

# **The impact on business and consumers of a cap on the total cost of credit**

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**Consumer Survey questionnaire**

**TNS-BMRB**

**Personal Finance Research Centre  
University of Bristol**

**2013**

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## INTRODUCTION

[DISPLAY NAME FROM SAMPLE]

Good morning/afternoon/evening. My name is ... and I am calling from TNS-BMRB. We are carrying out a Consumer Credit Survey looking at the service [NAME OF COMPANY SAMPLED FROM] provides to its customers and their use of credit.

We are as interested to hear from people who have had good or bad experiences.

The research is being conducted on behalf of the Department for Business, Innovation and Skills, which is responsible for consumer credit policy.

You should have recently received a letter about the survey explaining that we would be contacting you.

IF RESPONDENT SAYS THEY HAVE NOT RECEIVED LETTER AND WOULD LIKE TO SEE THIS BEFORE CONTINUING TAKE DETAILS AND ARRANGE TO CALL BACK.

IF NOT SPEAKING TO [NAME FROM SAMPLE] ASK: Is [NAME FROM SAMPLE] resident at THIS address?

IF YES, CONTINUE. IF NO, RECORD AS UNPRODUCTIVE OUTCOME.

ONCE SPEAKING TO CORRECT RESPONDENT: Would you be able to spare around 20 minutes to answer some questions?

- 1) Yes (CONTINUE)
- 2) No (RECORD OUTCOME)

## ASK ALL

I would like to ask you some questions about your views and experiences of taking out a [payday loan/home credit loan/pawnbroking loan] from [name of lender], other lenders, and other types of credit you may have had in the last year.

## ASK PDL

Just to be clear, by a payday loan, I mean a loan that you apply for – [in a shop or store/online] – that is due for repayment in one lump sum a few days or weeks after you take it out. They are called payday loans because the repayment date is often set to fall on the same date that the person borrowing the money is expecting their wages or benefits to be paid.

## ASK HC

Just to be clear, by a home credit loan, I mean a cash loan from a company that collects the payments from your home.

## ASK PB

Just to be clear, by a pawnbroking loan, I mean a cash loan that is secured with one or more pledged items.

## 1. General views and attitudes towards sampled sector

I'd like to start by asking you how you generally feel about [payday loans/home credit loans/pawnbroking loans], based on your experience of borrowing from [name of lender] and any other payday lenders you may have used.

### ASK ALL

- 1.1 First, I'm going to read out some things that other people have said about [payday lending/home credit/pawnbroking]. Please can you tell me whether, on balance, you agree or disagree with them?

[RANDOMISE ORDER OF STATEMENTS]

- The rate of interest I pay is fair
- It is an expensive way of borrowing
- It is a good way to raise cash quickly
- It is too easy for me to borrow money this way
- It helps me to buy things I couldn't otherwise afford
- It makes it easier for me to manage when money is tight
- It traps me into a cycle of borrowing

- 1) Agree
- 2) Disagree
- 3) Don't know/does not apply
- 4) Refused



**ASK ALL**

- 1.2 And would you agree or disagree with the following statements?  
[RANDOMISE ORDER OF STATEMENTS]

- I'm less likely to get into difficulty using a [payday loan/home credit loan/pawnbroking loan] than a credit card or overdraft
- I use [payday loans/home credit loans/pawnbrokers] because I can't borrow from anywhere else
- I use [payday loans/home credit loans/pawnbrokers] because they are cheaper than other types of borrowing

- 1) Agree
- 2) Disagree
- 3) Don't know/does not apply
- 4) Refused

**ASK ALL**

- 1.3 Now thinking about the general financial situation of your household in the last 12 months, how often have you run out of money before the end of the week or month? Include any times when you have used a credit card or overdraft to get by. Would you say it was... READ OUT  
[REVERSE ORDER FOR HALF SAMPLE]

- 1) Always
- 2) Most of the time
- 3) Sometimes
- 4) Hardly ever
- 5) Never
- 6) [SPONTANEOUS ONLY] Don't know/too hard to say/varies too much
- 7) Refused

**ASK ALL**

- 1.4 And thinking back over the last five years, has your financial situation got better, worse or stayed the same... CODE ONE ONLY

- 1) Better
- 2) Worse
- 3) Stayed the same
- 4) (SPONTANEOUS ONLY) Fluctuated or too difficult to say
- 5) Don't know
- 6) Refused

## 2. The decision to borrow

I would now like to ask you some questions about the most recent [payday loan/home credit loan/pawnbroking loan] that you took out [in-store] from [name of lender].

