



Financial Lives cost of living (January 2024) recontact survey: Questionnaire

INTRODUCTION

INTRO [SHOW TO ALL]

Welcome back to the Financial Conduct Authority's (FCA's) **Financial Lives** survey.

[IF NOT COMPLETED NEITHER JAN23 NOR MAY23 SURVEYS: Thank you very much for participating in the **Financial Lives** survey in the first half of 2022.]

[IF COMPLETED JAN23 + MAY23 SURVEYS: Thank you very much for participating in the **Financial Lives** survey in the first half of 2022 as well as our follow-up surveys in December 2022/ January 2023 and mid-2023.]

[IF COMPLETED JAN23 SURVEY BUT NOT MAY23 SURVEY: Thank you very much for participating in the **Financial Lives** survey in the first half of 2022 as well as our follow-up survey in December 2022/ January 2023.]

[IF COMPLETED MAY23 SURVEY BUT NOT JAN23 SURVEY: Thank you very much for participating in the **Financial Lives** survey in the first half of 2022 as well as our follow-up survey in mid-2023.]

We have published a [major report of key findings](#) from these surveys, as well as a [short report](#) on the impact of the cost of living in 2023. Thank you for your contributions.

Please help us now by answering a new short survey. It focuses on the rising cost of living and its impacts on people's financial lives across the UK.

You can choose to be entered into **our prize draw for the chance to win one of 11 prizes worth up to £250.**

Whether or not you are impacted by the rising cost of living please take part. Only by hearing from everyone will we gain a fair picture of the impact the rising cost of living is having on consumers across the UK to inform our consumer protection work. **Every response really does make a difference.**

Please rest assured this is professional market research. Anything you say is confidential and used only for research purposes. We respect your privacy – please visit our website if you would like to know more about our [privacy policy](#).

To take part, please click NEXT ('>>') below.

If you experience any technical problems, then please get in touch with Critical Research:

Email: FinancialLives@critical-surveys.co.uk

Tel: 0208 189 7829

OPENING DEMOGRAPHICS

AGE_OG_DV [CODE TO ALL USING FLS 2022]

Age variable based on 2022 survey responses.

1	18 to 21
2	22 to 24
3	25 to 29
4	30 to 34
5	35 to 39
6	40 to 44
7	45 to 49
8	50 to 54
9	55 to 59
10	60 to 64
11	65 to 69
12	70 to 74
13	75 to 79
14	80 to 84
15	85 or over

AGE_COL_DV [CODE TO ALL – USING D2a, D2 and D3 FROM FLS 2022]

Updated age variable for Dec 2023/ Jan 2024.

		CODE USING:
1	18 to 21	<ul style="list-style-type: none"> • D2a DOB + number of months up to survey completion month • D2 (age) + 1 • D3 (age range) no change
2	22 to 24	
3	25 to 29	
4	30 to 34	
5	35 to 39	
6	40 to 44	
7	45 to 49	
8	50 to 54	
9	55 to 59	
10	60 to 64	
11	65 to 69	
12	70 to 74	
13	75 to 79	
14	80 to 84	
15	85 or over	

D13_rec1text [CODE TO ALL – USING FLS 2022]

Code detailed tenure response from FLS 2022.

		CODE FROM FLS 2022/ 2023
Own it outright		
1	I own it outright (I don't have a mortgage)	D13=1
Own it with a mortgage		
2	I own it with a residential mortgage, and my name is on the mortgage	D13=2 AND P_M1a=1
3	I own it with a lifetime mortgage, and my name is on the mortgage	D13=3 AND P_M1a_1=1

Shared ownership		
4	I pay part rent and part mortgage, and my name is on the mortgage (shared ownership)	D13=4 AND P_M1a=1
5	I pay part rent and part mortgage, but my name is not on the mortgage (shared ownership)	D13=4 AND P_M1a=2
6	I pay part rent and part mortgage, but the mortgage is paid off (shared ownership)	D13=4 AND P_M1a=3
Renting		
7	My landlord's name is on the mortgage of the property I live in	P_MCHECK2=3
8	I live with my friend and pay rent to them	P_MCHECK4=1
9	I rent the property I live in	D13=5
Not paying any rent or mortgage payments or don't know if do so		
10	The mortgage for the property is in my spouse's/ partner's name only	P_MCHECK2=1
11	I do not pay any rent to my [IF P_MCHECK2=2: parents] [IF P_MCHECK2=4: friend] , whose name is on the mortgage for the property I live in	P_MCHECK4=2
12	I don't know if I pay rent to my [IF P_MCHECK2=2: parents] [IF P_MCHECK2=4: friend] , whose name is on the mortgage for the property I live in	P_MCHECK4=3
13	I live rent-free , e.g. with my parent/s, with my partner, or in another relative's or a friend's property	D13=6
Occupy the property in some other way or don't know how to describe how I occupy it		
14	I don't know whose name is on the mortgage for the property I live in	P_MCHECK2=5
15	I occupy the property I live in in a way other than with a mortgage or with a formal or informal rental agreement	D13=7
16	I don't know how to describe the way in which I occupy the property I currently live in	IF P_MCHECK2=6 OR D13=8

D13_rec1 [ASK ALL]

To start with, in **[INSERT MONTH & YEAR OF INTERVIEW FOR FLS 2022]** you told us that the following statement best described how you occupied the property you then lived in.

