

# Initial questionnaire

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First name:

Which is your main bank?

How do you currently do the following banking tasks?

Select all that apply

	At an ATM	At a machine in branch	At the branch counter	On the phone	On my bank's website	On my bank's smartphone app
Check my balance						
Check recent transactions						
Transfer money between my accounts						
Pay another person						
Pay an organisation (eg British Gas, your council)						
Pay my credit card bill						

### How **easy** do you think it is to bank by the following means?

If you haven't used any of them, say how hard you think it would be

	Very easy	Easy	Middling	A little hard	Very hard
In branch					
On the phone					
On my bank's website					
On my bank's smartphone app					

### How **secure** do you think it is to bank by the following means?

If you haven't used any of them, say how hard you think it would be

	Very secure	Secure	Middling	A little insecure	Very insecure
In branch					
On the phone					
On my bank's website					
On my bank's smartphone app					

### How likely would you be to use your bank's website to do your banking in future?

Very unlikely	Unlikely	Neither likely nor unlikely	Likely	Very likely

How likely do you think you would be to need help or support using your bank's website to do your banking?

Very unlikely	Unlikely	Neither likely nor unlikely	Likely	Very likely
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How likely would you be to use your bank's smartphone app to do your banking in future?

Very unlikely	Unlikely	Neither likely nor unlikely	Likely	Very likely
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How likely do you think you would be to need help or support using your bank's smartphone app to do your banking?

Very unlikely	Unlikely	Neither likely nor unlikely	Likely	Very likely
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How likely would you be to recommend your bank to family or friends?

0 = I'd never recommend my bank

10 = I'd definitely recommend my bank

0	1	2	3	4	5	6	7	8	9	10
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# Final questionnaire

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First name:

**How easy do you think it is to bank by the following means?**

If you haven't used any of them, say how hard you think it would be

	Very easy	Easy	Middling	A little hard	Very hard
In branch					
On the phone					
On my bank's website					
On my bank's smartphone app					

**How secure do you think it is to bank by the following means?**

If you haven't used any of them, say how hard you think it would be

	Very secure	Secure	Middling	A little insecure	Very insecure
In branch					
On the phone					
On my bank's website					
On my bank's smartphone app					

How likely would you be to use your bank's website to do your banking in future?

Very unlikely	Unlikely	Neither likely nor unlikely	Likely	Very likely
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How likely do you think you would be to need help or support using your bank's website to do your banking?

Very unlikely	Unlikely	Neither likely nor unlikely	Likely	Very likely
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How likely would you be to use your bank's smartphone app to do your banking in future?

Very unlikely	Unlikely	Neither likely nor unlikely	Likely	Very likely
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How likely do you think you would be to need help or support using your bank's smartphone app to do your banking?

Very unlikely	Unlikely	Neither likely nor unlikely	Likely	Very likely
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If your bank offered the things you've tried today, how likely would you be to recommend them to family or friends?

0 = I'd never recommend my bank

10 = I'd definitely recommend my bank

0	1	2	3	4	5	6	7	8	9	10
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