

Catalogue of CPRC Research Databases

Consumer Payments Research Center*
Federal Reserve Bank of Boston

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Preface

This *Catalogue of CPRC Research Databases* describes and documents the sources of information on consumer payments that have been produced or acquired by the Consumer Payments Research Center (CPRC) at the Federal Reserve Bank of Boston. We hope that it will be useful not only for the CPRC but for anyone who works with the databases to do research and policy analysis on consumer behavior and payment choice.

The Bank established the CPRC in 2004 to conduct research and analysis on consumer behavior and payment choice that would inform policy makers who influence the U.S. payment system.* For more information, visit the CPRC's web site at: <http://www.bos.frb.org/economic/cprc/index.htm> . To do the research and policy analysis, it was first necessary to obtain data that could tell us what consumers do and then be used to test models of consumer payment behavior so we would understand why consumers choose their payment instruments and practices.

This *Catalogue* was written primarily by Charles Choi and Benjamin Levinger, whose hard and diligent work is reflected in this document and greatly appreciated. The rest of the CPRC staff, past and present, also contributed to the development of the *Catalogue* and the CPRC databases: Krista Becker, Tamas Briglevics, Margaret Carten, Marianne Crowe, Kevin Foster, Sergey Kulaev, Nasreen Quibria, Sarojini Rao, Heather Roberts, Scott Schuh, Oz Shy, Joanna Stavins, Michael Zabek, and Jeffrey Zhang.

On behalf of the CPRC, I wish the reader much success in the study of consumer behavior and payment choice, and I hope that the Center and its research databases can be of significant help in that endeavor.

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*The CPRC originally was called the Emerging Payments Research Group (EPRG).

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Overview

This *Catalogue* documents the research databases housed at the Consumer Payments Research Center of the Federal Reserve Bank of Boston. These databases all contain information about some aspect of U.S. consumer payment behavior, or closely related aspects of consumer behavior, and they provide valuable information about what payment instruments and practices consumers are choosing. For researchers and analysts who want to study consumer payment behavior, these databases offer a unique and unparalleled laboratory. To obtain more information about accessing these databases, please see “Research Opportunities” later in this *Catalogue* or visit the CPRC web site at <http://www.bos.frb.org/economic/cprc/index.htm>.

After it was established in 2004, the CPRC quickly discovered there was not much data on consumer payment behavior available to the public from government statistical agencies, other official sources, or non-profit institutions. The *Survey of Consumer Finances* (SCF), produced by the Board of Governors of the Federal Reserve System, was the primary option but it was designed for a broader purpose than measuring consumer payment behavior. Consequently, the SCF contains limited information about consumer adoption of a few payment instruments and practices, and no information about their use except for credit cards charges and debt. The *Federal Reserve Payment Studies* (FRPS) include data on consumer payment behavior but aggregate them with payments by business and government to obtain total payments for the United States. In general, the FRPS do not provide consumer data separately, at either the aggregate or individual level.

The CPRC also searched the private sector for data on consumer payment behavior, and found that it had much data but they exhibited one or more of three drawbacks: 1) they are proprietary and simply unavailable to the public; 2) they are very expensive; and 3) they do not provide adequate evidence or documentation of their statistical and methodological properties, so researchers cannot verify their quality. For more details on private sector companies that collect data on consumer payments data, please see the “Payment Survey Programs” page on our web site at:

<http://www.bos.frb.org/economic/cprc/psp/index.htm>.*

* For a complete list of companies that develop data on consumer payments, see the “Consumer Payments Research Reference Guide.” For an overview of this guide, see “Who’s Who in Consumer Payments Research?”

The remainder of this overview provides a brief summary and introduction to the CPRC research databases associated with 36 surveys of consumers from six different organizations, including the Federal Reserve Bank of Boston.* The surveys were conducted at various times since 1999 and they cover various aspects of consumer behavior and payment choice. The databases fall into one of two categories: those developed by the CPRC, and those that have been acquired by the CPRC.

Databases Developed by the CPRC

Upon discovering the deficiency of publicly available data on consumer payment behavior, the CPRC began to develop its own data to fill this gap. Its flagship product is the *Survey of Consumer Payment Choice* (SCPC), which has been conducted four times since 2003 and is being conducted annually since 2008. The SCPC is a comprehensive measure of all aspects of consumer payment adoption and use obtained from an ongoing panel of consumers. It includes information on all conventional U.S. payment instruments and a great deal of information about consumers that helps determine their payment choices.

The CPRC also has been developing other new surveys and databases on consumer payment behavior. The first of these is the *Survey of Payment Choice and Shopping Behavior* conducted in 2008-2009 with members of a specialty food store in New York that formerly accepted primarily cash and checks for payment but recently began accepting debit cards.

Databases Acquired by the CPRC

The CPRC purchased databases from four private companies and one non-profit institution. Global Concepts, Hitachi Consulting (formerly Dove Consulting), Phoenix, and Synergistics collect data on consumer payments behavior as part of their consulting and analytical services. In the course of this work, they construct databases and sell them to interested parties for research. As a consequence of this approach to data collection, these private industry databases tend to contain information from surveys targeted to the needs of their primary customers rather than a comprehensive collection of information on consumer payments behavior obtained on a regular basis. Thus, these private industry databases come from surveys that tend to explore specific payment instruments or topics

An Overview of Industry Payments Research Companies," by Margaret Carten and Nasreen Quibria (September, 2007).

* In the future, any additional databases developed or obtained by the CPRC will be added to this *Catalogue*.

such as bill payment, point-of-sale purchases, mobile banking and payments, and contactless payments.

The Ohio State University produces the *Consumer Finance Monthly* (CFM) study.* The CFM study emulates the *Survey of Consumer Finances* (SCF) to a large extent, and thus is regular and relatively comprehensive. However, it contains more information than the SCF about payment choice, with a particular emphasis on credit card behavior. The CFM also has the advantage of being conducted monthly rather than triennially like the SCF.

Format of the Catalogue

The main body of this *Catalogue* is organized as follows. There are seven summaries, one for each data source (the survey and database). From each summary, the reader can click on one of the more detailed analyses provided for each of the surveys within the particular data source. Each analysis follows a table-like template that lists the various aspects of the surveys: weighting, response rate, payment instruments, payment measures, payment locations or venues, demographics, number of observations, etc. A comprehensive listing of the data and variables in each database is available upon request.

* The CFM is produced by the Consumer Finance Research Group in the Center for Human Resource Research at Ohio State University.

Research Opportunities

A key objective of the CPRC is to produce high-quality research and policy analysis on consumer payment behavior. To help achieve that objective, the CPRC makes its databases available in one or more of the following ways:

- PUBLIC DATA – Most databases developed by the CPRC are made freely available to the public and can be downloaded from our web site.
- VISITING SCHOLARS – The CPRC offers a limited number of opportunities for visiting scholars on a paid or unpaid basis. These scholars may obtain access to any of the CPRC databases. Some restrictions, such as non-disclosure agreements (NDA), may apply in some circumstances.
- JOINT RESEARCH – The staff of the CPRC and Research Department of the Federal Reserve Bank of Boston welcome proposals to conduct joint work with outside researchers.

For more details on how to take advantage of these research opportunities, please visit the “Research Opportunities” page of our web site at:

<http://www.bos.frb.org/economic/cprc/research-opportunities.htm>.

Survey of Consumer Payment Choice (SCPC)

Details by Year

- 2003 Survey of Consumer Payment Choice
- 2004 Survey of Consumer Payment Choice
- 2006 Survey of Consumer Payment Choice
- 2008 Survey of Consumer Payment Choice

Summary

The four SCPC surveys were administered to a different population each time. The first SCPC survey was completed by 526 Federal Reserve Bank of Boston employees in 2003. The 2004 survey was completed via online and mail by 4,631 employees of the Federal Reserve System. The 2006 survey, administered by AARP, reached out to 1,500 U.S. residents twenty-five years of age or older through a random-digit-dialed telephone survey. And the 2008 survey was completed by a RAND American Life panel through Internet and television.

The 2003 survey based its questions around check usage, comparing the use of checks to other payment methods such as credit card, debit card, ACH, internet bill payment, and stored value card. As an extension of the 2003 survey, the 2004 survey covered similar payments while keeping its focus on check usage. Starting with respondent usage questions, the survey explored preferences and reasons why one would substitute checks for another form of payment.

The 2006 survey by AARP asked questions regarding the use and adoption of various paper, card, online payments, and automatic bill pay. Questions on payment characteristics, Internet use, check truncation, and financial responsibility can also be found in this survey.

The 2008 survey by RAND presented a more extensive and thorough questioning of payments. In addition to the payment instruments mentioned in the 2006 survey, the 2008 survey included electronic bank account deductions and mobile banking channels.

The 2006 and 2008 surveys covered demographic and financial information including age, gender, marital status, race, education, household income, and household size. The 2004 survey collected information on age, education, the Bank's district, household income, and homeownership.

Company Background:

The Federal Reserve Bank of Boston serves the First District of the Federal Reserve System of the United States. For more information, visit the Bank's web site at: (website) The Bank established the CPRC in 2004 to conduct research and analysis on consumer behavior and payment choice that would inform policy makers who influence the U.S. payment system.*

For more information, visit the CPRC's web site at:

<http://www.bos.frb.org/economic/cprc/index.htm>.

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Park Slope Food Coop Survey

Details by Year

- 2008 Survey of Payment Choice and Shopping Behavior

Summary

The Park Slope Food Coop survey was created by the Federal Reserve Bank of Boston and administered via SurkeyMonkey.com to Park Slope Food Coop members in 2008. In October 2008, the Coop began accepting debit cards as a method of payment, providing members an electronic payment method. The survey studies the use and impact of the debit card and how it has affected the member's shopping experience at the Coop.

A majority of the payment questions relate to the use of debit cards both inside and outside of the Coop. Various questions regarding a member's typical shopping expenditure and cash usage can also be found in the survey. The survey also asks for the respondent's age, employment status, household annual income, highest level of education, as well as other demographic and financial information.

Company Background:

The Federal Reserve Bank of Boston serves the First District of the Federal Reserve System of the United States. For more information, visit the Bank's web site at: (website) The Bank established the CPRC in 2004 to conduct research and analysis on consumer behavior and payment choice that would inform policy makers who influence the U.S. payment system.*

For more information, visit the CPRC's web site at:

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Global Concepts Summary

Details by Year

- 2005 Consumer Payment Strategies: Bill Pay
- 2006 Consumer Payment Strategies: Bill Pay
- 2005 Consumer Payment Strategies: Point of Sale
- 2006 Consumer Payment Strategies: Point of Sale

Summary

Surveys on point of sale payments and bill payments were each administered in 2005 and 2006. Conducted via telephone, U.S. consumers of eighteen years of age or older were asked various questions regarding payment adoption, use, and payment preference. The 2005 surveys had 1,001 respondents and the 2006 surveys had approximately 2,500 respondents to the surveys. However, the point of sale survey and bill pay survey within a given year were not completed by a common sample.

The 2005 and 2006 surveys were similar in that most of the questions asked in 2005 were repeated in 2006. Additional questions regarding consumer opinions, views, and preferences were also asked in the 2006 surveys. Both surveys covered various demographic and financial questions including gender, marital status, age, employment status, education completed, race, household size, income, savings, and ownership of a business.

