

ZA6652

**Flash Eurobarometer 430
(European Union Citizenship)**

**Country Questionnaire
Ireland (English)**

FL430 European Union Citizenship IEX

D1 Can I please ask your age?

(WRITE DOWN - IF "REFUSAL" CODE '99')

| | |
|--|--|
| | |
|--|--|

D2 Record Gender.

| | |
|--------|---|
| Male | 1 |
| Female | 2 |

SN Flash number

| | | |
|--|--|--|
| | | |
|--|--|--|

EB C

B Country

| | |
|--|--|
| | |
|--|--|

EB B

C Interview number

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

EB D

PH1 Type of phone line

[SAMPLE INFORMATION]

| | |
|----------------------|---|
| Mobile phone line | 1 |
| Fixed telephone line | 2 |

EB D43a&b MODIFIED

ASK FROM INTRO1 TO INTRO4a OR INTRO4b IF RESPONDENT WAS REACHED ON MOBILE PHONE (PH1=1) - OTHERS GO TO INTRO5

(INTRO1) Hello, I'm (NAME), calling from Millward Brown, a market research company.

(INTRO2) We are looking for people willing to share their opinions about the use of cash and other payment methods, a study we are conducting across Europe. Your participation is key to the success of this very important study and it will help to shape the cash policy of Ireland. We would greatly appreciate your input. If you would agree to participate, we would like to kindly ask you to note down all the payments you will be making tomorrow and we would call you back on [INSERT DAY OF INTERVIEW]. It should take no more than [XX] minutes.

ASK LAN1 ONLY IN BE, EE, FI, IE, LV, LU, MK, MT, ES, CH, TR

| | |
|------|---|
| LAN1 | In which language do you want to do this interview? |
|------|---|

| |
|------------------------------|
| (READ OUT - ONE ANSWER ONLY) |
|------------------------------|

| | |
|-------------------|----|
| | 1 |
| | 2 |
| | 3 |
| | 4 |
| | 5 |
| | 6 |
| | 7 |
| | 8 |
| | 9 |
| | 10 |
| | 11 |
| | 12 |
| | 13 |
| | 14 |
| | 15 |
| | 16 |
| Ireland - English | 17 |
| Ireland - Irish | 18 |
| | 19 |
| | 20 |
| | 21 |
| | 22 |
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| | 24 |
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| | 48 |
| | 49 |

| |
|--|
| |
|--|

| | |
|------|---|
| SAFE | For safety reasons, I must, however, first check that you are not driving and that you are in a safe position to answer the survey? |
|------|---|

(DO NOT READ OUT)

| | |
|---|---|
| Yes, the respondent is in a safe position to answer the survey | 1 |
| No, the respondent is not in a safe position to answer the survey | 2 |

NEW

IF SAFE=2 THEN STOP INTERVIEW

ABR Are you currently abroad?

(DO NOT READ OUT)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF ABR=1 THEN STOP INTERVIEW

ASK ALL

INTRO4a We wish to speak with people aged 55 years or more, please can you let me know if you are at least 55 years old?

(DO NOT READ OUT)

| | |
|--------------------------------------|---|
| Yes, respondent is 55 years or more | 1 |
| No, respondent is less than 55 years | 2 |

NEW

IF INTRO4a=2 THEN STOP INTERVIEW

SCR1a Would you agree to participate?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF SCR1 = 2 'NO', PLEASE THANKS AND END INTERVIEW IF SCR1 = 1 'YES', PLEASE READ THE FOLLOWING INTRODUCTION

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

| | |
|--|--|
| | |
|--|--|

| | |
|-----|--|
| D5a | 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? |
|-----|--|

(ONE ANSWER ONLY)

| | |
|---------------------------------|---|
| Self-employed | 1 |
| Employee | 2 |
| Manual worker | 3 |
| Without a professional activity | 4 |
| Refusal (DO NOT READ OUT) | 5 |

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

| | |
|-----|---------------------------|
| D5b | Would you say you are...? |
|-----|---------------------------|

(READ OUT – ONE ANSWER ONLY)

| | |
|--|---|
| Farmer, forester, fisherman | 1 |
| Owner of shop, craftsman | 2 |
| Professional (lawyer, medical practitioner, accountant, architect,...) | 3 |
| Manager of a company | 4 |
| Other\ Refusal (DO NOT READ OUT) | 5 |

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

| | |
|-----|---------------------------|
| D5c | Would you say you are...? |
|-----|---------------------------|

(READ OUT – ONE ANSWER ONLY)

| | |
|--|---|
| Professional (employed doctor, lawyer, accountant, architect, ...) | 1 |
| General management, director or top management | 2 |
| Middle management | 3 |
| Civil servant | 4 |
| Office clerk | 5 |
| Other employee (salesman, nurse, ...) | 6 |
| Other\ Refusal (DO NOT READ OUT) | 7 |

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

| | |
|-----|---------------------------|
| D5d | Would you say you are...? |
|-----|---------------------------|

(READ OUT – ONE ANSWER ONLY)

| | |
|---|---|
| Supervisor\ foreman (team manager, ...) | 1 |
| Manual worker | 2 |
| Unskilled manual worker | 3 |
| Other\ Refusal (DO NOT READ OUT) | 4 |

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

| | |
|----------------------------------|---|
| Looking after the home | 1 |
| Student (full time) | 2 |
| Retired | 3 |
| Seeking a job | 4 |
| Other\ Refusal (DO NOT READ OUT) | 5 |

D12 Which county do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

| | | |
|--|--|--|
| | | |
|--|--|--|

D13 Would you say you live in a...?

(READ OUT – ONE ANSWER ONLY)

| | |
|----------------------------|---|
| Rural area or village | 1 |
| Small or middle sized town | 2 |
| Large town | 3 |
| DK (DO NOT READ OUT) | 4 |

D18 Have you got a mobile phone?

(DO NOT READ OUT)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

D20 Have you got a landline phone?

(DO NOT READ OUT)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

| | |
|--|---|
| | Number of people aged 15 or more in the household |
|--|---|

(INTRO12bis) Thank you. I would now like to give you some important information. For this exercise please do not change any of your habits or plans, meaning that you should NOT make any more or any less payments than you typically do. This means that you can participate even if you don't plan to make any payments at all. To make the interview on [INSERT DAY OF INTERVIEW] faster, please note down the following information: - The amount of cash you will have on you (e.g. your wallet, purse or pockets) at the BEGINNING and at the END of [INSERT DAY OF PAYMENT RECORDING]; - The AMOUNT OF CASH of any withdrawals or replenishments during the day; - The AMOUNT OF EACH PAYMENT you will make in cash or any other payment method. Please disregard payments that are automatically debited from your account. Do not forget to report the small payments for food items or drinks, tips at restaurants or bars, donations, pocket money for children or use of public toilets etc.

SCR2a Do you need any clarifications?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF SCR2 = 1 'YES', PLEASE READ THE ABOVE INSTRUCTION ONCE AGAIN IF SCR2 = 2 'NO', PLEASE CONTINUE

ASK FROM INTRO5 TO INTRO12 IF RESPONDENT WAS REACHED ON A FIXED/LANDLINE PHONE (PH1=2) - OTHERS GO TO INTRO13

(INTRO5) Hello, I'm (NAME), calling from Millward Brown, a market research company.

(INTRO6) We are looking for people willing to share their opinions about the use of cash and other payment methods, a study we are conducting across Europe. Your participation is key to the success of this very important study and it will help to shape the cash policy of Ireland. We would greatly appreciate your input. If you would agree to participate, we would like to kindly ask you to note down all the payments you will be making tomorrow and we would call you back on [INSERT DAY OF INTERVIEW]. It should take no more than [XX] minutes. (IF BUSINESS NUMBER THEN STOP INTERVIEW)

INTRO7a Can I please speak to a person aged 55 or older LIVING IN YOUR HOUSEHOLD who is currently at home?