### ASK ALL

- 2.1 First, please can you tell me when you took out this loan? I just need a month and year.  
INTERVIEWER: RECORD YEAR HERE AND MONTH ON THE NEXT SCREEN

- 1) 2012
- 2) 2011
- 3) 2010
- 4) 2009
- 5) 2008
- 6) Don't know
- 7) Refused

ENTER MONTH HERE [NOTE FOR SCRIPTING - DON'T ASK THIS IF DK/REF THE YEAR]

- 1) January
- 2) February
- 3) March
- 4) April
- 5) May
- 6) June
- 7) July
- 8) August
- 9) September
- 10) October
- 11) November
- 12) December
- 13) Don't know
- 14) Refused

### ASK IF DON'T KNOW / REFUSED MONTH OR YEAR

- 2.2 Can you tell me how long ago you took this loan out? Was it...  
READ OUT AND CODE FIRST THAT APPLIES

- 1) In the last month
- 2) In the last 3 months
- 3) In the last six months
- 4) In the last year
- 5) Or more than a year ago?
- 6) Don't know
- 7) Refused

**ASK ALL**

2.3 What did you use this money for?

IF RESPONDENT SAYS THEY HAVE NOT USED THE MONEY YET ASK: What do you plan to use the money for?

PROBE: What else?

CODE ALL THAT APPLY

- 1) To pay for day to day living expenses, e.g. food or grocery shopping
- 2) To pay rent or mortgage (including arrears)
- 3) To pay other household bills such as gas and electric, water and telephone (including arrears)
- 4) To pay for a Birthday/Christmas/other special occasion (e.g. presents, catering)
- 5) To pay for a holiday
- 6) To pay for repairs (e.g. to a car or washing machine) or to decorate
- 7) To pay off another loan from the same lender
- 8) To pay off another [payday loan/home credit loan/pawnbroking loan] from a different lender
- 9) To pay off a loan from a friend or family member
- 10) To pay off a loan from an unlicensed lender who charges interest (loan shark)
- 11) To pay off/reduce a credit card
- 12) To pay off/reduce/avoid an overdraft, including to avoid a bank charge
- 13) To pay off/reduce any other credit commitments
- 14) To make any other purchase
- 15) Other (SPECIFY)
- 16) Don't know
- 17) Refused

2.4 Question deleted

**ASK ALL**

2.5 On this particular occasion, why did you choose to get a [payday loan/home credit loan/pawnbroking loan] rather than borrow the money in any other way?

IF NECESSARY: Remember I'd like you to think only about your most recent [payday loan/home credit loan/pawnbroking loan].

PROBE: What else?

CODE ALL THAT APPLY

1. I could get the money quickly and easy
2. I was up to my limit on my credit card or overdraft
3. I couldn't borrow the money from anywhere else
4. There are no charges for late payment
5. They would only let me borrow what I could afford to repay
6. It is the only way to get a very short term loan
7. They will let me [extend or increase the loan/renew the pledge]
8. There was no credit check required
9. There is nowhere else that lends such a small sum of money
10. It is cheaper than other types of lending
11. Other (SPECIFY)
12. Don't know
13. Refused

**ASK ALL**

- 2.6 If you could not have got a [payday loan/home credit loan/pawnbroking loan] at all on this occasion, what are you most likely to have done instead?

IF NECESSARY: Remember I'd like you to think only about your most recent [payday loan/home credit loan/pawnbroking loan].

READ OUT AND CODE ONE ONLY

- 1) Gone without
- 2) Sold something
- 3) Used savings
- 4) Saved up
- 5) Borrowed from a friend or relative
- 6) Asked a friend or relative to give you the money or buy things on your behalf
- 7) Borrowed in some other way
- 8) Something else (SPECIFY)
- 9) (SPONTANEOUS ONLY) Don't know/too hard to say
- 10) Refused

**ASK IF WOULD HAVE BORROWED IN SOME OTHER WAY [IF 2.6 = code 7]**

- 2.7 And how are you most likely to have borrowed this money?

