

Mystery Shopper Consultation Evaluation

Dear Mystery Shoppers,

We are pleased that you now wish to evaluate the consultation we have just conducted. Please take enough time to answer all the questions.

Before you complete the rest of the questionnaire, please record a short audio file/voice message (max. 3 minutes) on your mobile phone.

Please name the file as follows: Mystery-Shopper ID_ Number of appointment (e.g. your ID is: 12345 and it is the fourth appointment --> name of the audio file: 12345_4)

Please answer the following three points in the audio file:

1. Briefly summarize your impressions of the conversation you have just had (max. 1 minute)
2. What did you notice particularly positive? (max. 1 minute)
3. What did you notice particularly negatively? (max. 1 minute)

Please complete the rest of the evaluation form afterwards!

Part A: General Information

Part B: The advisory process

Part C: Assessment of the consultation

Part D: Product recommendations

Part A: General Information

1. Please enter your Mystery-Shopper-ID:

My Mystery-Shopper-ID is: _____

2. Please indicate which bank you are rating:

- 1. Bank
- 2. Bank
- 3. Bank
- 4. Bank
- 5. Bank
- 6. Bank
- 7. Bank
- 8. Bank
- 9. Bank
- 10. Bank
- 11. Bank
- 12. Bank
- 13. Bank
- 14. Bank
- 15. Bank
- 16. Bank
- 17. Bank

3. Please enter the date on which you had the counselling appointment.

_____ (format: dd.mm.yyyy)

4. How many appointments did you have to attend before the product recommendation?

- One appointment
- Two appointments
- More than two appointments

5. Please enter the time of the appointment (e.g. 13:45).

- 1. Appointment: _____

6. Please enter the time of the second appointment (e.g. 13:45).

- 2. Appointment: _____

7. Please indicate your gender:

- Male
- Female
- Other

8. Please indicate your age in whole years:

I am _____ years old.

8.1 - How would you describe your own ethnic origin?

	European
	American
	African / Afro-American
	Latin American / Hispanic
	Middle East / North African
	Asian
	Other (please specify): _____

8.2 How would you describe the ethnic origin of the advisor?

	European
	American
	African / Afro-American
	Latin American / Hispanic
	Middle East / North African
	Asian
	Other (please specify): _____

Part B: The advisory process

8.3 Have you received any documents from the consultant? (Please tick all applicable options!)

<input type="checkbox"/>	Suitability declaration
<input type="checkbox"/>	Key information documents for the recommended products (PRIIPs)
<input type="checkbox"/>	Handwritten notes of the advisor
<input type="checkbox"/>	Fund prospectuses
<input type="checkbox"/>	Marketing documents
<input type="checkbox"/>	Other (please specify): _____
<input type="checkbox"/>	I have not received any documents from the advisor, although I have asked for them

8.4 What type of advisory assistance did the advisor use during the consultation?

<input type="checkbox"/>	Technical support (e.g., computer or tablet with an advisory system)
<input type="checkbox"/>	Non-technical support (e.g. paper documents and handwritten notes)
<input type="checkbox"/>	Other (please specify): _____

8.5 Please tick all statements that apply. (multiple answers)

<input type="checkbox"/>	The advisor did not ask about my sustainability preference on his own initiative.
<input type="checkbox"/>	I had to intervene during the conversation and actively persuade the advisor to talk about sustainable investments with me.
<input type="checkbox"/>	The advisor entered my stated sustainability preference wrongly into the advisory system.
<input type="checkbox"/>	The advisor wrote down my stated sustainability preference incorrectly.
<input type="checkbox"/>	I did not receive a product recommendation from the advisor, although I actively requested one.
<input type="checkbox"/>	The advisor offered me a discount on sustainable financial products (e.g. a fee discount)
<input type="checkbox"/>	The advisor offered me a discount on conventional financial products (e.g. a fee discount)
<input type="checkbox"/>	The advisor did not want to give me advice on sustainable financial products
<input type="checkbox"/>	I did not receive a suitability declaration, although I asked the advisor for one.

