



## **EUROBAROMETER 58.1**

### **PUBLIC OPINION IN EUROPE: VIEWS ON FINANCIAL SERVICES**

#### **REPORT B**

Prepared by:

#### **EUROPEAN OPINION RESEARCH GROUP (EORG)**

for the

**Health and Consumer Protection  
Directorate-General**

**Directorate A – Consumer Affairs  
'Financial Services'**

Managed and organised by

**Press and Communication Division  
Public Opinion Analysis Unit**

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**Notes for the reader:**

1. The following are the abbreviations for Member States used in the tables in this report:

<b>B</b>	Belgium
<b>DK</b>	Denmark
<b>D West</b>	'Old' Länder
<b>D Total</b>	Germany
<b>D East</b>	'New' Länder
<b>GR</b>	Greece
<b>E</b>	Spain
<b>F</b>	France
<b>IRL</b>	Ireland
<b>I</b>	Italy
<b>L</b>	Luxembourg
<b>NL</b>	Netherlands
<b>A</b>	Austria
<b>P</b>	Portugal
<b>FIN</b>	Finland
<b>S</b>	Sweden
<b>UK</b>	United Kingdom

The distinction between the old and new German Länder has been maintained in the Eurobarometer since 1990. This is because marked differences of opinion between these two parts of the country are still evident.

2. The abbreviation used for the whole of the European Union is EU15.

3. It should also be noted that percentages may total more than 100% because of the rounding up of figures or where questions allow for more than one response.

## **Introduction**

Between 1 October 2002 and 5 November 2002, the European Opinion Research Group, a consortium of Market and Public Opinion Research agencies, comprising of INRA in Belgium – I.C.O. and GfK Worldwide, carried out wave 58.1 of the standard Eurobarometer, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls. A list of the participating agencies is provided in the Annex.

The Standard EUROBAROMETER 58.1 covers the population of the respective nationalities of the European Union Member States, aged 15 years and over, resident in each of the Member States. The basic sample design applied in all Member States is a multi-stage, random (probability) one.

In each EU country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

For doing so, the points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the Member States according to the EUROSTAT NUTS 2 (or equivalent) and according to the distribution of the resident population of the respective EU-nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses were selected as every N<sup>th</sup> address by standard random route procedures, from the initial address. In each household, the respondent was drawn, at random. All interviews were face-to-face in people's home and in the appropriate national language.

This report looks at public opinion in the European Union regarding various aspects of financial services. It is divided into the following sections:

- Europeans' top financial priorities and their views regarding their finances and financial services
- Main types of financial products and services used by Europeans
- Use of telephone or computer for financial transactions
- Cross-border trade in financial services and obstacles to trade
- Preferred means of payment
- Consumer issues relating to financial institutions and financial services

Details regarding the size of the sample surveyed in each EU Member State, each Member State's population and the dates of the relevant fieldwork are provided on the table on the next page.

Table: Key details regarding the survey undertaken

<u>COUNTRIES</u>	<u>N° INTERVIEWS</u>	<u>FIELDWORK DATES</u>	<u>POPULATION 15+ (x 000)</u>
Belgium	1,037	4/10 – 31/10	8,326
Denmark	1,000	3/10 – 5/11	4,338
Germany (East)	1,016	1/10 – 20/10	13,028
Germany (West)	1,018	1/10 – 19/10	55,782
Greece	1,003	4/10 – 1/11	8,793
Spain	1,000	1/10 – 4/11	33,024
France	1,004	1/10 – 5/11	46,945
Ireland	1,016	1/10 – 29/10	2,980
Italy	1,043	1/10 – 31/10	49,017
Luxembourg	600	1/10 – 31/10	364
The Netherlands	1,000	1/10 – 28/10	12,705
Austria	1,010	1/10 – 23/10	6,668
Portugal	1,000	3/10 – 24/10	8,217
Finland	1,013	3/10 – 5/11	4,165
Sweden	1,000	1/10 – 5/11	7,183
Great Britain	1,014	1/10 – 3/11	46,077
Northern Ireland	300	3/10 – 5/11	1,273
<b>TOTAL NO. OF INTERVIEWS</b>	<b>16,074</b>		

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics. For all EU member-countries, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. As such in all countries, minimum gender, age, region NUTS 2 were introduced in the iteration procedure. For international weighting (i.e. EU averages), INRA (EUROPE) applies the official population figures as provided by EUROSTAT in the Regional Statistics Yearbook (data for 1997). The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.1%

## I. EUROPEANS' TOP FINANCIAL PRIORITIES

In this section of the survey, respondents were asked to give their **top three financial priorities** and were offered 10 options to choose from. The ten options were as follows:

- Paying the bills
- Saving for retirement
- Paying off debts
- Buying a house/apartment
- Passing on money to children/grandchildren
- Protecting their family in case they are ill/unable to work
- Having some savings for emergencies
- Living as well as they can on my current income
- Other (SPONTANEOUS)
- Don't know

### 1. Europe-wide figures

Table I.1 (please see next page) looks at how Europeans rank these priorities.

Overall, EU15 respondents ranked their financial priorities as follows:

1. Paying the bills – 65%
2. Living as well as they can on their current income – 54%
3. Having some savings for emergencies – 49%
4. Protecting their family in case they are ill/unable to work – 24%
5. Paying off debts – 23%
6. Saving for retirement – 17%
7. Buying a house/apartment – 15%
8. Passing on money to children/grandchildren – 14%

The top three priorities are the same from one country to another – in all cases, other than **Italy**, the **payment of bills** ranked first.

There were some differences between countries as to whether **living as well as they can on their current income** was considered more important than **having some savings for emergencies**. These two options came second and third respectively.

Only the Greeks bucked the trend by placing **protecting their family in case they are ill/unable to work** as second priority and, like the Finns, **paying off debts** as third priority.

**Table I.1. Europeans top three financial priorities (3 options possible) (in %)**

	B	DA	D-W	D	D-O	GR	E	F	IRL	I	LU	NL	A	P	FI	SW	UK	EU-15
Bills	75 <b>(1)</b>	72 <b>(1)</b>	55 (1)	57 <b>(1)</b>	63 (1)	84 <b>(1)</b>	52 <b>(1)</b>	69 <b>(1)</b>	75 <b>(1)</b>	51 <b>(3)</b>	62 <b>(1)</b>	77 <b>(1)</b>	56 <b>(1)</b>	63 <b>(1)</b>	88 <b>(1)</b>	87 <b>(1)</b>	84 <b>(1)</b>	65 <b>(1)</b>
Retirement	12 (7)	24 (6)	22 (5)	23 (5)	25 (5)	18 (7)	15 (6)	16 (7)	14 (7)	13 (7)	14 (8)	17 (4)	23 (5)	12 (7)	5 (8)	12 (6)	15 (6)	17 (6)
Pay debts	16 (5)	25 (5)	21 (6)	21 (6)	18 (6)	47 <b>(3)</b>	25 (4)	20 (5)	28 (4)	17 (6)	37 (4)	15 (6)	21 (6)	23 (5)	36 <b>(3)</b>	39 (4)	28 (4)	23 (5)
Housing	16 (5)	9 (8)	12 (8)	11 (8)	6 (8)	15 (8)	17 (7)	12 (8)	16 (6)	20 (5)	17 (7)	12 (7)	13 (8)	13 (6)	12 (6)	10 (7)	21 (5)	15 (7)
Inheritance	11 (8)	11 (7)	13 (7)	14 (7)	17 (7)	29 (4)	14 (8)	17 (6)	9 (8)	12 (8)	22 (6)	17 (4)	15 (7)	12 (7)	8 (7)	8 (8)	14 (7)	14 (8)
Unable to work/ill	21 (4)	31 (4)	26 (4)	26 (4)	26 (4)	51 <b>(2)</b>	22 (5)	28 (4)	18 (5)	28 (4)	28 (5)	12 (7)	35 (4)	24 (4)	18 (5)	29 (5)	13 (8)	24 (4)
Emergency	53 <b>(3)</b>	36 <b>(3)</b>	55 (1)	54 <b>(2)</b>	49 (2)	21 (5)	46 <b>(2)</b>	47 <b>(3)</b>	39 <b>(3)</b>	60 <b>(1)</b>	45 <b>(3)</b>	61 <b>(3)</b>	46 <b>(2)</b>	38 <b>(3)</b>	26 (4)	50 <b>(3)</b>	41 <b>(3)</b>	49 <b>(3)</b>
Current living	56 <b>(2)</b>	63 <b>(2)</b>	51 (3)	50 <b>(3)</b>	47 (3)	20 (6)	44 <b>(3)</b>	59 <b>(2)</b>	61 <b>(2)</b>	54 <b>(2)</b>	46 <b>(2)</b>	63 <b>(2)</b>	44 <b>(3)</b>	46 <b>(2)</b>	58 <b>(2)</b>	53 <b>(2)</b>	65 <b>(2)</b>	54 <b>(2)</b>

## **2. Analysis by priority**

### **2.1. Paying the bills**

65% of respondents in the EU15 felt that paying their bills was one of their top three financial priorities.

In Finland, 88% of respondents considered this to be the top priority. The figures for Sweden (87%) and Greece and the UK (84%) were close behind.

At the other end of the scale, *although paying the bills was still cited most frequently in Spain as the top priority*, barely half of Spanish respondents picked it. Austria also recorded a below-average score at 56%.

In Germany, overall, 57% of respondents saw this as the top priority. This figure hides the disparity between East and West Germany; in eastern Germany, 63% were of this opinion whereas, in western Germany, only 55% saw it as a top priority.

### **2.2. Saving for retirement**

Only 17% of respondents across the EU15 cited this as one of their three top priorities. In fact, of the 10 possible options, this was ranked sixth.

In Denmark, 24% and, in both Germany and Austria, 23% of respondents considered this to be one of their three top priorities.

With the exception of the Finnish respondents (5%), all other Member States had percentages of between 12% and the EU15 average.

### **2.3. Paying off debts**

Of the ten options, respondents across the EU 15 ranked this fifth. 23% of Europeans considered this to be one of their top three financial priorities.

Greeks (47%), Swedes (39%), Luxembourgers (37%) and Finns (36%) topped the list citing this as one of their three top priorities.

On the other hand, only 16% of Belgian and 15% of Dutch respondents saw this as a high priority.

### **2.4. Buying a house or apartment**

This option was ranked seventh across the EU 15 where 15% of respondents considered it to be one of their three top priorities.

This was considered to be a high priority in both the UK (21%) and Italy (20%), in contrast to Sweden and Denmark with scores of 10% and 9% respectively.

### **2.5. Passing on money to children/grandchildren**

At 14%, this option was ranked eighth in terms of priority by respondents across Europe.

More than a quarter of Greek (29%) and more than a fifth of Luxembourg respondents saw this as an important priority.

The Swedes and Finns (8% each) and the Irish (9%) showed least enthusiasm for this option.

### **2.6. Protecting the family in case of illness or incapacity to work**

Almost a quarter of respondents (24%) across the EU15 saw this as one of their three top priorities. It was ranked fourth in terms of priorities across Europe. However, this average hides the varied picture across the EU15.

The Greeks at 51% were top of the list, followed by the Austrians (35%), the Danes (31%), the Swedes (29%) and the Italians, the Luxembourgers and the French (28% each).

The Dutch respondents recorded the lowest score - 12% - half the EU15 average.

### **2.7. Having some savings for emergencies**

49% of respondents across the EU15 considered this to be one of their top three priorities; this, in fact, ranked second in their ranking.

The range between the various countries was significant.

While 61% of Dutch and 60% of Italian respondents cited this as a top priority, only 21% of Greeks and 26% of Finns felt the same way.

### **2.8. Living as well as they can on their current income**

Across the EU15, this option was ranked second by respondents (54%).

Figures of 65% for the UK, 63% for Denmark and the Netherlands and 61% for Ireland topped the list. These are in sharp contrast to a figure of 20% for Greece.

### 3. Europeans' views regarding their finances and financial services

Respondents were then asked about their feelings when thinking about their finances and financial services. This question was not asked in previous Eurobarometer surveys.

#### 3.1. It was possible for respondents to give multiple answers to the following seven options:

1. enjoyable
2. interesting
3. comforting
4. intimidating
5. complicated
6. dull
7. depressing

**Table I.3.1. Europeans' feelings when thinking about their finances (in %)**

Ranking	Feelings	%
1	Complicated	22
2	Depressing	20
3	Interesting	18
4	Intimidating	17
5=	Comforting	16
5=	Dull	16
7	Enjoyable	8
8	None of these	9
9	Don't know	3

Across the EU15, the most common response (22%) was '**complicated**'. Portuguese respondents with 38% scored highest in this respect, followed by the Finns (29%) and the Italians (28%).

At 11% and 12%, the Austrians and Luxembourgers were at the bottom of the league table.

Noteworthy is the fact that 23% of respondents in eastern Germany considered thinking about their finances and financial services as 'complicated', whereas only 13% of their western German counterparts did so.

Second most common feeling (20%) among EU15 respondents was that thinking about their finances and financial services was '**depressing**'. UK (35%) and Irish (32%) respondents recorded the strongest feelings in this respect, followed by the Greeks (26%) and the French (25%).

Luxembourgers (8%) and Danes (10%), on the other hand, tended to be less '**depressed**' than other Europeans when thinking about their finances and financial services.

Next most popular option chosen by respondents was that thinking about their finances and financial services was '**interesting**'. 18% of respondents across the EU15 felt this way.

The Nordic countries were ahead of the pack in regard to this question: 48% of Swedish, 39% of Finnish and 31% of Danish respondents.

On the other hand, only 8% of Greeks, 11% of Portuguese and 12% of Germans felt this way.

17% of EU15 respondents considered thinking about their finances and financial services as '**intimidating**'.

Greek respondents recorded a figure of 48%, at the top of the ranking; single figures were recorded at the bottom of the ranking by Danish (3%), Dutch, Finnish and Portuguese (6% each), Irish and Swedish (7% each) and UK (8%) respondents.

On average, respondents across the EU15 were equally likely to consider thinking about their finances and financial services as '**comforting**' and '**dull**' (16%).

Danes (45%), followed by the Germans and Luxembourgers (36% each) and the Austrians (30%) were most likely to feel it as '**comforting**', with the Dutch, the Greeks, the Swedes, the Spaniards, all with scores of under 7%, least likely to do so.

French (29%), Greek (26%), UK (25%) and Irish (24%) respondents were most likely to answer that they feel it to be '**dull**'.

Whereas only 8% of respondents across the EU15 considered thinking about their finances and financial services as '**enjoyable**', 20% of Swedish and 21% of Dutch respondents felt this way.

## **II. MAIN TYPES OF FINANCIAL PRODUCTS AND SERVICES USED BY EUROPEANS**

Questions 55, 56 and 57 of the survey examine the nature of financial products and services and the extent of their usage. Where the possibility exists, comparisons are made with findings from previous Eurobarometer surveys.

### **1. Current accounts with a payment card or cheque book with a bank**

#### **1.1. Situation in 2002**

Respondents were asked whether they had a current account with a payment card or a cheque card with a bank, savings bank, building society or post office. They could reply 'yes', 'no' or 'don't know'.

67% of EU15 respondents surveyed had a current account with a payment card or cheque book with a bank, whereas 31% did not.

The picture across the EU15 was patchy: high figures were recorded for Belgium (92%), Finland (90%), the Netherlands (89%), France (86%) and UK (82%).

In contrast to these were the figures for Greece (40%), Germany (46%) and Spain (50%) at the lower end of the scale.

Particularly noteworthy is the difference between the Old German Länder (58%) and the New Länder (45%).

**Table II.1: Current accounts with a payment card or cheque book (in %)**

	Yes		No	Don't know
	2001	2002	2002	2002
<b>Belgium</b>	83	92	8	1
<b>Denmark</b>	68	82	19	0
<b>Germany West</b>	39	49	45	6
<b>Germany Total</b>	38	46	48	7
<b>Germany East</b>	33	34	58	8
<b>Greece</b>	11	40	60	1
<b>Spain</b>	34	50	50	1
<b>France</b>	76	86	14	0
<b>Ireland</b>	49	75	24	1
<b>Italy</b>	59	63	36	1
<b>Luxembourg</b>	57	76	23	1
<b>Netherlands</b>	71	89	11	0
<b>Austria</b>	55	70	27	3
<b>Portugal</b>	67	76	23	1
<b>Finland</b>	83	90	9	0
<b>Sweden</b>	50	74	24	3
<b>United Kingdom</b>	69	82	17	1
<b>EU15</b>	56	67	31	2

## **1.2. Situation in the past**

An almost identical question was asked in the 2001 survey relating to both current and deposit accounts. However, where respondents replied 'no', they were asked why not and given 3 possible options for their response:

- never had one
- closed by myself
- closed by institution.

In 2001, 56% of EU15 respondents said they had a current account with a bank with a payment card or cheque book in comparison with 67% in 2002. Without exception, the percentage of respondents holding a current account rose, often considerably, in the EU15.

The highest figures, in 2001, were recorded for Finland (83%), Belgium (80%) and France (76%). All of these represented an increase on the 2000 figures.

Countries where respondents were least likely to have a current account with a bank in 2001 were Germany (38%), Spain (34%) and Greece (11%).

Between 2000 and 2001, there was no change in the overall number of respondents holding current accounts with banks at the EU15 level.

Relative to 2000, the figures for Germany dropped from 48% to 38%, a trend that was reversed the following year.

Figures for three other countries also fell between 2000 and 2001: the Netherlands saw a drop of one point, the UK a drop of three points and Sweden a drop of two points. Again, in 2002, this trend was reversed.

## **2. Current accounts with a payment card or cheque book with a savings bank**

(Note: this question was not asked in either Greece or Ireland)

### **2.1 Situation in 2002**

32% of respondents said they had an account with a payment card or cheque book with a savings bank, whereas almost two-thirds (65%) did not.

Responses to the survey broadly fell into three camps.

Respondents in Germany (55%), Luxembourg (54%), Sweden (53%) and Spain (51%) replied that they had accounts with a payment card or cheque book with a savings bank.

Belgium, Denmark, France, Italy, Portugal and Finland were at the low end of the scale with scores ranging between 11% and 17%.

Austria (26%), the UK (27%) and the Netherlands (35%) recorded scores closer to the EU15 average.

**Table II.2. Current accounts with a payment card or cheque book with a savings bank (in %)**

	Yes		No	Don't know
	2001	2002	2002	2002
<b>Belgium</b>	6	17	81	2
<b>Denmark</b>	12	14	85	1
<b>Germany West</b>	58	51	43	6
<b>Germany Total</b>	60	55	39	6
<b>Germany East</b>	68	69	26	5
<b>Greece</b>	0	0	0	0
<b>Spain</b>	49	51	48	1
<b>France</b>	12	15	83	1
<b>Ireland</b>	0	0	0	0
<b>Italy</b>	12	12	87	1
<b>Luxembourg</b>	39	54	45	1
<b>Netherlands</b>	20	36	63	1
<b>Austria</b>	23	26	68	6
<b>Portugal</b>	7	14	84	2
<b>Finland</b>	7	11	85	4
<b>Sweden</b>	38	53	43	3
<b>United Kingdom</b>	9	27	69	4
<b>EU15</b>	27	32	65	3

## **2.2. Situation in the past**

In 2001, 27% of respondents had a current account with a payment card or a cheque book with a savings bank compared with 32% in 2002.

The highest figures, in 2001, were for Germany (60%), Spain (49%) and Luxembourg (39%). In 2002, while the figures increased for Spain and Luxembourg, they dropped by five points in the case of Germany.

Substantial increases were also recorded for the Netherlands (20% to 36%), the UK (9% to 27%), in Sweden (38% to 53%) over the same period.

Between 2000 and 2001, the EU15 average remained unchanged (i.e. 27%). This conceals the fact that the proportion of respondents holding a current account with a savings bank fell in six countries: Luxembourg (40% to 39%), Sweden (39% to 38%), Portugal (8% to 7%), France (13% to 12%) and the UK (11% to 9%). A clear reverse to this trend was apparent between 2001 and 2002.

### **3. Current accounts with a payment card or cheque book with a building society**

(Note: this question was not asked in Belgium, Germany, Greece, France, Italy or the Netherlands.)

#### **3.1. Situation in 2002**

In 2002, 17% of EU respondents replied that they had a current account with a payment card or cheque book with a building society. More than four out of five Europeans did not.

The highest figure by far was recorded by the UK respondents (36%), with the Irish (14%), the Luxembourgers (12%) and the Austrians (10%) next in line.

Figures of between 1% and 3% were recorded for Spain, Portugal, Sweden and Denmark.

**Table II.3 Current accounts with a payment card or cheque book with a building society (in %)**

	Yes		No	Don't know
	2001	2002	2002	2002
<b>Belgium</b>	0	0	0	0
<b>Denmark</b>	0	3	96	1
<b>Germany West</b>	0	0	0	0
<b>Germany Total</b>	0	0	0	0
<b>Germany East</b>	0	0	0	0
<b>Greece</b>	0	0	0	0
<b>Spain</b>	1	1	98	1
<b>France</b>	0	0	0	0
<b>Ireland</b>	7	14	81	5
<b>Italy</b>	0	0	0	0
<b>Luxembourg</b>	0	12	86	2
<b>Netherlands</b>	0	0	0	0
<b>Austria</b>	5	10	83	7
<b>Portugal</b>	1	1	97	2
<b>Finland</b>	0	0	96	4
<b>Sweden</b>	1	3	91	6
<b>United Kingdom</b>	17	36	63	1
<b>EU15</b>	8	17	81	2

#### **3.2. Situation in the past**

In 2001, there was an EU15 average of 8% whose reply to this question was positive.

