



Ipsos MORI
Social Research Institute

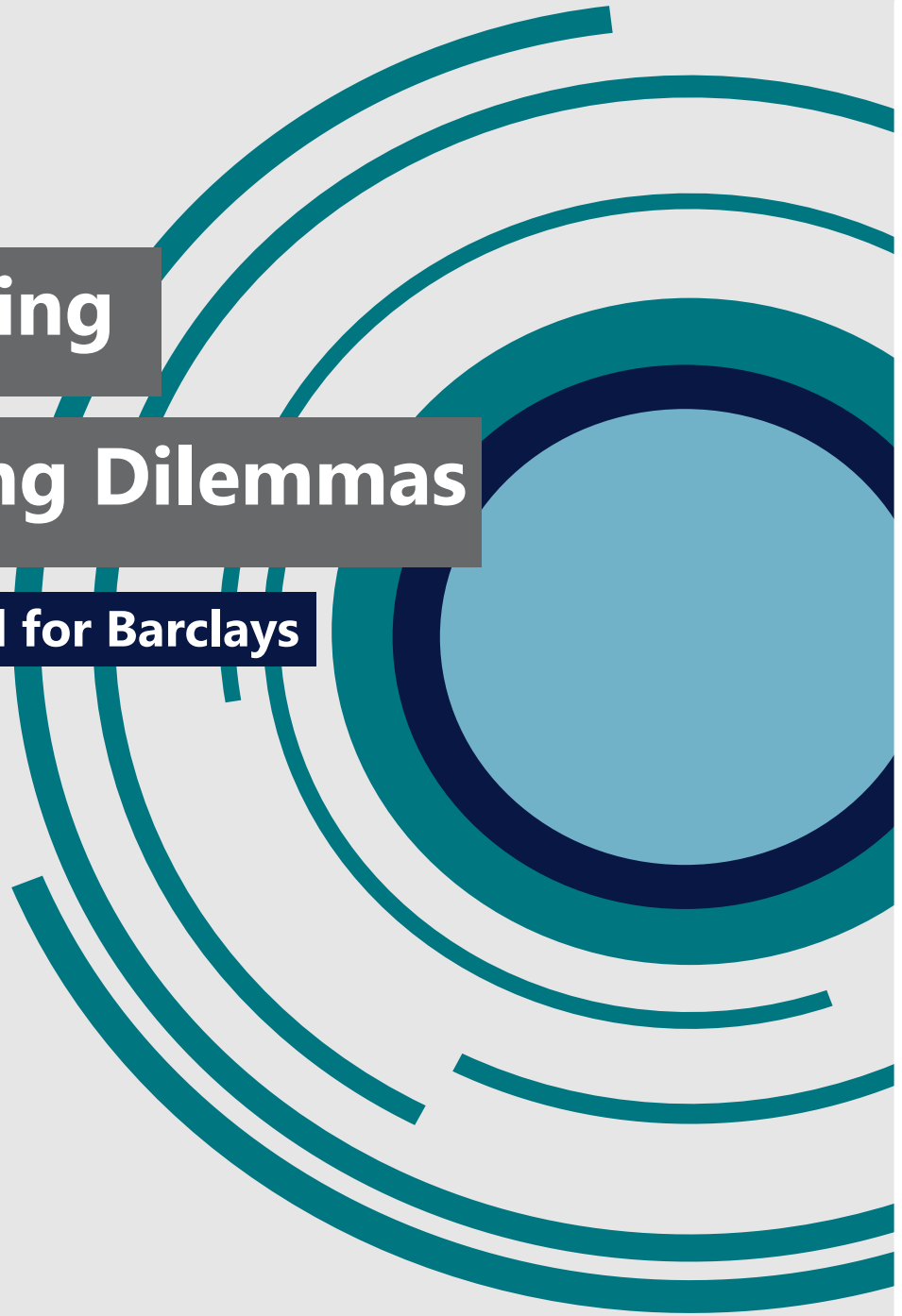
March 2018

Open Banking

Data Sharing Dilemmas

A report prepared for Barclays

Appendix



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Appendix 1: Workshop discussion guide

Open Banking Data Sharing Dilemmas Discussion Guide

Objectives

- To identify the psychology and personality factors/emotions in decision making around data-sharing.
- To identify consumer views and attitudes towards how they want to control data sharing, revoke permissions and authentication.
- To identify what frameworks/tools/information/friction will help empower consumers to make confident decisions.

Participants

- Recruit 28 for 24 on the day,
- All use online banking, otherwise reflective of the national population.

