



Financial Lives 2022 survey

Financial Lives cost of living
(January 2023) recontact
survey:
Questionnaire

INTRODUCTION

[STATE TO ALL]

In the first half of 2022, you kindly participated in the Financial Conduct Authority's (FCA) major study exploring the financial lives of consumers across the UK. We are contacting you now because, as part of that research, you agreed to help with future surveys.

The results from the study you took part in are already shaping the FCA's consumer protection work, e.g.

- We have told lenders to work with customers in financial difficulty to solve any problems with payment and have taken action with more than 30 firms to make sure customers get the help they need
- We have engaged with Buy Now, Pay Later firms to get customers' terms and conditions improved
- We have warned insurers to protect customers' wellbeing during the cost of living squeeze – and protect them from unnecessary add-ons and unfair penalties

We are now conducting follow-up research to monitor how the rising cost of living may be impacting people like you. **Please help us by answering this short 10-minute survey.**

As a 'thank you' for taking part in this survey, you can choose to be entered into our **prize draw for the chance to win a prize: we are offering one prize of £250, five prizes of £100 or five prizes of £50** (as online shopping vouchers redeemable with major high street shops, restaurants and retailers).

Please take part, whether the impact on you, of the rising cost of living, is great or not so great. Only by hearing from everyone will we gain a fair picture of the impact the rising cost of living is having on consumers across the UK – that will inform our consumer protection work. **Every response really does make a difference.**

Please rest assured, this is professional market research. Anything you say is confidential and used for research purposes alone. We respect your privacy – please go to our website (<https://www.fca.org.uk/privacy>) if you would like to know more about our privacy policy.

Q1

[ASK ALL]

Firstly, thinking about your financial situation overall, to what extent would you say your financial situation is better or worse now than it was 6 months ago?

1. A lot worse now than 6 months ago
2. A little worse now than 6 months ago
3. No change compared with 6 months ago
4. A little better now than 6 months ago
5. A lot better now than 6 months ago

Q2

[ASK ALL]

Thinking about any savings, investments or pensions you have...

In the last 6 months, have you done any of the following, **due to the rising cost of living**?

Select all that apply.

1. Stopped saving or investing, or reduced how much you save or invest
2. Used savings or investments, to cover day-to-day expenses
3. Stopped contributing to a pension, or reduced your contributions
4. Cashed in a pension(s) fully, or taken a lump sum out of a pension, to cover day-to-day expenses **[ASK IF AGED 50+]**
5. None of these **[SINGLE CODE]**

Q3

[ASK ALL]

Thinking about general insurance or protection policies (e.g. motor insurance, home insurance, motor breakdown cover, travel insurance, life insurance, private medical insurance, pet insurance, or mobile phone insurance)...

In the last 6 months, have you cancelled a policy, reduced your cover or changed to a cheaper policy, to save money, **due to the rising cost of living**?

Select all that apply.

By 'cancelling a policy' we include cancelling it entirely or cancelling any add-ons such as legal expenses sold with motor or home policies.

By 'reducing your level of cover' we mean changing parts of your policy to save money. For example, changing your motor insurance from comprehensive cover to third party, increasing your excess on a home insurance policy, or lowering the amount your life insurance will pay out.

1. Yes, I have cancelled a policy
2. Yes, I have reduced the level of cover of a policy
3. Yes, I have changed to a cheaper policy (with the same or similar cover)
4. Yes, I have changed to a cheaper policy (with a reduced level of cover)
5. No, but I am considering cancelling or reducing the level of cover of a policy
[SINGLE CODE]
6. No **[SINGLE CODE]**
7. I don't have any insurance or protection policies **[SINGLE CODE]**

Q3a

[ASK IF Q3=1 (CANCELLED A POLICY TO SAVE MONEY)]

Which of the following insurance or protection policies have you cancelled in the last 6 months, to save money?

Select all that apply.

