

Report No. 32418-MX

Mexico

Broadening Access to Financial Services Among The Urban Population: Mexico City's Unbanked

(In Two Volumes) Volume II: Annexes

September 30, 2005

Colombia and Mexico Country Management Unit
Finance, Private Sector and Infrastructure Department
Latin America and the Caribbean Region



Document of the World Bank

CURRENCY AND EQUIVALENTS

Currency Unit: Mexican Peso

MX\$9.51=	US\$1	1999
MX \$9.57 =	US\$1	2000
MX \$9.14 =	US\$1	2001
MX \$10.31=	US\$1	2002

WEIGHTS AND MEASURES: Metric System

FISCAL YEAR: January 1 - December 31

Vice President	David de Ferranti
Country Director	Isabel Guerrero
Sector Director	Danny Leipziger
Sector Manager	Fernando Montes-Negret
Sector Advisor	John Henry Stein
Task Manager	Tova Maria Solo

ABBREVIATIONS

ATM	Automated Teller Machine
CCO	Check Cashing Outlets
CDFI	Community Development Financial Institution
CDVC	Community Development Venture Capital
CFNI	Chartered non-bank intermediaries
CRA	Community Reinvestment Act
CNBV	Comisión Nacional Bancaria y de Valores
CONDUSEF	Comisión Nacional para la Protección y Defensa del Usuario de Servicios Financieros
DANE	Departamento Administrativo Nacional de Estadística
EFT	Electronic Fund Transfer
ESW	Economic Sector Work
GDP	Gross Domestic Product
IDA	Individual Development Accounts
IDB	Inter-American Development Bank
IFS	Institutional Financial Self-sufficiency
IMF	International Monetary Fund
INEGI	Instituto Nacional de Estadística, Geografía e Información
IPAB	Institute for Bank Savings
LMI	Low and Moderate Income
MESBIC	Minority Enterprise Small Business Investment Company
MFI	Microfinancial institutions
NBFI	Non-Bank Financial Institutions
NGO	Non-governmental organizations
OED	Operations Evaluation Department
ROSCAS	Rotating Savings and Credit associations
SLAs	Credit Unions and Savings and Loan Associations
SME	Small and Medium Enterprise
SOFOL	Sociedad Financiera de Objeto Limitado (Mortgage associations)

TABLE OF CONTENTS

	Page
ANNEX 1: Analysis of Financial Services Demand: Survey Tables	5
Section 1. Basic Information	6
Section 2. Indicators of Access to Financial Institutions	8
Section 3. Deposits	10
Section 4. Payments and interaction with the financial system	18
Section 5. Loans: Household assets with the financial system	32
Section 6. Profile of the un-banked (Income, employment, education and well-being in the last 5 years crossed with being banked or un-banked except where indicated	38
Section 7. Potential Bank Clients	47
Annex 2: Analysis of Financial System: Supply Tables	49
Table 1 Market Share and Assets of Mexico's Commercial Banks	50
Table 2 Geographic Concentration of Commercial Bank Deposits by Type	50
Table 3 Distribution of Basic Financial Products in Mexico City among Biggest Banks..	51
Table 4 Bank Branches in Mexico City	51
Table 5 Geographic Distribution of Bank Branches	52
Table 6 Restrictions to Opening a No Interest Checking Account	52
Table 7 Restrictions to Opening an Interest Checking Account	53
Table 8 A. Return on a Savings Account	53
Table 8 B Return on a Savings Account	54
Table 9 Additional Charges of ATM and Electronic Banking Operations	54
Table 10 Affordability of Bank Products by Income Quartile	55
Table 11 Comparison of Bank Product Affordability Mexico vs USA	55
Table 12 Commercial Banks Focus on High End Market	56

Annex 3: Literature Review	57
A. Access issues as viewed in recent publications in the USA	58
B. Access to financial services as viewed from developing countries	64
C. Access to financial services and poverty reduction	66
Annex 4: Bibliography	68
Annex 5: Use of Financial Services in 5 Mexico Cities (BIMSA Survey)	7
Annex 6: Survey Questionnaire (Inegi/Unam Survey)	77