(DO NOT READ OUT)

| | |
|--|---|
| Yes, the respondent is 55 years or more | 1 |
| Yes, the respondent is calling another member of the household | 2 |
| No, there's no person aged 55 or more currently at home | 3 |

NEW

IF INTRO7a=3 THEN STOP INTERVIEW

ASK INTRO8 AND INTRO9 IF SPEAKING NOW TO ANOTHER PERSON IN THE HOUSEHOLD (INTRO7a=2 OR INTRO7b=2) - IF INTRO7a=1 OR INTRO7b=1 GO TO SC1

(INTRO8) Hello, I'm (NAME), calling from Millward Brown, a market research company.

(INTRO9) We are looking for people willing to share their opinions about the use of cash and other payment methods, a study we are conducting across Europe. Your participation is key to the success of this very important study and it will help to shape the cash policy of Ireland. We would greatly appreciate your input. If you would agree to participate, we would like to kindly ask you to note down all the payments you will be making tomorrow and we would call you back on [INSERT DAY OF INTERVIEW]. It should take no more than [XX] minutes.

SC1 In order to ensure that respondents are selected at random, could you tell me, how many persons aged 55 or more who live in your household are currently at home?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

| | | |
|--|--|--|
| | | 55+ members of the household currently at home |
|--|--|--|

NEW (based on D40a&b&c in EB)

IF SC1=01 THEN GO TO SCR1b

IF SC1=98,99 THEN STOP INTERVIEW

ASK INTRO10 IF MORE THAN ONE PERSON 55+ IN THE HOUSEHOLD CURRENTLY AT HOME (SC1>01) - OTHERS GO TO INTRO13

INTRO10 Can I please speak to the person aged 55 or older LIVING IN YOUR HOUSEHOLD who had the last birthday and who is currently at home?

(DO NOT READ OUT)

| | |
|--|---|
| Yes, it is the respondent | 1 |
| Yes, the respondent is calling this person | 2 |
| No, eligible respondent not available | 3 |

NEW

IF INTRO10=1 THEN GO TO SCR1b

IF INTRO10=3 THEN CLOSE INTERVIEW

ASK INTRO11 AND INTRO12 IF NOW SPEAKING TO ANOTHER PERSON (INTRO10=2) - OTHERS GO TO INTRO13

(INTRO11) Hello, I'm (NAME), calling from (NAME OF NATIONAL INSTITUTE), a market research company.

(INTRO12) We are looking for people willing to share their opinions about the use of cash and other payment methods, a study we are conducting across Europe. Your participation is key to the success of this very important study and it will help to shape the cash policy of Ireland. We would greatly appreciate your input. If you would agree to participate, we would like to kindly ask you to note down all the payments you will be making tomorrow and we would call you back on [INSERT DAY OF INTERVIEW]. It should take no more than [XX] minutes.

ASK ALL

SCR1b Would you agree to participate?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF SCR1 = 2 'NO', PLEASE THANKS AND END INTERVIEW IF SCR1 = 1 'YES', PLEASE READ THE FOLLOWING INTRODUCTION

(INTRO12bis) Thank you. I would now like to give you some important information. For this exercise please do not change any of your habits or plans, meaning that you should NOT make any more or any less payments than you typically do. This means that you can participate even if you don't plan to make any payments at all. To make the interview on [INSERT DAY OF INTERVIEW] faster, please note down the following information: - The amount of cash you will have on you (e.g. your wallet, purse or pockets) at the BEGINNING and at the END of [INSERT DAY OF PAYMENT RECORDING]; - The AMOUNT OF CASH of any withdrawals or replenishments during the day; - The AMOUNT OF EACH PAYMENT you will make in cash or any other payment method. Please disregard payments that are automatically debited from your account. Do not forget to report the small payments for food items or drinks, tips at restaurants or bars, donations, pocket money for children or use of public toilets etc.

SCR2b Do you need any clarifications?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF SCR2 = 1 'YES', PLEASE READ THE ABOVE INSTRUCTION ONCE AGAIN IF SCR2 = 2 'NO', PLEASE CONTINUE

(INTRO13) I would like to reassure you that your co-operation is completely voluntary and all of your answers are confidential. For quality control and training purposes this interview may be monitored or recorded. First I will ask a few questions purely for classification purposes...

D1 How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

| | |
|--|--|
| | |
|--|--|

EB D11

IF D1<55 OR D1=99 THEN STOP INTERVIEW

ASK ALL

D2 Record Gender.

| | |
|--------|---|
| Male | 1 |
| Female | 2 |

EB D10

ASK D3a ONLY IN EU28 - OTHERS GO TO D3b

D3a What is your nationality? Please tell me the country(ies) that applies(y).

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE - CODE AS COUNTRY)

| | |
|--------------------|-----|
| Austria | 1, |
| Belgium | 2, |
| Bulgaria | 3, |
| Czech Republic | 4, |
| Denmark | 5, |
| Estonia | 6, |
| Finland | 7, |
| France | 8, |
| Germany | 9, |
| Greece | 10, |
| Hungary | 11, |
| Ireland | 12, |
| Italy | 13, |
| Latvia | 14, |
| Lithuania | 15, |
| Luxembourg | 16, |
| Malta | 17, |
| Netherlands | 18, |
| Poland | 19, |
| Portugal | 20, |
| Republic of Cyprus | 21, |
| Romania | 22, |

| | |
|--|-----|
| Slovakia | 23, |
| Slovenia | 24, |
| Spain | 25, |
| Sweden | 26, |
| United Kingdom (Great Britain, Northern Ireland) | 27, |
| Refusal | 28, |
| Other countries | 29, |

EB Q1 MODIFIED

IF NO CODE 1 TO 27 IN D3a THEN STOP INTERVIEW

ASK D3b IN NON EU27 COUNTRIES

D3b What is your nationality? Please tell me the country(ies) that applies(y).

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE - CODE AS COUNTRY)

| | |
|--|-----|
| Irish | 1, |
| Austria | 2, |
| Belgium | 3, |
| Bulgaria | 4, |
| Czech Republic | 5, |
| Denmark | 6, |
| Estonia | 7, |
| Finland | 8, |
| France | 9, |
| Germany | 10, |
| Greece | 11, |
| Hungary | 12, |
| Ireland | 13, |
| Italy | 14, |
| Latvia | 15, |
| Lithuania | 16, |
| Luxembourg | 17, |
| Malta | 18, |
| Netherlands | 19, |
| Poland | 20, |
| Portugal | 21, |
| Republic of Cyprus | 22, |
| Romania | 23, |
| Slovakia | 24, |
| Slovenia | 25, |
| Spain | 26, |
| Sweden | 27, |
| United Kingdom (Great Britain, Northern Ireland) | 28, |
| Other countries | 29, |
| Refusal | 30, |

NEW

IF NO CODE 1 TO 28 IN D3b THEN STOP INTERVIEW

Diary

Thank you for participating in this survey. The following questions will be about the amount of cash you had on you on [INSERT DAY]. We would like to re-assure you that all information you provide is treated with strict confidentiality and will not be analysed at individual level, but rather at aggregate level with the responses of all other participants.

ASK ALL

Q1 How much CASH did you have e.g. in your wallet, purse or pockets at the beginning of [INSERT DAY]?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9999 if DK/NA

(2132-2133)

EUR

CENT

NEW

FILTER: IF Q1=9999, TERMINATE INTERVIEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q1bis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q1]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF Q1bis = 2, GO BACK TO Q1

Q2a How much CASH, if any, did you add to this amount during the day? This might include withdrawing cash, but also any cash amount like salary, reimbursement, gift, payment etc. . If you added CASH more than once during the day, please report the amount you added the FIRST TIME.

