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Research New Zealand

# Cash Use Survey 2020

Report





## **Confidential**

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### Cash Use Survey 2020 Report

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# 1.0 Executive Summary

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Covid 19 has disrupted retail and financial services delivery and payment option preferences. Some developments were occurring prior to COVID-19 and have accelerated (e.g. bank branch closures, closure of retail stores). The situation has raised a number of questions about New Zealanders' changing attitudes towards and their continued use of cash.

This summary report presents the results of a population survey that was completed, in order to provide answers to these questions and to assess whether any changes are temporary or of a more permanent nature.

The survey was completed between 19-30 October 2020. It explored the ways people pay for 'everyday things' (e.g. groceries, petrol, lunch or a bus or train ticket).

A total sample of n=1,019 New Zealanders, aged 18 years and over, were surveyed online, with Māori over-sampled, so that their survey results could be examined with confidence.

## 1.1 Key findings

The key findings of the survey may be summarised as follows, grouped by the information objectives of the survey.

### Has there been a significant change in the public's use of cash and other payment methods?

By way of context:

- ◆ Seventy percent of respondents stated they paid for 'everyday things' in person **using cash** or a debit or EFTPOS card in an EFTPOS machine (69%). Around one-half stated they used a card in a contactless manner, such as Paywave (56%), used online or internet banking on their bank's website (53%) and/or paid by entering their credit card details onto a retailer's website page (46%). (Multiple responses were possible.)
- ◆ Although 70% of respondents stated they were currently using cash, just eight percent said cash was the payment method they **used most often**. Overall, the payment methods used most often were a debit/EFTPOS card, in either an EFTPOS machine (20%) or contactless manner, by Paywave (19%). These were followed by credit cards – either contactless (14%) or in an EFTPOS machine (8%).
- ◆ Overall, nine percent of respondents stated they **preferred to use cash** – well behind the three top preferences, which were all electronic: a debit/EFTPOS card by Paywave/contactless (21%) or EFTPOS machine (18%), or paying by credit card using Paywave/contactless (15%).
- ◆ Two-thirds (67%) of respondents who preferred to use cash stated they were **able to use cash** at the places they shop for 'everyday things' "always" or "most" of the time. However, 27% stated they were able to use cash "some of the time", "occasionally" or "never".



- ◆ While 70% of respondents stated they do use cash to pay for 'everyday things', fewer (60%) had done so in the past seven days. Fourteen percent had used it three-to-six times in the last week, while eight percent had used it seven times or more. At the other extreme, 38% had used cash just once or twice and over one-third had not used any cash at all in the past seven days (37%).

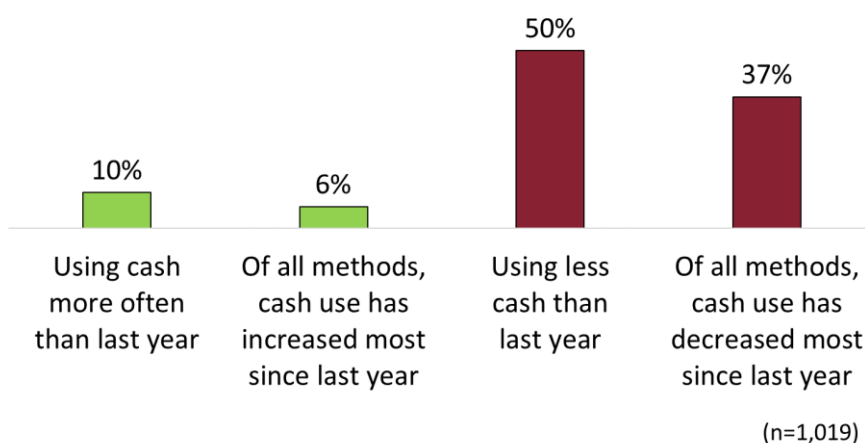
Against this background, 10% of respondents stated they are now **using cash more often**, compared to 12 months ago, to pay for 'everyday things'. However, significantly more respondents stated they were using other (electronic) methods of payment more often; namely, a debit/EFTPOS card by Paywave/contactless (28%), a credit card by Paywave/contactless (19%) and a debit/EFTPOS card in an EFTPOS machine (18%).

- ◆ When respondents (who had increased their use of at least one payment method) were asked which one payment method they were now using **more frequently** to pay for 'everyday things', compared with last year, **cash** came in fourth, at seven percent. (This equates to 6% of the total sample.)
- ◆ Respondents were more likely to report that the one payment method they were now using **more frequently** to pay for 'everyday things', compared with last year, was a **contactless payment method**. One-quarter stated they now most often used a debit/EFTPOS card by Paywave/contactless (26%) and one-fifth used a credit card by Paywave/contactless (19%). One-seventh now most often used a debit/EFTPOS card in an EFTPOS machine (15%).

In contrast to the 10% of respondents stating that they used cash more frequently, one-half of respondents stated they were now using cash **less often** to pay for 'everyday things' than they were 12 months ago (50%).

- ◆ In fact, when respondents (who had decreased their use of at least one payment method) were asked to consider all the payment methods they were using **less often**, one-half stated they now used cash the least (52%). (This equates to 37% of the total sample.)
- ◆ Seventy percent of respondents who stated they were now using cash less often compared with last year confirmed that it was 'very likely' or 'likely' that they would **continue** to do so.

### Change in the public's use of cash to pay for everyday things - compared to 12 months ago





## What are the drivers of the changes in payment behaviour and attitudes?

Respondents using cash less frequently than they were 12 months ago most frequently stated that this related to the fact that they simply **do not carry cash** (48%).

- ◆ In addition, 30% said they use less cash now because it was easier to pay using other methods, because some retailers do not expect you to pay using cash (24%) and/or, because some stores no longer accept cash (22%).
- ◆ Twenty-seven percent stated they no longer used cash because of health-related concerns.
- ◆ When specifically asked whether any of the reasons for not using cash or using it less frequently were COVID-19 related, most respondents (75%) confirmed that they were related to the pandemic.

### Which of these reasons for you using cash less often now are due to the effects of COVID-19?



## What are the public's attitudes towards cash and cash use?

Respondents were asked how they felt they would cope if they were unable to get or use cash.

Although one-half (52%) felt that they would be able to cope without cash, heavy cash users (i.e. those who had used cash 7+ times in the past seven days) were significantly less likely to feel this way (29%). Overall, a relatively small percentage stated they wouldn't be able to cope' (six percent).

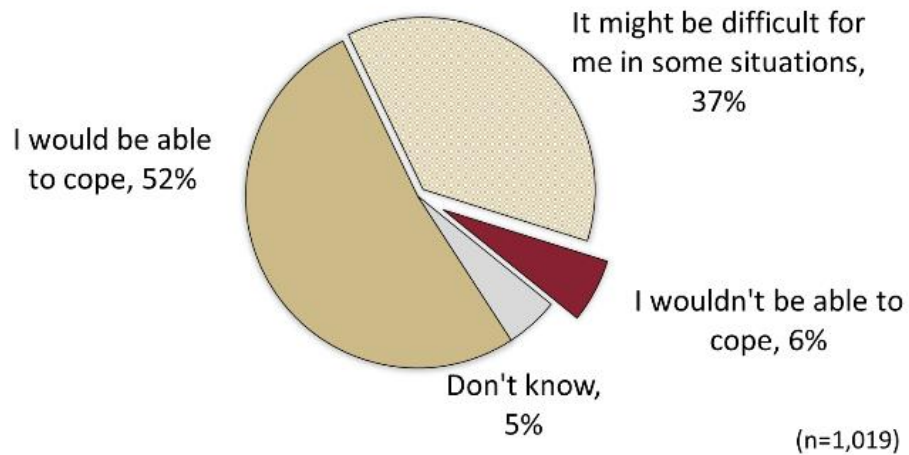
- ◆ In addition to those who stated they would not be able to cope, approximately one-third of respondents (37%) stated that it 'might be difficult for them in some situations'. Most frequently, these respondents explained that not being able to access or use cash would impact their ability to pay a person (i.e. not a business) for a good or service 'on the spot' (59%), give money or spending for family or friends (44%) and to give gifts, koha, meaalofa, church or charity collections, etc. (42%).

Respondents were also asked whether they were concerned about the fact that people were not using cash as frequently now to pay for 'everyday things'. Forty-four percent stated they were 'not at all concerned' while, at the other extreme, 14% stated they were 'very concerned'.



- ◆ Heavy cash users were significantly more likely to be 'very concerned' about the decline in cash use (43%), and 25% of heavy cash users stated that, if they were unable to get or use cash, they 'wouldn't be able to cope'.

**Which one of the following best describes you if, in the future, you were unable to get or use cash?**





## 2.0 Introduction

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### 2.1 Survey purpose and objectives

Cash Use Surveys have previously been completed in 2017 and 2019, in order to provide a robust evidence-base to inform the development of policy relating to the future availability of cash in New Zealand.

The recent Covid situation and particularly the lockdown, which resulted in a restriction on non-essential movement, and some developments that were occurring prior and have been accelerated because of this situation (e.g. bank branch closures, closure of retail stores), have raised a number of questions about New Zealanders' changing attitudes towards and their continued use of cash.

The Reserve Bank is interested in providing answers to these questions and identifying whether these changes are temporary or of a more permanent nature. As a result, it commissioned this population survey to identify the way people pay for 'everyday things' (e.g. groceries, petrol, lunch or a bus or train ticket).

### 2.2 Method

A further Cash Use Survey, giving comparable data to 2017 and 2019 is due in 2021. This survey was commissioned to give early indications of the impact of COVID-19 on retail payments.

As this information will not necessarily inform the development of policy, the survey did not need to have the same level of specification of the previous Cash Use Surveys. This survey was completed with:

1. A **nationally representative sample of n=1,019 New Zealanders**, aged 18 years and over. As such, this is over twice the sample size of the minimum sample threshold of n=400 that has been adopted by most government agencies for their population surveys.

We recommended this sample size to enable the results for most sub-population groups of interest (based on cash use and demographic variables, such as gender, age, socio-economic status and region) to be examined with reasonable confidence.

Given the possibility that the current survey will be repeated as a monitor (in order to determine whether any observed changes are temporary or permanent), this sample size was also recommended on the basis that it would establish a robust baseline for future monitoring purposes.

As such, results based on the weighted total sample of n=1,019 are subject to a maximum margin of error of approximately +/- 3.8% (at the 95% confidence level). This means that if we find that 50% of survey respondents state they are using cash less as a result of the Covid situation, we will be 95% sure that we would have got the same result had we interviewed everyone in the population, give or take 3.8%.





2. A sample of n=400 **Māori** (as part of the total sample of n=1,019).

Māori were oversampled for this survey to ensure sufficient numbers for analysis purposes.

The maximum margin of error of the results based on the weighted sub-sample of n=416 Māori respondents is +/- 5.9%.

3. As an **online survey**, with a sample provided by our panel provider.

The survey was completed between 19-30 October 2020. Prior to the survey being launched:

- ◆ Several workshop meetings were held to scope the information requirements.
- ◆ Following the workshops, a draft survey questionnaire was prepared, which was then finalised with the Reserve Bank's input. The final questionnaire comprised mostly pre-coded structured questions and a small number of open-ended questions and took the average respondent approximately 10 minutes to complete.
- ◆ The survey was 'soft' launched on 19 October, meaning that it was initially piloted with a small sample of approximately n=50 respondents, to ensure all survey-related processes were functioning as intended. This process enabled a couple of additional probing questions to be added, as a result of the pilot feedback, to clarify respondents' answers. The survey was then fully launched on 20 October.

Following the completion of the surveying, the survey data was processed and weighted to ensure results based on the total sample are truly representative of the population on which they are based, and responses to the open-ended questions thematically coded.

A profile of respondents is provided in the Appendix to this report, as is a copy of the survey questionnaire.

