Post-Wave U.S. Mint Advertising Tracking Research --Screener & Survey Questionnaire

- FINAL -

prepared for

Campbell-Ewald and The U.S. Mint

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National Analysts WORLDWIDE RESEARCH CONSULTING

NOTE: All programming instructions appear in bold

Welcome to our survey!

We are conducting a research study about people's interests and behaviors.

If you have any questions or problems while completing the survey, please call Jill Weisenfeld weekdays from 9:00am to 5:30pm at 1-800-342-9104, or send an e-mail to jweisenfeld@nationalanalysts.com

All of your responses will be kept completely confidential. <u>We will not use this information to contact you or</u> <u>attempt to sell you any products or services.</u>

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information collection is 1525-0012-XX.

Please click the Forward button to begin the survey.

Programming Notes:

- On S2, if a US Mint sample respondent (1st digit = 5) is classified as a Coin Collector or Gift Giver, that respondent terminates immediately
- On S2, if an SSI sample respondent (1st digit = 6) is classified as a US Mint Customer, that respondent terminates immediately
- Second digit of US Mint sample indicates spending. If the respondent is classified as a US Mint customer, then the spending value will be overwritten by that respondent's answer to Q12

A few notes about survey navigation before you begin...

The survey will **NOT ALLOW YOU TO SKIP A QUESTION**. If you do not know an exact answer, please give your best estimate.

Click on the **FORWARD** button after you have completed a question to move on to the next screen. You may click on the **BACK** button to go back to a previous screen.

You may click on the **STOP** button to pause the program to take a break. You should use the instructions on your e-mail invitation to re-enter the survey; the survey will return to the screen where you clicked **Stop**.

Please click the **FORWARD** button to begin.

S1. Are you 18 years of age or older?

Yes	No
0	0

Programming:If No in S1 then terminate

S1b What organizations or sources, if any, are you aware of that offer **collectible coins** for sale?

Please list any organizations in the spaces below. If you are not aware of **any** *please indicate in the check-box below.*

(total of 12 lines to type on)

I am not aware of	0
any organizations	
that offer collectible	
coins for sale	

S2. *In the past 12 months*, which of the following purchasing, saving, and/or collecting activities, if any, did you do?

Select all that apply	
I bought U.S. coins or other products with U.S. coins from the	
United States Mint for myself	0
I bought U.S. coins or other products with U.S. coins from	
private mints such as The Morgan Mint, Washington	о
Mint, The Franklin Mint and the like for myself	
I bought U.S. coins or other products with U.S. coins from	
any other source (e.g., coin dealers, Internet, TV shopping	0
programs, etc.) for myself	
I have kept U.S. coins for purposes other than spending (e.g.,	
any form of collecting, but not coins I expect to eventually	
exchange for their face value in currency or to deposit to a	0
bank account) for myself	
I bought U.S. coins or other products with U.S. coins from the	о
United States Mint for someone else (e.g., relative, friend,	
co-worker, etc.)	
I bought U.S. coins or other products with U.S. coins from	
private mints such as The Morgan Mint, Washington	
Mint, The Franklin Mint and the like for someone else	0
(e.g., relative, friend, co-worker, etc.)	
I bought U.S. coins or other products with U.S. coins from	о
any other source for someone else	
I have kept U.S. coins for purposes other than spending (e.g.,	о
any form of collecting, but not coins I expect to eventually	
exchange for their face value in currency or to deposit to a	
bank account) for someone else	

I have not kept U.S. coins for purposes other than spending

Programming:

• Classify as U.S. Mint customer if row 1 and/or 5 are selected and from U.S. Mint customer list. If panelist and row 1 and/or 5 selected then

0

- Classify as Coin Collector if any rows 2, 3, or 4 are selected
- Classify as Gift Giver if any rows 6, 7, or 8 are selected

S3. How likely or unlikely would you be to consider giving U.S. coins as gifts to someone in the next 12 months?

Use a scale from "1" to "6" where "1" means "Extremely unlikely to give U.S. coins as gifts" and "6" means "Extremely likely to give U.S. coins as gifts."

