

Financial Literacy Survey Questionnaire¹

1. Is your family used to keeping records of income and expenditures? Look at the card and say which option is the most accurate description of your (your family's) practice?
 - a. Yes, we keep records of everything, entering all revenues and all expenditures
 - b. Yes, we keep records of everything, but not all revenues and expenditures are entered
 - c. No, we don't keep records of everything, but we know in general how much money is received and spent during a month.
 - d. No, we don't keep records of family's resources, and we don't have even a vague idea of how much money is received and spent during a month
 - e. I find it difficult to answer this question

2. How often during the last year you (your family) had any money unspent from previous earnings before the next moment for new revenues arrived (wages, pension, scholarship, benefit)?
 - a. Always
 - b. Very often
 - c. Sometimes
 - d. Very rarely
 - e. Never
 - f. I find it difficult to answer this question

3. If you (your family) have/has any money left right before the next revenue arrives, what would you usually do with it?
 - a. We spend it on consumer goods
 - b. We keep it in cash
 - c. We deposit it or do not withdraw it from the account
 - d. We invest it in the capital market
 - e. We lend it to friends or relatives
 - f. We invest it in our own business
 - g. We invest it in gold and jewelry
 - h. Other
 - i. I find it difficult to answer this question
 - j. No answer

4. How often during the last year did you (your family) run out of money from previous earnings before the new money arrived (wages, pension, scholarship, benefit, etc.)?
 - a. Always
 - b. Very often
 - c. Sometimes
 - d. Very rarely
 - e. Never
 - f. I find it difficult to answer this question

¹ The survey was designed by the World Bank, and implemented in Russia in June 2008 in preparation for the Financial Literacy Program.

5. What do you usually do when you (your family) run(s) out of money before the next income arrives?
- We cut down expenses and save
 - We borrow money from relatives, friends and acquaintances
 - We spend our savings
 - We use a credit card
 - We sell our securities/shares
 - We borrow cash on bank credit
 - Our friends and relatives give us money free of charge
 - We work extra hours or do additional jobs
 - We withdraw a required amount from our business
 - Other
 - I find it difficult to answer this question
 - No answer
6. Did you (your family) experience an unexpected significant reduction of your income over the last three years, and if so, then what was the reason?
- No, over the last three years I (my family) had not experienced any unexpected significant reduction of income
 - Yes, due to the loss of a job because of an accident, deterioration of health, disability of a breadwinner
 - Yes, due to the loss of a job by a breadwinner because of staff reduction, dismissal from work, etc.
 - Yes, due to the considerable reduction of salary, or delays with salary payment
 - Yes, due to the drop in income resulting from breakup, separation or divorce
 - Yes, due to the reduction of investment income
 - Yes, due to retirement of the main breadwinner
 - Yes, due to another reason
 - I find it difficult to answer this question
7. How did you (your family) manage to make the ends meet when your income suddenly dropped?
- We cut down expenses and saved
 - We borrowed money from relatives, friends and acquaintances
 - We spent our savings
 - We used a credit card
 - We sold our securities/shares
 - We took a bank credit
 - Our friends and relatives gave us money free of charge
 - We found other sources of income
 - I find it difficult to answer this question
 - No answer
8. How often during the last year you (your family members) had to borrow to pay back your other debts?
- Always
 - Very often
 - Sometimes
 - Very rarely
 - Never
 - I find it difficult to answer this question