ANNEX 1 Analysis of Financial Services Demand: Survey Tables

Section 1: Basic Information

Table 1.1 Relationship to the head of the household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same person	180	15	15	15
	Spouse / partner	635	53	53	68
	Son / daughter	287	24	24	92
	Parents, grandparents or in-laws	38	3.2	3.2	95.2
	Grandson, daughter-in-law or son-in-law	27	2.3	2.3	97.4
	Brother	15	1.3	1.3	98.7
	Uncle, cousin, nephew, brother-in-law or sister-in-law	14	1.2	1.2	99.8
	Friend	1	0.1	0.1	99.9
	Maid	1	0.1	0.1	100
	Total	1198	100	100	

Table 1.2 Sex

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Man	235	19.6	19.6	19.6
	Woman	963	80.4	80.4	100
	Total	1198	100	100	

Table 1.3 Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	From 18 to 36 years	648	54.1	54.1	54.1
	From 37 to 55 years	351	29.3	29.3	83.4
	From 56 to 74 years	168	14	14	97.4
	From 75 to 91 years	31	2.6	2.6	100
	Total	1198	100	100	

Table 1.4 Civil Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	303	25.3	25.3	25.3
	Married	688	57.4	57.4	82.7
	Consensual union	87	7.3	7.3	90
	Divorced	13	1.1	1.1	91.1
	Separated	40	3.3	3.3	94.4
	Widower	67	5.6	5.6	100
	Total	1198	100	100	

Table 1.5 Number of children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	263	22	22	22
	From 1 to 2 children	286	23.9	23.9	45.8
	From 3 to 5 children	313	26.1	26.1	72
	More than 5 Children	100	8.3	8.3	80.3
	Not specified	236	19.7	19.7	100
	Total	1198	100	100	

Table 1.6 Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unfinished elementary school	167	13.9	13.9	13.9
	Elementary school	229	19.1	19.1	33.1
	Unfinished junior high school	173	14.4	14.4	47.5
	Junior high school	367	30.6	30.6	78.1
	Unfinished senior high school	106	8.8	8.8	87
	Senior high school	100	8.3	8.3	95.3
	Literate	12	1	1	96.3
	illiterate	43	3.6	3.6	99.9
	Not specified	1	0.1	0.1	100
	Total	1198	100	100	