The highest figures were for the UK (17%), Ireland (7%) and Austria (5%). Portugal and Spain recorded figures of 1% each. The figures for Luxembourg, Finland and Denmark were virtually zero.

Over the 2001-2002 period, therefore, the number of respondents across the EU15 holding current accounts with a building society more than doubled. Much of the increase in this

figure is attributable to the significant increase from 17% to 36% recorded in the UK; the figures for Ireland and Austria doubled, and, in Luxembourg, there was a jump from 0% to 12%.

Although beyond the scope of this particular survey, the reasons for these high increases might necessitate some further investigation.

#### **4. Current accounts with a payment card or cheque book with the Post Office**

(Note: this question was not asked in Denmark.)

##### **4.1. Situation in 2002**

In 2002, 11% of European respondents replied that they had a current account with a payment card or a cheque book with the post office.

Half of Dutch respondents had an account, as did 29% of Luxembourg and 20% of French respondents.

The figures were 3% or below for Portugal, Finland, Greece and Spain. Somewhat higher were Sweden (7%), the UK, Germany and Italy (8% each) and Ireland (9%).

There was a significant difference between the New (5%) and the Old (9%) German Länder.

There was a 'don't know' average of 4% across the EU; in Finland, however, the 'don't know' figure was considerably higher at 15%.

**Table II.4 Current accounts with a payment card or cheque book with the Post Office (in %)**

	Yes		No	Don't know
	2001	2002	2002	2002
<b>Belgium</b>	7	12	86	2
<b>Denmark</b>	0	0	0	0
<b>Germany West</b>	10	9	80	11
<b>Germany Total</b>	9	8	81	11
<b>Germany East</b>	5	5	84	12
<b>Greece</b>	1	1	98	1
<b>Spain</b>	1	1	99	1
<b>France</b>	16	20	80	0
<b>Ireland</b>	2	9	86	2
<b>Italy</b>	5	7	91	2
<b>Luxembourg</b>	13	29	70	1
<b>Netherlands</b>	42	50	49	1
<b>Austria</b>	7	10	83	7
<b>Portugal</b>	0	3	95	2
<b>Finland</b>	4	2	82	16
<b>Sweden</b>	2	7	87	6
<b>United Kingdom</b>	2	8	90	2
<b>EU15</b>	8	11	86	4

#### **4.2. Situation in the past**

Between 2001 and 2002, the EU15 average rose from 8% to 11%.

Figures remained constant in Greece and Spain, but fell in both Germany (9% to 8%) and Finland (4% to 2%).

In all other Member States, the figures increased, often dramatically, as in the case of Luxembourg (13% to 29%), the Netherlands (42% to 50%) and Belgium (7% to 12%).

Historically, the figures have been high in the Netherlands – in 1997, respondents with current accounts with the Post Office was at 38%. In France, the figure has also been increasing steadily, albeit at a lower rate (14% in 1997 to 16% in 2001).

Between 1997 and 2001, the number of respondents in Germany holding current accounts with the Post Office dropped slightly (from 9% to 8%), in Finland (from 5% to 4%) and in Sweden (from 5% to 2%). Only in Sweden was this downward trend stopped in its tracks between 2001 and 2002.

### **5. Deposit accounts without a payment card or cheque book with a bank**

Respondents were asked whether they had a deposit account without a payment card or a cheque card with a bank, savings bank, building society or post office. They could reply 'yes', 'no' or 'don't know'.

#### **5.1. Situation in 2002**

33% of EU15 respondents surveyed had a deposit account without a payment card or cheque book with a bank.

The picture was very varied across the EU: 67% of Belgians and 63% of Dutch had such accounts, and approximately half of the Irish, Danes and Austrians.

Italy, with a figure of 10%, had by far the lowest percentage of respondents with deposit accounts with banks paying interest.

The Germans (35%), French (36%) and Portuguese (37%) recorded figures slightly above the EU average.

It is worth noting the difference between the New German Länder (23%) and the Old Länder (38%).

**Table II.5. Deposit accounts without a payment card or cheque book with a bank (in %)**

	Yes		No	Don't know
	2001	2002	2002	2002
<b>Belgium</b>	77	67	32	1
<b>Denmark</b>	54	50	50	0
<b>Germany West</b>	38	38	55	7
<b>Germany Total</b>	36	35	58	7
<b>Germany East</b>	29	23	69	7
<b>Greece</b>	75	59	41	0
<b>Spain</b>	33	22	76	2
<b>France</b>	46	36	64	1
<b>Ireland</b>	59	53	44	4
<b>Italy</b>	9	10	87	1
<b>Luxembourg</b>	52	55	44	1
<b>Netherlands</b>	70	63	36	1
<b>Austria</b>	60	51	46	3
<b>Portugal</b>	40	37	61	2
<b>Finland</b>	43	43	57	1
<b>Sweden</b>	53	57	40	3
<b>United Kingdom</b>	47	31	67	2
<b>EU15</b>	40	33	64	3

## **5.2. Situation in the past**

Between 2001 and 2002, there was a substantial decrease in the number of respondents holding savings accounts with banks. The EU15 average dropped from 40% to 33%.

There was a slight increase in Italy (from what was already a low base, from 9% to 10%), Sweden (53% to 57%) and an increase in Luxembourg (from 52% to 55%).

In Finland, the figures remained stable at 43%.

Elsewhere, with the exception of Germany (where there was a slight drop), there were significant falls in the figures, for example, for in Greece (75% to 59%), Spain (33% to 22%), the Netherlands (70% to 63%) and the UK (47% to 31%).

Between 2000 and 2001, a slight fall had been recorded in the proportion of respondents who had a savings account with a bank from 42% to 40%. This downward trend appears to have accelerated.

## 6. Deposit accounts without a payment card or cheque book with a savings bank

(Note: this question was not asked in either Greece or Ireland)

### 6.1. Situation in 2002

23% of EU15 respondents surveyed had a deposit account without a payment card or cheque book with a savings bank; almost three-quarters (73%) did not and 3% had no opinion.

There were large variations in the figures across the EU: highest figures were recorded in Sweden and Germany (46% each) and in Luxembourg (41%). One-third of Spanish respondents had deposit accounts with no payment card or cheque book as did more than a quarter of Dutch (29%).

Denmark and Belgium (11% each), the UK (15%) and France (16%) all fell far short of the EU average.

At the bottom of the league table were Italy (3%), Finland (5%) and Portugal (7%).

**Table II.6. Deposit accounts without a payment card or cheque book with a savings bank (in %)**

	Yes		No	Don't know
	2001	2002	2002	2002
<b>Belgium</b>	18	11	86	3
<b>Denmark</b>	11	11	88	1
<b>Germany West</b>	56	46	48	6
<b>Germany Total</b>	56	46	48	6
<b>Germany East</b>	55	47	48	5
<b>Greece</b>	0	0	0	0
<b>Spain</b>	54	33	64	2
<b>France</b>	23	16	83	2
<b>Ireland</b>	0	0	0	0
<b>Italy</b>	4	3	96	1
<b>Luxembourg</b>	46	41	58	2
<b>Netherlands</b>	36	29	69	2
<b>Austria</b>	29	21	74	5
<b>Portugal</b>	5	7	90	3
<b>Finland</b>	7	5	91	3
<b>Sweden</b>	41	46	50	4
<b>United Kingdom</b>	16	15	80	5
<b>EU15</b>	30	23	73	3

## 6.2. Situation in the past

Between 2001 and 2002, the EU15 average dropped from 30% to 23%.

Only in Denmark did the percentage remain stable (11%); it rose in Sweden (from 41% to 46%) and in Portugal (5% to 7%).

Big falls were recorded in Germany (56% to 46%), Spain (54% to 33%), the Netherlands (36% to 29%), France (23% to 16%) and Austria (29% to 21%).

## 7. Deposit accounts without a payment card or cheque book with a building society

(Note: this question was not asked in Belgium, Germany, Greece, France, Italy or the Netherlands.)

### 7.1. Situation in 2002

In 2002, figures for the UK at 35% are the highest recorded in the survey. Ireland (19%) and Austria (18%) had figures exceeding the average. Luxembourg (13%) was the only other country to record a double-digit figure.

Figures for the other countries surveyed were 3% (Sweden) or below (Denmark, Finland, Portugal and Spain).

**Table II.7. Deposit accounts without a payment card or cheque book with a building society (in %)**

	Yes		No	Don't know
	2001	2002	2002	2002
<b>Belgium</b>	0	0	0	0
<b>Denmark</b>	0	2	97	1
<b>Germany West</b>	0	0	0	0
<b>Germany Total</b>	0	0	0	0
<b>Germany East</b>	0	0	0	0
<b>Greece</b>	0	0	0	0
<b>Spain</b>	1	0	98	2
<b>France</b>	0	0	0	0
<b>Ireland</b>	22	19	76	5
<b>Italy</b>	0	0	0	0
<b>Luxembourg</b>	7	13	85	2
<b>Netherlands</b>	0	0	0	0
<b>Austria</b>	31	18	77	6
<b>Portugal</b>	1	1	96	3
<b>Finland</b>	0	1	96	4
<b>Sweden</b>	2	3	91	6
<b>United Kingdom</b>	46	35	64	2
<b>EU15</b>	23	16	81	2

## 7.2. Situation in the past

The EU15 average for 2001 was 23% compared with the 2002 figure of 16%.

Between 2001 and 2002, there was a significant drop in the figures for majority of those countries most concerned, with the exception of Luxembourg, where the 2001 figure had almost doubled by the 2002 survey.

## 8. Deposit accounts without a payment card or cheque book with the Post Office

(Note: this question was not asked in Denmark.)

### 8.1. Situation in 2002

In 2002, the EU15 average was 9%, with the Netherlands at 28%, Ireland at 19% and France at 14%.

Portugal (4%), Finland (1%) and Spain (0.3%) recorded the lowest figures in the survey.

**Table II.8. Deposit accounts without a payment card or a cheque book with the Post Office (in %)**

	Yes		No	Don't know
	2001	2002	2002	2002
<b>Belgium</b>	6	7	90	3
<b>Denmark</b>	0	0	0	0
<b>Germany West</b>	13	9	80	11
<b>Germany Total</b>	12	9	81	11
<b>Germany East</b>	6	6	83	11
<b>Greece</b>	14	7	92	1
<b>Spain</b>	1	0	98	2
<b>France</b>	16	14	86	1
<b>Ireland</b>	22	19	75	6
<b>Italy</b>	10	11	88	1
<b>Luxembourg</b>	7	5	93	2
<b>Netherlands</b>	31	28	71	2
<b>Austria</b>	11	8	86	6
<b>Portugal</b>	4	4	94	3
<b>Finland</b>	3	1	85	14
<b>Sweden</b>	6	5	89	5
<b>United Kingdom</b>	9	7	91	2
<b>EU15</b>	11	9	87	4

## 8.2. Situation in the past

The EU15 average, in 2001, was 11% in contrast with the 2002 figure of 9%.

In the majority of Member States, the proportion of respondents holding savings accounts with the Post Office dropped over the period. Important decreases were recorded for Germany, Greece, France, Ireland, the Netherlands, Austria and the UK.

Belgium and Italy each registered an increase of one point and Portugal's figures remained stable.

Between 2000 and 2001, the proportion of respondents holding a savings account with the Post Office fell in six countries: Ireland (26% to 22%), Spain (2% to 1%), Belgium (from 7% to 6%), Austria (13% to 10%), Sweden (8% to 6%) and Greece (from 20% to 14%).

It rose in Sweden (6% to 8%), Germany (11% to 12%), the UK (7% to 9%) and the Netherlands (24% to 31%).

There was no change in the figures for Portugal, Luxembourg, Finland and France.

## 9. Cheque book

Table II.9. Personal use of cheque books in 2000, 2001 and 2002 (in %)

	2000	2001	2002
<b>Belgium</b>	42	34	17
<b>Denmark</b>	31	33	30
<b>Germany West</b>	53	40	24
<b>Germany Total</b>	52	41	21
<b>Germany East</b>	46	42	11
<b>Greece</b>	7	6	5
<b>Spain</b>	21	17	17
<b>France</b>	87	89	86
<b>Ireland</b>	42	45	47
<b>Italy</b>	62	61	59
<b>Luxembourg</b>	52	53	27
<b>Netherlands</b>	36	27	7
<b>Austria</b>	32	22	12
<b>Portugal</b>	64	60	54
<b>Finland</b>	1	1	1
<b>Sweden</b>	24	22	16
<b>United Kingdom</b>	79	76	77
<b>EU15</b>	56	51	45

### **9.1. Europe-wide figures**

In 2002, 45% of EU15 respondents said they had a cheque book. 54% said they did not and 1% did not know.

### **9.2. Analysis by country in 2002**

The picture across Europe is one of extremes with a sprinkling of countries in the middle of the distribution.

In 2002, as in previous surveys, France (86%) and the UK (77%) recorded figures well above all the other countries covered by the survey. More than half the Italian (60%) and Portuguese (54%) respondents replied in the affirmative, as did 47% of the Irish.

At the opposite extreme were the Greeks with 5% and the Dutch with 7% and, above all, the Finns with a mere 0.5% of those sampled saying they had a cheque book.

Also noteworthy is the difference between East (11%) and West Germany (24%) giving an average of 21% for Germany overall.

### **9.3. Analysis over time**

The 2002 EU15 average figure of 45% compares with a figure of 51% who said they had a cheque book in the 2001 survey.

That figure had, in turn, fallen by five points from 56% in 2000.

Broadly speaking, therefore, there has been a steady fall in the numbers of respondents saying they had a cheque book.

The figures for France, which had risen between 2000 and 2001, fell by one point in 2002.

In Spain, the 2001 and 2002 figures remained stable.

In both the UK and Ireland, respondents saying that they had a cheque book actually rose between 2001 and 2002.

## 10. Credit card

Table II.10. Personal use of credit cards in 2000, 2001 and 2002 (in %)

	2000	2001	2002
<b>Belgium</b>	38	39	45
<b>Denmark</b>	41	48	48
<b>Germany West</b>	33	30	31
<b>Germany Total</b>	30	29	30
<b>Germany East</b>	21	23	25
<b>Greece</b>	18	18	20
<b>Spain</b>	45	52	54
<b>France</b>	54	57	74
<b>Ireland</b>	27	32	45
<b>Italy</b>	31	36	35
<b>Luxembourg</b>	62	68	75
<b>Netherlands</b>	35	37	36
<b>Austria</b>	29	33	40
<b>Portugal</b>	31	33	25
<b>Finland</b>	31	34	37
<b>Sweden</b>	51	56	64
<b>United Kingdom</b>	59	52	63
<b>EU15</b>	41	42	47

### 10.1. Europe-wide figures

In 2002, 47% of EU15 respondents said they had a credit card. 52% said they did not and 1% did not know.

### 10.2. Analysis by country in 2002

The countries fall into three groups

- More than half of respondents have a credit card: Luxembourg (75%) and France (74%), Sweden (64%, UK (63%) and Spain (54%)
- Between 30% and 50% have a credit card: Italy (35%) the Netherlands (36%), Finland (37%), Ireland (45%), Belgium (45%) and Denmark (48%)
- Germany (30% overall but 25% in the Eastern Länder), Portugal (25%) and Greece (20%).

### 10.3. Analysis over time

The EU15 average has increased over the 2000 – 2002 period (from 41% in 2000, to 42% in 2001, to 47% in 2002).

Credit card use increased between 2001 and 2002 in all Member States except Portugal (25% - down 8 points from 2001), Italy (35% - down one point from 2001) and the Netherlands (36% - down one point from 2001).

The figures remained stable between 2001 and 2002 in Denmark at 48% and did not rise significantly in Germany, Spain or Finland.

Considerable increases between 2001 and 2002, on the other hand, were recorded for France (57% to 74%), the UK (52% to 63%), Ireland (32% to 45%), Luxembourg (68% to 75%).

## 11. Bank card (e.g. Bancontact in Belgium, Bankomat in Austria)

Table II.11. Personal use of another type of bank card in 2000, 2001 and 2002 (in %)

	2000	2001	2002
<b>Belgium</b>	71	74	88
<b>Denmark</b>	58	60	61
<b>Germany West</b>	75	77	80
<b>Germany Total</b>	77	78	81
<b>Germany East</b>	79	82	85
<b>Greece</b>	18	26	26
<b>Spain</b>	38	33	45
<b>France</b>	30	30	7
<b>Ireland</b>	35	39	59
<b>Italy</b>	50	50	57
<b>Luxembourg</b>	58	70	80
<b>Netherlands</b>	89	94	92
<b>Austria</b>	54	59	75
<b>Portugal</b>	43	33	61
<b>Finland</b>	84	85	92
<b>Sweden</b>	64	58	68
<b>United Kingdom</b>	61	58	79
<b>EU15</b>	55	55	59

### 11.1. Europe-wide figures

In 2002, 59% of EU15 respondents said they had another type of bank card, whereas 39% said they did not, and 1% said they did not know.

### 11.2. Analysis by country in 2002

There were considerable variations between countries in 2002.

Close to the EU15 average were Denmark and Portugal (61% each), Ireland (59%) and Italy (57%).

At the very bottom of the table was France, where only 7% of respondents said they had another type of bank card and only slightly more than a quarter of Greeks (26%).

The 'other types' of bank card are very prevalent in the Netherlands and Finland (92% each), Belgium (88%), Germany (81%), Luxembourg (80%) and the UK (79%).

### 11.3. Analysis over time

In 2002, the EU15 figure of 59% said they had another type of bank card. This figure represents an increase from 55% in both 2000 and 2001.

Significant increases over the 2001-2002 period were recorded for Portugal (33% to 61%), the UK (58% to 79%), Austria (59% to 75%), Ireland (39% to 59%) and Sweden (58% to 68%).

Most noteworthy is the decrease between 2001 and 2002 in France (from 30% to 7%). France also recorded a figure of 30% in the 2000 survey.

## 12. Life assurance policy

Table II.12. Respondents with a life assurance policy in 2002 (in %)

	2002
<b>Belgium</b>	44
<b>Denmark</b>	53
<b>Germany West</b>	57
<b>Germany Total</b>	58
<b>Germany East</b>	63
<b>Greece</b>	17
<b>Spain</b>	23
<b>France</b>	35
<b>Ireland</b>	48
<b>Italy</b>	24
<b>Luxembourg</b>	50
<b>Netherlands</b>	47
<b>Austria</b>	54
<b>Portugal</b>	24
<b>Finland</b>	35
<b>Sweden</b>	63
<b>United Kingdom</b>	54
<b>EU15</b>	41

### 12.1. Europe-wide figures

In 2002, 41% of EU15 respondents said they had a life assurance policy. 57% said they did not and 2% did not know.

### 12.2. Analysis by country in 2002

The range in responses was from 17% in Greece to 63% in Sweden.

Sweden is trailed by Germany with 58%; it should be noted that life assurance policies were more prevalent in the Eastern Länder (at 63%).

Austria and the UK each recorded a figure of 54% and Denmark 53%.

The bottom of the league table were the southern countries: Greece (17%), Spain (23%), Italy and Portugal (24% each) and, somewhat higher, France (35%).

## 13. Private pension plan

Table II.13. Respondents with a private pension plan in 2002 (in %)

	2002
Belgium	27
Denmark	50
Germany West	25
Germany Total	26
Germany East	29
Greece	10
Spain	19
France	16
Ireland	25
Italy	10
Luxembourg	17
Netherlands	29
Austria	33
Portugal	7
Finland	9
Sweden	47
United Kingdom	34
EU15	22

### 13.1. Europe-wide figures

More than three-quarters of EU15 respondents (76%) did not have a private pension plan in 2002. 22% said they did and 2% did not know.

### 13.2. Analysis by country in 2002

Highest figures were recorded by respondents in Denmark where 50% said they had a private pension plan; in neighbouring Sweden, the figure was 47%.

One-third in the UK (34%) and in Austria (33%) had a private pension plan.

Somewhat above the EU15 average of 22% were to be found Ireland (25%), Germany (26%), Belgium (27%) and the Netherlands (29%).

At the bottom of the scale were the Portuguese (7%), the Finns (9%), Greece and Italy (10% each).

## 14. Stocks/shares

Table II.14. Respondents with stocks/shares in 2002 (in %)

	2002
Belgium	13
Denmark	33
Germany West	16
Germany Total	14
Germany East	10
Greece	10
Spain	6
France	15
Ireland	15
Italy	16
Luxembourg	20
Netherlands	22
Austria	16
Portugal	5
Finland	23
Sweden	41
United Kingdom	23
EU15	16

### 14.1. Europe-wide figures

82% of EU15 respondents said they did not own stocks/shares; 16% said they did and 2% did not know.

#### 14.2. Analysis by country in 200

Respondents in northern countries, with the exception of Ireland (15%) and Germany (14%) tended to have higher than average stock/share ownership. Sweden (41%) was followed by Denmark (33%) topped the list, and were followed by the UK and Finland (23% each) and the Netherlands (22%).

Only 5% of Portuguese and 6% of Spaniards replied that they had stocks/shares.

#### 15. Collective investments

Table II.15. Respondents with collective investments in 2002 (in %)

	2002
Belgium	13
Denmark	13
Germany West	17
Germany Total	17
Germany East	16
Greece	5
Spain	5
France	10
Ireland	6
Italy	13
Luxembourg	22
Netherlands	17
Austria	12
Portugal	1
Finland	10
Sweden	63
United Kingdom	14
EU15	13

##### 15.1. Europe-wide figures

85% of European surveyed responded that they did not have collective investments.

##### 15.2. Analysis by country in 2002

In 2000, 63% of Swedish respondents said they had collective investments. At 22%, the Luxembourgers were second in the ranking.