[INSERT TEXT FROM D13_rec1text]

Does this still apply to you today?

1. Yes
2. No

D13_rec2 [ASK IF D13_rec1=2 (IF TENURE SITUATION HAS CHANGED SINCE FLS 2022)]

In that case, which of the following statements best describes how you occupy the property you currently live in?

		SHOW IF
Own it outright		
1	I own it outright (I don't have a mortgage)	D13_rec1text#1
Own it with a mortgage		

2	I own it with a residential mortgage, and my name is on the mortgage	D13_rec1text#2
3	I own it with a lifetime mortgage, and my name is on the mortgage	D13_rec1text#3
8	The mortgage for the property is in my spouse's/ partner's name only	D13_rec1text#10
Shared ownership		
4	I pay part rent and part mortgage, and my name is on the mortgage (shared ownership)	D13_rec1text#4
5	I pay part rent and part mortgage, but my name is not on the mortgage (shared ownership)	D13_rec1text#5
6	I pay part rent and part mortgage, but the mortgage is paid off (shared ownership)	D13_rec1text#6
Renting		
7	I rent the property I live in (e.g. pay rent to a private landlord, a friend, a relative, or the council or a social landlord)	D13_rec1text#7 OR D13_rec1text#8 OR D13_rec1text#9
Not paying any rent or mortgage payments		
9	I live with my parent/s, with my partner, or in another relative's or a friend's property and don't pay any rent or mortgage payments	D13_rec1text#11 OR D13_rec1text#12 OR D13_rec1text#13
Other		
10	I occupy the property in some other way or don't know how to describe how I occupy it	D13_rec1 text#14 OR D13_rec1 text#15 OR D13_rec1 text#16

D13DV_rec [CODE TO ALL]

DERIVED VARIABLE TO COMBINE D13_rec1 AND D13_rec2 (TENURE) FOLLOWING MORTGAGES CHECK VARIABLES & RECORD CHANGE SINCE LAST 12 MONTHS IN D13DV

		CODE IF
1	I own it outright (no mortgage)	[D13_rec1text=1 AND D13_rec1=1] OR D13_rec2=1
2	I own it with a residential mortgage	[D13_rec1text=2 AND D13_rec1=1] OR D13_rec2=2
3	I own it with a lifetime mortgage	[D13_rec1text=3 AND D13_rec1=1] OR D13_rec2=3
4	I pay part rent and part mortgage (shared ownership)	[D13_rec1text=4 AND D13_rec1=1] OR [D13_rec1text=5 AND D13_rec1=1] OR [D13_rec1text=6 AND D13_rec1=1] OR D13_rec2=4-6
5	I rent it (privately, from a relative or friend, or from the council or a social landlord)	[D13_rec1text=7 AND D13_rec1=1] OR [D13_rec1text=8 AND D13_rec1=1] OR [D13_rec1text=9 AND D13_rec1=1] OR D13_rec2=7
6	I live rent-free, e.g. in a relative's or friend's property	[D13_rec1text=10 AND D13_rec1=1] OR [D13_rec1text=11 AND D13_rec1=1] OR [D13_rec1text=12 AND D13_rec1=1] OR [D13_rec1text=13 AND D13_rec1=1] OR D13_rec2=8-9
7	I occupy it in some other way (write in)	[D13_rec1text=14 AND D13_rec1=1] OR [D13_rec1text=15 AND D13_rec1=1] OR [D13_rec1text=16 AND D13_rec1=1] OR D13_rec2=10
8	Don't know	D13DV_rec#1-7

D10_rec [ASK ALL]

Which of the following **best describes** your current working status?

If you are currently on **maternity leave, paternity leave, or another kind of parental leave**, please count yourself as still working for an employer or self-employed.

If you are temporarily away from your work ill or on holiday, please count yourself as still working for an employer or self-employed.

1. Working for an employer(s) full-time (30 or more hours per week)
2. Working for an employer(s) part-time (less than 30 hours per week)
3. Self-employed or freelance full-time (30 or more hours per week)
4. Self-employed or freelance part-time (less than 30 hours per week)
5. Unemployed – looking and available for work
6. Unemployed – not looking for work
7. Retired
8. Semi-retired (drawing a pension or other income but still working)
9. Student
10. Long-term sick or disabled
11. Temporarily sick (no job to go to)
12. Looking after the home or family (incl. being a carer for a close family member)
13. Other (write in)
14. Don't know

COST OF LIVING QUESTIONS

Q1 [ASK ALL]

The next set of questions is about your financial situation overall.

