.

**RANDOMISE LIST**

1. The provider has a good reputation
2. I am a previous or existing customer of the provider
3. Recommendation from a price comparison website or best-buy table
4. Recommended by retailer
5. Recommended by a broker or financial adviser
6. Recommended by a family member, friend or colleague
7. Saw advert/ material from the provider
8. No choice – I couldn't get credit elsewhere
9. Some other reason (please write in)
10. Don't know

**CC17 [ASK ALL IN CONSUMER CREDIT MODULE]**

"Thinking about the [SELECTED PRODUCT] you took out most recently."

Were you approached by the provider about taking out your [SELECTED PRODUCT], or did you approach them?

1. I was contacted by the provider
2. I was contacted by someone acting for the provider
3. I approached the provider directly

4. I approached the provider via a broker
5. I went via a price comparison website
6. Other (please write in)
7. Don't know

**CC17a [ASK IF CC17 = 1 or 2 (CONTACTED BY PROVIDER OR SOMEONE ACTING FOR THE PROVIDER)]**

How were you contacted?

1. By post or mailshot
2. By telephone
3. By text (SMS)
4. By email
5. By social media
6. In a branch or store
7. In a shopping centre or street
8. Someone came to my home
9. Other (please write in)
10. Don't know

**CC25 [ASK ALL IN CONSUMER CREDIT MODULE]**

**"Thinking about the [SELECTED PRODUCT] you took out most recently."**

Thinking back to when you took out this [SELECTED PRODUCT], which of the following best describes how you read the credit agreement and pre-contract information?

1. Read it all carefully
2. Looked at it briefly
3. Not read it at all
4. Don't recall receiving any information
5. Don't know

**CC26 [ASK ALL IN CONSUMER CREDIT MODULE]**

**"Thinking about the [SELECTED PRODUCT] you took out most recently."**

Thinking back to when you took out this [SELECTED PRODUCT], how much do you agree or disagree with each of the following statements?

RANDOMISE STATEMENTS

- a) I was given an adequate explanation of the [SELECTED PRODUCT]
  - b) I was encouraged to ask questions if I didn't understand something
  - c) I was given clear answers to questions I asked
  - d) I felt I understood the product well
1. Strongly agree
  2. Slightly agree
  3. Neither agree nor disagree

4. Slightly disagree
5. Strongly disagree
6. Don't know

NOT APPLICABLE CODES NEEDED  
FOR a = I was given no explanation  
FOR c = I asked no questions

**CC29b [ASK ALL IN CONSUMER CREDIT MODULE]**

**"Thinking about the [SELECTED PRODUCT] you took out most recently."**

Thinking back to when you took out this [SELECTED PRODUCT], which, if any, of the following did you consider in terms whether you could afford the credit repayments?

Please select all that apply.

1. Your personal income
2. Your household income [ONLY SHOW IF MORE THAN ONE ADULT IN THE HOUSE]
3. Mortgage or rent payments
4. Other outgoings/expenditure
5. Other credit commitments
6. Whether you could use savings instead
7. Any possible changes in employment or income
8. Other possible changes of circumstances
9. What could happen if interest rates increased
10. What could happen if you missed a payment
11. None of these
12. Other (please write in)
13. Don't know

**CC30 [ASK ALL IN CONSUMER CREDIT MODULE]**

**"Thinking about the [SELECTED PRODUCT] you took out most recently."**

Thinking back to when you took out this [SELECTED PRODUCT], how confident were you that you would be able to make the required repayment(s)?

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. Don't know

**CC31 [ASK ALL IN CONSUMER CREDIT MODULE]**

**"Thinking about the [SELECTED PRODUCT] you took out most recently."**

Overall how satisfied are you with the provider of your [SELECTED PRODUCT]?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**CC34 [ASK ALL IN CONSUMER CREDIT MODULE - ASK ABOUT SELECTED PRODUCT]**

**“Thinking about the [SELECTED PRODUCT] you took out most recently.”**

How much trust do you have in the provider of your [SELECTED PRODUCT]?

Please answer on a scale of 0 to 10, where 0 is ‘do not trust at all’ and 10 is ‘trust completely’.

NUMERIC  
RANGE 0...10

Don't know

**CC43 [ASK IF P\_CC1=1 (OVERDRAWN IN LAST 12 MONTHS)]**

Which of these statements best describes how often you are overdrawn on any of your current accounts?

1. I am constantly overdrawn
2. I am usually overdrawn by the time I get paid/receive income
3. I am sometimes overdrawn by the time I get paid/receive income
4. I am hardly ever overdrawn
5. It varies too much to say
6. Don't know
7. Prefer not to say

**Now a few more general questions about your use of credit, which are not linked to the particular product we have been asking you about.**

**CC57 [ASK ALL IN CONSUMER CREDIT MODULE]**

Have you made an application for any kind of credit in the last 12 months which has been rejected?

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

**CC58 [ASK ALL IN CONSUMER CREDIT MODULE]**

And, in the last 12 months have you been put off applying for any kind of credit, because you thought your application would be rejected?

1. Yes
2. No
3. Don't know
4. If yes what type of credit it was?

**CC58a [ASK IF CC58=1 (BEEN PUT OFF APPLYING FOR CREDIT)]**

What put you off applying?

Please select all that apply.

1. There was no point in applying
2. It could have affected my chances of applying to that provider in future
3. It could have affected my chances of getting credit elsewhere
4. It could have damaged my credit rating
5. Other (please write in)
6. Don't know

**CC59 [ASK IF CC57=1 OR CC58=1 (BEEN REJECTED FOR AND/ OR PUT OFF APPLYING FOR CREDIT)]**

You mentioned earlier that you have been turned down for credit and/or been put off applying in the last 12 months. What course of action did you take instead?

Please select all that apply.

1. Went without
2. Used savings
3. Cut back on spending
4. Sold something
5. Saved up until I had the money I needed
6. Borrowed from a family member or friend
7. Applied to a different lender
8. Applied for a different type of credit
9. Defaulted on another loan/bill/payment
10. Requested more time to pay the money I owed
11. Other (please write in)
12. Don't know

**CC52 [ASK IF K33=1 OR 2 (FALLEN BEHIND WITH/MISSED CREDIT CARD, STORE CARD BILLS OR OTHER CREDIT COMMITMENTS IN THE LAST 6 MONTHS)]**

You mentioned earlier that you have missed or fallen behind with credit commitments in the last 6 months. Have you been in contact with any of the lenders/ credit providers about this?

Please select all that apply.

1. Yes, I contacted my them
2. Yes, someone else (e.g. a debt adviser or relative) contacted them on my behalf
3. Yes, they contacted me
4. No contact
5. Don't know

**CC54 [ASK IF CC52=1-3 (HAD CONTACT WITH LENDERS/ CREDIT PROVIDERS ABOUT DIFFICULTIES WITH REPAYMENTS)]**

Where you have had contact with your lender(s)/credit provider(s) about your repayment difficulties, overall how much do you agree or disagree with the following statements?

RANDOMISE STATEMENTS

- a) My lender(s)/credit provider(s) were sympathetic to my difficulties
- b) My lender(s)/credit provider(s) allowed me time to pay
- c) I was encouraged to seek free debt advice

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**CC55 [ASK IF CC\_DV2=1 OR 2 (ALL WHO TOOK OUT CONSUMER CREDIT PRODUCT IN LAST 12 MONTHS/3 YEARS)]<sup>17</sup>**

In the last 12 months would you say you have experienced a problem related to any of the following credit products you hold or have held over the last year?

[LIST ALL IN CC\_DV1 (ALL QUALIFYING PRODUCTS)]

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

**CC35 [ASK IF CC\_DV2=1 OR 2 (ALL WHO TOOK OUT CONSUMER CREDIT PRODUCT IN LAST 12 MONTHS/3 YEARS)]**

IF CC55=2 OR 3: Just to check: in the last 12 months have you experienced any of the following with any of these products?

IF CC55=1: Which of these problems did you experience?

Please think about all problems you have experienced in the last 12 months, even if you have told us about them before.

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 21-24

1. Pressure to take on additional credit
2. Poor advice from a financial adviser/ credit broker
3. Unexpected interest rate increase
4. Unexpected reduction in credit limit
5. Unexpected termination of credit product
6. Unexpected fees or charges
7. Unexpected changes to terms and conditions
8. Payment being taken when I did not expect it
9. Not sent regular statements
10. Complex fees and charges
11. Credit product costing me more than expected
12. Complex product information
13. IT system failure/ service disruption
14. Provider errors/not following instructions
15. Delays when making changes to credit product

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<sup>17</sup> This routing describes the base asked this question. A programming error meant that the question was not asked of all in the module, as should have been the case. Instead, it was only asked of those who had taken out one or more consumer credit products recently (in the last three years in the case of running-account credit; in the last 12 months otherwise).

16. Delays when arranging a credit product
17. Poor customer service
18. Unsuitable channel (phone, online, face-to-face) to contact the provider
19. Unfair treatment when in arrears
20. Not being told I was in arrears
21. Not eligible for the credit product wanted
22. Other (please write in)
23. [IF CC55=2 OR 3] None of these
24. Don't know

**CC35b [ASK IF MORE THAN ONE AT CC35 (HAVE EXPERIENCED MORE THAN ONE PROBLEM IN LAST 12 MONTHS)]**

And, which of these would you say was the most serious problem?

SHOW ANSWERS AT CC35

Don't know

**CCINT [ASK IF MORE THAN ONE SELECTED AT CC35 (HAVE EXPERIENCED MORE THAN ONE PROBLEM IN LAST 12 MONTHS)]**

For the next few questions please think about the most serious problem you experienced.

SHOW ANSWER AT CC35b

**CC35c [ASK IF ANSWER AT CC35b AND MORE THAN ONE CREDIT PRODUCT AT CC\_DV1 (HAVE MORE THAN ONE CREDIT PRODUCT)]**

Which credit product did this problem relate to?

[REPEAT LIST FROM CC55]

**CC42 [ASK IF ANSWER AT CC35 (HAVE EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

**“Thinking about the [if CC35>1 most serious] problem you experienced with your [ANSWER AT CC35c, OR IF ONLY ONE PRODUCT HELD ANSWER AT CC\_DV1] ...”**

As a result of this problem, did any of the following happen?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 14-17

1. Unable to pay back what you owed
2. Had problems paying bills
3. Had problems meeting other essential expenses
4. Unable to pay for something you wanted
5. Went into my overdraft
6. I missed repayments
7. Lost money
8. Had to borrow money
9. My credit rating was affected
10. Spent significant time resolving the problem

11. Not allowed access to further credit
12. Incurred bank charges
13. It was just a nuisance
14. I suffered stress
15. Other (please write in)
16. No negative impacts
17. Don't know

**CC36 [ASK IF ANSWER AT CC35 (HAVE EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

“Thinking about the [if CC35>1 most serious] problem you experienced with your [ANSWER AT CC35c, OR IF ONLY ONE PRODUCT HELD ANSWER AT CC\_DV1] ...”

Did you complain about this?

1. Yes, I complained
2. I wanted to complain but didn't
3. No, I didn't want to complain
4. Don't know

**CC38 [ASK IF CC36=1 (COMPLAINED ABOUT PROBLEM)]**

“Thinking about the [if CC35>1 most serious] problem you experienced with your [ANSWER AT CC35c, OR IF ONLY ONE PRODUCT HELD ANSWER AT CC\_DV1] ...”

Who did you complain to?

Please select all that apply.

1. My lender/ credit provider
2. A broker or retailer who arranged the credit
3. Financial Ombudsman Service (FOS)
4. Financial Conduct Authority (FCA)
5. A trade body to which the lender/ credit provider belongs
6. A local Trading Standards Service
7. Someone else (please write in)
8. Don't know

**CC40 [ASK IF CC38=1 (COMPLAINED TO PROVIDER)]**

“Thinking about the [if CC35>1 most serious] problem you experienced with your [ANSWER AT CC35c, OR IF ONLY ONE PRODUCT HELD ANSWER AT CC\_DV1] ...”

Overall how satisfied were you with how your complaint was handled by your lender/ credit provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied.'

NUMERIC  
RANGE 0...10

Don't know

**CC41 [ASK IF CC36=2 (DID NOT COMPLAIN)]**

“Thinking about the [if CC35>1 most serious] problem you experienced with your [ANSWER AT CC35c, OR IF ONLY ONE PRODUCT HELD ANSWER AT CC\_DV1] ...”

Why didn't you complain?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. Too trivial/wasn't worth it
2. Too difficult to complain
3. No point complaining – nothing would happen
4. Didn't know how to complain
5. Didn't have time/too busy
6. Other (please write in)
7. Don't know

# 10. General Insurance and Protection

To be eligible for the **General Insurance and Protection module** all to have any of:

- *Motor insurance*
- *Home insurance – contents and buildings combined*
- *Home insurance – buildings only*
- *Home insurance – contents only*
- *Motor breakdown cover*
- *Multi-trip travel insurance*
- *Pet insurance*
- *Mobile phone insurance*
- *Gadget insurance*
- *Insurance for high value/non-standard items not covered by another policy*
- *Home emergency cover*
- *Legal protection insurance*
- *Extended warranty*
- *Credit card protection*
- *Payment Protection Insurance (PPI)*
- *Mortgage Protection Insurance (MPPI)*
- *Unemployment/redundancy insurance*
- *ID theft insurance*
- *GAP (Guaranteed Asset Protection) insurance*
- *Private medical insurance*
- *Healthcare cash plans (including dental)*
- *Personal accident insurance*
- *Single trip travel insurance (held in the last 12 months)*
- *Life insurance*
- *Critical illness cover*
- *Income protection insurance*
- *Long-term care insurance*
- *Immediate needs annuity*
- *Funeral plan*

## PRODUCTS ARE CODED AS FOLLOWS:

GI1a<sup>18</sup>

	<b>POLICY (held in own name or in joint names)</b>	<b>GI, SHORT TERM PROTECTION P(S), LONG</b>	<b>ADD ON/ BUNDLE (can be available as an add-on or as part of a bundle)</b>

<sup>18</sup> Routing instructions in this module uses the terms GI, P(S) and P(L).

		PROTECTION P(L)	
1	Motor insurance	GI	No
2	Home insurance – contents and buildings combined	GI	No
3	Home insurance – buildings only	GI	No
4	Home insurance – contents only	GI	No
5	Motor breakdown cover	GI	Add on: <b>Insurance:</b> Motor insurance <b>Financial product:</b> Packaged bank account
6	Multi-trip travel insurance	GI	Add on: <b>Financial product:</b> Packaged bank account
7	Pet insurance	GI	No
8	Mobile phone insurance	GI	Add on: <b>Insurance:</b> Home insurance <b>Product:</b> Mobile Phone <b>Financial product:</b> Packaged bank account
9	Gadget insurance	GI	Add on: <b>Product:</b> Gadget – laptops, tablets etc... <b>Financial product:</b> Packaged bank account
10	Insurance for high value/non-standard items not covered by another policy	GI	No
11	Home emergency cover	GI	Add on: <b>Insurance:</b> Home insurance <b>Financial product:</b> Packaged bank

			account <b>Service:</b> Utilities
12	Legal protection insurance	GI	Add on: <b>Insurance:</b> Home and motor <b>Financial product:</b> Packaged account
13	Extended warranty	GI	Add on: <b>Product:</b> white goods (appliances like washing machines), brown goods (consumer electronics) , car parts, <b>Financial product:</b> Packaged bank account
14	Credit card protection	GI	Add on: <b>Financial product:</b> Credit card <b>Financial product:</b> Packaged account
15	Payment Protection Insurance (PPI)	P(S)	Add on: <b>Financial product:</b> Credit card, loan, mortgage
16	Mortgage Protection Insurance (MPPI)	P(S)	Add on: <b>Financial product:</b> Mortgage
17	Unemployment/redundancy insurance	P(S)	No
18	ID theft insurance	GI	Add on: <b>Financial product:</b> Packaged account
19	GAP (Guaranteed Asset Protection) insurance	GI	Add on: <b>Product:</b> Vehicle
20	Private medical insurance	GI	No
21	Healthcare cash plans	GI	No



	<b>POLICY (held in own name or in joint names)</b>	<b>Coding for product ownership</b>	
1	Motor insurance	IF P_GI2=1	
2	Home insurance – contents and buildings combined	IF P_GI2=2	
3	Home insurance – buildings only	IF P_GI2=3	
4	Home insurance – contents only	IF P_GI2=4	
5	Motor breakdown cover	IF P_GI2=5	
6	Multi-trip travel insurance	IF P_GI2=6	
7	Pet insurance	IF P_GI2=7	
8	Mobile phone insurance	IF P_GI2=8	
9	Gadget insurance	IF P_GI2=9	
10	Insurance for high value/non-standard items not covered by another policy	IF P_GI2=10	
11	Home emergency cover	IF P_GI16=1	
12	Legal protection insurance	IF P_GI16=2	
13	Extended warranty	IF P_GI16=3	
14	Credit card protection	IF P_GI16=4	
15	Payment Protection Insurance (PPI)	IF P_GI16=5	
16	Mortgage Protection Insurance (MPPI)	IF P_GI16=6	
17	Unemployment/redundancy insurance	IF P_GI16=7	
18	ID theft insurance	IF P_GI16=8	
19	GAP (Guaranteed Asset Protection) insurance	IF P_GI16=9	
20	Private medical insurance	IF P_GI8=1	
21	Healthcare cash plans (including dental)	IF P_GI8=2	

22	Personal accident insurance	IF P_GI8=3	
23	Single trip travel insurance	IF P_GI14=1	
24	Life insurance [IF P_GI9=4 OR P_GI9=5] Life insurance [IF P_GI9=1] Term life insurance [IF P_GI19=2] Whole of life insurance	IF P_GI8=4	
25	Critical illness cover	IF P_GI8=5	
26	Income protection insurance	IF P_GI8=6	
27	Long-term care insurance	IF P_GI8=7	
28	Immediate needs annuity	IF P_GI8=8	
29	Funeral plan	IF P_GI8=9	

**PRODUCT SELECTION PRODUCT SELECTION RULES** for questions about a specific product:

- Ascertain products held currently, or – in the case of single-trip travel insurance – taken out in the last 12 months
- A product type is selected at random
- If respondent has more than one product of that type, the product taken out most recently is selected

The following questions will ask you about your [SELECTED PRODUCT] in more detail.

**GI\_p1a<sup>19</sup>** [ASK IF GI1c NE = 23 (ALL WHERE SELECTED PRODUCT IS NOT SINGLE TRIP TRAVEL INSURANCE)]

How many [SELECTED PRODUCT] policies do you currently hold in your own name or in joint names?

1. One
2. More than one

**GI\_P1b<sup>20</sup>** [ASK IF GI1c=23 (SELECTED PRODUCT IS SINGLE TRIP TRAVEL INSURANCE)]

<sup>19</sup> GI\_P1a not included in soft launch.

<sup>20</sup> GI\_P1b not included in soft launch.

How many single trip travel insurance policies have you held in your own name or in joint names in the last 12 months?

1. One
2. More than one

**GI\_Text** [ASK IF GI\_P1=2 OR GI\_P1b=2 (MORE THAN ONE PRODUCT)]

You mentioned that you [IF GI1c NE 23 'hold' IF GI1c=23 'have held'] more than one [SELECTED PRODUCT] policy [IF GI1c=23 'in the last 12 months']. Please answer the following questions in relation to the [SELECTED PRODUCT] you took out most recently.

**GI3** [ASK IF GI1c=1-22, OR 24-29 (ALL GI, P(L) AND P(S) EXCEPT SINGLE TRIP TRAVEL)]

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

How long have you held your [SELECTED PRODUCT] with your current provider?

1. Less than 1 year
2. 1 year to less than 2 years
3. 2 years to less than 3 years
4. 3 years to less than 5 years
5. 5 years to less than 10 years
6. 10 years or more
7. Don't know

**GI1b** [ASK IF GI3 =1 (HELD PRODUCT WITH PROVIDER UNDER 1 YEAR)]

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you took out your [SELECTED PRODUCT], was this a new policy you didn't already hold or did you switch from another provider?

1. Switched from another provider
2. It was a new policy that I didn't already hold
3. Don't know

**GI1a** [ASK IF GI3 =2-5) (HELD PRODUCT WITH PROVIDER 1-5 YEARS)]

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you took out your [SELECTED PRODUCT], was this a new policy you didn't already hold or did you switch from another provider?

1. Switched from another provider
2. It was a new policy that I didn't already hold
3. Don't know

**GI2** [ASK IF GI1c =15, 16, 17,22 (SHORT TERM PROTECTION P(S) PRODUCT)]

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

Is your [SELECTED PRODUCT] an annual policy that you need to renew each year or is it an ongoing policy?

1. It is an annual policy
2. It is an ongoing policy that doesn't need to be renewed (either automatically or manually) each year
3. Don't know

**GIP\_DV3 [ASK ALL IN GI&P MODULE]**

**SELECTED PRODUCT TYPE**

1. **General Insurance – ID GI1c=1-14, 18, 19, 20, 21, 23**
2. **Short term protection - IF GI1c=15,16,17 OR 22**
3. **Long term protection – IF GI1c=24, 25, 26, 27, 28, 29**

**GIP\_DV4 [ASK IF GI1C=5, 6, OR 20-22 OR 24-26 (POLICIES OFFERED BY EMPLOYER)]**

WAS POLICY ARRANGED BY EMPLOYER ONLY?

- IF GI1C=5 AND P\_GI10G=2 – CODE YES
- IF GI1C=6 AND P\_GI10H=2 – CODE YES
- IF GI1C=20 AND P\_GI10A=2 – CODE YES
- IF GI1C=21 AND P\_GI10B=2 – CODE YES
- IF GI1C=22 AND P\_GI10C=2 – CODE YES
- IF GI1C=24 AND P\_GI10D=2 – CODE YES
- IF GI1C=25 AND P\_GI10E=2 – CODE YES
- IF GI1C=26 AND P\_GI10f=2 – CODE YES
- ALL OTHERS SET TO NO

1. YES
2. NO

**GIP\_DV5 DERIVED VARIABLE**

**TYPE OF PRODUCT AND WHETHER SWITCHER, HAVE A NEW POLICY, RECENT RENEWER OR OLD PURCHASER**

<p>IF GIP_DV3=1 AND GI3 = 1 AND GI1b = 1</p> <p>IF GIP_DV3=2 AND GI3 = 1 AND GI1b = 1 AND GI2=1</p>	<p><b>GI AND ANNUAL SHORT TERM PROTECTION SWITCHERS</b></p> <p>(held GI with provider &lt;1 year and was a switch when taken out)</p> <p>(held P(S) with provider &lt;1 year, was a switch when taken</p>	<p><b>GROUP 1</b></p>
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	out and is an annual policy)	
<p>IF GIP_DV3=1 AND((GI3 = 1 AND GI1b = 2) OR GI1c=23)</p> <p>IF GIP_DV3=2</p> <p>AND GI3 = 1 AND GI1b = 2</p> <p>AND GI2=1</p>	<p><b>GI AND ANNUAL SHORT TERM PROTECTION <u>NEW</u> POLICIES</b></p> <p>(held GI with provider &lt;1 year and was a new policy when taken out</p> <p>Including Single Trip travel)</p> <p>(held P(S) with provider &lt;1 year, was a new policy when taken out and is an annual policy)</p>	<b>GROUP 2</b>
<p>IF GIP_DV3=1 AND GI3 =2-3</p> <p>IF GIP_DV3=2 AND GI3 =2-3</p> <p>AND GI2=1</p>	<p><b>GI AND ANNUAL SHORT TERM PROTECTION <u>RECENT RENEWER</u></b></p> <p>(held GI with same provider 1-&lt;3 years)</p> <p>(held P(S) with same provider 1-&lt;3 years and is an annual policy)</p>	<b>GROUP 3</b>
<p>IF GIP_DV3=1 AND GI3 =4-6</p> <p>IF GIP_DV3=2 AND GI3 =4-6</p> <p>AND GI2=1</p>	<p><b>GI AND ANNUAL SHORT TERM PROTECTION <u>OLD RENEWER</u></b></p> <p>(held with provider 3+ years and was renewed)</p> <p>(held P(S) with same provider 3+ years and is an annual policy)</p>	<b>GROUP 4</b>
<p>IF GIP_DV3=3 AND GI3 = 1</p> <p>AND GI1b = 1</p> <p>IF GIP_DV3=2 AND GI3 = 1</p> <p>AND GI1b = 1 AND GI2=2 or 3</p>	<p><b>LONG TERM PROTECTION AND ONGOING SHORT TERM PROTECTION <u>SWITCHER</u></b></p> <p>(held P(L)with provider &lt;1 year and was a switch when taken out)</p>	<b>GROUP 5</b>

	(held P (S) with provider <1 year and was a switch when taken out and policy is ongoing or don't know)	
<p>IF GIP_DV3=3 AND GI3 = 1 AND GI1b = 2</p> <p>IF GIP_DV3=2 AND GI3 = 1 AND GI1b = 2 AND GI2=2 or 3</p>	<p><b>LONG TERM PROTECTION AND ONGOING SHORT TERM PROTECTION <u>NEW</u> POLICIES</b></p> <p>(held P (L) product with provider &lt;1 year and was a new policy when taken out)</p> <p>(held P (S) with provider &lt;1 year and was a new policy when taken out and policy is ongoing or don't know)</p>	<b>GROUP 6</b>
<p>IF GIP_DV3=3 AND GI3 = 2-3</p> <p>IF GIP_DV3=2 AND GI3 = 2-3 AND GI2=2 or 3</p>	<p><b>LONG TERM PROTECTION AND ONGOING SHORT TERM PROTECTION <u>RECENT PURCHASER</u></b></p> <p>(held P (L) product with provider 1- &lt;3 years)</p> <p>(held P (s) product with provider 1- &lt;3 years and policy is ongoing or don't know )</p>	<b>GROUP 7</b>
<p>IF GIP_DV3=3 AND GI3 = 4-7</p> <p>IF GIP_DV3=2 AND GI3 = 4-7 AND GI2=2 or 3</p>	<p><b>LONG TERM PROTECTION AND ONGOING SHORT TERM PROTECTION <u>OLD PURCHASER</u></b></p> <p>(held P (L) product with provider 3+ years) or don't know</p>	<b>GROUP 8</b>

	(held P (s) product with provider 3+ years and policy is ongoing or don't know )	
Everyone else		Not allocated

**GI28 [ASK IF GROUP 1-3 OR 5-7 AND NOT GIP\_DV4 =1 (TAKEN OUT/RENEWED/SWITCHED POLICY <3 YEARS AGO AND NOT PART OF AN EMPLOYEE BENEFITS PACKAGE ONLY)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

Who did you buy your [SELECTED PRODUCT] with or arrange it through?

RANDOMISE LIST

1. Bought direct from provider
2. Bank/building society
3. Price comparison site
4. Insurance broker
5. Utility provider (e.g. gas, water, electric)
6. Retailer (e.g. furniture store, car dealership, supermarket)
7. Independent Financial Adviser
8. Through my employer
9. Other
10. Don't know

**GI29 [ASK IF GROUP 1-3 OR 5-7 AND NOT (GIP\_DV4 =1 OR GI28=8) (TAKEN OUT/RENEWED/SWITCHED POLICY <3 YEARS AGO AND NOT PART OF AN EMPLOYEE BENEFITS PACKAGE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

What method did you use to purchase this [SELECTED PRODUCT] [IF GROUP 3 OR 7 when you first took it out]?

1. Online using a desktop computer or laptop
2. Online using a mobile phone
3. Online using a tablet computer
4. Face to face/in person
5. By telephone
6. By post
7. Don't know

**GI24 [ASK IF GROUP 1-3 OR 5-7 AND NOT (GIP\_DV4 =1 OR GI28 8) (TAKEN OUT/RENEWED/SWITCHED POLICY <3 YEARS AGO AND NOT PART OF AN EMPLOYEE BENEFITS PACKAGE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [[IF GROUP 1,2 OR 5,6,7] took out/ IF GROUP 3 renewed] this [SELECTED PRODUCT] did you pay the fee initially quoted by the provider?

1. I paid the quoted amount, and there were no extra charges
2. I negotiated a lower premium
3. I paid more than the quoted amount, because they added on extra charges
4. I paid more than the quoted amount because I extended the coverage
5. Don't know

**GI25 [ASK IF (GI1C=5-6, 8 – 9, 11-16, 18-19, 22-23) AND (GROUP 1-3 OR 5-7) AND NOT (GIP\_DV4 =1 OR GI28 8) (ALL POLICIES WHICH CAN BE SOLD AS AN ADD-ON AND TAKEN OUT/RENEWED /SWITCHED <3 YEARS AGO AND NOT PART OF AN EMPLOYEE BENEFITS PACKAGE)]**

- MOTOR BREAKDOWN COVER AT GI1C=5
- MULTI-TRIP TRAVEL AT GI1C=6
- MOBILE PHONE AT GI1C=8
- GADGET INSURANCE AT GI1C=9
- HOME EMERGENCY AT GI1C=11
- LEGAL PROTECTION AT GI1C=12
- EXTENDED WARRANTY AT GI1C=13
- CREDIT CARD PROTECTION AT GI1C=14
- PAYMENT PROTECTION INSURANCE GI1C=15
- MPPI AT GI1C=16
- ID THEFT INSURANCE AT GI1C=18
- GAP AT GI1C=19
- PERSONAL ACCIDENT AT GI1C=22
- SINGLE TRIP TRAVEL AT GI1C=23

**GI25a [SITS WITHIN GI25 FILTER] AND [MOTOR BREAKDOWN COVER AT GI1C=5]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your motor breakdown cover which of the following applied?

1. It was attached to a motor insurance policy
2. It was taken out through the garage at the same time as purchasing my vehicle
3. It was part of a packaged bank account
4. I took it out separately
5. Don't know

**GI25b [SITS WITHIN GI25 FILTER] AND [MULTI-TRIP TRAVEL AT GI1C=6]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your multi-trip travel insurance which of the following applied?

1. It was part of a packaged bank account
2. I took it out separately
3. Don't know

**GI25c [SITS WITHIN GI25 FILTER] AND [MOBILE PHONE AT GI1C=8]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your mobile phone insurance which of the following applied?

1. It was attached to a home buildings or contents insurance policy
2. It was part of a packaged bank account
3. It was taken out through my mobile phone service provider at the same time I got my mobile phone
4. I took it out separately
5. Don't know

**GI25d [SITS WITHIN GI25 FILTER] AND [GADGET INSURANCE AT GI1C=9]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your gadget insurance which of the following applied?

1. It was part of a packaged bank account
2. It was taken out through the company I purchased the gadget from at the same time as when I bought my gadget
3. I took it out separately
4. Don't know

**GI25e [SITS WITHIN GI25 FILTER] AND [HOME EMERGENCY AT GI1C=11]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your home emergency cover which of the following applied?

1. It was attached to a home buildings or contents insurance policy
2. It was part of a packaged bank account
1. It was taken out at the same time as arranging the supplier of my utilities (e.g. gas, electricity, water)
2. I took it out separately
3. Don't know

**GI25f [SITS WITHIN GI25 FILTER] AND [LEGAL PROTECTION AT GI1C=12]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your legal protection insurance which of the following applied?

1. It was attached to a motor insurance policy
2. It was attached to a home buildings or contents insurance policy
3. It was part of a packaged bank account
4. I took it out separately
5. Don't know

**GI25g [SITS WITHIN GI25 FILTER] AND [EXTENDED WARRANTY AT GI1C=13]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your extended warranty which of the following applied?

1. It was taken out with the company where I purchased the item
2. I took it out separately
3. Don't know

**GI25h [SITS WITHIN GI25 FILTER] AND [CREDIT CARD PROTECTION AT GI1C=14]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your credit card protection insurance which of the following applied?

1. It was part of a packaged bank account
2. Through the provider of my credit card when I took it out
3. I took it out separately
4. Don't know

**GI25i [SITS WITHIN GI25 FILTER] AND [PAYMENT PROTECTION INSURANCE GI1C=15]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your payment protection insurance (PPI) which of the following applied?

1. It was taken out through the provider of my credit card when I took it out
2. It was taken out through the provider of my loan when I took it out
3. It was taken out through the provider of my mortgage when I took it out
4. I took it out separately
5. Don't know

**GI25n [SITS WITHIN GI25 FILTER] AND [MPPI AT GI1C=16]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your mortgage payment protection insurance (MPPI) which of the following applied?

1. It was taken out through the provider of my mortgage when I took it out
2. I took it out separately
3. Don't know

**GI25j [SITS WITHIN GI25 FILTER] AND [ID THEFT INSURANCE AT GI1C=18]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your ID theft insurance which of the following applied?

1. It was part of a packaged bank account
2. I took it out separately
3. Don't know

**GI25k [SITS WITHIN GI25 FILTER] AND [GAP AT GI1C=19]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your GAP insurance which of the following applied?

1. It was taken out through the garage when I purchased my vehicle
2. I took it out separately
3. Don't know

**GI25l [SITS WITHIN GI25 FILTER] AND [PERSONAL ACCIDENT AT GI1C=22]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 3 first] took out your personal accident insurance which of the following applied?

1. It was attached to a motor insurance policy
2. It was part of a packaged bank account
3. I took it out separately
4. Don't know

**GI25m [SITS WITHIN GI25 FILTER] AND [SINGLE TRIP TRAVEL AT GI1C=23]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you took out your single trip travel insurance which of the following applied?

1. It was taken out through the travel agent or the airline at the same time as arranging my holiday or flights
2. I took it out separately
3. Don't know

**GI26 [ASK IF GI25a = 1 OR 2 OR 3, OR GI25b = 1, OR GI25c = 1 OR 2 OR 3, OR GI25d = 1 OR 2, OR GI25e = 1 OR 2 OR 3, OR GI25f = 1 OR 2 OR 3, OR GI25g = 1, OR GI25h = 1 OR 2, OR GI25i = 1 OR 2 OR 3, OR GI25n=1, GI25j = 1, OR GI25k = 1, OR GI25l = 1 OR 2, OR GI25m = 1 (ALL POLICIES WHICH WERE SOLD AS AN ADD-ON)]**

Would you have taken this [SELECTED PRODUCT] out separately, if it had not been [ADD WORDING FOR OPTION CHOSEN AT G125A-N]?

