

# UnderStandingAmericaStudy

UAS 18: SPENDING, PLANNING AND SAVING



Survey author(s): Social Security Administration

Fielded April 20, 2015 - March 23, 2018

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# 1 INTRODUCTION

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This UAS panel survey, titled "UAS18: Spending, Planning and Saving" focuses on day to day decisions about personal spending, planning and saving. This survey is no longer in the field. Respondents were paid \$11 to complete the survey.

Note: data files for this survey were adjusted on January 29, 2019 to remove 2 unqualified respondents who were inadvertently included in the initial data files. Please contact [uas-l@usc.edu](mailto:uas-l@usc.edu) with any questions.

## 1.1 Topics

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This survey contains questions (among others) on the following topics: Cognitive Abilities, Consumer Behavior, Financial Literacy. A complete survey topic categorization for the UAS can be found [here](#).

## 1.2 Experiments

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This survey did not include any experiments. A complete survey experiment categorization for the UAS can be found [here](#).

## 1.3 Citation

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Each publication, press release or other document that cites results from this survey must include an acknowledgment of UAS as the data source and a disclaimer such as, 'The project described in this paper relies on data from survey(s) administered by the Understanding America Study, which is maintained by the Center for Economic and Social Research (CESR) at the University of Southern California. The content of this paper is solely the responsibility of the authors and does not necessarily represent the official views of USC or UAS.' For any questions or more information about the UAS, contact Tania Gutsche, Project and Panel Manager, Center for Economic and Social Research, University of Southern California, at [tgutsche@usc.edu](mailto:tgutsche@usc.edu).

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## 2 SURVEY RESPONSE AND DATA

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### 2.1 Sample selection and response rate

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The sample selection for this survey was:

All active respondents.

As such, this survey was made available to 7388 UAS participants. Of those 7388 participants, 6309 completed the survey and are counted as respondents. Of those who are not counted as respondents, 30 started the survey without completing and 1049 did not start the survey. The overall response rate was 85.4%.

Note: We are unable to provide sample weights for a small number of UAS members (see the Sample weighting section below for details). If they completed the survey, these members are included in the data set with a weight of zero, but accounted for in the computation of total sample size and survey response rate.%.

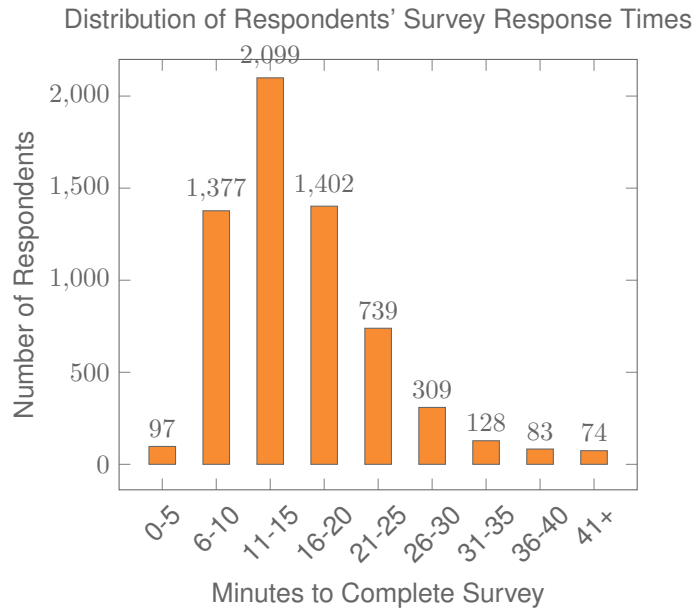
The detailed survey response rate is as follows:

UAS18 - Response Overview	
Size of selected sample	7388
Completed the survey	6309
Started but did not complete the survey	30
Did not start the survey	1049
Response rate	85.4%

### 2.2 Timings

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The survey took respondents an average of 16 minutes, and the full distribution of survey response times is available in the figure below. Times per question are available upon request.



### 2.3 Sample & Weighting

Weights are included in the data set for this survey. This survey dataset may contain respondents with a weight of zero. These respondents belong to a small group of UAS members for whom sample weights cannot be computed due to non-probability recruitment for special projects. Hence, while they are accounted for in the total number of survey respondents, they do not contribute to any statistics using sample weights. For more details on the UAS weighing procedures please refer to the UAS Weighting Procedures V1. Please contact UAS staff with any questions.

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### 3 STANDARD VARIABLES

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Each Understanding America Study data contains a series of standard variables, consisting of individual, household and sample identifiers, language indicator, time stamps and a rating by the respondent of how much he or she liked the survey:

- **uasid**: the identifier of the respondent. This identifier is assigned to a respondent at recruitment and stays with the respondent throughout each and every survey he/she participates in. When analyzing data from multiple surveys, the 'uasid' can be used to merge data sets.
- **uashhid**: the household identifier of the respondent. Every member is assigned a household identifier, stored in the variable 'uashhid'. For the primary respondent this identifier equals his or her 'uasid'. All other eligible members of the primary respondent's household (everyone who is 18 or older in the household) who become UAS respondents receive the 'uasid' of the primary respondent as their household identifier. The identifier 'uashhid' remains constant over time for all respondents. Thus it is always possible to find the original UAS household of an UAS panel member (even after they, for example, have moved out to form another household).
- **survhhid**: uniquely identifies the household a UAS panel member belongs to in a given survey. For instance, if the primary respondent and his/her spouse are both UAS members at the time of a given survey, they both receive the same 'survhhid' identifier for that survey. If they subsequently split, they receive two different 'survhhid' in subsequent surveys. They, however, always share the same 'uashhid'. The identifier 'survhhid' is set to missing (.) if no other household members are UAS panel members at the time of the survey. Since individuals can answer the same survey at different points in time (which can be relatively far apart if the survey is kept in the field for a prolonged time), it may be possible that, within the same data set, household members have different 'survhhid' reflecting different household compositions at the time they answered the survey. For instance, suppose that the primary respondent and his/her spouse are both UAS members. If the primary respondent answers the survey when he/she is living with the spouse, but the spouse answers the survey when the couple has split, they receive different 'survhhid'. Hence, the variable 'survhhid' identifies household membership of UAS panel members, at the time the respondent answers the survey. Note: in the My Household survey 'survhhid' is set to unknown (.u) for respondents who last participated in the My Household survey prior to January 21, 2015.
- **uasmembers**: is the number of other household members who are also UAS panel members at the time of the survey. Since individuals can answer the same survey at different points in time (which can be relatively far apart is the survey is kept in the field for a prolonged time), it may be possible that, within the same data set, the primary respondent of a household has a value of '0', whereas the second UAS household respondent has a value of '1'. Therefore 'uasmembers' should be interpreted as the

number of household and UAS panel members at the time the respondent answers the survey. Note: in the My Household survey 'uasmembers' is set to unknown (.u) for respondents who last participated in the My Household survey prior to January 21, 2015.

- **sampletype**: indicates the sampling frame from which the household of the respondent was recruited. All UAS recruitment is done through address based sampling (ABS) in which samples are acquired based on postal records. Currently, the variable 'sampletype' takes on three values reflecting three distinct recruitment categories (in future data sets the number of categories may increase due to the incorporation of new recruitment categories):
  1. Nationally Representative Sample
  2. Native Americans: recruited through ABS, where the probability of drawing a zip-code is a function of the percentage of Native Americans in the zip-code. Primary respondents in these zip-codes who are not Native Americans are not invited to join the UAS.
  3. LA County: recruited through ABS drawing from zip-codes in Los Angeles County.
- **batch**: indicates the batch from which the respondent was recruited. There are currently the following values this variable takes (in future data sets the number of categories may increase due to the usage of new recruitment samples):
  1. ASDE 2014/01 Nat.Rep.
  2. ASDE 2014/01 Native Am.
  3. ASDE 2014/11 Native Am.
  4. LA County 2015/05 List Sample
  5. MSG 2015/07 Nat.Rep.
  6. MSG 2016/01 Nat.Rep. Batch 2
  7. MSG 2016/01 Nat.Rep. Batch 3
  8. MSG 2016/01 Nat.Rep. Batch 4
  9. MSG 2016/02 Nat.Rep. Batch 5
  10. MSG 2016/03 Nat.Rep. Batch 6
  11. MSG 2016/04 Nat.Rep. Batch 7
  12. MSG 2016/05 Nat.Rep. Batch 8
  13. MSG 2016/08 LA County Batch 2
  14. MSG 2017/03 LA County Batch 3
  15. MSG 2017/11 California Batch 1
  16. MSG 2018/02 California Batch 2
  17. MSG 2018/08 Nat.Rep. Batch 9