	Likelihood of Giving U.S. Coins as Gifts						
					Extr	Extremely	
	Unlike	У				Likely	
Likelihood to give U.S. coins as gifts	1	2	3	4	5	6	

- If row 9 selected in S2 and if "4", "5", "6" in S3 then classify as Gift Giver
- IF row 9 selected in S2 and if "1", "2", "3" in S3 then terminate

S4 Please indicate how familiar you are with each organization, including its reputation and the U.S. coin products it sells or produces by choosing a number between "1" and "6," where "1" means "Not at all familiar" and "6" means "Very familiar."

	Familiarity with Organization					
Organization	Not At All Familiar				Fa	Very amiliar
United States Mint	1	2	3	4	5	6
Private mints such as The Morgan Mint, Washington Mint, The Franklin Mint and the like	1	2	3	4	5	6
Regional or Local Coin Dealers	1	2	3	4	5	6
Home Shopping Network, QVC, or other TV shopping programs	1	2	3	4	5	6
eBay or other Internet auction sites	1	2	3	4	5	6

Select one number in each row

Programming:

• Throughout survey, randomly select either the United States Mint or Private Mints to be shown first and keep that order for all questions. Randomize the rest of the levels.

S5. For which of the organizations listed below, if any, do you recall having heard or seen any advertisements about U.S. coins or products with U.S. coins during the past six months?

Select all that apply	
	Yes - Saw Ads During Past 6 Months
United States Mint	0
Private mints such as The Morgan Mint, Washington Mint, The Franklin Mint and the like Regional or Local Coin Dealers	0
Home Shopping Network, QVC, or other TV shopping programs	0
eBay or other Internet auction sites	0
None of the above	0

Select all that apply

- Do not allow "none of the above" to be selected with any other responses.
- Keep same order as S4.
- If United States Mint selected then ask S6; if any other organization selected then ask Q1.

S6a. To the best of your recollection, what were the major theme(s) or message(s) of the **<u>United States Mint</u>** advertisements about U.S. coins or products with U.S. coins you heard or saw in the past six months?

9

- Only ask if S5 for United States Mint is checked
- Accept open end response
- Do not allow a R to go back to this question after seeing QS6b

S6b. To the best of your recollection which of the following statements, if any, describes the major theme(s) or message(s) of the **United States Mint** advertisements about U.S. coins or products with U.S. coins you heard or saw in the past six months?

U.S. Mint Advertising Themes	Heard or Saw Ads About
United States Mint coins are a great gift idea	0
Coin collecting is fun	0
Share the passion of coin collecting with others	0
United States Mint is the only source for genuine U.S. coins	0
There are more sides to a coin than heads or tails	0
Give them a gift that will last forever	0
You or someone you love may be a numismatist (collector of coins)	0
Buy directly from the United States Mint	0
Coins are a great gift - especially for kids and newborns	0
First came the state quarters, now collect the Presidential \$1 coins	0
To truly appreciate a coin's craftsmanship, make sure to get a proof coin	0
United States Mint is genuinely worthwhile	0
None of the above	0

Select all that apply

Programming: Only ask if S5 for U.S. Mint is checked

<u>Gift Giver and Coin Collector Selection:</u> Those classified as Gift Givers and Coin Collectors will be assigned a random # between 1 and 100. That number will be compared with a "% cutoff" given to the programmer by the operations manager (note that the numbers will change during the course of the study). If the random number is greater than the "% cutoff" the respondent will terminate. If the number is less than or equal to the "% cutoff" the respondent will continue with the survey.

Q1a. For (the/each) organization listed below that you saw or heard advertisements about U.S. coins or products with U.S. coins during the past six months, please select the statement(s) that describe the major theme(s) or message(s) of the advertisements.

	Private Mints such as The Morgan Mint, Washingto n Mint, The Franklin Mint and the like	Regional or Local Coin Dealers	Home Shopping Network, QVC, or other TV shopping programs	eBay or other Internet auction sites
United States Mint coins are a great gift idea	О	0	О	0
Coin collecting is fun	0	0	0	0
Share the passion of coin collecting with others	0	0	0	0
United States Mint is the only source for genuine U.S. coins	0	0	0	0
There are more sides to a coin than heads or tails	0	0	0	0
Give them a gift that will last forever	0	0	0	0
You or someone you love may be a numismatist (collector of coins)	0	0	0	0
Buy directly from the United States Mint	0	0	0	0
Coins are a great gift - especially for kids and newborns	0	0	0	0
You collected the state quarters, now collect the Presidential \$1 coins	0	0	0	0
To truly appreciate a coins' craftsmanship, make sure to get a proof coin	0	0	0	0
United States Mint is <i>genuinely</i> worthwhile	0	0	0	0

