

Call Transcript

Skip logic in yellow

Descriptive questions removed from survey in grey

Hints added from Excel Spreadsheet in Green

Section 1: Preamble

Preloaded Variables:

- name \${enumerator_name}
- Participant name \${participant_name}
- Participant email \${participant_email}1
- Participant cell phone \${phone1}
- Year of participation \${participation_year}
- Participation month \${participation_month}
- Type of credit sought \${loan_type}
- Treatment arm \${cat_treatment}
- Treatment/control flag \${d_treated}

Call

{call_ans} Interviewer: Did someone answer the call?

- a. Yes SKIP TO 1a
- b. Not

{no_response} What happens when you dial the number _____?

- a. Voicemail
- b. Out of service

Close survey and document result

1a) Good morning/afternoon/evening! Am I talking to { participant_name }?

- [select_one] {d_talking_participant}
 - a. Yes IF YES: skip to consent.
 - b. Not

1b) [if {d_talking_participant }== "No"] Do you know Mrs. / Mr. { participant_name }

?[Interviewer, make sure you are talking with the right person before selecting Yes and moving on]

- [select_one]
 - a. Yes
 - b. No Close survey, document number as wrong, if you have no more contacts the case is closed

1c) [if {1b}== "Yes"] Could you contact Mr. / Mrs. {participant_name} at this time?*

- a. Yes IF YES: skip to consent.

b. Not

1d) [if {1c} == "No"] Can I reach Mr./Ms. \${participant_name} at this number later or do you know of another phone number I can call?

- a. Call this number at another time **Document scheduling and end call**
- b. New phone number [Specify phone number. Number must start with extension 9 and be followed by the 8 digit phone number] **IF YES: Thank you very much, have a nice day.**
- c. Does not give contact information [End of survey] **IF NO: Thank you very much, have a good day.**

Interviewer : "Good morning/afternoon. My name is {enumerator_name}. I work for J-PAL, an international organization dedicated to solving poverty problems through research. We collaborate with Northwestern University, in the United States."

Informed consent (email version)

[if {d_email_survey == 1}] Our record indicates that in \${participation_month} of the year \${participation_year}, you participated in the "Choose Your Loan Better" study, an online questionnaire of the Financial Market Commission (CMF). Therefore, we would like to invite you to participate in a short follow-up survey to understand how people shop for loans. It is not relevant whether you took a loan or not.

Informed Consent

We will use the information you provide exclusively for academic research. The survey should take approximately 15 minutes. Your responses will be anonymous. This survey will not ask for personal information that would identify you. We will never personally identify you as a participant in this survey, as your responses will be combined with those of other respondents. We will strive to maintain the privacy of your responses. Your participation is completely voluntary: you are free to decline to answer any question you do not wish to answer, or to leave the survey at any time. Your decision to leave the survey will not affect your relationship with CMF or any loan provider.

If you agree to participate, answer all the questions, and are among the first 100 participants, you will win a five thousand peso gift card. We will contact you by email to coordinate the delivery.

If you have any questions, concerns, or complaints , you can contact the principal investigators: Sean Higgins (sean.higgins@kellogg.northwestern.edu) or Santiago Truffa (struffa.ese@uandes.cl). Finally, it is important to mention that this project has been reviewed by the Institutional Review Board of Northwestern University (irb@northwestern.edu) and by the Scientific Ethics Committee of the Universidad de los Andes (cec@uandes.cl).

If you want to download this informed consent, please click [here](#).

If you would like to participate, please select "I want to participate". If you do not want to participate, please select "I do not want to participate" and the survey will be terminated.

- I want to participate
- I do not want to participate

Informed consent (phone version)

[if {d_email_survey == 0}] Surveyor: In {participation_month} of the year {participation_year}, you participated in the "Choose Your Credit Better" study, an online questionnaire from the Financial Market Commission (CMF). We would like to invite you to participate in a short follow-up survey to understand how people search for credit. It is not relevant if you took a loan or not.

Before you agree to participate or not in the survey I would like to read you the informed consent.

We will use the information you provide us solely for academic research. The survey should last approximately 15 minutes. Your answers will be anonymous. This survey will not ask for personal information that would identify you. We will never personally identify you as a participant in this survey, as your answers will be combined with those of other respondents. We will endeavor to maintain the privacy of your responses. Your participation is completely voluntary: you are free to refuse to answer any question you do not want, or to leave the survey at any time. Your decision to leave the survey will not affect your relationship with the CMF or any credit provider.

If you agree to participate and answer all the questions, you will be participating in a raffle for a one-million pesos gift card. In case you win, we will contact you by email.

You can contact me directly if you have any questions or if you want to exercise your right to withdraw from this study after your participation. If you have any other questions regarding your participation or the handling of your responses, you may speak to my supervisor, {supervisors_email}. Finally, it is important to mention that this project has been reviewed by the Institutional Review Committee of Northwestern University (irb@northwestern.edu) and by the Scientific Ethics Committee of Universidad de los Andes (cec@uandes.cl).

- 2) Would you like to participate?
 - [select_one] {like_to_participate}
 - a. Yes **IF YES: skip to 5.**
 - b. Yes, but at another time **IF YES: skip to 3**
 - c. No **IF NO: Thank you very much, have a nice day. [Interviewer: Hang up the call and move on to the next screen.]**
 - 3) **[if {d_email_survey == 0} & {s1q2_like_to_participate} == "Yes, but another time"]** Can I schedule a call so you can answer the survey another day? -[select_one] {d_new_call_day}
 - a. Yes **IF YES: skip to 4.**
 - b. No **IF NO: Thank you very much, have a nice day.**

- 4) [\${q1_1d_final} = 1 or \${q1_3} = 1] Did the respondent indicate a day and time to call back, only time, or no time? [Interviewer: If they asked to be called today, please record date and time].
- [select_one] { callback_info }
 - a. indicated day and time → [if { callback_info == 1}] What day and what time can I call you to answer the survey? [Interviewer : Please record the date and time to contact the indicated person, and any other details that are useful when making contact]
 - [datetime] {new_call_time}
 - i) Describe or detail the new circumstances for the call in case of not having an exact time. [Interviewer: Please write the time range and dates to call the indicated person, and any other details that are useful when making contact . If not, then record NAI]
 - i.i) Thank you very much! We will call you back on the day and time you indicated. Have a good rest of the day. [Interviewer , hang up the call and go to the next field]
 - b. indicated day → [if { callback_info == 2}] What day can I call you to answer the survey? [Interviewer : Please record the date and time to contact the indicated person, and any other details that are useful when making contact].
 - [date] {new_call_time}
 - i) Describe or detail the new circumstances for the call in case of not having an exact time. [Interviewer: Please write the time range and dates to call the indicated person, and any other details that are useful when making contact .]
 - i.i) Thank you very much! We will call you back on the day you indicated. Have a good rest of the day. [Interviewer , hang up the call and go to the next field]
 - c. No schedule indicated → [if { callback_info == 3}] Thank you very much! We will call you back later. Have a good rest of the day. [Interviewer , hang up the call and go to the next field]
- 5) [if {d_email_survey == 0}] Are you okay with audio recording of the call for interview quality control purposes? [Interviewer: Read this explanation ONLY if the person does not consent to being recorded (rejection): "The purpose of recording audio is to ensure the quality of the collected data and for the Auditing Department to verify that the recorded responses match those expressed by the interviewee"] [select_one] {d_audio_recording}
- a. Yes
 - b. Not

[if {d_audio_recording} == "Yes"] INTERVIEWER : Activate the audio recording.

[if {like_to_participate} == "Yes"] NOTE : Thank you very much. Let's start with some questions.
 Interviewer: Proceed to the next screen to start the questions.

- 6) In **{participation_month}** of the year **{participation_year}**, you participated in the CMF's "Choose Your Credit" online survey, and told us you were looking for a **{loan_type}**. Do you remember taking part in this study? - [select_one] **{d_remember_the_study}**
- Yes
 - No **IF "NO": skip to 1.10**
- 7) **[if {d_remember_the_study} == "No"] [if {cat_treatment} == "simple_tool"]** Do you remember seeing a web page that asked you to fill in your personal data (income and commune) and credit characteristics (type of credit, amount of credit, and term of the credit you were looking for) and then, after filling in this information, it indicated how much you could save both in the monthly cost and in the total cost of your credit by searching a greater number of banks?
- 8) **[if {d_remember_the_study} == "No"] [if {cat_treatment} == "tool"]** Do you remember seeing a web page that asked you to fill in your personal data (income and commune) and credit characteristics (type of credit, amount of credit, and term you were looking for)? and then, after filling in this information, it showed you a personalized graph of the interest rate range, and a table showing how much the interest rate would impact the monthly and total cost of credit?
- 9) **[if {d_remember_the_study} == "No"] [if {cat_treatment} == "control"]** Do you remember watching a video that described the elements of a loan (for example: interest rate, loan term, etc.)?
-[select_one] **{d_remember_after_reminder}**
- Yes
 - Not
- [only for the credit they sought]**
- 10) Do you remember looking for a **\${loan_type}** around **\${participation_month}** of the year **\${participation_year}**?
-[select_one] **{yesno}**
- Yes
 - Not
- 11) Were you seeking credit information for yourself, or for a third party, such as clients, as part of your job?
- [select_one] **{q1_11b}**
- For myself
 - for a third party
 - don't know
 - Don't want to answer
- 11a) For which third party were you looking for credits from **\${participation_month}** of **\${participation_year}**?

- [select_one] {q1_11a}
 - a. A friend
 - b. A relative
 - c. My partner
 - d. One or more clients
 - e. More than one friend and/or relative
 - f. Other (Specify in which institution you sought the information:)

[Logic added June 15, 2023]

NOTE: Since you searched for third-party credit information, I am unable to proceed with the rest of the questions I had for you. Thank you very much for your time, have a good rest of your day.

[End survey, mark as ineligible and move on to the next screen]

- 12) [If eligible] What comuna do you work in? {drop-down list of comunas}

Section 2: Search for credit

NOTE: I'll start with some questions about the \${loan_type} I was looking for in \${participation_month} of \${participation_year}.

- 1) What type of financial institutions did you look for information on \${loan_type} around \${participation_month} of \${participation_year}? [Interviewer: Read options and mark the indicated answer.]

- [select_multiple] {institutions}
 - a) Banks
 - b) cooperatives
 - c) Family compensation funds
 - d) Retail
 - e) Mutual
 - f) microfinance institute
 - g) Private financiers
 - h) None
 - i) Don't know/remember
 - j) Others (Specify in which institution you sought the information:)

- 2) [if { treatment_arm } == "too1"] Other than the tool you saw in our study, did you use any websites that display information from multiple banks in one place?

-[select_one] {sinoc}

- a. Yes **IF YES: skip to 4**
- b. Not
- c. Don't know
- d. Don't want to answer

3) [if {treatment_arm} != "tool"] Have you used a website that displays information from multiple banks in one place? {d_website_info_multiple_banks}

-[select_one] {sinoc}

a. Yes **[IF YES: skip to 4]**

b. Not

c. Don't know

d. Don't want to answer

4) [if {treatment_arm} != "tool"] [if {treatment_arm} == "tool"] which one ?

[select_multiple] {q2_4}

a. Compare online

b. Rankia

c. Sernac

d. real estate portal

and. Financial institutions

F. CMF

g. Destacame.cl

h. Google

i. Others (If you put another, please specify): **[Interviewer: Allow to answer, and mark the indicated answer.]**

j. Don't know

k. Don't want to answer

5) [if {institutions} == "None"] Why didn't you look up information about \${loan_type} in financial institutions? **[Interviewer: Open ended]**

[text]

6) [if {institutions} != "None"] How many financial institutions did you search for

information on {loan_type} ? **[Interviewer: Open answer. If you don't know / don't answer, write -777 or -888 respectively.]**

- [integer]

[Removed from Survey.]

