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# When Does the General Public Lose Trust in Banks?

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# Notes

1. Source: <http://www.financialtrustindex.org/resultswave15.htm>. ULR last accessed 31 January 2013.
2. In the 2010 survey, respondents were initially presented with more than eight scenarios. In 2012 we used the eight scenarios where differences of opinion are more likely to occur. Examples of not-repeated scenarios are: 'One of the bank's executives faces prosecution' and 'The bank receives a fine from the financial supervisor'. One consideration for limiting the number of scenarios was the potential negative effect on survey response.
3. In using demeaned responses, we automatically rely on a complete cases

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### *Introduction:*

This questionnaire is on trust in your bank(s).

**Q1: How likely is it, that because of the following events, you will withdraw the funds from your bank, as you no longer trust the bank due to these events?**

1 = highly unlikely

4 = neutral

7 = highly likely

? = I do not know.

a) The bank is led by a dominant person.

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b) yes, Icesave.

c) yes, other .

d) no.

**Q28: During the past 3 years did a bank at which you were customer survive with the help of government support?**

a) yes.

b) no.

c) I don't know.

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