1. Yes, I would have still purchased this separately
2. No, I would not have purchased this separately
3. Don't know

**GI25\_1 [ASK IF GI1C= 24-26 AND GROUPS 5-7 EXCLUDING IF ONLY CODE P\_GI10b FOR SELECTED POLICY OR GI28=9 (P(L) POLICIES WHICH CAN BE SOLD AS A BUNDLE AND TAKEN OUT <3 YEARS AGO AND NOT PART OF AN EMPLOYEE BENEFITS PACKAGE)]**

- LIFE INSURANCE GI1C=24
- INCOME PROTECTION GI1C =26
- CRITICAL ILLNESS AT GI1C=225

**GI25\_1a [SITS WITHIN GI25\_1 FILTER] AND [LIFE INSURANCE GI1C=24]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you took out your life insurance which of the following applied?

1. It was taken out when I arranged my mortgage
2. It came as part of an employee benefits package
3. I took it out separately from anything else
4. Don't know

**GI25\_1b [SITS WITHIN GI25\_1 FILTER] AND [INCOME PROTECTION GI1C =26]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you took out your income protection insurance, which of the following applied?

1. It was taken out when I arranged my mortgage
2. It was taken out when I arranged my life insurance
3. It came as part of an employee benefits package
4. I took it out separately from anything else
5. Don't know

**GI25\_1c [SITS WITHIN GI25\_1 FILTER] AND [CRITICAL ILLNESS AT GI1C=25]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you took out your critical illness cover, which of the following applied?

1. It was taken out when I arranged my mortgage
2. It was taken out when I arranged my life insurance
3. It came as part of an employee benefits package
4. I took it out separately from anything else
5. Don't know

**GI44\_1 [ASK IF GROUP 1-3 OR 5-7 (TAKEN OUT/RENEWED/SWITCHED POLICY <3 YEARS AGO)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 1,2 OR 5-7 took out/ IF GROUP 3 renewed] your [SELECTED PRODUCT], do you recall getting a Key Facts document?

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

**GI44 [ASK IF GROUP 1-3 OR 5-7 (TAKEN OUT/RENEWED/SWITCHED POLICY <3 YEARS AGO)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 1,2 OR 5-7 took out/ IF GROUP 3 renewed] your [SELECTED PRODUCT], which of the following best describes how you read the policy documentation?

1. Read the documentation carefully
2. Looked through it briefly
3. Just looked at the key points
4. Didn't read the documentation at all
5. Don't know

**GI30 [[ASK IF GROUP 1-3 OR 5-7 (TAKEN OUT/RENEWED/SWITCHED POLICY <3 YEARS AGO)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When you [IF GROUP 1,2 OR 5-7 took out/IF GROUP 3 renewed] this [SELECTED PRODUCT], did you check that you weren't already covered for this under a different policy that you or someone else in your household had?

1. Yes, I checked
2. No, I didn't check, as I knew I wasn't covered elsewhere

3. No, I didn't check, and I may be covered elsewhere
4. Don't remember

**GI48 [ASK GROUPS 3-4 OR 7-8 (HELD POLICY WITH SAME PROVIDER 1> - 10+ YEARS)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

When, if at all, did you last review your [SELECTED PRODUCT] policy to check if it still meets your needs?

1. Not reviewed since I took it out
2. Less than 1 year ago
3. More than 1 year up to 2 years ago
4. More than 2 years 5 years ago
5. More 5 years ago
6. Don't know

**GI45 [ASK ALL IN GI&P MODULE]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

How well do you understand what your [SELECTED PRODUCT] covers you for?

1. Very well
2. Fairly well
3. Not very well
4. Not at all well
5. Don't know

**GI57a [ASK ALL GROUPS GI 1-8 AND GI1C NE 1 (HELD POLICY <1 YEAR – 10+ YEARS EXCLUDING MOTOR)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

How important is it that you have your [SELECTED PRODUCT]? Would you say ...

1. I definitely need it
2. I would rather have it
3. I could probably do without it
4. Don't know

**GI43 [ASK ALL GROUPS 1-8 AND NOT (GIP\_DV4 =1 OR GI28 8) (HELD POLICY <1 YEAR – 10+ YEARS OR DK HOW LONG AND NOT PART OF AN EMPLOYEE BENEFITS PACKAGE)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

Why did you choose the provider of your [SELECTED PRODUCT]?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 16-18

1. The provider had a good reputation
2. Had used the provider before
3. Existing customer of the provider

4. Recommended by a price comparison website or best-buy table
5. Recommended by service provider (e.g. vet, dentist)
6. Recommended by a broker or financial adviser
7. Recommended by a family member, friend or colleague
8. Saw advert/ material from the provider
9. No choice - the only policy offered/available
10. No choice - I couldn't get a policy elsewhere
11. I trusted them to give me a good deal
12. I trusted them to treat me fairly
13. It was the most convenient for me
14. Low premium
15. Good policy cover
16. Other (please write in)
17. I didn't choose the provider as my [SELECTED PRODUCT] is part of an employee benefits package
18. Don't know

**GI54 [ASK ALL IN GI&P MODULE]**

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

Overall how satisfied are you with the provider of your [SELECTED PRODUCT]?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'

NUMERIC  
RANGE 0...10

Don't know

**GI57 [ASK ALL IN GI&P MODULE]**

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

How much trust do you have in the provider of this [SELECTED PRODUCT]?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'very much'.

NUMERIC  
RANGE 0...10

Don't know

**GI50 [ASK GROUPS 1-4 EXCLUDING GI1c= 23 (ALL GROUPS HOLDING A GI OR P(S) POLICY WHICH IS RENEWED ANNUALLY EXCEPT SINGLE TRIP TRAVEL)]**

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

Will you continue this [SELECTED PRODUCT] when it expires, either with the same provider or somewhere else?

1. Yes, definitely
2. Yes, probably
3. Probably not
4. Definitely not
5. Don't know yet

**GI52 [ASK GROUPS 5-8 (ALL GROUPS HOLDING A P(L) OR ONGOING P(S), POLICY)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

Do you intend to continue with this [SELECTED PRODUCT] for the foreseeable future?

1. Yes, I have no plans to terminate policy
2. No, I plan to terminate within the next 1 to 2 years
3. No, I plan to terminate at some stage after 2 years
4. Don't know

**GI53 [ASK IF GI152=2 OR 3]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

Why are you considering terminating your [SELECTED PRODUCT] in the future?

Please select all that apply.

1. Waste of money/don't need it
2. My circumstances will/might change
3. I can't afford it
4. Other (please write in)
5. Don't know

**GI24a [ASK ALL IN GI&P MODULE]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

Since you have had your [SELECTED PRODUCT] with your current provider, have you experienced any unexpected fees or charges?

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

**GI20 [ASK GROUPS 1,3,4 (GI, P(S) SWITCHER OR RENEWER HELD POLICY >1-10+ YEARS)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

Thinking back to when you [switched/renewed] your insurance: before you [IF GROUP 1 switched to/IF GROUP3-4 renewed] this [SELECTED PRODUCT], did you receive a renewal notice?

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

**GI8 [ASK GROUPS 3,4 (RENEWER HELD POLICY >1-10+ YEARS)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

Did this policy automatically renew or did you have to give instruction to renew it?

1. It renewed automatically
2. I gave instructions to renew (e.g. rang up provider)

3. Don't know

**GI9** [ASK IF GI8=1]

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

Were you aware that the policy was going to auto-renew?

1. Yes
2. No, but I was fine with it
3. No, and I was unhappy with it
4. Don't know

**GI23** [ASK IF GI GROUP 1,3- 5 (RENEWER AND HELD POLICY 1-10 YEARS OR SWITCHER AND HELD POLICY <1 YEAR)]

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

When you [IF GROUP 1 OR 5 switched to/IF GROUP 3-4 renewed] this [SELECTED PRODUCT], had the [IF GROUP 1 OR 5 renewal] premium increased noticeably from the year before?

1. Yes, my premium had increased
2. No, my premium was the same/very similar
3. No, my premium had decreased
4. Don't know

**GI31** [ASK IF GROUP 1-3 OR 5-7 (TAKEN OUT/RENEWED/SWITCHED POLICY <3 YEARS AGO)]

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

Before you took out your [SELECTED PRODUCT], did you compare policies from two or more different providers by looking at the policies, prices or the terms and conditions offered?

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

**GI42** [ASK IF GI31=2 (DIDN'T SHOP AROUND BEFORE RENEWING/SWITCHED/TOOK OUT POLICY)]

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

There are many reasons why you may not have compared different providers before taking out your [SELECTED PRODUCT].

Why did you not compare products from different providers?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 12-14

1. It takes too much time
2. It's too difficult to compare
3. It's not worth it as there's no real difference between insurance providers
4. I wouldn't know what to look for
5. Shopping around or comparing insurance providers could damage my credit rating

6. The offer from the insurance provider I chose was just what I wanted
7. I feel loyalty to the insurance provider I chose
8. The insurance provider I chose had a good choice of products
9. I have dealt with the insurance provider I chose before
10. The insurance provider was recommended to me
11. I didn't think I would get the insurance product elsewhere
12. I didn't really think about comparing insurance products or providers
13. Other (please write in)
14. Don't know

**GI33 [ASK IF GI31=1 (SHOPPED AROUND BEFORE RENEWING/SWITCHED/TOOK OUT POLICY)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

How did you compare [SELECTED PRODUCT]s from different providers?

Please select all that apply.

**RANDOMISE LIST**

1. Checked best-buy tables (e.g. internet, newspaper)
2. Used price comparison website(s)
3. Checked websites of individual providers
4. Contacted providers for information
5. Used a broker
6. Other (please write in)
7. Don't know

**GI35 [ASK IF GI31=1 (SHOPPED AROUND BEFORE RENEWING/SWITCHED/TOOK OUT POLICY)]**

“Thinking about the [SELECTED PRODUCT] you took out most recently ...”

**RANDOMISE ROWS**

- a) How easy or difficult was it to compare different [SELECTED PRODUCT] prices?
  - b) How easy or difficult was it to compare what you are covered for by different [SELECTED PRODUCT] policies?
1. Very easy
  2. Fairly easy
  3. Neither easy nor difficult
  4. Fairly difficult
  5. Very difficult
  6. Don't know

**GI41 [ASK IF GROUP 1 OR 5 (SWITCHERS)]**

What prompted you to switch provider for your [SELECTED PRODUCT]?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. Lower premium
2. Lower charges
3. A financial Incentive
4. Dissatisfaction with my previous provider's quality of service
5. Unexpected charges or penalties applied by my previous provider
6. I wanted better online access
7. I wanted a better App for mobile use
8. Merging two or more insurance policies into one with the new provider
9. Free gift
10. A recommendation from a family member, friend or colleague
11. A recommendation from service provider (e.g. vet, dentist)
12. A recommendation from a broker or financial adviser
13. Unsatisfactory claims experience with my previous provider
14. Better policy cover with the new provider
15. My previous provider didn't offer the option I wanted
16. I saw how much my premium had increased on renewal
17. Other (please write in)
18. Don't know

**GI41a** [ASK IF GROUP 3,4,7,8 (RENEWERS OR ONGOING POLICY HELD WITH PROVIDER FOR >3-10+ YEARS)]

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

Have you ever considered switching provider for your [SELECTED PRODUCT]?

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

**GI41B** [ASK IF GI41a= 1 (EVER CONSIDERED SWITCHING)]

"Thinking about the [SELECTED PRODUCT] you took out most recently ..."

Why did you decide not to switch provider for your [SELECTED PRODUCT] on this occasion?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. I am happy with my existing provider
2. It's too much hassle I didn't have time to look elsewhere
2. I tried to switch, but couldn't cancel with my existing provider
3. I didn't want to look elsewhere in case I got emails, calls or letters from companies I didn't recognise
4. I didn't know how to change provider
5. I worry about something going wrong if I change provider
6. There's no real difference between providers, so it's not worthwhile
7. It is too difficult to compare providers
8. I get a discount with current provider (e.g. no claims bonuses, holding multiple products)
9. Other (please write in)
10. Don't know

**GI61** [ASK ALL NE GI1b=24 OR 29 (ALL CURRENTLY HOLDING A POLICY EXCLUDING LIFE AND/OR FUNERAL COVER)]

Now thinking about all the insurance policies you currently hold: have you made a claim on any of these policies **in the last 2 years?**

Please include any claims you have made, regardless of whether or not they were successful.

INSERT POLICIES CURRENTLY HELD IN OWN NAME OR IN JOINT NAMES (YES/NO FOR EACH)

1. Yes
2. No

Rows	
<b>1</b>	INSERT POLICIES CURRENTLY HELD IN OWN NAME OR IN JOINT NAMES

**GI62 [ASK IF >1 POLICY SELECTED AT GI161 (MADE A CLAIMED ON MORE THAN ONE POLICY IN LAST 2 YEARS )**

Which of these did you claim on most recently?

Rows	
<b>1</b>	INSERT ALL POLICIES CLAIMED UPON IN THE LAST 2 YEARS

**SELECT POLICY CLAIMED ON MOST RECENTLY (GI61 OR GI62)**

For the following questions please consider the **[SELECTED POLICY CLAIMED ON]** that you made a claim on most recently.

**GI63 [ASK IF GI161 = 1 (ALL WHO HAVE CLAIM IN LAST 2 YEARS)]**

**“Thinking about the claim you made on your [SELECTED PRODUCT] most recently ...”**

What was the outcome of the claim?

1. Completely successful
2. Partially successful
3. Unsuccessful
4. Ongoing/not yet resolved
5. Don't know

**GI63a [ASK IF GI63=2 OR 3 (CLAIM WAS PARTIALLY SUCCESSFUL OR UNSUCCESSFUL)]**

**“Thinking about the claim you made on your [SELECTED PRODUCT] most recently ...”**

Did the provider explain satisfactorily why your claim was [unsuccessful/only partially successful]?

1. Yes
2. No

3. Don't know

**GI64 [ASK IF GI63=1-3 (CLAIM WITH AN OUTCOME)]**

"Thinking about the claim you made on your [SELECTED PRODUCT] most recently ..."

Did you have any problems when making your claim?

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

**GI64aa [ASK IF GI64=1 (HAD PROBLEMS WHEN MAKING CLAIM)]**

"Thinking about the claim you made on your [SELECTED PRODUCT] most recently ..."

What problems did you experience?

Please select all that apply.

1. Poor customer service
2. Unexpected fees or charges
3. Unexpected changes to terms and conditions
4. Delays when making a claim
5. Not eligible when claiming
6. Other (please write in)
7. Don't know

**GI66 [ASK ALL NE ONLY GIb=24 OR 29 (ALL CURRENTLY HOLDING A POLICY EXCLUDING THOSE ONLY HAVING LIFE AND/OR FUNERAL COVER)]**

Thinking again about all of your insurance policies: have you thought about claiming on any of these **but** decided not to in the last 12 months?

1. Yes
2. No

**GI67 [ASK IF GI66=1 (ALL WHO THOUGHT ABOUT BUT DIDN'T CLAIM)]**

Why did you decide not to claim?

Please select all the reasons that were **important** in your decision.

1. Too much hassle
2. Not worth claiming
3. Realised I wasn't covered
4. Didn't want to affect next year's premiums/no claims bonus
5. Didn't want to pay excess
6. Claim was less than the excess
7. I wouldn't have been able to afford the excess
8. Other (please write in)
9. Don't know

In this next set of questions we would like to understand more about your attitudes and experience in relation to insurance.

**GI37** [ASK IF GI28 NE 3 AND GI33 NE 2 (ALL WHO DIDN'T ARRANGE THROUGH PCWS OR USE THEM TO SHOP AROUND)]

Have you ever used any price comparison websites to compare or buy insurance?

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

**GI38** [ASK ALL IN GI&P MODULE]

How much do you agree or disagree with each of the following statements about **price comparison websites**?

RANDOMISE ROWS

1. Price comparison websites...
  2. Offer good information as to which product I should be buying
  3. Can be trusted to provide me with the best deal
  4. Are difficult or complicated to use
  5. You need to use several sites to get a good coverage of the market
- 
1. Strongly agree
  2. Slight agree
  3. Neither agree nor disagree
  4. Slightly disagree
  5. Strongly disagree
  6. Don't know

**GI40** [ASK ALL IN GI&P MODULE]

In your view, do price comparison websites cover all providers?

1. Yes, all of them do
2. Yes, some of them do
3. No, none of them do
4. Don't know

**GI1** [ASK ALL IN GI&P MODULE]

How much do you agree or disagree with the following statements about insurance?

RANDOMISE STATEMENTS

- a) There is not enough information for me to make decisions on the quality of different insurance policies
- b) When buying insurance, I tend to opt for the cheapest rather than compare what different policies cover
- c) I will get better cover, the more I pay for the policy
- d) I would pay more for a brand I know
- e) [IF HAVE MOTOR INSURANCE] No claims protection means my motor insurance premium will not rise as a result of making a claim

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**GI75a [ASK ALL IN GI&P MODULE]**

When getting insurance in the last 12 months have you or anyone you know given incorrect or incomplete answers, or withheld information in order to get cheaper insurance or increase the chance of getting cover?

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

**GI75b [ASK IF GI75a=1 (YOU OR ANYONE YOU KNOW GIVN INCORRECT OR INCOMPLETE ANSWERS)]**

And what type of answers were changed?

Please select all that apply

RANDOMISE LIST

1. The amount of excess you are willing to pay
2. Where you keep a vehicle [IF P\_GI2=1 MOTOR]
3. Vehicle details such as annual mileage [IF P\_GI2=1 MOTOR]
4. Adding other people to your policy
5. Personal information such as age or occupation
6. Number of years you've had no claims bonus [IF P\_GI2=1 MOTOR]
7. The type of locks you have on your property [IF P\_GI2=2, 3 OR 4HOME CONTENTS/BUILDINGS]
8. Any health conditions you have [IF P\_GI2=6 OR P\_GI4=1 TRAVEL]
9. Previous claims
10. Other (please write in)
11. Don't know

**GI73 [ASK ALL IN GI&P MODULE]**

Do you have any insurance policies which you are unable to switch away from, as you have been refused cover or been unable to get cover from another provider?

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

**GI76 [ASK IF P\_GI2=1 (ALL WITH ANY MOTOR INSURANCE POLICY)]**

**Telematics** is a feature of some motor insurance policies that prices premiums depending on how you drive.

A device - known as a 'black box' - installed in your vehicle monitors your driving behaviour so the better your driving, the less you pay for cover.

Have you heard of this type of policy?

1. Yes, I have this policy now
2. Yes, I have had it in the past
3. Yes, but I don't have it and never have
4. No, never heard of it
5. Don't know

Again thinking about all the insurance policies you currently hold [SINGLE TRIP TRAVEL and the single trip travel insurance you have held in the last 12 months] .....

**GI68a [ASK ALL IN GI&P MODULE]**

Would you say you have experienced a problem related to any of these insurance policies or to the advice you have received about this/these in the last 12 months?

Please think about all problems you have experienced in the last 12 months, even if you have told us about them before.

[LIST ALL QUALIFYING PRODUCTS]

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

**GI68 [ASK ALL IN GI&P MODULE]**

[IF GI68a = 2 OR 3]: Just to check: in the last 12 months have you experienced any of the following problems, with any of these policies?

Please think about all problems you have experienced in the last 12 months, even if you have told us about them before.

[IF GI68a = 1]: Which of these problems did you experience?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 15,17- 18

1. Sales pressure
2. Poor advice from a financial adviser
3. Unexpected fees or charges
4. Complex fees and charges
5. Policy costing me more than expected
6. Unexpected changes to terms and conditions
7. Unexpected termination of my policy
8. Complex policy information
9. IT system failure/ service disruption
10. Provider errors/not following instructions
11. Delays when making changes to my policy
12. Delays when arranging my policy
13. Poor customer service
14. Unsuitable channel (phone, online, face-to-face) to contact the provider
15. Not eligible for the policy I wanted
16. Unfair treatment when making a claim

17. Other (please write in)
18. [GI68a=2 OR 3] None of these

**GI69 [ASK IF GI68=MORE THAN ONE RESPONSE (MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

And, which of these would you say was the most serious problem?

SHOW ANSWERS AT GI68 (INCLUDING OTHER)

Don't know

**GIINT [ASK IF MORE THAN ONE SELECTED AT GI68 (MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

For the next few questions please think about the most serious problem you experienced.

SHOW ANSWER AT GI69

**GI69b [ASK IF MORE THAN ONE CODE SELECTED AT G1b (MORE THAN ONE PRODUCT HELD)]**

Which of the insurance policies you currently hold did this problem concern?  
[REPEAT LIST OF PRODUCTS HELD]

**GI69a [ASK IF GI68=1+ (HAVE EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

**"Thinking about the [if GI68>1most serious] problem you experienced with [INSERT PRODUCT AT GI69b, OR AT G1b IF ONLY ONE PRODUCT CURRENTLY HELD]..."**

As a result of this problem, did any of the following happen?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 9-12

1. Had problems paying bills
2. Went into my overdraft
3. Lost money
4. Had to borrow money
5. My credit rating was affected
6. Not covered when I thought I was
7. Spent significant time resolving the problem
8. It was just a nuisance
9. I suffered stress
10. Other (please write in)
11. No negative impacts
12. Don't know

**GI69c [ASK IF GI68=1+ (HAVE EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

**"Thinking about the [if GI68>1most serious] problem you experienced with [INSERT PRODUCT AT GI69b, OR AT G1b IF ONLY ONE PRODUCT CURRENTLY HELD]..."**

Did you complain about this?

1. I complained
2. I wanted to complain but didn't

3. No, I didn't want to complain
4. Don't know

**GI70 [ASK IF GI69c=1 (COMPLAINED ABOUT PROBLEM)]**

“Thinking about the [if GI68>1most serious] problem you experienced with [INSERT PRODUCT AT GI69b, OR AT GI1b IF ONLY ONE PRODUCT CURRENTLY HELD]....”

Who did you complain to?

Please select all that apply.

1. My insurance provider
2. The person who sold me the policy (if different to provider)
3. Financial Ombudsman Service (FOS)
4. Financial Conduct Authority (FCA)
5. Chartered Insurance Institute (CII)
6. Someone else (please write in)
7. Don't know

**GI70b [ASK IF GI70=1 (COMPLAINED TO PROVIDER)]**

“Thinking about the [if GI68>1most serious] problem you experienced with [INSERT PRODUCT AT GI69b, OR AT GI1b IF ONLY ONE PRODUCT CURRENTLY HELD]....”

Overall how satisfied were you with how your complaint was handled by your provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**GI72 [ASK IF GI69c=2 OR 3 (WANTED TO OR DIDN'T WANT TO COMPLAIN)]**

“Thinking about the [if GI68>1most serious] problem you experienced with [INSERT PRODUCT AT GI69b, OR AT GI1b IF ONLY ONE PRODUCT CURRENTLY HELD]....”

Why didn't you complain?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. Too trivial/wasn't worth it
2. Too difficult to complain
3. No point complaining – nothing would happen
4. Didn't know how to complain
5. Didn't have time/too busy
6. Other (please write in)
7. Don't know

# 11. Pensions Accumulation

To be eligible for **the Pensions Accumulation module** all to have one or more defined contribution (DC) pension(s) they have not yet accessed (these adults may also have other DC pensions that they have accessed)

## DERIVED VARIABLES

CODES		PADV1
P_AC8=2 or 3 (currently) OR P_AC8a=2 or 3 (no longer)	A DC Employer Scheme also includes those who are currently contributing to employer, not sure of type	GROUP 1
P_AC6=2 (currently) OR P_AC6a=2 (no longer) OR P_AC7=3 (currently) OR P_AC7a=3 (no longer)	Personal pension currently and/or no longer contributing to	GROUP 2
P_AC8=2 or 3 (currently) OR P_AC8a=2 or 3 (no longer)  AND  P_AC6=2 (currently) OR P_AC6a=2 (no longer) OR P_AC7=2 OR P_AC7=3 OR P_AC7a=2 OR P_AC7a=3	A personal pension AND employer DC currently and/or no longer contributing to	GROUP 3
P_AC6=2 (currently) OR P_AC6a=2 (no longer) OR P_AC7=2 OR P_AC7=3 OR P_AC7a=2 OR P_AC7a=3  AND  P_AC8= 1 OR P_AC8a=1	A personal pension AND a DB pension they are currently and/or no longer contributing to	GROUP 4
P_AC8=2 OR 3 OR P_AC8a=2 OR 3  AND  P_AC8= 1 OR P_AC8a=1	A employer DC and DB they are currently and/or no longer contributing to	GROUP 5
P_AC6=2 OR P_AC6a=2 OR P_AC7=2 OR P_AC7=3 OR P_AC7a=2 OR P_AC7a=3  AND	A personal pension AND Employer DC, and DB they are currently and/or no longer contributing to	GROUP 6

P_AC8=2 OR 3 OR P_AC8a=2 OR 3		
AND		
P_AC8= 1 OR P_AC8a=1		

**INTRO [ALL IN ACCUMULATION MODULE]**

We would now like to ask a few more detailed questions about saving into a pension.

**P1 [ASK ALL IN ACCUMULATION MODULE]**

Which of the following do you expect will be your **single largest source of income in retirement?**

1. The pension(s) I set up myself [SHOW FOR GROUP 2,3, 4 AND 6 ONLY]
2. My money purchase/defined contribution employer pension(s)[SHOW IF PDEC1=1 from which you haven't yet received any income or taken any payments] [SHOW FOR GROUP1, 3 5 AND 6 ONLY]
3. A defined contribution pension I have already started take income or payments from [SHOW IF P\_DEC3=1-5]
4. My final salary/salary related pension(s) [SHOW IF P\_AC8=1 OR P\_AC8a=1 OR P\_DEC2 = 1]
5. The State pension
6. Someone else's pension(s)
7. Other non-pension income sources
8. Don't know

**INTRO [ALL IN ACCUMULATION MODULE]**

[GROUP 1] The next few questions are about your pension(s) you have arranged through your employer. From now on we will refer to these/this pension(s) as your defined contribution pension(s)

[GROUP 2] The next few questions are about your pension(s) you have that you set up yourself From now on we will refer to these/this pension(s) **as your defined contribution pension(s)**

[GROUP 3] The next few questions are about the pensions you set up yourself and through your employer. From now on we will refer to these pensions **as your defined contribution pensions.**

[GROUP 4] The next few questions are about the pension(s) set up by yourself. From now on we will refer to these/this pension(s) **as your defined contribution pension(s)**. Please do **not** include your final salary or salary related pension(s) in these questions.

[GROUP 5] The next few questions are about your employer-arranged pension(s) that are not final salary or salary related. From now on we will refer to these/this pension(s) **as your defined contribution pension(s)**.

[GROUP 6] The next few questions are about your employer-arranged pension(s) that are not final salary or salary related and about the pension(s) you set up yourself. From now on we will refer to these pensions as **your defined contribution pensions**.

**P8A [ASK IF P\_ACDV2=3 (CURRENTLY CONTRIBUTE TO MORE THAN ONE DC PENSION)]**

Do you know how much in total you and/or your employer contribute to your defined contribution pensions?

This can be each year or as a percentage of your salary.

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, for all of them
2. Yes, for some of them
3. No
4. Don't know

**P8B [ASK IF (P\_ACDV2=2 CURRENTLY CONTRIBUTE TO ONE DC PENSION)]**

Do you know how much in total you and/or your employer contribute to your defined contribution pension?

This can be each year or as a percentage of your salary.

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes
2. No

**P13a\_1 [ASK IF (P8A=3 or 4) AND P\_ACDV2= 3 (DON'T KNOW AMOUNT CONTRIBUTED AND CURRENTLY CONTRIBUTE TO MORE THAN ONE DC PENSION)]**

Do you know how you would find out about how much you and/or your employer contribute into your pensions?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, for all of them
2. Yes, for some of them
3. No

**P13b\_1 [ASK IF P8B=2 AND P\_ACDV2=2 (DON'T KNOW AMOUNT CONTRIBUTED AND CURRENTLY CONTRIBUTE TO ONE DC PENSION)]**

Do you know how you would find out about how much you and/or your employer contribute into your pension?

**[IF GROUP 4, 5, 6]** Remember please don't think about your final salary or salary related pension(s) in this question.

1. Yes
2. No

**P13c [ASK IF P\_ACDV6=2 (HAVE ONE DC PENSION)]**

For your defined contribution pension you will have a pension pot of money.

Have you reviewed in the last 12 months how much your defined contribution pension pot is worth?

**[IF GROUP 4, 5, 6]** Remember please don't think about your final salary or salary related pension(s) in this question.

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

**P13e [ASK IF P\_ACDV6=3 OR 4 (HAVE MORE THAN ONE DC PENSION OR DK)]**

For each of your defined contribution pensions you will have a pension pot of money.

Have you reviewed in the last 12 months how much your defined contribution pension pots are worth?

**[IF GROUP 4, 5, 6]** Remember please don't think about your final salary or salary related pension(s) in this question.

1. Yes, I have reviewed all of them
2. Yes, I have reviewed some but not all of them
3. No, I haven't reviewed any of them
4. Don't know

**P13d [ASK IF P\_ACDV6=2 AND B3=18 (DON'T KNOW PENSION POT SIZE HAVE ONE DC PENSION)]**

You mentioned earlier that you do not know the current size of your defined contribution pension pot.

Do you know how you would find out the amount you have in your defined contribution pension pot?

**[IF GROUP 4, 5, 6]** Remember please don't think about your final salary or salary related pension(s) in this question.

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

**P13f [ASK IF P\_ACDV6=3 OR 4 AND B3=18 (DON'T KNOW TOTAL PENSION POT SIZE HAVE MORE THAN ONE DC PENSION OR DK)]**

You mentioned earlier that you do not know the current size of your defined contribution pension pots in total.

Do you know how you would find out the amount you have in your defined contribution pension pots?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes
2. No
3. I know for some but not all of them
4. Don't know

**P7 [ASK ALL IN ACCUMULATION MODULE]**

Have you ever thought about how much you should be paying into your defined contribution pension(s) each year to maintain a reasonable standard of living when you come to retire?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, thought about it a lot
2. Yes, thought about it a little
3. Haven't considered it

**P20a [ASK IF P\_ACDV6=2 (HAVE ONE DC PENSION)]**

Do you recall receiving an annual statement from your defined contribution pension provider in the last 12 months?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, I recall receiving it and have read it
2. Yes, I recall receiving it but haven't read it
3. No, I do not recall receiving it
4. Don't know

**P20b [ASK IF P\_ACDV6=3 OR 4 (HAVE MORE THAN ONE DC PENSION OR DK)]**

Do you recall receiving an annual statement from your defined contribution pension providers in the last 12 months?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, I recall receiving an annual statement for all of my pension schemes
2. Yes, I recall receiving an annual statement for some of my pension schemes
3. No, I do not recall receiving and annual statement for any of my pension schemes
4. Don't know

**P20c [ASK IF P20b=1 or 2 (RECALL RECEIVING AN ANNUAL STATEMENTS)]**

Did you read the annual statement(s) you received in the last 12 months?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, I read it/ all of them
2. Yes, I read it/ some of them
3. No, I did not read it/ them
4. Don't know

**P21\_DEC [ASK IF P20a =1 OR P20c =1 or 2 (HAVE READ STATEMENTS)]**

And generally, how well do you understand the information in your pension statement(s)?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Very well
2. Fairly well
3. Not very well
4. Not at all well
5. Don't know

**P26a [ASK IF P\_ACDV6=2 (HAVE ONE DC PENSION)]**

Are you aware of any charges incurred on your defined contribution pension?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes
2. No

**P26b [ASK IF P\_ACDV6=3 OR 4 (HAVE MORE THAN ONE DC PENSION OR DK)]**

Are you aware of any charges incurred on your defined contribution pensions?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, I am aware of charges for all of them
2. Yes, I am aware of charges for some of them
3. No, I am not aware of charges

**P27a [ASK IF P\_ACDV6=2 AND P26a=2 (HAVE ONE DC PENSION AND NOT AWARE IF AMC INCURRED)]**

Do you know how you would find out what charges you might pay?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes
2. No

**P27b [ASK IF P\_ACDV6=3 OR 4 AND P26b =3 (HAVE MORE THAN ONE DC PENSION OR DK AND NOT AWARE IF AMC INCURRED)]**

Do you know how you would find out what charges you might pay?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, I know how I can find out for all of my defined contribution pension schemes
2. Yes, I know how I can find out for some of the schemes
3. No, I don't know how I can find out for any of the schemes

**P27\_1a [ASK IF P\_ACDV6=2 (HAVE ONE DC PENSION)]**

When you joined/set up your defined contribution pension, did you choose where your pension contributions are invested?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, I selected where they are invested myself
2. Yes, I opted into the default fund
3. No, I didn't choose where my pension contributions are invested
4. Don't know

**P27\_1b [ASK IF P\_ACDV6=3 OR 4 (HAVE MORE THAN ONE DC PENSION OR DK)]**

When you joined/set up your defined contribution pensions, did you choose where your pension contributions are invested?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

Please select all that apply

1. Yes, I selected where they are invested myself
2. Yes, I opted for the default fund
3. No, I didn't choose where my pension contributions are invested
4. Don't know

**P28 [ASK ALL IN ACCUMULATION MODULE]**

Have you [IF P27\_1b=1 OR P27\_1a=1: since/ OTHERWISE: ever] reviewed where your defined contribution pension(s) are invested?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

[GROUP 1, 5] This would be looking at where the provider of your employer defined contribution pension(s) has invested your pension money.

[GROUP 2, 4] This would be looking at where the money in the pensions you have set up yourself is invested.

[GROUP 3, 6] This would be looking at where the money in the pension(s) you have set up yourself is invested and where the provider of your employer defined contribution pension(s) has invested your pension money.

You may have used a financial adviser to do this.

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

**P28a [ASK IF P28 = 1 (HAVE REVIEWED PENSION)]**

Just to check: when did you last review where your pension(s) are invested?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Within the last year
2. More than 1 year ago, less than 2 years
3. More than 2 years ago, less than 5 years
4. More than 5 years ago
5. Don't know

**P29b [ASK IF (P28a =1 OR 2) AND P\_ACDV6=2 (REVIEWED IN LAST 2 YEARS AND HAVE ONE DC SCHEME)]**

In the last 12 months, have you made changes to where your defined contribution pension is invested?

[GROUP 1] This could involve instructing the provider of your employer defined contribution pension to change where your pension money is invested.

[GROUP 2] This would involve changing where the money in the pension you set up yourself is invested.

You may have used a financial adviser to do this.

