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The Unsecured Lending Landscape in South Africa

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A research project submitted to Wits Business School in partial fulfilment of the requirements for the degree of Master of Management in Finance & Investment

February 2016

DECLARATION

I, Kgodisho Pakgadi, hereby declare:

- That the content of this research work is my own, except where otherwise indicated and acknowledged.

- All sources used or referred to have been documented and referenced; and

- This dissertation has not been previously submitted for assessment in full or partial fulfilment of the requirements for an equivalent or higher qualification at any other recognised education institution.

The opinions expressed and conclusions arrived at, are those of the researcher and not necessarily those of Wits Business School

_____.

Motlanalo Kgodisho Pakgadi

February 2016

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ABSTRACT

South Africa has one of the highest income inequalities in the world. Although evidence suggests that access to secured credit has a positive impact on improving individuals' earnings and reducing income inequality, secure credit has not been readily available to everyone in South Africa owing to past injustice of apartheid. This provided a business opportunity to credit providers who rolled out numerous unsecured lending financial products into the market. These are products historically target middle to low-income earners who don't qualify for secured loans due to lack of collateral or good credit history. Small and Medium Enterprises (SMEs) also resort to these products when financial institutions don't grant them secured loans because of their imbedded risky nature. Capitec Bank and African Bank are the biggest players in the South African unsecured lending market.

During the 2008 worldwide economic and financial crisis, many people lost their jobs in South Africa. The impact of the crisis continued to be felt way after the modest recovery achieved globally and domestically. As a result, most individuals could no longer afford mortgages and basic needs and services because of their compromised economic situation. Henceforth majority of individuals resorted to alternative income means for their survival. For most individual, unsecured lending was viewed as the quickest way of securing additional income to supplement their minimal or no income. This resulted in exponential countrywide growth in unsecured loans. As unsecured lending attract a higher interest rate than secured loans, other formal banking institutions have been attracted to this market resulting in compounded overall growth of the loan book.

This research paper aims to explore the unsecured lending landscape in South Africa with the intension of discovering how it has evolved over the years. It also explores whether unsecured lending has been a helping tool to the less fortunate through its impact on their subjective wellbeing.

The findings of the research indicated that individuals with unsecured loans have a lower subjective view of their personal wellbeing when compared to those without unsecured loans. However, unsecured loans improve individuals' personal wellbeing through its direct effect on individuals' health, educational status and income.

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CHAPTER ONE: INTRODUCTION

1.1. Background

An unsecured loan is a form of debt that is granted based on the borrower's creditworthiness, financial position, credit history, and reputation (Dlamini, 2013). Banks are the biggest lenders of unsecured loans. Other institutions include life insurance companies and smaller micro lenders. According to the National Credit Act (Act No 34 of 2005), there are three types of unsecured loans, namely: credit facilities (i.e. credit cards, bank overdrafts, garage and store cards), short term credit (i.e. personal loans) and unsecured credit (credit transactions in respect of which the lender does not have any security, excluding short-term credit or credit facilities).

Unsecured lending started increasing between 1990 and 2000. Due to the Apartheid policies of discrimination, most black South Africans were not granted loans because the Usury Act made it impossible for them to qualify for loans. However, in 1992 the Usury Act made an exemption from the normal restrictions for small, short term loans. As a result of this new adjustment, a Micro Finance Regulatory Council was established as a regulatory body for exemption-related lending in 1999. A registration was then required for all institutions providing loans with respect to the exemption (Theobald, 2013).

Due to the lack of collateral or security, unsecured loans carry high risk. The lender has no claim to the borrower's assets should the borrower default. As such, lenders charge high interest rates on the loan to compensate for the risk (Anderssen, 2013). For instance, whilst banks charge margins pegged to the prime rate for secured loans with collaterals, they charge rates as high as 32% on unsecured loans. Furthermore, they also charge loan initiation fees, monthly service charges and credit insurance (Nicolaides, 2012). Although these loans are associated with high risk, the returns make it worthwhile for financial institutions. For consumers, the fact that these loans are normally quick and easy to obtain makes it worthwhile.

After the financial crisis in 2008, many individuals lost their jobs and as such, financial income reduced which led to the high unemployment and low economic growth South Africa is in today. Unsecured loans relieve some of this financial burden.

1.1.1 Unsecured Lending Market

Dlamini (2013) established that the unsecured lending market is very broad but it can be simplified into two sectors, namely, the formal and informal sector. The formal sector includes all loans issued by financial institutions. Personal loans dominate the unsecured lending market with about 49% of total unsecured lending loans, followed by credit cards and overdraft (36%) and store cards (15%). African Bank ("Abil") and Capitec are the two biggest lenders of unsecured loans in South Africa. These two banks compete in the same market although they use distinct business methods. These banks have been the biggest contributor in the unsecured lending market and they have grown their loan books largely since 2007 (Butters, 2013).

The informal sector represents loans from friends, family, pawn shops and loan sharks among others. This sector is difficult to measure but has nonetheless contributed greatly to the unsecured lending market.

According to Butters (2013), in South Africa, the market for unsecured lending has increased swiftly over the years. This market has grown by 31% from 2007 at R47 billion to R159 billion in 2012. In 2014, a total of R117.64 billion of credit was granted to consumers. Of the total amount, Gauteng province accounted for about 47.16% followed by Western Cape (14.43%) and Kwazulu Natal (12.23%). The seven remaining provinces accounted for 26.18% collectively (consumer credit market report, 2014).

There are a number of solid considerations that have an impact on the developments of the credit market which have led to the high growth of unsecured lending. Since the 2008 financial crisis, mortgage advances increased at a decreasing rate. To an extent, this has meant that some consumers preferred or opted for unsecured credit in order to meet their needs as they could not have access to mortgage finance.

1.1.2 SMEs' access to finance

It has been conceded that Small and medium enterprises (SMEs) are of great importance to all developing countries and contribute significantly to their GDP growth.

(Wattanapruttipaisan, 2003). According to a study conducted by the National credit Act (2011), about 22% of the adult population is employed by SMEs in developing countries. It is estimated that SMEs account for about 91% of business entities in South Africa, moreover, these SMEs provide around 61% of employment.

Although SMEs are of strategic importance to the South African economy, they still face many challenges. One major obstacle they face is access to credit. In order for SMEs to grow, they need to amongst other things invest in innovation and restructuring which require capital and hence access to finance (Mazanai & Fatoki, 2012). A report by the task group of the Policy Board for Financial Services and Regulation (2001), found that although SMEs with acceptable credit history and sufficient collateral have a satisfactory access to bank credit, start-ups, micro-enterprises, entrepreneurs from previously disadvantaged communities or any group with limited collateral still struggle to access secured finance. As such, these individuals or institutions resort to unsecured lending market for funding.

South Africa's experience with SMEs has generally been in line with global movements. SMEs have experienced unsatisfactory social and economic development since the 1980s as a result of policy makers undervaluing the importance of SMEs with regards to the country's economy. Currently, approximately half of the nation's output is accounted for by SMEs, however, government policy makers still don't give SMEs the support it desperately needs in order to keep growing (National Treasury, 2001).

Due to the significance of SMEs in South Africa's economic well-being, it is vital that SMEs are able to raise funds and also be granted access to credit as the country stands to benefit from this enormously. According to Torre et al. (2008)'s findings, the perception that SMEs do not have adequate financing is further supported by many previously conducted studies.

1.1.3 African Bank Limited (Abil)'s downfall

African Bank, one of South Africa's biggest lenders of unsecured loans collapsed in 2014 mainly as a result of growing non-performing loans (NPLs). Abil saw its share price fall from R2.70 to 99c in less than an hour on 7 August 2014, the share price dropped further to 50c on 8 August 2014. In the same month, the Johannesburg Stock Exchange (JSE) suspended all of Abil's securities (Mittner, 2014).

There are many factors that contributed to Abil's collapse in 2014. These factors include the acquisition of Ellerines, significant credit growth, lack of deposits and the Bank's model. Even though economic conditions were unfavourable, African Bank continued to issue unsecured loans to borrowers. Abil was the only micro lender operating a furniture chain at the time, with the hopes that the acquisition would help it to acquire new clients and improve the Bank's loan book. Subsequently, as Abil did not take deposits, it had to fund its credit losses by either issuing more debt or equity (Bonorchis, 2013). The fact that Abi's CEO resigned thereafter did not help matters either.

On 10 August 2014, Abil was placed under curatorship. According to the then South African Reserve Bank Governor, Gill Marcus, a number of support measures were put in place in order to support and strengthen the Banking industry. It was understood that the curatorship would assist in ensuring that Abil continues to operate.

Financial institutions are advised to be more conservative and have good practices and processes in place to make sure that risk is measured properly (Kana, 2014). After the Abil collapse, it is evident that good governance and risk management practices are vital for all financial institutions. Diversified risk portfolios are essential in order to avoid potential losses.

1.1.4 The impact of unsecured lending on the economy

The South African economy is run by its consumers. Due to the apartheid regime, many black South Africans have suffered and still continue to suffer from financial inequality. Today, most blacks are still unable to access secured credit and hence resort to unsecured credit. Although the unsecured credit market charges high interest rates, many previously financially disadvantaged individuals are able to also contribute to the economy through loans that they access from the market.

However, many analysts have warned that if the unsecured credit market continues to increase, this may leave a lot of South Africans highly indebted.

Significant depreciation in the value of the rand since May 2013, hyperinflation and the rise in interest rates have constrained and declined consumer spending growth in South Africa amongst weak economic activity, due to many households being highly indebted.

In the latest report from the South African Revenue Service (SARS), it was estimated that about 498 864 people earn over R500 000 while about 111 590 earn just above R1 million annually.

Growth in consumer spending has weakened on the back of a descending trend in economic growth, as a result of industrial strike action, electricity supply limitations and reduction in business confidence.

1.1.5 South Africans burdened with over-indebtedness

According to a report by the National Credit Regulator (2011), the indebtedness level in South Africa should be observed in two standpoints. Firstly, from the point of view of consumer credit at the level of affordability. Secondly, from the standpoint of the overall level of indebtedness of South African consumers.

As at March 2014, the value of credit approved amounted to R451 billion in South Africa. This amount was up by 3.34% compared to March 2013 (R437 billion). New credit was recorded at R119 billion whereas the debtor's book increased by 2.04% to R1.55 trillion as at 31 March 2014. The amount of credit applications received decreased to 40,991,250 as at March 2014, down by 2.5% compared to the same period in 2013. However, registered providers of credit increased by 5% to 5,724 in March 2014 from 5,450 in March 2013 (NCR, 2014).

Individuals who previously qualified for secured credit are now opting for other alternatives, such as unsecured loans. The South African Reserve Bank (SARB) is still happy with the unsecured loan levels in the credit market, however, SARB continues to monitor the risks involved with unsecured credit.

Over-indebtedness of households in South Africa has escalated drastically over the years compared to income (FinMark Trust, 2007). According to Van Tonder (2008) households need to save more in order to decrease the rate at which credit is currently increasing, this is expected to help reduce the current account deficit that South Africa is faced with. Other studies have shown that households that have the highest debt-to-income ratio are the poor (Collins, 2007 & Rand, 2004).

Research has shown that a form of debt behaviour is endured by most South Africans as they are stuck in a debt culture.

One side that can't be overlooked is that after the first democratic elections in 1994, many previously financially disadvantaged individuals assumed they would acquire extravagant consumer possessions which previously only whites had access to. This ecstasy was additionally encouraged by economic transformation which lead to many blacks being able to borrow (Hurwitz & Luiz, 2007).

1.1.6 Miners' strike turns violent due to over-indebtedness

According to the government, miners' intensifying indebtedness due to high interest rates of as high as 80% a year may have been one of the key reasons that led to the violent strikes that occurred in 2012 in Marikana. Many miners were over-indebted and this led to them demanding salary increases from management. The miners' strike continued for about five months, this in turn made the miners to depend even more on credit because they did not have any income during the strike (Wild, 2013). During the strike, 41 mine workers were killed.

The miners were not the only ones badly affected by the strike. Credit providers were also negatively affected. Many mine workers were behind on payments because of the strike but still continued to apply for loans just so they could buy basic essentials such as food and clothes. Rating agencies downgraded not only Abil and Capitec, but also the big four banks (Absa, Nedbank, Standard Bank and First National Bank), regardless of the South African Reserve Bank's protest (Fakir, 2014)

The violent miners' strike was indeed a wakeup call for the financial industry. As a result, the Banking Association of South Africa and the National Treasury decided to restrict lending rules due to the escalating number of creditors in South Africa, most of whom were considered poor and could not afford to pay back their loans.

1.2 Problem Statement

High level of indebtedness is a huge concern as it strains households' disposable income and that of the economy. According to the Reserve Bank (2012), South African households' debt stood at 75% of disposable income which was of great concern to analysts. This situation is worsened by the fact that households' loan portfolio largely consists of unsecured credit which has even higher interest charges.

Due to the huge gap between the "haves" and "have nots" in South Africa, most previously disadvantaged people still don't have access to secured lending. Hence

these individuals resort to unsecured lending which charges high interest rates making the inequality level in the country even worse. The lack of financial astuteness among these individuals also makes it difficult for them to make informed decisions about the high interest rates charged by financial institutions.

According to economic theory, a country's long term progress is dependent on how well it is able to save. If individuals are highly indebted as in the case for South Africa, they will not be able to save. This then affects South Africa's balance of payment as it then has to rely on foreign currency for its funding.

The 2008 financial crisis served as evidence to the manner in which high indebtedness can result in adverse economic consequences. Hence for a developing country such as South Africa, it is essential to have stringent measures in place to control reckless lending by financial institutions in their quest to maximise profits.

1.3 Research Questions

The aim of this study is to investigate the unsecured lending landscape in South Africa and also determine how it has evolved overtime. The study aims to determine this by looking at the demand and supply of unsecured lending.

The research intends to answer the following questions:

- What is the structure, size and evolution of the unsecured debt market in South Africa? (The question will capture the players as well as the evolution of the unsecured lending market).
- What factors determine the demand and supply of unsecured debt in South Africa?
- Has unsecured lending been a helping tool for the less fortunate (improving their wellbeing) or has it made financial matters worse for most individuals?

1.4 Research Objectives

This paper aims to address the following objectives:

- To determine the structure, size and evolution of the unsecured debt market in South Africa.

- To establish the demand and supply factors of unsecured debt in South Africa.
- Determine whether unsecured lending has been a helping tool for the less fortunate or if it has made financial matters worse for most individuals.

CHAPTER TWO: LITERATURE REVIEW

In this chapter, the reader will be provided with a clear and focused summary of the study, namely the unsecured lending landscape in South Africa. The main purpose of this chapter is to discuss and identify gaps or limitations of unsecured credit.

2.1 Introduction

It is not crystal clear as to whether unsecured lending works in the favour of the borrowers or lenders due to the risks involved from both sides. Borrowers and lenders of unsecured credit enter into an agreement with each other only with the intension of getting positive results from the arrangement.

Hurwitz and Luiz (2007) established that the growth in wealth and private households is associated with their borrowing ability growth. This is an interesting finding as the majority of people living in South Africa do not have collateral or credit history and are thus limited to credit access. Hurtiz and Luiz (2007) further noted that South Africa has two economies whereby there is a large wealth and poverty. This was further supported by findings from (Turner, Varghese & Walker 2008) who established that although South Africa has a great credit reporting system it is however limited to the "first class" economy.

When South Africa's democratic government came into power in 1994, one of its goals was to alleviate poverty and strive for equality for all. Although there has been progress in this regard, much more still needs to be done to try and breach the gap between the "haves" and "have nots".

The impact of unsecured lending raises opposed views. Becchetti and Conzo (2013) argue that unsecured lending improves the economy and helps the less fortunate. In their view, the previously disadvantaged now have access to finance and as such are able to attain basic needs for survival. Lenders of unsecured loans say that their customers are able to finance their vehicles, mortgages and businesses through this platform. However, Edmiston (2011) acknowledged that credit providers take advantage of uneducated borrowers who regularly make debt spirals. Debt spirals are normally caused by individuals who use new borrowings to pay off old ones.

According to some academic studies, most theoretical models of collateral reveal that collateral will be related with safer debtors and loans (Bester, 1985). Contrary to this establishment, some studies have found that riskier debtors tend to pledge collateral instead (Swary & Udell 1988, Boot, Thakor & Udell 1991). From the studies conducted, it is understood that most borrowers are unable to repay unsecured loans granted to them by lenders (Rees, 2013). The high interest rates charged have reduced borrowers' disposable income and hence resulted in the economy deteriorating.

According to the World Bank, South Africa ranked as the top country for loans taken out in 2014. Between 2013 and 2014, two in five people from around the world took out loans. About 86% of the adult population took out loans in South Africa in 2014, this was followed by Iran (80%), Kenya and Uganda (79%), Niger (71%) and Philippines (70%).

2.2 Factors that drive the demand and supply of unsecured lending

The details for the growth of unsecured lending are difficult and multidimensional naturally and the factors that drive the credit supply and demand behaviour cannot be excluded when these factors are being looked into. Empirical studies have shown that the growth of the unsecured lending market is remarkably driven by the demand and supply of unsecured loans.

The demand for unsecured loans is observed in the number of application that consumers have made to credit providers. The credit amount required by borrowers who demand credit can only be determined once an application has been made, this is applicable to both the formal and informal sectors at the fundamental market interest rates. The input of unsecured credit to total credit exposure in South Africa doubled between the first quarters of 2010 and 2012. This was mainly due to the fact that more and higher –value, longer term unsecured loans were being offered to higher-income individuals (African bank, 2012).This procedure institutes the demand side.

On the other hand, credit providers (lenders) have the platform to decide who to grant the credit to and for how much, based on the availability of funds (Okurut, 2006). According to a report by African Bank (2012), the supply drivers of unsecured credit were: declining returns in secured lending, observed appeal of unsecured lending and the role of growing participation in unsecured lending.

It is noted that the lending growth in South Africa particularly has increased over the years due to micro-lending banks. These banks have deliberately targeted unsecured personal loans as a tool which they can use to facilitate finance access.

Capitec and African Bank were able to recognise and cater for the majority of the middle class demand for unsecured loans. The two banks were able to successfully grow their lending books, this was however before African Bank defaulted in 2014. Larger banks were able to also identify opportunities in the unsecured credit market in recent years.