The bill pay surveys covered the following payment instruments: prepaid debit card, debit card linked to a checking account, credit card, checking account, online bill payment, and automatic online bill pay. The survey differentiated bill payments made over the telephone, in person, and over the Internet. The point of sale surveys covered the following payment instruments: cash, check, debit card, and credit card. The 2006 survey included additional questions on payroll cards and PayPal.

Company Background:

Global Concepts, a wholly-owned subsidiary of McKinsey & Company, is a management consulting firm specializing in payment systems. The company provides research, analysis and advisory services in: check processing, image archiving, remittance operations, treasury services, electronic payments, cash vault, inter-bank payments and emerging payments.

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Hitachi Consulting/Dove Consulting Summary

Details by Year

- 1999 Dove Consulting Survey
- 2001 Dove Consulting Survey
- 2003 Dove Consulting Survey
- 2005 Dove Consulting Survey
- 2008 Hitachi Consulting Survey

Summary

Administered by Dove Consulting and Hitachi Consulting (which acquired Dove Consulting in 2005), the five payments surveys focus on general consumer payment methods, characteristics, and behavior. The number of survey respondents increased consistently every survey term, starting with 888 respondents in 1999, and producing 3,308 respondents in 2008. All five surveys, answered by U.S. consumers who were eighteen years of age or older, were distributed either via mail or the Internet.

The 1999 survey covered the consumer's weekly use, adoption, and comfort level for basic paper and card payment instruments in stores. The subsequent surveys expanded on the 1999 survey, including additional payment channels such as bill payment and Internet payments; later studies were further expanded to include greater detail about particular payment methods (e.g., debit cards, cash, contactless payments). Questions regarding minimum and maximum purchase sizes for each payment instrument, predicted change of use in the next two years, as well as consumer security concerns were asked in these surveys. Participants were also asked how frequently they used a certain payment method at various point of sale (POS) locations, such as the drug store, gas station, fast food restaurant, and transit system.

Financial and demographic variables were also used in the survey, including information regarding the participant's gender, race, age, education, state of residence, and income. The number of variables for the surveys range from 254 in 1998 to 2,576 in 2008. There are obviously not this many questions, but some questions are broken down by payment type or other category.

Company Background:

Hitachi Consulting specializes in strategy and technology consulting services. The company provides solutions in the areas of business and technology strategy, process

improvement, market research, project management, and industry and regulatory compliance.

Hitachi Consulting's Financial Services practice (which includes the acquisition of Dove Consulting) focuses on consumer and small business transaction accounts, with particular emphasis on companies participating in core banking, payments, insurance, and wealth management. It addresses aspects of growth, retention, and access channels and devices. The company has performed strategy work with eight of the top ten U.S. banks, major payment networks, and government entities. Industry research addresses payment trends related to consumers, retailers, ATM deployers, card issuers, and remittance processors. Hitachi Consulting also publishes a quarterly e-newsletter.

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Ohio State University Consumer Finance Monthly Summary

Details by Year

- Consumer Finance Monthly: February 2005 – March 2009

Summary

The Consumer Finance Monthly (CFM) is unique compared to the other surveys because it is an ongoing national-level survey. Survey data were collected in nine separate “waves” over the February 2005 to March 2009 time period, amounting to a total of 14,763 respondents. Conducted via RDD (random digital dialing) and CATI (computer-assisted telephone interviewing), the CFM targeted U.S. households, not individuals, collecting data from informants who were of at least eighteen years of age.

Demographic variables include age, education level, country of birth, gender, race, marital status, number of household members under eighteen years of age, and the number of household members eighteen years of age and older. Financial information such as homeowner status, change in home value or rent in the past twelve months, income, total asset value, and debt are also included. In addition, participants were asked to share their unemployment and inflation expectations for the near future.

The survey covers various payment instruments and locations with an emphasis on the use, adoption, and participant’s preference toward various types of credit cards. A series of questions that have appeared on the survey since early 2007 asks participants what payment instrument they used to pay for sixteen types of purchases and bill payments. Some of the purchases and bill payments include house payments, utilities, groceries, apparel, gasoline, medical services, and restaurants. Payment instruments include cash, check, credit card (Visa, MasterCard, and Discover), American Express, E-bill, store credit card, debit card, and smart card. The survey also includes questions on financial management and knowledge.

Company Background:

The Center for Human Resource Research (CHRR), founded in 1965, is a multidisciplinary research organization affiliated with the College of Social and Behavioral Sciences at Ohio State University. Concerned with a wide range of contemporary problems related to developing and conserving human resources, the Center is responsible for designing survey instruments, overseeing field work, and generating and disseminating

fully documented data sets to researchers in government, private research organizations, and universities around the world.

The Center's Consumer Finance Research Group (CFRG) produces the Consumer Finance Monthly (CFM) survey which covers consumer payments. This group consists of faculty and technical staff with experience in economics and consumer finance, survey methodology, econometrics, and statistics. Members have extensive knowledge and experience in collecting and analyzing consumer behavior in financial markets.

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Phoenix Summary

Details by Year

- 2006 Bill Pay and Consumer Payments Study
- 2007 Consumer Payments Usage and Preference Study
- 2008 Consumer Payments Usage and Preference Study

Summary

Administered online, the 2007 and 2008 surveys contained more questions than the 2006 survey, which was administered through mail. All survey participants were U.S. consumers who were eighteen years of age or older. The 2006 and 2007 surveys were answered by approximately 2,000 respondents, and 3,004 respondents for the 2008 survey.

Payment instruments that were studied in the survey were cash, check, money order, credit card, debit card, telephone, payroll deduction, and Internet. Questions regarding adoption, usage, and frequency were asked.

The three surveys covered multiple questions regarding the consumer's attitude and preference toward various point of sale payments and bill pay statements. Questions related to security concerns and ATM usage were also mentioned in the survey. The 2008 survey added on questions regarding Google Pay accounts, knowledge on contactless payment technology, and outlook on mobile banking and payments.

All three surveys asked about the respondent's demographic and financial background including age, gender, education, ethnicity, family size, and household income. The 2007 and 2008 surveys also asked for information regarding the participant's business sales and credit situation.

Company Background:

Phoenix Payments System Practice (PPSP) is a member of the Phoenix Marketing International (PMI) family of research and consulting companies. It provides a holistic approach to tracking the U.S. payments system, by examining traditional and emerging delivery channels and payments systems.

PPSP's Consumer and Business Research Program covers topics such as consumer payment preferences, online purchasing behavior and trends, and business-to-consumer and business-to-business billing and payment practices. The *Consumer Payments Research*

Programs focus on consumer use of and preferences for billing and payment methods and services.

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Synergistics Summary

Details by Year

- ❖ Payment Habits
 - 2004 Evolving Consumer Payments Habits
 - 2007 A New Look At Consumer Payment Habits
- ❖ Debit Cards
 - 2001 Marketing Debit Cards: The Next Step
 - 2003 Enhancing the Debit Card Product Line
 - 2005 Marketing Debit Cards
 - 2008 Optimizing Debit Card Programs
- ❖ Credit Cards
 - 2003 Credit Card Monitor
 - 2004 Credit Card Monitor
- ❖ Prepaid Cards
 - 2002 Opportunities in the Prepaid Gift Market
 - 2004 Consumers Views on Prepaid Cards
 - 2008 The Outlook for Prepaid Cards
- ❖ Online Banking and Payments
 - 2003 The Expanding Online Banking and Bill Payment Market
 - 2005 The Evolving Online Banking and Bill Payment Market
- ❖ Mobile Banking and Payments
 - 2006 Mobile Banking: The Consumer Viewpoint
 - 2008 Mobile Payments
- ❖ Contactless, P-to-P, Micro-Payments
 - 2005 Contactless Payments
 - 2002 Person to Person Payments: The Consumer Perspective
 - 2006 The Consumer Perspectives on Micro-Payments

Summary

The content of the eighteen surveys listed above varies considerably. It is important to note that the general format of each individual survey was specifically designed to perform an in-depth study of a single payment topic. The only exceptions were the two consumer payment habit surveys. Survey dates vary depending on the topic, ranging from 2001 to 2008. Survey data were collected using telephone, mail, and Internet methodologies. Demographic variables include age, gender, race, marital status, education, employment, Internet usage, cell phone usage, and geographic location. The respondent's financial information such as household income, liquid assets, employment status,

ownership of a small business, and usage of financial services and providers is also included.

With a few exceptions, the majority of the surveys were studied using a sample of approximately 1,000 U.S. households with an income level above \$25,000. The 2003 and 2004 credit card monitor surveys were administered to a larger sample of 4,348 and 3,894 general purpose card holders, respectively.

The 2004 and 2007 consumer payment habits surveys examined the preferences, concerns, attitudes, likeliness to use, and current monthly usage of various bill pay instruments. Payment instruments include cash, check, credit card, debit card, and money order, with the addition of online bill payments (Bill Me Later & SECURE e-Bill) and contactless payments (MasterCard PayPass, Blink from Chase, Express Pay from AMEX, etc.) in the 2007 survey.

The debit card surveys contained questions on the respondent's adoption and monthly use of debit cards at various walk-in retail locations, online shopping, and telephone. Questions related to debit card features such as rewards and cash back, as well as reasons for declining debit card use were also asked.

Focusing on point of sale and Internet purchases, the three prepaid card surveys studied the use of different types of prepaid cards such as gift cards, general purpose prepaid cards, and payroll cards. Questions regarding reloading value onto the card, computer use, Internet access, ATM use, security concerns, and reasons for not using a prepaid card were also mentioned in the surveys.

As noted earlier, the two credit card monitor surveys were completed on a much larger scale compared to the rest of the Synergistics surveys. Starting with basic questions asking for the number of cards owned, monthly usage, frequency of use, and balance activity, the surveys further examined the respondent's preference and attitude towards their monthly payments, financial institution services, account opening and closing, and level of customer satisfaction. The surveys also asked about the use of smart cards, co-branded cards, and affinity cards.

In the 2003 and 2005 online banking and bill payment surveys, respondents were asked about their preferences and attitudes towards online banking and bill pay. Information regarding usage and frequency of activity for both online banking and bill pay websites can also be found in these surveys. Respondents were also asked to share their

reasons for using and not using the Internet as a means of completing financial transactions, as well as their concerns regarding security and privacy issues.

The 2006 mobile banking survey contained questions regarding both online bill pay and mobile banking. After being asked about their online bill pay activities, respondents were asked about their knowledge, likeliness to use, perceptions, and concerns regarding mobile banking. In addition to these questions, the 2008 mobile banking and payments survey asked similarly formatted questions on mobile payments.

In the 2005 contactless payments survey, participants were asked about their ownership, awareness, likeliness to use, preferences, and concerns regarding contactless payments. The use of MasterCard PayPass, Blink from Chase, Express Pay from AMEX, Visa contactless, and Exxon Mobile Speedpass at various locations such as drug stores, gas stations, fast-food restaurants, and convenience stores was also studied.