Table 1.7 Income distribution of Mexico City Population

Delegación / Municipio	Up to 3MW (less than US\$11.9 a day)	Above 3MW (more than US\$11.9 a day)	No specified	Total	Per capita income in US dollars	Population	Population (%)	Survey distribution
Total	72.6%	24.4%	2.9%	100%	4,584	16,982,066	100.0%	100.0%
Iztapalapa	76.0%	23.1%	0.8%	100%	3,998	1,773,343	10.4%	10.1%
Ecatepec de Morelos	68.9%	30.3%	0.8%	100%	3,812	1,622,697	9.6%	9.9%
Gustavo A. Madero	73.5%	24.1%	2.4%	100%	4,485	1,235,542	7.3%	6.9%
Nezahualcoyotl	77.9%	19.8%	2.3%	100%	4,448	1,225,972	7.2%	7.2%
Naucalpan	65.0%	31.7%	3.3%	100%	4,860	858,711	5.1%	5.0%
Tlalnepantla	68.4%	29.8%	1.8%	100%	4,766	721,415	4.2%	4.8%
Alvaro Obregón	87.8%	12.2%	0.0%	100%	4,821	687,020	4.0%	3.4%
Coyoacán	63.9%	26.4%	9.7%	100%	5,968	640,423	3.8%	6.0%
Tlalpan	72.7%	24.2%	3.0%	100%	5,255	581,781	3.4%	5.5%
Cuauhtemoc	74.5%	23.4%	2.1%	100%	5,290	516,255	3.0%	3.9%
Chimalhuacan	92.3%	7.7%	0.0%	100%	3,312	490,772	2.9%	2.2%
Atizapan de Zaragoza	78.9%	21.1%	0.0%	100%	5,125	467,886	2.8%	1.6%
Venustiano Carranza	71.4%	28.6%	0.0%	100%	4,576	462,806	2.7%	2.9%
Cuautitlan Izcalli	47.1%	47.1%	5.9%	100%	5,084	453,298	2.7%	2.8%
Azcapotzalco	78.3%	21.7%	0.0%	100%	4,946	441,008	2.6%	3.8%
Tultitlan	66.7%	33.3%	0.0%	100%	4,070	432,141	2.5%	2.0%
Iztacalco	79.2%	20.8%	0.0%	100%	4,603	411,321	2.4%	2.0%
Xochimilco	66.7%	33.3%	0.0%	100%	4,404	369,787	2.2%	0.5%
Benito Juárez	66.7%	28.6%	4.8%	100%	7,503	360,478	2.1%	1.8%
Miguel Hidalgo	66.7%	14.3%	19.0%	100%	5,850	352,640	2.1%	1.8%
Valle de Chalco	86.5%	13.5%	0.0%	100%	3,323	323,461	1.9%	3.1%
Tlahuac	63.6%	36.4%	0.0%	100%	4,786	302,790	1.8%	0.9%
Nicolas Romero	84.0%	12.0%	4.0%	100%	3,964	269,546	1.6%	2.1%
Coacalco	50.0%	33.3%	16.7%	100%	5,047	252,555	1.5%	1.5%
Magdalena Contreras	80.0%	13.3%	6.7%	100%	4,549	222,050	1.3%	1.3%
Chalco	80.0%	20.0%	0.0%	100%	3,526	217,972	1.3%	0.8%
La Paz	66.7%	33.3%	0.0%	100%	4,021	212,694	1.3%	0.3%
Texcoco	58.3%	25.0%	16.7%	100%	4,441	204,102	1.2%	1.0%
Huixquilucan	68.8%	31.3%	0.0%	100%	5,481	193,468	1.1%	1.3%
Tecámac	80.0%	20.0%	0.0%	100%	4,370	172,813	1.0%	0.4%
Cuajimalpa de Morelos	85.7%	14.3%	0.0%	100%	4,786	151,222	0.9%	0.6%
Zumpango	60.0%	40.0%	0.0%	100%	3,988	99,774	0.6%	0.4%
Milpa Alta	50.0%	25.0%	25.0%	100%	3,315	96,773	0.6%	0.3%
Tultepec	75.0%	25.0%	0.0%	100%	4,555	93,277	0.5%	0.3%
Teotihuacan	100.0%	0.0%	0.0%	100%	3,895	44,653	0.3%	0.8%
Chiautla	70.0%	20.0%	10.0%	100%	3,784	19,620	0.1%	0.8%

Section 2: Indicators of Access to Financial Institutions

Table 2.1 Do you have formal savings?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	With bank account	284	23.7	23.7	23.7
	Without bank account	914	76.3	76.3	100
	Total	1198	100	100	

Table 2.2 Financial accounts: Do you have a Saving account?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	115	9.6	9.6	9.6
	No	1083	90.4	90.4	100
	Total	1198	100	100	

Table 2.3 Financial accounts: Do you have a Checking account?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	4.6	4.6	4.6
	No	1143	95.4	95.4	100
	Total	1198	100	100	

Table 2.4 Financial accounts: Do you have an Investment account?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	1.5	1.5	1.5
	No	1180	98.5	98.5	100
	Total	1198	100	100	

Table 2.5 Financial accounts: Do you have a Debit card?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	131	10.9	10.9	10.9
	No	1067	89.1	89.1	100
	Total	1198	100	100	

Table 2.6 Financial accounts: Do you have Directed saving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	0.6	0.6	0.6
	No	1191	99.4	99.4	100
	Total	1198	100	100	