Select all that apply [for each organization]

None of the above	0	0	0	0

12

- Only show columns of organizations selected in S5
- If 1 organization insert "the"; if 2 or more insert "each"
- Do not allow "none of the above" to be selected with anything above in its column.
- Do not allow respondent to back up during screener questions.

Q1b. Have you *ever* purchased U.S. coins or products with U.S. coins from each of the organizations listed below?

Select one in each row		
Ever Purchased U.S. Coins or Products with U.S. Coins	Yes	No
United States Mint	0	0
Private mints such as The Morgan Mint, Washington Mint, The		
Franklin Mint and the like	0	0
Regional or Local Coin Dealers	0	0
Home Shopping Network, QVC, or other TV shopping programs	0	0
eBay or other Internet auction sites	0	0

Programming:

• Q1b drop U.S. Mint row if U.S. Mint customer. Randomize levels.

- Accept open end response
- Do not allow a R to go back to this question after seeing Q2a

Q.2a Please indicate whether or not, to the best of your knowledge, each of the following coins or products with coins is currently offered by the **United States Mint**.

	Currently Offered by United States Mint?		
Coins or Other Products with Coins	Yes	No	Unsur e
Official United States Mint coin sets, such as proof sets, uncirculated sets, and silver proof sets	0	0	0
Official United States Mint commemorative coins, such as the Little Rock Central H.S. Desegregation silver dollar or	0	0	0
the Jamestown 400 th Anniversary coins Quarters from the United States Mint 50 State Quarters Program	0	0	0
Presidential Dollar coins featuring each U.S. President	0	о	0
Antique U.S. coins	0	0	0
Painted, gold-plated, or colorized U.S. coins such as colorized state quarters	0	0	0
Official foreign coins	0	0	0
Thematic commemorative coins or medallions, such as historical figures and events like the coins of old nations or coins of the great explorers	0	0	0
Coin jewelry and other coin-related gift items	0	о	0
Books about coin collecting	0	0	0
Other U.S. coins, such as American Eagle products, coin and stamp sets and the American Buffalo Gold Proof Coin	0	Ο	0

Select one in each row

Programming:
Randomize levels but always keep Other U.S. coins last.

Q.2b Please indicate whether or not, to the best of your knowledge, each of the following coins or products with coins is currently offered by *private mints such as The Morgan Mint, Washington Mint, The Franklin Mint,_and the like*.

	by Pr sud Mor Wash The F and	ntly Of ivate I ch as T gan M ington ranklir d the I	Mints The int, Mint, Mint
Coins or Other Products with Coins	Yes	No	Unsur e
Official United States Mint coin sets, such as proof sets, uncirculated sets, and silver proof sets	0	0	0
Official United States Mint commemorative coins, such as the Little Rock Central H.S. Desegregation silver dollar or the Jamestown 400 th Anniversary coins	0	0	0
Quarters from the United States Mint 50 State Quarters Program	0	0	0
Presidential Dollar coins featuring each U.S. President	0	0	0
Antique U.S. coins	0	0	0
Painted, gold-plated, or colorized U.S. coins such as colorized state quarters	0	0	0
Official foreign coins	0	0	0
Thematic commemorative coins or medallions, such as historical figures and events like the coins of old nations or coins of the great explorers	0	0	0
Coin jewelry and other coin-related gift items	0	0	0
Books about coin collecting	0	0	0
Other U.S. coins, such as American Eagle products, coin and stamp sets and the American Buffalo Gold Proof Coin	0	0	0

Programming:
Randomize levels in the same order as Q2a.