CODE ONE ONLY – THE MOST LIKELY OPTION

IF NECESSARY: Remember I'd like you to think only about your most recent [payday loan/home credit loan/pawnbroking loan].

- 1) On a credit card
- 2) On a store card (e.g. Argos, Debenhams)
- 3) On an overdraft
- 4) Payday loan from a branch-based lender e.g. The Money Shop
- 5) Payday loan from an online lender e.g. Wonga
- 6) From a company that collects payments from your home (e.g. Provident, Greenwoods)
- 7) From a pawnbroker
- 8) Buying goods on credit (including hire purchase, mail order, rent-to-buy) e.g. Brighthouse
- 9) From a Credit Union or other community finance organisation (e.g. CDFI)
- 10) From the Social Fund
- 11) From a bank, building society or finance company (e.g. Norton Finance, Blackhorse car finance)
- 12) From an unlicensed lender who charges interest (loan shark)
- 13) Depends on amount needed/varies too much to say
- 14) Some other way (SPECIFY)
- 15) Don't know
- 16) Refused

**ASK ALL**

- 2.8 And if the cost of taking out a loan from [name of lender] on this occasion had been higher, how likely are you to still have taken the loan out? READ OUT

- 1) Very likely
- 2) Fairly likely
- 3) Not very likely, or
- 4) Not at all likely?
- 5) Don't know
- 6) Refused

**ASK ALL**

- 2.9 Which, if any, of these pieces of information about cost did you consider when taking out this loan?

IF NECESSARY: Remember I'd like you to think only about your most recent [payday loan/home credit loan/pawnbroking loan].

READ OUT AND CODE ALL THAT APPLY

- 1) The regular repayment amount
- 2) The total amount of interest that would be charged
- 3) The total amount you had to repay, including the original amount borrowed plus interest
- 4) The APR
- 5) Other fees or charges, such as early resettlement or penalty charges
- 6) None of these [SINGLE CODE]
- 7) Don't know
- 8) Refused

**ASK IF MORE THAN ONE OPTION (CODES 1-6) CODED AT 2.9**

- 2.10 And which of these was the most important?  
[ONLY DISPLAY OPTIONS CODED AT 2.9 + DK AND REF]

- 1) The regular repayment amount
- 2) The total amount of interest that would be charged
- 3) The total amount you had to repay, including the original amount borrowed plus interest
- 4) The APR
- 5) Other fees or charges, such as early resettlement or penalty charges
- 6) Something else (SPECIFY)
- 7) Don't know
- 8) Refused

### 3. Taking out the loan

#### ASK ALL

- 3.1 Thinking back to when you took out your most recent loan from [name of lender], did you already have an existing [payday loan/home credit loan/pawnbroking loan] with [name of lender] that you had not [repaid/redeemed]?

IF NECESSARY: Remember I'd like you to think only about your most recent [payday loan/home credit loan/pawnbroking loan].

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

#### ASK FOR PDL/HC AND IF ALREADY HAD A LOAN WITH THIS LENDER [3.1 = YES]

- 3.2 Did you... READ OUT

- 1) Take on a new loan and use part or all of it to pay off the old loan
- 2) Or take on an extra loan but keep paying an old loan to this lender?
- 3) Did something else (SPECIFY)
- 4) Don't know
- 5) Refused

#### ASK ALL

- 3.3 How much money did you borrow when you took out your most recent loan?  
ROUND TO THE NEAREST POUND. IF RESPONDENT DOES NOT KNOW THE EXACT AMOUNT,  
ACCEPT A BEST ESTIMATE

ENTER NUMERIC AMOUNT [1-99999]

Don't know

Refused

**ASK FOR PDL/HC ONLY**

- 3.4 And when you took this loan out which of the following, if any, did [name of lender] ask you for?

READ OUT AND CODE ALL THAT APPLY

IF NECESSARY: Remember I'd like you to think only about your most recent [payday loan/home credit loan].

- 1) Information about your income
- 2) Pay slips or other proof of income
- 3) Copies of bank statements
- 4) Details of your outgoings
- 5) Information on any other credit commitments you had at the time
- 6) None of these, but asked on previous occasion [spontaneous, SINGLE CODE]
- 7) None of these [SINGLE CODE]
- 8) Don't know
- 9) Refused

**ASK FOR ONLINE PDL ONLY**

- 3.5 And on this particular occasion, did you apply for the loan directly to [name of lender] or did you apply through a broker or other third party?