Table 2.7 Why don't you have a bank account?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never attempted	497	41.5	72.1	72.1
	It was rejected	17	1.4	2.5	74.6
	You cancelled it	90	7.5	13.1	87.7
	Bank cancelled it	14	1.2	2	89.7
	Other	71	5.9	10.3	100
	Total	689	57.5	100	
Missing	System	509	42.5		
Total		1198	100		

Table 2.8 Basic services & Financial services close to and in the neighborhood: Casa de Cambio

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	176	14.7	14.7	14.7
	No	974	81.3	81.3	96
	9	48	4	4	100
	Total	1198	100	100	

Table 2.9 Basic services & Financial services close to and in the neighborhood: ATM

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	469	39.1	39.1	39.1
	No	709	59.2	59.2	98.3
	9	20	1.7	1.7	100
	Total	1198	100	100	

Table 2.10 Basic services & Financial services close to and in the neighborhood: Bank

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	444	37.1	37.1	37.1
	No	733	61.2	61.2	98.2
	9	21	1.8	1.8	100
	Total	1198	100	100	

Table 2.11 Basic services & Financial services close to and in the neighborhood: Development bank

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	35	2.9	2.9	2.9
	No	1054	88	88	90.9
	9	109	9.1	9.1	100
	Total	1198	100	100	

Table 2.12 Basic services & Financial services close to and in the neighborhood: Credit union

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	1.8	1.8	1.8
	No	1050	87.6	87.6	89.4
	9	127	10.6	10.6	100
	Total	1198	100	100	

Table 2.13 Basic services & Financial services close to and in the neighborhood: Caja de Ahorro

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	65	5.4	5.4	5.4
	No	1015	84.7	84.7	90.2
	9	118	9.8	9.8	100
	Total	1198	100	100	

Section 3: Deposits

Responses Broken Down According to Income

Table 3.1 During the last 12 months, have you participated in a rotative savings (landas)? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	30	45	34	26	5	3	9	2	1	155
	17.50%	16.30%	16.90%	18.60%	10.40%	15.00%	13.20%	11.80%	2.90%	15.90%
No	141	231	167	114	43	17	59	15	34	821
	82.50%	83.70%	83.10%	81.40%	89.60%	85.00%	86.80%	88.20%	97.10%	84.10%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.2 During the last 12 months, have you lent money without interest (flat loans)? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	6	10	10	7	6	2	7	2		50
	3.50%	3.60%	5.00%	5.00%	12.50%	10.00%	10.30%	11.80%		5.10%
No	165	266	191	133	42	18	61	15	35	926
	96.50%	96.40%	95.00%	95.00%	87.50%	90.00%	89.70%	88.20%	100.00%	94.90%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.3 During the last 12 months, have you lent money with interest? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes				1	1					2
				0.70%	2.10%					0.20%
No	171	276	201	139	47	20	68	17	35	974
	100.00%	100.00%	100.00%	99.30%	97.90%	100.00%	100.00%	100.00%	100.00%	99.80%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.4 During the last 12 months, have you participated in a caja de ahorro? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	5	20	20	18	8	4	7	1	1	84
	2.90%	7.20%	10.00%	12.90%	16.70%	20.00%	10.30%	5.90%	2.90%	8.60%
No	166	256	181	122	40	16	61	16	34	892
	97.10%	92.80%	90.00%	87.10%	83.30%	80.00%	89.70%	94.10%	97.10%	91.40%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Breakdown According to Response

Table 3.1 During the last 12 months, have you participated in a relative savings (tandas)? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	30 19.40%	45 29.00%	34 21.90%	26 16.80%	5 3.20%	3 1.90%	9 5.80%	2 1.30%	1 0.60%	155 100.00%
No	141 17.20%	231 28.10%	167 20.30%	114 13.90%	43 5.20%	17 2.10%	59 7.20%	15 1.80%	34 4.10%	821 100.00%
Total	171 17.50%	276 28.30%	201 20.60%	140 14.30%	48 4.90%	20 2.00%	68 7.00%	17 1.70%	35 3.60%	976 100.00%

