



**DEPOSIT
GUARANTEE
FUND**

Awareness of consumers of financial services of Ukraine about the Deposit Guarantee System - 2021

REPORT ON THE RESULTS OF THE SOCIOLOGICAL RESEARCH

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Introduction

Every two years, the Deposit Guarantee Fund of individuals conducts an assessment of the level of public awareness on deposit guarantee in accordance with the requirements of the Law of Ukraine "On the Deposit Guarantee System of Individuals". In addition, these periodic evaluations help the Fund to comply with Principle 10 of the Key Principles for Effective Deposit Insurance Systems, a global standard for determining the quality of deposit guarantee schemes developed by the International Association of Deposit Insurers (IADI).

The survey of consumers of financial services in Ukraine in 2021 was conducted in a stable situation in the banking market. Despite the corona crisis and quarantine restrictions, the outflow of deposits of individuals was not observed, on the contrary, the amount of funds in the accounts increased. In the two years since the previous survey, only three small banks have been declared insolvent and the reasons for their withdrawal are not related to the impact of the crisis. As a result, the number of reports of bank failures and compensation payments has decreased.

The Fund's data show that for the second year in a row there is a growing trend of deposits of individuals in its member banks. For 11 months of 2021, deposits of individuals increased by UAH 33.7 billion (+ 3,6%) and as of December 1, 2021 amounted to UAH 641.2 billion. At the same time, the growth rate of deposits exceeding the amount guaranteed by the Fund (UAH 200,000) was higher than the growth rate of deposits in the range guaranteed by the Fund: from UAH 10 to UAH 200,000: for 11 months of 2021 the amount of deposits exceeded the guaranteed amount by UAH 28.6 billion (+ 7,7%), within the guaranteed amount - by UAH 5.1 billion (+ 2,1%).

In 2021, the Deposit Guarantee Fund initiated amendments to the Law of Ukraine "On the Deposit Guarantee System for Individuals", which will increase the guaranteed amount twice - up to UAH 400,000, and from 2023 - up to UAH 600,000, as well as let the state-owned bank Oschadbank join the Fund. The draft law has already passed the first reading and is awaiting consideration as a whole. During the year, information about this was actively promoted in the mass media.

The main characteristics of the deposit guarantee system in Ukraine at the time of the study

Components of the system	Description
Deposit Guarantee Institutun	Deposit Guarantee Fund for Individuals
Maximum coverage limit	In case of insolvency of the bank, each depositor in each bank-member of the Guarantee Fund is

	reimbursed for deposits, including interest, but not more than 200 thousand UAH. ¹
Member institutions of the Deposit Guarantee Fund	Participants of the Guarantee Fund are exclusively banks, except for JSC "Oschadbank". Non-bank financial institutions are not participants and their deposits are not guaranteed.
Customers covered by Guarantees	Deposits of individuals and individual entrepreneurs are covered by guarantees. Deposits of legal entities are not covered by guarantees.
Which banking products are covered by guarantees	Current, card, deposit accounts are covered, except for deposits in bank metals, in national and foreign currencies. ²
Powers of the Fund Guarantee Institutions	Minimizer of losses ³ : □ accumulates contributions of participating banks and manages them; <ul style="list-style-type: none"> • pays compensation on deposits in case of bank bankruptcy; • removes insolvent banks from the market, independently choosing the least expensive way; • liquidates the bank, manages and sells its assets to settle with creditors; • determines the rate of regular and special fees to the fund; • analyzes the financial condition of banks in order to identify risks in their activities
Payment of compensation to depositors	For deposits in banks declared insolvent by the National Bank, no later than 20 working days (for banks with more than 500 thousand accounts - 30 days) from the date of withdrawal of the insolvent bank from the market.
Other participants in the country's financial stability system and their functions	National Bank of Ukraine - prudential regulator for banks; Ministry of Finance of Ukraine - provides reserve funding to the deposit guarantee institution in the form of loans and / or financial assistance from the State Budget of Ukraine

¹ In 2021, the Fund initiated amendments to the Law of Ukraine "On Deposit Guarantee System for Individuals", which will increase the guaranteed amount twice - up to UAH 400,000, and from 2023 - up to UAH 600,000, as well as to let the state-owned Oschadbank join the Fund.

² The full list of deposits that are not covered by the Fund's guarantees is given in Article 26 of the Law of Ukraine "On Deposit Guarantee System".

³ According to the definition of the International Association of Deposit Insurers (IADI).

Research summary

The research was conducted by 4Service, the International Research Holding, at the request of the Deposit Guarantee Fund of individuals in Ukraine in accordance with the agreement № 95-21 /m from 24.08.2021

Respondents were selected through filter questions. The main criterion for the selection of respondents was the use of financial services during the year (provided for any banking and insurance operations: card actions (including salary, pension cards), securities market operations), and questions about gender and age formed the necessary quotas, representative of the all-Ukrainian poll.

The research goal was to assess the level of awareness of citizens about the Deposit Guarantee System.

The research method was personal interview ("face to face") in accordance with the questionnaire approved by the Customer, pursuant to Part 3 of Article 18 of the Law of Ukraine "On Deposit Guarantee System of Individuals".

Objectives of the research:

1. Analyze the level of awareness of consumers of financial services of the activities of the Deposit Guarantee Fund of individuals.
2. Describe the portrait of users of basic financial services.
3. Identify the main sources of information on financial services in general and the Deposit Guarantee Fund of individuals, in particular.

Target audience: residents of cities, towns and villages, aged 18 and older, who are consumers of financial services.

Sampling: quota, stratified, representative. Stratified by gender and age.

Sample design is based on the distribution of the population 18+ years old by regions, type of settlement, gender and age according to the data of the State Statistics Service of Ukraine as of January 1, 2021⁴. The sample is national, territorial-settlement (city / village), random, stratified, representative of the population of Ukraine over 18 years old, with random selection at each step. The sample did not include persons in medical institutions, military units, penitentiaries, boarding houses, etc. The sample is calculated in compliance with the principle of representativeness for the population of Ukraine over 18 years old (excluding the temporarily occupied territory of the Autonomous Republic of Crimea and the city of Sevastopol). The age intervals used in the analysis are 18-29, 30-45, 46-60 and older than 61 years old. Areas are grouped into macro regions⁵. The sampling error will not exceed +/- 2,19%.

⁴ http://www.ukrstat.gov.ua/operativ/operativ2020/ds/kn/kn_u/arh_kn2020_u.html

⁵ For analysis within the study, Ukraine was divided into five macro-regions: • Center: Kirovohrad, Cherkasy, Poltava, Vinnytsia regions, • North: Zhytomyr, Kyiv, Chernihiv and Sumy regions, • South:

Sample size: 2000 respondents. The number of interviews was conducted by regions in proportion to the number of registered adults in each region. Selection of settlements by regions was carried out in accordance with the size and type of settlement, their quantity was determined in proportion to the size of each region.

Sample structure:

Gender	Quantity	%
Male	906	45
Female	1094	55
Age	Quantity	%
18 - 29	362	18
30 - 45	609	30
46 - 60	512	26
61+	517	26
Total	2000	100

Marking: ↓↑ statistically significant differences above / below 95

Data are presented in%.

In some cases, the sum of the components may not be equal to the sum due to rounding data.

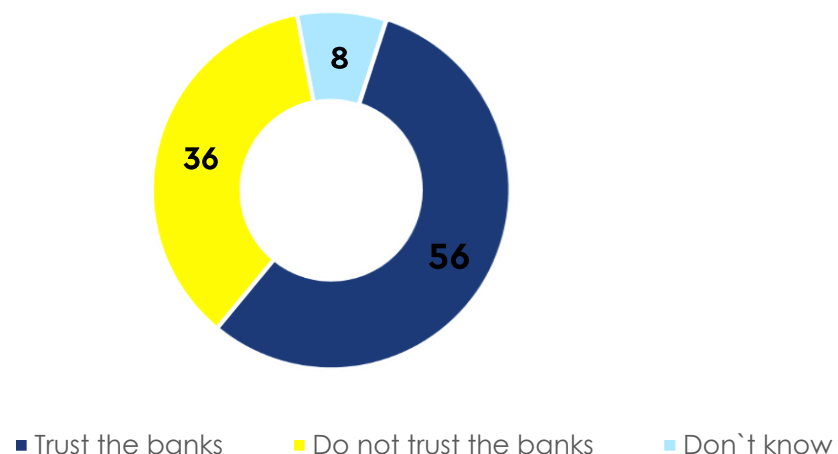
The main characteristics of the use of banking services

The list of the main banking services used by the respondents in 2021 included: usage of a bank card/account (74,2%), paying for utilities via a bank (56,5%), making payments via terminals (48,4%), mobile banking (41%) and money transfers (31%), as well as less active Ukrainians used such services as currency exchange (15,9%) and loans (13,4%).

48% of respondents mostly use salary card accounts, another 27% of respondents use pension card accounts, and 25,2% have a current account in hryvnia. Deposit accounts in bank metals have the lowest demand - only 1,8% of Ukrainians use them.

In general, 56% of Ukrainians trust banks.

Pic. 1 How much do you generally trust banks? (among all respondents), %



Among those who keep most of the money in banks, 69,7% haven't had problems with banks in the last 2 years (in total, 75,1% of respondents had no problems with banks – in 2021, this number was similar in 2019 – 75,6%).

Only 10% of respondents keep half of their money in banks. These are more often young people aged 18-29, married by socio-demographic characteristics, who work and study at the same time. These are mostly young people who plan to save on housing or other significant things. Compared to the previous waves of the survey, in 2019 8% of respondents indicated that they keep half of their money in the bank, and in 2017 this level was - 5%.

In two years, the percentage of those who keep most of their money in banks has increased, from 4,6% in 2019 to 12,7% in 2021. Also, in two years, the percentage of those who withdraw at least cash, and mostly use the card has grown from 14,6% - in 2019 to 24,3% - in 2021.

Among the reasons why do not people keep money in the bank, among respondents over the age of 61 were named: no savings, and young people (18-29 years) low confidence in banking institutions. 12% of respondents prefer other ways to save money (real estate, securities, cash foreign currency, antiques, etc.).

Compared to 2019, in 2021 the number of respondents who do not keep money in banks decreased due to the fact that they did not trust banks (from 30,3% to 25,3%), and increase in the proportion of those who said there were no savings due to low incomes, from 51,7% in 2019 to 60,5% in 2021.

Compared to the data of a similar study in 2019, in 2021 the percentage of those who in case of violation of their rights as a depositor of the bank and the issue was not resolved directly in the bank, go to court (59% in 2019 and 51% in 2021).

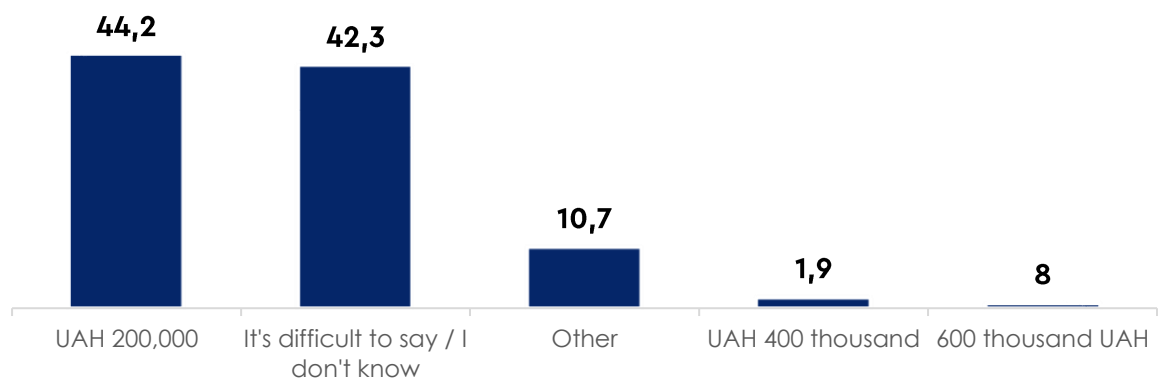
According to 53% of consumers, the owners of the bank are guilty of damages to customers if the bank has become insolvent, and they, accordingly, have to reimburse them - 35% of respondents believe so.

Awareness of the Deposit Guarantee System

37% of respondents know that if the bank goes bankrupt, the Deposit Guarantee Fund will reimburse them at its own expense. 41,4% of them are young people aged 18-29 and 39,6% are people aged 30-45. People over 61 were the least aware. Overall, the current research confirms the trend for older people, who, according to studies of financial literacy withing the USAID project FINANCIAL SECTOR TRANSFORMATION, remain the most vulnerable in both financial literacy and financial inclusion.

44,2% answered correctly about the mandatory amount of deposit protected (UAH 200,000). In 2019, this figure was 47%⁶ and in 2017 it was 49%.

Pic. 2 What is the maximum deposit guarantee amount in one bank? (among respondents who had previously heard about the Fund), %



⁶ Alternatives to this question in 2019 were different: UAH 100,000, UAH 150,000, UAH 200,000, UAH 500,000, Total deposit amount)

Compared to previous surveys, the percentage of those who believe that the Fund should guarantee the full payment of the deposit has decreased from 23% in 2017 and 29% in 2019 to 11% in 2021.

In general, the respondents gave the most correct answers (83%) regarding the types of deposits guaranteed by the Fund and the reimbursement of interest on the deposit, which was accrued before the bank was declared insolvent. Respondents showed the least awareness of the issue of the currency of payments of the guaranteed amount (for foreign currency deposits) – 11,8% and the list of institutions in which deposits are guaranteed by the Fund – 8,7%.

Opening accounts

According to the study, the main factors in choosing a bank for most Ukrainians are: reliability / stability of the institution (46%), feedback from relatives and friends (33%) and their own previous experience (25%). Many more young people use the mobile application compared to other age groups: therefore, for 33% of respondents aged 18-29, this factor was in 3rd place in importance when choosing their bank. Young people were very much aware what they expect from their bank and only 3.2% could not say what factors matter for them when choosing a bank.

According to the research, people with secondary education are more likely to focus on reviews of the bank from friends and acquaintances when choosing a bank, and people with higher education more often trust their own experience.

34,8% of respondents said that they carefully study the contract when opening an account, and in 2019 their share was 20,4%.

However, 64,4% of respondents said they did not read the information on the deposit guarantee system when opening an account.