6_spec) ¿What are the {q2_6} financial institutions where you looked up information regarding {loan_type_label}? **[Interviewer: If the respondent can't remember the financial institutions, then please go back and make sure the number matches the options selected here]**

[Start {bank_name_list} LOOP: [Ask {2.6} times]]

a) Banco BCI

b) Banco BICE

c) Banco CrediChile

d) Banco de Chile

e) Banco Edwards Citi

- f) Banco Estado
- g) Banco Falabella
- h) Banco Internacional
- i) Banco Itau/Corpbanca
- j) Banco Ripley
- k) Banco Santander
- l) Santander Banefe
- m) Scotiabank
- n) Scotiabank azul (ex BBVA)
- o) Banco Security
- p) Coopeuch
- q) Fondo Esperanza
- r) Fondo Banlgualdad
- s) Fundación Crecer
- t) Emprende Microfinanzas
- u) ComparaOnline
- v) Caja los Andes
- w) Mutuaria Penta
- x) Caja La Auracana
- y) Consorcio
- z) Caja Los Héroes
- aa) Caja 18
- bb) No sabe
- cc) Otro [especificar]

[END {bank_name_list} LOOP]

9) What was the {n_loop} financial institution where you looked for information about

{loan_type_bank_takeup} loans?}? [Interviewer: Do not read the options, wait for an answer and record accordingly]

- [select_one] {Xth_bank_got_info}
- a) Banco BCI
 - b) Banco BICE
 - c) Banco CrediChile
 - d) Banco de Chile
 - e) Banco Edwards Citi
 - f) Banco Estado
 - g) Banco Falabella
 - h) Banco Internacional
 - i) Banco Ripley
 - j) Banco Santander
 - k) Santander Banefe
 - l) Scotiabank
 - m) Scotiabank azul (ex BBVA)

- n) Banco Security
- o) Coopeuch
- p) Fondo Esperanza
- q) Fondo Banlgualdad
- r) Fundación Crecer
- s) Caja los Andes
- t) Mutuaria Penta
- u) Caja La Auracana
- v) Consorcio
- w) No sabe
- x) Otro [especificar]

7) Did you have issues that prevented you from searching for information about {loan_type} at more banks? [Interview: Open ended]

-[select_one] {yesno}

- Yes IF YES & if {institutions} != "None" : →
- Not

a) What obstacles prevented you from seeking information about {loan_type} from more banks? [Interviewer: Do not read the options, wait for an answer and record accordingly] [select_multiple] {q2_7}

1. Credit conditions
2. Remote branch
3. Non-compliance/scope of requirements
4. Problems with platform
5. Information access problems
6. Lack of time
7. Institution requested too much financial information
8. Be a pre-search customer
9. Response time of visited banks
10. Others (If you put another, please specify:)
11. Don't know
12. Don't want to answer

[Field-list if {institutions} != "None"]

8) Next, I'll ask you a few questions about how you determined the number of financial institutions you wanted \${loan_type} information from, answering yes or no [Interviewer: Move on to the next question.]

- [select_one] {else}

- a) Yes
- b) No
- c) Don't know/remember
- d) Refuse to answer

8a) Did you have a target number of financial institutions from which you would like credit information? [Interviewer: Read question and options]

- a) Yes
- b) No
- c) Don't know/remember
- d) Refuse to answer

[if 2.8a == "Yes"] What was the target number of financial institutions? ____

8b) Did you plan to search for information until you reached a target interest rate and then stop searching? [Interviewer: Read question and options]

- a) Yes
- b) No
- c) Don't know/remember
- d) Refuse to answer

[if 2.8b == "Yes"] What was the target interest rate? ____ % [Interviewer: If the person does not know or refuses to answer, record -777 or -888, respectively.] {if consumer loan: yearly/monthly}

8c) Did you have a target number of offers you would like to receive from financial institutions to stop looking? [Interviewer: Read question and options]

- a) Yes
- b) No
- c) Don't know/remember
- d) Refuse to answer

[if 2.8a == "Yes"] What was the target number of offers? ____

8d) Did you expect to search until a financial institution approved your application and then take your credit with that same institution? [Interviewer: Read question and options]

- a) Yes
- b) No
- c) Don't know/remember
- d) Refuse to answer

8e) Did anything else affect the number of financial institutions in which you sought credit information? [Interviewer: Read question and options]

- a) Yes
- b) No
- c) Don't know/remember
- d) Refuse to answer

8e_spec) Specify if you have any additional reason [Interviewer: Allow to answer and mark the responses accordingly]

- 1. Client prior to search
- 2. Credit conditions

3. Current debt or credit
4. Remote branch
5. Limited or problems of access to information
6. Non-compliance/scope of requirements
7. Response time of the banks visited
8. Time availability for the search.
9. Third party recommendations (family, friends, etc.)
10. Trust/prestige of the financial institution
11. Other (If you put another, please specify:)
12. Don't know
13. Refuse to answer

[Start {sec2_repeat} LOOP: [Ask {2.6} times]]

NOTE: Now I am going to ask you some questions about the financial institutions where you searched for information about \${loan_type}. Let's start with the first financial institution where you searched for information.

NOTE: I will ask the same questions again for the \${n_ord} institution where you searched for \${loan_type} information.

[Descriptive Question Removed as of June 8, 2023]

54) How long ago did you start your search for a \${loan_type} in the \${Xth_bank_got_info}? [Interviewer: If the person does not know or refuses to answer, record -777 or -888, respectively.]

_____ Months/Years/Don't know/No answer

10) Why did you look for information in {Xth_bank_got_info} in particular? [Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer. We are interested in knowing why this specific institution, NOT why the person sought loans in general.]

- [select_multiple] {why_did_you_look_for_info}
 - a) I thought they would give me the lowest interest rate
 - b) They recommended it to me
 - c) Because it is known/popular
 - d) I thought I would be more likely to get approved
 - e) Nearby bank branch
 - f) Bank where I already have or had an account/products
 - g) Comparing offers from other banks
 - h) By advertising/advertising
 - i) The employer made a settlement with the financial institution
 - j) The bank is more affordable
 - k) The bank seems trustworthy
 - l) With the agreement of the realty company

- m) Because it's a mutuaria
- n) Family or acquaintance is client of the institution
- o) Searched on the internet (google) and the institution came up
- p) Institution was recommended by a simulator (CMF, comparaonline, etc.)
- q) The institution contacted them
- r) Works or worked at the institution
- s) Don't know / Don't remember
- t) Other [specify]

11) Obtained information on {Xth_bank_got_info} {loan_type} loans through the following people? [Interviewer: Read options and mark the indicated answer].

- [select_multiple] {q4_3}
- a) Friend
- b) Relative
- c) Colleague
- d) Financial institution executive/staff
- e) Known
- f) real estate executive
- g) Publicity
- h) Other [specify]
- i) None
- j) Does not know
- k) I do not want to answer

12) Obtained information on {Xth_bank_got_info} {loan_type} loans through the following media?

- [select_one] {sino}
- a. yes
- b. No

12a) web page? - [select_one] {sino}

- a. yes
- b. No

12b) Email? - [select_one] {sino}

- c. yes
- d. No

12c) Phone? - [select_one] {sino}

- e. yes
- f. No

12d) In person? - [select_one] {sino}

- g. yes

h. No

12e)Mobile bank app? - [select_one] {sino}

- i. yes
- j. No

12f)Whatsapp? - [select_one] {sino}

- k. yes
- l. No

12g)Facebook? - [select_one] {sino}

- m. yes
- n. No

12h)Instagram? - [select_one] {sino}

- o. Yes
- p. No

12_666) Any other way not mentioned? - [select_one] {sino}

- q. yes [especificar]
- r. No

12_none) If you did not search information in the media described above, How did you find out about {loan_type} of {Xth_bank_got_info}? - [Interviewer: Open-ended]

13) Did you use the {Xth_bank_got_info} simulator on the web or mobile application?

- [select_one] {q2_13}
 - a. Yes
 - b. Not
 - c. does not know
 - d. I do not want to answer

14) [if {q2_13} == "1"] Did the {Xth_bank_got_info} simulator tell you if you were eligible for the {loan_type} you were looking for?

- [select_one] {sim_result}
 - a. I accept myself
 - b. rejected me
 - c. Simulator does not give approval or rejection
 - d. Does not know
 - e. Refuse

15) [if {sim_result} == "1"] Did the simulator give you an interest rate?

- [select_one] {sinoc}
 - a. Yes

- b. Not
- c. I don't know
- d. I do not want to answer

16) [if {sinoc} == "1"] What rate did the simulator give you? [Interviewer: You may use decimals.]

Watch-out: We use PERIOD(.) in order to separate decimals. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

- [numeric] [monthly/yearly] {simulator_rate}
- Can't remember (999)
 - i) Is the fee monthly or annual?
 - a. % monthly
 - b. % yearly
 - c. Don't know
 - d. Refuse

[Descriptive Question Removed as of June 15, 2023]

17) [if {sinoc} == "1"] How long did you use the {Xth_bank_got_info} simulator ? [Interviewer: If the person does not know or refuses to answer, record -777 or -888, respectively.]

- [integer, (.>=0)] [unit: minutes/hours] {time_spend_looking_for_info}

- i) ¿Was it minutes or hours?
 - a. Minutes
 - b. Hours
 - c. Don't know / Don't remember
 - d. Refuse

2.71)[If 2.13 = "Yes", add: Apart from the information provided by the simulator,] Did the {bank} give you a sense of whether you would probably be accepted or rejected without formally applying, or before you formally applied?

- a. Yes (2.71a) How did you get this information? [Interviewer: If the interviewee claims it was through a banking executive, then record the medium through which contact with the executive was made.]
 - 1. Email
 - 2. Bank Application
 - 3. Bank Website
 - 4. Bank
 - 5. Simulator
 - 6. Phone call
 - 7. Other [Please specify]
 - 8. Doesn't know
 - 9. Refuse
- b. No
- c. Don't Know

d. Refuse

2.72) [If 2.13 = "Yes", add: Apart from the information provided by the simulator,] Did the {bank} tell you what interest rate you might receive on the loan without formally applying, or before you formally applied?

- a. Yes (What was that interest rate? ____%[monthly or yearly if consumer loan])
- b. No
- c. Don't Know
- d. Refuse

18) Did you formally request a quote for the {loan_type_label} at {Xth_bank_got_info} ?

- [select_one] {else}

- a. Yes
- b. No **IF NO: skip to 18_spec**

18_spec) why not? [Interviewer: Allow to answer, and mark the indicated answers. Record -888 if they refuse.]

- 1. Lack of time
- 2. High interest rate
- 3. Term too long or short
- 4. Unattractive offer
- 5. I knew I wouldn't qualify
- 6. The simulator rejected it
- 7. It was already pre-approved by the bank
- 8. Institution requested too much information
- 9. He didn't need the credit at the end
- 10. Inadvertently looking to take credit
- 11. Information provided by simulator
- 12. Information or attention provided
- 13. Not be a previous customer
- 14. Could not/wanted to approach in person
- 15. Institution didn't respond after simulation
- 16. Took a loan in another institution
- 17. Lack of trust in the institution
- 18. Technical problems with the simulator
- 19. No reason
- 20. Don't know
- 21. I do not want to answer
- 22. Other [specify]

[END \${sec2_repeat} LOOP]

39) [if {n_formal_applications} > "0"] What information did the \${Xth_bank_got_info} ask you to generate the credit terms as part of the formal application? [Interviewer: Do not read the options, wait for an answer and record accordingly]

-[select_multiple] {d_formal_loan_applications}

- a. None
- b. Personal identification
- c. Income/salary certifications
- d. Pension contributions
- e. Financial statement or accounts
- f. Payment slips
- g. Proof of address
- h. Employment contract
- i. Bank account
- j. "Monto del pie"
- K. Seniority
- I. "DICOM"
- m. Property information (property value, certificate, data)
- n. Tax folder
- O. Guarantor
- P. University degree
- Q. Information about my properties
- R. Rent complement
- Other [specify]
- Don't know
- Refuses to answer

19_person) Did you request your quote in person at a branch of \${Xth_bank_got_info}? -
 [select_one] {yesno}

- a. Yes
- b. No
- c. Don't know/remember
- d. Refuse to answer

19) [if {d_formal_loan_application} == "Yes"] Through what means did you request your quote?

- [select_one] {loan_application_method}
 - a. Face to face
 - b. Web page
 - c. Phone
 - d. Email
 - e. WhatsApp
 - f. Bank's app on the cell phone
 - g. Bank officer visits place of work or household
 - h. Other (specify. Text box beside)

20) [if {loan_application_method} == "In person" | {search_info_method} == "In person"] In which commune is the {Xth_bank_got_info} branch located ?