Also above the EU15 average were the Germans and the Dutch (17% each) and the British (14%)

Well below the average were the Portuguese (1%), the Spanish and Greeks (5% each) and the Irish (6%).

## 16. Bonds

Table II.16. Respondents with bonds in 2002 (in %)

	2002
Belgium	10
Denmark	21
Germany West	9
Germany Total	8
Germany East	4
Greece	2
Spain	2
France	5
Ireland	10
Italy	11
Luxembourg	7
Netherlands	7
Austria	6
Portugal	3
Finland	4
Sweden	17
United Kingdom	14
EU15	8

### 16.1. Europe-wide figures

90% of EU15 respondents said they did not personally have bonds. 8% said they did and 2% did not know.

### 16.2. Analysis by country in 2002

Bond ownership ranged from 2% in Spain and Greece to 21% in Denmark. Next in line were Sweden (17%) and the UK (14%).

Ownership was also low in Portugal (3%) and Finland (4%).

Also noteworthy is the difference between the Eastern (4%) and Western (9%) German Länder.

## 17. Mortgage

Table II.17. Respondents with a mortgage in 2002 (in %)

	<b>2002</b>
<b>Belgium</b>	23
<b>Denmark</b>	45
<b>Germany West</b>	14
<b>Germany Total</b>	12
<b>Germany East</b>	7
<b>Greece</b>	7
<b>Spain</b>	19
<b>France</b>	18
<b>Ireland</b>	29
<b>Italy</b>	8
<b>Luxembourg</b>	38
<b>Netherlands</b>	36
<b>Austria</b>	10
<b>Portugal</b>	14
<b>Finland</b>	24
<b>Sweden</b>	36
<b>United Kingdom</b>	35
<b>EU15</b>	19

### 17.1. Europe-wide figures

80% of EU15 respondents said they did not have a mortgage. 19% said they did and 2% did not know.

### 17.2. Analysis by country in 2002

Respondents' replies ranged from 7% in Greece saying they had a mortgage to 45% in Denmark.

There was a cluster of Member States with results in the upper thirties: UK (35%), Sweden and the Netherlands (36% each) and Luxembourg (38%).

A second group comprised Belgium (23%), Finland (24%) and Ireland (29%).

Countries recording figures below the EU15 average were Greece (7%), Italy (8%), Austria (10%), Germany (12%) and Portugal (14%).

The difference between Germany's Western Länder (14%) and Eastern Länder (7%) is striking.

## 18. Loan lasting more than twelve months to buy a car

Table II.18. Loan lasting more than twelve months to buy a car in 2000, 2001 and 2002 (in %)

	2000	2001	2002
Belgium	14	16	14
Denmark	22	22	22
Germany West	12	12	11
Germany Total	13	13	12
Germany East	15	17	14
Greece	4	5	6
Spain	8	9	7
France	14	18	17
Ireland	20	19	25
Italy	9	10	7
Luxembourg	22	21	24
Netherlands	5	7	6
Austria	8	8	10
Portugal	7	5	8
Finland	8	12	12
Sweden	14	13	16
United Kingdom	13	11	15
EU15	11	12	12

### 18.1. Europe-wide figures

In 2002, 87% of EU15 respondents said that they did not have a loan lasting more than 12 months to buy a car. 12% did have such a loan and 2% did not know.

### 18.2. Analysis by country in 2002

There were considerable variations between the figures recorded in the various EU countries.

The range of figures ran from 6% in Greece and the Netherlands to 25% in Ireland.

Ireland was closely followed by Luxembourg both of which had figures that were twice the average.

Finland and Germany, with 12% equalled the EU15 average; however, there were differences between the Eastern (14%) and Western (11%) German Länder.

Besides the Netherlands and Greece, Spain and Italy (7% each) and Portugal (8%) recorded figures well below the EU15 average.

### **18.3. Analysis over time**

The EU15 average between 2001 and 2002 remained unchanged at 12%, and was one point higher than the figure for 2000.

Trends in the figures varied from country to country.

In Denmark, the figure has remained stable at 22% since the 2000 survey. The figure for Finland (12%) remained the same between 2001 and 2002.

Figures fell between 2001 and 2002 in the following countries:

- Belgium (from 16% to 14%)
- Germany (from 13% to 12%)
- Spain (from 9% to 7%)
- France (18% to 17%)
- Italy (from 10% to 7%), and
- The Netherlands (7% to 6%).

There were increases in the figures for the following countries for the 2001-2002 period:

- Greece (from 5% to 6%)
- Ireland (19% to 25%)
- Luxembourg (from 21% to 24%)
- Sweden (from 13% to 16%), and
- UK (11% to 15%).

Again, there is a difference between the Eastern and Western German Länder. There has always been a higher number of respondents in the East with loans of more than twelve months to buy a car.

**19. Loan lasting more than twelve months to buy something else (other than a house or car)**

**Table II.19. Loan lasting more than twelve months to buy something else (other than a house or car) in 2001 and 2002 (in %)**

	<b>2001</b>	<b>2002</b>
<b>Belgium</b>	7	9
<b>Denmark</b>	19	21
<b>Germany West</b>	7	10
<b>Germany Total</b>	8	11
<b>Germany East</b>	11	14
<b>Greece</b>	7	6
<b>Spain</b>	9	5
<b>France</b>	11	12
<b>Ireland</b>	13	17
<b>Italy</b>	5	5
<b>Luxembourg</b>	12	15
<b>Netherlands</b>	8	10
<b>Austria</b>	15	12
<b>Portugal</b>	4	7
<b>Finland</b>	20	20
<b>Sweden</b>	15	13
<b>United Kingdom</b>	12	16
<b>EU15</b>	9	10

**19.1. Europe-wide figures**

88% of EU15 respondents said they did not have a loan lasting more than twelve months to buy something else (other than a house or a car). 10% said they did and 2% did not know.

**19.2. Analysis by country in 2002**

The highest figures for those respondents with a loan lasting more than twelve months to buy something else were recorded in Denmark (21%) and Finland (20%).

The Irish (17%), British (16%) and the Luxembourgers (15%) also recorded figures well above the average.

At the other end of the scale were to be found Spain and Italy (5% each), Greece (6%) and Portugal (7%).

### 19.3. Analysis over time

The EU15 average of respondents with such a loan was 9% in 2001, as it was also in 2000.

When we look at the 2002 figures relative to those of 2001, we see a mixed picture. The figures rose in nine Member States: Denmark, Germany, France, Ireland, Luxembourg, the Netherlands, Portugal and the UK, and remained constant in two (Italy and Finland).

As seen in previous Eurobarometer surveys, the percentages of 'yes' replies were higher in northern countries.

## 20. Overdraft facility on a current account

Table II.20. Respondents with an overdraft facility in 2000, 2001 and 2002 (in %)

	2000	2001	2002
<b>Belgium</b>	37	33	34
<b>Denmark</b>	53	55	66
<b>Germany West</b>	41	40	45
<b>Germany Total</b>	40	39	44
<b>Germany East</b>	34	37	41
<b>Greece</b>	5	3	6
<b>Spain</b>	5	8	9
<b>France</b>	42	50	57
<b>Ireland</b>	19	16	28
<b>Italy</b>	17	10	14
<b>Luxembourg</b>	43	53	59
<b>Netherlands</b>	59	64	66
<b>Austria</b>	39	42	53
<b>Portugal</b>	4	3	6
<b>Finland</b>	18	18	23
<b>Sweden</b>	20	19	25
<b>United Kingdom</b>	31	29	49
<b>EU15</b>	29	30	36

### 20.1. Europe-wide figures

In 2002, the EU15 average of respondents replying that they had an overdraft facility on a current account was 36%. 61% of respondents said that they did not and 3% of them did not know.

## **20.2. Analysis by country in 2002**

Two-thirds of respondents in Denmark and the Netherlands said they had an overdraft facility. Figures were also high for France (57%) and Luxembourg (59%).

At the other end of the scale were the Greeks and Portuguese (6% each) and the Spanish (9%).

Also with figures well below the EU15 average were Finland (23%), Sweden (15%) and Ireland (28%).

## **20.3. Analysis over time**

Figures for respondents holding an overdraft facility in all Member States increased between 2001 and 2002. Significant increases were recorded for the UK, Ireland, Denmark, Austria and France.

In several of these countries, and most strikingly, in the UK, figures actually fell between 2000 and 2001.

### **III. USE OF TELEPHONE OR COMPUTER FOR FINANCIAL TRANSACTIONS**

The next section of the survey set out to get a picture of respondents' feelings and experience of using new means of payments (i.e. by telephone, Internet, Minitel, etc.).

Where respondents did not use these means of payments, the survey sought the reasons for this.

#### **1. Respondents' use of the telephone or a computer (Internet, Minitel, etc.) to pay for something like books, hotel night or travel, etc.**

**Table III.1. Respondents' use of the telephone or a computer (Internet, Minitel, etc.) to pay for something like books, hotel night or travel, etc. (in %)**

	<b>2002</b>
<b>Belgium</b>	15
<b>Denmark</b>	37
<b>Germany West</b>	18
<b>Germany Total</b>	17
<b>Germany East</b>	13
<b>Greece</b>	5
<b>Spain</b>	9
<b>France</b>	23
<b>Ireland</b>	27
<b>Italy</b>	8
<b>Luxembourg</b>	34
<b>Netherlands</b>	36
<b>Austria</b>	17
<b>Portugal</b>	5
<b>Finland</b>	35
<b>Sweden</b>	38
<b>United Kingdom</b>	50
<b>EU15</b>	22

#### **1.1. Europe-wide figures**

In 2002, the picture across Europe was extremely varied. There was an EU15 average of 22% of respondents who said they had used the telephone or computer to pay for something like books, hotel night or travel. On the other hand, 78% said they had not.

#### **1.2. Analysis by country in 2002**

Northern countries such as the UK (50%), Sweden (38%), Denmark (37%), the Netherlands (36%), Finland (35%) and, somewhat lower, Ireland (27%) all had scores well exceeding the EU15 average.

At the bottom of the scale were Greece and Portugal (5% each), Italy (8%) and Spain (9%).

**2. Respondents' use of the telephone or a computer (Internet, Minitel, etc.) to carry out transactions on their bank account**

**Table III.2. Respondents' use of the telephone or a computer (Internet, Minitel, etc.) to carry out transactions on their bank account (in %)**

	<b>2002</b>
<b>Belgium</b>	16
<b>Denmark</b>	44
<b>Germany West</b>	18
<b>Germany Total</b>	17
<b>Germany East</b>	13
<b>Greece</b>	2
<b>Spain</b>	3
<b>France</b>	20
<b>Ireland</b>	19
<b>Italy</b>	7
<b>Luxembourg</b>	25
<b>Netherlands</b>	42
<b>Austria</b>	17
<b>Portugal</b>	4
<b>Finland</b>	44
<b>Sweden</b>	54
<b>United Kingdom</b>	33
<b>EU15</b>	19

**2.1. Europe-wide figures**

The EU15 average of respondents having used a telephone or a computer to carry out transactions on their bank account was 19%. Those who had not amounted to 79%, and 2% did not know.

**2.2. Analysis by country in 2002**

As for the previous question, there appears to be a north-south divide in Europe.

Sweden (54%) is followed by Denmark and Finland (44% each) and the Netherlands (42%). One-third of UK respondents had also used a telephone or computer to carry out transactions on their bank account.

The figures for Greece (2%), Spain (3%), Portugal (4%) and Italy (7%) were considerably below the EU15 average.

It is also interesting to contrast the figures for the Western (18%) and Eastern (13%) German Länder.

### **3. Respondents' use of the telephone or a computer (Internet, Minitel, etc.) to use other financial services**

**Table III.3. Respondents' use of the telephone or a computer (Internet, Minitel, etc.) to use other financial services (in %)**

	<b>2002</b>
<b>Belgium</b>	7
<b>Denmark</b>	21
<b>Germany West</b>	11
<b>Germany Total</b>	10
<b>Germany East</b>	8
<b>Greece</b>	1
<b>Spain</b>	3
<b>France</b>	8
<b>Ireland</b>	12
<b>Italy</b>	4
<b>Luxembourg</b>	14
<b>Netherlands</b>	30
<b>Austria</b>	11
<b>Portugal</b>	2
<b>Finland</b>	19
<b>Sweden</b>	34
<b>United Kingdom</b>	24
<b>EU15</b>	11

#### **3.1. Europe-wide figures**

Only 11% of EU15 respondents replied that they had ever used the telephone or a computer to use other financial services. 86% said that they had not and 3% did not know.

#### **3.2. Analysis by country in 2002**

34% of Swedish and 30% of Dutch respondents said they had used the telephone or a computer to use other financial services. The British (24%) Danish (21%) and the Finnish (19%) also recorded figures well above the EU15 average.

On the other hand, only 1% of Greeks, 2% of Portuguese, 3% of Spanish, 4% of Italian and 7% of Belgians had used the telephone or a computer to use other financial services.

Overall, Germany had a figure one point below the EU15 average; however, once again, a disparity between the Eastern (8%) and Western (11%) Länder was apparent.

#### 4. **Reasons why respondents have never paid for something like books, hotel nights, travel by telephone or computer**

The 78% of EU15 respondents who had replied that they had never used the telephone or a computer to pay for something like books, hotel night or travel, were then asked why this was so. They were offered six possible options:

- No payment card
- Never had the opportunity to
- Did not think it was safe
- Not interested in paying that way
- Other
- Don't know.

**Table III.4 Reasons why respondents have never paid for something like books, hotel nights, travel by telephone or computer (in %)**

	No payment card	Never had the chance to	Didn't think it was safe	Not interested	Other	Don't know
<b>Belgium</b>	6	8	9	68	6	5
<b>Denmark</b>	6	9	5	73	0	7
<b>D - West</b>	4	11	10	67	2	6
<b>D - Total</b>	4	12	11	64	2	7
<b>D - East</b>	3	14	15	57	1	11
<b>Greece</b>	10	12	14	56	4	4
<b>Spain</b>	4	6	8	75	4	4
<b>France</b>	6	2	1	89	0	1
<b>Ireland</b>	16	8	3	67	2	4
<b>Italy</b>	9	6	5	77	2	2
<b>Luxembourg</b>	5	3	5	83	4	1
<b>Netherlands</b>	2	11	15	59	11	4
<b>Austria</b>	13	10	6	65	2	3
<b>Portugal</b>	10	3	4	74	3	7
<b>Finland</b>	4	14	6	62	3	12
<b>Sweden</b>	6	3	5	83	1	2
<b>UK</b>	11	3	3	79	2	2
<b>EU15</b>	7	7	7	74	3	4

(N.B. Base: the 78% of the sample who responded 'no' to the previous question)

##### 4.1. **Europe-wide figures**

Across the EU15, 74% of respondents replied that they were not interested in using a telephone or computer to pay for something like books, hotel nights or travel.

At EU15 level, respondents gave similar weight to the 'no payment card', 'never had the chance to' and the 'didn't think it was safe to' options (7% each).

#### **4.2. Analysis by country in 2002**

Of all respondents, the French (89%) and the Swedish and Luxembourgers (83%) were the least interested in using this means of payment. Not far behind them were respondents in the UK (79%), Italy (77%), Spain (75%) and Portugal (74%). The Greeks (56%) and the Dutch (59%) had the lowest percentages citing this reason.

14% of Greeks and 15% of Dutch felt that it was an unsafe means of payment, whereas only 1% of French and 2% of Irish respondents chose this option.

The Irish (16%) and the Austrians (13%) cited not having a payment card as being the reason for not using this means of payment.

14% of Finns and East Germans replied that they had never had the opportunity to do so. In the Western German Länder, the corresponding figure was 11%.

#### **4.3. Analysis over time**

A similar but not identical question was asked in the 2001 survey. In that year, respondents had a seventh option which was 'I can't remember my confidential code'.

Figures for those who were not interested in making payments in this way increased substantially over the 2001-2002 period. Whereas the EU15 average in 2001 was 27%, it was 72% in 2002.

In 2001, for example, only 10% of French respondents had replied that they were not interested in making payments in this way, compared with 13% in 1997. The figures for Luxembourg, likewise, increased considerably – from close to 20% in both 1997 and 2001 to 83% in 2002. On the other hand, in 2001, in contrast to 2002, Greece had topped this category with a score of almost 50%.

In 2001, 28% of Finns (a figure that halved in 2002) said they never had the opportunity to make payments in this way in contrast to slightly more than 50% in 1997. The figure for the New Länder was also slightly above 50% in 1997 and fell to 23% in 2001. This downward trend is evident throughout the EU15.

Between 1997 and 2001, safety concerns grew among the EU15 from 10% to 25%. In 2002, however, the numbers citing this reason had receded to 7%.

Likewise, those saying that they never had a chance to pay in this way had dropped from an EU15 average of 53% in 1997 and 21% in 2001.

## **IV. CROSS-BORDER TRADE IN FINANCIAL SERVICES AND OBSTACLES TO TRADE**

Nine questions were asked to assess the extent to which respondents buy financial services from countries other than their own and whether in the future they might consider doing so.

It will be seen that levels of cross-border trade in financial services are, for the most part, very low in Europe. Respondents are also asked what are the main obstacles to this trade.

### **1. Whether respondents have ever obtained in another EU country.....**

#### **1.1. Bank account**

**Table IV.1.1. Whether respondents have ever obtained a bank account in another EU country (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	8	91	1
<b>Denmark</b>	5	95	0
<b>Germany West</b>	8	92	1
<b>Germany Total</b>	7	92	1
<b>Germany East</b>	6	93	1
<b>Greece</b>	2	97	0
<b>Spain</b>	3	97	1
<b>France</b>	6	93	2
<b>Ireland</b>	3	96	1
<b>Italy</b>	2	97	1
<b>Luxembourg</b>	19	80	1
<b>Netherlands</b>	6	94	1
<b>Austria</b>	12	87	1
<b>Portugal</b>	4	96	0
<b>Finland</b>	4	95	1
<b>Sweden</b>	11	88	1
<b>United Kingdom</b>	4	95	2
<b>EU15</b>	5	94	1

#### **1.1.1. Europe-wide figures**

94% of EU15 respondents replied that they had never obtained a bank account in another EU country, 5% that they had and 1% did not know.

#### **1.1.2. Analysis by country in 2002**

Almost one in five Luxembourgers (19%), 12% of Austrians and 11% of Swedish respondents said they had obtained a bank account in another EU country.

At the other end of the scale were the Greeks and Italians (2% each), the Irish and Spaniards (3% each), and the Portuguese, Finnish and UK (4% each).

## 1.2. Credit card

**Table IV.1.2. Whether respondents have ever obtained a credit card in another EU country (in %)**

	Yes	No	Don't know
<b>Belgium</b>	8	91	1
<b>Denmark</b>	2	98	0
<b>Germany West</b>	6	94	1
<b>Germany Total</b>	6	93	1
<b>Germany East</b>	6	93	1
<b>Greece</b>	1	99	0
<b>Spain</b>	3	96	1
<b>France</b>	4	95	1
<b>Ireland</b>	2	97	1
<b>Italy</b>	1	98	1
<b>Luxembourg</b>	9	91	1
<b>Netherlands</b>	3	97	1
<b>Austria</b>	10	89	1
<b>Portugal</b>	3	97	0
<b>Finland</b>	2	97	1
<b>Sweden</b>	8	92	0
<b>United Kingdom</b>	2	97	1
<b>EU15</b>	4	96	1

### 1.2.1. Europe-wide figures

96% of EU15 respondents replied that they had never obtained a credit card in another EU country; 4% said they had and 1% did not know.

### 1.2.2. Analysis by country in 2002

10% of Austrian, 9% of Luxembourgish and 8% of Belgian and Swedish respondents had obtained a credit card in another EU country.

However, only 1% of Greeks and Italians, 2% of Irish, Danes, Finns and British and 3% of Spanish, Dutch and Portuguese had ever obtained a credit card in another EU country.

**1.3. Private pension plan**

**Table IV.1.3. Whether respondents have ever obtained a private pension plan in another EU country (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	2	97	1
<b>Denmark</b>	1	99	0
<b>Germany West</b>	2	96	1
<b>Germany Total</b>	2	97	1
<b>Germany East</b>	1	98	1
<b>Greece</b>	1	99	0
<b>Spain</b>	1	99	1
<b>France</b>	1	98	1
<b>Ireland</b>	1	98	1
<b>Italy</b>	0	99	1
<b>Luxembourg</b>	2	97	1
<b>Netherlands</b>	1	99	1
<b>Austria</b>	2	97	1
<b>Portugal</b>	0	100	0
<b>Finland</b>	1	98	1
<b>Sweden</b>	3	97	1
<b>United Kingdom</b>	1	97	2
<b>EU15</b>	1	98	1

**1.3.1. Europe-wide figures**

98% of EU15 respondents had never obtained a private pension plan in another EU country; 1% had, and a further 1% did not know.

**1.3.2. Analysis by country in 2002**

3% of Swedes and 2% of Belgians, Germans, Luxembourgers and Austrians had ever obtained a private pension plan in another EU country.

#### 1.4. Car insurance

**Table IV.1.4. Whether respondents have ever obtained car insurance in another EU country (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	2	97	1
<b>Denmark</b>	1	99	0
<b>Germany West</b>	3	96	1
<b>Germany Total</b>	3	96	1
<b>Germany East</b>	3	96	1
<b>Greece</b>	1	99	0
<b>Spain</b>	1	98	1
<b>France</b>	4	96	1
<b>Ireland</b>	2	98	1
<b>Italy</b>	1	99	1
<b>Luxembourg</b>	5	95	0
<b>Netherlands</b>	2	98	1
<b>Austria</b>	3	96	1
<b>Portugal</b>	1	99	0
<b>Finland</b>	2	97	1
<b>Sweden</b>	2	98	1
<b>United Kingdom</b>	2	97	1
<b>EU15</b>	2	97	1

##### 1.4.1. Europe-wide figures

97% of EU15 respondents had never obtained car insurance in another EU country. 2% had and 1% did not know.