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not add any cash ', CODE 9999 if DK/NA

(2139-2140)

EUR

CENT

NEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q2abis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q2a]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| NO | 2 |

NEW

IF Q2abis = 2, GO BACK TO Q2a

FILTER: ASK Q3a IF "ADDED cash", IN Q2a – IF "You did not add cash", CODE 0 OR 9998, OR IF "DK" CODE 999,999 GO TO Q4

Q3a Where did you get the EUR [insert amount from Q2a]?

(READ OUT - ONE ANSWER ONLY)

| | |
|---|---|
| Bank counter | 1 |
| A cash dispenser (ATM) | 2 |
| Cash back at the supermarket, shop or gas station | 3 |
| Your cash reserves e.g. cash jar or cash reserves at home | 4 |
| Family, friends or colleagues | 5 |
| Other source | 6 |
| DK/NA | 7 |

NEW

Q2b How much MORE cash, excluding the EUR [INSERT VALUE GIVEN AT Q2A IN EUR & CENTS] you mentioned, if any, did you add during the day?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not add any MORE cash', CODE 9999 if DK/NA

(2147-2148)

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | EUR | <input type="text"/> | <input type="text"/> | CENT |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|

NEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q2bbis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q2b]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF Q2bbis = 2, GO BACK TO Q2b

FILTER: ASK Q3b IF "ADDED MORE cash", IN Q2b – IF "You did not add MORE cash", CODE 0 OR 999,998 OR IF "DK" CODE 999,999 GO TO Q4

Q3b Where did you get the [INSERT VALUE GIVEN AT Q2B IN EUR AND CENTS] EUR?

(READ OUT - ONE ANSWER ONLY)

| | |
|---|---|
| Bank counter | 1 |
| A cash dispenser (ATM) | 2 |
| Cash back at the supermarket, shop or gas station | 3 |
| Your cash reserves e.g. cash jar or cash reserves at home | 4 |
| Family, friends or colleagues | 5 |
| Other source | 6 |
| DK/NA | 7 |

NEW

ASK ALL

Q4 From the CASH you had available, how much, if any, did you take out from your wallet, purse or pockets and put aside, e.g. in cash jar or as cash reserves at home, during the day?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not put any cash aside ', CODE 9999 if DK/NA

(2155-2156)

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | EUR | <input type="text"/> | <input type="text"/> | CENT |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|

NEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q4bis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q4]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF Q4bis = 2, GO BACK TO Q4

When contacted, you had been asked to record your payments and spending for [INSERT DAY], not considering payments that are automatically debited from your account. The following questions will be about payments made in cash or by any other payment method on [INSERT DAY]. Please do not forget to report the small payments for food items or drinks, tips at restaurants or bars, donations, pocket money for children or use of public toilets etc.

Q5a If you made any payments what was the amount of the first one?.

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not make any payments on [insert day]', CODE 9999 if DK/NA

(2162-2163)

EUR

CENT

NEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q5abis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q5a]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF Q5abis = 2, GO BACK TO Q5a

ASK Q6a IF "MADE A PAYMENT AND REPORTED AN AMOUNT", IN Q5a – IF "You did not make any payments on [INSERT DAY]", CODE 999,998 OR IF "DK" IN Q5a CODE 999,999 GO TO Q9

Q6a Where was the payment made?

(PRECODED LIST – READ OUT ONLY IF NOT SPONTANEOUS ANSWER – ONE ANSWER ONLY)

| | |
|--|----|
| In a shop for day-to-day items (supermarket, bakery, pharmacy, tobacconist, etc.) | 1 |
| In a shop for durable goods (clothing, toys, electronics, furniture, car dealer, etc.) | 2 |
| At a petrol station | 3 |
| On the street or market (newspaper, florist or ice cream stall) | 4 |
| In a restaurant, bar, cafe | 5 |
| In a hotel, guest house, camping | 6 |
| At an office of a public authority (taxes, fines, fees for documents) | 7 |
| At a venue for arts, entertainment and recreation (museum, theatre, swimming pool, amusement park) | 8 |
| At a vending or ticketing machine | 9 |
| At home for household services (cleaning, baby-sitting, home tutoring, gardening, pizza delivery) | 10 |
| To a person or charity (gifts, pocket money, flea market, church, street artist) | 11 |
| On the internet (online shopping) | 12 |
| Other (SPONTANEOUS) | 13 |
| DK/NA | 14 |

NEW

IF Q6a = 12, Q7a CANNOT = 1 OR 4

IF Q6a = 11, Q7a CANNOT = 4

IF Q6a = 10, Q7a CANNOT = 4

IF Q6a = 9, Q7a CANNOT = 5

Q7a Which method did you use to make the payment?

(READ OUT – ONE ANSWER ONLY)

| | |
|--|----|
| Cash | 1 |
| Debit card | 2 |
| Credit card | 3 |
| Contactless payment method via card or mobile phone | 4 |
| Cheque | 5 |
| Credit transfer (also via home banking) | 6 |
| Direct debit | 7 |
| Internet or mobile payment methods, such as PayPal or a mobile app for parking | 8 |
| Other (SPONTANEOUS) | 9 |
| DK/NA | 10 |

NEW

ASK Q8a IF "PAID WITH CASH", CODE 1 IN Q7a – OTHERS GO TO Q5b

Q8a Were other payment methods, such as cards or cheques accepted?

(READ OUT –ONE ANSWER ONLY)

| | |
|-------|---|
| Yes | 1 |
| No | 2 |
| DK/NA | 3 |

NEW

Q5b If you made a second payment what was the amount?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not make any MORE payments on [insert day]', CODE 9999 if DK/NA

(2174-2175)

EUR

CENT

NEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q5bbis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q5b]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF Q5bbis = 2, GO BACK TO Q5b

ASK Q6b IF "MADE A PAYMENT AND REPORTED AN AMOUNT", IN Q5b – IF "You did not make any MORE payments on [INSERT DAY]", CODE 999,998 OR IF "DK" IN Q5b CODE 999,999 GO TO Q9

Q6b Where was the payment made?

(PRECODED LIST – READ OUT ONLY IF NOT SPONTANEOUS ANSWER – ONE ANSWER ONLY)

| | |
|--|----|
| In a shop for day-to-day items (supermarket, bakery, pharmacy, tobacconist, etc.) | 1 |
| In a shop for durable goods (clothing, toys, electronics, furniture, car dealer, etc.) | 2 |
| At a petrol station | 3 |
| On the street or market (newspaper, florist or ice cream stall) | 4 |
| In a restaurant, bar, cafe | 5 |
| In a hotel, guest house, camping | 6 |
| At an office of a public authority (taxes, fines, fees for documents) | 7 |
| At a venue for arts, entertainment and recreation (museum, theatre, swimming pool, amusement park) | 8 |
| At a vending or ticketing machine | 9 |
| At home for household services (cleaning, baby-sitting, home tutoring, gardening, pizza delivery) | 10 |
| To a person or charity (gifts, pocket money, flea market, church, street artist) | 11 |
| On the internet (online shopping) | 12 |
| Other (SPONTANEOUS) | 13 |
| DK/NA | 14 |

NEW

IF Q6b = 12, Q7b CANNOT = 1 OR 4

IF Q6b = 11, Q7b CANNOT = 4

IF Q6b = 10, Q7b CANNOT = 4

IF Q6b = 9, Q7b CANNOT = 5

Q7b Which method did you use to make the payment?

(READ OUT – ONE ANSWER ONLY)

| | |
|--|----|
| Cash | 1 |
| Debit card | 2 |
| Credit card | 3 |
| Contactless payment method via card or mobile phone | 4 |
| Cheque | 5 |
| Credit transfer (also via home banking) | 6 |
| Direct debit | 7 |
| Internet or mobile payment methods, such as PayPal or a mobile app for parking | 8 |
| Other (SPONTANEOUS) | 9 |
| DK/NA | 10 |

NEW

ASK Q8b IF "PAID WITH CASH", CODE 1 IN Q7b – OTHERS GO TO Q5c

Q8b Were other payment methods, such as cards or cheques accepted?