Table 3.2 During the last 12 months, have you lent money without interest (flat loans)? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	6 12.00%	10 20.00%	10 20.00%	7 14.00%	6 12.00%	2 4.00%	7 14.00%	2 4.00%		50 100.00%
No	165 17.80%	266 28.70%	191 20.60%	133 14.40%	42 4.50%	18 1.90%	61 6.60%	15 1.60%	35 3.80%	926 100.00%
Total	171 17.50%	276 28.30%	201 20.60%	140 14.30%	48 4.90%	20 2.00%	68 7.00%	17 1.70%	35 3.60%	976 100.00%

Table 3.3 During the last 12 months, have you lent money with interest? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes				1 50.00%	1 50.00%					2 100.00%
No	171 17.60%	276 28.30%	201 20.60%	139 14.30%	47 4.80%	20 2.10%	68 7.00%	17 1.70%	35 3.60%	974 100.00%
Total	171 17.50%	276 28.30%	201 20.60%	140 14.30%	48 4.90%	20 2.00%	68 7.00%	17 1.70%	35 3.60%	976 100.00%

Table 3.4 During the last 12 months, have you participated in a caja de ahorro? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	5 6.00%	20 23.80%	20 23.80%	18 21.40%	8 9.50%	4 4.80%	7 8.30%	1 1.20%	1 1.20%	84 100.00%
No	166 18.60%	256 28.70%	181 20.30%	122 13.70%	40 4.50%	16 1.80%	61 6.80%	16 1.80%	34 3.80%	892 100.00%
Total	171 17.50%	276 28.30%	201 20.60%	140 14.30%	48 4.90%	20 2.00%	68 7.00%	17 1.70%	35 3.60%	976 100.00%

Responses Broken Down According to Income ?

Table 3.5 During the last 12 months, have you participated in a caja solidaria? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes		1		1			4			6
		0.40%		0.70%			5.90%			0.60%
No	171	275	201	139	48	20	64	17	35	970
	100.00%	99.60%	100.00%	99.30%	100.00%	100.00%	94.10%	100.00%	100.00%	99.40%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.6 During the last 12 months, have you saved money at home (savings at home)? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	11	45	25	18	6	3	9	4	1	122
	6.40%	16.30%	12.40%	12.90%	12.50%	15.00%	13.20%	23.50%	2.90%	12.50%
No	160	231	176	122	42	17	59	13	34	854
	93.60%	83.70%	87.60%	87.10%	87.50%	85.00%	86.80%	76.50%	97.10%	87.50%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.7 During the last 12 months, have you saved money in another place? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	2	4	7	10	4	2	11	5	2	47
	1.20%	1.40%	3.50%	7.10%	8.30%	10.00%	16.20%	29.40%	5.70%	4.80%
No	169	272	194	130	44	18	57	12	33	929
	98.80%	98.60%	96.50%	92.90%	91.70%	90.00%	83.80%	70.60%	94.30%	95.20%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.8 Financial accounts: Do you have a Savings account? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	11	10	29	16	7	6	12	4	12	107
	6.40%	3.60%	14.40%	11.40%	14.60%	30.00%	17.60%	23.50%	34.30%	11.00%
No	160	266	172	124	41	14	56	13	23	869
	93.60%	96.40%	85.60%	88.60%	85.40%	70.00%	82.40%	76.50%	65.70%	89.00%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Breakdown According to Response

Table 3.5 During the last 12 months, have you participated in a caja solidaria? Crossed with income received last month

	Crossed with income received last month								Total
	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified
Yes		1		1			4		
		16.70%		16.70%			66.70%		
No	171	275	201	139	48	20	64	17	35
	17.60%	28.40%	20.70%	14.30%	4.90%	2.10%	6.60%	1.80%	3.60%
	171	276	201	140	48	20	68	17	35
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%
Total									

Table 3.6 During the last 12 months, have you saved money at home (savings at home)? Crossed with income received last month

