

# Survey on Adult Financial Literacy 2020

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## **SOCIO-DEMOGRAPHIC VARIABLES**

**ID:** Individual identifier

**WGHT:** Sample weights

**QD1:** Gender

- 0 Woman
- 1 Man

**QD5b:** Number of household members

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 Six or more

**QD7:** Age

**QD10:** Working status

- 1 Self-employed
- 2 Employed
- 4 Homemaker
- 5 Unemployed
- 6 Retired
- 9 Student

**CAPOFAM:** The highest income earner in the household

- 1 The respondent is the highest income earner
- 2 The respondent is the highest income earner's spouse
- 3 The highest income earner is someone else

**STATUS:** Marital status

- 1 Unmarried\Single
- 2 Married
- 3 Widowed
- 4 Divorced
- 6 Cohabiting Partner
- 7 Separated

**EDU:** Level of education

- 1 University Degree (Bachelor's, Master's or Doctoral)
- 2 Attended University but did not graduate
- 3 High School Diploma
- 4 Attended high school but did not graduate
- 5 Middle School Certificate
- 6 Attended middle school but did not complete
- 7 Primary School Certificate
- 8 Attended elementary school but did not complete,

**NCOMP\_18:** Number of family members over 18 years old

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 Six or more

**COMP\_F\_1- COMP\_F\_99:** Household members who live with the respondent (multiple answers)

- \_1 None
- \_2 A spouse/cohabiting partner
- \_3 His/her children (or partner's children) under the age of 18
- \_4 His/her children (or partner's children) over the age of 18
- \_5 His/her parents or parent in-laws
- \_6 Other family members
- \_7 Friends or colleagues/students
- \_8 Other
- \_99 Refused

**REDDITO:** Household net monthly income

- 1 Up to E. 439
- 2 E. 440 - E. 539
- 3 E. 540 - E. 644
- 4 E. 645- E. 749
- 5 E. 750- E. 849
- 6 E. 850- E. 954
- 7 E. 955- E. 1.059,00
- 8 E. 1.060,00 - E. 1.159,00
- 9 E. 1.160,00 - E. 1.264,00
- 10 E. 1.265,00 - E. 1.369,00
- 11 E. 1.370,00 - E. 1.549,00
- 12 E. 1.550,00 - E. 1.939,00
- 13 E. 1.940,00 - E. 2.454,00
- 14 E. 2.455,00 - E. 3.875,00
- 15 More than E. 3.875,00

**CASA:** main residence – tenure status

- 1 I (my cohabiting partner, my family) own the house where I live, which is fully paid off.
- 2 I (my cohabiting partner, my family) own the house where I live, and I am (we are) currently paying a mortgage.
- 3 I am renting
- 4 Other (usufruct ...)

**POP\_COM:** Town population size

- 1 Up to 3,000 inhabitants
- 2 3,001-20,000 inhabitants
- 3 20,001-100,000 inhabitants
- 4 100,001-500,000 inhabitants
- 5 More than 500,000 inhabitants

**AREA5:** Geographical area

- 1 North-West
- 2 North-East
- 3 Centre
- 4 South
- 5 Islands

## Questionnaire on adult financial literacy (at least 18 years old)

(see OECD [TOOLKIT](#))

### 1. QF1

Who is responsible for making day-to-day decisions about money in your household?

- |   |     |
|---|-----|
| a) You make these decisions by yourself       | 1   |
| b) You make these decisions with someone else | 2   |
| c) Someone else makes these decisions         | 3   |
| e) Don't know                                 | -97 |
| f) Refused                                    | -99 |

### 2. QF1\_a-[ASK only if QF1=1 or =-97 or =-98]

- |               |     |
|---------------|-----|
| a) Yes        | 1   |
| b) No         | 0   |
| c) Don't know | -97 |
| d) Refused    | -99 |

### 3. QF2\_1- QF2\_

- |   |     |
|---|-----|
| a) Make a plan to manage your income and expenses                             | _1  |
| b) Keep a note of your spending   | _2  |
| c) Keep money for bills separate from day-to-day spending money               | _3  |
| d) Make a note of upcoming bills to make sure you don't miss them             | _4  |
| e) Use a banking app or money management tool to keep track of your outgoings | _5  |
| f) Arrange automatic payments for regular outgoings                           | _6  |
| g) Refused  | _99 |

**In the following questions please consider your own situation rather than your household's (unless differently stated)**

### 4. QF3\_1- QF3\_99

In the past 12 months, have you been [personally] saving money in any of the following ways, whether or not you still have the money? Please, don't take into account any money paid into a pension, but think about all kinds of savings, such as building up a rainy-day fund or putting money aside for a special occasion. (multiple answers)