Information needs

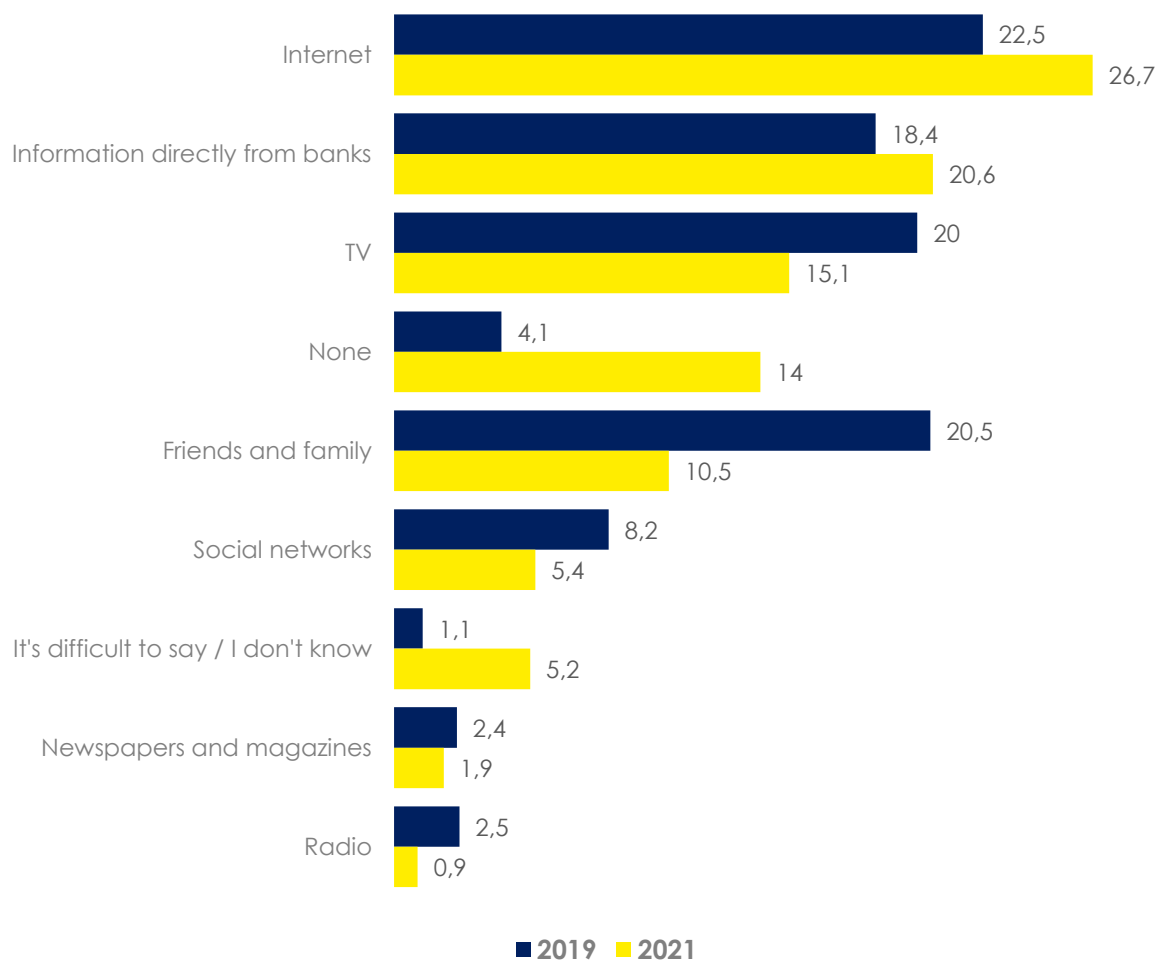
The research showed that majority of Ukrainians are not interested in information about finance and financial services, only 36% indicated their interest in these questions.

People aged 30-45 are more interested in information on financial issues - 33%, and young people aged 18-29 (40%) were more indifferent. Among those who are not interested in financial information at all are people aged 61 and older - 39%.

Northerners (including Kyiv) are most interested in financial issues compared to residents of other macro-regions and all respondents in general (9% vs. 6% of all) and residents of regional centres - 8%.

Internet and information directly from banks are the prevailing sources of information on banking services: 27% and 21% respectively.

Pic. 3 Which channels of communication (source of information) do you trust the most regarding information on financial and banking services? (among all respondents), %



Today, the main source of information about the deposit guarantee system of Ukrainians is the bank in which respondents opened an account (51%). And then informants are friends and acquaintances – 12,6%, as well as social networks – 12,2%.

According to the survey, the main areas of interest to respondents were the conditions for guaranteeing bank deposits (47%) and the conditions for paying compensation to depositors of bankrupt banks (43%).

By contacting the bank where the account is opened, 56% of respondents called the most convenient way to obtain information on deposit guarantees. In second place for the convenience of obtaining information was social networks (12,7%), and in third place - obtaining information from TV and radio interviews, online media (10,7%).

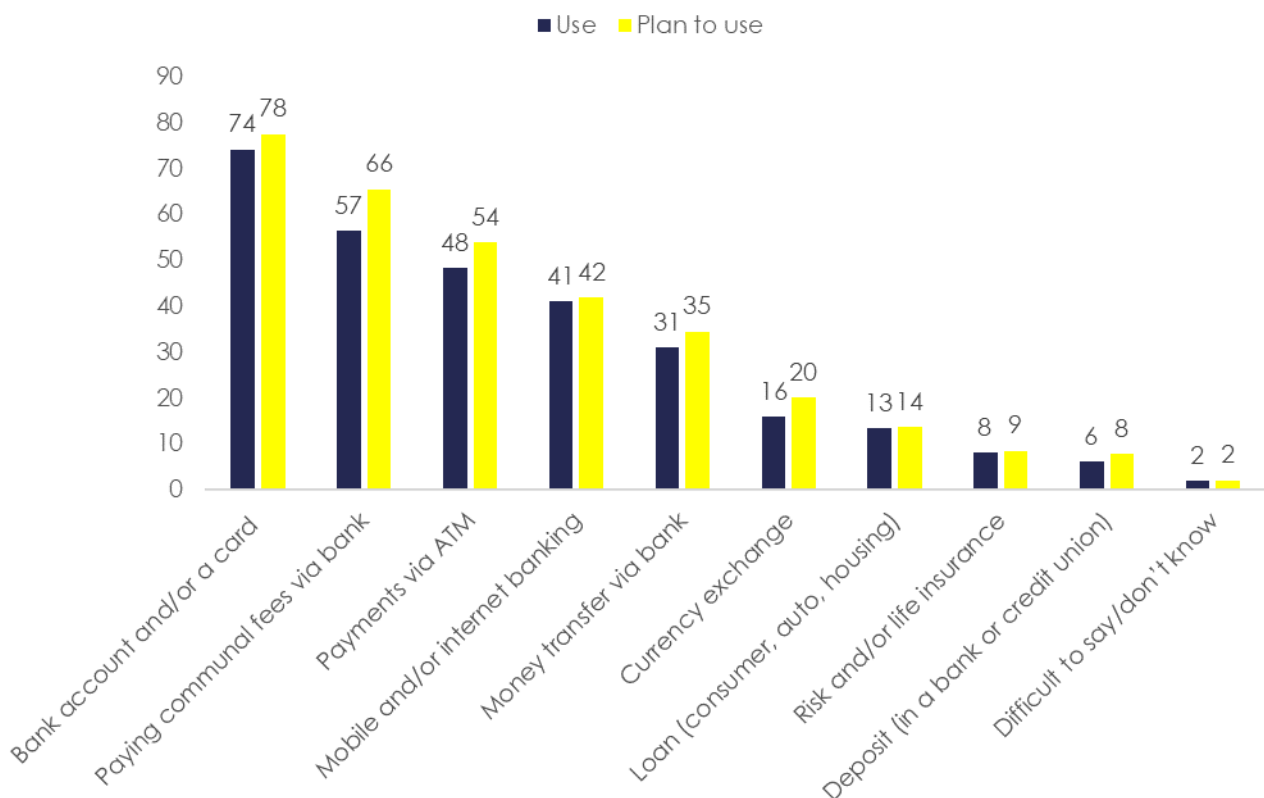
The main results of the survey

BLOCK 1 PORTRAIT OF THE USER

Analysis of the survey results showed that in 2021 the most popular among banking services and products were: 74% using a bank account / card, 57% - paying for utilities through a bank and 48% - making payments through a terminal. And next year, respondents plan to increase the use of almost all types of these services (according to the proposed list of services in question (See Annex 1)), in particular, the greatest demand for utilities through the bank (57% in 2021, 66% - plan in 2022) and making payments through the terminal (48% in 2021, 54% - the plan in 2022).

Demand for lending (13% in 2021, 14% - plan in 2022) and Internet / mobile banking (41% in 2021, 42% - plan in 2022) will hardly change.

Pic. 4 What financial services do you use now? / What financial services do you plan to use in the next year? (among all respondents), %



Frequency of using financial services

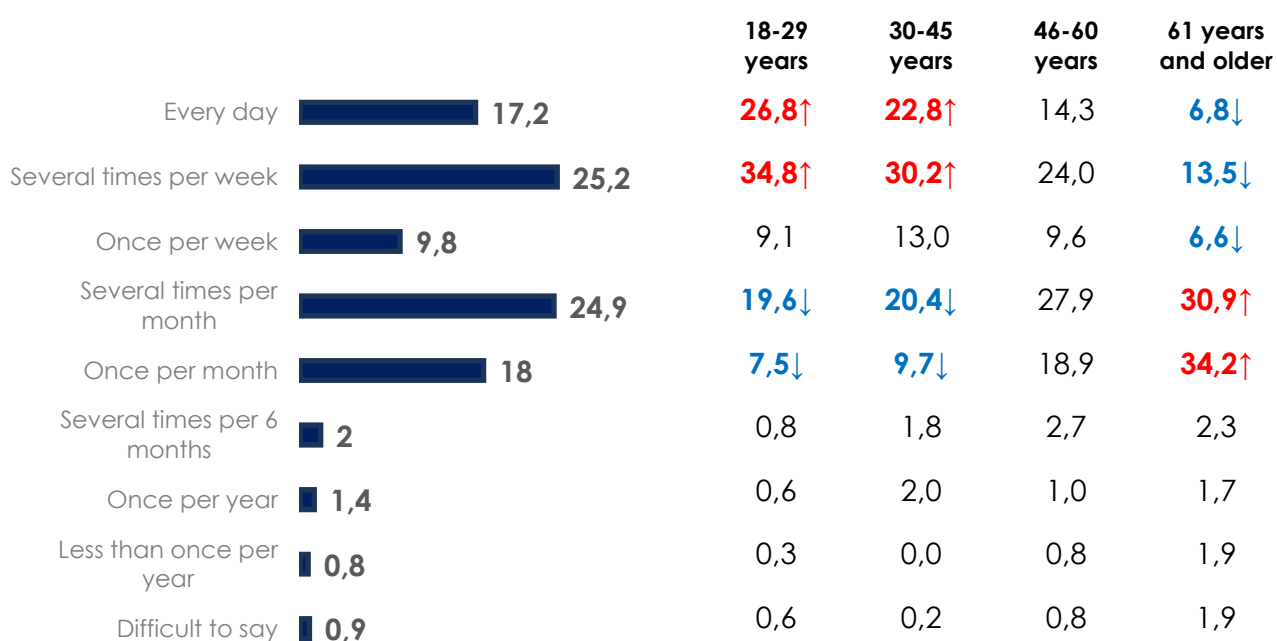
Women are more likely than men to pay for utilities through the bank: 61% vs. 51%, and men are more likely to use the payment terminal than women (49,3% and 47,5%, respectively).

The plans of young and middle-aged people are to increase the use of products next year (payments through the terminal, mobile and / or Internet banking) and financial services (money transfers through the bank and currency exchange).

And 17% of respondents use financial services every day. These are mostly young people (18-29 years old) who live in regional centers.

Most Ukrainians use banking and financial services several times a week. For the convenience of analysis, users were combined into the following groups: active - 1 or more times a week, moderate - 1 or more times a month, non-active - several times a year.

Pic. 5 Frequency of use of financial services, by age, (among all respondents), %



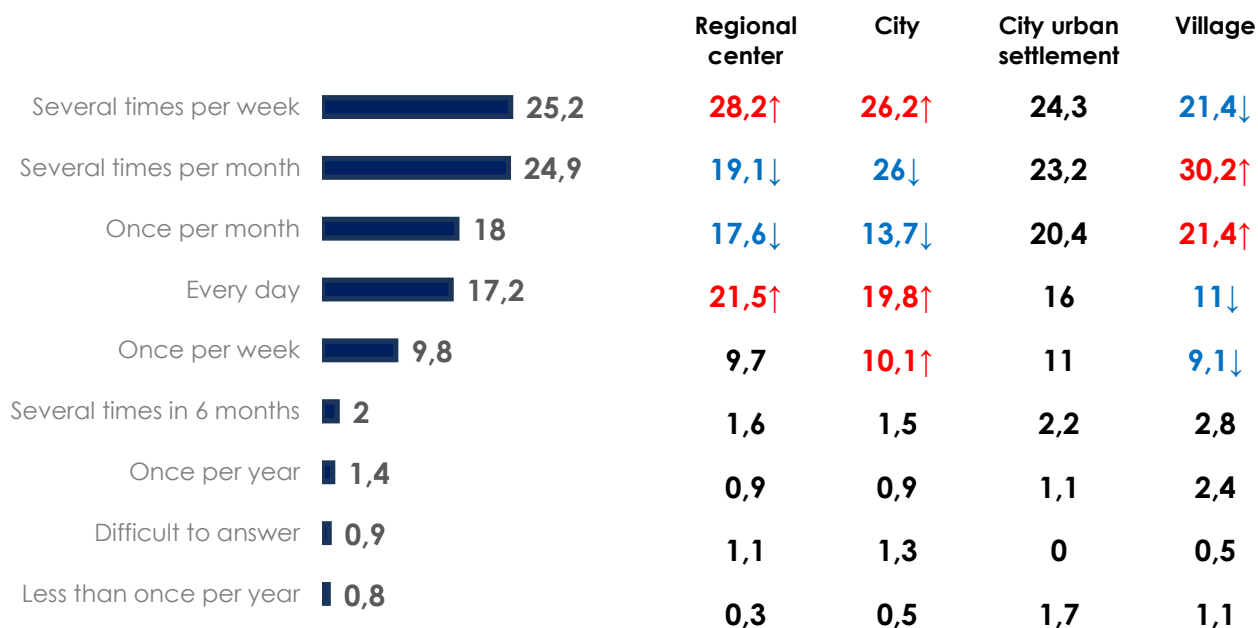
Younger respondents are more likely to use banking services than older people. And also in regional centers and cities the frequency of using banking services is higher than in other types of settlements.

For respondents over the age of 30, it is more important to pay for utilities, and for young people under the age of 30 - to make payments through the terminal.

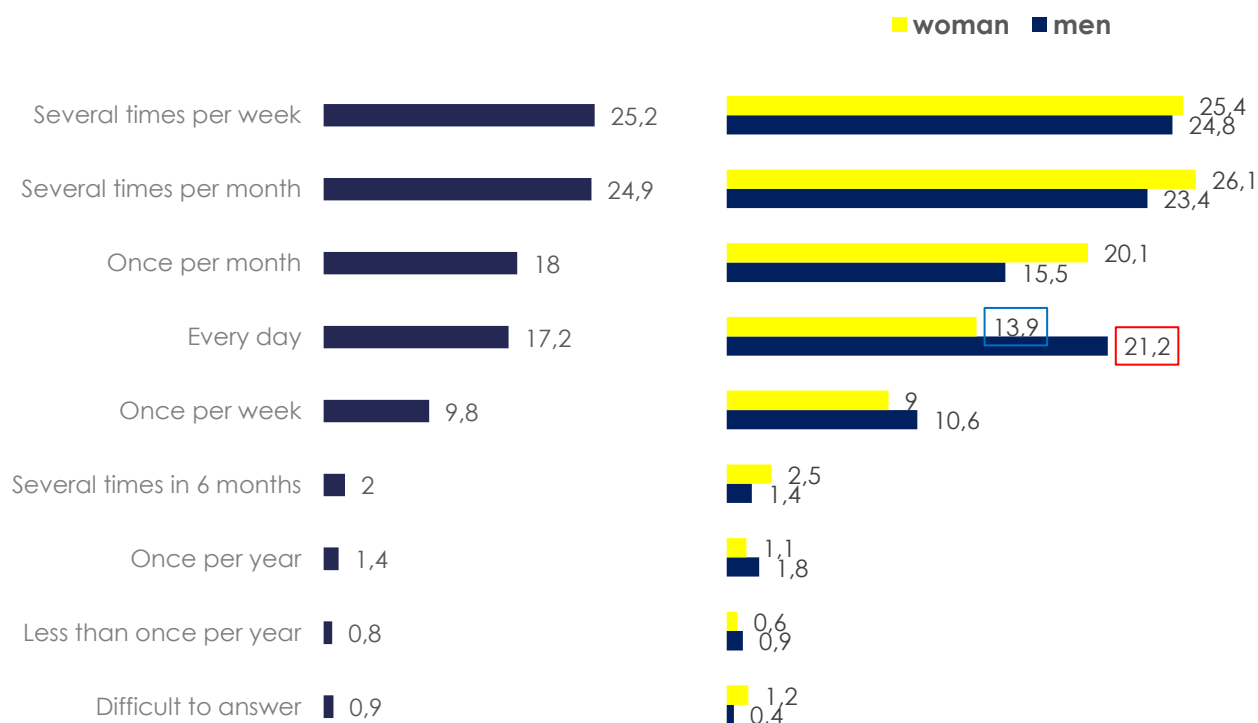
The highest activity in the use of financial services is shown by young people aged 18-29 (21,2% of them use these services every day).