(READ OUT –ONE ANSWER ONLY)

| | |
|-------|---|
| Yes | 1 |
| No | 2 |
| DK/NA | 3 |

NEW

Q5c If you made a third payment what was the amount?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not make any MORE payments on [insert day]', CODE 9999 if DK/NA

(2186-2187)

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | EUR | <input type="text"/> | <input type="text"/> | CENT |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|

NEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q5cbis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q5c]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF Q5cbis = 2, GO BACK TO Q5c

ASK Q6c IF "MADE A PAYMENT AND REPORTED AN AMOUNT", IN Q5c – IF "You did not make any MORE payments on [INSERT DAY]", CODE 999,998 OR IF "DK" IN Q5c CODE 999,999 GO TO Q9

Q6c Where was the payment made?

(PRECODED LIST – READ OUT ONLY IF NOT SPONTANEOUS ANSWER – ONE ANSWER ONLY)

| | |
|--|----|
| In a shop for day-to-day items (supermarket, bakery, pharmacy, tobacconist, etc.) | 1 |
| In a shop for durable goods (clothing, toys, electronics, furniture, car dealer, etc.) | 2 |
| At a petrol station | 3 |
| On the street or market (newspaper, florist or ice cream stall) | 4 |
| In a restaurant, bar, cafe | 5 |
| In a hotel, guest house, camping | 6 |
| At an office of a public authority (taxes, fines, fees for documents) | 7 |
| At a venue for arts, entertainment and recreation (museum, theatre, swimming pool, amusement park) | 8 |
| At a vending or ticketing machine | 9 |
| At home for household services (cleaning, baby-sitting, home tutoring, gardening, pizza delivery) | 10 |
| To a person or charity (gifts, pocket money, flea market, church, street artist) | 11 |
| On the internet (online shopping) | 12 |
| Other (SPONTANEOUS) | 13 |
| DK/NA | 14 |

NEW

IF Q6c = 12, Q7c CANNOT = 1 OR 4

IF Q6c = 11, Q7c CANNOT = 4

IF Q6c = 10, Q7c CANNOT = 4

IF Q6c = 9, Q7c CANNOT = 5

Q7c Which method did you use to make the payment?

(READ OUT – ONE ANSWER ONLY)

| | |
|---|---|
| Cash | 1 |
| Debit card | 2 |
| Credit card | 3 |
| Contactless payment method via card or mobile phone | 4 |
| Cheque | 5 |
| Credit transfer or home banking | 6 |
| Direct debit | 7 |

| | |
|--|----|
| Internet or mobile payment methods, such as PayPal or a mobile app for parking | 8 |
| Other (SPONTANEOUS) | 9 |
| DK/NA | 10 |

NEW

ASK Q8c IF "PAID WITH CASH", CODE 1 IN Q7c – OTHERS GO TO Q5d

Q8c Were other payment methods, such as cards or cheques accepted?

(READ OUT –ONE ANSWER ONLY)

| | |
|-------|---|
| Yes | 1 |
| No | 2 |
| DK/NA | 3 |

NEW

Q5d If you made a fourth payment what was the amount?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not make any MORE payments on [insert day]', CODE 9999 if DK/NA

(2198-2199)

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | EUR | <input type="text"/> | <input type="text"/> | CENT |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|

NEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q5dbis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q5d]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF Q5dbis = 2, GO BACK TO Q5d

ASK Q6d IF "MADE A PAYMENT AND REPORTED AN AMOUNT", IN Q5d – IF "You did not make any MORE payments on [INSERT DAY]", CODE 999,998 OR IF "DK" IN Q5d CODE 999,999 GO TO Q9

Q6d Where was the payment made?

(PRECODED LIST – READ OUT ONLY IF NOT SPONTANEOUS ANSWER – ONE ANSWER ONLY)

| | |
|---|---|
| In a shop for day-to-day items (supermarket, bakery, pharmacy, tobacconist, etc.) | 1 |
|---|---|

| | |
|--|----|
| In a shop for durable goods (clothing, toys, electronics, furniture, car dealer, etc.) | 2 |
| At a petrol station | 3 |
| On the street or market (newspaper, florist or ice cream stall) | 4 |
| In a restaurant, bar, cafe | 5 |
| In a hotel, guest house, camping | 6 |
| At an office of a public authority (taxes, fines, fees for documents) | 7 |
| At a venue for arts, entertainment and recreation (museum, theatre, swimming pool, amusement park) | 8 |
| At a vending or ticketing machine | 9 |
| At home for household services (cleaning, baby-sitting, home tutoring, gardening, pizza delivery) | 10 |
| To a person or charity (gifts, pocket money, flea market, church, street artist) | 11 |
| On the internet (online shopping) | 12 |
| Other (SPONTANEOUS) | 13 |
| DK/NA | 14 |

NEW

IF Q6d = 12, Q7d CANNOT = 1 OR 4

IF Q6d = 11, Q7d CANNOT = 4

IF Q6d = 10, Q7d CANNOT = 4

IF Q6d = 9, Q7d CANNOT = 5

Q7d Which method did you use to make the payment?

(READ OUT – ONE ANSWER ONLY)

| | |
|--|----|
| Cash | 1 |
| Debit card | 2 |
| Credit card | 3 |
| Contactless payment method via card or mobile phone | 4 |
| Cheque | 5 |
| Credit transfer or home banking | 6 |
| Direct debit | 7 |
| Internet or mobile payment methods, such as PayPal or a mobile app for parking | 8 |
| Other (SPONTANEOUS) | 9 |
| DK/NA | 10 |

NEW

ASK Q8d IF "PAID WITH CASH", CODE 1 IN Q7d – OTHERS GO TO Q5e

Q8d Were other payment methods, such as cards or cheques accepted?

(READ OUT –ONE ANSWER ONLY)

| | |
|-------|---|
| Yes | 1 |
| No | 2 |
| DK/NA | 3 |

NEW

Q5e If you made a fifth payment what was the amount?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not make any MORE payments on [insert day]', CODE 9999 if DK/NA

| | | | | | | | | | | |
|--|--|--|--|-----|--------------------|--|--|--|--|--|
| | | | | EUR | (2210-2211) | | | | | |
| | | | | | | | | | | |
| | | | | | CENT | | | | | |

NEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q5ebis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q5e]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF Q5ebis = 2, GO BACK TO Q5e

ASK Q6e IF "MADE A PAYMENT AND REPORTED AN AMOUNT", IN Q5e – IF "You did not make any MORE payments on [INSERT DAY]", CODE 999,998 OR IF "DK" IN Q5e CODE 999,999 GO TO Q9

Q6e Where was the payment made?

(PRECODED LIST – READ OUT ONLY IF NOT SPONTANEOUS ANSWER – ONE ANSWER ONLY)

| | |
|--|---|
| In a shop for day-to-day items (supermarket, bakery, pharmacy, tobacconist, etc.) | 1 |
| In a shop for durable goods (clothing, toys, electronics, furniture, car dealer, etc.) | 2 |
| At a petrol station | 3 |
| On the street or market (newspaper, florist or ice cream stall) | 4 |
| In a restaurant, bar, cafe | 5 |
| In a hotel, guest house, camping | 6 |
| At an office of a public authority (taxes, fines, fees for documents) | 7 |
| At a venue for arts, entertainment and recreation (museum, theatre, swimming pool, amusement park) | 8 |
| At a vending or ticketing machine | 9 |

| | |
|---|----|
| At home for household services (cleaning, baby-sitting, home tutoring, gardening, pizza delivery) | 10 |
| To a person or charity (gifts, pocket money, flea market, church, street artist) | 11 |
| On the internet (online shopping) | 12 |
| Other (SPONTANEOUS) | 13 |
| DK/NA | 14 |

NEW

IF Q6e = 12, Q7e CANNOT = 1 OR 4

IF Q6e = 11, Q7e CANNOT = 4

IF Q6e = 10, Q7e CANNOT = 4

IF Q6e = 9, Q7e CANNOT = 5

Q7e Which method did you use to make the payment?