Overview of the day

Time	Session	
During registration	Complete paper pre questionnaire <ul style="list-style-type: none"> • Attitude to finance / banking • Attitude to online banking • Openness to try new things / financial products • What's important in financial consumer service • Ask to profile themselves 	
Warm up and introductions 10.00 – 10.30	PLENARY INTRODUCTION <ul style="list-style-type: none"> • Intro to Ipsos MORI, commissioned by Barclays in the interest of the wider industry • Outline of the day • Introduce the wider team • Rules of participation, confidential, MRS code of conduct, ask to record, etc... • On wall of words: ask each to contribute emotional associations with banking 	15 mins
	GROUP INTRODUCTIONS <ul style="list-style-type: none"> • Moderators introduce themselves and notetaker, ask if any questions. • Ask for permission to record • Ask participants to partner-up and after 5 mins discussion introduce each other to the wider group • Introductions include: name, household, job, and attitude to finance and data – ie answer to both Qs on handout 1. 	15 mins
	SHARE HANDOUT 1	

<p>Sharing financial data in context 10.30 – 11.30</p>	<p>GROUP DISCUSSION BRAINSTORM ON FLIPCHART As a warm up, please tell me all the different scenarios where you give up our financial information, or details about our finances as part of a service? Probe: where do we give information to make a payment, subscribe/regular payments, seeking advice SHARE HANDOUT 2 Review: transaction cards, any not yet discussed? Which of these do you do most regularly? Are there some you choose not to do? Why? Probe specifically on N.12 re: account aggregating services such as Yolt or Money Dashboard. Anyone heard of / using these? How might they work? Probe: what are feelings, emotions driving decisions? Are there any other concerns / factors driving decisions? How does this link back to general attitude to finance stated at intros? Which organisations / industries do you trust with financial information? And which do you not trust? Probe: why are some trusted more than others?</p> <p>PICK THE TOP 3-5 MOST COMMONLY DISCUSSED USE CASES. In each/across all:</p> <ul style="list-style-type: none"> • What data is being shared / access is being given? • Is this an online or offline process? • What is the process for allowing the information to be shared? How are they a) interacting with each other behind the scenes; and b) with you • Eg How do you give consent? • Eg How would you cancel this arrangement if you changed your mind / wanted to cancel? • Which bits / elements of the process do you trust & why? • What information do you receive during this process? Is there any further information you need? <p>Probe: around difference between online and offline experiences of doing this. And in role of bank vs role of provider of service.</p> <p>BRAINSTORM ON FLIPCHART IF HELPFUL Looking across everything we've discussed so far, what does good / bad consumer service look like in this context? Probe: aim to identify 5-10 key principles Probe: by whom, expectations for consumer service by bank vs provider. Probe: when everything is working well, how do you feel? When it's not going well, how do you feel? Probe specifically for any of those using new financial services which do share/access financial information eg Yolt, Money Dashboard – check from recruitment data.</p>	<p>25 mins</p> <p>20 mins</p> <p>15 mins</p>
<p>Break 1 11.30 – 11.45</p>	<p><i>Break 1</i></p>	
<p>Introduction and initial</p>	<p>PLENARY</p> <ul style="list-style-type: none"> • Introduction to open banking 	<p>15 mins</p>

reactions to open banking
11.45 – 1.00

- Introduction to 4 use cases:
 - i) Financial product comparison service – access to transactional data to recommend best account/service for you
 - ii) Money management app – see all different products in one place, can move money between accounts
 - iii) Finance application service – access information to assess application eg mortgage / loan
 - iv) Pay by bank service – being able to pay in store directly from bank without using credit or debit card
- Capture initial assessment of personal risks vs reward of Open Banking – ask participants to stand up and place themselves on a line across the room – discuss for 5 mins.
- On wall of words, ask each to contribute initial reactions, emotions to concept of open banking

GROUP DISCUSSION

What words did you put up on the Wall of Words? What are your initial reactions and emotions?

SHARE HANDOUT 3 AND 4 AND TALLY ON FLIPCHART

How likely would you be to use each of use cases?

Probe: why, why not? Probe on emotions and factors informing decisions.

Probe: what would make you more / less likely to use one of these services?

Can you think of any other ideas? What other services could be developed that would benefit consumers?

BRAINSTORM ON FLIPCHART

Looking across what we've discussed so far. What are the most important factors that shape whether you would use one of these services, or open banking in general?

Probe: eg trust, buy-in/demand, ease/speed etc...

ISSUE DOTS – 2 EACH

Which are the most important factors? Place dots next to factors that are most important, 2 votes each.