Ukrainians aged 18-45 generally use financial services every day and several times a day, and respondents aged 46 and older mostly several times a month or once a month.

Pic. 6 Frequency of use of financial services, by type of settlement (among all respondents), %



Pic. 7 Frequency of use of financial services, by sex (among all respondents), %



Types of bank accounts in use

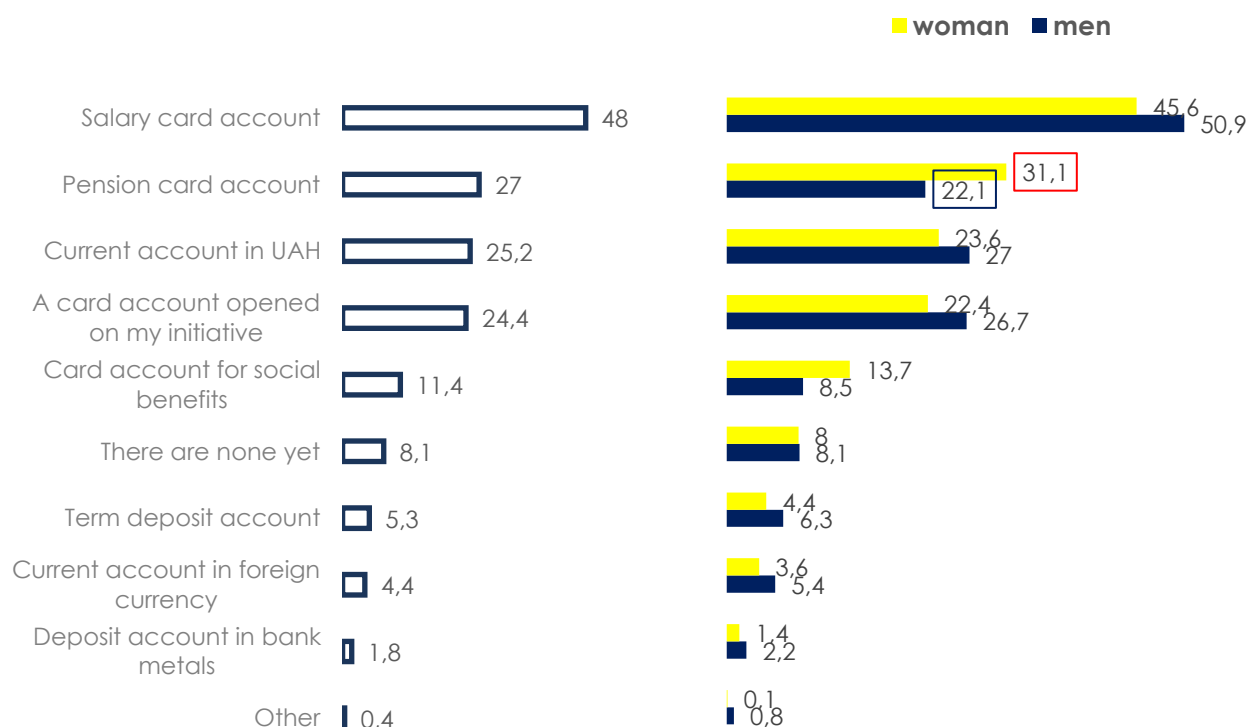
The most common product is the salary card account - 48% among all respondents, as well as for 51% among men and 46% of women.

Pension cards are used more often by women than men (31% vs. 22%). Also, among all respondents, women are more likely than men to receive social benefits (14% vs. 9%). However, men are more likely to open card accounts (on their own initiative) than women (27% vs. 22%). Married Ukrainians are more likely to use time deposits against unmarried (51% vs. 48%).

Only 8% indicated that they did not have a bank account. A much larger share of them lives in the center of the country - 16%. The study confirms the correlation of types of open cards and deposits of the population with the general level of awareness.

Most Ukrainians use salary accounts and card accounts in hryvnia. Pensioners, respectively, have an overwhelming majority (70,4%) in the segment of using pension card accounts, and young people, in addition to the salary project, also have additional cards opened on their initiative.

Pic. 8 Types of bank accounts, by sex (among all respondents), %



The general portrait of deposit and card users consists of the following social characteristics: higher education (40%), the level of financial capacity is higher, compared to those who do not have cards and deposits (19%).

Cash withdrawal financial behavior

The main behavioral strategy of Ukrainians when receiving funds on a bank card is to withdraw part of the cash at once, and then spend the rest of the funds from the card - so do 40% of respondents (in 2019 – 32,1%). Since the age of two, the percentage of those who withdraw a minimum of cash and mostly use the card has grown from 14,6% in 2019 to 24,3% in 2021.

The financial behaviour of Ukrainians correlates mainly with age and level of education. Thus, young people are more likely to follow the all-Ukrainian trend: when receiving payments on the card withdraw only part of the cash, and spend the rest of the funds from the card - (18-29 years - 33%, 30-45 years - 30%), and people over 61 years withdraw all or almost all cash at once (41%).

The general trend of using mostly cards in payments (cash is withdrawn minimally, using mostly cards) is observed in regional centers and in the west of the country (27% respectively)

Pic. 9. After receiving money to my bank card (salary/pension/social aid) you usually ...? By age, (among all respondents), %

		18-29 years	30-45 years	46-60 years	61 years and older
I withdraw only a part of the cash at once, I spend the rest of the money from the card	39,6	36,8	38,5	44,3	38,3
I withdraw cash minimally, I mostly use the card	24,3	32,9↑	30,2↑	22,1	13,2↑
I withdraw all or almost all the cash at once	23,2	13,8↓	15,8↓	20,1↓	41,4↑
I do not withdraw cash at all, I only use the card	9	11,5	11,4↑	8,5	4,8↑
I do not receive payments by bank card	2,1	3,2	2,1	2,8	0,6

Pic. 10 Having received payments on a bank card (salary / pension / social assistance), you usually...? By macroregion, (among all respondents), %

		Center	North	South	West	East
I withdraw only a part of the cash at once, I spend the rest of the money from the card	39,6	40,4	33,9↓	39,9	40	43,1
I withdraw cash minimally, I mostly use the card	24,3	25,8	26	23,5	26,5↑	20,2
I withdraw all or almost all the cash at once	23,2	22,7	21,7	24,9	23,4	23,6
I do not withdraw cash at all, I only use the card	9	8,9	12,5↑	8	5,1↓	10,5
I do not receive payments by bank card	2,1	0,9	2,6	2,3	3	1,4

Financial behaviour regarding the placement of savings

28% of Ukrainians keep a small amount of money in the bank. And 44% don't keep them there at all.

Analysis of this issue shows greater confidence and proactivity in financial matters of people living in the north. They are also statistically higher than other regions holding most of the funds in the bank (17% vs. 13% of all).

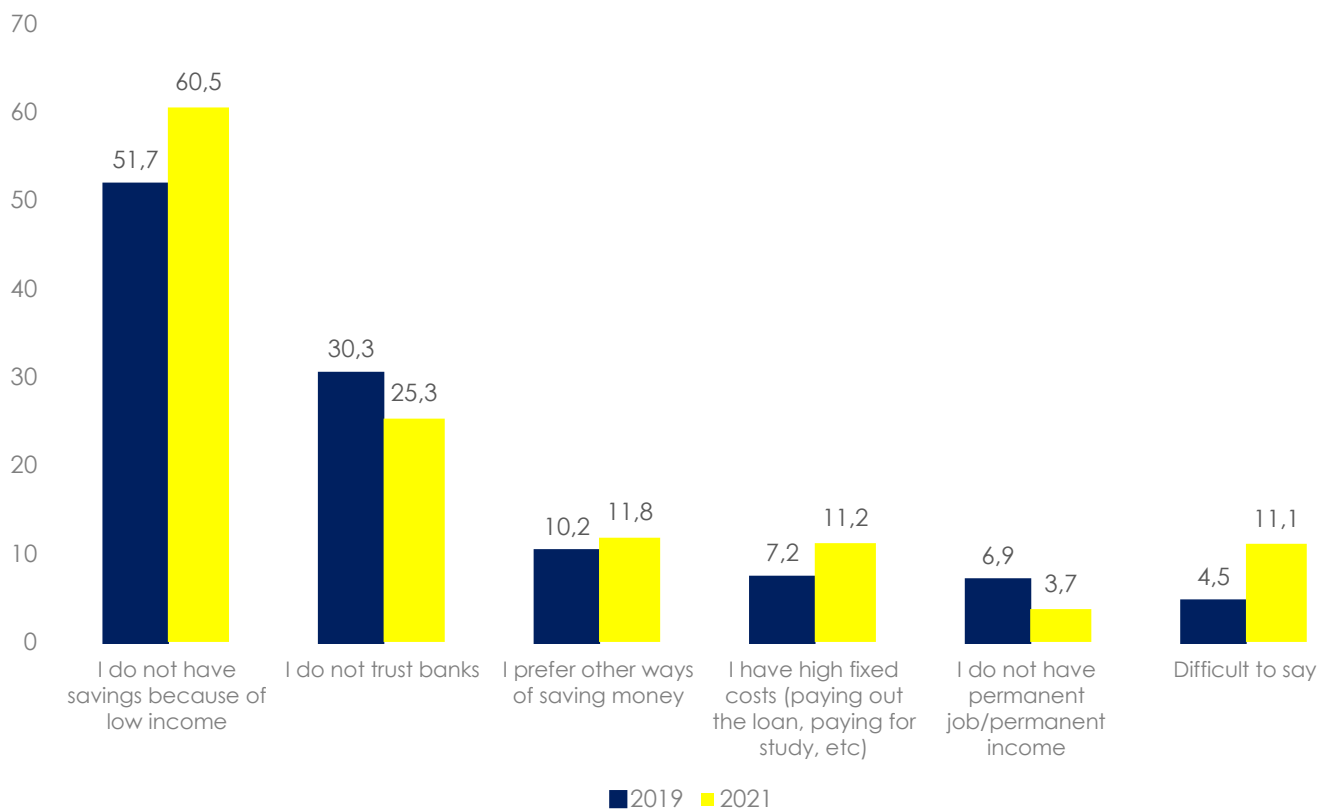
Pic. 11 What part of your money you or your family keep in a bank? By age, (among all respondents), %

		Center	North	South	West	East
I do not keep the money in banks	43,6	44,9	41,8	45,5	38,6↓	48,6
Little	27,9	32	24,5	25,8	29,5	28
Most of the money	12,7	10,2	17,1↑	15	9,3	12,7
Half of the money	9,9	8,9	11,7	11,7	9,3	8,7
Difficult to say / I do not want to answer	5,9	4	4,8	1,9	13,3↑	2

Mostly Ukrainians do not keep money in the bank for the following reasons: 61% - "I have no savings due to low income" and 25,3% - "I do not trust banks." The largest share of those who do not have savings are retirees and the elderly (61+), and young people mostly represent those who do not trust banks. At the same time, among young people aged 18-29, the percentage of those who do not have savings is statistically lower.

In 2021, the level of fixed costs of Ukrainians increased (11,2% - in 2021 against 7,2% - in 2019). Which, in turn, affected the percentage of those who said they had no savings due to low incomes.

Pic. 12 What is your reason(s) for not keeping money in a bank? By age, (among all respondents 2019 and 2020 years), %



Pic. 13 What is your reason(s) for not keeping money in a bank? By age, (among those who do not keep money in the bank), %

		18-29 years	30-45 years	46-60 years	61 years and older
I do not have savings because of low income	60,5	37,6↓	44,3↓	67,3	75,8
I do not trust banks	25,3	36,6↑	30,3↑	21,8	20,2
I prefer other ways of saving money	11,8	21,5↑	18,1↑	11,4	4↓
I have high fixed costs	11,2	14	15,4	12,8	5,8↓
I do not have permanent...	3,7	5,4	6,3↑	3,8	1,1
Difficult to say	1,1	0	0,9	1,4	1,4

Trust to banks

This year, a new question was asked, which was not included in the questionnaire in previous years regarding the level of trust in banking institutions. The results of the survey showed that people aged 61 and older do not trust banks at all - 37%, and 13% of people aged 18-29 completely trust. The balance of trust and distrust among all respondents is + -19%: 55,9% trust against 36,3% who do not trust banks, and another 8% could not decide on the answer.

Northerners expressed less distrust of banks compared to other macro-regions of the country (29,9% - "absolutely + rather do not trust").

Pic. 14 How much do you trust banks in general? By macroregion, (among all respondents), %

		Center	North	South	West	East
Among all						
More trust than don't trust	43,7	45,1	43,8	43,8	40,5	45,9
More don't trust than trust	20,5	18,7↑	15,8↑	18,3↑	25,2	21,2↓
Don't trust at all	15,8	14,6↓	14,1↓	18,3	13,4↓	19↑
Fully trust	12,2	14,9	13,9↑	16,2↑	8,6	11,4
Difficult to say	7,9	6,7	12,4	3,4	12,3	2,6

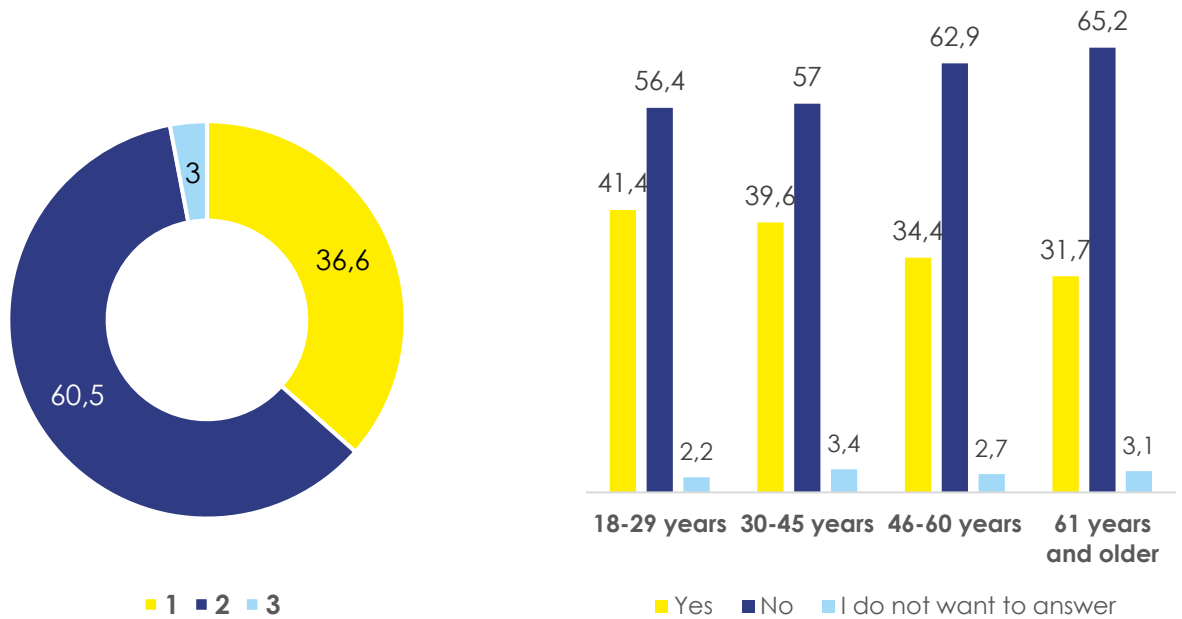
BLOCK 2 GENERAL LEVEL OF AWARENESS OF THE DEPOSIT GUARANTEE SYSTEM

Awareness of the Fund and its functions in the deposit guarantee system

Among all respondents, 36,6% know that in the event of the bank's bankruptcy, the Deposit Guarantee Fund will reimburse depositors at its own expense. Men (40,3%) know more about this than women (33,5%).