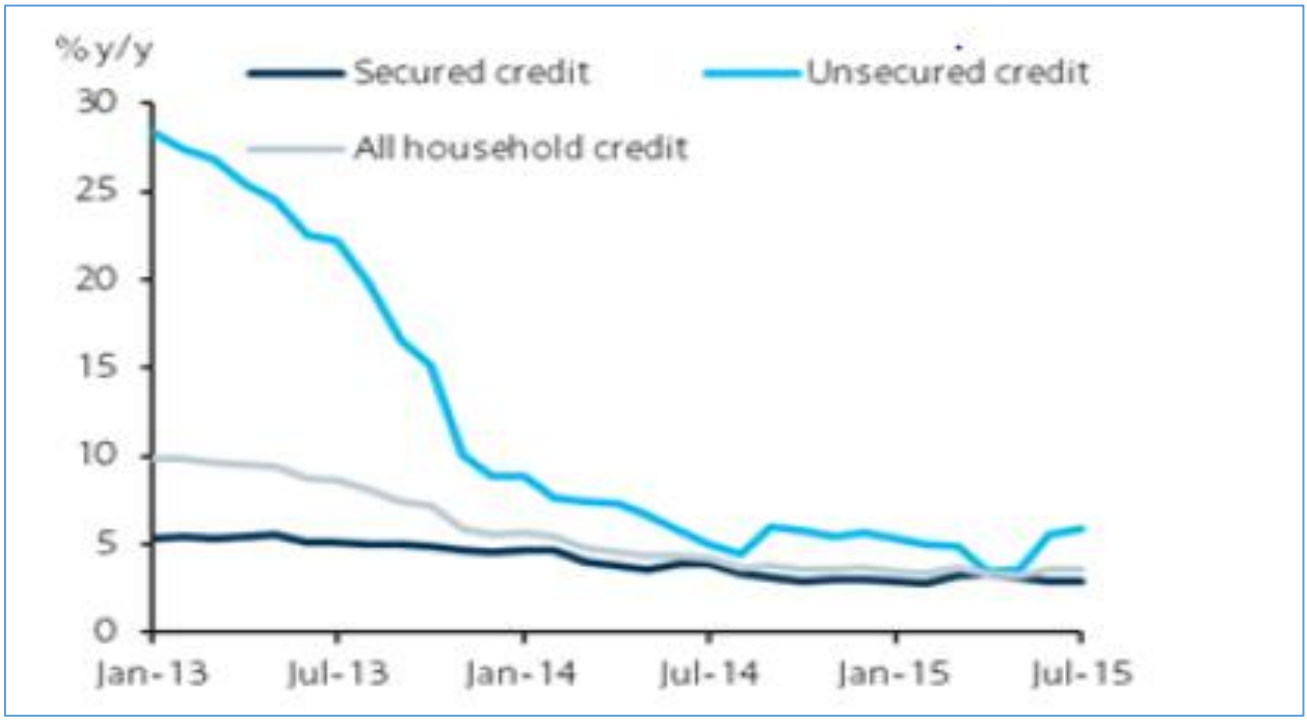
Unsecured personal loans seem to be the most popular type of loan that have been growing at an increasing rate over the years. Factors that have influenced this growth include the speed and ease at which one can obtain this loan. Credit providers have vigorously pursued lending growth in this product as a result of the attractive market that unsecured personal loans have created over the years.

Various countries have different structures when it comes to financing. These structures are determined by characteristics of the companies' financial development. Due to demand and supply factors, financial structures reflect the ease of firms' access to finance (Claessens & Tzioumis, 2006).

2.3 Unsecured credit access at both household and firm level

2.3.1 Household level

Figure 1: Unsecured lending trend



Source: SARB, Barclays Research

The South African Reserve Bank published its monthly private sector extension (PSCE) data on 31 August 2015, indicating lending trends within the banking sector. Total PSCE growth rose to 8.3% in July (June 2015: 8%). The increase in the growth was as a result of the corporate sector, whereby credit extension grew to 13.3% (June 2015: 12.7%). The small improvement in household credit extension during July 2015 was primarily driven by two types of unsecured credit, namely overdrafts and general loans and advances. Increase in the former rose markedly to 4.7% (June 2015: 0.4%), whereas growth in the latter improved to 5.6% (June 2015:3.5%) (Worthington & Maluleke, 2015).

A lot of work has been done on psychological biases in finance and it has been discovered that most consumers live beyond their means and as a result end up over borrowing (Zinman, 2010). Some of these studies have found that access to unsecured credit worsens financial indebtedness (Campbell, Martinez-Jerez & Tufano, 2008).

From these studies, it has been established that psychological biases lead borrowers to seek more credit and as such limiting access will benefit consumers by avoiding over borrowing. However, numerous readings advice otherwise. They established that on average, credit access to households helps borrowers to make fruitful business investments (Wilson et al., 2008).

Prinsloo (2002) found that household's behaviour with regard to saving or spending is determined by numerous factors such as net worth and disposable income, existing indebtedness, living standards, tradition and material & social needs. Easy access to credit makes it easier for individuals to spend. Individuals are able to buy now instead of postponing. Prinsloo (2002) further discovered that lending to households continued to rise at a declining rate during the 90's and the beginning of the 2000's. Other studies have further found that limiting access to borrowers will prevent them from investment opportunities.

According to Du Toit (2014), the household sector has continued to experience financial strain ever since the financial crisis in 2008. As a result, there has been a declining trend in the real household disposable income and consumption expenditure.

2.3.2 Firm level

Large companies attain credit in the public debt markets, whereas small firms typically are forced to depend on financial intermediaries, mostly commercial banks. Also, small firms are normally prone to irregular or asymmetric information problems compared to large firms. Attaining financing from a bank usually involves a long term relationship, this acts as a mitigating factor for small firms (Berger & Udell, 1994).

Similarly, Bernanke and Blinder (1988) also discovered that if firms obtain new evidence which is either unfavourable on the creditworthiness of the firm which is borrowing, then the bank may increase the firm's risk premium. By so doing, the bank decreases the chances of the firm obtaining credit.

2.4 Unsecured lending historical pattern

Research regarding the factors that are relevant to thoroughly incorporating and understanding unsecured credit growth was conducted by the NCR in 2012.

It is without a doubt notable that the unsecured credit pattern has attracted many researchers and as a result several reports have been done on the unsecured credit growth.

Over the years, in order for the big four South African banks to come up with unique and suitable strategy regarding lending services, they have had to look at international trends as a basis. This has led to banks focusing on lending to salaried individuals with low-income (Schoombee, 2004).

According to Du Plessis (1998), approximately 3 500 micro-lenders belonging to the micro lending association of South Africa paid out about R10 billion loans annually, with an estimated R5 billion provided by micro-lenders who were not part of the association. The micro-lending industry saw a significant growth due to the high demand it received. However, there was a public concern over this issue as some individuals felt that they were being exploited due to the high interest rates charged by micro-lenders, also, since many previously disadvantaged individuals could not access loans from the big four banks at the time, they felt like they had nowhere else to go (Marsh & Sarah, 1999).

In 1996, the big four banks entered the micro-lending market. The banks were attracted by the significant fast growth of the industry, signifying potential to make profit. Due to the pressure from the government and the public, banks had no choice but to enter into the market.

Standard Bank entered the micro-lending market in 1999 by engaging into a joint-venture with African Bank Limited (Abil), which was the market leader at the time. Nedbank ventured into the low-income market through its People's Bank division in 1995. Through the association with Capital One of the US, Nedbank gained access to information regarding entering the lending markets.

In 1996, Absa opened its first branch of the NuBank division aimed at serving individuals typically viewed as "unbankable". NuBank provided both unsecured personal micro-loans and micro-entrepreneur loans. In 2000, Absa acquired a 51% stake in UniFer (one of the previous market leaders in micro-lending) and incorporated NuBank into it. Due to the acquisition, Absa managed to achieve a substantial share in the micro-lending market.

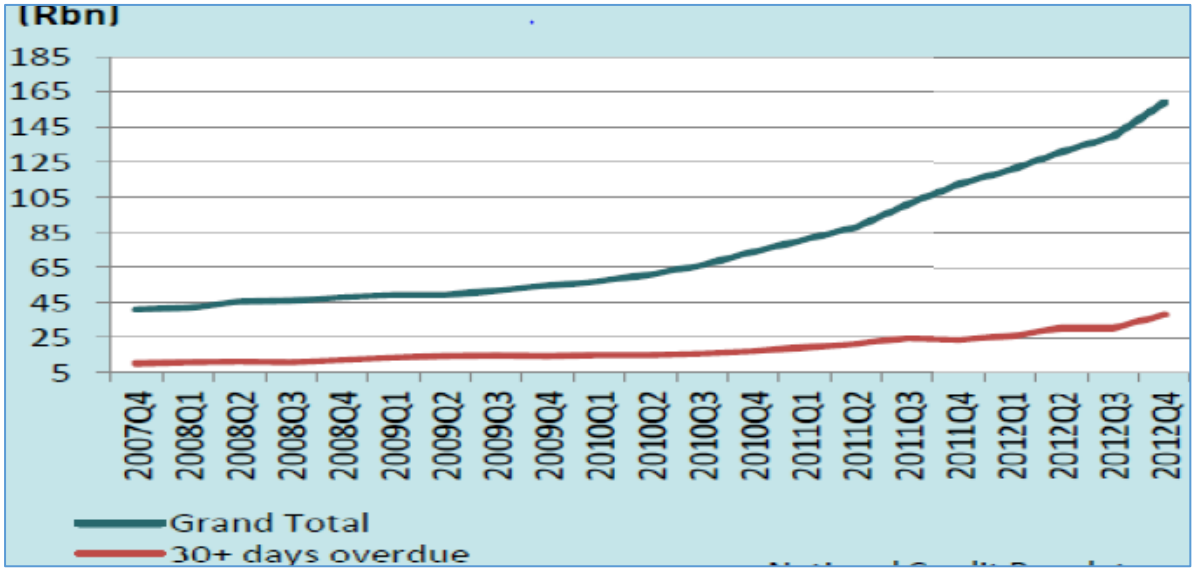
According to the South African Reserve Bank (2015), the unsecured lending growth rate reached its lowest point in the twelve month period between 2013 and 2014. This is the lowest growth rate in ten years and the decrease was primarily driven by constrained access to credit and higher interest rates. The unsecured lending growth rate dropped from 30.1% as at January 2013 to 0.2% as at July 2014. However, growth has since picked up in January 2015, reaching 4.1%.

The decline of unsecured lending is a clear indication that individuals are now more cautious when it comes to applying for unsecured credit due to the high interest rates charged and the tight lending conditions. Weak income growth and the increase in the unemployment rate also contributed to the slowdown of unsecured lending.

The unsecured lending market has gone through many booms and busts in the past. Below is an illustration of how this market has performed during a boom and a bust

2.4.1 Unsecured lending market boom

Figure 2: unsecured credit gross debtors book



Source: National credit regulator

After the 2002 financial crisis, the South African government saw the need to relook at the entire credit system and repair it. In order to do so, the government introduced the Micro Finance Regulatory Council (MFRC) which led the process. The MFRC later became the seed organisation of the National Credit Regulator which was presented in 2007 in terms of the National Credit Act.

In 2007, there was a decline in the demand for unsecured loans. Financial institutions became reluctant to taking risks, this further contributed to the unsecured loans decline. However, in 2010, demand for unsecured loans began to grow as a result of an increase in the consumer confidence in the market. Other factors that drove the growth are:

- The market was entered by other large banks and lenders.
- More people got formal employment and this increased the number of people who could apply for loans and hence increasing the borrowing pool.
- More borrowers were forced into the unsecured loans market as home loans borrowing criteria became even more rigorous.

The following graph illustrates the 2013 margins of the big four banks in South Africa

Table 1: Margins of big four South African banks

	FirstRand		Nedbank		Standard Bank		Absa	
	Average margin (%)	y-o-y book growth (%)	Average margin (%)	y-o-y book growth (%)	Average margin (%)	y-o-y book growth (%)	Average margin (%)	y-o-y book growth (%)
Home loans	1.4	1,9	1.7	-5.5	n/a	4.7	1.9	-2.3
Vehicle finance	4.9	21,5	4.6	10.3	n/a	17	3.9	8.6
Credit cards	8.7	5,5	8.5	16.1	n/a	16	8.8	53.5**
Personal loans	15.5*	93,7	14.1	28.7	n/a	47.9	13.5	2

Source: Leriba Consulting

**FNB Personal Loans. WesBank loans have an average margin of 20,75%*

*** Includes acquisitions of Woolworths and Edcon books*

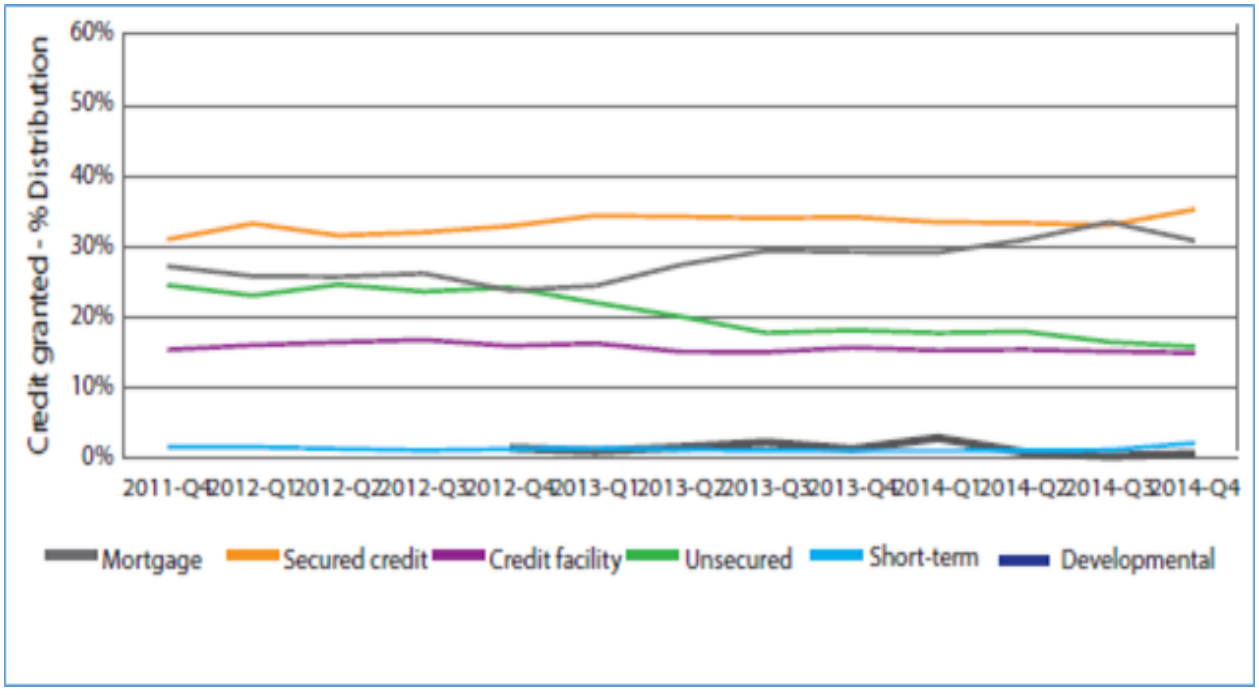
Absa bank decided to reduce its exposure to unsecured lending in 2013. However, the same cannot be said about the other three banks. These banks continued to have growth in the unsecured lending space. The largest margins for the retail banking

segment were provided by unsecured loans. The South African authorities have implemented Basel III which requires banks to move into the unsecured lending space. The South African banks are able to meet the Basel III capital requirements but ae unable to meet the liquidity provision because the overnight money market funding in the liability mix of banks is too high. Consequently, banks have resorted to participating more in the shorter term of unsecured lending than longer term (Theobald, 2013).

Contrary to popular believe, most abusive practices of unsecured lending which contribute to growth do not take place in formal banks such as Capitec and African Bank, but rather, these practices are done by debt collectors who have bought their books from bigger lenders. Debt collectors are able to go as far as using illegal tactics to get back what's owed to them because unlike the banks, these debt collectors do not have to adhere to any credit regulations. Emolument attachment orders is one of the tactics used illegally by debt collectors.

2.4.2 Unsecured lending market bust

Figure 3: percentage distribution of credit granted



Source: NCR Consumer credit report

The above figure indicates that as at December 2014, the unsecured credit sector declined by R823.52 million (0.49%) quarterly, it further decreased by R1.78 billion

(1.04%) annually. Majority of the unsecured credit agreements that were granted had a settlement period of 3-5 years for rand value.

Cracks in the unsecured lending space started developing in mid-2013 as banks started tightening up and African Bank (the biggest lender of unsecured loans) had a meltdown. Over the last 5 years, the South African economy has been driven by unsecured lending.

Unsecured lending has impacted the poor in numerous aspects through making their accessibility to credit much better, and according to the World Bank (2006), impacts such as these can be categorised into two types of impacts, namely the economic impacts and non-economic impacts.

2.5 Financial access to credit

According to Okurut (2006), credit accessibility can be described as "the supply side phenomenon of credit markets because it is the lender who decides whether borrowers can access or be denied credit".

Many have viewed access to credit as significant for economic development. Generally, South Africa's economy is driven by its consumers, and in order for consumers to consume, they need cash and credit, therefore boosting the economy. Simultaneously, the cost of living has been on the rise whereas the same can't be said about disposable income.

For banks, access to credit is influenced by factors such as age, gender, level of education, race and household expenditure. One's disposable income can impact the bank's decision on whether to grant them a loan or not. For instance, if one is poor, then chances of attaining credit are very slim at a bank (Okurut, Schoombee & Berg, 2004).

Diagne et al. (2000) and Diagne (1999) found that accessing certain types of credit from household's point of view is determined by the choice of the lender's credit limit to some point. The credit limit is the highest point at which the creditor is prepared to lend at.

According to a study done by Mohamed (2003), stringent lending processes set by the financial institutions have restrained households from gaining access to formal credit.

Atieno (2001) supported Mohamed's (2003) findings and discovered that the terms and conditions of granting loans by creditors have significantly constrained the financially deprived individuals from accessing formal credit and subsequently forced them to apply for credit in the informal sector as an alternative. Similarly, Umoh (2006)'s empirical study observed that lack of collateral, high interest rates and rigid loan procedures are the three main hurdles in attaining formal credit.

A study done by Okurut (2006) found that relatively poor individuals have very restricted access to the formal sector. Nonetheless, these individuals had easy access to the informal sector due to the fact that no collateral is required in this sector. The author, further concluded that the rigid procedure in accessing formal credit was as a result of institutional and household level factors. The banks suffer high charges in assessing the creditworthiness of small credit borrowers which result in low returns due to the small amounts of loans borrowed at the institutional level. Low income and lack of collateral give households that are not financially stable a high risk profile, which in turn makes them less attractive to the formal sector.

