

Currency Exchange Navigator Stakeholder Questionnaire

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* Indicates required question

What is your primary role? *

- ☐ Local resident of Baku
- ☐ Tourist
- ☐ Small or Medium Enterprise (SME) representative
- ☐ Other:

How often do you need to exchange currency? *

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Occasionally
- ☐ Other:

What is your primary mode of transportation in Baku? *

- ☐ Personal car
- ☐ Public transportation
- ☐ Walking
- ☐ Other:

How do you currently find exchange rates? *

- ☐ Online websites (e.g., azn.az, azn.day.az)
- ☐ Visiting bank branches directly
- ☐ Recommendations from others
- ☐ TV/Street Advertisement
- ☐ Social Media
- ☐ Google/Yandex Search
- ☐ Other:

What challenges do you face in finding the best exchange rates? *

- ☐ Lack of up-to-date information
- ☐ Inconvenience of visiting multiple locations
- ☐ Unclear transaction limits or fees
- ☐ Safety/Security
- ☐ Other:

Do you rely on geolocation tools to find nearby bank branches? *

- ☐ Yes
- ☐ No
- ☐ Sometimes
- ☐ Other:

For tourists: Do you find it difficult to locate trustworthy currency exchange offices in Baku?

- ☐ Yes
- ☐ No
- ☐ I am not a tourist

Which of the following features would you find most useful in a currency exchange app? (Select all that apply) *

- ☐ Real-time exchange rate comparison
- ☐ Geolocation to find nearby exchange offices
- ☐ Information on transaction limits and fees
- ☐ Office hours and availability
- ☐ Multilingual support (Azerbaijani, Russian, English)
- ☐ Reviews or ratings for exchange offices
- ☐ Other:

Would you use a feature that provides safety tips for tourists regarding currency exchange? *

- ☐ Yes
- ☐ No
- ☐ Other:

For SMEs: Would real-time exchange rate data help optimize your foreign currency transactions?

- ☐ Yes
- ☐ No
- ☐ Not applicable

What is your preferred platform for using this service? *

- ☐ Mobile app
- ☐ Web-based platform (accessible through browsers)
- ☐ Both
- ☐ Other:

Would you prefer a lightweight tool without the need for downloading an app?

- ☐ Yes
- ☐ No
- ☐ Both

Do you have concerns about sharing your geolocation data? *

- ☐ Yes
- ☐ No
- ☐ Other:

What improvements would you suggest for existing currency exchange platforms? *

Your answer

If you could change one thing about the currency exchange experience in Baku, what would it be? *

Your answer

Any additional comments or suggestions? *

Your answer

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