There is a statistically significant higher level of awareness about the deposit guarantee institution among young and middle-aged people (41,4% and 39,6%, respectively). The urban population, in turn, is also better aware of this issue.

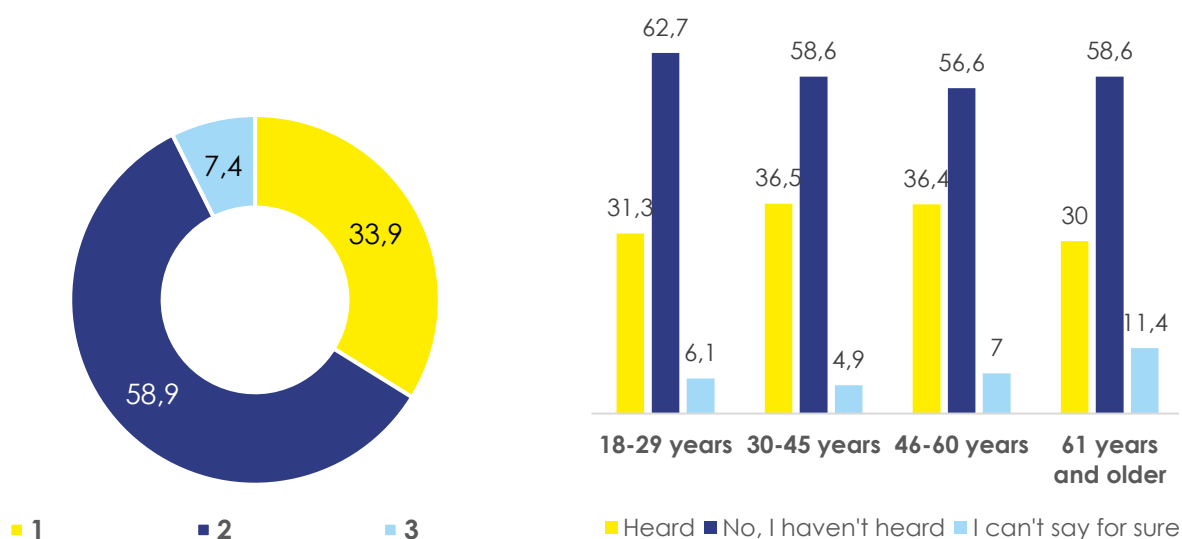
Pic. 15 Did you know that if a bank goes bankrupt, the Deposit Guarantee Fund will reimburse you at its own expense? By age (among all respondents), %



33,9% of respondents in general had heard of the Deposit Guarantee Fund. In 2019, the share of those who heard about the Fund was 35%, and in 2017 - 52%. It is likely that the banking system is in a stage of stability and therefore, for most users of banking services it is not important to obtain information about the direct activities of the Fund.

People have heard about the Foundation, but very little is known to people aged 40-60 (18%), and among those aged 30-45, there is the largest % of people who have heard and know enough.

Pic. 16 Have you heard before about the Individual Deposit Guarantee Fund? By age, (among all respondents), %



Among those who heard about the Fund, the question "Deposits in which financial institutions is guaranteed by the Deposit Guarantee Fund of individuals?" 8% of respondents gave the correct answer, another 40% chose the answer "Difficult to answer" and were inclined to believe that the Deposit Guarantee Fund should guarantee deposits in all banks, including the State Savings Bank of Ukraine – 31,4%. Given that the Verkhovna Rada of Ukraine considered in the first reading a draft law that provides not only to increase the amount of the guarantee, but also to join the Guarantee Fund of the State Savings Bank, such an answer can be considered correct.

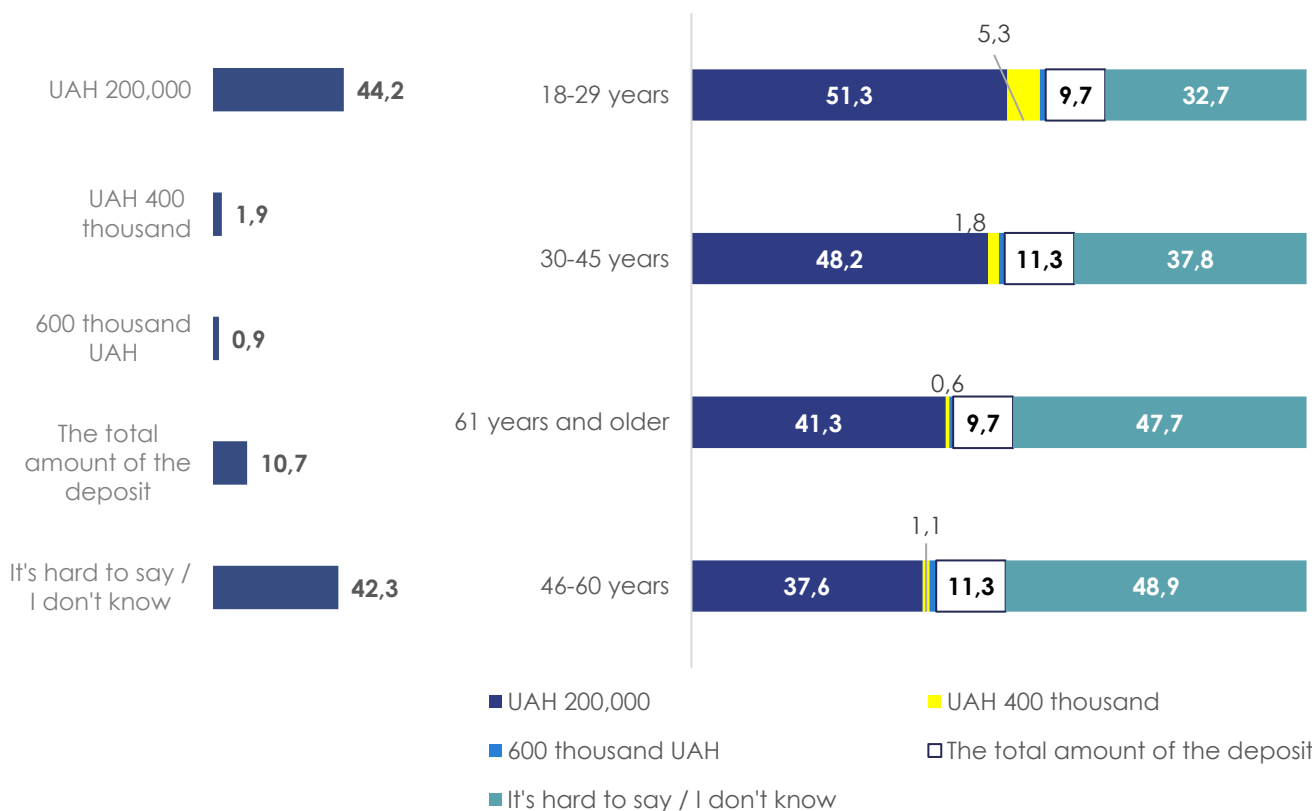
Young people (18-29 years old) were the most knowledgeable on this issue compared to other age groups.

Awareness of the amount of the guarantee amount

Overall, 44% gave the correct answer about the maximum amount of deposit guarantee.

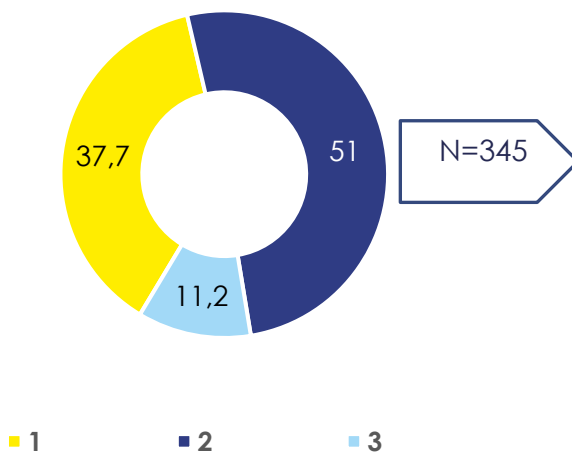
In 2019, there were 47% of them. Compared to previous surveys, the percentage of those who believe that the Fund should guarantee the full payment of the deposit has decreased from 23% in 2017 and 29% in 2019 to 11% in 2021.

Pic. 17 What is the maximum guaranteed deposit in one bank? By age, (among respondents who had previously heard about the Fund), %

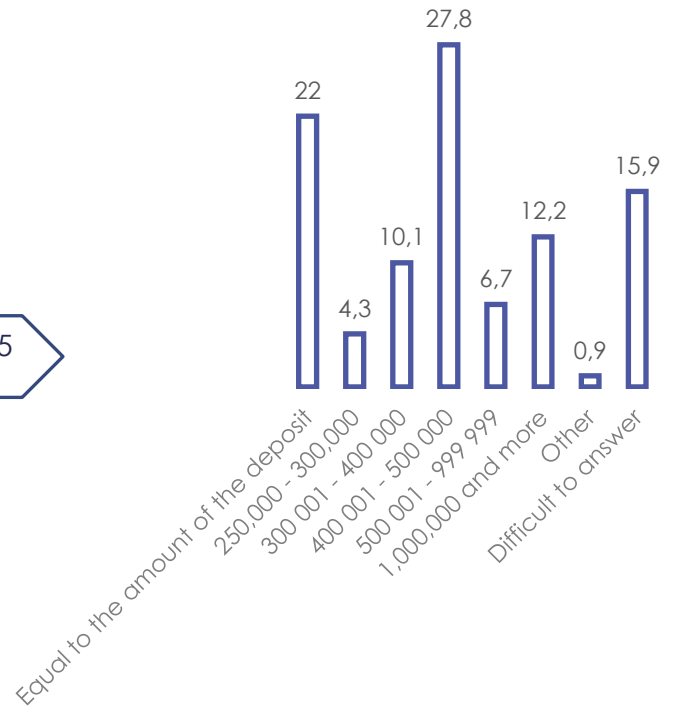


Among Ukrainians surveyed, 51% believe that the current amount of deposit guarantees is not enough (mostly in the east of the country this opinion prevailed - 47%) and almost 28% of them said that it should be - 400000-600000 thousand UAH. And another 22% believe that the guaranteed amount should be equal to the amount of the deposit.

Pic 18 Currently, the guaranteed amount of deposit reimbursement is UAH 200,000. Do you think that this amount is enough to reimburse depositors of banks? (among respondents who had previously heard about the Fund)? %



Pic. 19 If the amount of UAH 200,000 is insufficient, which, in your opinion, should be the guaranteed amount? (among respondents who believe that 200 thousand UAH is not enough), %

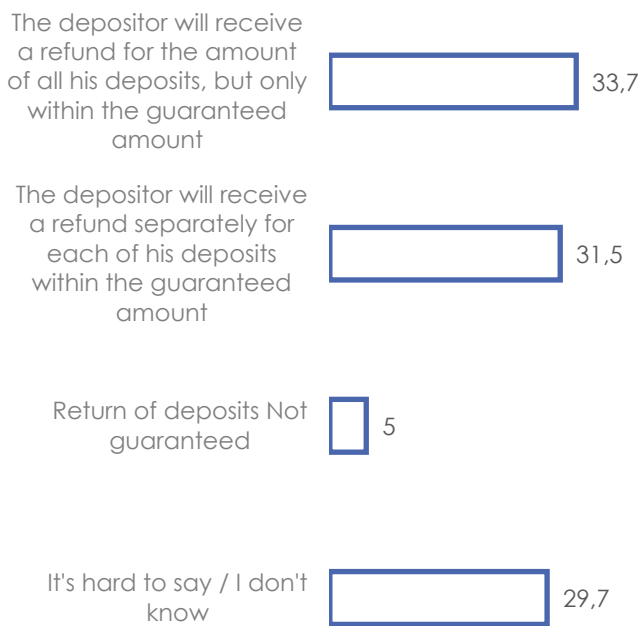


Awareness of deposit guarantee conditions

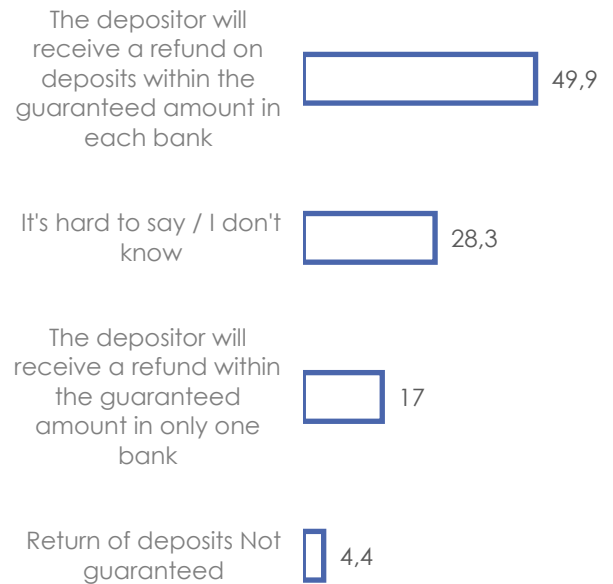
To the question "If a depositor has several deposits in one bank, then in case of declaring the bank insolvent, the depositor receives...?" 34% of respondents gave the correct answer and said that the depositor will receive a refund on the amount of all their contributions, but only within the guaranteed amount. However, another 32% believe that the depositor will receive a refund separately for each of their deposits. Respondents aged 18-29 (46%) answered this question much more accurately than other age groups.

Almost 50% of respondents in 2021 knew that if a bank is declared insolvent, the depositor will receive a refund within the guaranteed amount in each bank (provided that he has deposits in several banks). In 2019, 48% thought so.