9. Would you please say whether you (your family) have (has) any debts now?
- Yes, we have debts
 - No, we don't have any debts
 - I find it difficult to answer this question
10. When answering the next question please exclude any loans for purchase of an apartment, or dacha, or car secured on property out of your entire debt amount. Is it possible to say, that the total debt excluding the above loans will equal the amount: of debt minus the loan for purchase of the apartment, dacha or car secured on property?
- No
 - Less than one monthly income
 - From 1 to 2 monthly incomes
 - From 2 to 3 monthly incomes
 - From 3 to 6 monthly incomes (including)
 - From 6 to 12 monthly incomes (including)
 - More than yearly income
 - I find it difficult to answer this question
 - No answer
11. Please tell us whether there are such families among your acquaintances or friends who used to be relatively well-to-do and then suddenly encountered financial problems? If so, then what was the reason in your opinion?
- A family started to experience financial troubles because of unfortunate series of events (a sudden death or loss of a job by a breadwinner, a divorce, an accident, etc.)
 - A family started to experience financial troubles because of a wrong money management or lack of ability to plan its finances (they were buying too much, took too many credits, did not plan their future, lived for the moment, etc.)
 - No such families
 - I find it difficult to answer this question
12. If a citizen has a deposit in a Russian bank and this bank becomes bankrupt, do you know what maximum level of a deposit is entirely insured by the government?
- 0 rubles, the government does not insure the bank deposits
 - 20,000 rubles
 - 100,000 rubles
 - 400,000 rubles
 - 1 million rubles
 - No limits – the government insures all bank deposits in their full amount
 - I find it difficult to answer this question
13. If a citizen owns shares in the unit fund, and the value of shares plummeted because of a large scale financial crisis, what is an approximate level of losses insured by the government?
- 0 rubles, the government does not insure against losses from the reduction of value of the unit fund shares
 - 20,000 rubles
 - 100,000 rubles
 - 400,000 rubles
 - 1 million rubles
 - No limits – the government insures all unit fund shares in their full amount

- g. I find it difficult to answer this question
14. There are different opinions now of the way the government could compensate individuals for the damages from losses in the financial market investments. What do you think about it? Do you think it is appropriate for the government to compensate individuals for the losses in the following cases?
- The bank which went bankrupt
 - Shares of a unit fund whose market value plunged
 - Shares of a private company, and the value of shares dropped significantly
 - Apartment or dacha and their price dropped at the moment when one needs to sell them
 - None of the above
 - I find it difficult to answer this question
15. What should the banks do under the current Russian legislation? Choose a phrase most compliant with the Russian law from the options given in the card
- Charge the same annual interest rate on all credits
 - Charge the same annual interest rates on all similar credits (credit cards, car purchase credits, mortgage loans, etc.)
 - Inform a borrower of the total credit cost
 - They should not do anything of the above
 - I find it difficult to answer this question
16. What phrase out of the ones given below describes best your individual life insurance situation?
- My life is already insured for the required amount
 - My life is insured for some amount but the level is lower than what I believe is necessary
 - I need to insure my life but it is too expensive
 - I need to insure my life but I don't believe that insurance companies will pay the claim in case of my death
 - I don't need life insurance actually
 - I find it difficult to answer this question
 - No answer
17. What tendencies from the ones given below you follow personally?
- Changes in the property market
 - Changes of quotations and indices in the capital market
 - Changes of interest rates on deposits
 - Changes of interest rates on credits
 - Changes in the inflation rate
 - Changes in the level of public pensions, benefits and tax exemptions
 - Price fluctuations for oil, gold, metals, etc.
 - Other
 - I don't watch any trends
 - I find it difficult to answer this question
18. What sources do you use to get information about the above tendencies?
- Advertising
 - Newspapers, magazines, TV programs specializing on financial issues
 - Specialized web sites
 - Bank officers, employees of insurance and management companies, during a personal visit or by phone
 - Independent financial consultants or brokers
 - Friends and acquaintances

- g. From other sources
- h. I find it difficult to answer this question

19. Did you happen to buy a financial service during the last five years which you were sorry about later as the service did not meet your needs and you concluded that the seller of the service

- a. Yes
- b. No
- c. I find it difficult to answer this question

20. What kind of service was it?

- a. A bank deposit
- b. A contract with a private pension fund
- c. A stock
- d. A bank credit card
- e. A bank debit card
- f. A consumer loan
- g. An insurance policy
- h. A car credit
- i. A mortgage loan
- j. Another service
- k. I don't remember
- l. I find it difficult to answer this question

21. What did you do after you discovered the problem?

- a. Nothing
- b. I stopped using the service before the contract expired (closed the deposit, account, sold the unit shares, canceled the insurance contract, etc.)
- c. I submitted a grievance to the company which sold me the product
- d. I submitted a claim to the appropriate government authority
- e. Other
- f. I find it difficult to answer this question
- g. No answer

22. If a conflict with a financial organization (bank, insurance company or the like) arises regarding the provision of financial services to you, how sure are you in the quick and just resolution of the dispute?