18. MSG 2019/04 LA County Batch 4
19. MSG 2019/05 LA County Batch 5
20. MSG 2019/11 Nat. Rep. Batch 10
21. MSG 2020/08 Nat. Rep. Batch 11
22. MSG 2020/10 Nat. Rep. Batch 12
23. MSG 2021/02 Nat. Rep. Batch 13
24. MSG 2021/08 Nat. Rep. Batch 15
25. MSG 2021/08 Nat. Rep. Batch 16
26. MSG 2022/02 Nat. Rep. Batch 17 (priority)
27. MSG 2022/02 Nat. Rep. Batch 17 (regular)
28. MSG 2022/08 Nat. Rep. Batch 18
29. MSG 2022/11 LA County Batch 6
30. MSG 2022/11 Nat. Rep. Batch 20

- **primary\_respondent**: indicates if the respondent was the first person within the household (i.e. to become a member or whether s/he was added as a subsequent member. A household in this regard is broadly defined as anyone living together with the primary respondent. That is, a household comprises individuals who live together, e.g. as part of a family relationship (like a spouse/child/parent) or in context of some other relationship (like a roommate or tenant).
- **hardware**: indicates whether the respondent ever received hardware or not. Note: this variable should not be used to determine whether a respondent received hardware at a given point in time and/or whether s/he used the hardware to participate in a survey. Rather, it indicates whether hardware was ever provided:
  1. None
  2. Tablet (includes Internet)
- **language**: the language in which the survey was conducted. This variable takes a value of 1 for English and a value of 2 for Spanish.
- **start\_date (start\_year, start\_month, start\_day, start\_hour, start\_min, start\_sec)**: indicates the time at which the respondent started the survey.
- **end\_date (end\_year, end\_month, end\_day, end\_hour, end\_min, end\_sec)**: indicates the time at which the respondent completed the survey.
- **cs\_001**: indicates how interesting the respondent found the survey.



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## 4 BACKGROUND DEMOGRAPHICS

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Every UAS survey data set includes demographic variables, which provide background information about the respondent and his/her household. Demographic information such as age, ethnicity, education, marital status, work status, state of residence, family structure is elicited every quarter through the “My Household” survey. The demographic variables provided with each survey are taken from the most recent ‘MyHousehold’ survey answered by the respondent. If at the time of a survey, the information in “My Household” is more than three months old, a respondent is required to check and update his or her information before being able to take the survey.

The following variables are available in each survey data set:

- **gender**: the gender of the respondent.
- **dateofbirth\_year**: the year of birth of the respondent.
- **age**: the age of the respondent at the start of the survey.
- **agerange**: if the respondent’s age cannot be calculate due to missing information, ‘agerange’ indicates the approximate age. Should a value for both the ‘age’ and ‘agerange’ be present, then ‘age’ takes precedence over ‘agerange’.
- **citizenus**: indicates whether the respondent is a U.S. citizen.
- **bornus**: indicates whether the respondent was born in the U.S.
- **stateborn**: indicates the state in which the respondent was born. This is set to missing (.) if the respondent was not born in the U.S.
- **countryborn**: indicates the country in which the respondent was born. This is set to missing (.) if the respondent was born in the U.S.
- **countryborn\_other**: indicates the country of birth if that country is not on the drop down list of countries shown to the respondent’.
- **statereside**: the state in which the respondent is living.
- **immigration\_status**: indicates whether the respondent is an immigrant. It takes one of the following values: 0 Non-immigrant, 1 First generation immigrant (immigrant who migrated to the U.S), 2 Second generation immigrant (U.S.-born children of at least one foreign-born parent), 3 Third generation immigrant (U.S.-born children of at least one U.S.-born parent, where at least one grandparent is foreign-born), or 4 Unknown immigrant status.
- **maritalstatus**: the marital status of the respondent.
- **livewithpartner**: indicates whether the respondent lives with a partner.

- **education**: the highest level of education attained by the respondent.
- **hisplativo**: indicates whether the respondent identifies him or herself as being Hispanic or Latino. This variable is asked separately from race.
- **hisplatinogroup**: indicates which Hispanic or Latino group a respondent identifies him or herself with. This is set to missing (.) if the respondent does not identify him or herself as being Hispanic or Latino.
- **white**: indicates whether the respondent identifies him or herself as white (Caucasian).
- **black**: indicates whether the respondent identifies him or herself as black (African-American).
- **nativeamer**: indicates whether the respondent identifies him or herself as Native American (American Indian or Alaska Native).
- **asian**: indicates whether the respondent identifies him or herself as Asian (Asian-American).
- **pacific**: indicates whether the respondent identifies him or herself as Native Hawaiian or Other Pacific Islander.
- **race**: indicates the race of the respondent as singular (e.g., '1 White' or '2 Black') or as mixed (in case the respondent identifies with two or more races). The value '6 Mixed' that the respondent answered 'Yes' to at least two of the single race categories. This variable is generated based on the values of the different race variables (white, black, nativeamer, asian, pacific). This composite measure is not conditional on hisplativo, so an individual may identify as Hispanic or Latino, and also as a member of one or more racial groups.
- **working**: indicates whether the respondent is working for pay.
- **sick\_leave**: indicates whether the respondent is not working because sick or on leave.
- **unemp\_layoff**: indicates whether the respondent is unemployed or on lay off.
- **unemp\_look**: indicates whether the respondent is unemployed and looking for a job.
- **retired**: indicates whether the respondent is retired.
- **disabled**: indicates whether the respondent has a disability.
- **lf\_other**: specifies other labor force status.
- **laborstatus**: indicates the labor force status of the respondent as singular (e.g., '1 Working for pay' or '2 On sick or other leave') or as mixed (in case the respondent selects two or more labor statuses). The value '8 Mixed' indicates that the respondent answered 'Yes' to at least two of the single labor force status variables. This variable is generated based on the values of the different labor status variables (working, sick\_leave, unempl\_layoff, unempl\_look, retired, disabled, lf\_other).

- **employmenttype**: indicates the employment type of the respondent (employed by the government, by a private company, a nonprofit organization, or self-employed). This is set to missing (.) if the respondent is not currently working or currently on sick or other leave.
- **workfullpart**: indicates whether the respondent works full or part-time. This is set to missing (.) if the respondent is not currently working or currently on sick or other leave.
- **hourswork**: indicates the number of hours the respondent works per week. This is set to missing (.) if the respondent is not currently working or currently on sick or other leave.
- **hhincome**: is the total combined income of all members of the respondent's household (living in their household) during the past 12 months.
- **anyhhmember**: indicates whether there were any members in the respondent's household at the time he/she answered the survey as reported by the respondent.
- **hhmembervnumber**: indicates the number of household members in the respondent's household at the time of the survey as reported by the respondent. It may be that 'anyhhmember' is 'Yes', but 'hhmembervnumber' is missing if the respondent did not provide the number of household members at the time of the survey.
- **hhmemberin\_#**: indicates whether a household member is currently in the household as reported by the respondent. Household members are never removed from the stored household roster and their information is always included in survey data sets. The order of the roster is the same order in which household members were specified by the respondent in the 'MyHousehold' survey. The order is identified by the suffix \_# (e.g., \_1 indicates the first household member, \_2 the second household member, etc.).

As an example, if the first household member is in the household at the time of the survey, 'hhmemberin\_1' is set to '1 HH Member 1 is in the HH'; if he/she has moved out, 'hhmemberin\_1' is set to '0 HH member 1 is no longer in the HH'. Since information of other household members (stored in the variables listed below) is always included in survey data sets, information about 'hhmemberin\_1' is available whether this person is still in the household or has moved out.

- **hhmembergen\_#**: indicates the gender of another household member as reported by the respondent.
- **hhmemberage\_#**: indicates the age of another household member. The age is derived from the month and year of birth of the household member as reported by the respondent.
- **hhmemberrel\_#**: indicates the relationship of the respondent to the other household member as reported by the respondent.

- **hhmemberuasid\_#:** is the 'uasid' of the other household member if this person is also a UAS panel member. It is set to missing (.) if this person is not a UAS panel member at the time of the survey. Since this identifier is directly reported by the respondent (chosen from a preloaded list), it may differ from the actual (correct) 'uasid' of the UAS member it refers to because of reporting error. Also, this variable should not be used to identify UAS members in a given household at the time of the survey. This is because the variables 'hhmemberuasid\_#' are taken from the most recent 'My Household' and changes in household composition involving UAS members may have occurred between the time of the respondent answered 'My Household' and the time the respondent answers the survey. To follow UAS members of a given household, it is advised to use the identifiers 'uashhid' and 'survhhid'.
- **lastmyhh\_date:** the date on which the demographics variables were collected through the 'My Household' survey.