Pic. 20 If the depositor has several deposits in one bank, then in case the bank is declared insolvent, the depositor...? (among respondents who had previously heard about the Fund)? %



Pic. 21 If the depositor has deposits in several banks, then if the bank is insolvent, the depositor ...?*7 (among respondents who had previously heard about the Fund)? %

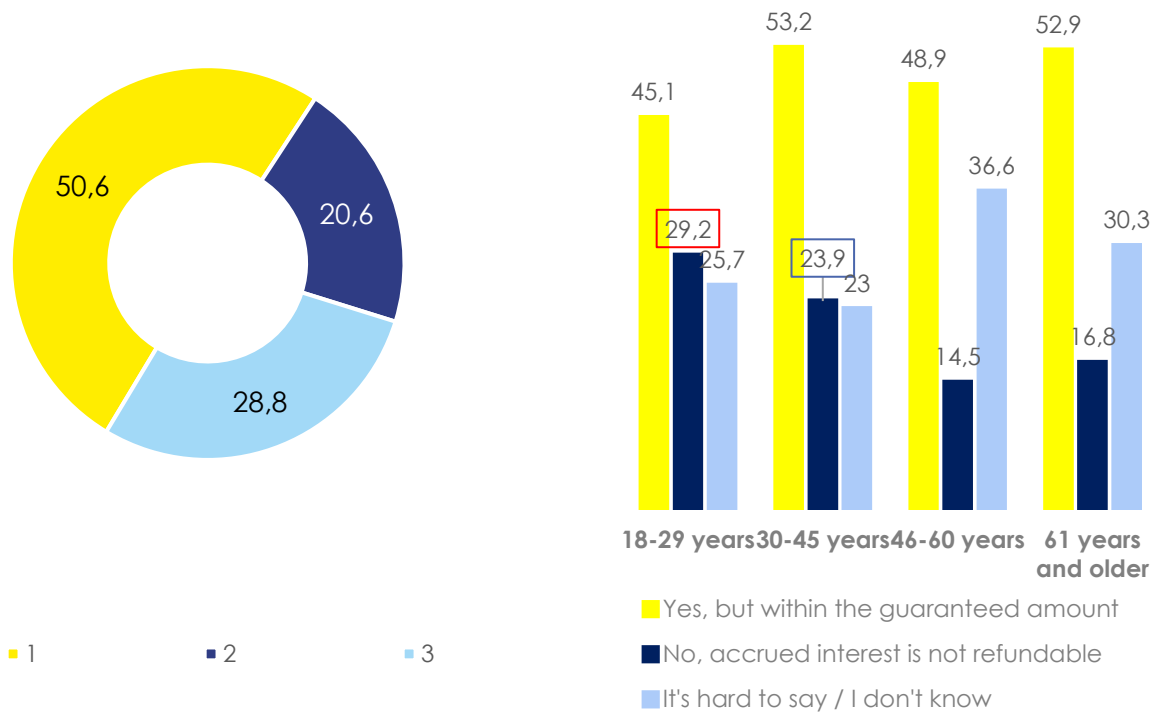


To the question "Can the interest on the deposit accrued before the bank is declared insolvent be reimbursed?" 51% of respondents answered correctly. Young people aged 18-29 (29,2%) and middle-aged people aged 30-45 (23,9%) answered more incorrectly. Also, among urban residents there were more people who gave the wrong answer (28,5%).

The answers to this question were almost the same among all respondents and those who have cards and deposits - 50.3% of those who have cards and deposits said that interest on the deposit accrued before the bank is declared insolvent, can be reimbursed within the guaranteed amount.

*7Other - 0,4%

Pic. 22 Can interest on the deposit accrued before the bank is declared insolvent be reimbursed? (among respondents who had previously heard about the Fund)? %

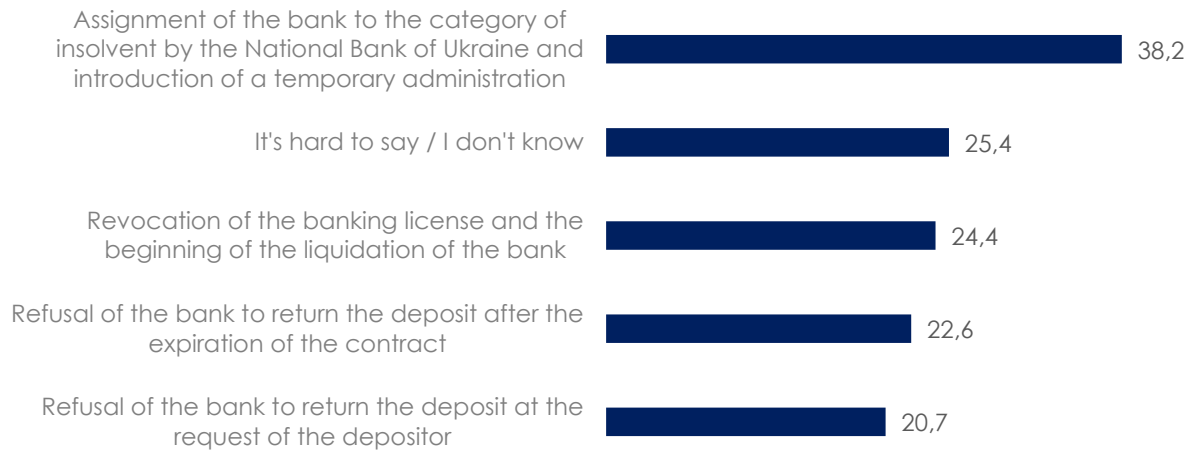


All the interviewees and both card account holders and deposit holders gave almost the same responses to this question, with 50,3% of card holders and deposit holders answering that deposit percentage accrued before bank is declared bankrupt may be reimbursed within the guaranteed sum.

The percentage among those who answered that placing the bank into the category of bankrupt banks by the National Bank of Ukraine and taking such bank into administration were the reasons for payment of a guarantee amount of reimbursement is 39,4% among those who are card account holders and deposit holders versus 20,8% of those who are not.

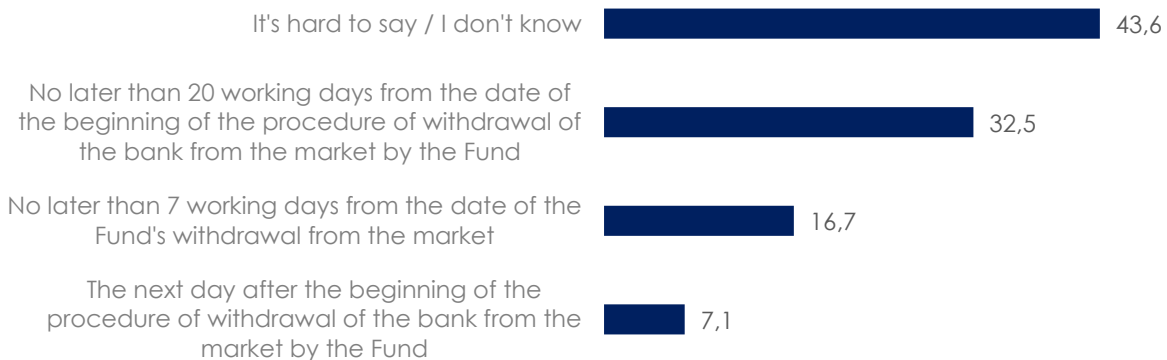
Also, 25,2% card account holders and deposit holders chose the correct reason for withdrawal of banking licence and initiation of bank liquidation procedure versus 15,1% of those who hold neither a card account or a deposit.

Pic. 23 What do you think is the basis for the payment of the guaranteed amount of compensation? (among respondents who had previously heard about the Fund), %



43,6% of respondents do not know when exactly the Fund will start paying guaranteed compensation to depositors of an insolvent bank. In 2019, their share was 59%.

Pic. 24 When exactly does the Fund start paying guaranteed compensation to the depositors of an insolvent bank? (among respondents who had previously heard of the Fund), %



There were 6 correct answers among alternative responses to the question "Which types of deposits and accounts are guaranteed by Deposit Insurance Fund?", corresponding to the following percentage that shows the dynamics as compared to 2019:

In 2021, UAH deposits were 83%, and in 2019 - 86%.

Foreign currency deposits – 54,7% (2021) versus 59,3% in 2019.

Current accounts – 58,4% - in 2021 and 49% - in 2019.

Card accounts – 63,3% (2021) and 47,6% (2019).

Private entrepreneurs' accounts- 54,7% (2021) and 52% (2019)

Deposits opened through Internet-banking or mobile apps – 38,3% - in 2021 and 31% - in 2019.

Deposits opened through Internet banking or mobile application - 38.3% in 2021% and 31% in 2019.

Thus, in 2021, the percentage of those who know that the Deposit Insurance Fund covers the deposits of card accounts increased and so did the percentage of those who know that the accounts opened through Internet-banking or mobile apps were also covered by the Deposit Insurance Fund.

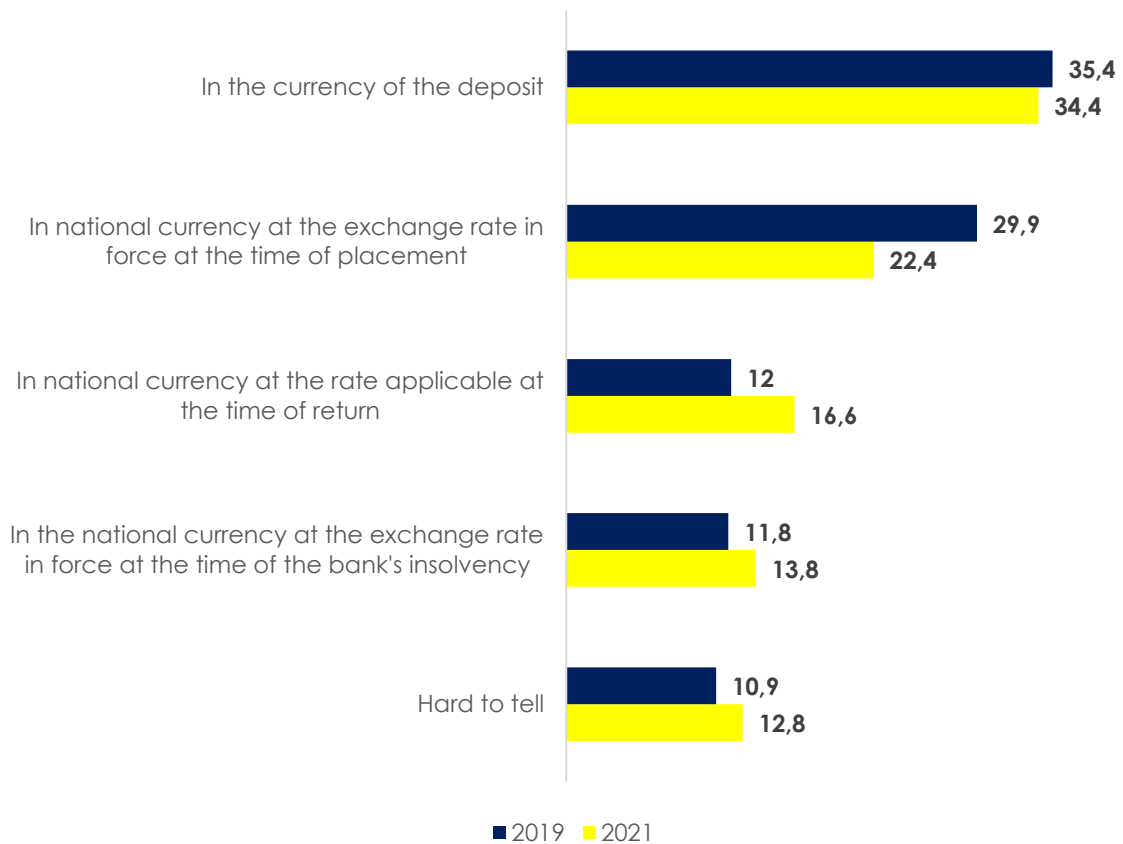
The largest percentage of respondents answered "difficult to answer" about the time during which the depositor is entitled to receive a guaranteed refund from the Fund - 40%. Only 8% gave the correct answer. The vast majority of respondents indicated that this should be a 30-day period (26%).

Pic. 25 For how long the depositor is entitled to receive a guaranteed refund from the Fund?? (among respondents who had previously heard about the Fund), %



13,8% of respondents correctly stated that the payment of the guaranteed amount on deposits in foreign currency is made in UAH at the exchange rate at the time of declaring the bank insolvent. This level in 2019 was 11,8%

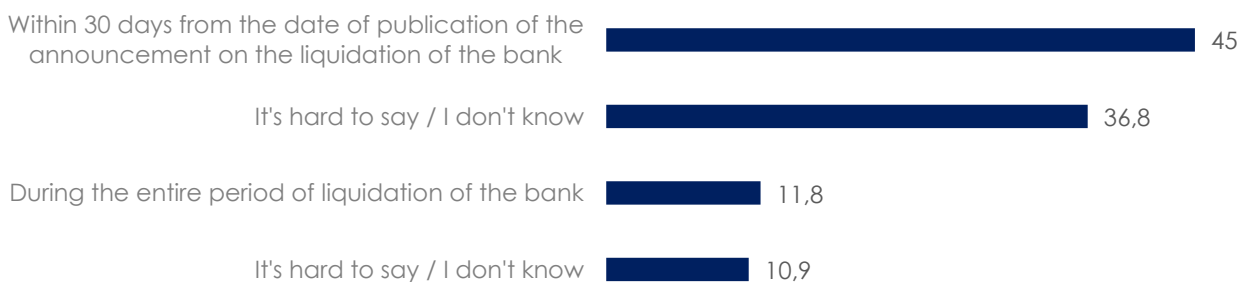
Pic. 26 In what currency do you think the guaranteed amount of foreign currency deposits is paid? (among all respondents, 2019 and 2021), %



Settlements with creditors in excess of the guaranteed amount

45% of respondents indicated that the depositor must submit an application within 30 days from the date of publication of the announcement of the liquidation of the bank in order to be able to return the funds above the guaranteed amount. But another 37% could not answer this question at all.

Pic. 27 How long does it take for an depositor to apply in order to be able to repay more than the guaranteed amount? (among respondents who had previously heard about the Fund), %



Pic. 28 Can the depositor expect to return his deposit over UAH 200,000 (over the maximum guaranteed amount) (among respondents who had previously heard about the Fund), %

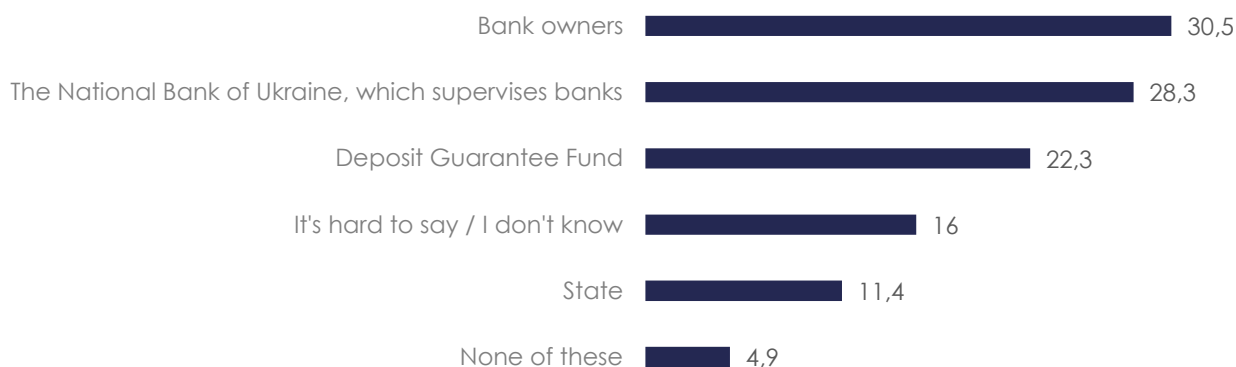


To the question "Is the borrower obliged to repay a loan in a bank that has been declared insolvent?" more than half of the respondents answered - Yes (58,4%). Residents of the western regions doubted their answer the most – 23,5% chose "Difficult to answer".