- a. I am completely sure
- b. I am rather sure
- c. Fifty-fifty
- d. I am not quite sure
- e. I am not at all sure
- f. I find it difficult to answer this question
- g. No answer

23. Do you consider yourself a financially literate person? Please evaluate your knowledge and skills using a five-point system, as the one at school, where 1 stands for the complete absence of knowledge and skills in management of personal finances and 5 stands for excellent command of the subject in question.

- a. No knowledge and skills
- b. Unsatisfactory knowledge and skills
- c. Satisfactory knowledge and skills
- d. Good knowledge and skills
- e. Excellent knowledge and skills

- f. I find it difficult to answer this question
24. Let's assume that you deposited 100,000 rubles in a bank account for 2 years at 8% interest rate. How much money will you have in your account in 2 years if you do not withdraw from or add to this account any money?
- More than 108,000 rubles
 - Exactly 108,000 rubles
 - Less than 108,000 rubles
 - I cannot come up with even a rough number
25. Let's assume that you deposited 100,000 rubles in a bank account for 5 years at 10% interest rate. The interest will be earned at the end of each year and will be added to the principal. How much money will you have in your account in 5 years if you do not withdraw either the principal or the interest?
- More than 150,000 rubles
 - Exactly 150,000 rubles
 - Less than 150,000 rubles
 - I cannot come up with even a rough number
26. Imagine, then you deposited the money in a bank account at 8% interest rate, while the annual inflation rate was 10%. Do you think the money from your account can buy more or less, or the same amount of goods and services on average now as a year ago?
- More than a year ago
 - The same
 - Less than a year ago
 - I cannot estimate it even roughly
27. Let's assume that in 2010 your income is twice as now, and the consumer prices also grow twofold. Do you think that in 2010 you will be able to buy more, less, or the same amount of goods and services as today?
- More than today
 - Exactly the same
 - Less than today
 - I cannot estimate it even roughly
28. Let's assume that you saw a TV-set of the same model on sale in two different shops. The initial retail price of it was 10,000 rubles. One shop offered a discount of 1,500 rubles, while the other one offered a 10% discount. Which one is a better bargain – a discount of 1,500 rubles or 10%?
- A discount of 1,500 rubles
 - A 10 % discount
 - I cannot estimate it even roughly
 - No answer
29. Let's assume that you took a bank credit of 10,000 rubles to be paid back during a year in equal monthly payments. The credit charge is 600 rubles. Give a rough estimate of the annual interest rate on your credit.
- 3 %
 - 6%
 - 9 %
 - 12 %
 - I cannot estimate it even roughly

- 30.** What do you think deserves primary attention when one has to compare between the banks to choose the one where to take a credit from?
- Bank's reputation (fame) and its reliability
 - View of the bank office and qualifications of its personnel
 - Credit interest rate and the credit cost
 - Gifts and advertising campaigns
 - I cannot estimate it even roughly
- 31.** When do you think buying on credit is justified? Choose only one answer.
- If a shop has sales for the goods I need
 - If the interest rate on credit is higher than the one on deposit
 - If a person needs to pay for education which would allow to get a better paid job
 - If a person really needs a vacation but does not have money at the moment
 - I cannot say anything even roughly
 - No answer
- 32.** There is a list below of the topics regarding various aspects of personal finance management. Please specify which are most interesting to learn about in the course of financial training? Card # 20 Not more than 5 answers
- How to form one's own financial targets and draw a personal current financial plan
 - What to do not to get up to one's neck in debt when using credits
 - How to plan purchases of durables (car, apartment, dacha) and evaluate one's abilities to implement them
 - How does the pension scheme work and what methods are available to secure one's old age income
 - Banking services – current accounts, saving deposits, and plastic cards
 - Consumer credits to purchase goods and services
 - Mortgage loans
 - Insurance and insurance products
 - Private pension funds
 - Capital markets, stock and unit fund shares
 - Sources of information on financial services, how to interpret the information and how to differentiate the advertising information from the objective one
 - What parameters are used to compare the services offered by banks and other financial companies
 - What consumer rights protection laws are available and what one needs to do when one's consumer rights are violated
 - What information should a user pay attention to when signing a contract with a bank or another financial company
 - I am not interested in any of such topics
 - I find it difficult to answer this question
- 33.** Currently many organizations related to capital markets declare their preparedness to deal with improvement of financial literacy of the people. What kind of trainers do you see as the most suitable to deliver financial literacy program?
- A commercial bank
 - Pension fund and/or insurance companies
 - Unit investment funds (management companies)
 - Non-government organizations or public organizations involved in consumer rights protection
 - Government entities regulating these markets
 - Higher education institutions of economic and financial profile

