

# Interview Questions for Mobile Money Clients

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## 1 Category 1: Understanding the magnitude of mobile money financial fraud

**Current location**

**District**

- ☐ Kampala
- ☐ Wakiso
- ☐ Jinja
- ☐ Mukono
- ☐ Wakiso
- ☐ Nebbi
- ☐ Koboko
- ☐ Mbale
- ☐ Masaka
- ☐ Kabale
- ☐ Mbarara
- ☐ Arua
- ☐ Katakwi
- ☐ Ntungamo

**Gender**

- ☐ Male
- ☐ Female

**Source of mobile money income**

- ☐ Deposits
- ☐ From relatives and friends
- ☐ From employment
- ☐ From Telecom-company promotions
- ☐ Other: \_\_\_\_\_

**How often do you receive mobile money?**

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Other: \_\_\_\_\_

**On average, how much money do you transact on mobile money per day?**

- ☐ Less than UGX 50 000
- ☐ Between UGX 50 000 and UGX 100 000
- ☐ Between UGX 100 000 and UGX 500 000
- ☐ Between UGX 500 000 and UGX 1 000 000
- ☐ Above UGX: 1 000 000
- ☐ Other: \_\_\_\_\_

**Have you ever carried a mobile money↔ bank transaction?**

- ☐ Yes
- ☐ No

**Do you carry out transactions from your bank account to other mobile money accounts?**

- ☐ Yes
- ☐ No

**Do you save money on mobile money?**

- ☐ Yes
- ☐ No

**Have you ever experienced / heard of someone who experienced financial fraud in mobile money transactions?**

- ☐ Yes
- ☐ No

**What are some of the common fraud scenarios that you have encountered / heard?**

- ☐ Fake promotional offers
- ☐ Caller asking for mobile money PIN
- ☐ SMS asking for mobile money PIN
- ☐ Other: \_\_\_\_\_

**When do these fraud cases mostly happen?**

- ☐ Daytime
- ☐ Night-time
- ☐ Weekends
- ☐ Weekdays
- ☐ Festive seasons / holidays
- ☐ Both day and night
- ☐ Back-to-school days
- ☐ Other: \_\_\_\_\_

**From which network / system have you registered the highest case of mobile money fraud?**

- ☐ MTN mobile money
- ☐ Airtel money
- ☐ Wave money
- ☐ Mobile banking platforms
- ☐ Other: \_\_\_\_\_

**How often do you experience mobile money fraud?**

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Other: \_\_\_\_\_

## **2 Category 2: Understanding the means of execution of mobile money fraud**

**What are some of the behaviors of fraudsters you have heard/noticed?**

**How often do fraudsters use a similar trick?**

**What common tools do they use to achieve their missions?**

- ☐ Smartphone
- ☐ Physical assault using an object
- ☐ Other: \_\_\_\_\_

### 3 Category 3: Understanding the impact of mobile money fraud

On average, how much money have you lost to mobile money fraud in a month?

- ☐ Less than UGX 100 000
- ☐ Between UGX 100 000 and UGX 500 000
- ☐ Between UGX 500 000 and UGX 1 000 000
- ☐ Between UGX 1 000 000 and UGX 5 000 000
- ☐ Above UGX 5 000 000
- ☐ Never lost to fraud
- ☐ Other: \_\_\_\_\_

### 4 Category 4: Understanding fraud awareness and mitigation

In case of fraud, where are you most likely to report?

- ☐ MTN Uganda
- ☐ Airtel Uganda
- ☐ Wave
- ☐ UCC
- ☐ Uganda Police
- ☐ Other: \_\_\_\_\_

Have you ever been sensitized about mobile money fraud?

- ☐ Yes
- ☐ No

What channels do they use to sensitize you about mobile money fraud?

- ☐ SMS messages
- ☐ Phone calls
- ☐ TV
- ☐ Radio
- ☐ Other: \_\_\_\_\_