- |   |     |
|---|-----|
| a) Saving cash at home or in your wallet  | _1  |
| b) Paying money into a <savings/deposit> account                                    | _2  |
| c) Giving money to family to save on your behalf                                    | _3  |
| d) Buying bonds or time deposits  | _5  |
| e) Investing in crypto-assets or ICOs   | _6  |
| f) Investing in stocks and shares   | _7  |
| g) Saving or investing in some other way (mutual funds unit, real estate, gold ...) | _8  |
| h) Has not been actively saving ( <i>spontaneous answer</i> )                       | _98 |
| i) Refused  | _99 |

#### 5. QF4

If you, personally, faced a major expense today – equivalent to your own monthly income – would you be able to pay it without borrowing the money or asking family or friends to help?

- |   |     |
|---|-----|
| a) Yes, using liquid assets                                 | 1   |
| b) Yes, by selling financial instruments or real properties | 2   |
| c) No   | 0   |
| d) Don't know   | -97 |
| e) Not applicable (I don't have any personal income)        | -98 |
| f) Refused  | -99 |

#### 6. QF8

How confident are you that you have done a good job of making financial plans for your retirement?

*On a scale of 1 to 5 where 1 is very confident, and 5 is not at all confident*

- |                                    |     |
|------------------------------------|-----|
| a) Very confident                  | 1   |
| b) Confident                       | 2   |
| c) Somehow confident               | 3   |
| d) Not very confident              | 4   |
| e) Not at all confident            | 5   |
| f) I'm not planning for retirement | 6   |
| g) Don't know                      | -97 |
| h) Refused                         | -99 |

#### 7. QF9\_1 - QF9\_99

...and how will you - or do you - fund your retirement? (multiple answers)

- |   |     |
|---|-----|
| a) Draw a government pension/ old-age benefit   | _1  |
| b) Draw an occupational or workplace pension plan   | _2  |
| c) Draw a private pension plan  | _3  |
| d) Sell your financial assets (such as: stocks, bonds or mutual funds)                                  | _4  |
| e) Sell your non-financial assets (such as a car, property, art, jewels, antiques, etc.)                | _5  |
| f) From income generated by your financial or non-financial assets (such as dividends or rental income) | _6  |
| g) Rely on a spouse or partner to support you   | _7  |
| h) Rely on your children or other family members to support you   | _8  |
| i) Draw on your savings   | _9  |
| j) Continue to work   | _10 |
| k) From the revenues of a business that you own   | _11 |
| l) Survivor's pension   | _12 |
| m) Don't know   | _97 |
| n) Refused  | _99 |

#### 8. QF11

Sometimes people find that their income does not quite cover their living expenses. In the last 12 months, has this happened to you, personally?

- |               |     |
|---------------|-----|
| a) Yes        | 1   |
| b) No         | 0   |
| c) Don't know | -97 |
| d) Refused    | -99 |

**9. QF12\_1\_1 - QF12\_99 [ASK only if QF11=1]**

What did you do to make ends meet the last time this happened? (multiple answers)

- |    |   |      |
|----|---|------|
| a) | Draw money out of savings or transfer savings into <current> account                                      | _1_1 |
| b) | Cut back on spending, spend less, do without, delay a planned expense                                     | _1_2 |
| c) | Sell something that you own   | _1_3 |
| d) | Work overtime, take an extra job, earn extra money  | _2_1 |
| e) | Claim support from the government   | _2_2 |
| g) | Borrow from family, friends or the community  | _3_1 |
| h) | Borrow from employer/salary advance   | _3_2 |
| i) | Pawn something that you own   | _3_3 |
| j) | Apply for loan/withdrawal on pension fund   | _3_6 |
| k) | Use authorised, arranged overdraft or line of credit  | _4_1 |
| l) | Use credit card for a cash advance or to pay bills/buy food   | _4_2 |
| m) | Take out a personal loan from a financial service provider (including bank, credit union or microfinance) | _5_1 |
| n) | Take out a loan from an informal provider/moneylender   | _5_3 |
| o) | Use unauthorised overdraft  | _6_1 |
| p) | Pay bills late; miss payments   | _6_2 |
| q) | Other   | _7_1 |
| r) | Don't know  | _97  |
| s) | Refused   | _99  |

**10. QF13**

If you lost your main source of income, how long could you continue to cover your living expenses, without borrowing any money or moving house?

