

ZA4980

**Flash Eurobarometer 243
(Consumers' views on switching service providers)**

**Country Specific Questionnaire
United Kingdom**

FLASH EUROBAROMETER Questionnaire

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

- [][] years old
- [00] [REFUSAL/NO ANSWER]

D3. How old were you when you stopped full-time education?

[Write in THE AGE WHEN EDUCATION WAS TERMINATED]

- [][] years old
- [00] [STILL IN FULL TIME EDUCATION]
- [01] [NEVER BEEN IN FULL TIME EDUCATION]
- [99] [REFUSAL/NO ANSWER]

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES]

- SELF-EMPLOYED

- i.e. : - farmer, forester, fisherman..... 11
- owner of a shop, craftsman 12
- professional (lawyer, medical practitioner, accountant, architect,...) 13
- manager of a company 14
- other 15

- Employee

- i.e. : - professional (employed doctor, lawyer, accountant, architect) 21
- general management, director or top management 22
- middle management 23
- Civil servant 24
- office clerk..... 25
- other employee (salesman, nurse, etc...)..... 26
- other 27

- Manual worker

- i.e. : - supervisor / foreman (team manager, etc...) 31
- Manual worker 32
- unskilled manual worker..... 33
- other 34

- Without a professional activity

- i.e. : - looking after the home 41
- student (full time)..... 42
- retired 43
- seeking a job..... 44
- other 45
- [Refusal] 99

D6. Would you say you live in a ...?

- metropolitan zone..... 1
- other town/urban centre 2
- rural zone / zone with less than 10.000 inhabitants..... 3
- [Refusal]..... 9

D10. Do you have an internet connection available at home...

- through a dial up or 1
- through a broadband connection or..... 2
- you have no connection at home?..... 3
- [DK/NA] 9

Q1. Could you tell me which of the following services or providers do you use?

[READ OUT – ONE ANSWER PER LINE – FILTER QUESTION: IF A SPECIFIC SERVICE IS NOT USED THE FOLLOWING QUESTIONS RELATED TO THAT SERVICE ARE IGNORED]

- Use 1
- Does not use 2
- [DK/NA] 9

- A) Current bank account 1 2 9
- B) Savings or investments..... 1 2 9
- C) Mortgage 1 2 9
- D) A loan longer than one year (excluding mortgage loans) 1 2 9
- E) Car insurance (for third party liability) 1 2 9
- F) Home insurance..... 1 2 9
- H) Mobile telephone services 1 2 9
- I) Fixed line telephone services 1 2 9
- J) Electricity supply services 1 2 9
- K1) Fixed line gas supply services 1 2 9
- K2) LPG (liquid petroleum gas) or gas bottles..... 1 2 9

Q2. In general, how easy do you think it is to compare offers from different (INSERT THE APPROPRIATE SERVICE PROVIDER)?

[READ OUT SCALE – ONE ANSWER PER LINE]

- Very easy 4
- Fairly easy 3
- Fairly difficult 2
- Very difficult..... 1
- [DK/NA] 9

- A) Current bank account providers..... 1 2 3 4 9
- B) Savings or investments providers 1 2 3 4 9

- C) Mortgage providers..... 1 2 3 4 9
- D) Providers of loans for longer than one year (excluding mortgage loans)..... 1 2 3 4 9
- E) Car insurance providers (for third party liability)..... 1 2 3 4 9
- F) Home insurance providers 1 2 3 4 9
- G) Internet access providers 1 2 3 4 9
- H) Mobile telephone providers 1 2 3 4 9
- I) Fixed line telephone providers 1 2 3 4 9
- J) Electricity supply providers 1 2 3 4 9
- K) Gas supply providers 1 2 3 4 9

Q3. Have you tried to switch your (INSERT THE APPROPRIATE SERVICE PROVIDER) in the last two years?