General insurance

1. Motor insurance
2. Home insurance: Combined contents and buildings
3. Home insurance: Buildings insurance (separate policy)
4. Home insurance: Contents insurance (separate policy)
5. Home emergency cover
6. Pet insurance
7. Motor breakdown cover
8. Multi-trip (annual) travel insurance
9. Mobile phone insurance
10. Gadget insurance
11. Legal expenses/ protection insurance
12. Extended warranty
13. Other general insurance policy (write in)

Protection insurance

14. Life insurance
15. Private medical insurance
16. Critical illness cover
17. Personal accident insurance
18. Healthcare cash plans (including dental)
19. Other protection policy (write in)

Q3b**[ASK IF Q3=2, 4 (REDUCED LEVEL OF COVER TO SAVE MONEY)]**

Which of the following insurance or protection policies have you reduced your level of cover on, to save money?

Select all that apply.

General insurance

1. Motor insurance
2. Home insurance: Combined contents and buildings
3. Home insurance: Buildings insurance (separate policy)
4. Home insurance: Contents insurance (separate policy)
5. Home emergency cover
6. Pet insurance
7. Motor breakdown cover
8. Multi-trip (annual) travel insurance
9. Mobile phone insurance
10. Gadget insurance
11. Legal expenses/ protection insurance
12. Extended warranty
13. Other general insurance policy (write in)

Protection insurance

14. Life insurance
15. Private medical insurance
16. Critical illness cover
17. Personal accident insurance
18. Healthcare cash plans (including dental)
19. Other protection policy (write in)

Q3d**[ASK IF Q3=3 (CHANGED TO A CHEAPER POLICY – WITH THE SAME OR SIMILAR COVER)]**

Which of the following insurance or protection policies have you changed to a cheaper policy in the last 6 months (with the same or similar cover)?

Select all that apply.

General insurance

1. Motor insurance
2. Home insurance: Combined contents and buildings
3. Home insurance: Buildings insurance (separate policy)
4. Home insurance: Contents insurance (separate policy)
5. Home emergency cover
6. Pet insurance

7. Motor breakdown cover
8. Multi-trip (annual) travel insurance
9. Mobile phone insurance
10. Gadget insurance
11. Legal expenses/ protection insurance
12. Extended warranty
13. Other general insurance policy (write in)

Protection insurance

14. Life insurance
15. Private medical insurance
16. Critical illness cover
17. Personal accident insurance
18. Healthcare cash plans (including dental)
19. Other protection policy (write in)

Q3c

[ASK IF Q3=5 (NOT CANCELLED OR REDUCED COVER, BUT CONSIDERING DOING SO)]

Which of the following insurance or protection policies are you considering cancelling or reducing your level of cover on, to save money?

Select all that apply.

General insurance

1. Motor insurance
2. Home insurance: Combined contents and buildings
3. Home insurance: Buildings insurance (separate policy)
4. Home insurance: Contents insurance (separate policy)
5. Home emergency cover
6. Pet insurance
7. Motor breakdown cover
8. Multi-trip (annual) travel insurance
9. Mobile phone insurance
10. Gadget insurance
11. Legal expenses/ protection insurance
12. Extended warranty
13. Other general insurance policy (write in)

Protection insurance

14. Life insurance
15. Private medical insurance
16. Critical illness cover
17. Personal accident insurance
18. Healthcare cash plans (including dental)
19. Other protection policy (write in)

Q4

[ASK ALL]

In the last 6 months, have you done any of the following, to try to **protect yourself or your family against the rising cost of living?**

Select all that apply.

1. Worked more hours or worked over-time
2. Taken a second job or 'side hustle' to earn extra money
3. Delayed your retirement or delayed taking your pension **[ASK IF AGED 50+ AND NOT RETIRED]**
4. Started saving or investing, or increased how much you save or invest **[DO NOT SHOW IF Q2=1,2]**
5. Started contributing to a pension, or increased your contributions into a pension **[DO NOT SHOW IF Q2=3]**
6. Taken out life insurance or another protection policy, or increased the level of cover
7. None of these **[SINGLE CODE]**

Q5

[ASK ALL]

Thinking about your day-to-day spending: in the last 6 months, have you done any of the following, **due to the rising cost of living?**

Select all that apply.