- |    |   |     |
|----|---|-----|
| a) | Less than a week                          | 1   |
| b) | At least a week, but not one month        | 2   |
| c) | At least one month, but not three months  | 3   |
| d) | At least three months, but not six months | 4   |
| e) | More than six months                      | 5   |
| f) | Don't know                                | -97 |
| g) | Refused                                   | -99 |

**11. Qprod1b\_1-Qprod1b\_99**

Can you tell me whether you currently hold any of these types of products (multiple answers)

- |    |   |      |
|----|---|------|
| a) | A pension or retirement product   | _1   |
| b) | Shares of mutual funds  | _2   |
| c) | A mortgage or home-loan   | _3   |
| d) | A personal bank loan or a salary/pension-backed loan                      | _5   |
| e) | Loans for consumption purposes (cars, electrical appliances ...)          | _5_1 |
| f) | A credit card   | _6   |
| g) | A current/checking account  | _7   |
| h) | A savings account   | _8   |
| i) | Insurance   | _10  |
| j) | Stocks and shares   | _11  |
| k) | Bonds   | _12  |
| l) | Mobile/cell phone payment account [not directly linked to a bank account] | _13  |
| m) | A prepaid debit card/ payment card  | _14  |
| n) | Crypto-assets or ICOs   | _15  |

o)	Co-op loans	_17
p)	Don't know	_97
q)	None/Not applicable	_98
r)	Refused	_99

#### 12. Qprod1c\_1-Qprod1c\_99

In the last two years, which of the following types of financial products have you bought, whether or not you still hold them? (risposta multipla)

a)	A pension or retirement product	_1
b)	Shares of mutual funds	_2
c)	A mortgage or home-loan	_3
d)	A personal bank loan or a salary/pension-backed loan	_5
e)	Loans for consumption purposes (cars, electrical appliances ...)	_5_1
f)	A credit card	_6
g)	A current/checking account	_7
h)	A savings account	_8
i)	Insurance	_10
j)	Stocks and shares	_11
k)	Bonds	_12
l)	Mobile/cell phone payment account [not directly linked to a bank account]	_13
m)	A prepaid debit card/ payment card	_14
n)	Crypto-assets or ICOs	_15
o)	Co-op loans	_17
p)	Don't know	_97
q)	None/Not applicable	_98
r)	Refused	_99

[Qprod4\_9 if you didn't buy any financial products in the last 2 years, go to question Qprod4\_1]

#### 13. Qprod1\_d [ASK if respondent chose more than one product type at Qprod1c]

Which of these did you choose most recently?

a)	___ Record response as in Qprod1c_1-Qprod1c_17_c	
b)	Don't know	-97
c)	None/Not applicable	-98
d)	Refused	-99

#### 14. Qprod2

Which of the following statements best describes how you made your choice?

a)	I considered several options from different companies before making my decision	1
b)	I considered the various options from one company	2
c)	I didn't consider any other options at all	3
d)	I looked around but there were no other options to consider	4
e)	Don't know	-97
f)	Not applicable	-98
g)	Refused	-99



**15. Qprod3\_INT\_1\_1-Qprod3\_INT\_99**

Which sources of information do you feel most influenced your decision? (multiple answers)

- a) Specialist product comparisons or best-buy guidance (such as specialist magazine, or a price comparison website) \_1
- b) A recommendation from an independent financial advisor \_2
- c) Information from an advert/brochure about this specific product \_3
- d) A recommendation from friends, family or acquaintances \_4
- e) Information provided by bank staff (in person, online or over the phone) \_5
- f) Some other type of information \_6
- g) Refused \_99

**16. Qprod4\_1-Qprod4\_9**

Thinking about financial products and services in general, in the last 2 years, have you experienced any of the following issues?

(1 = True, 0 = False, -95 = I don't understand, -97 = I don't know, -99 = I prefer not to answer)

- a) {Have you} accepted advice to invest in a financial product that you later found to be a scam, such as a <pyramid> scheme \_1
- b) {Have you} accidentally provided financial information in response to an email or phone call that you later found out was not genuine? \_2
- c) {Have you} discovered that someone has used your card details to pay for goods without your authorisation? \_3
- d) {Have you} queried a transaction listed on your bank or credit card statement that you did not recognise? \_4
- e) {Have you} made a formal complaint about the service you have received from a bank or other financial institution? \_5
- f) {Have you} been refused a claim on an insurance product that you expected to cover you? \_7
- g) {Have you} complained to a remittance provider about high charges when sending or receiving money? \_8
- h) {Have you} lost money as a result of hackers or phishing scams? \_9

**17. QS1\_1-QS1\_13**

I am now going to read out some statements. I would like to know how much you agree or disagree with each of these statements (as it relates to you).