(READ OUT – ONE ANSWER ONLY)

| | |
|--|----|
| Cash | 1 |
| Debit card | 2 |
| Credit card | 3 |
| Contactless payment method via card or mobile phone | 4 |
| Cheque | 5 |
| Credit transfer or home banking | 6 |
| Direct debit | 7 |
| Internet or mobile payment methods, such as PayPal or a mobile app for parking | 8 |
| Other (SPONTANEOUS) | 9 |
| DK/NA | 10 |

NEW

ASK Q8e IF "PAID WITH CASH", CODE 1 IN Q7e – OTHERS GO TO Q5f

Q8e Were other payment methods, such as cards or cheques accepted?

(READ OUT – ONE ANSWER ONLY)

| | |
|-------|---|
| Yes | 1 |
| No | 2 |
| DK/NA | 3 |

NEW

Q5f If you made a sixth payment what was the amount?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not make any MORE payments on [insert day]', CODE 9999 if DK/NA

(2222-2223)

| | | | | |
|--|--|--|--|-----|
| | | | | EUR |
|--|--|--|--|-----|

| | | |
|--|--|------|
| | | CENT |
|--|--|------|

| |
|-----|
| NEW |
|-----|

| |
|---|
| FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW |
|---|

| | |
|--------|--|
| Q5fbis | To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q5f]? |
|--------|--|

| |
|------------------------------|
| (READ OUT - ONE ANSWER ONLY) |
|------------------------------|

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

| |
|-----|
| NEW |
|-----|

| |
|-------------------------------|
| IF Q5fbis = 2, GO BACK TO Q5f |
|-------------------------------|

| |
|--|
| ASK Q6f IF "MADE A PAYMENT AND REPORTED AN AMOUNT", IN Q5f – IF "You did not make any MORE payments on [INSERT DAY]", CODE 999,998 OR IF "DK" IN Q5f CODE 999,999 GO TO Q9 |
|--|

| | |
|-----|-----------------------------|
| Q6f | Where was the payment made? |
|-----|-----------------------------|

| |
|---|
| (PRECODED LIST – READ OUT ONLY IF NOT SPONTANEOUS ANSWER – ONE ANSWER ONLY) |
|---|

| | |
|--|----|
| In a shop for day-to-day items (supermarket, bakery, pharmacy, tobacconist, etc.) | 1 |
| In a shop for durable goods (clothing, toys, electronics, furniture, car dealer, etc.) | 2 |
| At a petrol station | 3 |
| On the street or market (newspaper, florist or ice cream stall) | 4 |
| In a restaurant, bar, cafe | 5 |
| In a hotel, guest house, camping | 6 |
| At an office of a public authority (taxes, fines, fees for documents) | 7 |
| At a venue for arts, entertainment and recreation (museum, theatre, swimming pool, amusement park) | 8 |
| At a vending or ticketing machine | 9 |
| At home for household services (cleaning, baby-sitting, home tutoring, gardening, pizza delivery) | 10 |
| To a person or charity (gifts, pocket money, flea market, church, street artist) | 11 |
| On the internet (online shopping) | 12 |
| Other (SPONTANEOUS) | 13 |
| DK/NA | 14 |

| |
|-----|
| NEW |
|-----|

| |
|----------------------------------|
| IF Q6f = 12, Q7f CANNOT = 1 OR 4 |
|----------------------------------|

IF Q6f = 11, Q7f CANNOT = 4

IF Q6f = 10, Q7f CANNOT = 4

IF Q6f = 9, Q7f CANNOT = 5

Q7f Which method did you use to make the payment?

(READ OUT – ONE ANSWER ONLY)

| | |
|--|----|
| Cash | 1 |
| Debit card | 2 |
| Credit card | 3 |
| Contactless payment method via card or mobile phone | 4 |
| Cheque | 5 |
| Credit transfer or home banking | 6 |
| Direct debit | 7 |
| Internet or mobile payment methods, such as PayPal or a mobile app for parking | 8 |
| Other (SPONTANEOUS) | 9 |
| DK/NA | 10 |

NEW

ASK Q8f IF "PAID WITH CASH", CODE 1 IN Q7f – OTHERS GO TO Q5g

Q8f Were other payment methods, such as cards or cheques accepted?

(READ OUT – ONE ANSWER ONLY)

| | |
|-------|---|
| Yes | 1 |
| No | 2 |
| DK/NA | 3 |

NEW

Q5g If you made a seventh payment what was the amount?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You did not make any MORE payments on [insert day]', CODE 9999 if DK/NA

(2234-2235)

EUR

CENT

NEW

FILTER: IF AMOUNT BIGGER THAN 500 EUR, CONFIRM AS BELOW

Q5gbis To make sure I correctly noted down the amount, can you confirm that you mentioned [INSERT AMOUNT FROM Q5g]?

(READ OUT - ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

NEW

IF Q5gbis = 2, GO BACK TO Q5g

ASK Q6g IF "MADE A PAYMENT AND REPORTED AN AMOUNT", IN Q5g – IF "You did not make any MORE payments on [INSERT DAY]", CODE 999,998 OR IF "DK" IN Q5g CODE 999,999 GO TO Q9

Q6g Where was the payment made?

(PRECODED LIST – READ OUT ONLY IF NOT SPONTANEOUS ANSWER – ONE ANSWER ONLY)

| | |
|--|----|
| In a shop for day-to-day items (supermarket, bakery, pharmacy, tobacconist, etc.) | 1 |
| In a shop for durable goods (clothing, toys, electronics, furniture, car dealer, etc.) | 2 |
| At a petrol station | 3 |
| On the street or market (newspaper, florist or ice cream stall) | 4 |
| In a restaurant, bar, cafe | 5 |
| In a hotel, guest house, camping | 6 |
| At an office of a public authority (taxes, fines, fees for documents) | 7 |
| At a venue for arts, entertainment and recreation (museum, theatre, swimming pool, amusement park) | 8 |
| At a vending or ticketing machine | 9 |
| At home for household services (cleaning, baby-sitting, home tutoring, gardening, pizza delivery) | 10 |
| To a person or charity (gifts, pocket money, flea market, church, street artist) | 11 |
| On the internet (online shopping) | 12 |
| Other (SPONTANEOUS) | 13 |
| DK/NA | 14 |

NEW

IF Q6g = 12, Q7g CANNOT = 1 OR 4

IF Q6g = 11, Q7g CANNOT = 4

IF Q6g = 10, Q7g CANNOT = 4

IF Q6g = 9, Q7g CANNOT = 5

Q7g Which method did you use to make the payment?

(READ OUT – ONE ANSWER ONLY)

| | |
|------|---|
| Cash | 1 |
|------|---|

Q6h Where was the payment made?

(PRECODED LIST – READ OUT ONLY IF NOT SPONTANEOUS ANSWER – ONE ANSWER ONLY)

| | |
|--|----|
| In a shop for day-to-day items (supermarket, bakery, pharmacy, tobacconist, etc.) | 1 |
| In a shop for durable goods (clothing, toys, electronics, furniture, car dealer, etc.) | 2 |
| At a petrol station | 3 |
| On the street or market (newspaper, florist or ice cream stall) | 4 |
| In a restaurant, bar, cafe | 5 |
| In a hotel, guest house, camping | 6 |
| At an office of a public authority (taxes, fines, fees for documents) | 7 |
| At a venue for arts, entertainment and recreation (museum, theatre, swimming pool, amusement park) | 8 |
| At a vending or ticketing machine | 9 |
| At home for household services (cleaning, baby-sitting, home tutoring, gardening, pizza delivery) | 10 |
| To a person or charity (gifts, pocket money, flea market, church, street artist) | 11 |
| On the internet (online shopping) | 12 |
| Other (SPONTANEOUS) | 13 |
| DK/NA | 14 |

NEW

IF Q6h = 12, Q7h CANNOT = 1 OR 4

IF Q6h = 11, Q7h CANNOT = 4

IF Q6h = 10, Q7h CANNOT = 4

IF Q6h = 9, Q7h CANNOT = 5

Q7h Which method did you use to make the payment?

