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FDIC Focus Group Questionnaire

INSTRUCTIONS

Please answer the following questions. Your information will be kept strictly confidential.

1. Have you ever had any of the following? *(Mark all that apply.)*
 - A credit card from Visa, MasterCard, American Express, or Discover? Please do not include debit cards.
 - A store credit card that can only be used at that store?
 - An auto loan?
 - A mortgage or home equity loan or home equity line of credit?
 - A student loan?
 - A personal loan or line of credit from a bank?
 - DON'T KNOW

2. Have you ever had a checking or savings account?
 - YES
 - NO → **SKIP TO QUESTION 4**
 - DON'T KNOW → **SKIP TO QUESTION 4**

- 3a. In the past 12 months, have you accessed a bank account in any of the following ways? *(Mark all that apply.)*
 - Bank teller
 - ATM or bank kiosk
 - Telephone banking through phone call or automated voice or touch tone
 - Online banking with a laptop, desktop computer, or tablet such as an iPad
 - Mobile banking with text messaging, mobile app, or Internet browser or email on a mobile phone
 - Other (Please specify _____)
 - Did not access an account in the past 12 months → **SKIP TO QUESTION 4**
 - DON'T KNOW

- 3b. What was the **most common** way that you accessed that bank account? *(Refer only to the answers you marked in Q3a. Mark only one.)*
 - Bank teller

- ATM or bank kiosk
- Telephone banking through phone call or automated voice or touch tone
- Online banking with a laptop, desktop computer, or tablet such as an iPad
- Mobile banking with text messaging, mobile app, or Internet browser or email on a mobile phone
- Other (Specify) _____
- DON'T KNOW

4. Which best describes your household's income over the past 12 months? (*Mark only one.*)

- Income is about the same each month
- Income varies somewhat from month to month
- Income varies a lot from month to month
- DON'T KNOW

ID_____ PLEASE MARK THE ID YOUR MODERATOR GIVES YOU.