(1=completely agree, ..., 5=completely disagree, -97=don't know, -99=refused)

- a) I find it more satisfying to spend money than to save it for the long term \_1
- b) I am prepared to risk some of my own money when saving or making an investment \_2
- c) Money is there to be spent \_3
- d) I am satisfied with my present financial situation \_4
- e) I keep a close personal watch on my financial affairs \_5
- f) My financial situation limits my ability to do the things that are important to me \_7
- g) I set long term financial goals and strive to achieve them \_8
- h) I believe that money in a bank will be safe even if the bank fails \_9
- i) I have too much debt right now \_10
- j) If I borrow money I have a responsibility to pay it back \_11
- k) I believe that it is a good time for people to invest in crypto-assets or ICO \_13

**18. QS2\_1-QS1\_5**

And how often would you say this statement applies to you.

*For each statement please, tell me whether it Always, often, sometimes, rarely or never applies to you.*

(1=Always, 5=Never, -97=Don't know, -99=Refused)

- a) I tend to worry about paying my normal living expenses \_1
- b) My finances control my life \_2
- c) Before I buy something I carefully consider whether I can afford it \_3
- d) I have money left over at the end of the month \_4
- e) I pay my bills on time \_5

**19. QS3\_1-QS3\_13**

I would also like to know how well this statement describes you or your situation.

*For each statement please let me know whether it describes your situation or thoughts completely, very well, somewhat, very little or not at all*

(1='completely,' 2, 3, 4, 5='not' at all, -97='Don't' know, -99=Refused).

- a) I tend to ignore the small print unless something goes wrong \_1
- b) I prefer to use financial companies that have a strong ethical stance \_2
- c) Because of my money situation, I feel like I will never have the things I want in life \_3
- d) I am honest even if it puts me at a financial disadvantage \_4
- e) I think it is more important for investors to choose companies that are making a profit than to choose companies that are minimising their impact on the environment \_5
- f) I am happy to discuss my financial situation with people I know well \_6
- g) I trust financial service providers to treat me fairly \_7
- h) If a shop keeper gave me too much change, I would probably keep it \_8
- i) I am concerned that my money won't last \_9
- j) I am just getting by financially \_10
- k) I tend to live for today and let tomorrow take care of itself \_11
- l) I sometimes buy a lottery ticket when I feel like I don't have enough money \_12

**20. QK1**

Could you tell me how you would rate your overall knowledge about financial matters compared with other adults in Italy

- a) Well above average 1
- b) Above average 2
- c) Average 3
- d) Below average 4
- e) Well below average 5
- f) Don't know -97
- g) Refused -99

21. QK3

Imagine that five brothers are given a gift of € 1,000 in total. They have to wait for one year to share the money equally and inflation stays at 1%. In one year's time will they be able to buy:

- |  |     |
|--|-----|
| a) More than you could today   | 1   |
| b) The same amount   | 2   |
| c) Less than you could buy today   | 3   |
| d) It depends on the types of things that they want to buy ( <b>Do not read, spontaneous</b> ) | 4   |
| e) Don't know  | -97 |
| f) Refused   | -99 |

22. QK4

You lend €25 to a friend one evening and he gives you €25 back the next day. How much interest has he paid on this loan?

- |               |     |
|---------------|-----|
| a)    ,   %   |     |
| b) Don't know | -97 |
| c) Refused    | -99 |

23. QK5

Imagine that someone puts €100 into a <no fee, tax free> savings account with a guaranteed interest rate of 2% per year. They don't make any further payments into this account and they don't withdraw any money. How much would be in the account at the end of the first year, once the interest payment is made?

- |                |     |
|----------------|-----|
| a)  ____  euro |     |
| b) Don't know  | -97 |
| c) Refused     | -99 |

24. QK6

How much would be in the account at the end of five years [remembering there are no fees or tax deductions, you don't make any further payments into this account and you don't withdraw any money]?