##### 1.4.2. Analysis by country in 2002

5% of respondents in Luxembourg and 4% in France had obtained car insurance in another EU country.

**1.5. Life assurance**

**Table IV.1.5. Whether respondents have ever obtained life assurance in another EU country (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	2	97	1
<b>Denmark</b>	1	99	0
<b>Germany West</b>	2	97	1
<b>Germany Total</b>	2	97	1
<b>Germany East</b>	2	97	1
<b>Greece</b>	1	99	0
<b>Spain</b>	1	99	1
<b>France</b>	2	98	1
<b>Ireland</b>	1	98	1
<b>Italy</b>	1	99	1
<b>Luxembourg</b>	4	95	1
<b>Netherlands</b>	1	98	1
<b>Austria</b>	2	97	1
<b>Portugal</b>	1	99	0
<b>Finland</b>	1	98	1
<b>Sweden</b>	3	97	1
<b>United Kingdom</b>	1	97	2
<b>EU15</b>	1	98	1

**1.5.1. Europe-wide figures**

Across the EU15, 98% of respondents had never obtained life assurance in another EU country.

**1.5.2. Analysis by country in 2002**

4% of Luxembourgish respondents had obtained life assurance in another EU country.

## 1.6. Mortgage

**Table IV.1.6. Whether respondents have ever obtained a mortgage in another EU country (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	1	98	1
<b>Denmark</b>	1	99	0
<b>Germany West</b>	1	97	1
<b>Germany Total</b>	1	97	1
<b>Germany East</b>	0	98	1
<b>Greece</b>	0	100	0
<b>Spain</b>	0	99	1
<b>France</b>	1	98	1
<b>Ireland</b>	1	99	1
<b>Italy</b>	0	99	1
<b>Luxembourg</b>	2	97	0
<b>Netherlands</b>	1	98	1
<b>Austria</b>	1	98	1
<b>Portugal</b>	0	100	0
<b>Finland</b>	1	99	1
<b>Sweden</b>	1	98	1
<b>United Kingdom</b>	1	98	1
<b>EU15</b>	1	98	1

### 1.6.1. Europe-wide figures

98% of EU15 respondents had never obtained a mortgage in another EU country; 1% had and a further 1% did not know.

### 1.6.2. Analysis by country in 2002

Numbers of respondents having ever obtained a mortgage in another EU country were extremely low – the highest figure, 2%, was recorded by Luxembourg.

**1.7. Stocks/shares**

**Table IV.1.7. Whether respondents have ever obtained stocks/shares in another EU country (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	2	97	1
<b>Denmark</b>	2	97	0
<b>Germany West</b>	4	95	2
<b>Germany Total</b>	3	95	2
<b>Germany East</b>	2	97	1
<b>Greece</b>	1	99	0
<b>Spain</b>	1	99	1
<b>France</b>	2	97	1
<b>Ireland</b>	2	97	1
<b>Italy</b>	1	99	1
<b>Luxembourg</b>	2	97	1
<b>Netherlands</b>	2	98	1
<b>Austria</b>	3	96	1
<b>Portugal</b>	0	100	0
<b>Finland</b>	1	98	1
<b>Sweden</b>	4	96	1
<b>United Kingdom</b>	2	97	2
<b>EU15</b>	2	97	1

**1.7.1. Europe-wide figures**

97% of EU15 respondents had never obtained stocks/shares in another EU country; 2% had and 1% said they did not know.

**1.7.2. Analysis by country in 2002**

4% of Swedes and West Germans had obtained stocks/shares in another EU country. These were the highest figures recorded in the EU15.

## 1.8. Collective investments

**Table IV.1.8. Whether respondents have ever obtained collective investments in another EU country (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	2	97	1
<b>Denmark</b>	1	99	0
<b>Germany West</b>	4	94	2
<b>Germany Total</b>	4	94	2
<b>Germany East</b>	3	96	1
<b>Greece</b>	0	100	0
<b>Spain</b>	0	99	1
<b>France</b>	1	99	1
<b>Ireland</b>	1	98	1
<b>Italy</b>	1	99	1
<b>Luxembourg</b>	2	97	1
<b>Netherlands</b>	1	99	1
<b>Austria</b>	3	96	1
<b>Portugal</b>	0	100	0
<b>Finland</b>	1	99	1
<b>Sweden</b>	4	95	1
<b>United Kingdom</b>	1	98	2
<b>EU15</b>	2	97	1

### 1.8.1. Europe-wide figures

97% of respondents in the EU15 replied that they had never obtained collective investments in another EU country. 2% said they had and 1% said they did not know.

### 1.8.2. Analysis by country in 2002

Again, the Swedes and the Germans, at 4%, had the highest percentage of respondents who had obtained collective investments in another EU country.

## 1.9. Other

**Table IV.1.9. Whether respondents have ever obtained other financial services in another EU country (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	1	93	6
<b>Denmark</b>	1	98	2
<b>Germany West</b>	2	94	4
<b>Germany Total</b>	2	94	4
<b>Germany East</b>	2	96	3
<b>Greece</b>	0	100	0
<b>Spain</b>	0	99	1
<b>France</b>	1	98	1
<b>Ireland</b>	1	91	9
<b>Italy</b>	1	98	2
<b>Luxembourg</b>	1	96	3
<b>Netherlands</b>	2	96	2
<b>Austria</b>	1	96	3
<b>Portugal</b>	0	99	0
<b>Finland</b>	0	56	44
<b>Sweden</b>	3	93	4
<b>United Kingdom</b>	1	89	10
<b>EU15</b>	1	95	4

### 1.9.1. Europe-wide figures

95% of EU15 respondents had ever obtained other financial services in another EU country. 1% had obtained them and 4% did not know.

### 1.9.2. Analysis by country in 2002

Figures for those having obtained other financial services in another EU country were very low with Sweden with 3% at the top of the range. Notable is the number of 'don't knows' in Finland (44%), the UK (10%) and Ireland 9%).

## **2. Whether respondents would consider obtaining from another country within the next five years....**

### **2.1. Bank account**

**Table IV.2.1. Whether respondents would consider obtaining a bank account in another EU country within the next 5 years (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	8	86	6
<b>Denmark</b>	9	87	4
<b>Germany West</b>	13	80	7
<b>Germany Total</b>	13	80	8
<b>Germany East</b>	11	80	10
<b>Greece</b>	7	91	2
<b>Spain</b>	7	77	16
<b>France</b>	15	78	8
<b>Ireland</b>	18	70	12
<b>Italy</b>	8	81	11
<b>Luxembourg</b>	16	77	7
<b>Netherlands</b>	4	89	7
<b>Austria</b>	19	75	6
<b>Portugal</b>	7	81	12
<b>Finland</b>	16	77	8
<b>Sweden</b>	36	55	9
<b>United Kingdom</b>	12	76	12
<b>EU15</b>	12	79	10

#### **2.1.1. Europe-wide figures**

79% of respondents across the EU15 replied that they would not consider obtaining a bank account in another EU country within the next five years; 12% replied that they would and 10% did not know.

#### **2.1.2. Analysis by country in 2002**

The Swedes (36%) were most open to the idea of obtaining a bank account in another EU country within the next five years. The Austrians (19%), the Irish (18%) and the Luxembourgers and Finns (16% each) were next highest in the ranking.

The Dutch (89%) and the Greeks (91%) were least likely to consider doing so. Low figures are recorded for these countries for all of this series of questions. A possible explanation for the low Dutch figures is that they consider their financial affairs to be a private matter and therefore are unwilling to deal with institutions outside their own country. Greece's geographical situation may offer a partial explanation for its figures.

16% of Spaniards and 12% of Irish, British and Portuguese did not know.

## **2.2. Credit card**

**Table IV.2.2. Whether respondents would consider obtaining a credit card in another EU country within the next 5 years (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	10	84	6
<b>Denmark</b>	7	89	4
<b>Germany West</b>	13	80	7
<b>Germany Total</b>	12	80	8
<b>Germany East</b>	9	81	10
<b>Greece</b>	4	94	2
<b>Spain</b>	8	77	16
<b>France</b>	13	80	7
<b>Ireland</b>	16	71	13
<b>Italy</b>	7	82	11
<b>Luxembourg</b>	12	82	6
<b>Netherlands</b>	3	91	7
<b>Austria</b>	19	76	6
<b>Portugal</b>	6	83	12
<b>Finland</b>	13	79	7
<b>Sweden</b>	29	62	9
<b>United Kingdom</b>	12	77	12
<b>EU15</b>	11	80	9

### **2.2.1. Europe-wide figures**

80% of EU15 respondents would not consider obtaining a credit card in another EU country within the next five years. 11% said they would and 9% did not know.

### **2.2.2. Analysis by country in 2002**

The Swedes, at 29%, were, once again, most open to the idea of obtaining a credit card in another EU country within the next five years. The Austrians (19%) and the Irish (16%) were next most likely to consider doing so.

The Greeks (94%) and the Dutch (91%) are least likely to consider obtaining a credit card in another EU country in the next five years.

High 'don't know' scores were recorded in Spain (16%), Ireland (13%) and Portugal and the UK (12% each).

### **2.3. Private pension plan**

**Table IV.2.1. Whether respondents would consider obtaining a private pension plan in another EU country within the next 5 years (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	4	91	5
<b>Denmark</b>	5	91	4
<b>Germany West</b>	5	88	7
<b>Germany Total</b>	5	88	7
<b>Germany East</b>	4	87	10
<b>Greece</b>	3	95	2
<b>Spain</b>	4	80	16
<b>France</b>	7	86	7
<b>Ireland</b>	12	75	13
<b>Italy</b>	3	87	10
<b>Luxembourg</b>	6	87	7
<b>Netherlands</b>	0	94	6
<b>Austria</b>	13	80	6
<b>Portugal</b>	3	85	12
<b>Finland</b>	6	86	8
<b>Sweden</b>	21	69	10
<b>United Kingdom</b>	5	83	12
<b>EU15</b>	5	86	9

#### **2.3.1. Europe-wide figures**

86% of EU15 respondents would not consider obtaining a private pension plan in another EU country within the next five years. 5% said they would and 9% did not know.

#### **2.3.2. Analysis by country in 2002**

21% of Swedes, 13% of Austrians and 12% of Irish would consider obtaining a private pension plan in another EU country within the next five years.

The Greeks (95%), the Dutch (94%), the Belgians and Danes (91%) were least likely to consider doing so.

There were high 'don't know' scores in Spain (16%), Ireland (13%), Portugal and the UK (12% each).

## **2.4. Car insurance**

**Table IV.2.4. Whether respondents would consider obtaining car insurance in another EU country within the next 5 years (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	6	88	6
<b>Denmark</b>	5	91	4
<b>Germany West</b>	11	80	9
<b>Germany Total</b>	11	80	9
<b>Germany East</b>	10	79	12
<b>Greece</b>	4	94	2
<b>Spain</b>	4	81	15
<b>France</b>	12	80	7
<b>Ireland</b>	24	64	11
<b>Italy</b>	8	82	11
<b>Luxembourg</b>	8	85	7
<b>Netherlands</b>	1	92	7
<b>Austria</b>	14	79	7
<b>Portugal</b>	4	84	12
<b>Finland</b>	12	81	8
<b>Sweden</b>	19	72	9
<b>United Kingdom</b>	10	77	13
<b>EU15</b>	9	81	10

### **2.4.1. Europe-wide figures**

81% of respondents across the EU would not consider obtaining car insurance in another EU country within the next five years. 9% would and 10% did not know.

### **2.4.2. Analysis by country in 2002**

Almost a quarter of the Irish (24%) replied that they would consider obtaining car insurance in another EU country within the next five years. The Swedes, at 19%, were second most likely to do so.

The Greeks (94%), Dutch (92%) and Danes (91%) are least likely to consider it.

## **2.5. Life assurance**

**Table IV.2.5. Whether respondents would consider obtaining life assurance in another EU country within the next 5 years (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	4	90	6
<b>Denmark</b>	4	92	4
<b>Germany West</b>	8	84	8
<b>Germany Total</b>	7	84	8
<b>Germany East</b>	6	85	10
<b>Greece</b>	4	94	2
<b>Spain</b>	4	80	16
<b>France</b>	8	84	8
<b>Ireland</b>	15	73	12
<b>Italy</b>	5	85	10
<b>Luxembourg</b>	7	86	7
<b>Netherlands</b>	1	93	6
<b>Austria</b>	14	79	7
<b>Portugal</b>	3	85	12
<b>Finland</b>	9	83	8
<b>Sweden</b>	20	70	10
<b>United Kingdom</b>	7	81	13
<b>EU15</b>	7	84	10

### **2.5.1. Europe-wide figures**

An average of 84% of EU15 respondents would not consider obtaining life assurance in another EU country in the next five years, 7% would and 10% did not know.

### **2.5.2. Analysis by country in 2002**

The Swedes (20%) followed by the Irish (15%) and the Austrians (14%) were most likely to consider obtaining life assurance in another EU country within the next five years.

Least likely to do so were the Greeks (94%), Dutch (93%), Danes (92%) and Belgians (90%).

High 'don't know' scores were recorded in Spain (16%), the UK (13%), Ireland and Portugal (12% each).

## **2.6. Mortgage**

**Table IV.2.6. Whether respondents would consider obtaining a mortgage in another EU country within the next 5 years (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	3	91	5
<b>Denmark</b>	6	90	4
<b>Germany West</b>	4	89	7
<b>Germany Total</b>	4	89	7
<b>Germany East</b>	3	89	9
<b>Greece</b>	3	95	2
<b>Spain</b>	4	80	16
<b>France</b>	9	84	7
<b>Ireland</b>	16	72	13
<b>Italy</b>	3	87	10
<b>Luxembourg</b>	6	88	7
<b>Netherlands</b>	1	93	6
<b>Austria</b>	9	83	8
<b>Portugal</b>	4	84	12
<b>Finland</b>	8	84	8
<b>Sweden</b>	20	70	10
<b>United Kingdom</b>	8	80	12
<b>EU15</b>	6	85	9

### **2.6.1. Europe-wide figures**

85% of EU15 respondents would not consider obtaining a mortgage in another EU country within five years; 6% would and 9% did not know.

### **2.6.2. Analysis by country in 2002**

The Swedes (20%) and the Irish (16%) were most likely to consider a mortgage in another EU country within the next five years.

Least likely to do so were the Greeks (95%), the Dutch (93%), the Belgians (91%) and the Danes (90%).

High 'don't know' rates were to be seen in Spain (16%), Ireland (13%), Portugal and the UK (12% each).

## **2.7. Stocks/shares**

**Table IV.2.7. Whether respondents would consider obtaining stocks/shares in another EU country within the next 5 years (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	5	90	6
<b>Denmark</b>	6	89	4
<b>Germany West</b>	12	80	9
<b>Germany Total</b>	11	80	9
<b>Germany East</b>	8	82	10
<b>Greece</b>	3	95	2
<b>Spain</b>	4	80	16
<b>France</b>	8	85	7
<b>Ireland</b>	14	74	12
<b>Italy</b>	6	84	10
<b>Luxembourg</b>	7	86	7
<b>Netherlands</b>	3	91	7
<b>Austria</b>	16	77	6
<b>Portugal</b>	3	85	13
<b>Finland</b>	12	81	8
<b>Sweden</b>	31	60	10
<b>United Kingdom</b>	9	78	12
<b>EU15</b>	8	82	10

### **2.7.1. Europe-wide figures**

Across the EU15, 82% of respondents said they would not consider obtaining stocks or shares in another EU country within the next five years, 8% said they would and 10% did not know.

### **2.7.2. Analysis by country in 2002**

31% of Swedes, 16% of Austrians and 14% of Irish said they would consider obtaining stocks or shares in another EU country within the next five years.

Once again, the Greeks (95%) and the Dutch (91%) were least likely to do so.

## **2.8. Collective investments**

**Table IV.2.8. Whether respondents would consider obtaining collective investments in another EU country within the next 5 years (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	4	90	6
<b>Denmark</b>	3	92	5
<b>Germany West</b>	11	80	9
<b>Germany Total</b>	10	80	10
<b>Germany East</b>	8	82	10
<b>Greece</b>	2	96	2
<b>Spain</b>	4	80	16
<b>France</b>	7	86	7
<b>Ireland</b>	11	76	13
<b>Italy</b>	5	85	10
<b>Luxembourg</b>	5	88	7
<b>Netherlands</b>	2	92	6
<b>Austria</b>	14	79	6
<b>Portugal</b>	3	86	11
<b>Finland</b>	10	82	8
<b>Sweden</b>	30	61	10
<b>United Kingdom</b>	8	80	13
<b>EU15</b>	7	83	10

### **2.8.1. Europe-wide figures**

83% of EU15 respondents said they would not consider obtaining collective investments in another EU country within the next 5 years, 7% said they would and 10% said they did not know.

### **2.8.2. Analysis by country in 2002**

The Swedes (30%), followed by the Austrians (14%) the Irish (11%) and the Finns and Germans (10% each) said they would consider obtaining collective investments in another EU country within the next five years.

The Greeks (96%), the Dutch and Danes (92% each) and the Belgians (90%) were least likely to consider it.

## **2.9. Other**

**Table IV.2.9. Whether respondents would consider obtaining another financial service in another EU country within the next 5 years (in %)**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Belgium</b>	3	87	11
<b>Denmark</b>	3	91	6
<b>Germany West</b>	6	79	15
<b>Germany Total</b>	6	79	15
<b>Germany East</b>	4	82	14
<b>Greece</b>	1	97	2
<b>Spain</b>	4	80	17
<b>France</b>	5	86	8
<b>Ireland</b>	9	72	19
<b>Italy</b>	3	85	12
<b>Luxembourg</b>	4	88	8
<b>Netherlands</b>	2	91	7
<b>Austria</b>	9	80	11
<b>Portugal</b>	2	85	13
<b>Finland</b>	3	48	49
<b>Sweden</b>	20	65	15
<b>United Kingdom</b>	5	74	21
<b>EU15</b>	5	81	14

### **2.9.1. Europe-wide figures**

81% of EU15 respondents would not consider obtaining another financial service in another EU country within the next 5 years, 5% would and 14% did not know.

### **2.9.2. Analysis by country in 2002**

Swedish respondents (20%) would consider obtaining another financial service in another EU country within the next five years. Next most likely to do so were the Irish (9%).

Least likely to do so were the Greeks (97%), and the Danes and the Dutch (with 91% each).

More respondents in Finland recorded a 'don't know' score (49%) than would not consider obtaining another financial services in another EU country (48%).

### 3. Obstacles to cross-border trade in financial services

**Table IV.3. Respondents' perceptions regarding obstacles to cross-border trade in financial services (in %)**

	B	Da	D-W	D	D-O	Gr	E	F	Irl	I	Lu	NL	A	P	FI	S	UK	EU 15
<b>No obstacles</b>	15	56	13	12	7	17	25	14	29	20	47	24	27	28	46	33	48	24
<b>Yes, lack of information</b>	26	17	39	38	35	40	24	37	26	32	16	29	27	15	25	27	19	30
<b>Yes, bad information</b>	13	7	20	19	17	12	7	13	4	16	8	13	14	6	8	13	2	12
<b>Yes, too risky</b>	22	9	37	40	50	7	8	25	14	19	15	23	19	8	17	19	14	22
<b>Yes, need large sums to invest</b>	5	2	6	6	8	9	4	11	5	6	3	3	8	7	3	4	3	6
<b>Yes, difficult due to distance</b>	26	6	26	26	26	24	10	29	12	16	7	20	17	8	11	14	8	18
<b>Yes, poor legal protection</b>	12	8	36	36	37	8	4	22	6	16	13	20	18	4	13	21	7	18
<b>Yes, language problems</b>	29	12	40	39	35	27	16	34	17	26	5	28	20	13	23	25	14	26
<b>Other</b>	3	3	1	1	3	1	1	3	6	1	4	4	4	8	1	3	5	2
<b>Don't know</b>	17	9	9	9	9	17	31	7	18	20	9	12	9	31	7	9	11	15

**N.B. Respondents could give more than one answer**

#### 3.1. Europe-wide figures

Noteworthy is the fact that close to a quarter of EU15 citizens surveyed (24%) said that they felt there were **no obstacles to cross-border trade** in financial services.

A further 15% had **no opinion**.

Of the potential obstacles, **lack of information** was cited most frequently (30%).

26% of respondents felt that **language problems** constituted an obstacle, and 22% felt it was too risky.

Respondents gave equal weight to **poor legal protection** when things go wrong and **difficulties due to distance** (18%).

### **3.2. Analysis by country in 2002**

Respondents in the following countries placed the '**no obstacles**' first in their ranking: Denmark, Ireland, Luxembourg, Finland, Sweden, the UK and Austria (equal first).

'**Don't know**' was the most frequent response in Spain (31%) and Portugal (31%). Possible reasons for this may be that there is not a strong financial 'culture' in either of these countries. The majority of saving in Spain is done using local products, mainly collective investments. 'Don't know' was the third most frequent response in Ireland (18%) and Italy (equal third at 20%).

No country cited '**lack of information**' lower than third in their ranking. Five ranked it first (or equal first in the case of Austria) in their respective rankings: Greece, France, Italy, the Netherlands and Austria. Belgium, Denmark, Ireland, Finland, Sweden and the UK ranked it in second place, and Germany, Spain, Portugal in third.

'**Language problems**' as obstacles were cited in first place by the Belgians and respondents in the Western German Länder. For all countries, with the exception of Luxembourg, language problems fell within the four most frequently chosen options.

