

# UnderStandingAmericaStudy

UAS 35: FINANCIAL MANAGEMENT SERVICES



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Fielded July 11, 2016 - August 31, 2018

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# 1 INTRODUCTION

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This UAS panel survey titled "UAS35: Financial Management Services" is a study which asks respondents about any financial management services they might use and whether they would be interested in signing up for study that uses a custom developed financial management service to track their purchases and bill paying over time. This survey was made possible with funding from the National Science Foundation. This survey is no longer in the field. Respondents were paid \$3 to complete the survey.

## 1.1 Topics

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

## 1.2 Experiments

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This survey includes experiment(s) of the following type(s): Monetary Incentive Experiments. Please refer to explanatory comments in the Routing section for detailed information. 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:

A random selection of 1,000 active English speaking respondents who answered HRS Wave 1.

As such, this survey was made available to 1139 UAS participants. Of those 1139 participants, 1112 completed the survey and are counted as respondents. Of those who are not counted as respondents, 1 started the survey without completing and 26 did not start the survey. The overall response rate was 97.63%.

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.%.

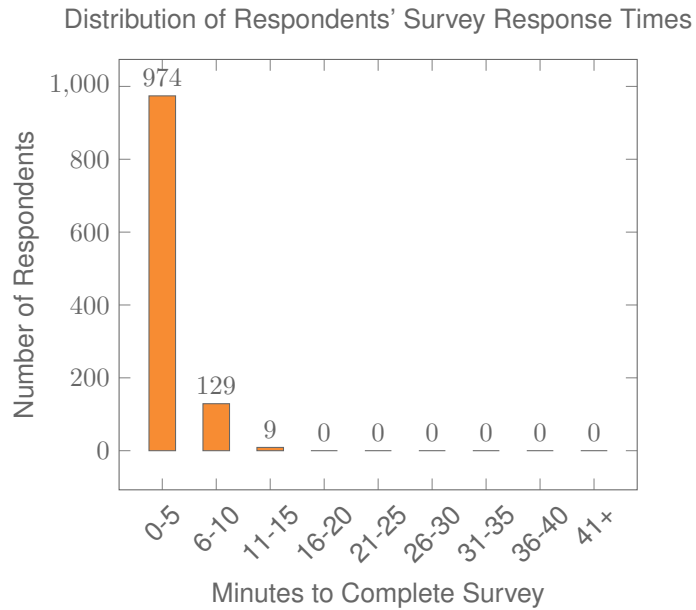
The detailed survey response rate is as follows:

UAS35 - Response Overview	
Size of selected sample	1139
Completed the survey	1112
Started but did not complete the survey	1
Did not start the survey	26
Response rate	97.63%

### 2.2 Timings

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The survey took respondents an average of 4 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

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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 if 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.

- **sampleframe:** 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 'sampleframe' takes on four values reflecting four distinct sample frames used by the UAS over the year (in future data sets the number of sample frames used for recruitment may increase if additional specific populations are targeted in future recruitment batches):

1. U.S. National Territory: recruited through ABS within the entire U.S.
2. Areas high concentration Nat Ame: recruited through ABS in areas with a high concentration of Native Americans in the zip-code. Within these batches, individuals who are not Native Americans are not invited to join the UAS.
3. Los Angeles County: recruited through ABS within Los Angeles County.
4. California: recruited through ABS within California.

Note: prior to March 6, 2024 this variable was called sampletype and had the following value labels for the above list in UAS data sets:

1. Nationally Representative Sample: recruited through ABS within the entire U.S.
2. Native Americans: recruited through ABS in areas with a high concentration of Native Americans. Within these batches, individuals who are not Native Americans are not invited to join the UAS.
3. LA County: recruited through ABS within Los Angeles County.
4. California: recruited through ABS within California.

