

AZERBAIJAN

Financial Literacy Survey Questionnaire

No / / / /

1. Does your family keep records of income and expenditures?

	q.1
Yes, we keep records of everything, entering all revenues and all expenditures	1
Yes, we keep records of everything, but not all revenues and expenditures are entered	2
No, we don't keep records of everything, but we know in general how much money is received and spent during a month	3
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	4
I find it difficult to answer this question	98

2. How often during the last year you (your family) had any money unspent from previous earnings before new revenues arrived (wages, pension, scholarship, benefits and etc.)?

	q.2
Always	1
Very often	2
Sometimes	3
Very rarely	4
Never	5
I find it difficult to answer this question	98

3. If you (your family) have/has any money left right before the next revenue arrives, what would you usually do with it?
(Multiple choices is possible)

	q.3
We spend it on consumer goods	1
We keep it in cash	2
We deposit it or do not withdraw it from the account	3
We invest it in the capital market	4
We lend it to friends or relatives	5
We invest it in our own business	6
We invest it in gold and jewelry	7
Other.....	
I find it difficult to answer this question	98
No answer	99

4. How often during the last year did you/family run out of money from previous earnings before the new money arrived?

	q.4
Always	1
Very often	2
Sometimes	3
Very rarely	4
Never	5
I find it difficult to answer this question	98

5. What do you usually do when you (your family) run(s) out of money before the next income arrives?
(Multiple choices is possible)

	q.5
We cut down expenses and save	1
We borrow money from relatives, friends and acquaintances	2
We spend our savings	3
We use a credit card	4
We sell our securities/shares	5
We borrow cash on bank credit	6
Our friends and relatives give us money free of charge	7
We work extra hours or do additional jobs	8
We withdraw a required amount from our business	9
Other.....	
I find it difficult to answer this question	98
No answer	99

6. Did you (your family) experience a significant reduction of income over the last three years, and if so, then what was the reason? **(Multiple choices is possible)**

	q.6
No, over the last three years I (my family) had not experienced any significant reduction of income	1
Yes, due to the loss of a job because of an accident, deterioration of health, disability of a breadwinner	2
Yes, due to the loss of a job by a breadwinner because of staff reduction, dismissal from work, etc.	3
Yes, due to the considerable reduction of salary, or delays with salary payment	4
Yes, due to the drop in income resulting from separation or divorce	5
Yes, due to the reduction of investment income	6
Yes, due to retirement of the breadwinner	7
Yes, due to another reason.....	
I find it difficult to answer this question	98

7. Would you please say whether you (your family) borrowed debts for some reason over the last year?

	k.7
Always	1
Very often	2
Sometimes	3
Very rarely	4
Never	5
I find it difficult to answer this question	98

8. Would you please say whether you (your family) have (has) any debts now?

	q.8	
Yes, we have debts	1	
No, we don't have any debts	2	
I find it difficult to answer this question	98	Shift to the 10th question

9. What is your total debt excluding any loans for purchase of an apartment, or dacha, or car secured on property out of your entire debt amount (total debt minus the loan for purchase of the apartment, dacha or car secured on property)?

	q.9
Less than one monthly income	1
From 1 to 2 monthly incomes	2
From 2 to 3 monthly incomes	3
From 3 to 6 monthly incomes	4
From 6 to 12 monthly incomes	5
More than yearly income	6
I find it difficult to answer this question	98
No answer	99

10. 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? **(Multiple choices is possible)**

	q.10
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.)	1
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.)	2
No such families	3
Other.....	
I find it difficult to answer this question	98

11. If a citizen has a deposit in an Azerbaijani bank and this bank becomes bankrupt, do you know what maximum level of a deposit is entirely insured by the government?

	q.11
0 manat	1
1 000 manats	2
4 000 manats	3
30 000 manats	4
50 000 manats	5
No limits – the government insures all bank deposits in their full amount	6
I find it difficult to answer this question	98

