**The attached survey questions are released under the following conditions:**

# Instrument: MPHS 2010-11 Final

## Fraud (FRA)

## Module 11.11

## Fraud - Credit Card (CCF)

## Module 11.11.1

Incoming population: All persons aged 15 years and over

| | Question/Field | To question: |
|---|---|---|
| Q1 | CCF_Q01<br>I am now going to ask about any experiences of fraud [you/ name of Random Person] may have had, whether through the post, in person, on the internet, over the telephone, or in any other form.<br><br>Interviewer: Press F9 to display further information.<br><br>Interviewer : Press [1] to continue<br><br>Blaise name: | <br><br><br><br><br><br>Q2 |
| Q2 | CCF_Q02<br>In the last 12 months, [have/has] [you/name of Random Person] been aware of anyone using [your/his/her] credit card, debit card or bank card, or [your/his/her] card details to make purchases or withdraw cash without [your/his/her] permission?<br><br>Interviewer: Ctrl K may be used here if necessary<br>Interviewer: Press F9 to display further information<br><br>1 Yes<br>5 No<br>If Ctrl K<br><br>Blaise name: | <br><br><br><br><br><br><br>Q3<br>END<br>END |
| Q3 | CCF_Q03<br>On how many occasions did this occur?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br><1 ...999><br>If Ctrl K<br><br>Blaise name: | <br><br><br><br>Q4<br>Q4 |

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| Q4 | CCF_Q04<br>How many cards were used to make purchases or withdraw cash without [your/his/her] permission?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br><1..999><br>if Ctrl K<br><br>Blaise name: | <br><br><br><br><br>Q5<br>Q5 |
| Q5 | CCF_SG1<br>Sequence Guide<br><br>One card (CCF_Q04 = 1)<br>More than one card (CCF_Q04 > 1) or CCF_Q04 = Ctrl K<br><br>Blaise name: | <br><br><br>Q6<br>Q7 |
| Q6 | CCF_Q05<br>Was the card that someone mis-used part of a joint account [you/name of Random Person] [have/has] with another person?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>1 Yes<br>5 No<br>if Ctrl K<br><br>Blaise name: | <br><br><br><br><br>Q9<br>Q10<br>Q10 |
| Q7 | CCF_Q06<br>How many of these cards, that someone mis-used, are part of a joint account [you/name of Random Person] [have/has] with another person?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br><0 .. 999><br>if Ctrl K<br><br>Blaise name: | <br><br><br><br><br>Q8<br>Q8 |
| Q8 | CCF_SG2<br>Sequence Guide<br><br>No cards (CCF_Q06 = 0)<br>One or more cards (CCF_Q06 > 1)<br><br>Blaise name: | <br><br><br>Q10<br>Q9 |
| Q9 | CCF_Q07<br>Including [yourself/name of Random Person], how many people in | |

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| | [your/his/her] household are joint owners on [this/these] [account/accounts]?<br><br>Interviewer: If none, that is the other joint owner is not in the household, enter 1<br><br><1 ..999><br><br>Blaise name: | Q10 |
| Q10 | CCF_Q08<br>Did [your/his/her] bank or another agency inform [you/name of Random Person] [or the joint account holder] that [your/his/her] card or card details had been mis-used?<br><br>1 Yes<br>5 No<br><br>Blaise name: | Q11<br>Q40 |
| Q11 | CCF_SG3<br>Sequence Guide<br><br>One occasion (CCF_Q03 = 1)<br>More than one occasion (CCF_Q03 > 1)<br>Don't know number of occasions (CCF_Q03 = Ctrl K)<br><br>Blaise name: | Q12<br>Q18<br>Q18 |
| Q12 | CCF_Q09<br>Who informed [you/name of Random Person] [or the joint account holder] that [your/his/her] card or card details had been mis-used, was it -<br><br>Interviewer: Read out categories, pause after each one for a 'Yes' or 'No' response.<br>Interviewer: More than one response allowed. Press space bar between responses<br><br>1[your/his/her] bank or financial institution?<br>2 [your/his/her] credit card company?<br>3 the police?<br>4 Consumer Affairs or Ombudsman?<br>5 someone else (please specify)?<br><br>Blaise name: | <br><br><br><br><br><br><br><br><br><br><br>Q14<br>Q14<br>Q14<br>Q14<br>Q13 |
| | CCF_Q13<br><br>CCF_Q9A<br>Interviewer: Please enter details about who someone else was | Q14 |

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| | <open text><br><br>Blaise name: | Q51 |
| Q14 | CCF_Q10<br>Was this mis-use of [your/his/her] card or card details reported to anyone else?<br><br>1 Yes<br>5 No<br><br>Blaise name: | <br><br><br><br>Q15<br>Q51 |
| Q15 | CCF_SG4<br>Sequence Guide<br><br>1 Bank or financial institution, credit card company, the police, Consumer Affairs or Ombudsman, and someone else informed you that your card or card details had been misused (CCF_Q13 = 1 AND 2 AND 3 AND 4 AND 5)<br>2 Else<br><br>Blaise name: | <br><br><br><br><br><br>Q51<br>Q16 |
| Q16 | CCF_Q11<br>Was this incident reported to -<br><br>Interviewer: Read out categories, pause after each one for a 'Yes' or 'No' response.<br>Interviewer: More than one response is allowed. Press space bar between responses.<br><br>1 [[your/his/her] bank or financial institution?]<br>2 [[your/his/her] credit card company?]<br>3 [the police?]<br>4 [Consumer Affairs or Ombudsman?]<br>5 [someone else (please specify)?]<br><br>Blaise name: | <br><br><br><br><br><br><br><br>Q51<br>Q51<br>Q51<br>Q51<br>Q17 |
| Q17 | CCF_Q11A<br>Interviewer: Please enter details about who someone else was<br><br><open txt><br><br>Blaise name: | <br><br><br>Q51 |
| Q18 | CCF_Q12<br>How many incidents did [you/name of Random Person] [or the joint account holder] find out about this way?<br><br><1...999> | <br><br><br>Q19 |