- **batch:** indicates the batch from which the respondent was recruited. Currently, this variable takes the following values (in future data sets the number of batches may increase as new recruitment batches are added to the UAS):

1. Prob Sample, ASDE 2014/01
2. Prob Sample, ASDE 2014/01
3. Prob Sample, ASDE 2014/01
4. Non-Prob Sample, 2015/05
5. Prob Sample, MSG 2015/07
6. Prob Sample, MSG 2016/01
7. Prob Sample, MSG 2016/01
8. Prob Sample, MSG 2016/01
9. Prob Sample, MSG 2016/02

10. Prob Sample, MSG 2016/03
11. Prob Sample, MSG 2016/04
12. Prob Sample, MSG 2016/05
13. Prob Sample, MSG 2016/08
14. Prob Sample, MSG 2017/03
15. Prob Sample, MSG 2017/11
16. Prob Sample, MSG 2018/02
17. Prob Sample, MSG 2018/08
18. Prob Sample, MSG 2019/04
19. Prob Sample, MSG 2019/05
20. Prob Sample, MSG 2019/11
21. Prob Sample, MSG 2020/08
22. Prob Sample, MSG 2020/10
23. Prob Sample, MSG 2021/02
24. Prob Sample, MSG 2021/08
25. Prob Sample, MSG 2021/08
26. Prob Sample, MSG 2022/02
27. Prob Sample, MSG 2022/02
28. Prob Sample, MSG 2022/08
29. Prob Sample, MSG 2022/11
30. Prob Sample, MSG 2022/11
31. Prob Sample, MSG 2023/01
32. Prob Sample, MSG 2023/06
33. Non-Prob Sample, MSG 2023/09
34. Prob Sample, MSG 2023/10

Note: prior to March 6, 2024 this variable had the following value labels for the above list in UAS data sets:

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
31. MSG 2023/01 Nat. Rep. Batch 21
32. MSG 2023/06 Nat. Rep. Batch 22
33. MSG 2023-09 Native Am. Batch 3
34. MSG 2023-10 Nat. Rep. Batch 23

- **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.
- **hisplatin**: 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 hisplatin, 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.
- **If\_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, If\_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.
- **hhmembernumber**: 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 'hhmembernumber' 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 due to a 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 in general can be found 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 **Internetbanking**

#### **ib\_intro** (intro in section Internetbanking)

We are looking for volunteers to participate in a study about how and where you spend your money. If you are interested in participating, you will have the option of signing up with a secure financial management website, at no cost to you (we will actually pay you). The website will help summarize the information for us, and you will be compensated for the information. We will explain this more on the following screens.

As a reminder, the information you share with us in the Understanding America Study is never linked to your name. As always, we only publish tables and graphs that make it impossible to identify any individual response.

Following is a brief survey about banking. At the end of the survey you can decide if you are interested in participating in the study. If you have any questions about this study and would like to discuss it with one of our help desk staff, please give us a call at 855.872.8673.

Please be sure to complete this survey in order to get your \$3 reward.

#### **ib\_001** (account at financial institution in section Internetbanking)

Do you or anyone in your household have an account at a financial institution (for instance, checking, savings, credit card, or brokerage account)?

- 1 Yes
- 2 No

#### **ib\_002** (ever paid bill over the internet in section Internetbanking)

Have you ever paid a bill over the internet (using a computer, tablet or mobile phone)?

- 1 Yes
- 2 No

#### **ib\_003** (ever checked account balance over the internet in section Internetbanking)

Have you ever checked your account balance over the internet (using a computer, tablet or mobile phone)?

- 1 Yes
- 2 No

#### **ib\_004** (ever transferred money one account to another over the internet in section Internetbanking)

Have you ever transferred money from one account to another over the internet (using a computer, tablet or mobile phone), either to another account of your own or to someone else's account?

- 1 Yes
- 2 No

**ib\_005** (using personal financial management service in section Internetbanking)

Are you using a personal financial management service that is not part of your bank, which provides overviews and summaries of your accounts? Please check all that apply.

