

Covid-19 Panel Survey

October 2020



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1 | Introduction

INTRO TEXT [STATE TO ALL]

You are being invited to participate in a survey being carried out by the Financial Conduct Authority (FCA), the regulator of financial services in the UK. The purpose of this study is to understand how people's financial circumstances are being affected by the ongoing coronavirus (**Covid-19**) pandemic and to help the FCA protect consumers' interests. It should take around 25 minutes to complete. Your participation is entirely voluntary.

The survey asks a series of questions about you and your household and asks you to consider how your circumstances have changed since the end of February 2020, just before the Covid-19 lockdown began. As part of this research, we will ask you for some personal details. Information such as postcode will enable us to see how CV19 has impacted your local area. Other personal information allows us to see how the pandemic has affected different groups of people in certain ways. We can also improve our policy-making by being able to use this survey information alongside other information the FCA has access to.

For further details about how the FCA uses your information please refer to the FCA's Privacy Policy.

<https://www.fca.org.uk/privacy>

Please note that all answers you give will be treated in strict confidence.

STATE IF MODE ONLINE:

Please use the buttons on the survey screen to move through the survey and **not** your browser's Next and Back buttons.

Please click 'next' to proceed.

2 | Static Demographics

SDINTRO [STATE TO ALL]

STATE IF MODE ONLINE: Firstly, we would like to find out a little about you and your household.

STATE IF MODE TELEPHONE: We would now like to find out a little about you and your household.

Please answer these questions based on your **current situation**.

Later in the survey, we will ask you to consider how your circumstances have changed since the end of February 2020, before the Covid-19 pandemic triggered the UK to enter lockdown.

D2 [ASK ALL]

NUMERIC

What is your current age?

NUMERIC
RANGE 00...110

SHOW FOLLOWING TEXT, IF D2=00-17

Unfortunately, we cannot interview anyone who is under the age of 18. **[SCREEN OUT]**

D1 [ASK ALL]

SINGLE

Are you ...?

1. Male
 2. Female
 3. Prefer to self-define (write in)
 4. Prefer not to say
-

SD1a [ASK ALL]

6 DIGIT POSTCODE BOX

We're asking people who help us with this research if they will give us their postcode.

Analysis based on postcode is really helpful.

It will shine a light on how people in different local areas are coping, more or less through Covid-19 lockdown, for example. The map below from another survey provides an idea of the type of analysis we can do.



Are you happy to give us your full postcode?

Again, please be reassured that all data we collect are treated in the strictest confidence and will only be used for research purposes.

POSTCODE VERIFICATION

Prefer not to say

SD1b [ASK IF SD1a = PNTS (PREFER NOT TO SAY POSTCODE)]

6 DIGIT POSTCODE BOX

Unfortunately for this survey, analysis on a regional level is vitally important.

If you are unable to provide postcode, we will have to end the interview here. If you are happy to enter your postcode, then please do so below.

Otherwise, please select 'Prefer not to say' to finish the survey.

Again, please be reassured that the data we collect are treated in the strictest confidence and that postcode is only used for research purposes.

POSTCODE VERIFICATION

Prefer not to say

D22 [ASK ALL]

SINGLE

Which of the following best describes your ethnic group?

PROMPT IF NECESSARY FOR MODE TELEPHONE (ALL CODES NOT READ OUT)

White

1. English/ Welsh/ Scottish/ Northern Irish/ British
2. Irish
3. Gypsy or Irish traveller
4. Any other white background

Mixed/multiple ethnic groups

5. White and Black Caribbean
6. White and Black African
7. White and Asian
8. Any other mixed/ multiple ethnic background

Asian/Asian British

9. Indian
10. Pakistani
11. Bangladeshi
12. Chinese
13. Any other Asian/ Asian British background

Black/African/Caribbean/Black British

14. African
15. Caribbean
16. Any other Black/ Black British background

Other ethnic group

17. Arab
 18. Any other ethnic group
 19. Prefer not to say
-

D30 [ASK ALL]

SINGLE

STATE IF MODE ONLINE: Starting from the top of this list, look down the list of qualifications and select the first one you come to that you have passed.

Or select the final option, if you have no qualifications.

STATE IF MODE TELEPHONE: What is the highest level of qualification you have passed?
(ALL CODES NOT READ OUT)

PROMPT IF NECESSARY

1. **Higher degree:** Higher degree/ postgraduate qualifications
 2. **Degree or degree equivalent:** First degree (including BEd)/ Postgraduate Diplomas/ Certificates (including PGCE)/ Professional qualifications at Degree level, e.g. chartered accountant/ surveyor/ NVQ or SVQ level 4 or 5
 3. **Other Higher Education below degree level:** 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 level, vocational level 3 and equivalents:** A level/ AS level/ 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 4-9/A*-C, vocational level 2 and equivalents:** O level Grades A-C/ GCSE Grades 4-9/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. **Qualifications at level 1 and below:** O level Grades D-E/ GCSE Grades 1-3/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**
 9. **No qualifications**
-

D4a [ASK ALL]

SINGLE

How many adults aged 18 or over, **including yourself**, are currently living in your household?

Please make sure you **count yourself** when answering this question.

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.

NUMERIC

RANGE 1...10

Don't know
Prefer not to say

D7b [ASK ALL]

SINGLE

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

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]

SINGLE

What is your legal marital status?

1. Single, that is never married and never registered in a civil partnership
 2. Married
 3. Separated, but still legally married
 4. Divorced
 5. Widowed
 6. In a registered civil partnership
 7. Separated, but still legally in a civil partnership
 8. Formerly in a civil partnership which is now legally dissolved
 9. Surviving partner from a civil partnership
 10. Don't know
 11. Prefer not to say
-

D6 [ASK IF D4A NE 1 AND D5 = 1 OR 3-5 OR 7-11 (TWO OR MORE ADULTS IN HOUSEHOLD OR DON'T KNOW OR PREFER NOT TO SAY, AND ANY LEGAL MARITAL STATUS (INCLUDING DK AND PNTS) EXCEPT THOSE WHO ARE MARRIED OR IN REGISTERED CIVIL PARTNERSHIP)]

SINGLE

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

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

D13 [ASK ALL]

SINGLE

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

1. I own it outright (no mortgage)
 2. I own it with a mortgage
 3. I own it with a different kind of loan (e.g. a lifetime mortgage)
 4. I pay part rent and part mortgage (shared ownership)
 5. I rent it privately
 6. I rent it from the council or a social landlord
 7. I pay rent to a relative or friend
 8. I live rent-free, e.g. with my parents or in another relative's or a friend's property
 9. Other (write in)
 10. Don't know
-

3 | Working status (and pensions)

WINTRO [STATE TO ALL]

We would now like to understand if your circumstances have changed because of the Covid-19 pandemic.

To do so, **in this section we will ask you to consider your circumstances at the end of February (just before the Covid-19 lockdown began) compared with now.**

D10 [ASK ALL]

SINGLE

Thinking back to February 2020, just before the Covid-19 lockdown began...

Which of the following best describes your working status at that time?

1. Working for an employer(s) full-time (30 or more hours per week)
2. Working for an employer(s) part-time (less than 30 hours per week)
3. Self-employed full-time (30 or more hours per week)
4. Self-employed part-time (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 but still working)
9. Student
10. Permanently sick/ disabled
11. Temporarily sick (no job to go to)
12. Looking after the home
13. Other (write in)
14. Don't know

W1 [ASK IF D10=1-2, 8 (EMPLOYED FULL-TIME OR PART-TIME, OR SEMI-RETIRED AT THE END OF FEBRUARY)]

SINGLE

Thinking back to February 2020, just before the Covid-19 lockdown began...

At that time, what type of employment contract were you on?

If you are unsure, it is likely you were on a full-time or part-time contract (the first option in the list), as these are the most common employment contracts.

1. Full-time or part-time contract
 2. Fixed-term or temporary employment contract
 3. Zero hours contract
 4. Agency staff contracts (i.e. via a recruitment agent)
 5. Don't know
 6. Prefer not to say
 7. Not applicable (I was self-employed) [SHOW IF D10=8 (SEMI-RETIRED)]
-

W2 [ASK IF D10=1-4,8 (ALL WHO WERE WORKING AT THE END OF FEBRUARY, I.E. EMPLOYED, SELF-EMPLOYED, OR SEMI-RETIRED)]

SINGLE

Thinking back to February 2020, just before the Covid-19 lockdown began...

STATE IF MODE ONLINE: Which of the following categories best describes the industry you worked in?

If you have more than one job or business, please tell us about your main one.

STATE IF MODE TELEPHONE: Which industry sector did you work in? **(ALL CODES NOT READ OUT)**

INTERVIEWER CODE AS APPROPRIATE

1. Agriculture, Forestry & Fishing
 2. Mining, Quarrying & Utilities
 3. Manufacturing
 4. Energy Production
 5. Waste and Recycling
 6. Construction
 7. Repair of motor vehicles
 8. Wholesale
 9. Retail
 10. Transport & Storage (incl. Postal)
 11. Accommodation
 12. Food Services
 13. Information & Communication
 14. Finance & Insurance
 15. Property
 16. Professional, Scientific & Technical
 17. Business Administration and Support Services
 18. Public administration & defence
 19. Education
 20. Health
 21. Arts, entertainment, recreation and other services
 22. Trade union, religious, political and repair
 23. Domestic employers
 24. Unknown
 25. Other (write in)
-

W4 [ASK IF D10=1,2, OR (D10=8 AND W1 NE 7) (WORKING FOR AN EMPLOYER FULL OR PART-TIME, OR SEMI-RETIRED WORKING FOR AN EMPLOYER AT THE END OF FEBRUARY)]

MULTI

Still thinking about your working status, which, if any, of the following have you experienced since the end of February **because of Covid-19**?

Select all that apply.