BLOCK 3 ATTITUDES TO FINANCIAL MARKET PLAYERS

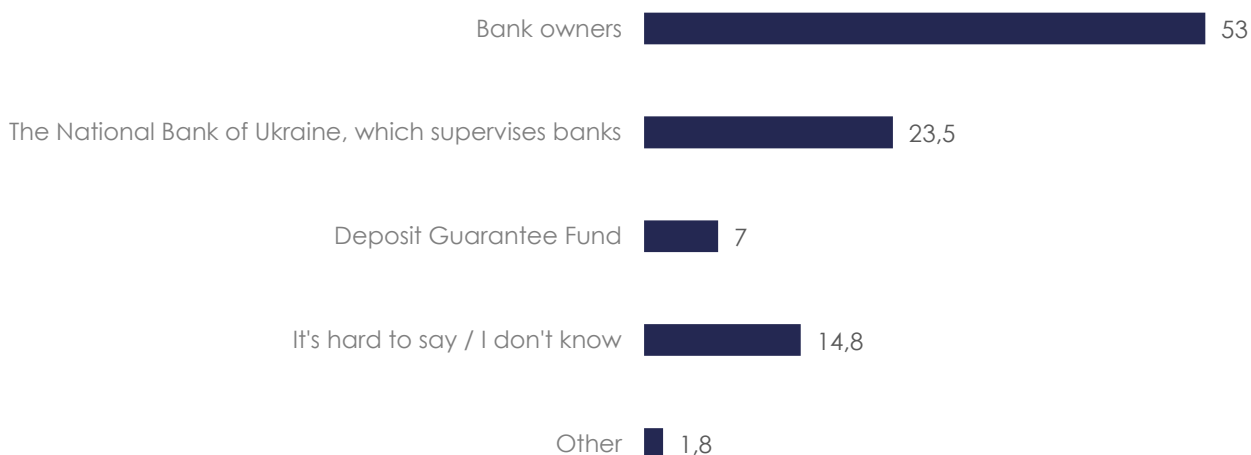
To the question "Who should compensate the losses of depositors whose deposits exceeded the guaranteed amount?" there was no unanimous vision. Respondents almost equally called the NBU and the Deposit Guarantee Fund obliged to reimburse (28% and 22%, respectively), but the bank's owners occupy the first position among the list of potential entities to reimburse losses - 31%.

Pic. 29 Who should reimburse the losses of depositors whose deposits exceeded the guaranteed amount? (among respondents who had previously heard about the Fund), %



If the clients of the bank, which became insolvent, suffered losses, the respondents blamed, first of all, the owners of the bank (53%), and the second - the National Bank of Ukraine (23,5%). Deposit Guarantee Fund, according to Ukrainians, the least guilty of losses in this situation (7%).

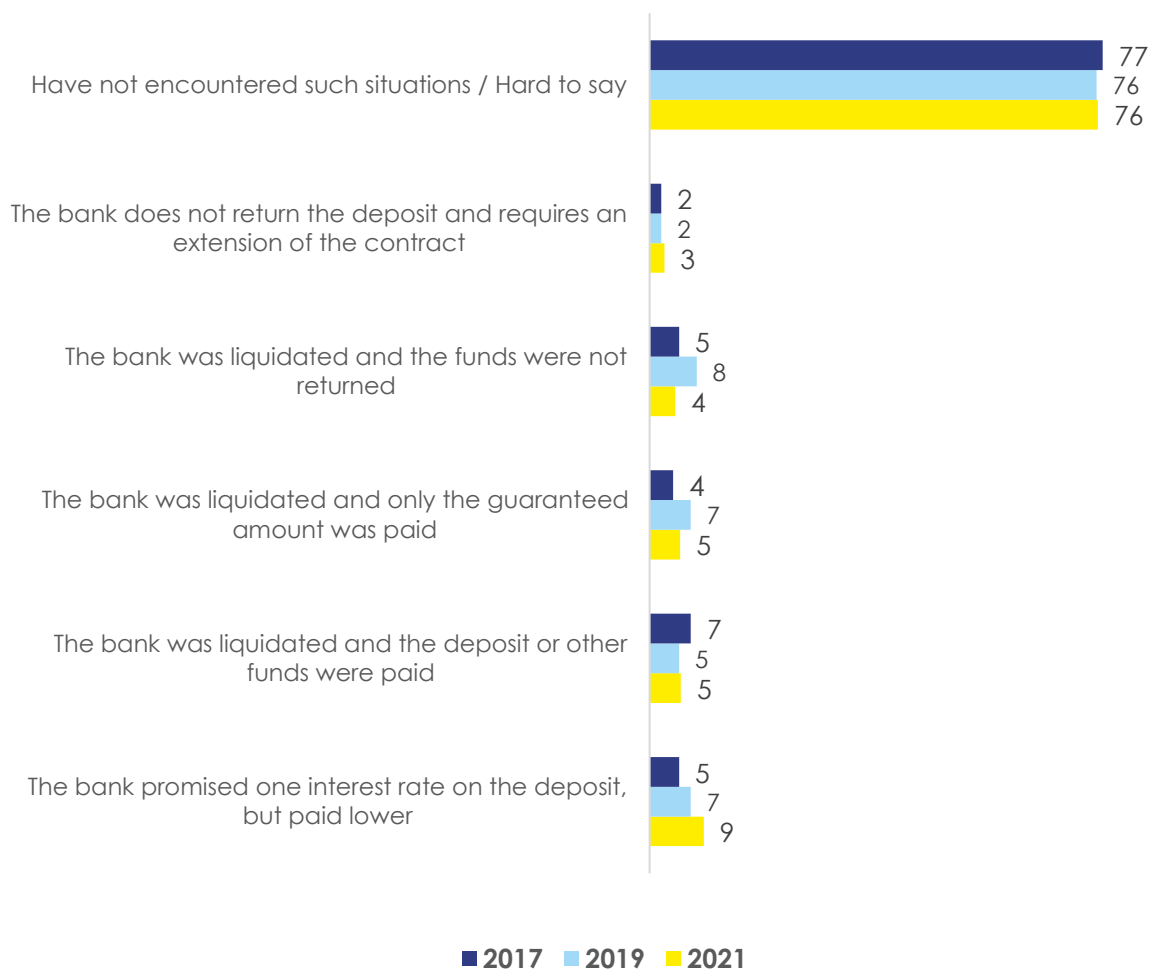
Pic. 30 If the customers of a bank that has become insolvent have suffered losses, who is most to blame? (among respondents who had previously heard about the Fund), %



Among the typical situations faced by Ukrainians, the most common was when the bank promised one interest rate on the deposit and paid less (8%). Compared to previous studies, in 2017 this figure was 5%, in 2019 - 7%.

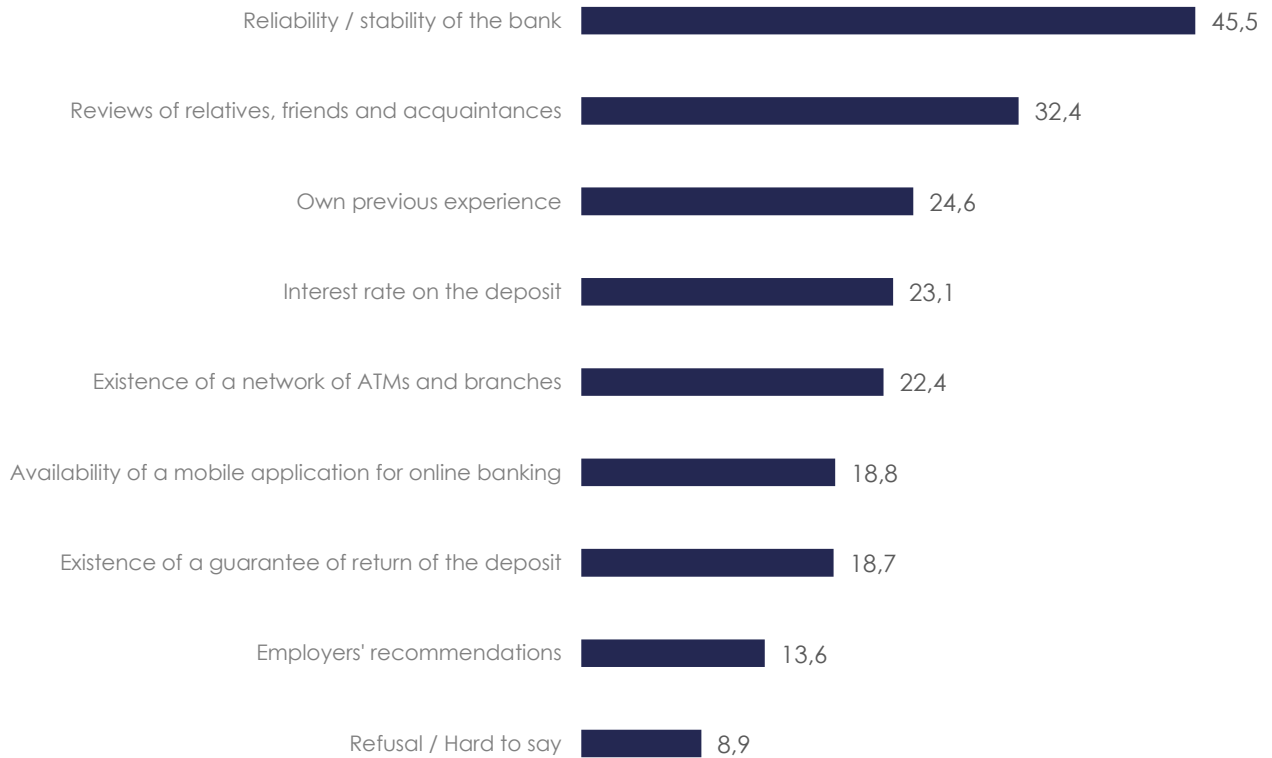
A consistently high percentage remains of those who have not encountered any of the situations described in the question: in 2019 and 2021, 76%, respectively.

Pic. 31 Which of the following situations have you or your relatives encountered in the last two years?? (among all respondents, 2017, 2019 and 2021), %



The main factors for choosing a bank among all respondents are the reliability and stability of the bank (46%), feedback from relatives and friends (32%), as well as previous experience (25%). For the younger audience, the factor of having a mobile application is important (32,6% of respondents aged 18-29, which is much higher than in other groups).

Рис. 32 What exactly do you pay attention to when choosing a bank to open an account?⁸ (among respondents who had previously heard about the Fund), %



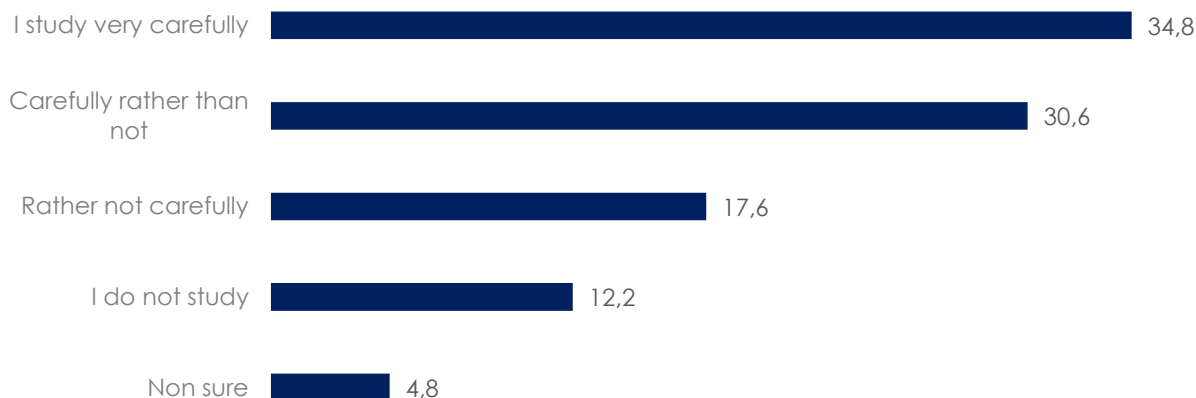
BLOCK 4. ATTENTION WHEN OPENING ACCOUNTS

When opening an account, 65,4% of Ukrainians surveyed carefully study the agreement. No statistical significance was found by sex, age and macroregion. However, there was a correlation between the frequency of use of financial services and the level of attention when signing the contract. Almost 70% of those who regularly use financial services study the contract carefully («very + rather carefully»).

⁸ Інші чинники 1%

*множинний вибір, сума відсотків більше 100%

Pic. 33 How carefully you study the content of the agreement with the bank in the process of opening an account? (among respondents who had previously heard about the Fund), %



Overall, 18% of respondents entered into an online deposit / account agreement with a bank (ie via internet banking and / or mobile banking), and 78% said they did not do so at the time of the survey. Mostly young people aged 18-29 (28,2%) and people aged 30-45 (24,7%).

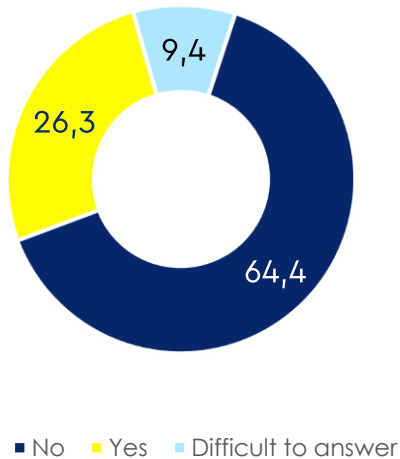
61% of active users of financial services are aware of the possibility of reading a sample contract for opening an account / deposit on the bank's website against 36% of those who use infrequently.

The share of those who know about this possibility among people aged 30-45 is much higher (62%).

Among the respondents, a larger share of those who read the certificate on the deposit guarantee system of individuals when concluding a bank deposit / online account agreement – 46,6%, than those who did it offline – 26,3%.

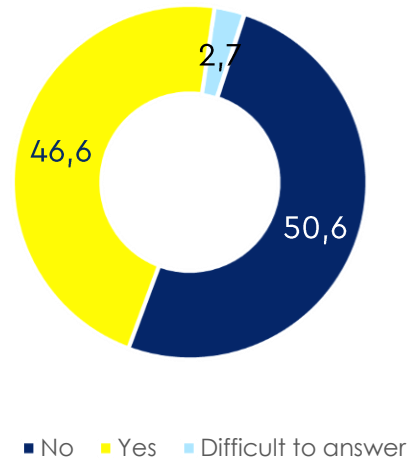
Pic. 34 Did you read the information on the deposit guarantee system for individuals when concluding a bank deposit / account agreement??

(among those who have accounts / deposits), %



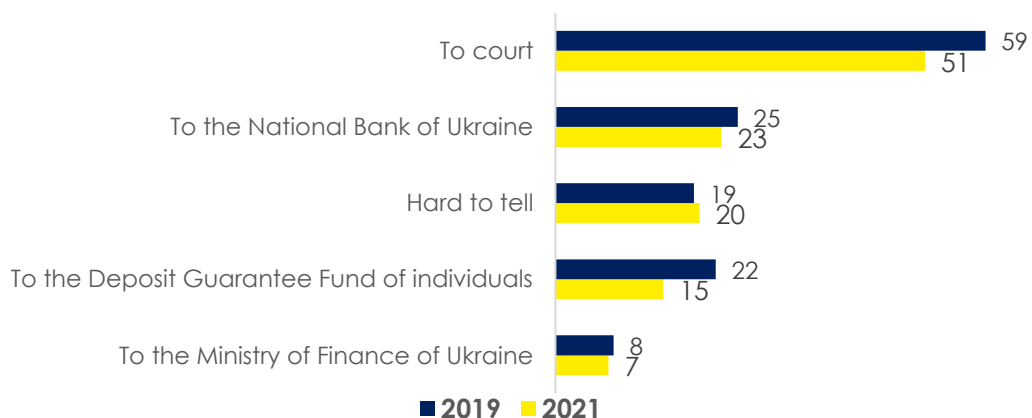
Pic. 35 Did you read the information on the deposit guarantee system for individuals when concluding a bank deposit / online account agreement??