Q.2cPlease indicate whether or not, to the best of your knowledge, each of the following coins or products with coins is currently offered by **[RANDOMLY CHOSEN ORGANIZATION.]**

	C	ANDOM HOSEI ANIZAT	N
Coins or Other Products with Coins	Yes	No	Unsur e
Official United States Mint coin sets, such as proof sets, uncirculated sets, and silver proof sets	0	0	0
Official United States Mint commemorative coins, such as the Little Rock Central H.S. Desegregation silver dollar or the Jamestown 400 th Anniversary coins	0	0	0
Quarters from the United States Mint 50 State Quarters Program	0	0	0
Presidential Dollar coins featuring each U.S. President	0	0	0
Antique U.S. coins	0	о	0
Painted, gold-plated, or colorized U.S. coins such as colorized state quarters	0	0	0
Official foreign coins	0	о	0
Thematic commemorative coins or medallions, such as historical figures and events like the coins of old nations or coins of the great explorers	0	O	0
Coin jewelry and other coin-related gift items	0	0	0
Books about coin collecting	0	0	0
Other U.S. coins, such as American Eagle products, coin and stamp sets and the American Buffalo Gold Proof Coin	0	0	0

- Randomize levels in the same order as Q2a.
- Randomly select either eBay or other Internet auction sites, Home Shopping Network, QVC or other TV shopping programs or Regional or Local Coin Dealers as additional organization and keep that organization as the randomly chosen organization for the respondent's survey.

Q.3 To the best of your knowledge, does each of these organizations manufacture genuine U.S. coins *for legal tender*?

Organization	Yes	No
United States Mint	0	0
Private mints such as The Morgan Mint, Washington Mint, The Franklin Mint and the like	о	0
[Randomly Chosen Organization]	0	0

Q.4 Please rate each organization in terms of the *authenticity of their U.S. coin products*.

Use a scale of "1" to "6" where "1" means their products are "not at all authentic or genuine" and "6" means their products are "absolutely authentic or genuine."

	Authenticity of U.S. Coin Products						
Organization	Not At Authe or Genui	ntic	Absolutely Authentic or Genuine				
United States Mint	1	2	3	4	5	6	
Private mints such as The Morgan Mint, Washington Mint, The Franklin Mint and the like	1	2	3	4	5	6	
[Randomly Chosen Organization]	1	2	3	4	5	6	

Q.5 Please rate the U.S. Mint in terms of the *educational value of its U.S. coin products*.

Use a scale of "1" to "6" where "1" means their products are "not educational at all" and "6" means their products are "highly educational."

	Educational Value of U.S. Coin Products						
Organization	Not Education al At All					Highly cation al	
United States Mint	1	2	3	4	5	6	

Q.6 OMITTED

Q.7 Please rate each organization in terms of **their U.S. coin products as great** <u>holiday</u> gifts.

	U.S.	eat <i>Ho</i>	at <i>Holiday</i>			
Organization	Not Great Holiday Gifts At All					Great Ioliday Gifts
United States Mint	1	2	3	4	5	6
Private mints such as The Morgan Mint, Washington Mint, The Franklin Mint and the like	1	2	3	4	5	6
[Randomly Chosen Organization]	1	2	3	4	5	6

Use a scale of "1" to "6" where "1" means their products are "not great holiday gifts at all" and "6" means their products are " great holiday gifts."

Q.8 Please rate each organization in terms of *their U.S. coin products as great gifts for <u>other</u> <u>occasions (e.g., births, birthdays, graduations, etc.)</u>.*

Use a scale of "1" to "6" where "1" means their products are "not great gifts at all" and "6" means their products are "great gifts."

	U.S. Coin Products Are Great Gifts Other Occasions					
Organization	Not Great Gifts At All Grea					t Gifts
United States Mint	1	2	3	4	5	6
Private mints such as The Morgan Mint, Washington Mint, The Franklin Mint and the like	1	2	3	4	5	6

[Randomly Chosen123456Organization]123456

Q.9 For each statement, please select the dot to indicate your perceptions of the United States Mint brand.

The United States Mint brand is									
For old people	0	0	0	0	0	0	For young people		
Old-fashioned	0	0	0	0	0	0	Modern, up-to-date		
For a select few	0	0	0	0	0	0	For everyone		
Boring	0	0	0	0	0	0	Fun		
Stodgy, stuffy	0	0	0	0	0	0	Hip, cool		
Stand-offish	0	0	0	0	0	0	Approachable		

Q.10 Please indicate how much you agree or disagree with each coin collecting statement.