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

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

**PD29a [ASK IF (P28a =1 OR 2) AND P\_ACDV6=3 OR 4 (REVIEWED IN LAST 2 YEARS AND HAVE MORE THAN ONE DC SCHEME OR DK)]**

In the last 12 months, have you made changes to where your defined contribution pensions are invested?

[GROUP 1, 5] This could involve instructing the providers of your employer defined contribution pensions to change where your pension money is invested.

[GROUP 2, 4] This would involve changing where the money in the pensions you set up yourself is invested.

[GROUP 3, 6] This could involve instructing the provider(s) of your employer defined contribution pensions to change where your pension money is invested or changing where the money in the pension(s) you set up yourself is invested.

You may have used a financial adviser to do this.

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. Yes, I have made changes to where all of my pensions are invested
2. Yes, I have made changes to where some of my pensions are invested
3. No, I haven't made any changes to where my pensions are invested
4. Don't know

**P32**

**ASK IF (P29a=1 OR 2 OR P29b=1) AND (NOT DV1=1 OR (DV1=1 AND (NOT C4=2 OR NOT C6=2))) (HAVE MADE CHANGES TO WHERE PENSIONS ARE INVESTED BUT ELIGIBLE FOR ADVICE AND NOT RECEIVED ANY, OR HAVE HAD ADVICE IN THE LAST 12 MONTHS BUT NOT ABOUT SAVING INTO A PENSION)**

You said you have made changes to where your defined contribution pension(s) are invested. Which of the following reasons describe why you have not had advice from the financial advisers listed below in the last 12 months to do this?

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company, or pension provider
- Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

Please select all that apply.

**RANDOMISE LIST**

1. I decided I could make any decisions on my own
2. I couldn't find an adviser willing or able to offer me advice
3. I couldn't find a suitable adviser
4. I didn't know how to find a suitable adviser
5. I didn't know enough about financial advisers and what they can offer
6. I couldn't afford/ didn't want to pay the adviser's fees
7. There was no flexibility from advisers in how I would have to pay their fees
8. I took advice from someone else
9. I am not confident about finding the right adviser for me
10. I have little confidence in the quality of financial advice
11. I do not trust financial advisers
12. I didn't think about it
13. Other (please write in)
14. Don't know

**P53**

**[ASK IF P\_AC6=2 OR P\_AC6a=2 OR P\_AC7=2 OR 3 OR P\_AC7a=2 OR 3 (HOLD A PERSONAL PENSION)].**

Thinking about the pension(s) you set up yourself, not through an employer, was this/were these pension(s) set up in the last 12 months?

You may have used a financial adviser to do this.

1. Yes, some or all of them were
2. No, none of them were

**P32a**

**[ASK IF P53=1 AND (DV1=2 OR C4 NE2 OR C6 NE2) (SET UP PERSONAL PENSION IN LAST 12 MONTHS BUT ELIGIBLE FOR ADVICE AND NOT RECEIVED ANY, OR ADVICE IN THE LAST 12 MONTHS BUT NOT ABOUT SAVING INTO A PENSION)]**

You said you set up a pension(s) yourself in the last 12 months. Which of the following reasons describe why you have not had advice from the financial advisers listed below to do this?

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company, or pension provider
- Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

Please select all that apply.

RANDOMISE LIST

1. I decided I could make any decisions on my own
2. I couldn't find an adviser willing or able to offer me advice
3. I couldn't find a suitable adviser
4. I didn't know how to find a suitable adviser
5. I didn't know enough about financial advisers and what they can offer
6. I couldn't afford/ didn't want to pay the adviser's fees
7. There was no flexibility from advisers in how I would have to pay their fees
8. I took advice from someone else
9. I am not confident about finding the right adviser for me
10. I have little confidence in the quality of financial advice
11. I do not trust financial advisers
12. I didn't think about it
13. Other (please write in)
14. Don't know

**P32b**

**[ASK ALL IN ACCUMULATION MODULE AGED 45+ (D2>44 OR D3=5-9)]**

When you come to take money from your defined contribution pension(s), you will have to make a choice as to how you take this money to fund your retirement. This might involve choosing a product such as an annuity or entering into income drawdown or taking a cash payment from your pension.

How much consideration have you given to your options so far?

1. I have a clear plan about what I will do
2. I do not have a clear plan but I know I have to make a choice
3. I didn't know I had to make a choice
4. Don't know

**P36**

**[ASK ALL IN ACCUMULATION MODULE]**

Have you ever transferred other pensions into your defined contribution pension(s)?

You may have done this because you wanted all your pension(s) in one place.

1. Yes
2. No

3. Don't know

**P37 [ASK IF P36=1 (TRANSFERRED OTHER PENSIONS INTO DC PENSION)]**

Thinking back to when you transferred your pension(s), overall how satisfied were you with the administrative process of doing this?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**P38 [ASK IF P\_AC6=2 OR P\_AC6a=2 OR P\_AC7=2 OR 3 OR P\_AC7a=2 OR 3 (HOLD A PERSONAL PENSION)]**

Thinking about the defined contribution pension(s) you set up yourself, not an employer, have you in the last 12 months switched the provider of these pension(s)?

This may have been done on your behalf by a financial adviser.

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

**P39B [ASK IF P38=1 (CHANGED PROVIDER OF A PERSONAL PENSION)]**

What prompted you to switch provider?

Please select all the reasons that were important in your decision.

RANDOMISE LIST

1. Better rate of return
2. Lower charges
3. Unexpected charges or penalties applied by my previous provider
4. A financial incentive
5. Dissatisfaction with my previous provider's quality of service
6. I didn't feel my money was safe with my previous provider
7. I wanted better online access
8. A recommendation from a family member, friend or colleague
10. A recommendation from a financial adviser
11. My previous provider didn't offer the option I wanted
13. Other (please write in)
14. Don't know

**P38a [ASK IF P38=1 (CHANGED PROVIDER OF A PERSONAL PENSION)]**

Overall, how satisfied were you with the administrative process of switching the provider(s) of the pension(s) you set up yourself?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

DON'T KNOW

**P39 [ASK IF P38=1 (CHANGED PROVIDER OF A PERSONAL PENSION)]**

Before you switched providers, did you compare two or more providers by looking at their products, prices or the terms and conditions offered?

This may have been done on your behalf by a financial adviser.

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

**P40 [ASK IF P39=1 (SHOPPED AROUND)]**

How easy or difficult was it to compare options from different providers?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know
7. My adviser did it

**P32\_a [ASK IF P38=1 AND (DV1=2 OR C4 NE2 OR C6 NE2) (CHANGED PROVIDER OR PERSONAL PENSION IN LAST 12 MONTHS BUT ELIGIBLE FOR REGULATED ADVICE AND NOT HAD ANY, OR HAD ADVICE IN THE LAST 12 MONTHS BUT NOT ABOUT SAVING INTO A PENSION)]**

Which of the following reasons describe why you have not had advice from the financial advisers listed below when you switched the provider(s) of your pension(s) in the last 12 months?

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company, or pension provider
- Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

Please select all that apply.

RANDOMISE LIST

1. I decided I could make any decisions on my own
2. I couldn't find an adviser willing or able to offer me advice
3. I couldn't find a suitable adviser
4. I didn't know how to find a suitable adviser
5. I didn't know enough about financial advisers and what they can offer
6. I couldn't afford/ didn't want to pay the adviser's fees
7. There was no flexibility from advisers in how I would have to pay their fees
8. I took advice from someone else
9. I am not confident about finding the right adviser for me
10. I have little confidence in the quality of financial advice
11. I do not trust financial advisers
12. I didn't think about it
13. Other (please write in)
14. Don't know

**P41 [ASK ALL IN ACCUMULATION MODULE]**

P\_ACDV2=2 (ONE DC PENSION WITH CONTRIBUTIONS): Who is the provider of your defined contribution pension, into which contributions are currently being made?

P\_ACDV2=3 (MORE THAN ONE DC PENSION WITH CONTRIBUTIONS): You told us you have contributions going into more than one defined contribution pension. Who is the provider of the pension you started most recently?

P\_ACDV2=1 AND P\_ACDV6=2 (ONLY ONE PENSION AND IT DOESN'T HAVE CONTRIBUTIONS): Who is the provider of your defined contribution pension?

P\_ACDV2=1 AND P\_ACDV6=3 OR 4 (NO PENSION WITH CURRENT CONTRIBUTIONS AND MORE THAN ONE PENSION): You told us you have more than one defined contribution pension. Who is the provider of the pension you started most recently?.

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

1. AEGON
2. AJ Bell
3. Aviva/Friends Life
4. Canada Life
5. Hargreaves Lansdown
6. James Hay
7. Just Retirement/Partnership
8. Legal and General
9. Scottish Widows
10. Phoenix
11. Prudential
12. ReAssure
13. Royal London
14. Standard Life
15. Sun Life of Canada
16. Other (please write in)
17. Don't know

**P42 [ASK IF P41=1-16 AND GROUP 3 OR 6 (KNOW PROVIDER NAME (NOT DON'T KNOW/OTHER) AND HOLD BOTH EMPLOYER DC AND PERSONAL PENSION)]**

You said your provider is [INSERT NAME FROM P41]. Which of your pension(s) is this the provider of?

1. My pension(s) I set up myself

2. My defined contribution employer pension(s)
3. Don't know

**P43 [ASK ALL IN ACCUMULATION MODULE]**

[IF P41=17 (DK)] Even though you don't know the name of this provider, overall how satisfied are you with them?

[IF P41=1-16] Overall how satisfied are you with [INSERT PROVIDER NAME FROM P41]?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**P45 [ASK ALL IN ACCUMULATION MODULE]**

[IF P41=17 (DK)] How much trust do you have in this provider?

[IF P41=1-16] How much trust do you have in [INSERT PROVIDER NAME FROM P41]?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'.

NUMERIC  
RANGE 0...10

Don't know

**P46 [ASK ALL IN ACCUMULATION MODULE]**

Would you say you have experienced a problem related to any of your defined contribution pension(s) or to any advice you have received about this/these in the last 12 months?

**[IF GROUP 4, 5, 6] Remember please don't think about your final salary or salary related pension(s) in this question.**

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

**P47 [ASK ALL IN ACCUMULATION MODULE]**

[IF P46 = 2 OR 3]: Just to check: in the last 12 months have you experienced any of the following problems related to your defined contribution pension(s) or advice you have received in relation to this/these?

[IF P46 = 1]: Which of these problems did you experience?

Please think about all problems you have experienced in the last 12 months, even if you have told us about them before.

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 17-20

1. Sales pressure
2. Poor advice from a financial adviser
3. Pension investments mismanaged
4. Unexpected fees or charges
5. Complex fees and charges
6. Pension costing me more than expected
7. Unexpected changes to terms and conditions
8. Unexpected change to interest rate
9. Pension investments didn't perform as I was led to believe
10. Complex product information
11. IT system failure/ service disruption
12. Provider errors/not following instructions
13. Delays when making changes to a pension
14. Delays when arranging a pension
15. Poor customer service
16. Unsuitable channel (phone, online, face-to-face) to contact the provider
17. Not eligible for the pension I wanted
18. Other (please write in)
19. [IF P46=2 OR 3] None of these
20. Don't know

**P48 [ASK IF P47=MORE THAN ONE RESPONSE (MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

And, which of these would you say was the most serious problem?

[SHOW ANSWERS AT PD47]

**PINTO2 [ASK IF P47= MORE THAN ONE RESPONSE (MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

For the next few questions please think about the **most** serious problem you experienced.

SHOW ANSWER AT P48

**P48c [ASK IF ANSWER AT P47 (EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

“Thinking about the [IF P47>1 most serious] problem you experienced with your defined contribution pension(s) ...”

As a result of this problem, did any of the following happen?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 8-11

1. Had problems paying bills
2. Went into my overdraft
3. Lost money
4. Had to borrow money
5. My credit rating was affected
6. Spent significant time resolving the problem
7. It was just a nuisance
8. I suffered stress
9. Other (please write in)
10. No negative impacts
11. Don't know

**P49 [ASK IF P47 =1-18 (EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

“Thinking about the [IF P47>1 most serious] problem you experienced with your defined contribution pension(s) ...”

Did you complain about this?

1. I complained
2. I wanted to complain but didn't
3. No, I didn't want to complain
4. Don't know

**P51 [ASK IF P49=1 (COMPLAINED ABOUT PROBLEM)]**

“Thinking about the [IF P47>1 most serious] problem you experienced with your defined contribution pension(s) ...”

Who did you complain to?

Please select all that apply.

1. My pension provider
2. My financial adviser
3. The Financial Ombudsman Service (FOS)
4. The Pension Ombudsman Service
5. The Financial Conduct Authority (FCA)
6. The Pensions Regulator (TPR)
7. Someone else (please write in)
8. Don't know

**P52 [ASK IF PD51=1 (COMPLAINED TO PENSION PROVIDER)]**

“Thinking about the [IF P47>1 most serious] problem you experienced with your defined contribution pension(s) ...”

Overall how satisfied were you with how your complaint was handled by your provider?  
Please answer on a scale of 0 to 10, where 0 is ‘not at all satisfied’ and 10 is ‘completely satisfied’.

NUMERIC  
RANGE 0...10

Don't know

**P49a [ASK IF P49=2 OR 3 (EXPERIENCED A PROBLEM AND WANTED TO COMPLAIN AND DIDN'T, OR DIDN'T COMPLAIN)]**

“Thinking about the [IF P47>1 most serious] problem you experienced with your defined contribution pension(s) ...”

Why didn't you complain?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. Too trivial/wasn't worth it
2. Too difficult to complain
3. No point complaining – nothing would happen
4. Didn't know how to complain
5. Didn't have time/too busy
6. Other (please write in)
7. Don't know

#### **COMMON ADVICE QUESTIONS (PA\_Z1 - PA\_D10X1)**

**Preamble: to focus on most recent advice session that covered saving into a pension and, where known, to play back the type of adviser who provided it**

**PINT1 [DV1=1 AND C5=1 AND C4 = 2 (IF ONE REGULATED ADVICE SESSION IN LAST 12 MONTHS AND IT COVERED SAVING INTO A PENSION)]**

For the next few questions, please think about the regulated advice you received in the last 12 months about [ANSWER AT C4][IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

**PINT2 [DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6 AND C6=2 (IF MORE THAN ONE REGULATED ADVICE SESSION BUT ALL SESSIONS ABOUT THE ONE TOPIC OF SAVING INTO A PENSION)]**

For the next few questions, please think about the most recent regulated advice you received in the last 12 months about saving into a pension [IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

**PINT3 [DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6 INCLUDING CODE 2, AND C6a=2 (MORE THAN ONE REGULATED ADVICE SESSION AND NOT ALL SESSIONS ABOUT ONE TOPIC BUT SAVING INTO A PENSION WAS A TOPIC, AND SAVING INTO A PENSION WAS A TOPIC OF MOST RECENT ADVICE SESSION)]**

For the next few questions, please think about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a].

**PA\_Z1** [DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6 INCLUDING CODE 2, AND NE C6a=2 (MORE THAN ONE REGULATED ADVICE SESSION AND NOT ALL SESSIONS ABOUT ONE TOPIC BUT SAVING INTO A PENSION WAS A TOPIC, AND SAVING INTO A PENSION NOT A TOPIC OF MOST RECENT ADVICE SESSION)]

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months that covered saving into a pension. What else did this session cover?

Please select all that apply.

1. Investments
2. Retirement planning
3. Neither of these
4. Don't know

**PA\_D1** [ASK IF DV1=1, AND C4=2 OR C6=2, AND MORE THAN ONE SELECTED AT B1X 1-4 (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION IN LAST 12 MONTHS FROM POTENTIALLY MORE THAN ONE TYPE OF ADVISER)]

“Thinking about the most recent regulated advice you received in the last 12 months about saving into a pension [IF PA\_Z1=1 or 2 ‘and ANSWER AT PA\_Z1, 1-2].”

Who provided this advice?

[SHOW CODES MENTIONED AT B1X 1-4. IF ONLY ONE RESPONSE AT B1X, 1-4, DO NOT ASK: IMPUTE ANSWER FROM B1X]

1. An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
2. An adviser from a bank or building society
3. An adviser from an insurance company, investment company or pension provider
4. Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*
5. Don't know

**PA\_D3** [ASK IF DV1=1 AND PA\_D1=1-3 AND (C4= 2 OR C6=2) (RECEIVED REGULATED ADVICE FROM AN ADVISER IN LAST 12 MONTHS COVERING SAVING INTO A PENSION)]

Thinking of this advice from your [ANSWER AT PA\_D1=1-3], how was the advice delivered?

Please select all that apply.

1. A face-to-face meeting
2. A phone call/ video call
3. Email
4. Other (please write in)
5. Don't know

**PA\_D5 [ASK IF DV1=1, AND C4=2 OR C6=2 (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION)]**

"Thinking about the most recent regulated advice you received in the last 12 months about saving into a pension [IF PA\_Z1=1 or 2 'and ANSWER AT PA\_Z1, 1-2]."

Who or what prompted you to seek advice on this occasion?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. A family member, friend, or colleague
2. My employer
3. My bank
4. I have sought advice before
5. I take advice regularly
6. A significant change in my circumstances (e.g. birth, death, marriage)
7. Advertising
8. Information I read in the media or online
9. Other (please write in)
10. Don't know

**PA\_D4 [ASK IF DV1=1, AND C4=2 OR C6=2 (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION IN THE LAST 12 MONTHS)]**

"Thinking about the most recent regulated advice you received in the last 12 months about saving into a pension [IF PA\_Z1=1 or 2 'and ANSWER AT PA\_Z1, 1-2]."

Was the nature of the advice you wanted ...?

Please select all that apply.

1. Investments for retirement
2. Investments to build up funds for something other than retirement
3. Switching funds/ assets in existing investment(s)
4. Setting up a pension(s)
5. Transferring one pension(s) into another
6. Changing the provider of a pension(s)
7. Changing where my pension(s) is invested
8. Planning for retirement income
9. Other (please write in)
10. Don't know

**PA\_D4\_1 [ASK IF DV1=1, AND C4=2 OR C6=2 (RECEIVED REGULATED ADVICE ABOUT SAVING INTO A PENSION IN LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about saving into a pension [IF PA\_Z1=1 or 2 ‘and ANSWER AT PA\_Z1, 1-2].”

When you were seeking this advice, did you already have an idea of what you wanted to do?

1. I had no idea
2. I had relatively little idea
3. I had a good idea, but wanted the reassurance of using an adviser
4. I had a very good idea, but wanted the reassurance of using an adviser
5. Don't know

**PA\_D4\_2 [ASK IF DV1=1, AND C4=2 OR C6= 2 (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION IN LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about saving into a pension [IF PA\_Z1=1 or 2 ‘and ANSWER AT PA\_Z1, 1-2].”

When you decided to seek this advice, were you aware that you would be able to seek compensation, if the regulated advice you received was shown to have been misleading or not in your best interests?

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

**PA\_D13 [ASK IF DV1=1, AND C4=2 OR C6=2 (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION IN LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about saving into a pension [IF PA\_Z1=1 or 2 ‘and ANSWER AT PA\_Z1, 1-2].”

Which one of the following statements best describes the action you took as a result of this advice?

1. I followed the advice provided to me completely
2. I partially followed the advice provided to me
3. I did not follow the advice – I chose to do something different
4. I did not follow the advice – I chose not to do anything
5. Don't know

**PA\_D15 [ASK IF (DV1=1 AND PA\_D13 NE 4), AND (C4=2 OR C6= 2) (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSIONS IN LAST 12 MONTHS AND DID SOMETHING)]**

“Thinking about the most recent regulated advice you received in the last 12 months about saving into a pension [IF PA\_Z1=1 or 2 ‘and ANSWER AT PA\_Z1, 1-2].”

Which, if any, of the following actions did you take following the advice you received?

Note that by ‘lump sum’ in the answers below we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

Please select all that apply.

1. I purchased an investment, putting a lump sum into it
2. I started or increased monthly payments into an investment
3. I have changed the funds/ assets in an investment
4. I purchased a personal pension, putting a lump sum into it
5. I started or increased monthly payments into a private pension
6. I made changes to the funds in which my pension is invested
7. I purchased an annuity (SHOW IF AGED >54 (D2>54 OR D3=6-9))
8. I entered into income drawdown (SHOW IF AGED >54 (D2>54 OR D3=6-9))
9. I took cash from my pension pot (SHOW IF AGED >54 (D2>54 OR D3=6-9))
10. I did not take any action
11. Something else (please write in)
12. Don’t know

**PA\_D15a [ASK IF PA\_D15=1-9 (RECEIVED REGULATED ADVICE COVERING SAVIGN INTO A PENSION AND ACTED FOLLOWING RECEIPT OF ADVICE)]**

“Thinking about the most recent regulated advice you received in the last 12 months about saving into a pension [IF PA\_Z1=1 or 2 ‘and ANSWER AT PA\_Z1, 1-2].”

And did you change the provider of your personal pension following the advice you received?

1. Yes
2. No
3. Don’t know

**PA\_D16a [ASK IF PA\_D15=1 (RECEIVED REGULATED ADVICE AND PURCHASED AN INVESTMENT PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your investment as a lump sum?

By ‘lump sum’ we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**PA\_D16b [ASK IF PA\_D15=4 (RECEIVED REGULATED ADVICE AND PURCHASED A PERSONAL PENSION PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your new personal pension as a lump sum?

By 'lump sum' we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**PA\_D16c [ASK IF PA\_D15=2 (RECEIVED REGULATED ADVICE AND STARTED OR INCREASED MONTHLY PAYMENTS INTO AN INVESTMENT)]**

How much do you pay a month into this investment?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**PA\_D16d [ASK IF PA\_D15=5 (RECEIVED REGULATED ADVICE AND STARTED OR INCREASED MONTHLY PAYMENTS INTO A PRIVATE PENSION)]**

How much do you pay a month into this private pension?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**PA\_D9 [ASK IF DV1=1, AND C4=2 OR C6=2 (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received in the last 12 months that covered saving into a pension [and ANSWER AT PA\_Z1, 1-2], how was the adviser/ firm paid?

1. As a one-off fee specifically for this advice
2. As part of an ongoing charge I pay
3. Paid through product, i.e. the provider deducted the fee from the investment I made and paid it to the adviser
4. There was no fee, because payment was dependent on my taking out an investment or pension product and I didn't do so
5. Don't know

**PA\_D10 [ASK IF PA\_D9=1 OR 3 (PAID A ONE-OFF FEE OR PAID THROUGH THE PRODUCT)]**

What is your perception of the fee that you paid for your most recent advice that covered saving into a pension [ and ANSWER AT PA\_Z1, 1-2]?

1. I thought it seemed low
2. I thought it was good value/ about right
3. I thought it was too expensive
4. Don't know

**PA\_D6a [ASK IF DV1=1, AND C4=2 OR C6=2 (RECEIVED REGULATED ADVICE SAVING INTO A PENSION IN LAST 12 MONTHS)]**

For how long have you been using this adviser/firm?

1. This was the first time I used this adviser/firm
2. Around a year
3. Around 2-3 years
4. Around 4-5 years
5. For longer than 5 years
6. Don't know

**PA\_D6b [ASK PA\_D6a NE 1 (USED ADVISER BEFORE)]**

Do you generally use the same adviser/firm for regulated advice about investments, saving in a pension and/ or retirement planning?

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

**PA\_D7 [ASK IF DV1=1 AND PA\_D6a =1-3 (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION IN LAST 12 MONTHS, AND ADVISER USED FOR 2-3 YEARS OR LESS)]**

Before you chose this adviser/firm, did you compare two or more different advisers or firms by looking at the services and rates offered?

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

**PA\_D7b [ASK IF PA\_D7=2 (RECEIVED REGULATED ADVICE AND DID NOT COMPARE DIFFERENT ADVISERS)]**

There are many reasons why you may not have compared different advisers or firms.

Why did you not compare different advisers or firms?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 11-13

1. It takes too much time
2. It's too difficult to compare
3. It's not worth it as there's no real difference between advisers/ firms
4. I wouldn't know what to look for
5. The offer from the adviser/ firm I chose was just what I wanted
6. The adviser/ firm I chose had a good choice of services
7. I feel loyalty to the adviser/ firm I chose
8. I have dealt with the adviser/ firm I chose before
9. The adviser/ firm was recommended to me
10. I didn't think I would be able to get advice elsewhere
11. I didn't really think about comparing advisers/ firms
12. Other (please write in)
13. Don't know

**PA\_D16 [ASK IF DV1=1, AND C4=2 OR C6= 2 (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received about saving into a pension [ and ANSWER AT PA\_Z1, 1-2] from [ANSWER AT PA\_D1], overall how satisfied were you with your adviser/firm?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PA\_D18 [ASK IF DV1=1, AND C4=2 OR C6=2 (RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION IN LAST 12 MONTHS)]**

How much did you trust this adviser/ firm?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'

NUMERIC  
RANGE 0...10

Don't know

**PA\_D20 [ASK IF B1X 8-15 AND (DV1=1 AND C4=2 OR C6=2) (USED GUIDANCE SOURCES IN THE LAST 12 MONTHS AND RECEIVED REGULATED ADVICE COVERING SAVING INTO A PENSION IN THE LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received that covered saving into a pension [ and ANSWER AT PA\_Z1, 1-2] from [ANSWER AT D1]: as well as seeking advice, did you also use guidance or information about this from any of these sources?

Please include contacts you have had in person, by telephone, or online.

Please select all that apply.[ONLY SHOW CODES USED AT B1X, 8-15]

1. Pension Wise [IF AGED 50+]
2. The Pensions Advisory Service (TPAS)
3. Other government/ consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)
4. Website or other literature from a bank, building society or other insurance/ investment/ pension provider
5. Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)
6. Media/ newspapers or their websites (e.g. Daily Mail, Guardian, BBC)
7. Any information or guidance provided at your workplace
8. Any information or guidance from family or friends
9. Other (please write in)
10. None of these
11. Don't know

**PA\_F3 [ASK IF PA\_D20=1-8 (USED GUIDANCE SOURCES IN THE LAST 12 MONTHS)]**

**“Thinking about the most recent regulated advice you received in the last 12 months about saving into a pension [IF PA\_Z1=1 or 2 ‘and ANSWER AT PA\_Z1, 1-2].”**

Overall did the information or guidance you received from each of the following help you to make a decision, even if that decision was to do nothing?

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**PA\_D22 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

If you had a decision to make about a £10,000 inheritance and wanted to invest it, how likely are you to seek regulated financial advice?

By ‘regulated advice’ we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers:

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

1. Very likely
2. Fairly likely
3. Neither likely nor unlikely
4. Fairly unlikely
5. Very unlikely
6. Don't know

**PA\_D23a [ASK IF DV1=1 AND B1X NE 4 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS AND NOT USED AUTOMATED ADVICE)]**

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]

THE LEVEL CITED DEPENDS ON THE AMOUNT OF COMBINED SAVINGS AND INVESTMENT AT BALANCE SHEET QUESTION B11

- CITE £10,000 IF ANSWER AT B11 IS £10,000-20,000 OR DK OR PREFER NOT TO SAY OR B11 NOT ASKED
- CITE £25,000 IF ANSWER AT B11 IS £20,000-50,000
- CITE £50,000 IF ANSWER AT B11 IS OVER £50,000]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about how you might invest [£10,000/£25,000/£50,000].

By 'online automated advice' we mean advice available online or as downloadable software. It is similar to advice from a traditional financial adviser, because it is personalised: you input your financial information and objectives, and this information is used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

- 1) At what price would the advice seem good value?
- 2) At what price would the advice be too expensive – and you would not pay it?
- 3) At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
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I would not pay for online automated advice.

**PA\_D23b [ASK IF DV1=1 AND B1X NE 4 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS AND NOT USED AUTOMATED ADVICE) AND 2 YEARS FROM RETIREMENT OR FROM ACCESSING DC PENSION (P\_AC12=1 OR 2, OR D10a=1)]**

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about your choices when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.

By 'online automated advice' we mean advice available online or as downloadable software. It is similar to advice from a traditional financial adviser, because it is personalised: you input your financial information and objectives, and this information is used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

- 1) At what price would the advice seem good value?
- 2) At what price would the advice be too expensive – and you would not pay it?
- 3) At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
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I would not pay for online automated advice.

ASK SECTION (F3-X TO D17-X) IF B1X=4 AND D1 NE 4: You mentioned that you had used automated advice in the last 12 months related to investments, **saving into a pension and/ or retirement planning**.

By 'online automated advice' we mean advice available online or as downloadable software. It is similar to advice from a traditional financial adviser, because it is personalised: you input your financial information and objectives, and this information is used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

**PA\_F3X [ASK IF B1X=4 AND PA\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

Did the automated advice help you to make a decision, even if that decision was to do nothing?

If you have used automated advice from more than one provider in the last 12 months, please think about the automated advice you used most recently.

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**PD\_D10X [ASK IF B1X=4 AND PA\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

What was your perception of the cost of the automated advice you used?

1. I thought it seemed low
2. I thought it was good value/ about right
3. I thought it was too expensive
4. I can't remember
5. Don't know

**PD\_D11X [ASK IF B1X=4 AND PA\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

Overall how satisfied were you with the automated advice provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PA\_D10X1 [ASK IF B1X=4 AND PA\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

How much did you trust this automated advice provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'

NUMERIC  
RANGE 0...10

Don't know

# 12. Pension Decumulation (planning to in next two years)

To be eligible for the **Pensions Decumulation (planning to in the next two years)** module all to have at least one defined contribution (DC) pension they are planning to access in the next two years (by access we mean: buying an annuity, entering into income drawdown or UFPLS, or taking cash from it)

## INTRO [ASK ALL IN PLANNING TO DECUMULATE MODULE]

The next few questions are about your pension(s) you plan to start to take money from in the next 2 years.

### [ASK IF P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)]

Please do not include your final salary or salary related pension(s) when answering these questions.

From now on we will refer to this/these pension(s) **as your defined contribution pension(s)**.

## PD121 [ASK IF D2=45-54 AND D3=5 (AGE BAND 45-54 AND IN PLANNING TO DECUMULATE MODULE)]

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

You said you are going to start to take money from your defined contribution pension(s) in the next 2 years. Will you be aged 55 when you do this?

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

## PD121a [ASK IF PD121=1 (WILL BE AGED 55 WHEN DECUMULATING)]

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

Have you considered leaving your defined contribution pension invested and starting to take it when you are older than 55?

1. Yes, I have considered it but decided I want to take my pension at 55
2. No, I haven't considered it
3. Don't know

**PD122 [ASK IF P\_ACDV6=3 (HOLD MORE THAN ONE DC PENSION AND PLANNING TO DECUMULATE)]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

How many defined contribution pension(s) are you planning to start taking money from in the next 2 years.

NUMERIC  
RANGE 1...10

Don't know

**PD123 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

Would you consider the defined contribution [IF P122= 1 OR P\_ACDV6=2) pension] [IF P122= >1 pensions] that you are planning to start to take money from in the next 2 years to be your **single largest source of income in retirement?**

1. Yes, this will be my single largest source of income in retirement
2. No, my final salary/salary related pension(s) will be [SHOW IF P\_AC8=1 OR P\_AC8a=1 OR P\_DEC2 = 1]
3. No, another defined contribution pension(s) from which I haven't yet taken any payments or income will be [SHOW IF P\_ACDV6=3]
4. No, a defined contribution pension I have already started take income or payments from will be [SHOW IF P\_DEC3=1-5]
5. No, the State pension will be
6. No, someone else's pension (spouse or partner) will be
7. No, other non-pension income sources will be
8. Don't know

**P16NEW [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

Thinking about the money you will get from your defined contribution pension(s), how much do you agree with the following?

RANDOMISE STATEMENTS

- a) I am confident my pension(s) will give me the income I hope for in retirement
  - b) My pension(s) alone will not be enough for me to live on in retirement
1. Strongly agree
  2. Slightly agree
  3. Neither agree nor disagree

4. Slightly disagree
5. Strongly disagree
6. Don't know

**PD86 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

[IF P\_ACDV6=2 OR PD122=1] ONE PENSION HELD PLANNING TO DECUMULATE] Thinking only of the defined contribution pension you plan to start to take money from in the next 2 years, what do you expect to be the value of this pension pot at that point?

[IF PD122 = >1] MORE THAN ONE PENSION PLANNING TO DECUMULATE]

For each of your defined contribution pensions you have a pension 'pot'.

Thinking only of the defined contribution pensions you plan to start to take money from in the next 2 years, what do you expect to be the total value of these pension pots to be at that point?

If you are unsure, please give your best estimate.

1. Under £5,000
2. £5,000-£9,999
3. £10,000 - £14,999
4. £15,000 - £19,999
5. £20,000 – £29,999
6. £30,000 - £49,999
7. £50,000 – £74,999
8. £75,000 - £99,999
9. £100,000 - £124,999
10. £125,000 - £149,999
11. £150,000 - £174,999
12. £175,000 - £199,999
13. £200,000 - £249,999
14. £250,000 - £499,999
15. £500,000 - £749,999
16. £750,000 - £999,999
17. £1,000,000 or more
18. Don't know
19. Prefer not to say

**PD89 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

[IF P\_ACDV6=2 OR PD122=1 ] ONLY ONE PENSION HELD AND THIS PENSION PLANNING TO DECUMULATE] Do you know how much annual income you expect to have from your defined contribution pension?

[OTHERWISE: MORE THAN ONE PENSION PLANNING TO DECUMULATE] Do you know how much annual income you expect to have from your defined contribution pensions?

1. Yes, I have a very good idea

2. Yes, I have a good idea
3. I have relatively little idea
4. I have no idea
5. I will not use my pension to generate an annual or regular income
6. Don't know

**PD19NEW [ASK IF PD89=3 OR 4 (DO NOT KNOW ANNUAL INCOME FROM PENSION)]**

Do you know how you could find out about the amount you can expect to receive in retirement from your pension(s)?

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

**PD20 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

As you enter into older age do you expect that your outgoings will increase, decrease or stay about the same?

1. Increase
2. Decrease
3. Stay the same
4. Don't know

**PD22NEW [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

Before today how much would you say you had considered whether your outgoings will increase or decrease as you go through retirement?

By considering your outgoings we mean taking into account potential increases or decreases in housing costs such as day-to-day expenditure, support for dependents, cost of health or care in later life or travel plans

1. I have considered it a great deal
2. I have considered it but not in any detail
3. I haven't really considered it
4. Don't know

**PD80 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

**“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”**

**P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.**

When you come to take money from your defined contribution pension(s) you will have to make a choice as to how you take this money to fund your retirement. This might involve choosing a product such as an annuity or entering into income drawdown or taking a cash lump sum from your pension.

