1. What is your gender

Male

Female

2. What is your age group?

18-24 years

25-31 years

32-38 years

39-45 years

46 years and above

3. What is your status?

Student

Self-employed

worker

Unable to work

Retired

 employee

Other (please specify)



4. What is your occupation?

Accountant

Teacher/lecturer

Marketer

Civil Servant

Data analyst

Administrator

Doctor

Journalist

Public relations officer

Banker

Consultant

Self-employed (e.g Businessman or businesswoman)

Other (please specify)



5. What is your average monthly expenditure (AUD)?

Below 10,000

10,000-15,000

16,000-20,000

21,000-25,000

Above 25,000

6. How would you rate the quality of banking services you currently use?

Very high quality

High quality

Neither high nor low quality

Low quality

Very low quality

I don't use banking services

7. How innovative is the service?

Extremely innovative

Very innovative

Somewhat innovative

Not so innovative

Not at all innovative

8. If access to full business banking services were available today, how likely would you be to use the service?

Extremely likely

Very likely

Somewhat likely

Not so likely

Not at all likely

9. When you think about banking, do you think of it as something you need or don’t need?

Definitely need

Probably need

Neutral

Probably don’t need

Definitely don’t need

10. Are you satisfied with the customer support services?

Very satisfied

Satisfied

Neither satisfied or dissatisfied

Dissatisfied

Very dissatisfied

11. How likely is it that you would recommend banking services to a friend or colleague?

Not at all likely

Extremely likely

| **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

12. What is your email address?



13. Finally, is there any other information you would like to share?