IF NECESSARY: Remember I'd like you to think only about your most recent payday loan.  
CODE ONE ONLY

- 1) Applied directly to lender
- 2) Applied through a broker or other third party
- 3) Don't know
- 4) Refused

**ASK ALL**

- 3.6 At the time you took this loan out, did you pay any up-front fees, such as a set up or administration fee? Please include fees paid to a broker or third party.

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

#### 4. Shopping around

##### ASK ALL

4.1 Deleted

4.2 Before you took this loan out from [name of lender], did you find out what it would cost to borrow the money you needed from any other [payday lenders/home credit company/pawnbroker]?

IF NECESSARY: Remember I'd like you to think only about your most recent [payday loan/home credit loan/pawnbroking loan].

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

##### ASK FOR HC ONLY

4.3 Did you use the "Lenders Compared" website to compare the cost of different lenders?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

##### ASK ALL

4.4 And did you find out how much it would cost to borrow the money you needed from any type of lender other than a [payday lender/home credit company/pawnbroker]?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

##### ASK ALL

4.5 Can I check, did you actually try to borrow the money in any other way before you took out this [payday loan/home credit loan/pawnbroking loan]?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused



**ASK IF TRIED TO BORROW**

- 4.6 Who did you try to borrow the money from?  
DO NOT PROMPT BUT CODE ALL THAT APPLY

- 1) On a credit card
- 2) On a store card (e.g. Argos, Debenhams)
- 3) On an overdraft
- 4) From [a/another] branch-based payday lender
- 5) From [a/another] online payday lender e.g. Wonga
- 6) From [a/another] company that collects payments from your home (e.g. Provident, Greenwoods)
- 7) From [a/another] pawnbroker
- 8) Buying goods on credit (including hire purchase, mail order, rent-to-buy) e.g. Brighthouse
- 9) From a Credit Union or other community finance organisation (e.g. CDFI)
- 10) From the Social Fund
- 11) From a bank, building society or finance company (e.g. Norton Finance, Blackhorse car finance)
- 12) From a friend or relative
- 13) From an unlicensed lender who charges interest (loan shark)
- 14) Depends on amount needed/varies too much to say
- 15) Some other way (SPECIFY)
- 16) Don't know
- 17) Refused

**ASK ALL**

- 4.7 And did you consider any of these alternative ways of raising the money?  
READ OUT AND CODE ALL THAT APPLY

- 1) Using savings
- 2) Saving up the money
- 3) Selling something
- 4) None of these [SINGLE CODE]
- 5) Don't know
- 6) Refused

**ASK ALL**

- 4.8 Imagine you needed to borrow a similar amount of money again for a similar purpose. I'd like to ask you whether you would or would not consider using...

READ OUT AND CODE ALL THAT APPLY

- 1) A credit card
- 2) A store card (e.g. Argos, Debenhams)
- 3) Overdraft
- 4) Payday loan from a store or branch e.g. MoneyShop
- 5) Payday loan from an online lender e.g. Wonga
- 6) Loan from a company that collects payments from your home e.g. Provident, Greenwoods
- 7) Loan from a pawnbroker
- 8) Loan from a Credit Union or other community finance organisation
- 9) Loan from the Social Fund
- 10) Any other type of loan from a bank, building society or finance company e.g. Norton Finance, Blackhorse car finance
- 11) From a friend or relative
- 12) Loan from an unlicensed lender who charges interest such as loan shark
- 13) Borrow in some other way
- 14) None of above
- 15) Don't know
- 16) Refused

## 5. Repaying the loan

Now I would like to ask you about repaying the loan that we have been talking about.

### ASK ALL

5.1 Have you repaid this loan in full [and redeemed the item or items you pledged/or is there still an amount that is yet to be repaid]?

