

Financial Awareness Survey Questions	Data Spreadsheet					
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LOW COST BANKING OPTIONS

To the best of your knowledge, can someone aged 65 or older open a free or no-fee checking account at a Massachusetts state-chartered bank, or not?		Overall	Age Categories			
			18 to 29	30 to 44	45 to 59	60+
	Yes	52%	50%	44%	52%	60%
	No	11%	7%	15%	12%	8%
Don't know/Refused	38%	43%	41%	36%	31%	

REVERSE MORTGAGES

How familiar are you with what a reverse mortgages is?		Overall	Age Categories			
			18 to 29	30 to 44	45 to 59	60+
	Very familiar	21%	8%	19%	30%	24%
	Somewhat familiar	34%	31%	27%	32%	47%
	Not too familiar	15%	12%	26%	13%	6%
	Not at all familiar	28%	45%	27%	21%	23%
	Don't know/Refused	2%	4%	0%	3%	*
			Education Level			
			High school or less	Some college, no degree	College graduate	Advanced degree
	Very familiar		17%	20%	23%	31%
	Somewhat familiar		23%	36%	45%	41%
	Not too familiar		16%	12%	16%	16%
	Not at all familiar		40%	31%	16%	11%
	Don't know/Refused		4%	1%	0%	1%
			Income Level			
			Less than \$25k	\$25k-\$75k	\$75k-\$150k	More than \$150k
	Very familiar		12%	16%	27%	31%
	Somewhat familiar		22%	32%	42%	48%
	Not too familiar		11%	23%	11%	10%
Not at all familiar		54%	27%	19%	12%	
Don't know/Refused		0%	2%	1%	0%	

<u>DEBIT CARDS</u>						
To the best of your knowledge, if you have an unauthorized charge on your debit card, how much of it would you be liable for if you reported the charge between 2 days and 60 days after it appears on your statement?	Overall					
	None of it	48%				
	Up to \$50	10%				
	Up to \$200	3%				
	More than \$200	1%				
	All of it	15%				
	Don't know/Refused	23%				
<u>CREDIT REPORTS</u>						
How often do you review your credit report?	Overall	Income Level				
			Less than \$25k	\$25k-\$75k	\$75k-\$150k	More than \$150k
	More than once per year	20%	15%	19%	28%	29%
	About once per year	32%	32%	32%	39%	37%
	Less than once per year	13%	12%	15%	14%	19%
	Never	34%	38%	33%	19%	15%
	Don't know/Refused	1%	2%	*	0%	0%
To the best of your knowledge, can consumers obtain free copies of their credit report once a year, or not?	Overall					
	Yes	76%				
	No	11%				
	Don't know/Refused	13%				
To the best of your knowledge, how long can most negative information stay on your credit report?	Overall					
	Less than 1 year	4%				
	Between 1 and 6 years	22%				
	7 years	39%				
	Between 8 and 14 years	6%				
	15 years or more	*				
	Forever	7%				
	Don't know/Refused	23%				
<u>PERSONAL FINANCES</u>						
How carefully would you say you manage your personal finances	Overall	Age Categories				
		18 to 29	30 to 44	45 to 59	60+	

Very carefully	60%	40%	59%	70%	67%
Somewhat carefully	31%	37%	35%	25%	30%
Not too carefully	4%	10%	4%	2%	2%
Not at all carefully	4%	13%	2%	2%	1%
Don't know/Refused	*	0%	0%	1%	0%

IDENTITY THEFT

Do you ever make purchases on the internet?

	Overall				
Yes	64%				
No	35%				
Don't know/Refused	1%				

How frequently do you research an unfamiliar online business before purchasing a good or service from it?

	Overall	Age Categories			
		18 to 29	30 to 44	45 to 59	60+
Always	22%	27%	22%	25%	16%
Most of the time	14%	19%	18%	12%	9%
Sometimes	11%	9%	12%	13%	9%
Rarely	8%	9%	12%	7%	4%
Never	5%	8%	4%	4%	5%
Only shop at stores I know	3%	0%	4%	3%	5%
Don't know/Refused	0%	0%	0%	0%	0%
		Education Level			
		High school or less	Some college, no degree	College graduate	Advanced degree
Always		11%	30%	32%	23%
Most of the time		7%	16%	17%	26%
Sometimes		6%	10%	14%	21%
Rarely		11%	3%	6%	13%
Never		9%	1%	5%	3%
Only shop at stores I know		1%	6%	6%	3%
Don't know/Refused		0%	0%	0%	0%
		Income Level			

		Less than \$25k	\$25k-\$75k	\$75k-\$150k	More than \$150k
Always		16%	20%	30%	26%
Most of the time		5%	15%	18%	28%
Sometimes		9%	14%	11%	10%
Rarely		4%	10%	5%	16%
Never		6%	3%	6%	7%
Only shop at stores I know		5%	2%	3%	8%
Don't know/Refused		0%	0%	0%	0%

CONSUMER LAWS

Let's say you purchased a product from a Massachusetts merchant and you found it to be defective. Which of the following statements best describes your rights in Massachusetts in this situation

	Overall				
You can return a defective product at any time	16%				
You can return a defective product, but only within the reasonable lifecycle of the product	61%				
You can't return a defective product without an express warranty	14%				
You can't ever return a product for being defective	1%				
Don't know/Refused	7%				

OCABR VISIBILITY

Are you aware of the Massachusetts Office of Consumers Affairs and Business Regulation?

	Overall	Age Categories			
		18 to 29	30 to 44	45 to 59	60+
Yes	52%	30%	46%	62%	67%
No	45%	69%	52%	36%	27%
Don't know/Refused	3%	1%	3%	2%	6%

		Income Level			
Yes		36%	49%	63%	75%
No		64%	50%	37%	25%
Don't know/Refused		0%	*	0%	0%
Where have you heard or read about the Massachusetts Office of Consumer Affairs and Business Regulation?	Overall				
	Internet search engine	9%			
	Television	19%			
	Radio	7%			
	News article	20%			
	At an event	*			
	Advertisement/materials	2%			
	Other	14%			
	Don't know/Refused	7%			

*indicates value is less than 0.5%