-[dropdown_menu]

2.73) Did you expect to get approved for this loan?

a. Yes (2.73a)

- i. (Why? _____ [select all that apply])
1. Enough income for the credit
 2. Good financial behavior/history
 3. Employed for a long time
 4. Is or has been a bank client
 5. Not in DICOM [Registry of poor financial behavior in Chile]
 6. Pre-approved by the bank
 7. Bank officer said so
 8. Simulator said so
 9. Had approval or pre-approval from other banks
 10. Has a stable job
 11. No or low level of debts
 12. Asked amount was low
 13. Other (specify: _____)
 14. Don't know/remember
 15. Refuse to answer

b. No (2.73a)

- i. (Why not? _____ [Select all that apply])
1. Insufficient income for the credit
 2. Employed for not very long
 3. Did not comply with the loan requirements
 4. Not a bank client
 5. Did not have bank account (not "bancarizado")
 6. Little time as a client/little movement in their accounts
 7. In the DICOM [Registry of poor financial behavior in Chile]
 8. Bank office said so
 9. The same bank had previously rejected
 10. One or more banks had already rejected
 11. Carries current or prior debts
 12. Has too much debt
 13. Currently has a loan
 14. No response from bank
 15. Other (specify: _____)
 16. Don't know/remember
 17. Refuse to answer

c. Don't know

d. Refuse

21) [if {d_formal_loan_application} == "Yes"] { Xth_bank_got_info } approved your request?

- [select_one] {sinoc}

- a. Yes
- b. No [--> 2.22 and continue with next bank or end section]

- c. I don't know
- d. I do not want to answer

64) Did you try to negotiate new terms with **{Xth_bank_got_info}**?

- a. Yes
- b. No
- c. Don't know/remember
- d. Refuses to answer

65)[2.64 == "Yes"] Did you use an offer from another bank to negotiate with **{Xth_bank_got_info}**?

- a. Yes
- b. No
- c. Don't know/remember
- d. Refuses to answer

66) [2.64 == "Yes" & d_treated == 1 & (1.6 == Yes or 1.7 == Yes or 1.8 == Yes)] Remember that in the study you participated in \${participation_month} of \${participation_year},

[if cat_treatment == "simple tool"]: you saw a website that indicated how much you could save both in the monthly cost and in the total cost of your credit by searching a greater number of banks **{Xth_bank_got_info}**. Did you use information from the tool to negotiate with **{Xth_bank_got_info}**?

[if cat_treatment == "tool"]: you saw a website that showed you a personalized graph of the interest rate range, and a table showing how much the interest rate would impact the monthly and total cost of credit. Did you use information from the tool to negotiate with **{Xth_bank_got_info}**?

- a. Yes
- b. No
- c. Don't know/remember
- d. Refuses to answer

67) [2.64 == "Yes"] Through what means did you try to negotiate with the **{Xth_bank_got_info}**?

[Interviewer: Read options and mark the indicated answers]

- a. Website
- b. Email
- c. Telephone
- d. In person
- e. Bank app in cellphone
- f. WhatsApp
- g. Other means (specify: _____)
- h. Don't know/remember
- i. Refuses to answer

68) [2.64 == "Yes"] Did **{Xth_bank_got_info}** change anything in the offer during the negotiation?

- a. Yes
- b. No
- c. Don't know/remember
- d. Refuses to answer

69)[2.68 == "Yes"] ¿What terms did \${Xth_bank_got_info} change during the negotiation?

- a. Interest rate Yes/No/Don't know-Don't remember/ Refuse
- b. Loan amount Yes/No/Don't know-Don't remember/ Refuse
- c. Maturity Yes/No/Don't know-Don't remember/ Refuse
- d. Other terms (specify: _____) Yes/No/Don't know-Don't remember/ Refuse

70)

- a. What interest rate did \${Xth_bank_got_info} offer you [2.69a == "Yes": before negotiating]?[Interviewer: Open-ended question]
_____ % [loan_type == "crédito de consumo": annual/monthly]
¿Annual or monthly?
 - a. % monthly.
 - b. % annual
 - c. Don't know
 - d. Refusal

- a. [2.69a == Yes] What is the best interest rate that \${Xth_bank_got_info} offered you after negotiating?[Interviewer: Open-ended question]
_____ % [loan_type == "crédito de consumo": annual/monthly]
¿Annual or monthly?
 - a. % monthly
 - b. % annual
 - c. Don't know
 - d. Refusal

- b. What loan amount did \${Xth_bank_got_info} offer you [2.69b == "Yes": before negotiating]?
_____ [pesos/UF]
¿Pesos or UF?
 - a. Pesos
 - b. UF
 - c. Don't know
 - d. Refuse

- b. [2.69b == Yes] ¿What is the best loan amount that \${Xth_bank_got_info} offered you after negotiating?
_____ [pesos/UF]
¿Pesos or UF?
 - e. Pesos
 - f. UF
 - g. Don't know

h. Refuse

c. ¿What maturity did \${Xth_bank_got_info} offer you [2.69c == "Yes": before negotiating]?

_____ [months/years]

¿Months or years?

- a. Years
- b. months
- c. Don't know
- d. Refuse

c. [2.69c == Yes] ¿What is the best maturity that \${Xth_bank_got_info} offered you after negotiating?

_____ [months/years]

¿Months or years?

- e. Years
- f. months
- g. Don't know
- h. Refuse

80) How much did you have to pay monthly for the \${loan_type} offered by \${Xth_bank_got_info}?

other. ¿what \${2.69d} did \${Xth_bank_got_info} offer you [2.69d == "Yes":before negotiating]?

_____ [Open answer]

other. [2.69d == Yes] ¿What is the best \${2.69d} that \${Xth_bank_got_info} offered you after negotiating?

_____ [Open answer]

22a) [if {d_application_approved} == "0"] Did \${Xth_bank_got_info} give you any information to explain why they rejected your application?

- [select_one] {d_explanation_for_rejection}
- a. Yes [specify]
- b. Not [END \${sec2_repeat} LOOP]
- c. Don't know/Don't remember [END \${sec2_repeat} LOOP]
- d. Refuse [END \${sec2_repeat} LOOP]

22b) [if {d_explanation_for_rejection} == "1"] What was the explanation? [Interviewer: Read options and mark the indicated answers]

- [select_multiple] {explanation_for_rejection}
- a. unpaid debts
- b. insufficient salary
- c. type of contract and/or seniority
- d. Don't qualify
- e. Have no credit history
- f. over-indebtedness
- g. So new customers
- h. Little time to quoting
- i. Was not a customer

- j. Co-debtor or guarantor refused
 - k. Other [specify]
 - l. Don't know [specify]
 - m. Refused to respond [specify]
- [END \${sec2_repeat} LOOP]

[Removed June 27, 2023 in lieu of 2.70a-c]

23) ¿What terms did you receive from {Xth_bank_got_info}?

a) Interest rate. [Interviewer: You can use decimals. Select -777 if the interviewee doesn't know or -888 if they refuse]

¿Annual or Monthly?

%Monthly
%Annual
Doesn't know
Refuse

b) Loan Amount [Interviewer: Select -777 if the interviewee doesn't know or -888 if they refuse]

¿Pesos or UF?

Pesos
UF
Doesn't know
Refuse

c) Loan Maturity [Interviewer: Select -777 if the interviewee doesn't know or -888 if they refuse]

¿Months or Years?

Years
Months
Doesn't know
Refuse

24) [if {d_application_approved} == "1"] Was the {loan_type} offer accompanied by any other service (eg insurance)?

- [select_one] {else}
 - n. Yes (IF YES, skip to q2_24_spec).
 - o. Not
 - p. Don't know
 - q. Refuse to answer

24_spec) Specifies what that additional service is [Interviewer: Read options and mark the indicated answers]– [select_multiple] {q2_24}

- a. Account opening
- b. Insurance for uncertainty (lien, fire, earthquake, unemployment, etc.)
- c. Don't know
- d. He did not want to answer
- e. Other [specify]

24a) [if {q2_24_spec} == "2"] What insurances were included in the \${Xth_bank_got_info} offer? [Interviewer: Read options and mark the indicated answers]– [select_multiple] {q2_24a}

- a. Lien insurance
- b. Unemployment insurance
- c. Fire insurance
- d. Earthquake insurance
- e. Don't know
- f. He did not want to answer
- g. Other [specify]

79) For the \${loan_type_label} offer from \${Xth_bank_got_info}, was there a commission fee or operational expenses fee?

- [select_one] {sino}

- 1. Yes (IF YES, skip to 25_spec).
- 2. No
- 3. Don't know
- 4. Refusal

79a) [2.79 == "Yes"] How much did \${Xth_bank_got_info} charge on commission or operational expenses fees?

% answer _____

OR

CLP Answer _____

OR

Don't know

Refusal

25) [if {d_application_approved} == "1"] Were there any other terms of the {loan_type} that {Xth_bank_got_info} offered you that seemed important to you?

- [select_one] {else}

- r. Yes (IF YES, skip to 25_spec).
- s. Not
- t. Don't know
- u. Refuse to answer

25_spec) Describe those other terms of the credit [Interviewer: Allow to answer and mark the indicated answers]– [select_multiple] {q2_25}

- a. Benefits and/or services available
- b. Additional charges
- c. Credit conditions
- d. Facilities
- e. It was easy to obtain the credit
- f. Grace period
- g. Payroll automatic payment
- h. Required opening a bank account
- i. Don't know
- j. Refuse to answer

Other [specify]

26) [if {d_application_approved} == "1"] Did you take the \${loan_type} offered by

\${Xth_bank_got_info}?

-[select_one] {yesno}

- a) If **YES**, skip to 27
- b) No
- c) Don't know/Don't remember
- d) Refuse

[Removed from questionnaire.]

27) [If {loan_type} = "crédito de consumo"] ¿What is the reason you took the loan from

\${Xth_bank_got_info}? [select_one] {q2_27}

- a. Purchasing goods
- b. Loan Terms
- c. Sickness
- d. Investment in a business
- e. Money needs
- f. Refinance another loan with a lower cost
- g. Doesn't know
- h. Refuse
- i. Other [specify]

27_new) [2.26 == Yes] Why did you take the loan from \${Xth_bank_got_info} compared to other offers you received or saw? [select_multiple] {q2_27} **[Listen to the respondent and mark ALL the corresponding options. IMPORTANT: Here we're only interested in options for why they took this loan from this particular bank, not why they took a loan in general.]**

- a. Lower interest rates
- b. Higher approved loan amount
- c. Longer maturity
- d. Shorter maturity
- e. Quickly responded or approved the loan
- f. Only institution that made an offer
- g. Institution allowed automatic payment from payroll

- h. Trust/prestige of financial institution
- i. Is a bank client
- j. Offered a lower monthly payment
- k. Other [specify]

[Descriptive Questions: Removed from survey April 19, 2023]

NOTE: [if {d_application_approved} == "1"] Now I am going to ask you some questions about the different types of insurance that exist for the {loan_type} of the {Xth_bank_got_info} that you took.

28_deg) Lien insurance covers the unpaid balance of the debt due to the death of the insured debtor. Lien insurance is mandatory for mortgage loans, and voluntary for consumer loans.

Have you taken out LIEN insurance for your \${loan type}?

- [select_one] {sinoc}
- a) Yes (IF YES, skip to 29)
- b) No
- c) Don't know
- d) Don't want to answer

29_deg) In which financial institution did you contract the DEGREE for your \${loan_type}?

- [select_one] {bank_insurance}

- a. Banco BCI
- b. Banco BICE
- c. Banco CrediChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado
- g. Banco Falabella
- h. Banco Internacional
- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Banco Security
- o. Coopeuch
- p. Fondo Esperanza
- q. Fondo Banigualdad
- r. Fundación Crecer
- s. Emprende Microfinanzas
- t. ComparaOnline
- u. Caja los Andes
- v. Mutuaria Penta
- w. Other (specify)

i. Specify the financial institution where you purchased the insurance:

29_deg_spec) Why did you take out lien insurance with \${ bank_insurance }?[Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.]

[select_one] {q2_29}

- a.Ease
- b.Included with the offer
- c.Required
- d.Recommended by the bank officer
- e.Always take it
- f.Don't know
- g. He did not want to answer
- h.Other [specify]

30_deg) [if loan_type_taken!="Mortgage" Did the { bank_insurance} recommend you to take
DEGAMEN insurance ?