## **2.3 Organisation of this report**

This summary report is organised into **five** sections:

1. Payment methods – a section examining the extent to which cash and various other payment methods are used to pay for 'everyday things' (e.g. groceries, petrol, lunch or a bus or train ticket), including the method used most often and the method most preferred.
2. Payment methods changed in the last year – a section examining the increased/decreased use of cash and other payment methods, including the likely continuation of these changes.
3. Reasons for changes in the past year.
4. New Zealanders' opinions about their continued access to cash and its use.
5. Other detailed results, including the storage of cash.



## 3.0 Payment methods

This section presents the ways people currently pay for 'everyday things'; which method they use most often; and which are preferred methods of payment. For 'everyday things', groceries, petrol, lunch or a bus or train ticket were given as examples.

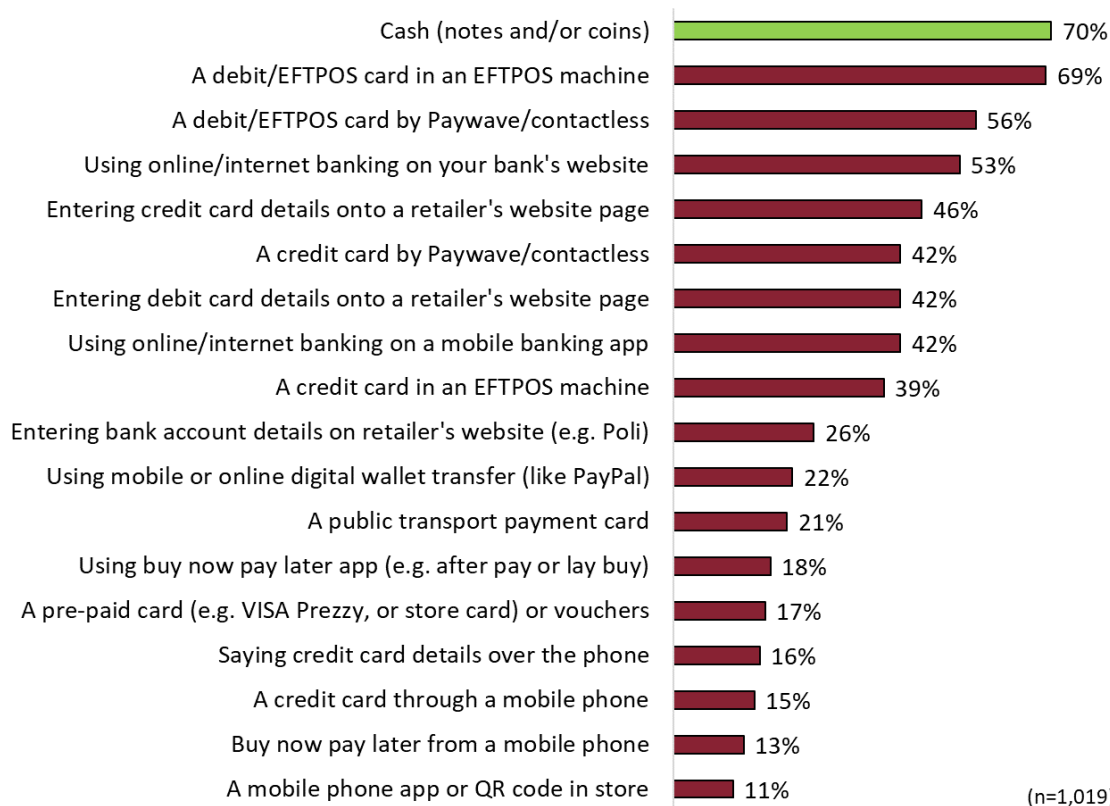
The tables in this section show the results for the total sample, and by the frequency of recent cash use over the last seven days.

### 3.1 Methods used to pay for 'everyday things'

#### All the different ways people currently pay

Overall, 70% of respondents stated they paid for 'everyday things' in person using cash, while a similar proportion used a debit or EFTPOS card in an EFTPOS machine (69%). Around one-half reported that they used a debit or EFTPOS card in a contactless manner, such as Paywave (56%), used online or internet banking on their bank's website (53%) and/or entered credit card details onto a retailer's website page (46%).

#### What are all the different ways you currently pay for everyday things?





## Paying in person

As mentioned earlier, 70% of respondents stated they used cash to pay (in person) for everyday things.

Based on the frequency with which respondents reported having used cash in the past seven days, we found that:

- ◆ Those who used cash most frequently (7+ times in the past seven days), were significantly more likely to report that they were also currently using cheques to pay for 'everyday things' (18%, compared with 2% of those who had not used cash at all in the past seven days).
- ◆ In contrast, those who had not used cash in the last seven days were significantly more likely to be using contactless payment methods to pay for 'everyday things'. For example, 63% said they were currently using Paywave with a debit/EFTPOS card and 43% were using Paywave with a credit card.

**Table 1: All the payment methods used to pay in person**

*Q1a What are all the different ways you currently pay for everyday things, such as your groceries, petrol, lunch, bus or train ticket, etc.?*

*Paying in person, using...?*

	Base =	Total 1019	Frequency of cash use in past 7 days			
			Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
Cash (notes and/or coins)		70	56	81	80	81
A debit/EFTPOS card in an EFTPOS machine		69	70	67	70	68
A debit/EFTPOS card by Paywave/contactless		56	63	60	44	34
A credit card by Paywave/contactless		42	43	47	37	29
A credit card in an EFTPOS machine		39	43	36	36	41
A public transport payment card		21	23	20	17	16
A pre-paid card (e.g. VISA Prezzy, or store card) or vouchers		17	16	18	21	17
A credit card through a mobile phone		15	12	18	13	15
Buy now pay later from a mobile phone		13	13	13	11	19
A mobile phone app or QR code in store		11	9	12	13	10
A cheque		6	2	6	10	18
Cryptocurrency/digital tokens		2	0	3	4	4
I never pay in person		0	1	0	0	0
Bartering		0	0	0	0	2

Note: Total may exceed 100 percent because of multiple response.



## Paying when not there in person

When asked about remote payment methods, one-half of respondents indicated they used internet banking (53%) and two-fifths used online or internet banking on a mobile banking app (42%). More than two-fifths stated they entered a credit card (46%) or debit card (42%) details onto a retailer's "pay now" website page, and a quarter (26%) entered bank account details (e.g. Poli).

- ◆ Those who used cash most frequently (7+ times in the past seven days) were significantly less likely than others to be:
  - ◆ Entering credit card details onto a retailer's website (34%).
  - ◆ Using online/internet banking on a mobile banking app (26%).
  - ◆ Entering bank account details onto a retailer's website (like Poli) (15%).
- ◆ And were more likely than others to only pay in person (14%) or send a cheque (16%).

**Table 2: All the payment methods used to pay when people are not there in person**

*Q1b What are all the different ways you currently pay for everyday things, such as your groceries, petrol, lunch, bus or train ticket, etc.?*

*Paying when you are not there in person, by...*

	Base =	Frequency of cash use in past 7 days				
		Total 1019 %	Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
Using online/internet banking on your bank's website		53	53	56	50	43
Entering your credit card details onto a retailer's "pay now" website page		46	52	46	41	34
Entering your debit card details onto a retailer's "pay now" website page		42	46	44	35	32
Using online/internet banking on a mobile banking app		42	45	44	40	26
Entering bank account details onto a retailer's website (like Poli)		26	30	26	20	15
Using mobile or online digital wallet transfer (like PayPal)		22	21	25	17	21
Using buy now pay later app (e.g. after pay or lay buy)		18	20	17	14	19
Saying credit card details over the phone		16	14	15	23	16
Sending a cheque		6	2	7	6	16
Using cryptocurrency/digital tokens		2	0	1	4	8
I only pay in person		6	4	5	6	14
Don't know		0	0	0	0	3
None		0	1	0	1	0

Note: Total may exceed 100 percent because of multiple response.



### 3.2 Methods used most often

Although 70% of respondents stated they were currently using cash, just eight percent said cash was the payment method they used **most often**. Overall, the payment methods used most often were debit/EFTPOS cards in either an EFTPOS machine (20%) or contactless, by Paywave (19%). These were followed by credit cards – either contactless (14%) or in an EFTPOS machine (eight percent) and internet banking (7%).

**Table 3: Payment methods used most often**

*Q2 Here are all the different ways you've just told us you currently use to pay for everyday things. Which one of these do you use most often?*

	Base =	Total 1017* %	Frequency of cash use in past 7 days			
			Not used 334 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
A debit/EFTPOS card in an EFTPOS machine		20	18	18	27	16
A debit/EFTPOS card by Paywave/contactless		19	20	24	13	3
A credit card by Paywave/contactless		14	15	17	8	8
Cash (notes and/or coins)		8	1	4	20	36
A credit card in an EFTPOS machine		8	7	7	10	6
Online/internet banking using your bank's website		7	10	4	7	6
Entering your debit card details onto a retailer's "pay now" website page		6	9	5	3	4
Entering your credit card details onto a retailer's "pay now" website page		5	6	6	3	4
Online/internet banking using a mobile banking app		5	5	5	3	5
A credit card through a mobile phone		2	1	2	2	2
A pre-paid card (e.g. VISA Prezzy, or store card)		1	1	1	1	2
A mobile phone app or QR code in store		1	1	1	1	0
Buy now pay later from a mobile phone		1	1	0	1	3
Entering bank account details onto a retailer's website (like Poli)		1	1	2	1	0
Mobile or online digital wallet transfer (like PayPal)		1	2	0	0	3
Buy now pay later app (e.g. after pay or lay buy)		1	1	1	0	0
A public transport payment card		0	1	0	0	0
Cryptocurrency/digital tokens		0	0	0	0	1
Saying credit card details over the phone		0	1	0	0	0
Sending a cheque		0	0	0	0	1
Cryptocurrency/digital tokens		0	0	0	0	0
A cheque		0	0	0	0	0
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

\*Sub-sample excludes two respondents who wrote "none" for their payment methods used.



### 3.3 Preferred payment methods

Overall, nine percent of respondents stated they **preferred to use cash** – behind the three top preferences, which were all electronic: a debit/EFTPOS card by Paywave/contactless (21%) and in an EFTPOS machine (18%) and a credit card by Paywave/contactless (15%).

**Table 4: Preferred payment methods**

*Q3 Which one do you prefer to use?*

	Base = Total 1017*	Frequency of cash use in past 7 days			
		Not used 334 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
A debit/EFTPOS card by Paywave/contactless	21	24	24	16	3
A debit/EFTPOS card in an EFTPOS machine	18	16	19	24	8
A credit card by Paywave/contactless	15	16	19	7	8
Cash (notes and/or coins)	9	2	5	22	41
Online/internet banking using your bank's website	7	9	6	5	7
A credit card in an EFTPOS machine	6	7	4	8	6
Entering your credit card details onto a retailer's "pay now" website page	5	5	5	3	4
Entering your debit card details onto a retailer's "pay now" website page	5	7	4	1	6
Online/internet banking using a mobile banking app	3	2	3	6	3
A credit card through a mobile phone	2	2	3	1	3
Mobile or online digital wallet transfer (like PayPal)	2	3	1	0	1
Buy now pay later app (e.g. after pay or lay buy)	2	3	1	2	0
A pre-paid card (e.g. VISA Prezzy, or store card)	1	0	1	1	0
A mobile phone app or QR code in store	1	1	1	0	0
Buy now pay later from a mobile phone	1	2	0	1	5
Saying credit card details over the phone	1	1	0	1	1
Entering bank account details onto a retailer's website (like Poli)	1	0	2	1	0
Sending a cheque	1	0	1	1	3
A cheque	0	0	1	1	0
A public transport payment card	0	0	0	0	0
Cryptocurrency/digital tokens in person	0	0	0	0	0
Cryptocurrency/digital tokens, not in person	0	0	0	0	0
Total	100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

\*Sub-sample excludes two respondents who wrote "none" for their payment methods used.