- 1 No, I am not using such a service
- 2 Yes, I am using Mint.com ([www.mint.com](http://www.mint.com))
- 3 Yes, I am using Check.me (<https://check.me> )
- 4 Yes, I am using Pennyminder (<http://pennyminder.com>)
- 5 Yes, I am using You Need a Budget (<https://www.ynab.com>)
- 6 Yes, I am using Buxfer ([www.buxfer.com](http://www.buxfer.com))
- 7 Yes, I am using Yodlee Money Center (<https://moneycenter.yodlee.com>)
- 8 Yes, I am using SigFig (<http://www.sigfig.com>)
- 9 Yes, I am using HelloWallet (<http://www.hellowallet.com>)
- 10 Yes, I am using LearnVest ([www.learnvest.com](http://www.learnvest.com))
- 11 Yes, I am using Personal Capital ([www.personalcapital.com](http://www.personalcapital.com))
- 12 Yes, I am using Power Wallet (<https://www.powerwallet.com>)
- 13 Yes, I am using Money Strands (<http://www.money.strands.com>)
- 14 Yes, I am using BillGuard (<https://www.billguard.com>)
- 15 Yes, I am using Everwealth (<https://www.everwealth.io>)
- 16 Yes, I am using a different financial management service

IF ib\_005 = '16' THEN

/\* In this survey respondents are asked whether they are willing to sign up for a custom financial management service developed in collaboration with Yodlee. With this service respondents can add accounts from different financial institutions. The statements below decide the incentives offered to a respondent for signing up. The following variables play a role:

- o **ib\_treatment**: indicates the treatment group taking a value from 1 to 6. The other incentive values are set based on the randomly assigned group.
- o **ib\_pay\_signup**: reflects the amount paid on signup for the service.
- o **ib\_pay\_addInst**: reflects the amount paid per account added.
- o **ib\_pay\_monthly**: reflects the amount paid every month for maintaining an added account.

\*/

**ib\_005\_other** (other personal financial management service in section Internetbanking)

Please provide the name of the other personal financial management service you are using. (Please separate multiple institutions with commas)

STRING

END OF IF

IF ib\_treatment = EMPTY THEN

| ib\_treatment := mt\_rand(1,6)

END OF IF

IF ib\_treatment = 1 THEN

| ib\_pay\_signup := 10

| ib\_pay\_addInst := 2

| ib\_pay\_monthly := 1

ELSEIF ib\_treatment = 2 THEN

| ib\_pay\_signup := 25

| ib\_pay\_addInst := 2

| ib\_pay\_monthly := 1

ELSEIF ib\_treatment = 3 THEN

| ib\_pay\_signup := 50

| ib\_pay\_addInst := 2

| ib\_pay\_monthly := 1

ELSEIF ib\_treatment = 4 THEN

| ib\_pay\_signup := 10

| ib\_pay\_addInst := 5

| ib\_pay\_monthly := 2

ELSEIF ib\_treatment = 5 THEN

| ib\_pay\_signup := 25

| ib\_pay\_addInst := 5

| ib\_pay\_monthly := 2

ELSEIF ib\_treatment = 6 THEN

| ib\_pay\_signup := 50

| ib\_pay\_addInst := 5

| ib\_pay\_monthly := 2

END OF IF

ib\_pay\_summary\_addInst := 4 \* ib\_pay\_addInst

ib\_pay\_summary\_monthly := 4 \* ib\_pay\_monthly

ib\_pay\_summary\_yearly := ib\_pay\_summary\_monthly \* 12

ib\_pay\_summary\_total := ib\_pay\_signup + ib\_pay\_summary\_addInst + ib\_pay\_summary\_yearly

IF ib\_005 = 1 THEN

| ib\_006\_text := ""

ELSE

| ib\_006\_text := ", very similar to the one you are using"

## END OF IF

### ib\_006 (Section Internetbanking)

We are interested in how Americans spend their money and how they are doing financially. We would ask you to sign up with a custom made financial management web-site(). The web-site has been developed in collaboration with one of the biggest financial management service companies in the world: Yodlee. For instance, Yodlee provides services to 12 of the 20 largest banks in the United States.

We will NOT have access to your passwords or any other identifying information; this information will be safeguarded by Yodlee. We will use the data in the same way we use surveys you participate in: to make summary tables or graphs to better understand how Americans are doing. Just like the information you provide through surveys, you will be compensated for the information that you share with us.