- 1) Repaid in full
- 2) Still an amount to be repaid
- 3) Don't know
- 4) Refused

[NOTE FOR SCRIPTERS: 5.2 – 5.7 TO ONLY BE ASKED OF SAMPLE TYPES 1, 2 AND 4]

### ASK PDL AND PB IF REPAID IN FULL AT 5.1

5.2 Did you repay the loan in full when it first became due?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

### ASK PDL AND PB IF DID NOT REPAY IN FULL WHEN FIRST BECAME DUE AT 5.2 (IF 5.1 = 2)

5.3 Did you... READ OUT

- 1) Extend or renew this loan by paying the interest, sometimes called a rollover
- 2) Arrange a repayment plan with the lender
- 3) Or do something else? (SPECIFY)
- 4) Don't know
- 5) Refused

### ASK PDL AND PB IF EXTENDED OR RENEWED AT 5.3

5.4 How many times in total did you extend or renew this loan?

- 1) 1
- 2) 2
- 3) 3
- 4) 4 or 5
- 5) 6 or more
- 6) Don't know
- 7) Refused

**ASK PDL AND PB IF NOT REPAID IN FULL AT 5.1 (IF 5.1 = 2)**

5.5 According to the original agreement for this loan, should you have repaid the loan by now or is it not yet due?

- 1) Not yet due
- 2) Should have repaid it
- 3) Don't know
- 4) Refused

**IF SHOULD HAVE REPAID AT 5.5 [CODE 2]**

5.6 Have you... READ OUT AND CODE ONE ONLY

- 1) Extended or renewed the loan by paying the interest, sometimes called a rollover
- 2) Arranged a repayment plan with the lender
- 3) Lost the items you had pledged because you didn't redeem them or renew the loan
- 4) Not taken any action
- 5) Or done something else? (SPECIFY)
- 6) Don't know
- 7) Refused

**ASK PDL AND PB IF EXTENDED OR RENEWED THE LOAN AT 5.6 [CODE 1]**

5.7 How many times in total have you extended or renewed this loan?

- 1) 1
- 2) 2
- 3) 3
- 4) 4 or 5
- 5) 6 or more
- 6) Don't know
- 7) Refused

**[NOTE FOR SCRIPTERS: 5.8 – 5.11 TO ONLY BE ASKED OF SAMPLE TYPE 3]**

**ASK FOR HC**

5.8 How much do (did) you have to repay on this loan every week or month?

INTERVIEWER: CODE AMOUNT HERE AND PERIOD COVERED ON NEXT SCREEN.

ENTER AMOUNT [1-99999]

Don't know  
Refused

PERIOD COVERED:

- 1) Week
- 2) Month
- 3) Don't know
- 4) Refused

**ASK FOR HC**

- 5.9 According to the loan agreement, over how many weeks/months do (did) you have to repay this loan?

INTERVIEWER: ENTER NUMBER HERE AND WHETHER WEEKS OR MONTHS ON NEXT SCREEN

ENTER NUMBER [1-999]

Don't know

Refused

PERIOD COVERED:

- 1) Week
- 2) Month
- 3) Don't know
- 4) Refused

**ASK FOR HC**

- 5.10 Have you missed (did you miss) any of the repayments you were supposed to make?  
IF YES ASK: How many? ACCEPT A BEST ESTIMATE

- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5-10
- 6) No - not missed a repayment
- 7) Don't know
- 8) Refused

**ASK FOR HC IF CODES 1 TO 5 AT 5.10**

- 5.11 Which of the following statements best describes the current situation regarding the payments you have missed? Have you... READ OUT AND CODE ONE ONLY

- 1) Arranged with the lender to repay what you owe and are doing so or have done so
- 2) Taken out another loan from the same lender and paid off what you owed
- 3) Taken out another loan from a different home credit lender and paid off what you owed
- 4) Are you still in arrears and cannot afford to repay what you owe
- 5) Or are you still in arrears and do not intend to repay what you owe
- 6) Something else (SPECIFY)
- 7) Don't know
- 8) Refused

**ASK ALL**

- 5.12 Has your lender added any extra fees or charges other than the interest charged on the loan?  
This might include a penalty charge for missing a payment, or a charge for sending you a letter.

