

b2_1. In an average month, approximately how much do you pay in total in service fees on this main chequing account? Please include not only the monthly service fee you pay but also fees for additional transactions or fees for other services such as overdraft protection.

		Primary Financial Institution		Gender	
	Total	Banks (net)	Credit Unions (net)	Male	Female
		A	B	J	K
Base: Currently has a checking account with a financial institution, excl. DK/NS	677	516	141	292	385
Weighted	684	500	160*	343	341
Zero/pay nothing	90 13%	63 13%	19 12%	42 12%	48 14%
\$1 to \$5	97 14%	76 15%	16 10%	50 15%	48 14%
\$6 to \$10	172 25%	102 20%	67 42% A	87 25%	85 25%
\$11 to \$15	138 20%	103 21%	30 19%	69 20%	69 20%
\$16 to \$20	86 13%	75 15% B	9 6%	42 12%	44 13%
Over \$20	100 15%	80 16%	19 12%	53 15%	46 14%
Summary					
Mean incl. Zero	21.5	20.6	26.7	24	19.1
Mean excl. Zero	24.8	23.6	30.4	27.3	22.2

b6. Do you feel that the service fees charged on your main chequing account are...?

		Primary Financial Institution		Gender	
	Total	Banks (net)	Credit Unions (net)	Male	Female
		A	B	J	K
Base: Pay service fees for main checking account	649	497	136	284	365
Weighted	659	484	156*	331	328
Very fair	112 17%	86 18%	23 15%	43 13%	69 21% J
Somewhat fair	279 42%	187 39%	84 54% A	130 39%	150 46%
Somewhat unfair	177 27%	143 30%	30 20%	106 32% K	71 22%
Very unfair	85 13%	65 14%	15 9%	51 15%	33 10%
(DK/NS)	6 1%	3 1%	3 2%	1 0%	5 1%
Summary					
Top2Box (Very or Somewhat fair)	392 59%	273 56%	108 69% A	173 52%	219 67% J
Low2Box (Very or Somewhat unfair)	262 40%	209 43% B	45 29%	157 47% K	104 32%