Probe: why very / not very important? How can they be overcome?

Probe around: concerns for consent, authentication, permissions, revoking, onward provisioning, data security

20 mins

Let's now look at a couple of the use cases in detail

For each:

- **What data/financial information is involved?**
- **How would you expect this to work in practice?**
- **What is happening behind the scenes (interacting with each other) and what is happening in how the service interacts with you? they expect process to be administered? (rotate start, expect groups to cover 2 of 4)**
- **Who would you contact if something went wrong? Probe whether Bank or Provider? Why?**

20 mins,
covering at
least 2,
ideally 3.

	<ul style="list-style-type: none"> • Who is responsible for ensuring nothing goes wrong? Probe whether Bank or Provider? Why? <p><i>Examples for further probing on what happens if goes wrong</i></p> <ul style="list-style-type: none"> • Eg 1, under pay by bank. Consumer is unable to pay for goods at a shop, who would they contact TPP or Bank, or just use alternative method of payment? • EG 2, under pay by bank. Consumers are unable to reconcile or recognise a payment on their statement, who would they contact TPP or Bank? • EG 3, under pay by bank. Consumers are unable to reconcile or recognise a payment on their statement, who would they contact TPP or Bank? • EG 4, under money management app. Consumers don't receive the funds they expect to when moving money between accounts, who would they contact TPP or Bank? • Eg 5, under all cases. Imagine there is Data breach (identity compromised resulting in potential detriment and or financial loss), do they contact TPP or Bank? Who would you expect to undertake investigation? If found to be at TPP, would they hold banks accountable/responsible at all? <p>Earlier this morning we discussed current services that 'screen scrape' to obtain financial information with your permission.</p> <p>RECAP ON INITIAL REACTIONS</p> <p>How is Open Banking different to these current services?</p> <p>Are you more or less likely to use Open Banking compared to screen scraping services?</p> <p>BRAINSTORM ON FLIPCHART IF HELPFUL</p> <p>Looking across everything we've discussed so far, what does good / bad consumers service look like in the context of Open Banking?</p> <p>Probe: aim to identify 5-10 key principles</p> <p>Probe: by whom, expectations for consumer service by Bank vs Provider.</p> <p>Probe: do expectations of good consumer service vary by use case?</p>	<p>10 mins</p> <p>10 mins</p>
<p>Lunch 1.00 – 1.30</p>	<p><i>Lunch</i></p>	
<p>Deep dive in to redirection, revocation and onwards provisioning 1.30 – 2.45</p>	<p>PLENARY (15 mins)</p> <ul style="list-style-type: none"> • Each table summarises thoughts so far, reminder of morning discussion • Focus on key factors in decision making and what does good consumer service look like • Capture interim assessment of risks vs reward of Open Banking – ask participants to stand up and place themselves on a line across the room – discuss for 5 mins. Has anyone moved, if so why? • Divide in to three groups for later discussion session. Ask people to remember their number. <p>GROUP DISCUSSION</p> <p>Each group to start at a different issue (15-20 mins on each, try and cover all.)</p> <p>1) <u>Redirection</u></p> <p>To use any of the services available through Open Banking, consumers will need to give consent to allow Providers to access information from Banks.</p>	

How do you feel about this? What are your key emotions / considerations at this point?

Probe: what are the needs of the consumer? What are their key concerns, hopes, fears? Eg speed, ease, security... what is driving these concerns/expectations?

What would you expect the consent process to look like? How would this work? What would 'good' look like?

Probe: role of Bank vs role of Provider. Expect to do all at Provider? Concerns on quality / security / authentication?

SHARE HANDOUT 5

Explain the current 3-part consent process: At the moment, the recommendation is to follow a three-part consent process, where:

- i) the Provider needs to collect clear **permission** from the Consumer
- ii) the Consumer is then **redirected** to the Bank, where they will **authenticate** that you are the real consumer – ie verifies your identity
- iii) at the Bank, the Consumer then **authorises** that the Bank may give information to the Provider

The Consumer is then redirected back to the Provider to continue with the service.

Overall, does this meet your expectations? How does it compare to your initial expectations (stated above)?

How important is step 2 'redirection' where consumers are transferred to the Bank for authentication?

Probe: What role does redirection play in considering whether to use service? Does it make you more / less likely to use Open Banking?

Probe for any differences by use cases. Is it always important, or more important in some circumstances than others?

How should this work in practice?

Probe: What information is required? How should this look/feel? How does this differ by use case, if at all?

Show the digital case study mock up, how does this fit with your expectations?