1. Laid off or made redundant by my employer/ my employer ceased trading
2. Employer cut hours or pay
3. Put on furlough under the Government's Coronavirus Job Retention Scheme
4. Put on paid leave but not under the Government's Coronavirus Job Retention Scheme
5. Used annual leave while not working
6. Self-isolating or sick leave with company sick pay
7. Self-isolating or sick leave with statutory sick pay
8. Self-isolating or sick leave without sick pay
9. Become a full-time carer for children or others/ parental leave
10. Reduced hours to care for children or others/ parental leave
11. I Increased paid working hours or overtime
12. I have been forced to take early retirement
13. Other (write in)
14. None of these **[SINGLE CODE]**

W5 [ASK IF W4=2-11 (WORKING FOR AN EMPLOYER AT THE END OF FEBRUARY AND EMPLOYER CUT HOURS, PUT ON FURLOUGH, PUT ON PAID LEAVE, USED ANNUAL LEAVE, SELF-ISOLATED, BECOME CARER, REDUCED HOURS OR INCREASED HOURS BECAUSE OF COVID-19)]

SINGLE

And have you now returned to working your usual hours, earning the same as you did before lockdown?

1. Yes
 2. No – returned to working with fewer hours and/ or earning less (compared with before lockdown)
 3. No – returned to work with more hours and/ or earning more (compared with before lockdown)
 4. No – not returned to work
-

SE1 [ASK IF D10=3-4 OR (D10=8 AND W1=7) (SELF-EMPLOYED FULL-TIME OR PART-TIME OR SEMI-RETIRED SELF-EMPLOYED AT THE END OF FEBRUARY)]

SINGLE

Thinking back to February 2020, just before the Covid-19 lockdown began...

You said you were self-employed at the end of February. What was 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 (write in)
9. Don't know

W6 [ASK IF D10=3-4 OR (D10=8 AND W1=7) (SELF-EMPLOYED FULL-TIME OR PART-TIME OR SEMI-RETIRED SELF-EMPLOYED AT THE END OF FEBRUARY)]

SINGLE

Since the end of February, to what extent, if at all, has your business revenue (turnover) been affected **by the Covid-19 pandemic?**

1. My business has ceased trading
 2. Decreased a lot
 3. Decreased a bit
 4. No change
 5. Increased a bit
 6. Increased a lot
 7. Don't know
-

W7 [ASK ALL]

SINGLE

Thinking about your situation today...

What is your working status today?

[IF W4=3 (FURLOUGHED): If you are still on furlough, please select your contractual working status, e.g. working for an employer full-time.]

1. Working for an employer(s) full-time (30 or more hours per week)
2. Working for an employer(s) part-time (less than 30 hours per week)
3. Self-employed full-time (30 or more hours per week)
4. Self-employed part-time (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 but still working)
9. Student
10. Permanently sick/disabled
11. Temporarily sick (no job to go to)
12. Looking after the home
13. Other (write in)
14. Don't know

W3 [ASK IF W7=1-4,8 (ALL WHO ARE WORKING NOW, I.E. EMPLOYED, SELF-EMPLOYED, OR SEMI-RETIRED)]

SINGLE

Were you considered to be a key worker during the Covid-19 lockdown?

The UK government defines key workers as those whose work was critical to the Covid-19 response, including those who work in health and social care and other critical roles in: education and childcare; key public services; local and national government; food and other necessary goods; public safety and national security; transport; utilities, communications and financial services.

IF MODE TELEPHONE:

That is, doing work critical to the Covid-19 response, AND in health/ social care; education/ childcare; key public services; local/ national government; food/ other necessary goods; public safety/ national security; transport; utilities/ communications/ financial services.

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

W8 [ASK IF D10 NE 7 AND W7=7 (NOT RETIRED AT END FEBRUARY AND RETIRED NOW)]

MULTI

You are retired now but were not retired in February.

Was your retirement affected by the **Covid-19 pandemic**?

Select all that apply.

1. No, I always planned to retire at this time **[SINGLE CODE]**
2. Yes, because I lost my job, was made redundant or could not find work
3. Yes, because of sickness or ill-health
4. Yes, because of the need to 'shield' or 'self-isolate'
5. Yes, to help care for children, grandchildren or other family members
6. Yes, the Covid-19 pandemic made me realise I wanted a change
7. Yes, for other reasons (write in)

W9 [ASK IF D2 = 50+ AND W7 NE 7 (AGED 50+ AND NOT RETIRED NOW)]

SINGLE

Thinking about retirement, have your retirement plans changed at all **because of the Covid-19 pandemic**?

1. Yes, I have delayed my retirement plans
2. Yes, I have brought forward my retirement plans
3. Yes, I was forced to come out of retirement **[SHOW IF D10 = 7 (RETIRED AT END FEBRUARY)]**
4. No, my plans have not changed
5. Don't know

W10 [ASK IF W9 = 1 (AGED 50+, NOT RETIRED NOW, AND DELAYED RETIREMENT PLANS BECAUSE OF COVID-19)]

MULTI, RANDOMISE EXCEPT CODE 9

Why have you delayed your retirement plans/ decided that you have to work for longer?

IF MODE ONLINE: Select all that apply.

IF MODE TELEPHONE: For example, was this to do with changes in your pension or investments' value, income, or debt levels, or related to something else?

1. I have had to reduce the amount I contribute to my pension due to reduced income
 2. The value of my pension has fallen, meaning I need to work longer
 3. I have had to access my savings or investments, meaning I have less saved for retirement
 4. The value of my investments has fallen, meaning I have less saved for retirement
-

5. My household income has reduced (e.g. lost job, reduced hours, or reduced pay for me or my partner)
6. Annuity rates have fallen, meaning I will get less retirement income for my pension savings
7. My debts have increased, meaning I need to work longer
8. My attitudes to retirement have changed because of the Covid-19 pandemic
9. Other reason (write in)

W11 [ASK IF D2 = 50+ (AGED 50+)]

MULTI

Thinking back to February 2020, just before the Covid-19 lockdown began, and about any pension savings you had then...

At that time, were you receiving an income from a pension or had you accessed a pension by taking some cash out of it?

Do not include the State pension.

Select all that apply.

1. Yes – receiving a regular income from a ‘final salary’ or ‘salary-related’ scheme
This gives you an income based on how many years you’ve worked for your employer and the salary you’ve earned. Today, these schemes are generally only available from the public sector or older workplace schemes. They are something called ‘Defined Benefit’ pensions.
 2. Yes – receiving a regular income from an annuity
You have used your pension savings to buy an annuity, which gives you a guaranteed income, typically for the rest of your life.
 3. Yes – taken some cash or already receiving a regular income from a defined contribution pension
You have taken one or more cash lump sums or are taking a regular income (not through an annuity) from a defined contribution pension. The remainder remains invested with your pension provider.
 4. Yes – taken a whole pension in cash in one go
This is where your pension provider pays you your entire pension in one go.
 5. Yes – but not sure how this works [SINGLE]
 6. No – I had not accessed my private pension(s) yet [SINGLE]
 7. No – I had no private pension [SINGLE]
-

**W12 [ASK IF W11=1-5 (50+ AND RECEIVING AN INCOME FROM A PRIVATE PENSION/
ACCESSED A PRIVATE PENSION AT THE END OF FEBRUARY)]**

MULTI

Thinking back to February 2020, just before the Covid-19 lockdown began, and about any pension savings you had then...

At that time, did you have any **other** pension scheme(s) apart from the one(s) you were already receiving an income from or had taken a cash lump sum payment from?

Do not include the State pension.

Select all that apply.

1. Yes – I was contributing to another pension(s) (or my employer was contributing to it on my behalf)
2. Yes – I had another pension(s) but was not making any contributions to it (nor was an employer contributing to it on my behalf)
3. No – I did not have any other pension(s) [SINGLE CODE]
4. Don't know [SINGLE CODE]

**W12a [ASK IF W11=6 (50+ AND AT THE END OF FEBRUARY NOT ACCESSED PENSION YET
BUT HAVE A PENSION(S))]**

MULTI

Thinking back to February 2020, just before the Covid-19 lockdown began, and about any pension savings you had then...

At that time, did you have a pension(s) that you were making contributions to, or a pension(s) you were not making contributions to?

Select both options if you had both.

Do not include the State pension.

1. A pension(s) I was contributing to (or my employer was contributing to it on my behalf)
 2. A pension(s) I was not making any contributions to it (nor was an employer contributing to it on my behalf)
 3. Don't know [SINGLE CODE]
-

W12b [ASK IF D2 = <50 (AGED 18-49)]

MULTI

Thinking back to February 2020, just before the Covid-19 lockdown began, and about any pension savings you had then...

At that time, did you have a pension?

Do not include the State pension.

Select all that apply.

1. Yes - I was contributing to a pension(s) (or my employer was contributing to it on my behalf)
2. Yes - I had a pension(s) but was not making any contributions to it (nor was an employer contributing to it on my behalf)
3. No - I did not have a pension [SINGLE CODE]
4. Don't know [SINGLE CODE]

W13 [ASK IF W11=3,5 (AGED 50+ AND AT THE END OF FEBRUARY HAD TAKEN A CASH LUMP SUM OR WERE RECEIVING AN INCOME FROM A DC PENSION (I.E. IN INCOME DRAWDOWN – DOES NOT INCLUDE INCOME THROUGH AN ANNUITY) OR RECEIVING INCOME BUT NOT SURE HOW THIS WORKS)]

INTENTION OF THIS GROUP IS ALL ADULTS AGED 50+ WHO AT THE END OF FEB WERE IN DC INCOME DRAWDOWN BECAUSE THEY HAD TAKEN SOME CASH OUT OF A DC PENSION OR TAKING REGULAR INCOME PAYMENTS (WE ALSO MAKE THE ASSUMPTION THAT PEOPLE WHO SAY THEY ARE RECEIVING AN INCOME BUT DON'T KNOW HOW ARE IN DC INCOME DRAWDOWN).

MULTI

You told us you had taken some cash out of a defined contribution pension(s) before the end of February or were receiving a regular income from a defined contribution pension(s) at that time.

Since the end of February, have you taken more cash from your pension(s), or have you changed the amount of money you are taking from your pension(s) on a regular basis?

Please think about all of your pensions when answering this question.

Select all that apply.