### 3.4 Ability to use preferred payment method

Two-thirds (67%) of respondents who preferred to use cash stated they were able to use it at the places they shop for 'everyday items' "always" or "most of the time". In comparison, 27% stated they were able to use it "some of the time", "occasionally" or "never".

**Table 5: Ability to use preferred payment method by method**

*Q4 How often do the places you shop at for everyday things such as groceries, petrol, lunch, bus or train ticket, etc., allow you to pay using [preferred method]?*

	Base =	Total 1019 %	Preferred payment method			
			Cash (notes and/or coins) 125 %	A debit/ EFTPOS card by Paywave/ contactless 281 %	A debit/ EFTPOS card in an EFTPOS machine 200 %	A credit card by Paywave/ contactless 173 %
Always		31	31	30	35	26
Most of the time		35	36	40	33	31
Some of the time		10	11	7	10	18
Occasionally		9	12	8	8	12
Never		8	4	10	7	6
Don't know		6	7	4	6	6
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

**Table 6: Ability to use preferred payment method**

*Q4 How often do the places you shop at for everyday things such as groceries, petrol, lunch, bus or train ticket, etc., allow you to pay using [preferred method]?*

	Base =	Total 1019 %	Frequency of cash use in past 7 days			
			Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
Always		31	32	29	33	34
Most of the time		35	35	39	29	28
Some of the time		10	7	11	18	11
Occasionally		9	7	9	10	15
Never		8	10	7	6	6
Don't know		6	8	5	4	6
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

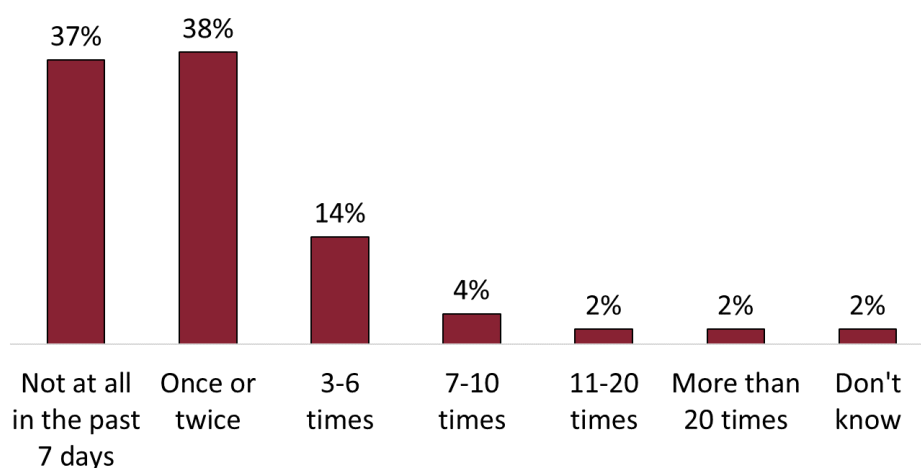


### 3.5 Recent cash use

While 70% of respondents stated they were currently using cash to pay for everyday things, fewer (60%) had done so in the past seven days.

- ◆ 37% of these respondents had not used cash at all within the past seven days and 38% had done so only once or twice.
- ◆ At the other extreme, almost one-in-ten (8%) were high frequency users who had used cash seven times or more often in the past seven days.

**In the past seven days, about how many times have you used cash (notes and/or coins) to pay for everyday things such as your groceries, petrol, lunch, bus or train ticket, etc.?**



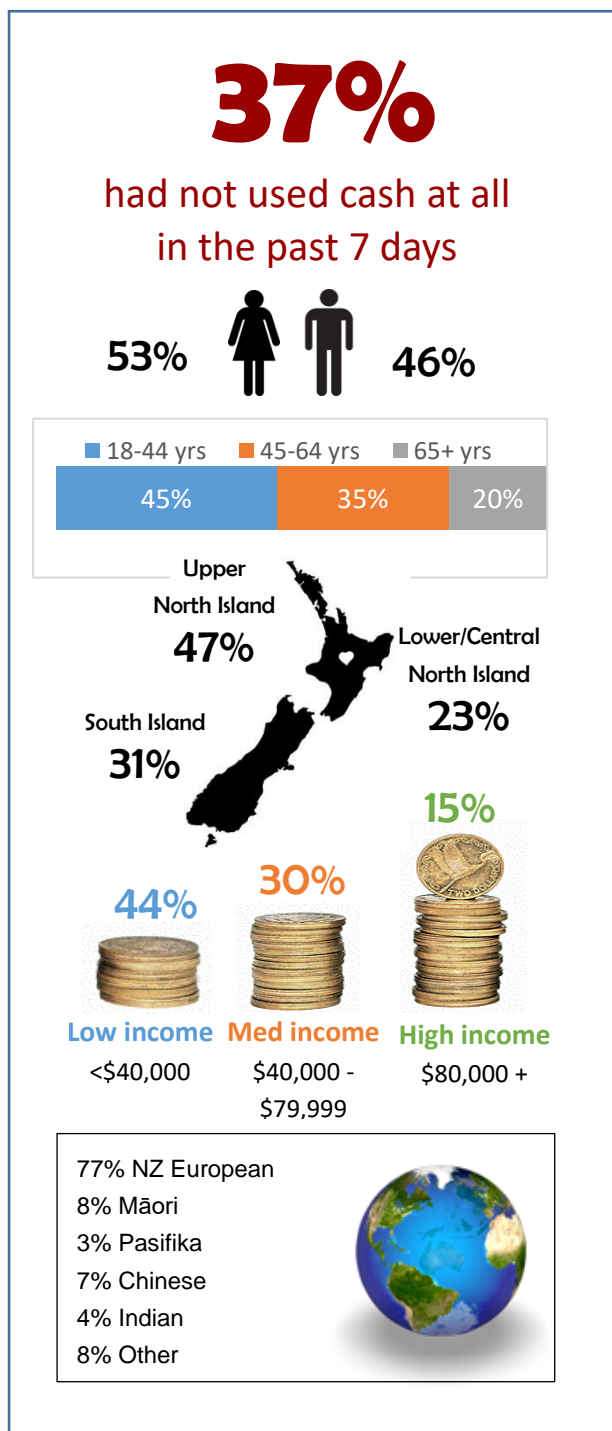
(n=1,019)



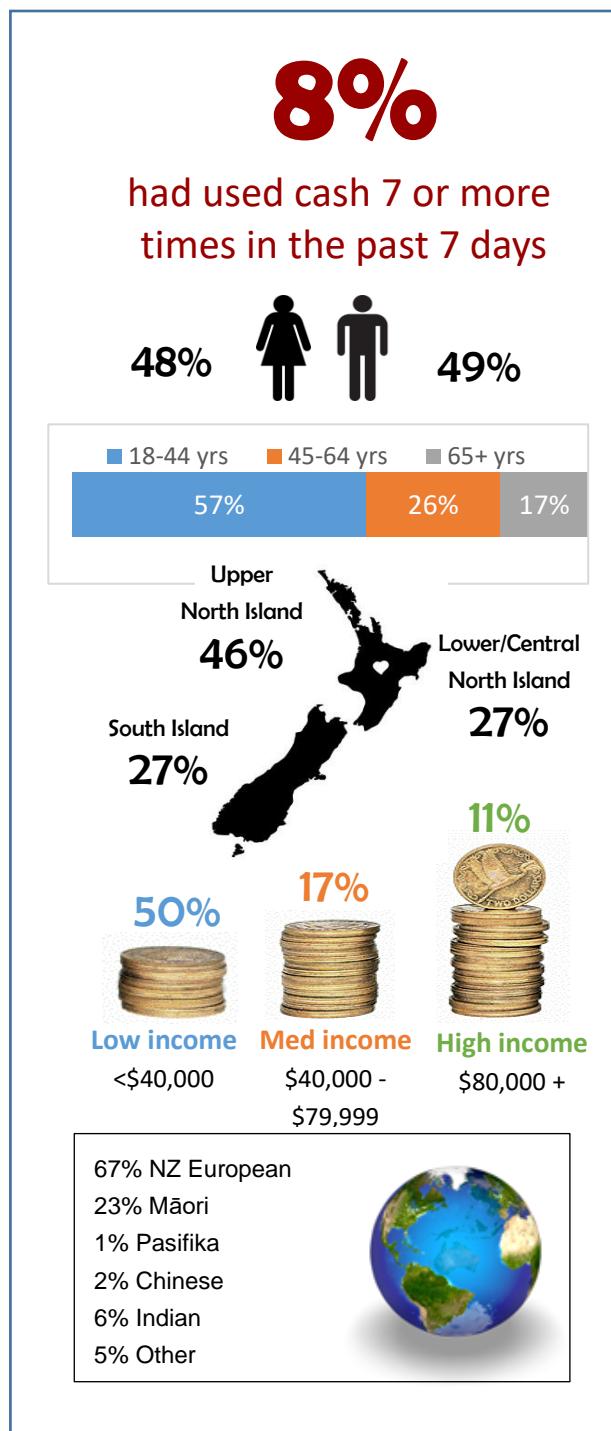


The figure below profiles the non-cash users and the higher-frequency cash users. This shows that, whilst there were some slight variations in profile, the only statistically significant difference was around ethnicity. There was a significantly higher proportion of Māori in the group who use cash most frequently (23% used cash 7+ times in the past seven days), compared to 8% amongst those who had not used cash at all in the past seven days.

### Non-cash users (n=335)



### High cash users (n=101)





## 4.0 Changes in the past year

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This section explores the extent to which respondents reported having changed the way they pay for 'everyday things' since this time last year, including the methods they are now using more often, less often and whether they intend to maintain those changes post-COVID-19.

The tables in this section show the results for the total sample, and by the frequency of recent cash use, based on the seven-day period before they were surveyed.

### 4.1 Increased use of payment methods in the past year

#### **All payment methods used more often now**

Three-quarters (76%) indicated they have increased their use of at least one payment method, compared to 12 months ago, with 10% of respondents stating they were now using cash more often to pay for 'everyday things'.

However, significantly more respondents reported that their use of electronic payment methods had increased, such as Paywave/contactless payments using a debit/EFTPOS card (28%) or a credit card (19%), whilst 18% reported an increased use of debit/EFTPOS cards in an EFTPOS machine.



**Table 7: All payment methods used more often now**

*Q5 Compared to 12 months ago, have you changed the way you pay for everyday things...  
Which of these are you now using more often?*

	Base = Total 1019 %	Frequency of cash use in past 7 days			
		Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
A debit/EFTPOS card by Paywave/contactless	28	35	29	15	10
A credit card by Paywave/contactless	19	18	24	17	12
A debit/EFTPOS card in an EFTPOS machine	18	13	18	22	26
Cash (notes and/or coins)	10	3	9	19	32
Entering your debit card details onto a retailer's "pay now" website page	9	10	10	4	9
Online/internet banking using your bank's website	9	7	10	10	7
Entering your credit card details onto a retailer's "pay now" website page	8	8	10	8	7
Online/internet banking using a mobile banking app	8	8	8	8	5
A credit card in an EFTPOS machine	7	4	8	9	8
Buy now pay later app (e.g. after pay or lay buy)	6	6	6	3	4
A credit card through a mobile phone	4	3	3	2	10
A public transport payment card (e.g. Snapper, AT HOP, Metrocard)	3	2	3	4	4
Buy now pay later from a mobile phone (e.g. after pay or lay buy)	3	3	2	3	5
Entering bank account details onto a retailer's website (like Poli)	3	3	3	3	2
Mobile or online digital wallet transfer (like PayPal)	3	5	2	2	3
A pre-paid card (e.g. VISA Prezzy, or store card)	2	2	1	3	2
A mobile phone app or QR code in store	2	2	2	1	4
A cheque	1	0	1	2	3
Saying credit card details over the phone	1	1	0	0	3
Sending a cheque	1	0	1	1	1
Cryptocurrency/digital tokens in person	0	0	0	3	1
Cryptocurrency/digital tokens, not in person	0	0	0	0	1
I'm not using [this/any of these] more often than 12 months ago	24	29	18	28	24
Total	100	100	100	100	100

Note: Total may exceed 100 percent because of multiple response.