| | Blaise name: | |
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| Q19 | CCF_SG5<br>Sequence Guide<br><br>One incident (CCF_Q12 = 1)<br>More than one incident (CCF_Q12 > 1)<br><br>Blaise name: | <br><br><br>Q20<br>Q22 |
| Q20 | CCF_Q13<br>Who informed [you/name of Random Person] [or the joint account holder] that [your/his/her] card or card details had been mis-used was it -<br><br>Interviewer: Read out categories, pause after each one for a 'Yes' or 'No' response.<br>Interviewer: More than one response is allowed. Press space bar between responses<br><br>1 [your/his/her] bank or financial institution?<br>2 [your/his/her] credit card company?<br>3 the police?<br>4 Consumer Affairs or Ombudsman?<br>5 someone else (please specify)?<br><br>Blaise name: | <br><br><br><br><br><br><br><br><br>Q28<br>Q28<br>Q28<br>Q28<br>Q21 |
| Q21 | CCF_Q13A<br>Interviewer: Please enter details about who someone else was.<br><br><open txt><br><br>Blaise name: | <br><br><br>Q28 |
| Q22 | CCF_Q14<br>How many of these incidents [were/was] [you/name of Random Person] [or the joint account holder] informed of by [your/his/her] bank or financial institution?<br><br>Interviewer: Please enter none as 0<br><br><0..999><br><br>Blaise name: | <br><br><br><br><br><br>Q23 |
| Q23 | CCF_Q15<br>(How many of these incidents [were/was] [you/name of Random Person] informed of by) [your/his/her] credit card company?<br><br>Interviewer: Please enter none as 0<br><br> | <br><br><br><br><br>Q24 |

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| | <0..999> | |
| | Blaise name: | |
| Q24 | CCF_Q16<br>(How many of these incidents [were/was] [you/name of Random person] informed of by) the police?<br><br>Interviewer: Please enter none as 0<br><br><0..999><br><br>Blaise name: | Q25 |
| Q25 | CCF_Q17<br>(How many of these incidents [were/was] [you/name of Random Person] informed of by) Consumer Affairs or Ombudsman?<br><br>Interviewer: Please enter none as 0<br><br><0..999><br><br>Blaise name: | Q26 |
| Q26 | CCF_Q18<br>(How many of these incidents [were/was] [you/name of Random Person] [or the joint account holder] informed of by) someone else (please specify)?<br><br>Interviewer: Please enter none as 0<br><br>0<br><1..999><br><br>Blaise name: | Q28<br><br>Q27 |
| Q27 | CCF_Q19A<br>Interviewer: Please enter details about who someone else is<br><br><open txt><br><br>Blaise name: | Q28 |
| Q28 | CCF_Q20<br>[Was this mis-use /Were any of these mis-uses] of [your/his/her] card or card details reported to anyone else?<br><br>1 Yes<br>5 No<br><br>Blaise name: | Q29<br>Q40 |

| Q29 | CCF_SG6<br>Sequence Guide<br><br>One incident (CCF_Q12 = 1)<br>More than one incident (CCF_Q12 > 1)<br><br>Blaise name: | <br><br>Q30<br>Q33 |
|------|------|------|
| Q30 | CCF_SG7<br>Sequence Guide<br><br>Bank or financial institution, credit card company, the police, Consumer Affairs or Ombudsman, and someone else informed you that your card or card details had been misused (CCF_Q09 = 1 AND 2 AND 3 AND 4 AND 5)<br>Else<br><br>Blaise name: | <br><br><br><br>Q40<br>Q31 |
| Q31 | CCF_Q21<br>Was this incident reported to -<br><br>Interviewer: Read out categories, pause after each one for a 'Yes' or 'No' response.<br>Interviewer: More than one response is allowed. Press space bar between responses.<br><br>1 [[your/his/her] bank or financial institution?]<br>2 [[your/his/her] credit card company?]<br>3 [the police?]<br>4 [Consumer Affairs or Ombudsman?]<br>5 [someone else (please specify)?]<br><br>Blaise name: | <br><br><br><br><br><br>Q40<br>Q40<br>Q40<br>Q40<br>Q32 |
| Q32 | CCF_Q21A<br>Interviewer: Please enter details about who someone else was<br><br><open txt><br><br>Blaise name: | <br><br>Q40 |
| Q33 | CCF_Q22<br>How many of these incidents were reported to [your/his/her] bank or financial institution?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | <br><br><br><br>Q34 |