[READ OUT – ONE ANSWER PER LINE]

- Yes, you switched and it was easy..... 1
- Yes, you switched but it was difficult 2
- Yes, you tried to switch but you gave up 3
- No, you did not try because you are not interested in switching..... 4
- No, you did not try because you thought it might be too difficult..... 5
- No, for other reasons..... 6
- [DK/NA] 9

- A) Current bank account provider..... 1 2 3 4 5 6 9
- B) Savings or investments provider..... 1 2 3 4 5 6 9
- C) Mortgage provider 1 2 3 4 5 6 9
- D) Provider of loans for longer than one year (excluding mortgage loans)..... 1 2 3 4 5 6 9
- E) Car insurance provider (for third party liability) 1 2 3 4 5 6 9
- F) Home insurance provider 1 2 3 4 5 6 9
- G) Internet access provider 1 2 3 4 5 6 9
- H) Mobile telephone provider 1 2 3 4 5 6 9
- I) Fixed line telephone provider 1 2 3 4 5 6 9
- J) Electricity supply provider..... 1 2 3 4 5 6 9
- K) Gas supply provider..... 1 2 3 4 5 6 9

Q4a What was your experience of switching your (INSERT THE APPROPRIATE SERVICE PROVIDER)?

[READ OUT SCALE – ONE ANSWER PER LINE]

- The new provider is cheaper than the old provider..... 1
- The new provider is more expensive..... 2
- There is no price difference between the new and the old provider 3
- You could not tell if the new provider is cheaper or more expensive than the old one..... 4
- [DK/NA] 9

- A) Current bank account provider..... 1 2 3 4 9
- B) Savings or investments provider..... 1 2 3 4 9

- C) Mortgage provider 1 2 3 4 9
- D) Provider of loans for longer than one year (excluding mortgage loans)..... 1 2 3 4 9
- E) Car insurance provider (for third party liability) 1 2 3 4 9
- F) Home insurance provider 1 2 3 4 9
- G) Internet access provider 1 2 3 4 9
- H) Mobile telephone provider 1 2 3 4 9
- I) Fixed line telephone provider 1 2 3 4 9
- J) Electricity supply provider..... 1 2 3 4 9
- K) Gas supply provider..... 1 2 3 4 9

Q4b. What is the main reason that caused you to remain with your current (INSERT THE APPROPRIATE SERVICE PROVIDER)?

[READ OUT SCALE – ONE ANSWER PER LINE – ROTATE THE ANSWERS]

- There is no alternative local provider..... 1
- You did not know that you can switch 2
- Your contract makes switching difficult..... 3
- Your current provider offers the best value for money..... 4
- The amount you could save by switching is too small 5
- The cost and effort required in switching is too large 6
- It is difficult to find out which provider is the cheapest..... 7
- Other 8
- [DK/NA] 9

- A) Current bank account provider..... 1 2 3 4 5 6 7 8 9
- B) Savings or investments provider..... 1 2 3 4 5 6 7 8 9
- C) Mortgage provider 1 2 3 4 5 6 7 8 9
- D) Provider of loans for longer than one year (excluding mortgage loans)..... 1 2 3 4 5 6 7 8 9
- E) Car insurance providers (for third party liability)..... 1 2 3 4 5 6 7 8 9
- F) Home insurance provider 1 2 3 4 5 6 7 8 9
- G) Internet access provider 1 2 3 4 5 6 7 8 9
- H) Mobile telephone provider 1 2 3 4 5 6 7 8 9
- I) Fixed line telephone provider 1 2 3 4 5 6 7 8 9
- J) Electricity supply provider..... 1 2 3 4 5 6 7 8 9
- K) Gas supply provider..... 1 2 3 4 5 6 7 8 9

Q5a. Which of the following would persuade you to consider switching your current bank account provider? Select as many answers as you consider relevant for you.

[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

- A website that tells you which provider is the cheapest for you..... 1
- Standardized comparable offers from providers 2
- The switching process is handled by an agent/agency..... 3
- A shorter contract..... 4
- A switching process that costs you nothing 5
- A switching process that is completed in 10 working days 6
- Other..... 7
- [DK/NA] 9

Q5b. Which of the following would persuade you to consider switching your current savings or investments provider? Select as many answers as you consider relevant for you..

[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

- A website that tells you which provider is the cheapest for you.....1
- Standardized comparable offers from providers2
- The switching process is handled by an agent/agency.....3
- A shorter contract4
- A switching process that costs you nothing5
- A switching process that is completed in 5 working days6
- Other.....7
- [DK/NA]9

Q5c. Which of the following would persuade you to consider switching your current mortgage provider? Select as many answers as you consider relevant for you.

[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

- A website that tells you which provider is the cheapest for you.....1
- Standardized comparable offers from providers2
- The switching process is handled by an agent/agency.....3
- A shorter contract4
- A switching process that costs you nothing5
- A switching process that is completed in 15 working days6
- Other.....7
- [DK/NA]9

Q5d. Which of the following would persuade you to consider switching your current provider of loans for longer than one year (excluding mortgage loans)? Select as many answers as you consider relevant for you.