[https://invis.io/ZTD2DYOXN#/248946024_00 - Onboarding_1](https://invis.io/ZTD2DYOXN#/248946024_00_-_Onboarding_1)

2) Revocation

Why might you want to revoke/cancel permission for a Provider to continue to access your bank information?

What are your key emotions / considerations at this point?

Probe: what are the needs of the consumer? What are their key concerns, hopes and fears? Eg speed, ease, security... What are driving these?

If you did want to revoke/cancel permission (you didn't want to use the service any more), how would you expect to go about this? Who would you contact and how?

Probe: role of Bank vs Provider? Where and how should this take place?

If would contact Bank...

How should this work in practice? What information is required? How should this look/feel?

Even if started at Bank, what would they expect from Provider. Would they need to verify / have communication?

If would contact Provider...

How should this work in practice? What information is required? How should this look/feel?

	<p>Even if started at Provider, what would they expect from Bank. Would they need to verify / have communication?</p> <p>How does this differ by use case, if at all?</p> <p>Show the digital case study mock up, how does this fit with your expectations? https://invis.io/S7D3T29YA#/249354597_01_-Who_Are_You</p> <p>3) <u>Onward provisioning</u></p> <p><i>It may be the case that some Providers work with other companies that also need to know your financial information as part of delivering their service to you. For example, they would use a payment provider to process the payments for goods. How do you feel about this?</i></p> <p>Probe: Would it make you more or less likely to use open banking in this scenario, or does it make no difference how many companies involved in delivering the service? Expected that more than one company involved? Do you care who is involved?</p> <p>What are your key emotions / considerations at this point?</p> <p>Probe: what are the needs of the consumer? What are their key concerns, hopes and fears? Eg speed, ease, security... What is driving these?</p> <p>What are your expectations of how a system with multiple providers might work in practice?</p> <p>Probe: consent, security, consumer contact and information, relationship with the bank</p> <p>Probe: How much, and what information should you know? At what points do they need the consumers' say so?</p> <p>Probe: any differences by use case?</p> <p>How should this work in practice? How should this look/feel?</p> <p>Probe: How does this differ by use case, if at all?</p> <p>SHARE HANDOUTS 6 & 7</p> <p>Show the Open Banking image mock up, how does this fit with your expectations?</p> <p>Overall review</p> <p>BRAINSTORM ON FLIPCHART IF HELPFUL</p> <p>Review any common themes across all stages? And key emotions / needs. Top 5 recommendations to financial sector on process.</p> <p>NB: ask to gather in plenary room after break.</p>	5-10 minutes
<p>Break 2 2.45 – 3.00</p>	<p><i>Break 2</i> <i>Team to confirm split of participants.</i></p>	
<p>Information frameworks 3.00 – 4.00</p>	<p><i>Gather in plenary room: split groups by views on risk vs reward from immediately after lunch.</i></p> <p>GROUP DISCUSSION</p> <p>QUICKLY ASK THE GROUP TO INTRODUCE THEMSELVES... AND SHARE WHY THEY STOOD WHERE THEY DID ON THE VIRTUAL LINE.</p> <p>BRAINSTORM ON FLIPCHART IF HELPFUL</p> <p>And so based on our discussions so far, let's recap, what are the common factors, concerns and needs of consumers when deciding whether or not to use Open Banking, and at specific points of the journey.</p> <p>SPLIT IN TO THREE GROUPS: CONSUMERS, BANKS, PROVIDERS.</p>	15 minutes

	<p>I'd now like you to think about what information and messages could help overcome these concerns, or meet these needs.</p> <p>Based on what you know about consumers, I'd like one group to place themselves in the shoes of Providers, another to place themselves in the shoes of Banks, and another to place themselves in the shoes of all consumers in general.</p> <p>SHARE HANDOUT 8</p> <p>Within your group, identify:</p> <ul style="list-style-type: none"> • Key objectives • Key messages • What language would you use? • How would you provide the information? <p>Review as a group. Are other participants reassured by the messages / frameworks of information?</p> <p>Where do people go to get information / financial advice? Why? Where would they look to get advice from about Open Banking?</p> <p>BRAINSTORM ON FLIPCHART IF HELPFUL</p> <p>Thinking about everything we've discussed so far, what are our top 5 recommendations to financial sector on what information they need to provide to consumers, when and how?</p>	<p>10 minutes in teams, 15 minutes to report back</p> <p>10 mins</p> <p>10 mins</p>
<p>Wrap up 4.00 – 4.30</p>	<p>Final plenary</p> <ul style="list-style-type: none"> • Each group reports back • Open discussion, more or less likely to engage with open banking if these recommendations were actioned? • Identify the key factors that shaped decisions making. • Capture final assessment of risks vs reward of Open Banking – ask participants to stand up and place themselves on a line across the room – discuss for 5 mins. • On wall of words: ask each to contribute final thoughts, emotions relating to open banking. • Complete post-questionnaire – track movt, and capture final individual attitudes on open banking <p>Issue incentives</p>	