[CODES 2 AND 3 CANNOT BE SELECTED TOGETHER]

1. Yes – I have taken a cash lump sum(s) from my pension(s)
 2. Yes – overall, I have increased the amount of money I am taking from my pension(s)
 3. Yes – overall, I have reduced the amount of money I am taking from my pension(s)
 4. No – I made no changes [SINGLE CODE]
-

W14 [ASK IF (W12a=1-2) OR ((W11 NE 3 OR 5) AND (W12=1-2))]

(W12a=1-2 IS AS FOLLOWS -- AGED 50+ AND AT THE END OF FEBRUARY NOT ACCESSED A PENSION BUT HAD A PENSION NOT YET ACCESSED THAT THEY ARE CURRENTLY CONTRIBUTING TO OR A PENSION NOT CURRENTLY CONTRIBUTING TO)

OR

((W11 NE 3 OR 5) AND (W12=1-2) IS AS FOLLOWS -- AGED 50+ AND AT THE END OF FEBRUARY HAD NOT TAKEN A CASH LUMP SUM/ RECEIVING AN INCOME FROM A DC PENSION (I.E. NOT IN INCOME DRAWDOWN) OR RECEIVING AN INCOME FROM A PENSION BUT NOT SURE HOW, BUT AT THIS TIME WERE RECEIVING AN INCOME FROM A PRIVATE PENSION/ ACCESSED A PRIVATE PENSION, AND HAD A PENSION NOT YET ACCESSED THAT THEY ARE CURRENTLY CONTRIBUTING TO OR A PENSION NOT CURRENTLY CONTRIBUTING TO)

INTENTION OF THIS GROUP OVERALL IS ALL ADULTS AGED 50+ WHO AT THE END OF FEB WERE NOT ALREADY IN DC INCOME DRAWDOWN BUT HAD A PENSION NOT YET ACCESSED (WE DON'T CLARIFY IF THIS PENSION NOT ACCESSED IS DC OR DB)

Since the end of February, have you accessed a pension by taking some cash out of it, or starting to draw a regular income?

1. Yes
2. No

W15 [ASK IF W13=1-3 OR W14=1]

(W13=1-3 IS AS FOLLOWS -- AGED 50+ AND AT THE END OF FEBRUARY HAD TAKEN A CASH LUMP SUM OR WERE RECEIVING AN INCOME FROM A DC PENSION (I.E. IN INCOME DRAWDOWN – DOES NOT INCLUDE INCOME THROUGH AN ANNUITY) OR RECEIVING INCOME BUT NOT SURE HOW THIS WORKS, AND SINCE THE END OF FEBRUARY HAVE TAKEN A CASH LUMP SUM FROM A PENSION, INCREASED OR DECREASED THE AMOUNT OF INCOME TAKING FROM A PENSION)

OR

(W14=1 IS AS FOLLOWS -- AGED 50+ AND AT THE END OF FEB WERE NOT ALREADY IN DC INCOME DRAWDOWN BUT HAVE A PENSION NOT YET ACCESSED THAT THEY ARE CURRENTLY CONTRIBUTING TO OR A PENSION NOT CURRENTLY CONTRIBUTING TO AND SINCE THE END OF FEBRUARY HAVE ACCESSED A PENSION BY TAKING SOME CASH OUT OF IT OR STARTING TO DRAWN A REGULAR INCOME)

INTENTION OF THIS GROUP OVERALL IS ALL ADULTS AGED 50+ WHO HAVE MADE PENSION CHANGES SINCE THE END OF FEBRUARY. IF THEY WERE ALREADY IN DC INCOME DRAWDOWN AT THE END OF FEB, THEY HAVE NOW TAKEN A FURTHER CASH LUMP SUM OR INCREASED/ DECREASED THE INCOME THEY ARE TAKING. IF THEY WERE NOT IN DC INCOME DRAWDOWN AT END OF FEB, SINCE FEB THEY HAVE ACCESSED A PENSION. NOTE THE TWO GROUPS ARE MUTUALLY EXCLUSIVE (THERE IS NO OVERLAP).

SINGLE

Was your decision to do this related to the impacts of the Covid-19 pandemic?

1. Yes, completely
2. Yes, partly
3. No, not at all

W16 [ASK IF W12 = 1 OR W12a = 1 OR W12b=1 (ALL WHO WERE CONTRIBUTING TO A PENSION AT END OF FEBRUARY)]

SINGLE

You told us you were contributing to a pension in February (or your employer was contributing to it on your behalf).

Since the end of February, have you made any changes to the amount you are contributing to your pension **because of Covid-19**?

1. Yes – increased the level of contributions to my pension(s)
2. Yes – reduced the level of contributions to my pension(s)
3. Yes – stopped making contributions to my pension(s)
4. No

W17 [ASK IF W16=1-3 (ALL CONTRIBUTING TO A PENSION AT THE END OF FEBRUARY AND HAVE MADE CHANGES TO THE AMOUNT THEY ARE CONTRIBUTING TO THEIR PENSION)]

SINGLE

Was your decision to do this related to the impacts of the Covid-19 pandemic?

1. Yes, completely
 2. Yes, partly
 3. No, not at all
-

4 | Financial budgeting

D38 [ASK ALL]

SINGLE

Thinking back to February 2020, just before the Covid-19 lockdown began...

What was your **total annual household income** from all sources (including benefits) **before tax** and other deductions at the end of February?

If uncertain, please estimate.

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.

1. Less than £5,000 a year or per annum (pa)
2. £5,000 to £9,999 pa
3. £10,000 to £14,999 pa
4. £15,000 to £19,999 pa
5. £20,000 to £29,999 pa
6. £30,000 to £39,999 pa
7. £40,000 to £49,999 pa
8. £50,000 to £59,999 pa
9. £60,000 to £69,999 pa
10. £70,000 to £99,999 pa
11. £100,000 to £149,999 pa
12. £150,000 to £249,999 pa
13. £250,000 or more pa
14. Don't know
15. Prefer not to say

F1 [ASK ALL]

SINGLE

Comparing your household income now and at the end of February, has your household income...

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.

1. Decreased a lot
 2. Decreased a little
 3. Stayed about the same
 4. Increased a little
 5. Increased a lot
 6. Don't know
-

F4 [ASK ALL]

SINGLE

Thinking now about your **household spending**. Overall, compared with the end of February, has your household spending ...

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.

1. Decreased a lot
2. Decreased a little
3. Stayed about the same
4. Increased a little
5. Increased a lot
6. Don't know

F5 [ASK ALL]

SINGLE

Thinking back to February 2020, just before the Covid-19 lockdown began...

Did you have any savings or investments at that time?

1. **Savings only**: For example, cash savings held in current accounts, savings accounts, e-money accounts, Post Office card accounts, NS&I bonds, or cash ISAs
2. **Investments only**: For example, stocks and shares ISAs, investment funds, direct holdings of shares, corporate bonds or gilts/ government bonds
3. **Both savings and investments**
4. **No savings or investments**

B11 [ASK IF F5=1-3 (HAVE SAVINGS AND/ OR INVESTMENTS AT END OF FEBRUARY)]

SINGLE

Thinking back to February 2020, just before the Covid-19 lockdown began...

How much roughly did you have in savings and investments combined at that time?

If you hold any savings or investments jointly, only include the amount you consider to be yours.

1. None (£0) **[DO NOT SHOW, AUTO CODE IF F5=4]**
 2. Less than £10,000
 3. £10,000 but less than £50,000
 4. £50,000 or more
 5. Don't know
-

F7 [ASK IF F5=1 OR 3 (HAD SAVINGS ONLY OR BOTH SAVINGS AND INVESTMENTS AT END OF FEBRUARY)]

SINGLE

Since the end of February, has the level of your cash savings...

1. Decreased a lot
2. Decreased a little
3. Stayed about the same
4. Increased a little
5. Increased a lot
6. Don't know

F7a [ASK ALL]

SINGLE

How much roughly do you have in savings and investments combined now?

If you hold any savings or investments jointly, only include the amount you consider to be yours.

1. None (£0)
2. Less than £10,000
3. £10,000 but less than £50,000
4. £50,000 or more
5. Don't know

F8 [ASK IF F5 = 2 OR 3 (HAD INVESTMENTS ONLY OR BOTH SAVINGS AND INVESTMENTS AT THE END OF FEBRUARY)]

MULTI

Since the end of February, have you done any of the following with your investments **because of Covid-19?**

Select all that apply.

1. Moved money from my investments into cash savings due to concerns about market volatility
 2. Withdrawn money from my investments to support my income
 3. Withdrawn money from my investments to make essential purchases
 4. Paid closer attention to the value of my investments
 5. Invested in a high-risk investment product for the first time, or increased my investments in high-risk investment products
High-risk investment products include things like mini bonds (also known as high interest returning bonds), structured products, derivatives and CFDs, Venture Capital Trusts (VCTs), exchange tokens or cryptocurrencies (e.g. Bitcoin), investment-based crowdfunding and peer-to-peer lending.
 6. None of these **[SINGLE CODE]**
-

F8a [ASK IF F8=5 (HAD INVESTMENTS AT THE END OF FEBRUARY AND INVESTED IN A HIGH-RISK INVESTMENT PRODUCT FOR THE FIRST TIME OR INCREASED INVESTMENTS IN THESE SINCE THE END OF FEBRUARY BECAUSE OF COVID-19)]

MULTI

You said you have invested in a high-risk investment product for the first time, or increased your investments in high-risk investment products because of Covid-19.

How did you do this?

Select all that apply.

1. Via a Financial Adviser
 2. Via a Wealth Manager
 3. Online, at the provider's website
 4. Online, via a platform or fund supermarket
 5. Online, through an app provided by a financial services firm
 6. In person or by phone with a provider
 7. Some other way
 8. Don't know **[SINGLE CODE]**
-

F9a-b [ASK ALL]

MULTI, GRID

Thinking back to the end of February, just before the Covid-19 lockdown began...

At that time, did you hold any of the following credit or loan products?

And do you hold any of these products now?

Select all that apply.

		At the end of February (F9a)	Now (F9b)
1	Overdraft (i.e. overdrawn) Overdrawn on a current account		
2	Credit card(s) or store card(s) Regardless of whether or not you have an outstanding balance		
3	Personal loans Include any of the following: unsecured personal loan, catalogue credit/ shopping account, home collected credit, credit union loan, CDFI loan, logbook loan		
4	Motor finance/ car loan Finance to acquire a motor vehicle, e.g. Hire Purchase (HP) or personal contract purchase (PCP). It does not include hiring a vehicle or buying a car using a loan from a bank or other form of credit.		
5	High-cost short-term credit Include any of the following: payday loan, instalment credit, short-term instalment loan		
6	Other high-cost credit product Include any of the following: Rent to own (e.g. BrightHouse and Perfect Home), pawnbroking loan, hire purchase, or buying goods on a buy now pay later basis where repayments don't start until after the promotional period ends		
7	Loan from friends or family		
8	None of these [SINGLE CODE]		

F10 [ASK IF F9b=1-7 (HOLD A CREDIT OR LOAN PRODUCT NOW)]

SINGLE

Overall, since the end of February, have your debts...