1. Cut back on food shopping
2. Gone without some meals, as you could not afford them
3. Used a foodbank
4. Reduced the amount of electricity or gas you use (or other fuel you use to heat your home), to save money
5. Reduced the amount you travel by car, to save money
6. Started to use a pre-payment meter for your gas or electricity
7. Cut back or delayed spending on larger things, e.g. holiday, car, wedding
8. Cut back or delayed spending on smaller things, e.g. eating out, entertainment, subscriptions, clothes, toys, books
9. Other (write in)
10. None of these **[SINGLE CODE]**

K1

[ASK ALL]

Thinking about your finances overall, to what extent do you feel that keeping up with your domestic bills and credit commitments is a burden?

1. It is not a burden at all
2. It is somewhat of a burden
3. It is a heavy burden
4. Don't know

K1a

[ASK ALL]

To what extent would you say the burden of keeping up with your domestic bills and credit commitments has changed over the last 6 months?

1. A lot more of a burden
2. A little more of a burden
3. No change
4. A little less of a burden
5. A lot less of a burden
6. Don't know

K2

[ASK ALL]

In the last 6 months, have you fallen behind on, or missed, any payments for credit commitments or domestic bills for **any 3 or more months**?

These 3 months don't necessarily have to be consecutive months.

1. Yes
2. No
3. Don't know

K2a

[ASK IF K2=2, 3 (HAVE NOT FALLEN BEHIND FOR 3 OR MORE MONTHS IN THE LAST 6 MONTHS, OR DO NOT KNOW IF HAVE DONE SO)]

In the last 6 months, have you fallen behind on, or missed, any payments for credit commitments or domestic bills for **any one or two months**?

1. Yes
2. No
3. Don't know

K33

[ASK ALL]

Which credit commitments and/ or domestic bills have you missed, or fallen behind on, in the last 6 months?

Select all that apply.

1. Credit card
2. Store card
3. Other credit commitments
4. Mortgage repayments
5. Rent payments
6. Council tax payments
7. Utility bills - Telephone/ mobile phone
8. Utility bills - Broadband/ internet/ TV
9. Utility bills - Gas
10. Utility bills - Electricity
11. Utility bills - Water
12. Other household bills (write in)
13. Other (write in)
14. Don't know

Q10

[ASK IF P_CC70 = 1 (USED DPC IN MAY 2022)]

When you took part in our last survey you told us that you had bought goods using a 'Buy Now, Pay Later' payment service, sometimes called '**pay in three**' or '**pay later**'.

This is a payment service where you defer payment for a short period of time (usually 30 days) or split payments over a few instalments (typically between 3 and 6). You may have seen this option offered when shopping online at the checkout page, and being offered by firms such as Klarna or Clearpay.

Thinking about the last 6 months, have you used this way of paying for goods...

1. A lot more than before
2. A little more than before
3. About the same as before
4. A little less than before
5. A lot less than before
6. I have stopped using 'Buy Now, Pay Later'

Q10a

[ASK IF P_CC70 = 2,3 (DID NOT USE DPC IN MAY 2022 OR DON'T KNOW)]

When you took part in our last survey you told us that you had **not**, or **weren't sure** if you had, bought goods using a 'Buy Now, Pay Later' payment service, sometimes called '**pay in three**' or '**pay later**' in the previous 12 months.

This is a payment service where you defer payment for a short period of time (usually 30 days) or split payments over a few instalments (typically between 3 and 6). You may have seen this option offered when shopping online at the checkout page, and being offered by firms such as Klarna or Clearpay.

Thinking about the last 6 months, **have you started** to use this way of paying for goods ...

1. Yes – and I use it a lot now
2. Yes – and I use it a little now
3. No – I haven't started using it

Q11

[ASK IF Q10 NE 6 OR Q10a=1-2 (USE DPC)] [RANDOMISE CODES 1-14, KEEP CODES 15-16 AT THE BOTTOM]

Over the last 6 months, what have you bought or paid for using 'Buy Now, Pay Later'?

Select all that apply.