- a) Yes
- b) No

31_deg) [if d_bank_recommended_insurance == "Yes"] How much did the { bank_insurance}
recommend you take out the DEGRAVEMENT insurance ? [Interviewer: Read options and mark
the indicated answer]

- [select_one] {bank_recommended_insurance_likert}
- a) Much
 - b) Something
 - c) Nothing

32a_deg) Do you know the total cost of your **LIABILITY insurance** ? [Interviewer: By total cost, we
are referring to the cost of the monthly installments for the duration of coverage]

- [select_one] {else}
- a) Yes
 - b) No

33a_deg) [if d_insurance_cost==``Yes" & loan_type_taken != "Mortgage"] What is the total cost
of your **LIABILITY insurance** ? [Interviewer: Answer must be in pesos. If they refuse to answer,
record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

32b_deg) Do you know the monthly cost of your **LIABILITY insurance** ?

- [select_one] {sino}

- 10. Yes
- 11. No

33b_deg) [if d_insurance_cost=="Yes" & loan_type_taken != "Mortgage"] What is the monthly cost of your LIEN insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888].

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

34_deg) [if insurance_type != "life"] Why did you take out this LIABILITY insurance ? [Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.]

- [select_one] {insurance_reason}
 - a.It was mandatory
 - b.It was included in the offer
 - c.Stability/security
 - d.Other [specify]
 - e.Don't know
 - f. He did not want to answer

28_des) Have you taken out UNEMPLOYMENT insurance for your {loan_type}? [Interviewer: Do not read options.]

Unemployment insurance covers the payment of credit installments during the agreed period in case of involuntary unemployment or temporary disability.

[sinoc]

- a) Yes (IF YES, skip to 29)
- b) Not
- c) Don't know
- d) Don't want to answer

29_des) In which financial institution did you contract UNEMPLOYMENT for your \${loan_type}? [Interviewer: Do not read the options, wait for an answer and record accordingly]

- [select_one] {bank_insurance}
 - a. Banco BCI
 - b. Banco BICE
 - c. Banco CredChile
 - d. Banco de Chile
 - e. Banco Edwards Citi
 - f. Banco Estado
 - g. Banco Falabella
 - h. Banco Internacional
 - i. Banco Itau/Corpbanca
 - j. Banco Ripley
 - k. Banco Santander
 - l. Santander Banefe
 - m. Scotiabank
 - n. Banco Security

- o. Coopeuch
- p. Fondo Esperanza
- q. Fondo Banlgualdad
- r. Fundación Crecer
- s. Emprende Microfinanzas
- t. ComparaOnline
- u. Caja los Andes
- v. Mutuaria Penta
- w. Other (specify)

i. Specify the financial institution where you purchased the insurance:

29_des) Why did you contract UNEMPLOYMENT insurance with \${ bank_insurance }?[Interviewer:
Open-ended question. Do not read the options and select the closest one to the actual answer.]
[select_one] {q2_29}

- a.Ease
- b.Included with the offer
- c.Required
- d.Recommended by the bank officer
- e.Always take it
- f.Don't know
- g. i do not want to answer
- h.Other [specify]

30_des) [if loan_type_taken!="Mortgage" Did the { bank_insurance} recommend you take
UNEMPLOYMENT insurance ?

- e) Yes
- f) Not

31_des) [if d_bank_recommended_insurance == "Yes"] How much did the { bank_insurance}
recommend you take out UNEMPLOYMENT insurance ? [Interviewer: Read options and mark the
indicated answer]

- [select_one] {bank_recommended_insurance_likert}
 - i) Much
 - ii) Something
 - iii) Nothing

32a_des) Do you know the total cost of your UNEMPLOYMENT insurance ? [Interviewer: By total
cost, we are referring to the cost of the monthly installments for the duration of coverage]

- [select_one] {else}
 - iv) Yes
 - v) Not

33a_des) [if d_insurance_cost==``Yes" & loan_type_taken != "Mortgage"] What is the total cost of your **UNEMPLOYMENT insurance** ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

32b_des) Do you know the monthly cost of your **UNEMPLOYMENT insurance** ?

- [select_one] {else}

12. Yes

13. Not

33b_des) [if d_insurance_cost==``Yes" & loan_type_taken != "Mortgage"] What is the monthly cost of your **UNEMPLOYMENT insurance** ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

34_des) [if insurance_type != "life"] Why did you take out this **UNEMPLOYMENT insurance** ?

[Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.]

- [select_one] {insurance_reason}

a. It was mandatory

b. It was included in the offer

c. Stability/security

d. Other [specify]

e. Don't know

f. He did not want to answer

28_inc) [if loan_type_taken == "Mortgage"] Have you taken out FIRE insurance for your {loan_type}? [Interviewer: Do not read the options]

Fire (or earthquake) insurance covers material damage suffered by the insured home as a result of the direct and immediate action of a fire (or earthquake). Sometimes banks offer these two insurances together. Fire insurance is required by law for mortgage loans, while earthquake insurance is not.

a) Yes

b) Not

c) Don't know

d) i do not want to answer

a) Did the FIRE insurance come together with the earthquake insurance? [Interviewer: Do not read the options]

i) Yes

ii) Not

iii) Don't know

iv) i do not want to answer

29_inc) In which financial institution did you contract the FIRE for your \${loan_type}? [Interviewer: Do not read the options, wait for an answer and record accordingly]

- [select_one] {bank_insurance}

- a. Banco BCI
- b. Banco BICE
- c. Banco CredChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado
- g. Banco Falabella
- h. Banco Internacional
- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Banco Security
- o. Coopeuch
- p. Fondo Esperanza
- q. Fondo Banlgualdad
- r. Fundación Crecer
- s. Emprende Microfinanzas
- t. ComparaOnline
- u. Caja los Andes
- v. Mutuaria Penta
- w. Other (specify)

i. Specify the financial institution where you purchased the insurance:

29_inc) Why did you take out the FIRE insurance with \${ bank_insurance }? [Interviewer: Open-ended question] [select_one] {q2_29}

- a. Ease
- b. Included with the offer
- c. Required
- d. Recommended by the bank officer
- e. Always take it
- f. Don't know
- g. He did not want to answer
- h. Other [specify]

32a_inc) Do you know the total cost of your **FIRE insurance**? [Interviewer: By total cost, we are referring to the cost of the monthly installments for the duration of coverage]

- [select_one] {else}

- a) Yes

b) Not

33a_inc) [if d_insurance_cost=="Yes" & loan_type_taken == "Mortgage"] What is the total cost of your FIRE insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

32b_inc) Do you know the monthly cost of your FIRE insurance ?

- [select_one] {else}

a. Yes

b. Not

33b_inc) [if d_insurance_cost=="Yes" & loan_type_taken == "Mortgage"] What is the monthly cost of your FIRE insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

28_ter) [if q2_28_inc=="Yes" & q2_28a_inc != "Yes" & loan_type_taken == "Mortgage"] Have you taken out EARTHQUAKE insurance for your {loan_type}?

Fire (or earthquake) insurance covers material damage suffered by the insured home as a result of the direct and immediate action of a fire (or earthquake). Sometimes banks offer these two insurances together. Fire insurance is required by law for mortgage loans, while earthquake insurance is not.[Interviewer: Do not read options]

v) Yes

vi) Not

vii) Don't know

viii) i do not want to answer

29_ter) In which financial institution did you contract the EARTHQUAKE for your

\${loan_type}? [Interviewer: Do not read the options, wait for an answer and record accordingly]

- [select_one] {bank_insurance}

a. Banco BCI

b. Banco BICE

c. Banco Credichile

d. Banco de Chile

e. Banco Edwards Citi

f. Banco Estado

g. Banco Falabella

h. Banco Internacional

i. Banco Itau/Corpbanca

j. Banco Ripley

k. Banco Santander

l. Santander Banefe

- m. Scotiabank
- n. Banco Security
- o. Coopeuch
- p. Fondo Esperanza
- q. Fondo Banlgualdad
- r. Fundación Crecer
- s. Emprende Microfinanzas
- t. ComparaOnline
- u. Caja los Andes
- v. Mutuaria Penta
- w. Other (specify)

i. Specify the financial institution where you purchased the insurance:

29_ter) Why did you take out the EARTHQUAKE insurance with \${ bank_insurance }? [select_one]
{q2_29}[Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.]

- a.Ease
- b.Included with the offer
- c.Required
- d.Recommended by the bank officer
- e.Always take it
- f.Don't know
- g. He did not want to answer
- h.Other [specify]

30_ter) [if loan_type_taken=="Mortgage" Did the { bank_insurance } recommend you take EARTHQUAKE insurance ?

- a) Yes
- b) Not

31_ter) [if d_bank_recommended_insurance == "Yes"] How much did the { bank_insurance } recommend you take out the EARTHQUAKE insurance ? [Interviewer: Read options and mark the indicated answer]

- [select_one] {bank_recommended_insurance_likert}
- a) Much
- b) Something
- c) Nothing

32a_ter) Do you know the total cost of your EARTHQUAKE insurance ?

- [select_one] {else}
- a) Yes
- b) Not

33a_ter) [if d_insurance_cost==``Yes'' & loan_type_taken == "Mortgage"] What is the total cost of your EARTHQUAKE insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

32b_ter) Do you know the monthly cost of your EARTHQUAKE insurance ?

- [select_one] {else}

- a. Yes
- b. Not

33b_ter) [if d_insurance_cost==``Yes'' & loan_type_taken == "Mortgage"] What is the monthly cost of your EARTHQUAKE insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

34_ter) [if insurance_type != "life"] Why did you take out this EARTHQUAKE insurance ?

[Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.]

- [select_one] {insurance_reason}

- a. It was mandatory
- b. It was included in the offer
- c. Stability/security
- d. Other [specify]
- e. Don't know
- f. He did not want to answer

[Removed from survey.]

59_ans) Please tell me if you have experienced any of the following, for the duration of the \${loan_type} you took from \${Xth_bank_got_info}: - [select_one] {sinoc}

59_a) You have continually had difficulties making your payments on time.

59_b) Sometimes you have had to stop eating at least once a month to have enough money to pay your installments on time.

59_c) The sacrifices you have had to make to repay this loan have been greater than what I anticipated when I took the loan.

59_d) You frequently worry about how you will get the money to pay the credit installments.

- a. Yes
- b. No
- c. Don't know
- d. Do not answer

[Descriptive Questions: Removed from survey April 19, 2023]

35) [if d_loan_taken_after_study=="Yes"] On a scale where 1 is "I am very suspicious" and 5 is "I am very confident", how much do you trust the { Xth_bank_got_info} where you took your {loan_type}? [Interviewer: Read options and mark the indicated answer]

- [select_one] {trust_your_bank}

- a. I am very suspicious
- b. I distrust
- c. Neutral
- d. I trust
- e. I trust a lot

36) [if d_loan_taken_after_study=="Yes"] On a scale where 1 is "I am very distrustful" and 5 is "I am very trusting", how much do you trust the officials at { Xth_bank_got_info}, where you took your {loan_type}, to that help you make financial decisions? [Interviewer: Read options and mark the indicated answer]

-[select_one] {trust_bankOfficials}

- a. I am very suspicious
- b. I distrust
- c. Neutral
- d. I trust
- e. I trust a lot

[END \${sec2_repeat} LOOP]

81) [{d_treated} = 1 and ({q1_6} = 1 or {q1_7} = 1 or {q1_8} = 1)] Remember that in the study you participated in \${participation_month} of the year \${participation_year}, {reminder_tool_text2}.

Did you inform las instituciones en las que buscó información de créditos al momento de acercarse that you had accessed the information in this website?

- [select_one] {sinoc}
- a) yes
- b) no
- c) Don't know
- d) Refuse

62) [if n_loans_offer > 1 and n_do_not_remember >= 1] You told us that you don't remember what interest rate some banks offered you when they accepted your loan application: Do you remember the **lowest** interest rate a bank offered you when they accepted your loan application?

- [select_one] {sinoc}
- a) yes
- b) no
- c) Don't know

d) Refuse

62a) [if q2_62 = 1] What rate?

-[decimal] {monthly/annual} {period}

Is it annual or monthly?