	Crossed with income received last month								Total
	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified
Yes	11	45	25	18	6	3	9	4	1
	9.00%	36.90%	20.50%	14.80%	4.90%	2.50%	7.40%	3.30%	0.80%
No	160	231	176	122	42	17	59	13	34
	18.70%	27.00%	20.60%	14.30%	4.90%	2.00%	6.90%	1.50%	4.00%
	171	276	201	140	48	20	68	17	35
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%
Total									

Table 3.7 During the last 12 months, have you saved money in another place? Crossed with income received last month

	Crossed with income received last month								Total
	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified
Yes	2	4	7	10	4	2	11	5	2
	4.30%	8.50%	14.90%	21.30%	8.50%	4.30%	23.40%	10.60%	4.30%
No	169	272	194	130	44	18	57	12	33
	18.20%	29.30%	20.90%	14.00%	4.70%	1.90%	6.10%	1.30%	3.60%
	171	276	201	140	48	20	68	17	35
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%
Total									

Table 3.8 Financial accounts: Do you have a Savings account? Crossed with income received last month

	Crossed with income received last month								Total
	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified
Yes	11	10	29	16	7	6	12	4	12
	10.30%	9.30%	27.10%	15.00%	6.50%	5.60%	11.20%	3.70%	11.20%
No	160	266	172	124	41	14	56	13	23
	18.40%	30.60%	19.80%	14.30%	4.70%	1.60%	6.40%	1.50%	2.60%
	171	276	201	140	48	20	68	17	35
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%
Total									

Responses Broken Down According to Income ?

Table 3.9 Financial accounts: Do you have a Checking account? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	3	9	7	7	3	2	11	5	6	53
	1.80%	3.30%	3.50%	5.00%	6.30%	10.00%	16.20%	29.40%	17.10%	5.40%
No	168	267	194	133	45	18	57	12	29	923
	98.20%	96.70%	96.50%	95.00%	93.80%	90.00%	83.80%	70.60%	82.90%	94.60%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.10 Financial accounts: Do you have an Investment account? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	1	1	1	1		1	7	3	3	18
	0.60%	0.40%	0.50%	0.70%		5.00%	10.30%	17.60%	8.60%	1.80%
No	170	275	200	139	48	19	61	14	32	958
	99.40%	99.60%	99.50%	99.30%	100.00%	95.00%	89.70%	82.40%	91.40%	98.20%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.11 Financial accounts: Do you have a Debit card? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	7	30	28	23	11	4	14	6	3	126
	4.10%	10.90%	13.90%	16.40%	22.90%	20.00%	20.60%	35.30%	8.60%	12.90%
No	164	246	173	117	37	16	54	11	32	850
	95.90%	89.10%	86.10%	83.60%	77.10%	80.00%	79.40%	64.70%	91.40%	87.10%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.12 Financial accounts: Do you have an AFORE? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	22	89	82	68	30	11	40	10	13	365
	12.90%	32.20%	40.80%	48.60%	62.50%	55.00%	58.80%	58.80%	37.10%	37.40%
No	149	187	119	72	18	9	28	7	22	611
	87.10%	67.80%	59.20%	51.40%	37.50%	45.00%	41.20%	41.20%	62.90%	62.60%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Breakdown According to Response

Table 3.9 Financial accounts: Do you have a Checking account? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	3	9	7	7	3	2	11	5	6	53
	5.70%	17.00%	13.20%	13.20%	5.70%	3.80%	20.80%	9.40%	11.30%	100.00%
No	168	267	194	133	45	18	57	12	29	923
	18.20%	28.90%	21.00%	14.40%	4.90%	2.00%	6.20%	1.30%	3.10%	100.00%
Total	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%

Table 3.10 Financial accounts: Do you have an Investment account? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	1	1	1	1		1	7	3	3	18
	5.60%	5.60%	5.60%	5.60%		5.60%	38.90%	16.70%	16.70%	100.00%
No	170	275	200	139	48	19	61	14	32	958
	17.70%	28.70%	20.90%	14.50%	5.00%	2.00%	6.40%	1.50%	3.30%	100.00%
Total	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%