How much consideration have you given to your options so far?

1. I have a clear plan about what I will do
2. I do not have a clear plan but I know I have to make a choice
3. I didn't know I had to make a choice
4. Don't know

**PD23 [ASK IF PD80=1(HAVE A CLEAR PLAN FOR HOW THEY WILL TAKE MONEY)]**

How far would you say you understand the different options you can choose from in order to take money from your defined contribution pension(s)?

1. I understand my options very well
2. I understand my options to some extent
3. I don't understand my options very well
4. Don't know

**PD200 [ASK IF P\_AC12 =1 OR 2 AND P\_ACDV6=2 OR PD122=1 AND PD80 NE 3 OR 4 (PLANNING TO DECUMULATE ONE SCHEME AND AWARE HAVE TO MAKE A CHOICE)]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

Has your pension provider given you information about your options for when you start to take money from your defined contribution pension?

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

**PD201 [ASK IF P\_AC12 =1 OR 2 AND PD122>1 OR DK AND PD80 NE 3 OR 4 (PLANNING TO START TO DECUMULATE MORE THAN ONE SCHEME AND AWARE HAVE TO MAKE A CHOICE)]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

Have your pension providers given you information about your options for taking money from your defined contribution pensions?

1. Yes, all of them have
2. Yes, some of them have
3. No, none of them have
4. Don't know

**PD203 [ASK IF PD200 = 1 OR PD201=1 OR 2 (RECEIVED INFORMATION FROM PROVIDER)]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

How clear would you say the information was from your defined contribution pension provider(s) about your options?

Please select all that apply where the clarity of information from different providers varied [SHOW IF PD201=1 OR 2]

1. Very clear
2. Fairly clear
3. Not very clear
4. Not at all clear
5. I haven't read the information
6. Don't know

**PD81 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

When thinking about taking money from your defined contribution pension(s), which of the following approaches do you prefer?

1. I would prefer to take my entire pension in the first few years of retirement, or even before I give up work. I am less worried about keeping money for the long term.
2. I would prefer to have flexibility to choose how much of my pension I take throughout my retirement. I am willing to risk that I might run out of money in the long term.
3. I would prefer my pension to provide me with a guaranteed income for as long as I live. I am willing not to have access to my pension to take more/less money when I want.
4. Don't know

**PD99 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

When you come to take money from your defined contribution pension(s), which option do you think you will choose?

Please select all that apply.

1. An annuity	This gives you a guaranteed income typically for the rest of your life
2. Income drawdown	This is where your pension is invested and when you withdraw cash from it you get taxed at your normal rate
3. UFPLS (Uncrystallised Funds Pension Lump Sum)	This is where your pension is invested and when you withdraw cash 25% is tax free and you pay your normal rate of tax on the rest
4. Take whole pension in cash in one go	This is where your pension provider pays you your entire pension in one go
5. Not sure	

6. None of these	
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**PD24A [ASK IF P\_Ac12 =1 OR 2 AND PD122 >1 OR DK (PLANNING TO START TO DECUMULATE MORE THAN ONE SCHEME)]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

Have your defined contribution providers asked you how you are likely to choose to take your pensions?

1. Yes, all of them have
2. Yes, some of them have
3. No, none of them have
4. Don't know

**PD24B [ASK IF P\_AC12 =1 OR 2 AND (P\_ACDV6=2 OR PD122=1) (PLANNING TO DECUMULATE ONE SCHEME)]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

Has your provider asked you how you are likely to choose to take your pension?

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

**PD101 [ASK IF PD99 = 1, 2, OR 5 (PLAN TO TAKE AN ANNUITY OR DRAWDOWN OR NOT SURE)]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

What do you plan to do with any **tax free** cash lump sum(s) you may take from your defined contribution pension(s) in the next 2 years?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 4-5 and 15-16

1. Put in savings/current account to pay for day-to-day expenses
2. Put in savings/current account to keep for a rainy day
3. Put into a cash ISA
4. Put into a stocks and shares ISA
5. Put into other investments
6. Home repair and improvements
7. Give money to family
8. Pay for a special occasion celebration
9. Use for holidays
10. Buy a car

11. Pay off a loan or other debt (in part or full)
12. Pay off a mortgage (in part or full)
13. Set aside to pay for long term care if required
14. I don't plan take a tax-free cash lump sum from my pension(s)
15. Other (please write in)
16. Don't know

**PD101a [ASK IF PD99=4 (PLAN TO TAKE WHOLE PENSION AS CASH)]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

You said you plan to take a whole defined contribution pension as cash in the next 2 years, what do you plan to do with this cash?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 4-5 and 15-16

1. Put in savings/current account to pay for day-to-day expenses
2. Put in savings/current account to keep for a rainy day
3. Put into a cash ISA
4. Put into a Stocks and Shares ISA
5. Put into other investments
6. Home repair and improvements
7. Give money to family
8. Pay for a special occasion celebration
9. Use for holidays
10. Buy a car
11. Pay off a loan or other debt (in part or full)
12. Pay off a mortgage (in part or full)
13. Set aside to pay for long term care if required
14. I don't plan take a tax-free cash lump sum from my pension(s)
15. Other (please write in)
16. Don't know

**PD104 [ASK IN PLANNING TO DECUMULATE MODULE]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

Thinking about the choices you need to make when you come to take your defined contribution pension(s) which, if any, of the following, have you considered so far?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 14-16

1. How long I am likely to live
2. My health
3. The risk of losing money in investments
4. The State pension
5. My dependants
6. Being able to leave an inheritance
7. The tax implications of my choices

8. The monthly income you want
9. How much money I need to last me in retirement
10. Other sources of income I have
11. The effect of inflation
12. Guarantees or safeguarded benefits (such as guaranteed annuity rates)
13. Interest rates
14. Some other consideration (please write in)
15. None of these
16. Don't know

**PD84 [ALL IN PLANNING TO DECUMULATE MODULE]**

There are many terms used to describe the options available to start to take money your pension(s).

Here are some pension options and corresponding descriptions about how they work. In each case please try to match the description to the option it applies to. **More than one description may match the same option.**

1. Single life annuity
2. Income drawdown
3. UFPLS

RANDOMISE ROWS

- a) This gives you a guaranteed income for the rest of your life
- b) There is the risk that the value of your fund can go up or down
- c) You can leave your pot to someone when you die
- d) Every time you withdraw cash, 25% of that amount will be tax free
- e) Never heard of it [FIX]

**INTRO [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

The next few questions are about any advice or information you may have received when deciding what options to choose in order to start to take your pension(s).

**PD2b [ASK IF B1X=8 (HAVE USED PENSION WISE IN THE LAST 12 MONTHS)]**

You said you have used the Pension Wise service. How have you accessed this?

Please select all that apply

1. I had a telephone conversation with a Pension Wise guidance specialist
2. I had a face-to-face conversation with a Pension Wise guidance specialist
3. I accessed the Pension Wise website for information
4. Don't know

**PD3a [ASK IF B1X=8 (HAVE USED PENSION WISE IN THE LAST 12 MONTHS)]**

How much do you agree or disagree with the following statement:  
Pension Wise has helped me to understand what options I have when taking my pension(s).

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**PD71f [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

**P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.**

In thinking about your options for when you start to take money from your defined contribution pension(s), have you had advice from an adviser at a pension provider?

Please select all that apply

1. Yes, from an adviser at my pension provider(s)
2. Yes, from an adviser at a different pension provider(s)
3. No [SINGLE CODE]
4. Don't know [SINGLE CODE]

**PD28NEW [ASK IF DV1=2, OR C4 NE3 OR C6 NE3) (ELIGIBLE FOR ADVICE AND NOT RECEIVED ANY, OR ADVICE IN THE LAST 12 MONTHS BUT NOT ABOUT RETIREMENT PLANNING)]**

You said you haven't had advice from the advisers listed below in the past 12 months about retirement planning. Which of the following reasons describe why?

By 'retirement planning' we mean the choices you need to make when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company, or pension provider
- *Automated advice available online or as downloadable software. This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

Please select all that apply.

RANDOMISE LIST

1. I decided I could make any decisions on my own
2. I couldn't find an adviser willing or able to offer me advice
3. I couldn't find a suitable adviser
4. I didn't know how to find a suitable adviser
5. I didn't know enough about financial advisers and what they can offer
6. I couldn't afford/ didn't want to pay the adviser's fees
7. There was no flexibility from advisers in how I would have to pay their fees
8. I took advice from someone else
9. I am not confident about finding the right adviser for me
10. I have little confidence in the quality of financial advice
11. I do not trust financial advisers
12. I didn't think about it
13. Not got round to it yet
14. Other (please write in)
15. Don't know

**PD124 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

"Thinking about your pension(s) that you plan to start taking money from in the next 2 years ..."

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME) Remember please don't think about your final salary or salary related pension(s) in this question.

Who is the provider of the defined contribution pension you are planning to start to take money from in the next 2 years?

If you have more than one defined contribution pension you are planning to start to take money from in the next 2 years, please think about the provider of the pension you will take first.

1. AEGON
2. AJ Bell
3. Aviva / Friends Life
4. Canada Life
5. Hargreaves Lansdown
6. James Hay
7. Just Retirement/Partnership
8. Legal and General
9. Scottish Widows
10. Phoenix
11. Prudential
12. ReAssure
13. Royal London
14. Standard Life
15. Sun Life of Canada
16. Other (please write in)
17. Don't know

**PD49 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

"Thinking about your pension(s) that you plan to start taking money from in the next 2 years ..."

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME) Remember please don't think about your final salary or salary related pension(s) in this question.

Overall how satisfied are you with [INSERT PROVIDER NAME FROM PD124/ IF PD124=17 (DK): this pension provider]?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PD48 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

How much trust do you have in [INSERT PROVIDER NAME FROM PD124/ IF PD124=17 (DK): pension provider]?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PD52new [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

“Thinking about your pension(s) that you plan to start taking money from in the next 2 years ...”

P\_AC8=1OR P\_AC8a=1 (HAVE A FINAL SALARY SCHEME)] Remember please don't think about your final salary or salary related pension(s) in this question.

In the last 12 months would you say you have experienced a problem related to the defined contribution pension(s) that you plan to take money from in the next 2 years, or to any advice you have received about this/these?

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

**PD52 [ASK ALL IN PLANNING TO DECUMULATE MODULE]**

[IF PD52new = 2 OR 3]: Just to check: in the last 12 months have you experienced any of the following problems related to the defined contribution pension(s) you plan to take in the next 2 years, or the advice you have received in relation to this/these?

[IF PD52new = 1]: Which of these problems did you experience?

Please think about all problems you have experienced in the last 12 months, even if you have told us about them before.

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 18-20

1. Sales pressure
2. Poor advice from a financial adviser
3. Pension investments mismanaged
4. Unexpected fees or charges
5. Complex fees and charges
6. Pension costing me more than expected
7. Unexpected changes to terms and conditions

8. Unexpected change to interest rate
9. Pension investments didn't perform as I was led to believe
10. Complex product information
11. IT system failure/ service disruption
12. Provider errors/not following instructions
13. Delays when making changes to a pension
14. Delays when arranging a pension
15. Poor customer service
16. Unsuitable channel (phone, online, face-to-face) to contact the provider
17. Not eligible for the pension I wanted
18. Other (please write in)
19. [IF PD52NEW=2 OR 3] None of these
20. Don't know

**PD52a [ASK IF PD52=2+ (MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

And, which of these would you say was the most serious problem?

SHOW ANSWERS AT PD52

Don't know

**PDINT [IF PD52=2+ (MORE THAN ONE SELECTED AT PD52)]**

For the next few questions please think about the most serious problem you experienced.

SHOW ANSWER AT PD52a

Don't know

**PD52b [ASK IF PD52 = 1+ (EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

**"Thinking about the [IF PD52>1 most serious] problem you experienced ... "**

As a result of this problem, did any of the following happen?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 8-11

1. Had problems paying bills
2. Went into my overdraft
3. Lost money
4. Had to borrow money
5. My credit rating was affected
6. Spent significant time resolving the problem
7. It was just a nuisance
8. I suffered stress
9. Other (please write in)
10. No negative impacts
11. Don't know

**PD53 [ASK IF PD52 =1+ (EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

**"Thinking about the [IF PD52>1 most serious] problem you experienced ... "**

Did you complain about this?

1. I complained
2. I wanted to complain but didn't
3. No, I didn't want to complain
4. Don't know

**PD54 [ASK IF PD53=1 (COMPLAINED ABOUT PROBLEM)]**

“Thinking about the [IF PD52>1 most serious] problem you experienced ... “

Who did you complain to?

Please select all that apply.

1. My pension provider
2. My financial adviser
3. The Financial Ombudsman Service (FOS)
4. The Pension Ombudsman Service
5. The Financial Conduct Authority (FCA)
6. The Pensions Regulator (TPR)
7. Someone else (please write in)
8. Don't know

**PD56 [ASK IF PD54=1 (COMPLAINED ABOUT PROBLEM TO PENSION PROVIDER)]**

“Thinking about the [IF PD52>1 most serious] problem you experienced ... “

Overall how satisfied were you with satisfied with how your complaint was handled by your provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PD53a1 [ASK IF PD53=2 OR 3 (EXPERIENCED A PROBLEM AND WANTED TO COMPLAIN AND DIDN'T, OR DIDN'T COMPLAIN)]**

“Thinking about the [IF PD52>1 most serious] problem you experienced ... “

Why didn't you complain?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 6-7

1. Too trivial/wasn't worth it
2. Too difficult to complain
3. No point complaining – nothing would happen
4. Didn't know how to complain
5. Didn't have time/too busy
6. Other (please write in)
7. Don't know

## COMMON ADVICE QUESTIONS (PD\_Z1 - PD\_NEWX1)

**Preamble:** to focus on most recent advice session that covered retirement planning and, where known, to play back the type of adviser who provided it

**[DV1=1 AND C5=1 AND C4 = 3 (IF ONE REGULATED ADVICE SESSION IN LAST 12 MONTHS AND IT COVERED RETIREMENT PLANNING)]**

**For the next few questions**, please think about the regulated advice you received in the last 12 months about [ANSWER AT C4] [IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

**[DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6 AND C6=3 (IF MORE THAN ONE REGULATED ADVICE SESSION BUT ALL SESSIONS ABOUT THE ONE TOPIC OF RETIREMENT PLANNING)]**

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months about retirement planning [IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

**[DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6 INCLUDING CODE 3, AND C6a=3 (MORE THAN ONE REGULATED ADVICE SESSION AND NOT ALL SESSIONS ABOUT ONE TOPIC BUT RETIREMENT PLANNING WAS A TOPIC, AND RETIREMENT PLANNING WAS A TOPIC OF MOST RECENT ADVICE SESSION)]**

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a].

**PD\_Z1** **[DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6 INCLUDING CODE 2, AND NE C6a=3 (MORE THAN ONE REGULATED ADVICE SESSION AND NOT ALL SESSIONS ABOUT ONE TOPIC BUT RETIREMENT PLANNING WAS A TOPIC, AND RETIREMENT PLANNING NOT A TOPIC OF MOST RECENT ADVICE SESSION)]**

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months that covered retirement planning. What else did this session cover?

Please select all that apply.

1. Investments
2. Saving into a pension
3. Neither of these
4. Don't know

**PD\_D1** **[ASK IF DV1=1, AND C4=3 OR C6=3, AND MORE THAN ONE SELECTED AT B1X 1-4 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS FROM POTENTIALLY MORE THAN ONE TYPE OF ADVISER)]**

**"Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF PD\_Z1=1 or 2 'and ANSWER AT PD\_Z1, 1-2']."**

Who provided this advice?

[SHOW CODES MENTIONED AT B1X 1-4. IF ONLY ONE RESPONSE AT B1X, 1-4, DO NOT ASK: IMPUTE ANSWER FROM B1X]

1. An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
2. An adviser from a bank or building society
3. An adviser from an insurance company, investment company or pension provider
4. Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*
5. Don't know

**PD\_D3 [ASK IF DV1=1 AND D1=1-3, AND C4= 2 OR C6=3 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS COVERING RETIREMENT PLANNING)]**

Thinking of this advice from [ANSWER AT PD\_D1=1-3], how was the advice delivered?

Please select all that apply.

1. A face-to-face meeting
2. A phone call/ video call
3. Email
4. Other (please write in)
5. Don't know

**PD\_D5 [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING)]**

*"Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF PD\_Z1=1 or 2 'and ANSWER AT PD\_Z1, 1-2']."*

Who or what prompted you to seek advice on this occasion?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 9-10

1. A family member, friend, or colleague
2. My employer
3. My bank
4. I have sought advice before
5. I take advice regularly
6. A significant change in my circumstances (e.g. birth, death, marriage)
7. Advertising
8. Information I read in the media or online
9. Other (please write in)
10. Don't know

**PD\_D4 [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN THE LAST 12 MONTHS)]**

*"Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF PD\_Z1=1 or 2 'and ANSWER AT PD\_Z1, 1-2']."*

Was the nature of the advice you wanted ...?

Please select all that apply.

1. Investments for retirement
2. Investments to build up funds for something other than retirement
3. Switching funds/ assets in existing investment(s)
4. Setting up a pension(s)
5. Transferring one pension(s) into another
6. Changing the provider of a pension(s)
7. Changing where my pension(s) is invested
8. Other (please write in)
9. Don't know

**PD\_D4-1 [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF PD\_Z1=1 or 2 ‘and ANSWER AT PD\_Z1, 1-2’].”

When you were seeking this advice, did you already have an idea of what you wanted to do?

1. I had no idea
2. I had relatively little idea
3. I had a good idea, but wanted the reassurance of using an adviser
4. I had a very good idea, but wanted the reassurance of using an adviser
5. Don't know

**PD\_D4-2 [ASK IF DV1=1, AND C4=3 OR C6= 3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF PD\_Z1=1 or 2 ‘and ANSWER AT PD\_Z1, 1-2’].”

When you decided to seek this advice, were you aware that you would be able to seek compensation, if the regulated advice you received was shown to have been misleading or not in your best interests?

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

**PD\_D13 [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF PD\_Z1=1 or 2 ‘and ANSWER AT PD\_Z1, 1-2’].”

Which one of the following statements best describes the action you took as a result of this advice?

1. I followed the advice provided to me completely

2. I partially followed the advice provided to me
3. I did not follow the advice – I chose to do something different
4. I did not follow the advice – I chose not to do anything
5. Don't know

**PD\_D15 [ASK IF DV1=1 AND PD\_D13 NE 4, AND C4=3 OR C6= 3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS AND DID SOMETHING)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF PD\_Z1=1 or 2 ‘and ANSWER AT PD\_Z1, 1-2’].”

Which, if any, of the following actions did you take following the advice you received?

Note that by ‘lump sum’ in the answers below we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

Please select all that apply.

1. I purchased an investment, putting a lump sum into it
2. I started or increased monthly payments into an investment
3. I have changed the funds/ assets in an investment
4. I purchased a personal pension, putting a lump sum into it
5. I started or increased monthly payments into a private pension
6. I made changes to the funds in which my pension is invested
7. I did not take any action
8. Something else (please write in)
9. Don't know

**PD\_D16a [ASK IF PD\_D15=1 (RECEIVED REGULATED ADVICE AND PURCHASED AN INVESTMENT PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your investment as a lump sum?

By ‘lump sum’ we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**PD\_D16b [ASK IF PD\_D15=4 (RECEIVED REGULATED ADVICE AND PURCHASED A PERSONAL PENSION PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your new personal pension as a lump sum?

By 'lump sum' we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**PD\_D16c [ASK IF PD\_D15=2 (RECEIVED REGULATED ADVICE AND STARTED OR INCREASED MONTHLY PAYMENTS INTO AN INVESTMENT)]**

How much do you pay a month into this investment?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**PD\_D16d [ASK IF PD\_D15=5 (RECEIVED REGULATED ADVICE AND STARTED OR INCREASED MONTHLY PAYMENTS INTO A PRIVATE PENSION)]**

How much do you pay a month into this private pension?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**PD\_D9 [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received in the last 12 months that covered retirement planning [and ANSWER AT PD\_Z1, 1-2], how was the adviser/ firm paid?

1. As a one-off fee specifically for this advice
2. As part of an ongoing charge I pay
3. Paid through product, i.e. the provider deducted the fee from the investment I made and paid it to the adviser
4. I didn't pay a fee, because payment was dependent on my taking out an investment or pension product and I didn't do so
5. I don't know I paid

**PD\_D10 [ASK IF PD\_D9=1 OR 3 (PAID A ONE-OFF FEE OR PAID THROUGH THE PRODUCT)]**

What was your perception of the fee that you paid for your most recent advice that covered retirement planning [and ANSWER AT PD\_Z1, 1-2]?

1. I thought it seemed low
2. I thought it was good value/ about right
3. I thought it was too expensive
4. Don't know

**PD\_D6a [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE RETIREMENT PLANNING IN LAST 12 MONTHS)]**

For how long have you been using this adviser/firm?

1. This was the first time I used this adviser/firm
2. Around a year
3. Around 2-3 years
4. Around 4-5 years
5. For longer than 5 years
6. Don't know

**PD\_D6b [ASK PD\_D6a NE1 (USED ADVISER BEFORE)]**

Do you generally use the same adviser/firm for regulated advice about investments, saving in a pension and/ or retirement planning?

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

**PD\_D7 [ASK IF DV1=1 AND PD\_D6a =1-3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS, AND ADVISER USED FOR 2-3 YEARS OR LESS)]**

Before you chose this adviser/firm, did you compare two or more different advisers or firms by looking at the services and rates offered?

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

**PD\_D7b [ASK IF PD\_D7=2 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING AND DID NOT COMPARE ADVISERS)]**

There are many reasons why you may not have compared different advisers or firms.

Why did you not compare different advisers or firms?

Please select all the reasons that were **important** in your decision.

1. It takes too much time
2. It's too difficult to compare
3. It's not worth it as there's no real difference between advisers/ firms
4. I wouldn't know what to look for
5. The offer from the adviser/ firm I chose was just what I wanted
6. The adviser/ firm I chose had a good choice of services
7. I feel loyalty to the adviser/ firm I chose
8. I have dealt with the adviser/ firm I chose before
9. The adviser/ firm was recommended to me
10. I didn't think I would be able to get advice elsewhere
11. I didn't really think about comparing advisers/ firms
12. Other (please write in)
13. Don't know

**PD\_DNEW [ASK IF DV1=1, AND C4=3 OR C6= 3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received about retirement planning [and ANSWER AT PD\_Z1, 1-2] from [ANSWER AT D1], overall how satisfied were you with your adviser/firm?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PD\_D18 [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

How much did you trust this adviser/ firm?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'

NUMERIC  
RANGE 0...10

Don't know

**PD\_D20 [ASK IF B1X 8-15 AND (DV1=1 AND C4=3 OR C6=3) (USED GUIDANCE SOURCES IN THE LAST 12 MONTHS AND RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN THE LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received that covered retirement planning [and ANSWER AT PD\_Z1, 1-2], from [ANSWER AT PD\_D1]: as well as seeking advice, did you also use guidance or information about this from any of these sources?

Please include contacts you have had in person, by telephone, or online.

Please select all that apply. [ONLY SHOW CODES USED AT B1X, 8-15]

1. Pension Wise [IF AGED 50+]
2. The Pensions Advisory Service (TPAS)
3. Other government/ consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)
4. Website or other literature from a bank, building society or other insurance/ investment/ pension provider
5. Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)
6. Media/ newspapers or their websites (e.g. Daily Mail, Guardian, BBC)
7. Any information or guidance provided at your workplace
8. Any information or guidance from family or friends
9. Other (please write in)
10. None of these
11. Don't know

**PD\_F3 [ASK IF PD\_D20=1-8 (USED GUIDANCE SOURCES IN THE LAST 12 MONTHS)]**

**“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF PD\_Z1=1 or 2 ‘and ANSWER AT PD\_Z1, 1-2’].”**

Overall did the information or guidance you received from each of the following help you to make a decision, even if that decision was to do nothing?

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**PD\_D22 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

If you had a decision to make about a £10,000 inheritance and wanted to invest it, how likely are you to seek regulated financial advice?

By 'regulated advice' we mean the advice you received and either paid for, or would have paid for if you had taken out a product, from one of the following advisers:

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

1. Very likely
2. Fairly likely
3. Neither likely nor unlikely
4. Fairly unlikely
5. Very unlikely
6. Don't know

**PD\_D23a [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS) AND B1X NE4 (NOT USED AUTOMATED ADVICE)]**

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]

THE LEVEL CITED DEPENDS ON THE AMOUNT OF COMBINED SAVINGS AND INVESTMENT AT BALANCE SHEET QUESTION B11

- CITE £10,000 IF ANSWER AT B11 IS £10,000-20,000 OR DK OR PREFER NOT TO SAY OR B11 NOT ASKED
- CITE £25,000 IF ANSWER AT B11 IS £20,000-50,000
- CITE £50,000 IF ANSWER AT B11 IS OVER £50,000]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about how you might invest [£10,000/£25,000/£50,000].

By 'online automated advice' we mean advice available online or as downloadable software. It is similar to advice from a traditional financial adviser, because it is personalised: you input your financial information and objectives, and this information is used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

1. At what price would the advice seem good value?
2. At what price would the advice be too expensive – and you would not pay it?
3. At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
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I would not pay for online automated advice.

**PD\_D23bN [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS) AND B1X NE4 (NOT USED AUTOMATED ADVICE) AND 2 YEARS FROM RETIREMENT OR FROM ACCESSING DC PENSION (P\_AC12=1 OR 2 OR D10A =1)]**

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about your choices when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.

By 'online automated advice' we mean advice available online or as downloadable software. It is similar to advice from a traditional financial adviser, because it is personalised: you input your financial information and objectives, and this information is used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

1. At what price would the advice seem good value?
2. At what price would the advice be too expensive – and you would not pay it?
3. At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
-----	------	------	------	------	-------	-------	-------	-------	-------

I would not pay for online automated advice.

ASK SECTION (F3-X TO D17-X) IF B1X=4 AND PD\_D1 NE 4: You mentioned that you had used automated advice in the last 12 months related to investments, saving into a pension and/ or retirement planning.

By 'online automated advice' we mean advice available online or as downloadable software. It is similar to advice from a traditional financial adviser, because it is personalised: you input your financial information and objectives, and this information is used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

**PD\_F3XN [ASK IF B1X=4 AND D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT ASKED ABOUT IT ALREADY)]**

Did the automated advice help you to make a decision, even if that decision was to do nothing?

If you have used automated advice from more than one provider in the last 12 months, please think about the automated advice you used most recently.

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**PD\_D10XN [ASK IF B1X=4 AND D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT ASKED ABOUT IT ALREADY)]**

What was your perception of the cost of the automated advice you used?

1. I thought it seemed low
2. I thought it was good value/ about right
3. I thought it was too expensive
4. Don't know

**PD\_DNEWX [ASK IF B1X=4 AND D1 NE4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT ASKED ABOUT IT ALREADY)]**

Overall how satisfied were you with the automated advice provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PD\_NEWX1 [ASK IF B1X=4 AND D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT ASKED ABOUT IT ALREADY)]**

How much did you trust this automated advice provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'

NUMERIC  
RANGE 0...10

Don't know

# 13. Pension Decumulation (decumulated in last two years)

To be eligible for the **Pensions Decumulation (decumulated in the last two years)** module all to have at least one defined contribution (DC) pension they have accessed in the last two years (by access we mean: buying an annuity, entering into income drawdown or UFPLS, or taking cash from it).

## **INTRO [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

The next few questions are about [P\_DEC5= 1 the annuity/annuities taken out], [P\_DEC5 = 2 the income drawdown you entered into], [P\_DEC5 = 3 when started to take money from your pension(s) via UFPLS], [P\_DEC5 = 4 the pension(s) you took fully as cash], [P\_DEC5 = 5 the income or cash lump sum(s) you have started to take from your pension(s)] in the last 2 years.

## **P7N [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

When you [P\_DEC5=1 took out your annuity/annuities], [P\_DEC5=2,entered into income drawdown] [P\_DEC5=3 started to take money from your pension(s) via UFPLS], [P\_DEC5=4 took your pension(s) fully as cash], [P\_DEC5=5 took income or cash lump sum(s) from your pension(s)] in the last 2 years. How many different pension pots did this involve?

By different pensions we mean you may have had a number of pension pots from different employers or pensions you set up yourself.

1. 1 pension pot
2. 2 pension pots
3. 3 pension pots
4. 4 or more pension pots
5. I don't know exactly, but more than 1 pension pot
6. Don't know

## **P13A [ASK IF P7=1 OR 6 (DECUMULATED ONE PENSION POT OR DON'T KNOW)]**

Was this pension arranged through your employer, either by a current or previous employer?

1. Yes, it was arranged by an employer
2. No, I set it up myself; it was arranged by me or by an adviser on my behalf
3. Don't know

## **P14 [ASK IF P7=2-5 (DECUMULATED MORE THAN ONE PENSION POT)]**

Were these pensions set up through your employer, either by a current or previous employer?

1. Yes, all arranged by an employer
2. Yes, some arranged by an employer, and some I set up myself (arranged by me or by an adviser on my behalf)
3. No, I set them all up myself; they were arranged by me or by an adviser on my behalf
4. Don't know

**P14a [ASK IF D2>54 AND D2<65 OR D3=6 (AGE BAND 55-64 AND DECUMULATED IN THE LAST 2 YEARS MODULE)]**

Thinking of [P\_DEC5=1 the annuity/annuities you took out], [P\_DEC5=2 the income drawdown you entered into] [P\_DEC5=3 when you started to take money from your pension(s) via UFPLS], [P\_DEC5=4 the pension(s) you took fully as cash], [P\_DEC5=5 the income or cash lump sum(s) you started to take from your pension(s)] in the last 2 years.

Were you aged 55 when you first did this?

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

**P14b [ASK IF P14a=1 (AGED 55 WHEN FIRST DECUMULATED)]**

Did you consider leaving your pension invested and starting to take it when you were older than aged 55?

1. Yes, I considered it but decided I wanted to start to take my pension at 55
2. No, I didn't consider it
3. Don't know

**PD11 [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

What was the total value of the pension pot(s) you

[ASK FOR EACH OPTION]

[P\_DEC5=1] used to buy your annuity/annuities in the last 2 years  
[P\_DEC5=2] entered into income drawdown in the last 2 years  
[P\_DEC5=3] started to take money from via UFPLS in the last 2 years  
[P\_DEC5=4] took fully as cash in the last 2 years  
[P\_DEC5=5] took income or cash lump sum(s) from in the last 2 years?

1. Under £5,000
2. £5,000-£9,999
3. £10,000 - £14,999
4. £15,000 - £19,999
5. £20,000 – £29,999
6. £30,000 - £49,999
7. £50,000 – £74,999
8. £75,000 - £99,999
9. £100,000 - £124,999
10. £125,000 - £149,999
11. £150,000 - £174,999
12. £175,000 - £199,999
13. £200,000 - £249,999
14. £250,000 - £499,999
15. £500,000 - £749,999
16. £750,000 - £999,999

17. £1,000,000 or more
18. Don't know
19. Prefer not to say

**PD55 [ASK IF P\_DEC5=1-5 (DECUMULATING DC PENSION(S) IN THE LAST TWO YEARS)]**

Thinking of [P\_DEC5=1 the annuity/annuities you took out], [P\_DEC5=2 the income drawdown you entered into] [P\_DEC5=3 when you started to take money from your pension(s) via UFPLS], [P\_DEC5=4 the pension(s) you took fully as cash], [P\_DEC5=5 the income or cash lump sum(s) you started to take from your pension(s)] in the last 2 years.

Do you expect that this will be your **single largest source of income in retirement**?

1. Yes, this will be my single source of income in retirement
2. No, my final salary/salary related pensions will be [SHOW IF P\_AC8=1 OR P\_AC8a=1 OR P\_DEC2 = 1]
3. No, another defined contribution pension (s) from which I haven't yet taken any payments or income will be [SHOW IF P\_ACDV6=3]
4. No, a defined contribution pension I started to take income or payments from over 2 years ago will be [IF P\_DEC3=1-5]
5. No, the State pension will be
6. No, someone else's pension (spouse or partner) will be
7. No, I have other non-pension income sources that will be
8. Don't know

**P12 [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

Thinking about the money you get or have taken from your pensions(s) in the last 2 years, how much do you agree or disagree with the following:

- a) The money I have from my pension(s) is more than I had expected
  - b) My financial standard of living has improved since taking my pension(s)
  - c) My pension(s) alone isn't/are not enough for me to live on
1. Strongly agree
  2. Slightly agree
  3. Neither agree nor disagree
  4. Slightly disagree
  5. Strongly disagree
  6. Don't know

**PD22 [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

Thinking of [P\_DEC5=1 the annuity/annuities you took out], [P\_DEC5=2 the income drawdown you entered into] [P\_DEC5=3 when you started to take money from your pension(s) via UFPLS], [P\_DEC5=4 the pension(s) you took fully as cash], [P\_DEC5=5 the income or cash lump sum(s) you started to take from your pension(s)] in the last 2 years.

How does your current income from all sources compare with the income you had before you [P\_DEC5=1 took out your annuity/annuities], [P\_DEC5=2 entered into income drawdown], [P\_DEC5=3 started to take money from your pension(s) via UFPLS], [P\_DEC5=4 took your pension(s) fully as cash], [P\_DEC5=5 started to take income or cash lump sum(s) from your pension(s)] in the last 2 years?

1. A lot more than before
2. A little more than before
3. About the same as before
4. A little less than before

5. A lot less than before
6. Don't know

**PD14 [ASK ALL IN DECUMULATED IN THE LAST TWOYEARS MODULE]**

As you enter into older age do you expect that your outgoings will increase, decrease or stay about the same?

1. Increase
2. Decrease
3. Stay the same
4. Don't know

**P13 [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

Before today how much would you say you had considered whether your outgoings will increase or decrease as you go through retirement?

By considering your outgoings we mean taking into account potential increases or decreases in housing costs such as day-to-day expenditure, support for dependents, cost of health or care in later life or travel plans

1. I have considered it a great deal
2. I have considered it but not in any detail
3. I haven't really considered it
4. Don't know

**PD81N [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

When thinking about taking money from your pension, which of the following approaches do prefer?

You may, or may not, have taken this option when accessing your pension(s).