- a.%monthly
- b.%annual
- c.Doesn't know
- d.Refuses

63) [if n_loans_offer > 1 and n_do_not_remember >= 1] Do you remember the **highest** interest rate a bank offered you when they accepted your loan application?

[select_one] {sinoc}

- a) yes
- b) not
- c) does not know
- d) does not respond

63a) [if q2_63 = 1] What rate?

-[decimal] {monthly/annual} {period}

37b) [**If total_loans_taken = 0**] To confirm, you took {loan_type} at {q2_6} institutions, and did not take any credit.

Are there any banks missing where {loan_type} took that we haven't included yet?

-[select_one] {yesno}

- a) Yes
- b) Not

37) [**If total_loans_taken > 0**] According to what you told us, you took {total_loans_taken} loans, from {banks_loan_taken}.

Is there a bank missing where {loan_type} took that we haven't listed here?

-[select_one] {yesno}

- a) Yes
- b) Not

38) From which other banks did you take a {loan_type} that were not included in the previous question?

-[select_multiple] {banks2}

- a. Banco BCI
- b. Banco BICE
- c. Banco CrediChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado

- g. Banco Falabella
- h. Banco Internacional
- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Scotiabank azul (ex BBVA)
- o. Banco Security
- p. Coopeuch
- q. Fondo Esperanza
- r. Fondo Banlgualdad
- s. Fundación Crecer
- t. Emprende Microfinanzas
- u. ComparaOnline
- v. Caja los Andes
- w. Mutuaria Penta
- x. Caja La Auracana
- y. Consorcio
- z. Caja Los Héroes
- aa. Caja 18
- bb. Other (specify)
 - i. Specify the financial institution where you purchased the insurance:

[Start \${complete_loans_taken} LOOP] Questions will be repeated for all banks

[If count-selected(2.38) > 0] Now, I will ask you about loans that you took in the financial institutions that you just specified to me.

64) ¿Did you try to negotiate new terms with {Xth_bank_got_info}?

- e. Yes
- f. No
- g. Don't know/remember
- h. Refuses to answer

65) [2.64 == "Yes"] ¿did you use an offer from another bank to negotiate with {Xth_bank_got_info}?

- e. Yes
- f. No
- g. Don't know/remember
- h. Refuses to answer

66) [2.64 == "Yes" & d_treated == 1 & (1.6 == Yes or 1.7 == Yes or 1.8 == Yes)] Remember that in the study that you participated in \${participation_month} of \${participation_year},

[if cat_treatment == “simple tool”]: you saw a website that indicated how much you could save both in the monthly cost and in the total cost of your credit by searching a greater number of banks {Xth_bank_got_info}. Did you use information from the tool to negotiate with {Xth_bank_got_info}?

[if cat_treatment == “tool”]: you saw a website that showed you a personalized graph of the interest rate range, and a table showing how much the interest rate would impact the monthly and total cost of credit. Did you use information from the tool to negotiate with {Xth_bank_got_info}?

- e. Yes
- f. No
- g. Don’t know/remember
- h. Refuses to answer

67) [2.64 == “Yes”] Through what means did you try to negotiate with the {Xth_bank_got_info}?

[Interviewer: Read options and mark the indicated answers]

- j. Website
- k. Email
- l. Telephone
- m. In person
- n. Bank app in cellphone
- o. WhatsApp
- p. Other means (specify: _____)
- q. Don’t know/remember
- r. Refuses to answer

68) [2.64 == “Yes”] Did {Xth_bank_got_info} change anything in the offer during the negotiation?

- e. Yes
- f. No
- g. Don’t know/remember
- h. Refuses to answer

69)[2.68 == “Yes”] ¿What terms did \${Xth_bank_got_info} change during the negotiation?

[Interviewer: Read options and mark the indicated answer]

- e. Interest rate Yes/No
- f. Loan amount Yes/No
- g. Maturity Yes/No
- h. Other (specify: ____) Yes/No

70)

70_a_old) What interest rate did \${Xth_bank_got_info} offer you? [Open-ended] [2.69a == “Yes”: before negotiating]?

_____ % [loan_type == “crédito de consumo”: annual/monthly]

70_a_new) [2.69a == Yes] What is the best interest rate that \${Xth_bank_got_info} offered you after negotiating? [Open-ended]

_____ % [loan_type == "crédito de consumo": annual/monthly]

70_b_old) What loan amount did \${Xth_bank_got_info} offer you [2.69b == "Yes": before negotiating]? _____ [pesos/UF]

70_b_new) [2.69b == Yes] What is the best loan amount that \${Xth_bank_got_info} offered you after negotiating? [Open-ended]

_____ [pesos/UF]

70_c_ols) What maturity did \${Xth_bank_got_info} offer you [2.69c == "Yes": before negotiating]? _____ [months/years]

70_c_new) [2.69c == Yes] What is the best maturity that \${Xth_bank_got_info} offered you after negotiating? _____ [months/years]

70_other_old) What \${2.69d} did \${Xth_bank_got_info} offer you [2.69d == "Yes": before negotiating]? _____ [Open-ended]

70_other_new) [2.69d == Yes] ¿What is the best \${2.69d} that \${Xth_bank_got_info} offered you after negotiating? _____ [Open-ended]

[Removed June 27, 2023 in lieu of 2.70a-c]

23) ¿What terms did you receive from {Xth_bank_got_info}?

23a) Interest rate. [Interviewer: You may use decimals. Select -777 if the interviewee doesn't know or -888 if they refuse.]

¿Annual or Monthly?

%Monthly

%Annual

Doesn't know

Refuse

23b) Loan Amount [Interviewer: Select -777 if the interviewee doesn't know or -888 if they refuse.]

¿Pesos or UF?

Pesos

UF

Doesn't know

Refuse

23c) Loan Maturity [Interviewer: Select -777 if the interviewee does't know or -888 if they refuse.]

¿Months or Years?

- Years
- Months
- Doesn't know
- Refuse

[Descriptive Questions: Removed from survey April 19, 2023]

28_deg) Lien insurance covers the unpaid balance of the debt due to the death of the insured debtor. Lien insurance is mandatory for mortgage loans, and voluntary for consumer loans.

{deg_text}

- [select_one] {else}
 - a) Yes (IF YES, skip to 29)
 - b) Not

29_deg) In which financial institution did you contract the DEGREE for your \${loan_type}? [Interviewer: Do not read the options, wait for an answer and record accordingly]

- [select_one] {bank_insurance}

- a. Banco BCI
- b. Banco BICE
- c. Banco CrediChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado
- g. Banco Falabella
- h. Banco Internacional
- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Banco Security
- o. Coopeuch
- p. Fondo Esperanza
- q. Fondo Banigualdad
- r. Fundación Crecer
- s. Emprende Microfinanzas
- t. ComparaOnline
- u. Caja los Andes
- v. Mutuaria Penta

w. Other (specify)

i. Specify the financial institution where you purchased the insurance:

29_deg_spec) Why did you take out lien insurance with \${ bank_insurance }? [Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.

][select_one] {q2_29}

- a.Ease
- b.Included with the offer
- c.Required
- d.Recommended by the bank officer
- e.Always take it
- f.Don't know
- g. He did not want to answer
- h.Other [specify]

30_deg) [if loan_type_taken!="Mortgage" Did the { bank_insurance } recommend you to take DEGAMEN insurance ?

- a) Yes
- b) Not

31_deg) [if d_bank_recommended_insurance == "Yes"] How much did the { bank_insurance } recommend you take out the DEGRAVEMENT insurance ?

- [select_one] {bank_recommended_insurance_likert}
- a) Much
- b) Something
- c) Nothing

32a_deg) Do you know the total cost of your LIABILITY insurance ? [Interviewer: By total cost, we are referring to the cost of the monthly installments for the duration of coverage]

- [select_one] {else}
- a) Yes
- b) Not

33a_deg) [if d_insurance_cost==``Yes" & loan_type_taken != "Mortgage"] What is the total cost of your LIABILITY insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

32b_deg) Do you know the monthly cost of your LIABILITY insurance ?

- [select_one] {else}
- a. Yes
- b. Not

33b_deg) [if d_insurance_cost=="Yes" & loan_type_taken != "Mortgage"] What is the monthly cost of your **LIEN insurance**? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

34_deg) [if insurance_type != "life"] Why did you take out this **LIABILITY insurance**? [Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.]

- [select_one] {insurance_reason}
 - a.It was mandatory
 - b.It was included in the offer
 - c.Stability/security
 - d.Other [specify]
 - e.Don't know
 - f. He did not want to answer

28_des) Have you taken out UNEMPLOYMENT insurance for your {loan_type}?

Unemployment insurance covers the payment of credit installments during the agreed period in case of involuntary unemployment or temporary disability.[Interviewer: Do not read options]
[yesno]

- a) Yes (IF YES, skip to 29)
- b) Not

29_des) In which financial institution did you contract UNEMPLOYMENT for your

\${loan_type}? [Interviewer: Do not read the options, wait for an answer and record accordingly]

- [select_one] {bank_insurance}
 - a. Banco BCI
 - b. Banco BICE
 - c. Banco CrediChile
 - d. Banco de Chile
 - e. Banco Edwards Citi
 - f. Banco Estado
 - g. Banco Falabella
 - h. Banco Internacional
 - i. Banco Itau/Corpbanca
 - j. Banco Ripley
 - k. Banco Santander
 - l. Santander Banefe
 - m. Scotiabank
 - n. Banco Security
 - o. Coopeuch
 - p. Fondo Esperanza
 - q. Fondo Banlgualdad
 - r. Fundación Crecer

- s. Emprende Microfinanzas
- t. ComparaOnline
- u. Caja los Andes
- v. Mutuaria Penta
- w. Other (specify)

i. Specify the financial institution where you purchased the insurance:

29_des) Why did you contract UNEMPLOYMENT insurance with \${ bank_insurance }?[Interviewer:
Open-ended question. Do not read the options and select the closest one to the actual answer.]
[select_one] {q2_29}

- a.Ease
- b.Included with the offer
- c.Required
- d.Recommended by the bank officer
- e.Always take it
- f.Don't know
- g. He did not want to answer
- h.Other [specify]

30_des) [if loan_type_taken!="Mortgage" Did the { bank_insurance } recommend you take
UNEMPLOYMENT insurance ?

- a) Yes
- b) Not

31_des) [if d_bank_recommended_insurance == "Yes"] How much did the { bank_insurance }
recommend you take out UNEMPLOYMENT insurance ? [Interviewer: Read options and mark the
indicated answer]

- [select_one] {bank_recommended_insurance_likert}
- a) Much
- b) Something
- c) Nothing

32a_des) Do you know the total cost of your UNEMPLOYMENT insurance ?

- [select_one] {else}
- a) Yes
- b) Not

33a_des) [if d_insurance_cost==``Yes" & loan_type_taken != "Mortgage"] What is the total cost
of your UNEMPLOYMENT insurance ? [Interviewer: Answer must be in pesos. If they refuse to
answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

32b_des) Do you know the monthly cost of your UNEMPLOYMENT insurance ?

- [select_one] {else}

- a. Yes
- b. Not

33b_des) [if d_insurance_cost==``Yes" & loan_type_taken != "Mortgage"] What is the monthly cost of your **UNEMPLOYMENT insurance**? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

34_des) [if insurance_type != "life"] Why did you take out this **UNEMPLOYMENT insurance**?

[Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.]

- [select_one] {insurance_reason}

- a. It was mandatory
- b. It was included in the offer
- c. Stability/security
- d. Other [specify]
- e. Don't know
- f. He did not want to answer

28_inc) [if loan_type_taken == "Mortgage"] Have you taken out FIRE insurance for your {loan_type}?