1. Decreased a lot
2. Decreased a little
3. Stayed about the same
4. Increased a little
5. Increased a lot
6. Don't know

F11 [ASK ALL]

MULTI

Since the end of February, just before the Covid-19 lockdown began, have you done any of the following?

Select all that apply.

Activities related to credit

1. Stopped making loan repayments
2. Borrowed on one loan to help make payments on another
3. Taken out additional credit or an overdraft
4. Increased the amount I borrowed on credit card(s)
5. Struggled to repay the full repayment balance of my credit card(s)

Activities related to savings

6. Used savings to make loan repayments
7. Used savings to cover day to day expenses
8. Used savings to pay rent or mortgage

Other activities

9. Borrowed from friends and family to cover loan repayments
10. Borrowed from friends and family for other reasons
11. Cut back on essentials (e.g. food, clothing, medical care, housing)
12. Gambled more
13. None of these [SINGLE CODE]

F12 [ASK ALL]

SINGLE

Since the end of February, have you been turned down for any loan, credit card, or other type of credit product?

1. Yes
 2. No, but I have applied for credit
 3. No, and I haven't applied for credit
-

F13 [ASK IF F12 = 1 (BEEN TURNED DOWN FOR LOAN OR CREDIT SINCE FEBRUARY)]

MULTI, RANDOMISE STATEMENTS EXCEPT OPTION 7

Which of the following did you do after being turned down for loan, credit card, or other type of credit product?

Select all that apply.

1. Got a loan from another regulated lender
2. Got a loan from an unlicensed money lender or another informal lender
3. Borrowed from friends or family
4. Cut back spending
5. Went without
6. Used savings
7. Other (write in)

K1 [ASK ALL]

SINGLE

Thinking back to the end of February 2020, just before the Covid-19 lockdown began...

To what extent did you feel that keeping up with your domestic bills and credit commitments was a burden at that time?

1. Not a burden at all
2. Somewhat of a burden
3. A heavy burden
4. Don't know

K1a [ASK ALL]

SINGLE

And, to what extent do you feel that keeping up with your domestic bills and credit commitments is a burden now?

1. Not a burden at all
 2. Somewhat of a burden
 3. A heavy burden
 4. Don't know
-

K2 [ASK ALL]

SINGLE

Thinking back to the end of February 2020, just before the Covid-19 lockdown began...

In the 6 months up until the end of February, had you fallen behind on, or missed, any payments for credit commitments or domestic bills?

1. Yes – in 3 months or more (not necessarily consecutive months)
2. Yes – in one or two months
3. No
4. Don't know

K2a [ASK ALL]

SINGLE

And, over the 6 months up until now, have you fallen behind on any payments for credit commitments or domestic bills?

Please **include** any payments you missed due to the Covid-19 pandemic, where you agreed with the provider that you could temporarily postpone these payments (e.g. a mortgage or loan payment holiday).

1. Yes – in 3 months (not necessarily consecutive months)¹
2. Yes – in one or two months
3. No
4. Don't know

F14 [ASK IF K2a=1-2 (MISSED PAYMENTS FOR 1 MONTH OR MORE IN THE LAST 6 MONTHS)]

SINGLE

And as far as you are aware, were any of these payments that you have fallen behind on in the last 6 months, covered by a repayment holiday (where you agreed with the lender that you could temporarily postpone these payments)?

1. Yes, all of them
2. Yes, some of them
3. No, none of them

¹ Code should have said "in 3 months *or more* (not necessarily consecutive months)"

F15 [ASK IF K2a=1 AND F14=1-2 (MISSED PAYMENTS IN 3 OR MORE OF LAST 6 MONTHS AND ALL OF THEM OR SOME OF THEM WERE COVERED BY A PAYMENT HOLIDAY)]

SINGLE

If you hadn't agreed a repayment holiday(s), do you think you would still have missed these payments in 3 or more of the last 6 months?

1. Yes
2. No

K33 [ASK IF F14=2 OR 3 (FALLEN BEHIND/ MISSED CREDIT COMMITMENTS OR DOMESTIC BILLS FOR 1 MONTH OR MORE IN THE LAST 6 MONTHS AND ONLY SOME OF THEM WERE COVERED BY A PAYMENT HOLIDAY OR NONE OF THEM WERE)]

MULTI

Excluding any missed/late payments covered by a repayment holiday, which credit commitments and/ or domestic bills have you missed, or fallen behind on, in the last 6 months?

Select all that apply.

1. Credit card
2. Store card
3. Other credit commitments
4. Mortgage repayments
5. Rent payments
6. Council tax payments
7. Utility bills
8. Other household bills (write in)
9. Other (write in)
10. Don't know **[SINGLE CODE]**

F16 [ASK ALL]

SINGLE

Thinking about your financial situation overall, to what extent have you been impacted by the **Covid-19 pandemic to date?**

1. My financial situation has worsened a great deal
 2. My financial situation has worsened a good deal
 3. My financial situation is a little worse
 4. There has not been much change to my financial situation
 5. Things have improved for me a little financially
 6. Things have improved for me financially a good deal
 7. Things have improved for me financially a great deal
 8. Don't know
-

5 | Payment holidays

PH1 [ASK IF D13=2-4 (OCCUPY PROPERTY CURRENTLY LIVE IN WITH A MORTGAGE, OTHER TYPE OF LOAN E.G. A LIFETIME MORTGAGE OR SHARED OWNERSHIP)]

SINGLE

You said earlier you have a mortgage on the property you currently live in.

Have you requested a mortgage payment holiday **because of Covid-19**?

A mortgage payment holiday provides flexibility in repaying your mortgage by allowing you to stop or reduce your monthly payments for up to three months.

1. Yes²
2. No – but I am considering doing so
3. No – I was not aware that I could (before today), but I might have if I had known
4. No - not needed

PH2 [ASK IF PH1=1 (REQUESTED (IE TAKEN) A MORTGAGE PAYMENT HOLIDAY ON A RESIDENTIAL MORTGAGE, INCLUDING LIFETIME MORTGAGE, ON A PROPERTY THEY LIVE IN, BECAUSE OF COVID-19)]

SINGLE

How would you have coped financially, if you had not had a mortgage payment holiday?

1. I would have struggled a lot more without it
2. I would have struggled a bit more without it
3. It was precautionary - I probably would have been OK without it
4. I would have been fine without it
5. Don't know

PH4 [ASK IF PH1=1 (TAKEN A MORTGAGE PAYMENT HOLIDAY ON A RESIDENTIAL MORTGAGE, INCLUDING LIFETIME MORTGAGE, ON A PROPERTY THEY LIVE IN, BECAUSE OF COVID-19)]

SINGLE

Has your original payment holiday come to an end?

1. Yes – and I have returned to making my normal repayments
2. Yes – but I have moved to a second payment holiday which has not ended
3. No

² As payment deferrals due to Covid-19 were all granted during agreed emergency periods before the survey took place, this answer was **equivalent to having taken a payment holiday**.

PH5 [ASK IF PH4=1 (TAKEN A MORTGAGE PAYMENT HOLIDAY ON A RESIDENTIAL MORTGAGE, INCLUDING LIFETIME MORTGAGE, ON A PROPERTY THEY LIVE IN, BECAUSE OF COVID-19, AND MORTGAGE PAYMENT HOLIDAY NOW ENDED)]

SINGLE

Are you now repaying your mortgage at...?

1. A reduced rate
2. The same rate as before
3. An increased rate
4. I am not making repayments/ I have missed payments since my holiday ended
5. Don't know

PH6 [ASK IF PH4=1 (TAKEN A MORTGAGE PAYMENT HOLIDAY ON A RESIDENTIAL MORTGAGE, INCLUDING LIFETIME MORTGAGE, ON A PROPERTY THEY LIVE IN, BECAUSE OF COVID-19, AND PAYMENT HOLIDAY HAS NOW ENDED)]

MULTI

Before your mortgage payment holiday ended, did your mortgage lender contact you about any of the following?

Select all that apply.

1. To inform you that your payment holiday was about to end
2. To inform you that you could discuss your options with them
3. To discuss your ability to make repayments again, for example by looking at your income and expenditure
4. The option of extending your mortgage holiday, if you are still experiencing payment difficulties due to Covid-19
5. The option to extend the term of your mortgage to reduce your future mortgage payments
6. The option to change to an interest-only mortgage to reduce your future mortgage payments
7. That free debt advice is available, if you are experiencing difficulties
8. None: No contact with lender when payment holiday ended **[SINGLE CODE]**
9. None: Lender contacted me, but I did not discuss any of these **[SINGLE CODE]**

PH6a [ASK IF PH4=2-3 (TAKEN A MORTGAGE PAYMENT HOLIDAY ON A RESIDENTIAL MORTGAGE, INCLUDING LIFETIME MORTGAGE, ON A PROPERTY THEY LIVE IN, BECAUSE OF COVID-19, AND MOVED ONTO A SECOND PAYMENT HOLIDAY OR HOLIDAY NOT ENDED)]

MULTI

Has your mortgage lender contacted you yet about any of the following **for when your mortgage payment holiday ends?**

Select all that apply.

1. To inform you that your payment holiday is about to end
 2. To inform you that you can discuss your options with them
 3. To discuss your ability to make repayments again, for example by looking at your income and expenditure
-

4. The option of extending your mortgage holiday, if you are still experiencing payment difficulties due to Covid-19
5. The option to extend the term of your mortgage to reduce your future mortgage payments
6. The option to change to an interest-only mortgage to reduce your future mortgage payments
7. That free debt advice is available, if you are experiencing difficulties
8. None: No contact yet with lender about the end of my payment holiday [SINGLE CODE]
9. None: Lender contacted me, but I did not discuss any of these [SINGLE CODE]

PH7 [ASK IF PH1=1 (TAKEN A MORTGAGE PAYMENT HOLIDAY ON A RESIDENTIAL MORTGAGE, INCLUDING LIFETIME MORTGAGE, ON A PROPERTY THEY LIVE IN, BECAUSE OF COVID-19)]

SINGLE

Thinking about all of the interactions you have had with your mortgage lender about your payment holiday, to what extent was your mortgage lender sympathetic to your circumstances?