| Q34 | CCF_Q23<br>(How many of these incidents were reported to) [your/his/her] credit card company?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q35 |
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| Q35 | CCF_Q24<br>(How many of these incidents were reported to) the police?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q36 |
| Q36 | CCF_Q25<br>(How many of these incidents were reported to) Consumer Affairs or Ombudsman?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q37 |
| Q37 | CCF_Q26<br>(How many of these incidents were reported to) someone else (please specify)?<br><br>Interviewer: Please enter none as 0.<br><br>0<br><1..999><br><br>Blaise name: | Q39<br>Q38 |
| Q38 | CCF_Q26A<br>Interviewer: Please enter details about who someone else was.<br><br><open text><br><br>Blaise name: | Q39 |
| Q39 | CCF_Q27<br>How many incidents did [you/name of Random Person] not report?<br><br>Interviewer: If respondent has reported all incidents then select 0. | Q40 |

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| | <0..999><br><br>Blaise name: | |
| Q40 | CCF_SG8<br>Sequence Guide<br><br>1. CCF_Q03 > CCF_Q12 OR CCF_Q03 = Ctrl K<br>2. Else<br><br>Blaise name: | Q41<br>Q51 |
| Q41 | CCF_Q28<br>[Please exclude the [incident/incidents] where the bank or another agency informed [you/name of Random Person] about the mis-use of [your/his/her] credit card or card details.]<br><br>[Was this mis-use/Were any of these mis-uses/Was the other mis-use/Were the other mis-uses] of [your/his/her] card or card details reported?<br><br>1 Yes<br>5 No<br><br>Blaise name: | 42<br>Q51 |
| Q42 | CCF_SG9<br>Sequence Guide<br><br>1. One occasion and not informed (CCF_Q03 = 1 and CCF_Q08 = No) OR difference between informed incidents and all incidents = 1 (CCF_Q03 less CCF_Q12 = 1)<br>2. More than one occasion and none informed (CCF_Q03 > 1 and CCF_Q08 = No) OR difference between informed incidents and all incidents > 1 (CCF_Q03 less CCF_Q12 > 1) OR CCF_Q03 = Ctrl K<br><br>Blaise name: | Q43<br>Q45 |
| Q43 | CCF_Q29<br>Was this incident reported to -<br><br>Interviewer : Read out categories, pause after each one for a 'Yes' or 'No' response.<br>Interviewer: More than one response is allowed. Press space bar between responses<br><br>1[your/his/her] bank or financial institution?<br>2 [your/his/her] credit card company?<br>3 the police?<br>4 Consumer Affairs or Ombudsman?<br>5 someone else (please specify)? | Q51<br>Q51<br>Q51<br>Q51<br>Q44 |

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| | Blaise name: | |
| Q44 | CCF_Q29A<br>Interviewer: Please enter details about who someone else was.<br><br><open txt><br><br>Blaise name: | Q51 |
| Q45 | CCF_Q30<br>How many of these incidents were reported to [your/his/her] bank or financial institution?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q46 |
| Q46 | CCF_Q31<br>(How many of these incidents were reported to) [your/his/her] credit card company?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q47 |
| Q47 | CCF_Q32<br>(How many of these incidents were reported to) the police?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q48 |
| Q48 | CCF_Q33<br>(How many of these incidents were reported to) Consumer Affairs or Ombudsman?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q49 |
| Q49 | CCF_Q34<br>(How many of these incidents were reported to) someone else (please specify)? | |

| | Interviewer: Please enter none as 0.<br><br>0<br><1..999><br><br>Blaise name: | Q51<br>Q50 |
|---|---|---|
| Q50 | CCF_Q34A<br>Interviewer: Please enter details about who someone else was.<br><br><open txt><br><br>Blaise name: | Q51 |
| Q51 | CCF_SG10<br>Sequence Guide<br><br>Flow through from Credit Card - Part 1<br><br>1. CCF_Q34 = >0<br>2. CCF_Q10 = 5 OR CCF_SG4 = 1 OR CCF_Q11 = 1-5 OR<br>CCF_SG8 = 2 OR CCF_Q28 = 5 OR CCF_Q29 = 1-5<br><br>Blaise name: | Q52<br>Q53 |
| Q52 | CCF_Q35<br><br>How many incidents did [you/name of Random Person] not report?<br><br>Interviewer: If respondent has reported all incidents then select 0.<br><br><0..999><br><br>Blaise name: | Q53 |
| Q53 | CCF_Q36<br>[Thinking about all the incidents where [your/his/her] card was mis-used in the last 12 months, approximately/Approximately] how much money in total was used or withdrawn?<br><br>$<1..999999><br><br>Blaise name: | Q54 |
| Q54 | CCF_Q37<br><br>Did [you/name of Random Person] seek any reimbursement from [your/his/her] card issuer for [this incident/any of these incidents]?<br><br>1 Yes<br>5 No<br><br>Blaise name: | Q55<br>Q59 |

| Q55 | CCF_SG11<br>Sequence guide<br><br>One occasion (CCF_Q03 = 1)<br>More than one occasion (CCF_Q03 > 1)<br><br>Blaise name: | <br><br><br>Q58<br>Q56 |
|------|------|------|
| Q56 | CCF_Q38<br>For how many of these incidents did [you/name of Random Person] seek any reimbursement from [your/his/her] card issuer?<br><br><1..999><br><br>Blaise name: | <br><br><br><br>Q57 |
| Q57 | CCF_Q39<br>For how many incidents did [you/name of Random Person] receive reimbursement from [your/his/her] card issuer?<br><br><0..999><br><br>Blaise name: | <br><br><br><br>Q59 |
| Q58 | CCF_Q40<br>Did [you/name of Random Person] receive any reimbursement from [your/his/her] card issuer?<br><br>1 Yes<br>5 No<br><br>Blaise name: | <br><br><br><br>Q59<br>Q59 |
| Q59 | CCF_Q41<br>You said that [$amount] was used or withdrawn. In total, how much money did [you/name of Random Person] @ulose@u?<br><br>$<0...999999><br><br>Blaise name: | <br><br><br><br>END |