## The one payment method used more often now than any other

As mentioned previously, 76% of respondents reported they were using at least one payment method more often now than they were 12 months ago. When asked to identify which **one** of those methods they were now using more frequently than others to pay for 'everyday things' compared with last year, cash came in fourth at seven percent. (This equates to 6% of the total sample.)

Respondents were more likely to report that their most significant change in payment method was an increased use of contactless payments. One-quarter of respondents said they were now using their debit/EFTPOS card by Paywave more frequently than the other methods (26%), while 19% were now more likely to use Paywave/contactless payment using a credit card. Another 15% said that they were more likely to use a debit/EFTPOS card in an EFTPOS machine.

**Table 8: Payment methods used most often now**

*Q6 Thinking about all the methods you are using more often than last year. Which one of these are you using more frequently than the others? Please select one.*

	Base =	Total 786*	Frequency of cash use in past 7 days			
			Not used 246 %	1 to 2 309 %	3 - 6 130 %	7 + 76 %
A debit/EFTPOS card by Paywave/contactless		26	38	23	15	5
A credit card by Paywave/contactless		19	18	24	17	7
A debit/EFTPOS card in an EFTPOS machine		15	12	13	18	24
Cash (notes and/or coins)		7	1	4	16	36
A credit card in an EFTPOS machine		6	4	6	7	5
Online/internet banking using your bank's website		5	2	5	9	4
Entering your credit card details onto a retailer's "pay now" website page		4	6	5	1	1
Entering your debit card details onto a retailer's "pay now" website page		4	3	4	3	2
Buy now pay later app (e.g. after pay or lay buy)		4	5	5	3	0
A credit card through a mobile phone		3	2	3	2	7
Online/internet banking using a mobile banking app		3	3	3	3	1
A public transport payment card (e.g. Snapper, AT HOP, Metrocard)		1	0	1	2	0
A mobile phone app or QR code in store		1	1	1	0	0
Buy now pay later from a mobile phone (e.g. after pay or lay buy)		1	0	0	3	4
Entering bank account details onto a retailer's website (like Poli)		1	1	0	0	0
Mobile or online digital wallet transfer (like PayPal)		1	2	1	0	2
A pre-paid card (e.g. VISA Prezzy, or store card)		0	1	0	0	1
A cheque		0	0	0	0	0
Cryptocurrency/digital tokens		0	0	0	2	0
Saying credit card details over the phone		0	0	0	0	0
Sending a cheque		0	0	0	0	0
Cryptocurrency/digital tokens		0	0	0	0	0
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

\*Sub-sample based on those respondents using payment methods more frequently now compared to a year ago.



## 4.2 Decreased use of payment methods in the past year

### Payment methods used less often now

Overall, 71% reported having decreased their use of at least one payment method over the last 12 months.

One-half of respondents (50%) stated they were now using cash less often than they were 12 months ago to pay for 'everyday things'. In second place were cheques (16%), followed closely by credit cards in an EFTPOS machine, at 14%.

**Table 9: Payment methods used less often now**

*Q10. And which of these are you now using less often than you were 12 months ago?*

	Base =	Total 1019 %	Frequency of cash use in past 7 days			
			Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
Cash (notes and/or coins)		50	59	59	27	11
A cheque		16	16	15	16	21
A credit card in an EFTPOS machine		14	14	13	15	14
Sending a cheque		11	12	12	12	7
A debit/EFTPOS card in an EFTPOS machine		10	11	9	11	10
A credit card by Paywave/contactless		9	9	7	10	15
Saying credit card details over the phone		9	9	8	8	14
A credit card through a mobile phone		7	7	5	12	10
A pre-paid card (e.g. VISA Prezzy, or store card)		6	4	5	10	12
A public transport payment card (e.g. Snapper, AT HOP, Metrocard)		6	7	4	6	9
Entering your credit card details onto a retailer's "pay now" website page		6	9	3	6	6
Online/internet banking using a mobile banking app		6	4	5	9	18
A debit/EFTPOS card by Paywave/contactless		5	4	5	5	8
Buy now pay later from a mobile phone (e.g. after pay or lay buy)		5	6	3	5	11
Entering your debit card details onto a retailer's "pay now" website page		5	3	7	4	13
Online/internet banking using your bank's website		5	4	3	7	12
Entering bank account details onto a retailer's website (like Poli)		5	5	5	7	5
A mobile phone app or QR code in store		4	2	3	6	13
Cryptocurrency/digital tokens in person		4	4	2	5	4
Mobile or online digital wallet transfer (like PayPal)		4	4	3	6	2
Cryptocurrency/digital tokens, not in person		4	4	4	1	7
Buy now pay later app (e.g. after pay or lay buy)		3	5	2	1	5
I'm not using any of these less often than 12 months ago		29	29	23	36	34

Note: Total may exceed 100 percent because of multiple response.



## Payment methods used least often now

When the 71% (who reported now using at least one payment method less often than they were 12 months ago), were asked to identify the **one** method of payment that had decreased the most significantly, 52% said it was cash. (This equates to 37% of the total sample.)

The next most notable change was a decrease in the use of cheques (at 10%).

**Table 10: Payment methods used least often now**

*Q11. Thinking about all the methods you are using less often than last year. Which one of these are you using less frequently than the others?*

	Base =	Total 759*	Frequency of cash use in past 7 days			
			Not used 245 %	1 to 2 306 %	3 - 6 121 %	7 + 69 %
Cash (notes and/or coins)		52	65	55	30	13
A cheque		10	7	11	12	21
A credit card in an EFTPOS machine		7	6	6	13	3
Sending a cheque		5	6	4	7	2
A credit card by Paywave/contactless		4	2	4	6	11
A debit/EFTPOS card in an EFTPOS machine		4	2	3	9	4
Saying credit card details over the phone		3	3	3	1	4
A debit/EFTPOS card by Paywave/contactless		2	2	3	0	8
Entering your credit card details onto a retailer's "pay now" website page		2	1	0	5	5
Entering your debit card details onto a retailer's "pay now" website page		2	0	3	2	6
A credit card through a mobile phone		1	0	1	2	2
A pre-paid card (e.g. VISA Prezzy, or store card)		1	1	1	4	0
A public transport payment card (e.g. Snapper, AT HOP, Metrocard)		1	1	1	2	5
A mobile phone app or QR code in store		1	0	1	0	8
Buy now pay later from a mobile phone (e.g. after pay or lay buy)		1	1	0	2	0
Online/internet banking using a mobile banking app		1	0	0	1	3
Online/internet banking using your bank's website		1	1	1	1	0
Entering bank account details onto a retailer's website (like Poli)		1	1	0	1	2
Buy now pay later app (e.g. after pay or lay buy)		1	1	1	1	2
Cryptocurrency/digital tokens		0	0	1	0	1
Mobile or online digital wallet transfer (like PayPal)		0	0	0	0	0
Cryptocurrency/digital tokens		0	0	0	0	0
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

\*Sub-sample based on those respondents using payment methods less frequently now compared to a year ago.



### 4.3 Future continuation of changes

Respondents were asked to consider the likely continuation of the changes they had made in the past year ‘after the COVID-19 pandemic’. This was asked in the context of the payment methods they were using more and the methods they were using less.

Overall, 78% stated that it was ‘likely/very likely’ that they would continue using the payment methods they were now using **more often**, compared to 12 months ago. For example, 57% who stated they now use cash more often, indicated they were ‘likely/very likely’ to continue paying by cash ‘after the COVID-19 pandemic’.

However, sustained behaviour changes were more likely to relate to electronic (and particularly contactless) payment methods. For example, 83% of those who reported that their most significant change in payment method was an increased use of debit/EFTPOS card by contactless, said they were ‘likely/very likely’ to continue using that method ‘after the COVID-19 pandemic’.

**Table 11: Likelihood of continuing to use payment method after COVID-19**

*Q9 How likely is it that you will continue to pay by [method] after the COVID-19 pandemic?*

	Base =	Total 786*	Payment methods now used more often			
			Cash (notes and/or coins)	A debit/ EFTPOS card by Paywave/ contactless	A credit card by Paywave/ contactless	A debit/ EFTPOS card in an EFTPOS machine
			125 %	194 %	120 %	109 %
Very likely		63	41	67	75	59
Somewhat likely		15	16	16	12	13
Maybe/unsure		11	18	9	7	14
Somewhat unlikely		6	11	3	4	7
Very unlikely		4	8	3	3	6
Don't know		2	7	1	0	0
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

\*Sub-sample based on those respondents using cash or a payment method more frequently now compared to a year ago.



In comparison, amongst the 71% who had **decreased** use of a payment method, two-thirds (69%) stated that it was 'likely/very likely' they would continue not using the payment methods they were now using **less often**, compared to 12 months ago.

Specifically, 70% who reported that they were now using cash less often than they were 12 months ago said it was 'likely/very likely' they would still not use cash when the COVID-19 pandemic is over.

**Table 12: Likelihood of continuing to not use payment method after COVID-19**

*Q14. How likely is it that you will continue not using [method] after the COVID-19 pandemic?*

	Base =	Total 759* %	Payment methods now used less often			
			Cash (notes and/or coins) 549 %	A credit card in an EFTPOS machine 40 %	A cheque, in person 36 %	A credit card by Paywave/ contactless 23** %
Very likely		45	46	37	60	16
Somewhat likely		24	24	16	13	65
Maybe/unsure		15	16	22	12	4
Somewhat unlikely		8	7	8	3	7
Very unlikely		5	4	8	8	1
Don't know		3	3	8	5	7
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

\*Sub-sample based on those respondents using cash or a payment method less frequently now compared to a year ago.

\*\*Caution: low base number of respondents - results are indicative only.





## 5.0 Reasons for changes in the last year

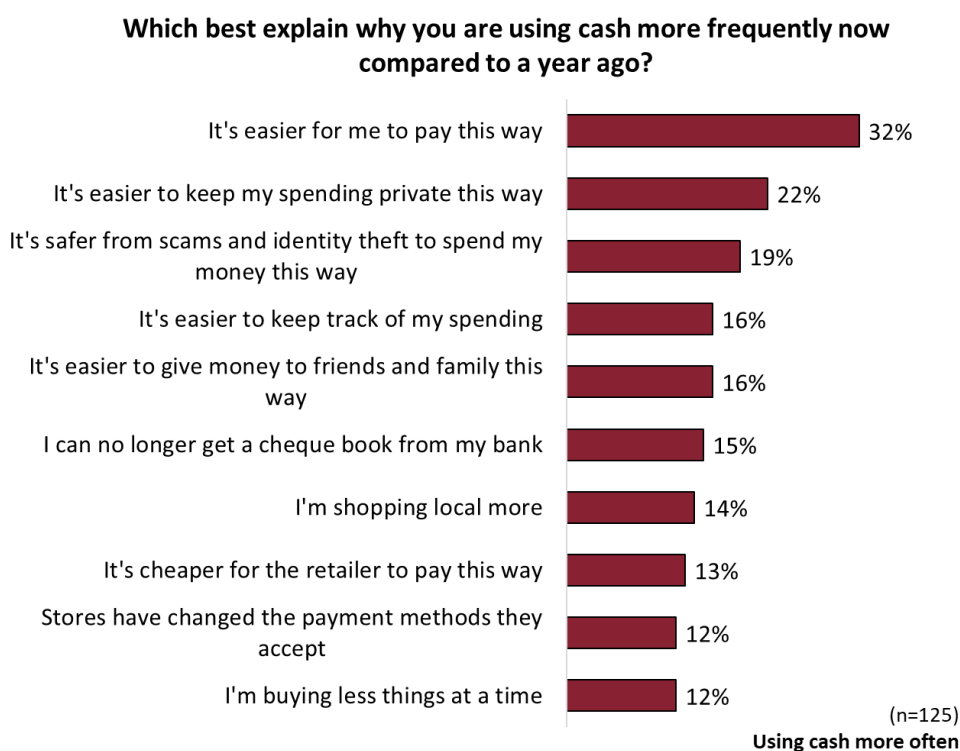
This section explores the reasons why respondents were more or less likely to use a particular payment method now, compared to what they were doing 12 months ago, and the extent to which those reasons were specifically related to the COVID-19 situation.