If you agree to participate, we will pay you \$(Payment for account signup (\$10, \$25, \$50)()) just for signing up with the financial management web-site, plus \$(Payment for adding financial account (\$2, \$5)()) for every one of your financial institutions that you add on the web-site. For example, imagine you have a checking and a savings account with one financial institution, a credit card with another, a brokerage account with another financial institution, and a retirement account (such as a 401(K) or IRA) with yet another one. That means you have a total of 5 accounts at 4 financial institutions. You will earn \$(( )) (4 x \$(Payment for adding financial account (\$2, \$5)())) if you sign all 4 of your financial institutions up. Every month after that, we will pay you \$(Payment for maintaining account monthly (\$1, \$2)()) per institution that you signed up to the web-site. That means the earlier you sign up all of your financial institutions, the sooner you can start earning money, just for letting Yodlee summarize information about your accounts for us. You'll get the monthly amount as long as you keep information about each institution current in the system.

In addition, if you forget to sign up one of your institutions now, or if you open a new account later, you can go back to our web-site, add your institution and receive \$(Payment for adding financial account (\$2, \$5)()) for adding the institution plus \$(Payment for maintaining account monthly (\$1, \$2)()) every month after that.

Lets summarize how this would work, imagining you have 5 accounts at 4 different financial institutions as in the example above. You will receive:

\$(Payment for account signup (\$10, \$25, \$50)()) for signing up with the financial management web-site;\$(( )) (4 x \$(Payment for adding financial account (\$2, \$5)())) for signing all 4 of your financial institutions up;\$(( )) (4 x \$(Payment for maintaining account monthly (\$1, \$2)())) every month; that comes to \$(( )) (12 x \$(( )) per year.If you participate in this study for a year, you will receive a total of \$(Payment for account signup (\$10, \$25, \$50)()) + \$(( )) + \$(( )) = \$(( ))!

Note: you can change your mind at any time. Even if you say yes now, this does

not obligate you for the future; you can withdraw at any time.

I am interested in participating.

1 Yes

2 No

**Figure 1: Example**

We are interested in how Americans spend their money and how they are doing financially. We would ask you to sign up with a custom made financial management web-site. The web-site has been developed in collaboration with one of the biggest financial management service companies in the world: [Yodlee](#). For instance, Yodlee provides services to 12 of the 20 largest banks in the United States.

**We will NOT have access to your passwords or any other identifying information;** this information will be safeguarded by Yodlee. We will use the data in the same way we use surveys you participate in: to make summary tables or graphs to better understand how Americans are doing. Just like the information you provide through surveys, you will be compensated for the information that you share with us.

If you agree to participate, we will pay you \$25 just for signing up with the financial management web-site, plus \$2 for every one of your financial institutions that you add on the web-site. For example, imagine you have a checking and a savings account with one financial institution, a credit card with another, a brokerage account with another financial institution, and a retirement account (such as a 401(K) or IRA) with yet another one. That means you have a total of 5 accounts at 4 financial institutions. You will earn \$8 (4 x \$2) if you sign all 4 of your financial institutions up. Every month after that, we will pay you \$1 per institution that you signed up to the web-site. That means the earlier you sign up all of your financial institutions, the sooner you can start earning money, just for letting Yodlee summarize information about your accounts for us. You'll get the monthly amount as long as you keep information about each institution current in the system.

In addition, if you forget to sign up one of your institutions now, or if you open a new account later, you can go back to our web-site, add your institution and receive \$2 for adding the institution plus \$1 every month after that.

Let's summarize how this would work, imagining you have 5 accounts at 4 different financial institutions as in the example above. You will receive:

- \$25 for signing up with the financial management web-site;
- \$8 (4 x \$2) for signing all 4 of your financial institutions up;
- \$4 (4 x \$1) every month; that comes to \$48 (12 x \$4) per year.

If you participate in this study for a year, you will receive a total of \$25 + \$8 + \$48 = **\$81!**

**Note: you can change your mind at any time. Even if you say yes now, this does not obligate you for the future; you can withdraw at any time.**

I am interested in participating.

☒ Yes

☐ No

**IF ib\_006 = 1 THEN**

**ib\_thankyou\_yes** (Thank you YES in section Internetbanking)

That is great! Please sign up now at UAS-FIN Tool

**ELSE**

**ib\_thankyou\_no** (Thank you NO in section Internetbanking)

Thank you for your help.

**END OF IF**

End of section **Internetbanking**

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

End of section **Closing**

/\* 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. \*/