2.6 Regulatory measures put in place for unsecured lending

In South Africa, the financial industry is more regulated than other industries, in fact, this is the case for all countries. An effective and efficient financial regulatory system is important for the financial sector and it is very much dependent on the economic welfare of a country. The South African financial regulatory system has been through many changes during the 1980s. During this period, the responsibility for banking supervision was transferred from the National Treasury to the South African Reserve Bank (Falkena et al. 2001).

Regulators basically make laws by which financial institutions have to comply. There are currently three main regulators in South Africa, namely: The South African Reserve Bank, National Credit Regulator and the Financial Services Board discussed below.

2.6.1 South African Reserve Bank

The central bank of South Africa is commonly known as the Reserve Bank. It was founded in 1921 in terms of a special Act of Parliament, the currency and Banking Act,1920 (Act No.31 of 1920).

The Reserve Bank implements its duties independently, however, the Bank still needs to consult the cabinet member accountable for financial matters of the nation (the Finance Minister).

The Governor is required to meet up with the Finance Minister from time to time to have regular discussions. The Bank has been tasked with the responsibility of achieving and maintaining the steadiness of price in the interest of balanced and maintainable economic growth in South Africa.

The Reserve Bank is accountable for:

- formulating and implementing monetary policy
- issuing banknotes and coin
- supervising the banking sector
- ensuring the effective functioning of the national payment system
- managing official gold and foreign-exchange reserves
- acting as banker to the government
- administering the country's remaining exchange controls
- acting as lender of the last resort in exceptional circumstances

2.6.2 National Credit Regulator

The National Credit Regulator (NCR) was established on 1 June 2006, subsequently in 2007, the National Credit Act (NCA) came into effect. It was established with the intension of making sure that companies take the necessary precautions required when providing debt-counselling. As a result all debt-counsellors are required to register with the NCR.

The mandate of the NCR was derived from the NCA. The Act is responsible for:

- Promoting black economic empowerment and ownership within the consumer credit industry.
- Regulating credit information
- Forming national norms and standards relating to consumer credit.
- Promoting a consistent enforcement framework relating to consumer credit.
- Providing for registration of credit bureaus, credit providers and debt counselling services.

- Promoting responsible credit-granting and use and, for that purpose, prohibit reckless credit-granting.
- Providing for debt re-organisation in cases of over indebtedness.
- Forbidding certain unfair credit and credit-marketing practices.
- Promoting a fair and non-discriminatory market-place for access to consumer credit and for that purpose to provide for the general regulation of consumer credit and improved standards of consumer information.

Source: National Credit Regulator (2014)

A credit agreements review has discovered that disclosures enclosed in unsecured lending agreements have developed considerably with the application of the NCA. The Department of Trade and Industry (DTI) introduced amendments to the National Credit Act (NCA) which the government still needs to assess before deciding whether to approve it or not. The modifications speak to gaps recognised in the lending market that have led to the hasty lending and increase in unsecured credit in South Africa over the past five years. According to the NCR (2015), unsecured credit grew to R172 billion in 2014 from R40 billion in 2008.

2.6.3 Financial Services Board

The Financial Services Board (FSB) was established in 1990 by the FSB Act, and it is an autonomous organisation responsible for overseeing the South African non-banking financial facilities industry in the interest of the public. The FSB is a self-governing organisation which is not funded nor supervised by either the government. The main mandate of the financial services board is to protect consumers of financial products and services.

Some of the responsibilities of the FSB include:

- Ensuring that consumers are not treated unfairly by the financial services providers they have contracts or agreements with.
- Ensuring that consumers have a secured platform for making investments.
- Managing the non-banking financial services industry.

Under the FSB, there are two kinds of regulations, namely, the “prudential regulation” and the “market conduct regulation”. The prudential regulation is a measure or tool for ensuring that institutions that deal with public funds remain financially sound.

The market conduct regulation concentrates on the requirement that the institution's management should be truthful and capable of protecting their consumers' interest.

The FSB has been accountable for both the prudential and market conduct regulations of financial entities under its dominion over the years. The FSB still has to work with the government and other regulators in the financial industry. It also advices the Minister of Finance on issues concerning the financial industry. Although the FSB is an independent body, it is still required to relate with the Minister and other regulators.

2.7 Conclusion

A lot of research has been done on unsecured loans and the role that they play in our lives. However, there has been very little study of whether individuals who are considered poor and have access to unsecured loans are better off or not, considering factors such as high interest rates that they are required to pay.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1. Introduction

The first three questions from the research questions section (section 1.3) have already been answered by the literature review. In this chapter, the study intends to answer the last question which relates to the individuals wellbeing as a result of unsecured lending.

For the purpose of this study, a cross-sectional secondary data from FinScope was used. FinScope conducts surveys and these surveys indicate how individuals' source their income and how they manage their lives financially.

This section sets out the target population, sample size design that was used by FinScope in order to attain the required sample size. The kind of tools that were used for data collection and how the data will be analysed and presented will also be outlined in this chapter.

3.2. Research design

A descriptive survey research design was used for this research. This design is suitable and relevant for determining the unsecured lending landscape in South Africa. This design is very appropriate for the research since its main objective is to understand one's perceptions around one's own financial and lifestyle needs and one's means of accessing and using unsecured loans.

3.3. Target population

The studied population were South African individuals of 16 years and older and they were spread over the nine provinces namely, Limpopo, Gauteng, Mpumalanga, Free State, Northern Cape, Western Cape, Eastern Cape, North-West and KwaZulu-Natal. Total of 5000 interviews were conducted from 14 July 2015 to 02 September 2015.

3.4. Sample size

A sample was drawn systematically using Probability Proportional to size (PPS) sampling.

The sample was Enumerator Area (EA) based. There were 834 EAs looked into and six interviews were conducted per each EA.

Two further levels of random sampling was used for identification of respondents:

- Households randomly selected within each sampled Enumerator Area.

- Individual respondents randomly selected from sampled households using Kish grid.

3.5. Data Collection

Finscope collected primary data from respondents. Hox and Boeije (2005) define primary data as “data that is collected for the specific research problem at hand, using procedures that fit the research problem at best”. A questionnaire (Appendix A) was used to collect the primary data. The questionnaire was translated into isiXhosa, isiZulu, Sesotho, Sepedi, Setswana and Afrikaans.

3.6. Data Analysis

For data analysis purposes a descriptive statistic and regression model was used. The descriptive statistical technique will be used to clarify the socio-economic nature of the respondents. This process encompasses tables, rates and percentages.

$Y= a + b_1x_1 + b_2x_2 + b_3x_3 + b_4x_4 + b_5x_5 + b_6x_6 + \varepsilon i$

Y = Individuals’ wellbeing

a = y intercept when x is at zero value;

b_1, b_2, b_3, b_4, b_5 and b_6 are the weights linked to the dependent variables.

I am of the view that the following variables have an impact on individuals’ wellbeing.

x_1 = Loan Status

x_2 = Income category

x_3 = Health Status

x_4 = Educational Status

x_5 = Age

x_6 = Gender

εi = error term

From the regression model, individuals’ wellbeing was determined or measured by observing the outcome in the unit increase on the independent variables on the

dependent factor. The R^2 value will be used to test the significance of the above mentioned regression model.

CHAPTER FOUR: DATA ANALYSIS AND RESULTS DISCUSSION

4.1. Introduction

This section presents outcomes of this study. A questionnaire was used to collect data from individuals of the age of 16 years and above who had access to unsecured loans. The objective of this study was to determine the unsecured lending landscape in South Africa. Data is represented in tables.

4.2. Demographic information

The study required information such as gender, age and race from the respondent.

4.2.1. Gender of respondents

The research discovered that females represented about 55.4% whereas males represented 44.6% of the survey. This is a clear indication that women are actively participating in the unsecured lending market more than men as shown in table 4.2.1 below.

Table 4.2.1 Respondents by gender

Gender	**Frequency**	**Percentage (%)**
Male	2229	44.58
Female	2771	55.42
Total	**5000**	**100**

Source: FinScope data, 2015

4.2.2 Age of respondents

The respondents were largely aged between the ages of 30-34. Individuals of the ages between 16 and 17 are not too active in the unsecured loan market as indicated by the table below. Two of the respondents did not disclose their age.

Table 4.2.2 Respondents by age

Age bracket	**Frequency**	**Percentage (%)**
16-17	138	2.76
18-29	1316	26.32
30-44	1781	35.62
45-59	1152	23.04
60+	611	12.22
Refused	2	0.04
Total	**5000**	**100**

Source: FinScope data, 2015

4.2.3 Race of respondent

The respondents' race was also of interest to the researcher. As can be seen from table 4.2.3 below, majority of the respondents were black at 63.2% this comes as no surprise as majority of individuals in South Africa are black.

Table 4.2.3 Respondents by race

Race	**Frequency**	**Percentage (%)**
Asian/Indian	315	6.3
Black	3160	63.2
Coloured	784	15.68
White	741	14.82
Total	**5000**	**100**

Source: FinScope data, 2015

4.3 Nature of unsecured loans obtainable at banks

The study sought to establish the nature of unsecured loans that respondents have access to. The details include, provider of the loans, intention of the loan and also establishing whether respondents have made use of a revolving credit or revolving loan facility in the last twelve months.

4.3.1 Unsecured loan access

The research established that all 5000 respondents had access to unsecured loans. However, only 628 respondents took out unsecured loans in 2015 according to the strict definition explained in this paper.

Table 4.3.1 Access to unsecured loans

Have existing unsecured loan	Frequency	Percentage (%)
Yes	628	13
No	4372	87
Total	**5000**	**100**

Source: FinScope, 2015

4.3.2. Sources of unsecured loans

Most respondents preferred borrowing from either family or friends at 34%, followed by banks (32%). This is illustrated by table 4.3.2 below.

Table 4.3.2 Sources of unsecured loans

	Frequency	**Percentage (%)**
Friends or family	216	34
Loan from a bank	202	32
Stokvel society, burial society, umgalelo or savings club	41	7
Mashonisa or loan shark	37	6
Colleagues	33	5
Borrowed or taken goods e.g. sugar, bread, milk, candles etc. or paying over time for things on the book from a local spaza, general dealer, corner cafe or shop	31	5
Employer or getting an advance on your salary	29	5
Loan from a retail store e.g. Pep's Capfin	21	3
Personal loan from an insurance company	13	2
Taken out an educational or student loan	5	1
Total	**628**	**100**

Source: FinScope, 2015

4.3.3 Purpose of unsecured loans

The research also pursued to determine what respondents used the money that they received as loans on. After the study was conducted, it was discovered that the majority of respondents use the loan on essentials such as food (17%) and emergencies (17%), whereas minority use it on gifts, own education or investing in their own business.

Table 4.3.3 Use of unsecured loans

Purpose	**Frequency**	**Percentage (%)**
Bills e.g. rent, electricity	61	7
Cell phone, laptop or computer	16	2
Child's education	46	5
Clothes	74	8
Don't Know	29	3
Food	148	17
For an emergency	150	17
For transport fees	57	6
Gift	7	1
Give to another family member	37	4
House	29	3
Medical spending	29	3
Monthly fees e.g. burial society, stokvel etc	18	2
Other specify	27	3
Own education	5	1
Start or invest in your own business	10	1
To build a house	18	2
To buy a motor vehicle	68	8
To extend/renovate/repair	49	6
Total	**878**	**100**

Source: FinScope data, 2015.

4.4. Regression Analysis

A multiple regression analysis was performed for the purpose of this research to examine the effect amongst independent variables. The study used E-views statistical software package to enter and compute the measurements of the regression model.

Model Summary Output

Table 4.4.1: Diagnostic test Results

R-squared	0.224	Mean dependent var	3.611
Adjusted R-squared	0.223	S.D. dependent var	1.340
S.E. of regression	1.181	Akaike info criterion	3.173
Sum squared resid	6914.273	Schwarz criterion	3.182
Log likelihood	-7862.832	Hannan-Quinn criter.	3.176
F-statistic	237.795	Durbin-Watson stat	1.920
Prob(F-statistic)	0		

Adjusted R-squared determines the percentage of the variation in the response variable accounted for by the independent variables. From the above table, adjusted R-squared was 0.22, this shows that there was variation of 22% on individual wellbeing due to changes in loan status, income category, health status, educational status, age and gender at 95% confidence interval. In other words, 22% of changes in individuals' wellbeing could be accounted for by loan status, income category, health status, educational status, age and gender. R is the correlation coefficient that indicates the relationship between the dependent and independent variables. From the research findings, R was recorded at 0.47, this shows that there was a positive relationship between variables.

The study used the Durbin Watson statistic to test for autocorrelation from the regression model. A value of 2 or nearly 2 indicates that there is no autocorrelation in the sample, values approaching zero show a positive autocorrelation whilst values approaching four indicate a negative autocorrelation. From table 4.4.1, the Durbin-Watson statistic was recorded at 1.92, this is a clear indication that there is no clear signs of autocorrelation.

Coefficients

Table 4.4.2: Empirical results

Variable	Coefficient	Std. Error	t-Statistic	Prob.
X1 (Loan Status)	-0.133	0.053	-2.516**	0.012
X2 (Income category)	0.192	0.014	13.862***	0.000
X3(Health Status)	0.363	0.016	23.029***	0.000
X4(Educational Status)	0.131	0.016	8.082***	0.000
X5(Age)	0.006	0.001	4.868***	0.000
X6(Gender)	-0.069	0.034	-2.023**	0.043
C	0.969	0.094	10.341	0.000

Note: **, *** indicates significance at the 5% and 1% levels respectfully.

From table 4.2, it was established that the regression equation was:

$Y = 0.97 - 0.13X_1 + 0.19X_2 + 0.36X_3 + 0.13X_4 + 0.0X_5 - 0.1X_6$

- There exists a negative relationship between individuals who take out unsecured loans and their wellbeing, this is evident from table 4.2 as the coefficient for loan status is -0.133. Furthermore, this means that individuals' wellbeing of people who take out unsecured loans is lower or worse than those who don't.
- There is a positive relationship between income and individuals' wellbeing. A unit increase in income would lead to an increase in individuals' wellbeing of 0.19.
- A unit increase in health status would lead to a rise in individuals' wellbeing of 0.36. This indicates a positive relationship between individuals' wellbeing and their health status.
- There is a positive relationship between individuals' wellbeing and their educational status. A unit increase in educational status would lead to an increase in individuals' wellbeing of 0.13.

- The relationship between age and individuals' wellbeing is indifferent. An increase in age marginally improves individuals' wellbeing.
- There exists a negative relationship between gender and individuals' wellbeing. This is evident from the above table as the coefficient for gender is recorded as -0.069.

4.5 Results from other studies

Similar to my research study, Campbell, Martines-Jeres and Tufano (2008) discovered that access to unsecured credit worsens financial indebtedness and as such deteriorates the livelihood of borrowers as they seek more credit. In support of this, Edmiston (2011) also found that unsecured loans creditors take advantage of borrowers who are not educated and often make debt spirals. From my research study, I discovered that there was a negative relationship between unsecured loans and individuals' wellbeing. My study also revealed that a unit increase in educational status would lead to an increase in individuals' wellbeing hence the opposite is true.

However, contrast to these findings, Becchetti and Conzo (2013) discovered that unsecured loans improve the wellbeing of individuals. In their view, easy access of these funds makes it possible for the poor to consume them and thus improve their livelihoods.

A study by Rees (2013) has found that many borrowers are unable to pay back their unsecured loans due to the high interest rates charged which further reduces their income. This is a clear indication that if individuals are unable to repay their loans, their wellbeing will also suffer. In my study, I found that a unit increase in individuals' income would increase individuals' wellbeing. Therefore, if individuals' income declines, their wellbeing will also decrease.

CHAPTER FIVE: SUMMARY OF FINDINGS, CONCLUSSION AND RECOMMENDATION

5.1 Introduction

In this chapter, a summary of the research findings is discussed. This chapter also highlights the limitations and recommendations of the research.

5.2 Summary of the findings, Implications and recommendations

This research paper aimed to investigate the following:

- To determine the structure, size and evolution of the unsecured debt market in South Africa.
- To establish the demand and supply factors of unsecured debt in South Africa.
- Determine whether unsecured lending has been a helping tool for the less fortunate or if it has made financial matters worse for most individuals.

The study found that out of the 5000 individuals that were sampled by FinScope, only 628 had unsecured loans while 4372 did not take out unsecured loans in 2015. The study further found that the majority of people who took out unsecured loans were black/African aged between the ages of 30-34. This is the age were most individuals are financially active and try to stabilise their finances. The study also discovered that most of these individuals were uneducated women. As such, there is a responsibility on the government and policy makers to protect them.

The study found that the demand driving factors for unsecured loans includes lack of collateral and bad credit history amongst others. There is a need for policy makers or even the private sectors to come up with alternatives that are less expensive.

The study discovered that for people with unsecured lending, their subjective wellbeing is relatively lower than those without unsecured loans. This could however be envisaged as predominant unsecured loans borrowers are people from marginalised families with lower income levels.

Finally, the study has also confirmed that income, health and education positively impact the wellbeing of individuals. Therefore, unsecured lending could be said to positively impact the wellbeing of individuals through its impact on individuals' income.

Possible policy implications for this includes the need for government to provide basic services such as health and education and the need to continue with its social services programmes.

Overall, it was established that a strong relationship exists between the dependent and independent variables. Therefore, the model: $Y = 0.97 - 0.13X_1 + 0.19X_2 + 0.36X_3 + 0.13X_4 + 0.0X_5 - 0.1X_6$, sufficiently describes the unsecured lending landscape in South Africa.

5.3 Conclusion

Sources, access and consumption of unsecured loans are some of the most important factors covered in this research study, as these factors led to the improvement of individuals' income, health status and educational status. The South African unsecured lending landscape has positively affected individuals. This research study hence concludes that about 22% of improvement in the individuals' wellbeing is as a result of the access and use of unsecured loans.

5.4 Limitations

The study encountered the following limitations:

- The questionnaire used by FinScope was designed in English and translated into six other languages, namely, isiXhosa, isiZulu, Sesotho, Sepedi, Setswana and Afrikaans. South Africa has eleven official languages, so four other languages were excluded (i.e. isiNdebele, tshiVenda, xiTsonga and siSwati). This means that individuals who could either speak only isiNdebele, tshiVenda, xiTsonga or siSwati were excluded from the sample.

- The findings of this research paper are only limited to South Africa. These findings may differ with those of other countries when similar studies are conducted.

- FinScope only reported the income category from the sample and not the actual value. As such, the income variable in the regression model does not show the impact of a rand change on the individual wellbeing, instead it shows the impact of a change in income class/ category on the individual wellbeing.