Firstly, to what extent would you say your financial situation is better or worse now than it was 12 months ago?

1. A lot worse now than 12 months ago
2. A little worse now than 12 months ago
3. No change compared with 12 months ago
4. A little better now than 12 months ago
5. A lot better now than 12 months ago

K1 [ASK ALL]

To what extent do you feel that keeping up with your domestic bills and credit commitments is a burden?

1. It is not a burden at all
2. It is somewhat of a burden
3. It is a heavy burden
4. Don't know

K1a [ASK ALL]

To what extent would you say the burden of keeping up with your domestic bills and credit commitments has changed over the last 6 months?

1. A lot more of a burden
2. A little more of a burden
3. No change
4. A little less of a burden
5. A lot less of a burden
6. Don't know

K2 [ASK ALL]

In the last 6 months, have you fallen behind on, or missed, any payments for credit commitments or domestic bills for **any 3 or more months**?

These 3 months don't necessarily have to be consecutive months.

1. Yes
2. No
3. Don't know

K2a [ASK IF K2=2, 3 (HAVE NOT FALLEN BEHIND FOR 3 OR MORE MONTHS IN THE

LAST 6 MONTHS, OR DO NOT KNOW IF HAVE DONE SO)]

In the last 6 months, have you fallen behind on, or missed, any payments for credit commitments or domestic bills for **any one or two months?**

1. Yes
2. No
3. Don't know

K33 [ASK IF K2=1 or K2a=1 (FALLEN BEHIND/ MISSED CREDIT COMMITMENTS OR DOMESTIC BILLS IN THE LAST 6 MONTHS)]

Which credit commitments and/ or domestic bills have you missed, or fallen behind on, in the last 6 months?

Select all that apply.

1. Credit card
2. Store card
3. Other credit commitments
4. Mortgage repayments
5. Rent payments
6. Council tax payments
7. Utility bills, e.g. electricity, gas, heating oil, water, phone, TV/broadband
8. Other household bills (write in)
9. Other (write in)
10. Don't know

AT29D [ASK ALL]

In the last 12 months, have you done any of the following **to make ends meet?**

Select all that apply.

PROGRAMMER INSTRUCTIONS: CODES 1 AND 2 CANNOT BE SELECTED TOGETHER, CODE 4 AND 5 CANNOT BE SELECTED TOGETHER

1. Stopped saving or investing altogether
2. Reduced how much you save or invest
3. Spent some or all your savings or sold your investments, to cover day-to-day expenses
4. Stopped contributing to a pension
5. Reduced how much you contribute to a pension
6. Cashed in a pension(s) fully, or taken a lump sum out of a pension, to cover day-to-day expenses [**SHOW IF AGE_COL_DV=8-15 (AGED 50+)**]
7. None of these [**SINGLE CODE**]
8. Don't know [**SINGLE CODE**]

GIPINTRO_rec [SHOW TO ALL]

The next few questions focus on any general insurance or protection policies you may have.

P_GIP_col [ASK ALL] CAROUSEL

Do you currently hold any of the following insurance or protection policies?

If not, have you held any in the last 12 months?

Please select one answer option in each row.

ANSWER CODES/ COLUMNS:

1	Have this
2	Don't have this, but have held in the last 12 months
3	Don't have this (and did not hold in the last 12 months)
4	Don't know

STATEMENTS/ ROWS:

		DEFINITIONS
1	Motor insurance	Cover for a vehicle, e.g. car, motorbike, van
2	Home insurance – contents and buildings combined policy (rather than two separate insurance policies)	Cover for your home buildings and contents insurance combined into a single policy from a single insurance provider
3	Home insurance – buildings only (rather than a single combined buildings and contents insurance policy)	Cover for the building of the property you live in. Do not select this product if your building insurance is provided by your freeholder (i.e. is part of your service charge)
4	Home insurance – contents only (rather than a single combined contents and buildings insurance policy)	Cover for the contents of the property you live in
5	Home emergency cover	Cover for emergency repairs or servicing for services in your home, e.g. electricity, plumbing, boiler and heating
6	Pet insurance	Cover for your pet against injury or illness and for damage your pet may cause
7	Motor breakdown cover	Cover which, in the case of your car breaking down, covers the cost of roadside assistance
8	Multi-trip (annual) travel insurance	Cover for multiple trips, e.g. all trips over the period of a year
9	Mobile phone insurance	Cover for theft, loss or accidental damage to your mobile phone, e.g. screen breakage