8.6 What risk preference did you express during the consultation?

<input type="checkbox"/>	Low
<input type="checkbox"/>	Medium
<input type="checkbox"/>	High

8.7 What investment amount did you express during the consultation?

<input type="checkbox"/>	Low (2,000.00 EUR)
<input type="checkbox"/>	Medium (20,000.00 EUR)
<input type="checkbox"/>	High (100,000.00 EUR)

8.8 Which level of financial knowledge and experience did you express during the consultation?

<input type="checkbox"/>	Low
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	Medium
	High

8.8 The advisor has carried out a suitability assessment during the consultation (e.g., risk preferences, investment amount and knowledge and experience)

	Yes
	No

8.9* I had to intervene in terms of recording my financial goals (e.g. risk preferences, investment amount and knowledge and experience) because the advisor did not ask about these, even though s/he started recommending products

	Yes
	No

*Only if q8.8 = yes

Commented [TS1]: This question could be deleted if we propose to mystery shoppers to answer «financial independant advisor at question 2»

Commented [EJ2R1]: good call!

9. What sustainability preference did you state in the consultation that you are now evaluating?

- Green Investment based on EU Taxonomy
- Sustainable Investments based on SFDR
- Principal Adverse Impacts
- No Sustainability Preference

10. Duration of the appointment (in minutes): _____

- 1. Appointment (in minutes): _____

11. Duration of the second second appointment (in minutes): _____ *

*11: only if q4 = two appointments or more than two

12. Please enter the location of the bank branch you visited:

13. How did the **first** appointment take place?

- In the branch
- Telephone consultation
- Video consultation

14. How did the **second** counselling session take place?

- In the branch
- Telephone consultation
- Video consultation
- There was only one appointment until the product recommendation

15. How many advisors took part in the consultation?

- One advisor
- Two advisors

16. Please enter the name of the financial adviser: _____

17. Please enter the name of the second financial adviser: _____

18. Please indicate the gender of the adviser:

- Male
- Female
- Other

19. Please indicate the gender of the second advisor:

- Male
- Female
- Other

Commented [TS3]: Same as #5

20. Please indicate how long the advisor has been providing investment advice.

_____ years

21. Please indicate how long the second advisor has been providing investment advice.

_____ years

Commented [TS4]: Same as #5

22. Please indicate at which aspects of the consultation you had to intervene because the consultant did not ask about them or handed it to you on her/his own initiative (Please tick all applicable options!)

<input type="checkbox"/>	Suitability declaration
<input type="checkbox"/>	Key information documents for the recommended products (PRIIPs)
<input type="checkbox"/>	Risk Preferences
<input type="checkbox"/>	Investment amount
<input type="checkbox"/>	Sustainability preference
<input type="checkbox"/>	Financial experience and knowledge
<input type="checkbox"/>	Other (please specify): _____
<input type="checkbox"/>	I did not intervene during the appointment

Part C: Assessment of the consultation

23. Please indicate your agreement

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
Did you feel that the advisor took you seriously during the consultation?						
The advisor did not know what my needs were.						
I have the impression that the advisor is not acting in my best interests.						
The advisor's choice of words was clear and comprehensible to me.						

24. Please indicate your agreement

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
I trust the advisor.						
I feel safe in my transactions with the advisor.						
The advisor was polite.						

25. Please indicate your agreement

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
If the adviser promises to do something by a certain date, he has done it.						
The adviser is reliable.						
The adviser provides advice at						

the time originally agreed.						
I have the impression that the adviser conducted the consultation properly.						
The adviser conducted the consultation carefully.						

26. Please indicate your agreement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The adviser did not advise me immediately.						
The adviser is not prepared to help me with my request.						
The counselling session did not take much time.						

27. Please indicate your agreement .

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The adviser has modern equipment.						
The adviser is well dressed and makes a well-groomed impression.						
The appearance of the physical facilities of the branch visited is appropriate for a bank.						
The room where the interview took place is nice and clean.						

28. For e Please indicate your agreement

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The adviser made a positive impression on me when advising me on sustainable investments .						
The adviser made a positive impression on me when providing general advice (i.e. without sustainability).						
The adviser maintained eye contact with me during the counselling.						
The adviser was friendly.						