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## 5 MISSING DATA CONVENTIONS

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Data files provide so-called clean data, that is, answers given to questions that are not applicable anymore at survey completion (for example because a respondent went back in the survey and skipped over a previously answered question) are treated as if the questions were never asked. In the data files all questions that were asked, but not answered by the respondent are marked with (.e). All questions never seen by the respondent (or any dirty data) are marked with (.a). The latter may mean that a respondent did not view the question because s/he skipped over it; or alternatively that s/he never reached that question in the survey due to a survey break off.

If a respondent did not complete a survey, the variables representing survey end date and time are marked with (.c). Household member variables are marked with (.m) if the respondent has less household members (e.g. if the number of household members is 2, any variables for household member 3 and up are marked with (.m).

UAS provides data in STATA and CSV format. Stata data sets come with include variable labels that are not available in the CSV files. Value labels are provided for single-response answer option. In STATA these labels will include the labels 'Not asked' and 'Not answered' for (.a) and (.e), and will show in tabulations such as 'tab q1, missing'. For multiple-response questions a binary variable is created for each answer option indicating whether the option was selected or not. A summary variable is also provided in string format reflecting which options were selected and in which order. For example, if a question asked about favorite animals with options cat, dog, and horse, then if a respondent selected horse and then cat, the binary variables for horse and cat will be set to yes, while the overall variable would have a string value of '3-1'. If no answer was given, all binary variables and the summary variable will be marked with '.e'.

Questions that are asked multiple times are often implemented as so-called array questions. Supposing the name of such question was Q1 and it was asked in 6 different instances, your data set would contain the variables Q1\_1\_ to Q1\_6\_. To illustrate, if a survey asked the names of all children, then child\_1\_ would contain the name of the first child the respondent named and so on.

More information about the UAS data can be found in the UAS Data Guide available on the UAS Data Pages web site.

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## 6 ROUTING SYNTAX

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The survey with routing presented in the next section includes all of the questions that make up this survey, the question answers when choices were provided, and the question routing. The routing includes descriptions of when questions are grouped, conditional logic that determines when questions are presented to the respondent, randomization of questions and answers, and fills of answers from one question to another.

If you are unfamiliar with conditional logic statements, they are typically formatted so that **if** the respondent fulfills some condition (e.g. they have a cellphone or a checking account), **then** they are presented with some other question or the value of some variable is changed. If the respondent does not fulfill the condition (e.g. they are not a cellphone adopter or they do not have a checking account), something **else** happens such as skipping the next question or changing the variable to some other value. Some of the logic involved in the randomization of questions or answers being presented to the respondent is quite complex, and in these instances there is documentation to clarify the process being represented by the routing.

Because logic syntax standards vary, here is a brief introduction to our syntax standards. The syntax used in the conditional statements is as follows: '=' is equal to, '<' is less than, '>' is greater than, and '!= ' is used for does not equal. When a variable is set to some number N, the statement looks like 'variable := N'.

The formatting of the questions and routing are designed to make it easier to interpret what is occurring at any given point in the survey. Question ID is the bold text at the top of a question block, followed by the question text and the answer selections. When a question or variable has associated data, the name links to the appropriate data page, so you can easily get directly to the data. Text color is used to indicate the routing: **red** is conditional logic, **gold** is question grouping, **green** is looping, and **orange** is used to document randomization and other complex conditional logic processes. The routing is written for a computer to parse rather than a human to read, so when the routing diverges significantly from what is displayed to the respondent, a screenshot of what the respondent saw is included.

The name of the randomization variables are defined in proximity to where they are put into play, and like the question ID the names of the randomization variables can be used to link directly to the associated data page.

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## 7 SURVEY WITH ROUTING

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Start of section **Introductionsection**

FLCurrentYear := date("Y")

**survey\_intro** (Section Introductionsection)

We are going to ask you a series of questions about your use of various financial products and services.

**IF maritalstatus = EMPTY THEN**

**maritalstatus** (R MARITAL STATUS in section Demographics)

Are you now married, widowed, divorced, separated or never married?

- 1 Married (Spouse lives with me)
- 2 Married (Spouse lives elsewhere)
- 3 Separated
- 4 Divorced
- 5 Widowed
- 6 Never Married

**END OF IF**

**IF maritalstatus > 3 THEN**

**IF livewithpartner = EMPTY THEN**

**livewithpartner** (R LIVES WITH PARTNER in section Demographics)

Are you currently living with a boyfriend, girlfriend or partner?

- 1 Yes
- 2 No

**END OF IF**

**END OF IF**

**IF laborstatus = EMPTY THEN**

**laborstatus** (R LABOR FORCE STATUS in section Demographics)

What is your labor force status? Please choose all that apply.

- 1 Currently working
- 2 On sick or other leave
- 3 Unemployed - on layoff
- 4 Unemployed - looking for a job
- 5 Retired
- 6 Disabled
- 7 Other

**END OF IF**

**intro\_1** (financial decisions in section Introductionsection)

Who makes the major financial decisions in your household?

- 1 Mostly me
- 2 Me jointly with someone else
- 3 Mostly someone else

**intro\_2** (own or rent home in section Introductionsection)

Please tell us whether you own or rent your home (primary residence).

- 1 I own
- 2 I rent
- 3 I live rent-free

**IF intro\_1 = 1 THEN**

**IF intro\_2 = 1 THEN**

**intro\_3** (year purchase home in section Introductionsection)

About what year did you buy your home?

RANGE 1900..FLCurrentYear

**intro\_4** (info home in section Introductionsection)

Please choose all answers that apply to where you live now.

- 1 I have a mortgage and/or home equity loan
- 2 I have a (home equity line of credit/A home equity line of credit (or HELOC) is a loan where the collateral is the borrower's equity in his/her house.) on which I still owe money
- 3 I have a home equity line of credit but its balance is \$0
- 4 I have a (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage)
- 5 I don't have any mortgages or other loans/lines of credit on my primary residence

**IF 1 IN intro\_4 or 2 IN intro\_4 or 3 IN intro\_4 THEN**

**intro\_5** (understanding of mortgage in section Introductionsection)

How well do you feel that you understand the terms and conditions of your current mortgage loan?

- 1 Very well
- 2 Reasonably well
- 3 Not very well
- 4 Not at all

**intro\_5aa** (balance higher in section Introductionsection)

Is the current balance of your mortgage and/or home equity loan higher or lower than



when the loan was first made?

- 1 Higher
- 2 Lower
- 3 Don't know

**intro\_5ab** (pay-off mortgage in section Introductionsection)

Do you have plans for when you will pay off the mortgage?

- 1 Yes
- 2 No

**IF intro\_5ab = YES THEN**

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**intro\_5ac** (when pay-off in section Introductionsection)

When will that be? Please choose all that apply.

- 1 When I retire
- 2 When I reach age (please enter the age when you plan to have paid off the mortgage)
- 3 I will keep following the current payment schedule until the mortgage is paid off

**intro\_5ac\_age** (age when pay-off in section Introductionsection)

RANGE 18..120

**END OF GROUP**

**END OF IF**

**intro\_5a** (reset of mortgage in section Introductionsection)

Will the interest on your mortgage reset within the next two years? That is, will the interest possibly change quite a bit within that period? (this may happen for instance if you have an Interest-Only Adjustable-rate Mortgage (ARM), an option ARM, or a balloon ARM; or if you have to refinance a (HELOC/A home equity line of credit (or HELOC) is a loan where the collateral is the borrower's equity in his/her house.) or (HAMP/The Home Affordable Modification Program (HAMP) is designed to help financially struggling homeowners avoid foreclosure by modifying loans to a level that is affordable for borrowers now and sustainable over the long term.))

- 1 Yes
- 2 No

**IF 1 IN intro\_4 THEN**

**intro\_6** (refinanced mortgage past 3 yrs in section Introductionsection)

Have you refinanced your mortgage in the last 3 years?

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

IF intro\_6 = NO THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**intro\_7** (Section Introductionsection)

You said that you have not refinanced your mortgage in the last 3 years. Please tell us the reasons why you have not refinanced. Please choose all that apply.