Appendix 2: Plenary stimulus material



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1



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WE'RE HERE TO TALK ABOUT FINANCIAL DATA

- The world in which we live in is changing
- Technology brings lots of new opportunities
- We're here to discuss how finance companies can adapt to make new opportunities work for consumers.
- The workshop has been commissioned by Barclays, with interest from the wider industry

WHAT WILL WE DO TODAY – AND HOW!

WHAT

- Discuss in our tables
- Share views with the group
- Share emotions / feelings
- Listen to new information
- Develop ideas, ask questions
- Take part in exercises

HOW

- Be honest
- Please disagree
- But please respect one another
- Speak one at a time
- Everything remains anonymous and confidential
- Project conducted in accordance with MRS Code of Conduct

OUTLINE FOR TODAY

Time	Task
10.00-10.30	Warm up and introductions
10.30-11.30	Group discussion 1
11.30-11.45	Coffee break
11.45-13.00	Group discussion 2
13.00-13.30	Lunch
13.30-14.45	Group discussion 3
14.45-15.00	Coffee break
15.00-16.00	Group discussion 4
16.00-16.30	Wrap up

YOUR FIRST TASK...

Welcome to our

WALL OF WORDS

Use your post-it notes to write down how you feel about **"BANKING"**

- How do you feel when you hear the word 'banking'?
- Top 3 words that come to mind?





INTRODUCTION TO OPEN BANKING

Plenary 2



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INTRODUCTION TO OPEN BANKING - 1

- From early 2018, **new rules** will allow banks and other companies to **offer new products and services** to consumers.
- The new products will be based around **people granting companies access** to their own banking data in ways that haven't been possible before.
- Consumers will now **own their own financial data**.
- Therefore, **with the consumers' permission**, companies will be able to act on behalf of the consumer to aggregate financial information **directly from bank accounts**, and to make payments.



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INTRODUCTION TO OPEN BANKING - 2

- The changes have been introduced by the **European Union** and the UK Competition and Markets Authority (**CMA**)
- Open banking is **happening elsewhere** outside of the UK too, e.g. Australia
- Companies that aren't banks will need to **register** with the Financial Conduct Authority (FCA), and will have to adhere to **regulatory technical standards**.
- In early January 2018, all banks are required to have the **systems** in place that will allow other companies to request and access information.

WHAT IS OPEN BANKING?



SOME KEY TERMS

Third Party Providers (TPPs)?

Other (new) companies that provide a financial service to consumers. They don't have access to any information without consumers' permission, and need to request information from banks.

Providers

Open API's?

Application Programming Interface: A software intermediary that makes it possible for application programs to interact with each other and share data.

APIs

Account Servicing Payment Service Providers (ASPSPs)?
Banks!

Banks

We're also using the term **'consumers'**



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WHAT SERVICES COULD IT HELP DELIVER TO THE BENEFIT OF CUSTOMERS?



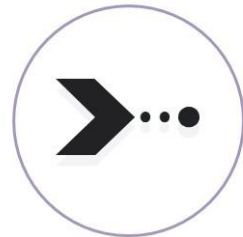
**SMART
COMPARISON TOOL**



**ALL-IN-ONE
FINANCIAL APP**



**SPEEDING UP THE
APPLICATION PROCESS**



**DIRECT
PAYMENTS**



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TWO TASKS BEFORE WE GO BACK TO GROUPS



Please place yourself on a virtual line...

- Closest to window: The potential **rewards outweigh** the potential **risks** to me of Open Banking
- Closest to wall: The potential **risks outweigh** the potential **rewards** to me of Open Banking



Use your post-it notes to write down how you feel about **"OPEN BANKING"**

- What are your initial thoughts and feelings to what you've just heard?

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A DEEPER DIVE INTO OPEN BANKING

Plenary 2



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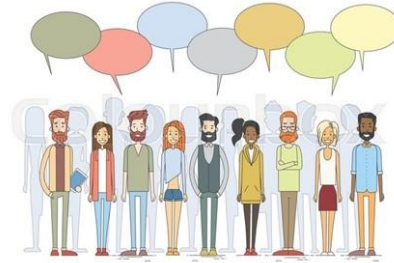
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WELCOME BACK...