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

**ASK ALL**

- 5.13 And where did you (do you think you will) get the money from that you used (will use) to repay the loan? Was/is it mostly from... READ OUT AND CODE FIRST THAT APPLIES

- 1) Earnings
- 2) Other income, including social security benefits or a pension
- 3) Another loan from [name of lender]
- 4) A loan from another payday lender
- 5) Some other type of commercial borrowing
- 6) A loan from a friend or family member
- 7) A loan from an unlicensed or unofficial lender (e.g. loan shark)
- 8) Some other way (specify)
- 9) Or, will you be unable to make the payment?
- 10) (SPONTANEOUS ONLY) Not intending to repay
- 11) Don't know
- 12) Refused

**ASK ALL**

- 5.14 Taking everything into account, was/is the total amount that you had (will have) to repay more than, less than or about what you originally expected when you took out this loan?

- 1) More
- 2) Less
- 3) About as I expected
- 4) (SPONTANEOUS ONLY) I didn't know what it would cost
- 5) Don't know
- 6) Refused

## 6. Satisfaction and self-reported impacts

### ASK ALL

- 6.1 Overall, as a result of taking out this loan, would you say that you are now... READ OUT AND CODE ONE ONLY

- 1) Better off financially
- 2) Worse off financially
- 3) Or about the same?
- 4) (SPONTANEOUS ONLY) Too early to say
- 5) Don't know
- 6) Refused

- 6.2 Overall, how satisfied or dissatisfied are you with the service you have received from [name of lender]? READ OUT AND CODE ONE ONLY

- 1) Very satisfied
- 2) Fairly satisfied
- 3) Fairly dissatisfied, or
- 4) Very dissatisfied?
- 5) Don't know
- 6) Refused

### ASK ALL CODES 1 TO 4 AT 6.2

- 6.3 Why do you say you are [very/fairly satisfied/dissatisfied]?

PROBE: What else?

CODE ALL THAT APPLY

- 1) Location/convenience
- 2) Opening hours
- 3) Ability to apply online
- 4) Application process
- 5) Speed of loan decision
- 6) Cost of borrowing/ APR
- 7) Customer service
- 8) Ability to renew/extend/rollover loan agreement
- 9) Other (SPECIFY)
- 10) Don't know
- 11) Refused

### ASK ALL

- 6.4 Would you recommend [name of lender] to someone else who needed to take out a loan?

- 12) Yes
- 13) No
- 14) Don't know
- 15) Refused

## 7. Other [payday/home credit/pawnbroking] lending

### ASK ALL

- 7.1 Can I just check, how many [payday loans/home credit loans/pawnbroking loans] do you currently have, whether from [name of lender] or any others [PDL & PB that operate from a branch or online]? Please include the loan we have been talking about.

ENTER NUMBER (0-99)

Don't know

Refused

### ASK IF HAS MORE THAN ONE LOAN [IF 7.1 > 1]

- 7.2 And how many [payday lenders/home credit companies /pawnbroking companies] do you currently have loans from?

ENTER NUMBER (0-99)

Don't know

Refused

### ASK ALL

- 7.3 And, thinking back over the last 12 months, how many [payday loans/home credit loans/pawnbroking loans] have you had in total from any lender? Please include the most recent loan we have been talking about (and the other ones you currently have).

IF NECESSARY: we only need your best estimate

ENTER NUMBER (0-99)

Don't know

Refused



## 8. Financial circumstances and other borrowing

I would now like to ask some more general questions about your financial situation.

### ASK ALL

- 8.1 Do you have a bank account that is provided by a bank, building society or credit union, either in your name or joint names? Please do not include a Post Office Card Account or POCA.

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

### ASK IF HAS BANK ACCOUNT [8.1 = YES]

- 8.2 Do you currently have an agreed overdraft, either in your own name or jointly with someone else? These are sometimes called planned or authorised overdrafts. Please include any that are not in use.

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

### ASK IF HAS BANK ACCOUNT [8.1 = YES]

- 8.3 Have you been overdrawn on (any of) your bank account(s) in the last 12 months?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

### ASK IF HAVE AGREED OVERDRAFT AND OVERDRAWN [8.2 = YES AND 8.3 = YES]

- 8.4 Have you gone over your agreed overdraft limit on any of your accounts in the last 12 months?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

**ASK IF HAS BANK ACCOUNT [8.1 = YES]**

8.5 Do you have any other overdraft facilities, whether in your own or joint names, that are currently not in use, for example, an overdraft that you would use only in an emergency?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

**ASK ALL**

8.6 Do you currently have any credit cards that you hold in your own name or jointly with someone else? Please include any that are not in use.