1. I prefer to take my entire pension in the first few years of retirement, or even before I give up work. I am less worried about keeping money for the long term
2. I prefer to have flexibility to choose how much of my pension I take throughout my retirement. I am willing to risk that I might run out of money in the long term.
3. I prefer my pension to provide me with a guaranteed income for as long as I live. I am willing not to have access to my pension to take more/less and not to money when I want.
4. Don't know

**PD30 [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

Thinking of [P\_DEC5=1 the annuity/annuities you took out], [P\_DEC5=2 the income drawdown you entered into] [P\_DEC5=3 when you started to take money from your pension(s) via UFPLS], [P\_DEC5=4 the pension(s) you took fully as cash], [P\_DEC5=5 the income or cash lump sum(s) you started to take from your pension(s)] in the last 2 years.

When you were deciding how to take money from your pension(s), which, if any, of the following did you consider?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 14-16

1. How long I am likely to live
2. My health
3. The risk of losing money in investments
4. The State pension
5. My dependants
6. Being able to leave an inheritance
7. The tax implications of my choices
8. The monthly income I want
9. How much money I need to last me in retirement
10. Other sources of income I have
11. The effect of inflation
12. Guarantees or safeguarded benefits (such as guaranteed annuity rates)
13. Interest rates
14. Some other consideration (please write in)
15. None of these
16. Don't know

**PD30a [ASK IF P\_DEC5=2 OR 3 (HAVE TAKEN UFPLS OR INCOME DRAWDOWN)]**

When you [entered into income drawdown],[started to take your pension via UFPLS] in the last 2 years, did you set up a regular direct debit payment from your pension(s) to do this?

If you have more than one pension you are taking via [UFPLS] or [income drawdown], please think about the one you started most recently

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

**PD31a [ASK IF PD30a=1 (REGULARLY TAKEN INCOME)]**

Thinking about the regular withdrawals you have taken from your pension in the last 2 years, how much do you agree or disagree with the following?

1. I review how much I am withdrawing taking account the performance of my pension investments
2. I review how much I am withdrawing taking to account inflation
3. I review how much I am withdrawing taking into account my state of health
4. I am confident that I will have enough money in my pension to last throughout my retirement
5. I do not consider how long my money will last and just withdraw what I need now
6. I am not too concerned if my pension money runs out, as I plan to live off other assets

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**PD27 [ASK IF P\_DEC5=4 (TAKEN ALL PENSION AS CASH)]**

Thinking about the pension(s) you took fully as cash.

You said you have taken your pension(s) fully as cash in the last 2 years. What have you done or do you plan to do with this money?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 4-5 and 14-15

1. Put in savings/current account to pay for day-to-day living costs/expenses
2. Put in savings/current account to keep for a rainy day
3. Put into a cash ISA
4. Put into a stocks and shares ISA
5. Put into other investments
6. Home repair and improvements
7. Given money to family
8. Paid for a special occasion /celebration
9. Used for holidays
10. Bought a car
11. Paid off a loan or other debt (in part or full)
12. Paid off a mortgage (in part or full)
13. Used to pay for long-term care
14. Other (please write in)
15. Don't know

**PD32 [ASK IF P\_DEC5=1,2,3, 5 (TAKEN ANNUITIES/INCOME DRAWDOWN/UFPLS ACCESSED PENSION BUT NOT SURE HOW IT WORKS)]**

Thinking of [P\_DEC5=1 the annuity/annuities you took out], [P\_DEC5=2 the income drawdown you entered into] [P\_DEC5=3 when you started to take money from your pension(s) via UFPLS], [P\_DEC5=4 the pension(s) you took fully as cash], [P\_DEC5=5 the income or cash lump sum(s) you started to take from your pension(s)] in the last 2 years.

What have you done or plan to do with any **tax free** cash lump sum(s) taken from your pension(s) in the last 2 years?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 4-5 and 15-16

1. Put in savings/current account to pay for day-to-day living costs/expenses
2. Put in savings/current account to keep for a rainy day
3. Put into a cash ISA
4. Put into a stocks and shares ISA
5. Put into other investments
6. Home repair and improvements
7. Given money to family
8. Paid for a special occasion /celebration
9. Used for holidays
10. Bought a car
11. Paid off a loan or other debt (in part or full)

12. Paid off a mortgage (in part or full)
13. Used to pay for long-term care
14. I have not taken any cash lump sum(s)
15. Other (please write in)
16. Don't know

**PD33 [ASK IF P\_DEC5=2,3, 5(TAKEN INCOME DRAWDOWN, UFPLS, ACCESSED PENSION BUT NOT SURE HOW IT WORKS)]**

Have you withdrawn any large ad hoc lump sums, over £5,000 from your pension(s) in the last 2 years?

By ad hoc we mean sums that are not regular payments set up and agreed with your provider. Please do not include any tax-free cash you may have taken.

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

**PD35b [ASK IF PD33=1 (WITHDRAWN LARGE AD HOC SUMS)]**

Thinking about when you took large ad hoc lump sum(s) from your pension in the last 2 years, how much do you agree or disagree with the following?

1. I reviewed how much I was withdrawing taking account of the performance of my pension investments
2. I reviewed how much I was withdrawing taking into account inflation
3. I reviewed how much I was withdrawing taking into account my state of health
4. I am confident that I will have enough money in my pension to last throughout my retirement
5. I didn't consider how long my money would last and just withdraw what I needed at the time
6. I am not too concerned if my pension money runs out, as I plan to live off other assets

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**PD35 [ASK IF P\_DEC5=4 (TAKEN ALL PENSION POT AS CASH)]**

Thinking about when you took your whole pension(s) fully as cash, how much do you agree or disagree with the following?

1. When I took my whole pension(s) fully as cash I took into account the performance of my pension investments
2. When I took my whole pension(s) fully as cash I took into account inflation
3. When I took my whole pension(s) fully as cash I took into account my state of health
4. I am confident that I will have enough money to last throughout my retirement
5. I have not considered how long the money I took from my pension will last
6. I am not too concerned if I spend the money I have taken from my pension as I plan to live off other assets

1. Strongly agree
2. Slightly agree

3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**PD8 [ASK ALL IN DECUMULATED IN THE LAST 2 YEARS MODULE)]**

Thinking of [P\_DEC5=1 the annuity/annuities you took out], [P\_DEC5=2 the income drawdown you entered into] [P\_DEC5=3 when you started to take money from your pension(s) via UFPLS], [P\_DEC5=4 the pension(s) you took fully as cash], [P\_DEC5=5 the income or cash lump sum(s) you started to take from your pension(s)] in the last 2 years.

How well did you understand the different options you could choose from in order to take your pension(s)?

1. I understood my options very well
2. I understood my options to some extent
3. I didn't understand my options very well
4. I didn't know I had options
5. Don't know

**PD8a [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE)]**

Within pensions there are many terms used to describe the options available to start to take money from your pension(s).

Here are some pension options and corresponding descriptions about how they work. In each case please try to match the description to the option it applies to. More than one description may match the same option.

1. Single life annuity
  2. Income drawdown
  3. UFPLS
- 
1. This gives you a guaranteed income for the rest of your life
  2. There is the risk that the value of your fund can go up or down
  3. You can leave your pot to someone when you die
  4. Every time you withdraw cash, 25% of that amount will be tax free
  5. Never heard of it

**PD51 [ASK IF P\_DEC5=2 (ALL ENTERING INTO INCOME DRAWDOWN IN LAST TWO YEARS)]**

You mentioned earlier that you have chosen to enter into income drawdown in the last 2 years. As far as you are aware, which if any of the following charges does your income drawdown incur?

1. Set-up charges (e.g. charges to initially set up or transfer money in)
  2. Periodic charges (e.g. administration charges, charges for making payments, investment management)
  3. Charges to close (e.g. to transfer to another provider or to purchase an annuity)
- 
1. Yes
  2. No
  3. Don't know

**INTRO [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

The next few questions are about any advice or information you received when deciding what options to choose in order to take your pension(s).

**PD2 [ASK IF B1XX NE 1 AND B1a=8 (HAVE NOT USED PENSION WISE IN LAST 12 MONTHS BUT AWARE OF IT)]**

Have you used the Pension Wise service in the last 2 years?

Please select all that apply

1. Yes, I had a telephone conversation with a Pension Wise specialist
2. Yes, I had a face-to-face conversation with a Pension Wise specialist
3. Yes, I accessed the Pension Wise website for information
4. No, I haven't used the Pension Wise service [SINGLE CODE]
5. Don't know

**PD2a [ASK IF B1XX=1 (HAVE USED PENSION WISE IN THE LAST 12 MONTHS)]**

You said you have used Pension Wise service. How have you accessed this service over the last 2 years?

Please select all that apply

1. I had a telephone conversation with a Pension Wise guidance specialist
2. I had a face-to-face conversation with a Pension Wise guidance specialist
3. I accessed the Pension Wise website for information
4. service
5. Don't know

**PD3 [ASK IF PD2=1 OR 2 OR 3 OR B1XX=1 (HAVE USED PENSION WISE)]**

How much do you agree or disagree with the following statement:

Pension Wise has helped me to understand what options I have when taking my pension/s.

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**PD71b [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

We have previously asked about the information and advice you have had related to investments or pensions. We would now like to know which of the following, if any, you used specifically for information or advice when deciding to [P\_DEC5=1 take out your annuity/annuities], [P\_DEC5=2 enter into income drawdown], [P\_DEC5=3 start to take your pension(s) via UFPLS], [P\_DEC5=4 take your pension(s) fully as cash], [P\_DEC5=5 take income or cash lump sum(s) from your pension(s)].

Please select all that apply.

1. An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
2. An adviser from a bank or building society
3. An adviser from an insurance company, investment company, or pension provider
4. Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*
5. An adviser arranged by your employer (contacted in person or by telephone)
6. Another professional (e.g. accountant or solicitor)
7. Other government/consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)
8. Website or other literature from an insurance/ investment /pension provider
9. Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)
10. Price comparison sites
11. Media/newspapers or their websites (e.g. Daily Mail, Guardian, BBC)
12. Any information or guidance provided at your workplace (other than through an adviser)
13. Any information or guidance from family or friends
14. Other (please write in)
15. None of these
16. Don't know

**PD71dN [ASK IF PD71b=3 (USED INSURANCE, INVESTMENT COMPANY OR PENSION PROVIDER FOR ADVICE)]**

And which of the following did you use for advice?

Please select all that apply

1. An adviser from the pension provider with whom you saved for your pension
2. An adviser from a different pension provider
3. Neither of these [SINGLE CODE]
4. Don't know [SINGLE CODE]

**P11a [ASK IF PD71b = 1-15 (USED INFORMATION OR ADVICE)]**

Overall, how easy or difficult was it to access this information or advice?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**P53N [ASK PD71b=1-15 (USED INFORMATION OR ADVICE)]**

Overall, did the information or advice you received help you to make a decision?

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**P54N [ASK IF PD71b=17 OR ONLY CODE 15 (HAVEN'T USED ANY INFORMATION, ADVICE, GUIDANCE LISTED OR ONLY ASK FAMILY/FRIENDS)]**

[IF PD71b=16] Why didn't you use any information or advice when deciding which option to choose when taking your pension?

[IF PD71b=14 (ONLY TOOK ADVICE FROM FRIENDS/FAMILY/COLLEAGUES)] Why didn't you use any other sources of advice or information other than that from friends, family or colleagues?

1. I didn't know where to go for information or advice
2. I didn't have enough time
3. It's too difficult
4. I didn't need any information or advice
5. Some other reason (please write in)
6. Don't know

**PD45 [ASK IF PD71b NE1-4 (HAVEN'T TAKEN ADVICE)]**

You said you didn't get advice from the advisers listed below when deciding to [P\_DEC5=1 take out your annuity/annuities], [P\_DEC5=2 enter into income drawdown], [P\_DEC5=3 start to take money from your pension(s) via UFPLS], [P\_DEC5=4 take your pension(s) fully as cash], [P\_DEC5=5 take income or cash lump sum(s) from your pension(s)]. Which of the following reasons describe why?

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- *Automated advice available online or as downloadable software. This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

Please select all that apply.

**RANDOMISE LIST**

1. I decided I could make any decisions on my own
2. I couldn't find an adviser willing or able to offer me advice
3. I couldn't find a suitable adviser
4. I didn't know how to find a suitable adviser
5. I didn't know enough about financial advisers and what they can offer
6. I couldn't afford/ didn't want to pay the adviser's fees
7. There was no flexibility from advisers in how I would have to pay their fees
8. I took advice from someone else
9. I am not confident about finding the right adviser for me
10. I have little confidence in the quality of financial advice
11. I do not trust financial advisers
12. I didn't think about it
13. Other (please write in)
14. Don't know

**PD74 [ASK ALL IN DECUMULATED IN THE LAST TWO YEARS MODULE]**

When you [P\_DEC5=1 took out your annuity/annuities], [P\_DEC5=2, entered into income drawdown] [P\_DEC5=3 started taking money from your pension(s) via UFPLS], [P\_DEC5=4 took your pension(s) fully as cash], [P\_DEC5=5 took income or cash lump sum(s) from your pension(s)] in the last 2 years, did your provider(s) ask you questions or give you information about the following?

Please select all that apply.

**RANDOMISE LIST**

1. The state of your health
2. Potential loss of any guarantees attached to your pension(s)

3. Whether you have a partner or other dependants
4. Your understanding of the effect of inflation on my choice
5. Whether you have shopped around
6. How long your income might last
7. Tax implications
8. Charges for drawdown and UFPLS
9. Impact on means-tested benefits when receiving an income from a pension
10. Any debt you have
11. If you were aware of investment scams and how to take care to avoid these
12. None of these
13. Don't know

**PD75a [ASK IF PD74 =1-11 (REMEMBER PROVIDER ASKING QUESTIONS/GIVING INFORMATION)]**

And, how well do you understand the information given to you by your provider?

1. Very well
2. Fairly well
3. Not very well
4. Not at all well
5. I didn't open/read the information
6. Don't know

**PD57\_1 [ASK IF P\_DEC5=1 (TAKEN ANNUITY IN LAST TWO YEARS)]**

You mentioned earlier that you have taken out an annuity in the last 2 years. Which provider have you done this with?

If you have taken out more than one annuity in the last 2 years, please think about the one you took out most recently.

1. AEGON
2. AJ Bell
3. Aviva/Friends Life
4. Canada Life
5. Hargreaves Lansdown
6. James Hay
7. Just Retirement/Partnership
8. Legal and General
9. Scottish Widows
10. Phoenix
11. Prudential
12. ReAssure
13. Royal London
14. Standard Life
15. Sun Life of Canada
16. Other (please write in)
17. Don't know

**PD33\_1 [ASK IF P\_DEC5=1 (TAKEN ANNUITY IN LAST TWO YEARS)]**

**"Thinking about the annuity you took out most recently."**

Was your annuity provider the same provider that you used to save for your pension?

1. The same provider
2. A different provider
3. Don't know

**PD47\_1 [ASK IF P\_DEC5=1 (TAKEN ANNUITY IN LAST TWO YEARS)]**

“Thinking about the annuity you took out most recently.”

Before you decided to take out your annuity, did you compare two or more providers by looking at the products, prices or the terms and conditions offered?

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

**PD47a\_1 [ASK IF PD47\_1=1 (SHOPPED AROUND)]**

How easy or difficult was it to compare the options different providers offered?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**PD47B\_1 [ASK IF P\_DEC5=1 AND PD47\_1=2 (TAKEN ANNUITY AND NOT SHOPPED AROUND)]**

There are many reasons why you may not have compared different providers before taking out your annuity.

Which of the following apply?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 10-12

1. It takes too much time
2. I didn't know I could choose a different provider
3. It's too difficult to compare
4. It's not worth it as there's no real difference between providers
5. I wouldn't know what to look for
6. I didn't have the time to compare different providers
7. The offer from the provider was just what I wanted
8. The provider had a good choice of products
9. I have dealt with the provider before
10. I didn't really think about comparing products or providers
11. Some other reason (please write in)
12. Don't know

**PD36\_1 [ASK IF PD33\_1=1 (TAKEN ANNUITY WITH EXISTING PROVIDER)]**

“Thinking about the annuity you took out most recently.”

Why did you choose the same provider with whom you saved for your pension for your annuity?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. The annuity offered one of the best rates available
2. I had a guaranteed annuity rate from my existing provider
3. It's important to choose a brand I trust for such a long term product

4. I am happy with my existing provider
5. It's too much hassle
6. I didn't know I had the option to move to another provider
7. I didn't have time to look elsewhere
8. I tried to change provider but it was too difficult
9. The fees and charges from my provider were low/competitive
10. I didn't want to look elsewhere in case I got emails, calls or letters from companies I didn't recognise
11. A recommendation from a financial adviser
12. I didn't know how to change provider
13. I worry about something going wrong if I change provider
14. I have never considered changing provider
15. There's no real difference between providers, so it's not worthwhile
16. It is too difficult to compare providers
17. Other (please write in)
18. Don't know

**PD37\_1 [ASK IF PD33\_1=2 (TAKEN ANNUITY WITH A DIFFERENT PROVIDER)]**

**"Thinking about the annuity you took out most recently."**

What prompted you to use a different provider for your annuity?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. Better annuity rate
2. Lower charges
3. Dissatisfaction with my existing provider's quality of service
4. I didn't feel my money was safe with my existing provider
5. A recommendation from a family member, friend or colleague
6. A recommendation from a financial adviser
7. The existing provider didn't offer the option I wanted
8. A recommendation by my existing provider
9. Other (please write in)
10. Don't know

**PD38\_1 [ASK IF PD33\_1=2 (TAKEN ANNUITY WITH A DIFFERENT PROVIDER)]**

**"Thinking about the annuity you took out most recently."**

How easy or difficult was it to change provider for your annuity?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**PD40\_1 [ASK IF P\_DEC5=1 (TAKEN ANNUITY IN LAST TWO YEARS)]**

**"Thinking about the annuity you took out most recently."**

How many different annuity quotes did you receive when you took your pension(s) in the last 2 years?

1. None
2. 1 from your pension provider

3. 1 from a different provider
4. 2-3
5. 4-5
6. 6+
7. Don't remember

**PD49\_1 [ASK IF P\_DEC5=1 (TAKEN ANNUITY IN LAST TWO YEARS)]**

[IF P57\_1=1-16] Overall how satisfied are you with [INSERT PROVIDER NAME FROM P57\_1]?  
 [IF P57\_1=17 (DK)] Overall how satisfied are you with your annuity provider? If you have taken out more than one annuity in the last 2 years, please think about the provider of the annuity you took out most recently.

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
 RANGE 0...10

Don't know

**PD48\_1 [ASK IF P\_DEC5=1 (TAKEN ANNUITY IN LAST TWO YEARS)]**

**"Thinking about the annuity you took out most recently."**

[IF P57\_1=1-16] How much trust do you have in [INSERT PROVIDER NAME FROM P57\_1]?  
 [IF P57\_1=17 (DK)] How much trust do you have in your annuity provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'.

NUMERIC  
 RANGE 0...10

Don't know

**PD57\_2 [ASK IF P\_DEC5=2 (TAKEN INCOME DRAWDOWN IN LAST TWO YEARS)]**

You mentioned earlier that you have chosen to enter into income drawdown in the last 2 years. Which provider have you done this with?

If you have entered into more than one income drawdown agreement in the last 2 years, please think about the one you took out most recently.

1. AEGON
2. AJ Bell
3. Aviva/Friends Life
4. Canada Life
5. Hargreaves Lansdown
6. James Hay
7. Just Retirement/Partnership
8. Legal and General
9. Scottish Widows
10. Phoenix
11. Prudential
12. ReAssure
13. Royal London
14. Standard Life
15. Sun Life of Canada
16. Other (please write in)
17. Don't know

**PD33\_2 [ASK IF P\_DEC5=2]( TAKEN INCOME DRAWDOWN IN LAST TWO YEARS)]**

“Thinking about the income drawdown you entered into most recently.”

Was your income drawdown provider the same provider that you used to save for your pension?

1. The same provider
2. A different provider
3. Don't know

**PD47\_2 [ASK IF P\_DEC5=2 (TAKEN INCOME DRAWDOWN IN LAST TWO YEARS)]**

“Thinking about the income drawdown you entered into most recently.”

Before you decided to enter into income drawdown with your provider, did you compare two or more providers by looking at the products, prices or the terms and conditions offered?

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

**PD47a\_2 [ASK IF PD47\_2=1 (SHOPPED AROUND)]**

How easy or difficult was it to compare the options different providers offered?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**PD47B\_2 [ASK IF P\_DEC5=2 AND PD47\_2=2 (TAKEN INCOME DRAWDOWN AND NOT SHOPPED AROUND)]**

There are many reasons why you may not have compared different providers before you entered into income drawdown with your provider.

Which of the following apply?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 10-12

1. It takes too much time
2. I didn't know I could choose a different provider
3. It's too difficult to compare
4. It's not worth it as there's no real difference between providers
5. I wouldn't know what to look for
6. I didn't have the time to compare different providers
7. The offer from the provider was just what I wanted
8. The provider had a good choice of products
9. I have dealt with the provider before
10. I didn't really think about comparing products or providers.
11. Some other reason (please write in)
12. Don't know

**PD36\_2 [ASK IF PD33\_2=1 (TAKEN INCOME DRAWDOWN WITH EXISTING PROVIDER)]**

“Thinking about the income drawdown you entered into most recently.”

Why did you choose the same provider with whom you saved for your pension for your income drawdown?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. It's important to choose a brand I trust for such a long term product
2. I am happy with my existing provider
3. It's too much hassle
4. I didn't know I had the option to move to another provider
5. I didn't have time to look elsewhere
6. I tried to change provider but it was too difficult
7. The fees and charges from my provider were low/competitive
8. I didn't want to look elsewhere in case I got emails, calls or letters from companies I didn't recognise
9. A recommendation from a financial adviser
10. I didn't know how to change provider
11. I worry about something going wrong if I change provider
12. I have never considered changing provider
13. There's no real difference between providers, so it's not worthwhile
14. It is too difficult to compare providers
15. Other (please write in)
16. Don't know

**PD37\_2 [ASK IF PD33\_2=2 (TAKEN INCOME DRAWDOWN WITH A DIFFERENT PROVIDER)]**

**"Thinking about the income drawdown you entered into most recently."**

What prompted you to use a different provider for your income drawdown?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. Better rate of return
2. Lower charges
3. Dissatisfaction with my existing provider's quality of service
4. I didn't feel my money was safe with my existing provider
5. A recommendation from a family member, friend or colleague
6. A recommendation from a financial adviser
7. The existing provider didn't offer the option I wanted
8. A recommendation by my existing provider
9. Other (please write in)
10. Don't know

**PD38\_2 [ASK IF PD33\_2=2 (TAKEN INCOME DRAWDOWN WITH A DIFFERENT PROVIDER)]**

**"Thinking about the income drawdown you entered into most recently."**

How easy or difficult was it to change provider for your income drawdown?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**PD49\_2 [ASK IF P\_DEC5=2 (TAKEN INCOME DRAWDOWN IN LAST TWO YEARS)]**

[IF P57\_2=1-16] Overall how satisfied are you with [INSERT PROVIDER NAME FROM P57\_2]?  
[IF P57\_2=17 (DK)] Overall how satisfied are you with your income drawdown provider? If you have entered into more than one income drawdown agreement in the last 2 years, please think about the one you took out most recently.

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PD48\_2 [ASK IF P\_DEC5=2 (TAKEN INCOME DRAWDOWN IN LAST TWO YEARS)]**

**"Thinking about the income drawdown you entered into most recently."**

[IF P57\_2=1-16] How much trust do you have in [INSERT PROVIDER NAME FROM P57\_2]?  
[IF P57\_2=17 (DK)] How much trust do you have in your income drawdown provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'.

NUMERIC  
RANGE 0...10

Don't know

**PD57\_3 [ASK IF P\_DEC5=5 (ACCESSED PENSION BUT NOT SURE HOW)]**

You mentioned earlier that you have started to take income from your pension or a cash lump in the last 2 years but you are not sure how it works. Do you know which provider this is with?

If you have started taking income or a cash lump sum from more than one pension in the last 2 years, please think about the one you have taken income/cash from most recently.

1. AEGON
2. AJ Bell
3. Aviva/Friends Life
4. Canada Life
5. Hargreaves Lansdown
6. James Hay
7. Just Retirement/Partnership
8. Legal and General
9. Scottish Widows
10. Phoenix
11. Prudential
12. ReAssure
13. Royal London
14. Standard Life
15. Sun Life of Canada
16. Other (please write in)
17. Don't know

**PD33\_3 [ASK IF P\_DEC5=5 (ACCESSED PENSION BUT NOT SURE HOW)]**

**"Thinking about the income or cash lump sum you have taken from your pension(s) most recently."**

Was the provider with whom you have started taking income or a cash lump sum from the same provider with whom you saved for your pension or a different provider?

1. The same provider
2. A different provider
3. Don't know

**PD47\_3 [ASK IF P\_DEC5=5 (ACCESSED PENSION BUT NOT SURE HOW)]**

**“Thinking about the income or cash lump sum you have taken from your pension(s) most recently.”**

When you started to take an income from your pension or cash lump sum(s), did you compare two or more providers by looking at the products, prices or the terms and conditions offered?

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

**PD47a\_3 [ASK IF PD47\_3=1 (SHOPPED AROUND)]**

How easy or difficult was it to compare the options different providers offered?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**PD47b\_3 [ASK IF P\_DEC5=5 AND PD47\_3=2 (ACCESSED PENSION BUT NOT SURE HOW AND NOT SHOPPED AROUND)]**

There are many reasons why you may not have compared different providers.

Which of the following apply?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 10-12

1. It takes too much time
2. I didn't know I could choose a different provider
3. It's too difficult to compare
4. It's not worth it as there's no real difference between providers
5. I wouldn't know what to look for
6. I didn't have the time to compare different providers
7. The offer from the provider was just what I wanted
8. The provider had a good choice of products
9. I have dealt with the provider before
10. I didn't really think about comparing products or providers.
11. Some other reason (please write in)
12. Don't know

**PD36\_3 [ASK IF PD33\_3=1 (ACCESSED PENSION WITH EXISTING PROVIDER, BUT NOT SURE HOW IT WORKS)]**

**“Thinking about the income or cash lump sum you have taken from your pension(s) most recently.”**

Why did you choose the provider with whom you saved for your pension?

Please select all the reasons that were **important** in your decision.

#### RANDOMISE LIST

1. The annuity offered one of the best rates available
2. I had a guaranteed annuity rate from my existing provider
3. It's important to choose a brand I trust for such a long term product
4. I am happy with my existing provider
5. It's too much hassle
6. I didn't know I had the option to move to another provider
7. I didn't have time to look elsewhere
8. I tried to change provider but it was too difficult
9. The fees and charges from my provider were low/competitive
10. I didn't want to look elsewhere in case I got emails, calls or letters from companies I didn't recognise
11. A recommendation from a financial adviser
12. I didn't know how to change provider
13. I worry about something going wrong if I change provider
14. I have never considered changing provider
15. There's no real difference between providers, so it's not worthwhile
16. It is too difficult to compare providers
17. Other (please write in)
18. Don't know

#### PD37\_3 [ASK IF PD33\_3=2 (ACCESSED PENSION WITH A DIFFERENT PROVIDER, BUT NOT SURE HOW IT WORKS)]

"Thinking about the income or cash lump sum you have taken from your pension(s) most recently."

What prompted you to use a different provider?

Please select all the reasons that were **important** in your decision.

#### RANDOMISE LIST

1. Better rate of return
2. Lower charges
3. Dissatisfaction with my existing provider's quality of service
4. I didn't feel my money was safe with my existing provider
5. A recommendation from a family member, friend or colleague
6. A recommendation from a financial adviser
7. The existing provider didn't offer the option I wanted
8. A recommendation by my existing provider
9. Other (please write in)
10. Don't know

#### PD38\_3 [ASK IF PD33\_3=2 ACCESSED PENSION WITH A DIFFERENT PROVIDER, BUT NOT SURE HOW IT WORKS)]

"Thinking about the income or cash lump sum you have taken from your pension(s) most recently."

How easy or difficult was it to change provider?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult

6. Don't know

**PD49\_3 [ASK IF P\_DEC5=5] ((ACCESSED PENSION BUT NOT SURE HOW IN LAST TWO YEARS))**

[IF P57\_3=1-16] Overall how satisfied are you with [INSERT PROVIDER NAME FROM P57\_3]?

[IF P57\_3=17 (DK)] Overall how satisfied are you with the provider through which you took your pension income or cash lump sum in the last 2 years? If you have started taking income or a cash lump sum from more than one pension in the last 2 years, please think about the one you have taken income/cash from most recently.

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PD48\_3 [ASK IF P\_DEC5=5] (ACCESSED PENSION BUT NOT SURE HOW IN LAST TWO YEARS))**

**"Thinking about the income or cash lump sum you have taken from your pension(s) most recently."**

[IF P57\_3=1-16] How much trust do you have in [INSERT PROVIDER NAME FROM P57\_3]?  
[IF P57\_3=17 (DK)] How much trust do you have in your provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'.

NUMERIC  
RANGE 0...10

Don't know

**PD57\_4 [ASK IF P\_DEC5=4 (TAKEN WHOLE PENSION IN CASH IN LAST TWO YEARS))**

You mentioned earlier that you have taken a whole pension fully as cash in the last 2 years. Which provider have you done this with?

If you have taken more than one whole pension in cash the last 2 years, please think about the one you took out most recently.

1. AEGON
2. AJ Bell
3. Aviva/Friends Life
4. Canada Life
5. Hargreaves Lansdown
6. James Hay
7. Just Retirement/Partnership
8. Legal and General
9. Scottish Widows
10. Phoenix
11. Prudential
12. ReAssure
13. Royal London
14. Standard Life

15. Sun Life of Canada
16. Other (please write in)
17. Don't know

**PD49\_4 [ASK IF P\_DEC5=4 (TOOK WHOLE PENSION AS CASH)]**

[IF P57\_4=1-16] Overall how satisfied are you with [INSERT PROVIDER NAME FROM P57\_4]?  
 [IF P57\_4=17 (DK)] Thinking of the provider from whom you took a whole pension fully as cash from the last 2 years. Overall how satisfied were you with this provider?

If you have taken more than one pension fully as cash the last 2 years, please think about the one you took out most recently.

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
 RANGE 0...10

Don't know

**PD48a\_4 [ASK IF P\_DEC5=4 (TOOK WHOLE PENSION AS CASH)]**

**"Thinking about the pension(s) you took fully as cash most recently."**

[IF P57\_4=1-16] How much trust do you have in [INSERT PROVIDER NAME FROM P57\_4]?  
 [IF P57\_4=17 (DK)] How much trust do you have in your pension provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'.

NUMERIC  
 RANGE 0...10

Don't know

**PD57\_5 [ASK IF P\_DEC5=3 (TAKEN UFPLS IN LAST TWO YEARS)]**

Who is the provider of the UFPLS agreement you used to start to take money from your pension in the last 2 years?

If you have entered into more than one UFPLS agreement in the last 2 years, please think about the provider of the one you entered into most recently.

1. AEGON
2. AJ Bell
3. Aviva / Friends Life
4. Canada Life
5. Hargreaves Lansdown
6. James Hay
7. Just Retirement / Partnership
8. Legal and General
9. Scottish Widows
10. Phoenix
11. Prudential
12. ReAssure
13. Royal London
14. Standard Life
15. Sun Life of Canada
16. Other (please write in)

17. Don't know

**PD49\_5 [ASK IF P\_DEC5=3 (TAKEN UFPLS IN LAST TWO YEARS)]**

[IF P57\_5=1-16] Overall how satisfied are you with [INSERT PROVIDER NAME FROM P57\_5]?  
[IF P57\_5=17 (DK)] Overall how satisfied were you with your UFPLS provider?

If you have entered into more than one UFPLS agreement in the last 2 years, please think about the provider of the one you entered into most recently.

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PD48\_5 [ASK IF P\_DEC5=3 (TAKEN UFPLS IN LAST TWO YEARS)]**

**"Thinking about the UFPLS agreement you have entered into most recently."**

[IF P57\_5=1-16] How much trust do you have in [INSERT PROVIDER NAME FROM P57\_5]?  
[IF P57\_5=17 (DK)] How much trust do you have in your UFPLS provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'.

NUMERIC  
RANGE 0...10

Don't know

**PD52N [ASK ALL IN DECUMULATED IN LAST TWO YEARS MODULE]**

Would you say you have experienced a problem related to [P\_DEC5 = 1, 2, 3 your annuity/annuities, income drawdown, UFPLS], [IF P\_DEC5=4 when you took your pension(s) fully as cash], [P\_DEC5=5 when taking income or cash lump sum(s) from your pension(s)] or to any advice you have received about this/these in the last 12 months?

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

**PD52aN [ASK ALL IN DECUMULATED IN LAST TWO YEARS MODULE]**

[IF PD52 = 2 OR 3]: Just to check: in the last 12 months have you experienced any of the following problems related to [P\_DEC5 = 1, 2, 3 your annuity/annuities, income drawdown, UFPLS], [IF P\_DEC5=4 when you took your pension(s) fully as cash], [P\_DEC5=5 when taking income or cash lump sum(s) from your pension(s)] or to any advice you have received about this/these in the last 12 months?

[IF PD52= 1]: Which of these problems did you experience?

Please think about all problems you have experienced in the last 12 months, even if you have told us about them before.

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 17-20

1. Sales pressure
2. Poor advice from a financial adviser
3. Pension investments mismanaged
4. Unexpected fees or charges
5. Complex fees and charges
6. Pension costing me more than expected
7. Unexpected changes to terms and conditions
8. Unexpected change to interest rate
9. Pension investments didn't perform as I was led to believe
10. Complex product information
11. IT system failure/ service disruption
12. Provider errors/not following instructions
13. Delays when making changes to a pension
14. Delays when arranging a pension
15. Poor customer service
16. Unsuitable channel (phone, online, face-to-face) to contact the provider
17. Not eligible for the pension I wanted
18. Other (please write in)
19. [IF PD52NEW=2 OR 3] None of these
20. Don't know

**PD52bN [ASK IF PD52aN=2+ (MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

And, which of these would you say was the most serious problem?

SHOW ANSWERS AT PD52a

Don't know

**PDINTN [ASK IF PD52a=2+ (MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

For the next few questions please think about the most serious problem you experienced.