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APPENDIX

APPENDIX A

RESEARCH QUESTIONAIRE:

-

Project FinScope SA 2015
Questionnaire
METRO
Job No: 233103958

Cape Town (Head Office) TNS House 6 Thicket Road Newlands 7700 Ph: (021) 657-9500	Johannesburg TNS House, Stonemill Office Park Cnr Republic Road & 300 Acacia Road Darrenwood 2194 Ph: (011) 778-7500	Durban 4 Sunbury Crescent Sunbury Park La Lucia Ridge 4051 Ph: (031) 571 4900

DP:	Query (1)	Omission (3)	Redo (5)	Late (6)	Excluded (8)
Yes	-1	-1	-1	-1	-1
Item numbers	(2)	(4)		Date (7)	

	Signature	Code
Debriefed by		
Edited by:		
Coded by:		
Coding checked by:		
Consistency checked by:		
Editing checked by:		

QC:	B/Checked by (10)	Type of backcheck (11,12)		Date	Code (13,14)
QC	-1	Phone: -1	FtF: -2		
F/Manager	-2	Phone: -1	FtF: -2		
F/Worker	-3	Phone: -1	FtF: -2		

Respondent number: (15)

QC Dept outcome (16):	-1	-2	-3	-4	-5
	Extr Satisfactory				Extr Dissatisfactory

Comments:

Date (record day / month / year) **(30,31,32)**

☐☐ ☐☐ ☐☐ ☐☐

d d / m m / y y y y

INTERVIEW DETAIL

Questionnaire Number		(17)
EA Code		(18)
Province		(19)
Sample Interval		(20)

Field Manager		(247)
Area		(248)

(22) VISITING POINT NUMBER ☐

PARTICULARS OF THE VISITING POINT

(40)

OFFICE USE ONLY	
ORIGINAL VISITING POINT	-1
SUBSTITUTE VISITING POINT	-2

Final respondent:
Name of respondent: .....
Address of respondent:
Complex / Flat Nr:……..**(41)** Complex / Flat Name: .....**(42)**

Street Nr:……..**(43)** Street Name: .....**(44)**

Suburb:……**(45)**Town: .....**(46)**

Tel. No: (H) **(47)**.....**(48)** (W) **(49)**.....**(50)**

Cell No: **(51)**.....**(52)**

Interviewer: ..... **(26)**

Field Manager: ..... **(27)**

Start Time | | | H | | | (record using 24 hr clock, for example 1500 and not 3pm) (28,29)

PARTICULARS OF VISITS (69)	(70, 71) DAY	(72) DATE	(73) TIME	(74) RESPONSE
First visit				
Second visit				
Third visit				
Substitute 1				
First visit				
Second visit				
Third visit				
Substitute 2				
First visit				
Second visit				
Third visit				
Substitute 3				
First visit				
Second visit				
Third visit				

INTERVIEWER: FILL IN CODE APPLICABLE. FROM TIME, DAY AND RESPON BOXES BELOW.

Day	
Monday	-1
Tuesday	-2
Wednesday	-3
Thursday	-4
Friday	-5
Saturday	-6
Sunday	-7

Time	
1	00:01 - 11:59
2	12:00 - 13:59
3	14:00 - 14:59
4	15:00 - 15:59
5	16:00 - 16:59
6	17:00 - 17:59
7	18:00 - 18:59
8	19:00 - 19:59
9	20:00 - 20:59
10	21:00 - 24:00

Response		
1	Interview completed	
2	Revisit:	appointment made
3		selected respondent not at home
4		nobody at home
5	Do not qualify:	vacant house/flat/stand/not a house or flat
6		no person qualifies according to the survey specifications
7		respondent is physically/mentally not fit to be interviewed
8		respondent cannot communicate with interviewer because language
9	Refusals:	contact person refused
10		interview refused by selected respondent
11		interview refused by parent

Good day, my name is ……, and I do work on behalf of TNS, an independent research company. We are currently conducting a national financial survey and we would like to understand your perceptions around your own financial and lifestyle needs and your means of accessing and using money. **All your responses will be treated confidentially, will only be used for research purposes and will <u>not</u> be linked to your identity.**

If you are not selected can I interview someone else in your household?
(504)

Yes -1 ⇨ ***Continue with household register on page 3 and then continue below with selected respondent from Kish grid***

No -2 ⇨ *Thank respondent, fill in reasons for refusal on page 2 above and close*

HOUSEHOLD REGISTER

Please can you give me the details of all the people who live in this household? By **household** I mean anyone who stays 4 nights a week and shares a pot of food.

- ***Record exact age of all males and females in the household in the grid below in order of oldest to youngest (including babies & children).***
- ***Record the name, gender and race next to the age of each member of the household.***
- ***Record respondent selected for interview from kish table in column provided.***
- ***Only respondents 16 years and older qualify for the interview.***

	(75,76,77,78,79)	Age ***Write in from oldest (top) to youngest (bottom)***	Names of Members of Household ***(Must stay 4 nights a week and share a pot of food)***		Gender F=1, M=2	Race B=1, C=2, A=3, W=4	**(90)** Respondent selected for interview
ADULTS 16+	People in household who qualify for this survey (***persons who are 16+ and will be available for the duration of this survey***)			01			-01
				02			-02
				03			-03
				04			-04
				05			-05
				06			-06
				07			-07
				08			-08
				09			-09
				10			-10
				11			-11
				12			-12
				13			-13
				14			-14
				15			-15
				16			-16
				17			-17
				18			-18
				19			-19
				20			-20
	(80,81,82,83,84)						
NON-QUALIFIERS *UNDER 16 YRS OLD*	Persons in the household who do not qualify for this survey **based on age**			01			[redacted]
				02			
				03			
				04			
				05			
				06			
				07			
				08			
				09			
				10			
	(85,86,87,88,89)						
NON-QUALIFIERS *16+*	Persons in the household who do not qualify for this survey or who will not be available for the duration of the survey ***(other than age)*** ***Note: Ask respondent reasons why persons do not qualify or are not available***			01			[redacted]
				02			
				03			
				04			
				05			
				06			
				07			
				08			
				09			
				10			

Reasons why non-qualifying persons 16+ do not qualify or are not available
1 …… **(92)**

2 .....

3 .....

KISH TABLE

Interviewer: in order to determine who you will be interviewing you will need the last two digits of the questionnaire number as stated on page 1 of the questionnaire, and the number of persons 16+ in the household who qualify for the survey.

- ***Find the number running down the left side of the table that matches the end of the questionnaire number, and the number of household members that qualify running across the top of the table.***
- ***Circle the number where these two numbers meet in the table.***
- ***This is the number of the person that you will interview – record on previous page and check details.***
- ***Interview the selected individual.***

QUESTIONNAIRE NUMBER ENDS IN				NUMBER OF QUALIFYING PERSONS IN HOUSEHOLD THE RESPONDENT MUST BE DRAWN FROM																							
				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
01	26	51	76	1	1	1	3	2	4	1	3	5	8	6	5	12	10	1	6	8	7	19	19	13	21	13	24
02	27	52	77	1	2	3	4	3	1	2	2	3	4	8	3	7	2	5	14	4	15	4	8	6	16	14	22
03	28	53	78	1	1	2	1	4	2	7	6	9	3	5	11	2	1	3	11	7	10	16	16	10	5	2	2
04	29	54	79	1	2	3	2	1	3	5	8	6	2	4	2	4	8	11	10	16	6	9	10	15	11	12	11
05	30	55	80	1	1	1	4	5	6	3	5	7	5	9	8	13	3	2	13	5	18	1	4	1	20	11	5
06	31	56	81	1	2	2	2	3	5	6	7	8	7	1	4	9	14	8	2	17	17	14	12	14	22	10	3
07	32	57	82	1	2	1	1	4	1	4	1	4	6	3	6	5	7	13	9	2	3	13	14	8	2	7	20
08	33	58	83	1	1	2	3	2	5	1	4	2	1	7	10	6	5	4	15	10	5	2	13	4	17	5	17
09	34	59	84	1	1	3	2	5	6	2	2	1	9	10	1	10	4	6	6	1	9	10	1	5	6	9	1
10	35	60	85	1	2	2	4	1	3	3	6	9	10	11	12	3	9	15	7	8	11	6	3	9	4	3	10
11	36	61	86	1	1	1	3	1	4	5	3	1	6	2	9	13	11	14	4	11	4	15	15	17	1	1	23
12	37	62	87	1	2	3	1	3	2	7	5	6	5	7	7	8	6	10	3	3	1	12	20	7	13	22	12
13	38	63	88	1	1	2	1	5	3	6	4	3	4	6	2	11	13	12	1	15	8	7	2	12	15	21	13
14	39	64	89	1	2	3	2	4	1	4	7	8	2	5	6	11	12	9	16	13	16	11	18	18	14	16	18
15	40	65	90	1	2	1	4	2	4	3	8	7	7	11	1	3	5	7	12	14	13	8	17	20	19	20	19
16	41	66	91	1	1	3	3	1	6	5	1	5	9	10	3	2	11	13	8	12	12	5	6	21	8	8	4
17	42	67	92	1	1	2	3	4	2	6	4	2	3	2	12	5	2	10	13	5	8	18	9	16	10	17	16
18	43	68	93	1	2	1	4	2	6	4	1	4	8	9	10	7	9	3	12	12	9	7	20	19	9	19	21
19	44	69	94	1	2	2	1	3	5	2	8	9	10	4	9	8	13	1	1	14	10	19	10	11	18	15	7
20	45	70	95	1	1	3	2	5	4	1	3	8	1	3	8	6	6	9	5	7	13	4	15	1	7	22	15
21	46	71	96	1	1	1	2	5	1	7	2	3	2	1	11	4	7	5	3	2	1	3	12	18	5	19	14
22	47	72	97	1	2	1	3	1	3	2	6	2	1	8	7	1	4	2	11	8	2	17	4	17	21	16	3
23	48	73	98	1	2	3	4	2	2	6	7	7	8	3	4	9	3	6	2	11	11	16	2	8	11	23	6
24	49	74	99	1	1	2	1	4	6	3	5	5	3	1	5	13	1	14	8	14	6	15	9	14	3	6	9
25	50	75	00	1	1	2	3	3	2	4	6	4	7	5	3	12	12	12	4	6	2	17	11	2	12	4	8

INTRODUCTION

Good day, my name is ……, and I do work on behalf of TNS, an independent research company. We are currently conducting a national financial survey and we would like to understand your perceptions around your own financial and lifestyle needs and your means of accessing and using money. **All your responses will be treated confidentially, will only be used for research purposes and will <u>not</u> be linked to your identity**.

The interview will take about 70 minutes of your time. May I continue and ask you the questions?

If no or in doubt, thank respondent and close interview.

Yes	-1	⇨ ***Continue***
No	-2	⇨ *Thank respondent, fill in reasons for refusal on page 2 and close*

SECTION A: HOUSEHOLD STRUCTURE, SERVICES AND COMMUNITY

A1. Who is the head of the household?

- ***Do not prompt.***
- ***Single mention.***

(102)

I am ***(respondent)***	-1
Respondent's wife, husband, spouse or partner	-2
Respondent's parent	-3
Respondent's child	-4
Respondent's sister or brother	-5
Another family member	-6
Other (SPECIFY)	-7
……	

A2. Now we are going to talk about ownership of your home and some of the things in your home. Please tell me which of these statements best describes your household's ownership of the home that you live in?

- ***Showcard A2.***
- ***Single mention.***

(103)

Is paying off a bond or home loan	-1
Owns the home and is **<u>not</u>** paying off a bond or home loan	-2
Rents the home	-3
Does not own the home and does not pay anything for the home	-4
Stay in RDP house	-7
Stay in an extended/renovated RDP house	-8
Other (SPECIFY)	-5
……	
Don't know ***(Do not show)***	-6

A3. How does your household get the water that you use in your home?

- ***Showcard A3.***
- ***Multiple mention.***

(104)

Access to tap water inside dwelling that is <u>not</u> shared with other households	-1
Tap water inside yard that is <u>not</u> shared with other households	-2
Shared or communal tap inside or outside dwelling or yard	-3
None of these ***(Single mention – do not show)***	-4

A4. What is the main type of toilet your household uses?

- ***Showcard A4.***
- ***Single mention***

	(105)
Toilet in yard or stand but not in house	-1
Toilet inside the house	-2
Toilet shared by community	-3
Toilet inside the house **and** toilet in yard or stand	-6
Other (SPECIFY)……	-4
No toilet facilities	-5

A5. Do you have electricity in your house?

- ***Single mention.***

	(106)
Yes	-1
No	-2

A7. I am going to read some statements to find out your feelings about your everyday life. Here is a scale where 1 means completely disagree and 5 means completely agree. For each of these things, please use the scale to tell me how much you disagree or agree that:

- ***Showcard A7.***
- ***Read out statements.***
- ***Single mention per statement.***

SP		(108,109)	Completely disagree				Completely agree	Don't know / NA ***(Do not show)***
	1.	You are happy with your current lifestyle	-1	-2	-3	-4	-5	-6
	2.	You are happy with your level of education	-1	-2	-3	-4	-5	-6
	4.	It is up to the South African government to provide for you and your family	-1	-2	-3	-4	-5	-6
	6.	You can rely on your neighbours to help you out	-1	-2	-3	-4	-5	-6
	9.	You would say that you are in perfect health	-1	-2	-3	-4	-5	-6

A8. Which of these groups, if any, are you **currently** involved in or do you **currently** belong to?

- ***Showcard A8.***
- ***Interviewer please ensure to ask "Are there any other groups that have not been shown that you belong to or participate in?" and fill in under code -6 "Other (SPECIFY)".***
- ***Multiple mentions.***

		(114) Q.A8 Use or belongs to
3.	Savings group or club	-3
4.	Stokvel	-4
5.	Burial society	-5
6.	Other (SPECIFY) ……	-6
7.	None of these ***(Single mention) (Do not show)***	-7

SECTION C: GETTING AND SPENDING MONEY

C1. Thinking about the past 12 months, please tell me about **ALL** the ways **you personally received** money to pay for things? Any others?

- ***Showcard C1.***
- ***Multiple mentions.***
- ***Transfer codes onto memory aid sheet page 1.***
- ***Note: For each source of money in Q.C1, ask Q.C2 and Q.C3 before asking next source of money in Q.C1.***

C2. How often do you usually receive your money from this source?

- ***Showcard C2.***
- ***Single mention.***

C3. How is this money usually paid?

- ***Showcard C3.***
- ***Single mention.***

Ask if more than one option was provided in Q.C1. If only one was selected, do not ask - just record from Q.C1.

C4. Which one is your **main** source of getting money or income?

- ***Showcard C4.***
- ***Option in Q.C4 must be mentioned in Q.C1.***
- ***Single mention.***

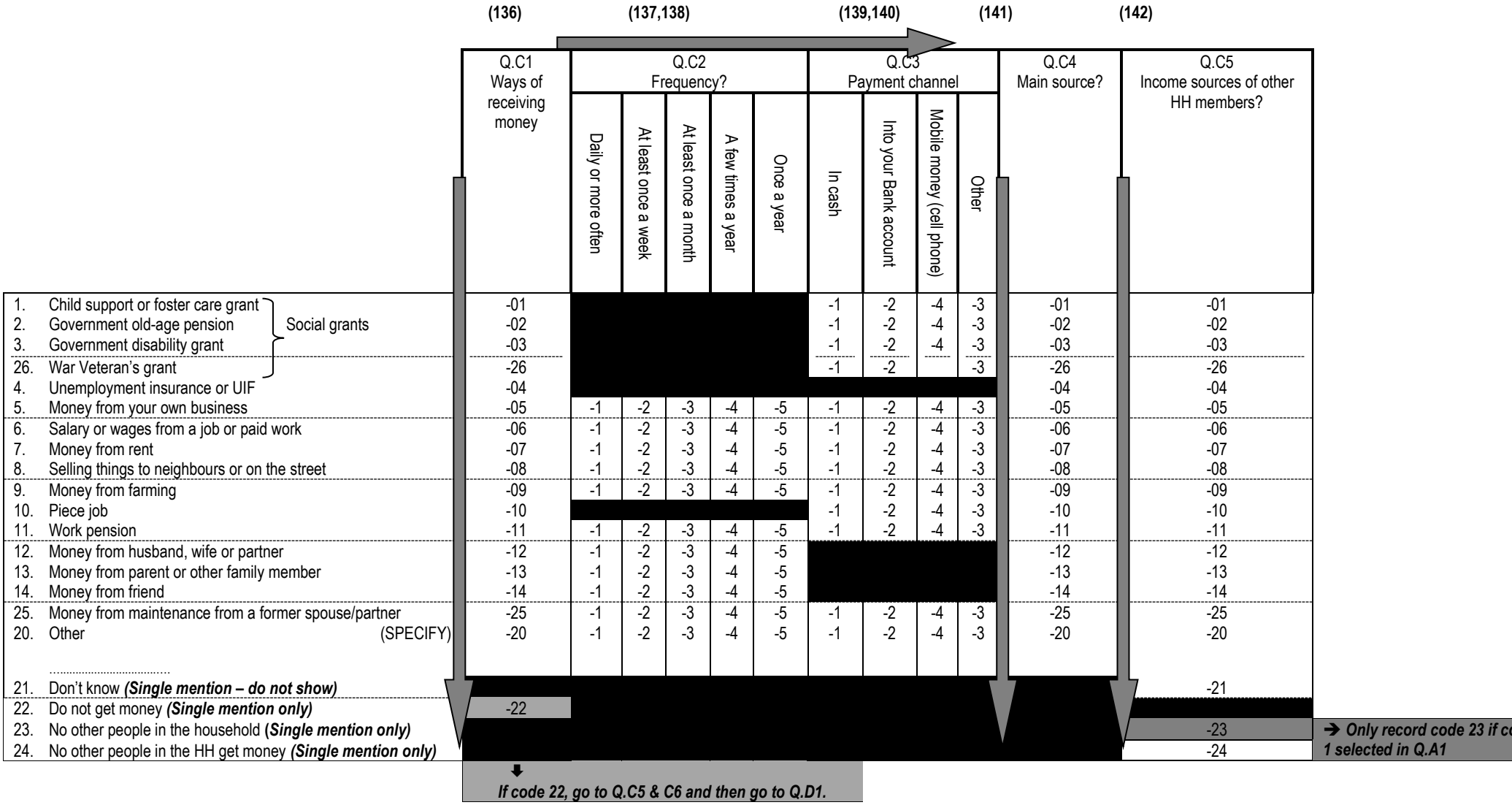
Ask all.

C5. Now we are going to talk about the money that **everyone else** who lives with you in your household gets.

Thinking about the past 12 months, please tell me about **ALL** the ways **other people in your household** get money from outside the household to pay for things?