12. 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? *(Multiple choices is possible)*

	q.12
When the bank become a bankrupt	1
Shares of a private company, and the value of shares dropped significantly	2
Apartment or dacha and their price dropped at the moment when one needs to sell them	3
Other.....	
None of the above	4
I find it difficult to answer this question	98

13. According to the current legislation of Azerbaijan, who sets period, annual interest rate, commission fees and other terms when granting a bank credit?

	q.13
Government authorities	1
Central Bank	2
Relevant banks	3
By contracts based on mutual agreement	4
I find it difficult to answer this question	98
No answer	99

14. Which phrase out of the ones given below describes best your individual life insurance situation?

	q.14
My life is already insured for the required amount	1
My life is insured for some amount but in my opinion it is lower than required	2
I need to insure my life but it is too expensive	3
I need to insure my life but I don't believe that insurance companies will pay the claim in case of my death	4
I don't need life insurance actually	5
I find it difficult to answer this question	98
No answer	99

15. Which tendencies from the ones given below do you follow personally? *(Multiple choices is possible)*

	q.15	
Changes in the property market	1	Continue!
Changes of quotations and indices in the capital market	2	
Changes of interest rates on deposits	3	
Changes of interest rates on credits	4	
Changes in the inflation rate	5	
Changes in the level of public pensions, benefits and tax exemptions	6	
Price fluctuations for oil, gold, metals, etc.	7	
Other.....		
I don't watch any trends	8	Shift to the 17th question!
I find it difficult to answer this question	98	

16. What sources do you use to get information about the above tendencies? *(Multiple choices is possible)*

	q.16
Advertising/Announcement	1
Newspapers, magazines, TV programs specializing on financial issues	2
Specialized web sites	3
Bank officers, employees of insurance and management companies, during a personal visit or by phone	4
Independent financial consultants or brokers	5
Friends and acquaintances	6
From other sources.....	
I find it difficult to answer this question	98

17. Did you ever buy a financial service during the last five years and later you were sorry about that, because the service did not meet your needs and you concluded to terminate relations with seller (or service provider)?

	q.17	
Yes	1	Continued!
No	2	Shift to the 20th question
I find it difficult to answer this question	98	

18. What kind of service was it? *(Multiple choices is possible)*

	q.18	
A bank deposit	1	
A stock	2	
A bank credit card	3	
A bank debit card	4	
A consumer loan	5	
An insurance policy	6	
A car credit	7	
A mortgage loan	8	
Other services.....		
I don't remember	97	Shift to the 20th question
I find it difficult to answer this question	98	

19. What did you do after you find out the problem?

	q.19
Nothing	1
I stopped using the service before the contract expired (closed the deposit, account, canceled the insurance contract, etc.)	2
I submitted a grievance to the company which sold me the product	3
I submitted a claim to the appropriate government authority	4
Other.....	
I find it difficult to answer this question	98
No answer	99

20. If a conflict arises between you and financial organization (bank, insurance company or the like) regarding the provision of financial services, are you sure that it will solve quickly and fairly?

	q.20
I am completely sure (100%)	1
I am rather sure (75%)	2
Fifty-fifty	3
I am not quite sure	4
I find it difficult to answer this question	5
No answer	98

21. Please evaluate your financial literacy using a five-point system where 1 stands for the worst and 5 for the best

	q.21
Very low	1
Low	2
Average	3
High	4
Very high	5
I find it difficult to answer this question	98

22. Let's assume that you deposited 1000 manats in a bank account for 1 year at 12% interest rate. How much money will you have in your account in 1 year if you do not withdraw from or add to this account any money?

	q.22
More than 1120 manats	1
Exactly 1120 manats	2
Less than 1120 manats	3
I cannot come up with even a rough number	4

23. Let's assume that you deposited 1000 manats 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?

	q.23
More than 1500 manats	1
Exactly 1500 manats	2
Less than 1500 manats	3
I cannot come up with even a rough number	4

24. Imagine, than 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?

	q.24
More than a year ago	1
The same	2
Less than a year ago	3
I cannot estimate it even roughly	4

25. 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?

	q.25
More than today	1
Exactly the same	2
Less than today	3
I cannot estimate it even roughly	4