(among those who have accounts / deposits), %



To the question "Who would you apply to in case of violation of your rights as a depositor of the bank, if the issue was not resolved directly in the bank?" half of all respondents chose the option - to court (51%). This position of Ukrainians remains dominant in comparison with 2019 (59%).

Pic. 36 Who would you apply to in case of violation of your rights as a depositor of the bank, if the issue was not resolved directly in the bank?⁹ (among all respondents, 2019 and 2021), %



* multiple choice, the sum of more than 100%

⁹ Other, 0% - 2019, 0,2% - 2021

BLOCK 5. COMMUNICATION CHANNELS

36% of Ukrainians are interested in financial matters and services (“very + rather interested”). People aged 30-45 are “rather interested”, whereas young people (aged 18-29 - 40%) are “rather not interested in”. The more categorical answers were given by elderly people (61+). 39% of them are not interested in such information at all. And there are more young people aged 18-29 (8%) among those who are “very interested in”.

The interest in such information on financial services was shown by the residents of regional centers (8%) who have higher education and rather high level of material welfare. Specifically, these are the people who may seek additional financial services save for the basic ones due to their social status.

Pic. 37 How interested are you in information on financial issues and services in Ukraine? By age, (among all respondents), %

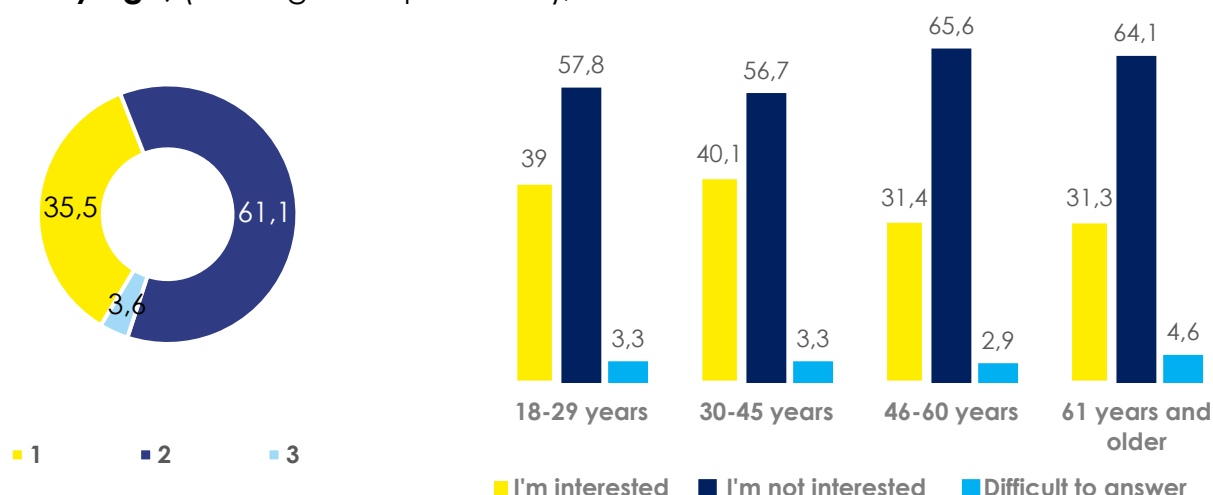


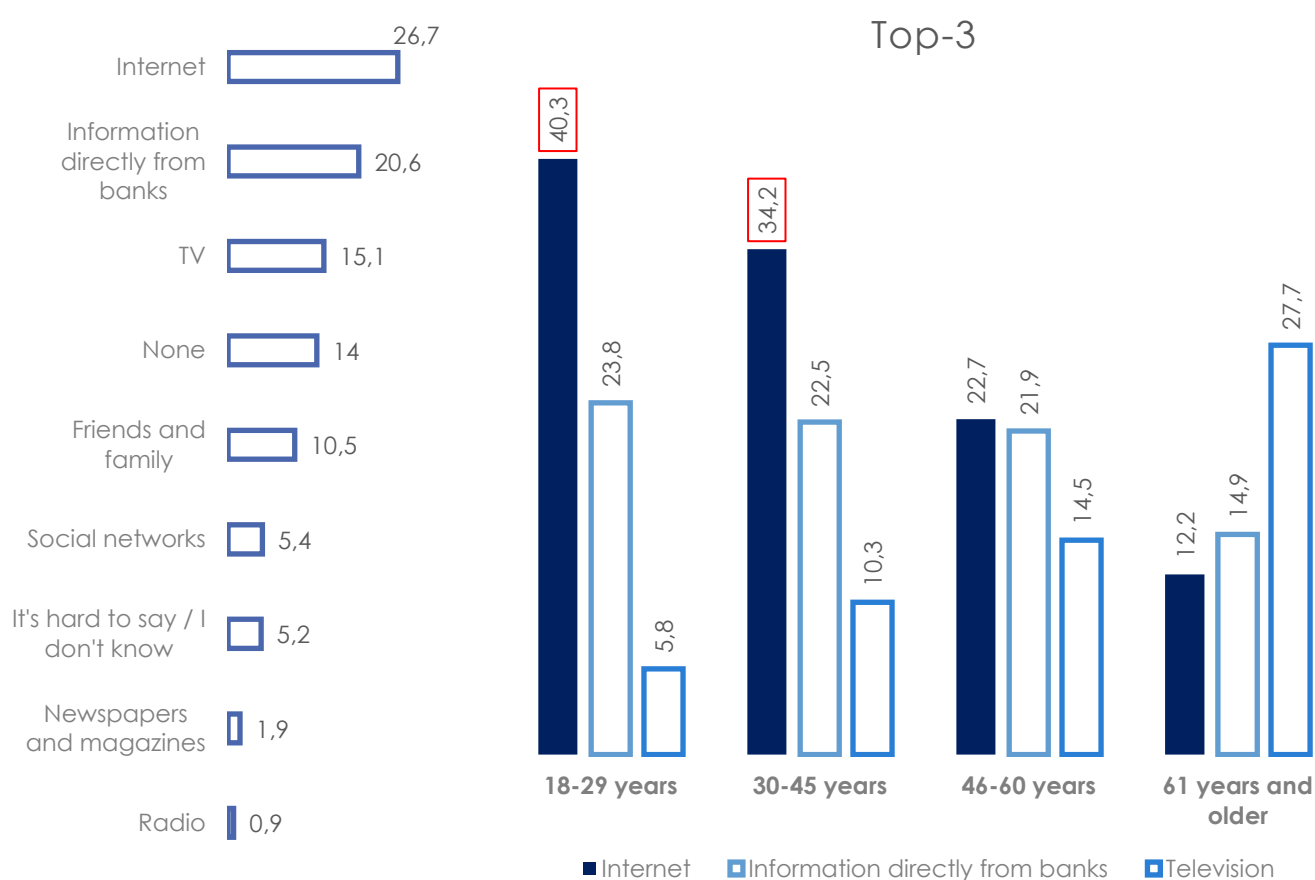
Table #2. How interested are you in information on financial issues and services in Ukraine? (among all respondents), %

	All	Men	Woman	Center	North	South	West	East
I am very interested	5,9	6,7	5,1	5,2	9,1↑	6	3,9	5,5
I'm more interested	29,6	31	28,3	30,6	28,5	30,2	29,1	30
I'm not interested	32,2	31,7	32,6	34	30,9	29,8	38,4↑	27,3↓
I'm not interested at all	28,9	28,3	29,3	27,2	27,8	32,8	22,4↓	35,2↑
Difficult to answer	3,6	2,3	4,6	3	3,8	1,3	6,2	2

The Internet and information from the bank are the main sources of information for the surveyed respondents (26,7% and 20,6%, respectively). 15% of Ukrainians also listen to television in financial services and 10,5% to relatives / friends.

Young people and middle-aged people find the necessary information on the Internet, and older respondents prefer television.

Pic. 38 Which communication channel (source of information) do you trust the most regarding information on financial and banking services?¹⁰ (among all respondents), %



The young people aged 18-29 and middle-aged people (30-45) have statistically significant higher confidence in the Internet, whereas elderly people 61+ have more faith in television (28%), and, what is more, they more often tend not to believe in any source of information (20%).

At present, respondents receive information about the deposit guarantee system from the banks where their accounts are opened (51%), and 56% of respondents consider this information channel to be the most convenient. Respondents also mentioned social networks and TV and radio interviews as desirable

¹⁰ Excluding Newspapers and Radio up to 1% each

sources (12,7% and 10,7%, respectively). For residents of regional centers are still relevant option to apply directly to the Deposit Guarantee Fund, as well as on its website.

Pic. 39 From whom do you usually receive information about the deposit guarantee system?¹¹ (among all respondents), %

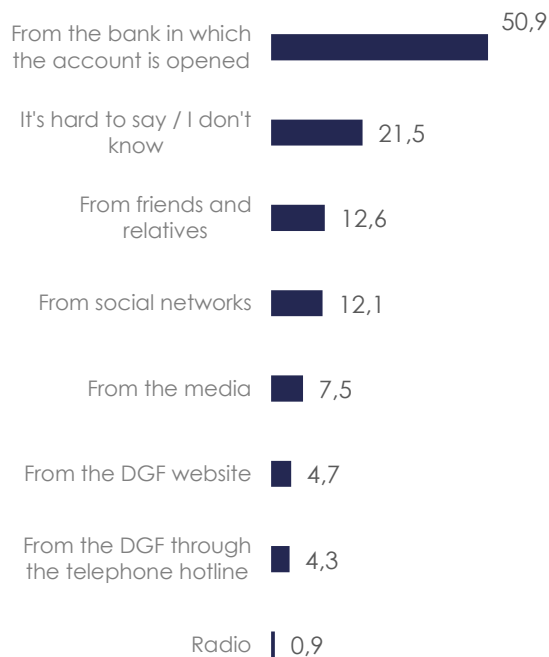
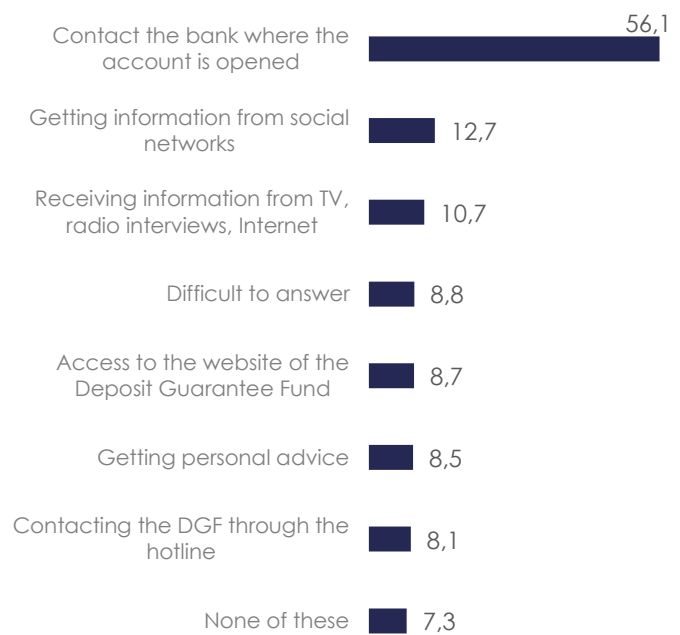


Рис. 40 From which sources it would be more convenient for you to receive information about the deposit guarantee system?¹² (among all respondents), %



In general, 48% of respondents were informed about the guarantee system, and the percentage of those who need more information was 32,9%. And those who have some information about the guarantee system, but do not have additional information on the results of the survey – 55,1%.

¹¹ Excluding Open lectures and trainings – 0,4%

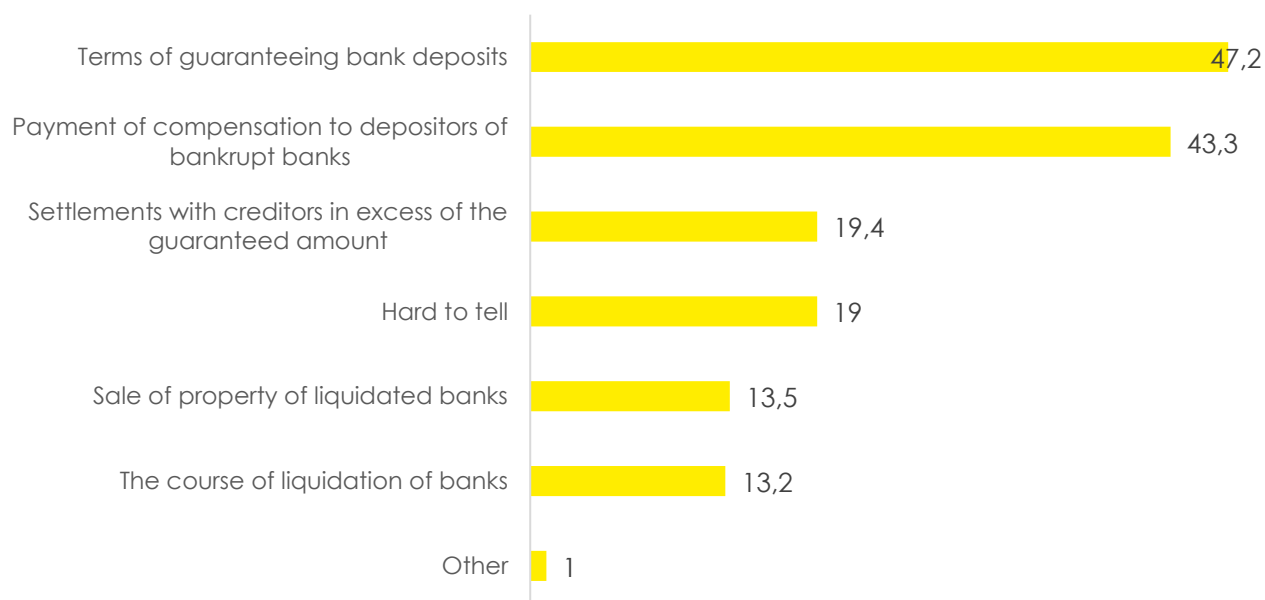
¹² Excluding Other and open lectures and trainings - less 1%.

Pic. 41 Do you have enough information about the deposit guarantee system?
(among all respondents), %



Among those who need more information on the guarantee system, 47,2% would like to know more about the conditions of guaranteeing bank deposits and 43,3% about paying compensation to depositors of bankrupt banks.