- 1 I never thought about refinancing
- 2 I applied but was rejected
- 3 My home is worth less than the amount I owe on the mortgage
- 4 I would not save enough money to make it worthwhile
- 9 I can't get a lower interest rate than I already have
- 10 I'm close to paying off my mortgage
- 11 I don't think I'd qualify
- 12 I find the process too complicated or confusing
- 8 Other, please specify:

**intro\_7.other** (other reason not refinanced mortgage past 3 yrs in section Introductionsection)

STRING

END OF GROUP

ELSEIF intro\_6 = YES THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**intro\_8** (who you asked for refinancing advice in section Introductionsection)

You said that you refinanced your house in the last 3 years. Please select all the people who you asked for financial advice about the refinancing.

- 1 I didn't ask for advice
- 2 Friend(s)/family member(s)
- 3 Professional(s) (such as a financial advisor, banker or attorney)
- 4 Caregiver who is not a family member
- 5 Other, please specify:

**intro\_8.other** (other person asked for advice in section Introductionsection)

STRING

END OF GROUP

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**intro\_8a** (specifics of the mortgage refinance in section Introductionsection)

You said that you refinanced your house in the last 3 years. Did you do any of the following?

- 1 I took cash out

- 2 I extended the number of years
- 3 Other, please specify:

**intro\_8a\_other** (other specifics of the mortgage refinance in section Introductionsection)  
STRING

END OF GROUP

END OF IF

END OF IF

END OF IF

END OF IF

END OF IF

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B31a\_intro** (Section Introductionsection)

Imagine that you have an unexpected expense. Which of the following best describes how hard it would be for you to pay for this expense depending on the amount of the expense.

#### SUBGROUP OF QUESTIONS

**B31a\_a** (\$500 pay for unexpected expense in section Introductionsection)

\$500

- 1 I could easily pay for this expense
- 2 I could pay for this expense, but it would involve some sacrifices
- 3 I would have to do something drastic to pay for this expense
- 4 I don't think I could pay for this expense

**B31a\_b** (\$1000 pay for unexpected expense in section Introductionsection)

\$1,000

- 1 I could easily pay for this expense
- 2 I could pay for this expense, but it would involve some sacrifices
- 3 I would have to do something drastic to pay for this expense
- 4 I don't think I could pay for this expense

**B31a\_c** (\$5000 pay for unexpected expense in section Introductionsection)

\$5,000

- 1 I could easily pay for this expense
- 2 I could pay for this expense, but it would involve some sacrifices
- 3 I would have to do something drastic to pay for this expense
- 4 I don't think I could pay for this expense

**B31a\_d** (\$1000 pay for unexpected expense in section Introductionsection)  
\$10,000

- 1 I could easily pay for this expense
- 2 I could pay for this expense, but it would involve some sacrifices
- 3 I would have to do something drastic to pay for this expense
- 4 I don't think I could pay for this expense

END OF SUBGROUP

END OF GROUP

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B31\_intro** (Section Introductionsection)

Based on your current financial situation, how would you pay for this expense depending on the amount of the expense. Please select all that apply.

SUBGROUP OF QUESTIONS

**B31\_a** (\$500 pay for unexpected expense in section Introductionsection)  
\$500

- 1 Put it on my credit card and NOT pay the balance in full at the end of the month
- 2 Put it on my credit card and pay the balance in full at the end of the month
- 3 By taking money out of my savings or checking account or paying with cash
- 4 Using money from a bank loan, or line of credit
- 5 By overdrawing any of my bank accounts
- 6 By borrowing from a friend or family member
- 7 Pay it off over time in installments
- 8 By spending less on other items
- 9 By using a payday loan, deposit advance, or pawning something
- 10 Withdrawing money or taking a loan from my retirement account
- 11 By not paying the bill at all
- 12 Other
- 13 None of the above

**B31\_b** (\$1000 pay for unexpected expense in section Introductionsection)  
\$1,000

- 1 Put it on my credit card and NOT pay the balance in full at the end of the month
- 2 Put it on my credit card and pay the balance in full at the end of the month
- 3 By taking money out of my savings or checking account or paying with cash
- 4 Using money from a bank loan, or line of credit
- 5 By overdrawing any of my bank accounts
- 6 By borrowing from a friend or family member
- 7 Pay it off over time in installments
- 8 By spending less on other items

- 9 By using a payday loan, deposit advance, or pawning something
- 10 Withdrawing money or taking a loan from my retirement account
- 11 By not paying the bill at all
- 12 Other
- 13 None of the above

**B31\_c** (\$5000 pay for unexpected expense in section Introductionsection)

\$5,000

- 1 Put it on my credit card and NOT pay the balance in full at the end of the month
- 2 Put it on my credit card and pay the balance in full at the end of the month
- 3 By taking money out of my savings or checking account or paying with cash
- 4 Using money from a bank loan, or line of credit
- 5 By overdrawing any of my bank accounts
- 6 By borrowing from a friend or family member
- 7 Pay it off over time in installments
- 8 By spending less on other items
- 9 By using a payday loan, deposit advance, or pawning something
- 10 Withdrawing money or taking a loan from my retirement account
- 11 By not paying the bill at all
- 12 Other
- 13 None of the above

**B31\_d** (\$1000 pay for unexpected expense in section Introductionsection)

\$10,000

- 1 Put it on my credit card and NOT pay the balance in full at the end of the month
- 2 Put it on my credit card and pay the balance in full at the end of the month
- 3 By taking money out of my savings or checking account or paying with cash
- 4 Using money from a bank loan, or line of credit
- 5 By overdrawing any of my bank accounts
- 6 By borrowing from a friend or family member
- 7 Pay it off over time in installments
- 8 By spending less on other items
- 9 By using a payday loan, deposit advance, or pawning something
- 10 Withdrawing money or taking a loan from my retirement account
- 11 By not paying the bill at all
- 12 Other
- 13 None of the above

END OF SUBGROUP

END OF GROUP

End of section **Introductionsection**

Start of section **Banking**

**B9** (have checking or savings in section Banking)  
Do you currently have a checking or savings account?  
1 Yes  
2 No

**IF B9 = YES THEN**

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B10** (ways you do banking in section Banking)  
How do you check your account balances and make bank deposits and withdrawals?  
Please choose all that apply.  
1 In person at a bank branch  
2 At an ATM machine  
3 By telephone  
4 Online (at a computer)  
5 Using a bank "app" on a mobile phone  
6 I rely on others to do my banking for me  
7 Other, please specify:

**B10\_other** (other way you do banking in section Banking)  
STRING

**END OF GROUP**

**IF not(4 IN B10) THEN**

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B11** (why not bank online in section Banking)  
Some people choose not to bank online (at a computer, tablet or smart phone).  
Please tell us why you have made this choice. Please choose all that apply.  
1 My banking needs are being met without on-line (computer) banking  
2 I'm concerned about the security of on-line banking  
3 I don't trust the technology to properly process my banking transactions  
4 I prefer to do my banking in person  
5 It's difficult or time consuming to set up on-line (computer) banking  
6 I don't know how to use on-line banking  
7 My internet access is not reliable  
8 Other, please specify:

**B11\_other** (other reasons why not bank online in section Banking)  
STRING

**END OF GROUP**

**END OF IF**

**B12** (how pay bills in section Banking)

People sometimes use different ways to pay their bills. Which methods do you use to pay your bills? Please choose all that apply.

- 1 I pay in person at the store or office that sent me the bill (such as going to the department store or phone company to pay)
- 2 I pay at a store (such as a grocery store) that accepts bill payments for other companies
- 3 I pay by writing a check and mailing it
- 4 I pay by telephone
- 5 I pay using credit cards
- 6 I pay using online banking
- 7 I pay with automatic bill payment; payments are taken directly from my bank account
- 8 I pay using money order
- 9 I don't know
- 10 I don't pay the bills

**B13** (use autobill pay in section Banking)

Please think about the bills that you get regularly or every month (such as utility bills and your mortgage or rent).

How many of your regular bills do you pay with automatic bill payment; that is, having payments taken directly from your bank account by these companies every month without you having to schedule the payment? (please also count bills that are automatically charged to a credit card)

- 1 All of them
- 2 Most of them
- 3 Some of them
- 4 Only a few
- 5 None
- 6 I don't know

**IF B13 IN (3,4,5) THEN**

**B14** (why not use auto bill pay in section Banking)

Many people are not regular users of automatic bill payment. Please tell us why you choose not to use automatic bill payment on a regular basis. Please choose all of the reasons that apply.