# Fraud – Identity (IDF)

# Module 11.11.2

Incoming population: All persons aged 15 years and over

| | Question/Field | To question: |
|---|---|---|
| Q1 | IDF_Q01<br>[Have/Has] [you/name of Random Person] @uever@u been aware of anyone using [your/his/her] personal details, such as [your/his/her] drivers licence or Tax File number, in stolen, fraudulent or forged documents without [your/his/her] permission?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>1 Yes<br>5 No<br>if Ctrl K<br><br>Blaise name: | <br><br><br><br><br><br><br>Q2<br>END<br>END |
| Q2 | IDF_Q02<br>On how many occasions did this occur?<br><br>Interviewer: If respondent unsure, a careful estimate is sufficient<br><br><1..999><br><br>Blaise name: | <br><br><br><br><br>Q3 |
| Q3 | IDF_Q02A<br>[Did [you/name of Random Person] first become aware of this incident/How many incidents did [you/name of Random Person] first become aware of] within the last 12 months?<br><br>Interviewer: Careful estimates are sufficient<br>[Interviewer: If yes, enter 1<br>If no, enter 0]<br><br><0..999><br><br>Blaise name: | <br><br><br><br><br><br><br><br>Q4 |
| Q4 | IDF_SG1<br>Sequence Guide<br><br>1. If IDF_Q02 less IDF_Q02A = 0 (all incidents within last 12 months)<br>2. If IDF_Q02 less IDF_Q02A > 0 | <br><br><br>Q11<br><br>Q5 |

| | Blaise name: | |
|---|---|---|
| Q5 | IDF_Q02B<br>[Did [you/name of Random Person] first become aware of this incident/How many incidents did [you/name of Random Person] first become aware of] more than 12 months ago but within the last 2 years?<br><br>Interviewer: Careful estimates are sufficient<br>[Interviewer: If yes, enter 1<br>If no, enter 0]<br><br><0..999><br><br>Blaise name: | Q6 |
| Q6 | IDF_SG2<br>Sequence Guide<br><br>1. If IDF_Q02 less IDF_Q02A less IDF_Q02B = 0 (all incidents within last 2 years)<br>2. If IDF_Q02 less IDF_Q02A less IDF_Q02B > 0<br><br>Blaise name: | Q12<br><br>Q7 |
| Q7 | IDF_Q02C<br>[Did [you/name of Random Person] first become aware of this incident/How many incidents did [you/name of Random Person] first become aware of] more than 2 years ago but within the last 5 years?<br><br>Interviewer: Careful estimates are sufficient<br>[Interviewer: If yes, enter 1<br>If no, enter 0]<br><br><0..999><br><br>Blaise name: | Q8 |
| Q8 | IDF_SG3<br>Sequence Guide<br><br>1. If IDF_Q02 less IDF_Q02A less IDF_Q02B less IDF_Q02C = 0 (all incidents within last 5 years)<br>2. If IDF_Q02 less IDF_Q02A less IDF_Q02B less IDF_Q02C > 0<br><br>Blaise name: | Q13<br><br>Q9 |
| Q9 | IDF_Q02D<br>[Did [you/name of Random Person] first become aware of this incident/How many incidents did [you/name of Random Person] first become aware of] more than 5 years ago?<br><br>Interviewer: Careful estimates are sufficient | |

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| | [Interviewer: If yes, enter 1<br>If no, enter 0]<br><br><0..999><br><br>Blaise name: | Q10 |
| Q10 | IDF_SG4<br>Sequence Guide<br><br>1. If IDF_Q02 less IDF_Q02D = 0 (all incidents more than 5 years ago)<br>2. If IDF_Q02C > 0 (at least one incident within last 5 years)<br>3. If IDF_Q02C = 0 and IDF_Q02B > 0 (no incidents within last 5 years and at least one incident within last 2 years)<br>4. If IDF_Q02C = 0 and IDF_Q02B = 0 and IDF_Q02A > 0 (no incidents within last 2 years and at least one incident within last 12 months)<br><br>Blaise name: | End<br><br>Q13<br>Q12<br><br>Q11 |
| Q11 | IDF_Q03A<br>[I would now like to ask you about @U[the incident/both incidents/all incidents]@U which [you/name of Random Person] first became aware of @Uwithin the last 12 months@U.]<br><br>How did the person use [your/(name of Random Person)'s] personal information?<br><br>Interviewer: More than one response is allowed. Press space bar between responses<br><br>1. File a fraudulent tax return<br>2. To apply for a job<br>3. To provide false information to police<br>4. To rent an apartment or house<br>5. To apply for government benefits<br>6. To apply for a loan or gain credit<br>7. Open mobile phone accounts<br>8. In some other way (please specify).<br>9. Don't know<br><br>Blaise name: | <br><br><br><br><br><br><br><br><br><br>Q15<br>Q15<br>Q15<br>Q15<br>Q15<br>Q15<br>Q15<br>Q14<br>Q15 |
| Q12 | IDF_Q03B<br>[I would now like to ask you about @U[the incident/both incidents/all incidents]@U which [you/name of Random Person] first became aware of @Uwithin the last 2 years@U.]<br><br>How did the person use [your/(name of Random Person)'s] personal information?<br><br>Interviewer: More than one response is allowed. Press space bar | |