Fire (or earthquake) insurance covers material damage suffered by the insured home as a result of the direct and immediate action of a fire (or earthquake). Sometimes banks offer these two insurances together. Fire insurance is required by law for mortgage loans, while earthquake insurance is not.[Do not read options]

- a) Yes
 - b) Not
- b) Did the FIRE insurance come together with the earthquake insurance?[Do not read options]

29_inc) In which financial institution did you contract the FIRE for your \${loan_type}? [Interviewer: Do not read the options, wait for an answer and record accordingly]

- [select_one] {bank_insurance}

- a. Banco BCI
- b. Banco BICE
- c. Banco CredChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado
- g. Banco Falabella
- h. Banco Internacional

- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Banco Security
- o. Coopeuch
- p. Fondo Esperanza
- q. Fondo Banlgualdad
- r. Fundación Crecer
- s. Emprende Microfinanzas
- t. ComparaOnline
- u. Caja los Andes
- v. Mutuaria Penta
- w. Other (specify)

i. Specify the financial institution where you purchased the insurance:

29_inc) Why did you take out the FIRE insurance with \${ bank_insurance }? [Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.
][select_one] {q2_29}

- a.Ease
- b.Included with the offer
- c.Required
- d.Recommended by the bank officer
- e.Always take it
- f.Don't know
- g. He did not want to answer
- h.Other [specify]

32a_inc) Do you know the total cost of your FIRE insurance ?

- [select_one] {else}

- a) Yes
- b) Not

33a_inc) [if d_insurance_cost==“Yes” & loan_type_taken == “Mortgage”] What is the total cost of your FIRE insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

32b_inc) Do you know the monthly cost of your FIRE insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [select_one] {else}

- a. Yes

b. Not

33b_inc) [if d_insurance_cost=="Yes" & loan_type_taken == "Mortgage"] What is the monthly cost of your FIRE insurance?

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

28_ter) [if q2_28_inc=="Yes" & q2_28a_inc!="Yes" & loan_type_taken == "Mortgage"] Have you taken out EARTHQUAKE insurance for your {loan_type}?

Fire (or earthquake) insurance covers material damage suffered by the insured home as a result of the direct and immediate action of a fire (or earthquake). Sometimes banks offer these two insurances together. Fire insurance is required by law for mortgage loans, while earthquake insurance is not.[Do not read options]

29_ter) In which financial institution did you contract the EARTHQUAKE for your \${loan_type}? [Interviewer: Do not read the options, wait for an answer and record accordingly]

- [select_one] {bank_insurance}

- a. Banco BCI
- b. Banco BICE
- c. Banco CrediChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado
- g. Banco Falabella
- h. Banco Internacional
- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Banco Security
- o. Coopeuch
- p. Fondo Esperanza
- q. Fondo Banigualdad
- r. Fundación Crecer
- s. Emprende Microfinanzas
- t. ComparaOnline
- u. Caja los Andes
- v. Mutuaria Penta
- w. Other (specify)

i. Specify the financial institution where you purchased the insurance:

29_ter) Why did you take out the EARTHQUAKE insurance with \${bank_insurance}? [Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.]

[select_one] {q2_29}

- a.Ease
- b.Included with the offer
- c.Required
- d.Recommended by the bank officer
- e.Always take it
- f.Don't know
- g. He did not want to answer
- h.Other [specify]

30_ter) [if loan_type_taken=="Mortgage" Did the { bank_insurance} recommend you take EARTHQUAKE insurance ?

- a) Yes
- b) Not

31_ter) [if d_bank_recommended_insurance == "Yes"] How much did the { bank_insurance} recommend you take out the EARTHQUAKE insurance ?

- [select_one] {bank_recommended_insurance_liker}
- a) Much
- b) Something
- c) Nothing

32a_ter) Do you know the total cost of your EARTHQUAKE insurance ?

- [select_one] {else}
- a) Yes
- b) Not

33a_ter) [if d_insurance_cost==``Yes" & loan_type_taken == "Mortgage"] What is the total cost of your FIRE insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

32b_ter) Do you know the monthly cost of your EARTHQUAKE insurance ?

- [select_one] {else}
- a. Yes
- b. Not

33b_ter) [if d_insurance_cost==``Yes" & loan_type_taken == "Mortgage"] What is the monthly cost of your EARTHQUAKE insurance ? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]

- [integer, (.>= 0)] {insurance_cost_total_consumer_loan}

34_ter) [if insurance_type != "life"] Why did you take out this **EARTHQUAKE insurance** ?

[Interviewer: Open-ended question. Do not read the options and select the closest one to the actual answer.]

- [select_one] {insurance_reason}
 - a.It was mandatory
 - b.It was included in the offer
 - c.Stability/security
 - d.Other [specify]
 - e.Don't know
 - f. He did not want to answer

59_ans) [If taken any loans] Please tell me if you have experienced any of the following, for the duration of the \${loan_type} you took from \${Xth_bank_got_info}: - [select_one] {sinoc}

59_a) You have continually had difficulties making your payments on time.

59_b) Sometimes you have had to stop eating at least once a month to have enough money to pay your installments on time.

59_c) The sacrifices you have had to make to repay this loan have been greater than what I anticipated when I took the loan.

59_d) You frequently worry about how you will get the money to pay the credit installments.

- e. Yes
- f. No
- g. Don't know
- h. Do not answer

[END \${complete_loans_taken} LOOP]

[Removed from survey.]

39) [if {n_formal_applications} > "0"] What information did the bank (or banks) ask you to generate the credit terms as part of the formal application?

-[select_multiple] {d_formal_loan_applications}

- a.None
- b.Personal identification
- c. Income/salary certifications
- d. Pension contributions
- e. Financial statement or accounts
- f.Payment slips
- g. Proof of address
- h. Employment contract
- i.Bank account
- j.Other [specify]
- k.Don't know

he did not want to answer

40a) [if {d_formal_loan_applications_pull} >= "1"] For the offer (or offers) you received, do you think there was information that the financial institution did not give you that you would have liked to have to decide whether or not to accept the offer?

-[select_one]

a. Yes IF YES: 40b) What information?- [select_multiple] {q2_40}

- a.CAE
- b.Insurance information
- c. Grace period
- d.Other [specify]
- e.Don't know
- f. He did not want to answer

b. No

41) Did you use the quotation/s you obtained to attempt to negotiate the terms of your loan (for example, interest rate) with other banks? yesno}

- a. Yes
- b. No

42) With which banks did you attempt to negotiate the terms of your loan? [Do not read options, wait for an answer and mark accordingly]

- [select multiple]{q2_42}

- a. Banco BCI
- b. Banco BICE
- c. Banco CredChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado
- g. Banco Falabella
- h. Banco Internacional
- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Banco Security
- o. Coopeuch
- p. Fondo Esperanza
- q. Fondo Banigualdad
- r. Fundación Crecer
- s. Emprende Microfinanzas

- t. ComparaOnline
u. Otro : ¿Cuál es la otra institución? _____

43) Through what medium did you attempt to negotiate with the bank/s?

- [select multiple] {q2_43}

1. Website
2. Email
3. Phone call
4. In Person
5. Bank Application
6. WhatsApp
7. Other
8. Doesn't know
9. Refused

44) Did any bank respond to your attempts at negotiation offering you updated loan terms?{yesno}

- a. Yes
b. No

45) What bank/s? [Do not read options, wait for an answer and mark accordingly]

- [select multiple]{q2_44 == 1}

- a. Banco BCI
- b. Banco BICE
- c. Banco CrediChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado
- g. Banco Falabella
- h. Banco Internacional
- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Banco Security
- o. Coopeuch
- p. Fondo Esperanza
- q. Fondo Banigualdad
- r. Fundación Crecer
- s. Emprende Microfinanzas
- t. ComparaOnline
- u. Otro

[Note: What terms did {bank_name} update after using the quotation you obtained from the other bank to negotiate with them?]

46a) Updated interest rate. [You can use decimals. If doesn't know/refuses to answer, mark -777 and -888, resp.]

Monthly or annually?

%Monthly

%Annually

46b) Loan maturity [If doesn't know/refuses to answer, mark -777 and -888, resp.]

Months or years?

Years

Months

46c) Loan amount[If doesn't know/refuses to answer, mark -777 and -888, resp.]

Pesos or UF?

Pesos

UF

46d) Insurance [If doesn't know/refuses to answer, mark -777 and -888, resp.]

Pesos or UF?

Pesos

UF

46e) Did you update any other term?{yesno}

a. Yes

b. No

What? {q2_46e == 1}:_____

47) [if d_loan_takeup == 0 & n_loan_offers > 0] Why didn't you take the loan? [Interviewer:
Open-ended question. Do not read the options and select the closest one to the actual answer.]

- [select_multiple] {q2_47}
 - a. Inadvertently seeking to take credits
 - b. Credit conditions
 - c. Current debt or obligations
 - d. Limited access to information
 - e. Personal reasons
 - f. Did not qualify for the credit
 - g. He did not want the credit at the end
 - h. It was not necessary
 - i. Other [specify]
 - j. Don't know

k. He did not want to answer

77) [If took out no loans from any institution] Instead of taking out a loan from the bank, did you take out a loan or get money from a different type of institution or person?

- a. Yes
- b. No

77a) [2.77 == Yes] From what person or institution did you take out a loan? [Interviewer: Read options and mark the corresponding ones]

- a. Moneylender (How much in pesos did you borrow? _____)
- b. Friends or family (How much in pesos did you borrow? _____)
- c. Mobile applications (How much in pesos did you borrow? _____)
- d. Another unspecified person or institution (Specify: _____) (How much in pesos did you borrow? _____)

78) [If taken any loans] In any months since you took out the \${loan_type} were you unable to pay the full payment amount?

If [yes]: In how many months were you unable to pay the full payment amount?

How much did the bank charge you in late fees for each missed payment?
[% or peso] _____

59_ans) Please tell me if you have experienced any of the following, for the duration of the loan/loans you took : - [select_one] {sinoc}

59_a) You have continually had difficulties making your payments on time.

59_b) Sometimes you have had to stop eating at least once a month to have enough money to pay your installments on time.

59_c) The sacrifices you have had to make to repay this loan/these loans have been greater than what I anticipated when I took the loan.

59_d) You frequently worry about how you will get the money to pay the installments for the loan/loans you took.

- a. Yes
- b. No
- c. Don't know
- d. Do not answer

48)

- a. [if {d_loan_taken} == 0] How much time elapsed between the date you started looking for credit information and the time you finished your search? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]
[integer, (.>=0)] [unit: minutes/hours/days/weeks/months] {time_searching_non-takers}

- b. [if {d_loan_taken} == 1] How much time elapsed between the date you started looking for credit information and the time you received credit? [Interviewer: Answer must be in pesos. If they refuse to answer, record -888]
 [integer, (.>=0)] [unit: minutes/hours/days/weeks/months]
 {time_between_searching_and_receiving_money}

[END \${loan_type_taken} LOOP]

[Descriptive Questions: Removed from survey June 15, 2023]

49) Did someone you know help you in the process of applying for a loan?

- [select_one] {d_received_guidance_during_application}
- a. Yes
 - b. No IF NO: skip to 31)

50)[if {d_received_guidance_during_application} == "Yes"] Who helped you in the process of applying for a loan ? [Interviewer: Read options and mark the indicated answer]

- [select_multiple] {d_from_whom_received_guidance}
- a. Friend
 - b. Familiar
 - c. Neighbour
 - d. Financial institution executive/staff
 - e. Colleague
 - f. other (specify)

NOTE : Suppose that today you start looking for another credit:

3_16) What do you think is the interest rate that you will get for this loan? [Interviewer: You may use decimals. Watch-out: We use PERIOD(.) in order to separate decimals. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

- (you can use decimals)
 [numeric] [monthly/yearly]

3_17) What do you think is the lowest interest rate that a bank could offer you for this loan?
 (you can use decimals) [Interviewer: You may use decimals. Watch-out: We use PERIOD(.) in order to separate decimals. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

3_18) What do you think is the highest interest rate that a bank could offer you for this loan?
 (you can use decimals) [Interviewer: You may use decimals. Watch-out: We use PERIOD(.) in order to separate decimals. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

- [numeric] [monthly/yearly]

3_26) Do you think that the monthly payment of your credit would go down, go up, or stay the same, if you received offers from two banks instead of one?

_____ How much do you think the **<u>monthly payment</u>** of your credit would **rise** if you received offers from two banks instead of one? [Interviewer: Answer must be in pesos. If it would not go down, record 0. Record -777 if the person does not know, or -888 if they refuse to answer.] [integer]

_____ How much do you think your credit **<u>monthly payment</u>** would **lower** if you received offers from two banks instead of one? [Interviewer: Answer must be in pesos. If it would not go down, record 0. Record -777 if the person does not know, or -888 if they refuse to answer.] [integer]

3_27) Do you think that the total cost of your credit would go down, go up, or stay the same, if you received offers from two banks instead of one?