Quick re-cap from this morning.

What were the key points of discussion on your table?



Please place yourself on a virtual line...

- Closest to window: The potential **rewards** **outweigh** the potential **risks** to me of Open Banking
- Closest to wall: The potential **risks** **outweigh** the potential **rewards** to me of Open Banking

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WRAP UP

Plenary 3



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ONE LAST TIME...

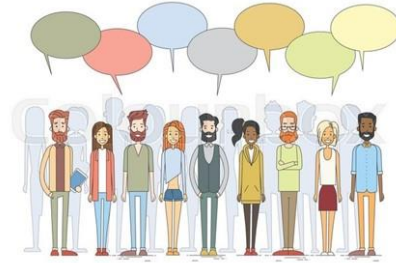


Quick re-cap from this afternoon.

What were the key points of discussion on your table?



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Please place yourself on a virtual line...

- Closest to window: The potential **rewards** **outweigh** the potential **risks** of Open Banking
- Closest to wall: The potential **risks** **outweigh** the potential **rewards** of Open Banking

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THANK YOU.



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Appendix 3: Workshop handouts

HANDOUT 1

Which of the following statement comes closest to describing your attitude towards money?

1. I get the most out of my money so I can live my life to the full
2. Money gives me the freedom to live my life and be myself and I enjoy a good standard of living
3. I'm quite reserved with money. I like to save a little every month, but still have a good standard of living
4. I am cautious with my money, and keep a close eye on my spending and make sure to financially plan ahead.

Which one of the following statements best describes how you feel about data and information?

- A. I am happy to share information as I benefit from companies using my personal data – for example by getting a quicker service or receiving recommendations for products I wouldn't otherwise have thought of
- B. Needs must, you can't live in the modern world without giving personal information to companies and government
- C. I try and limit the amount of information that government and businesses could know about me, even if it doesn't really harm me"
- D. I don't really think about what information or data the government and companies hold about me since there is nothing I can do about it



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HANDOUT 2 – TRANSACTION EXAMPLES

- | | | | |
|--|--|---|---|
| 1. Direct debits, such as for gym membership, rent, TV/video subscription, or childcare provider | 2. In app payments, such as Starbucks app or Uber | 3. Payment services, such as PayPal, Apple Pay, Android Pay | 4. Getting a credit check |
| 5. Financial applications, such as loans, credit cards, mortgages | 6. Purchasing products online, such as clothes, groceries or flights (could include saving card information) | 7. Information shared with financial advisors | 8. Financial product comparison website |
| 9. Information to the government, such as tax returns to HMRC | 10. Your employer or outsourced accounting provider | 11. Payments to friends or family | 12. Apps and services that aggregate information from all your accounts eg Yolt |



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HANDOUT 3



SMART COMPARISON TOOL

- A financial product comparison service which uses and analyses your financial transactional data and your behavioural data to recommend the best accounts or services for you.
- For example, you give permission to the comparison tool to look at your bank account transactions in the last year (e.g. payments in and out).
- The tool then works out and suggests which products and services would be best for you.



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ALL-IN-ONE FINANCIAL APP



- An app available on smartphone, tablet or PC that is designed around your personal financial data, to help you manage your personal money and spending.
- Using your data from all the financial products you hold with different providers, the app allows you to see a full, up-to-date picture of all your personal finances in one place in an easy-to-understand way.
- The app allows you to organise and control your finances and even move money between your accounts.

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HANDOUT 4



SPEEDING UP THE APPLICATION PROCESS SERVICE

- A service which allows you to make applying for a credit card, loan or mortgage faster.
- You give the lender permission to see your banking and financial information directly, so they can use that information to assess your application.
- This will make the process both easier for you and means you get a quicker decision.



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DIRECT PAYMENTS / PAY BY BANK



- A service which allows you to make payments to retailers online and in-store directly from your bank account without having to use a credit or debit card.
- At checkout, you are given the option to 'pay by bank', giving the retailer permission to securely access your bank account directly, to make the payment.
- This would mean you don't need to enter any payment card information to complete the payment.

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HANDOUT 5

Current guidelines suggest a three-part consent process, where:

- 1) the Provider needs to collect clear **permission** from the Customer
- 2) the Customer is then **redirected** to the Bank, where they will **authenticate** that you are the real customer – ie verifies your identity
- 3) at the Bank, the Customer then **authorises** that the Bank may give information to the Provider

The Customer is then redirected back to the Provider to continue with the service.