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| | between responses | |
| | 1. File a fraudulent tax return | Q15 |
| | 2. To apply for a job | Q15 |
| | 3. To provide false information to police | Q15 |
| | 4. To rent an apartment or house | Q15 |
| | 5. To apply for government benefits | Q15 |
| | 6. To apply for a loan or gain credit | Q15 |
| | 7. Open mobile phone accounts | Q15 |
| | 8. In some other way (please specify). | Q14 |
| | 9. Don't know | Q15 |
| | Blaise name: | |
| Q13 | IDF_Q03C<br><br>[I would now like to ask you about @U[the incident/both incidents/all incidents]@U which [you/name of Random Person] first became aware of @Uwithin the last 5 years@U.]<br><br>How did the person use [your/(name of Random Person)'s] personal information?<br><br>Interviewer: More than one response is allowed. Press space bar between responses | |
| | 1. File a fraudulent tax return | Q15 |
| | 2. To apply for a job | Q15 |
| | 3. To provide false information to police | Q15 |
| | 4. To rent an apartment or house | Q15 |
| | 5. To apply for government benefits | Q15 |
| | 6. To apply for a loan or gain credit | Q15 |
| | 7. Open mobile phone accounts | Q15 |
| | 8. In some other way (please specify). | Q14 |
| | 9. Don't know | Q15 |
| | Blaise name: | |
| Q14 | IDF_Q03D<br><br>Interviewer: Please specify other way<br><br><open text><br><br>Blaise name: | Q15 |
| Q15 | IDF_Q04<br><br>How did [you/name of Random Person] find out that [your/his/her] details had been used without [your/his/her] permission?<br><br>Interviewer: More than one response is allowed. Press space bar between responses | |

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|---|---|---|---|
| | 1. Credit check | | Q17 |
| | 2. Debt collectors | | Q17 |
| | 3. Received a bill from a business or company | | Q17 |
| | 4. Received notification / query from a government agency or authority | | Q17 |
| | 5. Some other way (please specify) | | Q16 |
| | 6. Don't know | | Q17 |
| | Blaise name: | | |
| Q16 | IDF_Q04A | | |
| | Interviewer : Please specify other way | | |
| | <open text> | | Q17 |
| | Blaise name: | | |
| Q17 | IDF_Q05 How were [your/his/her] personal details obtained? | | |
| | Interviewer: More than one response is allowed. Press space bar between responses | | |
| | 1. Email / internet | | Q19 |
| | 2. Telephone | | Q19 |
| | 3. In person (eg. stolen) | | Q19 |
| | 4. Post | | Q19 |
| | 5. Other (please specify) | | Q18 |
| | 6. Don't know | | Q19 |
| | Blaise name: | | |
| Q18 | IDF_Q05A | | |
| | Interviewer: Please specify other method | | |
| | <open text> | | Q19 |
| | Blaise name: | | |
| Q19 | IDF_Q06 | | |
| | Did [you/name of Random Person] lose any money as a result of [your/his/her] personal details being used (in stolen, forged or fraudulent documents without [your/his/her] permission)? | | |
| | Interviewer: Ctrl K may be used here if necessary | | |
| | 1 Yes | | Q20 |
| | 5 No | | Q21 |
| | if Ctrl K | | Q21 |

| | Blaise name: | |
|---|---|---|
| Q20 | IDF_Q07<br>Approximately how much money did [you/name of Random Person] lose?<br><br>$<1 .. 9999999><br><br>Blaise name: | Q21 |
| Q21 | IDF_Q08<br>Did [you/name of Random Person] report [this use / any of these uses] of [your/his/her] personal details?<br><br>1 Yes<br>5 No<br><br>Blaise name: | Q22<br>Q32 |
| Q22 | IDF_SG5<br>Sequence Guide<br><br>1. Single Occasion (IDF_Q02 less IDF_Q02D = 1) OR if no response to IDF_Q02D, IDF_Q02 = 1<br>2. Multi-occasion (IDF_Q02 less IDF_Q02D > 1) OR if no response to IDF_Q02D, IDF_Q02 > 1<br><br>Blaise name: | Q23<br>Q25 |
| Q23 | IDF_Q09<br>Was this incident reported to -<br><br>Interviewer: Read out categories, pause after each one for a 'Yes' or 'No' response.<br>Interviewer: More than one response is allowed. Press space bar between responses.<br><br>1 the police?<br>2 Consumer Affairs or Ombudsman?<br>3 the business?<br>4 the issuer of the document?<br>5 someone else (please specify)?<br><br>Blaise name: | <br><br><br><br><br><br><br><br>Q34<br>Q34<br>Q34<br>Q34<br>Q24 |
| Q24 | IDF_Q09A<br>Interviewer: Please enter details about who someone else was<br><br><open text><br><br>Blaise name: | Q34 |
| | IDF_Q10 | |