The tables in this section show the results for the total sample, the payment methods they are now using more or less often, and by the frequency of recent cash use based on the seven-day period before they were surveyed.

### 5.1 Reasons for increased use of payment methods in the last year

Respondents using cash more often than they were 12 months ago most frequently said this was because they find it **easier to pay this way** (32%):

- ◆ In addition, 22% stated it was because using cash made it easier to keep their spending private (22%), and that it was safer from scams and identity theft to spend their money this way (19%).
- ◆ Sixteen percent also felt it was easier to keep track of their spending using cash and/or easier to give money to friends and family this way (16%).
- ◆ When specifically asked whether any of the reasons for using cash more frequently were COVID-19 related, most of the respondents (73%) confirmed that this was the case.





**Table 13: Reasons for using payment method more frequently now**

*Q7 Which of the following reasons best explain why you are using [cash or method] more frequently now compared to a year ago?*

	Base =	Total 786* %	Payment methods now used more often			
			Cash (notes and/or coins) 125 %	A debit/ EFTPOS card by Paywave/ contactless 194 %	A credit card by Paywave/ contactless 120 %	A debit/ EFTPOS card in an EFTPOS machine 109 %
It's easier for me to pay this way		43	32	53	53	38
It's safer for health reasons to pay like this		25	6	41	34	20
I simply don't carry any cash these days		25	0	31	33	29
Stores have changed the payment methods they accept		22	12	23	32	13
It's easier to keep track of my spending		20	16	7	23	25
I'm shopping more online		20	7	17	10	8
Most people and retailers expect you to pay this way now		20	3	29	27	23
Some things are only available online		16	5	16	14	11
I earn points or get a discount when I pay like this		12	7	2	32	6
It's safer from scams and identity theft to spend my money this way		11	19	8	9	11
It's easier to keep my spending private		11	22	8	11	7
I'm shopping local more		11	14	9	13	14
Stores prefer/require me to pay another way		10	10	7	9	13
My income has changed		9	10	5	8	15
Bank branches are not easy to get to		9	0	6	8	14
It's easier to give money to friends and family this way		8	16	3	7	4
I'm buying less things at a time		8	12	5	9	12
It's cheaper for the retailer to pay this way		7	13	3	5	15
I shop in different places now, so I changed the way I pay		7	7	7	6	6
Where I spend my time has changed, e.g. now working from home, changed employment, etc.		6	4	2	3	9
I'm finding it harder to pay other ways		6	3	3	7	4
It's not easy for me to get cash because bank branches have closed		6	0	6	7	3
I can no longer get cheque book from bank		6	15	3	5	6
It's easier for me to make donations to charities this way		5	9	2	3	5
I get paid in a different way now		3	6	1	1	5
It's part of participating in (cultural/religious) events to pay this way		2	3	0	3	4
None of these reasons		10	23	8	6	7
Don't know		3	8	4	3	1

Note: Total may exceed 100 percent because of multiple response.

\*Sub-sample based on those respondents who gave a reason for using cash or another payment method more frequently now compared to a year ago.



**Table 14: Reasons for using payment methods more often – effects of COVID-19**

*Q8 & 8A Which of these reasons for you using [method] more often now are due to the effects of COVID-19?*

	Payment methods now used more often					
	Base =	Total 786* %	Cash (notes and/or coins) 125 %	A debit/ EFTPOS card by Paywave/ contactless 194 %	A credit card by Paywave/ contactless 120 %	A debit/ EFTPOS card in an EFTPOS machine 109 %
It's easier for me to pay this way		20	14	30	18	23
It's safer for health reasons to pay like this		18	2	29	28	15
I'm shopping more online		13	3	10	6	3
Most people and retailers expect you to pay this way now		11	1	14	15	11
I simply don't carry any cash these days		11	0	15	11	16
Stores have changed the payment methods they accept		8	3	10	12	8
It's easier to keep track of my spending		7	11	2	8	8
It's safer from scams and identity theft to spend my money this way		6	12	2	6	3
I'm shopping local more		6	7	6	8	8
It's easier to keep my spending private this way		5	8	3	9	2
My income has changed		4	6	2	5	7
I'm buying less things at a time		4	6	3	5	5
Some things I want are only available online		4	2	5	0	3
I earn points or get a discount when I pay like this		3	2	1	11	1
It's easier to give money to friends and family this way		3	8	1	2	0
Where I spend my time has changed, e.g. now working from home, changed employment, etc.		2	1	0	0	3
I'm finding it harder to pay using other ways		2	1	1	3	0
It's cheaper for the retailer to pay this way		2	5	2	2	4
I shop in different places now, so I changed the way I pay		2	6	0	4	5
Stores prefer or require me to pay another way		2	3	2	1	5
Bank branches are not easy to get to		2	0	0	0	4
I can no longer get a cheque book from my bank		2	3	0	3	1
It's part of participating in (cultural/religious) events to pay this way		1	0	0	0	2
It's easier for me to make donations to charities this way		1	4	1	0	2
It's not easy for me to get cash because bank branches have closed		1	0	1	0	2
I get paid in a different way now		1	2	0	0	2
Did not give a reason, but affected by COVID-19		2	2	2	0	5
None are due to COVID-19		21	32	18	23	19
Don't know		6	14	6	3	2

Note: Total may exceed 100 percent because of multiple response.

\*Sub-sample based on those respondents who gave a reason for using cash or another payment method more frequently now compared to a year ago.

NB: This table combines Q8 and Q8A

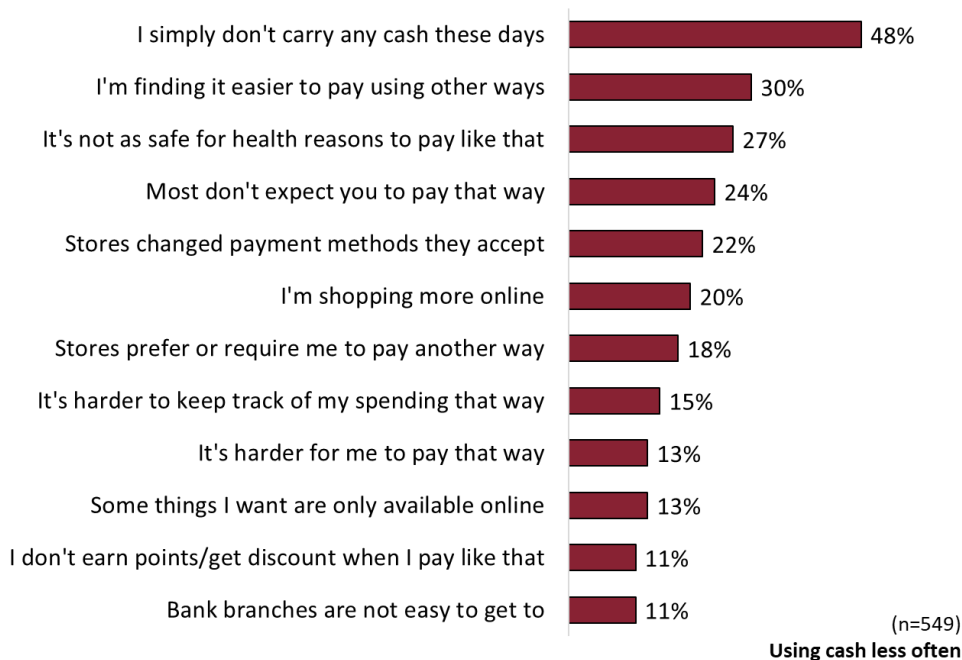


## 5.2 Reasons for decreased use of payment methods in the past year

Respondents using cash **less** often than they were 12 months ago most frequently attributed this to the fact that they **don't carry cash** anymore (48%).

- ◆ In addition, 30% reported that they now use cash less often because it was easier to pay using other methods, because some retailers do not expect you to pay using cash (24%) and/or some stores are not accepting cash (22%).
- ◆ Twenty-seven percent said that they were now less likely to use cash, due to health-related concerns.
- ◆ When specifically asked whether any of the reasons for not using cash or using it less frequently were COVID-19 related, most respondents (75%) confirmed that they were related to the pandemic.

### Which best explain why you are using cash **less** frequently now compared to a year ago?





**Table 15: Reasons payment methods used less frequently now**

*Q12. Which of the following reasons best explain why you are using [payment method] less frequently now compared to a year ago?*

	Base =	Total 759*	Frequency of cash use in past 7 days			
			Not used 245 %	1 to 2 306 %	3 - 6 121 %	7 + 69 %
I simply don't carry any cash these days		34	49	35	7	1
I'm finding it easier to pay using other ways		28	29	28	24	24
Most people and retailers don't expect you to pay that way now		23	24	23	23	18
It's not as safe for health reasons to pay like that		20	24	22	10	3
Stores have changed the payment methods they accept		20	20	19	27	15
I'm shopping more online		16	16	19	13	4
Stores prefer or require me to pay another way		15	15	16	16	10
It's harder to keep track of my spending that way		13	14	12	13	16
It's harder for me to pay that way		12	12	13	10	10
Some things I want are only available online		11	11	13	5	9
I don't earn points or get a discount when I pay like that		10	11	11	6	10
My income has changed		9	4	8	17	11
I can't get a cheque book from my bank anymore		8	5	8	16	12
Bank branches are not easy to get to		7	8	8	7	0
It's not as safe from scams and identity theft to spend my money that way		6	3	5	6	29
I'm shopping local more		6	3	7	6	17
I'm buying less things at a time		6	2	8	7	13
I shop in different places now, so I changed the way I pay		6	6	7	6	4
It's not easy for me to get cash because bank branches have closed		6	8	7	6	0
It's harder for me to make donations to charities that way		5	1	6	15	6
Where I spend my time has changed, e.g. now working from home, changed employment etc.		4	3	4	1	10
It's harder to keep my spending private that way		4	3	2	8	7
I get paid in a different way now		4	2	4	7	4
It's costly for the retailer to pay that way		3	1	2	6	9
Paying that way does not allow me to participate in cultural/religious events		2	0	0	12	8
It's harder to give money to friends and family that way		2	1	3	2	6
None of these reasons		9	12	6	7	4
Don't know		3	2	2	1	13

Note: Total may exceed 100 percent because of multiple response.

\*Sub-sample based on those respondents using cash or another payment method less frequently now compared to a year ago.



**Table 16: Reasons payment methods used less frequently now – by payment methods**

*Q12 Which of the following reasons best explain why you are using [cash or method] less frequently now compared to a year ago?*

	Base =	Total 759* %	Payment methods now used least often			
			Cash (notes and/or coins) 549 %	A credit card in an EFTPOS machine 40 %	A cheque 36 %	A credit card by Paywave/ contactless 23** %
I simply don't carry any cash these days		34	48	0	0	0
I'm finding it easier to pay using other ways		28	30	17	3	29
Most people and retailers don't expect you to pay that way now		23	24	14	46	4
It's not as safe for health reasons to pay like that		20	27	6	0	7
Stores have changed the payment methods they accept		20	22	24	12	7
I'm shopping more online		16	20	9	12	1
Stores prefer or require me to pay another way		15	18	9	7	20
It's harder to keep track of my spending that way		13	15	22	4	7
It's harder for me to pay that way		12	13	12	13	17
Some things I want are only available online		11	13	3	4	4
I don't earn points or get a discount when I pay like that		10	11	14	4	12
My income has changed		9	7	21	0	5
I can't get a cheque book from my bank anymore		8	6	26	13	7
Bank branches are not easy to get to		7	11	0	0	0
It's not as safe from scams and identity theft to spend my money that way		6	4	7	0	15
I'm shopping local more		6	4	10	0	1
I'm buying less things at a time		6	5	20	8	1
I shop in different places now, so I changed the way I pay		6	6	11	0	4
It's not easy for me to get cash because bank branches have closed		6	9	0	0	0
It's harder for me to make donations to charities that way		5	4	2	4	0
Where I spend my time has changed, e.g. now working from home, changed employment etc.		4	3	0	0	8
It's harder to keep my spending private that way		4	3	5	0	17
I get paid in a different way now		4	3	0	2	8
It's costly for the retailer to pay that way		2	1	9	1	22
Paying that way does not allow me to participate in cultural/religious events		2	1	4	0	21
It's harder to give money to friends and family that way		2	2	4	4	0
None of these reasons		9	8	7	4	11
Don't know		3	2	1	7	7

Note: Total may exceed 100 percent because of multiple response.