The Germans, particularly those living in the Eastern Länder, recorded a high percentage of respondents who felt that cross-border trade in financial services was '**too risky**'. This was also third important concern for the Luxembourgers and the British, and fourth most important for the Finns, Austrians, Dutch, French, Danes and Belgians.

'**Difficult due to distance**' was cited in second place by the Belgians and in third place by the French and the Greeks. Other countries place this fifth or below in their rankings.

'**Poor legal protection in the event of something going wrong**' was placed in fourth place by Germans, Luxembourgers and Swedes, and in fifth by the French, Dutch, Austrians and Finns.

Respondents in most countries placed '**needing large sums to invest**' in ninth or tenth place with the exception of Greece (7<sup>th</sup>) and Spain, France and Portugal (8<sup>th</sup> or equal 8<sup>th</sup>).

### **3.3. Analysis over time**

In 2001, the EU15 figure for those who thought there were '**no obstacles**' to cross-border trade in financial services was 16%; this figure increased to 24% in 2002. In 1997, the relevant figure had also been 16%.

The trend whereby there were figures of twice the average and higher for some countries persisted. In 2001, there were high readings for Denmark and Finland (46% each); the Finnish figure remained stable with the Danish one rising to 56% in 2002. The UK also joined this category in 2002 with a figure of 48%.

'**Don't knows**' at EU15 level fell from 24% in 2001 to 15% in 2002. In 1997, they had been at 20%.

In 2001, '**lack of information**' was cited by 32% of the EU15 as being an obstacle. This figure had fallen from 38% in autumn 1997. The figure fell, once again, to 30% in 2002. Whereas in 1997 and 2001, Greece, Portugal and France had mentioned this obstacle

frequently, in 2002, this was less the case for the Portuguese in 2002. However, in 2002, it was cited by 38% of Germans.

Likewise, the '**language problem**' obstacle, which fell from 34% to 28% between 1997 and 2001, fell once more to 26% in 2002. Those countries where this obstacle was mentioned frequently (Greece, Portugal and France) in 2002, were the same in 2001 and in 1997. Germany also joined this group in 2002.

Those citing '**too risky**' as an obstacle remained stable at 22% between 2001 and 2002. Germany has headed the countries mentioning this risk in 1997 and 2001; in 2002, this situation remained the same.

## V. PREFERRED MEANS OF PAYMENT

This part of the poll looked at how Europeans chose to pay for purchases (worth more than EUR 100 in domestic currency) and the reasons for choosing their preferred means of payment both in their own country and in another EU country.

### 1. Respondents were asked which means of payment they prefer to use to pay for an important purchase (equivalent of EUR 100 in domestic currency) in their country

Table V.1. Preferred means of payments to pay for an important purchase in their country (in %)

	B	Da	D-W	D	D-O	Gr	E	F	Irl	I	Lu	NL	A	P	Fi	S	UK	EU 15
Cash	37	45	53	52	47	90	72	18	59	59	32	27	54	57	42	36	50	49
Electronic purse	3	1	2	2	2	0	2	1	2	1	1	4	3	1	1	1	1	1
Cheque	1	3	1	1	0	1	1	40	13	8	1	1	1	12	0	1	10	10
Credit card or debit card	52	48	35	36	42	6	23	39	24	30	61	61	31	27	51	54	38	35
Bank or postal transfer	5	2	8	8	6	0	1	0	1	1	5	3	9	1	4	8	0	3
Other form of payment	1	0	0	0	0	2	1	0	1	1	0	4	1	0	0	0	1	1
Don't know	2	1	1	1	3	1	1	2	1	1	1	1	1	2	1	1	1	1

#### 1.1. Europe-wide figures

In 2002, 49% of EU15 respondents' preferred means of payment for an important purchase in their own country was in cash.

A further 35% cited credit or debit cards and 10% cheques.

'Don't know' scores were low at 1%.

#### 1.2. Analysis by country in 2002

The 49% EU15 average of respondents preferring to use **cash** hides enormous disparities between countries.

90% of Greeks and 72% of Spaniards mention cash as their preferred means of payment, whereas, at the other extreme, only 18% of French do.

Broadly speaking, if the French, Spanish and Greek cases are excluded, there are three groups of countries:

- Between 25% and 40% prefer cash: the Benelux countries and Sweden,
- Between 40% and 50% prefer cash: Denmark, Finland and the UK,
- Between 50% and 60% prefer cash: Germany, Ireland, Italy, Austria and Portugal.

**Credit and debit card** use also fluctuates considerably between countries:

Only 6% of Greek respondents cited them as a preferred means of payment, whereas in many Member States the corresponding figures exceeded 50%: Belgium (52%), Luxembourg (61%), the Netherlands (61%), Finland (51%), Sweden 54%).

On the other hand, mentions of the use of these means of payment were relatively lower in Spain (23%), Ireland (24%), Portugal (27%), Italy (30%), Austria (31%), Germany (36%), UK (38%) and France (39%).

France's preference for **cheques** is very marked at 40%. It was trailed by Ireland (13%), Portugal (12%) and the UK (10%).

**Bank and postal transfers** are seen as important in a few countries namely Austria (9%), Germany and Sweden (8%) and Belgium and Luxembourg (5%).

Figures for the use of the '**electronic purse**' are negligible across the EU15. However, 4% in the Netherlands and 3% in Belgium and Austria mention it as a preferred means of payment.

### 1.3. Analysis over time

The preferred use of **cash** as a means of payment has risen steadily in the EU15 since 1997 when it was 42%, to 47% in 2001 to 49% in 2002.

In 2002, in France the low level of preference for the use of cash remained at the same level as 2001, when it was also the country in which the cheque was most dominant.

Relative to 2001, in 2002, the preferred use of cash increased in Greece (from 88% to 90%), in Spain (67% to 72%), in Italy (56% to 59%) and in Portugal (53% to 57%).

It also increased in some countries where its preferred use had previously been lower, such as Finland (42% to 49%), Denmark (39% to 45%), the Netherlands (23% to 27%) and the UK (45% to 50%).

On the other hand, its level of preferred use remained the same in Germany and Belgium over the period.

In Ireland, between 2001 and 2002, it fell from 61% to 59% and in Sweden from 40% to 36%.

The preferred use of **credit and debit cards** rose by one point between 2001 and 2002 (34% to 35%). The figure for 1997 was 29%.

The use of **cheques** in the EU15 declined from 19% in 1997 to 11% in 2001; the 2002 figures therefore show that this trend is continuing.

France has historically had high levels of cheque use but it also registered a decline between 2001 and 2002 from 43% to 40%.

In 2001, there was an EU15 average of 1% for the preferred use of the **electronic purse**. Its use as a preferred means of payment was 7% in both Portugal and Sweden, in comparison with 1% in these countries in 2002.

## 2. Which means of currency respondents would use to pay for an important purchase in another member country of the EU

**Table V.2. Which means of currency respondents would use to pay for an important purchase in another member country of the EU (in %)**

	B	Da	D-W	D	D-O	Gr	E	F	Irl	I	Lu	NL	A	P	Fi	S	UK	EU 15
Cash	28	44	44	44	45	45	38	20	26	37	31	31	41	28	45	41	37	36
Electronic purse	2	0	1	1	1	0	3	1	1	1	0	3	2	1	1	1	1	1
Cheque	1	2	1	1	1	2	1	13	2	2	2	1	3	2	1	1	4	4
Credit card or debit card	46	45	37	34	25	7	25	40	33	33	61	51	35	26	34	43	34	34
Bank or postal transfer	4	4	3	3	1	1	1	1	2	1	3	3	5	0	1	5	2	2
Other form of payment	1	0	0	0	1	0	0	0	2	0	0	2	1	1	0	1	1	0
Never bought anything in another member country	15	3	12	14	22	39	24	22	24	22	2	7	11	33	13	6	16	18
Don't know	4	1	2	3	5	6	8	3	11	4	2	4	4	9	5	3	7	5

### 2.1. Europe-wide figures

36% of EU15 respondents said that they preferred to use **cash** to pay for an important purchase in another EU member country; a further 34% said they would use a **credit or debit card**, while 18% said they had never bought anything in another member country and 5% had no opinion.

### 2.2. Analysis by country in 2002

45% of Finns and Greeks, 44% of Danes, Germans and 41% of Austrians and Swedes said they would prefer to use **cash** to pay for an important purchase outside their own country.

On the other hand, the French (as was the case with respect to purchases at home in France) are the least likely to prefer to use cash (20%). The same applies to the Irish (26%), and Belgians and Portuguese (28% each).

There are a number of countries within a few points in each direction of the EU15 average: Spain (38%), UK and Italy (37% each) and Luxembourg and the Netherlands (31% each).

However, payment by **credit/debit card** is almost as popular as the use of cash and it is strongly preferred as a means of payment in certain countries such as Luxembourg (61%), the Netherlands (51%), Belgium (46%), Denmark (45%), Sweden (43%) and France (40%).

Only 7% of Greek respondents, however, would prefer credit/debit cards as a means of payment in another member country, followed by 25% of Spaniards and 26% of Portuguese. (25% of Germans from the Eastern Länder also).

It is also worth noting that 39% of Greeks, 33% of Portuguese, 24% of Spaniards and Irish, and 22% of French and Italians had **never bought anything in another member country**.

In spite of the abolition of Eurocheques, 4% of respondents across the EU15 and 13% in France alone, said that their preferred means of payment abroad would be by **cheque**.

The 'don't know' score was 5% across the EU15, with only Ireland (11%) and Portugal (9%) recording relatively high results.

### **2.3. Analysis over time**

In 2001, EU15 respondents favoured cash payments and debit/credit cards equally (at 35%). In 2002, cash was favoured by 1% more and debit/credit cards by 1% less.

The figures at EU15 level for those preferring to use **cash** have remained more or less stable since 1997. However, some countries have been shown to be moving towards more cash payments abroad for purchases while others have moved in the opposite direction.

Between 1997 and 2001, preference for cash when purchasing abroad rose in Germany, Austria and Sweden whereas it had diminished in Ireland, Luxembourg and Belgium. Between 2001 and 2002, however, in both Sweden and Austria, it fell again. Over the 2001-2002 period, the use of cash increased in Germany (39% to 44%), Greece (38% to 45%), Italy (34% to 37%), Luxembourg (29% to 31%) and the UK (30% to 37%).

Between 2001 and 2002, as mentioned above, the preferred use of **debit/credit cards** for payments abroad dropped by one point. Nevertheless, within individual countries, there were some important changes. There was a fall from 49% to 45% in Denmark, from 32% to 25% in Spain, from 34% to 33% in Italy and from 58% to 51% in the Netherlands.

However, these movements were compensated for by increases in Germany (30% to 34%), Ireland (25% to 33%), Luxembourg (57% to 61%), Austria (31% to 35%), Portugal (22% to 26%) and Finland (31% to 34%).

Those preferring **cheques** remained stable at 4% between 2001 and 2002.

### 3. Why respondents prefer to use this means of payment in their own country

Respondents were then asked why they choose to use the particular means of payment that they have chosen

**Table V.3. Why respondents prefer to use this means of payment in their own country (in %)**

	B	Da	D-W	D	D-O	Gr	E	F	Irl	I	Lu	NL	A	P	Fi	S	UK	EU 15
Price is good	9	17	15	15	13	26	8	8	8	6	8	5	20	2	11	10	6	10
It is easy	81	79	84	85	85	66	81	78	72	78	85	84	76	77	86	88	81	80
Avoid risks of a dispute	8	11	5	6	8	13	2	19	10	7	3	11	8	4	8	7	10	9
Avoid risk of loss or theft	16	16	12	12	12	4	8	11	13	12	13	23	10	8	14	17	19	13
Avoid being attacked	10	5	6	7	8	1	5	10	3	4	4	7	5	1	5	18	4	6
For safety reasons: PIN code etc	15	14	14	14	16	2	6	15	5	8	10	23	9	11	13	18	11	12
Other	2	6	2	2	1	6	5	4	5	5	4	4	4	7	3	2	5	4
Don't know	2	0	2	2	3	0	1	1	2	0	1	1	3	2	1	1	1	1

**Note: Respondents could give more than one answer**

#### 3.1. Europe-wide figures

For the most part, four out of five EU15 respondents chose their preferred means of payment for reasons of facility.

Other reasons for choosing a given means of payment were to avoid risk of loss or theft (13%), for safety reasons (12%) or because the price was good (10%).

#### 3.2. Analysis by country in 2002

When we examine the breakdown of the 'it is easy' category, we see that it ranges from 66% in Greece to 88% in Sweden.

Eight countries of the fifteen surveyed recorded figures between the EU15 average (80%) and the Swedish average.

The remaining countries, apart from Greece, recorded figures upwards of 72% (Ireland) to the EU15 average.

'**Risk of loss or theft**' was cited by 23% of Dutch, 19% of UK and 16% of Belgian and Danish respondents as to why they chose their preferred means of payment.

On the other hand, the Greeks (4%) and the Italians and Portuguese (8% each) did not see this as a major motivating factor in deciding which means of payment to use.

Dutch respondents were almost twice as likely than the average EU15 respondent to opt for '**safety**' as the reason for choosing a given means of payment. The Swedes (at 18%) also recorded a high reading for this option.

Safety aspects were apparently of little concern to the Greeks (2%), Irish (5%) and Spanish (6%).

On the '**price is good**' option, the Greeks (26%), Austrians (20%) and the Danes (15%) recorded figures well above the EU15 average. The Portuguese (2%) and Dutch (5%) were to be found at the opposite end of the league table.

### **3.3. Analysis over time**

Over the 2001-2002 period, the number of EU15 respondents giving the '**it is easy**' reply to this question rose from 77% to 80%.

Fewer respondents in 2002 (13%) cited '**avoiding risk of loss and theft**' option than in 2001 (16%).

'**Safety reasons**' were mentioned by EU15 respondents as often in the 2001 as in the 2002 survey. Over the 1997-2001 period, the frequency with which this option was cited rose from 5% to 12%.

While in 2001, '**avoiding risks of a dispute**' accounted for 11% of mentions, this dropped to 9% in 2002.

Between 2001 and 2002, there was no change in the percentage of respondents citing the option '**price is good**' (10%).

All countries with the exception of, on the one hand, Belgium (which recorded a drop from 85% to 81%) and Austria (which recorded a drop from 77% to 76%), and France and Greece (whose figures remained static) experienced an increase in the number of respondents opting for the '**it is easy**' option.

#### 4. Why respondents prefer to use this means of payment in another member country of the EU

Table V.4. Why respondents prefer to use this means of payment in another member country of the EU (in %)

	B	Da	D-W	D	D-O	Gr	E	F	Irl	I	Lu	NL	A	P	Fi	S	UK	EU 15
Price is good	6	16	12	13	15	10	5	8	4	3	9	5	18	2	10	7	4	8
It is easy	74	72	76	76	76	69	68	70	65	66	78	72	71	69	65	75	66	70
Avoid risks of a dispute	14	13	8	9	12	16	3	21	9	11	4	14	12	7	14	11	12	12
Avoid risk of loss or theft	20	19	14	14	17	8	17	13	23	18	17	25	15	13	22	22	20	17
Avoid being attacked	10	6	8	8	8	1	9	8	6	5	3	7	8	1	10	20	4	7
For safety reasons: PIN code etc	17	15	17	17	15	5	9	19	8	13	10	22	13	16	14	20	13	15
Other	3	6	1	1	1	3	5	4	5	4	4	6	3	7	5	4	6	4
Don't know	2	1	4	4	4	2	2	2	2	1	1	2	3	1	2	2	4	3

Note: Respondents could give more than one answer

##### 4.1. Europe-wide figures

Seven out of ten EU15 respondents chose their preferred means of payment for a purchase in another member country of the EU for reasons of ease.

17% chose their means of payment in order to 'avoid risk of loss or theft', while a further 15% cited 'safety reasons'. 8% opted for the 'price is good' reason.

Those holding no opinion amounted to 3%.

##### 4.2. Analysis by country in 2002

There were no major divergences from the EU15 average of 70% for this question. Luxembourgers tended to most favour the 'it is easy' option at 78%.

At the other end of the scale was Finland with a score of 65%.

#### 4.3. Analysis over time

Between 2001 and 2002, the percentage of EU15 respondents opting for the '**it is easy**' option rose from 68% to 70%.

Fewer EU15 respondents chose any of the other options in comparison with 2001 (apart from 'don't know' one – up from 2% in 2001 to 3% in 2002).

- '**Risk of loss or theft**' was chosen by 17% in 2002 (down from 21% in 2001).
- '**Safety reasons**' as a motivating factor also fell, but by 1%, between 2001 and 2002.
- '**Price is good**' fell from 9% to 8%.
- '**To avoid the risks of a dispute**' fell from 13% to 12%.

Several countries recorded substantial increases in their figures of respondents opting for the '**it is easy**' reason between 2001 and 2002: Greece (61% to 69%), Spain (57% to 68%), Portugal (65% to 69%), Denmark (66% to 72%), France (68% to 70%), UK (63% to 66%), Ireland (63% to 65%), the Netherlands (65% to 72%), Austria (70 to 71%), Sweden (71% to 75%), Italy (65% to 66%) and Luxembourg (72% to 78%).

On the other hand, there was a fall in those choosing this option in Belgium (76% to 74%) and in Finland (68% to 65%).

The figure for German respondents choosing the '**it is easy**' option remained stable between 2001 and 2002.

Perhaps the most striking change since 1997 is in the case of Ireland. In 1997, its respondents recorded a score of 37% opting for the '**it is easy**' motive for using their preferred means of payment. This rose to 63% in 2001 and then to 65% in 2002.

Spain, on the other hand, in 1997, recorded a figure of 72%. This fell to 57% in 2001 and subsequently rose to 68% in 2002. Greece, in 1997, had a figure of 65%, that then dropped to 60% in 2001, and subsequently rose again in 2002 to 69%.

Over the 1997-2001 period, the figure for the Netherlands dropped slightly from 67% to 66%. Between 2001 and 2002, it rose – to 72%.

## 5. Use of the electronic purse

An electronic purse is defined as a card that the holder loads with money from his or her bank account. It can then be used for payments, in particular minor purchases such as a newspaper or a loaf of bread at stores that accept electronic purse cards.

Respondents were asked if they had ever used or would be ready to use such a pre-paid card or electronic purse.

**Table V.5.1. Use of electronic purse (in %)**

	<b>Yes</b>	<b>No</b>	<b>Does not exist</b>	<b>Don't know</b>
<b>Belgium</b>	55	41	0	4
<b>Denmark</b>	22	70	3	6
<b>Germany West</b>	18	73	1	8
<b>Germany Total</b>	17	72	2	9
<b>Germany East</b>	15	65	3	16
<b>Greece</b>	15	79	3	4
<b>Spain</b>	27	64	0	9
<b>France</b>	26	63	4	7
<b>Ireland</b>	16	53	15	16
<b>Italy</b>	20	61	3	17
<b>Luxembourg</b>	35	62	1	2
<b>Netherlands</b>	40	58	0	2
<b>Austria</b>	31	58	3	8
<b>Portugal</b>	13	76	2	9
<b>Finland</b>	26	65	4	5
<b>Sweden</b>	15	80	2	3
<b>United Kingdom</b>	17	63	5	15
<b>EU15</b>	22	65	3	10

### 5.1. Europe-wide figures

22% of respondents in EU15 said they had used or would be ready to use an electronic purse and 65% replied in the negative; 3% of them said it did not exist while 10% said they did not know.

### 5.2. Analysis by country in 2002

The Benelux respondents showed greatest familiarity with the electronic purse with 55% of Belgians, 40% of Dutch and 35% of Luxembourgers saying that they used it.

Below average scores were found in Germany (17%), Ireland (16%), Greece and Sweden (15% each) and Portugal 13%.

High 'don't know' scores were recorded for Italy (17%), East Germany and Ireland (16%) and the UK (15%). An additional 15% of Irish respondents replied that the electronic purse does not exist.

### **5.3. Analysis over time**

A similar but not identical question was asked in the 2001 Eurobarometer survey. The 2001 question did not ask whether respondents had used the electronic purse but merely whether they would be ready to use it, firstly, in their own country, and, secondly, in another EU country.

In 2001, 34% of Europeans had said they would be prepared to use the electronic purse in their own country, 56% replied in the negative and 9% had no opinion.

Belgium (52%), Finland (45%), the Netherlands (44%), France and Luxembourg (42% each) and Italy (40%) all showed enthusiasm for the electronic purse in the 2001 survey.

From these figures, it would appear that, with the exception of Belgium, the popularity of the electronic purse waned in the European Union in 2002.

## **VI. CONSUMER ISSUES RELATING TO FINANCIAL INSTITUTIONS AND FINANCIAL SERVICES**

Respondents were presented with a series of seven statements about their experience with financial institutions or services and asked to give their assessment.

### **1.1. Comparing information from banks about bank account charges and features**

**Table VI.1.1. Comparing information from banks about bank account charges and features (in %)**

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<b>Belgium</b>	4	26	45	15	11
<b>Denmark</b>	10	30	40	15	6
<b>Germany West</b>	5	38	39	10	9
<b>Germany Total</b>	5	37	39	9	9
<b>Germany East</b>	7	37	39	7	11
<b>Greece</b>	11	36	31	18	12
<b>Spain</b>	4	28	37	14	12
<b>France</b>	4	33	47	16	5
<b>Ireland</b>	8	28	25	13	20
<b>Italy</b>	5	35	42	12	10
<b>Luxembourg</b>	9	31	37	9	12
<b>Netherlands</b>	9	34	28	15	14
<b>Austria</b>	10	36	34	9	10
<b>Portugal</b>	2	33	35	10	21
<b>Finland</b>	11	41	35	9	5
<b>Sweden</b>	5	36	42	12	5
<b>United Kingdom</b>	11	36	27	16	11
<b>EU15</b>	6	33	38	13	10

#### **1.1.1. Europe-wide figures**

38% of EU15 respondents believed that it was fairly difficult to compare information from banks about bank account charges and features; a further 33% felt it was fairly easy and 13% felt it was very difficult. A mere 6% said it was very easy and 10% did not know.