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

**ASK IF HAS CREDIT CARDS [8.6 = YES]**

8.7 Have you been unable to make the minimum payment on (any of) your credit cards at any time in the last 12 months?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

**ASK IF HAS CREDIT CARDS [8.6=YES]**

8.8 Do you have any credit cards that have unused balances, for example, a card that you are keeping for an emergency?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

**ASK ALL**

- 8.9 Please can you tell me which of the following you have had in the last 12 months, whether in your own name or jointly with someone else? Please include any that you are in arrears with.

IF NECESSARY: I HAVE TO READ THESE OUT TO MAKE SURE WE'VE CONSIDERED ALL THE OPTIONS. WE ARE NEARLY AT THE END OF THE INTERVIEW

DO NOT INCLUDE MORTGAGES

READ OUT AND CODE ALL THAT APPLY

- 1) Payday loan from a branch-based lender
- 2) Payday loan from an online lender e.g. Wonga
- 3) Loan from company that collects payments from your home (e.g. Provident, Greenwoods)
- 4) Loan from a pawnbroker
- 5) Goods bought on credit (including hire purchase, mail order, rent-to-buy) e.g. Brighthouse
- 6) Loan from a Credit Union or other community finance organisation
- 7) Loan from an unlicensed lender who charges interest, sometimes called a loan shark
- 8) Loan from the Social Fund
- 9) Bought goods using a store card
- 10) Any other type of loan from a bank, building society or finance company e.g. Norton Finance, Blackhorse car finance
- 11) None of these [SINGLE CODE]
- 12) Don't know
- 13) Refused

**ASK IF HAS ANY FORM OF LOAN OR CREDIT AGREEMENT IN LAST 12 MONTHS [ANY OF CODES 1-10 CODED AT 9.9]**

- 8.10 Now thinking about these loans and other credit agreements, have you been unable to make the repayments on these on time on any occasion in the last 12 months?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

**ASK ALL**

- 8.11 In the last 12 months, have you and your household been unable to pay any of these bills at the final reminder due to a lack of money? READ OUT AND CODE ALL THAT APPLY

- 1) Rent or mortgage payments
- 2) Council tax
- 3) Gas, electricity or other fuel bills
- 4) Water bill
- 5) Telephone bill (including mobile phone/broadband)
- 6) TV licence
- 7) Income tax or VAT payments
- 8) Other (SPECIFY)
- 9) None of these [SINGLE CODE]
- 10) Don't know
- 11) Refused

**ASK ALL**

8.12 Have you, or your partner, experienced any of the following things in the last five years?

READ OUT AND CODE ALL THAT APPLY

- 1) Bad credit rating with a credit reference agency
- 2) County court judgement
- 3) Visits from debt collectors or bailiffs
- 4) Threats of repossession or eviction from home
- 5) Made an arrangement with creditors to pay off arrears (including arrangements set up by a debt advice agency or debt management company or an IVA Individual Voluntary Arrangement)
- 6) Made a Debt Relief Order or been made bankrupt
- 7) Had gas, electricity or phone cut-off due to non-payment
- 8) None of these [SINGLE CODE]
- 9) Don't know
- 10) Refused

## 9. Socio-demographic characteristics

To finish with I have just a few more about yourself. As with the rest of the questions, the answers you give will be treated in confidence.

### ASK ALL

9.1 ENTER GENDER. DO NOT ASK.

- 1) Male
- 2) Female

### ASK ALL

9.2 Can you tell me how old you were at your last birthday?  
IF NECESSARY PROMPT FOR APPROXIMATE AGE TO CODE BY GROUP

- 1) 16-19
- 2) 20-29
- 3) 30-39
- 4) 40-49
- 5) 50-59
- 6) 60-65
- 7) 66-69
- 8) 70+
- 9) Don't know
- 10) Refused

### ASK ALL

9.3 Who usually shares your accommodation with you?  
CODE ALL THAT APPLY

- 1) No-one else
- 2) Wife, husband or partner you live with as a couple
- 3) Children aged under 16
- 4) Children aged 16-18 who are at school or college
- 5) Other adult children
- 6) Parent/parents
- 7) Other adults who share meals or living room with you
- 8) Don't know
- 9) Refused

**ASK IF HAS PARTNER [10.3 = CODE 2]**

- 9.4 Can I just check, is your partner over or under State Pension Age?  
PROMPT IF NECESSARY: State Pension Age is 60 for a woman and 65 for a man.