SHOW ANSWER AT PD52b

Don't know

**PD52c [ASK IF P\_DEC5 = MORE THAN ONE SELECTED and PD52aN=1-18 (MORE THAN ONE PRODUCT HELD AND MORE THAN ONE PROBLEM EXPERIENCED IN LAST 12 MONTHS)]**

**"Thinking about the [if PD52a>1 most serious] problem you experienced..."**

And which of the following did it relate to:

1. [IF P\_DEC5 = 1 Annuity]
2. [IF P\_DEC5 = 2 Income drawdown]
3. [IF P\_DEC5 = 3 UFPLS]
4. [If P\_DEC5 = 4 when you took a whole pension fully as cash]
5. [IF P\_DEC5=5 when took an income or lump sum payment from a pension]
6. Other (please write in)

**PD52d [ASK IF PD52a = 1+ (EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

**"Thinking about the [if PD52a>1 most serious] problem you experienced ..."**

As a result of this problem, did any of the following happen?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 8-11

1. Had problems paying bills
2. Went into my overdraft
3. Lost money
4. Had to borrow money
5. My credit rating was affected
6. Spent significant time resolving the problem
7. It was just a nuisance
8. I suffered stress
9. Other (please write in)
10. No negative impacts
11. Don't know

**PD53B [ASK IF PD52a =1+ (EXPERIENCED A PROBLEM IN LAST 12 MONTHS)]**

“Thinking about the [if PD52a>1 most serious] problem you experienced ...”

Did you complain about this?

1. I complained
2. I wanted to complain but didn't
3. No, I didn't want to complain
4. Don't know

**PD54N [ASK IF PD53=1 (COMPLAINED ABOUT PROBLEM)]**

“Thinking about the [if PD52a>1 most serious] problem you experienced ...”

Who did you complain to?

Please select all that apply.

1. My pension provider
2. My financial adviser
3. The Financial Ombudsman Service (FOS)
4. The Pension Ombudsman Service
5. The Financial Conduct Authority (FCA)
6. The Pensions Regulator (TPR)
7. Someone else (please write in)
8. Don't know

**PD56N [ASK IF PD54=1 (COMPLAINED ABOUT PROBLEM TO PENSION PROVIDER)]**

“Thinking about the [if PD52a>1 most serious] problem you experienced ...”

Overall how satisfied were you with how your complaint was handled by your provider?  
Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

PD53C

[ASK IF P53=2 OR 3 (EXPERIENCED A PROBLEM AND WANTED TO COMPLAIN AND DIDN'T, OR DIDN'T COMPLAIN)]

“Thinking about the [if PD52a>1 most serious] problem you experienced ...”

Why didn't you complain?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

1. Too trivial/wasn't worth it
2. Too difficult to complain
3. No point complaining – nothing would happen
4. Didn't know how to complain
5. Didn't have time/too busy
6. Other (please write in)
7. Don't know

### COMMON ADVICE QUESTIONS (Z1 - D\_NEW)

**Preamble:** to focus on most recent advice session that covered retirement planning and, where known, to play back the type of adviser who provided it

[DV1=1 AND C5=1 AND C4 = 3 (IF ONE REGULATED ADVICE SESSION IN LAST 12 MONTHS AND IT COVERED RETIREMENT PLANNING)]

**For the next few questions**, please think about the regulated advice you received in the last 12 months about [ANSWER AT C4] [IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

[DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6 AND C6=3 (IF MORE THAN ONE REGULATED ADVICE SESSION BUT ALL SESSIONS ABOUT THE ONE TOPIC OF RETIREMENT PLANNING)]

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months about retirement planning [IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

[DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6 INCLUDING CODE 3, AND C6a (MORE THAN ONE REGULATED ADVICE SESSION AND NOT ALL SESSIONS ABOUT ONE TOPIC BUT RETIREMENT PLANNING WAS A TOPIC, AND RETIREMENT PLANNING WAS A TOPIC OF MOST RECENT ADVICE SESSION)]

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a].

Z1

[DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6 INCLUDING CODE 3, AND NE C6a=3 (MORE THAN ONE REGULATED ADVICE SESSION AND NOT ALL SESSIONS ABOUT ONE TOPIC BUT RETIREMENT PLANNING WAS A TOPIC, AND RETIREMENT PLANNING NOT A TOPIC OF MOST RECENT ADVICE SESSION)]

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months that covered retirement planning. What else did this session cover?

Please select all that apply.

1. Investments
2. Saving into a pension
3. Neither of these
4. Don't know

**D1A [ASK IF DV1=1, AND C4=3 OR C6=3, AND MORE THAN ONE SELECTED AT B1X 1-4 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS FROM POTENTIALLY MORE THAN ONE TYPE OF ADVISER)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF\_Z1=1 or 2 ‘and ANSWER AT Z1, 1-2].”

Who provided this advice?

[SHOW CODES MENTIONED AT B1X 1-4. IF ONLY ONE RESPONSE AT B1X, 1-4, DO NOT ASK: IMPUTE ANSWER FROM B1X]

1. An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
2. An adviser from a bank or building society
3. An adviser from an insurance company, investment company or pension provider
4. Automated advice available online or as downloadable software. This is similar to advice from a traditional financial adviser because it is personalised: you input your financial information and objectives, and this information is used to generate investment and/or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge

**D3A [ASK IF DV1=1 AND D1=1-3, AND C4= 3 OR C6=3 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS COVERING RETIREMENT PLANNING)]**

Thinking of this advice from [ANSWER AT D1=1-3], how was the advice delivered?

Please select all that apply.

1. A face-to-face meeting
2. A phone call/ video call
3. Email
4. Other (please write in)
5. Don't know

**D5A [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF\_Z1=1 or 2 ‘and ANSWER AT Z1, 1-2].”

Who or what prompted you to seek advice on this occasion?

Please select all that apply.

RANDOMISE LIST

1. A family member, friend, or colleague
2. My employer
3. My bank
4. I have sought advice before
5. I take advice regularly
6. A significant change in my circumstances (e.g. birth, death, marriage)
7. Advertising
8. Information I read in the media or online
9. Other (please write in)
10. Don't know

**D4\_A [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN THE LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF\_Z1=1 or 2 ‘and ANSWER AT Z1, 1-2].”

Was the nature of the advice you wanted ... ?

Please select all that apply.

1. Investments for retirement
2. Investments to build up funds for something other than retirement
3. Switching funds/ assets in existing investment(s)
4. Setting up a pension(s)
5. Transferring one pension(s) into another
6. Changing the provider of a pension(s)
7. Changing where my pension(s) is invested
8. Other (please write in)
9. Don't know

**D4\_1 [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF\_Z1=1 or 2 ‘and ANSWER AT Z1, 1-2].”

When you were seeking this advice, did you already have an idea of what you wanted to do?

1. I had no idea
2. I had relatively little idea
3. I had a good idea, but wanted the reassurance of using an adviser
4. I had a very good idea, but wanted the reassurance of using an adviser
5. Don't know

**D4\_2 [ASK IF DV1=1, AND C4=3 OR C6= 3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF\_Z1=1 or 2 ‘and ANSWER AT Z1, 1-2].”

When you decided to seek this advice, were you aware that you would be able to seek compensation, if the regulated advice you received was shown to have been misleading or not in your best interests?

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

**D13A [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF\_Z1=1 or 2 ‘and ANSWER AT Z1, 1-2’].”

Which one of the following statements best describes the action you took as a result of this advice?

1. I followed the advice provided to me completely
2. I partially followed the advice provided to me
3. I did not follow the advice – I chose to do something different
4. I did not follow the advice – I chose not to do anything
5. Don't know

**D15 [ASK IF DV1=1 AND D13 NE 4, AND C4=3 OR C6= 3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS AND DID SOMETHING)]**

“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF\_Z1=1 or 2 ‘and ANSWER AT Z1, 1-2’].”

Which, if any, of the following actions did you take following the advice you received?

Note that by ‘lump sum’ in the answers below we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

Please select all that apply.

1. I purchased an investment, putting a lump sum into it
2. I started or increased monthly payments into an investment
3. I have changed the funds/ assets in an investment
4. I purchased a personal pension, putting a lump sum into it
5. I started or increased monthly payments into a private pension
6. I made changes to the funds in which my pension is invested
7. I purchased an annuity (SHOW IF AGED >54 (D2>54 OR D3=6-9))
8. I entered into income drawdown (SHOW IF AGED >54 (D2>54 OR D3=6-9))
9. I took cash from my pension pot (SHOW IF AGED >54 (D2>54 OR D3=6-9))
10. I did not take any action
11. Something else (please write in)
12. Don't know

**D16a [ASK IF D15=1 (RECEIVED REGULATED ADVICE AND PURCHASED AN INVESTMENT PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your investment as a lump sum?

By 'lump sum' we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**PD\_D16bN [ASK IF D15=4 (RECEIVED REGULATED ADVICE AND PURCHASED A PERSONAL PENSION PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your new personal pension as a lump sum?

By 'lump sum' we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**PD\_D16cN [ASK IF D15=2 (RECEIVED REGULATED ADVICE AND STARTED OR INCREASED MONTHLY PAYMENTS INTO AN INVESTMENT)]**

How much do you pay a month into this investment?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**PD\_D16dN [ASK IF D15=5 (RECEIVED REGULATED ADVICE AND STARTED OR INCREASED MONTHLY PAYMENTS INTO A PRIVATE PENSION)]**

How much do you pay a month into this private pension?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**PD\_D16e [ASK IF D15=7 (RECEIVED REGULATED ADVICE AND PURCHASED AN ANNUITY)]**

How much of your pension pot did you use to buy your annuity?

If you are unsure, please give your best estimate.

1. Under £4,999
2. £5,000 – £9,999
3. £10,000 - £14,999
4. £15,000 - £19,999
5. £20,000 – £29,999
6. £30,000 - £39,999
7. £40,000 - £49,999
8. £50,000 - £59,999
9. £60,000 - £74,999
10. £75,000 - £99,999
11. £100,000 - £249,999
12. £250,000 - £499,999
13. £500,000 or more
14. Don't know

**PD\_D16f [ASK IF D15=8 (RECEIVED REGULATED ADVICE AND ENTERED INTO INCOME DRAWDOWN)]**

How much of your pension pot did you transfer into income drawdown?

If you are unsure, please give your best estimate.

1. Under £4,999
2. £5,000 – £9,999
3. £10,000 - £14,999
4. £15,000 - £19,999
5. £20,000 – £29,999
6. £30,000 - £39,999
7. £40,000 - £49,999
8. £50,000 - £59,999
9. £60,000 - £74,999
10. £75,000 - £99,999
11. £100,000 - £249,999
12. £250,000 - £499,999
13. £500,000 or more
14. Don't know

**PD\_D9N [ASK IF DV1=1 AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received in the last 12 months that covered retirement planning [and ANSWER AT Z1, 1-2], how was the adviser/ firm paid?

1. As a one-off fee specifically for this advice
2. As part of an ongoing charge I pay
3. Paid through product, i.e. the provider deducted the fee from the investment I made and paid it to the adviser
4. I didn't pay a fee, because payment was dependent on my taking out an investment or pension product and I didn't do so
5. I don't know how I paid

**PD\_D10N [ASK IF D9=1 OR 3 (PAID A ONE-OFF FEE OR PAID THROUGH THE PRODUCT)]**

What was your perception of the fee that you paid for your most recent advice that covered retirement planning [and ANSWER AT Z1, 1-2]]?

1. I thought it seemed low
2. I thought it was good value/ about right
3. I thought it was too expensive
4. Don't know

**PD\_D6aN [ASK IF DV1=1 AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE RETIREMENT PLANNING IN LAST 12 MONTHS)]**

For how long have you been using this adviser/firm?

1. This was the first time I used this adviser/firm
2. Around a year
3. Around 2-3 years
4. Around 4-5 years
5. For longer than 5 years
6. Don't know

**PD\_D6bN [ASK D6a NE1 (USED ADVISER BEFORE)]**

Do you generally use the same adviser/firm for regulated advice about investments, saving in a pension and/ or retirement planning?

1. Yes
2. No

**PD\_D7N [ASK IF DV1=1 AND D6a 1-3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS, AND ADVISER USED FOR 2-3 YEARS OR LESS)]**

Before you chose this adviser/firm, did you compare two or more different advisers or firms by looking at the services and rates offered?

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

**PD\_D7bN [ASK IF D7=2 (RECEIVED REGULATED ADVICE AND DID NOT COMPARE DIFFERENT ADVISERS)]**

There are many reasons why you may not have compared different advisers or firms.

Why did you not compare different advisers or firms?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 11-13

1. It takes too much time
2. It's too difficult to compare
3. It's not worth it as there's no real difference between advisers/ firms

4. I wouldn't know what to look for
5. The offer from the adviser/ firm I chose was just what I wanted
6. The adviser/ firm had a good choice of services
7. I feel loyalty to the adviser/ firm I chose
8. I have dealt with the adviser/ firm I chose before
9. The adviser/ firm I chose was recommended to me
10. I didn't think I would be able to get advice elsewhere
11. I didn't really think about comparing advisers/ firms
12. Other (please write in)
13. Don't know

**PD\_D8 [ASK IF DV1=1, AND C4=3 OR C6=2 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received about retirement planning [and ANSWER AT Z1, 1-2], overall how satisfied were you with your adviser/firm?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**PD\_D18N [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

How much did you trust this adviser/ firm?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'

NUMERIC  
RANGE 0...10

Don't know

**PD\_D20N**

**[ASK IF B1X 8-15 AND (DV1=1 AND C4=3 OR C6=3) (USED GUIDANCE SOURCES IN THE LAST 12 MONTHS AND RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN THE LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received that covered retirement planning [and ANSWER AT Z1, 1-2] from [ANSWER AT D1]: as well as seeking advice, did you also use guidance or information about this from any of these sources?

Please include contacts you have had in person, by telephone, or online.

Please select all that apply. [ONLY SHOW CODES USED AT B1X]

1. Pension Wise [IF AGED 50+]
2. The Pensions Advisory Service (TPAS)
3. Other government/ consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)
4. Website or other literature from a bank, building society or other insurance/ investment/ pension provider
5. Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)
6. Media/ newspapers or their websites (e.g. Daily Mail, Guardian, BBC)
7. Any information or guidance provided at your workplace
8. Any information or guidance from family or friends
9. Other (please write in)
10. None of these
11. Don't know

**PD\_F3 [ASK IF PD\_D20N=1-8 (USED GUIDANCE OR INFORMATION IN THE LAST 12 MONTHS)]**

**“Thinking about the most recent regulated advice you received in the last 12 months about retirement planning [IF\_Z1=1 or 2 ‘and ANSWER AT Z1, 1-2’].”**

Overall did the information or guidance you received from each of the following help you to make a decision, even if that decision was to do nothing?

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**PD\_D19N [ASK IF DV1=1, AND C4=3 OR C6=3 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS)]**

Do you think you will use regulated financial advice in the future about investments, saving into a pension and/ or retirement planning?

Please select all that apply.

1. Yes, from the same adviser/ firm
2. Yes, but from a different adviser/ firm
3. No, I would make future decisions without advice
4. No, I have no further need for advice
5. Don't know

**PD\_D21N [ASK IF DV1=1 AND D19=1-2 (RECEIVED REGULATED ADVICE COVERING RETIREMENT PLANNING IN LAST 12 MONTHS, AND PLAN TO DO SO IN THE FUTURE)]**

And do you think you will use regulated financial advice in the future ...?

1. More often
2. Less often
3. About the same
4. Don't know

**PD\_D22N [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

If you had a decision to make about a £10,000 inheritance and wanted to invest it, how likely are you to seek regulated financial advice?

By 'regulated advice' we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers:

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- *Automated advice available online or as downloadable software. This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

1. Very likely
2. Fairly likely
3. Neither likely nor unlikely
4. Fairly unlikely
5. Very unlikely
6. Don't know

**PD\_D23aN [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS) AND B1X NE4 (NOT USED AUTOMATED ADVICE)]**

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]

THE LEVEL CITED DEPENDS ON THE AMOUNT OF COMBINED SAVINGS AND INVESTMENT AT BALANCE SHEET QUESTION B11

- CITE £10,000 IF ANSWER AT B11 IS £10,000-20,000 OR DK OR PREFER NOT TO SAY OR B11 NOT ASKED
- CITE £25,000 IF ANSWER AT B11 IS £20,000-50,000
- CITE £50,000 IF ANSWER AT B11 IS OVER £50,000]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about how you might invest [£10,000/£25,000/£50,000].

Automated advice is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or

pension recommendations suitable for you (automated). It does not include simple online tools and calculators.

1. At what price would the advice seem good value?
2. At what price would the advice be too expensive – and you would not pay it?
3. At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
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I would not pay for online automated advice.

ASK SECTION (F3-X TO D17-X) IF B1X=4 AND D1 NE 4: You mentioned that you had used automated advice in the last 12 months related to investments, saving into a pension and/ or retirement planning.

Automated advice is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.

**PD\_F3N1X [ASK IF B1X=4 AND NE D1=4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

Did the automated advice help you to make a decision, even if that decision was to do nothing?

If you have used automated advice from more than one provider in the last 12 months, please think about the automated advice you used most recently.

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**PD\_D10XN1 [ASK IF B1X=4 AND NE D1=4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

What was your perception of the cost of the automated advice you used?

1. I thought it seemed low
2. I thought it was good value/ about right
3. I thought it was too expensive
4. I can't remember

**PD\_D11XN1 [ASK IF B1X=4 AND NE D1=4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

Overall how satisfied were you with the automated advice provider?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**D\_NEW**            **[ASK IF B1X=4 AND NE D1=4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

How much did you trust this automated advice provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'

NUMERIC  
RANGE 0...10

Don't know

# 14. Advice (had regulated advice in the last 12 months or not had regulated advice but might need it)

*This question set on advice is technically two modules. To be eligible for the **Advice modules** all to have either had regulated advice in the last 12 months related to investments, saving into a pension or retirement planning (i.e. eligible for Advice module 1), or not had regulated advice in the last 12 months but might need it (need is defined as: have investible assets of £10,000 or more; or have at least £10,000 in a defined contribution (DC) pension, and a plan to retire or to access a DC pension in the next 2 years) (i.e. eligible for Advice module 2).*

## **[DV1=1 AND C5=1 (IF ONE REGULATED ADVICE SESSION)]**

**For the next few questions**, please think about the regulated advice you received in the last 12 months about [ANSWER AT C4] [IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

## **[DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6 (IF MORE THAN ONE REGULATED ADVICE SESSION BUT ALL SESSIONS ABOUT THE SAME ONE TOPIC)]**

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6] [IF ONE CODE AT B1X, 1-4: from [CODE AT B1X]].

## **[DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6 (MORE THAN ONE REGULATED ADVICE SESSION AND NOT ALL SESSIONS ABOUT ONE TOPIC)]**

**For the next few questions**, please think about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a].

**Adv\_D1 [ASK IF DV1=1 AND MORE THAN ONE SELECTED AT B1X 1-4 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS FROM POTENTIALLY MORE THAN ONE TYPE OF ADVISER)]**

[IF DV1=1 AND C5=1] Thinking about the regulated advice you received in the last 12 months about [ANSWER AT C4] from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6] [from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a] from your [#ADV\_D1]...

Who provided this advice?

[SHOW CODES MENTIONED AT B1X 1-4. IF ONLY ONE RESPONSE AT B1X, 1-4, DO NOT ASK: IMPUTE ANSWER FROM B1X]

1. An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
2. An adviser from a bank or building society
3. An adviser from an insurance company, investment company or pension provider
4. Automated advice available online or as downloadable software. *This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

**Adv\_D3 [ASK IF DV1=1 AND Adv\_D1=1-3 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS AND THAT ADVICE WAS NOT AUTOMATED ONLINE ADVICE)]**

Thinking of this advice from [ANSWER AT Adv\_D1=1-3], how was the advice delivered?

Please select all that apply.

1. A face-to-face meeting
2. A phone call/ video call
3. Email
4. Other (please write in)
5. Don't know

**Adv\_D5 [ASK IF DV1=1 <sup>21</sup>(RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

[IF DV1=1 AND C5=1] Thinking about the regulated advice you received in the last 12 months about [ANSWER AT C4] from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6] [from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a] from your [#ADV\_D1]...

Who or what prompted you to seek advice on this occasion?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST

<sup>21</sup>DV1=1 or DV1=2, otherwise referred to as all in advice module.

1. A family member, friend, or colleague
2. My employer
3. My bank
4. I have sought advice before
5. I take advice regularly
6. A significant change in my circumstances (e.g. birth, death, marriage)
7. Advertising
8. Information I read in the media or online
9. Other (please write in)
10. Don't know

**Adv\_D4 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

[IF DV1=1 AND C5=1] Thinking about the regulated advice you received in the last 12 months about [ANSWER AT C4] from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6] [from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a] from your [#ADV\_D1]...

Was the nature of the advice you wanted ...?

Please select all that apply.

1. Investments for retirement
2. Investments to build up funds for something other than retirement
3. Switching funds/ assets in existing investment(s)
4. Setting up a pension(s)
5. Transferring one pension(s) into another
6. Changing the provider of a pension(s)
7. Changing where my pension(s) is invested
8. Other (please write in)
9. Don't know

**Adv\_D4\_1 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

[IF DV1=1 AND C5=1] Thinking about the regulated advice you received in the last 12 months about [ANSWER AT C4] from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6] [from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a] from your [#ADV\_D1]...

When you were seeking this advice, did you already have an idea of what you wanted to do?

1. I had no idea
2. I had relatively little idea
3. I had a good idea, but wanted the reassurance of using an adviser
4. I had a very good idea, but wanted the reassurance of using an adviser
5. Don't know

**Adv\_D4\_2 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

[IF DV1=1 AND C5=1] Thinking about the regulated advice you received in the last 12 months about [ANSWER AT C4] from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6] [from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a] from your [#ADV\_D1]...

When you decided to seek this advice, were you aware that you would be able to seek compensation, if the regulated advice you received was shown to have been misleading or not in your best interests?

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

**Adv\_D13 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

[IF DV1=1 AND C5=1] Thinking about the regulated advice you received in the last 12 months about [ANSWER AT C4] from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6] [from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a] from your [#ADV\_D1]...

Which one of the following statements best describes the action you took as a result of this advice?

1. I followed the advice provided to me completely
2. I partially followed the advice provided to me
3. I did not follow the advice – I chose to do something different
4. I did not follow the advice – I chose not to do anything
5. Don't know

**Adv\_D15 [ASK IF DV1=1 AND Adv\_D13 NE 4 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS AND DID SOMETHING)]**

[IF DV1=1 AND C5=1] Thinking about the regulated advice you received in the last 12 months about [ANSWER AT C4] from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5 AND ONLY ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6] [from your [#ADV\_D1] ....

[IF DV1=1 AND C5=2-5, AND MORE THAN ONE TOPIC SELECTED AT C6] Thinking about the most recent regulated advice you received in the last 12 months about [ANSWER AT C6a] from your [#ADV\_D1]...

Which, if any, of the following actions did you take following the advice you received?

Note that by 'lump sum' in the answers below we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

Please select all that apply.

1. I purchased an investment, putting a lump sum into it
2. I started or increased monthly payments into an investment
3. I have changed the funds/ assets in an investment
4. I purchased a personal pension, putting a lump sum into it
5. I started or increased monthly payments into a private pension
6. I made changes to the funds in which my pension is invested
7. I purchased an annuity (SHOW IF AGED >54: D2>54 OR D3=6-9)
8. I entered into income drawdown (SHOW IF AGED >54: D2>54 OR D3=6-9)
9. I took cash from my pension pot (SHOW IF AGED >54 D2>54 OR D3=6-9)
10. I did not take any action
11. Something else (please write in)
12. Don't know

**Adv\_D16a [ASK IF Adv\_D15=1 (RECEIVED REGULATED ADVICE AND PURCHASED AN INVESTMENT PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your investment as a lump sum?

By 'lump sum' we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**Adv\_D16b [ASK IF Adv\_D15=4 (RECEIVED REGULATED ADVICE AND PURCHASED A PERSONAL PENSION PUTTING A LUMP SUM INTO IT)]**

How much did you pay into your new personal pension as a lump sum?

By 'lump sum' we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

If you are unsure, please give your best estimate.

1. Less than £500
2. £500 to £999
3. £1,000 to £2,499
4. £2,500 to £4,999
5. £5,000 to £9,999
6. £10,000 to £24,999
7. £25,000 to £49,999
8. £50,000 to £99,999
9. £100,000 to £249,999
10. £250,000 or more
11. Don't know

**Adv\_D16c [ASK IF Adv\_D15=2 (RECEIVED REGULATED ADVICE AND STARTED OR INCREASED MONTHLY PAYMENTS INTO AN INVESTMENT)]**

How much do you pay a month into this investment?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**Adv\_D16d [ASK IF Adv\_D15=5 (RECEIVED REGULATED ADVICE AND STARTED OR INCREASED MONTHLY PAYMENTS INTO A PRIVATE PENSION)]**

How much do you pay a month into this private pension?

If you are unsure, please give your best estimate.

1. £1 - £49
2. £50 - £99
3. £100 - £249
4. £250 - £499
5. £500 - £749
6. £750 - £999
7. £1,000- £1,499
8. £1,500 - £1,999
9. £2,000 - £2,999
10. £3,000 - £3,999
11. £4,000 - £4,999
12. £5,000 or more
13. Don't know

**Adv\_D16e [ASK IF Adv\_D15=7 (RECEIVED REGULATED ADVICE AND PURCHASED AN ANNUITY)]**

How much of your pension pot did you use to buy your annuity?

If you are unsure, please give your best estimate.

1. Under £4,999
2. £5,000 – £9,999
3. £10,000 - £14,999
4. £15,000 - £19,999
5. £20,000 – £29,999
6. £30,000 - £39,999
7. £40,000 - £49,999
8. £50,000 - £59,999
9. £60,000 - £74,999
10. £75,000 - £99,999
11. £100,000 - £249,999
12. £250,000 - £499,999
13. £500,000 or more
14. Don't know

**Adv\_D16f [ASK IF Adv\_D15=8 (RECEIVED REGULATED ADVICE AND ENTERED INTO INCOME DRAWDOWN)]**

How much of your pension pot did you transfer into income drawdown?

If you are unsure, please give your best estimate.

1. Under £4,999
2. £5,000 – £9,999
3. £10,000 - £14,999
4. £15,000 - £19,999
5. £20,000 – £29,999
6. £30,000 - £39,999
7. £40,000 - £49,999
8. £50,000 - £59,999
9. £60,000 - £74,999
10. £75,000 - £99,999
11. £100,000 - £249,999
12. £250,000 - £499,999
13. £500,000 or more
14. Don't know

**Adv\_D9 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received in the last 12 months about [ANSWER(S) AT C4, OR C6 (IF C6a not asked) OR C6a], how was the adviser/firm paid?

1. As a one-off fee specifically for this advice
2. As part of an ongoing charge I pay
3. Paid through product, i.e. the provider deducted the fee from the investment I made and paid it to the adviser
4. I didn't pay a fee, because payment was dependent on my taking out an investment or pension product and I didn't do so
5. I don't know how I paid

**Adv\_D10 [ASK IF Adv\_D9=1 OR 3 (PAID A ONE-OFF FEE OR PAID THROUGH THE PRODUCT)]**

What was your perception of the fee that you paid for your [IF NOT C5=1: most recent] advice on [ANSWER(S) AT C4, OR C6 (IF C6a not asked) OR C6a]?

1. I thought it seemed low
2. I thought it was good value/ about right
3. I thought it was too expensive
4. Don't know

**Adv\_D6a [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

For how long have you been using this adviser/firm?

1. This was the first time I used this adviser/firm
2. Around a year
3. Around 2-3 years
4. Around 4-5 years
5. For longer than 5 years
6. Don't know

**Adv\_D6b [ASK Adv\_D6a NE1 (USED ADVISER/FIRM BEFORE OR DON'T KNOW HOW LONGS USED ADVISER/FIRM)]**

Do you generally use the same adviser/firm for regulated advice about investments, saving into a pension and/ or retirement planning?

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

**Adv\_D7 [ASK IF DV1=1 AND Adv\_D6a 1-3 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS, AND ADVISER/FIRM USED FOR 2-3 YEARS OR LESS)]**

Before you chose this adviser/firm, did you compare two or more different advisers or firms by looking at the services and rates offered?

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

**Adv\_D7b [ASK IF Adv\_D7=2 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS AND DID NOT COMPARE DIFFERENT ADVISERS)]**

There are many reasons why you may not have compared different advisers or firms.

Why did you not compare different advisers or firms?

Please select all that apply.

**RANDOMISE LIST EXCEPT CODES 11-13**

1. It takes too much time
2. It's too difficult to compare
3. It's not worth it as there's no real difference between advisers/ firms
4. I wouldn't know what to look for
5. The offer from the adviser/ firm I chose was just what I wanted
6. The adviser/ firm had a good choice of services
7. I feel loyalty to the adviser/ firm I chose
8. I have dealt with the adviser/ firm I chose before
9. The adviser/ firm I chose was recommended to me
10. I didn't think I would be able to get advice elsewhere
11. I didn't really think about comparing advisers/ firms
12. Other (please write in)
13. Don't know

**Adv\_DNEW [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received about [ANSWER(S) AT C4, OR C6 (IF C6a not asked) OR C6a] from [ANSWER AT Adv\_D1],

Overall how satisfied were you with your adviser/firm?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**Adv\_D18 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

How much did you trust this adviser/ firm?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'trust completely'

NUMERIC  
RANGE 0...10

Don't know

**Adv\_D20 [ASK IF DV1=1 AND B1X 8-15 (RECEIVED REGULATED ADVICE AND USED GUIDANCE SOURCES IN THE LAST 12 MONTHS)]**

Thinking still about the most recent regulated advice you received about [ANSWER(S) AT C4, OR C6 (IF C6a not asked) OR C6a] from [ANSWER AT Adv\_D1]: as well as seeking advice, did you also use guidance or information about this from any of these sources?

Please include contacts you have had in person, by telephone, or online.

Please select all that apply. [ONLY SHOW CODES USED AT B1X, 8-15]

1. Pension Wise [IF AGED 50+]
2. The Pensions Advisory Service (TPAS)
3. Other government/ consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)
4. Website or other literature from a bank, building society or other insurance/ investment/ pension provider
5. Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)
6. Media/ newspapers or their websites (e.g. Daily Mail, Guardian, BBC)
7. Any information or guidance provided at your workplace
8. Any information or guidance from family or friends
9. Other (please write in)
10. None of these
11. Don't know

The next few questions are about your general attitudes to using regulated financial advice.

**Adv\_D22 [ASK IF DV1=1 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS)]**

If you had a decision to make about a £10,000 inheritance and wanted to invest it, how likely are you to seek regulated financial advice?

By 'regulated advice' we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers:

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- *Automated advice available online or as downloadable software. This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

1. Very likely
2. Fairly likely
3. Neither likely nor unlikely
4. Fairly unlikely
5. Very unlikely
6. Don't know

**Adv\_D23a [ASK IF DV1=1 AND B1X NE4 (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS BUT NOT AUTOMATED ADVICE)]**

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]  
THE LEVEL CITED DEPENDS ON THE AMOUNT OF COMBINED SAVINGS AND INVESTMENT AT BALANCE SHEET QUESTION B11

- CITE £10,000 IF ANSWER AT B11 IS £10,000-20,000 OR DK OR PREFER NOT TO SAY OR B11 NOT ASKED
- CITE £25,000 IF ANSWER AT B11 IS £20,000-50,000
- CITE £50,000 IF ANSWER AT B11 IS OVER £50,000]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about how you might invest [£10,000/£25,000/£50,000].

Automated advice is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not s used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

1. At what price would the advice seem good value?
2. At what price would the advice be too expensive – and you would not pay it?
3. At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
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I would not pay for online automated advice.

**Adv\_D23b [ASK IF DV1=1 AND (P\_AC12 =1 OR 2 OR D10a=1) (RECEIVED REGULATED ADVICE IN LAST 12 MONTHS) AND B1X NE4 (NOT USED AUTOMATED ADVICE) AND 2 YEARS FROM RETIREMENT OR FROM ACCESSING DC PENSION)]**

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about your choices when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.

Automated advice is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not s used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

1. At what price would the advice seem good value?
2. At what price would the advice be too expensive – and you would not pay it?
3. At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
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I would not pay for online automated advice.

**Adv\_F3\_X [ASK IF B1X=4 AND Adv\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

You mentioned that you [had used automated advice in the last 12 months related to investments or saving into a pension and/or retirement planning].

Automated advice is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not s used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

Did the automated advice help you to make a decision, even if that decision was to do nothing?

If you have used automated advice from more than one provider in the last 12 months, please think about the automated advice you used most recently.

1. Yes, it helped a lot
2. Yes, it helped a little
3. No, it didn't help me
4. Don't know

**Adv\_D10\_X [ASK IF B1X=4 AND Adv\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

What is your perception of the cost of the automated advice you used?

1. I thought it seemed low
2. I thought it was good value/ about right
3. I thought it was too expensive
4. I can't remember
5. Don't know

**ADV\_D-NEW\_X [ASK IF B1X=4 AND Adv\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

Overall how satisfied were you with the automated advice provider?

If you have used automated advice on more than one occasion, please think about the provider you used most recently.

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**Adv\_D17\_X [ASK IF B1X=4 AND Adv\_D1 NE 4 (USED AUTOMATED ADVICE IN LAST 12 MONTHS AND NOT BEEN ASKED ABOUT IT ALREADY)]**

How much trust do you have in this automated advice provider?

Please answer on a scale of 0 to 10, where 0 is 'do not trust at all' and 10 is 'very much'.

NUMERIC  
RANGE 0...10

Don't know

**Adv\_E1 [ASK IF DV1=2 (ELIGIBLE FOR BUT NOT HAD REGULATED ADVICE IN LAST 12 MONTHS)]**

In the last 12 months, you have not had any **regulated advice** about investments, saving into a pension or retirement planning, and we would like to understand more about why that is.

By 'regulated advice' we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers:

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- *Automated advice available online or as downloadable software. This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

Which of these statements best describes your situation?

1. I have never tried to get regulated financial advice
2. I have had regulated financial advice in the past, but not in the last 12 months
3. I have tried to get regulated financial advice in the past, but not in the last 12 months
4. I have looked into getting regulated financial advice in the last 12 months, but decided not to do so
5. I have tried to find a regulated financial adviser in the last 12 months, but could not find one
6. I have been turned down for advice, when I approached a regulated financial adviser in the last 12 months

**Adv\_E2 [ASK IF DV1=2 (ELIGIBLE FOR BUT NOT HAD REGULATED ADVICE IN LAST 12 MONTHS)]**

Which of the following reasons describe why you have not used a regulated financial adviser over the last 12 months?