- 1 I have very few bills to pay
- 2 I like to pay bills in person
- 3 I'm content with paying by check
- 4 Because my bill amounts vary each month
- 5 I'm worried about not having enough money in my account
- 6 I'm concerned about the security of automatic bill payment
- 7 I don't trust the technology to properly process my bill payments
- 8 It's difficult or time consuming to set up automatic bill paying

9 I don't know how to use automatic bill payment

10 Other

END OF IF

END OF IF

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B14a** (receive federal govt benefits in section Banking)

Do you currently receive any type of regular benefits from the Federal or the State government, such as Social Security? If so, please tell us which benefits you receive. Please choose all that apply.

- 1 I do not receive any government benefits
- 2 Social Security Retirement benefits
- 3 Supplemental Security Income (SSI) benefits
- 4 Social Security Disability Insurance (SSDI) benefits
- 5 Veterans Pension
- 7 Railroad Pension
- 8 Unemployment Insurance Benefits
- 9 Medicare
- 10 Other, please specify:

**B14a\_other** (other federal govt benefits in section Banking)

STRING

#### END OF GROUP

IF (not(1 IN B14a and B14a = RESPONSE)) OR B14a2 = YES THEN

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B14b** (how receive benefit paymts in section Banking)

How do you get your benefit payments?

- 1 By check
- 2 Directly deposited into my bank account
- 3 On a (Direct Express card/The Direct Express® card is a prepaid debit card offered to Social Security and Supplemental Security Income check recipients who wish to receive their benefits electronically. )
- 4 Deposited to a prepaid card other than a (Direct Express card/The Direct Express® card is a prepaid debit card offered to Social Security and Supplemental Security Income check recipients who wish to receive their benefits electronically. )
- 5 Other, please specify:

**B14b\_other** (other how receive benefit paymts in section Banking)

STRING



| END OF GROUP

END OF IF

**B14a2** (receive employer provided pensions in section Banking)

Do you currently receive pension benefits from one or more private companies?

1 Yes

2 No

End of section **Banking**

Start of section **Reverse**

IF intro\_1 = 1 THEN

IF intro\_2 = 1 THEN

IF not(4 IN intro\_4) THEN

**B15** (Reverse mortgage info in section Reverse)

A (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage) is a type of mortgage in which a homeowner can borrow money against the value of his or her home. No repayment of the mortgage (principal or interest) is required until the borrower dies or the home is sold. Please select the following statement that best describes your situation.

- 1 I have had a reverse mortgage in the past
- 2 I am considering getting a reverse mortgage
- 3 I have considered getting a reverse mortgage but decided not to get it
- 4 I considered getting a reverse mortgage but was rejected
- 5 I have never considered getting a reverse mortgage

IF B15 != 5 AND B15 = RESPONSE THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B16** (decide about reverse mortgage in section Reverse)

How did you decide to get or consider getting a (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage)? Please choose all of the reasons that apply.

- 1 I wanted to get a reverse mortgage after researching it myself
- 2 It was suggested by a financial advisor
- 3 It was suggested by a friend or family member
- 4 It was suggested by someone trying to sell me the product
- 5 I saw or heard advertising about the product
- 6 Other, please specify:

**B16\_other** (other decide about reverse mortgage in section Reverse)

STRING

END OF GROUP

END OF IF

IF B15 = 1 THEN

Fill code of question FLB17a executed  
Fill code of question FLB17a2 executed

**B17a** (reverse mortgage lump sum vs. monthly income in section Reverse)  
(Was/Is) the money of the (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage) paid to you every month or did you receive it in a one-time payment?

- 1 I (used to be/am) paid every month
- 2 I received a one-time payment
- 3 I withdraw money as needed

**B17b** (year of reverse mortgage in section Reverse)  
In which year did you get the (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage)?  
RANGE 1900..FLCurrentYear

**B17c** (value of reverse mortgage in section Reverse)  
What was the value of the (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage) as a fraction of the value of the house?  
RANGE 0.0..9223372036854775807

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B17** (purpose of reverse mortgage in section Reverse)  
What was the main purpose of your (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without

having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage)?

- 1 To pay for general expenses
- 2 To pay off my mortgage
- 3 To pay bills
- 4 To modify or remodel my home
- 5 To cover health care expenses
- 6 To be able to stay in my house
- 7 Other, please specify:

**B17\_other** (other purpose of reverse mortgage in section Reverse)  
STRING

END OF GROUP

END OF IF

IF B15 = 3 OR B15 = 5 THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B18** (why not get reverse mortgage in section Reverse)

You stated that you did not get a (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage). Please tell us why. Please choose all of the reasons that apply.

1 I have no need for a (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage)

- 2 I don't have enough equity in my home
- 3 The product was too expensive for me
- 4 I could not find someone to provide the required counseling
- 5 After counseling I decided not to get the (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash

without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage)

6 I found another loan product that better suits my needs

7 I don't understand the product well enough

8 I did not want to build up debt

9 I was concerned about paying for taxes and repairs on home

10 I wanted to preserve home equity as emergency fund

11 I wanted to preserve home equity to leave to heirs

12 Other, please specify:

**B18\_other** (other reason not get reverse mortgage in section Reverse)

STRING

END OF GROUP

END OF IF

IF B15 = 1 THEN

**B18b** (satisfaction with reverse mortgage in section Reverse)

On a scale from 1 to 5 where 1 is completely dissatisfied and 5 is completely satisfied how satisfied are you with the (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage) you had/currently have?

1 Completely dissatisfied

2 Dissatisfied

3 Neither dissatisfied nor satisfied

4 Satisfied

5 Completely satisfied

END OF IF

ELSE

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B16\_havemortgage** (decide about reverse mortgage in section Reverse)

You said that you have a (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make

monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage). How did you decide to get or consider getting a reverse mortgage? Please choose all of the reasons that apply.

- 1 It was suggested by someone trying to sell me the product
- 2 I wanted to get a reverse mortgage after researching it myself
- 3 It was suggested by a financial advisor
- 4 It was suggested by a friend or family member
- 5 I saw or heard advertising about the product
- 6 Other, please specify:

**B16\_other** (other decide about reverse mortgage in section Reverse)  
STRING

#### END OF GROUP

Fill code of question FLB17a executed  
Fill code of question FLB17a2 executed

**B17a** (reverse mortgage lump sum vs. monthly income in section Reverse)  
(Was/Is) the money of the (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage) paid to you every month or did you receive it in a one-time payment?

- 1 I (used to be/am) paid every month
- 2 I received a one-time payment
- 3 I withdraw money as needed

**B17b** (year of reverse mortgage in section Reverse)

In which year did you get the (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage)?

RANGE 1900..FLCurrentYear

**B17c** (value of reverse mortgage in section Reverse)

What was the value of the (reverse mortgage/A reverse mortgage is a product that

allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage) as a fraction of the value of the house?  
RANGE 0.0..9223372036854775807

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

##### **B17** (purpose of reverse mortgage in section Reverse)

What was the main purpose of your (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage)?

- 1 To pay for general expenses
- 2 To pay off my mortgage
- 3 To pay bills
- 4 To modify or remodel my home
- 5 To cover health care expenses
- 6 To be able to stay in my house
- 7 Other, please specify:

##### **B17\_other** (other purpose of reverse mortgage in section Reverse)

STRING

#### END OF GROUP

##### **B18b** (satisfaction with reverse mortgage in section Reverse)

On a scale from 1 to 5 where 1 is completely dissatisfied and 5 is completely satisfied how satisfied are you with the (reverse mortgage/A reverse mortgage is a product that allows you to convert part of the equity in your home into cash without having to sell your home or pay additional monthly bills. In a "regular" mortgage, you make monthly payments to the lender. In a "reverse" mortgage, you receive money from the lender, and generally don't have to pay it back for as long as you live in your home. The loan is repaid when you die, sell your home, or when your home is no longer your primary residence./Reverse mortgage) you had/currently have?

- 1 1 Completely dissatisfied
- 2 2 Dissatisfied
- 3 3 Neither dissatisfied nor satisfied
- 4 4 Satisfied

5 5 Completely satisfied  
END OF IF  
END OF IF  
END OF IF

End of section **Reverse**

Start of section **Creditcard**

**B19** (credit cards past 3 yrs in section Creditcard)

In the last 3 years, did you use any credit cards?

- 1 Yes
- 2 No

**IF B19 = YES THEN**

**B20** (amount pay on credit cards in section Creditcard)

How do you typically pay your credit card bills?

- 1 I pay off my balance in full each month
- 2 I pay less than the full balance, but more than the minimum payment
- 3 I make the minimum monthly payment
- 4 I'm typically behind on my payments
- 5 I don't know

**B21** (balance on credit card for medical expense past 3 yr in section Creditcard)

In the last 3 years, have you had to carry a balance on your credit card(s) because of a medical expense?