- |  |     |
|--|-----|
| a) More than €110                                      | 1   |
| b) €110  | 2   |
| c) Less than €110                                      | 3   |
| d) It is impossible to tell from the information given | 4   |
| e) Don't know  | -97 |
| f) Refused   | -99 |

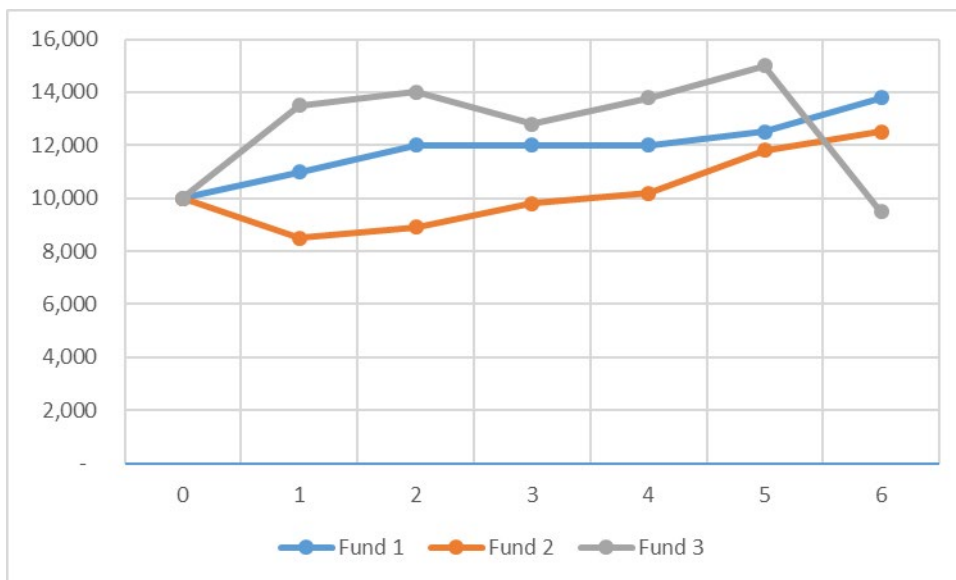
25. QK7\_1- QK7\_3

I would like to know whether you think the following statements are true or false  
(1=True, 0=False, -97=Don't know, -99= Refused)

The two alternatives for questions a) and c) are randomized to half of the sample.

- a1) An investment with a high return is likely to be high risk 1
- a2) If someone offers you the chance to make a lot of money it is likely that there is also a chance that you will lose a lot of money 1alt
- b) High inflation means that the cost of living is increasing rapidly 2
- c1) It is usually possible to reduce the risk of investing in the stock market by buying a wide range of stocks and shares 3
- c2) It is less likely that you will lose all of your money if you save it in more than one place 3alt

The figure below shows the market value of the three investment funds in which € 10,000 were invested six years ago



26. QK8 [question not included in OECD questionnaire]

Assuming that the commissions and expenses are the same for all the funds, which fund obtained the best return after six years?

- a) Fund 1 1
- b) Fund 2 2
- c) Fund 3 3
- d) Can't read the graph -95
- e) Don't know -97
- f) Refused -99

**27. QK9 [question not included in OECD questionnaire]**

Which would have been the fund with the best return if the investment had had to be withdrawn at the end of three years?

- |                         |     |
|-------------------------|-----|
| a) Fund 1               | 1   |
| b) Fund 2               | 2   |
| c) Fund 3               | 3   |
| d) Can't read the graph | -95 |
| e) Don't know           | -97 |
| f) Refused              | -99 |

**28. QK10 [question not included in OECD questionnaire]**

A 15-year mortgage normally requires higher monthly payments than a 30-year mortgage, but the total interest paid over the duration of the loan will be low

- |               |     |
|---------------|-----|
| a) True       | 1   |
| b) False      | 0   |
| c) Don't know | -97 |
| d) Refused    | -99 |

**OECD scores, as computed following the OECD/INFE methodology and definition (see OECD [TOOLKIT](#)):**

**FK: Financial Knowledge** – (sum of the following 7 variables, all dummies).

**FK1:** Value of money

**FK2:** Interest paid on loan

**FK3:** Calculation of interest plus principal

**FK4:** Combined simple interest+ compounding

**FK5:** Risk and return

**FK6:** Definition of inflation

**FK7:** Diversification

**FB: Financial Behaviour** – (sum of the following 8 variables, all dummies, except FB7 which ranges 0-2).

**FB1:** Making a budget

**FB2:** Saving in the last 12 months

**FB3:** Purchase: “Before I buy something I carefully consider whether I can afford it”

**FB4:** Paying bills on time

**FB5:** Having control over their spending

**FB6:** Long term goals

**FB7:** Sources of information on financial products

**FB8:** Negative saving in the last 12 months

**FA: Financial Attitude** – (mean of the 3 following variables, ranged 1-5; 1=completely agree, ..., 5=totally disagree)

**FA1:** “I tend to live for today and let tomorrow take care of itself”

**FA2:** “I find it more satisfying to spend money than to save it for the long term”

**FA3:** “Money is there to be spent”

**FL: Financial Literacy** - FK+FB+FA (1-21)