Pic. 42 What exactly would you like to know more about?* *(among those who need more information about the guarantee system), %*



* multiple choice, the amount of interest is more than 100%

Appendixes

Appendix 1 Questionnaire

SCREENER

S1. Did you used any financial services for the last year? (Including any bank or insurance transactions: (Чи користувались ви протягом останнього року будь-якими фінансовими послугами? (Including any banking and insurance operations: card actions (including salary, pension cards), securities market operations, etc.) (One choice)

Yes	1. 100,0%
No	2. 0,0%
Refused to answer	0,0%

S2. Respondent's gender. (One choice)

Male	45,3%
Femail	54,7%

S3. Tell us your age please? Записати зі слів респондента ___Programmer – to program according to quota

Below 18 років	0,0%
18-29 years old	1. 18,1%
30-45 years old	2. 30,5%
46-60 years old	3. 25,6%
61 years old	4. 25,9%

USERS PORTRAIT

P1. What financial services do you use now? (All relevant choices)

Paying communal fees via bank	56,5%
Bank account and/or a card	74,2%
Payments via ATM	48,4%
Currency exchange	15,9%
Loan (consumer, auto, housing)	13,4%
Money transfer via bank	31,0%
Mobile and/or internet banking	41,0%
Deposit (in a bank or credit union)	6,1%
Risk and/or life insurance	8,2%
Leasing	0,4%
Other	0,4%
Difficult to say	1,9%

P2. What financial services do you plan to use next year? (All relevant choices)

Paying communal fees via bank	65,5%
Bank account and/or a card	77,5%

Payments via ATM	54,0%
Currency exchange	20,1%
Loan (consumer, auto, housing)	13,8%
Money transfer via bank	34,5%
Mobile and/or internet banking	42,0%
Deposit (in a bank or credit union)	7,9%
Risk and/or life insurance	8,5%
Leasing	0,4%
Other	0,2%
Difficult to say	2,1%

P3. How often during the last year you had to use financial services Як часто протягом останнього року вам доводилось користуватись фінансовими послугами? (This means any actions with the card, call to the bank, contact the branch, transfers, replenishment, etc.) (One choice)

Every day	17,2%
Several times per week	25,2%
Once per week	9,8%
Several times per month	24,9%
Once per month	18,0%
Several times per 6 months	2,0%
Once per year	1,4%
Less than once per year	0,8%
Difficult to say	0,9%

P4. What kinds of bank accounts do you or your family have? (All relevant choices)

Term deposit account	5,3%
Deposit account in banking metals	1,8%
Current account in UA Hryvna	25,2%
Current account in foreign currency	4,4%
A card account opened on my initiative	24,4%
Salary card account	48,0%
Card account for social payments (for the birth of a child, financial aid from the employment center, etc.)	11,4%
Pension card account	27,0%
Other (specify)	0,4%
I don't have any – Transfer to question P7	8,1%

P5. After receiving money to my bank card (salary/pension/social aid) you usually ...? ()

Withdraw all or almost all as cash	23,2%
Withdraw part of the money as cash, the rest spend from the card	39,6%
Withdraw minimum as cash, use card mostly	24,3%
Do not withdraw cash, use card only	9,0%
I do not receive payments to my bank card	2,1%
Difficult to say / I do not want to answer	1,9%

P5.1 What part of your money you or your family keep in a bank ? (One choice)

Most of the money	12,7%
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Half of the money	9,9%
Little	27,9%
I do not keep the money in banks	43,6%
Difficult to say / I do not want to answer	5,9%

P6. What is your reason(s) for not keeping money in a bank? (All relevant choices)

I do not have savings because of low income	60,5%
I have high fixed costs (paying out the loan, paying for study, etc)	11,2%
I do not have permanent job/permanent income	3,7%
I prefer other ways of saving money (real estate. Надаю перевагу іншим способам збереження коштів (real estate, securities, foreign currency in cash, vintage goods, etc.)	11,8%
I do not trust banks	25,3%
Other (specify)	0,0%
Difficult to say	1,1%

P7. How much do you trust banks in general? (One choice)

Fully trust	12,2%
More trust than don't trust	43,7%
More don't trust than trust	20,5%
Don't trust at all	15,8%
Difficult to say	7,9%

P8. Did you know that if a bank goes bankrupt, the Deposit Guarantee Fund will reimburse you at its own expense? (One choice)

Yes	36,6%
No	60,5%
I do not want to answer	3,0%

AWARENESS

O1. In your opinion, who should ensure the return of bank deposits to the public in case the bank becomes insolvent? (One choice)

The National Bank of Ukraine	32,2%
Ministry of Finance of Ukraine	6,8%
Deposit Guarantee Fund for Individuals	19,1%
The bank, that became insolvent	21,6%
Difficult to say	20,4%

O2. Have you heard before about the Individual Deposit Guarantee Fund? ? (Одна відповідь)

Yes, I have, but I do not know much	10,9%
Yes, I have, but I know very little	15,0%
Yes, I have, and I know enough	7,1%
Yes, I have heard, and I dealt with it	0,9%
No, I haven't heard	58,9%
I am Difficult to say	7,4%

Q3. Deposits in which financial institutions are guaranteed by the Deposit Guarantee Fund of individuals?

(One choice)

Deposits in credit units and banks	3,8%
Deposits in all banks, including the State Saving Bank of Ukraine (Oshchadbank)	31,4%
Deposits in all banks, excluding the State Saving Bank of Ukraine (Oshchadbank)	8,7%
Deposits in all institutions that have the right to collect funds from individuals	15,8%
Difficult to say/I do not know	40,2%

Q4. What is the maximum guaranteed deposit in one bank? (One choice)

200 thousands of Hryvna	44,2%
400 thousands of Hryvna	1,9%
600 thousands of Hryvna	0,9%
Total deposit sum	10,7%
Difficult to say/I do not know	42,3%

Q5. Currently, the guaranteed amount of deposit reimbursement is UAH 200,000. Do you think that this amount is enough to reimburse depositors of banks ? (One choice)

Yes	37,7%
No	51,0%
I do not want to answer	11,2%

Q6. If the amount of UAH 200,000 is insufficient, which, in your opinion, should be the guaranteed amount? (Open question)

Write down from the words of the respondent _____UAH.

Q7. Which of the following situations have you or your relatives encountered in the last two years?

Multiple choice is possible

The bank paid lower interest rate on the deposit, than it was promised	9,2%
The bank was liquidated and the deposit or other funds were paid	5,3%
The bank was liquidated and only the guaranteed amount was paid	5,2%
The bank was liquidated and the funds were not returned	4,3%
The bank does not return the deposit and requires to extend the contract	2,5%
Other (specify)	0,7%
I did not encounter such situations / Difficult to say	76,2%

Q8. If the customers of a bank that has become insolvent have suffered losses, who is most to blame?

(One choice)

The bank owner	53,0%
The National Bank of Ukraine, that supervises banks	23,5%
Deposit Guarantee Fund	7,0%

Other	1,8%
Difficult to say/I do not know	14,8%

O9. If the depositor has several deposits in one bank, then in case the bank is declared insolvent, the depositor...? (One choice)

The depositor will receive a refund for the amount of all his deposits, but only within the guaranteed amount	33,7%
The depositor will receive a refund separately for each of his deposits within the guaranteed amount	31,5%
Return of deposits Not guaranteed	5,0%
Difficult to say/I do not know	29,7%

O10. If the depositor has deposits in several banks, then if the bank is insolvent, the depositor ...? (One choice)

The depositor will receive a refund within the guaranteed amount in only one bank	17,0%
The depositor will receive a refund on deposits within the guaranteed amount in each bank	49,9%
Other	0,4%
Return of deposits Not guaranteed	4,4%
Difficult to say/I do not know	28,3%

O11. Can interest on the deposit accrued before the bank is declared insolvent be reimbursed ? (One choice)

No, accrued interest is not refundable	20,6%
Yes, but within the guaranteed amount	50,6%
Difficult to say/I do not know	28,8%

O12. Which, in your opinion, is the basis for the payment of the guaranteed amount of compensation? (All relevant choices)

Refusal of the bank to return the deposit at the request of the depositor	20,7%
Refusal of the bank to return the deposit after the expiration of the contract	22,6%
Assignment of the bank to the category of insolvent by the National Bank of Ukraine and introduction of a temporary administration	38,2%
Revocation of the banking license and the beginning of the liquidation of the bank	24,4%
Difficult to say/I do not know	25,4%

O13. When exactly does the Fund start paying guaranteed compensation to the depositors of an insolvent bank? (One choice)

The next day after the beginning of the procedure of withdrawal of the bank from the market by the Fund	7,1%
No later than 20 working days from the date of the beginning of the procedure of withdrawal of the bank from the market by the Fund	32,5%
No later than 7 working days from the date of the Fund's withdrawal from the market	16,7%
Difficult to say/I do not know	43,6%

O14. For how long the depositor is entitled to receive a guaranteed refund from the Fund? (One choice)

ROTATION

30 days	26,2%
Three years from the beginning of the procedure the bank liquidation	7,0%
Until the Fund submits information to the state register on the termination of the bank as a legal entity	8,7%
Until the approval of the liquidation balance of the bank	8,0%
The term for receiving a guaranteed payment is unlimited	10,7%
Difficult to say/I do not know	39,5%

O15. What types of deposits, accounts are guaranteed by the Deposit Guarantee Fund ? (1 one choice in every row)

	Tak	Hi	BC/H3
Deposits in Hryvna	83,0%	3,3%	13,8%
Deposits in foreign currency	54,7%	16,3%	29,0%
Deposits in banking metals	35,5%	19,7%	44,8%
Current accounts	58,4%	12,9%	28,7%
Card accounts	63,3%	11,2%	25,4%
Accounts of sole entrepreneurs	54,7%	11,2%	34,0%
Deposits of legal entities (enterprises, organizations, institutions)	49,0%	13,5%	37,6%
Cryptocurrency and electronic money (money in electronic wallets)	16,9%	32,1%	51,0%
Deposits opened through Internet banking or mobile application	38,3%	17,3%	44,4%

O16. In what currency do you think the guaranteed amount is paid on deposits in foreign currency? (One choice)

In the currency of the deposit	35,4%
In national currency at the exchange rate in effect at the time of deposit	29,9%
In the national currency at the exchange rate in force at the time of the bank's insolvency	11,8%
In national currency at the exchange rate valid at the time of return of deposits	12,0%
Difficult to say/I do not know	10,9%

O17. Can the depositor expect to return his deposit over UAH 200,000 (over the maximum guaranteed amount)? (One choice)

No, it can't anyway	27,1%
Yes, maybe after submitting the application, if as a result of the liquidation of the bank the Deposit Guarantee Fund will return enough funds to settle with creditors/depositors in order of priority	25,7%
Yes, maybe if you apply to the Deposit Guarantee Fund	22,9%
Difficult to say/I do not know	24,3%

O18. During what time the depositor needs to submit an application in order to be able to return the funds in excess of the guaranteed amount (ie more than 200 thousand UAH)? (One choice)

Within 30 days from the date of publication of the announcement on the liquidation of the bank	45,0%
During the entire period of liquidation of the bank	11,8%
During the interim administration	6,4%
Difficult to say/I do not know	36,8%

O19. Who should reimburse the losses of depositors whose deposits exceeded the guaranteed amount ? (All relevant choices)

The owner of the bank	30,5%
The National Bank of Ukraine, which supervises banks	28,3%
The Deposit Guarantee Fund	22,3%
The State	11,4%
Nothing from the above	4,9%
Other (specify)	0,0%
Difficult to say/I do not know	15,7%

O20. Which body carries out the procedure of liquidation and sale of bank property ? (One choice)

The National Bank of Ukraine	50,6%
Deposit Guarantee Fund for Individuals	21,7%
Other (specify)	0,6%
Difficult to say/I do not know	27,1%

O21. Is the borrower obliged to repay a bank loan that has been declared insolvent?

Yes	58,4%
No	25,7%
Difficult to say/I do not know	15,8%

OPENING OF AN ACCOUNT

B1. What exactly do you pay attention to when choosing a bank to open an account? (All relevant choices)

Interest rate on the deposit	23,1%
Reviews of relatives, friends and acquaintances	32,4%
Employers' recommendations	13,6%
Availability of a guarantee of return of the deposit	18,7%
Reliability / stability of the bank	45,5%
Own previous experience	24,6%
Availability of a network of ATMs and branches	22,4%
Availability of a mobile application for online banking	18,8%
Advertisement	2,5%
Other	0,8%
Difficult to say/I do not know	8,9%

B2. How carefully you study the content of the agreement with the bank in the process of opening an account? (One choice)

I study very carefully	34,8%
Carefully rather than not	30,6%
Rather not carefully	17,6%
I do not study	12,2%
Non sure	4,8%

B3. Do you know about the possibility to get acquainted with the sample contract for opening an account / deposit on the bank's website? (One choice)

Yes	51,2%
No	43,2%
Difficult to say / I do not know	5,7%

B4. Did you read the information on the deposit guarantee system for individuals when concluding a bank deposit / account agreement? (One choice)

No	64,4%
Yes	26,3%
I do not know what it is	9,4%

B5. Have you ever made an online deposit / account agreement with a bank (via Internet banking and / or mobile banking)? (One choice)

Yes	17,8%
No	77,7%
I don't know what it is	4,5%

B6. Did you read the information on the deposit guarantee system for individuals when concluding a bank deposit agreement / online account? (One choice)

No	50,6%
Yes	46,6%
I don't know what it is	2,7%

B7. Who would you apply to in case of violation of your rights as a depositor of the bank, if the issue was not resolved directly in the bank? (All relevany choices)

To the National Bank of Ukraine	22,8%
To the Minister of Finance of Ukraine	7,3%
To the Deposit Guarantee Fund for Individuals	14,8%
To the court	50,7%
Other (specify)	2,4%
Difficult to say	19,8%

COMMUNICATION CHANNELS

K1. How interested are you in information on financial issues and services in Ukraine? (One choice)

Very interested	5,9%
Rather interested	29,6%
Rather not interested	32,2%
Not interested at all	28,9%
Difficult to say	3,6%

K2. Which communication channel (source of information) do you trust the most regarding information on financial and banking services in Ukraine? (One choice)

Television	15,1%
Radio	0,9%
Internet	26,7%
Newspapers and magazines	1,9%
Information directly from banks	20,6%
Social media	5,4%
Friends and relatives	10,5%
None of the above	14,0%
Difficult to say/I don't know	5,2%

K3. Do you have enough information about the deposit guarantee system? (One choice)

Yes, I have enough information and do not need any more	15,1%
Yes, I have some information, but I need more	17,9%
No, I do not have enough information, but I do not need more	40,5%
I have enough information, but I need more	14,8%
Difficult to say / I don't know	11,8%

K4. What exactly would you like to know more about? (All relevant choices)

Conditions of the guarantee of bank deposits	47,2%
Payment of compensation to depositors of bankrupt banks	43,3%
Settlements with creditors in above the guaranteed amount	19,4%
The course of liquidation of banks	13,2%
Sale of property of banks being liquidated	13,5%
Other	1,1%
Difficult to say	19,4%

K5. From whom do you usually receive information about the deposit guarantee system? (All relevant choices)

From the bank where I have an account	50,9%
From the Deposit Guarantee Fund through the telephone hotline	4,3%
From the Deposit Guarantee Fund web site	4,7%
From Social media	12,1%
From Mass media	7,5%
From friends and relatives	12,6%
From open lectures or trainings	,4%
Difficult to say / I don't know	21,5%

K6. From which sources it would be more convenient for you to receive information about the deposit guarantee system? (All relevant choices)

Contacting the bank where the account is opened	56,1%
Contacting the Deposit Guarantee Fund through the telephone hotline	8,1%

Visiting the Deposit Guarantee Fund web site	8,7%
Visiting Social media	12,7%
From Mass media	10,7%
Asking friends and relatives	8,5%
Visiting open lectures or trainings	,7%
Non from the above	7,3%
Other (specify)	,8%
Difficult to say / I don't know	8,8%

SOCIAL AND DEMOGRAPHIC DATA

SD1. Marital status

Single	24,5%
Married / have a partner	55,3%
Divorced / separated	9,4%
Widow	9,7%
I don't want to answer	1,2%

SD2. Education

Secondary	19,8%
Professional	33,4%
Undergraduate	7,9%
Graduate	39,0%

SD3. What is your occupation?

Only work	62,1%
Work and study	6,5%
Only study	2,9%
Neither work nor study	28,6%

SD4. To which of the groups below could you most likely include yourself (your family)?

We barely make ends meet / Not enough money even for food	15,6%
There is money for food, but buying clothes cause financial difficulties	23,4%
There is enough money for food and clothes, but buying durable goods (TV, refrigerator) is difficult	38,3%
We can afford durable goods, but we cannot afford very expensive purchases such as a car	18,1%
We can afford very expensive purchases, such as an apartment, a summer house and others	2,5%
I refuse to answer / Difficult to say	2,3%