10	Gadget insurance	Cover for your gadgets, separate from other policies, for incidents, e.g. theft, loss or damage when using gadgets outside the home
11	Legal expenses/ protection insurance	Cover against the cost of legal fees relating to a dispute. Often sold in conjunction with another policy, e.g. car insurance
12	Extended warranty	Cover that extends the length of a standard manufacturer's warranty offered with a product or service, e.g. a 5-year warranty with a vacuum cleaner, washing machine or car parts
13	Other general insurance policy (write in)	<p>Other types of insurance policies that you may hold now or have held in the last 12 months:</p> <p>Credit card protection: Cover to help manage the process of cancelling your cards in the event of theft or loss. It may also have other features, e.g. an emergency hotel bill payment</p> <p>Payment Protection Insurance (PPI): Cover which, in the event of your being unable to continue making payments on a credit product, will fund these payments</p> <p>Mortgage Protection Insurance (MPPI): Cover which, in the event of your being unable to continue making payments on your mortgage, will fund these payments</p> <p>Unemployment/ redundancy insurance: Cover that provides short-term income protection policy, should you be unable to work due to involuntary redundancy</p> <p>ID theft insurance: Cover for the legal costs associated with recovering your identity following identity theft</p> <p>GAP (Guaranteed Asset Protection) insurance: Cover which, in the event of a vehicle being written off, pays the difference between the settlement from the motor insurer and the balance on any outstanding finance or the cost of a new vehicle</p>
14	Life insurance	This might be for a limited period (often sold alongside a mortgage) or for the whole of your life
15	Private medical insurance	Cover for medical procedures in the private sector and/or the NHS. Your insurer usually pays directly for the procedure which they will have authorised in advance
16	Critical illness cover	Cover where you will receive a lump sum cash payment, if you are diagnosed with certain illnesses
17	Personal accident insurance	Cover which provides compensation in the event of injuries, disability or death caused by an accident

18	Healthcare cash plan (including dental)	Cover to help you meet the cost of routine medical treatment, e.g. dental, optician, physio. You will often pay for this treatment and claim the cost back up to a certain amount
19	Other protection policy (write in)	<p>Other types of protection policies that you may hold now or have held in the last 12 months:</p> <p>Income protection insurance: Cover which pays a monthly benefit, if you are incapacitated and unable to work due to illness or accident</p> <p>Long-term care insurance: This provides nursing-home care, home-health care, personal or adult day-care for those above the age of 65 or with a chronic or disabling condition that needs constant supervision</p> <p>Immediate needs annuity: This is normally set up under trust and is paid directly to the care home</p> <p>Over 50s insurance plan, also known as a guaranteed whole of life plan: Provides a guaranteed tax-free lump sum payment when you die. This can be useful if you wish to put it towards funeral costs or leave it to someone. Only available to people aged 50 and over.</p> <p>Pre-paid funeral plan: This allows you to arrange and pay for your funeral in advance, generally for a fixed cost. You may have paid for this in full when you took out the plan, or it is possible to pay in instalments.</p>

P_GI68D [ASK ALL]

Thinking about the general insurance or protection policies you have now, or have held in the last 12 months...

In the last 12 months, have you done any of the following to **save money** or because you **could not afford the insurance premiums**?

Select all that apply.

1. Cancelled an insurance policy
By 'cancelling a policy' we include cancelling it entirely or cancelling any add-ons such as legal expenses sold with motor or home policies.

2. Reduced the level of cover of an insurance policy [**SHOW IF ANY OF P_GIP_col_1=1 THRU TO P_GIP_col_19=1 (CURRENTLY HAVE ANY INSURANCE OR PROTECTION POLICY)**]
By 'reducing your level of cover' we mean changing parts of your policy to save money. For example, changing your motor insurance from comprehensive cover to third party, increasing your excess on a home insurance policy, or lowering the amount your life insurance will pay out.

3. Chosen not to buy an insurance policy
4. None of these [**SINGLE CODE**]
5. Don't know [**SINGLE CODE**]

Q3 [ASK IF ANY OF P_GIP_col_1=1 THRU TO P_GIP_col_19=1 (CURRENTLY HAVE ANY INSURANCE OR PROTECTION POLICY)]

Still thinking about any insurance or protection policies you have: in the last 12 months, have you **changed to a cheaper policy** to save money or because you **could not afford the insurance premiums**?

PROGRAMMER INSTRUCTION: IF ONLY ONE POLICY HELD CURRENTLY (CODE 1) AT P_GIP_col_1 THROUGH TO P_GIP_col_19, THEN MAKE THIS A SINGLE CODE QUESTION.

SHOW IF MORE THAN ONE INSURANCE POLICY CURRENTLY HELD (CODE 1) AT P_GIP_col_1 THROUGH TO P_GIP_col_19: Select all that apply.

1. Yes, I have changed to a cheaper policy with **the same or similar cover**
2. No, but I am considering changing to a cheaper policy with **the same or similar cover**
3. No, but I am considering cancelling a policy
4. No, but I am considering reducing the level of cover of a policy
5. None of these [**SINGLE CODE**]
6. Don't know [**SINGLE CODE**]

Q3a [ASK IF P_GI68D=1 (CANCELLED AN INSURANCE OR PROTECTION POLICY TO SAVE MONEY)]

Which of the following insurance or protection policies have you **cancelled** in the last 12 months, to save money?