\*Sub-sample based on those respondents using cash or another payment method less frequently now compared to a year ago.

\*\*Caution: low base number of respondents - results are indicative only.



**Table 17: Reasons for using payment methods less often – effects of COVID-19**

*Q13 & 13A. Which of these reasons for you using [payment method] less often now are due to the effects of COVID-19?*

	Base =	Payment methods now used least often				
		Total 759* %	Cash (notes and/or coins) 549 %	A credit card in an EFTPOS machine 40 %	A cheque 36 %	A credit card by Paywave/contactless 23** %
It's not as safe for health reasons to pay like that		16	22	4	0	0
I simply don't carry any cash these days		16	23	0	0	0
Most people and retailers don't expect you to pay that way now		12	13	4	26	0
I'm shopping more online		11	14	4	4	0
I'm finding it easier to pay using other ways		11	12	7	0	1
Stores have changed the payment methods they accept		9	12	10	1	0
Stores prefer or require me to pay another way		9	13	4	1	4
My income has changed		5	4	10	0	5
It's harder to keep track of my spending that way		4	4	9	4	7
It's harder for me to pay that way		4	5	8	4	7
It's not as safe from scams and identity theft to spend my money that way		3	2	1	0	14
I don't earn points or get a discount when I pay like that		3	3	4	0	1
I'm shopping local more		3	2	5	0	1
I can't get a cheque book from my bank anymore		3	2	13	2	7
Some things I want are only available online		3	4	2	0	0
It's harder to keep my spending private that way		2	2	0	0	0
It's harder for me to make donations to charities that way		2	2	2	2	0
I'm buying less things at a time		2	2	6	0	1
It's not easy for me to get cash because bank branches have closed		2	3	0	0	0
Bank branches are not easy to get to		2	2	0	0	0
It's costly for the retailer to pay that way		1	0	5	0	0
Paying that way does not allow me to participate in cultural/religious events		1	1	4	0	13
It's harder to give money to friends and family that way		1	1	0	0	0
I shop in different places now, so I changed the way I pay		1	1	0	0	4
I get paid in a different way now		1	1	0	0	7
Where I spend my time has changed, e.g. now working from home, changed employment etc.		0	0	0	0	0
Didn't give a reason, but affected by COVID-19		3	3	0	0	0
None are due to COVID-19		25	21	23	49	37

Note: Total may exceed 100 percent because of multiple response.

\*Sub-sample based on those respondents who gave a reason for using a payment method less frequently now compared to a year ago.



## 6.0 New Zealanders' opinions about their continued access to cash and its use

This section explores respondents' views on accessing and depositing cash and their opinions as to how well they would cope if cash was no longer available.

The tables in this section show the results for the total sample and by the frequency of recent cash use, based on the seven-day period before they were surveyed.

### 6.1 Accessing and depositing cash

Most respondents (73%) stated it was either 'very easy' or 'somewhat easy' to get cash out when they needed it.

In contrast, 11% stated it was 'somewhat difficult' or 'very difficult'. For these particular respondents, access was identified as the main barrier, with 58% reporting that it was difficult to get cash out, because the ATM or bank branch was a long way from their home/work.

**Table 18: Ease of getting cash out**

*Q20. How easy is it for you personally to get some cash out when you need it?*

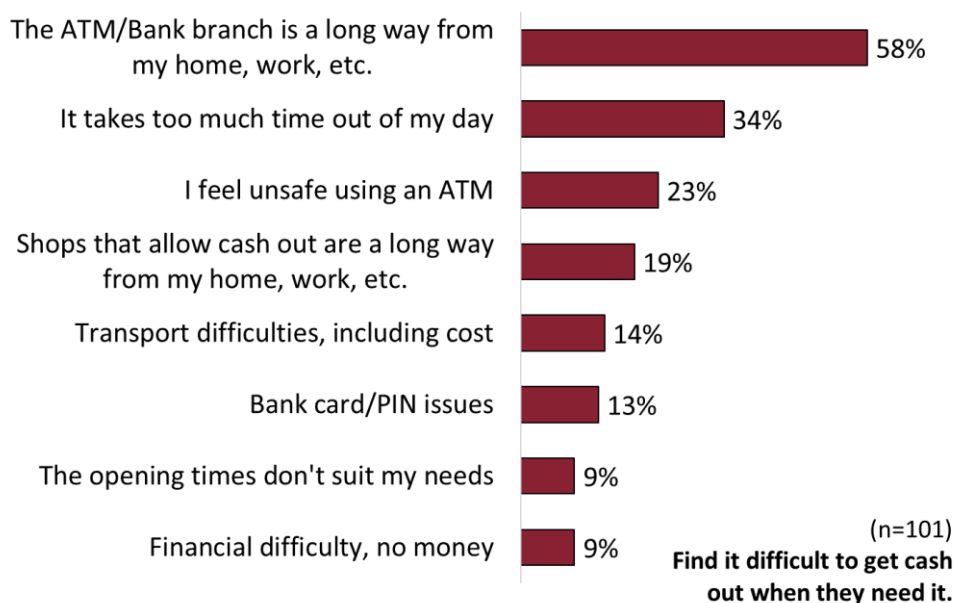
	Frequency of cash use in past 7 days					
	Base =	Total 1019 %	Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
Very easy		46	49	41	45	59
Somewhat easy		27	25	31	29	24
Neutral		12	8	14	17	5
Somewhat difficult		9	10	9	6	6
Very difficult		2	0	2	2	4
I don't get cash out		3	6	2	2	1
Don't know		1	1	0	0	0
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.





### What makes getting cash out difficult?



Although 73% felt it was easy to access cash, significantly fewer respondents felt it was easy to deposit cash (54% stated it was 'very easy' or 'somewhat easy' to put cash into their bank account).

In contrast, 23% stated it was 'somewhat difficult' or 'very difficult'.

**Table 19: Ease of visiting in person to put cash into account**

*Q22. How easy is it for you to visit a Bank branch or ATM (in person) to put cash into a bank account for your personal needs (not business) when you need to?*

	Base =	Total 1019 %	Frequency of cash use in past 7 days			
			Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
Very easy		30	29	30	28	34
Somewhat easy		24	22	27	20	27
Neutral		13	13	10	19	11
Somewhat difficult		18	16	21	21	11
Very difficult		5	5	4	2	8
I don't deposit cash		9	13	7	8	5
Don't know		2	1	1	1	4
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.



## 6.2 New Zealanders' opinions about their continued access to cash and its use

Respondents were asked to consider a future situation where they were unable to get or use cash and how that might impact them.

Although one-half (52%) felt that they would be able to cope without cash, heavy cash users (i.e. those who had used cash 7+ times in the past seven days) were significantly less likely to feel this way (29%).

Just over one-third of respondents (37%) felt that it 'might be difficult for them in some situations', if they were not able to access or use cash in the future, while (6%) reported that they 'wouldn't be able to cope' at all. However, the heavy cash users were significantly more likely to feel this way (25% felt they would not be able to cope without cash).

**Table 20: Ability to cope without cash**

*Q15. Which one of the following best describes you if, in the future, you were unable to get or use cash?*

	Base =	Frequency of cash use in past 7 days				
		Total 1019 %	Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
I would be able to cope		52	77	45	27	29
It might be difficult for me in some situations		37	17	46	60	38
I wouldn't be able to cope		6	2	4	10	25
Don't know		5	4	5	4	8
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

Respondents who might have difficulties accessing cash or coping if they were unable to do so provided a range of reasons as to why this was the case. Most frequently, these respondents reported that not being able to access cash would affect their ability to pay a person (i.e. not a business) for a good or service 'on the spot' (59%), give money or spending for family or friends (44%) and their ability to give gifts, koha, meaalofa, church or charity collections, etc. (42%).



**Table 21: Areas affected without cash**

*Q16. Which of the following would be affected if you were unable to get or use cash?*

	Base =	Frequency of cash use in past 7 days				
		Total 516* %	Not used 90 %	1 to 2 210 %	3 - 6 124 %	7 + 70 %
Paying a person on the spot for something I bought (not at a retailer or business)		59	47	62	69	59
Giving money or spending for family and friends		44	43	42	47	59
Giving gifts, koha, meaalofa, church or charity collections, etc.		42	30	44	49	47
My day-to-day spending		33	22	27	46	57
My sense of control over my life		33	14	34	44	48
My budgeting/the way I manage my money		30	16	28	37	46
Paying my bills, e.g. rent, rates, power, etc.		17	8	14	18	41

Note: Total may exceed 100 percent because of multiple response.

\*Sub-sample based on those respondents who said if they were unable to get or use cash, they wouldn't be able to cope, it might be difficult, or they don't know.

When respondents were specifically asked about whether they were concerned about the fact that people were not using cash as frequently as they were to pay for 'everyday things', 44% stated they were 'not at all concerned', while, at the other extreme, 14% stated they were 'very concerned'.

Heavy cash users were significantly more likely to state they were 'very concerned' (43%).

**Table 22: Ability to cope without cash**

*Q17. Not as many people are using cash to pay for everyday things. Even if you are not a cash user, which one of the following best describes how you feel about this?*

	Base =	Frequency of cash use in past 7 days				
		Total 1019 %	Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
I feel not concerned at all		44	67	38	16	22
I feel somewhat concerned		37	25	46	52	29
I feel very concerned		14	4	13	29	43
Don't know		5	5	3	3	6
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.



## 7.0 Other detailed results

Respondents were asked a series of questions about whether they were storing cash and, if so, whether that was a relatively new development and for what purpose were they doing so. The results to these questions, reported by the total sample and by frequency of cash use are presented in this section.

### 7.1 Storing cash

One-third of all respondents (34%) reported that they do keep New Zealand cash stored somewhere (other than in a bank) for future use.

Heavy cash users were significantly more likely to report storing cash (53%).

**Table 23: Cash stored**

*Q23. Do you keep New Zealand cash stored somewhere (not in a bank), not to be used straightaway, but available if you need it?*

	Base =	Total 1019 %	Frequency of cash use in past 7 days			
			Not used 335 %	1 to 2 387 %	3 - 6 169 %	7 + 101 %
Yes - have some cash stored		34	23	36	45	53
No		61	72	58	49	40
Would rather not say		6	5	5	6	7
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

Of those respondents who reported that they did have cash stored away, 47% reported that they currently have about the same amount of cash stored as they did one year ago, while 19% said they have increased their cash reserve and a similar proportion (21%) now have less cash stored.



**Table 24: Changes in cash stored**

Q24. Compared to a year ago, do you have more, less, or about the same amount of cash stored away somewhere (not in a bank)?

	Base =	Total 408* %	Frequency of cash use in past 7 days			
			Not used 95 %	1 to 2 163 %	3 - 6 81 %	7 + 60 %
More than a year ago		19	15	23	10	30
About the same		47	52	46	52	33
Less than a year ago		21	20	24	22	19
Not sure		4	3	2	8	3
Would rather not say		9	11	5	9	15
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

\*Sub-sample based on those respondents who have some NZ cash stored or would rather not say.

Approximately one-third (31%) of those who have cash stored, estimated the amount as being no more than \$100. Forty percent said they had between \$101 and \$1,000 while 9% had at least \$1,000 in cash stored in this way.