- 1 Yes
- 2 No

**B22** (cash advance past 3 yrs in section Creditcard)

In the last 3 years, have you taken a cash advance on one of your credit cards?

- 1 No
- 2 Yes, 1 time
- 3 Yes, 2 or 3 times
- 4 Yes, 4 or more times

**B23** (credit card debt compared to 3 yrs ago in section Creditcard)

Is the total amount of credit card debt that you have today less than, about the same, or more than the total amount of credit card debt that you had 3 years ago?

- 1 Less
- 2 About the same
- 3 More
- 4 I don't have credit card debt now and I didn't 3 years ago.
- 5 Don't know



**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B23b** (cost of credit card debt in section Creditcard)

What interest rate do you pay on the card where you have the largest balance?

RANGE 0.0..9223372036854775807

**B23b\_DK** (don't know cost of credit card debt in section Creditcard)

OR

1 Don't know

**END OF GROUP**

**END OF IF**

End of section **Creditcard**

Start of section **Payday**

**B24** (your payday loan experience in section Payday)

Payday loans are small, short-term loans that must be paid in full when the borrowers receive their next pay check or other regular deposit (such as a Social Security payment). These loans are often paid with a post-dated check. Please select the following statement that best describes your situation regarding these products.

1 I have never considered getting a payday loan from a payday lender

2 I currently have a payday loan

3 I have had a payday loan in the past year

4 I currently have a payday loan and I have had one in the past year

5 I considered getting a payday loan but was rejected

6 I have considered getting a payday loan but decided not to get it

**IF B24 IN (2,3,4) THEN**

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B26** (purpose of payday loan in section Payday)

Thinking back now to the last time you took out a payday loan, which of the following best describes what specifically you needed the money for? Please choose all that apply.

1 Paying utility bills (phone, power, gas)

2 Paying rent or mortgage

3 Paying for an emergency expense, such as repairs to your home or car, or a medical bill

4 Deposited into a bank account to avoid overdraft charge(s)

5 Paying miscellaneous bills

6 Buying food, groceries, or other living expenses

7 Pay medical bills

- 8 Pay gambling debt
- 9 Help family members with an emergency
- 10 Other, please specify:

**B26\_other** (other reason needed loan in section Payday)  
STRING

#### END OF GROUP

**B27** (taken out loan to pay back loan in section Payday)

Some people pay back their payday loan by taking out a new loan. Have you ever done this?

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

#### IF B27 = YES THEN

**B28** (how long to pay back loan in section Payday)

For your most recent payday loan, how long did it take until you no longer owed any money?

- 1 I was able to completely pay off the loan when it was due and did not borrow again
- 2 I paid the loan back but it took up to 2 months
- 3 I paid the loan back but it took 3 to 5 months
- 4 I paid the loan back but it took 6 months or more
- 5 I have not yet paid back the loan

#### END OF IF

**B29** (rate borrowing experience in section Payday)

Please tell us about the borrowing experience from your most recent payday loan. Please choose all of the reasons that apply.

- 1 The fees were about what I expected
- 2 It cost more than I expected when I first went in to get the loan
- 3 It took me longer to pay back the loan than I expected
- 4 I don't know how much the loan actually cost me
- 5 None of the above

#### ELSEIF B24 = 6 THEN

**B30** (why not get payday loan in section Payday)

Please list all of the reasons you decided not to get a payday loan. Please choose all the reasons that apply.

- 1 I had/have no need for payday loans
- 2 The product was too expensive for me
- 3 After learning more about it, I decided not to get the loan
- 4 I don't understand the product well enough
- 5 I was able to borrow from another source

END OF IF

End of section **Payday**

Start of section **Studentloan**

**new1** (have student loan in section Studentloan)

In this section we would like to ask you about any student loan debt you may have. We are interested in both debt you took on for your own education, as well as that taken on for a spouse, a child's, or a grandchild's education. Do you currently owe any money or have any loans that you used to pay for? Please choose all that apply.

1 Your own education

2 A spouse/partner's education

3 A child's education

4 A grandchild's education

5 Someone else's education (other than the ones listed above)

6 I do not currently owe any money or loans that were used to pay for education (i.e., student loans)

**IF new1 = RESPONSE AND not(6 IN new1) THEN**

**new1\_a** (public or private student loan in section Studentloan)  
Think about the largest education loan you owe.

Was the loan taken for a private or public college?

- 1 Public
- 2 Private
- 3 Both

**IF new1\_a = 2 THEN**

**new1\_b** (for profit in section Studentloan)  
Was this college a for-profit institution?

- 1 Yes
- 2 No

**END OF IF**

**new1\_c** (kind of degree in section Studentloan)  
Which kind of degree was this largest loan supposed to pay for?

- 1 2-year college
- 2 Undergraduate degree
- 3 Graduate degree
- 4 Professional degree

**new1\_d** (successful student loan in section Studentloan)  
Did the person for whom this loan was taken out complete the degree?

- 1 Yes
- 2 No

**IF new1\_d = YES THEN**

**new1\_e** (useful student loan in section Studentloan)  
Is the person for whom the loan was taken out working on a job that is related to the degree paid with the loan?

- 1 Yes
- 2 No

**END OF IF**

**new1\_f** (borrowed from home equity in section Studentloan)  
Did you borrow from your home equity to pay for educational expenses for you or others?

- 1 Yes
- 2 No

**IF 1 IN new1 THEN**

**new2** (currently owed on own education loan in section Studentloan)

About how much money do you currently owe on the loan(s) for your own education?

- 1 \$0 to \$9,999
- 2 \$10,000 to \$19,999
- 3 \$20,000 to \$29,999
- 4 \$30,000 to \$39,999
- 5 \$40,000 to \$49,999
- 6 \$50,000 or more
- 7 Don't know

**new6** (when start paying on own education loans in section Studentloan)

How long ago did you first start making payments on the loan(s) for your own education?

- 1 In the last 12 months
- 2 1 to 5 years ago
- 3 6 to 10 years ago
- 4 11 to 15 years ago
- 5 16 to 20 years ago
- 6 More than 20 years ago
- 7 I am not currently making payments

**END OF IF**

**IF 2 IN new1 THEN**

**new3** (currently owed for spouse education in section Studentloan)

About how much money do you currently owe on the loan(s) for your spouse/partner's education?

- 1 \$0 to \$9,999
- 2 \$10,000 to \$19,999
- 3 \$20,000 to \$29,999
- 4 \$30,000 to \$39,999
- 5 \$40,000 to \$49,999
- 6 \$50,000 or more
- 7 Don't know

**new7** (when start paying on spouse education loans in section Studentloan)

How long ago did you first start making payments on the loan(s) for your spouse or partner's education?

- 1 In the last 12 months
- 2 1 to 5 years ago
- 3 6 to 10 years ago
- 4 11 to 15 years ago
- 5 16 to 20 years ago
- 6 More than 20 years ago
- 7 I am not currently making payments

END OF IF

IF 3 IN new1 THEN

**new4** (currently owed for child education in section Studentloan)

About how much money do you currently owe on the loan(s) for a child's education?

- 1 \$0 to \$9,999
- 2 \$10,000 to \$19,999
- 3 \$20,000 to \$29,999
- 4 \$30,000 to \$39,999
- 5 \$40,000 to \$49,999
- 6 \$50,000 or more
- 7 Don't know

**new8** (when start paying on child education loans in section Studentloan)

How long ago did you first start making payments on the loan(s) for a child's education?

- 1 In the last 12 months
- 2 1 to 5 years ago
- 3 6 to 10 years ago
- 4 11 to 15 years ago
- 5 16 to 20 years ago
- 6 More than 20 years ago
- 7 I am not currently making payments

END OF IF

IF 4 IN new1 THEN

**new5** (currently owed for grandchild education in section Studentloan)

About how much money do you currently owe on the loan(s) for a grandchild's education?

- 1 \$0 to \$9,999
- 2 \$10,000 to \$19,999
- 3 \$20,000 to \$29,999
- 4 \$30,000 to \$39,999
- 5 \$40,000 to \$49,999
- 6 \$50,000 or more
- 7 Don't know

**new9** (when start paying on grandchild education loans in section Studentloan)

How long ago did you first start making payments on the loan(s) for a grandchild's education?