Select all that apply.

[SHOW POLICIES HELD NOW OR IN THE LAST 12 MONTHS + 'Other' OPTIONS]

General insurance [SHOW HEADING IF ANY OF P_GIP_col_1=1,2 THRU TO P_GIP_col_13=1,2]

1. Motor insurance [**SHOW IF ANY OF P_GIP_col_1=1,2**]
2. Home insurance: Combined contents and buildings [**SHOW IF P_GIP_col_2=1,2**]
3. Home insurance: Buildings insurance (separate policy) [**SHOW IF P_GIP_col_3=1,2**]
4. Home insurance: Contents insurance (separate policy) [**SHOW IF P_GIP_col_4=1,2**]

5. Home emergency cover [**SHOW IF P_GIP_col_5=1,2**]
6. Pet insurance [**SHOW IF P_GIP_col_6=1,2**]
7. Motor breakdown cover [**SHOW IF P_GIP_col_7=1,2**]
8. Multi-trip (annual) travel insurance [**SHOW IF P_GIP_col_8=1,2**]
9. Mobile phone insurance [**SHOW IF P_GIP_col_9=1,2**]
10. Gadget insurance [**SHOW IF P_GIP_col_10=1,2**]
11. Legal expenses/ protection insurance [**SHOW IF P_GIP_col_11=1,2**]
12. Extended warranty [**SHOW IF P_GIP_col_12=1,2**]
13. Other general insurance policy (write in) [**SHOW IF ANY OF P_GIP_col_1=1,2 THRU TO P_GIP_col_19=1,2**]

Protection insurance [SHOW HEADING IF ANY OF P_GIP_col_14=1,2 THRU TO P_GIP_col_19=1,2]

14. Life insurance [**SHOW IF P_GIP_col_14=1,2**]
15. Private medical insurance [**SHOW IF P_GIP_col_15=1,2**]
16. Critical illness cover [**SHOW IF P_GIP_col_16=1,2**]
17. Personal accident insurance [**SHOW IF P_GIP_col_17=1,2**]
18. Healthcare cash plan (including dental) [**SHOW IF P_GIP_col_18=1,2**]
19. Other protection policy (write in) [**SHOW IF ANY OF P_GIP_col_1=1,2 THRU TO P_GIP_col_19=1,2**]

Q4 [ASK ALL]

In the last 12 months, have you done any of the following, to try to **protect yourself or your family against the rising cost of living?**

Select all that apply.

1. Worked more hours or worked over-time
2. Taken a second job or 'side hustle' to earn extra money
3. Delayed your retirement [**SHOW IF AGE_COL_DV=8-15 AND D10_rec#7 (50+ AND NOT RETIRED)**]
4. Delayed taking your pension [**SHOW IF AGE_COL_DV=8-15 AND D10_rec#7 (50+ AND NOT RETIRED)**]
5. Started saving or investing [**DO NOT SHOW IF AT29D=1,2**]
6. Increased how much you save or invest [**DO NOT SHOW IF AT29D=1,2**]
7. Started contributing to a pension [**DO NOT SHOW IF AT29D=4,5**]
8. Increased your contributions into a pension [**DO NOT SHOW IF AT29D=4,5**]
9. Taken out life insurance or another protection policy, or increased the level of cover *E.g. critical illness cover, income protection insurance, mortgage protection insurance, unemployment/ redundancy insurance, personal accident insurance*
10. None of these [**SINGLE CODE**]

Q5 [ASK ALL]

Thinking about your day-to-day spending: in the last 12 months, have you done any of the following, **due to the rising cost of living?**

Select all that apply.

1. Cut back on food shopping
2. Gone without some meals, as you could not afford them
3. Used a foodbank
4. Reduced the amount of electricity or gas you use (or other fuel you use to heat your home), to save money
5. Reduced the amount you travel by car, to save money
6. Started to use a pre-payment meter for your gas or electricity
7. Cut back on basic household items, e.g. cleaning products or toiletries
8. Cut back or delayed spending on larger things, e.g. holiday, car, wedding
9. Cut back or delayed spending on smaller things, e.g. eating out, entertainment, subscriptions, clothes, toys, books
10. Other (write in)
11. None of these [**SINGLE CODE**]

Q25a [ASK IF Q5=1,2,4,7 (CUT BACK EXPENDITURE ON ESSENTIALS)] RANDOMISE CODES EXCEPT 10-11, KEEP CODES 10-11 AT BOTTOM OF LIST

What are the **main** reasons why, in the last 12 months, you reduced your monthly expenditure on essentials such as food, basic household items or heating?

Select all that apply.