| | How many of these incidents were reported to the police?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q26 |
|---|---|---|
| Q26 | IDF_Q11<br>(How many of these incidents were reported to) Consumer Affairs or Ombudsman?<br><br>Interviewer: Please enter none as 0.<br><br><0...999><br><br>Blaise name: | Q27 |
| Q27 | IDF_Q12<br>(How many of these incidents were reported to) the business?<br><br>Interviewer: Please enter none as 0.<br><br><0...999><br><br>Blaise name: | Q28 |
| Q28 | IDF_Q13<br>(How many of these incidents were reported to) the issuer of the document?<br><br>Interviewer: Please enter none as 0.<br><br><0...999><br><br>Blaise name: | Q29 |
| Q29 | IDF_Q14<br>(How many of these incidents were reported to) someone else (please specify)?<br><br>Interviewer: Please enter none as 0.<br><br>0<br><1...999><br><br>Blaise name: | Q31<br>Q30 |
| Q30 | IDF_14A<br>Interviewer: Please enter details about who someone else was<br><br><open text> | Q31 |

| | Blaise name: | |
|------|---------------|------|
| Q31 | IDF_Q15<br>How many incidents did [you/name of Random Person] not report?<br><br>0<br><1...999><br><br>Blaise name: | <br><br>END<br>Q32 |
| Q32 | IDF_Q16<br>Why didn't [you/name of Random Person] report [this/these] [incident/incidents]?<br><br>Interviewer: More than one response is allowed. Press space bar between responses<br><br>10. Didn't know you could report it<br>11. Didn't know who to report it to<br>12. Didn't lose any money<br>13. It was too late to do anything<br>14. Couldn't identify the offender or provide enough information to be helpful<br>15. Afraid to report it<br>16. Knew the offender<br>17. Too inconvenient / take too much time<br>18. Didn't think the police etc. would do anything about it<br>19. Other (please specify)<br><br>Blaise name: | <br><br><br><br><br><br><br>END<br>END<br>END<br>END<br>END<br>END<br>END<br>END<br>END<br>Q33 |
| Q33 | IDF_Q16A<br><br>Interviewer: Please specify other reason<br><br><open text><br><br>Blaise name: | <br><br><br><br>END |

# Fraud - Scams (SCM)

# Module 11.11.3

Incoming population: All persons aged 15 years and over

|  | **Question/Field** | **To question:** |
|---|---|---|
| Q1 | SCM_Q01<br>I am now going to ask you about other types of fraud. This includes offers, requests and invitations [you/name of Random Person] may have received over the phone or in person, and any emails, letters and other correspondence [you/he/she] [have/has] opened and read.<br><br>In the last 12 months, [have/has] [you/name of Random Person] received a fake notification or offer that appeared to be from a bank or financial institution?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>1 Yes<br>5 No<br>Ctrl K<br><br>Blaise name: | <br><br><br><br><br><br><br><br><br><br><br><br>Q2<br>Q2<br>Q2 |
| Q2 | SCM_Q02<br>(In the last 12 months), [have/has] [you/name of Random Person] received a fake notification or offer that appeared to be from an established business (for example, pay pal)?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>1 Yes<br>5 No<br>Ctrl K<br><br>Blaise name: | <br><br><br><br><br><br>Q3<br>Q3<br>Q3 |
| Q3 | SCM_Q03<br>(In the last 12 months), [have/has] [you/name of Random Person] received a fake notification of having won a lottery or prize which required [you/him/her] to pay a fee or provide [your/his/her] bank details?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>1 Yes<br>5 No | <br><br><br><br><br><br><br>Q4<br>Q4<br>Q4 |

| | | |
|---|---|---|
| | Ctrl K | |
| | Blaise name: | |
| Q4 | SCM_Q04<br>(In the last 12 months), [have/has] [you/name of Random Person] received a chain letter requesting money or [your/his/her] bank details?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>1 Yes<br>5 No<br>Ctrl K<br><br>Blaise name: | <br><br><br><br><br><br>Q5<br>Q5<br>Q5 |
| Q5 | SCM_Q05<br>(In the last 12 months), [have/has] [you/name of Random Person] received a request to send [your/his/her] bank or financial details to another person?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>1 Yes<br>5 No<br>Ctrl K<br><br>Blaise name: | <br><br><br><br><br><br>Q6<br>Q6<br>Q6 |
| Q6 | SCM_Q06<br>(In the last 12 months), [have/has] [you/name of Random Person] received any invitations into a pyramid selling scheme which relies on recruiting new members to make money?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>1 Yes<br>5 No<br>Ctrl K<br><br>Blaise name: | <br><br><br><br><br><br>Q7<br>Q7<br>Q7 |
| Q7 | SCM_Q07<br>(In the last 12 months), [have/has] [you/name of Random Person] received any other offers, requests or invitations that [you/he/she] [suspect/suspected] were not geniune?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>1 Yes<br>5 No | <br><br><br><br><br><br>Q8<br>Q8<br>Q8 |