_____ How much do you think the **<u>total cost</u>** of your credit would **rise** if you received offers from two banks instead of one? [Interviewer: Answer must be in pesos. If it would not go down, record 0. Record -777 if the person does not know, or -888 if they refuse to answer.]

_____ How much do you think the **<u>total cost</u>** of your credit would **lower** if you received offers from two banks instead of one? [Interviewer: Answer must be in pesos. If it would not go down, record 0. Record -777 if the person does not know, or -888 if they refuse to answer.]

Next, I'm going to ask you a few questions about how much you trust financial institutions.

51) [if \${random2}<=0.5] On a scale where 1 is "I am very suspicious" and 5 is "I am very trusting", how much do you trust financial institutions? [Interviewer: Read options and mark the indicated answer]-[select_one] {trust_banks}

- a. I am very suspicious
- b. I distrust
- c. Neutral
- d. I trust
- e. I trust a lot
- f. Don't know
- g. Refuse to answer

52) Do you know the Financial Market Commission (CMF)?

- a. Yes
- b. No **SKIP to section 3**

53) On a scale where 1 is "I am very suspicious" and 5 is "I am very confident", how much do you trust the Financial Market Commission (CMF)?[Interviewer: In case the interviewee feels irritated, do not repeat the options; explain we are using the same scale and record the indicated answer.]

- a. I am very suspicious
- b. I distrust
- c. Neutral
- d. I trust
- e. I trust a lot
- f. Don't know
- g. Refuse to answer

51_alt) [if \${random2}>0.5] On a scale where 1 is "I am very suspicious" and 5 is "I am very trusting", how much do you trust financial institutions? [Interviewer: Read options and mark the indicated answer]

- [select_one] {trust_banks}
- h. I am very suspicious
- i. I distrust
- j. Neutral
- k. I trust
- l. I trust a lot
- m. Don't know
- n. Refuse to answer

NOTE: Now, I would like to ask you some questions to understand your income and expenses. Remember that if you do not know the exact value, an approximation would be enough.

55) During the last 30 days, what was the value of all food and beverages consumed by your household? Please consider both items bought in stores, produced on the farm, orchard or family farm, or received as gifts. [Interviewer: Allow to answer. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

56) Since \${participation_month} of \${participation_year}, have you made any large, irregular purchases (such as go on vacation, buy a car, or buy electrical appliances for the household).

[Interviewer: Allow to answer, and mark the indicated answer]

1. Yes (What large, irregular purchases have you made since \${participation_month} of \${participation_year}? [select_multiple][Open-ended])
 - a. car
 - b. Electric home appliances
 - c. Trips or vacations
 - d. Construction material
 - e. Real estate
 - f. party
 - g. education
 - h. Business investment
 - i. marriage
 - j. Healthcare service
 - k. Electronic devices (PC, cellphone, tablet)

- i. Personal effects (clothes, jewelry, etc.)
 - m. Otro
 - n. -777 Don't know
 - o. -888 Refuses to answer
- 2. No
 - 3. Don't know
 - 4. Refuse

74) Are you currently working?

- a. Yes
- b. No

75) [2.74 == "Yes"] Do you have a fixed place of work?

[Eg: Office or fixed-location business. If the person works from home or hybrid, they are considered as working from a fixed location.]

- c. Yes
- d. No

76) [2.75 == "Yes"] In what comuna do you work?/[2.75 == "No"] What is the comuna you work most frequently in? [select_one]

76_second) [2.75 == "No"] What is the second comuna you work most frequently in? [Interviewer: The interviewee indicated that they work in multiple comunas, now we are interested in knowing the second comuna he works most frequently in.]

57) During the past month of \${last_month}, what was your monthly income? [Interviewer: Allow to answer. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

58_ans) Do you currently have any of the following debts? [Interviewer: Read types of debt and mark those the interviewee claims to have.]

- A. bank credit cards
- B. bank line of credit [Def: Overdraft from bank account]
- C. business cards
- D. Mortgage credit
- E. Consumer credit in a bank, financial institution, or commercial house
- F. Automotive credit
- G. Compensation box credits, cooperatives, Others
- H. educational debts
- I. Loans from relatives or friends
- J. Loans from moneylenders
- K. Other debts [specify]
- L. Healthcare debt
- M. Purchases made in debit card to pay in installments

N. Burial and funeral debt

- [select_one] {sinoc}

- A. Yes
- B. No
- C. Don't know
- D. does not answer

58_a_total)[2.58a_ans == 1] Approximately how much do you owe in total in bank credit card debts? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_a_month) [2.58a_ans == 1] Last \${last_month}, how much did you pay in bank credit card debt? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_b_total)[2.58b_ans == 1] Approximately how much do you owe in total to bank line of credit debts? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_b_month) [2.58b_ans == 1] Last \${last_month}, how much did you pay in bank line of credit debt? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_c_total) [2.58c_ans == 1] Approximately how much do you owe in total in business card debts? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_c_month) [2.58c_ans == 1] The past month of \${last_month}, how much did you pay in debts from merchant cards? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_d_total) [2.58d_ans == 1] Approximately how much do you owe in total in mortgage loan debts? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]

58_d_month) [2.58d_ans == 1] Last \${last_month}, how much did you pay in mortgage debt? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_e_total) [2.58e_ans == 1] Approximately how much do you owe in total in consumer credit debts at a bank, financial institution, or commercial house? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_e_month) [2.58e_ans == 1] In the past month of \${last_month}, how much did you pay in consumer credit debts at a bank, financial institution, or commercial house? [Interviewer:

Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_f_total) [2.58e_ans == 1] Approximately how much do you owe in total in auto loan debts? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_f_month) [2.58e_ans == 1] Last \${last_month}, how much did you pay in Car Loan debt? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_g_total) Approximately how much do you owe in total in debts from non-profit institutions, NGOs, etc.? - [decimal]

58_g_month) Last month of \${last_month}, how much did you pay in debts to Non-profit institutions, NGOs, etc.? - [decimal]

58_h_total) [2.58h_ans == 1] Approximately how much do you owe in total in debts from Credits, compensation fund, cooperatives, Others? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_h_month) [2.58h_ans == 1] Last month of \${last_month}, how much did you pay in debts from Credits, compensation fund, cooperatives, Others? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_i_total) [2.58i_ans == 1] Approximately how much total education debt you owe? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_i_month) [2.58i_ans == 1] Last month of \${last_month}, how much did you pay in Educational Debt? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_j_total) [2.58j_ans == 1] Approximately how much do you owe in total in loan debts from relatives or friends? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

58_j_month) [2.58j_ans == 1] Last month of \${last_month}, how much did you pay in loan debts from relatives or friends? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.] - [decimal]

[Descriptive Questions: Removed from survey June 9, 2023]

58_k_total) Approximately how much do you owe in total in loan debts from moneylenders ?- [decimal]

58_k_month) Last month of \${last_month}, how much did you pay in loan debts from moneylenders ?- [decimal]

58_l_total) Approximately how much do you owe in total in Fiado debts?- [decimal]

58_l_month) Last month of \${last_month}, how much did you pay in Fiado debts?- [decimal]

58_n_total) [2.58n_ans == 1] Approximately how much do you owe in total in healthcare debt?

[Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]- [decimal]

58_n_month) [2.58n_ans == 1] Last month of \${last_month}, how much did you pay in healthcare debt? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]- [decimal]

58_o_total)

[2.58o_ans == 1] Approximately how much do you owe in total in purchases made in debit card to pay in installments? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]- [decimal]

58_o_month) [2.58o_ans == 1] Last month of \${last_month}, how much did you pay in debts from purchases made in debit card to pay in installments? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]- [decimal]

58_p_total) [2.58n_ans == 1] Approximately how much do you owe in total in burial and funeral debt? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]- [decimal]

58_p_month) [2.58n_ans == 1] Last month of \${last_month}, how much did you pay in burial and funeral debt? [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]- [decimal]

58_m_total)[2.58m_ans == 1] Approximately how much do you owe in total in debts of \${q2_58_m_spec}?[Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]- [decimal]

58_m_month)[2.58m_ans == 1] Last month of \${last_month}, how much did you pay in debts of \${q2_58_m_spec}?[Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]- [decimal]

NOTE: Now, I will ask you about your ability to pay unexpected expenses, and about your savings. Remember that the information you provide will be stored anonymously, and will never be used individually but in aggregate.

59) How sure are you that you could raise CLP\$700,000 pesos if an unexpected need arose in the next 30 days? [Interviewer: Read options and mark the indicated answer]

[select_one] {savings1}

A. very sure i could

- B. probably could
- C. I probably couldn't
- D. I sure couldn't
- E. Don't know
- F. I do not want to answer

60) Do you have cash saved or stored at home? - [select_one] {sinoc}

- A. yes [If YES: On average, how much cash have you saved or put away at home each month since {participation_month} of {participation_year} ?] [Interviewer: Answer must be in pesos. Record -777 if the person does not know, or -888 if they refuse to answer.]
- B. No
- C. I don't know
- D. does not want to answer

61) Do you have a savings account in a bank or other institution? - [select_one] {sinoc}

- A. yes [If YES: On average, how much money have you saved monthly in the bank or other institution since {participation_month} of {participation_year} ?]
- B. No
- C. I don't know
- D. does not want to answer

1.13) [1.6 or 1.10 == Yes, must remember looking for a loan] To finish, what were you looking for a **{Loan_type}** for? [Listen to response and select the option that best reflects the answer given]

- a. Home improvement
- b. Home construction
- c. Debt refinancing
- d. Education costs
- e. Personal projects
- f. Trips or vacations
- g. Business investment
- h. Sickness (Loss of income or cover medical expenses)
- i. Goods acquisition (Specify goods or services purchased_____)
- j. Purchase or repair vehicle
- k. For a third party (specify_____)
- l. I was looking for loans without wanting to take them out.
- m. Cover basic necessities (Power, Water, food)
- n. Other (specify_____)
- o. Don't know/remember
- p. Refuse to answer

77b) [2.77 == No] Despite not getting a loan, were you able to do {1.13}? [Interviewer: If the person bought what they wanted regardless, select Yes.]

- a. Yes
- b. No

77b1) [2.77b == Si] Instead of taking out a loan, did you do {1.13}:

- a. By paying the establishment in installments? Yes/No
- b. By paying with credit or retail cards? Yes/No
- c. [If no to 2.77b1a and 2.77b1b] How did you pay to do {1.13} without taking the loan you were looking for? [Interviewer: Open-ended. We are interested in knowing how you were able to pay without taking the loan they were looking for.]

Section 3: Credit Expectations

NOTE: Now I'm going to ask you some questions about past {loan_type} lookups you've done.
[Descriptive Questions Removed as of June 8, 2023]

- 1) When you were looking for information about loans or just before your search, did you see an advertisement for {loan_type_plural} that advertises interest rates? {d_saw_ads}
 - a. Yes
 - b. Not
- 2) [3.1= Yes] How long has it been since you saw an advertisement for {loan_type_plural} that advertises interest rates? [Interviewer: Record -777 if the person does not know, or -888 if they refuse to answer.] [integer] [days/months/years]
- 3) 3.28 How many advertisements for {loan_type_plural} that advertise interest rates did you see? [Interviewer: Record -777 if the person does not know, or -888 if they refuse to answer.]

3.29a [3.28 = 1] What interest rate did you see in the {loan_type} advertising an interest rate?
[Interviewer: Record -777 if the person does not know, or -888 if they refuse to answer.]
[decimal, (.>=0)] [unit: days/months/years]

3.29b [3.28 > 0] What was the lowest interest rate you saw in {loan_type} advertisements advertising an interest rate? [Interviewer: Record -777 if the person does not know, or -888 if they refuse to answer.] [decimal, (.>=0)] [unit: days/months/years]

[Descriptive Question Removed as of May 31, 2023]

- 4) [if {d_saw_ads}== "1"] Do you think you could get a loan at that interest rate?
 - c. Yes
 - d. No

[Descriptive Questions Removed as of June 8, 2023]

3.29c [3.28>0] What was the highest interest rate you saw in interest rate you saw in {loan_type} advertisements advertising an interest rate? [Interviewer: Record -777 if the person does not know, or -888 if they refuse to answer.] [decimal, (.>=0)] [unit: days/months/years]

5) When you were looking for credit information or just before your search, did anyone you know tell you the interest rate they got for your {loan_type}? {d_rates_info_from_friends}

- e. Yes [if "Yes"] How much time has passed since _____ then? [Interviewer: Answer must be in years (integers). Record -777 if the person does not know, or -888 if they refuse to answer. Specify unit of measurement.] [integer]
[days/months/years]
- f. No

6) [if {q3_24} == "Yes"] What relationship do you have with that person?