(READ OUT – ONE ANSWER ONLY)

| | |
|--|----|
| Cash | 1 |
| Debit card | 2 |
| Credit card | 3 |
| Contactless payment method via card or mobile phone | 4 |
| Cheque | 5 |
| Credit transfer or home banking | 6 |
| Direct debit | 7 |
| Internet or mobile payment methods, such as PayPal or a mobile app for parking | 8 |
| Other (SPONTANEOUS) | 9 |
| DK/NA | 10 |

NEW

ASK Q8h IF "PAID WITH CASH", CODE 1 IN Q7h – OTHERS GO TO Q9

Q8h Were other payment methods, such as cards or cheques accepted?

(READ OUT –ONE ANSWER ONLY)

| | |
|-------|---|
| Yes | 1 |
| No | 2 |
| DK/NA | 3 |

NEW

FILTER: ASK Q9a.1 IF "ADDED cash" in Q2a AND "Did not add cash", CODE 999,998 OR IF "DK" CODE 999,999 IN Q2b

FILTER: IF "Did not add cash", CODE 999,998 OR IF "DK" CODE 999,999 IN Q2a OR IF CODE 999,998 OR CODE 9999 IN Q5a, GO TO Q10

PROG: Q9a.1 - ONLY SHOW ITEMS LESS THAN OR EQUAL TO NO. OF PAYMENTS MADE (Q5a, Q5b, Q5N...)

Q9a.1 You reported [calculate and insert the sum of payments made~ 1 payment= 1 iteration at Q5A/B/C/D/E/F/G/H without answering code 9998 or 9999] payment(s) and at least one occasion where you added cash. When did you add or withdraw cash? Was it...

(READ OUT – ONLY ONE ANSWER)

| | |
|----------------------------|----|
| Before your first payment | 1 |
| After your first payment | 2 |
| After your second payment | 3 |
| After your third payment | 4 |
| After your fourth payment | 5 |
| After your fifth payment | 6 |
| After your sixth payment | 7 |
| After your seventh payment | 8 |
| After your eighth payment | 9 |
| DK/NA | 10 |

NEW

FILTER: ASK Q9a.2 IF ADDED cash" in Q2b – IF "Did not add cash", CODE 999,998 OR IF "DK" CODE 999,999 GO TO Q10

PROG: Q9a.2 - ONLY SHOW ITEMS LESS THAN OR EQUAL TO NO. OF PAYMENTS MADE (Q5a, Q5b, Q5N...)

Q9a.2 You reported [calculate and insert the sum of payments made~ 1 payment= 1 iteration at Q5A/B/C/D/E/F/G/H without answering code 9998 or 9999] payment(s) and at least one occasion where you added cash. When did you add or withdraw cash for the first time during the day? Was it...

(READ OUT – ONLY ONE ANSWER)

| | |
|----------------------------|----|
| Before your first payment | 1 |
| After your first payment | 2 |
| After your second payment | 3 |
| After your third payment | 4 |
| After your fourth payment | 5 |
| After your fifth payment | 6 |
| After your sixth payment | 7 |
| After your seventh payment | 8 |
| After your eighth payment | 9 |
| DK/NA | 10 |

NEW

ASK Q9b IF “ADDED MORE cash”, IN Q2b – IF “Did not add more cash”, CODE 999,998 OR IF “DK” CODE 999,999 GO TO Q10

PROG: Q9b - ONLY SHOW ITEMS LESS THAN OR EQUAL TO NO. OF PAYMENTS MADE (Q5a, Q5b, Q5N...)

Q9b When did you add or withdraw cash for the second time during the day? Was it...

(READ OUT – ONLY ONE ANSWER)

| | |
|----------------------------|----|
| Before your first payment | 1 |
| After your first payment | 2 |
| After your second payment | 3 |
| After your third payment | 4 |
| After your fourth payment | 5 |
| After your fifth payment | 6 |
| After your sixth payment | 7 |
| After your seventh payment | 8 |
| After your eighth payment | 9 |
| DK/NA | 10 |

NEW

Q10 To summarise, at the beginning of the day you had EUR [insert AMOUNT GIVEN AT Q1] You withdrew or added [INSERT AMOUNT Q2A+Q2B] You spent [INSERT AMOUNT FROM Q5A /B/C/D/E/F/G/H) ONLY IF in cash [IF CODE 1 AT 1 Q7A/B/C/D/E/F/G/H ELSE DO NOT SHOW] You put aside [INSERT AMOUNT GIVEN AT Q4] Can you please confirm that at the end of the day you had [CALCULATE AMOUNT : (AMOUNT GIVEN AT Q1+Q2A+Q2B) – (AMOUNT GIVEN AT Q4+ AMOUNT GIVEN AT Q5A/B/C/D/E/F/G/H)] ?

(READ OUT – ONE ANSWER ONLY)

| | |
|--|---|
| Yes, exactly | 1 |
| Yes, but differs by a few cents | 2 |
| Yes, but differs by a few euros | 3 |
| No, at the end of the day you had a different amount (_____) | 4 |
| DK/NA | 5 |

NEW

Questionnaire

FILTER: ASK QA1a if Q5a = 999,998 OR 999,999

QA1a Which of the following payment methods do you have access to, if any?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|--|----|
| Debit card | 1, |
| Credit card | 2, |
| Cheque or travellers' cheque | 3, |
| Credit transfer (also via home banking) | 4, |
| Direct debit | 5, |
| Internet or mobile payment methods such as home banking or PayPal, mobile App for parking | 6, |
| Other payment methods such as vouchers, retailer or pre-paid cards | 7, |
| None (SPONTANEOUS) | 8, |
| DK/NA | 9, |

NEW

FILTER: ASK QA1b if used payment methods in Q7a/Q7b/Q7N..., codes 2 – 8]

[PROG: payment methods mentioned in Q7a/b/N... are automatically recorded as answers in QA1b] DO NOT SHOW ANSWER 1 IF Q7A-H=2; DO NOT SHOW ANSWER 2 IF Q7A-H=3; DO NOT SHOW ANSWER 4 IF Q7 A-H=6; DO NOT SHOW ANSWER 5 IF Q7 A-H=7; DO NOT SHOW ANSWER 6 IF Q7 A-H=8

QA1b Previously you mentioned you used [insert payment methods from Q7A/B/C/D/E/F/G/H., codes 2 – 8]. Which other of the following payment methods do you have access to, if any?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|--|----|
| Debit card | 1, |
| Credit card | 2, |
| Cheque or travellers' cheque | 3, |
| Credit transfer or home banking | 4, |
| Direct debit | 5, |
| Internet or mobile payment methods such as home banking or PayPal, mobile App for parking | 6, |

| | |
|--|----|
| Other payment methods such as vouchers, retailer or pre-paid cards | 7, |
| None (SPONTANEOUS) | 8, |
| DK/NA | 9, |

NEW

ASK ALL

QA2 Nowadays, it is possible to pay contactless by holding the debit card, credit card or phone close to a payment terminal. How often, if at all, do you use contactless payment technology?