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

0 - Not at all sympathetic

1

2

3

4

5

6

7

8

9

10 - Extremely sympathetic

Don't know

PH8 [ASK IF D13=5-7 (RENT PROPERTY CURRENTLY LIVE IN PRIVATELY, RENT FROM A COUNCIL OR SOCIAL LANDLORD OR PAY RENT TO A RELATIVE OR FRIEND)]

SINGLE

You said earlier you rent the property you currently live in.

Have you requested a rental payment holiday since the end of February **because of Covid-19?**

1. Yes – and it was agreed with my landlord
 2. Yes – but my landlord refused
 3. No – but I am considering doing so
 4. No – I was not aware that I could (before today), but I might have if I had known
 5. No – I do not need to
 6. Don't know
-

PH9 [ASK IF F9a=1 OR F9b=1 (OVERDRAWN AT THE END OF FEBRUARY OR NOW)]

SINGLE

You said you are overdrawn at the end of February and/ or are overdrawn now.

To support people who have been impacted because of Covid-19, banks have been providing 'interest-free buffers' on overdrafts. This is where the first £500 of an overdraft is automatically interest-free, for up to 3 months. It applies to arranged overdrafts on a person's primary personal current account only.

Did you notice a reduction in the amount of interest you were charged on your overdraft?

1. Yes – and it helped me financially a great deal
2. Yes – and it helped me financially a little bit
3. Yes – but it did not help me financially at all
4. No – I did not notice this
5. No – I was not eligible for this/ it did not apply to me
6. Other (write in)
7. Don't know

PH10 [ASK IF F9a=2-6 OR F9b=2-6 (HOLD ANY CREDIT OR LOAN PRODUCT (EXCLUDING OVERDRAFTS) AT THE END OF FEBRUARY OR NOW)]

SINGLE, GRID

You said you held the following types of credit or loan products at the end of February and/ or you hold them now.

Have you arranged a payment holiday or 'payment deferral' on any of your credit or loan products with your lender(s) **because of Covid-19**?

A 'payment deferral' is where your lender or finance company agrees to reduce or pause your payments for a limited time, if you can't pay because of Covid-19.

Rows

- a) **Credit card(s) or store card(s)** [SHOW IF F9a=2 OR F9b=2]
- b) **Personal loans** (unsecured personal loan, catalogue credit/ shopping accounts, home collected credit, credit union loans, CDFI loans, logbook loans) [SHOW IF F9a=3 OR F9b=3]
- c) **Motor finance/ car loan** [SHOW IF F9a=4 OR F9b=4]
- d) **High-cost short-term credit** (payday loans, instalment credit, short-term instalment loans) [SHOW IF F9a=5 OR F9b=5]
- e) **Other high-cost credit product** (rent to own, pawnbroking loans, hire purchase, buying goods on a buy now pay later basis where repayments don't start until after the promotional period ends) [SHOW IF F9a=6 OR F9b=6]

Columns

1. Yes
 2. No
-

PH11 [ASK IF PH10a-e=1 (ARRANGED A PAYMENT DEFERRAL FOR ANY TYPE OF CREDIT OR LOAN (EXCLUDING OVERDRAFTS) BECAUSE OF COVID-19)]

SINGLE, GRID, NUMERIC

How many different payment holidays or 'payment deferrals' have you arranged with your lenders **because of Covid-19?**

Count any payment holidays you have arranged since the end of February. If you have only arranged a payment deferral for one loan, please enter '1'. If you have arranged more than one, enter the number of holidays you have arranged.

Rows

- a) **Credit card(s) or store card(s)** [SHOW IF PH10a=1]
- b) **Personal loans** (unsecured personal loan, catalogue credit/ shopping accounts, home collected credit, credit union loans, CDFI loans, logbook loans) [SHOW IF PH10b=1]
- c) **Motor finance/ car loan** [SHOW IF PH10c=1]
- d) **High-cost short-term credit** (payday loans, instalment credit, short-term instalment loans) [SHOW IF PH10d=1]
- e) **Other high-cost credit product** (rent to own, pawnbroking loans, hire purchase, buying goods on a buy now pay later basis where repayments don't start until after the promotional period ends) [SHOW IF PH10e=1]

Columns

NUMERIC,
RANGE 1...10

PH_DV [APPLY IF PH10a-e=1 (ARRANGED A PAYMENT DEFERRAL FOR ANY TYPE OF CREDIT OR LOAN (EXCLUDING OVERDRAFTS) BECAUSE OF COVID-19)]

NUMERIC: SUM TOTAL NUMBER OF CREDIT DEFERRALS AT PH11a-e

PH_DV1 [APPLY IF PH10a-e=1 (ARRANGED A PAYMENT DEFERRAL FOR ANY TYPE OF CREDIT OR LOAN BECAUSE OF COVID-19)]

- 1. One [IF PH_DV = 1 (ONE CREDIT DEFERRAL ARRANGED)]
 - 2. Two or more, but no more than one for any type of credit/loan [IF PH_DV = 2 OR MORE, BUT PH11a-e NOT MORE THAN 1 (2 OR MORE CREDIT DEFERRALS ARRANGED, BUT NOT MORE THAN 1 FOR ANY TYPE OF CREDIT PRODUCT)]
 - 3. Two or more, and more than one for any type of credit/loan [IF PH_DV = 2 OR MORE AND PH11a-e MORE THAN 1 (2 OR MORE CREDIT DEFERRALS ARRANGED AND MORE THAN 1 FOR ANY TYPE OF CREDIT PRODUCT)]
-

PH13 [ASK IF ALL OF PH10a-e NE 1 (NOT ARRANGED A PAYMENT DEFERRAL FOR ANY TYPE OF CREDIT OR LOAN (EXCLUDING OVERDRAFTS) BECAUSE OF COVID-19)]

SINGLE

Before today, were you aware that you could apply for a payment holiday or 'payment deferral' from your lender(s) or credit provider(s) **because of Covid-19**?

1. Yes, I was aware – I have not done so because I don't need one
2. Yes, I was aware – I have not done so because I thought I would be declined
3. No, I was not aware – I might have applied if I had known
4. No, I was not aware, but I don't need one anyway
5. Other (write in)

PH15 [ASK IF PH10a-e=1 (ARRANGED A PAYMENT DEFERRAL FOR ANY TYPE OF CREDIT OR LOAN (EXCLUDING OVERDRAFTS) BECAUSE OF COVID-19)]

SINGLE

Overall, how would you have coped financially, if you had not had a payment holiday(s) or 'payment deferral(s)' on your credit/ loan(s)?

1. I would have struggled a lot more without it/ them
2. I would have struggled a bit more without it/ them
3. It was precautionary - I probably would have been OK without it/ them
4. I would have been fine without it/ them
5. Don't know

PH14a [ASK IF PH_DV1=1-2 (ARRANGED ONE PAYMENT DEFERRAL FOR ANY TYPE OF CREDIT OR LOAN (EXCLUDING OVERDRAFTS) BECAUSE OF COVID-19 OR 2 OR MORE IN TOTAL, BUT NOT MORE THAN 1 FOR ANY TYPE OF CREDIT/LOAN PRODUCT (EXCLUDING OVERDRAFTS))]

SINGLE, GRID

Has your original payment holiday or 'payment deferral' now ended?

Rows

- a) **Credit card(s) or store card(s)** [SHOW IF PH10a=1]
- b) **Personal loans** (unsecured personal loan, catalogue credit/ shopping accounts, home collected credit, credit union loans, CDFI loans, logbook loans) [SHOW IF PH10b=1]
- c) **Motor finance/ car loan** [SHOW IF PH10c=1]
- d) **High-cost short-term credit** (payday loans, instalment credit, short-term instalment loans) [SHOW IF PH10d=1]
- e) **Other high-cost credit product** (rent to own, buy now pay later, pawnbroking loans, hire purchase) [SHOW IF PH10e=1]

Columns

1. Yes – and I have returned to making my normal repayments
 2. Yes – but I have moved to a second payment holiday which has not ended
 3. No
-

PH14b [ASK IF PH_DV1=3 (2 OR MORE CREDIT DEFERRALS ARRANGED AND MORE THAN 1 FOR ANY TYPE OF CREDIT PRODUCT (EXCLUDING OVERDRAFTS))]

MULTI, GRID

Have your original payment holidays or 'payment deferrals' now ended?

Select all that apply.

Rows

- a) **Credit card(s) or store card(s)** [SHOW IF PH10a=1]
- b) **Personal loans** (unsecured personal loan, catalogue credit/ shopping accounts, home collected credit, credit union loans, CDFI loans, logbook loans) [SHOW IF PH10b=1]
- c) **Motor finance/ car loan** [SHOW IF PH10c=1]
- d) **High-cost short-term credit** (payday loans, instalment credit, short-term instalment loans) [SHOW IF PH10d=1]
- e) **Other high-cost credit product** (rent to own, buy now pay later, pawnbroking loans, hire purchase) [SHOW IF PH10e=1]

Columns

- 1. Yes – and I have returned to making my normal repayments
- 2. Yes – but I have moved to a second payment holiday which has not ended
- 3. No

PH16 [ASK IF PH10a-e=1 (ARRANGED A PAYMENT DEFERRAL FOR ANY TYPE OF CREDIT OR LOAN (EXCLUDING OVERDRAFTS) BECAUSE OF COVID-19)]

MULTI

[IF PH_DV1 = 1 (ONE PAYMENT HOLIDAY): Has your lender/ credit provider you arranged a payment holiday or 'payment deferral' with contacted you about any of the following?]

[IF PH_DV1 = 2-3 (TWO OR MORE PAYMENT HOLIDAY): Have at least one of your lenders/ credit providers you arranged your payment holidays or 'payment deferrals' with contacted you about any of the following?]