29.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The adviser was committed during the counselling session.						
The adviser encouraged me to make an investment decision.						
The adviser put pressure on me to make an investment decision.						
The adviser was able to present the recommended products well.						
The adviser made a professional impression on me.						

30. Please rate the following statements.

	Very good	Rather good	Neither good nor bad	Rather bad	Very bad	No answer
Please rate the adviser's quality of advice in the area of sustainability.						

31. Please rate the following statements.

	Very good	Rather good	Neither good nor bad	Rather bad	Very bad	No answer
Please rate how well prepared the adviser was in the area of sustainable investments .						
Please rate how well the adviser was familiar with the information materials on sustainability.						
Please rate the adviser's knowledge of the bank's services and products.						
Please rate the adviser's willingness to provide information requested by you.						
Please rate only the adviser's knowledge in the area of sustainable investments.						
Please rate how the adviser answered your product-related questions.						
Please rate how you generally perceived the adviser's knowledge (i.e. not exclusively related to sustainability).						

32. Please rate the following statements.

	Very good	Rather good	Neither good nor bad	Rather bad	Very bad	No answer
Please rate the adviser's knowledge of the recommended sustainable product(s) .						
Please rate the adviser's advisory services in the area of sustainability only .						
Please rate the adviser's consulting services						

without the area of sustainability.						
Please rate the adviser's overall quality of advice.						

33. Please rate the following statements.

	Very good	Rather good	Neither good nor bad	Rather bad	Very bad	Did not occur	No answer
Please rate the inclusion of the investor information (i.e., investment objective, risk attitude, investment horizon, income and asset situation).							
Please rate the adviser's explanations or comments with regard to the basic information sheet.							
Please rate the adviser's explanations or remarks with regard to the suitability statement.							

34. For each statement, please indicate the extent to which you agree with this statement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The adviser informed me about the different types of accounts and investments.						

35. For each statement, please indicate the extent to which you agree with this statement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
I had the impression that the investment adviser wanted to get me excited						

about sustainable investments.						
The investment adviser seemed motivated when he started talking about sustainable investments.						

36. For each statement, please indicate the extent to which you agree with this statement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The bank visited advertises the topic of sustainability very prominently on the company website.						
The topic of sustainability is advertised very prominently in the bank branch visited (e.g., flyers, displays, etc.).						
Even before I visited the bank , I had already seen advertising on sustainable investments from this bank (TV, posters, radio, podcast adverts).						

37. Please rate the following statements.

	Very good	Rather good	Neither good nor bad	Rather bad	Very bad	Did not occur	No answer
How well could the investment advisor explain the differences between the three sustainability standards? (EU Taxonomy, SFDR and PAIs)							
Please evaluate how the sustainability preference was							

queried in the counselling session.							
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38. For each statement, please indicate the extent to which you agree with this statement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The investment advisor was able to allay my fears with regard to greenwashing.						
The adviser was able to dispel my assumption that sustainable investments are associated with higher fees compared to conventional investments.						
The adviser was able to refute my assumption that sustainable investments generate lower returns than conventional investments.						
The adviser was able to refute my assumption that sustainable investments are riskier than conventional investments.						
The adviser seemed familiar with the product-related information materials in the area of sustainability.						
The adviser explained the contents of the proposed sustainable product(s) to me in an understandable way.						
The investment advisor was able to explain the impact generated by the recommended Art. 9 product (impact product).						
The adviser tried to influence me.						

39. For each statement, please indicate the extent to which you agree with this statement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	Did not occur	No answer
The enquiry about my preference for sustainability was comprehensible and understandable for me.							
The way in which I was asked about my sustainability preference made a complex impression on me.							
I couldn't follow the adviser when he asked me about my sustainability preference and was confused.							
I had the feeling that the adviser wanted to influence me when asking about my sustainability preference.							
The adviser pushed me into the "ecologically sustainable investment" category (EU taxonomy) when I was asked about my sustainability preference.							
The adviser pushed me into the "Invest sustainably" category (SFDR) when I							

was asked about my sustainability preference.							
The adviser pushed me into the category "Principal adverse impacts" (PAIs) when asking about my sustainability preference.							
The adviser pushed me to indicate "no preference" when I was asked about my sustainability preference.							