(READ OUT - ONE ANSWER ONLY)

| | |
|--|---|
| Several times per week | 1 |
| Once a week | 2 |
| Two or three times per month | 3 |
| Several times per year | 4 |
| Once a year or less often | 5 |
| Never, but I own a card or mobile phone with this technology | 6 |
| Never and I do not own a card or mobile phone with this technology | 7 |
| DK/NA | 8 |

NEW

QA3 How often do you typically withdraw cash from a bank counter?

(READ OUT - ONE ANSWER ONLY)

| | |
|------------------------------|---|
| Several times per week | 1 |
| Once a week | 2 |
| Two or three times per month | 3 |
| Several times per year | 4 |
| Once a year or less often | 5 |
| Never | 6 |
| DK | 7 |

NEW

FILTER: ASK QA4 IF "withdraw from a bank counter several times per year or more often",
CODES 1-4 IN QA3 – OTHERS GO TO QA5

QA4 What is the average amount you withdraw from a bank counter per month?

(READ OUT - ONE ANSWER ONLY)

| | |
|------------------------------|---|
| EUR 20 or less | 1 |
| More than EUR 20 to EUR 50 | 2 |
| More than EUR 50 to EUR 100 | 3 |
| More than EUR 100 to EUR 200 | 4 |

| | |
|---|---|
| More than EUR 200 to EUR 500 | 5 |
| More than EUR 500 to EUR 1,000 | 6 |
| More than EUR 1,000 | 7 |
| You do not have a typical withdrawal amount | 8 |
| DK/NA | 9 |

NEW

ASK ALL

QA5 How often do you typically withdraw cash from a cash dispenser (ATM)?

(READ OUT - ONE ANSWER ONLY)

| | |
|------------------------------|---|
| Several times per week | 1 |
| Once a week | 2 |
| Two or three times per month | 3 |
| Several times per year | 4 |
| Once a year or less often | 5 |
| Never | 6 |
| DK/NA | 7 |

NEW

FILTER: ASK QA6 IF “withdraw from a cash dispenser (ATM) several times per year or more often”, CODES 1-4 IN QA5 – OTHERS GO TO QA10

QA6 What is the average amount you withdraw from a cash dispenser (ATM) per month?

(READ OUT - ONE ANSWER ONLY)

| | |
|---|---|
| EUR 20 or less | 1 |
| More than EUR 20 to EUR 50 | 2 |
| More than EUR 50 to EUR 100 | 3 |
| More than EUR 100 to EUR 200 | 4 |
| More than EUR 200 to EUR 500 | 5 |
| More than EUR 500 | 6 |
| You do not have a typical withdrawal amount | 7 |
| DK/NA | 8 |

NEW

QA7 Thinking about a typical situation where you need to withdraw cash, how easy or difficult is it to get to an ATM or a bank?

(READ OUT - ONE ANSWER ONLY)

| | |
|------------------|---|
| Very easy | 1 |
| Fairly easy | 2 |
| Fairly difficult | 3 |
| Very difficult | 4 |

DK/NA

5

NEW

QA8 Which of the following applies for a cash withdrawal from a cash dispenser (ATM) when using a debit card in your country?

(READ OUT - ONE ANSWER ONLY)

| | |
|---|---|
| You always pay a fee per withdrawal | 1 |
| You sometimes pay a fee at ATMs (depending on which ATM you use or the number of withdrawals) | 2 |
| You never pay a fee for withdrawing cash at ATMs | 3 |
| You do not know what fees you pay for withdrawals at ATMs | 4 |
| DK/NA | 5 |

NEW

QA9 Are you satisfied or not with the different denominations available at cash dispensers (ATMs)?

(READ OUT - MULTIPLE ANSWERS ONLY - CODE 1 IS SINGLE)

| | |
|--|---|
| Yes | 1 |
| No, EUR 5 banknotes are not always available | 2 |
| No, EUR 10 banknotes are not always available | 3 |
| No, EUR 20 banknotes are not always available | 4 |
| No, EUR 50 banknotes are not always available | 5 |
| No, EUR 100 and above are not always available | 6 |
| DK/NA | 7 |

NEW

FILTER: ONLY ASKED IN BE, EE, GR, IE, AT, PT, SK, FI

QA10 How often do you typically withdraw cash via cash-back?

(READ OUT - ONE ANSWER ONLY)

| | |
|--|---|
| Several times per week | 1 |
| Once a week | 2 |
| Two or three times per month | 3 |
| Several times per year | 4 |
| Once a year or less often | 5 |
| Never | 6 |
| Never heard about this service (SPONTANEOUS) | 7 |
| DK/NA | 8 |

NEW

FILTER: ASK QA11 IF CODES 1-4 IN QA10 – OTHERS GO TO QA12

QA11 What is the average amount you withdraw via cash-back per month?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|---|----|
| EUR 10 or less | 1, |
| More than EUR 10 to EUR 20 | 2, |
| More than EUR 20 to EUR 50 | 3, |
| More than EUR 50 to EUR 100 | 4, |
| More than EUR 100 | 5, |
| You do not have a typical withdrawal amount | 6, |
| DK/NA | 7, |

NEW

ASK ALL

QA12 What is normally the minimum amount of cash you carry with you?

(READ OUT - ONE ANSWER ONLY)

| | |
|---|---|
| EUR 10 or less | 1 |
| More than EUR 10 to EUR 20 | 2 |
| More than EUR 20 to EUR 50 | 3 |
| More than EUR 50 to EUR 100 | 4 |
| More than EUR 100 | 5 |
| There is no specific amount you want to have with you | 6 |
| DK/NA | 7 |

NEW

QA13 Some people feel uneasy when carrying too much cash. Above which amount of cash in your wallet, purse or pockets would you become insecure or uneasy?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9998 if 'You feel comfortable carrying cash with you (SPONTANEOUS)', CODE 9999 if DK/NA

(2320-2321)

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | EUR | <input type="text"/> | <input type="text"/> | CENT |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|

NEW

QA14 When shopping in shops, what is the amount below which you would typically pay with cash instead of other payment methods?

(PLEASE NOTE DOWN THE AMOUNT), CODE 9997 if 'You typically always pay with cash (SPONTANEOUS)', CODE 9998 if 'You typically always pay with cards (SPONTANEOUS)', CODE 9999 if DK/NA

(2326-2327)

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | EUR | <input type="text"/> | <input type="text"/> | CENT |
|----------------------|----------------------|----------------------|----------------------|-----|----------------------|----------------------|------|

NEW

| | |
|------|---|
| QA15 | Assuming you were offered various payment methods in a shop and you have enough balance on each of them, what would be your preferred payment method? |
|------|---|

(READ OUT - ONE ANSWER ONLY)

| | |
|---|---|
| Cash | 1 |
| Card or other non-cash payment method | 2 |
| You have no clear preference between cash or non-cash payment methods | 3 |
| DK/NA | 4 |

NEW

FILTER: ASK QA16a IF "cash", CODE 1 IN QA15 – others go to QA16b

| | |
|-------|---|
| QA16a | For you personally, what are the two most important advantages of cash for payments? Cash payments are... |
|-------|---|

(READ OUT – MAXIMUM 2 ANSWERS POSSIBLE)

| | |
|--|----|
| Always accepted | 1, |
| Fast | 2, |
| Anonymous | 3, |
| Easy | 4, |
| Safe | 5, |
| Immediately settled, there is nothing to check later on | 6, |
| By using cash you have a clear overview of your expenses | 7, |
| Other (SPONTANEOUS) | 8, |
| DK/NA | 9, |

NEW

ASK QA16b IF "card or other non-cash payment method", CODE 2 IN QA15 – others go to QA17

| | |
|-------|--|
| QA16b | For you personally, what are the two most important advantages of cards for payments? Card payments are... |
|-------|--|

(READ OUT – MAXIMUM 2 ANSWERS POSSIBLE)

| | |
|--|----|
| Widely accepted | 1, |
| Fast | 2, |
| Easy | 3, |
| Safe | 4, |
| You don't have to check whether you carry enough cash | 5, |
| By using cards, you have a clear overview of your expenses | 6, |
| Other (SPONTANEOUS) | 7, |
| DK/NA | 8, |

NEW

ASK ALL

QA17 Which of the following influences your decision to pay with cash or card or other non-cash payment methods?