**Table 25: Amount of cash stored**

Q25. About how much New Zealand cash do you have stored in this way (i.e. not in a bank)?

	Base =	Total 408* %	Frequency of cash use in past 7 days			
			Not used 95 %	1 to 2 163 %	3 - 6 81 %	7 + 60 %
\$50 or less		18	23	23	10	9
\$51 to \$100		13	15	13	7	18
\$101 to \$500		28	27	31	34	19
\$501 to \$1,000		12	8	12	22	7
\$1,001 to \$5,000		6	7	7	3	8
More than \$5,000		3	2	2	2	11
Don't know		4	5	2	4	0
Would rather not say		15	13	10	18	28
Total		100	100	100	100	100

Note: Total may not add to 100 percent exactly due to rounding.

\*Sub-sample based on those respondents who have some NZ cash stored or would rather not say.



Although the extent to which people reported storing cash differed between high and low users of cash, the main reasons for storing were similar across-the-board. Approximately one-half of all those who were storing cash reported that they were doing so for emergencies (53%) (e.g. if there was an earthquake), to enable fast access to cash if they needed it (50%) and because it made them feel better prepared for the unknown (44%).

**Table 26: Reasons for storing cash**

*Q26. For what particular reasons do you store cash?*

	Base =	Total 408*	Frequency of cash use in past 7 days			
			Not used 95 %	1 to 2 163 %	3 - 6 81 %	7 + 60 %
For emergencies (e.g. in an earthquake kit)		53	60	51	43	61
To be able to quickly get money when I need it		50	45	54	53	46
I feel better prepared for the unknown		44	37	41	59	55
I like to keep my savings private		15	9	15	16	30
It is difficult for me to get cash when I need it		11	6	13	12	17
I don't trust governments		8	2	5	14	20
I'm conscious of the economic environment and interest rates		6	1	5	11	17
I don't trust banks		6	0	5	9	15
Need cash, pay or paid in cash		4	6	5	0	0
Spare cash, presents		2	3	2	0	0
I don't have a bank account		1	0	0	5	2
Don't know		1	2	0	0	0
Total		100	100	100	100	100

Note: Total may exceed 100 percent because of multiple response.

\*Sub-sample based on those respondents who have some NZ cash stored or would rather not say.



# Appendix A: Sample Profile

**Table 27: Sample profile**

	Weighted Total	Unweighted Total
Base =	1019	1019
	%	%
<i>Gender</i>		
Male	48	48
Female	51	51
Gender diverse	1	1
<i>Age</i>		
18 to 24	12	13
25 to 34	16	16
35 to 44	20	18
45 to 54	20	19
55 to 64	15	15
65+	18	19
<i>Ethnicity*</i>		
New Zealand European/Pakeha	75	66
Māori	14	41
Pacific	4	4
Chinese	5	3
Indian	5	3
Other (Please specify)	7	5
Don't know	1	0
<i>Region</i>		
Northland	4	5
Auckland	30	29
Waikato	8	10
Bay of Plenty	6	7
Gisborne	1	2
Hawke's Bay	3	4
Taranaki	1	2
Manawatu-Whanganui	5	6
Wellington-Wairarapa	10	11
Tasman	1	1
Nelson	2	1
Marlborough	1	1
West Coast	0	0
Canterbury	20	14
Otago	6	4
Southland	3	2
Don't know	0	0
Total	100	100

\*Total may exceed 100% because of multiple responses.



# Appendix B Questionnaire

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## Reserve Bank – Cash Use Survey 2020

Research New Zealand #5182

DATE October 2020

Today there are many different ways we can pay for goods and services in New Zealand, ranging from using cash to online methods. This survey is being conducted by Research New Zealand for the Reserve Bank of New Zealand Te Pūtea Matua. It aims to find out which ways of paying New Zealanders prefer, and why some people are choosing or changing their payment methods. Your information and privacy will be protected. The Reserve Bank will not be able to identify who replied or what you said. Thank you for your time.

### \*\*\*QUALIFYING DEMOGRAPHICS\*\*\*

S1 What gender do you most identify as?

- 1 .....Female
- 2 .....Male
- 3 .....Gender diverse

S2 Choose as many answers as you need to show which ethnic group (s) you belong to.

*Select as many as apply.*

- 1 .....New Zealand European/ Pākehā
- 2 .....Māori
- 3 .....Pacific
- 4 .....Chinese
- 5 .....Indian
- 96 ...Other – please say which group **(Please specify)**
- 98 ...Don't know

S3 In which of the following areas do you live?

- 1 .....Northland
- 2 .....Auckland
- 3 .....Waikato
- 4 .....Bay of Plenty
- 5 .....Gisborne
- 6 .....Hawke's Bay
- 7 .....Taranaki
- 8 .....Manawatu-Whanganui
- 9 .....Wellington-Wairarapa
- 10 ...Tasman
- 11 ...Nelson
- 12 ...Marlborough
- 13 ...West Coast
- 14 ...Canterbury
- 15 ...Otago
- 16 ...Southland
- 98 ...Don't know ] **Terminate**





S4 How old are you?

- 1 .....18-24
- 2 .....25-29
- 3 .....30-34
- 4 .....35-39
- 5 .....40-44
- 6 .....45-49
- 7 .....50-54
- 8 .....55-59
- 9 .....60-64
- 10 ...65-69
- 11 ...70-74
- 12 ...75+

**Introduction:**

You can spend money in lots of different ways, like buying things in shops or buying them online. And, when you spend money, there are different ways to pay. Please answer thinking about your experiences living in New Zealand (not overseas).

Q1. What are all the different ways you currently pay for everyday things, such as your groceries, petrol, lunch, bus or train ticket etc.?

*Select as many as apply.*

**Q1A. Paying in person, using... [Randomise]**

- 2 .....cash (notes and/or coins)
- 3 .....a credit card in an EFTPOS machine
- 4 .....a credit card by Paywave/contactless
- 5 .....a credit card through a mobile phone
- 6 .....a debit/EFTPOS card in an EFTPOS machine
- 7 .....a debit/EFTPOS card by Paywave/contactless
- 8 .....a pre-paid card (e.g. VISA Prezzy, or store card) or vouchers
- 9 .....a cheque
- 10 ...a public transport payment card (e.g. Snapper, AT HOP, Metrocard)
- 11 ...a mobile phone app or QR code in store
- 12 ...buy now pay later from a mobile phone (e.g. after pay or lay buy)
- 13 ...cryptocurrency/digital tokens
- 14 ...I never pay in person

**Q1B. Paying when you are not there in person, by... [Randomise]**

- 2 .....entering your **credit card** details onto a retailer's "pay now" website page
- 3 .....saying credit card details over the phone
- 4 .....entering your debit card details onto a retailer's "pay now" website page
- 5 .....using online/internet banking on a mobile banking app
- 6 .....using online/internet banking on your bank's website
- 7 .....entering bank account details onto a retailer's website (like Poli)
- 8 .....using mobile or online digital wallet transfer (like PayPal)
- 9 .....sending a cheque
- 10 ...using **cryptocurrency**/digital tokens
- 11 ...using **buy now pay later app** (e.g. after pay or lay buy)
- 12 ...I only pay in person
- 13 ...Don't know
- 14 ...None

**Q1C. Other ways of paying**

- 2 .....Some other way(s) of paying (please say what) **(Please specify)**



Q2. Here are all the different ways you've just told us you currently use to pay for everyday things. Which **one** of these do you use most often?

[\[Show Q1 answers\]](#)

*Please select one from all the options below.*

**Paying in person, using... [Randomise]**

- 1 .....cash (notes and/or coins)
- 2 .....a credit card in an EFTPOS machine
- 3 .....a credit card by Paywave/contactless
- 4 .....a credit card through a mobile phone
- 5 .....a debit/EFTPOS card in an EFTPOS machine
- 6 .....a debit/EFTPOS card by Paywave/contactless
- 7 .....a pre-paid card (e.g. VISA Prezzy, or store card) or vouchers
- 8 .....a cheque
- 9 .....a public transport payment card (e.g. Snapper, AT HOP, Metrocard)
- 10 ...a mobile phone app or QR code in store
- 11 ...buy now pay later from a mobile phone (e.g. after pay or lay buy)
- 12 ...cryptocurrency/digital tokens
- 13 ...I never pay in person

**Paying when you are not there in person, by... [Randomise]**

- 14 ...entering your **credit card** details onto a retailer's "pay now" website page
- 15 ...saying credit card details over the phone
- 16 ...entering your debit card details onto a retailer's "pay now" website page
- 17 ...using online/internet banking on a mobile banking app
- 18 ...using online/internet banking on your bank's website
- 19 ...entering bank account details onto a retailer's website (like Poli)
- 20 ...using mobile or online digital wallet transfer (like PayPal)
- 21 ...sending a cheque
- 22 ...using **cryptocurrency**/digital tokens
- 23 ...using **buy now pay later app** (e.g. after pay or lay buy)
- 24 ...I only pay in person
- 98 ...Don't know
- 25 ...None

**Other ways of paying**

- 96 ...Some other way(s) of paying (please say what) **(Please specify)**

Q3. And which **one** do you prefer to use?

[\[Show Q1 answers\]](#)

*Please select one from all the options below.*



**Paying in person, using... [Randomise]**

- 1 .....cash (notes and/or coins)
- 2 .....a credit card in an EFTPOS machine
- 3 .....a credit card by Paywave/contactless
- 4 .....a credit card through a mobile phone
- 5 .....a debit/EFTPOS card in an EFTPOS machine
- 6 .....a debit/EFTPOS card by Paywave/contactless
- 7 .....a pre-paid card (e.g. VISA Prezzy, or store card) or vouchers
- 8 .....a cheque
- 9 .....a public transport payment card (e.g. Snapper, AT HOP, Metrocard)
- 10 ...a mobile phone app or QR code in store
- 11 ...buy now pay later from a mobile phone (e.g. after pay or lay buy)
- 12 ...cryptocurrency/digital tokens
- 13 ...I never pay in person

**Paying when you are not there in person, by... [Randomise]**

- 14 ...entering your **credit card** details onto a retailer's "pay now" website page
- 15 ...saying credit card details over the phone
- 16 ...entering your debit card details onto a retailer's "pay now" website page
- 17 ...using online/internet banking on a mobile banking app
- 18 ...using online/internet banking on your bank's website
- 19 ...entering bank account details onto a retailer's website (like Poli)
- 20 ...using mobile or online digital wallet transfer (like PayPal)
- 21 ...sending a cheque
- 22 ...using **cryptocurrency**/digital tokens
- 23 ...using **buy now pay later app** (e.g. after pay or lay buy)
- 24 ...I only pay in person
- 98 ...Don't know
- 25 ...None

**Other ways of paying**

- 96 ...Some other way(s) of paying (please say what) **(Please specify)**

Q4. How often do the places you shop at for everyday things such as groceries, petrol, lunch, bus or train ticket etc. allow you to pay using [\[Q3 answer\]](#)?