Unlike the rest of the Synergistics surveys, the sample for the 2002 person-to-person payments survey did not exclude anyone based on income or financial responsibility restrictions. The use of both online (e.g., PayPal, Billpoint, Yahoo Pay Direct, etc.) and non-online (e.g., money order, wire transfer, mail, etc.) person-to-person payments were asked by the survey, as well as the respondent's perceived disadvantages and preferences related to each payment type.

Administered in 2006, the micro-payments survey studied the payment behavior and attitudes related to various types of monetary transactions that amounted to five dollars or less. Payment instruments such as credit cards, debit cards, cash, PayPal, Google payments, contactless payments, and biometric payments were mentioned in the survey. Respondents were also asked to share their preferences for using certain payments depending on the transaction amount.

Company Background:

Synergistics provides multi-client consumer and small business marketing research for the financial services industry. The company has conducted more than 300 financial services projects on both consumer and corporate topics over the last 20 years. Synergistics assists clients in all phases of research and planning, including consulting and secondary research services.

Synergistics offers three different products: 1) FOCUS – a large comprehensive product that allows charter sponsors to review the draft questionnaire and suggest additions and revisions; 2) ADVANTAGE – a smaller product delivered within two months of questionnaire design; and 3) MONITOR – a yearly survey focusing on tracking and trending for major product or business lines.

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SCPC: 2003

NAME	SCPC
DATE SURVEY COMPLETED	May 6, 2003
# OBSERVATIONS	526
# VARIABLES	234
UNIVERSE	Employees of the Federal Reserve Bank of Boston
SAMPLE	Employees of the Federal Reserve Bank of Boston
WEIGHTS	None
LONGITUDINAL	No
SURVEY METHODOLOGY	In-person deposit and online
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Checks • Credit card • Debit card • ACH • Internet bill payment • Stored value card
PAYMENT MEASURES	<ul style="list-style-type: none"> • Usage, month • Usage, past three years (increase, same, or decrease)
PAYMENT REASON	<ul style="list-style-type: none"> • For each payment instrument (excluding check), respondents were asked the following three questions: <ul style="list-style-type: none"> ○ 1) If you do not use (payment), why not? ○ 2) What might cause you to use (payment) in place of checks? ○ If you use (payment) for some bills you previously paid by check, what made you switch? • Pay recurring bills
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Internet • Various point-of-sale locations (grocery, pharmacy, retail stores, etc.)
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age (6)* • Education (4) • Own/Rent primary residence
FINANCIAL	<ul style="list-style-type: none"> • Total household income (4)
MISCELLANEOUS	<ul style="list-style-type: none"> • Various questions on checks regarding behavior, check image copy, cancelled checks, and more/less frequent usage. • Preference and security concerns for each payment instrument compared against checks. • Knowledge of check-to-ACH conversion.

* The number in parenthesis represents the number of response categories for the corresponding question.

SCPC: 2004

NAME	2004 SCPC
DATE SURVEY COMPLETED	May-June 2004
# OBSERVATIONS	4,631
# VARIABLES	NA
UNIVERSE	Federal Reserve System employees
SAMPLE	Those with at least some of the responsibility for paying bills and making purchases in the household; those without a checking account were asked to skip most of the payments questions (although only about half of them did)
WEIGHTS	None
LONGITUDINAL	No
SURVEY METHODOLOGY	Completed either online or by mail
DATA TYPE	Self-reported
RESPONSE RATE	24%
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper – checks • Cards – credit cards, debit cards, stored value cards • Other – ACH (Automated Clearing House) payments, online banking
PAYMENT MEASURES	<ul style="list-style-type: none"> • Use (payments in a typical month) • Use dummy (directly asks if you “ever” use it) • Change-in-use compared to three years ago (increase, same, or decrease)
PAYMENT REASON	Generally, the reason is not given. However, there are several questions about payment use at a “grocery store, pharmacy, or retail store.” Some of these questions are broken down by transaction amount. There are also questions about different types of bills.
PAYMENT LOCATIONS	Does not specify
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age (6)* • Education (4) • Fed District
FINANCIAL	<ul style="list-style-type: none"> • Household income (4) • Homeownership
MISCELLANEOUS	<ul style="list-style-type: none"> • Lots of questions about checks <ul style="list-style-type: none"> ➤ Canceled check questions ➤ Questions about substitution (for checks) <ul style="list-style-type: none"> ▪ Why someone substituted a specific payment method for checks or what may cause them to do so in the future ➤ Characteristics (e.g. incentives, convenience, etc.) relative to check; the respondent simply answers whether each payment method is better, the same, or

* The number in parenthesis represents the number of response categories for the corresponding question.

	<p>worse than checks for each characteristic</p> <ul style="list-style-type: none">➤ Check-to-ACH conversion questions• Reasons why respondent doesn't use certain payment methods[‡]
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[‡] This information did not appear in earlier versions of the survey.

SCPC: 2006

NAME	Survey of Consumer Payment Choice
DATE SURVEY COMPLETED	2006
# OBSERVATIONS	1500
# VARIABLES	318
UNIVERSE	U.S. consumers; age 25+
SAMPLE	Respondents must have all or most responsibility for paying household bills or must share equal responsibility with another household member; no oversamples of race/ethnic groups or any other groups
WEIGHTS	Some type of population weight (what are they based on?)
LONGITUDINAL	No
SURVEY METHODOLOGY	Random-digital-dialed telephone survey
DATA TYPE	Self-reported
RESPONSE RATE	?
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking • Saving
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper – Cash, check, money orders • Cards – Debit cards, credit cards, stored value cards • Online banking from your bank’s website • Online banking from a company’s website • Automatic bill payment deducted directly from your bank account
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption, current • Use (in a typical month) • Have you ever used (in the past five years) • Change in use (decreased, increased, or stayed the same compared to three years prior)
PAYMENT REASON	Most questions do not differentiate between different reasons for making payments. However, one question asks what payment method is used most often for 12 different expenses/bills (e.g. mortgage payments, car loan payments, grocery purchases, medical bills, etc.)
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Internet • Other
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)* • Age (continuous) • Marital status (6) • Household size (continuous) • Number of children in household • Education (7) • Hispanic/Latino origin • Race (7)

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • AARP membership
FINANCIAL	<ul style="list-style-type: none"> • Income, household (7) • Does checking account earn interest?
MISCELLANEOUS	<ul style="list-style-type: none"> • Payment characteristics (7) • Financial responsibility (3) • Reasons for non-adoption, reasons for non-use • Internet access, Internet use[‡] • Questions about check truncation[‡] • Favorite payment method in retail stores for three different price ranges[‡]

[‡] This information did not appear in earlier versions of the survey.

SCPC: 2008

NAME	Survey of Consumer Payment Choice
DATE SURVEY COMPLETED	2008 (Sept through Nov)
#OBS	1,010
#VARS	2488
UNIVERSE	U.S. consumers, 18 years and older
SAMPLE	RAND American Life Panel (ALP); panelists drawn regularly from Michigan Survey participants and remain in ALP indefinitely [ADD WEB ADDRESSES FOR BOTH]
WEIGHTS	Post-stratified to U.S. Census data
LONGITUDINAL	Yes (beginning in 2008)
SURVEY METHODOLOGY	Web/video based (Internet or television)
DATA TYPE	Self-reported
RESPONSE RATE	First 1,010 panelists in the ALP to complete the survey
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking • Saving
PAYMENT INSTRUMENTS	<ul style="list-style-type: none"> • Paper – Cash, check, money orders • Cards – ATM only, debit, credit w/rewards, credit w/o rewards, prepaid received, prepaid bought) • Online banking bill payment • Automatic bill payment • Electronic bank account deduction (online, not automatic) • Mobile banking
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption, current • Adoption, original (year) • Adoption, historical • Use, typical monthly (volume only) at various retail venues. • Re-use, cash withdrawals • Re-use, prepaid card re-loadings
PAYMENT TYPES	<ul style="list-style-type: none"> • Retail • Bills • Person-to-person
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Point-of-sale • Internet • Point-of-bill payment
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age (continuous) • Gender (2) * • Education, own (x) • Education, mother (17) • Religion (35)

* The number in parenthesis represents the number of response categories for the corresponding question.

FINANCIAL	<ul style="list-style-type: none"> • Income, household in past 12 months (4) • Income, own (rank) • Housing net worth • Other net worth • Home ownership
MISCELLANEOUS	<ul style="list-style-type: none"> • Payment characteristics (8); acceptance for payment, acquisition and setup, control over payment timing, cost, ease of use, payment records, payment speed, security • Financial responsibility (4) • When respondent first got or set up a payment method • Cash obtained most often (7) • Internet access; what type of internet connection (7)

Park Slope Food Coop Survey

NAME	Survey of Payment Choice and Shopping Behavior: Park Slope Food Coop & Federal Reserve Bank of Boston
DATE SURVEY COMPLETED	December 2008 – May 2009
# OBSERVATIONS	1955
# VARIABLES	158
UNIVERSE	Park Slope Food Coop members
SAMPLE	Park Slope Food Coop members
WEIGHTS	None
LONGITUDINAL	No
SURVEY METHODOLOGY	<ul style="list-style-type: none"> • Mail • Online (a computer at the Coop and internet website, both via SurveyMonkey.com)
DATA TYPE	Self-reported
RESPONSE RATE	14% (based on an estimated active membership of 14,000)
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking • Savings • Money market
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Cash • Checks • Debit card • ATM card • Credit card • Electronic benefits transfer (EBT) • Money order
PAYMENT MEASURES	<ul style="list-style-type: none"> • How often cash is taken out • Typical shopping trip expenditure • Use, debit card
PAYMENT REASON	<ul style="list-style-type: none"> • Shopping for food at the Coop
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Check out register
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age • Gender (2) * • Race (6) • Education (7) • Total household size • Marital status (6) • Zip code • Employment status (10)
FINANCIAL	<ul style="list-style-type: none"> • Household annual income (12) • Household net worth (12)
MISCELLANEOUS	<ul style="list-style-type: none"> • Various questions regarding member shopping preference, satisfaction, and behavior at the Coop revolving around the use of debit card.