26. Let's assume that you saw a refrigerator of the same model on sales in two different shops. The initial retail price of it was 1000 manats. One shop offered a discount of 150 manats, while the other one offered a 10% discount. Which one is a better bargain – a discount of 150 manats or 10%?

	q.26
150 manats	1
10% discount	2
I cannot estimate it even roughly	3
No answer	99

27. Let's assume that you took a bank credit of 1000 manats to be paid back during a year in equal monthly payments. The credit charge is 90 manats. Give a rough estimate of the annual interest rate on your credit.

	k.27
6%	1
9%	2
12%	3
15%	4
I cannot estimate it even roughly	5

28. In your opinion what should be primary attention when someone compare the banks in order to choose the one where to take a credit from or to make deposit in?

	q.28
Bank's reputation (fame) and its reliability	1
View of the bank office and qualifications of its personnel	2
Credit interest rate and the credit cost	3
Gifts and advertising campaigns	4
Other.....	
I cannot estimate it even roughly	98
No answer	99

29. When do you think buying on credit is justified? In your opinion when is the right condition to buy on credit? (**Choose only one answer**)

	q.29
If a shop has sales for the goods I need	1
If the interest rate on credit is higher than the one on deposit	2
If a person needs to pay for education which would allow to get a better paid job	3
If a person really needs a vocational training but does not have money at the moment	4
Other.....	
I cannot estimate it even roughly	98

30. On which basis do banks provide credits? (**Multiple choices is possible**)

	q.30
Monthly income and repayment capacity of a borrower	1
Welfare and needs of a borrower for funds	2
Provision of collateral or guarantee for credit	3
Credits are provided to everybody based on application and turns of clients	4
I find it difficult to answer this question	98
Other.....	
No answer	99

31. (**Show the cart!**) 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? (**Not more than 5 answers**)

	q.31
How to form one's own financial targets and draw a personal current financial plan	1
What to do in order not to get up to one's neck in debt when using credits	2
How to plan purchases of durables (car, apartment, dacha) and evaluate one's abilities to implement them	3
How does the pension scheme work and what methods are available to secure one's old age income	4
Banking services – current accounts, saving deposits, and debit/credit cards	5
Mode of use from internet, mobile banking services	6
Consumer credits to purchase goods and services	7
Mortgage loans	8
Insurance and insurance products	9
Capital markets and stock	10
Sources of information on financial services, how to interpret the information and how to differentiate the advertising information from the objective one	11
What parameters are used to compare the services offered by banks and other financial companies	12
What consumer rights protection laws are available and what one needs to do when one's consumer rights are violated	13
What information should a user pay attention to when signing a contract with a bank or another financial company	14
I am not interested in any of such topics	15
I find it difficult to answer this question	98

32. What kind of trainers do you see as the most suitable to deliver financial literacy program? *(No more than 3 answers)*

	q.32
A commercial bank	1
Insurance companies	2
Non-government organizations or public organizations involved in consumer rights protection	3
Government entities regulating capital markets	4
Higher education institutions of economic and financial profile	5
Independent financial consultants	6
Mass media (journalists and TV presenters)	7
Other people.....	
I find it difficult to answer this question	98
No answer	99

33. Let's assume that in addition to your regular income your family got some money in the amount of 2000-3000 manats. What would you do with this money most likely? *(No more than 5 answers)*

	q.33
I'll spend it on the purchase of household goods (furniture, clothes, home electronic appliances, etc.)	1
I'll try to add money (through borrowing, e.g.) and buy a plot of land, a car, etc.	2
I'll make long-term savings to accumulate money for more expensive things (a house, apartment, expensive car, etc.)	3
I'll make reserves (for unexpected event, special events, for a rainy day, etc.)	4
I'll repay my earlier debts	5
I'll spend it on entertainment, on travel or vacation	6
I'll invest it in my own business	7
I'll spend it on education and development of my children	8
I'll spend it on upgrade of my skills or training for a new vocation/profession	9
I'll buy an insurance policy for myself or the family, spend it on voluntary pension	10
I'll spend it on my medical treatment and that of my close family	11
I'll buy gold, jewels and the things like these	12
I'll invest it in the bank deposit at an interest rate	13
I'll buy shares and other stock of Azerbaijani companies, buy government bonds	14
Other.....	
I find it difficult to answer this question	98