| | | |
|---|---|---|
| | Ctrl K<br><br>Blaise name: | |
| Q8 | SCM_SG1<br>Sequence Guide<br><br>Said 'yes' to at least one type of scam (SCM_Q01 = 1 or SCM_Q02 = 1 or SCM_Q03 = 1 or SCM_Q04 = 1 or SCM_Q05 = 1 or SCM_Q06 = 1 or SCM_Q07 = 1)<br>Said 'no' or 'don't know' to all types of scams (SCM_Q01 = 5 or Ctrl K and SCM_Q02 = 5 or Ctrl K and SCM_Q03 = 5 or Ctrl K and SCM_Q04 = 5 or Ctrl K and SCM_Q05 = 5 or Ctrl K and SCM_Q06 = 5 or Ctrl K and SCM_Q07 = 5 or Ctrl K )<br><br>Blaise name: | <br><br><br><br><br><br><br><br>Q9<br>END |
| Q9 | SCM_Q08<br>The next few questions are about all the notifications, offers or invitations that [you/name of Random Person] received in the last 12 months.<br><br>Approximately how many [have/has] [you/name of Random Person] received?<br><br>Interviewer: Exclude: Spam<br><br>Interviewer: Press F9 to display further information<br><br><1...99999><br><br>Blaise name: | <br><br><br><br><br><br><br><br><br><br><br>Q10 |
| Q10 | SCM_Q09<br>[Have/Has] [you/name of Random Person] @uresponded@u by accessing a website using their link?<br><br>1 Yes<br>5 No<br><br>Blaise name: | <br><br><br><br>Q11<br>Q11 |
| Q11 | SCM_Q10<br>([Have/Has] [you/name of Random Person] @uresponded@u by) asking for more information?<br><br>1 Yes<br>5 No<br><br>Blaise name: | <br><br><br><br>Q12<br>Q12 |
| Q12 | SCM_Q11<br>([Have/Has] [you/name of Random Person] @uresponded@u by) | |

| | | |
|---|---|---|
| | sending [your/his/her] details? | |
| | 1 Yes<br>5 No | Q13<br>Q13 |
| | Blaise name: | |
| Q13 | SCM_Q12<br>([Have/Has] [you/name of Random Person] @uresponded@u by) accepting their offer?<br><br>1 Yes<br>5 No<br><br>Blaise name: | <br><br><br><br>Q14<br>Q14 |
| Q14 | SCM_SG2<br>Sequence guide<br><br>1. If SCM_Q08 = 1 and has responded to an invitation (SCM_Q09 = 1 or SCM_Q10 = 1 or SCM_Q11 = 1 or SCM_Q12 = 1)<br>2. Has responded to an invitation (SCM_Q09 = 1 or SCM_Q10 = 1 or SCM_Q11 = 1 or SCM_Q12 = 1)<br>3. Has not responded to any invitation (SCM_Q09 = 5 and SCM_Q10 = 5 and SCM_Q11 = 5 and SCM_Q12 = 5)<br><br>Blaise name: | <br><br><br><br><br><br>Q16<br>Q15<br>END |
| Q15 | SCM_Q13<br>In total, to how many of these notifications, offers or invitations [have/has] [you/he/she] @uresponded@u?<br><br><1..9999><br><br>Blaise name: | <br><br><br><br>Q16 |
| Q16 | SCM_SG3<br>Sequence Guide<br><br>1. Received only one type of scam offer and responded to at least one offer ((sum SCM_Q01 TO SCM_Q07 = 31) and (SCM_Q09 = 1 or SCM_Q10 = 1 or<br>SCM_Q11 = 1 or SCM_Q12 = 1 ))<br>2. Received more than one type of scam offer and responded to at least one offer ((sum SCM_Q01 TO SCM_Q07 <31) and (SCM_Q09 = 1 or SCM_Q10 = 1 or SCM_Q11 = 1 or SCM_Q12 = 1 ))<br>3. Responded to no offers (SCM_Q09 = 5 and SCM_Q10 = 5 and SCM_Q11 = 5 and SCM_Q12 = 5))<br><br>Blaise name: | <br><br><br><br><br><br><br>Q18<br>Q17<br>END |

| Q17 | SCM_Q14<br>Which notifications, offers or invitations did [you/he/she] respond to, was it -<br><br>Interviewer: Read out categories, pause after each one for a 'Yes' or 'No' response.<br>Interviewer: More than one response is allowed. Press space bar between responses<br><br>1 [a notification or offer from a bank or financial institution?]<br>2 [a notification or offer that appeared to be from an established business (e.g paypal)?]<br>3 [fake notifications of having won a lottery or prize which required [you/him/her] to pay a fee or provide [your/his/her] bank details?]<br>4 [chain letter requesting money or [your/his/her] bank details?]<br>5 [being asked to send [your/his/her] bank or financial details to another person?]<br>6 [an invitation into a pyramid selling scheme which relies on recruiting new members to make money?]<br>7 [any other offers, requests or invitations that [you/name of Random Person] [suspect/suspected] were not genuine?]<br><br>Blaise name: | Q18<br>Q18<br>Q18<br>Q18<br>Q18<br>Q18<br>Q18 |
|------|------|------|
| Q18 | SCM_Q15<br>Did [you/name of Random Person] lose any money as a result of any response [you/he/she] provided?<br><br>1 Yes<br>5 No<br><br>Blaise name: | Q19<br>Q20 |
| Q19 | SCM_Q16<br>Thinking about all the notifications, offers or invitations that [you/name of Random Person] [have/has] responded to in the last 12 months, approximately how much money did [you/he/she] lose?<br><br>Interviewer: Ctrl K may be used here if necessary<br><br>$<1...9999999><br>Ctrl K<br><br>Blaise name: | Q20<br>Q20 |
| Q20 | SCM_SG4<br>Sequence Guide<br><br>Responded to one offer (SCM_Q13 = 1)<br>Responded to more than one offer (SCM_Q13 > 1)<br><br>Blaise name: | Q21<br>Q26 |