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none">• Comparing shopping/payment experience before and after October 2007 (when debit cards were introduced to the Coop).• Opinion regarding potential cashback option at the Coop.• Interest rates and fees on checking and savings accounts.• Where and how often respondent gets cash.
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Global Concepts: 2005 Bill Pay

NAME	2005 GCI Consumer Payment Strategies #2 (Bill Pay)
DATE SURVEY COMPLETED	September 16, 2005
# OBSERVATIONS	1,001
# VARIABLES	233
UNIVERSE	U.S. Consumers, 18 years or older
SAMPLE	Random telephone dialing
WEIGHTS	Multiple demographic and financial variables
LONGITUDINAL	No
SURVEY METHODOLOGY	Telephone Interview
DATA TYPE	Self-reported
RESPONSE RATE	Raw response rate: 13.8% AAPOR 3 response rate: 8.3% <i>*Raw response rate = (completes + terminates) / (completes + terminates + refusals).</i> <i>**AAPOR 3 response rate also takes incompletes into account.</i>
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking • Savings
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Prepaid debit card • Debit card linked to a checking account • Credit card • Checking account • Online bill payment • Automatic online bill payment (both FI & software such as Quicken and Microsoft Money; one-time setup)
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption, current • Adoption, option to use • Adoption, historical • Use, typical monthly • Bill pay adoption & usage, mail • Bill pay adoption & usage, Internet (automatic one-time setup) • Bill pay usage, over the phone • Penalty fees charged by primary checking account institutions • Obtain cash through various instruments
PAYMENT REASON	<ul style="list-style-type: none"> • Pay bills • Obtain cash
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Internet, company website • Internet, FI • Over the telephone • In person (walk-in)
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)*

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • Marital status (6) • Employment status (3) • Education completed (6) • Race (5) • Age
FINANCIAL	<ul style="list-style-type: none"> • Checking account balance (primary and other) (10) • Savings, time deposits, CDs total worth (10) • Mortgage, education, and car loan (10) • Income, household (10)
MISCELLANEOUS	<ul style="list-style-type: none"> • Type of financial institution • Survey asks various questions regarding the use and selection of an online bill payment • Preference for paying bills • Employer payment method (money received) • Opinion/views on bill pay

Global Concepts: 2006 Bill Pay

NAME	2006 GCI Consumer Bill Pay Survey *** Survey was similar to 2005 GCI Consumer Payment Strategies #2
DATE SURVEY COMPLETED	Fall 2006
# OBSERVATIONS	2501
# VARIABLES	304
UNIVERSE	U.S. Consumers, 18 years and older and/or household monthly bill payer.
SAMPLE	Random telephone dialing
WEIGHTS	Multiple demographic and financial variables
LONGITUDINAL	Yes, some of the respondents participated in the 2005 survey. They were offered a \$5 or \$10 incentive to repeat survey in 2006.
SURVEY METHODOLOGY	Telephone Interview
DATA TYPE	Self-Reported
RESPONSE RATE	New Contacts and Old Contacts from previous survey.
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking • Savings
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Prepaid debit card • Debit card linked to a checking account • Credit card • Checking account • Online bill payment • Automatic online bill pay (both FI & software such as Quicken and Microsoft Money; one-time setup)
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption, current • Adoption, option to use • Adoption, historical • Use, typical monthly • Bill pay adoption & usage, mail • Bill pay adoption & usage, Internet (automatic set-up) • Bill pay usage, over the phone • Penalty fees charged by primary checking account financial institutions
PAYMENT REASON	<ul style="list-style-type: none"> • Pay bills
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Internet, company website • Internet, FI • Over the phone • In person (walk-in)
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)* • Marital status (6) • Employment status (3)

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • Education completed (6) • Age • Race (5)
FINANCIAL	<ul style="list-style-type: none"> • Checking account balance (primary and other) (10) • Savings, time deposits, CDs total worth (10) • Income, household (10)
MISCELLANEOUS	<ul style="list-style-type: none"> • Survey asks various questions regarding the use and selection of an online bill payment • Preference for paying bills • Employer payment method (money received) • Opinion/views on bill pay

Global Concepts: 2005 POS

NAME	2005 GCI Consumer Payment Strategies #1 (POS)
DATE SURVEY COMPLETED	March 11, 2005
# OBSERVATIONS	1,001
# VARIABLES	170
UNIVERSE	U.S. Consumers, 18 years or older
SAMPLE	Random telephone dialing
WEIGHTS	Multiple demographic and financial variables
LONGITUDINAL	No
SURVEY METHODOLOGY	Telephone Interview
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking • Savings
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Cash • Check • Debit card (signature & PIN) • Credit card
PAYMENT MEASURES	<ul style="list-style-type: none"> • Lowest dollar transaction value for payment instruments • Use, past five years • Use, five years from now • Obtain cash through various instruments
PAYMENT REASON	<ul style="list-style-type: none"> • Purchase goods (grocery store & discount retailer)
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Point-of-sale
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)* • Marital status (6) • Employment status (3) • Education completed (6) • Race (5) • Primary responsibility in household • Household size • Age
FINANCIAL	<ul style="list-style-type: none"> • Checking account balance (primary and other) (10) • Savings, time deposits, CDs total worth (10) • Mortgage, education, and car loan (10) • Income, household (10) • Own your own business
MISCELLANEOUS	<ul style="list-style-type: none"> • Payment behavior at grocery stores & discount retailers • Type of financial institution • Debit card preference (signature or PIN) • Employer payment method (money received)

* The number in parenthesis represents the number of response categories for the corresponding question.

Global Concepts: 2006 POS

NAME	2006 GCI Consumer Payment Strategies Survey #1 – POS ***Survey was similar to 2005 GCI Consumer Payment Strategies #1 POS
DATE SURVEY COMPLETED	February 14, 2006
# OBSERVATIONS	2,500
# VARIABLES	382
UNIVERSE	U.S. Consumers, 18 years or older
SAMPLE	Random telephone dialing
WEIGHTS	Multiple demographic and financial variables
LONGITUDINAL	Yes, some of the respondents participated in the 2005 survey
SURVEY METHODOLOGY	Telephone Interview
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking • Savings
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Cash • Check • Debit card (signature & PIN) • Credit card • Prepaid card – Payroll card • Internet payment provider - PayPal
PAYMENT MEASURES	<ul style="list-style-type: none"> • Lowest dollar transaction value for payment instruments • Use, past five years • Use, monthly • Use, five years from now • Obtain cash through various instruments
PAYMENT REASON	<ul style="list-style-type: none"> • Purchase goods (grocery store & discount retailer)
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Point-of-sale
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)* • Marital status (6) • Employment status (3) • Education completed (6) • Race (5) • Primary responsibility in household • Household size • Age
FINANCIAL	<ul style="list-style-type: none"> • Checking account balance (primary and other) (10) • Savings, time deposits, CDs total worth (10) • Mortgage, education, and car loan (10) • Income, household (10) • Own your own business

* The number in parenthesis represents the number of response categories for the corresponding question.

MISCELLANEOUS	<ul style="list-style-type: none">• Payment behavior at grocery stores & discount retailers• Personal preference for payment methods[‡]• Payment preference for micro payments (\$5 purchase only)[‡]• Type of financial institution• Debit card preference (signature or PIN)• Employer payment method (money received)• Why don't you use a (check, debit card, credit card, cash)?[‡]
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[‡] This information did not appear in earlier versions of the survey.

Hitachi Consulting (Dove Consulting): 1999

NAME	1998-1999 Hitachi Consulting (Dove Consulting)
DATE SURVEY COMPLETED	October 1998
# OBSERVATIONS	888
# VARIABLES	254. There are obviously not this many questions, but some questions are broken down by payment type or other category.
UNIVERSE	U.S. consumers, mostly 18 years and older (only 3 respondents are under 18 years old)
SAMPLE	Sample seems to under-represent African-Americans and Hispanics and over-represent middle-aged adults
WEIGHTS	Not weighted because variations compared to Census distributions were not statistically significant.
LONGITUDINAL	No
SURVEY METHODOLOGY	Mail
DATA TYPE	Self-reported
RESPONSE RATE	33%
BANK ACCOUNTS	None
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper- Cash, check. • Cards- Credit card, debit card (PIN), debit card (signature)
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption (only for credit card and debit card) • Use, weekly (once a week or less, 2-4 times per week, 5-7 times per week, 8 or more times per week, don't use) • Two "typically" used payment instruments at different POS locations
PAYMENT REASON	<ul style="list-style-type: none"> • Different retail venues: grocery store, gas station, etc. Only certain questions are asked by retail venue.
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • In-store (point-of-sale) for the retail question mentioned above • Many questions (including usage questions) are asked for the payment methods in general
DEMOGRAPHICS	<ul style="list-style-type: none"> • Race (7)* • Age (8) • Education (3) • Household size (4) • Urban/suburban/rural
FINANCIAL	<ul style="list-style-type: none"> • Income (6) • Own home or rent
MISCELLANEOUS	<ul style="list-style-type: none"> • Minimum and maximum purchase dollar value size you would consider for each payment instrument • Payment characteristics (e.g. is convenient); these are boxes that are simply checked or left blank for each payment instrument. They are not numbered scales.

* The number in parenthesis represents the number of response categories for the corresponding question.

- | | |
|--|--|
| | <ul style="list-style-type: none">• More detailed question on speed and comfort for each payment method• Predicted change in use over the next two years• Sections devoted to credit cards and each type of debit card (signature and PIN) |
|--|--|

Hitachi Consulting (Dove Consulting): 2001

NAME	2001 Hitachi Consulting (Dove Consulting)
DATE SURVEY COMPLETED	June 2001
# OBSERVATIONS	1,499
# VARIABLES	566. There are obviously not this many questions, but some questions are broken down by payment type or other category.
UNIVERSE	U.S. consumers, mostly 18 years and older (only 3 respondents are under 18 years old). About 32 respondents are not from the U.S. but they can be excluded using the "state" variable.
SAMPLE	Sample seems to over-represent females, Caucasians, middle-aged adults.
WEIGHTS	Not weighted because variations compared to Census distributions were not statistically significant.
LONGITUDINAL	No
SURVEY METHODOLOGY	646 surveys by mail; 853 via the Internet
DATA TYPE	Self-reported
RESPONSE RATE	10% overall (14% mail & 7% Internet)
BANK ACCOUNTS	<ul style="list-style-type: none"> • General banking account (does not specify checking vs. savings)
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper - Cash, check, check truncation, money order (only for Internet purchases and grouped with checks) • Cards - Credit card, debit card (PIN), debit card (signature), prepaid card • P2P payment services via e-mail(e.g. PayPal, Billpoint) • Online bill payment through bank or another party's web site • Direct payment (payments automatically deducted from bank account)
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption (cash, check, credit card, debit card, and prepaid card) • Use, weekly (once a week or less, 2-4 times per week, 5-7 times per week, 8 or more times per week, don't use) • Two "typically" used payment instrument at different POS locations
PAYMENT REASON	<ul style="list-style-type: none"> • Bills (occasional vs. recurring) • Different retail venues: grocery store, gas station, etc. Only certain questions are asked by retail venue.
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • In-store (point-of-sale) • Internet • Bill payment
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)* • Race (8)

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • Age (8) • Education (3) • State
FINANCIAL	<ul style="list-style-type: none"> • Income (6) • Employment status (8)
MISCELLANEOUS	<ul style="list-style-type: none"> • Ownership of computer, ownership of cell phone, Internet access, direct deposit, financial software[‡] • Minimum and maximum purchase dollar value size you would consider for each payment instrument[‡] • Payment characteristics (e.g. is convenient). These are boxes that are simply checked or left blank for each payment instrument. They are not numbered scales. • Predicted change in use over the next two years • Specific questions about security concerns • Reasons why the respondent did not adopt certain payment instruments[‡]

[‡] This information did not appear in earlier versions of the survey.