- 1. To inform you that your payment holiday was about to end
 - 2. To inform you that you could discuss your options with them
 - 3. To discuss your ability to make repayments again, for example by looking at your income and expenditure
 - 4. The option of extending your payment holiday, if you are still experiencing payment difficulties due to Covid-19
 - 5. That free debt advice is available, if you are experiencing difficulties
 - 6. None: No contact with lender when payment holiday ended [SINGLE CODE]
 - 7. None: Lender contacted me, but I did not discuss any of these [SINGLE CODE]
-

PH17 [ASK IF PH10a-e=1 (ARRANGED A PAYMENT DEFERRAL FOR ANY TYPE OF CREDIT OR LOAN (EXCLUDING OVERDRAFTS) BECAUSE OF COVID-19)]

SINGLE

Thinking about all of the interactions you have had with your lender(s)/ credit provider(s) about your payment deferrals, to what extent have they been sympathetic to your circumstances?

[IF PH_DV1 = 2-3 (TWO OR MORE PAYMENT HOLIDAY): If you have had interactions with more than one lender/ credit provider, consider all of them when answering this question and give an average score for your overall experiences.]

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

0 - Not at all sympathetic

1

2

3

4

5

6

7

8

9

10 - Extremely sympathetic

Don't know

PH18 [ASK ALL]

SINGLE

When, if ever, did you last use a **debt advice** or **debt management service**?

Include the use of free debt advice services from not-for-profit organizations and of commercial debt management services, where you pay a fee.

1. Since the end of February (i.e. since lockdown)
2. Between February 2019 and February 2020 (i.e. in the 12 months before lockdown)
3. Longer ago
4. Never
5. Don't know

PH19 [ASK IF PH18=1 (LAST USED DEBT ADVICE OR DEBT MANAGEMENT SERVICE SINCE THE END OF LOCKDOWN)]

SINGLE

Was this the first time you have **ever used** a debt advice or debt management service, or had you used one before lockdown?

1. First time – I had not used one before lockdown (i.e. before the end of February)
2. Used one before lockdown
3. Don't know

PH20 [ASK IF PH18 NE 1 (ALL WHO HAVE NOT HAD DEBT ADVICE OR DEBT MANAGEMENT SERVICE SINCE LOCKDOWN)]

MULTI, RANDOMISE LIST EXCEPT CODES 1 AND 8

Why have you not sought debt advice either from a not-for-profit organization or from a commercial service since the end of February?

Select all the reasons that apply.

1. I don't need debt advice
 2. I didn't know that free services exist
 3. I wouldn't know who to contact
 4. I doubt it would be of any help
 5. I tried, but I could not get an appointment
 6. I'd feel too nervous or embarrassed discussing my debts with someone
 7. I know I should seek debt advice, but I can't face it right now
 8. Other (write in)
-

PH21 [ASK IF PH18=1-2 (ALL WHO HAVE LAST USED DEBT ADVICE OR DEBT MANAGEMENT SERVICE SINCE FEBRUARY 2019)]

MULTI, GRID, RANDOMISE LIST

Thinking about the last time you sought debt advice, how much do you agree or disagree with the following statements:

- a) It was easy to find a debt adviser who could help me
- b) I was able to contact my adviser through a channel that suited me
- c) I felt that my needs were understood by the adviser
- d) My adviser took the time to explain and talk through my options
- e) I feel my debts are more manageable, now I have spoken to a debt adviser

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

6 | Attitudes and engagement

AEINTRO [STATE TO ALL]

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

We are interested in understanding if your attitudes have changed since the end of February 2020, before the Covid-19 lockdown began.

To do so, we will ask you to state your attitudes '**At the end of February**' and your attitudes '**Now**'. Please select the same response for each, if your attitudes have not changed.

AT1a [ASK ALL]

SINGLE, GRID

Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...

How confident do you feel **managing your money**?

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

Select the answer that best applies for each point in time.

Rows

- 0 - Not at all confident
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - Completely confident
- Don't know

Columns

- a) At the end of February
 - b) Now
-

AT5 [ASK ALL]

SINGLE, GRID

Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...

How knowledgeable would you say you are about financial matters?

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

Select the answer that best applies for each point in time.

Rows

0 - Not at all knowledgeable

1

2

3

4

5

6

7

8

9

10 – Very knowledgeable

Don't know

Columns

- a) At the end of February
 - b) Now
-

AT1cc [ASK ALL]

SINGLE

Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...

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

“When it comes to financial services and products, I would consider myself to be a confident and savvy consumer.”

Select the answer that best applies for each point in time.

Rows

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

Columns

- a) At the end of February
- b) Now

AT4 [ASK ALL]

SINGLE, GRID

Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...

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?

Select the answer that best applies for each point in time.

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

Columns

- a) At the end of February
 - b) Now
-

M104 [ASK IF D13=2-7 (BUYING WITH A MORTGAGE, BUYING WITH ANOTHER TYPE OF LOAN, PAY PART RENT AND PART MORTGAGE, PAY RENT)]

SINGLE, GRID

Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...

By how much could your monthly mortgage or rent payments increase before you would struggle to pay them?

Select the answer that best applies for each point in time.

1. £0
2. £1 to £49
3. £50 to £99
4. £100 to £199
5. £200 to £299
6. £300 to £399
7. £400 or more
8. Don't know

Columns

- a) At the end of February
- b) Now

AT10d [ASK IF D10=7 OR W7=7 (RETIRED AT THE END OF FEBRUARY OR RETIRED NOW)]

SINGLE, GRID

[SHOW IF D10=7 AND W7=7 (RETIRED AT THE END OF FEBRUARY AND RETIRED NOW): Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...]

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

"I do not have difficulty paying for day-to-day expenses since I retired."

[SHOW IF D10=7 AND W7=7 (RETIRED AT THE END OF FEBRUARY AND RETIRED NOW): Select the answer that best applies for each point in time.]

Rows

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

Columns

- a) At the end of February [SHOW IF D10=7 (RETIRED AT THE END OF FEBRUARY)]
- b) Now [SHOW IF W7=7 (RETIRED NOW)]

AT2c [ASK ALL]

SINGLE, GRID

Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...

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

"I am comfortable using credit – it feels quite normal to me."

Select the answer that best applies for each point in time.

Rows

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

Columns

- a) At the end of February
- b) Now

AE1 [ASK ALL]

MULTI, RANDOMISE STATEMENTS EXCEPT CODE 5

Since the end of February, have you experienced any of the following **because of Covid-19?**

Select all that apply:

1. I have felt more stressed because my financial situation has worsened
 2. I have felt more anxious generally
 3. I feel less able to cope with emotional shocks
 4. I do not have enough time to consider my finances or manage my financial products
 5. None of these [SINGLE CODE]
-

AT1c [ASK ALL]

SINGLE

To what extent, if at all, has the Covid-19 pandemic affected the extent to which **you feel financial firms are honest and transparent?**

My view of financial firms is...

1. Much more positive now
2. A little more positive now
3. No change
4. A little more negative now
5. Much more negative now
6. Don't know

AT2b [ASK ALL]

SINGLE

To what extent, if at all, has the Covid-19 pandemic affected the **amount of confidence** you have in the UK financial services industry?

I trust the UK financial services industry...

1. Much more now
2. A little more now
3. No change
4. A little less now
5. Much less now
6. Don't know

AT14 [ASK ALL]

SINGLE, GRID

In general, to what extent, if at all, has the Covid-19 pandemic affected **the amount of trust** you have in the following types of financial organisations?

ROWS

- a) Banks
- b) Mortgage lenders
- c) Credit card companies
- d) Insurance companies
- e) Financial advisers
- f) Pension companies

1. I trust them much more now
 2. I trust them a little more now
 3. No change
 4. I trust them a little less now
 5. I trust them much less now
 6. Don't know
-

AE2 [ASK ALL]

MULTI, RANDOMISE STATEMENTS EXCEPT CODE 6-7

Thinking now about any **insurance or protection policies you have**, have you done any of the following since the end of February, **because of the Covid-19 pandemic?**

By 'insurance or protection policies' we mean things like motor, home, travel, or life insurance.

Select all that apply.

1. Cancelled a policy to save money
2. Switched to a new provider to lower the cost of a policy
3. Renewed a policy with changes to the terms and conditions to save money, such as opting for a higher excess or for lower cover
4. Switched to a new provider who provides more appropriate cover for your needs
5. Reviewed a policy you hold to see what it covers
6. None of these [SINGLE CODE]
7. I don't have any insurance or protection policies [SINGLE CODE]

AE2a [ASK IF AE2=1 (CANCELLED A POLICY TO SAVE MONEY)]

MULTI

You said you cancelled an insurance or protection policy to save money, **because of Covid-19**. What policy have you cancelled?

If you cancelled more than one policy, select all that apply.

1. Motor insurance
 2. Motor breakdown cover
 3. Home insurance – contents and buildings combined
 4. Home insurance – contents only
 5. Home insurance – buildings only
 6. Life insurance
 7. Multi-trip (annual) travel insurance
 8. Single-trip travel insurance
 9. Home emergency cover
 10. Mobile phone insurance
 11. Pet insurance
 12. Critical illness cover
 13. Private medical insurance
 14. Income protection insurance
 15. Other (write in) [SINGLE CODE]
 16. Don't know [SINGLE CODE]
-

AE3 [ASK IF AE2 NE =7 (ALL ADULTS EXCEPT THOSE WHO SAY THEY DON'T HAVE ANY INSURANCE OR PROTECTION POLICIES)]

SINGLE, RANDOMISE STATEMENTS

How much do you agree or disagree with the following statements about your attitudes towards insurance and protection policies, and how these have changed, if at all, **because of the Covid-19 pandemic?**

- a) The next time I take out or renew an insurance or protection policy, I will pay closer attention to what it covers
- b) I feel like I now have a better understanding of what my insurance/ protection policies cover than I did before the Covid-19 pandemic
- c) The insurance and protection industry did not do enough to help consumers in their response to Covid-19
- d) Insurance companies rarely pay out

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

AT11 [ASK ALL]

SINGLE, GRID

Now a couple of questions about shopping around.

Thinking back to your attitudes at the end of February before the Covid-19 pandemic, generally speaking, when you arranged or took out the following types of product, did you shop around?

By 'shopping around' we mean comparing products from two or more different providers before you make your decision, for example by looking at their products, prices or terms and conditions.