1. To prioritise repayments for my debts or credit

This could be repayments on any of the following products that you hold currently or have held in the last 12 months (i.e. including any you have paid off in the last 12 months):

- Overdrafts
- 'Buy Now, Pay Later' payment service
- Credit card
- Store card
- Catalogue credit or shopping account
- Community development finance institution (CDFI) loan
- Credit union loan
- Peer-to-peer loan
- Personal loan
- Motor finance
- Retail hire purchase
- Retail instalment credit
- Home-collected loan
- Logbook loan
- Pawnbroking loan
- Payday loan (single payment)

- Short-term instalment loan
- Rent-to-own finance
- Flexible cash loan facility

2. **SHOW IF D13DV_rec=2,4,5:** To be able to make my **[SHOW IF D13DV_rec=2,4: mortgage] [SHOW IF D13DV_rec=5: rent]** payments
3. To prioritise paying back a loan from an unlicensed money lender or another informal lender (sometimes known as an 'illegal money lender' or a 'loan shark')
4. To prioritise paying back family or friends
5. To support family or friends financially
6. Because everything is more expensive, I had to reduce how much I spend
7. To save money for a specific optional purchase or occasion, e.g. a holiday, Christmas presents
8. To save money for an essential expenditure or purchase, e.g. fixing a leak in my home, fixing my car, medical treatment
9. To save money for the future
10. Other (write in)
11. Don't know **[SINGLE CODE]**

Q25b [ASK IF Q25a=1 (CUT BACK EXPENDITURE ON ESSENTIALS TO BE ABLE TO PRIORITISE CREDIT OR DEBT REPAYMENTS)]

You said that a main reason for reducing your monthly expenditure on essentials (such as food, basic household items or heating) in the last 12 months was to **prioritise repayments for your debts or credit**.

Which of the following credit products were you prioritising repayments for?

Select all that apply.

1. Overdrafts
2. 'Buy Now, Pay Later' payment service
3. Credit card
4. Store card
5. Catalogue credit or shopping account
6. Community development finance institution (CDFI) loan
7. Credit union loan
8. Peer-to-peer loan
9. Personal loan
10. Motor finance
11. Retail hire purchase
12. Retail instalment credit
13. Home-collected loan
14. Logbook loan
15. Pawnbroking loan
16. Payday loan (single payment)
17. Short-term instalment loan
18. Rent-to-own finance
19. Flexible cash loan facility
20. Other (write in)
21. Don't know **[SINGLE CODE]**

Q21 [ASK ALL]

Thinking about your monthly **disposable income** – the amount of money you have left at the end of the month to spend or save as you wish, **after** bills, food and other regular monthly essential expenses ...

How different is your monthly disposable income **now** compared to what it was 12 months ago? Which statement best describes your situation?

1. It's gone up a lot
2. It's gone up a little
3. It's stayed about the same
4. It's gone down a little
5. It's gone down a lot
6. I have no disposable income – but I did 12 months ago
7. I have no disposable income – this is the same as 12 months ago

Q15 [ASK IF D13DV_rec=2 OR 4 (HAS A FIRST CHARGE RESIDENTIAL MORTGAGE OR SHARED OWNERSHIP ON THE PROPERTY IN WHICH THEY LIVE CURRENTLY IN DEC 2023/JAN 2024)]

Thinking about the last 12 months, which of these statements best describes your mortgage repayments?

1. Your mortgage repayments **have gone up**
2. You have **re-mortgaged at a higher rate** than you had expected having to pay 12 months ago
3. The repayments on your mortgage have not changed, but **you expect** them to rise over the next 12 months
4. The repayments on your mortgage have not changed, and **you do not expect** them to rise over the next 12 months

Q16 [ASK IF D13DV_rec=2 OR 4 (HAS A FIRST CHARGE RESIDENTIAL MORTGAGE OR SHARED OWNERSHIP ON THE PROPERTY IN WHICH THEY LIVE CURRENTLY IN DEC 2023/JAN 2024)]

Thinking about your ability to pay your mortgage, which, if any, of the following statements describe your situation?

Select all that apply.

1. You **have missed** at least one mortgage payment in the last 12 months
2. You **expect to miss** at least one mortgage payment in the next 12 months
3. You **have asked your provider** in the last 12 months to reduce your monthly payments or to give you a payment holiday, because you are/ were struggling
4. You **expect to ask your provider** in the next 12 months to reduce your monthly payments or to give you a payment holiday, because you are struggling
5. None of these [**SINGLE CODE**]

Q17 [ASK IF D13DV_rec=5 (RENTERS IN DEC 2023/JAN 2024)]

Earlier you told us that you are renting the property you currently live in. Which of these statements, if any, describe your situation over the last 12 months?

Select all that apply.