### 1.1.2. Analysis by country in 2002

- 11% of Greek, British and Finnish respondents felt it was 'very easy' to compare information from banks about bank account charges and features, as did 10% of Danes and Austrians.
- Only 2% of Portuguese respondents felt it was 'very easy'.
- 41% of Finns, 37% of Germans, and 36% of Swedes, British, Austrians and Greeks felt it was 'fairly easy'.
- 47% of the French felt it was 'fairly difficult', as did 45% of Belgians and 42% of Italians and Swedes.
- 18% of Greeks believed it was very difficult, 16% of British, and 15% of the Belgians, Danes and Dutch.
- High 'don't know' readings were recorded in Ireland (20%) and Portugal (21%).

### 1.2. Winning in a dispute with a bank

Table VI.1.2. Winning in a dispute with a bank (in %)

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<b>Belgium</b>	1	11	42	34	12
<b>Denmark</b>	1	5	37	32	25
<b>Germany West</b>	2	4	33	46	15
<b>Germany Total</b>	2	4	33	45	16
<b>Germany East</b>	1	5	32	43	19
<b>Greece</b>	1	4	25	57	13
<b>Spain</b>	1	5	32	51	11
<b>France</b>	1	14	48	28	8
<b>Ireland</b>	1	12	27	36	25
<b>Italy</b>	0	5	40	41	14
<b>Luxembourg</b>	5	23	38	16	18
<b>Netherlands</b>	3	17	36	26	19
<b>Austria</b>	6	12	38	31	14
<b>Portugal</b>	1	11	36	25	27
<b>Finland</b>	1	7	38	38	16
<b>Sweden</b>	0	2	34	48	15
<b>United Kingdom</b>	3	14	31	33	19
<b>EU15</b>	2	8	37	39	15

#### 1.2.1. Europe-wide figures

39% of EU15 respondents believed that it was 'very difficult' and a further 37% believed it was 'fairly difficult' to win a dispute with a bank. Only 2% felt it was 'very easy' and 8% 'fairly easy'. 'Don't knows' across the EU15 amounted to 15%.

### 1.2.2. Analysis by country in 2002

- 57% of Greeks, 51% of Spaniards and 48% of Swedes believed it was very difficult to win a dispute with a bank.
- 48% of French, 42% of Belgian and 40% of Italians felt it would be 'fairly difficult'.
- 23% of Luxembourgers believed it was 'fairly easy' and a further 5% 'very easy'.
- 'Don't knows' score was high for some countries: 27% of Portuguese and 25% of Danes and Irish.

### 1.3. Knowing beforehand the cost of borrowing money

Table VI.1.3. Knowing beforehand the cost of borrowing money (in %)

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<b>Belgium</b>	7	42	32	11	9
<b>Denmark</b>	15	35	35	10	5
<b>Germany West</b>	8	32	38	12	10
<b>Germany Total</b>	8	32	37	12	11
<b>Germany East</b>	6	33	35	12	13
<b>Greece</b>	11	31	29	18	11
<b>Spain</b>	3	27	40	18	13
<b>France</b>	6	45	33	11	5
<b>Ireland</b>	8	35	25	15	17
<b>Italy</b>	6	36	33	11	13
<b>Luxembourg</b>	22	48	17	4	9
<b>Netherlands</b>	18	43	22	6	12
<b>Austria</b>	12	33	36	9	11
<b>Portugal</b>	3	35	29	10	23
<b>Finland</b>	11	43	32	7	7
<b>Sweden</b>	10	42	33	11	5
<b>United Kingdom</b>	13	41	24	10	11
<b>EU15</b>	8	37	33	12	11

#### 1.3.1. Europe-wide figures

- 37% of EU15 respondents felt it was 'fairly easy' to know beforehand how much it is going to cost to borrow money, with a further 8% believing it was 'very easy'.
- However, 33% of respondents believed it to be 'fairly difficult' and a further 12% 'very difficult'.
- 11% of respondents did not know.

### 1.3.2. Analysis by country in 2002

Opinions vary from country to country giving a varied picture across Europe.

- 22% of Luxembourgers, 18% of the Dutch and 15% of Danes believed it was 'very easy'.
- 48% of Luxembourgers, 45% of French, 43% of Dutch and 42% of Belgians and Swedes felt it was 'fairly easy'.
- The Spanish (40%), the Germans (38%), the Austrians (36%) and the Danes (35%) believed it was 'fairly difficult'.
- 18% of Greeks and Spaniards, 15% of Irish and 12% of Germans felt it was 'very difficult'.
- High 'don't know' scores were recorded in Portugal (23%) and Ireland (17%).

### 1.4. Understanding how mortgages work and the risks involved

**Table VI.1.4. Understanding of information given by financial institutions about the way mortgages work and the risks involved (in %)**

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<b>Belgium</b>	4	27	44	15	10
<b>Denmark</b>	7	28	37	14	15
<b>Germany West</b>	4	20	44	17	15
<b>Germany Total</b>	4	19	44	17	16
<b>Germany East</b>	3	16	44	15	22
<b>Greece</b>	6	25	36	21	13
<b>Spain</b>	2	24	43	19	12
<b>France</b>	2	21	50	20	7
<b>Ireland</b>	7	31	25	15	22
<b>Italy</b>	2	20	46	18	14
<b>Luxembourg</b>	8	32	40	8	13
<b>Netherlands</b>	8	28	33	14	16
<b>Austria</b>	6	28	39	12	15
<b>Portugal</b>	1	29	32	14	24
<b>Finland</b>	7	35	41	9	8
<b>Sweden</b>	3	27	43	16	11
<b>United Kingdom</b>	8	26	30	19	17
<b>EU15</b>	4	23	42	18	14

### 1.4.1. Europe-wide figures

- 42% of respondents across the EU15 believed it was 'fairly difficult' to understand the information given by financial institutions about the way their mortgages work and the risks involved.
- An additional 18% of respondents believed it was 'very difficult'.
- 23% believed it was 'fairly easy' and 4% 'very easy'.
- 14% did not know.

### 1.4.2. Analysis by country in 2002

- 50% of French, 46% of Italian and 44% of Belgians and Germans believed it was 'fairly difficult' to understand the information given about the way mortgages work and the risks involved.
- A further 20% of French, as well as 21% of Greeks, believed it was 'very difficult'.
- 8% of Luxembourgers, Dutch and British and 7% of Danish, Irish and Finnish believed it was 'very easy'.
- 35% of Finns and 31% of Irish said it was 'fairly easy'.
- High 'don't know' scores were recorded in Portugal (24%), Ireland and Eastern Germany (22% each).

## 1.5. Comparing information about different mortgages

Table VI.1.5. Comparing information about different mortgages (in %)

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<b>Belgium</b>	4	26	43	16	12
<b>Denmark</b>	6	23	36	13	22
<b>Germany West</b>	4	26	39	16	17
<b>Germany Total</b>	4	24	38	15	18
<b>Germany East</b>	4	19	38	15	24
<b>Greece</b>	10	30	30	18	13
<b>Spain</b>	2	31	37	17	12
<b>France</b>	3	23	48	17	9
<b>Ireland</b>	6	33	23	14	24
<b>Italy</b>	2	20	44	16	18
<b>Luxembourg</b>	5	29	42	8	17
<b>Netherlands</b>	9	31	30	12	18
<b>Austria</b>	6	29	35	12	17
<b>Portugal</b>	2	27	33	12	26
<b>Finland</b>	7	34	41	9	9
<b>Sweden</b>	3	29	40	11	16
<b>United Kingdom</b>	10	27	27	15	21
<b>EU15</b>	5	26	38	15	16

### 1.5.1. Europe-wide figures

- 38% of respondents across the EU15 felt it was 'fairly difficult' and a further 15% 'very difficult'.
- 5% thought it was 'very easy' and 26% 'fairly easy'.
- 16% of respondents had no opinion.

### 1.5.2. Analysis by country in 2002

- 48% of French, 44% of Italian, 43% of Belgian, 42% of Luxembourg respondents felt it was 'fairly difficult'.
- 18% of Greeks felt it was 'very difficult', as did 17% of Spaniards and French, and 16% of Belgians and Italians.
- 10% of Greeks and British felt it was 'very easy' and 34% of Finns and 33% of Irish 'fairly easy'.
- There were high 'don't know' scores in Portugal (26%), Ireland and East Germany (24%), Denmark (22%) and the UK (21%).

## 1.6. Winning in a dispute with an insurance company

Table VI.1.6. Winning a dispute with an insurance company (in %)

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<b>Belgium</b>	2	9	40	38	11
<b>Denmark</b>	1	3	37	42	17
<b>Germany West</b>	1	6	31	49	14
<b>Germany Total</b>	1	6	31	48	15
<b>Germany East</b>	1	6	31	45	17
<b>Greece</b>	1	6	34	45	14
<b>Spain</b>	1	6	35	47	12
<b>France</b>	2	10	49	32	7
<b>Ireland</b>	2	12	24	38	24
<b>Italy</b>	1	6	42	37	15
<b>Luxembourg</b>	4	18	42	21	15
<b>Netherlands</b>	2	14	37	31	16
<b>Austria</b>	4	12	37	31	15
<b>Portugal</b>	1	9	34	28	27
<b>Finland</b>	1	5	39	43	13
<b>Sweden</b>	1	2	28	57	12
<b>United Kingdom</b>	3	10	31	35	22
<b>EU15</b>	1	8	37	40	15

### 1.6.1. Europe-wide figures

- 40% of EU15 respondents felt it was 'very difficult' to win in a dispute with an insurance company.
- A further 37% felt it was 'fairly difficult'.
- Only 1% felt it was 'very easy' and 8% 'fairly easy'.
- 15% said they did not know.

### 1.6.2. Analysis by country in 2002

- 4% of Austrians and Luxembourgers believed it was 'very easy' to win a dispute with an insurance company.
- The Luxembourgers (18%), Dutch (14%), the Irish and Austrians (12% each) felt it was 'fairly easy'.
- Almost half the French (49%), 42% of Italians and Luxembourgers, 40% of Belgians and 39% of Finns believed it was 'fairly difficult'.
- 57% of Swedes, 48% of Germans, 47% of Spaniards, 43% of Finns and 42% of Danes felt it was 'very difficult'.
- 'Don't know' scores of 27% in Portugal, 24% in Ireland and 22% in the UK.

### 1.7. Knowing in advance how good insurance cover is

Table VI.1.7. Knowing in advance how good insurance cover is (in %)

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<b>Belgium</b>	5	29	39	16	10
<b>Denmark</b>	4	19	47	26	5
<b>Germany West</b>	3	28	41	16	12
<b>Germany Total</b>	3	27	41	16	12
<b>Germany East</b>	3	26	42	14	14
<b>Greece</b>	9	27	31	21	13
<b>Spain</b>	2	19	42	24	13
<b>France</b>	4	31	42	17	5
<b>Ireland</b>	5	28	27	23	18
<b>Italy</b>	5	34	33	13	14
<b>Luxembourg</b>	10	39	34	11	7
<b>Netherlands</b>	9	35	32	14	10
<b>Austria</b>	8	30	36	13	13
<b>Portugal</b>	1	22	34	15	29
<b>Finland</b>	6	33	40	11	9
<b>Sweden</b>	2	15	49	30	5
<b>United Kingdom</b>	8	30	30	18	14
<b>EU15</b>	5	29	38	17	12

### **1.7.1. Europe-wide figures**

- 38% of EU15 respondents believed it was 'fairly difficult' to know in advance how well covered by insurance they are.
- A further 17% believed it was 'very difficult'.
- 29% believed it was 'fairly easy' with a further 5% believing it was 'very easy'.
- 12% did not know.

### **1.7.2. Analysis by country in 2002**

- There were wide variations between countries in their responses to this question, with perhaps the exception of the 'very easy' category where only Luxembourg recorded a double-digit figure (10%).
- Luxembourg also recorded the highest score in the 'fairly easy' category (39%).
- The Netherlands was the only other country where respondents recorded 9% for the 'very easy' option and 35% for the 'fairly easy' category.
- Most pessimistic of all were the Swedes, 30% of whom thought it was 'very difficult' and 49% of whom thought it was 'fairly difficult'.
- If we group together the scores for 'fairly difficult' and 'very difficult', we see that almost three-quarters of the Danes (73%) and two-thirds of the Spaniards (66%) consider it difficult to know in advance about insurance coverage.
- In fact, apart from Luxembourg and the Netherlands (already mentioned), only Italy (46%), Austria and Portugal (49% each) and the UK (48%) were below 50% when we add the 'fairly difficult' figure to the 'very difficult' figure.
- High 'don't know' factors were recorded in Portugal (29%), Ireland (18%), Italy, East Germany and the UK (14% each).

## 2.1. Having a bank account is expensive

Table VI.2.1. Having a bank account is expensive (in %)

	Agree	Disagree	Don't know
Belgium	48	42	10
Denmark	35	60	5
Germany West	45	49	6
Germany Total	46	48	6
Germany East	47	45	8
Greece	25	64	11
Spain	46	41	12
France	45	50	5
Ireland	57	32	11
Italy	74	17	10
Luxembourg	28	67	5
Netherlands	18	76	7
Austria	51	42	7
Portugal	37	43	20
Finland	30	65	5
Sweden	28	68	5
United Kingdom	23	72	5
EU15	44	48	8

### 2.1.1. Europe-wide figures

In the EU15, 44% of respondents were of the opinion that having a bank account is expensive. On the other hand, 48% disagreed with this statement and 8% had no opinion.

### 2.1.2. Analysis by country in 2002

The EU15 average hides the wide range of opinion across Europe.

- Only 18% of Dutch agree that it is expensive while almost three-quarters of Italians (74%) believe this to be the case.
- Apart from the Italians, the Irish, at 57%, were the only other nationality with a score exceeding half for the population sampled.
- More respondents disagreed with the statement than agreed with it in Denmark (60%), Germany (48%), Greece (64%), France (50%), Luxembourg (67%), Portugal (43%), Finland (65%), Sweden (68%) and the UK (72%).
- High 'don't know' votes were recorded in Portugal (20%) Spain (12%), Greece (11%) and Ireland and Belgium (10% each).

### 2.1.3. Analysis over time

In 2001, respondents were asked the question whether they thought having a bank accounts is very expensive.

- At that point, 42% of Europeans thought it was very expensive compared with 44% who thought it was expensive in 2002.
- The 2001 figures for the countries with the highest number of respondents agreeing were: Ireland (63%), Italy (62%) and Austria (52%). The comparable 2002 figures for those countries were: Italy (74%), Ireland (57%) and Austria (51%).
- The Dutch figure in 2001 for those finding it 'very expensive' was 20% in comparison with 18% in 2002.
- Between 2001 and 2002, in Greece, those respondents finding having a bank account expensive moved from 20% to 25%. The country that in 2001 was third from the bottom of the list, Denmark (at 30%) recorded the higher figure of 35% in 2002.

### 2.2. Buying on credit is more useful than dangerous

Table VI.2.2. Buying on credit is more useful than dangerous 2001 and 2002 (in %)

	Agree		Disagree		Don't know	
	2002	2001	2002	2001	2002	2001
<b>Belgium</b>	33	31	54	58	13	12
<b>Denmark</b>	19	21	74	71	8	8
<b>D West</b>	20	18	70	66	10	17
<b>D Total</b>	22	18	69	65	10	16
<b>D East</b>	27	21	61	64	12	15
<b>Greece</b>	41	34	49	51	10	15
<b>Spain</b>	55	52	27	28	18	20
<b>France</b>	34	32	60	58	7	10
<b>Ireland</b>	47	45	35	38	18	18
<b>Italy</b>	42	39	34	31	24	30
<b>Luxembourg</b>	43	34	41	46	16	20
<b>Netherlands</b>	15	14	78	76	7	10
<b>Austria</b>	26	22	63	65	11	13
<b>Portugal</b>	39	35	36	35	26	30
<b>Finland</b>	27	28	64	60	9	11
<b>Sweden</b>	40	27	54	64	6	9
<b>UK</b>	51	40	41	47	8	14
<b>EU15</b>	37	32	51	51	13	17

#### 2.2.1. Europe-wide figures

Almost four out of ten Europeans agree that buying on credit is more useful than dangerous. However, slightly more than half disagreed, while 13% had no opinion.

### **2.2.2. Analysis by country in 2002**

There were considerable differences between countries:

- 55% of Spanish and 51% of UK respondents agreed with the statement, while only 19% of Danes and 15% of Dutch did.
- Conversely, the percentages for those disagreeing with the statement ranged from 27% in Spain, 34% in Italy, 35% in Ireland and 36% in Portugal to high scores of 78% in the Netherlands, 74% in Denmark, 69% in Germany, 64% in Finland and 63% in Austria.
- Although the overall EU15 'don't know' score was 13%, a figure double this was recorded for Portugal and slightly lower for Ireland at 24%.

### **2.2.3. Analysis over time**

The number of respondents agreeing with this statement has risen since 2001 when only 32% agreed that buying on credit is more useful than dangerous.

The numbers of those disagreeing with the statement remained stable at 51%, while those not holding an opinion on the subject dropped from 17% to 13%.

Although the EU15 figure for those disagreeing with the statement remained constant between 2001 and 2002, there were significant changes in the readings for certain specific countries.

The number of respondents disagreeing fell in 6 countries: Belgium (58 to 54%), Greece (51 to 49%), Ireland (38 to 35%), Luxembourg (46 to 41%), Austria (65 to 63%) and the UK (47 to 41%), as well as in the German Eastern Länder (64 to 61%).

The EU15 'don't' know' average fell from 17% to 13% between 2001 and 2002. It rose from 12 to 13% in Belgium, but fell or remained constant in all other countries.

Although overall comparisons with earlier figures are not possible due to changes made to the presentation of answers, the numbers of respondents disagreeing with the statement have dropped significantly since the late 1990s.

### 2.3. No real checks on borrowing

Table VI.2.3. You can borrow as much as you like, there are no real checks (in %)

	Agree		Disagree		Don't know	
	2002	2001	2002	2001	2002	2001
<b>Belgium</b>	23	17	66	68	11	15
<b>Denmark</b>	17	20	72	70	11	10
<b>D West</b>	17	21	71	61	12	18
<b>D Total</b>	17	21	71	62	12	17
<b>D East</b>	18	19	68	65	14	15
<b>Greece</b>	14	14	77	71	10	16
<b>Spain</b>	9	11	76	75	15	14
<b>France</b>	29	29	63	65	8	6
<b>Ireland</b>	12	18	71	64	17	19
<b>Italy</b>	6	8	80	76	14	17
<b>Luxembourg</b>	24	22	69	63	7	15
<b>Netherlands</b>	19	17	75	68	6	15
<b>Austria</b>	23	26	63	58	14	17
<b>Portugal</b>	16	23	64	59	19	18
<b>Finland</b>	12	19	80	74	8	7
<b>Sweden</b>	13	11	81	80	6	9
<b>UK</b>	26	27	65	57	9	16
<b>EU15</b>	18	19	71	66	11	14

#### 2.3.1. Europe-wide figures

More than seven out of ten Europeans (71%) disagree that it is possible for them to borrow as much as they like as there are no real checks. 18%, on the other hand, do agree with the statement and 11% have no opinion.

#### 2.3.2. Analysis by country in 2002

Around 80% of Italians, Finns and Swedes disagreed vehemently with the statement that they could borrow as much as they like because there are no real checks.

There were only four countries where those disagreeing fell below the two-thirds mark: the Portuguese (64%), the French and the Austrians (63% each), and the UK (65%).

Almost 30% of French respondents agreed with the statement, as well as approximately one-quarter in the UK and Luxembourg.

High 'don't know' scores were recorded in Portugal (19%) and Ireland (17%).

### 2.3.3. Analysis over time

Between 2001 and 2002, the EU15 average disagreeing with the statement rose from 66% to 71%.

The number of respondents agreeing with the statement dropped from 19% to 18% and the percentage of 'don't knows' fell from 14% to 11% between 2001 and 2002.

Only in two countries did the share of respondents who disagreed with the statement fall – these were Belgium (from 68% to 66%) and France (from 65% to 63%).

Respondents agreeing with the statement remained constant in France at 29%, rose in Luxembourg (from 22% to 24%) and remained well higher than average in the UK (where there was a fall from 27% to 26%).

The rate of 'don't knows' dropped in all countries with the exception of Portugal (where it rose from 18 to 19%) and Spain (where it rose from 14 to 15%).

### 2.4. Indebtedness problem does not exist in the respondent's country

**Table VI.2.4. The problem of borrowing more than you can pay back does not exist in the respondent's country 2001 and 2002 (in %)**

	Agree		Disagree		Don't know	
	2002	2001	2002	2001	2002	2001
<b>Belgium</b>	15	19	76	67	9	13
<b>Denmark</b>	11	13	80	76	9	11
<b>D West</b>	11	11	77	76	11	13
<b>D Total</b>	11	11	78	76	11	12
<b>D East</b>	10	11	79	78	11	11
<b>Greece</b>	25	31	60	49	15	20
<b>Spain</b>	20	24	58	58	23	19
<b>France</b>	11	12	85	83	5	5
<b>Ireland</b>	14	18	69	66	17	16
<b>Italy</b>	22	20	58	50	20	30
<b>Luxembourg</b>	9	12	85	75	6	13
<b>Netherlands</b>	6	7	92	90	3	4
<b>Austria</b>	18	17	69	73	13	10
<b>Portugal</b>	13	22	64	53	23	25
<b>Finland</b>	31	36	60	55	9	9
<b>Sweden</b>	17	22	74	66	9	12
<b>UK</b>	14	13	79	73	8	14
<b>EU15</b>	15	16	73	69	12	15

#### 2.4.1. Europe-wide figures

More than seven out of ten Europeans disagreed that the problem of borrowing more than one can pay back did not exist in their country in 2002. 15% agreed with the statement and a further 12% had no opinion.