Hitachi Consulting (Dove Consulting): 2003

NAME	2003 Hitachi Consulting (Dove Consulting)
DATE SURVEY COMPLETED	Summer 2003
# OBSERVATIONS	2,008
# VARIABLES	505. There are obviously not this many questions, but some questions are broken down by payment type or other category.
UNIVERSE	U.S. consumers, 18 years and older
SAMPLE	Distributed the survey in a way to “ensure a balanced, nationally representative sample”
WEIGHTS	The weights adjust for over-sampling of certain age groups, using the U.S. Census data as a guideline
LONGITUDINAL	No
SURVEY METHODOLOGY	865 surveys by mail. 1,143 via the Internet
DATA TYPE	Self-reported
RESPONSE RATE	7% overall (9% mail & 6% Internet)
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper- Cash, check, money order (only for Internet purchases and grouped with checks) • Cards- Credit card, debit card (PIN), debit card (signature), prepaid card • Other Internet payment methods: person-to-person payments, Internet check • Online bill payment at bank website, online bill payment at biller’s website • Direct payment • Automatic payment (from checking account or card)
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption • Use, weekly (once a week or less, 2-4 times per week, 5-7 times per week, 8 or more times per week, don’t use) • Most commonly used payment instrument at different POS locations
PAYMENT REASON	<ul style="list-style-type: none"> • Bills (occasional vs. recurring) • Different retail venues: grocery store, gas station, etc. Only certain questions are asked by retail venue.
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • In-store (POS) • Internet • Bill payment
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2) * • Race (8) • Age (7) • Education (3) • State

* The number in parenthesis represents the number of response categories for the corresponding question.

FINANCIAL	<ul style="list-style-type: none"> • Income (6)
MISCELLANEOUS	<ul style="list-style-type: none"> • Credit card rewards, internet access, direct deposit, etc. • Minimum and maximum purchase size you would consider for each payment instrument • Payment characteristics (e.g. is convenient). These are boxes that are simply checked or left blank for each payment instrument. They are not numbered scales. • Predicted change in use over the next two years • Specific questions about emerging technologies such as transponders (contactless payments)[‡] • Specific questions about security concerns • Detailed set of questions on debit cards

[‡] This information did not appear in earlier versions of the survey.

Hitachi Consulting (Dove Consulting): 2005

NAME	2005 Hitachi Consulting (Dove Consulting)
DATE SURVEY COMPLETED	Spring 2005
# OBSERVATIONS	3,008
# VARIABLES	664. There are obviously not this many questions, but some questions are broken down by payment type, etc.
UNIVERSE	U.S. consumers, 18 years and older
SAMPLE	Distributed the survey in a way to “ensure a balanced, nationally representative sample”
WEIGHTS	The weight adjusts for over-sampling of certain age groups, using the U.S. Census data as a guideline
LONGITUDINAL	No
SURVEY METHODOLOGY	658 surveys by mail; 2,350 submitted via the Internet
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper- Cash, check, money order (only for Internet purchases) • Cards- Credit card, debit card (PIN), debit card (signature), prepaid card • Other Internet payment methods: person-to-person payments, prepaid account, Internet check • Online bill payment at bank website, online bill payment at biller’s website • Automatic payment (from checking account or card)
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption • Use, weekly (once a week or less, 2-4 times per week, 5-7 times per week, 8 or more times per week, don’t use) • Most commonly used payment instrument at different POS locations • Cash withdrawals by venue
PAYMENT REASON	<ul style="list-style-type: none"> • Bills (occasional vs. recurring) • Different retail venues: grocery store, gas station, etc. Only certain questions are asked by retail venue.
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • In-store (point-of-sale) • Internet • Bill payment
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)* • Race (8) • Age (7) • Education (5) • State and zip code
FINANCIAL	<ul style="list-style-type: none"> • Income (6)

* The number in parenthesis represents the number of response categories for the corresponding question.

MISCELLANEOUS

- Credit card rewards, internet access, direct deposit, etc.
- Minimum and maximum purchase size you would consider for each payment instrument
- Payment characteristics (e.g. is convenient). These are boxes that are simply checked or left blank for each payment instrument. They are not numbered scales.
- Predicted change in use over the next two years
- Specific questions about contactless payments, Internet payments, security concerns[‡]
- Detailed questions on debit and prepaid cards[‡]

[‡] This information did not appear in earlier versions of the survey.

Hitachi Consulting: 2008

NAME	Hitachi Consulting - 2008 Study of Consumer Payment Preferences
DATE SURVEY COMPLETED	September 2008
# OBSERVATIONS	3,308
# VARIABLES	2,576
UNIVERSE	U.S. Consumers 18 years or older
SAMPLE	“Sample contains representatives from all 50 states and broadly reflects the geographic and demographic distribution of U.S. consumers.”
WEIGHTS	<ul style="list-style-type: none"> • Demographic weighting (education, age by gender, race/ethnicity, region, income) • Webographic weighting (lifestyle variables used to balance differences between web survey respondents and phone survey respondents)
LONGITUDINAL	No
SURVEY METHODOLOGY	Internet <ul style="list-style-type: none"> • Participants given “Hlpoints” which can be used to redeem merchandise and gift certificates online through Harris Interactive as an incentive.
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking account
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper – Cash, check • Cards – Credit card, debit card (PIN), debit card (signature), decoupled debit card (interest in a debit card attached to current checking account but not issued by the participant’s current FI), prepaid card • Internet payment services • Mobile Phone – contactless payments, mobile banking • Automatic bill payment
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption • Frequency of use (once a week or less, 2-4 times per week, 5-7 times per week, 8 or more times per week, don’t use) • Payment used most often at nine different venues • Obtain, withdraw cash (monthly) • Use, past month (credit card, debit card, prepaid card)
PAYMENT REASON	<ul style="list-style-type: none"> • Shopping • Pay bill
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • In-store • Internet • Telephone
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)*

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • Age (year born) • Country of residence (State for U.S.) • Geographic region (7)
FINANCIAL	<ul style="list-style-type: none"> • Name of FI with checking account • 2007 household income before taxes (23 ranges) • Income (6 ranges)
MISCELLANEOUS	<ul style="list-style-type: none"> • Minimum purchase amount (8 ranges) • Maximum purchase amount (10 ranges) • Payment characteristics (e.g. is convenient). These are numbered scales. • Payment preference and likeliness to use a certain payment for in-store purchases, Internet purchases, and bill pay. • Change in use of cash in-store, payment instruments for Internet purchases, and payment instruments for paying bills. • Specific questions regarding cash withdrawals, contactless payments. • Access to Internet, mobile phone, online banking.[‡]

[‡] This information did not appear in earlier versions of the survey.

Ohio State Consumer Finance Monthly: 2005-2008

NAME	Ohio State Consumer Finance Monthly (CFM)
DATE SURVEY COMPLETED	February 2005- June 2009 (This is the date span for the data we downloaded in October 2009. However, this survey is ongoing, and new data becomes available periodically.)
# OBSERVATIONS	15,101 total observations from February 2005 -June 2009
# VARIABLES	1,290
UNIVERSE	Member of U.S. household, 18 years and older
SAMPLE	The sampling frame is nationwide Random Digital Dialing. The telephone numbers are from Survey Sampling International. The CFM does not over-sample high income people like the Survey of Consumer Finances does.
WEIGHTS	Based on age, race, income control totals from the Current Population Survey (CPS), and housing tenure data to match Census Bureau estimated rates
LONGITUDINAL	No
SURVEY METHODOLOGY	The interviews are conducted using CATI (computer-assisted telephone interviewing) and RDD (random digital dialing).
DATA TYPE	Self-reported
RESPONSE RATE	?
BANK ACCOUNTS	Ask about checking accounts, saving accounts, and money market accounts in the same question.
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Very detailed questions on credit cards, including store credit cards, gasoline cards, etc. • Beginning in 2007, questions on how the respondent pays for 16 types of payments. These are asked for the following payment instruments, Respondent gives all the instruments that apply: <ul style="list-style-type: none"> ➤ Cash ➤ Check ➤ Credit Card (Visa, MasterCard, Discover) ➤ Gas Card ➤ Store Credit Card ➤ American Express ➤ Store Card (presumably like a gift card) ➤ Smart Card ➤ Direct payment (a payment which is deducted directly from a bank account, automatic deduction, etc.) ➤ E-bill (electronic bill payment, internet payment, pay-E, PayPal, etc.) ➤ Money order (includes Western Union) ➤ Debit card, check card ➤ Payday lender ➤ Home equity line of credit (HELOC) • If respondent did not mention a specific payment instrument for any of the 16 types of payments, they are

	asked directly whether they have used that payment instrument at all in the last month.
PAYMENT MEASURES	<ul style="list-style-type: none"> • The main measure is the “payment matrix” described above. • There are also detailed questions about credit cards: adoption, balances, revolving behavior, etc.
PAYMENT REASON	<p>Full list of payment types in the “payment matrix”:</p> <ul style="list-style-type: none"> • House payment, mortgage, or rent • Utilities • Household furnishings and equipment • Groceries • Dining out • Tobacco or alcoholic beverage • Apparel • Personal care, e.g. haircut • Car payment, e.g. purchase, loan, lease payment • Gasoline • Car repair, services • Medical services • Over the counter or prescription drugs • Entertainment • Income and property tax • Insurance premiums
PAYMENT LOCATIONS	See list above
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age (birth year) of respondent and spouse/partner • Education level (20 “grade levels”) of respondent and spouse/partner • Country of birth; state of birth (if U.S.) • Gender (2) * • Hispanic ethnicity (2) • Race (7) • Marital status (5) • Number of household members under 18 years old • Number of household members 18 years and over
FINANCIAL	<ul style="list-style-type: none"> • Homeowner status <ul style="list-style-type: none"> ➢ Change in home value or rent (up, down, or same) over the last 12 months ➢ If you’re late on mortgage payments or not • Very detailed questions on income, assets, and debts <ul style="list-style-type: none"> ➢ The level of detail seems similar to the SCF • Questions about preferences • Questions trying to gauge financial and credit knowledge
MISCELLANEOUS	<ul style="list-style-type: none"> • Questions on inflation expectations • Also unemployment expectations

* The number in parenthesis represents the number of response categories for the corresponding question.