1. Your rent **has gone up**
2. You feel stuck in a rental property and unable to move, as **rent for a new place would be significantly higher**
3. You have **moved to a lower rent property**, to reduce your rental payments
4. You have **missed rent payments** in the last 12 months
5. You **expect to miss rent payments** in the next 12 months
6. You have **asked your landlord** in the last 12 months for a rent reduction or to give you a payment holiday, because you are/ were struggling
7. You **expect to ask your landlord** in the next 12 months for a rent reduction or payment holiday, because you are struggling
8. You have **shelved your plans** to get a mortgage in the foreseeable future
9. None of these [**SINGLE CODE**]

Q18 [ASK ALL]

Thinking about friends and family supporting each other...

In the last 12 months, have you done any of the following?

1. Been given or lent money by family or friends, to help pay your mortgage or rent
2. Been given or lent money by family or friends, to help pay for essentials like food or heating
3. Gone to live with family, rather than rent your own place
4. Received help of other kinds from family and friends – like childcare – to help save you money
5. Received other help (write in)
6. Helped a member of your family or a friend, to pay their rent or mortgage
7. Helped a member of your family or a friend, to pay for essentials like food or heating
8. Given help of other kinds to family and friends – like childcare – to help save them money
9. Offered other help (write in)
10. None of these [**SINGLE CODE**]

Q14 [ASK ALL] RANDOMISE EXCEPT CODES 9-10

In the last 12 months, have you experienced any of the following, **due to the rising cost of living?**

Please select all that apply.

1. Felt more anxious or stressed
2. Had relationship problems as a result of money worries

3. Had problems with friends or family members over money
4. Suffered with your mental health
5. Lost sleep because of money worries
6. Been less productive at work or had to take time off due to money worries
7. Put off dealing with financial matters, e.g. by ignoring warning letters or not opening correspondence
8. Avoided speaking to your lender(s) about your finances or your debts
9. None of these **[SINGLE CODE]**
10. Prefer not to say **[SINGLE CODE]**

Q19 [ASK ALL]

Which of the following statements best describes how you are coping financially today?

1. I am not coping at all
2. It is very difficult to cope
3. It is quite difficult to cope
4. I am managing fairly well
5. I am managing very well

Q26a [ASK ALL]

Thinking about the last 12 months, have you found yourself in financial difficulty and **sought help** from one of your lenders and/or a charity as a result?

When we say **your lenders**, we mean a bank that provides your credit card or your loan, for example.

When we say **a charity**, we mean a debt advice or other financial support charity. This could be Citizens Advice, MoneyHelper, StepChange or other similar organisation.

1. Yes
2. No
3. Prefer not to say

**Q26b [ASK IF Q26a=1 (WERE IN FINANCIAL DIFFICULTY AND SOUGHT HELP)]
TRIGGER QUESTION TO APPEAR ON SAME SCREEN AS/ BELOW Q26a**

And have you found yourself in a **better position** as a result of the support you received from your lender or a debt advice or other charity?

1. Yes
2. No

Q26c [ASK IF Q26b=1 (WERE IN FINANCIAL DIFFICULTY AND SOUGHT HELP AND

FOUND THEMSELVES IN A BETTER POSITION AS A RESULT)] TRIGGER QUESTION TO APPEAR ON SAME SCREEN AS/ BELOW Q26b

Please can you tell us a bit more about this?

For example: Who did you seek support from? How did they help you? What did the support mean for you?

Write in

Prefer not to say

Q20 [ASK EVERY OTHER RESPONDENT]

Could you please tell us a little bit more about how the rising cost of living is impacting your household's finances?

For me, the rising cost of living means ...

Prefer not to say

CLOSING DEMOGRAPHICS

DINTRO_col [STATE TO ALL]

Thank you for all your responses.

Before we finish the survey, we would like to ask one more question about you and your household.

D38dv_col1 [ASK IF D38dv=1-13 (ALL WHO DISCLOSED THEIR HOUSEHOLD INCOME IN FLS 2022)]

In **[INSERT MONTH & YEAR OF INTERVIEW FOR FLS 2022]** you told us that your **total [IF D38a=1: annual] [IF D38a=2: monthly] [IF D38a=3: weekly] household income** from all sources (including benefits) **before tax** and other deductions was **[INSERT ANSWER 1-13 FROM D38_1 OR D38_2 OR D38_3]**.

A 'household' is either one person living alone, or a group of people, who don't have to be related, living at your address, who share cooking facilities and share a living room or sitting room or dining area.

Does this still apply to you today?

1. Yes
2. No

D38dv_col2 [ASK IF D38dv_col1=2 OR D38dv=14,15 (IF HOUSEHOLD INCOME DIFFERENT FROM FLS 2022 OR SAID THEY DIDN'T KNOW OR PREFERRED NOT TO SAY WHAT THEIR HOUSEHOLD INCOME WAS IN FLS 2022)]

What is your **current total [IF D38a=1: annual] [IF D38a=2: monthly] [IF D38a=3: weekly] household income** from all sources (including benefits) **before tax** and other deductions?