Please select all that apply.

RANDOMISE LIST

1. I decided I could make any decisions on my own
2. I had no need for using an adviser over the last 12 months
3. I couldn't find an adviser willing or able to offer me advice
4. I couldn't find a suitable adviser
5. I didn't know how to find a suitable adviser
6. I didn't know enough about financial advisers and what they can offer
7. I couldn't afford/ didn't want to pay the adviser's fees
8. There was no flexibility from advisers in how I would have to pay their fees
9. I took advice from someone else
10. I am not confident about finding the right adviser for me
11. I have little confidence in the quality of financial advice
12. I do not trust financial advisers
13. I didn't think about it
14. Not got round to it yet
15. Other (please write in)
16. Don't know

**Adv\_E5 [ASK IF DV1=2 (ELIGIBLE FOR BUT NOT HAD REGULATED ADVICE IN LAST 12 MONTHS)]**

Just to check: have you purchased **within the last 12 months** any investment or pension products (including buying an annuity or entering into income drawdown, or taking cash from your pension pot) **without** taking any regulated advice?

Please select all that apply.

1. Yes, for pensions
2. Yes, for investments
3. No
4. Don't know

**Adv\_E5a [ASK IF Adv\_E5=1 OR 2]**

Which, if any, of the following did you do in the last 12 months, without taking regulated advice?

Please select all that apply.

1. Putting in a cash lump sum of £2,000 or more
2. Putting in a cash lump sum of less than £2,000
3. Setting up a monthly payment of £150 or more
4. Setting up a monthly payment of less than £150
5. Buying an annuity (SHOW IF AGED >54: D2>54 OR D3=6-9)
6. Entering into income drawdown (SHOW IF AGED >54: D2>54 OR D3=6-9)
7. Taking cash from your pension pot (SHOW IF AGED >54: D2>54 OR D3=6-9)
8. None of these
9. Don't know

**Adv\_E5b [ASK IF Adv\_E5a=1-7 (INVESTMENT/PENSION DECISION MADE IN THE LAST 12 MONTHS WITHOUT TAKING ADVICE)]**

When you decided to do this i.e. [ANSWER AT Adv\_E5a 1-7] without taking regulated advice, were you aware that you would have the responsibility to ensure the investment product is right for you and meets your needs - and so if it later turns out to not be suitable for you, you would not be able to complain to the Financial Ombudsman and potentially receive compensation from your provider?

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

**Adv\_E7 [ASK IF Adv\_E5=1 OR 2 (NOT TAKEN REGULATED ADVICE (EXECUTION ONLY))]**

If you made a **similar** purchase or change in the future, do you think you would take any regulated advice?

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

**Adv\_D22X [ASK IF DV1=2 (ELIGIBLE FOR BUT NOT HAD REGULATED ADVICE IN LAST 12 MONTHS)]**

If you had a decision to make about a £10,000 inheritance and wanted to invest it, how likely are you to seek regulated financial advice?

1. Very likely
2. Fairly likely
3. Neither likely nor unlikely
4. Fairly unlikely
5. Very unlikely
6. Don't know

## E8-E9

[SCRIPTING NOTE: A/B/C/ ARE SEPARATE QUESTIONS TO APPEAR ON THE SAME SCREEN WITH A SLIDER BAR]

For Adv\_E8a and Adv\_E9a THE LEVEL CITED DEPENDS ON THE AMOUNT OF COMBINED SAVINGS AND INVESTMENT AT BALANCE SHEET QUESTION B11

- CITE £10,000 IF ANSWER AT B11 IS £10,000-20,000 OR DK
- CITE £25,000 IF ANSWER AT B11 IS £20,000-50,000
- CITE £50,000 IF ANSWER AT B11 IS OVER £50,000].

### Adv\_E8a [ASK IF DV2=2 (ELIGIBLE FOR BUT NOT HAD REGULATED ADVICE IN LAST 12 MONTHS)]

Please think about how much you might be willing to pay, in the foreseeable future, for advice from **a regulated adviser**, such as an Independent Financial Adviser (IFA), **about how you might invest [£10,000/£25,000/£50,000]**.

1. At what price would the advice seem good value?
2. At what price would the advice be too expensive – and you would not pay it?
3. At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
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I would not pay for advice from a regulated adviser such as an IFA.

### Adv\_E8b [ASK IF DV2=3 AND (P\_AC12=1 OR 2 OR D10a=1 (ELIGIBLE FOR BUT NOT HAD REGULATED ADVICE IN LAST 12 MONTHS, AND 2 YEARS FROM RETIREMENT OR FROM ACCESSING DC PENSION AND PLAN TO START TAKING PENSION IN NEXT TWO YEARS OR PLAN TO RETIRE IN NEXT TWO YEARS))]

Please think about how much you might be willing to pay, in the foreseeable future, for advice from **a regulated adviser**, such as an Independent Financial Adviser (IFA), about your choices when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.

1. At what price would the advice seem good value?
2. At what price would the advice be too expensive – and you would not pay it?
3. At what price might the advice seem too cheap – and you would not pay it?

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
-----	------	------	------	------	-------	-------	-------	-------	-------

I would not pay for advice from a regulated adviser such as an IFA.

### Adv\_E9a [ASK IF DV2=2 (ELIGIBLE FOR BUT NOT HAD REGULATED ADVICE IN LAST 12 MONTHS) AND B1X NE4 (NOT USED AUTOMATED ADVICE)]

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice**, about how you might invest [£10,000/£25,000/£50,000]. Automated advice is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not s used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

1. At what price would the advice seem good value

2. At what price would the advice be too expensive – and you would not pay it
3. At what price might the advice seem too cheap – and you would not pay it

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
-----	------	------	------	------	-------	-------	-------	-------	-------

I would not pay for online automated advice.

**Adv\_E9b**

**[ASK IF DV2=3 AND (P\_AC12=1 OR 2 OR D10a=1 (ELIGIBLE FOR BUT NOT HAD REGULATED ADVICE IN LAST 12 MONTHS, AND 2 YEARS FROM RETIREMENT OR FROM ACCESSING DC PENSION AND PLAN TO START TAKING PENSION IN NEXT TWO YEARS OR PLAN TO RETIRE IN NEXT TEO YEARS))]**

Please think about how much you might be willing to pay, in the foreseeable future, for **online automated advice** about your choices when starting to take money from your pension savings to fund your retirement. This could include buying an annuity or entering into income drawdown or taking cash from your pension pot.

Automated advice is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not s used to generate investment and/ or pension recommendations suitable for you. Not to be confused with simple online tools and calculators, online automated advice usually incurs a charge.

1. At what price would the advice seem good value
2. At what price would the advice be too expensive – and you would not pay it
3. At what price might the advice seem too cheap – and you would not pay it

£50	£100	£250	£500	£750	£1000	£1500	£2000	£3000	£5000
-----	------	------	------	------	-------	-------	-------	-------	-------

I would not pay for online automated advice.

**Adv\_GD1 [ASK IF B1XX=1-8 (ALL WHO HAVE RECEIVED GUIDANCE)]**

You said that you have used the following types of guidance in the last 12 months about **investments, saving into a pension or retirement planning**. What did you use each one for?

Please select all that apply.

[SHOW ONLY CODES SELECTED AT B1XX]

		Investments	Saving into a pension	Retirement planning	None of these	Don't know

1	Pension Wise [SHOW IF AGED 50+]					
2	The Pensions Advisory Service (TPAS)					
3	Other government/consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)					
4	Website or other literature from a bank, building society or other insurance/ investment/ pension provider					
5	Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)					
6	Media/newspapers or their websites (e.g. Daily Mail, Guardian, BBC)					
7	Any information or guidance provided at your workplace (other than through an adviser)					
8	Any information or guidance from family or friends					

**Adv\_GD2 [ASK IF B1XX=1-8 (ALL WHO HAVE RECEIVED GUIDANCE)]**

Did the information or guidance you received from each of the following help you to make a decision, even if that decision was to do nothing?

[SHOW ONLY CODES SELECTED AT B1XX, 1-8]

		Yes, it helped a lot	Yes, it helped a little	No, it didn't help me	Don't know

1	Pension Wise [SHOW IF AGED 50+]				
2	The Pensions Advisory Service (TPAS)				
3	Other government/consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)				
4	Website or other literature from a bank, building society or other insurance/ investment/ pension provider				
5	Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com Which?)				
6	Media/newspapers or their websites (e.g. Daily Mail, Guardian, BBC)				
7	Any information or guidance provided at your workplace (other than through an adviser)				
8	Any information or guidance from family or friends				

**Adv\_GD3 [ASK IF B1XX=1-8 (ALL WHO HAVE RECEIVED GUIDANCE)]**

Which, if any, of the following actions did you take **directly as a result of the guidance** you received?

Note that by 'lump sum' in the answers below we mean a single payment made at a particular time, as opposed to a number of smaller payments or instalments.

Please select all that apply.

1. I purchased an investment, putting a lump sum into it
2. I started or increased monthly payments into an investment
3. I have changed the funds/ assets in an investment
4. I purchased a personal pension, putting a lump sum into it
5. I started or increased monthly payments into a private pension
6. I made changes to the funds in which my pension is invested
7. I purchased an annuity [SHOW IF AGED >54 (D2>54 OR D3=6-9)]
8. I entered into income drawdown [SHOW IF AGED >54 (D2>54 OR D3=6-9)]
9. I took cash from my pension pot [SHOW IF AGED >54 (D2>54 OR D3=6-9)]
10. I did not take any action directly as a result of the guidance I received
11. Something else (please write in)
12. Don't know

**Adv\_G1 [ASK IF Adv\_E1 NE 1 (HAVE TRIED TO GET FINANCIAL ADVICE)]**

Thinking about any regulated advice you have received, however long ago. Have you ever been mis-sold an investment or pension product, or received what you would describe as bad advice related to investments, saving into a pension or retirement planning?

By 'mis-selling' we mean that an adviser recommended a product that was unsuitable for your needs.

By 'regulated advice' we mean advice that is paid for, or would be paid for if you took out a product, from one of the following advisers:

- An adviser from a financial advice firm such as an IFA (Independent Financial Adviser)
- An adviser from a bank or building society
- An adviser from an insurance company, investment company or pension provider
- *Automated advice available online or as downloadable software. This is personalised advice which usually incurs a charge, where you input your financial information and objectives and this information is used to generate investment and/or pension recommendations suitable for you (automated). It does not include simple online tools and calculators.*

PROGRAMMER NOTE: CANNOT CODE 1 & 3, OR 2 & 3

Please select all that apply.

1. Yes, experienced mis-selling from an adviser
2. Yes, experienced bad advice from an adviser (not to do with mis-selling)
3. No, not experienced mis-selling or bad advice from an adviser
4. Never received regulated financial advice [SINGLE CODE]
5. Don't know

**Adv\_G2 [ASK IF Adv\_G1=1 (EXPERIENCED MIS-SELLING FROM AN ADVISER)]**

Has the experience of mis-selling affected your willingness to use a regulated adviser?

1. I would still be largely happy to use a regulated adviser
2. It has made me a little less likely to use a regulated adviser
3. It has made me much less likely to use a regulated adviser
4. Don't know

**Adv\_G2a [ASK IF Adv\_G1=2 (EXPERIENCED BAD ADVICE FROM AN ADVISER)]**

Has the experience of bad advice affected your willingness to use a regulated adviser?

1. I would still be largely happy to use a regulated adviser
2. It has made me a little less likely to use a regulated adviser
3. It has made me much less likely to use a regulated adviser
4. Don't know

**Adv\_G3 [ASK IF Adv\_G1=1 (EXPERIENCED MIS-SELLING FROM AN ADVISER)]**

And thinking back to when you experienced mis-selling, did you manage to resolve this issue with your adviser directly?

If you have experienced mis-selling more than once, please think about the most recent occasion.

1. Yes, resolved directly with adviser
2. No, I took another action to try to resolve this issue
3. I did not take any action to resolve this issue
4. Don't know

**Adv\_G4 [ASK IF Adv\_G3=2 (TOOK ANOTHER ACTION TO RESOLVE MIS-SELLING)]**

What action did you take?

Please select all that apply.

1. I made a complaint to my adviser/ adviser's firm
2. I contacted Citizens Advice Bureau
3. I contacted a legal firm/ solicitor
4. I contacted the Financial Ombudsman Service (FOS)
5. I contacted the Financial Conduct Authority (FCA)
6. I used the Financial Services Compensation Scheme (FSCS)
7. I contacted Trading Standards
8. I made a claim through the courts/ Small Claims Court
9. Other (please write in)
10. Don't know

# 15. Short question sets<sup>22</sup>

## 15.1 Access

### INTRO [FOR ALL IN QUESTION SET]

Now a few questions about whether over the last 2 years you have had any difficulty in getting financial products or services – either at all, or ones that you feel meet your needs.

### AC1 [ASK ALL IN QUESTION SET]

In the last 2 years, has a provider **declined** to sell you any of the following financial products, or have you been declined financial advice or another service (even if you were later able to access a similar product or service)?

Please do **not** include any instances of where a provider offered you a product at a price, or with terms and conditions, you could not accept – we will ask you about this separately.

Please select all that apply.

1. A credit card
2. A store card
3. Travel insurance
4. Home buildings insurance
5. Home contents insurance
6. Joint buildings and contents insurance
7. Pet insurance
8. Motor insurance
9. Life insurance
10. Critical illness cover
11. A mortgage
12. A current account
13. A personal loan
14. Financial advice
15. Other (please write in)
16. None of these
17. Don't know

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<sup>22</sup> Three of the short question sets are asked of all eligible respondents (GAP insurance (all UK adults), Unbanked (all unbanked UK adults) and Guidance (all UK adults who have had relevant guidance in the last 12 months and have not been asked these questions in the Advice 1 or Advice 2 modules)). For the remaining five short question sets see Financial Lives Survey 2017 Technical Report section 5.6 for the random allocation probabilities used to determine who answered these questions.

**AC4 [IF AC1 = 14 (DECLINED FINANCIAL ADVICE)]**

What type of products had you wanted advice on?

Please select all that apply.

1. Investments
2. Saving into a pension
3. Access to pension savings (e.g. annuities, income drawdown, taking cash)
4. Protection (e.g. life insurance, critical illness cover, income protection insurance)
5. Another type of insurance
6. Mortgage
7. Other (please write in)

**AC5 [ASK IF MORE THAN TWO OPTIONS CODED AT AC1, 1-15 (MORE THAN ONE TYPE OF PRODUCT OR SERVICE DECLINED IN LAST TWO YEARS)]**

Thinking about the most recent occasion that you were declined a product or service, what were you declined?

**ONLY SHOW ANSWERS CODED AT AC1**

1. A credit card
2. A store card
3. Travel insurance
4. Home buildings insurance
5. Home contents insurance
6. Joint home and contents insurance
7. Pet insurance
8. Motor insurance
9. Life insurance
10. Critical illness cover
11. A mortgage
12. A current account
13. A personal loan
14. Financial advice
15. [SHOW ANSWER AT AC1=15]

**AC6 [ASK IF AC1=1-15 (DECLINED A PRODUCT OR SERVICE)]**

Thinking about when you were declined [ANSWER AT AC5 (IF MORE THAN ONE OF AC1, 1-15 CODED)], what result did this have?

IF ONLY ONE OPTION OF AC1=1-15 CODED: Please think about the most recent occasion you were declined [ANSWER AT AC1], if this has happened more than once in the last 2 years.

Please select all that apply.

1. Unable to get the product or service I needed at all
2. Able to get a similar product or service but with different terms or conditions
3. Able to get the product or service but I had to pay extra for it
4. Had to get a different product or service from the intended supplier
5. Had to get the product or service from an alternative supplier
6. Other (please write in)
7. Don't know

**AC9 [ASK IF AC1=1-15 (DECLINED A PRODUCT OR SERVICE)]**

Do you think any of the following circumstances contributed to your being declined [SAME PRODUCT OR SERVICE AS AT AC6]?

Please select all that apply.

RANDOMISE LIST

1. My age
2. My health
3. My income
4. My employment status
5. My credit history
6. My postcode
7. My gender or sexuality
8. My ethnicity
9. Not having a bank account
10. Other (please write in)
11. Don't know

**AC7 [ASK ALL IN QUESTION SET]**

In the last 2 years, have you been offered a financial product or service that you wanted, but at a price, or with terms and conditions, that you felt to be completely unreasonable?

1. Yes

2. No
3. Don't know

**AC7a [ASK IF AC7=1 (OFFERED SPECIAL TERMS AND CONDITIONS)]**

What financial product or service were you offered, but at a price, or with terms and conditions, you felt to be completely unreasonable?

Please select all that apply.

1. A credit card
2. A store card
3. Travel insurance
4. Home buildings insurance
5. Home contents insurance
6. Joint buildings and contents insurance
7. Pet insurance
8. Motor insurance
9. Life insurance
10. Critical illness cover
11. A mortgage
12. A current account
13. A personal loan
14. Financial advice
15. A pension
16. Other (please write in)
17. None of these
18. Don't know

**AC7b [ASK IF MORE THAN ONE OPTION CODED AT AC7a, 1-15 (MORE THAN ONE TYPE OF PRODUCT OR SERVICE DECLINED IN LAST TWO YEARS)]**

Thinking about the most recent occasion that you were offered a product or service at a price, or with terms and conditions, you felt to be completely unreasonable, what financial product or service was that?

**ONLY SHOW ANSWERS CODED AT AC7a**

1. A credit card
2. A store card
3. Travel insurance
4. Home buildings insurance
5. Home contents insurance
6. Joint buildings and contents insurance
7. Pet insurance
8. Motor insurance

9. Life insurance
10. Critical illness cover
11. A mortgage
12. A current account
13. A personal loan
14. Financial advice
15. A pension
16. [SHOW ANSWER AT AC7a]

**AC7c [ASK IF AC7a=1-15 (OFFERED SPECIAL TERMS AND CONDITIONS)]**

Thinking about when you were offered [ANSWER AT AC7b (IF MORE THAN ONE OF AC7a, 1-15 CODED)] at a price, or with terms and conditions, you felt to be completely unreasonable, what did you consider to be unreasonable?

IF ONLY ONE OPTION OF AC7a=1-15 CODED: Please think about the most recent occasion you were offered [ANSWER AT AC7a] at a price, or with terms and conditions, you felt to be completely unreasonable, if this has happened more than once in the last 2 years. What did you consider to be unreasonable?

1. The price
2. The terms and conditions
3. Both the price and the terms and conditions
4. Don't know

**AC8 [ASK IF AC7a=1-15 (OFFERED SPECIAL TERMS AND CONDITIONS)]**

And did you accept the price and/ or terms and conditions, or did you shop around for an alternative provider for [SAME PRODUCT OR SERVICE AS AT AC7c]?

1. Accepted the offer (as I did not expect to be able to find a better one from another provider)
2. Accepted the offer after comparing products from other providers
3. Shopped around and found a better offer from another provider
4. Declined the offer (without looking for alternative products from other providers)
5. Declined the offer (after looking for alternative products from other providers)
6. Other (please write in)
7. Don't know

**AC10 [ASK IF AC7a=1-15 (OFFERED SPECIAL TERMS AND CONDITIONS)]**

Do you think any of the following circumstances contributed to your not being able to find [SAME PRODUCT OR SERVICE AS AT AC7c] at a price, or with terms and conditions, you thought reasonable?

Please select all that apply.

RANDOMISE LIST

1. My age
2. My health
3. My income

4. My employment status
5. My credit history
6. My postcode
7. My gender or sexuality
8. My ethnicity
9. Not having a bank account
10. Other (please write in)
11. Don't know

## 15.2 Gap Insurance

INTRO [ASK ALL]

Now a couple of questions to do with insurance for your vehicles.

GA1 [ASK ALL]

Have you bought a new, or second-hand, vehicle from a dealer in the last 5 years? That is, not from a private person or private sale, but from a company that sells or deals in cars, motorbikes, vans or motor homes.

Please select yes, even if you no longer have the vehicle(s).

1. Yes, more than one vehicle
2. Yes, one vehicle
3. No
4. Don't know

GA2 [ASK IF GA1 = 1-2 (BOUGHT ONE OR MORE VEHICLES FROM A TRADE DEALER IN THE LAST 5 YEARS)]

Thinking about the [IF GA1=1: most recent] vehicle you have bought from a dealer, when did you buy it?

1. Within the last 12 months
2. More than 12 months ago, less than 2 years ago
3. 2-5 years ago
4. Don't know

GA3 [ASK IF GA1 = 1-2 (BOUGHT ONE OR MORE VEHICLES FROM A TRADE DEALER IN THE LAST 5 YEARS)]

Thinking about the [IF GA1=1: most recent] vehicle you have bought from a dealer, were you given information about GAP insurance by the dealer?

GAP insurance (Guaranteed Asset Protection) is a type of insurance which is often sold with a vehicle. It covers the difference between the amount paid for the vehicle and the amount an insurance company would give you if the vehicle was written off.

1. Yes, I was told about GAP insurance and was given written information when I bought the vehicle
2. Yes, I was told about it but **not** given any written information when I bought the vehicle

3. No, I was not told about GAP insurance when I bought the vehicle
4. Don't know

**GA4 [ASK IF GA3 = 1-2 (BOUGHT ONE OR MORE VEHICLES FROM A TRADE DEALER IN THE LAST 5 YEARS AND GIVEN WRITTEN OR VERBAL INFORMATION ABOUT GAP INSURANCE)]**

How well would you say you understood the information that was given to you about GAP insurance when you bought your vehicle?

1. Very well
2. Fairly well
3. Not very well
4. Not at all well
5. I didn't read the information
6. Don't know

**GA5 [ASK IF GA1 = 1-2 (BOUGHT ONE OR MORE VEHICLES FROM A TRADE DEALER IN THE LAST 5 YEARS)]**

Did you buy GAP insurance to cover your vehicle?

1. Yes, purchased through the dealer who sold me the vehicle
2. Yes, purchased but **not** through the dealer who sold me the vehicle
3. No, didn't take out GAP insurance for this vehicle
4. Don't know

**GA6 [ASK IF GA3 = 1-2 (TOLD ABOUT GAP INSURANCE)]**

When buying the vehicle, was it made clear to you that the GAP insurance was optional?

1. I was told it was optional
2. I was told it was **compulsory**
3. I was not told whether it was optional or not
4. Don't know

**GA7 [ASK IF GA5 = 1-2 (PURCHASED GAP INSURANCE)]**

How long after buying the vehicle did you take out the GAP insurance?

1. Immediately – took out the insurance at same time as buying the vehicle
2. Not immediately, but within 2 days of buying the vehicle
3. More than 2 days after, but within a week, of buying the vehicle
4. More than a week after, but within a month, of buying the vehicle
5. More than a month after buying the vehicle
6. Don't know

**GA8 [ASK IF GA5 = 1 (PURCHASED GAP INSURANCE THROUGH THE DEALER THAT THE VEHICLE WAS PURCHASED WITH)]**

When you bought your GAP insurance, did you think about buying it from somewhere other than through the vehicle dealer?

1. Yes
2. No, not aware that I could get the insurance elsewhere
3. No, aware that I could get the insurance elsewhere, but didn't consider doing so
4. Don't know

### 15.3 Claims Management Companies (CMCs)

#### INTRO [FOR ALL IN QUESTION SET]

From 2019 the Financial Conduct Authority will be responsible for regulating claims management companies. We have a couple of questions about whether you have been contacted by, or used, a claims management company, and what your experience is like.

#### CM1 [ASK ALL IN QUESTION SET]

In the last 12 months have you received any unsolicited calls, texts or emails from claims management companies offering you help to make a claim for compensation, for example asking whether you have recently had an accident or been mis-sold PPI?

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

#### CM1a [ASK IF CM1=1 (HAVE RECEIVED CALLS/MESSAGES FROM CMCS)]

Approximately how often do you receive unsolicited calls or text messages from claims management companies offering you help to make a claim for compensation?

1. Daily
2. Two or three times a week
3. At least once a week
4. Less often than once a week but at least once a month
5. Less often than once a month but at least 3 or 4 times a year
6. Once in last 12 months
7. Don't know

#### CM1b [ASK IF CM1=1 (HAVE RECEIVED CALLS/MESSAGES FROM CMCS)]

Thinking about the last time you received an unsolicited call or message from a claims management company, what was the call or message about?

Please select all that apply.

1. An accident you are said to have had in the last 6 months (which you may or may not have done)
2. Payment protection insurance on a loan, a credit card or a mortgage (which you may or may not have taken out)
3. Other (please write in)
4. None of these

5. Don't know

**CM3 [ASK ALL IN QUESTION SET]**

During the last 3 years, have you made a claim, successful or otherwise, for compensation for any of the following?

This may have been through a claims management company, or not.

	1 Made a claim in the last 12 months	2 Made a claim over 1 year ago, but less than 3 years ago	3 No, have not made a claim in the last 3 years	4 Don't know
a) Personal injury (e.g. whiplash)				
b) Mis-selling of financial products and services (e.g. PPI)				
c) Employment and redundancy				
d) Criminal injury				
e) Industrial injury				
f) Housing disrepair				

**CM4 [ASK IF CM3a-f = 1-2 (ALL WHO HAVE MADE A CLAIM IN THE LAST 3 YEARS)]**

For which, if any, of the following type(s) of claim you made did you use a claims management company?

LIST CLAIMS MADE AT CM3a-f

	1 Yes, I used a claims management company	2 No, I didn't use a claims management company	3 Don't know
a) Personal injury (e.g. whiplash)			
b) Mis-selling of financial products and services (e.g. PPI)			
c) Employment and redundancy			
d) Criminal injury			
e) Industrial injury			

f) Housing disrepair			
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SELECT CLAIM MADE THROUGH CMC. SELECT TYPE OF CLAIM AT RANDOM.

**CM5 [ASK IF CM4a-f=1 (ALL WHO HAVE CLAIMED THROUGH A CMC)]**

Thinking about the [SELECTED CLAIM] claim you made through a claims management company, how did you first find out about that claims management company?

If you have made a number of claims about [SELECT CLAIM], please think about the one you have made most recently.

Please select all that apply.

1. I saw/heard an advertisement in the media (e.g. television, radio, internet, newspaper)
2. They contacted me via text message
3. They telephoned me
4. Family/friends
5. Insurance company
6. IVA provider
7. Other (please write in)
8. Can't remember

**CM6 [ASK IF ASK IF CM4a-f=1 (ALL WHO HAVE CLAIMED THROUGH A CMC)]**

What was the outcome of your claim?

1. Completely successful
2. Partially successful
3. Unsuccessful
4. Ongoing/ not yet resolved
5. Don't know

**CM71 [ASK IF CM4a-f=1 (ALL WHO HAVE CLAIMED THROUGH A CMC)]**

How satisfied are you [IF CM6=4: so far] with the claims management company through which you made your [SELECTED CLAIM] claim.

OTHERWISE: Overall, how satisfied were you with the claims management company through which you made your [SELECTED CLAIM]?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**CM6b [ASK IF ASK IF CM4a-f=1 (ALL WHO HAVE CLAIMED THROUGH A CMC)]**

Did the claims management company for your [SELECTED CLAIM] claim make you aware of how they would charge for their services?

Please select all that apply.

1. Yes, through advertising before I engaged them
2. Yes, when I was signing the contract with them
3. Yes, only when the claim had been settled [SINGLE CODE]
4. No
5. Don't know

**CM6c [ASK IF CM4a-f=1 (ALL WHO HAVE CLAIMED THROUGH A CMC)]**

Just to check: were you given a worked example by the claims management company, before you signed the contract, of how the commission they charge translates into the fee that would be deducted from any compensation won for you?

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

**CM6d [ASK IF CM4a-f=1 (ALL WHO HAVE CLAIMED THROUGH A CMC)]**

How did you pay for the services of the claims management company?

Please select all that apply.

1. A fee when I engaged them (sometimes called an upfront fee)
2. A percentage of the compensation
3. A fixed fee, irrespective of the amount of compensation
4. I have not paid any fee
5. Don't know

**CM7b [ASK IF CM4a-f=1 (ALL WHO HAVE CLAIMED THROUGH A CMC)]**

Which of the following statements apply, when you think about the recent [SELECTED CLAIM] claim you made?

Please select all that apply.

1. I wouldn't have thought about making the claim, if I hadn't come across the claims management company
2. I wanted to make the claim, but didn't know how to, without using a claims management company
3. I wouldn't have been confident enough to make the claim, without using a claims management company
4. I used a claims management company, because I thought it would save me time and hassle
5. I used a claims management company, because I thought I would stand a better chance of winning
6. Don't know

**CM8 [ASK ALL IN QUESTION SET]**

How much do you agree or disagree with the following?

RANDOMISE STATEMENTS

- a) If I needed to make a claim, I would use a claims management company
- b) Claims management companies save time and hassle when making a claim
- c) I would be more likely to win a claim, if I used a claims management company

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

**CM2 [ASK ALL IN QUESTION SET]**

If you need to make a claim for compensation for personal injury you can either use a claims management company or make the claim directly yourself.

Before today, were you aware that you can make a compensation claim for personal injury (e.g. whiplash) directly, without using a claims management company?

1. Yes, I was aware I could make a claim directly
2. No, I was not aware
3. Don't know

**CM2a [ASK ALL IN QUESTION SET]**

Before today, were you aware that you can make a compensation claim for mis-selling of financial products and services directly, without using a claims management company?

1. Yes, I was aware I could make a claim directly
2. No, I was not aware
3. Don't know

## 15.4 Self-employed (fully or partly)

### SE1 [ASK ALL IN QUESTION SET]

Earlier you mentioned that you are self-employed on a [IF D10=3: full-time; IF D10=4: part-time] basis.

What is the **legal status** of your business?

By 'legal status' we mean the type of company you have set up in relation to the work you do as a self-employed person.

1. A sole trader
2. A partnership
3. An unlimited liability partnership
4. A limited liability partnership
5. A limited company
6. A public limited company
7. I am a freelancer/ self-employed contractor
8. Other (please write in)
9. Don't know

### SE3 [ASK ALL IN QUESTION SET]

Which of the following best describes your business's total annual turnover (or income) before tax and other deductions in the last financial year?

Please include your total annual income **before tax** from all self-employed work.

1. Less than £25,000
2. £25,000 to £49,999
3. £50,000 to £74,999
4. £75,000 to £99,999
5. £100,000 to £249,999
6. £250,000 to £499,999
7. £500,000 to £999,999
8. £1million to less than £1.5million
9. £1.5million to less than £25million
10. £25million or more
11. Don't know
12. Prefer not to say

**SE4 [ASK ALL IN QUESTION SET]**

How many members of staff, not including you, are employed by your business in the UK?

Please include anyone whether they work full or part time.

1. 0
2. 1 to 4
3. 5 to 9
4. 11 to 24
5. 25 to 49
6. 50 to 99
7. 100 to 249
8. 250 to 499
9. 500 or more
10. Don't know

The next few questions are about how you bank.

**SE5 [ASK ALL IN QUESTION SET]**

Do you use a **business** current account and/ or a personal current account, to manage income, payments and transactions in relation to your business or self-employment?

1. Business current account only
2. Personal current account only
3. Business and personal current accounts
4. I do not use any accounts
5. Don't know

**SE6 [ASK IF SE5=1 OR 3 (USE A BUSINESS CURRENT ACCOUNT)]**

Which fees or charges, if any, do you pay for your business transactions?

Please select all that apply.

1. Monthly fee
2. Annual fee
3. Charges per transaction
4. Charges for other services (please write in)
5. I do not pay any fees or charges
6. Don't know

**SE7 [ASK IF SE5 = 2 OR 3 (USE A PERSONAL CURRENT ACCOUNT)]**

Thinking about the personal account you use to manage income, payments and transactions in relation to your business or self-employment: is this ....?

1. The same current account you use for your personal banking
2. A separate personal current account used only for business
3. Don't know

**SE8**

**[ASK IF SE5=1-3 AND SE7 NE 1 (USE A BUSINESS CURRENT ACCOUNT, OR USE A SEPARATE PERSONAL ACCOUNT FOR BUSINESS PURPOSES THAT IS NOT ACCOUNT USED FOR PERSONAL BANKING)]**

Thinking about the account you use to manage income, payments and transactions in relation to your business or self-employment, who is your provider?

If you use more than one account, please think of the one you would consider your main account.

1. Aldermore
2. Atom Bank
3. Bank of Ireland
4. Barclays
5. Bank of Scotland
6. CashPlus
7. Citibank
8. Clydesdale/Yorkshire Bank
9. Co-op
10. Coutts
11. Danske Bank
12. First Trust
13. Halifax
14. Handelsbanken
15. HSBC
16. Lloyds Bank
17. Metro Bank
18. NatWest
19. Northern Rock
20. Norwich & Peterborough
21. One Account
22. One Savings Bank
23. PayPal
24. Post Office (the Bank of Ireland provides these accounts for the Post Office)
25. Santander
26. Secure Trust
27. Shawbrook
28. TSB
29. Ulster Bank
30. Virgin
31. Yorkshire Building Society
32. Zurich
33. Other (please write in)
34. Don't know

**SE9 [ASK ALL IN QUESTION SET]**

Which, if any, of the following **business** finance products do you hold?

Please select all that apply

INCLUDE 3 COLUMNS:

- a) Hold, with **same provider** as for the account used to manage income, payments and transactions in relation to your business or self-employment
  - b) Hold, with **a different provider** than the one for the account used to manage income, payments and transactions in relation to your business or self-employment
  - c) Do not hold
  - d) Don't know
- 
- 1. Business loan
  - 2. Business credit card
  - 3. Business mortgage
  - 4. Invoice financing
  - 5. Professional liability insurance
  - 6. Fleet finance/ insurance

**15.5 Unsolicited calls and unauthorised transactions (fraud and scams)**

**INTRO [FOR ALL IN QUESTION SET]**

The next few questions are about frauds and scams.

**F1A [ASK ALL IN QUESTION SET]**

Have you experienced any of the following **unsolicited** approaches in the last 12 months?

By an unsolicited approach, we mean a company or person contacting you, without your having contacted them first.

Please select all that apply.