- ***Showcard C5.***
- ***Multiple mention.***
- ***Check against response in Q.A1. If respondent is only person in the household, record code -23 and go to next question.***

Continued/…


(136)
(137,138)
(139,140)
(141)
(142)
Q.C1 Ways of receiving money
Q.C2 Frequency?
Q.C3 Payment channel
Q.C4 Main source?
Q.C5 Income sources of other HH members?
Daily or more often
At least once a week
At least once a month
A few times a year
Once a year
In cash
Into your Bank account
Mobile money (cell phone)
Other
1. Child support or foster care grant
2. Government old-age pension
3. Government disability grant
26. War Veteran's grant
Social grants
4. Unemployment insurance or UIF
5. Money from your own business
6. Salary or wages from a job or paid work
7. Money from rent
8. Selling things to neighbours or on the street
9. Money from farming
10. Piece job
11. Work pension
12. Money from husband, wife or partner
13. Money from parent or other family member
14. Money from friend
25. Money from maintenance from a former spouse/partner
20. Other (SPECIFY)
21. Don't know (Single mention – do not show)
22. Do not get money (Single mention only)
23. No other people in the household (Single mention only)
24. No other people in the HH get money (Single mention only)
If code 22, go to Q.C5 & C6 and then go to Q.D1.
➔ Only record code 23 if co
1 selected in Q.A1

C6. Including you, in total how many people in your household contribute to the household income?

(143)

⇨ ***IC Check: number of people in Q.C6 must be less than or equal to number of people in Q.A1 (page 5).***

Ask Q.C7 to Q.C10 if get money from family or friends (statements 12 to 14 & 25) in Q.C1 (Refer to memory aid sheet page 1)

All others go to Q.C11.

C7. You mentioned that you receive money from ***(read out mentions statements 12 to 14 & 25 in Q.C1)***. Do any of these people live outside your household?

- ***Single mention.***

(144)

Yes	-1	⇨ ***Continue with Q.C8***
No	-2	⇨ *Go to Q.C9*

C8. How often do you get or receive money from people outside of your household?

- ***Showcard C8***
- ***Single mention.***

(145)

Daily or more often	-6
At least once a week	-1
At least once a month	-2
A few times a year	-3
Once a year or less often	-4
Don't know ***(Do not show)***	-5

Ask Q.C9 if get money (any statements -1 to -14, -20 & -25 & 26) in Q.C1 (Refer to memory aid sheet page 1). All others go to Q.C12. else el.

C9. In total how many people do you support (excluding yourself) with the money that you get, whether they stay with you or not?

- ***Please record zero if the respondent does not support anybody.***

(152)

Ask Q.C10 if support anyone (1 or more) in Q.C9. All others go to Q.C13.

C10. And of these people that you support with this money, in total, how many of these live **outside** of your household?

- ***Please record zero if the respondent does not support anybody outside the household.***
- ***IC Note: Response number in Q.C10 must be the same or less than response in Q.C9.***

(153)

Ask Q.C11 if support anyone outside household (1 or more) in Q.C10. All others go to Q.C13.

C11. How often do you give or send money to people outside of your household?

- ***Read out.***
- ***Single mention.***

(154)

Daily or more often	-6
At least once a week	-1
At least once a month	-2
A few times a year	-3
Once a year or less often	-4
Don't know ***(Do not read)***	-5

C12. We are now going to talk about things that people spend money on. Thinking about all of the things you **personally** spend **your own** money on, please tell me how often, if ever, you spend money on...?

- ***Showcard C12.***
- ***Read out each statement one at a time.***
- ***Single mention per statement.***

(129,130)	Q.C12 At least once a week	At least once a month	A few times a year	Once a year or less often	Never
Food and drink					
1. Buying food and drink, including groceries	-1	-2	-3	-4	-5
Other household items					
2. Buying medicine	-1	-2	-3	-4	-5
3. Buying paraffin, petrol, oil or other fuel (not electricity)	-1	-2	-3	-4	-5
Other household expenses					
4. Paying rent	-1	-2	-3	-4	-5
5. Paying for water or electricity	-1	-2	-3	-4	-5
6. Mortgage, bond or home loan	-1	-2	-3	-4	-5
7. DSTV, MNET, TopTV or other TV subscription	-1	-2	-3	-4	-5
8. Paying for school fees or crèche or childcare	-1	-2	-3	-4	-5
9. Paying for transport e.g. taxi, bus or train or buying transport tickets	-1	-2	-3	-4	-5
Other financial payments					
10. Paying store accounts, hire purchase i.e. HP or pay back instalments on car, furniture, clothes, shops, loans, credit card or other borrowings	-1	-2	-3	-4	-5
11. Making insurance payments, including funeral cover, burial, savings club, medical, car, life or health insurance	-1	-2	-3	-4	-5
Airtime or internet					
12. Buying airtime	-1	-2	-3	-4	-5
13. Paying communication **contracts or bills** e.g. cell phone, telephone and internet	-1	-2	-3	-4	-5
Other personal spending					
14. Buying cigarettes or beer, wine, spirits or other alcohol	-1	-2	-3	-4	-5
15. Buying Lotto tickets	-1	-2	-3	-4	-5
16. Personal care e.g. haircuts, gym etc.	-1	-2	-3	-4	-5
17. Buying clothes	-1	-2	-3	-4	-5
18. Buying furniture	-1	-2	-3	-4	-5

Instruction 1: IC check: If code -1 to -4 for statement 4 in QC12, must be code -3 in Q.A2 (page 5).
Instruction 2: IC check: If code -1 to -4 for statement 6 in Q.C12, must be code -1 in Q.A2 (page 5).

SECTION D: PAYMENT SYSTEMS/REMITTANCES

Ask all.

D1. In the last 12 months, have you sent money to someone in a different place within the country or outside of South Africa?

- ***Do not prompt***

Yes	-1	⇨ ***Continue with Q.D2***
No	-2	⇨ *Go to Q.D5*

D2. You said that you send money, where did you send the money?

- ***Showcard D2***
- ***Multiple mention***

Within South Africa	-1
Outside of South Africa	-2

D3. How do you usually give or send money to people outside of your household?

- ***Showcard D3***
- ***Multiple mention***

Sent airtime	-01	
By bank or ATM deposit or transfer, including PostBank transfers	-02	
Money transfer at supermarket and/or retail e.g. Shoprite's money market or Pep's Capfin	-03	⇨ ***Go to D4a***
Cash with relative or friend	-04	
Via a paid taxi, bus or other vehicle	-05	
Internet transfer	-06	
Through Post Office, Money-gram or Western Union	-07	
Cell phone money, e.g. M-Pesa or e-wallet or Cash-send	-08	⇨ ***Go to D4b***
Other (SPECIFY) ……	-09	
Don't know/can't remember ***(Do not show)***	-10	

Ask only if code -3 (Money transfer at supermarket) in Q.D3.

D4a. You said you transfer money at a supermarket and/or a retailer, which do you use to send money?

- ***Do not prompt***
- ***Multiple mention***

Boxer cash and carry	-1
Checkers	-2
Shoprite	-3
Spar	-6
Pep store	-7
Other (SPECIFY) ……	-4
Don't know ***(Single mention – do not show)***	-5

Ask only if code -8 (Cellphone money) in Q.D3. All others go to Q.D5

D4b. You said you sent money via cellphone .Which channels do you use to send money?

- ***Showcard D4b***
- ***Multiple mention.***

eWallet	-1
mPesa	-2
Send-imali	-3
Instantmoney	-4
Cash send	-5
Mobile Money (Pick 'n Pay/BOXER)	-6

Other (SPECIFY)	-7
.....	
Don't know ***(Single mention – do not show)***	-8

Ask ALL

D5. In the last 12 months, have you received money from someone in a different place within the country or outside of South Africa?

- ***Single mention.***

Yes	-1	⇨ ***Continue with Q.D6***
No	-2	⇨ *Go to Q.E1*

D6. **You said that you send money,** where did you receive the money from?

- ***Showcard D6***
- ***Multiple mention***

Within South Africa	-1	⇨ ***Continue with Q.D7***
Outside South Africa	-2	⇨ *Go to Q.E1*

D7. How do you usually receive money from people outside of your household?

Received airtime	-01	
By bank or ATM deposit or transfer, including PostBank transfers	-02	
Money transfer at supermarket and/or retail e.g. Shoprite's money market or Pep's Capfin	-03	⇨ ***Go to D8a***
Cash with relative or friend	-04	
Via a paid taxi, bus or other vehicle	-05	
Internet transfer	-06	
Through Post Office, Money-gram or Western Union	-07	
Cell phone money, e.g. M-Pesa or e-wallet or Cash-send	-08	⇨ ***Go to D8b***
Other (SPECIFY)	-09	
……		
Don't know/can't remember ***(Do not show)***	-10	

Ask only if code -3 (Money transfer at supermarket) in Q.D7.

D8a. You said you receive money at a supermarket and/or a retailer, which retailer/supermarket do you use to receive money?

- ***Do not prompt***
- ***Multiple mention***

	-1
Boxer cash and carry	
Checkers	-2
Shoprite	-3
Spar	-6
Pep store	-7
Other (SPECIFY)	-4
……	
Don't know ***(Single mention – do not show)***	-5

Ask only if code -8 (Cellphone money) in Q.D7. All others go to Q.E1

D8b. You said you receive money via cellphone (code 8). Which channels do you use?

- ***Showcard D8b***
- ***Multiple mention.***

eWallet	-1
mPesa	-2
Send-imali	-3
Instantmoney	-4
Cash send	-5
Mobile Money (Pick 'n Pay/BOXER)	-6
Other (SPECIFY)	-7
……	
Don't know ***(Single mention – do not show)***	-8

SECTION E: USING CELL PHONES FOR FINANCIAL SERVICES AND TECHNOLOGY

E1. Now I'd like to find out about the communication devices that you use or own. Please tell me which of these things do you use?

- ***Read out statements.***
- ***Single mention per statement.***

Ask Q.E2 if "Yes" (code -1) for statements 1 and/or 3 and/or 6 in Q.E1. All others go to Q.F1.

E2. Do you own a ***(read out device from Q.E1)***?

- ***Read out devices in Q.E1.***
- ***Single mention per statement.***

			(121, 122)		(123,124)	
			Q.E1 Use		Q.E2 Own	
SP			Yes	No	Yes	No
	1.	Cell phone	-1	-2	-1	-2
	2.	Public pay phone	-1	-2		
	3.	Computer or laptop	-1	-2	-1	-2
	4.	Internet	-1	-2		
	5.	Email	-1	-2		
	6.	Tablet (e.g. Ipad, Galaxy)	-1	-2	-1	-2
	7.	Data bundle	-1	-2	-1	-2

Ask Q.E3 to Q.E8 if own a cell phone/tablet/data bundle "Yes" (code -1) to Q.E2 statement 1. All others go to Q.F1.

E3. You indicated that you own a cell phone. Please indicate whether this is prepaid, contract or whether you use contract top-ups?

- ***Read out***
- ***Multiple mention.***

	(125)
Prepaid	-1
Contract	-2
Contract top ups	-3
Other (SPECIFY)	-4
……	
Don't know ***(Single mention – do not show)***	-5

Cell phones and tablets are being used for more and more things in daily life. We would now like to ask you some questions about using your cell phone/tablet for financial activities.

E4. Which of these activities do you currently use your cell phone/tablet for?

- ***Showcard E4.***
- ***Multiple mention.***

		(171)
1.	Paying bills like for water, power, rates, post paid phone bills	-1
2.	Checking your bank balance or bank statement	-2
3.	Buying air time	-3
4.	Paying insurance premiums	-4
5.	Send money by cell phone	-5
6.	Receive money by cell phone	-6
7.	Buying funeral cover	-7
9.	Logging an insurance claim	-9
8.	None of these ***(Single mention)***	-8

E5. There are many different things that people use their cell phones/tablet for. Which of these things have you used or done before on your current cell phone/tablet?

- ***Showcard E5***
- ***Multiple mentions.***

E6. And which **other** things do you think **your current cell phone/tablet** can do, even if you are **not actually doing them**?

- ***Showcard E6***
- ***Multiple mentions.***
- ***Answers in Q.E6 cannot be in Q.E5.***
- ***If "no other" response, record as code 13.***

		(127) Q.E5 Used	**(128)** Q.E6 Not used but phone/tablet can do
1.	Make and receive calls	-01	-01
2.	Send or receive SMS's	-02	-02
3.	Listen to music	-03	-03
4.	Use the internet	-04	-04
5.	Use messaging applications like BBM or Whatsapp	-05	-05
6.	Email	-06	-06
7.	Use Facebook	-07	-07
8.	Use MXit	-08	-08
9.	Use Twitter	-09	-09
10.	Download applications or games	-10	-10
11.	Read internet blogs	-11	-11
14.	Use cellphone banking	-14	-14
15.	Instagram	-15	-15
12.	Other (SPECIFY).	-12	-12
13.	No others		-13

E7. **Now I would like us to talk a bit more about technology.** Again, here is a scale where 1 means completely disagree and 5 means completely agree. For each of these statements, please tell me how much you disagree of agree that:

- ***Showcard E7***
- ***Read out each statement one at at time***
- ***Multiple mention***

SP	**(...)**	Completely disagree				Completely agree	Don't know ***(Do not show)***
	1. You give others advice when they are looking to buy technology or electronic products	-1	-2	-3	-4	-5	-6
	2. Technology helps make your life organised	-1	-2	-3	-4	-5	-6
	3. When you find technology or electronic products you like, you typically recommend it to people you know	-1	-2	-3	-4	-5	-6
	4. If you are to be able to use a new technology product, someone has to show you how to use it	-1	-2	-3	-4	-5	-6
	5. You like to be connected, either by phone or internet, at all times	-1	-2	-3	-4	-5	-6
	6. Technology has little impact on your daily life	-1	-2	-3	-4	-5	-6

SECTION F: BANKING PENETRATION

We are going to talk about your use of various banking products and services. We want to understand which products or accounts are in your name or in joint names of yourself and/or partner or yourself and another person.

F1. Do you have a bank account in your own name?

- ***Check: If any code -2 in Q.C3 (page 8), must be 'yes' code -1 in Q.F1.***
- ***Single mention***

		(174)
Yes	-1	⇨ *Go to Q.F3*
No	-2	⇨ ***Continue with Q.F2***
Don't know	-3	

F2. Do you use someone else's bank account?

- ***Single mention***

		(175)
Yes	-1	⇨ ***Continue with Q.F3***
Sometimes	-4	
No	-2	⇨ *Go to Q.F5a*
Don't know	-3	

F3. At which banks do you receive your salary, wage, income or other sources of money?

- ***Showcard F3.***
- ***Multiple mentions.***
- ***Logic Check: If respondents answers code -22 at Q.C1, must answer code -97 at Q.F3***

	(176)
ABSA	-02
Bidvest	-03
Capitec	-04
FNB	-05
Investec	-06
Nedbank	-08
Postbank / Post Office	-09
SASSA MasterCard	-10
Standard Bank	-11
Ubank/Teba	-12
Other (SPECIFY)	-19
……	
Does not apply ***(Single mention)***	-97
Don't know ***(Single mention) (Do not show)***	-98

F4. Why did you choose the bank that you have your salary, wages or income paid into?

- ***Showcard F4.***
- ***Multiple mentions.***

	(..,)
My employer banks with them	-01
They have great customer service	-02
They are easily accessible/found everywhere	-03
They provide value for money	-04
They are cheaper	-05
They have a great loyalty programme	-06
I can relate to them	-07
They have attractive marketing campaigns	-08
They are innovative	-09
Technology is superior	-10
Have been banking with this bank ever since I can remember	-11

Cannot recall, it has been a long time since I opened this account	-12
Other (SPECIFY)……	-19
Don't know ***(Single mention) (Do not show)***	-98

Ask Q.F5a if get social grants (statements -1 to -3 & 26) in Q.C1 (refer to memory aid sheet page 1). All others go to Q.F7.

F5a. The next question is about the SASSA social grant system (SASSA MasterCard cards) that you have to register for and get a bank card.
Have you registered on the new SASSA social grant system?

- ***Single mention.***

(149)

Yes	-1
No	-2

Ask all.
Note: For each statement in Q.F7 where code 3 'have now', ask Q.F8 before asking next statement in Q.F7 i.e. Complete Q.F7 and Q.F8 for each product with code 3 answered in Q.F7 before continuing with next product (complete horizontally).

F7. For each product that I read out, please use the showcard to tell me whether you have "never had", "used to have in the past but don't have now", or "have now":

- ***Showcard F7.***
- ***Read out products/services***
- ***Single mention per product/service***
- ***Transfer codes to memory aid sheet page 2.***

F8. Please tell me where or at which organisation(s) you have your ….. ***(ask for each product/service have now- code -3 in Q.F7)***.

- ***Showcard F8.***
- ***Multiple mentions possible per product/service***
- ***Record code from code frame below grid.***
- ***. Interviewer: Record code numbers. If the respondent mentions a name not on the list, please write in detail the full name of where the product/service is held <u>as well as</u> the relevant code for 'other'***

(177,178) → **(179,180)**

SP		Q.F7 Never had	Q.F7 Used to have in the past but don't have now	Q.F7 Have now	Q.F7 Don't Know *(Do not show)*	Q.F8 Where is account or product held *(Only fill in codes)*
	1. ATM or debit card	-1	-2	-3	-4	
	2. Call account	-1	-2	-3	-4	
	3. Car or vehicle loan from a bank either directly or via a dealer – you have or are paying this back	-1	-2	-3	-4	
	4. Cheque card	-1	-2	-3	-4	
	5. Credit card e.g. Visa, MasterCard, American Express or Diners Club	-1	-2	-3	-4	
	6. Cheque or current account	-1	-2	-3	-4	
	7. Fixed or notice deposit account e.g. 32-day	-1	-2	-3	-4	
	10. Home loan, bond or mortgage – you have or are paying this back to buy, build, extend or improve a house from a bank or bond originator	-1	-2	-3	-4	
	11. Mzansi account offered by banks, e.g. Absa, FNB, Nedbank, Standard Bank and Postbank	-1	-2	-3	-4	
	12. Overdraft facility	-1	-2	-3	-4	
	13. Personal garage card or petrol card	-1	-2	-3	-4	
	14. Personal loan from a bank – you have or are paying this back	-1	-2	-3	-4	
	15. Post Office / Postbank savings or transaction account	-1	-2	-3	-4	
	17. Savings book at a bank	-1	-2	-3	-4	
	18. Student account	-1	-2	-3	-4	
	19. Transaction account	-1	-2	-3	-4	
	20. Village bank or co-operative bank account	-1	-2	-3	-4	
	21. Savings account	-1	-2	-3	-4	
	22. Money market account	-1	-2	-3	-4	
	23. SASSA MasterCard **(See Instruction 4)**	-1	-2	-3	-4	

Instruction 1: If code 2 in Q.E4 (page 13) i.e. checking your bank balance or bank statement was selected, then must choose at least one code 3 in Q.F7.
Instruction 2: If code 2 or code 3 in Q.F1 (page 16), cannot have code 3 in Q.F7.
Instruction 3: Check: If code -1 in Q.F1 (page 15), must be at least one code -3 in Q.F7.
Instruction 4: If code 3 selected for statement 23 at Q.F7 must be code 1, 2, 3 and/or 26 selected at Q.C1

Codeframe for Q.F8							
African Bank	-01	FNB	-05	Postbank / Post Office	-09	ABSA Vehicle and Asset Finance	-13
ABSA	-02	Investec	-06	SASSA MasterCard	-10	Wesbank	-15
Bidvest	-03	Ithala	-07	Standard Bank	-11	Other (SPECIFY)	-19
Capitec	-04	Nedbank	-08	Ubank/Teba	-12	Don't know (Single mention)	-98

F9. ***Interviewer record if respondent is.*** **(255)**

Currently banked -1 ⇨ *Must have at least one response 'have now' (code -3) for any statement 1 to 23 in Q.F7*
Previously banked -2 ⇨ *Must not currently have an account (no code -3 mentioned for any statement 1 to 23 in Q,F7) and must have given one or more response 'used to have' (code -2) for any statement 1 - 23 in Q.F7*
Never banked -3 ⇨ *Only 'never had' or 'don't know' (codes -1 OR -4) mentioned for ALL statements 1 to 23 in Q.F7, NO code -2 OR -3 mentioned in Q.F7*

Ask Q.F10 if previously or never banked code -2 or -3 in Q.F9. All others go to Q.F12.