(READ OUT - ROTATE - MULTIPLE ANSWERS POSSIBLE)

| | |
|---|----|
| The amount to be paid | 1, |
| The amount of cash you have with you | 2, |
| The costs associated with the use of cards or cash | 3, |
| The benefits associated with the use of cards or cash | 4, |
| It depends on what the seller prefers as a payment method | 5, |
| Other (SPONTANEOUS) | 6, |
| DK/NA | 7, |

NEW

QA18 Which of the following expenses do you mainly pay in cash?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

| | |
|--|----|
| Rent or mortgage | 1, |
| Electricity supply | 2, |
| Gas or oil supply | 3, |
| Telephone line or mobile phone | 4, |
| Medical bills (including dentist, vet, etc.) | 5, |
| Insurances (car, home, etc.) | 6, |
| Taxes | 7, |
| None (SPONTANEOUS) | 8, |
| DK/NA | 9, |

NEW

QA19 How much of your regular income do you receive in cash? This might include your regular wages, salaries, pensions, scholarships, alimonies, allowances, income from self-employment, property etc.?

(READ OUT - ONE ANSWER ONLY)

| | |
|---|---|
| You don't receive any regular income in cash | 1 |
| Up to a quarter of your regular income is in cash | 2 |
| Between a quarter and a half of your regular income is in cash | 3 |
| Between half and three quarters of your regular income is in cash | 4 |
| More than three quarters of your regular income is in cash | 5 |
| DK/NA | 6 |

NEW

QA20 What do you usually do when you receive 1 and 2 cent coins as change?

(READ OUT - ONE ANSWER ONLY)

| | |
|--|---|
| You use them for payments like any other coin | 1 |
| You keep them and store them at home (in a piggy bank, a jar or similar) | 2 |
| You don't take them from the seller or you give them away immediately | 3 |
| Other (SPONTANEOUS) | 4 |
| DK/NA | 5 |

NEW

QA21a

| | |
|--|---|
| | 1 |
| | 2 |
| | 3 |
| | 4 |

NEW

FILTER: ONLY ASK QA21b IN FI, BE

QA21b

(READ OUT - ONE ANSWER ONLY)

| | |
|-------|---|
| | 1 |
| | 2 |
| | 3 |
| DK/NA | 4 |

NEW

FILTER: ONLY ASK QA21c in IE

| | |
|-------|--|
| QA21c | Some countries have allowed retailers to discourage the use of the 1 and 2 cent coins by introducing a rounding rule when paying cash: The prices in shops are still displayed in cents, but when paying in cash at the checkout the total amount will be rounded up or down to the nearest five cent amount. Are you satisfied with the rounding rule in your country, which is currently being introduced? |
|-------|--|

(READ OUT - ONE ANSWER ONLY)

| | |
|---------------------|---|
| Yes | 1 |
| No | 2 |
| You are indifferent | 3 |
| DK/NA | 4 |

NEW

ASK ALL

| | |
|------|--|
| QA22 | In the last 12 months, have you had a EUR 200/EUR 500 banknote in your possession? |
|------|--|

(READ OUT - ONE ANSWER ONLY)

| | |
|-------|---|
| Yes | 1 |
| No | 2 |
| DK/NA | 3 |

NEW

FILTER: ASK QA23 AND QA24 IF "had a EUR200/EUR500", CODE 1 IN QA22 – OTHERS GO TO QA25

| | |
|------|--|
| QA23 | How did the EUR200/EUR 500 banknote come into your possession? |
|------|--|

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|--|----|
| You withdrew it at the bank counter or from from a cash dispenser (ATM) | 1, |
| You received it as a part of my salary or income | 2, |
| You received it as a gift | 3, |
| You received it for the private sale of a good or service to another person (e.g. second hand car, furniture, do-it-yourself work) | 4, |
| DK/NA | 5, |

NEW

| | |
|------|-----------------------------|
| QA24 | What did/do you do with it? |
|------|-----------------------------|

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

| | |
|---|----|
| You used it for a purchase of a good or service in a shop | 1, |
|---|----|

| | |
|--|----|
| You used it for the purchase of a good or service from another person (e.g. second hand car, furniture, assistance with do-it-yourself work) | 2, |
| You used it as a gift | 3, |
| You deposited it to the bank or exchanged it for smaller denominations | 4, |
| You decided to store it | 5, |
| DK/NA | 6, |

NEW

ASK ALL

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|------|--|
| QA25 | Some people like to keep cash outside a bank account as a precautionary reserve or as an alternative way of saving. Do you personally keep an extra amount of cash at home or at a safe place e.g. safety deposit box? |
|------|--|

(READ OUT - ONE ANSWER ONLY)

| | |
|-------|---|
| Yes | 1 |
| No | 2 |
| DK/NA | 3 |

NEW

FILTER: ASK QA26 IF CODE 1 IN QA25

| | |
|------|--|
| QA26 | Could you please provide an approximate amount of cash that you keep outside a bank account as a precautionary reserve or as an alternative way of saving? |
|------|--|

(READ OUT - ONE ANSWER ONLY)

| | |
|----------------------------------|---|
| EUR 100 or less | 1 |
| More than EUR 100 to EUR 250 | 2 |
| More than EUR 250 to EUR 500 | 3 |
| More than EUR 500 to EUR 1,000 | 4 |
| More than EUR 1,000 to EUR 5,000 | 5 |
| More than EUR 5,000 | 6 |
| Refusal | 7 |
| DK/NA | 8 |

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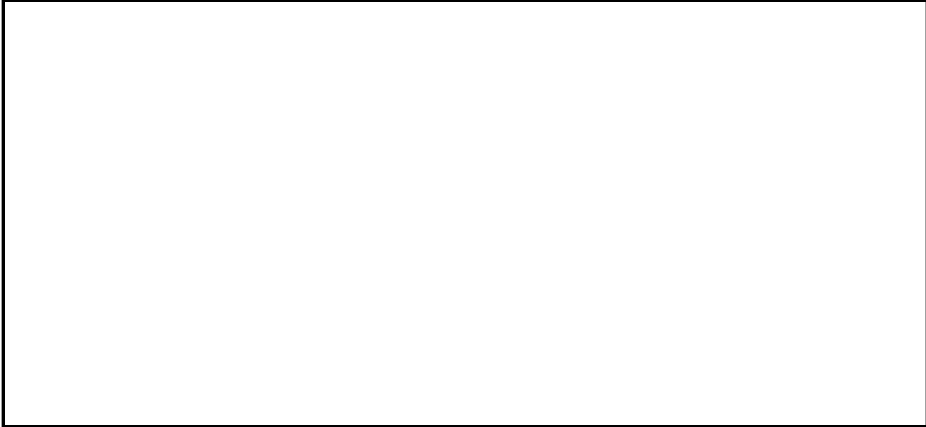
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NEW

FILTER: ASK ONLY IN ITALY TO RESPONDENTS WHO ANSWER "withdraws money from bank counter", CODES 1 to 5 IN QA3 – OTHERS GO TO QB12

QB11

(READ OUT – ROTATE – MAXIMUM 3 ANSWERS POSSIBLE)

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|---------------------|---|
| | 5 |
| | 6 |
| | 7 |
| Other (SPONTANEOUS) | 8 |
| Don't know | 9 |

NEW

FILTER: ASK ONLY IN ITALY TO RESPONDENTS WHO ANSWERED "withdraws money from ATMs", CODES 1 to 5 IN QA5 – OTHERS GO TO QB14

QB12

(READ OUT - ONE ANSWER ONLY)

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