Phoenix: 2006 Bill and Consumer Payments

NAME	2006 Phoenix ESP Payments Research, Consumer Payments Usage and Preference Study
DATE SURVEY COMPLETED	2006
# OBSERVATIONS	2,000
# VARIABLES	428
UNIVERSE	U.S. consumers, 18 years and older
SAMPLE	NA
WEIGHTS	Weights based on age, income, gender, census division, and credit card ownership.
LONGITUDINAL	No
SURVEY METHODOLOGY	Mail
DATA TYPE	Self-reported
RESPONSE RATE	Response rates ranged between 35% and 55% for surveys administered from 2006 to 2008. Once a respondent began taking the survey, 3% of the respondents did not complete the survey.
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper – Cash, check, money order • Cards – Credit card, debit card • Deducted from bank/brokerage account • Payroll deduction • Phone • Internet – automatic bill pay and one-time payments
PAYMENT MEASURES	<ul style="list-style-type: none"> • Most frequent payment method past year • Usage and payments, various merchants in past month & past six months • Usage, checks written in past month • Adoption, bank accounts and credit cards
PAYMENT REASON	<ul style="list-style-type: none"> • Bills (mortgage, rent, auto, telephone, cable, online, electric, water, insurance, subscriptions, etc)
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • POS • Internet • Phone
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age • Gender (2)* • Region (9) • Highest level of education (5) • Ethnicity (5) • Internet & phone connection (4)
FINANCIAL	<ul style="list-style-type: none"> • Household income (28) • Own business annual sales (6)
MISCELLANEOUS	<ul style="list-style-type: none"> • Various questions on bill payment behavior

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none">• Security – level of concern when conducting various types of financial transactions• How do you fund your Paypal account?• Prepaid cards/gift cards• ATM usage• Preferences on check usage
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Phoenix: 2007 Consumer Payments Usage and Preference Study

NAME	2007 Phoenix ESP Payments Research, Consumer Payments Usage and Preference Study
DATE SURVEY COMPLETED	2007
# OBSERVATIONS	2,004
# VARIABLES	661
UNIVERSE	U.S. consumers, 18 years and older
SAMPLE	“nationally representative of the online U.S. population”
WEIGHTS	Weights based on age, income, gender, census division, and credit card ownership.
LONGITUDINAL	No
SURVEY METHODOLOGY	Online
DATA TYPE	Self-reported
RESPONSE RATE	Response rates ranged between 35% and 55% for surveys administered from 2006 to 2008. Once a respondent began taking the survey, 3% of the respondents did not complete the survey.
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper – Cash, check, money order • Cards – Credit card, debit card • Deducted from bank/brokerage account • Payroll deduction • Phone • Internet – automatic bill pay and one-time payments
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption, bank accounts and credit cards • Most frequent payment method past year • Usage and payments, various merchants in past month & past six months • Usage, checks written in past month • Most recent payments, in-person & phone
PAYMENT REASON	<ul style="list-style-type: none"> • Bills (mortgage, rent, auto, telephone, cable, online, electric, water, insurance, subscriptions, etc.)
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • POS • Internet • Telephone
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age (6)* • Gender (2) • Region (9) • Highest level of education (5) • Ethnicity (6) • Internet & phone connection (4)
FINANCIAL	<ul style="list-style-type: none"> • Household income (28) • Value range of investable assets (4)

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • Business sales (revenues) (6)
MISCELLANEOUS	<ul style="list-style-type: none"> • Various questions on bill payment behavior • Security – level of concern when conducting various types of financial transactions • How do you fund your Paypal account? • Prepaid cards/gift cards • ATM usage • Preferences on check usage • Average number of monthly bills[‡]

[‡] This information did not appear in earlier versions of the survey.

Phoenix: 2008 Consumer Payments Usage and Preference Study

NAME	2008 Phoenix ESP Payments Research, Consumer Payments Usage and Preference Study
DATE SURVEY COMPLETED	2008
# OBSERVATIONS	3,004
# VARIABLES	786
UNIVERSE	U.S. consumers, 18 years and older
SAMPLE	“nationally representative of the online U.S. population”
WEIGHTS	Weights based on age, income, gender, census division, and credit card ownership.
LONGITUDINAL	No
SURVEY METHODOLOGY	Online
DATA TYPE	Self-reported
RESPONSE RATE	Response rates ranged between 35% and 55% for surveys administered from 2006 to 2008. Once a respondent began taking the survey, 3% of the respondents did not complete the survey.
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Paper – Cash, check, money order • Cards – Credit card, debit card • Deducted from bank/brokerage account • Payroll deduction • Phone • Internet – automatic bill pay and one-time payments
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption, financial accounts and credit cards • Most frequent payment method past year • Usage and payments, various merchants in past month & past six months (asked in more detail than previous questionnaires) • Usage, checks written in past month • Most recent payments, in-person & phone
PAYMENT REASON	<ul style="list-style-type: none"> • Bills (mortgage, rent, auto, telephone, cable, online, electric, water, insurance, subscriptions, etc)
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • POS • Internet • Phone
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age • Gender (2) * • Region (9) • Highest level of education (7) • Employment status (8) • Ethnicity (6) • Internet & telephone connection (5)

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • Family size
FINANCIAL	<ul style="list-style-type: none"> • Household income (14) • Business sales (9) • Credit score (8) • Credit situation (4)
MISCELLANEOUS	<ul style="list-style-type: none"> • Various questions on bill payment behavior • Security – level of concern when conducting various types of financial transactions • How do you fund your Paypal account? • How do you fund your Google Pay account?‡ • Prepaid cards/gift cards • ATM usage • Preferences on check usage • Average number of monthly bills • Debit Card – PIN vs. Signature (concerns, usage, preferences)‡ • POS payment preferences • Most frequent merchants in the past three months (supermarket, gas station, fast food, dry cleaners, etc.) ‡ • Participant’s knowledge of contactless payment technology‡ • Attitude and preference toward mobile banking and mobile payments

‡ This information did not appear in earlier versions of the survey.

Synergistics: 2004 Consumer Payment Habits

NAME	Synergistics (consumer payment habits study)
DATE SURVEY COMPLETED	September 2004
# OBSERVATIONS	1,000
# VARIABLES	597
UNIVERSE	U.S. consumers, age 18 and older
SAMPLE	U.S. households
WEIGHTS	The survey uses population weights with an average value of 1. The weights are based on total household income.
LONGITUDINAL	No
SURVEY METHODOLOGY	Internet survey
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	<ul style="list-style-type: none"> • Account or services with listed FI
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Bill Payment (regularly occurring bills or payments) <ul style="list-style-type: none"> ➤ In-person at a branch or office <ul style="list-style-type: none"> ▪ Cash ▪ Checks ▪ Credit or charge card ▪ Debit or ATM card ➤ By mail <ul style="list-style-type: none"> ▪ Cash ▪ Credit or charge card ▪ Debit or ATM card ▪ Money orders ➤ Online banking or bill payment ➤ By phone ➤ Automatic pre-authorized deduction from a checking account ➤ Automatic pre-authorized deductions from a credit card ➤ Pre-paid card
PAYMENT MEASURES	<ul style="list-style-type: none"> • Use, monthly <ul style="list-style-type: none"> ➤ Checks ➤ Credit cards ➤ Debit cards ➤ ATM (as well as yearly usage) ➤ Cash ➤ Likelihood to use credit or debit card for payments under \$5.00 <ul style="list-style-type: none"> ▪ Various locations: (Fast food restaurants, convenience stores, vending machines, dry cleaners, drive-thru windows, drug stores, etc.)
PAYMENT REASON	<ul style="list-style-type: none"> • Advantages & problems of using... <ul style="list-style-type: none"> ➤ Checks ➤ Credit cards

	<ul style="list-style-type: none"> ➤ Cash ➤ Debit cards ➤ In person
PAYMENT LOCATIONS	The survey questions cover a range of payment locations
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age (continuous) • Marital status (2)* • “Head of household” (dummy) • Gender (2) • Region, Zip code
FINANCIAL	<ul style="list-style-type: none"> • Household income (8) • Homeowner status (2) • Kind of work that main wage earner does (13) • Value of family’s <i>liquid</i> financial assets (14) • Balance on household credit card (9)
MISCELLANEOUS	<ul style="list-style-type: none"> • Preferences, attitudes, and concerns regarding <ul style="list-style-type: none"> ➤ Online bill pay ➤ Telephone ➤ Pre-authorized deductions and charges ➤ Credit card payments <ul style="list-style-type: none"> ▪ In-person ▪ Mail ▪ Online ➤ Pre-paid card ➤ Check 21 ➤ Check “electronification” ➤ ATM ➤ Dual credit/pre-paid card ➤ Debit card <ul style="list-style-type: none"> ▪ Transaction preferences (PIN, who swipes, rewards/rebates) • Types of e-commerce activities (buy merchandise, download music, travel reservations, sending money, contribution to charity) and how they were paid (checking account, credit card, debit card, and PayPal). • Debit card trends (due to potential changes in the debit card environment)

* The number in parenthesis represents the number of response categories for the corresponding question.

Synergistics: 2007 Consumer Payment Habits

NAME	Synergistics (consumer payment habits study)
DATE SURVEY COMPLETED	May 2007
# OBSERVATIONS	1,000
# VARIABLES	581
UNIVERSE	U.S. consumers, age 18 and older
SAMPLE	U.S. households
WEIGHTS	The survey uses population weights with an average value of 1. The weights are based on total household income and gender.
LONGITUDINAL	No
SURVEY METHODOLOGY	Internet survey
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	<ul style="list-style-type: none"> • Account or services with listed FI
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Bill Payment (regularly occurring bills or payments) <ul style="list-style-type: none"> ➤ In-person at a branch or office <ul style="list-style-type: none"> ▪ Cash ▪ Checks ▪ Credit or charge card ▪ Debit or ATM card ➤ By mail <ul style="list-style-type: none"> ▪ Cash ▪ Credit or charge card ▪ Debit or ATM card ▪ Money orders ➤ Online banking or bill payment <ul style="list-style-type: none"> ▪ 2007: Bill Me Later & SECURE e-Bill ➤ By phone ➤ Automatic pre-authorized deduction from a checking account ➤ Automatic pre-authorized deductions from a credit card ➤ Pre-paid card ➤ 2007: Contactless Payments <ul style="list-style-type: none"> ▪ Mastercard PayPass, Visa, Blink from Chase, Express Pay from AMEX, Exxon Mobil Speedpass ▪ Mobile Phone or PDA
PAYMENT MEASURES	<ul style="list-style-type: none"> • Use, monthly <ul style="list-style-type: none"> ➤ Checks ➤ Credit cards ➤ Debit cards ➤ ATM (as well as yearly usage) ➤ Cash • Payment behavior at POS <ul style="list-style-type: none"> ➤ Cash, check, credit or charge card, debit or ATM card

	<p>payment method for purchases</p> <ul style="list-style-type: none"> ▪ Under \$10.00, \$10.00 to \$50.00, and more than \$50.00 ▪ Various locations: (Department/retail store, gas station/convenience store, restaurant, supermarket, doctor, warehouse club stores) <p>➤ Likelihood to use credit or debit card for payments under \$5.00</p> <ul style="list-style-type: none"> ▪ Various locations: (Fast food restaurants, convenience stores, vending machines, dry cleaners, drive-thru windows, drug stores, etc.)
PAYMENT REASON	<ul style="list-style-type: none"> • Advantages & problems of using... <ul style="list-style-type: none"> ➤ Checks ➤ Credit cards ➤ Cash ➤ Debit cards ➤ In person
PAYMENT LOCATIONS	The survey questions cover a range of payment locations
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age (continuous) • Marital status (2)* • "Head of household" (dummy) • Gender (2) • Region, Zip code • 2007: Number of Children (6) • 2007: Race • 2007: State of residence
FINANCIAL	<ul style="list-style-type: none"> • Household income (8) • Homeowner status (2) • Kind of work that main wage earner does (13) • Value of family's <i>liquid</i> financial assets (14) • Balance on household credit card (9)
MISCELLANEOUS	<ul style="list-style-type: none"> • Preferences, attitudes, and concerns regarding <ul style="list-style-type: none"> ➤ Online bill pay ➤ Telephone ➤ Pre-authorized deductions and charges ➤ Credit card payments <ul style="list-style-type: none"> ▪ In-person ▪ Mail ▪ Online ➤ Pre-paid card ➤ Check 21 ➤ Check "electronification" ➤ ATM ➤ Dual credit/pre-paid card ➤ Debit card

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none">▪ Transaction preferences (PIN, who swipes, rewards/rebates)➤ Contactless payments (Concerns, preferences, and usage heavily stressed in this survey)[‡]<ul style="list-style-type: none">▪ Cards▪ Mobile phone or PDA• Types of e-commerce activities (buy merchandise, download music, travel reservations, sending money, contribution to charity) and how they were paid (checking account, credit card, debit card, and PayPal).• Debit card trends (due to potential changes in the debit card environment)• Ownership of wireless internet capable devices[‡]• General future expectations for payment patterns[‡]
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[‡] This information did not appear in earlier versions of the survey.

