I am conducting academic research study entitled “Study on the perception towards eWallet security during the COVID-19 Pandemic”. I request for your co-operation by helping to answer the questionnaire as per the instructions at the beginning of each section. It isn’t taking much time from you probably 20 minutes to fill out this questionnaire. I promise that the data you provide will be used only for academic purpose and the information you provide will be treated with greatest confidentiality. Your charitable participation is highly appreciated.

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| --- | --- | --- |
| 1. | Are you aware regarding the functionality of e-wallets? | Fully aware  Partially aware  Not aware |
| 2. | Where did you get information about e-wallets? | Social media  Friends  Magazine/Television |
| 3. | Why do you prefer e-wallet over other modes of payment? | Time saving  Ease of use  Security  Other |
| 4. | Which device do you use for making the payment via e-wallet? | Smartphone  Computer  Both |
| 5. | Which e-wallet you prefer most of the time? | Paytm  Freecharge  Mobikwik  Phonepe  Other (specify) |
| 6. | What is your purpose of using e-wallet? | Money Transfer  Recharge  Utility & Bill payment  Entertainment (movies etc.)  All of the above |
| 7. | What do you keep in mind when you use e-wallet? | Available discount  Premium offers  Cashback  Security |
| 8. | How many times you use e-wallet in a week? | Only once  5 to 10 times  More than 10 times |
| 9. | How much money do you load in e-wallet on a monthly basis? | Less than 5000  5001-10,000  More than 10,000 |
| 10. | How do you rate the e-wallet service that you used? | Highly satisfied  Satisfied  Neutral  Unsatisfied  Highly unsatisfied |
| 11. | Would you want to continue using e-wallet? | Very likely  Likely  Neutral  Unlikely  Very unlikely |
| 12. | Are there any obstacles you face while using e-wallet? | Yes  No |
| 13. | What are the obstacles when you use e-wallet? | Non-availability at merchants  Too much time consumption to set up  Involves danger of losing money  Cannot be used for international transaction  Other (please specify) |
| 14. | Have you linked your e-wallet with Aadhar? | Yes  No |
| 15. | Is e-wallet services useful mode of payment? | Agree  Disagree |
| 16. | Does using e-wallet promote cashless payment to the next level? | Agree  Disagree |
| 17. | Would you like to refer your friend to use e-wallet as security concern? | Very likely  Likely  Neutral  Unlikely  Very unlikely |
| 18. | Name: - | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 19. | Please mention your age | 18-30 yrs.  31-40 yrs.  41-50 yrs.  51-60 yrs.  Other (please specify) |
| 20. | Please mention your gender | Male  Female  Other |
| 21. | Please mention your occupation | Student  Housewife  Employed  Self Employed  Others (please specify) |
| 22. | What is your income? | 0 - 2,00,000  2,00,001 - 4,00,000  4,00,001 - 6,00,000  6,00,001 and above |
| 23. | What is your qualification? | 12th  Under - Graduate  Post - Graduate  Other (specify) |
| 24. | Area of residence: - | Rural  Urban |
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More questions:- <https://www.surveymonkey.co.uk/r/RLHPWT5>

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