34. How do you (does your family) usually manage your everyday revenues?

	q.34
I try to save something and spend the rest of the money on the everyday needs	1
I spend money on the everyday needs and save the rest	2
I spend all the money on everyday needs and do not save anything	3
I find it difficult to answer this question	98

35. Did you (your family) invest or make deposit?

	Q 35	
Yes	1	Continue!
No	2	Shift to 37th question

36. What are your (your family's) personal reasons to make savings or investments? *(Multiple choices is possible)*

	q.36	
For a rainy day, for unexpected expenses	1	Shift to the 38th question
For retirement	2	
To get income in the form of interest, increased market value of assets, etc.	3	
To leave something for children to inherit	4	
To increase my living standards in the future	5	
I like saving rather than spending money	6	
To be independent and be able to make choices	7	
To speculate on the stock exchange	8	
No particular reason, this is a family tradition	9	
For another reason.....		
I find it difficult to answer this question	98	
No answer	99	

37. If you (your family) do/does not make savings, what is the reason? What is the reason that you (your family) do not make savings? *(Multiple choices is possible)*

	q.37
I don't trust financial institutions	1
I cannot do this because of a low income	2
I don't see the point in making savings	3
I cannot resist the temptation to spend the money on shopping	4
For another reason	
I find it difficult to answer this question	98
No answer	99

38. (Show the cart!) What financial services from the given below do you personally use? *(Multiple choices is possible)*

39. (Show the cart!) What financial services from the given below do your family members use? *(Multiple choices is possible)*

40. (Show the cart!) What financial services from the given below are you personally going to use over the coming 2 years? *(Multiple choices is possible)*

41. What services of the below would you like to know better or get additional information about? *(Multiple choices is possible)*

	q.38	q.39	q.40	q.41
Consumer credit	1	1	1	1
Bank current account	2	2	2	2
Bank transaction account	3	3	3	3
Currency exchange	4	4	4	4
Credit card	5	5	5	5
Debit card (Bank plastic card)	6	6	6	6
Mortgage loan	7	7	7	7
Internet, Mobile banking	8	8	8	8
Insurance policies	9	9	9	9
Investments in companies' stock	10	10	10	10
Local and foreign money remittance	11	11	11	11
Other services				
None of the above	12	12	12	12
No answer	99	99	99	99

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

	q.42
Always	1
Sometimes	2
Rarely	3
Never	4
I find it difficult to answer this question	98

43. What sources of information do you pay attention when you are choosing a company to buy a service from? *(Multiple choices is possible)*

	q.43
Advertisements/Announcement	1
Advice of consultants working for providers of a required service	2
Information materials of financial companies on their tariffs and services of various types	3
Recommendations of independent financial consultants or brokers	4
Advice of friends and relatives	5
Analytical materials published in mass media	6
Employer's advice	7
Internet resources	8
Other sources	
I find it difficult to answer this question	98
No answer	99

44. How often do you go to the bank?

	q.44	
Once a week or more	1	Continue!
Once a month	2	
Once in 2-3 months	3	
Other.....		
Never	4	Shift to 46th question

46. Which means would you use to send money to relative/acquaintance living in other region of Azerbaijan?

	q.46	
I send through relatives/acquaintances	1	Continue
Through post	2	
I would apply to the bank	3	
Other.....		
I find it difficult to answer this question	98	

48. For what reason do you use payment cards?

	q.48	
POS terminals, Internet for purchase of goods and services	1	Continue
Only ATMs and POS terminals for taking money	2	Shift to 50th question
Both of them	3	Continue
I find it difficult to answer this question	98	Shift to 51st question