- 1. Calls, emails or text messages claiming to be from the government offering retirement planning advice
- 2. The offer of a free pension review
- 3. [IF UNDER 55] A request to access your personal or company pension before you're 55
- 4. The chance to get money by unlocking your pension early
- 5. The chance to invest money released from your pension with very high returns
- 6. Offers of a 'loan', 'saving advance' or 'cashback' to take advantage of a pension deal
- 7. Being encouraged to speed up a pension transfer, including the 'provider' using an express courier to send documents
- 8. Someone offering the chance to make an investment with a guaranteed high return (e.g. overseas investments, land, shares, art, fine wine, precious metals)
- 9. An offer to buy shares in a company you had not heard of
- 10. An opportunity to pay a fee in order to obtain a loan or to unlock access to money
- 11. None of these
- 12. Don't know

**F2A [ASK IF F1A=1-10 (EXPERIENCED UNSOLICITED APPROACH)]**

Did you take up or respond to any of the offers or requests?

SHOW ONLY THOSE CODED AT F1A 1-10

Please select all that apply.

1. Calls, emails or text messages claiming to be from the government offering retirement planning advice
2. The offer of a free pension review
3. [IF UNDER 55] A request to access your personal or company pension before you're 55
4. The chance to get money by unlocking your pension early
5. The chance to invest money released from your pension with very high returns
6. Offers of a 'loan', 'saving advance' or 'cashback' to take advantage of a pension deal
7. Being encouraged to speed up a pension transfer, including the 'provider' using an express courier to send documents
8. Someone offering the chance to make an investment with a guaranteed high return (e.g. overseas investments, land, shares, art, fine wine, precious metals)
9. An offer to buy shares in a company you had not heard of
10. An opportunity to pay a fee in order to obtain a loan or to unlock access to money
11. None of these
12. Don't know

**F2B [ASK IF F2A=>ONE RESPONSE (MORE THAN ONE UNSOLICITED APPROACH)]**

Which of these happened most recently?

SHOW ONLY THOSE CODED AT F2A 1-10

1. Calls, emails or text messages claiming to be from the government offering retirement planning advice
2. The offer of a free pension review
3. [IF UNDER 55] A request to access your personal or company pension before you're 55
4. The chance to get money by unlocking your pension early
5. The chance to invest money released from your pension with very high returns
6. Offers of a 'loan', 'saving advance' or 'cashback' to take advantage of a pension deal
7. Being encouraged to speed up a pension transfer, including the 'provider' using an express courier to send documents
8. Someone offering the chance to make an investment with a guaranteed high return (e.g. overseas investments, land, shares, art, fine wine, precious metals)
9. An offer to buy shares in a company you had not heard of
10. An opportunity to pay a fee in order to obtain a loan or to unlock access to money

**F2C [ASK IF F2A=1-10 (TOOK UP UNSOLICITED APPROACH)]**

As a result of this approach, did you pay out any money?

1. Yes
2. No

**F2D [ASK IF F2C=1 (PAID MONEY)]**

Where did the money come from?

Please select all that apply.

1. My pension
2. My investments
3. My savings
4. Other (please write in)

**F3 [ASK IF F2c=1 (PAID MONEY)]**

How much money did you pay?

1. Less than £1,000
2. £1,000 to £4,999
3. £5,000 to £9,999
4. £10,000 to £19,999
5. £20,000 to £29,999
6. £30,000 to £49,999
7. £50,000 to £99,999
8. £100,000 to £149,999
9. £150,000 to £249,999
10. £250,000 to £499,999
11. £500,000 or more
12. Don't know
13. Prefer not to say

**F4 [ASK IF F3=1-11 (KNOW WHAT PAID)]**

Did a regulated financial adviser, recommended by the person who approached you, help you to make this payment?

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

**F7 [ASK IF F1A=1-10 (EXPERIENCED UNSOLICITED APPROACH)]**

Did you speak to any of the following regarding this approach?

Please select all that apply.

1. My pension provider
2. My bank/building society
3. My own financial adviser
4. A financial adviser recommended to me
5. Action Fraud
6. The Police
7. The Financial Conduct Authority (FCA)
8. Other (please write in)
9. None of these

**F12 [ASK ALL IN QUESTION SET]**

Have you done any of the following in the last 12 months?

Please select all that apply.

1. Shared your current account or credit card PIN or passwords with another person
2. Given your debit or credit card to someone else to use

3. Provided your current account details through an email or telephone call, following an unsolicited request
4. None of these
5. Don't know

**F13 [ASK ALL IN QUESTION SET]**

How often do you:

RANDOMISE STATEMENTS

- a) Check an internet site is secure before giving your bank or credit card details
  - b) Cover your PIN when withdrawing money from a cashpoint or using your debit or credit cards to pay for goods
  - c) Dispose securely of statements and documents that contain information relating to your financial affairs (e.g. by shredding them)
  - d) Check thoroughly bank and card statements for any unfamiliar transactions
1. Always
  2. Sometimes
  3. Rarely
  4. Never
  5. Not applicable
  6. Don't know

**15.6 Unbanked**

**[ASK IF UNBANKED, I.E. P\_RB1=2 AND P\_RB2 NE 6 (DO NOT OWN A CURRENT ACCOUNT OR E-MONEY ACCOUNT)]**

**UN1 [ASK ALL IN QUESTION SET]**

You mentioned earlier that you do not have a bank current account or an e-money alternative account.

Have you previously had a current account or an e-money account?

1. Yes, previously had a current account or an e-money alternative account
2. No, have never had one of these
3. Don't know

**UN3 [ASK IF UN1=1 (PREVIOUSLY HAD CURRENT ACCOUNT)]**

Why do you no longer have a current account or an e-money account?

Please select all that apply.

1. No longer want/ need an account
2. My previous account charged me too much/ was too expensive
3. There are no accounts available that suit my needs
4. Other (please write in)
5. Don't know

**UN4 [ASK IF UN3 NE 1 (HAVE A NEED FOR A BANK ACCOUNT)]**

Right now would you like to have a current account or an e-money account?

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

**UN5 [ASK IF P\_RB1=2 AND P\_RB2 NE 6 (ALL UNBANKED)]**

Have you ever tried, unsuccessfully, to open a current account or an e-money account?

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

**UN6 [ASK IF UN5 = 1 (TRIED, UNSUCCESSFULLY, TO OPEN ACCOUNT)]**

And why couldn't you open an account?

Please select all that apply.

1. Unable to provide adequate proof of address
2. Unable to provide adequate proof of identity such as a UK passport
3. Not considered creditworthy
4. Didn't have enough money
5. Other (please write in)
6. Don't know

**UN8 [ASK ALL IN QUESTION SET]**

A basic bank account is a simple account available to everyone. An overdraft facility is not permitted, and you can only spend money you actually have in the account.

Banks have to offer everyone a basic bank account, regardless of their credit rating.

Before today were you aware of this right?

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

**15.7 Guidance**

**GD1 [ASK IF B1XX=1-8 AND NOT SELECTED FOR ADVICE 1 OR ADVICE 2 MODULES (ALL WHO HAVE RECEIVED GUIDANCE IN THE LAST 12 MONTHS, AND HAVE NOT COMPLETED EITHER OF THE ADVICE MODULES)]**

You said that you have used the following types of guidance in the last 12 months about **investments, saving into a pension or retirement planning**. What did you use each one for?

Please select all that apply.

[SHOW ONLY CODES SELECTED AT B1XX]

	Investments	Saving into a pension	Retirement planning	None of these	Don't know
1) Pension Wise [SHOW IF AGED 50+]					
2) The Pensions Advisory Service (TPAS)					
3) Other government/consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)					
4) Website or other literature from a bank, building society or other insurance/ investment/ pension provider					
5) Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)					
6) Media/newspapers or their websites (e.g. Daily Mail, Guardian, BBC)					
7) Any information or guidance provided at your workplace (other than through an adviser)					
8) Any information or guidance from family or friends					

**GD2 [ASK ALL IN QUESTION SET]**

Did the information or guidance you received from each of the following help you to make a decision, even if that decision was to do nothing?

[SHOW ONLY CODES SELECTED AT B1XX]

	Yes, it helped a lot	Yes, it helped a little	No, it didn't help me	Don't know
1) Pension Wise [SHOW IF AGED 50+]				
2) The Pensions Advisory Service (TPAS)				
3) Other government/consumer website(s) or services (e.g. Money Advice Service, Citizens Advice, GOV.UK)				
4) Website or other literature from a bank, building society or other insurance/ investment/ pension provider				
5) Private sector money advice websites (e.g. moneysavingexpert.com, moneysupermarket.com, Which?)				
6) Media/newspapers or their websites (e.g. Daily Mail, Guardian, BBC)				
7) Any information or guidance provided at your workplace (other than through an adviser)				
8) Any information or guidance from family or friends				

**GD3 [ASK ALL IN QUESTION SET]**

Which, if any, of the following actions did you take **directly as a result of the guidance** you received?

Please select all that apply.

1. I purchased an investment, putting a lump sum into it
2. I started or increased monthly payments into an investment
3. I have changed the funds/ assets in an investment
4. I purchased a personal pension, putting a lump sum into it
5. I started or increased monthly payments into a private pension
6. I made changes to the funds in which my pension is invested
7. I purchased an annuity [SHOW IF AGED >54 (D2>54 OR D3=6-9)]
8. I entered into income drawdown [SHOW IF AGED >54 (D2>54 OR D3=6-9)]
9. I took cash from my pension pot [SHOW IF AGED >54 (D2>54 OR D3=6-9)]
10. I did not take any action
11. Something else (please write in)
12. Don't know

## 15.8 Savings

### SAVER1 DERIVED VARIABLE

1. Saver in any account (**IN SAVINGS ACCOUNT/CREDIT UNION SAVINGS ACCOUNT/CASH ISA/NS&I BOND;CURRENT ACCOUNT/ EMOONEY ACCOUNT/ POST OFFICE CARD ACCOUNT USED FOR SAVING**) [IF P\_RB2=1 OR 4 OR 5 OR ((P\_RB3=1 AND NOT P\_R11acheck=1-4) OR (P\_RB3=1 AND P\_R11acheck=1))OR RB93=2 OR 3 OR 4]
2. Not a saver (**AT ALL**) [IF NONE OF P\_RB2=1 OR 4 OR 5 OR P\_RB3=1 OR P\_R11acheck=1 OR RB93=2 OR 3 OR 4]

### SAVER2 DERIVED VARIABLE

1. Saver in savings account (**IN SAVINGS ACCOUNT/CREDIT UNION SAVINGS ACCOUNT/CASH ISA/NS&I BOND**) [IF (P\_RB2=1 AND NOT P\_RB2check=2) OR P\_RB2=4 OR 5 OR ((P\_RB3=1 AND NOT P\_R11acheck=1-4) OR (P\_RB3=1 AND P\_R11acheck=1))]
2. Not saving in a savings account [NONE OF (P\_RB2=1 OR P\_RB2check=1) OR P\_RB2=4 OR 5 OR (P\_RB3=1 OR P\_R11acheck=1)]

INTRO [FOR ALL IN QUESTION SET]

The next few questions will ask you about your savings products:

LIST ALL PRODUCTS HELD FROM:

1	<b>Savings account with a bank or building society or with National Savings and Investments (NS&amp;I)</b>	Including instant access, notice, regular and fixed term accounts; <b>not including</b> any NS&I bonds
2	<b>National Savings and Investment (NS&amp;I) bond</b>	Including pensioner bonds, income bonds and children's bonds; <b>not including</b> any premium bonds or any other

		bonds
3	<b>Credit union savings account</b>	
4	<b>Cash ISA</b>	
5	<b>Savings in your main current account</b>	
6	<b>Savings in your e-money account</b>	
7	<b>Savings in your Post Office card account</b>	

**RB102 [ASK IF SAVER1=1 (SAVER IN ANY ACCOUNT)]**

People save for different reasons. Which of the following are the main reasons why you save?

Please select all that apply.

RANDOMISE LIST

1. To provide a regular income for me (and my partner) in the future, before I retire
2. To provide an income during my retirement
3. To cover the costs of education (e.g. school fees, college or university education)
4. To support my family
5. To leave an inheritance
6. To cover the costs of other major expenses (e.g. a deposit for a house, to pay for a wedding)
7. To cover short-term expenses (e.g. a holiday)
8. As a result of poor performance of my investments
9. I received a large lump sum from an inheritance or other source
10. Other (please write in)
11. Don't know

**RB96 [ASK IF SAVER1=1 (SAVER IN ANY ACCOUNT)]**

Which of these best describes how you save?

1. I usually save the same amount every month
2. I usually save every month, but the amount I save varies
3. I save when I can during the year, but the amount and how often I save varies
4. I have not added to my savings in the last 12 months
5. Don't know

**RB98 [ASK IF PONEWX = 1 OR 2 (ALL WHO HAVE SAVINGS ACCOUNT OR CASH ISA WITH CURRENT ACCOUNT PROVIDER)]**

Are there any particular reasons why you have a savings account with the same provider as your main current account?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 6-8

1. Preferential interest rates
2. Easy to transfer money
3. I like having my accounts all in the same place
4. I had an existing relationship with that provider
5. It was offered when I opened my current account
6. Other (please write in)
7. No particular reason
8. Don't know

**RB98b [ASK IF SAVER2=1 (HAVE SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVING ACCOUNT, CASH ISA)]**

Thinking about all your savings accounts (including any cash ISAs, NS&I bonds and credit union savings accounts), how many providers do you hold savings accounts with?

1. 1
2. 2-4
3. 5-9
4. 10 or more
5. Don't know

**PRODUCT SELECTION PRODUCT SELECTION RULES** for questions about a specific product:

- Select a type at random from: savings account, NS&I bond, credit union savings account or cash ISA
- Exclude from selection a type that is used for day-to-day account, i.e. if respondent uses a savings account or credit union savings account for day-to-day account
- If respondent has more than one product of that type, the product taken out most recently is selected

Product text subs

	Category	Text Sub
1	Savings account with a bank or building society or NS&I	Savings account
2	National Savings and Investment (NS&I) bond	NS&I bond
3	Credit union savings account	Credit union savings account
4	Cash ISA	Cash ISA

The next set of questions refers to your [SELECTED PRODUCT]. If you have more than one of these [SELECTED PRODUCT]s, please select the one opened most recently.

**RB106a [ASK IF SAVER2=1 (HAVE SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVING ACCOUNT, CASH ISA)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

What is the interest rate on your [SELECTED PRODUCT]?

1. Less than 0.5%
2. Between 0.5% and 0.99%
3. Between 1% and 1.99%
4. Between 2% and 2.99%
5. Between 3% and 3.99%
6. Between 4% and 4.99%
7. 5% or over
8. Don't know

**RB107 [ASK IF SAVER2=1 (HAVE SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVING ACCOUNT, CASH ISA)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

Is this interest rate fixed for a specific period of time?

1. Yes, and I know how long for
2. Yes, but I don't know how long for
3. No
4. Don't know

**RBNEW [ASK IF SAVER2=1 (HAVE SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVING ACCOUNT, CASH ISA)] “Thinking about the [SELECTED PRODUCT] you opened most recently.”**

And has the rate of interest on your [SELECTED PRODUCT] changed since it was first opened, as result of a bonus rate expiring?

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

**RB111 [ASK IF SAVER2=1 (HAVE SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVING ACCOUNT, CASH ISA)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

Overall how satisfied are you with the provider of your [SELECTED PRODUCT]?

Please answer on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

NUMERIC  
RANGE 0...10

Don't know

**RB110 [ASK IF SAVER2=1 (HAVE SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVING ACCOUNT, CASH ISA)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

How much trust do you have in the provider of your [SELECTED PRODUCT]?

Please answer on a scale of 0 to 10, where 0 is ‘do not trust at all’ and 10 is ‘very much’.

NUMERIC  
RANGE 0...10

Don't know

**RB99 [ASK IF SAVER2=1 (HAVE SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVING ACCOUNT, CASH ISA)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

How long have you had your [SELECTED PRODUCT]?

1. Less than 1 year
2. 1 year to less than 2 years
3. 2 years to less than 3 years
4. 3 years to less than 5 years
5. 5 years to less than 10 years
6. 10 years or more
7. Don't know

**RB102b [ASK IF RB99=1-3 (HAD SAVINGS ACCOUNT FOR LESS THAN 3 YEARS)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

When you opened your [SELECTED PRODUCT], were you:

1. Switching from an alternative provider
2. Opening a new account with your existing provider
3. Opening a new account – didn't have an account previously
4. Don't know

**RB561 [ASK IF RB102b=1-3 (HAD SAVINGS ACCOUNT FOR LESS THAN 3 YEARS AND SWITCHED OR OPENED NEW ACCOUNT)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

How easy or difficult was it to [IF RB102b=1: switch the provider for you; IF RB102b=2 OR 3: open your new] [SELECTED PRODUCT]?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**RB101 [ASK IF RB102b=1-3 (HAD SAVINGS ACCOUNT FOR LESS THAN 3 YEARS AND SWITCHED OR OPENED NEW ACCOUNT)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

How did you arrange your [SELECTED PRODUCT]?

Please select all that apply.

1. Face to face, in branch
2. By telephone
3. By post
4. Online at the provider's website
5. Other (please write in)
6. Don't know

**RB120 [ASK IF RB99=1-3 (OPENED ACCOUNT IN LAST 3 YEARS)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

Before you opened your [SELECTED PRODUCT], did you compare [SELECTED PRODUCT]s from two or more different providers by looking at the products, prices or the terms and conditions offered?

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

**RB121 [ASK IF RB120=2 (DIDN'T SHOP AROUND)]**

“Thinking about the [SELECTED PRODUCT] you opened most recently.”

There are many reasons why you may not have compared different providers before taking out your [SELECTED PRODUCT].

Why did you not compare products from different providers?

Please select all the reasons that were **important** in your decision.

RANDOMISE LIST EXCEPT CODES 12-14

1. It takes too much time
2. It's too difficult to compare
3. It's not worth it as there's no real difference between providers
4. I wouldn't know what to look for
5. Shopping around or comparing providers could damage my credit rating
6. The offer from the provider I chose was just what I wanted
7. I felt loyalty to the provider I chose
8. The provider I chose had a good choice of products
9. I have dealt with the provider I chose before
10. The provider was recommended to me
11. I didn't think I would get a product elsewhere
12. I didn't really think about comparing products or providers
13. Other (please write in)
14. Don't know

**RB122 [ASK IF RB120=1 (SHOPPED AROUND)]**

"Thinking about the [SELECTED PRODUCT] you opened most recently."

How did you compare [SELECTED PRODUCT]s from different providers?

Please select all that apply.

1. Checked best-buy tables (e.g. internet, newspaper)
2. Used price comparison website(s)
3. Checked websites of individual providers
4. Contacted providers for information
5. Other (please write in)
6. Don't know

**RB123 [ASK IF RB120=1 (SHOPPED AROUND)]**

How easy or difficult was it to compare [SELECTED PRODUCT]s from different providers?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**RB124a [ASK IF RB99=4-6 AND NOT NS&I (HAD SAVINGS ACCOUNT FOR 3+ YEARS)] – (Segmentation question asking why doesn't have current account, adapted)**

"Thinking about the [SELECTED PRODUCT] you opened most recently."

Are there any particular reasons why you have not switched provider for your [SELECTED PRODUCT] in the last 3 years?

Please select all that apply.

RANDOMISE LIST

1. I am happy with the return from my account
2. I couldn't find a better interest rate
3. My balances are not high enough to gain enough from switching
4. I am happy with my existing account provider

5. It's too much hassle
6. I haven't had time to look elsewhere
7. I tried to change provider but it was too difficult
8. I didn't want to look elsewhere in case I got emails, calls or letters from companies I didn't recognise
9. I don't know how to switch
10. I worry about something going wrong if I move money
11. I have never considered switching
12. There's no real difference between providers, so it's not worthwhile
13. It is too difficult to compare providers
14. Other (please write in)
15. Don't know

**RB541 [ASK IF RB99=4-6 AND NOT NS&I (HAD SAVINGS ACCOUNT FOR 3+ YEARS)]**

What, if anything, might encourage you to switch provider for your [SELECTED PRODUCT]?

RANDOMISE LIST EXCEPT CODES 7-9

1. A recommendation from a family member, friend or colleague
2. Cash back benefits (e.g. on household bills)
3. A higher interest rate on the balance
4. A simpler process of switching
5. Confidence the switch would be problem-free
6. Trust in the new provider
7. Other (please write in)
8. Nothing would encourage me to switch
9. Don't know

**RB104 [ASK IF RB99=1-3 (OPENED ACCOUNT IN LAST 3 YEARS)]**

**"Thinking about the [SELECTED PRODUCT] you opened most recently."**

When you took out your [SELECTED PRODUCT], was the amount of information given to you by the provider ...?

1. Too much
2. About right
3. Too little
4. Don't recall receiving any information
5. Don't know

**Q291 [ASK IF RB99=1-3 (OPENED ACCOUNT IN LAST 3 YEARS)]**

**"Thinking about the [SELECTED PRODUCT] you opened most recently."**

How well would you say you understand the information you received about your [SELECTED PRODUCT]?

1. Very well
2. Fairly well
3. Not very well
4. Not at all well
5. Don't know

**RB113a [ASK IF SAVER2=1 (HAVE SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVING ACCOUNT, CASH ISA)]**

Would you say you have experienced a problem related to any of the following savings accounts or to any advice received about this/these in the last 12 months?

[LIST ALL SAVINGS ACCOUNTS]

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

**RB113 [SAVER2=1 (HAVE SAVINGS ACCOUNT, NS&I BOND, CREDIT UNION SAVING ACCOUNT, CASH ISA)]**

RB113a = 2 OR 3] Just to check: In the last 12 months have you experienced any of the following problems with any of your savings accounts or the advice you have received in relation to these?

[IF RB113a=1] Which of these problems did you experience?

Please think about all problems you have experienced in the last 12 months, even if you have told us about them before.

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 15-18

1. Sales pressure
2. Poor advice from a financial adviser
3. Unexpected fees or charges
4. Complex fees and charges
5. Savings product costing me more than expected
6. Unexpected changes to terms and conditions
7. Unexpected change to interest rate
8. Complex product information
9. IT system failure/ service disruption
10. Provider errors/not following instructions
11. Delays when making changes to a savings product
12. Delays when arranging a savings product
13. Poor customer service
14. Unsuitable channel (phone, online, face-to-face) to contact the provider
15. Not eligible for the savings product I wanted
16. Other (please write in)
17. [RB113a=2 OR 3] None of these
18. Don't know

**RB115 [ASK IF ANSWER AT RB113 (EXPERIENCED ONE OR MORE PROBLEMS)]**

As a result of this problem, did any of the following happen?

Please select all that apply.

RANDOMISE LIST EXCEPT CODES 9-12

1. Had problems paying bills
2. Went into my overdraft
3. Lost money
4. Had to borrow money
5. My credit rating was affected
6. Spent significant time resolving the problem

7. Incurred bank charges
8. It was just a nuisance
9. I suffered stress
10. Other (please write in)
11. No negative impacts
12. Don't know

**RB116 [ASK IF ANSWER AT RB113 (EXPERIENCED ONE OR MORE PROBLEMS)]**

Did you complain about this?

1. I complained
2. I wanted to complain but didn't
3. No, I didn't want to complain
4. Don't know

# 16. Closing Demographics

Finally, a few further questions about you and your circumstances.

**D29 [ASK ALL]**

Do you have qualifications from any of the following?

Please select all that apply.

1. From school, college or university
2. Connected with work
3. Government schemes
4. No qualifications
5. Don't know
6. Prefer not to say

**D30 [ASK IF D29=1-3 (HAS QUALIFICATIONS FROM SCHOOL, COLLEGE, UNIVERSITY, CONNECTED WITH WORK OR GOVERNMENT SCHEMES)]**

Starting from the top of this list, please look down the list of qualifications and select the first one you come to that you have passed.

1. Higher degree/ postgraduate qualifications
2. First degree (including BEd) Postgraduate Diplomas/ Certificates (including PGCE)  
Professional qualifications at Degree level (e.g. chartered accountant/ surveyor) NVQ/ SVQ Level 4 or 5
3. Diplomas in higher education/ other HE qualification HNC/ HND/ BTEC higher Teaching qualifications for schools/ further education (below degree level) Nursing/ other medical qualifications (below degree level) RSA Higher Diploma
4. A/ AS levels/ SCE higher/ Scottish Certificate 6th Year Studies NVQ/ SVQ/ GSVQ level 3/ GNVQ Advanced ONC/ OND/ BTEC National City and Guilds Advanced Craft/ Final level/ Part III RSA Advanced Diploma
5. Trade Apprenticeships
6. O level/ GCSE Grades A\*-C/ SCE Standard/ Ordinary Grades 1-3 NVQ/ SVQ/ GSVQ level 2/ GNVQ intermediate BTEC/ SCOTVEC First/ General diploma City and Guilds Craft/ Ordinary level/ Part II/ RSA Diploma
7. O level/ GCSE grade D-G/ SCE Standard/Ordinary grades below 3 NVQ/ SVQ/ GSVQ level 1/ GNVQ foundation BTEC/ SCOTVEC First/ General certificate City and Guilds Part I/ RSA Stage I-III SCOTVEC modules/ Junior Certificate
8. Other qualifications including overseas

**INTRO [ASK ALL]**

Next we have a few questions around your thoughts on the average age people live to.

**D32N [ASK IF D2>=55 OR D3=6-9 (AGED 55+)]**

Taking into account your own personal health and circumstances, what age do you think you can expect to live to?

NUMERIC  
RANGE 18...150

Don't know  
Prefer not to say

**D33 [ASK ALL]**

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

1. Yes
2. No
3. Don't know
4. Prefer not to say

**D34 [ASK IF D33 = 1 (HAS PHYSICAL OR MENTAL HEALTH CONDITION EXPECTED TO LAST 12 MONTHS OR MORE)]**

Do any of these conditions or illnesses affect you in any of these ways?

Please select all that apply.

1. Vision (e.g. blindness or partial sight)
2. Hearing (e.g. deafness or partial hearing)
3. Mobility (e.g. walking short distances or climbing stairs)
4. Dexterity (e.g. lifting and carrying objects, or using a keyboard)
5. Learning, understanding or concentrating
6. Memory
7. Mental health
8. Stamina, breathing or fatigue
9. Socially or behaviourally (e.g. associated with autism, attention deficit disorder or Asperger's syndrome)
10. Other (please write in)
11. None of the these
12. Don't know

**D35 [ASK IF D33=1 (HAS PHYSICAL OR MENTAL HEALTH CONDITION EXPECTED TO LAST 12 MONTHS OR MORE)]**

Do your condition(s) or illness(es) reduce your ability to carry out day-to-day activities?

1. Yes, a lot
2. Yes, a little
3. Not at all

**D15b** [D2=55 OR MORE OR D3=6-9, OR D34 NE11 (ASK IF AGED 55 OR OVER, OR DISABLED) ]

How easy or difficult is it for you to do each of the following things?

RANDOMISE STATEMENTS.

- a) Get to a Post Office using your normal forms of transport
  - b) Get to a cash point using your normal forms of transport
  - c) Get to a bank, building society or credit union using your normal forms of transport
- 
- 1. Very easy
  - 2. Fairly easy
  - 3. Neither easy nor difficult
  - 4. Fairly difficult
  - 5. Very difficult
  - 6. Do not wish to go
  - 7. Don't know

**PD21N** [ASK ALL]

Do you have any financial commitments associated with long term care needs at the moment, either for yourself or for somebody else?

- 1. Yes, for myself
- 2. Yes, for someone else
- 3. No
- 4. Don't know

**D27** [ASK ALL]

Do you use any of the following to conduct financial transactions on behalf of someone else?

Please include those who live with you or elsewhere.

Please select all that apply.

- 1. A power of attorney
- 2. A joint account
- 3. A third party account, where you are given the authority to run someone else's bank account but no other financial arrangements
- 4. A Court of Protection Order or Deputyship
- 5. They share their PIN or bank card with me
- 6. Other (please write in)
- 7. I do not conduct financial transactions on behalf of anyone else [SINGLE CODE]
- 8. Don't know [SINGLE CODE]

**D21b**            **[ASK ALL]**

People sometimes have to deal with very important or difficult events which can have a big impact on their lives, and sometimes on their finances.

Which of the following events have you [IF D5=2 OR 6, OR D6=1 or your partner] experienced in the last 12 months?

Please select all that apply.

1. Getting married
2. Receiving an inheritance
3. Moving house
4. New baby
5. Losing your job/ being made redundant
6. Reduction in working hours that you didn't want
7. Being made bankrupt
8. Relationship breakdown/ separation from your partner
9. Divorce
10. Serious accident or illness (myself)
11. Serious accident or illness of a close family member
12. Death of a parent
13. Death of your partner
14. Death of a child
15. Becoming the main carer for a close family member
16. None of these
17. Don't know

**D22**            **[ASK ALL]**

Which of the following best describes your ethnic group or background?

1. English/ Welsh/ Scottish/ Northern Irish/ British
2. Irish
3. Gypsy or Irish traveller
4. Any other white background
5. White and Black Caribbean
6. White and Black African
7. White and Asian
8. Any other mixed/ multiple ethnic background
9. Indian
10. Pakistani
11. Bangladeshi
12. Chinese
13. Any other Asian/ Asian British background
14. African
15. Caribbean
16. Any other Black/ Black British background
17. Prefer not to say

**D37**

**[ASK ALL]**

Can you please tell me the kinds of income you [IF D4a>1 or any other adult in your household] receive(s)?

Please select all that apply.

1. Earnings from employment or self-employment
2. Income from a pension (excluding State pension)
3. State pension
4. Child benefit
5. Universal credit
6. Housing benefit
7. Disability Living Allowance
8. Tax credits
9. Employment Support Allowance
10. Other State benefit (please write in)
11. Interest from savings
12. Other kinds of regular allowance from outside the household
13. Other (please write in)
14. No source of income
15. Don't know
16. Prefer not to say

**D38**

**[ASK ALL]**

What is your **total annual household income** from all sources **before tax** and other deductions?

1. Less than £5,000
2. £5,000 to £9,999
3. £10,000 to £14,999
4. £15,000 to £19,999
5. £20,000 to £29,999
6. £30,000 to £39,999
7. £40,000 to £49,999
8. £50,000 to £59,999
9. £60,000 to £69,999
10. £70,000 to £99,999
11. £100,000 to £249,000
12. £250,000 or more
13. Don't know
14. Prefer not to say

**D39 [ASK IF D5= 2 OR 6 OR D6=1 (MARRIED IN A CIVIL PARTNERSHIP OR LIVING WITH SOMEONE AS A COUPLE)]**

And what is your **total annual personal income** from all sources **before tax** and other deductions?

1. Less than £5,000
2. £5,000 to £9,999
3. £10,000 to £14,999
4. £15,000 to £19,999
5. £20,000 to £29,999
6. £30,000 to £39,999
7. £40,000 to £49,999
8. £50,000 to £59,999
9. £60,000 to £69,999
10. £70,000 to £99,999
11. £100,000 to £249,000
12. £250,000 or more
13. Don't know
14. Prefer not to say

**D40 [ASK ALL]**

Which of the following best applies to you personally?

1. I pay income tax at a basic rate
2. I pay income tax at a higher rate
3. I pay income tax at an additional rate
4. I do not pay income tax
5. Don't know
6. Prefer not to say

# 17. End of Interview Administration

## ADINTRO1 [ASK ALL]

The information that we collect will be used by the Financial Conduct Authority only **for research purposes**. The answers you provide, and your name and address, will not be used for sales or direct marketing purposes. Your answers will be combined with those of others who take part in the survey, for reporting purposes. You will not receive any junk mail or marketing calls as a result of taking part.

The next few questions request your permission to recontact you and/ or use your data to conduct further research and analysis.

## AD1New [ASK ALL]

This survey is being carried out by Kantar Public, an independent social research company on behalf of the Financial Conduct Authority.

If we have any further questions related to this particular survey, or other connected research would you be willing to be re-contacted by Kantar Public within the next 12 months?

1. Yes, willing to be re-contacted
2. No, not willing to be re-contacted

## AD2New [ASK ALL]

The FCA, or another research agency acting on their behalf, may want to contact you in the future about further research based on the answers you have given today. Would you be happy for Kantar Public to pass on your answers to this survey with your contact details?

An additional incentive would be offered if you are contacted for follow-up research and agree to take part.

1. Yes, willing for details to be passed on
2. No, not willing for details to be passed on

## AD4New1 [ASK IF AD1 = 1 OR AD2 = 1]

Please enter the telephone number you would like to be re-contacted on.

ENTER TELEPHONE NUMBER:  
Prefer not to give my telephone number

## AD6 [ASK IF ((AD1 = 1 OR AD2 = 1))]

Please enter the email address you would like to be re-contacted on.  
ENTER EMAIL ADDRESS  
Prefer not to give my email address

**AD3NEW [ASK ALL NOT IN MORTGAGES MODULE]**

Kantar Public and the FCA would like to carry out some extra analysis using your name and address. This will be used to link your data to address-based information and once linked your name and address will be removed. All information is held securely and there is no question of you receiving sales calls or marketing information.

1. Yes
2. No

**AD3\_1 [ASK ALL MORTGAGES MODULE]**

The FCA collects data on the sales of mortgages by firms (called Product Sales Data (PSD)). If you are happy for us to do so, Kantar Public and the FCA would like to match your response to this survey to the corresponding entry in PSD. Once the data is linked, all identifiable information will be removed and any analysis will be done anonymously.

May we have your permission to link your data? The anonymised data will be of great help to the FCA in looking at how people in different circumstances are treated by mortgage providers.

1. Yes
2. No

**AD7a [ASK ALL MORTGAGES MODULE]**

Kantar Public and the FCA would like to carry out some extra analysis using your name and address. This will be used to link your data to address-based information and once linked your name and address will be removed. All information is held securely and there is no question of you receiving sales calls or marketing information.

1. Yes
2. No

**AD3a [ASK IF AD3\_1=1 OR AD7a=1]**

Please enter your first name.  
Refused

**AD3b [ASK IF AD3\_1=1 OR AD7a=1]**

Please enter your last name.  
Refused

**AD3c [ASK IF AD3\_1=1 AND BEEN THROUGH MORTGAGES MODULE]**

Please enter your date of birth (DD/MM/YYYY).  
Refused

**AD7 [ASK ALL]**

The Financial Lives Survey is conducted on behalf of the Financial Conduct Authority. The quality of the data is very important, so please read the statement below and tick the box underneath to confirm you are ready to submit.

I confirm that all of my answers were given honestly and represent my own personal views.  
TICK BOX