1. Special occasions (e.g. weddings, birthday parties)
2. Holidays
3. Clothes, shoes
4. Jewellery and fashion accessories
5. Beauty products
6. Sports and fitness equipment
7. Laptop, tablet, mobile phone
8. Electrical goods (e.g. TV, washing machine)
9. Home improvements (e.g. new furniture, fittings)
10. Animal or pet supplies
11. Medical/ dental expenses
12. Veterinary bills
13. Energy bills
14. Groceries
15. Other general living expenses (write in)
16. Other things (write in)

Q12

[ASK IF Q10 NE 6 OR Q10a=1-2 (USE DPC)]

Other forms of credit include credit and store cards, store credit, personal loans of all kinds, and overdrafts.

Since using 'Buy Now, Pay Later' has your use of other forms of credit...?

1. Increased a lot
2. Increased a little
3. Stayed about the same
4. Reduced a little
5. Reduced a lot
6. I don't use other forms of credit
7. I have stopped using other forms of credit since using 'Buy Now, Pay Later'

Q13

[ASK ALL]

Now a question about all the credit and debts you may have.

Overall, how would you say that the **total amount of debt you owe** on credit products has changed over the last 6 months? This includes credit cards, store cards, store credit, personal loans of all kinds, and overdrafts.

Do **not include** mortgages or 'Buy Now Pay Later'.

1. Increased a lot
2. Increased a little
3. Stayed about the same
4. Reduced a little
5. Reduced a lot
6. I don't owe any money on credit products

Q14

[ASK ALL] RANDOMISE EXCEPT CODES 9-10

In the last 6 months, have you experienced any of the following, **due to the rising cost of living**?

Select all that apply.

1. Felt more anxious or stressed
2. Had relationship problems as a result of money worries
3. Had problems with friends or family members over money
4. Suffered with your mental health
5. Lost sleep because of money worries
6. Been less productive at work or had to take time off due to money worries
7. Put off dealing with financial matters, e.g. by ignoring warning letters or not opening correspondence
8. Avoided speaking to your lender(s) about your finances or your debts
9. None of these **[SINGLE CODE]**
10. Prefer not to say **[SINGLE CODE]**

Q15

[ASK IF P_M1_DV=1 (HAD A FIRST CHARGE RESIDENTIAL MORTGAGE ON THE PROPERTY IN WHICH THEY LIVE CURRENTLY IN MAY 2022)]

When you took part in our last survey you told us that you had a mortgage.

Thinking about the last 6 months, which of these statements best describes your mortgage repayments?

1. Your mortgage repayments **have gone up**
2. You have **re-mortgaged at a higher rate** than you had expected having to pay 6 months ago

3. The repayments on your mortgage have not changed, but **you expect** them to rise over the next 12 months
4. The repayments on your mortgage have not changed, and **you do not expect** them to rise over the next 12 months

Q16¹

[ASK IF P_M1_DV=1 (HAD A FIRST CHARGE RESIDENTIAL MORTGAGE ON THE PROPERTY IN WHICH THEY LIVE CURRENTLY IN MAY 2022)]

Thinking about your ability to pay your mortgage, which of the following statements describe your situation?

Select all that apply.

1. You **have missed** at least one mortgage payment in the last 6 months
2. You **expect to miss** at least one mortgage payment in the next 6 months
3. You **have asked your provider** in the last 6 months to reduce your monthly payments or give you a payment holiday, because you are struggling
4. You **expect to ask your provider** in the next 6 months to reduce your monthly payments or give you a payment holiday, because you are struggling
5. None of these **[SINGLE CODE]**

Q17²

[ASK IF D13DV=5 (RENTERS IN MAY 2022)]

When you took part in our last survey you told us that you were renting.

Which of these statements describe your situation over the last 6 months?

Select all that apply.

1. Your rent has gone up
2. You feel stuck in a rental property and unable to move, as rent for a new place would be significantly higher
3. You have moved to a lower rent property, to reduce your rental payments
4. You have missed rent payments in the last 6 months
5. You expect to miss rent payments in the next 6 months
6. You have asked your landlord in the last 6 months for a rent reduction or to give you a payment holiday, because you are struggling
7. You expect to ask your landlord in the next 6 months for a rent reduction or payment holiday, because you are struggling

¹ Results on missed mortgage repayments (code 1) have been removed from the data tables, as the same question was asked at K33 (code 4).

² Results on missed rent repayments (code 4) have been removed from the data tables, as the same question was asked at K33 (code 5).

