

Manual

Survey Payment Behavior and Financial inclusion

The respondent is a member of the selected household, age 18 or older.

Question 1

It is recommended for the interviewer NOT to expose this question to the respondent. The interviewer may complete this question when the gender is obvious to the interviewer.

Question 2

Respondent may not be younger than 18 years.

Question 3

Highest completed educational level is the educational level for which the respondent obtained a diploma.

Question 4

The most common 'Country of births' for Curaçao are listed first. To find the rest of the countries, you may type in the Country.

Question 7

Net income is the income before deduction of mortgage and other standing charges. Net income includes pension, social welfare ('onderstand') etc.

Question 8

Net household income is the income before deduction of mortgage and other standing charges. Your household's net income includes pension, social welfare ('onderstand') etc. of all members in the household (including the respondent) as specified in question 6.

Question 9

An active local personal debit current (or checking) account is an account to which e.g. salary is transferred to and from which payments are made.

This personal account is an account on the respondent name (it may be a shared account) at a local commercial bank, credit institution or non-bank.

Local commercial banks are:

- Maduro & Curiel's Bank N.V.
- RBC Royal Bank N.V.
- Banco di Caribe N.V.
- Vidanovabank N.V.
- Orcobank. N.V.
- PSB Bank

Credit Unions are:

- ACU

Non-banks are:

- Any other payment service provider not being a bank neither a credit institution offering payment services through an account such as e-wallet payment solution/ mobile payment (mostly categorized as Fintechs.
Fintech stands for financial technology

An active account is an account that the respondent has been using for the past 12 months and is still valid (still in function).

Question 11

A credit card is a type of payment card in which charges are made against a line of credit. When someone uses a credit card to make a purchase, that person's account accrues a balance that must be paid off each month.

Other account or card may be any payment account or card that the respondent may have e.g. Paypal, any store/branded credit card like Goisico or Building Depot etc.

Question 12

A smartphone is a mobile phone that is able to connect, share, and interact with its user and other smart devices by e.g. connecting to the internet.

Question 13

Frequency use may be any access that the respondent has to make use of internet at home, work, school, neighbor, restaurant etc.

Question 14

With typically used is meant, the most used payment instrument.

If the payment instrument typically used is not listed, the respondent may select 'other' and specify which other payment instrument is used. Other payment instrument may be any other instrument that the respondent typically uses to pay her/his bills and receipts for her/his purchases e.g. Funmiles, bitcoin, credit coupon (bon)

- Debit card insertion or swipe is when card is present while payment is made by making contact with e.g. a POS (MPOS) and a PIN code is required.
- Debit card tap is when card is present while payment is made contactless only by taping the card on a POS and without entering any PIN code.

Question 15

Same as question 14.

Peer to peer (P2P) mobile payment system is a system through a third party facilitating more efficient payments for person to person transactions. E.g Sento

Question 17

With typically used is meant, the most used payment instrument to withdraw or deposit cash.

If the respondent does not have any bankcard or account (question 9 to 11), the answer for these questions should be 'never'.

Question 19

The most used payment system may be selected.

The bill may be paid on the respondent's own behalf or someone else in her/his household's behalf. If the respondent is not the one that pays the bills of her/his household, the respondent may choose 'not applicable'.

If the payment instrument typically used is not listed the respondent may select 'other' and specify which other payment instrument is used. 'Other' payment instrument may be fun miles, bitcoins etc.

Question 20

Same as question 19.

Webshop payment is when payment is made through the website of the online merchant. This differs from online banking, where payment is made through the website of the bank's online system.

Question 21

The respondent may have shopped via her/himself (own international address and/or credit/ debit /paypal account) or someone else.

Question 22

Less use of cash means that the respondent will e.g. withdraw less cash or pay less with cash than he/she is doing now, in other words the respondent will make more use of digital payment e.g. internet banking, swiping etc. Even though according to the respondent her/his use of cash is minimum

Question 23

In other words: If cash is reduced or eliminated, does the respondent think this will impact her/him? e.g. Kranshi, Aqualectra, Ontvanger etc. went over to cashless payment (it is not possible to pay with cash anymore). Will this impact the respondent? (Thinking about the elderly group, someone without a bank account).

Question 24

You can provide an estimate for your outstanding balance (debts).

“Where” refers to commercial banks (such as MCB, BDC, RBC), credit unions (such as ACU), microcredit institutions (such as Shon Fia, Caribbean Cash), unregistered moneylender, pawnshop (Gold2Cash) family, friends, acquaintances, or employer. Please fill in the name of the institution or individual. For example, do not fill in “microcredit institution”, but fill in “Shon Fia”.

Question 25

A pyramid scheme is a business model that recruits members via a promise of payments or services for enrolling others into the scheme, rather than supplying investments or sale of products (e.g., “Flower”). Financial information includes details on the respondent’s personal and bank account information.

Question 26

Financial satisfaction refers to the respondent’s feeling of contentment with her/his financial situation. Financial satisfaction is subjective. Individuals with the same (household) income may feel a different level of financial satisfaction.

Question 27

Expenses and bills refer to the respondent’s normal living expenses, including those for electricity, water, telephone, food, and clothing.

Question 28

Setting money aside means that the respondent does not use that money for other purposes other than the reason for which it is set aside.

Question 29

Interest refers to the cost of credit.

Regular bills include electricity, telephone, and water bills.

To buy something on impulse means that a person doesn’t think through before buying something.

Question 30

For this question, the respondents may compare their knowledge level to that of their peers.

Question 31

The answer is more than 102.00 ANG.

Question 32

The answer is It decreases the purchasing power of money.

Question 33

The answer is Start saving early and contribute regularly to retirement.

Question 34

The answer is No

The central bank is the Bank of the commercial banks.

Question 35

The answer is 'yes'.

Question 36

The answer is 'no'.

The central bank wants to prevent an overextension of credit (Total Debt Service Ratio (TDSR) is 37%). Otherwise, you will not have sufficient money to cover your normal living expenses.

A virtual asset is a digital representation of value that can be traded or transferred electronically. Examples include cryptocurrencies like Bitcoin, virtual tokens, and digital collectibles. These assets exist only in digital form and are stored on computers or other electronic devices.

Question 37

Swiping machine is the device at the counter of the merchant to make payments.