#### **2.4.2. Analysis by country in 2002**

Almost a third of Finns and a quarter of Greeks surveyed agreed with the statement that the problem of indebtedness does not exist in their countries. 22% of Italians and 20% of Spaniards also took this stance.

The Dutch (90%) topped the list with their opposition to the statement, followed by the French and Luxembourgers (85% each), the Danes (80%) and the British (79%).

On the other hand, only 58% of Italians and 60% of Greeks and Finns surveyed registered their disagreement.

High 'don't know' scores were recorded in Spain and Portugal (23% each), Italy (20%) and Ireland (17%).

#### **2.4.3. Analysis over time**

Between 2001 and 2002, levels of disagreement with the statement at EU15 level rose from 69% to 73%, whereas the fall in the numbers agreeing was less dramatic (16% to 15%). The 'don't know' quota fell from 15% to 12% over the period.

The fall in the 'don't knows' was particularly large in Italy (30 to 20%); however, there was a rise in 'don't knows' in Spain (19 to 23%), Ireland (16 to 17%) and Austria (10 to 13%).

Of the countries cited above as having a relatively high percentage of respondents agreeing with the statement in 2002, Italy recorded an increase between 2001 and 2002 from 20% to 22%. There were also rises recorded in the UK (13 to 14%) and Austria (17 to 18%).

## 2.5. Marketing techniques of financial institutions are aggressive

Table VI.2.5. The marketing techniques of financial institutions are aggressive (in %)

	Agree	Disagree	Don't know
<b>Belgium</b>	51	27	23
<b>Denmark</b>	65	21	15
<b>Germany West</b>	57	24	19
<b>Germany Total</b>	56	24	20
<b>Germany East</b>	50	26	25
<b>Greece</b>	44	25	31
<b>Spain</b>	58	14	28
<b>France</b>	66	21	14
<b>Ireland</b>	56	21	23
<b>Italy</b>	48	18	34
<b>Luxembourg</b>	50	28	22
<b>Netherlands</b>	65	18	17
<b>Austria</b>	53	20	27
<b>Portugal</b>	49	15	36
<b>Finland</b>	38	47	15
<b>Sweden</b>	60	22	18
<b>United Kingdom</b>	67	17	17
<b>EU15</b>	58	20	22

### 2.5.1. Europe-wide figures

Almost six out of ten (58%) of EU15 respondents agreed with the statement that the marketing techniques of financial institutions are aggressive. 22% had no opinion and 20% did not agree.

### 2.5.2. Analysis by country in 2002

There were substantial variations in the readings recorded by the various EU15 countries.

The most striking aspect about Table X.5. is that 47% of Finnish respondents disagreed with the statement. At 28%, Luxembourg was second in this ranking – a disparity of 19% between the two countries!

On the other hand, two-thirds of UK and French and 65% of Danish and Dutch respondents agreed with the statement.

High 'don't know' scores were registered for Portugal (36%), Italy (34%), Greece (31%) and Spain (28%).

## 2.6. Information from financial institutions is clear and understandable

Table VI.2.6. The information from financial institutions is clear and understandable (in %)

	Agree	Disagree	Don't know
<b>Belgium</b>	42	46	12
<b>Denmark</b>	37	56	7
<b>Germany West</b>	26	58	16
<b>Germany Total</b>	27	57	16
<b>Germany East</b>	30	54	16
<b>Greece</b>	29	52	19
<b>Spain</b>	35	51	15
<b>France</b>	27	65	8
<b>Ireland</b>	46	36	18
<b>Italy</b>	22	58	19
<b>Luxembourg</b>	44	49	8
<b>Netherlands</b>	34	54	12
<b>Austria</b>	35	48	17
<b>Portugal</b>	39	33	28
<b>Finland</b>	40	50	10
<b>Sweden</b>	26	65	9
<b>United Kingdom</b>	26	61	13
<b>EU15</b>	29	57	15

### 2.6.1. Europe-wide figures

57% of EU15 respondents disagreed with the statement that the information they get from financial institutions is clear and understandable. 29% agreed and 15% had no opinion.

### 2.6.2. Analysis by country in 2002

Close to two-thirds of French and Swedish respondents disagreed with this statement, along with 61% in the UK.

On the other hand, a majority of the Irish (46%) who had an opinion, 44% of Luxembourgers and 42% of Belgians agreed.

28% of Portuguese, 19% each of Greeks and Italians and 18% of Irish had no opinion.

## **2.7. Consumer rights are adequately protected in relation to financial services**

**Table VI.2.7. Rights as a consumer are adequately protected in relation to financial services (in %)**

	<b>Agree</b>	<b>Disagree</b>	<b>Don't know</b>
<b>Belgium</b>	42	34	25
<b>Denmark</b>	39	32	30
<b>Germany West</b>	37	39	24
<b>Germany Total</b>	37	38	25
<b>Germany East</b>	36	36	28
<b>Greece</b>	28	49	23
<b>Spain</b>	33	36	31
<b>France</b>	32	49	20
<b>Ireland</b>	43	22	35
<b>Italy</b>	27	47	26
<b>Luxembourg</b>	53	27	20
<b>Netherlands</b>	43	36	22
<b>Austria</b>	41	30	30
<b>Portugal</b>	33	28	39
<b>Finland</b>	53	27	21
<b>Sweden</b>	32	46	22
<b>United Kingdom</b>	41	36	23
<b>EU15</b>	35	40	25

### **2.7.1. Europe-wide figures**

A quarter of EU15 respondents had no opinion with respect to the statement that their rights as consumers are adequately protected in relation to financial services. 35% agreed with the statement and 40% disagreed.

### **2.7.2. Analysis by country in 2002**

High 'don't know' scores were recorded in Portugal (39%), Ireland (35%), Spain (31%) and Austria and Denmark (30% each).

More than half of Finns and Luxembourgers surveyed (53%) agreed with the statement, trailed by 43% of Dutch and Irish and 41% of UK and Austrian respondents.

On the other hand, in Greece (49%), Italy (47%) and Sweden (46%), above-average scores were recorded for respondents who disagreed with the statement.

## **2.8. There are easy ways to settle disputes with banks and insurance companies**

**Table VI.2.8. There are easy ways to settle disputes with banks and insurance companies (in %)**

	<b>Agree</b>	<b>Disagree</b>	<b>Don't know</b>
<b>Belgium</b>	16	60	24
<b>Denmark</b>	8	62	30
<b>Germany West</b>	16	58	26
<b>Germany Total</b>	15	57	28
<b>Germany East</b>	14	53	33
<b>Greece</b>	22	54	24
<b>Spain</b>	15	60	25
<b>France</b>	21	64	15
<b>Ireland</b>	23	46	31
<b>Italy</b>	9	65	26
<b>Luxembourg</b>	36	47	17
<b>Netherlands</b>	16	54	30
<b>Austria</b>	23	47	30
<b>Portugal</b>	18	43	39
<b>Finland</b>	15	67	18
<b>Sweden</b>	9	73	19
<b>United Kingdom</b>	22	55	23
<b>EU15</b>	17	59	24

### **2.8.1. Europe-wide figures**

59% of EU15 respondents disagreed with the statement that there are easy ways to settle disputes with banks and insurance companies. Only 17% agreed with it and 24% had no opinion.

### **2.8.2. Analysis by country in 2002**

Those disagreeing with the statement were headed by the Swedes (73%), the Finns (67%) and the Italians (65%).

In Luxembourg, where there was a relatively below-average 'don't know' score of 17%, 36% of those surveyed agreed.

As might be expected levels of agreement were least on Italy and Sweden (9% each). This was also the case in Denmark (8%) which also had a high 'don't know' rate of 30%.

High 'don't know' scores were recorded in Portugal (39%), Ireland (31%) and Austria and the Netherlands (31% each). One in three respondents in the Eastern Länder of Germany also gave no opinion.

## 2.9. Financial transactions are generally secure

Table VI.2.9. Financial transactions are generally secure (in %)

	Agree	Disagree	Don't know
Belgium	63	19	18
Denmark	77	12	11
Germany West	54	27	19
Germany Total	53	26	21
Germany East	47	26	27
Greece	40	37	23
Spain	65	17	18
France	50	29	21
Ireland	64	16	20
Italy	38	29	33
Luxembourg	68	16	15
Netherlands	70	18	12
Austria	58	20	22
Portugal	47	20	33
Finland	83	8	9
Sweden	74	16	10
United Kingdom	68	19	14
EU15	56	24	21

### 2.9.1. Europe-wide figures

Well over half (56%) of EU15 respondents agreed with the statement that financial transactions are generally secure. 24% disagreed and 21% had no opinion.

### 2.9.2. Analysis by country in 2002

The Nordic countries recorded high numbers of responses agreeing with the statement that financial transactions are generally secure – 83% of Finns, 77% of Danes and 74% of Swedes. Next in line came the Netherlands (70%), the UK and Luxembourg (68% each).

Lowest levels of agreement were to be found in Italy (38%) where there was also a high proportion of 'don't know' scores (33%).

Almost as many Greeks (37%) disagreed with the statement as agreed with it (40%).

## **2.10. Confidential information given to banks or insurance companies is adequately protected**

**Table VI.2.10. The confidential information I give to banks or insurance companies is adequately protected (in %)**

	<b>Agree</b>	<b>Disagree</b>	<b>Don't know</b>
<b>Belgium</b>	61	19	20
<b>Denmark</b>	67	16	17
<b>Germany West</b>	51	27	22
<b>Germany Total</b>	51	27	22
<b>Germany East</b>	52	26	22
<b>Greece</b>	37	37	26
<b>Spain</b>	40	32	29
<b>France</b>	48	34	18
<b>Ireland</b>	48	20	32
<b>Italy</b>	47	28	25
<b>Luxembourg</b>	68	18	15
<b>Netherlands</b>	60	19	21
<b>Austria</b>	51	25	24
<b>Portugal</b>	36	23	41
<b>Finland</b>	70	15	15
<b>Sweden</b>	66	20	13
<b>United Kingdom</b>	56	25	19
<b>EU15</b>	50	27	23

### **2.10.1. Europe-wide figures**

Exactly half the EU15 respondents surveyed agreed with the statement that the confidential information they give to banks or insurance companies is adequately protected. Almost a quarter (23%), however, did not have an opinion and 27% disagreed.

### **2.10.2. Analysis by country in 2002**

The EU15 figure conceals the diversity of opinions on this point.

While levels of agreement were 36%, 37% and 40% in Portugal, Greece and Spain respectively, more than two-thirds of all Nordic respondents agreed with the statement, as did 68% in Luxembourg, 61% in Belgium and 60% in the Netherlands.

Figures slightly below the EU15 average were recorded in Ireland and France (48% each) and Italy (47%), whereas Germany and Austria were slightly above the average (51%) and the UK was at 56%.

In Portugal, more than four out of ten of those surveyed had no opinion. 'Don't know' scores were also high in Ireland (32%) and Spain (29%).

## **2.11. Trust in the telephone for banking transactions**

**Table VI.2.11. I trust using the telephone for banking transactions (in %)**

	<b>Agree</b>	<b>Disagree</b>	<b>Don't know</b>
<b>Belgium</b>	28	54	18
<b>Denmark</b>	55	28	17
<b>Germany West</b>	20	66	13
<b>Germany Total</b>	19	68	13
<b>Germany East</b>	14	72	14
<b>Greece</b>	11	75	15
<b>Spain</b>	11	72	17
<b>France</b>	25	63	12
<b>Ireland</b>	38	38	24
<b>Italy</b>	12	73	16
<b>Luxembourg</b>	28	51	21
<b>Netherlands</b>	51	41	8
<b>Austria</b>	23	50	26
<b>Portugal</b>	17	41	43
<b>Finland</b>	38	49	13
<b>Sweden</b>	51	36	14
<b>United Kingdom</b>	40	45	15
<b>EU15</b>	24	61	15

### **2.11.1. Europe-wide figures**

61% of EU15 respondents agreed, 24% disagreed and 15% had no opinion on the statement that they trusted the telephone for banking transactions.

### **2.11.2. Analysis by country in 2002**

Three-quarters of Greeks and over 70% of Italians and Spaniards surveyed disagreed with the statement. A high figure of 68% was also recorded for Germans who disagreed.

As many Irish agreed as disagreed (38%), and 24% of them had no opinion on the statement.

Even higher 'don't know' scores than for the Irish were recorded in Portugal (43%) and Austria (26%).

In both the Netherlands and Sweden (each with 51%) and in Denmark (55%), there were more respondents who agreed than disagreed with the statement.

## **2.12. Trust in the internet for banking transactions**

**Table VI.2.12. Trust in using the internet for banking transactions and payments (in %)**

	<b>Agree</b>	<b>Disagree</b>	<b>Don't know</b>
<b>Belgium</b>	22	52	26
<b>Denmark</b>	52	28	20
<b>Germany West</b>	21	61	18
<b>Germany Total</b>	20	61	19
<b>Germany East</b>	17	62	20
<b>Greece</b>	9	72	20
<b>Spain</b>	10	69	21
<b>France</b>	16	62	23
<b>Ireland</b>	22	47	31
<b>Italy</b>	11	70	19
<b>Luxembourg</b>	24	51	25
<b>Netherlands</b>	45	44	11
<b>Austria</b>	27	45	28
<b>Portugal</b>	12	34	54
<b>Finland</b>	50	36	15
<b>Sweden</b>	49	39	12
<b>United Kingdom</b>	22	54	24
<b>EU15</b>	19	59	21

### **2.12.1. Europe-wide figures**

59% of EU15 respondents disagreed with the statement regarding trust in using the internet for banking transactions and payments.

### **2.12.2. Analysis by country in 2002**

There are considerable variations in the views of respondents in the different EU countries.

The Nordic countries tended to be the most trusting with respect to the use of the Internet for banking transactions and payments.

Approximately the same number of respondents agreed as disagreed in the Netherlands (45% versus 44%).

Disagreement levels were highest in Greece (72%), Italy (70%) and Spain (69%).

Although the EU15 'don't know' average was 21%, this too concealed the fact that there were extremely high figures in Portugal (54%) and in Ireland (31%).

## **2.13. Transactions on the internet are generally secure**

**Table VI.2.13. Transactions on the internet are generally secure (in %)**

	<b>Agree</b>	<b>Disagree</b>	<b>Don't know</b>
<b>Belgium</b>	21	46	33
<b>Denmark</b>	45	28	27
<b>Germany West</b>	21	53	27
<b>Germany Total</b>	20	53	28
<b>Germany East</b>	16	53	31
<b>Greece</b>	9	64	27
<b>Spain</b>	12	53	35
<b>France</b>	16	55	29
<b>Ireland</b>	22	38	40
<b>Italy</b>	13	55	32
<b>Luxembourg</b>	25	47	28
<b>Netherlands</b>	39	38	23
<b>Austria</b>	27	37	36
<b>Portugal</b>	11	31	58
<b>Finland</b>	50	27	23
<b>Sweden</b>	53	29	18
<b>United Kingdom</b>	25	45	31
<b>EU15</b>	20	49	31

### **2.13.1. Europe-wide figures**

In the EU15 countries, 49% disagreed with the statement that transactions on the internet are generally secure, 20% agreed, and 31% had no opinion.

### **2.13.2. Analysis by country in 2002**

Despite the EU15 average of only 20% agreeing with the statement, half or more of those surveyed in Finland and Sweden agreed with the statement. The figures for Denmark and the Netherlands were 45% and 39% respectively.

Highest levels of disagreement were among respondents in Greece (64%), Italy and France (55% each) and Germany (53%).

Respondents having no opinion amounted to 58% of the sample in Portugal, 40% in Ireland and 36% in Austria.

## **2.14. Harder to sort out problems that arise if transaction is by Internet**

**Table VI.2.14. If I make a transaction on the Internet, it's harder to sort out any problems that may arise (in %)**

	<b>Agree</b>	<b>Disagree</b>	<b>Don't know</b>
<b>Belgium</b>	27	29	44
<b>Denmark</b>	30	28	42
<b>Germany West</b>	33	31	36
<b>Germany Total</b>	31	30	39
<b>Germany East</b>	27	26	48
<b>Greece</b>	36	32	32
<b>Spain</b>	27	30	43
<b>France</b>	36	33	31
<b>Ireland</b>	36	19	45
<b>Italy</b>	34	29	37
<b>Luxembourg</b>	35	29	36
<b>Netherlands</b>	32	27	41
<b>Austria</b>	36	24	40
<b>Portugal</b>	14	24	62
<b>Finland</b>	54	21	25
<b>Sweden</b>	49	26	25
<b>United Kingdom</b>	32	26	43
<b>EU15</b>	33	29	39

### **2.14.1. Europe-wide figures**

39% of EU respondents had no opinion on the statement that if they make a transaction on the Internet, it's harder to sort out any problems that may arise; one-third agreed and almost one in three disagreed. A possible explanation for the high 'don't know' score is the high proportion of people who have never tried to make a transaction using the Internet.

### **2.14.2. Analysis by country in 2002**

62% of Portuguese respondents had no opinion, as did 48% in the Eastern Länder of Germany, 45% in Ireland and 44% in Belgium.

The Irish were least likely to disagree at 19%.

The Finns (54%) and the Swedes (49%) were most likely to agree.

More disagreed than agreed in Belgium (29% versus 27%), Spain (30% versus 27%) and Portugal (24% versus 14%).

### 3. Harmonisation of consumer protection standards

The last question relating to the financial services sector in this Eurobarometer survey concerned what respondents felt regarding the harmonisation of consumer protection standards across Europe. They could give one of four responses:

- No
- Yes, totally
- Yes, in part
- Don't know.

**Table VI.3. Should consumer protection standards be harmonised in the EU? (in %)**

	No	Yes, totally	Yes, in part	Don't know
<b>Belgium</b>	10	51	25	13
<b>Denmark</b>	25	36	30	10
<b>Germany West</b>	10	47	27	17
<b>Germany Total</b>	10	45	27	18
<b>Germany East</b>	10	41	28	22
<b>Greece</b>	10	59	22	10
<b>Spain</b>	10	44	21	26
<b>France</b>	15	46	25	13
<b>Ireland</b>	8	47	18	27
<b>Italy</b>	4	50	28	19
<b>Luxembourg</b>	14	39	35	12
<b>Netherlands</b>	11	49	25	15
<b>Austria</b>	11	42	30	17
<b>Portugal</b>	6	48	16	31
<b>Finland</b>	17	36	35	12
<b>Sweden</b>	16	42	31	11
<b>UK</b>	17	31	26	27
<b>EU15</b>	11	44	26	19

#### 3.1. Europe-wide figures

In 2002, 44% of EU15 respondents felt that there should be total harmonisation of consumer protection standards across Europe. A further 26% felt that there should be partial harmonisation, while almost one-fifth (19%) said they had no opinion. 11% of respondents were against the harmonisation of consumer protection standards.

### **3.2. Analysis by country in 2002**

- Greek (59%), Belgian (51%) and Italian (50%) respondents were most in favour of total harmonisation of consumer protection standards across Europe.
- Least in favour of total harmonisation were the UK (31%), the Finns and the Danes (36% each).
- Partial harmonisation was most favoured by the Finns and the Luxembourgers (35% each), followed by the Swedes (31%), Danes and Austrians (31% each).
- 25% of Danes were against the harmonisation of consumer protection standards across Europe; UK and Finnish (17% each) and the Swedes (16%) also had high percentages in this category.
- High 'don't know' scores were recorded in Ireland and the UK (27% each) and Spain (25%).

### **3.3. Analysis over time**

In 2001, 53% of those interviewed considered that consumer protection was a proper matter for full harmonisation throughout the EU, as against 19% who thought that such harmonisation should only be partial.

10% of respondents in 2001, as opposed to 11% in 2002 did not feel that standards should be harmonised at EU level.

18% of respondents had no opinion in the 2001 survey compared to 19% in 2002.

Compared to the 2001 figures, the figures for Denmark (37% to 25%), the UK (21% to 17%) and Sweden (23% to 16%) fell significantly in 2002.

The figures for 2002 bear out the trends that were noted in the report on the 2001 survey which looked at how the figures have evolved since 1997.

- Those against harmonisation form a steady, though small, minority of European public opinion (10-11%).
- The 'don't know' category has grown steadily from 15% in 1997, to 18% in 2001, to 19% in 2002.
- The 'yes, in part' response has been growing at the expense of the 'yes, totally' response. However, the overall positive response has been declining steadily from 75% in 1997, to 72% in 2001, to 70% in 2002.