8. You have shelved your plans to get a mortgage in the foreseeable future
9. I no longer rent – I have a mortgage
10. I no longer rent – for another reason (write in)
11. None of these [**SINGLE CODE**]

Q18

[ASK ALL]

Thinking about friends and family supporting each other...

In the last 6 months, have you done any of the following?

1. Been given or lent money by family or friends, to help pay your mortgage or rent
2. Been given or lent money by family or friends, to help pay for essentials like food or heating
3. Gone to live with family, rather than rent your own place
4. Received help of other kinds from family and friends – like childcare – to help save you money
5. Received other help (write in)
6. Helped a member of your family or a friend, to pay their rent or mortgage
7. Helped a member of your family or a friend, to pay for essentials like food or heating
8. Given help of other kinds to family and friends – like childcare – to help save them money
9. Offered other help (write in)
10. None of these [**SINGLE CODE**]

Q19

[ASK ALL]

Which of the following statements best describes how you are coping financially today?

1. I am not coping at all
2. It is very difficult to cope
3. It is quite difficult to cope
4. I am managing fairly well
5. I am managing very well

Q21³**[ASK ALL]**

Thinking about your monthly **disposable income** – the amount of money you have left at the end of the month to spend or save as you wish, **after** bills, food and other regular monthly essential expenses...

How different is your monthly disposable income **now** compared to what it was 6 months ago? Which statement best describes your situation.

1. It's gone up a lot
2. It's gone up a little
3. It's stayed about the same
4. It's gone down a little
5. It's gone down a lot
6. I have no disposable income – but I did 6 months ago
7. I have no disposable income – this is the same as 6 months ago

Q20**[ASK ALL]**

Could you please tell us a little bit more about how the rising cost of living is impacting your household's finances?

Write in: *For me, the rising cost of living means...*

Q22⁴**[ASK ALL]**

Finally, we would like to hear more about your experiences with financial services providers.

In the last 6 months, have you had a **particularly poor experience** with a financial services provider? For example, maybe you tried to get in contact with a financial services provider, but couldn't get through, were unable to get the information or support you needed in a timely way, or received information that was hard to understand.

If so, which type(s) of financial services product was this related to?

1. Yes, current/ bank account
2. Yes, savings product

³ Question added after survey soft launch on 9 December 2022 – base is therefore lower than the total base for the survey by 72 interviews.

⁴ Question added halfway through fieldwork - results used qualitatively/ data not published.

3. Yes, investments
4. Yes, pension
5. Yes, mortgage
6. Yes, credit or loan
7. Yes, insurance
8. Yes, protection (e.g. life insurance or critical illness)
9. Yes, financial advice
10. Yes, other (write in)
11. None - no particularly poor experiences in the last 6 months [**SINGLE CODE**]
12. Don't know [**SINGLE CODE**]

Q23⁵

[ASK IF Q22=1-10]

Please tell us a little about this particularly poor experience.

Write in: ...

Q24⁶

[ASK ALL]

And in the last 6 months have you had a **particularly good** experience with a financial services provider? For example, maybe you found it very easy to contact them or they provided excellent information or support.

If so, which type(s) of financial services product was this related to?

1. Yes, current/ bank account
2. Yes, savings product
3. Yes, investments
4. Yes, pension
5. Yes, mortgage
6. Yes, credit or loan
7. Yes, insurance
8. Yes, protection (e.g. life insurance or critical illness)
9. Yes, financial advice
10. Yes, other (write in)
11. None - no particularly good experiences in the last 6 months [**SINGLE CODE**]
12. Don't know [**SINGLE CODE**]

⁵ Question added halfway through fieldwork - results used qualitatively/ data not published.

⁶ Question added halfway through fieldwork - results used qualitatively/ data not published.

Q25⁷

[ASK IF Q22=1-10]

Please tell us a little about this really good experience.

Write in: ...

SURVEY CLOSE

[STATE TO ALL]

That's all we wanted to ask you. Thank you very much for your help today.

More information about our research can be found on our website:
<https://www.fca.org.uk/publications/research/financial-lives>.

⁷ Question added halfway through fieldwork - results used qualitatively/ data not published.