Synergistics: Debit Card

NAME	Synergistics (debit card surveys – these are four separate surveys with distinct samples)
DATE SURVEY COMPLETED	1 st survey: February-March 2001 2 nd survey: March 2003 3 rd survey: May-June 2005 4 th survey: March-April 2008
# OBSERVATIONS	2001: 1,000 2003: 1,003 2005: 1,000 2008: 1,041
# VARIABLES	2001: 201 2003: 231 2005: 283 2008: 336
UNIVERSE	U.S. consumers, age 18 and older
SAMPLE	2001 and 2003: must have non-missing income over \$25,000 For all surveys, the respondent must at least share responsibility for the household’s purchasing and bill payment transactions.
WEIGHTS	All surveys use population weights with an average value of 1. The weights are based on household income and other demographics.
LONGITUDINAL	No
SURVEY METHODOLOGY	Telephone interviews
DATA TYPE	Self-reported
RESPONSE RATE	?
BANK ACCOUNTS	None
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Debit card • Check • Credit card
PAYMENT MEASURES	<ul style="list-style-type: none"> • Use, monthly (check, credit card, debit card) • Adoption (debit card)
PAYMENT REASON	The use question is asked about “purchases” in 2005 and 2008. There is a question about using debit cards for recurring bill payments in the 2005 and 2008 surveys.
PAYMENT LOCATIONS	In each survey, there is a list of 8-12 locations for which use dummies are obtained. This list includes different types of retail locations, Internet (2003, 2005, 2008), and phone (2003, 2005, 2008).
DEMOGRAPHICS	<ul style="list-style-type: none"> • Marital status (2)* • Gender (2) • Urban/rural/suburban (4) • Dependent children living at home (dummy)

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • Age (continuous) • Education level (2008 only) • Race (4; 2005 and 2008) • Hispanic origin (2; 2005 and 2008) • State (2003 and 2008) • Region (4) • Zip code (2003) • Political affiliation (3; 2008)
FINANCIAL	<ul style="list-style-type: none"> • Household income (6) • Number of wage-earners in household (5) • Kind of work primary wage-earner does (10; only 3 categories in 2001, expanded by 2003) • Homeowner (dummy; 2001 and 2003) • Self-assessment of credit quality (scale from 1-10; 2005) • Value of family's <i>liquid</i> financial assets (6)
MISCELLANEOUS	<ul style="list-style-type: none"> • Attitudes toward debit card and its features • Questions about receiving cash back from debit card • Reasons why someone does not use or has stopped using debit card • Debit card rewards • Contactless debit card (2008) • Financial responsibility (2) • ATM use

Synergistics: Credit Card

NAME	Synergistics (Credit Card Monitor) The format and questions asked in 2003 & 2004 were very similar.
DATE SURVEY COMPLETED	April 2003 May 2004
# OBSERVATIONS	2003: 4,348 2004: 3,894
# VARIABLES	2003: 900 2004: 713
UNIVERSE	U.S. consumers, age 18 or older
SAMPLE	Must have a general purpose credit card
WEIGHTS	The 2004 survey uses population weights with an average of 1. The weights are based on variables such as income and age.
LONGITUDINAL	No
SURVEY METHODOLOGY	IPSOS-Insight: National mail survey
DATA TYPE	Self-reported
RESPONSE RATE	?
BANK ACCOUNTS	<ul style="list-style-type: none"> • Type of financial accounts and services (checking, savings, CD, money market, etc.)
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Credit cards <ul style="list-style-type: none"> ○ Visa ○ MasterCard • Smart cards with a computer chip • Co-branded and Affinity credit cards • Internet • Prepaid card/gift card
PAYMENT MEASURES	<ul style="list-style-type: none"> • Number of credit cards owned <ul style="list-style-type: none"> ○ Active (past month) • Usage, monthly of various credit cards • Frequency of use • Amount on unpaid balance • Balance transfer activity (amount, frequency) • Usage, monthly of credit or charge cards over the Internet • Usage, monthly of debit card/ATM card
PAYMENT REASON	<ul style="list-style-type: none"> • General shopping purchases
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Online through credit card • Retail locations
DEMOGRAPHICS	<ul style="list-style-type: none"> • Age (continuous) • Gender (2)*
FINANCIAL	<ul style="list-style-type: none"> • Total household income (9) • Total value of family's liquid assets (6) • How much owed on credit (8)

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • Total outstanding balance on all general purpose cards • Annual fees (5) • Credit line (8) • Online credit card account access (yes/no)
MISCELLANEOUS	<ul style="list-style-type: none"> • Attitudes toward credit cards and financial services (various questions asked) • Time owned, credit card • Amount charged last month on credit card • APR being charged (for 3 most important cards) • Payment preference (full, minimum due, etc. for 3 most important cards) • How user applied for card (7) • Customer service and level of satisfaction • Preference and important factors regarding credit cards <ul style="list-style-type: none"> ○ Card features ○ Rewards ○ Enhancements • Questions regarding account opening and closing <ul style="list-style-type: none"> ○ Most recent ○ Reasons why account closed ○ Type of card recently opened • Direct mail and telemarketing (solicitations) • Types of additional services offered by credit card companies

Synergistics: Prepaid Card

NAME	Synergistics (Prepaid/Gift card surveys – these are three separate surveys with distinct samples)
DATE SURVEY COMPLETED	October-November 2001 May 2004 August 2008 (Note that this is the same sample that completed the 2008 survey on mobile payments. A summary of this survey can be found in a separate file.)
# OBSERVATIONS	2001: 1,006 2004: 1,000 2008: 1,000
# VARIABLES	2001: 208 2004: 336 2008: 495 (many of these variables are from the mobile payments survey mentioned above)
UNIVERSE	U.S. consumers who are at least 18 years old
SAMPLE	2001 and 2004: must have non-missing income over \$15,000. 2008: must have non-missing income and share responsibility for decisions regarding household finances.
WEIGHTS	Population weights with average equal to 1
LONGITUDINAL	No
SURVEY METHODOLOGY	2001 and 2004: Phone 2008: Internet
DATA TYPE	Self-reported
RESPONSE RATE	?
BANK ACCOUNTS	None
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Many different types of prepaid/gift cards <ul style="list-style-type: none"> ➤ All three surveys ask specific questions about different types of prepaid/gift cards including gift cards, general purpose prepaid cards, payroll cards (2004 and 2008), etc. • Debit card (use) • Credit card (use dummy in 2001; use and revolving behavior in 2004 and 2008)
PAYMENT MEASURES	<ul style="list-style-type: none"> • Use dummy (for credit card in 2001; use dummies could also be obtained for different types of prepaid/gift cards) • Use (for credit card in 2004 and 2008, for debit card in all three surveys)
PAYMENT REASON	Because the survey is primarily about pre-paid cards, most of the questions are about purchases, not bill payment.
PAYMENT LOCATIONS	Most of the questions refer to POS purchases, although there are a couple of general questions about Internet shopping in 2001 and 2004 (if the respondent has ever done it and what payment methods they used to make the purchases). In addition, there is one question that asks if the respondent has ever used a pre-paid card for different purposes (locations).

DEMOGRAPHICS	<ul style="list-style-type: none"> • Region (4)* • Marital status (2; expanded to 6 categories in 2008) • Gender (2) • Urban/suburban/rural (5; 2001 and 2004) • Age (continuous) • Dependent children living at home (dummy; 2001 and 2004) <ul style="list-style-type: none"> ➤ Total number of people in household (continuous; 2008) • Education (6) • Race/ethnicity (5) <ul style="list-style-type: none"> ➤ Hispanic origin (dummy; appears as separate question in 2008, while Hispanic is one of the ethnicity options in the 2001 and 2004 surveys) • State • Zip code
FINANCIAL	<ul style="list-style-type: none"> • Income (7; categories changed slightly in 2008) • Number of wage-earners in household (4; 2001 and 2004) • Value of total <i>liquid</i> financial assets (6; 2001 and 2004)
MISCELLANEOUS	<ul style="list-style-type: none"> • Many detailed questions about pre-paid cards including questions about reloading value • Computer use (2001 and 2004) • Internet access (2001 and 2004) • ATM use • Security questions (2001 and 2004) • Reasons for non-usage of gift or other prepaid cards (2001 and 2004)

* The number in parenthesis represents the number of response categories for the corresponding question.

Synergistics: Online Banking and Pay

NAME	Synergistics (Online Banking and Bill Payment Surveys)
DATE SURVEY COMPLETED	August 2003 August 2005
# OBSERVATIONS	2003: 1,099 2005: 1,000
# VARIABLES	2003: 267 2005: 303
UNIVERSE	U.S. consumers, age 18 and older
SAMPLE	2005: Respondents must have non-missing household income and must share responsibility for decisions regarding the household's finances.
WEIGHTS	Both surveys use population weights with an average value of 1. The weights are based on household income and region.
LONGITUDINAL	No
SURVEY METHODOLOGY	Internet
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	<ul style="list-style-type: none"> • Checking • Savings • Money market • Other financial accounts and services (investments, home equity line of credit, etc.)
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Check • Credit card • Debit card • Online bill payments <ul style="list-style-type: none"> ➤ There are follow-up questions to see which website they pay their bills at (bank website, company website, etc.) and how the bills are paid (debit card, credit card, authorized payment from checking account). However, monthly use cannot be obtained for these finer categories (only use dummies).
PAYMENT MEASURES	<ul style="list-style-type: none"> • Adoption (credit card) • Use dummy for online banking (this includes checking your account balance), different types of online bill payments (explained above) • Use (checks, online bill payments) <ul style="list-style-type: none"> ➤ Also number of times per week the household uses online banking to perform activities related to their checking account (not all payments) ➤ Also number of bills paid in a typical month (in total, not just online)
PAYMENT REASON	<ul style="list-style-type: none"> • Bill payment questions <ul style="list-style-type: none"> ➤ Question asking which types of bill payments the household makes via Internet.

PAYMENT LOCATIONS	Most of the questions are about Internet bill payments.
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2) * • Marital status (6) • Household size (continuous) • Age (continuous) • Education level (6) • Race (5) • Hispanic/Latino (dummy) • State • Region (4) • Zip code (2003)
FINANCIAL	<ul style="list-style-type: none"> • Household income (7; there were 10 categories in 2003, but they were collapsed somewhat by 2005) • Average balance in household's primary checking account (4; 2003) • Homeowner (dummy) • Employment status (3)
MISCELLANEOUS	<ul style="list-style-type: none"> • Detailed questions about online bill payments including preferences and attitudes toward online bill payments • Reasons for non-usage of online bill payment • Attitudes and preferences for online banking (looking at balances, etc.) • Financial responsibility (2; 2005) • Security and privacy issues • Other online financial activity • Detailed list of activities that the respondent has (or has not) done online with regard to his checking account • Potential interest in doing certain activities online • Interest among non-users of online banking • Security measures • Advantages and disadvantages of online banking • ATM use, monthly

* The number in parenthesis represents the number of response categories for the corresponding question.