## **ANNEXES**

**STANDARD EUROBAROMETER 58.1  
CO-OPERATING AGENCIES AND RESEARCH EXECUTIVES**

**The European Opinion Research Group EEIG  
P.a. INRA (EUROPE) - European Coordination Office SA/NV  
Christine KOTARAKOS  
159, avenue de la Couronne  
B -1050 BRUSSELS – BELGIUM  
Tel. ++/32 2 642 47 11 – Fax: ++/32 2 648 34 08  
e-mail: christine.kotarakos@eorg.be**

BELGIQUE	INRA BELGIUM 159, avenue de la Couronne B-1050 BRUXELLES	Ms Verena MELAN verena.melan@inra.com	tel. fax	++/32 2 642 47 11 ++/32 2 648 34 08
DANMARK	GfK DANMARK Sylows Allé, 1 DK-2000 FREDERIKSBERG	Mr Erik CHRISTIANSEN erik.christiansen@gfk.dk	tel. fax	++/45 38 32 20 00 ++/45 38 32 20 01
DEUTSCHLAND	INRA DEUTSCHLAND Papenkamp, 2-6 D-23879 MÖLLN	Mr Christian HOLST christian.holst@inra.de	tel. fax	++/49 4542 801 0 ++/49 4542 801 201
ELLAS	Market Analysis 190 Hymettus Street GR-11635 ATHENA	Mr. Spyros Camileris markanalysis@marketanalysis.gr	tel. fax	++/30 1 75 64 688 ++/30/1/70 19 355
ESPAÑA	INRA ESPAÑA C/Alberto Aguilera, 7-5° E-28015 MADRID	Ms Victoria MIQUEL victoria.miquel@inra.es	tel. fax	++/34 91 594 47 93 ++/34 91 594 52 23
FRANCE	CSA-TMO 30, rue Saint Augustin F-75002 PARIS	Mr. Bruno JEANBART bruno.jeanbart@csa-tmo.fr	tel. fax	++/33 1 44 94 59 10 ++/33 1 44 94 40 01
IRELAND	LANSLOWNE Market Research 49, St. Stephen's Green IRL-DUBLIN 2	Mr Roger JUPP roger@lmr.ie	tel. fax	++/353 1 661 34 83 ++/353 1 661 34 79
ITALIA	INRA Demoskopea Via Salaria, 290 I-00199 ROMA	Mrs Maria-Adelaide SANTILLI Santilli@demoskopea.it	tel. fax	++/39 06 85 37 521 ++/39 06 85 35 01 75
LUXEMBOURG	ILReS 46, rue du Cimetière L-1338 LUXEMBOURG	Mr Charles MARGUE charles.margue@ilres.com	tel. fax	++/352 49 92 91 ++/352 49 92 95 555
NEDERLAND	Intomart Noordse Bosje 13-15 NL - 1201 DA HILVERSUM	Mr. Remko VAN DEN DOOL Remko.van.den.dool@intomart.nl	tel. fax	++/31/35/625 84 11 ++/31/35/625 84 33
AUSTRIA	SPECTRA Brucknerstrasse, 3-5/4 A-4020 LINZ	Ms Jitka NEUMANN neji@spectra.at	tel. fax	++/43/732/6901 ++/43/732/6901-4
PORTUGAL	MetrisGfK Rua Marquês da Fronteira, 8 – 1° Andar 1070 - 296 LISBOA	Ms Mafalda BRASIL mafaldabrasil@metris.gfk.pt	tel. fax	++/351 210 000 200 ++/351 210 000 290
FINLAND	MDC MARKETING RESEARCH Ltd Itätuulenkuja 10 A FIN-02100 ESPOO	Mrs Anu SIMULA anu.simula@gallup.fi	tel. fax	++/358 9 613 500 ++/358 9 613 50 423
SWEDEN	GfK SVERIGE S:t Lars väg 46 S-221 00 LUND	Mr Rikard EKDAHL rikard.ekdahl@gfksverige.se	tel. fax	++/46 46 18 16 00 ++/46 46 18 16 11
GREAT BRITAIN	MARTIN HAMBLIN LTD Mulberry House, Smith Square 36 UK-London Swip 3HL	Mr. Ross Williams ross.williams@martinhamblin.co.uk	tel. fax	++/44 207 222 81 81 ++/44 207 396 90 46

**Let us now move to the final topic: Financial Services.**

- Q. 53. What are your top 3 financial priorities? (SHOW CARD – UP TO 3 ANSWERS ALLOWED)
- Paying the bills..... 1, (xxx – xxx)
  - Saving for retirement..... 2,
  - Paying off debts ..... 3,
  - Buying a house / apartment..... 4,
  - Passing on money to my children/grand children ..... 5,
  - Protecting my family in case I am ill/unable to work ..... 6,
  - Having some savings for emergencies ..... 7,
  - Living as well as I can on my current income ..... 8,
  - Other (SPONTANEOUS)..... 9,
  - DK..... 10,

EB58.1. - NEW

- Q. 54. I find thinking about my finances and financial services... (SHOW CARD – MULTIPLE ANSWERS POSSIBLE)
- enjoyable..... 1, (xxx – xxx)
  - interesting..... 2,
  - comforting..... 3,
  - intimidating..... 4,
  - complicated..... 5,
  - dull..... 6,
  - depressing..... 7,
  - None of these (SPONTANEOUS).....8,
  - DK..... 9,

EB58.1. - NEW

- Q. 55. Do you have a current account with a payment card or a cheque book, with...?

	READ OUT	YES	NO	DK
1	a bank	1	2	3 (xxx)
2	a savings bank (IF EXISTING IN THE COUNTRY)	1	2	3 (xxx)
3	a building society (IF EXISTING IN THE COUNTRY)	1	2	3 (xxx)
4	the post office	1	2	3 (xxx)

EB56.0. – Q. 26. – TREND MODIFIED

Q. 56. Do you have a deposit account which pays interest but does not have a payment card or a cheque book, with...?

	READ OUT	YES	NO	DK
1	a bank	1	2	3 (xxx)
2	a savings bank (APPROPRIATE NAME IF EXISTING IN THE COUNTRY)	1	2	3 (xxx)
3	a building society (APPROPRIATE NAME IF EXISTING IN THE COUNTRY)	1	2	3 (xxx)
4	the post office	1	2	3 (xxx)

EB56.0. – Q. 25.a. – TREND MODIFIED

Q. 57. Do you personally have...?

	READ OUT	YES	NO	DK
1	a cheque book	1	2	3, (xxx)
2	a credit card (VISA, EUROCARD/MASTERCARD, AMERICAN EXPRESS, DINERS)	1	2	3, (xxx)
3	another type of bank card (COUNTRY SPECIFIC NAME - EXAMPLE: (B) BANCONTACT, (DK) DANKORT, (AUT) BANKOMAT, ETC.) (M)	1	2	3, (xxx)
4	a life assurance policy (N)	1	2	3, (xxx)
5	a private pension plan (N)	1	2	3, (xxx)
6	stocks / shares (N)	1	2	3, (xxx)
7	Collective investments (UK: unit trust, OEIC, F+B: SICAV, APPROPRIATE NAME IN EACH COUNTRY) (N)	1	2	3, (xxx)
8	Bonds (N)	1	2	3, (xxx)
9	a mortgage (N)	1	2	3, (xxx)
10	a loan lasting more than 12 months to buy a car	1	2	3, (xxx)
11	a loan lasting more than 12 months to buy something else (other than a house or a car) (N)	1	2	3, (xxx)
12	an overdraft facility on a current account	1	2	3, (xxx)

EB56.0. – Q. 27. & Q. 28. b. – TREND MODIFIED

Q. 58. Have you ever used the telephone or a computer (COUNTRY SPECIFIC NAME – EXAMPLE: (F) MINITEL, (UK) INTERNET, ETC.) to...?

	READ OUT	YES	NO	DK
1	pay for something like books, hotel night or travel, etc.	1	2	3 (xxx)
2	carry out transactions on your bank account	1	2	3 (xxx)
3	Other financial services	1	2	3 (xxx)

EB58.1. – NEW

**IF "NO", CODE 2 IN Q.58.1.**

Q. 59. Why have you never paid for something like books, hotels, travel by telephone or computer? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- I do not have a payment card..... 1 (xxx)
- I have never had the opportunity to..... 2
- I do not think it's safe ..... 3
- I am not interested in paying that way ..... 4
- Other (SPONTANEOUS)..... 5
- DK..... 6

EB56.0. – Q. 23. – TREND MODIFIED

**ASK ALL**

- Q. 60. a) For each of the following, can you tell me if you have ever obtained it from a firm located in another country of the European Union? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- b) And for each of these services, would you consider obtaining it from a firm located in another country of the European Union within the next 5 years? (SHOW SAME CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

READ OUT		Q. 60.a.			Q. 60.b.		
		YES	NO	DK	YES	NO	DK
1	Bank account	1	2	3, (xxx)	1	2	3, (xxx)
2	Credit card	1	2	3, (xxx)	1	2	3, (xxx)
3	A private pension plan	1	2	3, (xxx)	1	2	3, (xxx)
4	Car insurance	1	2	3, (xxx)	1	2	3, (xxx)
5	Life assurance	1	2	3, (xxx)	1	2	3, (xxx)
6	Mortgage	1	2	3, (xxx)	1	2	3, (xxx)
7	Stocks/shares	1	2	3, (xxx)	1	2	3, (xxx)
8	Collective investments (UK: unit trust, OEIC, F+B: SICAV, APPROPRIATE NAME IN EACH COUNTRY) (N)	1	2	3, (xxx)	1	2	3, (xxx)
9	Other	1	2	3, (xxx)	1	2	3, (xxx)

EB58.1. - NEW

- c) Are there obstacles preventing you from using financial services anywhere in the European Union?

**(IF YES)** Which ones? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- No, no obstacles ..... 1, (xxx – xxx)
- Yes, lack of information ..... 2,
- Yes, bad information ..... 3,
- Yes, too risky ..... 4
- Yes, necessary to have large amounts to invest ..... 5,
- Yes, difficulties due to distance ..... 6,
- Yes, poor legal protection in the event of problems ..... 7,
- Yes, language problems ..... 8,
- Other (SPONTANEOUS)..... 9,
- DK..... 10,

EB56.0. – Q. 19. - TREND

- Q. 61. a) Which one of the following means of payment do you prefer to use to pay for an important purchase in (OUR COUNTRY)? By important purchase, I mean a purchase of at least (EQUIVALENT OF 100 EUROS IN DOMESTIC CURRENCY). (SHOW CARD - ONE ANSWER ONLY)
- b) And which one would you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW SAME CARD - ONE ANSWER ONLY)

	READ OUT	IN (OUR COUNTRY) (xxx – xxx)	IN ANOTHER MEMBER COUNTRY (xxx – xxx)
1	Cash	1	1
2	Electronic purse (APPROPRIATE NAME IN EACH COUNTRY - EXAMPLE: (B) CARTE "PROTON")	2	2
3	Cheque	3	3
4	Credit card (SUCH AS: EUROCARD/MASTERCARD, VISA, AMERICAN EXPRESS, OR DINERS) or debit card (APPROPRIATE NAME IN EACH COUNTRY: (B) BANCONTACT/ MISTERCASH, (UK) SWITCH CARD, (DK), DANKORT, ETC.)	4	4
5	Bank or postal transfer (N)	5	5
6	Other form of payment (SPONTANEOUS)	6	6
7	Never bought anything in another member country (SPONTANEOUS)		7
8	DK	8	8

EB56.0. – Q. 20. a. & b.– TREND MODIFIED

- Q. 62. **IF CODES 1, 2, 3, 4, 5 OR 6 IN Q.61.a.**

a) For which reasons do you prefer to use this means of payment in (OUR COUNTRY)? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

**IF CODES 1, 2, 3, 4, 5 OR 6 IN Q.61.b.**

b) Why do you prefer to use this means of payment in another member country of the European Union? (SHOW SAME CARD - MULTIPLE ANSWERS POSSIBLE)

	READ OUT	IN (OUR COUNTRY) (xxx – xxx)	IN ANOTHER MEMBER COUNTRY (xxx – xxx)
1	Because the price is good	1,	1,
2	Because it is easy	2,	2,
3	To avoid the risks of a dispute	3,	3,
4	To avoid the risk of loss or theft	4,	4,
5	To avoid being attacked	5,	5,
6	For safety reasons, e.g. bc. there is a (PIN CODE, CONFIDENTIAL CODE, ETC.)	6,	6,
7	Other (SPONTANEOUS)	7,	7,
8	DK	8,	8,

EB56. 0. – Q. 21. a. & b. – TREND

**ASK ALL**

Q. 63. An electronic purse (EG.: (B) CARTE "PROTON", APPROPRIATE NAME IN EACH COUNTRY WHERE AVAILABLE) is a card which the holder loads with money from his or her bank account. It can then be used for payments, in particular minor purchases such as a newspaper or a loaf of bread at stores, which accept electronic purse cards. It has the advantage of being quick and easy and does not involve a confidential code but, if you lose the card, you could lose the money stored on it. Have you ever used or would you be ready to use such a pre-paid card or electronic purse?

- Yes..... 1 (xxx)  
 No..... 2  
 Does not exist (SPONTANEOUS) ..... 3  
 DK ..... 4

EB56.0. - Q. 24. - TREND MODIFIED

Q. 64. For each of the following statements, do you believe it is very easy, fairly easy, fairly difficult or very difficult to...?

	READ OUT	VERY EASY	FAIRLY EASY	FAIRLY DIFFICULT	VERY DIFFICULT	DK
1	compare information from banks about bank account charges and features	1	2	3	4	5 (xxx)
2	win in a dispute with a bank	1	2	3	4	5 (xxx)
3	know beforehand how much it is going to cost to borrow money	1	2	3	4	5 (xxx)
4	understand the information given by financial institutions about the way their mortgages work and the risks involved	1	2	3	4	5 (xxx)
5	compare information about different mortgages	1	2	3	4	5 (xxx)
6	win in a dispute with an insurance company	1	2	3	4	5 (xxx)
7	know in advance how well you are covered by insurance policies	1	2	3	4	5 (xxx)

EB58.1. - NEW

Q. 65. For each of the following statements, please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Having a bank account is expensive (M)	1	2	3 (xxx)
2	Buying on credit is more useful than dangerous	1	2	3 (xxx)
3	You can borrow as much as you like, there are no real checks	1	2	3 (xxx)
4	The problem of borrowing more than you can pay back does not exist in (OUR COUNTRY)	1	2	3 (xxx)
5	The marketing techniques of financial institutions are aggressive (N)	1	2	3 (xxx)
6	The information I get from financial institutions is clear and understandable (N)	1	2	3 (xxx)
7	My rights as a consumer are adequately protected in relation to financial services (N)	1	2	3 (xxx)
8	There are easy ways to settle disputes with banks and insurance companies (N)	1	2	3 (xxx)
9	Financial transactions are generally secure (N)	1	2	3 (xxx)
10	The confidential information I give to banks or insurance companies is adequately protected (N)	1	2	3 (xxx)
11	I trust using the telephone for banking transactions (N)	1	2	3 (xxx)
12	I trust using the Internet for banking transactions and payments (N)	1	2	3 (xxx)
13	Transactions on the Internet are generally secure (N)	1	2	3 (xxx)
14	If I make a transaction on the Internet, it's harder to sort out any problems that may arise (N)	1	2	3 (xxx)

EB56.0 – Q. 14. – TREND MODIFIED

Q. 66. Each European Union member country has its own consumer protection standards. Do you think that these standards should be harmonised in the European Union, or not?

**(IF YES)** Totally or in part?

- No ..... 1 (xxx)  
 Yes, totally ..... 2  
 Yes, in part ..... 3  
 DK ..... 4

EB56.0. - Q. 16. - TREND

**DEMOGRAPHICS**

- D. 1. In political matters people talk of "the left" and "the right".  
 How would you place your views on this scale?  
 (SHOW CARD - DO NOT PROMPT. IF CONTACT HESITATES, ASK TO TRY AGAIN)

LEFT								RIGHT	
1	2	3	4	5	6	7	8	9	10

Refusal..... 11 (xxx – xxx)  
 DK..... 12

EB58.0 – D.1. – DEMO TREND

**NO QUESTIONS D.2. TO D.6.**

- D. 7. Could you give me the letter which corresponds best to your own current situation?  
 (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married..... 1 (xxx – xxx)  
 Remarried..... 2  
 Unmarried, currently living with partner..... 3  
 Unmarried, having never lived with a partner..... 4  
 Unmarried, having previously lived with a partner, but now on my own..... 5  
 Divorced..... 6  
 Separated..... 7  
 Widowed..... 8  
 Other (SPONTANEOUS)..... 9  
 Refusal (SPONTANEOUS)..... 10

EB58.0 – D.7. – DEMO TREND

- D. 8. How old were you when you stopped full-time education? (IF STILL STUDYING: CODE 00)

(xxx – xxx)

EB58.0 – D.8. – DEMO TREND

**NO QUESTION D.9.**

- D. 10. Gender.

Male..... 1 (xxx)  
 Female..... 2

EB58.0 – D.10. – DEMO TREND

- D. 11. How old are you?

(xxx – xxx)

EB58.0 – D.11. – DEMO TREND

**NO QUESTIONS D.12. TO D.14.**

D. 15. a) What is your current occupation?

**IF NOT DOING ANY PAID WORK CURRENTLY – CODES 1 TO 4 IN D. 15. a.**

b) Did you do any paid work in the past? What was your last occupation?

	<b>D.15.a.</b> CURRENT OCCUPATION [xxxx-xxxx]	<b>D.15.b.</b> LAST OCCUPATION [xxxx-xxxx]
<b>NON-ACTIVE</b>		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
<b>SELF EMPLOYED</b>		
Farmer	5	1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	3
Owner of a shop, craftsmen, other self-employed person	8	4
<b>Business proprietors, owner (full or partner) of a company</b>	9	5
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
<b>General management, director or top management (managing directors, director general, other director)</b>	11	7
<b>Middle management, other management (department head, junior manager, teacher, technician)</b>	12	8
<b>Employed position, working mainly at a desk</b>	13	9
<b>Employed position, not at a desk but travelling (salesmen, driver, etc.)</b>	14	10
<b>Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)</b>	15	11
<b>Supervisor</b>	16	12
<b>Skilled manual worker</b>	17	13
<b>Other (unskilled) manual worker, servant</b>	18	14
<b>NEVER DID ANY PAID WORK</b>		15

EB57.2 – D.11. – DEMO TREND

**NO QUESTIONS D.16. TO D.18.**

D. 19. Are you in your household, the person who contributes most to the household income? (READ OUT)

- Yes..... 1 (xxx)  
 No..... 2  
 Both equaly..... 3  
 DK..... 4

EB58.0 – D.19. – DEMO TREND

**NO QUESTION D.20.**

**IF CODE 2 IN D.19.**

D. 21. a) What is the current occupation of the person who contributes most to the household income?

**IF NOT DOING ANY PAID WORK CURRENTLY - CODE 1 TO 4 IN D.21.a**

b) Did he / she do any paid work in the past? What was his / her last occupation?

	<b>D.21.a.</b>	<b>D.21.b.</b>
	CURRENT OCCUPATION [xxxx-xxxx]	LAST OCCUPATION [xxxx-xxxx]
<b>NON-ACTIVE</b>	1	
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working		
Student		
Unemployed or temporarily not working		
Retired or unable to work through illness		
<b>SELF EMPLOYED</b>	5	1
Farmer		
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	3
Owner of a shop, craftsmen, other self-employed person	8	4
<b>Business proprietors, owner (full or partner) of a company</b>	9	5
<b>EMPLOYED</b>	10	6
Employed professional (employed doctor, lawyer, accountant, architect)		
<b>General management, director or top management (managing directors, director general, other director)</b>	11	7
<b>Middle management, other management (department head, junior manager, teacher, technician)</b>	12	8
<b>Employed position, working mainly at a desk</b>	13	9
<b>Employed position, not at a desk but travelling (salesmen, driver, etc.)</b>	14	10
<b>Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)</b>	15	11
<b>Supervisor</b>	16	12
<b>Skilled manual worker</b>	17	13
<b>Other (unskilled) manual worker, servant</b>	18	14
<b>NEVER DID ANY PAID WORK</b>		15

EB58.0 – D. 21. a&b – DEMO TREND

**NO QUESTIONS D.22. TO D.24.**

D. 25. Would you say you live in a...? (READ OUT)

Rural area or village.....	1 (xxx)
Small or middle sized town.....	2
Large town.....	3
DK.....	4

EB58.0 – D.25. – DEMO TREND

**NO QUESTIONS D.26. TO D.28.**

D. 29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD)  
 Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into before tax and other deductions.

B.....	1 (xxx – xxx)
T.....	2
P.....	3
F.....	4
E.....	5
H.....	6
L.....	7
N.....	8
R.....	9
M.....	10
S.....	11
K.....	12
Refusal.....	13
DK.....	14

EB58.0 – D.29. – DEMO TREND

**INTERVIEW PROTOCOLE**

P. 1. – DATE OF INTERVIEW	DAY (xxx – xxx)		MONTH (xxx – xxx)	

P. 2. – TIME OF THE BEGINNING OF THE INTERVIEW	HOUR (xxx – xxx)		MINUTES (xxx – xxx)	
	USE 24 HOUR CLOCK			

P. 3. – NUMBER OF MINUTES THE INTERVIEW LASTED	MINUTES (xxx – xxx)		

- P. 4. Number of persons present during the interview, including interviewer.
- Two (interviewer and respondent)..... 1 (xxx)
- Three..... 2
- Four..... 3
- Five or more..... 4

- P. 5. Respondent cooperation
- Excellent..... 1 (xxx)
- Fair..... 2
- Average..... 3
- Bad..... 4

P. 6. Size of locality (LOCAL CODES)

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(xxx – xxx)

P. 7. Region (LOCAL CODES)

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(xxx – xxx)

P. 8. Postal code

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(xxx – xxx)

P. 9. SAMPLE POINT NUMBER

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(xxx – xxx)

P. 10. INTERVIEWER NUMBER

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(xxx – xxx)

P. 11. WEIGHTING FACTOR

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 (xxx – xxx)

P. 12. a) Fixed telephone available in the household?

Yes..... 1 (xxx)  
No..... 2

P. 12. b) Mobile telephone available in the household?

Yes..... 1 (xxx)  
No..... 2

P. 13. Language of interview (Luxembourg, Belgium, Finland)

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 (xxx)