- g. Independent financial consultants
- h. Mass media (journalists and TV presenters)
- i. Other people
- j. I find it difficult to answer this question
- k. No answer

- 34.** Let's assume that in addition to your regular income your family got some money in the amount of 45,000-50,000 rubles. What would you do with this money most likely?
- a. I'll spend it on the purchase of household goods (furniture, clothes, home electronic appliances, etc.)
 - b. I'll try to add money (through borrowing, e.g.) and buy a plot of land, a car, etc.
 - c. I'll make long-term savings to accumulate money for more expensive things (a house, apartment, expensive car, etc.)
 - d. I'll make reserves (for unexpected event, special events, for a rainy day, etc.)
 - e. I'll repay my earlier debts
 - f. I'll spend it on entertainment, on travel or vacation
 - g. I'll invest it in my own business
 - h. I'll spend it on education and development of my children
 - i. I'll spend it on upgrade of my skills or training for a new vacation/profession
 - j. I'll spend it on my medical treatment and that of my close family
 - k. I'll buy an insurance policy for myself or the family, spend it on voluntary pension (through a pension fund)
 - l. I'll buy gold, jewels and the like
 - m. I'll invest it in the bank deposit at an interest rate
 - n. I'll buy shares and other stock of Russian companies, buy government bonds (obligations and the like)
 - o. Other
 - p. I find it difficult to answer this question
- 35.** How do you (does your family) usually manage your everyday revenues?
- a. I try to save something and spend the rest of the money on the everyday needs
 - b. I spend money on the everyday needs and save the rest
 - c. I spend all the money on everyday needs and do not save anything
 - d. I find it difficult to answer this question
- 36.** People save or invest for different reasons. What are your (your family's) personal reasons to have made savings or investments?
- a. for a rainy day, for unexpected expenses
 - b. For retirement
 - c. To get income in the form of interest, increased market value of assets, etc.
 - d. To get income in the form of interest, increased market value of assets, etc.
 - e. To leave something for children to inherit
 - f. To increase my living standards in the future
 - g. I like saving rather than spending money
 - h. To be independent and be able to make choices
 - i. To speculate on the stock exchange
 - j. No particular reason, this is a family tradition
 - k. For another reason
 - l. I find it difficult to answer this question
 - m. No answer

37. If you (your family) do/does not make savings, what is the reason?
- I don't trust financial institutions
 - I cannot do this because of a low income
 - I don't see the point in making savings
 - I cannot resist the temptation to spend the money on shopping
 - for another reason
 - I find it difficult to answer this question
 - No answer
38. A. What financial services from the given below do you personally use?
- Consumer credit
 - Bank current account
 - Bank deposit account
 - Currency exchange
 - Credit card
 - Bank plastic card
 - Mortgage loan
 - Insurance policies
 - Investments in unit funds
 - Investments in companies' stock
 - Private pension fund policies
 - Other services
 - none of the above
 - I find it difficult to answer this question
 - No answer
38. B What financial services from the given below do your family members use?
- Consumer credit
 - Bank current account
 - Bank deposit account
 - Currency exchange
 - Credit card
 - Bank plastic card
 - Mortgage loan
 - Insurance policies
 - Investments in unit funds
 - Investments in companies' stock
 - Private pension fund policies
 - Other financial service
 - none of the above
 - I find it difficult to answer this question
 - No answer
39. What financial services of the listed above do you personally plan to use in the near 2 years?
- Consumer credit
 - Bank current account
 - Bank deposit account
 - Currency exchange
 - Credit card
 - Bank plastic card
 - Mortgage loan
 - Insurance policies
 - Investments in unit funds
 - Investments in companies' stock
 - Private pension fund policies