- 1 .....Never
- 2 .....Occasionally
- 3 .....Some of the time
- 4 .....Most of the time
- 5 .....Always
- 98 ...Don't know

Q5. Compared to **12 months ago**, have you changed the way you pay for everyday things.... Which of these are you now using **more** often? [\[Show Q1 answers, plus: "I'm not using \[any of these/this\] more often than 12 months ago" IF SELECTED – SKIP TO Q10\]](#)

*Select as many as apply.*

Q6. [\[Ask if more than one method identified as being used 'more' often at Q5\]](#)

Thinking about all the methods you are using **more** often than last year. Which **one** of these are you using **more** frequently than the others? [\[Show Q5 answers\]](#)

*Please select one.*



Q7. Which of the following reasons best explain why you are using *[show “cash” if it was selected at Q5, otherwise main method – Q5/6]* more frequently now compared to a year ago?  
*[If Q5: “not using [any of these/this] more often” skip to Q10]*

**Personal reasons** *[Randomise]:*

*Select as many as apply*

- 1 .....Where I spend my time has changed, e.g. now working from home, changed employment etc
- 2 .....My income has changed
- 3 .....It’s easier to keep track of my spending
- 4 .....I’m shopping more online
- 5 .....I’m finding it harder to pay using other ways
- 6.... It’s safer for health reasons to pay like this
- 7.... It’s safer from scams and identity theft to spend my money this way
- 8.... It’s easier to keep my spending private this way
- 9.... Most people and retailers expect you to pay this way now
- 10...It’s cheaper for the retailer to pay this way
- 11...It’s easier for me to pay this way
- 12...It’s part of participating in (cultural/religious) events to pay this way
- 13...It’s easier for me to make donations to charities this way
- 14...I earn points or get a discount when I pay like this
- 15...I’m shopping local more
- 16... It’s easier to give money to friends and family this way
- 17... I’m buying less things at a time
- 18... I simply don’t carry any cash these days *[Don’t show for “cash”]*

**Outside influences** *[Randomise]:*

*Select as many as apply*

- 19...I shop in different places now, so I changed the way I pay
- 20... Stores have changed the payment methods they accept
- 21... Stores prefer or require me to pay another way
- 22... It’s not easy for me to get cash because bank branches have closed  
*[Don’t show for “cash”]*
- 23... Bank branches are not easy to get to *[Don’t show for “cash”]*
- 24... I can no longer get a cheque book from my bank
- 25... Some things I want are only available online
- 26... I get paid in a different way now
- 27... None of these reasons *[Go to Q8A]*
- 98... Don’t know

Q8. Which of these reasons for you using *[Cash from Q5, or main method – Q5/6]* more often now are due to the effects of COVID-19?

28... None are due to COVID-19

*[Show reasons selected]*

98... Don’t know

*[After Q8 - go to Q9]*

Q8A *[If respondent answers “none of these reasons” at Q7 ask:]*

Just to check. Is a reason you’re using *[Cash from Q5, or main method – Q5/6]* more often now due to the effects of COVID-19?

1 .....Yes

2 .....No

98 ...Don’t know



Q9. How likely is it that you will continue to pay by *[Cash from Q5, or main method – Q5/6]* after the COVID-19 pandemic?

- 1.... Very unlikely
- 2.... Somewhat unlikely
- 3.... Maybe/unsure
- 4.... Somewhat likely
- 5.... Very likely
98. Don't know

Q10. And which of these are you now using **less** often than you were 12 months ago? *[Show full Q1 list, plus "I'm not using any of these less often than 12 months ago" IF SELECTED SKIP TO Q15]*

Q11. *[Ask if more than one method identified as being used 'less' often at Q10]*

Thinking about all the methods you are using **less** often than last year. Which **one** of these are you using **less** frequently than the others? *[Show Q10 answers] Please select one.*

Q12. Which of the following reasons best explain why you are using *[Cash from Q10 or least method – Q10/Q11]* **less** frequently **now** compared to a year ago?

**Personal reasons** *[Randomise]:*

*Select as many as apply*

- 1 .....Where I spend my time has changed, e.g. now working from home, changed employment etc
- 2 .....My income has changed
- 3 .....It's harder to keep track of my spending that way
- 4 .....I'm shopping more online
- 5 .....I'm finding it easier to pay using other ways
- 6.... It's not as safe for health reasons to pay like that
- 7.... It's not as safe from scams and identity theft to spend my money that way
- 8.... It's harder to keep my spending private that way
- 9.... Most people and retailers don't expect you to pay that way now
- 10... It's more costly for the retailer to pay that way
- 11... It's harder for me to pay that way
- 12... Paying that way does not allow me to participate in cultural/religious events
- 13... It's harder for me to make donations to charities that way
- 14... I don't earn points or get a discount when I pay like that
- 15... I'm shopping local more
- 16... It's harder to give money to friends and family that way
- 17... I'm buying less things at a time
- 18... I simply don't carry any cash these days *[Show for "cash" ]*



**Outside influences** *[Randomise]:*

*Select as many as apply*

- 19...I shop in different places now, so I changed the way I pay
- 20...Stores have changed the payment methods they accept
- 21...Stores prefer or require me to pay another way
- 22... It's not easy for me to get cash because bank branches have closed *[Show for "cash"]*
- 23... Bank branches are not easy to get to
- 24... I can't get a cheque book from my bank anymore
- 25... Some things I want are only available online
- 26... I get paid in a different way now
- 27... None of these reasons *[Go to Q13A]*
- 98... Don't know

Q13. Which of these reasons for you using *[Cash from Q10 or least method – Q10/Q11]* **less** often now are due to the effects of COVID-19?

28... None are due to COVID-19

*[Show reasons selected]*

98... Don't know

*[After Q13 - go to Q14]*

Q13A *[If respondent answers "none of these reasons" at Q12 ask:]*

Just to check. Is a reason you're using *[Cash from Q10 or least method – Q10/Q11]* **less** often now due to the effects of COVID-19?

1 .....Yes

2 .....No

98 ...Don't know

Q14. How likely is it that you will continue **not using** *[Cash from Q10 or least method – Q10/Q11]* after the COVID-19 pandemic?

1 .....Very unlikely

2 .....Somewhat unlikely

3 .....Maybe/unsure

4 .....Somewhat likely

5 .....Very likely

98 ...Don't know

Q15. Which **one** of the following best describes you if, in the future, you were unable to get or use cash?

1 .....I wouldn't be able to cope

2 .....It might be difficult for me in some situations

3 .....I would be able to cope *[Go to Q17]*

98 ...Don't know

Q16. Which of the following would be affected if you were unable to get or use cash? *[Randomise]:*

1 .....My budgeting/the way I manage my money

2 .....My day-to-day spending

3 .....My sense of control over my life

4 .....Paying my bills e.g. rent, rates, power etc.

5 .....Paying a person on the spot for something I bought (not at a retailer or business)

6 .....Giving money or spending for family and friends

7 .....Giving gifts, koha, meaalofa, church or charity collections etc.

96 ...Other – please say what \_\_\_\_\_



Q17. Not as many people are using cash to pay for everyday things as before. Even if you are not a cash user, which one of the following best describes how you **feel** about this?

- 1 .....I feel very concerned
- 2 .....I feel somewhat concerned
- 3 .....I feel not concerned at all
- 98 ...Don't know

Q18. In the past seven days, about how many times have you used cash (notes and/or coins) to pay for everyday things such as your groceries, petrol, lunch, bus or train ticket etc.?

- 1 .....Not at all in the past 7 days
- 2 .....Once or twice
- 3 .....3-6 times
- 4 .....7-10 times
- 5 .....11-20 times
- 6 .....More than 20 times
- 98 ...Don't know

Q19. How much New Zealand cash (notes and/or coins) do you have in your wallet, purse and pocket at the moment?

- 1 .....About the amount written here \_\_\_\_\_
- 2 .....No cash
- 98 ...Don't know

Q20. How easy is it for you personally to get some **cash out** when you need it?

- 1 .....Very difficult
- 2 .....Somewhat difficult
- 3 .....Neutral
- 4 .....Somewhat easy
- 5 .....Very easy
- 95 ...I don't get cash out
- 98 ...Don't know

Q21. If answer very difficult, or somewhat difficult ask: What makes getting cash out difficult?

*[Randomise]*

*Select as many as apply*

- 1 .....The ATM/Bank branch is a long way from my home, work, etc.
- 2 .....Shops that allow cash out are a long way from my home, work, etc.
- 3 .....Transport difficulties, including cost
- 4 .....It takes too much time out of my day
- 5 .....The opening times don't suit my needs
- 6 .....I feel unsafe using an ATM
- 7 .....Bank card/PIN issues
- 96 ...Other, please specify \_\_\_\_\_

Q22. How easy is it for you to visit a Bank branch or ATM (in person) to put cash **into** a bank account for your **personal** needs (not business) when you need to?

- 1 .....Very difficult
- 2 .....Somewhat difficult
- 3 .....Neutral
- 4 .....Somewhat easy
- 5 .....Very easy
- 95 ...I don't deposit cash
- 98 ...Don't know



- Q23. Do you keep New Zealand cash stored somewhere (not in a bank), not to be used straightaway, but available if you need it?
- 1 .....Yes – have some cash stored
  - 2 .....No [[Go to Q27](#)]
  - 99 ...Would rather not say
- Q24. Compared to a year ago, do you have more, less, or about the same amount of cash stored away somewhere (not in a bank)?
- 1 .....More than a year ago
  - 2 .....About the same
  - 3 .....Less than a year ago
  - 98 ...Not sure
  - 99 ...Would rather not say
- Q25. About how much New Zealand cash do you have stored in this way (i.e. not in a bank)?
- 1 .....\$50 or less
  - 2 .....\$51 – \$100
  - 3 .....\$101 – \$500
  - 4 .....\$501 – \$1000
  - 5 .....\$1001– \$5000
  - 6 .....More than \$5000
  - 98 ...Don't know
  - 99 ...Would rather not say
- Q26. For what particular reasons do you store cash? [[Randomise](#)]
- Select as many as apply.*
- 1 .....I don't have a bank account
  - 2 .....I like to keep my savings private
  - 3 .....For emergencies (e.g. In an earthquake kit)
  - 4 .....I feel better prepared for the unknown
  - 5 .....To be able to quickly get money when I need it
  - 6 .....I'm conscious of the economic environment or interest rates
  - 7 .....I don't trust banks
  - 8 .....I don't trust governments
  - 9 .....It is difficult for me to get cash when I need it
  - 96 ...Other reason(s) please say why \_\_\_\_\_

## Demographics

- Q27. Which of this best describes where you live? Do you live in a....?
- 1 .....Rural area or small town with a population of less than 10,000
  - 2 .....Or do you live in a large town or city with a population greater than 10,000
  - 98 ...Don't know
- Q28. Do you have a disability which affects the ways you shop, pay or access banking services?
- 1 .....Yes
  - 2 .....No
  - 98 ...Don't know
  - 99 ...Would rather not say





Q29. And are you currently ...? *[Randomise]*

- 1 .....An employer
- 2 .....Self-employed
- 3 .....A salary or wage earner
- 4 .....Retired
- 5 .....A full time homemaker
- 6 .....A student
- 7 .....Unemployed
- 96 ...Other (please specify\_\_\_\_\_)
- 99 ...Would rather not say

Q30. Before tax or anything else was taken out of it, about how much was your own personal income in the last 12 months?

- 1 .....No income
- 2 .....\$20,000 or less
- 3 .....\$20,001-\$40,000
- 4 .....\$40,001-\$60,000
- 5 .....\$60,001-\$80,000
- 6 .....\$80,001-\$100,000
- 7 .....More than \$100,000
- 98 ...Don't know
- 99 ...Would rather not say

Q31. Which one of the following best describes you?

- 1 .....I am married or living in a partnership with someone
- 2 .....I am not married or living in a partnership with someone *[Go to Q33]*

Q32. *[If married or living in a partnership at Q31 ask]*

Which one of these bands does your combined household income come into?

- 1 .....No income
- 2 .....\$20,000 or less
- 3 .....\$20,001-\$40,000
- 4 .....\$40,001-\$60,000
- 5 .....\$60,001-\$80,000
- 6 .....\$80,001-\$100,000
- 7 .....More than \$100,000
- 98 ...Don't know
- 99 ...Would rather not say

### **Final question**

Q33. If you would like to say anything more about the subject of this survey, please write your comments here.

- 1 .....Yes, I think.... (please specify)\_\_\_\_\_
- 2 .....No comment

Thank you for taking the time to answer our questions.

If you would like to learn more about this research, please go to: <https://www.rbnz.govt.nz/notes-and-coins/future-of-cash>. If you would like to receive notification of publication of a summary report of this research, please subscribe to Future of Cash – Te Moni Anamata notifications here: <https://www.rbnz.govt.nz/email-updates>