A 'household' is either one person living alone, or a group of people, who don't have to be related, living at your address, who share cooking facilities and share a living room or sitting room or dining area.

SHOW IF D38a=2: If your household income changes from month to month, please give your typical or average monthly income, as a best estimate.

SHOW IF D38a=3: If your household income changes from week to week, please give your typical or average weekly income, as a best estimate.

		SHOW IF
1	Less than £5,000 a year or per annum (pa)	D38a=1
2	£5,000 to £9,999 pa	D38a=1
3	£10,000 to £14,999 pa	D38a=1
8	£15,000 to £19,999 pa	D38a=1
4	£20,000 to £29,999 pa	D38a=1
5	£30,000 to £39,999 pa	D38a=1
6	£40,000 to £49,999 pa	D38a=1
7	£50,000 to £59,999 pa	D38a=1
9	£60,000 to £69,999 pa	D38a=1
10	£70,000 to £99,999 pa	D38a=1
11	£100,000 to £149,999 pa	D38a=1
12	£150,000 to £249,999 pa	D38a=1
13	£250,000 or more pa	D38a=1
14	Less than £420 per month (pm)	D38a=2
15	£420 to £830 pm	D38a=2
16	£830 to £1,250 pm	D38a=2
17	£1,250 to £1,670 pm	D38a=2
18	£1,670 to £2,500 pm	D38a=2
19	£2,500 to £3,330 pm	D38a=2
20	£3,330 to £4,170 pm	D38a=2
21	£4,170 to £5,000 pm	D38a=2
22	£5,000 to £5,830 pm	D38a=2
23	£5,830 to £8,330 pm	D38a=2
24	£8,330 to £12,500 pm	D38a=2
25	£12,500 to £21,000 pm	D38a=2
26	More than £21,000 pm	D38a=2
27	Less than £100 per week (pw)	D38a=3
28	£100 to £190 pw	D38a=3
29	£190 to £290 pw	D38a=3
30	£290 to £380 pw	D38a=3
31	£380 to £580 pw	D38a=3
32	£580 to £770 pw	D38a=3

33	£770 to £960 pw	D38a=3
34	£960 to £1,150 pw	D38a=3
35	£1,150 to £1,350 pw	D38a=3
36	£1,350 to £1,920 pw	D38a=3
37	£1,920 to £2,880 pw	D38a=3
38	£2,880 to £4,800 pw	D38a=3
39	More than £4,800 pw	D38a=3
40	Don't know	SHOW TO ALL
41	Prefer not to say	SHOW TO ALL

D38dv_col3 [CODE TO ALL]

DERIVED VARIABLE TO COMBINE D38dv AND D38dv_col2 – RECORDING ANY CHANGE IN HOUSEHOLD INCOME SINCE FLS 2022.

		CODE IF
1	Less than £5,000	[D38dv_col1=1 AND D38dv=1] OR [D38dv_col2=1 OR 14 OR 27]
2	£5,000 to £9,999	[D38dv_col1=1 AND D38dv=2] OR [D38dv_col2=2 OR 15 OR 28]
3	£10,000 to £14,999	[D38dv_col1=1 AND D38dv=3] OR [D38dv_col2=3 OR 16 OR 29]
4	£15,000 to £19,999	[D38dv_col1=1 AND D38dv=4] OR [D38dv_col2=4 OR 17 OR 30]
5	£20,000 to £29,999	[D38dv_col1=1 AND D38dv=5] OR [D38dv_col2=5 OR 18 OR 31]
6	£30,000 to £39,999	[D38dv_col1=1 AND D38dv=6] OR [D38dv_col2=6 OR 19 OR 32]
7	£40,000 to £49,999	[D38dv_col1=1 AND D38dv=7] OR [D38dv_col2=7 OR 20 OR 33]
8	£50,000 to £59,999	[D38dv_col1=1 AND D38dv=8] OR [D38dv_col2=8 OR 21 OR 34]
9	£60,000 to £69,999	[D38dv_col1=1 AND D38dv=9] OR [D38dv_col2=9 OR 22 OR 35]
10	£70,000 to £99,999	[D38dv_col1=1 AND D38dv=10] OR [D38dv_col2=10 OR 23 OR 36]
11	£100,000 to £149,999	[D38dv_col1=1 AND D38dv=11] OR [D38dv_col2=11 OR 24 OR 37]
12	£150,000 to £249,999	[D38dv_col1=1 AND D38dv=12] OR [D38dv_col2=12 OR 25 OR 38]
13	£250,000 or more	[D38dv_col1=1 AND D38dv=13] OR [D38dv_col2=13 OR 26 OR 39]
14	Don't know	D38dv_col2=40
15	Prefer not to say	D38dv_col2=41

THANK & CLOSE

Close [SHOW TO ALL]

That's all we wanted to ask you. Thank you very much for your help today.

More information about our research can be found on the [Financial Lives website](#).