HANDOUT 6



3 Consent

To offer this service, we will source the following account information from your bank account(s) through our trusted partner **Like Money**

Your Account Details

- Your account name, number and sort code
- Your account balance
- Any other name by which you refer to this account

Your Account Transactions for the last 12 months
Incoming and outgoing transactions

Your Account Features and Benefits

- The type of account you have
- The fees, charges and interest you pay
- The benefits, services, rewards, and interest your account offers

Your Regular Payments

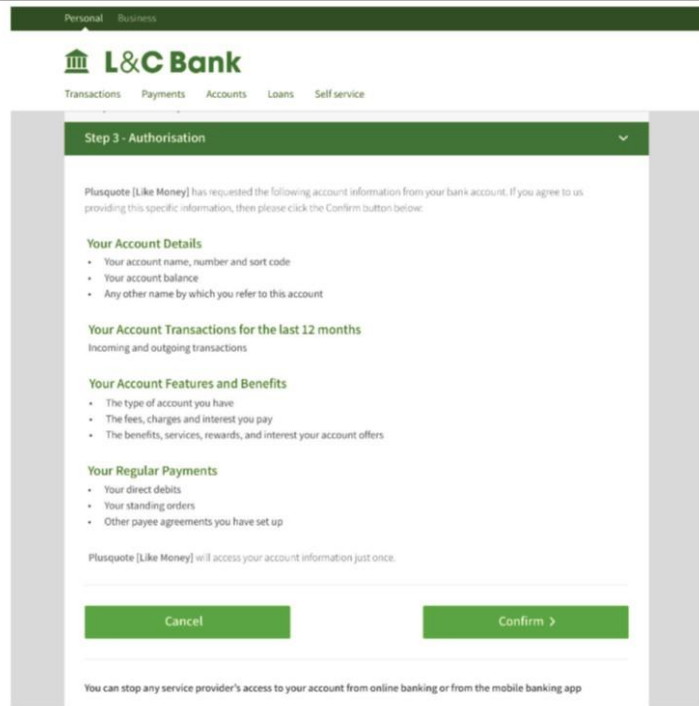
- Your direct debits
- Your standing orders
- Other payee agreements you have set up

Like Money will access your account information just once

By clicking confirm, you are permitting **Like Money** to access account information from your bank account(s) for us just once. Please take a few minutes to read our [Terms & Conditions](#) and [Privacy Policy](#).

CANCEL
CONFIRM

HANDOUT 7



HANDOUT 8

ROLE:

Overall objectives:

	A. Consent / redirection process	B. Cancelling / revocation process	C. Onward provisioning
Key messages / language			
How would you provide the information			

Appendix 4: Pre-workshop questionnaire

Open Banking – Data Dilemmas Opening Questionnaire

Name _____

1) What three words come to mind when you think of the word banking?

1	
2	
3	

2) How well do the following statements describe your personality? Please select one box for each.

I see myself as someone who....	Disagree strongly	Disagree a little	Neither agree nor disagree	Agree a little	Agree Strongly
... is reserved					
... is generally trusting					
... tends to be lazy					
... is relaxed, handles stress well					
... has few artistic interests					
... is outgoing, sociable					
... tends to find fault with others					
... does a thorough job					
... gets nervous easily					
... has an active imagination					

3) Which of the following statements best describes how you feel about online/mobile banking?



1	I am very satisfied with the functionality of online banking, it does everything I would like it to.	
2	I am fairly satisfied with the functionality of online banking, it does most of the things I would like it to.	
3	I have no strong feelings either way.	
4	I am fairly dissatisfied with the functionality of online banking, I find it quite limited , there are a number of things it can't do.	
5	I am very dissatisfied with the functionality of online banking, I find it very limited , there are lots of other things I would like it to do.	
6	Don't know.	

4) If you selected code 4 or 5 in the previous question, what would you like to be able to do, but currently can't do through online banking?

5) On balance, would you say you were open, or cautious towards using new financial products and services?

I am very open to trying new financial products and services.	✓
I am fairly open to trying new financial products and services.	
Neither/nor.	
I am fairly cautious towards new financial products and services.	
I am very cautious towards new financial products and services.	
Don't know.	

6) If you were designing a new financial app to have available on smartphones, what service would it be? What benefit would it bring to customers? How would it work?

7) Which of the following, if any, are the most important to get right when providing good service to customers? Please select up to 3.



Speed of service	<input type="checkbox"/>
Security of data	<input type="checkbox"/>
Functionality	<input type="checkbox"/>
Price/cost	<input type="checkbox"/>
Reliability	<input type="checkbox"/>
Ease of use	<input type="checkbox"/>
Clarity/ease of understanding	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

8) How likely, if at all, would you be to use us each of the following financial services/tools in the future?