- a) Gas, electricity, phone and broadband providers
- b) Insurance products like motor, home contents and travel,
- c) Other financial products like current accounts, savings accounts and ISAs

- 1. Always or usually: I always or usually shop around for products like these
 - 2. Sometimes: I sometimes shop around for these products, or for most of these kinds of products
 - 3. Occasionally: I occasionally or rarely shop around for these kinds of products
 - 4. Never: I never shop around for these kinds of products
 - 5. I don't have any products like these
 - 6. Don't know if I shop around
-

AE4 [ASK ALL]

SINGLE, GRID

Do you think it will be more or less likely that you will shop around going forwards **because of the Covid-19 pandemic** for the following types of product?

- a) Gas, electricity, phone and broadband providers [SHOW IF AT11a NE 5]
- b) Insurance products like motor, home contents and travel [SHOW IF AT11b NE 5]
- c) Other financial products like current accounts, savings accounts and ISAs [SHOW IF AT11c NE 5]

1. More likely
 2. No change
 3. Less likely
 4. Don't know
-

7 | Innovation and technology

I1 [ASK ALL]

SINGLE, GRID

Do you now do any of the following activities more or less frequently compared with the end of February 2020, just before the Covid-19 lockdown began?

Rows

- a) Use the internet
- b) Bank online or bank using a mobile app
- c) Visit a bank or building society branch
- d) Use a price comparison website when looking to buy or renew insurance policies
- e) Make contactless payments:
This is where you can pay for items with your card or mobile device by tapping it against the card reader, without having to enter your PIN
- f) Check that an internet site is secure before giving your bank or credit card details
- g) Share any of your personal financial details, e.g. your full PIN number or online account log-in details, with others (e.g. family member, friend, carer)

Columns

- 1. More frequently
- 2. No change in frequency
- 3. Less frequently
- 4. Done this for the first time since lockdown
- 5. I have never done this

I2 [ASK ALL]

MULTI, RANDOMISE STATEMENTS EXCEPT CODE 6

Have you provided any help or support to others (such as relatives, friends or neighbours) since the end of February, to help them conduct any of the following activities?

Select all that apply.

- 1. To use the internet in general
 - 2. To set up or use online or mobile banking
 - 3. To withdraw cash (e.g. from an ATM or branch)
 - 4. To make payments online
 - 5. None of these [SINGLE CODE]
-

AT12 [ASK ALL]

SINGLE

Thinking back to February 2020, just before the Covid-19 lockdown began...

To what extent would you say you relied on cash (rather than other payment methods) in your day-to-day life at the end of February?

1. A very great extent: I paid for everything, including bills, in cash
2. A great extent: I paid for most things in cash, including larger purchases and bills
3. A moderate extent: I used cash and other payment methods equally
4. A small extent: I occasionally used cash
5. A very small extent: I almost always used other payment methods, even for everyday purchases

I4 [ASK IF AT12=1-3 (RELIED ON CASH A VERY GREAT, GREAT OR MODERATE EXTENT AT END OF FEBRUARY)]

SINGLE

How have you coped with reduced access to bank branches and ATMs since the Covid-19 lockdown began?

1. No inconvenience at all to how I live my life
2. A minor inconvenience – but I coped
3. A major inconvenience – but I coped
4. A major inconvenience – I have struggled to cope
5. A major inconvenience – I have not coped at all
6. I've not noticed any reduced access
7. Don't know

I5 [ASK IF AT12=1-3 (RELIED ON CASH A VERY GREAT, GREAT OR MODERATE EXTENT AT END OF FEBRUARY)]

SINGLE

How have you coped with fewer businesses accepting cash since the Covid-19 lockdown began?

1. No inconvenience at all to how I live my life
 2. A minor inconvenience – but I coped
 3. A major inconvenience – but I coped
 4. A major inconvenience – I have struggled to cope
 5. A major inconvenience – I have not coped at all
 6. I've not noticed fewer businesses accepting cash
 7. Don't know
-

8| Experiences of fraud and scams and interactions with providers

EFINTRO [STATE TO ALL]

The next few questions are fraud and scams and about your experiences interacting with financial service providers in general.

EF1 [ASK ALL]

SINGLE

Thinking first about unsolicited approaches that are potential scams related to investments, pensions or retirement planning...

Do you feel like you have experienced more unsolicited approaches that could be potential scams since the end of February than you did before Covid-19?

By 'unsolicited approaches that are potential scams', we mean a company or person contacting you, without your having contacted them first. This could include things like calls or emails from the government offering retirement planning advice, the offer of a free pension review or the chance to unlock your pension early, or the chance to invest money with guaranteed high returns.

1. Yes, definitely
 2. Yes, maybe
 3. No, I have not noticed any difference
 4. Never experienced an unsolicited approach related to investments/retirement planning
 5. Don't know
-

EF2 [ASK ALL]

SINGLE

Since the end of February, have you experienced any of the following unsolicited approaches that could be **potential scams, which are Covid-19 related?**

Covid-19 related scams include:

- **Covid-19 financial support scams:** for example, fake ('phishing') emails designed to look like they are from the Government offering grants, access to Covid-19 relief funds, council tax reductions, or offering to help apply for Universal Credit
- **Covid-19 health scams:** for example, fake ('phishing') emails about the NHS Test and Trace service or fake adverts for Covid-related products that do not exist
- **Lockdown scams:** for example, criminals sending fake ('phishing') emails and texts claiming to be from TV Licensing, telling people they are eligible for six months of free TV license because of the Covid-19 pandemic, or using social media websites to advertise fake investment opportunities, encouraging victims to "take advantage of the financial downturn"

Please say 'yes' if you have received an unsolicited approach, even if you did not respond to it.

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

EF3 [ASK IF EF2 = 1 (EXPERIENCED COVID-19 RELATED UNSOLICITED APPROACH THAT COULD BE A SCAM)]

SINGLE

Did you take up or respond to any potential scam which is Covid-19 related?

1. Yes – and I paid out some money
 2. Yes – but I did not pay out any money
 3. No
 4. Don't know
-

EF3a [ASK IF EF3 = 1 (PAID OUT MONEY BECAUSE OF A COVID-19 RELATED SCAM(S))]

NUMERIC

How much money in total did you lose because of this, even if you later got all or some of the money back?

If unsure, give your best estimate.

NUMERIC

RANGE £1...£10,000,000

Don't know

EF4 [ASK ALL]

MULTI, RANDOMISE STATEMENTS EXCEPT CODE 12

Since the end of February (just before the Covid-19 lockdown), have you experienced any of the following when interacting with any financial services provider?

When answering this question, please think broadly about your full range of experiences interacting with financial services providers, including with banks, insurance companies, lenders, and other financial services providers.

Select all that apply.

1. I have not been able to get through to a financial services provider
 2. Providers have not shown an understanding of how my financial situation has been impacted by Covid-19, or have not offered support
 3. I have not received clear information from providers on what options I have
 4. I have been unable to take out a product because it has been withdrawn from the market
 5. I have purchased a product or service, without having a clear understanding of it
 6. I have not been able to access my products or services because I could not get through to the provider
 7. I have not been able to access my products or services because I could not use their online services
 8. I have made financial decisions, without having a clear understanding of the reasons why
 9. I feel less confident due to my change in circumstances to engage with my providers
 10. I have not been able to get a refund from an insurance company, or my claim has been handled poorly
 11. I could not find the information I needed on financial services providers' websites
 12. None of these **[SINGLE CODE]**
-

9 | The future (next six months)

FUINTRO [STATE TO ALL]

The next few questions are about your expectations for the next six months.

FU1 [ASK IF W7=1,2 OR (W7=8 AND W1 NE 7) (WORKING FOR AN EMPLOYER FULL-TIME NOW, WORKING FOR AN EMPLOYER PART-TIME NOW, OR SEMI RETIRED NOW AND WERE NOT SELF-EMPLOYED IN FEBRUARY)]

SINGLE

Thinking about the next 6 months, do you expect to be made redundant or lose your job because of the Covid-19 pandemic?

1. Yes, and I have already been informed that my job is at risk
2. Maybe, although I have not been informed that my job is at risk
3. No
4. Don't know

FU2 [ASK IF (W7=3-4) OR (W7=8 AND W1=7) (SELF-EMPLOYED FULL-TIME OR PART-TIME NOW, OR SEMI-RETIRED NOW AND WERE SELF-EMPLOYED IN FEBRUARY)]

SINGLE

Thinking about the next 6 months, how do you expect the Covid-19 pandemic will affect your business revenue (turnover), if at all?

1. Expect to cease trading in the next 6 months
2. Decrease a lot
3. Decrease a bit
4. No change
5. Increase a bit
6. Increase a lot
7. Don't know

FU3 [ASK IF W7=5 (UNEMPLOYED AND LOOKING FOR WORK NOW)]

SINGLE

Thinking about the next 6 months, how likely is it that you will find employment?

1. Very likely
 2. Somewhat likely
 3. Not very likely
 4. Not at all likely
 5. Don't know
-

FU4 [ASK ALL]

SINGLE

How do you expect the Covid-19 pandemic will affect your **household income** over the next 6 months?

I expect my household income to be...

1. A lot lower
2. A little lower
3. No different
4. A little higher
5. A lot higher
6. Don't know

FU5 [ASK IF D13=2-4 (OCCUPY PROPERTY CURRENTLY LIVE IN WITH A MORTGAGE, OTHER TYPE OF LOAN E.G. A LIFETIME MORTGAGE OR SHARED OWNERSHIP)]

SINGLE

How confident are you that you will be able to **meet your mortgage payments** over the next 6 months?

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

FU6 [ASK IF D13=5-7 (RENT PRIVATELY, RENT FROM A COUNCIL OR SOCIAL LANDLORD OR PAY RENT TO A RELATIVE OR FRIEND)]

SINGLE

How confident are you that you will be able to **meet your rent payments** over the next 6 months?

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

FU7 [ASK IF F9b=1-7 (HOLD A CREDIT OR LOAN PRODUCT NOW)]

SINGLE

How confident are you that you will be able to meet your **credit and loan repayments** over the next 6 months?

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

FU8 [ASK ALL]

SINGLE, GRID

Thinking about the next 6 months, how likely is it that you will face any of the following challenges?

Rows

- a) Increases in your debt levels overall
- b) Not being able to pay domestic bills
- c) Struggles to make ends meet

Columns

1. Very likely
 2. Somewhat likely
 3. Not likely
 4. Not at all likely
 5. Don't know
-

FU9 [ASK ALL]

SINGLE, GRID

And, still thinking about the next 6 months, how likely is it that you will do any of the following?