- [select_one]
 - g. Friend
 - h. Familiar
 - i. Neighbour
 - j. Colleague
 - k. Financial institution executive/staff
 - l. Known
 - m. other (specify)

[Descriptive Questions Removed as of May 31, 2023]

7) [if {d_rates_info_from_friends} == "Yes"] Could you indicate at least one of the interest rates you got? {what_rate_friends}

- a) Yes
 - i) What rate? [decimal, (.>=0)] [unit: monthly/yearly]
- b) Not

[Descriptive Question Removed as of May 31, 2023]

8) [if what_rate_friends != "NA"] Do you think you could get a loan at that interest rate?

- a. Yes
- b. No

30) How many different interest rates have you known through friends or family? _____

30a) [3.30 = 1] What interest rate was your friend/family/acquaintance offered for \${loan_type_label}? ____% (if consumer loan, specify monthly/yearly) [Interviewer: If the interviewee doesn't know or refuses to answer, select -777 and -888 respectively]

30b) [3.30>1] What was the lowest interest rate your friend/family/acquaintance was offered for \${loan_type_label}? ____% (if consumer loan, specify monthly/yearly) [Interviewer: If the interviewee doesn't know or refuses to answer, select -777 and -888 respectively]

30c) [3.30>1] What was the highest interest rate your friend/family/acquaintance was offered for \${loan_type_label}? ____% (if consumer loan, specify monthly/yearly) [Interviewer: If the interviewee doesn't know or refuses to answer, select -777 and -888 respectively]

[Descriptive Question Removed as of July 12, 2023]

9) Did you have any expectations about the interest rate you could get for your credit? -

-[select_one] {d_expectation_about_rates}

- n. Yes [What interest rate were you expecting for your credit? ____ % (monthly or annually, if searched for consumer loan)]
- o. Not

10) [if {d_expectation_about_rates} == 1] How did you form this expectation? [select_multiple]

{how_form_expectation_rates }

- a. Previous knowledge or experience
- b. Tools/comparators
- c. Gathering of information
- d. Publications or digital media
- e. Reference from a third party
- f. Assumptions
- g. Other [specify]
- h. Don't know
- i. did not want to answer

[Descriptive Question Removed as of June 12, 2023]

NOTE: Now, I'm going to ask you a few questions about past \${loan_type} searches you've done.

11)

a. {loan_type_bank_takeup} credit information before ?

-[select_one] {d_past_search}

- 1. Yes
- 2. No IF NO: skip to 6)

b. [if {d_past_search} == 1] How long ago?

- [integer] [months/years] {how_long_past_search} IF >1 year: skip to 6)

12) [if {d_past_search} == 1] Did you get any offers?

-[select_one]

c. Yes [How many? [integer] {n_offers_past_search}] [Interviewer: Record -777 if the person does not know, or -888 if they refuse to answer.]

d. No IF NO: skip to 6)

13)[if {n_offers_past_search} == 1] What interest rate were you offered? [Interviewer: You may use decimals. Watch-out: We use PERIOD(.) in order to separate decimals. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

- [decimal, (.>=0)] [unit:{monthly/yearly}] {offered_rate} & {offered_rate_unit}

14)[if {n_offers_past_search} > 1] What was the lowest interest **rate** you were offered?

[Interviewer: You may use decimals. Watch-out: We use PERIOD(.) in order to separate decimals.

Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

- [decimal, (.>=0)] [unit: {monthly/yearly}] **{lowest_offered_rate}** &
{lowest_offered_rate_unit}

15)[if {n_offers_past_search} > 1] What was the highest interest rate **you** were offered?

[Interviewer: You may use decimals. Watch-out: We use PERIOD(.) in order to separate decimals.

Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

- [numeric, (.>=0)] [unit: {monthly/yearly}] **{highest_offered_rate}** &
{highest_offered_rate_unit}

NOTE : Suppose that today you start looking for another credit:

16) What do you think is the interest rate that you will get for this loan?

(you can use decimals)

[numeric] [monthly/yearly]

17) What do you think is the lowest interest rate that a bank could offer you for this loan?

(you can use decimals)

18) What do you think is the highest interest rate that a bank could offer you for this loan?

(you can use decimals)

[numeric] [monthly/yearly]

[Descriptive Question Removed as of June 14, 2023]

19) What do you think is the average interest rate that people like you get for a loan like this?

(you can use decimals) [Interviewer: "People like you" refers to people of similar income level. Only clarify if asked. You may use decimals. Watch-out: We use PERIOD(.) in order to separate decimals. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

[numeric] [monthly/yearly]

20) Which would be the first financial institution in which you would quote? [Interviewer: Do not read the options, wait for an answer and record accordingly]

- a. Banco BCI
- b. Banco BICE
- c. Banco CrediChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado
- g. Banco Falabella

- h. Banco Internacional
- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Scotiabank Azul (ex BBVA)
- o. Banco Security
- p. Coopeuch
- q. Other _____

21) Do you think your {q2_3_other} loan application would be approved if you quoted it at the {q3_10_oth_new} bank?

- a. Yes
- b. Not
- c. I dont know

22) If your application were accepted at the bank {q3_10_oth_new}, what interest rate do you think they would offer you? [Interviewer: You may use decimals. Watch-out: We use PERIOD(.) in order to separate decimals. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

(you can use decimals)

_____ [-choose the period- ▼] [options: % annual / % monthly]

23) If you were to quote in a second financial institution, which one would you quote in?

- a. Banco BCI
- b. Banco BICE
- c. Banco CredChile
- d. Banco de Chile
- e. Banco Edwards Citi
- f. Banco Estado
- g. Banco Falabella
- h. Banco Internacional
- i. Banco Itau/Corpbanca
- j. Banco Ripley
- k. Banco Santander
- l. Santander Banefe
- m. Scotiabank
- n. Scotiabank Azul (ex BBVA)
- o. Banco Security
- p. Coopeuch
- q. I would not quote in a second bank
- r. Other _____
- s. I don't know

t. I do not want to answer

24) If you were to list in the bank \${q3_13_oth_new}, do you think your application for the loan \${q2_3_other} would be approved?

- a. Yes
- b. Not
- c. I dont know

25) If you were to list in the bank \${q3_13_oth_new} and your application was accepted, what interest rate do you think they would offer you? [Interviewer: You may use decimals. Watch-out: We use PERIOD(.) in order to separate decimals. Record -777 if the person does not know/remember, or -888 if they refuse to answer.]

(you can use decimals)

[numeric] [monthly/yearly]

26) Do you think that the monthly payment of your credit would go down, go up, or stay the same, if you received offers from two banks instead of one?

_____ How much do you think the <u>monthly payment</u> of your credit would rise if you received offers from two banks instead of one? [integer]

_____ How much do you think your credit <u>monthly payment</u> would lower if you received offers from two banks instead of one? [integer]

27) Do you think that the total cost of your credit would go down, go up, or stay the same, if you received offers from two banks instead of one?

_____ How much do you think the <u>total cost</u> of your credit would rise if you received offers from two banks instead of one?

_____ How much do you think the <u>total cost</u> of your credit would lower if you received offers from two banks instead of one?

[Descriptive Questions Removed as of June 8, 2023]

Section 4: Tool [apply if {d_treated} == "1" & ({d_remember} == "Yes" | {d_remember_afterReminder} == "Yes")].

[if {cat_treatment} == "simple_tool" & {d_remember_beforeReminder} == "Yes")] Now, let's ask questions about the tool you saw in our survey. This tool had two sections. In the first section, you had to fill in your personal information (income and municipality) and the characteristics of the credit you were looking for (type of credit, and the amount and term of the credit). In the second section, the tool indicated how much you could save on both your monthly cost and your total credit by searching a larger number of banks.

[else if {cat_treatment} == "simple_tool" & {d_remember_afterReminder} == "Yes")] Now, we are going to ask questions about the tool you saw in our survey, the same one we reminded you of at the beginning of the survey.

[if {cat_treatment} == "tool" & {d_remember_before_reminder} == "Yes"] Now, we are going to ask questions about the tool you saw in our survey. This tool had three sections. In the first section, you had to fill in your personal information (income and commune) and the characteristics of the credit you were looking for (type of credit, amount of credit, and term). In the second section, we showed you a custom graph of the interest rate range. Finally, in the third section, there was a table that showed how a certain interest rate impacted the monthly and total cost of your credit.

[else if {cat_treatment} == "tool" & {d_remember_afterReminder} == "Yes"] Now, we are going to ask questions about the tool you saw in our initial survey, the same one that we reminded you of at the beginning of this survey.

1) How did you feel about the tool(if simple_tool|tool)/video(if control)?
[text]

2) On a scale of 1 to 5, where 1 is very difficult and 5 is very easy , how easy or difficult was it for you to use the tool?

- [select_one] {tool_difficulty_level}
 - a. Very difficult
 - b. Hard
 - c. neither easy nor difficult
 - d. Easy
 - e. Very easy

3) What did you learn from interacting with this tool?

-[text] {learning_from_tool}

4) Did you take a screenshot of the tool?

- [select_one] {sinoc}
 - a. Yes
 - b. No
 - c. Don't know
 - d. I do not answer

4a) Did you print the web page of the tool?

- [select_one] {sinoc}
 - e. Yes
 - f. No
 - g. Don't know
 - h. I do not answer

5) Were you able to find the information provided by this tool anywhere else?

- [select_one] {sinoc}

- i. Yes (specify. Text box beside)
- j. No
- k. Don't know
- l. I do not answer

5a) Was the information found elsewhere more, less, or just as accurate as in the tool? - [select_one]

- A. More precise
- B. less accurate
- C. just as accurate
- D. Don't know
- E. I do not want to answer

6) On a scale of 1 to 7, where 1 is "Not at all recommend" and 7 is "Strongly recommend", how much would you recommend this tool to others? [Interviewer: Read options and mark the indicated answer] - [select_one] {recommend_tool}

- a. Do not recommend at all
- b. I do not recommend it
- c. I don't recommend it very much
- d. Neutral
- e. I recommend it
- f. I highly recommend it
- g. totally recommend

7) Would you improve something about the tool? - select_one {sinoc}

- A. Yes (How would you improve the tool?)
 - B. No
 - C. Does not know
- does not answer

Section 5: Respondent Experience

NOTE: We have reached the end of the survey, now we would like to ask you about the experience you had during this questionnaire.

1) [Question for all:] Were there any questions that confused you?
- [select_one] {d_confusing_questions}

- a. Yes
- b. Not

2) [If yes:] What questions confused you?
-[text] {which_questions}

incentive_confirm) Before finishing, as I mentioned at the beginning, for your participation in this survey, you will be participating for a gift card of one million pesos. I would like to confirm with you your email, so that in case you win, we can contact you by mail.

Is your email still \${participant_email}? - [select_one] {yesno}

- A. Yes
- B. No

incentive_user) What is your contact email? [Interviewer: Enter the username before “@”. Make sure there are no spaces!]

-[text]

incentive_domain) [Surveyor enters the domain, after the @] -[select_one] {domain}

- A. @gmail
- B. @hotmail
- C. @outlook
- D. @yahoo
- E. Other - Which one? [Interviewer: Do not forget the @]

incentive_ext) [Surveyor enters the extension, after the .] - [select_one] {extension}

- A. .com
- B. .co
- C. .com.co
- D. .edu
- E. .edu.co
- F. .org
- G. Other - Which one? [Interviewer: Do not forget to add '.' at the beginning]

incentive_change_verify) Thank you very much! To confirm once again, is your email \${new_email_confirm}? -[select_one] {yesno}

- A. Yes
- B. No

END OF SURVEY

pollster: "These are all the questions. Thank you very much for your time and participation. Have a nice day." [Interviewer: Hang up and move on to the next screen.]

END