F10. There are many reasons why people **don't have a bank account or bank cards**. You said earlier that you don't currently have a bank account or bank cards. Why is this?

- ***Do not prompt.***
- ***Multiple mentions possible.***
- ***Probe to ensure correct reason/s is recorded.***

(256)

I don't have a regular income	-01
I don't have a job (unemployed or retrenched or retired)	-02
I don't have money to save	-03
I earn too little to make it worthwhile	-04
It's expensive to have a bank account	-19
I will consider a bank account in future	-15
I prefer dealing with cash only	-10
I don't need a bank account	-14
I don't qualify to open an account	-12
I don't have an identity document	-11
I don't believe in it	-17
It's too much hassle or not worth the effort	-18
I don't understand how it works	-07
I am still a student	-22
I don't understand technology	-13
The bank is too far from where I live, work or travel to	-09
I don't have proof of residential address	-06
I don't know how to open an account	-05
I use someone else's bank account	-08
I do not feel comfortable in a bank	-16
Other (SPECIFY)	-20
Don't know ***(Do not show)***	-21

Ask currently banked (code -1 in Q.F9). All others go to Q.G1a.

F12. Please tell me whether you agree or disagree that:

- ***Read out statements.***
- ***Single mention per statement.***

SP		**(183,184)**	Yes	Sometimes	No	Don't kn ***(Do not sh***
	1.	You check your bank statements, e.g. for transactions, things paid for, etc.	-1	-4	-2	-3
	2.	As soon as money is deposited into your account, you take all of it out	-1	-4	-2	-3
	3.	You prefer to use your ATM, debit or bank card to buy things instead of using cash	-1	-4	-2	-3
	4.	You prefer to deal with people rather than with electronic devices like ATMs	-1	-4	-2	-3

F13. Please tell me how often you do each of these activities?

- ***Showcard F13.***
- ***Read out statements.***
- ***Single mention per statement.***

SP	(185,186)	Daily or more often	At least once a week	At least once a month	Less often	Never/Don't know
	1. Get cash from an ATM	-5	-1	-2	-3	-4
	2. Deposit cash at an ATM	-5	-1	-2	-3	-4
	3. Use internet banking	-5	-1	-2	-3	-4
	4. Do electronic bank transfers or EFT or debit order	-5	-1	-2	-3	-4
	5. Get cash at **store till** using debit or ATM card ***(See instruction 1)***	-5	-1	-2	-3	-4
	6. Use cell phone banking NOT SMS notifications ***(See instruction 2 & 3)***	-5	-1	-2	-3	-4
	7. Do banking with a person at a bank shop in a spaza or supermarket	-5	-1	-2	-3	-4
	8. Use a bank's cash loan centre	-5	-1	-2	-3	-4
	9. Paying bills through your bank account	-5	-1	-2	-3	-4
	10. Transfer or take money from SASSA to another account e.g. savings account, stokvel	-5	-1	-2	-3	-4

Instruction 1: Check: If code -1, -2 or -3 for statement 2 or 5 in Q.F13 i.e. have an ATM or debit card must be code -3 for statement 1 in Q.F7 (page 2 on memory aid sheet)
Instruction 2: Check: If code -1, -2 or -3 for statement 6 in Q.F13 i.e. use cell phone banking must be code -3 for statement 4 in Q.F7 (page 2 on memory aid sheet)
Instruction 3: Check: If code -1, -2 or -3 for statement 6 in Q.F13 i.e. use cell phone banking must be code -14 in Q.E5 (page 14)

F14. Please tell me what irritates you about your bank, if there is anything at all?

- ***Record verbatim***

SECTION G: BORROWING (CREDIT/LOANS)

Ask all.

G1a. Are you currently paying off any debt? By debt I mean things like a home loan, cellphone contract, car loan, furniture account, clothing accounts at department stores, etc?

Yes	-1
No	-2

G1. Lots of people borrow money or take out loans. Looking at this list of statements, please tell me which of these are true for you?

- ***Showcard G1.***
- ***Multiple mention.***

		(203)
Have borrowed in the past 12 months	-1	
Have taken goods on credit in the past 12 months	-2	
Owe money and still need to pay it back	-3	
I am currently borrowing	-4	
None of these ***(Single mention)***	-5	⇨ *Go to G2*
Don't know ***(Do not show)***	-6	

Ask Q.G2 if code -5 in Q.G1, all others go to Q.G4.

G2. There are many reasons why people don't have a loan or don't borrow. You said earlier that you don't have a loan or any borrowing. What are your reasons for this?

- ***Do not prompt.***
- ***Multiple mention possible.***
- ***Probe to ensure correct reason/s is recorded.***

		(257)
I don't want to have debt	-10	
Can't afford it	-17	
I don't have a job	-15	
Don't believe in it	-06	
The interest is too high	-07	
I don't have a regular income	-16	
Never thought about it	-05	
I earn too little to make it worthwhile	-12	
My salary is not high enough to qualify for a loan	-08	
Don't know how to go about getting a loan or borrowing	-04	
I was declined or did not qualify	-01	
I am scared to approach a bank or place where I can borrow money	-09	
I have too much debt	-13	
I had it in the past but had a negative experience	-11	
I do not need a loan	-20	
I don't have an ID	-02	
I am too young/still a student	-21	
Don't know about loans or borrowing	-03	
I have been blacklisted at the credit bureau	-14	
Other (SPECIFY).....	-18	
Don't know ***(Do not show)***	-19	

G3. We want to talk about places where people borrow money and take loans out from. Which of these people or places, if any, are you currently borrowing/paying back or have either taken money out from or paid any money back to in the past 12 months?

- ***Showcard G3.***
- ***Multiple mentions.***

G4. Please tell me where or at what organisation you have your… ***(ask for each statement 9 to 13 in Q.G3 that respondent has).***

- ***Showcard G4.***
- ***Multiple mentions possible per row.***
- ***Interviewer: Record code numbers. If the respondent mentions a name NOT on the list, please write in detail the full name of where the product/service is held as well as the relevant code for 'other'.***

		(192)	(193,194)
		Q.G3	Q.G4 Where currently hold or paid back in past 12 months ***(Please use code)***
1.	Friends or family	-01	
2.	Colleagues	-02	
3.	Employer or getting an advance on your salary	-03	
4.	Mashonisa or loan shark	-04	
5.	Stokvel society, burial society, umgalelo or savings club	-05	
6.	Pawn shop	-06	
7.	Borrowed or taken goods e.g. sugar, bread, milk, candles etc. or paying over time for things on the book from a local spaza, general dealer, corner cafe or shop	-07	
8.	Village bank or co-operative bank (e.g. Yebo, Iemas), development bank, NGO or government	-08	
9.	Loan from a bank ***(See instruction 1)***	-09	
10.	Loan from a retail store e.g. Pep's Capfin	-10	
11.	Personal loan from an insurance company	-11	
12.	Taken out an educational or student loan	-12	
13.	Borrowed money against your policy	-13	
14.	Other (SPECIFY) ……	-14	
15.	None ***(Single mention – Do not show-See instruction 2)***	-15	

Instruction 1: Check: If code -3 for statement 14 in Q.F7 (page 2 on memory aid sheet) i.e. have a personal loan from a bank, must be code -9 in Q.G3.
Instruction 2: Check: If code -5 in Q.G1 (page 19), must be code -15 in Q.G3.
Instruction 3: Check: if code -1 or -2 in Q.G1b (page 19), must be codes -1 to -14 in Q.G3.

Ask Q.G5 if borrowed in the past 12 months in Q.G3 (codes -1 to -14 in Q.G3). All others go to Q.G6.

G5. For which reasons have you borrowed money or taken out a loan from ***(read out statements in Q.G3)***?

- ***Do not prompt.***
- ***Multiple mention.***
- ***Interviewer first write verbatim and determine relevant codes after recording verbatim.***
- ***Ask respondent if there are any other reasons***

Include reasons why people take out loans as part of the data descriptive!(196)

Food	-05
Bills e.g. rent, electricity	-01
Medical spending	-09
Give to another family member	-07
To extend/renovate/repair a house	-15
Child's education	-04
Clothes	-03
House	-08
For transport fees	-16
To build a house	-14
Own education	-11
Monthly fees e.g. burial society, stokvel etc	-10
Start or invest in your own business	-12

To buy a motor vehicle	-17
Cell phone, laptop or computer	-02
Gift	-06
For an emergency	
Other (SPECIFY) ……	-13
Don't know ***(Single mention)***	-98

Ask all.

G6. In the past 12 months, have you had an outstanding balance for a service offered e.g. doctor's fee, lawyer's fee?

- ***Single mention.***

(258)

Yes	-1
No	-2
Don't know	-3

G7. Have you bought a large item like furniture or a fridge in the past 12 months?

- ***Single mention.***

(259)

Yes	-1	⇨ ***Continue to Q.G8***
No	-2	⇨ *Skip to Q.G9*
Don't know	-3	⇨ *Skip to Q.G9*

Ask if 'yes' (code1) in Q.G7.

G8. Did you use a hire purchase agreement or did you pay for the item in another way?

- ***Single mention.***

Read out

(260)

Accepted hire purchase	-1
Paid in cash	-2
Paid using credit card	-5
Paid another way	-3
Don't know **(do not read out)**	-4

Ask all.

G9. In the past 12 months, did you make use of a revolving credit or revolving loan facility, i.e. cashing money you have already repaid on your loan? Please note that this excludes overdraft, credit cards and store account that revolve.

- ***Single mention.***

(261)

Yes	-1
No	-2
Don't know	-3

G10. In the past 12 months, did you have a temporal loan, i.e. a short-term loan repayable within 31 days after take up?

- ***Single mention.***

(262)

Yes	-1
No	-2

G11. Do you have a store card or store account in **your own name** where you can take goods and pay for them later?

- ***Single mention.***

(199)

Yes	-1
No	-2

SECTION H: INSURANCE

Note: For each statement in Q.H1 where code 3 "have it in my name" or 4 "covered by somebody else", ask Q.H2 before asking next statement in Q.H1 – i.e. Complete Q.H1 and Q.H2 for each product before continuing with next product (complete horizontally).

H1. We are going to talk about insurance. This is different from funeral cover, which we will speak about soon. Please tell me about your use of each of these insurance products or cover, using the options I am about to show you. Which statement best describes your use of...?

- ***Showcard H1.***
- ***Read out products.***
- ***Single mention per product.***

H2. Where or at what organisation do you have this product? ..... ***(ask for each product/service "have it in my name" and "covered by somebody else" (Q.H1 code 3 or 4)).***

- ***Showcard H2.***
- ***Multiple mention possible per row.***
- ***Interviewer: Record code numbers. If the respondent mentions a name not on the list, please write in detail the full name of where the product/service is held as well as the relevant code for 'other'.***

(206,207) **(208,209)**

SP			Q.H1					Q.H2
			Never had	Used to have	Have it in my name	Covered by somebody else	Don't know **(Do not show)**	Where policy held ***(Only fill in code)***
	1.	Vehicle or car insurance	-1	-2	-3	-4	-5	
	2.	Household contents or possessions insurance e.g. furniture and appliances	-1	-2	-3	-4	-5	
	3.	Building or property insurance on your house structure, often sold with your bond	-1	-2	-3	-4	-5	
	4.	Insurance for hand tools or agricultural equipment	-1	-2	-3	-4	-5	
	5.	Cell phone insurance	-1	-2	-3	-4	-5	
	6.	Travel insurance for holiday or business travel excluding taxi commuter insurance	-1	-2	-3	-4	-5	
	19.	Value added insurance, e.g. insurance fixing dents etc.	-1	-2	-3	-4	-5	
	7.	Taxi commuter insurance covers you when you travel in a taxi	-1	-2	-3	-4	-5	
	8.	Disability insurance or cover. This pays out if you become injured and can no longer work.	-1	-2	-3	-4	-5	
	9.	Dreaded disease insurance. This pays out if you get a serious disease.	-1	-2	-3	-4	-5	
	10.	Personal accident insurance or cover	-1	-2	-3	-4	-5	
	11.	Loss of earnings insurance. This pays out if you get an illness and can no longer work. ***Not UIF.***	-1	-2	-3	-4	-5	
	12.	Life insurance or life cover	-1	-2	-3	-4	-5	
	13.	Medical aid or Medical scheme or Hospital plan	-1	-2	-3	-4	-5	
	14.	Hospital cash back plan which pays you cash if you are hospitalised	-1	-2	-3	-4	-5	
	15.	Professional indemnity cover	-1	-2	-3	-4	-5	
	16.	Loan protection insurance - not life insurance ***(See instruction 1)***	-1	-2	-3	-4	-5	
	17.	Insurance that pays for any legal fees, expenses or legal advice e.g. Legal Aid, Legalwise, Scorpion	-1	-2	-3	-4	-5	
	18.	Income or Salary cover that pays out if you get retrenched						

Instruction 1: Check: If code -3 or -4 for statement 16 in Q.H1, must be code -9, -10, -11 and/or -12 in Q.G4 (page 22) – i.e. have a formal loan.

Codeframe for Q.H2 **Banks**					
1. African Bank	-01	6. Investec	-06	11. Standard Bank	-11
2. ABSA	-02	7. Ithala	-07	12. Ubank/Teba	-12
3. Bidvest	-03	8. Nedbank	-08		
4. Capitec	-04	9. Postbank / Post Office	-09		
5. FNB	-05	10. SASSA MasterCard	-10		

Codeframe for Q.H2 **Insurance / investment companies**					
21. 1LifeDirect	-21	30. Discovery	-30	39. Old Mutual	-39
22. AIG	-22	31. Fedhealth	-31	40. Outsurance	-40
23. Alexander Forbes	-23	32. GEMS	-32	41. Sanlam	-41
24. Assupol Life	-24	33. Hollard	-33	42. Santam	-42
25. Auto & General	-25	34. Legalwise	-34	43. Zurich	-43
44. Avbob	-44	35. Liberty	-35	50. Regent	-50
26. Bonitas	-26	36. Metropolitan	-36	49. Other (specify)	-49
27. Budget Insurance	-27	37. Momentum	-37	98. Don't know ***(Single mention)***	-98
28. Clientele	-28	38. Mutual & Federal	-38		
29. Dial Direct	-29				

Ask if "have it in my name" code 3 for ANY statements in Q.H1, overleaf. All others go to Q.H4.

H3. Did you make use of a broker or a financial advisor when you took out any of these policies?

- ***Single mention.***

(210)

Yes	-1
No	-2
Don't know	-3

Ask Q.H4 if "do not have' insurance (code-1, -2 or -5 for ALL statements in H1) - All others, go to Q.I1.

H4. There are many reasons why people don't have insurance. You said earlier that you don't have any insurance. Why is this?

- ***Do not prompt.***
- ***Multiple mention possible.***
- ***Interviewer first write verbatim and determine relevant codes after recording verbatim.***
- ***Ask respondent if there are any other reasons***

(214)

Cannot afford / It is too expensive	-10
I earn too little/I don't have a job/I do not earn enough income	-09
Don't want it	-04
Don't believe in insurance	-01
Never thought about it	-02
I don't know enough about these products	-13
I don't need it	-03
Do not trust insurance to pay out when I claim	-08
These things are not meant for people like me	-12
There are better things to spend my money on	-06
Don't see the benefits	-05
If I miss a payment I lose the insurance cover and the money I have paid for the insurance cover	-14
I am too young/still a student	-19
I am not currently working	-20
I was declined or did not qualify	-07
The language used and conditions are too confusing	-11
I have never been told about it	-15
No reason	-16
Don't know	-17
Other (SPECIFY) ……	-18

SECTION I: FUNERAL COVER

Ask all.

Now we are going to talk about your use of various **funeral cover products and services and burial societies.**

I1. Please tell me about your experience with each of these products, using the options I am about to show you.

- ***Showcard I1.***
- ***Read out products.***
- ***Multiple mention possible per product.***

Ask for each product "have it in my name' code 3 in Q.I1.

I2. And how many people in total are covered on this funeral cover, including yourself?

- ***Do not prompt***
- ***Answer of zero not acceptable***

Ask if code 3 in Q.I1.

I3. Please tell me where or at which insurance company you have funeral cover in your name or covered by somebody else*?*

- ***Showcard I3.***
- ***Multiple mentions possible.***
- ***Interviewer: Record code numbers. If the respondent mentions a name not on the list, please write in detail the full name of where the product/service is held as well as the relevant code for 'other'.***

(215,216) → **(217,218)**

SP		Q.I1					Q.I2	Q.I3
		Never had	Used to have	Have it in my name	Covered by somebody else	Don't Know ***(Do not show)***	Number of people covered	Where is account/product held ***(Only fill in codes)***
	1. Funeral cover from a shop or store e.g. Edgars, Jet, Pep	-1	-2	-3	-4	-5		
	2. Funeral cover from a sports team like Kaizer Chiefs	-1	-2	-3	-4	-5		
	10. Funeral cover through an undertaker	-1	-2	-3	-4	-5		
	11. Funeral cover from a funeral parlour	-1	-2	-3	-4	-5		
	4. Funeral cover from your current employer or a union e.g. SADTU, POPCRU	-1	-2	-3	-4	-5		
	5. Funeral cover with an insurance company	-1	-2	-3	-4	-5		
	6. Funeral cover with a bank including Post Bank	-1	-2	-3	-4	-5		
	7. Funeral cover from a funeral home	-1	-2	-3	-4	-5		
	8. Funeral cover through your church	-1	-2	-3	-4	-5		
	9. Belong to a burial society ***(See instruction 3)***	-1	-2	-3	-4	-5		

Instruction 3: Check: If code -5 at Q.A8 (page 7), i.e. belong to a burial society, must be code -3 or -4 for statement 9.