Use a scale of "1" to "6" where "1" means "strongly disagree" and "6" means "strongly agree."

	Strong Disagi		St	Strongly Agree		
The best coins worth collecting are official U.S. coins.	1	2	3	4	5	6
Coins are works of art, like paintings or sculpture.	1	2	3	4	5	6
Collecting coins is a good financial investment.	1	2	3	4	5	6
A coin collection is something meaningful to pass on to children or grandchildren.	1	2	3	4	5	6
Collecting coins can bring the whole family together.	1	2	3	4	5	6
Coin collecting is becoming more appealing to younger people.	1	2	3	4	5	6
Coin collecting is a fun way to pass the time.	1	2	3	4	5	6
My own interest in collecting coins is on the rise.	1	2	3	4	5	6
Coins are a great idea to commemorate a special occasion.	1	2	3	4	5	6
Coins are a great way to learn about U.S. history.	1	2	3	4	5	6
Proof coins are vastly superior to coins you find in circulation in terms of their beauty and artistry.	1	2	3	4	5	6
It is more desirable to collect proof coins than coins you find in general circulation.	1	2	3	4	5	6
I'm interested in collecting the new Presidential coins.	1	2	3	4	5	6

• Randomize levels of statements.

Q.11 Please indicate how seriously you would consider purchasing each of the following coins or products with coins during the next 12 months.

Use a scale of "1" to "6" where "1" means "would not consider at all" and "6" means "would seriously consider."

Coins or Products with Coins	Would Consid	-			Sei	Would riously nsider
Official United States Mint coin sets, such as proof						
sets, uncirculated sets, and silver proof sets	1	2	3	4	5	6
Official United States Mint commemorative coins,	-			-		
such as the						
Little Rock Central H.S. Desegregation silver dollar						
or the Jamestown 400 th Anniversary coins	1	2	3	4	5	6
Quarters from the United States Mint 50 State	-		5	-	5	0
Quarters Program	1	2	3	4	5	6
Presidential Dollar coins featuring each U.S.	_ _	2	5	-	5	0
President	1	2	3	4	5	6
Antique U.S. coins	1	2	3	4	5	6
Painted, gold-plated or colorized U.S. coins such	_	2	5	4	5	0
as colorized state quarters	1	2	3	4	5	6
• • • • • • • • • • • • • • • • • • •	1	2	3	4	5	6
Official foreign coins	L	Z	3	4	5	0
Thematic commemorative coins or medallions,						
such as historical figures and events like the coins	-	2	2		-	
of old nations or coins of the great explorers	1	2	3	4	5	6
Coin jewelry and other coin-related gift items	1	2	3	4	5	6
Books about coin collecting	1	2	3	4	5	6
Other U.S. coins, such as American Eagle						
products, coin and stamp sets and the American						
Buffalo Gold Proof Coin	1	2	3	4	5	6

[•] Randomize levels but keep Other U.S. coins last.

Q.12 Please consider how much you spent on United States Mint coins and products with U.S. coins from the United States Mint in the past 12 months. Was it...?

Select one	
Spend Levels	
<\$100	0
\$100 - \$499	0
\$500 or more	0

Q.13 When was the very first time you ever purchased U.S. coins or products with U.S. coins from the United States Mint?

Select one	
First Time Purchased from United	
States Mint	
Within the past 12 months	0
13 months to just under 2 years ago	0
2 years to just under 5 years ago	0
5 years to 10 years ago	0
More than 10 years ago	0

[•] Only ask Q12 & Q13 if U.S. Mint customer

Q.14 Please consider how much you spent on United States Mint coins and products with U.S. coins in the past 12 months. Do you expect your spending on United States Mint products to increase, decrease, or be about the same during the next 12 months?

Select one		
Increase	Decrease	Stay the Same
0	0	0

- Only ask Q14 if U.S. Mint customer.
- Q.15a For each statement below, please respond "true" if, to the best of your knowledge, it accurately describes the United States Mint or "false" if it does not accurately describe the U.S. Mint.

Statement	True	False	Unsur
			е
The United States Mint sells coins directly to the general public			
The United States Mint is the only mint that is part of the U.S. government – Department of the Treasury			

Q.15b For each column below, please select the one source that represents your answer to the question.