Rows

- a) Take out a new credit product or borrow more on an existing one
- b) Borrow money from friends or family
- c) Cut back or delay non-essential spending
- d) Cut back on essentials (e.g. food, clothing, medical care, housing)
- e) Use a food bank
- f) Contact lender(s) that you have borrowed money from to ask for help
- g) Seek debt advice
- h) Contact my pension provider(s) to take cash out of my pension **[SHOW IF ((D2 = 50+ AND W12=1-2) OR W12a=1-2 (AGED 50 OR OVER AND HAVE A PENSION CURRENTLY CONTRIBUTING TO OR A PENSION NOT CURRENTLY CONTRIBUTING TO))]**

Columns

- 1. Very likely
- 2. Somewhat likely
- 3. Not very likely
- 4. Not at all likely
- 5. Don't know

FU10 [ASK IF FU9g=1-2 (VERY LIKELY OR SOMEWHAT LIKELY TO SEEK DEBT ADVICE IN THE NEXT 6 MONTHS)]

SINGLE

You said you are likely to seek debt advice in the next 6 months. How would you prefer to get this debt advice?

- 1. Online (including online tools, webchats, or video conferencing)
 - 2. By telephone
 - 3. Face to face with an adviser
 - 4. No preference
 - 5. Don't know
-

10 | Closing demographics

CDINTRO [STATE TO ALL]

Finally, a couple of further questions about you and your circumstances.

Again, we are particularly interested in how peoples' circumstances have changed, if at all, because of the Covid-19 pandemic.

Please rest assured that the survey is confidential. We are simply interested in understanding the issues people face.

CD1 [ASK ALL]

SINGLE

During the Covid-19 pandemic, have you taken extra precautions because you are clinically vulnerable?

1. Yes, I 'shielded' because I am clinically extremely vulnerable (high risk)
2. Yes, I took extra precautions because I am clinically vulnerable (moderate risk)
3. No

D33 [ASK ALL]

MULTI

Do you have any physical or mental health condition(s) or illness(es) which have lasted or you expect to last for 12 months or more?

Select all that apply.

1. Yes - and this was the case at the end of February
 2. Yes - and this is the case now
 3. No [SINGLE CODE]
 4. Don't know [SINGLE CODE]
 5. Prefer not to say [SINGLE CODE]
-

D34 [ASK ALL]

MULTI, GRID

Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...

STATE IF D33=1,2: Do any of these condition(s) or illness(es) affect you in any of the following ways? Select all that apply.

STATE IF D33=3-5: Do you have any health condition(s) or illness(es) that affect you in any of the following ways?

Select all that apply.

Rows

1. Addiction, e.g. drugs, alcohol, gambling
2. Vision, e.g. blindness or partial sight
3. Hearing, e.g. deafness or partial hearing
4. Mobility, e.g. walking short distances or climbing stairs
5. Dexterity, e.g. lifting and carrying objects, or using a keyboard
6. Learning, understanding or concentrating
7. Memory, e.g. forgetting conversations or appointments
8. Mental health
9. Stamina, breathing or fatigue
10. Socially or behaviourally (associated with a mental health condition, or with a developmental disorder like autism or ADHD (attention deficit hyperactivity disorder))
11. Other
12. None of these [SINGLE CODE]
13. Don't know [SINGLE CODE]
14. Prefer not to say[SINGLE CODE]

Columns

- a) At the end of February
 - b) Now
-

D35 [ASK IF D33a OR D33b =1-2, OR D34a OR D34b =1-11 (HAVE MENTAL OR PHYSICAL HEALTH CONDITION(S) OR ILLNESS(ES) WHICH HAVE LASTED OR EXPECTED TO LAST FOR 12 MONTHS OR MORE, OR HAVE ANY HEALTH CONDITION(S) OR ILLNESS(ES) THAT AFFECT THEM IN ANY OF THE WAYS LISTED AT D34 INCLUDING OTHER, WHETHER AT THE END OF FEBRUARY OR NOW)]

SINGLE

[SHOW IF (D33a=1-2 OR D34a=1-11) AND (D33b=1-2 OR D34b=1-11) (BOTH HAVE NOW AND HAD AT END FEBRUARY: MENTAL OR PHYSICAL HEALTH CONDITION(S) OR ILLNESS(ES) WHICH HAVE LASTED OR EXPECTED TO LAST FOR 12 MONTHS OR MORE, OR HAVE ANY HEALTH CONDITION(S) OR ILLNESS(ES) THAT AFFECT THEM IN ANY OF THE WAYS LISTED AT D34 INCLUDING OTHER): Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...]

Do your condition(s) or illness(es) reduce your ability to carry out day-to-day activities?

Rows

1. Yes, a lot
2. Yes, a little
3. Not at all

Columns

- a) At the end of February [SHOW IF D33a=1-2 OR D34a=1-11 (HAD MENTAL OR PHYSICAL HEALTH CONDITION(S) OR ILLNESS(ES) WHICH HAD LASTED OR EXPECTED TO LAST FOR 12 MONTHS OR MORE, OR HAD ANY HEALTH CONDITION(S) OR ILLNESS(ES) THAT AFFECTED THEM IN ANY OF THE WAYS LISTED AT D34 INCLUDING OTHER, AT THE END OF FEBRUARY))]
- b) Now [SHOW IF D33b=1-2 OR D34b=1-11 (HAVE MENTAL OR PHYSICAL HEALTH CONDITION(S) OR ILLNESS(ES) WHICH HAVE LASTED OR EXPECTED TO LAST FOR 12 MONTHS OR MORE, OR HAVE ANY HEALTH CONDITION(S) OR ILLNESS(ES) THAT AFFECT THEM IN ANY OF THE WAYS LISTED AT D34 INCLUDING OTHER, NOW)]

D21b [ASK ALL]

MULTI, GRID

Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...

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 or your partner experienced?

Select all that apply.

Rows

1. Losing your job/ being made redundant
 2. Reduction in working hours that you didn't want
-

3. Being made bankrupt
4. Relationship breakdown/ separation from your partner
5. Divorce
6. Serious accident or illness (yourself)
7. Serious accident or illness of a close family member
8. Death of a parent
9. Death of your partner
10. Death of a child
11. Becoming the main carer for a close family member
12. None of these [SINGLE CODE]
13. Don't know [SINGLE CODE]
14. Prefer not to say [SINGLE CODE]

Columns

- a) In the 12 months to the end of February
- b) In the 12 months to now

CD2a [ASK IF MORE THAN 1 CODE SELECTED 'IN 12 MONTHS TO NOW' COLUMN AT D21b CODES 1-11 (MORE THAN ONE DIFFICULT LIFE EVENT IN THE 12 MONTHS TO NOW)]

MULTI

Just to check, which of these events, if any, occurred since the end of February?

Select all that apply.

Pipe answers selected at D21b Column 2 CODE 1-11

None of these [SINGLE CODE]

CD2b [ASK IF 1 CODE SELECTED 'IN 12 MONTHS TO NOW' COLUMN AT D21b CODES 1-11 (ONE DIFFICULT LIFE EVENT IN THE 12 MONTHS TO NOW)]

SINGLE

Just to check, did this event occur since the end of February?

1. Yes
2. No

D37 [ASK ALL]

MULTI, GRID

Thinking back to the end of February 2020, just before the Covid-19 lockdown began, and to your situation today...

Do you or any other adult in your household receive Carer's Allowance?

Carer's Allowance is a benefit you can qualify for if you care for someone at least 35 hours a week and they get certain benefits (such as disability living allowance, personal independence payment or attendance allowance).

Rows

- a) Yes, I do
- b) Yes, another adult in my household does
- c) No [SINGLE CODE]
- d) Don't know [SINGLE CODE]
- e) Prefer not to say [SINGLE CODE]

Columns

- a) At the end of February
- b) Now

CD3 [ASK ALL]

SINGLE

Do you currently receive Universal Credit or similar benefits?

1. Yes – and I was also receiving it in February (i.e. before lockdown started)
2. Yes – but I applied for and started receiving it since the end of February (i.e. after lockdown started)
3. Not yet – I have applied recently and been told it will start soon
4. No – I have applied recently and am waiting to hear
5. No
6. Don't know
7. Prefer not to say

CD4 [ASK ALL]

SINGLE

The Covid-19 (coronavirus) pandemic has highlighted the importance of having a strong support network in place - people in your life, such as relatives, friends or neighbours, who can help you when you need it.

Thinking specifically about tasks related to financial services, for example, making cash withdrawals; contacting your bank, insurer or another financial firm; or understanding financial literature, **do you have anyone you could turn to for help if you needed it?**

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

CD5 [ASK ALL]

SINGLE

In general, how easy or difficult do you find it to recover from negative experiences?

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

CD6 [ASK ALL]

SINGLE

A key priority of the FCA is to protect the most vulnerable in society.

The FCA has defined a 'vulnerable consumer' as someone who, due to their circumstances, may not be able to engage well with financial services providers, represent their own interests, or handle difficult situations, particularly if a financial services provider is not acting with appropriate levels of care.

Based on this description, do you think of yourself as a vulnerable consumer?

1. Yes
 2. No
 3. Don't know
 4. Prefer not to say
-

11 | Consent and close

C1 [ASK ALL MODE TELEPHONE]

SINGLE

We may wish to re-contact you to take part in further research in this area. Are you happy to be re-contacted for this purpose?

1. Yes – happy to be re-contacted
2. No

C2 [ASK ALL MODE TELEPHONE]

SINGLE

And are you happy for Critical Research to contact you if we need to check any answers you have given in this survey?

1. Yes – happy to be re-contacted
2. No

AD1new [ASK ALL MODE TELEPHONE]

SINGLE

The information you and others have provided will give the FCA a robust evidence base, to identify issues consumers have with financial products and services.

The FCA, or a research agency acting on their behalf, may wish to invite you to take part in further research about a topic that is very important to you and your family.

Agreeing now for your details to be passed on does not mean that you must take part. You can always refuse. If you do take part, you may be offered an incentive such as a cash payment or gift voucher to thank you for your time and effort. Would you be happy for Critical Research to pass on your contact details for further research?

1. Yes, pass on my details for further research - I can decide later whether to take part or not
 2. No, do not pass on my details
-