Ask Q.I4 only if answer in Q.I2 is greater than 1 for any of the products mentioned

I4. You said that you have covered more than yourself in (read out statements in Q.I1 have it in my name). Can you please tell me what your relationship with the people you have covered is?

- ***Showcard I4.***
- ***Multiple mentions possible***

Immediate family	-1
Extended family	-2

Both	-3
Other (SPECIFY)……..	-4

Ask Q.I4a if "do not have' funeral cover (codes 1,2, 4 or 5 for ALL statements in Q.I1) - All others, go to Q.J1.

I4a. There are many reasons why people don't have funeral cover. You said earlier that you don't have funeral cover in your name. Why is this?

- ***Do not prompt.***
- ***Multiple mention possible.***
- ***Ask respondent if there are any other reasons.***
- ***Probe to ensure correct reason is recorded.***

(219)

You cannot afford it	-08
Your family will be looked after if you pass away	-1
You do not need funeral cover	-7
You have never thought about funeral cover	-2
You don't want to think about dying	-3
Funeral cover is not important to you	-4
You are healthy so don't need this kind of insurance	-6
You are not currently working	-10
Your family will pay for your funeral	-11
Other (SPECIFY) ……	-9

Ask Q.I4 if "have it in my name' funeral cover (codes 3) for statements-1,-2,-4 to -9, -10 or -11 in I1- All others, go to Q.J1.

I4. You said that you have… (***read out code -3 answers in I1***)? Does this service provider have the option of a cash payout?

- ***Single mention***

Yes	-1
No, it is not an option	-2
I don't know if it is an option	-3

I5. Have you used their services in the last year?

- ***Single mention***

Yes	-1		⇨ *Continue with Q.I6*
No	-2		***⇨ Go to J1***
Don't know	-3		

I6. Did you have to pay to get the body released?

- ***Single mention***

Yes	-1
No	-2
Don't know/don't remember	-3

I7. What was the value of the policy?

- ***Write down exact value in Rands***

R……..

I8a. Did you take a cash portion or the funeral services?

- ***Do not prompt***
- ***Single mention only***

Cash option	-1	⇨ *Continue with Q.I8b*
Funeral services	-2	***⇨ Go to Q.I9***

I8b. You said that you took out the cash option. Was there a penalty for taking the cash option?

- ***Do not prompt***

- ***Single mention only***

Yes	-1
No	-2
Don't know/don't remember	-3

I9. You said that you used the funeral services instead of taking cash. On a scale of 1 to 5, where 1 means completely disagree and 5 means completely agree, please tell me how satisfied you are with the following services

- ***Showcard I9***
- ***Single mention per statement***

SP	(....)	Completely disagree				Completely agree	Don't know ***(Do not show)***
	1. The value of the service met your expectations	-1	-2	-3	-4	-5	-6
	2. All services were provided on time	-1	-2	-3	-4	-5	-6
	3. They showed dignity and respect throughout the process	-1	-2	-3	-4	-5	-6
	4. The quality of equipment e.g. tent, cars, etc. was what I expected	-1	-2	-3	-4	-5	-6
	5. The coffin/casket was the quality I expected it to be	-1	-2	-3	-4	-5	-6
	6. The parlour was willing to accommodate my special requests	-1	-2	-3	-4	-5	-6

SECTION J: RETIREMENT/PENSION

Ask all.
Note: For each statement in Q.J1 where code 2 'have now', ask Q.J2 and Q.J3 before asking next statement in Q.J1 – i.e. Complete Q.J2 and Q.J3 for each product before continuing with next product (complete horizontally).

J1. Now we are going to talk about your use of various **retirement and pension products and services**. Please tell me about your use of each of these products, using the options I am about to show you. Do you currently have a...?

- ***Showcard J1.***
- ***Read out products.***
- ***Single mention per product.***
- ***Ask Q.J2 and Q.J3 for each product 'have now' (code -2) before asking the next product.***

J2. Please tell me who pays for the... ***(ask for each product "Have now" (Q.J1 code 2)*****?**

- ***Showcard J2 .***
- ***Multiple mention possible per product.***

J3. Please tell me where you have.... ***(ask for each product "Have now" (Q.J1 code 2)).***

- ***Showcard J3.***
- ***Multiple mention possible per row.***
- ***Interviewer: Record code numbers. If the respondent mentions a name not on the list, please write in detail the full name of where the product/service is held as well as the relevant code for 'other'.***

(224,225) **(220,221)** **(222,223)**

SP		Q.J1			Q.J2					Q.J3
		Do not have	Have now	Don't know	Pay directly myself	Deducted from salary	Employer pays	Family pays	Other	
	1. Retirement annuity	-1	-2	-3	-1	-2	-3	-4	-5	
	2. Provident fund	-1	-2	-3	-1	-2	-3	-4	-5	
	3. Pension fund	-1	-2	-3	-1	-2	-3	-4	-5	

Codeframe for Q.J3

Banks

1. African Bank	-01	6. Investec	-06	10. Standard Bank	-11
2. ABSA	-02	7. Ithala	-07	11. Ubank/Teba	-12
3. Bidvest	-03	8. Nedbank	-08		
4. Capitec	-04	9. Postbank / Post Office	-09		
5. FNB	-05	10. SASSA MasterCard	-10		

Insurance / investment companies

21. 1LifeDirect	-21	30. Discovery	-30	39. Old Mutual	-39
22. AIG	-22	31. Fedhealth	-31	40. Outsurance	-40
23. Alexander Forbes	-23	32. GEMS	-32	41. Sanlam	-41
24. Assupol Life	-24	33. Hollard	-33	42. Santam	-42
25. Auto & General	-25	34. Legalwise	-34	43. Zurich	-43
26. Bonitas	-26	35. Liberty	-35	50. Regent	-50
27. Budget Insurance	-27	36. Metropolitan	-36	49. Other (Please Specify)	-49
28. Clientele	-28	37. Momentum	-37	98. Don't know ***(Single mention)***	-98
29. Dial Direct	-29	38. Mutual & Federal	-38		

SECTION K: SAVINGS/INVESTMENTS

Ask all.

K1. Finally, we are going to talk about **savings products and services**. Please tell me about your use of each of the products you have, using the options I am about to show you. Please include products that you pay for directly as well as those which your employer provides and are deducted from your salary.

- ***Showcard K1.***
- ***Read out products.***
- ***Single mention per product***

Ask Q.K2 if have unit trust, education policy or plan, investment or savings plan, endowment policy and/or stokvel account at a bank. Code 3 for statements 1, 2, 3, 4 and/or 5.

K2. Please tell me where or at what organisation you have now your ***(ask for each product "Have now" code -3 in Q.K1).***

- ***Showcard K2.***
- ***Multiple mention possible per row.***
- ***Interviewer: Record code numbers. If the respondent mentions a name not on the list, please write in detail the full name of where the product/service is held as well as the relevant code for 'other'.***

SP			(226, 227) Q.K1				(228,229) Q.K2
			Never had	Used to have	Have now	Don't know ***(Do not show)***	Where account product is held ***(only fill in codes)***
	1.	Unit trusts	-1	-2	-3	-4	
	2.	Education policy or plan	-1	-2	-3	-4	
	3.	Investment or savings policy	-1	-2	-3	-4	
	4.	Endowment policy	-1	-2	-3	-4	
	5.	Stokvel account at a bank	-1	-2	-3	-4	
	6.	Savings book at a bank ***(See instruction 1)***	-1	-2	-3	-4	[redacted]
	7.	Deposit account - fixed or notice deposit e.g. 32 day ***(See instruction 2)***	-1	-2	-3	-4	
	8.	Call account ***(See instruction 3)***	-1	-2	-3	-4	
	9.	Money market account ***(See instruction 4)***	-1	-2	-3	-4	
	10.	Shares on the stock exchange	-1	-2	-3	-4	
	11.	Other shares such as Sasol shares (Inzalo), MTN or Post Office shares	-1	-2	-3	-4	
	12.	Government bonds	-1	-2	-3	-4	
	13.	Off-shore investments	-1	-2	-3	-4	
	14.	Co-operative or village bank savings	-1	-2	-3	-4	
	15.	Stokvel or umgalelo ***(See instruction 5)***	-1	-2	-3	-4	
	16.	Savings club/groups ***(See instruction 6)***	-1	-2	-3	-4	
	17.	Giving money to family or any of your household members who will guard it for you, to keep it safe	-1	-2	-3	-4	
	18.	Keep cash or savings at home - kept aside for a specific purpose and not for everyday use	-1	-2	-3	-4	

Instruction 1: Check: code for statement 17 at Q.F7 (page 2 on memory aid sheet), must be the same code for statement 6 – i.e. have savings book at a bank.
Instruction 2: Check: code for statement 8 at Q.F7 (page 2 on memory aid sheet), must be the same code for statement 7 – i.e. have deposit account.
Instruction 3: Check: code for statement 2 at Q.F7 (page 2 on memory aid sheet), must be the same code for statement 8 – i.e. have call account.
Instruction 4: Check: code for statement 22 at Q.F7 (page 2 on memory aid sheet), must be the same code for statement 9 – i.e. have money market account.
Instruction 5: Check: If code -4 in Q.A8 (page 7), must be code -3 for statement 15 – i.e. have stokvel or umgalelo.
Instruction 6: Check: If code -3 for Q.A8 (page 7), must be code -3 for statement 16 – i.e. have investment or savings club.

Ask for any code -1 (Never had) and/or-2 ("used to have") in Q.K1 statements 1 to 14,17 & 18, all others go to Q.K4.

K3. There are many reasons why people don't have investment or savings products. You said earlier that you have never had investments or savings. Why is this?

- ***Do not prompt.***
- ***Multiple mention.***
- ***Ask respondent if there are any other reasons.***

		(...)
---	Never thought about it	-1
	I prefer to spend money on other things I need more	-2
	I prefer to invest in other things e.g. property, livestock	-3
	My children will look after me so I don't need it	-4
	I save in other ways e.g. keep cash at home	-5
	I won't be able to access my money if I need it	-6
	I don't want to save	-7
	I don't need to save	-8
	Don't know about investment and savings	-9
	I don't have money to save or invest	-10
	I do not have a bank account	-11
	It is too expensive	-12
	I don't have a job	-13
	I do not understand the investment/savings products	-14
	There are too many to choose from so I get confused	-15
	Other (SPECIFY)	-16
	.....	
	Don't know ***(Do not show – single mention)***	-17

Ask All

K4. What, if anything, are you currently saving for?

- ***Do not prompt.***
- ***Multiple mentions possible.***
- ***Ask respondent if there are any other reasons.***

	(263)
In case of an emergency	-01
For funeral costs	-02
For medical expenses	-03
For food	-04
For school fees or education	-05
For retirement or old age	-06
For future holidays or to go overseas	-07
For buying household goods e.g. furniture or appliances	-08
For a car or vehicle	-09
To provide for my family if I die	-10
For a deposit on a house or to improve or extend house	-11
To leave a legacy for my children	-12
For nothing specific or in particular ***(Single mention)***	-13
Other (SPECIFY)	-14
.....	
Not currently saving ***(Single mention)***	-15

Ask Q.K6 if code -15 has NOT mentioned in Q.K4.

K6. What amount of the money that you get each month would you say that you save or put aside each month? This includes all the money that you pay to things like stokvels, savings clubs, and investment and retirement products.

- ***Showcard K6.***
- ***Read out.***
- ***Single mention.***

	(160)
Do not save	-01
R1 - R49	-02
R50 - R99	-03
R100 - R199	-04
R200 - R499	-05
R500 - R999	-06
R1,000 - R1,999	-07

R2,000 - R4,999	-08
R5,000 - R9,999	-09
R10,000 or more	-10
Don't know ***(Do not read out or show)***	-11
Refused ***(Do not read out or show)***	-12

SECTION L: GENERAL ATTITUDES STATEMENTS

L1. I am going to read a list of statements people have said about planning for the future and putting money away. Please tell me whether these apply to you or not.

- ***Read out statements.***
- ***Single mention per statement.***

SP	(165,166)	Yes	Sometimes	No	Don't know *(Do not read)*	N/A *(Do not read)*
	1. You have enough money left for savings after covering all your spending needs	-1	-5	-2	-3	-4
	2. You are worried that you will not have enough money for retirement	-1	-5	-2	-3	-4
	3. Dealing with personal finances is stressful	-1	-5	-2	-3	-4
	4. You find the language used in financial paperwork confusing	-1	-5	-2	-3	-4

L2. Which of these things, if any, do you do or use?

- ***Showcard L2.***
- ***Multiple mention.***

	(134)
Loyalty points such as Pick n Pay Smart Shopper, Clicks, Dis-Chem, Bank affiliated loyalty cards	-1
Gift cards, including store or shopping mall gift cards	-2
Vouchers from a shopping mall, supermarket or other shop e.g. U-Cash	-3
Shopping coupons or stamps	-4
None of these ***(Single mention)***	-9

L3. I am going to read a few statements to you. Please tell me whether ……...

- ***Read out statements.***
- ***Single mention per statement.***

	(264,265)	Yes	Sometimes	No	Don't know *(Do not read)*
	1. You have written up a plan or budget of your spending and earnings to make sure they balance	-1	-4	-2	-3
	2. You keep track of money that you get and spend	-1	-4	-2	-3
	3. You have heard of a village or cooperative bank	-1	-4	-2	-3
	4. You have heard of the ombudsman	-1	-4	-2	-3

L4. We are now going to talk about decisions some people make before buying a product, policy or service from a shop, bank, insurance company, and so forth. Think about the last time you went to buy a product or a service, please tell me if you agree or disagree with each of the statements that I will read to you. Do you agree or disagree that

- ***Read out statements.***
- ***Single mention per statement.***

SP	(267,268)	Yes	Sometimes	No	Not applicable *(Do not read)*	Don't know *(Do not read)*
	1. When buying a product or service, you ensure that the features of the product or service are explained to you	-1	-5	-2	-3	-4
	2. Before buying a product or service, you get alternative quotes from other providers	-1	-5	-2	-3	-4
	3. You understand how long your loans would take to pay back	-1	-5	-2	-3	-4
	4. You know how much you need to spend on your premiums	-1	-5	-2	-3	-4
	5. You would borrow from a moneylender or mashonisa if you had no other option	-1	-5	-2	-3	-4
	6. You have applied to have your debt rescheduled or have had a debt rescheduled	-1	-5	-2	-3	-4
	7. You have had a garnishee or emolument order or have been garnisheed	-1	-5	-2	-3	-4

L5. Here is a scale where 1 means completely disagree and 5 means completely agree. For each of these statements, please tell me how much you disagree or agree that:

- ***Showcard L5.***
- ***Read out statements.***
- ***Single mention per statement.***

SP	(204,205)	Completely disagree				Completely agree	Don't know ***(Do not show)***	N/A ***(Do not show)***
	7. You have considered going to see someone to help you with your debt problems	-1	-2	-3	-4	-5	-6	-7
	8. You have considered cancelling insurance or investment policies to pay back money that you have borrowed	-1	-2	-3	-4	-5	-6	-7
	9. You usually have problems making ends meet	-1	-2	-3	-4	-5	-6	-7
	10. In the past 12 months you had problems regarding the arrears with payments for things like rent, municipality bills or debt payment	-1	-2	-3	-4	-5	-6	-7
	11. In total, you now have more money compared to three months ago	-1	-2	-3	-4	-5	-6	-7

L6. I am going to read out a number of statements that might or might not describe you. Please tell me the ones that you agree with.

- **Showcard L6**
- ***Read out statements.***

I live for the present	-01
Discrimination against certain classes of people is quite justified	-02
I prefer new ways of doing things over stability and tradition	-03
A supreme Being/God/ Allah made the universe that we live in	-04
It is important to preserve a person's human dignity	-05
It is important to have a healthy lifestyle, to exercise and keep fit	-06
Old people are a heavy burden on society	-07
I prefer stability and tradition to new ways/things	-08
People are basically unkind and dishonest	-09
I believe in evolution	-10
One of the most important goals of my life is for me to be happy	-11
The universe that we live in is here by chance	-12
There is only a physical world; there is no such thing as "spirit"	-13
I feel satisfied with my life	-14
It is important to honour older people	-15
Belief in a religion helps one understand the meaning of life	-16
Integrity and honesty are very important to me	-17
There is a God/gods/goddesses or spirits that can affect nature and our life in this world	-18

L7. I am going to read a list of statements that people have made. On a scale of 1 to 5, where 1 means completely disagree and 5 means completely agree, please tell me how much you disagree or agree that:

- **Showcard K17**
- ***Read out statements.***
- ***Single mention per statement***

SP	(...)	Completely disagree				Completely agree	Don't know ***(Do not show)***	N/A ***(Do not show)***
	1. Since you started using financial services, you feel much more in control of your financial situation	-1	-2	-3	-4	-5	-6	-7
	2. You think that financial institutions are generally difficult to deal with	-1	-2	-3	-4	-5	-6	-7
	3. You carefully considered the financial products to use for your situation	-1	-2	-3	-4	-5	-6	-7
	4. You generally find it difficult to get good information about financial products	-1	-2	-3	-4	-5	-6	-7
	5. In your household you are satisfied with the financial products and services that you use	-1	-2	-3	-4	-5	-6	-7
	6. You always keep an eye out for better products and services than you currently have	-1	-2	-3	-4	-5	-6	-7
	7. The financial institutions you use regularly keep you up to date with new products and services to consider	-1	-2	-3	-4	-5	-6	-7
	8. You find it stressful to switch financial products	-1	-2	-3	-4	-5	-6	-7
	9. You would rather not change your financial products even though you know it will be better to do so	-1	-2	-3	-4	-5	-6	-7

L8. I am going to read a list of statements people have said about using money and things like banks and ATMs. Please tell me whether these statements apply to you or not?

- ***Read out statements.***
- ***Single mention per statement.***

SP	(181,182)	Yes	No	Not Applicable ***(Do not show)***
	7. You understand the difference between banking products offered	-1	-2	-3
	8. You understand the differences amongst banks	-1	-2	-3
	3. Banking fees are too expensive	-1	-2	-3
	9. You are sure which bank account is the best one for you	-1	-2	-3
	10. You actively find out what you are paying in bank fees	-1	-2	-3
	11. You have switched banks in the past year	-1	-2	-3

L9. We would like to understand a bit about your **lifestyle and interests**. Please can you tell me which, if any, **personally apply to you for the last year,** or you have personally done in the last year?