CHECK ONE BOX IN EACH COLUMN BELOW

	Α.	В.	С.	D.	Ε.
U.S. Coin Sources	The <u>most</u> <u>trustworth</u> <u>y source</u> for buying collectible U.S. coins?	The <u>best</u> <u>source</u> for buying collectible U.S. coins directly from <u>manufacturing</u> <u>facilities</u> ?	The <u>best</u> <u>source</u> for buying <u>certified</u> <u>authentic</u> collectible U.S. coins?	The <u>best</u> <u>source</u> for buying collectible U.S. coins at a <u>fair price</u> ?	Your first choice for buying collectibl e U.S. coins?
United States Mint					
Private Mints such as The Morgan Mint, Washington Mint, or The Franklin Mint and the like					
Regional or Local Coin Dealers					
Home Shopping Network, QVC, or other TV Shopping programs					
eBay or other Internet auction sites					
Some other source (SPECIFY)					

Programming: Keep the same order as S4 but always put some other source last.

Q.15c To the best of your recollection, what is the United States Mint's website address and toll free telephone number?

www	 1-800-	
Unsure	Unsure	

Q.15d For each statement below, please indicate the extent to which you believe it is definitely true, probably true, probably false, or definitely false.

Statement	Definite ly True	Probabl y True	Probabl y False	Definitel y False
Buying coins dated 2007 directly from				
the <u>United States</u> Mint would cost				
less than buying them from other				
sources such as QVC, HSN, or private				
mints such as The Morgan Mint,				
Washington Mint, or The Franklin Mint				
Other sources such as QVC, HSN or				
private mints (e.g., The Morgan Mint,				
Washington Mint, or The Franklin Mint)				
buy coins from the U.S. Mint and				
resell them as is or in their own				
packaging				
Both the <u>United States</u> Mint <u>and</u>				
private mints operate like factories -				
actually minting the coins they sell				
There is no difference in the U.S. coins				
you can buy from the <u>United States</u>				
Mint and those sold by private mints				

• Programming: Randomize levels in Q15d

Ţ	ype in a number		
	Age		

Q.17 What is your gender?

Select one	
Male	Female
0	0

Q.18 Which of the following best describes your current employment status?

Select one	
Employment Status	
Employed full-time	0
Employed part-time	0
Retired	0
Not employed or student	0

Programming:• Q16: Only accept values between 18 and 100

Q.19 Which of the following best describes the highest level of education you completed?

Select one	
Education Level	
Grade school	0
Some high school	0
High school graduate	0
Some college, but no degree	0
Vocational training or 2-year college	0
4-year college graduate	0
Post-graduate training/degree	0

Q.20 What is your marital status?

Select one	
Marital Status	
Single	0
Married or living together	0
Divorced or separated	0
Widowed	0

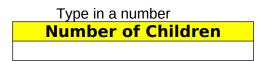
Q.21 Do you have any children under age 18 currently living in your household?

Select one	
Yes	No
0	0

Programming:

• If "yes" then ask Q22; otherwise, skip to Q23

Q.22 How many children under age 18 do you have currently living in your household?



Q.23 Do you have any grandchildren under age 18?

Select one	
Yes	No
0	0

Programming:

• If "yes" in Q23 then ask Q24; otherwise, skip to Q25

Q.24 How many grandchildren under age 18 do you have?

Type in a number Number of Grandchildren Under Age 18

Q.25 Are you Hispanic or Latino?

Select one	
Yes	No
о	о

Q.26 Do you consider yourself to be...

American Indian or Alaska Native?	
Asian?	
Black or African American?	
Native Hawaiian or other Pacific Islander?	
White?	0
Other (Specify)	0

Q.27 Which of the following categories best describes your total annual household income, before taxes, in 2006? Your best estimate is fine.

Select one	
2006 Household Income	
Less than \$20,000	0
\$20,000 to \$29,999	0
\$30,000 to \$39,999	0
\$40,000 to \$49,999	0
\$50,000 to \$74,999	0
\$75,000 to \$99,999	0
\$100,000 to \$124,999	0
\$125,000 to \$149,999	0
\$150,000 to \$174,999	0
\$175,000 to \$199,999	0
\$200,000 or more	0

Thank you very much for your participation in this research!