- 1) Over state pension age
- 2) Under state pension age
- 3) Don't know
- 4) Refused

**ASK ALL**

- 9.5 Which of the following best describes your housing situation? Do you...  
READ OUT AND CODE FIRST THAT APPLIES

- 1) Rent your home from a private landlord
- 2) Rent your home from a local authority or housing association
- 3) Own your home with a mortgage
- 4) Own your home outright
- 5) Part buying-part renting your home through a shared ownership scheme
- 6) Live with parents
- 7) Or have some other living arrangement
- 8) Don't know
- 9) Refused

- 9.6 And which one of these descriptions best applies to your current situation? Are you...  
READ OUT AND CODE FIRST THAT APPLIES  
IF CURRENTLY OFF WORK BECAUSE OF ILL HEALTH OR ON MATERNITY LEAVE, PROBE TO FIND OUT IF EMPLOYED FULL OR PART TIME

- 1) Employed or self-employed full-time (30+ hours per week)
- 2) Employed or self-employed part-time (less than 30 hours per week)
- 3) Unemployed and looking for work (including on a government work or training scheme)
- 4) Looking after the home/caring for family
- 5) Unable to work because of ill-health or disability
- 6) Permanently retired from work
- 7) Or are you in full-time education
- 8) Other (SPECIFY)
- 9) Don't know
- 10) Refused

**ASK ALL WITH PARTNER**

- 9.7 And is your partner currently working, either full time or part time?

- 1) Yes, full time
- 2) Yes, part time
- 3) No
- 4) Don't know
- 5) Refused

**ASK IF RESPONDENT OR PARTNER IS WORKING [IF 10.6 = 1 or 2 or 10.7 = 1 or 2]**

9.8 Do you (or your partner) receive Working Tax Credits?

- 1) Yes
- 2) No
- 3) Don't know
- 4) Refused

**ASK IF RESPONDENT OR PARTNER IS OVER STATE PENSION AGE**

9.9 Do you (or your partner) receive Pension Credit?

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

**ASK ALL**

9.10 How much income do you and your partner receive in total each week or month? Please include take-home pay, pensions, social security benefits including Child Benefit, tax credits or any other regular income.

IF RESPONDENT DOES NOT KNOW THE EXACT AMOUNT, ACCEPT A BEST ESTIMATE

IF NECESSARY: INCOME INFORMATION WILL ONLY BE USED TO PUT PEOPLE INTO A BROAD CATEGORY

INTERVIEWER: TAKE-HOME PAY IS PAY AFTER TAX.

INTERVIEWER: ENTER AMOUNT HERE AND PERIOD COVERED ON NEXT SCREEN.

ENTER AMOUNT (0-999999)

Don't know

Refused

**IF AMOUNT ENTERED:**

ENTER PERIOD COVERED HERE

- 1) Per week
- 2) Per fortnight/two weeks
- 3) Per four weeks
- 4) Per five weeks
- 5) Per month
- 6) Other period (specify)
- 7) Don't know
- 8) Refused

**ASK ALL**

9.11 Can I ask which of these best describes you? READ OUT

- 1) White British
- 2) White Irish
- 3) Other White background
- 4) Mixed
- 5) Asian or Asian British
- 6) Black or Black British
- 7) Chinese
- 8) Other
- 9) Refused

**ASK ALL**

9.12 Finally, taking everything into account, please can you tell me how strongly you agree or disagree with the following statements about yourself?

[RANDOMISE ORDER OF STATEMENTS]

- I am impulsive and tend to buy things even when I can't really afford them
- I am more of a saver than a spender
- I prefer to buy things on credit than wait and save up

- 1) Agree strongly
- 2) Tend to agree
- 3) Tend to disagree
- 4) Disagree strongly
- 5) Don't know
- 6) Refused

That is all the questions I have. Can I just finish by thanking you for the time you have taken to help with this survey?

**ASK ALL**

9.13 Would you be willing for an interviewer from the University of Bristol to contact you by telephone to take part in a follow-up interview to discuss these issues in more detail?

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

As I explained at the beginning of the interview, all your answers will be treated in the strictest confidence, and you will not be identified as a result of taking part.