40. For each statement, please indicate the extent to which you agree with this statement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The supporting documents (e.g. KID, Prospectus, Brochure) that the adviser provided me with on sustainable investments were helpful.						
The adviser explained the concept of sustainable investments to me in a way that I could understand.						
The adviser explained the concept of ecologically sustainable investing (EU taxonomy) to me in an understandable way.						
The adviser explained the concept of						

sustainable investment (SFDR) to me in an understandable way.						
The adviser explained the concept of "Principal adverse impacts" (PAIs) to me in an understandable way.						
The investment advisor was able to explain the impact of sustainable investments in an understandable way.						
I felt well advised in the area of "ecologically sustainable investing" (EU taxonomy).						
I felt well advised in the area of "sustainable investment" (SFDR).						
I felt well advised in the area of "Principal adverse impacts" (PAIs).						
The investment advisor encouraged me to invest sustainably and gave me the feeling that I was doing something good.						

41. For each statement, please indicate the extent to which you agree with this statement.

	Completely satisfied	Rather satisfied	Neither satisfied nor dissatisfied	Rather dissatisfied	Completely dissatisfied	No answer
Please indicate how satisfied you are with the adviser's consulting services.						

42. For each statement, please indicate the extent to which you agree with this statement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The adviser has high level of knowledge.						

The adviser provided me with comprehensive information.						
The adviser provided a lot of information.						
The adviser's explanations were structured.						
The adviser responded to individual needs.						
The adviser was well informed.						

43. For each statement, please indicate the extent to which you agree with this statement.

	Completely satisfied	Rather satisfied	Neither satisfied nor dissatisfied	Rather dissatisfied	Completely dissatisfied	No answer
How satisfied are you in general with the adviser's consulting services?						
How satisfied are you with the adviser's advisory services in the area of sustainable investments						

44. For each statement, please indicate the extent to which you agree with this statement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
I would recommend an adviser at the bank evaluated.						
I would take advantage of an adviser at this bank again if I had the opportunity.						
If the bank is not available in the area I am visiting (e.g. no						

available appointments, not yet open), I would be prepared to accept an appointment at another branch of the same bank in the neighborhood within a radius of 20 kilometers.						
After receiving advice, I would actually invest in one or more of the recommended sustainable products.						
I intend to invest sustainably after the adviser, but not in any of the recommended sustainable products.						

45. For each statement, please indicate the extent to which you agree with this statement.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
I am satisfied with my decision to visit this bank.						
My decision to seek advice from this bank was a wise one.						
I think I did the right thing when I decided to seek advice from this bank.						
I feel that my experience with this bank was pleasant.						

Part D: Product recommendations

Note: Please indicate your agreement or rate the statements

46.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The adviser has shown me why the recommended sustainable product(s) are suitable for me.						
The adviser's various product recommendations seemed appropriate.						
The adviser explained the individual advantages and disadvantages of the recommended products to me in an understandable way.						
The investment advisor was unable to recommend a product to me based on my preference for sustainability.						
My sustainability preference was taken into account in the product recommendation to my satisfaction.						

47.

	Strongly disagree	Rather disagree	Neither agree nor disagree	Rather agree	Strongly agree	No answer
The adviser's knowledge of the different products gives me a good feeling.						

The adviser provided me with adequate information about the products.						
The adviser is familiar with the bank's equipment (e.g. computer system).						

48. During the consultation, the advisor assured me that the products s/he recommended have an impact.

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

49. Please indicate which products were recommended to you!

	ISIN	Product name	Open text
Product recommendation 1			
Product recommendation 2			
Product recommendation 3			
Product recommendation 4			
Product recommendation 5			
Product recommendation 6			
Product recommendation 7			
Product recommendation 8			
Product recommendation 9			
Product recommendation 10			
Product recommendation 11			
Product recommendation 12			

50. Would you take the advice and invest in the recommended products?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

51. Please briefly summarize anything else you have noticed that has not yet been addressed by us in the survey.