Please select one answer per row.

	Very likely	Fairly likely	Not very likely	Not at all likely	Don't know
Financial product comparison ... it could recommend the best account/service to you, based on your finances/ account information.					
Money management app ... it could collate different information from across your accounts and banks.					
Intelligent financial application services ... that would speed up the loan/mortgage process based on your finances/account information.					
Electronic paying service... allows you to pay for items electronically without having to use a credit or debit card.					

Thank you for completing this questionnaire.

Appendix 5: Post-Workshop questionnaire

Open Banking – Data Dilemmas Closing Questionnaire

Name _____

1) What three words now come to mind when you think of the phrase 'open banking'?

1)	2)	3)
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2) Throughout the day, we asked you to consider whether you thought that, for you personally, the potential rewards of Open Banking outweigh the potential risks.

Please mark where you stood on the line at each of these three points:

Where did you stand on the line at the start of the afternoon 12.00?	The potential rewards outweigh the potential risks	_____	The potential risks outweigh the potential rewards
In the middle of the day at 13.30?	The potential rewards outweigh the potential risks	_____	The potential risks outweigh the potential rewards
At the end of the day at 16.00?	The potential rewards outweigh the potential risks	_____	The potential risks outweigh the potential rewards

3) How likely, if at all, would you be to use each of the following financial services/tools, to be delivered through Open Banking, in the future? Please select one answer per row.

	Very likely	Fairly likely	Not very likely	Not at all likely	Don't know
Financial product comparison ... using Open Banking, it could recommend the best account/service to you, based on your finances/ account information.					
Money management app ... using Open Banking, it could collate different information from across your accounts and banks.					

Intelligent financial application services ... using Open Banking, it would speed up the loan/mortgage process based on your finances/account information.					
Electronic paying service... using Open Banking, it would allow you to pay for items electronically without having to use a credit or debit card.					

Appendix 6: Recruitment details

Recruitment Questionnaire	
Q1. Would you be interested in taking part?	Terminate if NO
Q2. Do you or any members of your immediate family work in any of the following areas, either in a paid or unpaid capacity?	Terminate if YES
Q3. Have you participated in a workshop or focus group discussion for a market research company in the last twelve months?	Terminate if YES
Q4. GENDER	Aim for a mix of gender, aim for an even split of male and female.
Q5. How old were you on your last birthday?	Terminate if under 18, then at least three of the following age brackets 18-24, 25-34, 35-44, 45-54, 55-64, 65+
Q5B. How would you describe your ethnicity?	Aim for a mix of ethnicities.
Q6A. Participant social grade (from CIE)	Recruit at least x7 ABs, x7 C1C2s, x7 DEs.
Q6B. And could you tell me what it is you do for a living? Position and industry.	Recruit to quota.
Q6C. And could you tell me what the chief income earner does for a living (if not yourself)?	Recruit to quota.
Q7A. Can you tell me which of the following financial products, if any, do you currently hold?	Recruit a range – all must have a current account.
Q7B. Could you tell me with which bank(s)/building society(ies) you have an active current account i.e. you make use of the account of the account and it's not just sitting dormant?	Recruit a good mix of banks a current account is held with. Digital/Mobile banks not an absolute requirement.
Q7b1. Can you tell me if you currently use any apps to help you keep track of your finances and manage your money? Such as Yolt and Money Dashboard.	No quota.
Q7C. Can you tell me which of the following ways, if any, you have managed your current account?	All to have used online banking either via laptop/desktop/ smartphone or tablet.
Q7c1. Can you tell me how often you access your account via online banking?	Natural fallout.
Q8. Which of the following statements comes closest to describing your attitude towards money?	At least x4 to agree with each statement. Aim for a mix of opinions.
Q9. How do you feel about data and information? (Multiple statements describing a range of opinions).	At least x4 to agree with each statement. Aim for a mix of opinions.
Q10. The research team may wish re-contact you after the research has taken place to follow up on ideas generated during the discussion. You would only be contacted if strictly necessary and only in connection with this research. Are you happy to agree to be re-contacted on this basis, and for us to pass your email address to the research team?	Continue if YES , refer to office if NO .

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The Social Research Institute works closely with national governments, local public services and the not-for-profit sector. Its c.200 research staff focus on public service and policy issues. Each has expertise in a particular part of the public sector, ensuring we have a detailed understanding of specific sectors and policy challenges. This, combined with our methods and communications expertise, helps ensure that our research makes a difference for decision makers and communities.