- 1 In the last 12 months
- 2 1 to 5 years ago
- 3 6 to 10 years ago
- 4 11 to 15 years ago
- 5 16 to 20 years ago

- 6 More than 20 years ago
- 7 I am not currently making payments

END OF IF

IF 5 IN new1 THEN

**new10** (currently owed for other's education in section Studentloan)

About how much money do you currently owe on the loan(s) for the education of this other person/these other people?

- 1 \$0 to \$9,999
- 2 \$10,000 to \$19,999
- 3 \$20,000 to \$29,999
- 4 \$30,000 to \$39,999
- 5 \$40,000 to \$49,999
- 6 \$50,000 or more
- 7 Don't know

**new11** (when start paying on other education loans in section Studentloan)

How long ago did you first start making payments on the loan(s) for the education of this other person/these other people?

- 1 In the last 12 months
- 2 1 to 5 years ago
- 3 6 to 10 years ago
- 4 11 to 15 years ago
- 5 16 to 20 years ago
- 6 More than 20 years ago
- 7 I am not currently making payments

END OF IF

END OF IF

End of section **Studentloan**

Start of section **Advice**

## GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B32** (who helped household last yr in section Advice)

For the next 3 questions, we would like to know who, if anyone, may have helped your household in the last year with money management. If your household has received help with your everyday money management, please tell us who assisted. By money management we mean things like depositing and transferring money, sending payments, writing checks, and balancing accounts. Please choose all that apply.

- 1 No one, I didn't need help
- 2 No one, I couldn't find help
- 3 Friend(s)/family member(s)
- 4 Professional(s) (such as a financial advisor, accountant or attorney)
- 5 Caregiver who is not a family member
- 6 Other, please specify:

**B32\_other** (other person who helped in section Advice)

STRING

## END OF GROUP

### IF 4 IN B32 THEN

**B32a** (how professional paid in section Advice)

How do you think this professional was paid?

- 1 On a commission basis
- 2 A percentage of the assets
- 3 A flat fee
- 4 A fee based on an hourly rate
- 5 Other
- 6 I don't know

**B32b** (how satisfied with advice in section Advice)

On a scale from 1 to 5 where 1 is completely dissatisfied and 5 is completely satisfied how satisfied were you with the advice you got?

- 1 1 Completely dissatisfied
- 2 2 Dissatisfied
- 3 3 Neither dissatisfied nor satisfied
- 4 4 Satisfied
- 5 5 Completely satisfied

### END OF IF



#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B33** (who helped with bills last yr in section Advice)

If your household needed help covering the costs of your bills and expenses in the last year, please tell us who, if anyone, gave or loaned your household money. Please choose all that apply.

- 1 No one, I didn't need help
- 2 No one, I couldn't find help
- 3 Parent
- 4 Child
- 5 Other family member
- 6 Friends
- 7 Caregiver who is not a family member
- 8 Other, please specify:

**B33\_other** (other person helped with bills in section Advice)

STRING

#### END OF GROUP

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B34** (who managed investments past yr in section Advice)

If you have any investments, please tell us who managed your investments in the last year. Please choose all that apply.

- 1 I don't have any investments
- 2 I managed my investments myself
- 3 Friend(s)/family member(s)
- 4 Professional(s) (such as a financial advisor or attorney)
- 5 Caregiver who is not a family member
- 6 Other, please specify:

**B34\_other** (other person managed investments in section Advice)

STRING

#### END OF GROUP

**B35** (paid medical expense more than 1k past 3 yrs in section Advice)

We will next ask you about significant financial events and whether or not you received financial advice. In the last 3 years, did you have a medical expense of \$1,000 or more that you had to pay because insurance did not cover?

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

**IF B35 = YES THEN**

**B35a** (How much medical bill in section Advice)

Approximately how much was the total medical expense that the insurance did not cover?

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B35b** (reason not covered in section Advice)

Why was this expense not covered by the insurance?

- 1 I did not have insurance
- 2 Service was not covered by my insurance
- 3 Provider costs were higher than what was covered by insurance
- 4 Plan had deductible amount
- 5 Insurance discontinued because of failure to pay premium
- 6 Other, please specify:

**B35b\_other** (other why not covered in section Advice)

STRING

**END OF GROUP**

**B35c** (Preparedness to cover expense in section Advice)

How strongly do you agree with the statement: "I was well prepared to pay for this expense out of pocket."

- 1 Strongly agree
- 2 Agree
- 3 Neutral
- 4 Disagree
- 5 Strongly disagree

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B36** (Advisors for medical expense in section Advice)

For your medical expense, please select all the people who you asked for financial advice on how to pay for the care you received.

- 1 Didn't ask for advice
- 2 Friend(s)/family member(s)
- 3 Professional(s) (such as a financial advisor, accountant or attorney)
- 4 Caregiver who is not a family member
- 5 Medical provider
- 6 Other, please specify:

**B36\_other** (other person consulted about med expense in section Advice)

STRING

| END OF GROUP

END OF IF

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B37** (financial stress past 3 yrs in section Advice)

In the last 3 years, if your household experienced major financial stress for any reason, what was the cause? Please choose all that apply.

- 1 We experienced no major financial stress
- 2 Filing for bankruptcy
- 3 Receiving a foreclosure notice
- 4 Losing a job or having work hours and/or income reduced
- 5 Having a significant health issue
- 6 Getting separated or divorced
- 7 Losing a spouse/partner
- 8 Need of long term care
- 9 Having unpaid taxes
- 10 Had mortgage balance higher than property value
- 11 Had mortgage payment higher than expected
- 12 Difficulty with gambling debt
- 13 Providing help to family member(s) or family member losing job
- 14 Other, please specify:

**B37\_other** (other financial stress in section Advice)

STRING

END OF GROUP

IF not(1 IN B37) THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B37b** (cope with shock in section Advice)

What did you do as a response to the financial stress that your household experienced? Please choose all that apply.

- 1 Got help from others
- 2 Borrowed money using credit card
- 3 Borrowed using payday lending
- 4 Mortgaged home or increased mortgage on home
- 5 Borrowed from bank
- 6 Withdrew from savings
- 7 Cut expenses
- 8 Negotiated debt
- 9 Did not pay expenses that we owed

10 Other, please specify:

**B37b\_other** (other cope with shock in section Advice)

STRING

**END OF GROUP**

**B37c** (success response to shock in section Advice)

Would you say that your household fully recovered from this financial stress?

1 Yes

2 No

**B37d** (lasting effect of shock in section Advice)

On a scale from 1 to 10 where 1 is not successfully at all and 10 is very successfully how would you rate the success of your household in dealing with the financial stress?

1 1 Not successfully at all

2 2

...

9 9

10 10 Very successfully

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B38** (Advisors during financial stress in section Advice)

In dealing with your financial stress, please select all the people who you asked for financial advice.

1 Didn't ask for advice

2 Other family member

3 Caregiver who is not a family member

4 Banker

5 Financial advisor

6 Attorney

7 Friend

8 Community group/Counseling agency

9 Accountant

10 Other, please specify:

**B38\_other** (other person consulted about bankruptcy foreclosure in section Advice)

STRING

**END OF GROUP**

**IF not(1 IN B38) THEN**

**B38b** (useful advice in section Advice)

On a scale from 1 to 5 where 1 is completely useless and 5 is completely useful how useful was the advice you got?

- 1 Completely useless
- 2 Useless
- 3 Neither useless nor useful
- 4 Useful
- 5 Completely useful

END OF IF

END OF IF

**B39** (retire past 3 yrs or plan to in section Advice)

In the last 3 years, did you retire or do planning for your retirement?

- 1 Yes
- 2 No

IF B39 = YES THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B40** (Advisors for retirement in section Advice)

In preparing for your retirement, please select all the people who you asked or plan to ask for financial advice.

- 1 Didn't ask for advice
- 2 Spouse/partner
- 3 Other family member
- 4 Caregiver who is not a family member
- 5 Employer
- 6 Banker
- 7 Financial advisor
- 8 Attorney
- 9 Friend
- 10 Community group/Counseling agency
- 11 Other, please specify:

**B40\_other** (other person consulted about retirement in section Advice)

STRING

END OF GROUP

**B40a** (enough money in section Advice)

Did you determine if you have/had enough money to retire?

- 1 I did not determine whether I have/had enough money to retire
- 2 I determined that I have/had enough money to retire

3 I determined that I do/did NOT have enough money to retire

**IF B40a = 3 THEN**

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B40b** (make ends meet in section Advice)

What did/do you plan to do in order to have enough money to retire? Please choose all that apply.