- ***Read out.***
- ***Single mention per statement.***

	(231,232)	Yes	No
1.	Been on an overseas holiday	-1	-2
2.	Stayed in a 2 or 3 star hotel	-1	-2
3.	Member of a golf or country club	-1	-2
4.	Travelled first class or business class by plane	-1	-2
5.	Eaten out at a branded family restaurant such as Spur, Saddles, Panarotti's etc.	-1	-2
6.	Hired self-catering accommodation when holidaying	-1	-2
7.	Own an exotic, sports or luxury car or 4X4	-1	-2
8.	Attended a live performance at the theatre	-1	-2
9.	Stayed in a 4 or 5 star hotel	-1	-2
10.	Made use of public transport such as bus, train, minibus taxi	-1	-2
11.	Visited a private game or safari lodge	-1	-2
12.	Have children who attend a government school	-1	-2
13.	Part of your wealth is invested overseas	-1	-2
14.	Own a pre-owned vehicle	-1	-2
15.	Purchased or commissioned an original artwork	-1	-2
16.	Stayed in a caravan park or camping site when holidaying	-1	-2
17.	Was involved in fundraising	-1	-2
18.	Attended a society event such as a gala dinner, opening etc.	-1	-2
19.	Eaten out at an exclusive restaurant	-1	-2
20.	Have children who attend a private school	-1	-2
21.	Member of a boat club or yacht club	-1	-2
22.	Have travelled on a private plane, jet or helicopter	-1	-2
23.	Own two or more properties	-1	-2
24.	Stayed in family holiday home or flat when holidaying	-1	-2

L10. There are many things that are important to people when they choose an insurance provider. Which of the following, if any, are very important to you when choosing an insurance provider

- ***Showcard L10***
- ***Multiple mention***

Agent recommendation	-1
Customer service	-2
Financial stability of company	-3
Location of branches	-4
Insurance premium	-5
Reputation of the company	-6
Simplicity of application	-7
Size of company	-8
Years in business	-9
Other(SPECIFY)	-10

……

L11 Here is a scale where 1 means completely disagree and 5 means completely agree. For each of these statements, please tell me how much you disagree or agree that:

- ***Showcard L11***
- ***Read out statements***
- ***Single mention per statement***

SP	(...)	Completely disagree				Completely agree	Don't know ***(Do not show)***
	1. Financial security is very important to you	-1	-2	-3	-4	-5	-6
	2. It is important to have a lump sum saved up in case risks happen	-1	-2	-3	-4	-5	-6
	3. It is important to you to be able to alter premiums up or down or skip a premium in a given year	-1	-2	-3	-4	-5	-6
	4. You do not like insurance because you get nothing back if you do not make a claim	-1	-2	-3	-4	-5	-6
	5. Insurance is not available for people with your income	-1	-2	-3	-4	-5	-6
	6. You would probably take out insurance if there was no excess to pay if you made a claim	-1	-2	-3	-4	-5	-6
	7. You would probably take out insurance if you were certain that a legitimate claim would be paid out	-1	-2	-3	-4	-5	-6

L12. Here is a scale where 1 means completely disagree and 5 means completely agree. For each of these statements, please tell me how much you disagree or agree that:

- ***Showcard L12***
- ***Read out statements***
- ***Single mention per statement***

SP	(...)	Completely disagree				Completely agree	Don't know ***(Do not show)***
	1. If you really want something you will buy it on credit rather than wait	-1	-2	-3	-4	-5	-6
	2. Credit cards are the greatest thing—they allow you to buy things you couldn't afford otherwise	-1	-2	-3	-4	-5	-6
	3. Credit cards are dangerous—they allow you to spend more money than you	-1	-2	-3	-4	-5	-6
	4. Banks provide solutions for your everyday problems	-1	-2	-3	-4	-5	-6

L13. Now we are going to talk about places that people use. How long does it typically take you to get from your home to your nearest...?

- ***Showcard L13.***
- ***Read out places.***
- ***Single mention per statement.***

SP	(112,113)	Less than 5 mins	5-14 mins	15-29 mins	30-59 mins	1 hour – 1 hour 59 minutes	2 - 5 hours	More than 5 hours	Don't know/Don't use ***(Do not show)***
	1. Post Office	-1	-2	-3	-4	-5	-6	-7	-8
	2. Place to access public transport	-1	-2	-3	-4	-5	-6	-7	-8
	3. Bank branch	-1	-2	-3	-4	-5	-6	-7	-8
	4. ATM	-1	-2	-3	-4	-5	-6	-7	-8
	5. Supermarket	-1	-2	-3	-4	-5	-6	-7	-8
	6. Petrol station or garage	-1	-2	-3	-4	-5	-6	-7	-8
	7. Social grant ID point	-1	-2	-3	-4	-5	-6	-7	-8
	8. Insurance branch	-1	-2	-3	-4	-5	-6	-7	-8

L14. For each of the following places, thinking about the last time that you visited there, please tell me the total time that you spent inside this place till your service needs were met. Note that the total time includes queuing, speaking to the consultant and so forth. How much time did you spend at the …….....

- ***Refer to showcard L14.***
- ***Read out places.***
- ***Single mention per statement.***

SP	(249,250)	Less than 5 mins	5-14 mins	15-29 mins	30-59 mins	1 hour – 1 hour 59 minutes	2 - 5 hours	More than 5 hours	Never visited	Don't know ***(Do not show***
	1. Post Office	-1	-2	-3	-4	-5	-6	-7	-8	-9
	2. Bank branch	-1	-2	-3	-4	-5	-6	-7	-8	-9
	3. Insurance branch	-1	-2	-3	-4	-5	-6	-7	-8	-9

Ask all.

L15. In the last 12 months, **how often** have you or your household ……?

- ***Showcard L15.***
- ***Read out statements.***
- ***Single mention per statement.***

SP	(163,164)	Often	Sometimes	Rarely	Never	Don't know ***(Do not show)***
	1. Gone without enough food to eat because you didn't have enough money to buy food	-1	-2	-3	-4	-5
	2. Gone without medicine or medical treatment that was needed	-1	-2	-3	-4	-5
	3. Gone without energy to heat your home or cook food **except for blackouts or load shedding**	-1	-2	-3	-4	-5
	4. Felt unsafe in your home because of crime	-1	-2	-3	-4	-5
	5. Gone without clean water to drink or cook with	-1	-2	-3	-4	-5

L16. Please indicate the level at which you agree or disagree with the following statements. We will be using a five point scale, where '1' indicates strongly disagree and '5' indicates strongly agree.

- ***Showcard L16.***
- ***Read out statements.***
- ***Single mention per statement***

SP	(....)	Strongly disagree				Strongly agree	N/A ***(Do not show)***
	1. The chance of members of your household retaining or obtaining employment improved during the past three months	-1	-2	-3	-4	-5	-6
	2. The income earning prospects of members of your household improved during the past three months.	-1	-2	-3	-4	-5	-6
	3. Your household's ability to repay and reduce any outstanding debt improved during the past three months	-1	-2	-3	-4	-5	-6
	4. Your household's ability to save more money improved during the past three months	-1	-2	-3	-4	-5	-6
	5. Your household's ability to save sufficiently for old age improved during the past three months	-1	-2	-3	-4	-5	-6
	6. The savings that could be accessed by your household to assist when faced with hardship/emergencies has increased during the past three months	-1	-2	-3	-4	-5	-6
	7. Your household's ability to acquire some income from friends/family or others improved during the past three months	-1	-2	-3	-4	-5	-6
	8. Your household's ability to make all its normal purchases improved during the past three months	-1	-2	-3	-4	-5	-6
	9. During the past three months, your household struggled to stick to its expenditure budgets.	-1	-2	-3	-4	-5	-6
	10. Your household's expenditure hardly ever exceeded its income during the past three months	-1	-2	-3	-4	-5	-6
	11. Your household's debt situation worsened to such extent over the past three months that you considered seeking assistance from someone else.	-1	-2	-3	-4	-5	-6

	12. Your household considered reducing other commitments in order to repay its debt during the past three months	-1	-2	-3	-4	-5	-6

SECTION M: GENERAL ATTITUDES AND DEMOGRAPHICS

Ask all.

We are almost finished. I am going to ask some questions to find out a little more about you.

M1. Which is the main language you speak at home?

- ***Do not prompt.***
- ***Single mention.***

(233)

Afrikaans	-01
English	-02
IsiNdebele	-03
IsiXhosa	-04
IsiZulu	-05
Sepedi	-06
Sesotho	-07
Setswana	-08
SiSwati	-09
Tshivenda	-10
Xitsonga	-11
Other (SPECIFY) ……	-12

M2. What is your **PRESENT** marital status?

- ***Do not prompt.***
- ***Single mention.***

(234)

Married	-7
Single (not married) and not living with a partner	-8
Single (not married) and living with a partner	-9
Widower or widow	-3
Separated	-4
Divorced	-5
Other (SPECIFY)	-6

……

M3. What is your highest level of education?

- ***Showcard M3.***
- ***Single mention.***

(235)

No schooling	-1
Primary school	-2
Some high school	-3
Matric	-4
Apprenticeship	-5
Diploma	-6
University degree	-7
Other (SPECIFY)	-8

……

M4. Which of these, if any, best describes your personal working status?

- ***Showcard M4.***
- ***Single mention.***

	(236)
Work full-time or 30 hours a week or more for yourself or in your own business	-01
Work full-time or 30 hours a week or more for a company or individual	-02
Work part-time or less than 30 hours a week for yourself or in your own business	-03
Work part-time or less than 30 hours a week for a company or individual	-04
Student or learner	-05
Housewife or house husband	-06
Pensioner or retired	-07
Unemployed and looking for a job	-08
Unemployed and not looking for a job	-09
Other (SPECIFY)……	-10

Ask all.

M5. Now I am going to read out a list of things to you. Some of these things might sound strange to you, but we need to ask them to understand a bit more about your lifestyle. Please tell me which of these, if any, are presently in your household or apply to your household.

- ***Circle the correct number for each statement.***
- ***Do not read out the statements in bold.***

(300,301)

LSM 2011nsv		YES=1	NO=2
1.	Tap water in your house or on your property **(See instruction 1 below)**	-1	-2
2.	Hot running water from a geyser	-1	-2
3.	Flush toilet inside or outside	-1	-2
4.	Built-in kitchen sink	-1	-2
5.	Ordinary (Telkom or Neotel) telephone	-1	-2
6.	3 or more cell phones in this household	-1	-2
7.	Exactly two cell phones in this household	-1	-2
8.	Exactly one cell phone or no cell phones in this household	-1	-2
9.	More than 1 radio (excl car radio)	-1	-2
10.	Swimming pool	-1	-2
11.	TV set	-1	-2
12.	Pay TV (M-Net, DStv or Top TV) Subscription **(See instruction 2 below)**	-1	-2
13.	Air conditioner (not just a fan)	-1	-2
14.	Any kind of DVD/Blu Ray player	-1	-2
15.	Home theatre system	-1	-2
16.	Personal computer (laptop or desktop) **(See instruction 3 below)**	-1	-2
17.	Fridge (including combined fridge/freezer)	-1	-2
18.	Deep freezer (free standing)	-1	-2
19.	Electric stove	-1	-2
20.	Microwave oven	-1	-2
21.	Floor polisher or vacuum cleaner	-1	-2
22.	Washing machine	-1	-2
23.	Tumble dryer	-1	-2
24.	Dishwashing machine	-1	-2
25.	Motor car	-1	-2
26.	Live-in, full-time or part-time domestic servant, helper or gardener	-1	-2
27.	Home security service	-1	-2
28.	**Live in a built house/cluster house or town house (excl a RDP, township matchbox or improved township matchbox house)**	-1	-2
29.	**Live in one of these cities (including their suburbs and townships): Johannesburg, Soweto, Alberton, Benoni, Boksburg, Kempton Park, Pretoria, Vanderbijlpark, Vereeniging, Welkom, Bloemfontein, Durban, Pietermaritzburg, Port Elizabeth/Uitenhage, East London, Cape Town**	-1	-2
30.	**Live in a rural area such as a farm or traditional tribal village, outside Gauteng or the Western Cape**	-1	-2

Instruction 1: Check: If codes -1 or -2 at Q.A3 (page 6), must be code -1 for statement 1 – i.e. have tap water in house or on property.

Instruction 2 : Check: If codes -1 to -3 for statement 7 at Q.C12 (page 8), must be code -1 for statement 12 – i.e. have Pay TV.

Instruction 3: Check: If code -1 for statement 3 at Q.E2 (page 15), must be code -1 for statement 16 – i.e. have personal computer or laptop.

M6a. Please tell me your personal average **TOTAL MONTHLY PERSONAL INCOME** before tax and other deductions. Please include all sources of income i.e. wages, grants, piecemeal work, salaries, pensions, income from investment, etc.

- ***Record in rands.***
- ***Give to respondent to self-complete.***
- ***Transfer answer to M6b on next page***
- ***If refused, don't know or no income please leave box blank and don't fill in zero (0) & record below***

(244)

R [ ] ⇨ ***Interviewer record answer into corresponding band in Q.M6b and Go to Q.M7***

Refused	-RF
Don't know	-DK
No Income	-NI

⇨ ***Continue to Q.M6b***

Instruction 1: Check: If code -22 at C1 (check memory aid sheet page 1) must be "No Income" at M6a

Ask Q.M6b if refused (-RF) or don't know (DK) in Q.M6a. All others go to Q.M7.

M6b. Which of these best describes your personal average **TOTAL MONTHLY PERSONAL INCOME** before tax and other deductions? Please include all sources of income i.e. wages, grants, piecemeal work, salaries, pensions, income from investment, etc.

- ***Showcard M6b.***
- ***Single mention only.***
- ***If No Income (NI) selected at Q.M6a, code Q.M6b as code 1 (No Income).***

Ask all.

M7. Which of these best describes your **TOTAL MONTHLY HOUSEHOLD INCOME** before tax and other deductions? Please include all sources of income i.e. wages, grants, piecemeal work, salaries, pensions, income from investment, etc. This includes all income generated by everyone in the household.

- ***Refer to showcard M7.***
- ***Single mention only.***
- ***Value in Q.M7 must be greater than or equal to value in Q.M6a and Q.M6b.***

		(245) Q.M6b Personal/month	**(246)** Q.M7 Household/month
A.	No income	-01	-01
B.	R1 - R999	-02	-02
C.	R1,000 - R1,999	-03	-03
D.	R2,000 - R2,999	-04	-04
E.	R3,000 - R5,999	-05	-05
F.	R6,000 - R7,999	-06	-06
O.	R8,000 - R9,999	-07	-07
P.	R10,000 – R11,999	-15	-15
H.	R12,000 – R16,999	-08	-08
I.	R17,000 – R24,999	-09	-09
J.	R25,000 – R29,999	-10	-10
K.	R30,000 – R39,999	-11	-11
L.	R40,000 or more	-12	-12
M.	Refuse to answer ***(Do not show)***	-13	-13
N.	Uncertain or Don't know ***(Do not show)***	-14	-14

THANK RESPONDENT AND CLOSE INTERVIEW

I hereby certify that this interview has been carried out by me in accordance with the instructions I received from TNS, and has been checked.

SIGNED _____

Please record the approximate duration of the interview on the grid below.

Day of Week (36)	
Monday	-1
Tuesday	-2
Wednesday	-3
Thursday	-4
Friday	-5
Saturday	-6
Sunday	-7

Time of Day (37)	
Morning (before 12:00)	-1
Afternoon (12:01-17:00)	-2
Evening (17:01 or later)	-3

End time (38,39)
(PLEASE FILL IN)
..... h .....
Record using 24 hr clock, for example 15h00

BUSINESS MANAGER	**SUPPORT MANAGER**	**DPU**

Project FinScope SA 2015
Questionnaire
Job No: 233103958
MEMORY AID SHEET

Question C1

PAGE 1

		Ways of receiving money
1. Child support or foster care grant	Social grants	-01
2. Government old-age pension		-02
3. Government disability grant		-03
26. War Veterans Grant		-26
4. Unemployment insurance or UIF		-04
5. Money from your own business		-05
6. Salary or wages from a job or paid work		-06
7. Money from rent		-07
8. Selling things to neighbours or on the street		-08
9. Money from farming		-09
10. Piece job		-10
11. Work pension		-11
12. Money from husband, wife or partner		-12
13. Money from parent or other family member		-13
14. Money from friend		-14
25. Money from maintenance from a former spouse/partner		-25
20. Other (SPECIFY) …..……		-20
22. Do not get money ***(Single mention only)***		-22

PAGE 1

Project FinScope SA 2015
Questionnaire
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MEMORY AID SHEET

Question F7

PAGE 2

	Financial products			
	Never had	Used to have in the past but don't have now	Have now	Don't Know **(Do not Show)**
1. ATM or debit card	-1	-2	-3	-4
2. Call account	-1	-2	-3	-4
3. Car or vehicle loan from a bank either directly or via a dealer – you have or are paying this back	-1	-2	-3	-4
4. Cell phone banking transactions. This includes checking balances, making payments and transfers. This excludes SMS notifications or CashSend.	-1	-2	-3	-4
5. Cheque card	-1	-2	-3	-4
6. Credit card e.g. Visa, MasterCard, American Express or Diners Club	-1	-2	-3	-4
7. Cheque or current account	-1	-2	-3	-4
8. Fixed or notice deposit account e.g. 32-day	-1	-2	-3	-4
9. Funeral policy with a bank including Postbank	-1	-2	-3	-4
10. Home loan, bond or mortgage – you have or are paying this back to buy, build, extend or improve a house from a bank or bond originator	-1	-2	-3	-4
11. Mzansi account offered by banks, e.g. Absa, FNB, Nedbank, Standard Bank and Postbank	-1	-2	-3	-4
12. Overdraft facility	-1	-2	-3	-4
13. Personal garage card or petrol card	-1	-2	-3	-4
14. Personal loan from a bank – you have or are paying this back	-1	-2	-3	-4
15. Post Office / Postbank savings or transaction account	-1	-2	-3	-4
17. Savings book at a bank	-1	-2	-3	-4
18. Student account	-1	-2	-3	-4
19. Transaction account	-1	-2	-3	-4
20. Village bank or co-operative bank account	-1	-2	-3	-4
21. Savings account	-1	-2	-3	-4
22. Money market account	-1	-2	-3	-4

23. SASSA Mastercard	-1	-2	-3	-4