- l. Other financial service
- m. None of the above
- n. I find it difficult to answer this question

40. What services of the above would you like to know better or get additional information about?

- a. Consumer credit
- b. Bank current account
- c. Bank deposit account
- d. Currency exchange
- e. Credit card
- f. Bank plastic card
- g. Mortgage loan
- h. Insurance policies
- i. Investments in unit funds
- j. Investments in companies' stock
- k. Private pension fund policies
- l. Other financial service
- m. None of the above
- n. I find it difficult to answer this question

41. How often do you compare the terms and conditions for provision of financial services by various companies before you buy such a service?

- a. Always
- b. Sometimes
- c. Rarely
- d. Never
- e. I find it difficult to answer this question

42. What sources of information do you pay attention to when choosing a company to buy a service from?

- a. Advertisements
- b. Advice of consultants working for providers of a required service
- c. Information materials of financial companies on their tariffs and services of various types
- d. Recommendations of independent financial consultants or brokers
- e. Advice of friends and relatives
- f. Analytical materials published in mass media
- g. Employer's advice
- h. Internet resources
- i. Other sources
- j. I find it difficult to answer this question
- k. No answer

43. Respondent's gender

- a. Male
- b. Female

44. How old are you?

- a. 18-24 years
- b. 25-34 years
- c. 35-44 years
- d. 45-59 years
- e. 60 and over

45. Your education?

- a. Primary or lower education
- b. Incomplete secondary education
- c. Secondary education (general or vocational school)
- d. Special vocational education (technical college)
- e. Incomplete higher education (at least 3 years of higher educational institution)
- f. Higher education

46. Which group of employees do you refer yourself to based on your main job?

- a. Qualified worker, including agriculture
- b. Unqualified worker, including agriculture
- c. Enlisted personnel in the army, interior forces, including police and security force
- d. Business person, entrepreneur
- e. Civil servant, public authority officer or
- f. Specialist with higher education in the manufacturing sector
- g. Specialist with higher education outside the manufacturing sector (science, culture, education)
- h. Employee without a higher education (secretary, office worker, shop assistant)
- i. Registered unemployed
- j. Student
- k. Pensioner, non working
- l. Household worker
- m. Other group
- n. Have trouble answering

47. What was the level of your earnings, wages/salary in your main job, including bonuses, vacation benefits, and other payments (after tax deductions).

- a. up to 1500 rubles
- b. 1501 - 3000 rubles
- c. 3001 - 5000 rubles
- d. 5001 rubles and over
- e. Nothing in the last month
- f. I find it difficult to answer this question
- g. No answer

48. Income per member of the family

- a. up to 1500 rubles
- b. 1501 - 3000 rubles
- c. 3001 - 5000 rubles
- d. 5001 rubles and over

49. How many people live in your household including you personally and all children?

- a. 1
- b. 2
- c. 3
- d. 4
- e. 5
- f. 6
- g. 7
- h. 8
- i. 11
- j. 12

50. How do you assess the financial situation in your family?

- a. Very good
- b. Good
- c. Satisfactory
- d. Bad
- e. Very bad
- f. Have trouble answering

51. Which group of people do you think you belong to

- a. We hardly make the ends meet. We do not have enough money even for food.
- b. We have enough money to buy food but buying clothes causes financial difficulties
- c. We have enough money to buy food and clothes. But purchase of durable goods (a TV-set, a refrigerator) is problematic.
- d. We have no trouble buying durable goods, but purchase of a really expensive thing like a car is hard for us.
- e. We can afford quite expensive things – apartment, dacha, and many other ones.
- f. I find it difficult to answer this question
- g. No answer