50. What is the reason for not using payment cards in purchase of goods and services? **(Multiple choices is possible)**

	q.50	
I don't have information about it	1	Continue
Number of entities receiving cards as means of payment is low	2	
It's difficult to control expenditures	3	
Entities receiving payment card offer relatively high prices	4	
I suppose that additional commission fees are taken	5	
I don't believe in their safety	6	
Technical defects in use and very slow speed of the service	7	
Other.....		
I find it difficult to answer this question	98	

45. Did bank staffs provide you with other services of the bank when you applied for a particular bank service?

	q.45	
No! I got information only on required issue	1	Continue
Yes! They give me information on other services and brochures on these services	2	
Yes! They give me information on other services	3	
Other.....		
I find it difficult to answer this question	98	

47. How many family members do use debit/credit card?

	q.47	
One	1	Continue
2-3	2	
All family members	3	
No one	4	
I find it difficult to answer this question	98	Shift to 55th question

49. How often do you use POS terminals or purchase of goods and services through internet?

	q.49	
Daily	1	Shift to 51st question
Every week	2	
Once in two weeks	3	
Several times in a month	4	
I find it difficult to answer this question	98	

51. To your opinion, what is required for broader use of payment cards in Azerbaijan? **(Multiple choices is possible)**

	q.51	
Large-scale awareness measures should be carried out	1	Continue
More broad access (in many places) should be ensured	2	
Service fees of banks should be cut down	3	
Refusal of entities to receive payment cards should be prevented	4	
Interest rates are calculated for funds remained in the card	5	
Other.....		
I find it difficult to answer this question	98	

52. Did you face constraints while taking money from your card account? *(Multiple choices is possible)*

	q.52
Number of daily transactions is limited	1
Scope of transactions is limited	2
High service fees are applied while taking money from ATM of other banks	3
ATMs don't operate normally (regular lack of money)	4
There is no constraint	5
There are few in the vicinity	6

54. What safety rules do you follow while using payment (debit/credit) card? *(Multiple choices is possible)*

	q.54
I don't confide payment card and PIN package to strangers	1
I don't expose introduction of PIN code to strangers	2
I keep payment card and PIN package separately	3
I don't observe any safety rules	4
I find it difficult to answer this question	98

56. Respondent's gender

	q.56
Male	1
Female	2

58. How old are you? **q.58** /...../

59. Relationship with head of household

	q.59
Head of household	1
Husband/Wife	2
Child	3
Son in law/daughter in law	4
Father/Mother	5
Father in law/mother in law	6
Brother/sister	7
Brother in law/sister in law	8
Grand-child	9
Grand-father/grand-mother	10
Other relatives	11

53. Have you heard about the Centralized Information System on Mass Payment created by the Central Bank?

	q.53
Yes, I got registered, I carry out cash payments	1
Yes, I carry out cash payments without registration	2
Yes, I carry out payment through internet services	3
No, I haven't heard	4

55. Do you use Internet, Mobile banking services?

	q.55
I haven't heard of such services	1
I've heard of it. But don't use it as don't find it safe	2
Just a couple of times	3
Very often	4
I find it difficult to answer this question	98

57. Respondent's status

	q.57
Local resident	1
IDP/Refugee	2

60. Your education?

	q.60
Higher education	1
Special vocational education (technical college)	2
Technical-vocational	3
General secondary	4
Incomplete secondary education	5
Primary education	6
No education	7

61. Respondent's employment status

	q.61
Public sector	1
Private sector employee	2
Employee of non-governmental organization	3
Entrepreneur	4
Self-employment	6
Temporary/seasonal works	7
Unpaid household works (assistance in farm and household works)	8
Housewife	9
Student	10
Pensioner	11
Unemployed (job-seeker)	12
Unemployed (non job-seeker)	13
Other.....	
I find it difficult to answer this question	14

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

q.62 /...../

63. How much is the total **income** and **expenditures** of your family?

q.63.1 /...../ **q.63.2** /...../

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

q.64 /...../

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

	q.65
Very good	1
Good	2
Satisfactory	3
Bad	4
Very bad	5
I find it difficult to answer this question	98

Name of respondent

Mobil no. or ordinary telephone No.

Address

Time of start and end of the survey

Date of survey