Synergistics: 2006 Mobile Banking

NAME	Synergistics (Mobile Banking: The Consumer Viewpoint)
DATE SURVEY COMPLETED	October 2006 (Note that survey was given along with the 2006 Micro-payments survey. Therefore, both surveys have the same respondents)
# OBSERVATIONS	1,013
# VARIABLES	419
UNIVERSE	U.S. consumers, age 18 and older
SAMPLE	U.S. households
WEIGHTS	The survey uses population weights with an average value of 1. The weights are based on household income.
LONGITUDINAL	No
SURVEY METHODOLOGY	Internet
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	None
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • PayPal/Google • Online bill pay
PAYMENT MEASURES	<ul style="list-style-type: none"> • Bills, month <ul style="list-style-type: none"> ➤ Internet
PAYMENT REASON	<ul style="list-style-type: none"> • Pay bills • Questions about mobile banking were also asked (what banking activities are performed via mobile phone)
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Internet
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)* • Homeowner status (6) • Home status (2) • Employed (3) • Household size (7) • Education (6) • Race/ethnicity (5) <ul style="list-style-type: none"> ➤ Latin American or Hispanic • State • Zip code
FINANCIAL	<ul style="list-style-type: none"> • Household income (7) • Person responsible for household finances (5)
MISCELLANEOUS	<ul style="list-style-type: none"> • Ownership of various electronic devices (cell phone, mp3 player, Bluetooth, laptop, desktop PC, etc.) • Internet behavior and activities (general) • How monthly credit card is paid (8) • Visits, monthly, to bank branch or office (9) • Internet behavior and activities related to financial accounts

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none">• Likelihood to use online banking services via wireless internet on laptop, cell phone, and PDA (security concerns and ease of use)• Perception, opinion and concerns regarding mobile banking
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Synergistics: 2008 Mobile Banking and Payments

NAME	Synergistics (Mobile Banking and Payments)
DATE SURVEY COMPLETED	July 2008
# OBSERVATIONS	1,003
# VARIABLES	495
UNIVERSE	U.S. consumers, age 18 and older
SAMPLE	U.S. households
WEIGHTS	The survey uses population weights with an average value of 1. The weights are based on household income.
LONGITUDINAL	No
SURVEY METHODOLOGY	Internet
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	None
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Online bill pay • Mobile phone <ul style="list-style-type: none"> ➤ Preference: Internet browser or downloadable application ➤ Various banking/payment activities
PAYMENT MEASURES	<ul style="list-style-type: none"> • Bills, monthly • Use, mobile phone for purchases and bill payments
PAYMENT REASON	<ul style="list-style-type: none"> • Pay bills • Questions regarding mobile banking were also asked (what banking activities are performed via mobile phone)
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Internet
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)* • Homeowner status (6) • Home status (2) • Employed (3) • Ownership of a business (3) • Household size (7) • Education (6) • Race/ethnicity (5) <ul style="list-style-type: none"> ➤ Latin American or Hispanic • State • Zip code
FINANCIAL	<ul style="list-style-type: none"> • Household income (7) • Person responsible for household finances (5)
MISCELLANEOUS	<ul style="list-style-type: none"> • How monthly credit card is paid (8) • Visits, monthly, to bank branch or office (9) • Internet behavior and activities (general) • Internet behavior and activities related to financial accounts

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none">• Type and use of mobile phone (Internet capable or not)• Likeliness to perform mobile banking/payment activities (for non-mobile banking participants)• Perception, opinion and concerns regarding mobile banking/payments (this includes contactless mobile payments)[‡]• General effects of rising oil, gasoline, and energy costs on household spending and payment methods[‡]
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[‡] This information did not appear in earlier versions of the survey.

Synergistics: 2005 Contactless Payments

NAME	Synergistics (Contactless Payments)
DATE SURVEY COMPLETED	September 2005
# OBSERVATIONS	613
# VARIABLES	163
UNIVERSE	U.S. consumers, age 18 and older
SAMPLE	U.S. households
WEIGHTS	The survey uses population weights with an average value of 1. The weights are based on total household income, number of telephone lines, census region, age, sex, race, and educational attainment.
LONGITUDINAL	No
SURVEY METHODOLOGY	Phone
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	None
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Type of credit card (6)* • Contactless card or small device (ex. fob) <ul style="list-style-type: none"> ➤ MasterCard PayPass ➤ Chase Blink ➤ Exxon Mobile Speedpass ➤ AMEX Express Pay ➤ Visa PayWave
PAYMENT MEASURES	<ul style="list-style-type: none"> • Use dummy (different types of credit cards, prepaid/gift card) • Use, monthly (credit card, debit card, ATM)
PAYMENT REASON	Retail purchases
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Various locations: fast-food, convenience store, gas station, drug store, movie theater, supermarket, etc.
DEMOGRAPHICS	None
FINANCIAL	None
MISCELLANEOUS	<ul style="list-style-type: none"> • Ownership of electronic devices (mobile phone, portable music player, PDA/Blackberry) • Awareness of contactless payments via card, small device, phone/PDA • Likelihood and preference using a contactless payment method (card, small device, phone/PDA) • One question on potential concerns or drawbacks using a contactless card or device

* The number in parenthesis represents the number of response categories for the corresponding question.

Synergistics: 2002 Person to Person Payments (P2P)

NAME	Synergistics (Person-to-Person payments study)
DATE SURVEY COMPLETED	July 2002
# OBSERVATIONS	1,199
# VARIABLES	119
UNIVERSE	Internet-active people with an e-mail address for personal use.
SAMPLE	Unlike some other Synergistics surveys, this sample does not exclude anyone based on income or financial responsibility restrictions.
WEIGHTS	The survey uses population weights with an average value of 1. The weights are based on household income.
LONGITUDINAL	No
SURVEY METHODOLOGY	Internet; An incentive drawing of one \$500 prize and ten \$25 prizes were used to enhance response rate.
DATA TYPE	Self-reported
RESPONSE RATE	Five waves of e-mail invites totaling 24,984.
BANK ACCOUNTS	<ul style="list-style-type: none"> • Savings account • Checking account • Money market account • Other financial services such as CDs, mutual funds, brokerage accounts, etc.
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Online person-to-person payments <ul style="list-style-type: none"> ➤ PayPal ➤ eBay Billpoint ➤ Yahoo Pay Direct ➤ Citibank C2it ➤ AOL Quick Cash ➤ Bid Pay • Ways to make P2P payments without the Internet (respondent was asked if he had used any of the following methods in the past year) <ul style="list-style-type: none"> ➤ Money order ➤ Wire transfer (such as Western Union) ➤ Mailing someone a check or cash gift ➤ Giving someone a prepaid gift card or phone card • Credit card • Debit card
PAYMENT MEASURES	<ul style="list-style-type: none"> • Use dummy for credit card, debit card, and other ways to make P2P payments with or without the Internet; all listed above. • Use, monthly (total number of P2P payments on the Internet.
PAYMENT REASON	Most questions are about P2P payments. There are a couple questions about different reasons the respondent has used the Internet to make purchases or pay bills.
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Questions about Internet purchases and P2P payments.

DEMOGRAPHICS	<ul style="list-style-type: none"> • Age (continuous) • Education (6)* • Marital status (6) • “Head of household” (dummy) • Gender (2)
FINANCIAL	<ul style="list-style-type: none"> • Household income (10) • Value of family’s <i>liquid</i> financial assets (7) • Homeowner status (2) • Kind of work that primary wage earner does (11)
MISCELLANEOUS	<ul style="list-style-type: none"> • Very detailed questions about P2P payments (preferences, perceived disadvantages of online P2P payments, potential applications, etc.) • Internet activity (several questions) • Online banking (to check bank balances)

* The number in parenthesis represents the number of response categories for the corresponding question.

Synergistics: 2006 Micro-payments

NAME	Synergistics (Consumer Perspective on Micro-Payments)
DATE SURVEY COMPLETED	October 2006 (Note that survey was given along with the 2006 Mobile Banking survey. Therefore, both surveys have the same respondents)
# OBSERVATIONS	1,013
# VARIABLES	419 (many of these are from the mobile banking survey mentioned above)
UNIVERSE	U.S. consumers, age 18 and older
SAMPLE	The respondents must have non-missing income and must share responsibility for decisions regarding their household's finances.
WEIGHTS	The survey uses population weights with an average value of 1. The weights are based on household income.
LONGITUDINAL	No
SURVEY METHODOLOGY	Internet
DATA TYPE	Self-reported
RESPONSE RATE	NA
BANK ACCOUNTS	None
PAYMENT INSTRUMENTS/TYPE	<ul style="list-style-type: none"> • Credit card • Debit card • Gift/prepaid card • Cash • Internet Payment Provider/PayPal/Google • Contactless (card, cell phone, PDA) • Biometric (such as fingerprints)
PAYMENT MEASURES	<ul style="list-style-type: none"> • Use dummy (different types of credit cards, prepaid/gift card, PayPal or Google online account, contactless card, or other contactless method, biometric) • Use (credit card, debit card) • Change in use (cash - the question asks whether the respondent uses cash more, less, or the same as two years before) • Which payment methods typically used for purchases of \$5 or less (can choose multiple methods) • Likelihood of using certain payment methods for micropayments (this was asked of the emerging payment methods more)
PAYMENT REASON	Many of the purchases are small. Some online purchases are mentioned specifically (downloading songs, video clips, etc.). At POS, these payments are likely to be small retail purchases.
PAYMENT LOCATIONS	<ul style="list-style-type: none"> • Internet • POS
DEMOGRAPHICS	<ul style="list-style-type: none"> • Gender (2)*

* The number in parenthesis represents the number of response categories for the corresponding question.

	<ul style="list-style-type: none"> • Marital status (6) • Household size (continuous) • Age (continuous; highest value is 65, unclear if this is a restricted sample by age or if it just worked out this way) • Education level (6) • Race (5; includes “other” category where respondent was allowed to specify) • Latino/Hispanic (dummy) • State • Zip code
FINANCIAL	<ul style="list-style-type: none"> • Household income (7) • Homeowner (dummy) • Employment status (3)
MISCELLANEOUS	<ul style="list-style-type: none"> • Number of micropayments (\$5 or less) per month • Smallest dollar value amount respondent would be willing to pay with: <ul style="list-style-type: none"> ➤ Credit card ➤ Debit card ➤ Prepaid/gift card • Largest dollar value payment respondent would be willing to use cash for • Attitudes toward making small purchases with certain payment instruments • Disadvantages of cash • ATM use, monthly • Financial responsibility (2) • Technology adoption (mobile phone, MP3 player, etc.) • Internet activity • Credit card revolving question