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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

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7. We thank an anonymous referee for this suggestion. Detailed results available upon request.
8. Complete regression tables are available upon request.

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Appendix : Questions from the surveys

A. We submitted the following questions on trust to the members of the CentERpanel in 2010 and 2012.

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?

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h) The government nationalizes the bank.

B. We submitted the following questions on crisis experiences to the members of the CentERpanel in 2010.

Q27: During the past 3 years did a bank at which you were customer go bankrupt?

a) yes, DSB.

b) yes, Icesave.

c) yes, other .

d) no.

Q28: During the past 3 years did a bank at which you were customer

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