- 1 Cut expenses
- 2 Work longer
- 3 Downsize
- 4 Increase my savings
- 5 Delay Social Security
- 6 Retire and work part time
- 7 Other, please specify:

**B40b\_other** (other make ends meet in section Advice)

STRING

**END OF GROUP**

**END OF IF**

Fill code of question FLHWP executed

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B40b2** (spending planning horizon in section Advice)

In deciding how much of your family's income to spend or save, people are likely to think about different financial planning periods. In planning your family's saving and spending, which of the following time periods is more important to you( and your spouse/ and your partner)?

- 1 The next few weeks
- 2 The next few months
- 3 The next year
- 4 The next few years
- 5 The next 5-10 years
- 6 Longer than 10 years
- 7 Other, please specify:

**B40b2\_other** (other spending planning horizon in section Advice)

STRING

**END OF GROUP**

Fill code of question FLB40c executed

**B40c** (retirement planning horizon in section Advice)

When thinking about your retirement plans, what time horizon is MOST important?

- 1 Less than 5 years
- 2 More than 5 and less than 10 years
- 3 More than 10 and less than 20 years
- 4 For the rest of my life
- 5 (For the rest of my and my spouse's life/For the rest of my and my partner's life)

Fill code of question FLB40d executed

**B40d** (planning horizon in section Advice)

Does your retirement planning consider any of the following? Please choose all that apply.

- 1 Ability to pay your bills in the longer term
- 2 How inflation will increase your expenses
- 3 (Support for your spouse after your death)
- 4 How you can cope with a major illness
- 5 How you can cope with a long stay in a nursing home
- 6 None of the above

**IF 5 IN laborstatus THEN**

**B40e** (effect of losing job on expected retirement in section Advice)

How will it affect you if you lose your job before your expected retirement?

- 1 It would be a major problem
- 2 It would be a moderate problem
- 3 It would be a small problem
- 4 It would NOT be a problem
- 5 I don't know

**END OF IF**

**END OF IF**

**B41** (receive more or less money mgmt help than 3 yrs ago in section Advice)

Please tell us if you receive more or less help with your everyday money management today than you did 3 years ago. By money management we mean things like depositing and transferring money, sending payments, writing checks, and balancing accounts.

- 1 I didn't receive help 3 years ago and I don't receive help today
- 2 More help
- 3 About the same amount of help
- 4 Less help

**B42** (receive more or less help with bills than 3 yrs ago in section Advice)

If someone has given you money to help you pay your bills, have you received more or less help recently than you did 3 years ago?

- 1 I didn't receive help 3 years ago and I don't receive help today
- 2 More help
- 3 About the same amount of help
- 4 Less help

**B42a** (assistance with health care needs in section Advice)

Have you named someone to decide on your health care needs if you are unable to do it so yourself?

- 1 Yes
- 2 No

**B42b** (made plans for long term care in section Advice)

Long term care refers to a variety of services that meet the needs of people who cannot care for themselves for long periods of time. Have you made plans for long term care needs if needed?

- 1 Yes
- 2 No

**IF B42b = YES THEN**

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B42c** (plans for long term care in section Advice)

What plans did you make for long term care? Please choose all that apply.

- 1 I have named a caregiver
- 2 I have selected a facility
- 3 I purchased long term care insurance
- 4 I moved to a Continuing Care Retirement Community
- 5 I selected a home or modified my home to facilitate care at home
- 6 I have preserved assets to provide funds for long term care
- 7 I can borrow the value of my house or sell it if needed to pay for long term care
- 8 Other, please specify:

**B42c\_other** (other plans for long term care in section Advice)

STRING

**END OF GROUP**

**END OF IF**

End of section **Advice**

Start of section **Fraud**

**B47** (taken advantage of in financial ways in section Fraud)

Do you feel like you have been taken advantage of on a major financial transaction in the last 3 years (such as by losing a large sum of money, paying more than you should have,



or buying a product you didn't want)? Major means at least \$1,000.

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

**IF B47 = YES THEN**

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B48** (taken advantage of in other financial ways in section Fraud)

In what ways did you think you were taken advantage of? Please choose all that apply.

- 1 The terms of the transaction were unclear
- 2 There were undisclosed fees
- 3 The price was higher than I was told
- 4 There was less product or service than I thought I purchased
- 5 I was steered to a product that I didn't need or ask for
- 6 I was sold additional products I did not need or want
- 7 I think the people helping me misused my money
- 8 Other, please specify:

**B48\_other** (other way taken advantage of in section Fraud)

STRING

**END OF GROUP**

**B48a** (report fraud in section Fraud)

When you noticed that you were being taken advantage of, did you report and/or submit a complaint to a local, state or federal agency?

- 1 Yes
- 2 No

**GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN**

**B48b** (person who helped with fraud in section Fraud)

Did anyone help you resolve your problem? Please choose all that apply.

- 1 I did not receive help
- 2 Financial professional that you hired
- 3 Family
- 4 Law enforcement
- 5 Financial institution
- 6 Community organization
- 7 Other state or local agency
- 8 A federal agency
- 9 Other, please specify:

**B48b\_other** (other person who helped with fraud in section Fraud)

| STRING

END OF GROUP

END OF IF

**B49** (regretted major financial transaction past 3 yrs in section Fraud)

In the last 3 years have you made a major (greater than \$1,000) financial transaction that you later regretted? For example, you bought something that you did not need/like or made an investment that you regretted.

1 Yes

2 No

IF B49 = YES THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B49a** (why regret transaction in section Fraud)

Why did you regret this transaction? Please choose all that apply.

1 I couldn't afford the product or service

2 I paid more than I should have

3 I didn't need the product or service

4 I responded to a strong sales pitch

5 I made a purchase for someone else that I now regret

6 Other, please specify:

**B49a\_other** (other reason regret transaction in section Fraud)

STRING

END OF GROUP

**B49b** (why regretted open answer in section Fraud)

Tell us a little more about a transaction in the last 3 years that you regretted.

STRING

END OF IF

**B50** (not understood major financial transaction past 3 yrs in section Fraud)

In the last 3 years have you entered into a major (greater than \$1,000) financial transaction that you did not completely understand at the time?

1 Yes

2 No

3 Don't know

IF B50 = YES THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B51** (part of transaction not understood in section Fraud)

What parts of the transaction did you not understand? Please choose all that apply.

- 1 How much it would cost me (i.e. payment, interest rate, total cost)
- 2 The fees I would be charged
- 3 What I was required to do as part of the transaction
- 4 Other, please specify:

**B51\_other** (other part not understood in section Fraud)

STRING

END OF GROUP

END OF IF

End of section **Fraud**

Start of section **Confidence**

**B52** (confidence in financial decisions in section Confidence)

Compared to 5 years ago, how confident do you feel in your ability to make financial decisions?

- 1 More confident
- 2 About the same
- 3 Less confident

**B53** (person authorized to make financial decisions for you in section Confidence)

Some people plan for someone else to make financial decisions for them if they become unable to make these decisions for themselves. They may make informal plans, or they may sign a "power of attorney," which is a legal document that gives someone you choose the power to act in your place. Have you named someone who is authorized to make financial decisions for you?

- 1 I currently have a power of attorney that names someone else to act on my behalf
- 2 I have had a power of attorney assigned but cancelled it
- 3 I have informal plans for someone to act on my behalf but do not have a written power of attorney
- 4 I have considered having a power of attorney assigned but have not yet taken any steps to accomplish this
- 5 I have never planned for someone else to make these decisions for me
- 6 I do not understand what this is about

**IF B53 = 1 THEN**

Fill code of question FLB54 executed

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**B54** (who named as agent in section Confidence)

My power of attorney names the following as my agent:

- 1 (My spouse/My partner)
- 2 Another family member or friend
- 3 An unrelated caregiver
- 4 A financial professional
- 5 An attorney
- 6 Other, please specify:

**B54\_other** (other person named in section Confidence)

STRING

END OF GROUP

END OF IF

End of section **Confidence**

Start of section **Closing**

**CS\_001** (HOW PLEASANT INTERVIEW in section Closing)

Could you tell us how interesting or uninteresting you found the questions in this interview?

- 1 Very interesting
- 2 Interesting
- 3 Neither interesting nor uninteresting
- 4 Uninteresting
- 5 Very uninteresting

**CS\_003** (comments in section Closing)

Do you have any other comments on the interview? Please type these in the box below.(If you have no comments, please click next to complete this survey.)

STRING

/\* Please note that although question CS.003 is listed in the routing, the answers are not included in the microdata in the event identifiable information is captured. Cleaned responses are available by request. \*/

End of section **Closing**