| Q21 | SCM_Q17<br>How did [you/name of Random Person] receive the original notification, offer or invitation, was it -<br><br>Interviewer: Read out categories, pause after each one for a 'Yes' or 'No' response.<br>Interviewer: More than response is allowed. Press space bar between responses<br><br>1. from an email or the internet ?<br>2. over the telephone or by fax or by sms?<br>3. in person?<br>4. in the post?<br>5. from other sources (please specify)?<br>6. Don't know<br><br>Blaise name: | <br><br><br><br><br><br><br><br>Q23<br>Q23<br>Q23<br>Q23<br>Q22<br>Q23 |
|-----|-----|-----|
| Q22 | SCM_Q17A<br>Interviewer: Please enter details about other method<br><br><open text><br><br>Blaise name: | <br><br><br>Q23 |
| Q23 | SCM_Q18<br>Did [you/name of Random Person] report this notification, offer or invitation?<br><br>1 Yes<br>5 No<br><br>Blaise name: | <br><br><br>Q24<br>END |
| Q24 | SCM_19<br>Was this incident reported to -<br><br>Interviewer: Read out categories, pause after each one for a 'Yes' or 'No' response.<br>Interviewer: More than one response is allowed. Press space bar between responses<br><br>1 the police?<br>2 Consumer affairs or Ombudsman?<br>3 the business?<br>4 someone else (please specify)?<br><br>Blaise name: | <br><br><br><br><br><br>END<br>END<br>END<br>Q25 |
| Q25 | SCM_Q19A<br>Interviewer: Please enter details about someone else | <br><br>END |

| | | |
|---|---|---|
| | <open text><br><br>Blaise name: | |
| Q26 | SCM_Q20<br>How many notifications (that [you/name of Random Person] responded to) did [you/he/she] receive from an email or the internet?<br><br>Interviewer: Please enter none as 0.<br><br><0..99><br><br>Blaise name: | Q27 |
| Q27 | SCM_Q21<br>(How many notifications (that [you/name of Random Person] responded to) did [you/he/she] receive) over the telephone or by fax or by sms?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q28 |
| Q28 | SCM_Q22<br>(How many notifications (that [you/name of Random Person] responded to) did [you/he/she] receive) in person?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q29 |
| Q29 | SCM_Q23<br>(How many notifications (that [you/name of Random Person] responded to) did [you/he/she] receive) in the post?<br><br>Interviewer: Please enter none as 0.<br><br><0..999><br><br>Blaise name: | Q30 |
| Q30 | SCM_Q24<br>(How many notifications (that [you/name of Random Person] responded to) did [you/he/she] receive) from other sources?<br><br>Interviewer: Please enter none as 0.<br><br>0 | Q32 |

| | | |
|---|---|---|
| | <1..999><br><br>Blaise name: | Q31 |
| Q31 | SCM_Q24A<br>Interviewer: Please specify other source<br><br><open text><br><br>Blaise name: | Q32 |
| Q32 | SCM_Q25<br>How many notifications (that [you/name of Random Person] responded to) [are/was] [you/he/she] unsure where they came from?<br><br><0..999><br><br>Blaise name: | Q33 |
| Q33 | SCM_Q26<br>Did [you/name of Random Person] report any of these notifications, offers or invitations that [you/he/she] responded to?<br><br>1 Yes<br>5 No<br><br>Blaise name: | Q34<br>END |
| Q34 | SCM_Q27<br>How many of these notifications, offers or invitations that [you/name of Random Person] responded to did [you/he/she] report to the police?<br><br><0...999><br><br>Blaise name: | Q35 |
| Q35 | SCM_Q28<br>(How many of these notifications, offers or invitations that [you/name of Random Person] responded to did [you/he/she] report to ) Consumer Affairs or Ombudsman?<br><br><0...999><br><br>Blaise name: | Q36 |
| Q36 | SCM_Q29<br>(How many of these notifications, offers or invitations that [you/name of Random Person] responded to did [you/he/she] report to) the business?<br><br><0...999> | Q37 |

| | Blaise name: | |
|---|---|---|
| Q37 | SCM_Q30<br>(How many of these notifications, offers or invitations that [you/name of Random Person] responded to did [you/he/she] report to ) someone else?<br><br>0<br><1...999><br><br>Blaise name: | Q39<br>Q38 |
| Q38 | SCM_Q30A<br>Interviewer: Please enter details about someone else<br><br><open text><br><br>Blaise name: | Q39 |
| Q39 | SCM_Q31<br>How many of these notifications, offers or invitations that [you/name of Random Person] responded to did [you/he/she] not report?<br><br><0 ...999><br><br>Blaise name: | END |

SAMPLE ONLY