[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

- A website that tells you which provider is the cheapest for you.....1
- Standardized comparable offers from providers2
- The switching process is handled by an agent/agency.....3
- A shorter contract4
- A switching process that costs you nothing5
- A switching process that is completed in 5 working days6
- Other.....7
- [DK/NA]9

Q5e. Which of the following would persuade you to consider switching your current car insurance provider (for third party liability)? Select as many answers as you consider relevant for you.

[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

A website that tells you which provider is the cheapest for you.....	1
Standardized comparable offers from providers	2
The switching process is handled by an agent/agency	3
A shorter contract	4
A switching process that costs you nothing	5
A switching process that is completed in 30 working days	6
Other.....	7
[DK/NA]	9

Q5f. Which of the following would persuade you to consider switching your current home insurance provider? Select as many answers as you consider relevant for you.

[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

A website that tells you which provider is the cheapest for you.....	1
Standardized comparable offers from providers	2
The switching process is handled by an agent/agency	3
A shorter contract	4
A switching process that costs you nothing	5
A switching process that is completed in 3 working days	6
Other.....	7
[DK/NA]	9

Q5g. Which of the following would persuade you to consider switching your current Internet access provider? Select as many answers as you consider relevant for you.

[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

A website that tells you which provider is the cheapest for you.....	1
Standardized comparable offers from providers	2
The switching process is handled by an agent/agency	3
A shorter contract	4
A switching process that costs you nothing	5
A switching process that is completed in 5 working days	6
Other.....	7
[DK/NA]	9

Q5h. Which of the following would persuade you to consider switching your current mobile telephone provider? Select as many answers as you consider relevant for you.

[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

A website that tells you which provider is the cheapest for you.....	1
Standardized comparable offers from providers	2
The switching process is handled by an agent/agency	3
A shorter contract	4
A switching process that costs you nothing	5
A switching process that is completed in 1 working day	6
Other.....	7
[DK/NA]	9

Q5i. Which of the following would persuade you to consider switching your current fixed line telephone provider? Select as many answers as you consider relevant for you.
[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

- A website that tells you which provider is the cheapest for you.....1
- Standardized comparable offers from providers2
- The switching process is handled by an agent/agency3
- A shorter contract4
- A switching process that costs you nothing5
- A switching process that is completed in 1 working day6
- Other.....7
- [DK/NA]9

Q5j. Which of the following would persuade you to consider switching your current electricity supply provider? Select as many answers as you consider relevant for you.
[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

- A website that tells you which provider is the cheapest for you.....1
- Standardized comparable offers from providers2
- The switching process is handled by an agent/agency3
- A shorter contract4
- A switching process that costs you nothing5
- A switching process that is completed in 5 working days6
- Other.....7
- [DK/NA]9

Q5k. Which of the following would persuade you to consider switching your current gas supply provider? Select as many answers as you consider relevant for you.
[READ OUT AND ROTATE SCALE – MULTIPLE ANSWERS POSSIBLE]

- A website that tells you which provider is the cheapest for you.....1
- Standardized comparable offers from providers2
- The switching process is handled by an agent/agency3
- A shorter contract4
- A switching process that costs you nothing5
- A switching process that is completed in 5 working days6
- Other.....7
- [DK/NA]9

Q6. Which of the following has your present (INSERT THE APPROPRIATE SERVICE PROVIDER) done in the last 12 months?

[READ OUT SCALE – ONE ANSWER PER LINE]

- They increased the price 1
- They reduced the price.....2
- The price of the service remained the same.....3

You could not tell if the price of the service changed 4
 [DK/NA] 9

- A) Current bank account provider 1 2 3 4 9
- B) Savings or investments provider 1 2 3 4 9
- C) Mortgage provider 1 2 3 4 9
- D) Provider of loans for longer than one year (excluding mortgage loans) 1 2 3
 4 9
- E) Car insurance provider (for third party liability) 1 2 3 4 9
- F) Home insurance provider 1 2 3 4 9
- G) Internet access provider 1 2 3 4 9
- H) Mobile telephone provider 1 2 3 4 9
- I) Fixed line telephone provider 1 2 3 4 9
- J) Electricity supply provider 1 2 3 4 9
- K) Gas supply provider 1 2 3 4 9