Table 3.11 Financial accounts: Do you have a Debit card? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	7	30	28	23	11	4	14	6	3	126
	5.60%	23.80%	22.20%	18.30%	8.70%	3.20%	11.10%	4.80%	2.40%	100.00%
No	164	246	173	117	37	16	54	11	32	850
	19.30%	28.90%	20.40%	13.80%	4.40%	1.90%	6.40%	1.30%	3.80%	100.00%
Total	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%

Table 3.12 Financial accounts: Do you have an AFIRE? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	22	89	82	68	30	11	40	10	13	365
	6.00%	24.40%	22.50%	18.60%	8.20%	3.00%	11.00%	2.70%	3.60%	100.00%
No	149	187	119	72	18	9	28	7	22	611
	24.40%	30.60%	19.50%	11.80%	2.90%	1.50%	4.60%	1.10%	3.60%	100.00%
Total	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%

Responses Broken Down According to Income ?

Table 3.13 Financial accounts: Do you have Directed savings? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	1		1	1	1	1	2			7
	0.60%		0.50%	0.70%	2.10%	5.00%	2.90%			0.70%
No	170	276	200	139	47	19	66	17	35	969
	99.40%	100.00%	99.50%	99.30%	97.90%	95.00%	97.10%	100.00%	100.00%	99.30%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.14 Who has Informal savings? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
With formal savings	45	93	69	57	20	10	25	9	4	332
	26.30%	33.70%	34.30%	40.70%	41.70%	50.00%	36.80%	52.90%	11.40%	34.00%
Without formal savings	126	183	132	83	28	10	43	8	31	644
	73.70%	66.30%	65.70%	59.30%	58.30%	50.00%	63.20%	47.10%	88.60%	66.00%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.15 Who has some type of savings? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
With some kind of savings	63	122	109	80	29	14	43	13	19	492
	36.80%	44.20%	54.20%	57.10%	60.40%	70.00%	63.20%	76.50%	54.30%	50.40%
Without any kind of savings	108	154	92	60	19	6	25	4	16	484
	63.20%	55.80%	45.80%	42.90%	39.60%	30.00%	36.80%	23.50%	45.70%	49.60%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3.16 What type of savings? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
People with bank account and without informal savings	18	29	40	23	9	4	18	4	15	160
	10.50%	10.50%	19.90%	16.40%	18.80%	20.00%	26.50%	23.50%	42.90%	16.40%
People with informal savings and without bank account	41	73	49	35	9	2	10	2	1	222
	24.00%	26.40%	24.40%	25.00%	18.80%	10.00%	14.70%	11.80%	2.90%	22.70%
People with bank account and with informal savings	4	20	20	22	11	8	15	7	3	110
	2.30%	7.20%	10.00%	15.70%	22.90%	40.00%	22.10%	41.20%	8.60%	11.30%
Without bank account and without informal savings	108	154	92	60	19	6	25	4	16	484
	63.20%	55.80%	45.80%	42.90%	39.60%	30.00%	36.80%	23.50%	45.70%	49.60%
Total	171	276	201	140	48	20	68	17	35	976
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Breakdown According to Response

Table 3.13 Financial accounts: Do you have Directed saving? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Yes	1		1	1	1	1	2			7
	14.30%		14.30%	14.30%	14.30%	14.30%	28.60%			100.00%
No	170	276	200	139	47	19	66	17	35	969
	17.50%	28.50%	20.60%	14.30%	4.90%	2.00%	6.80%	1.80%	3.60%	100.00%
	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%
Total										

Table 3.14 Who has Informal savings? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
With formal savings	45	93	69	57	20	10	25	9	4	332
	13.60%	28.00%	20.80%	17.20%	6.00%	3.00%	7.50%	2.70%	1.20%	100.00%
Without formal savings	126	183	132	83	28	10	43	8	31	644
	19.60%	28.40%	20.50%	12.90%	4.30%	1.60%	6.70%	1.20%	4.80%	100.00%
	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%
Total										

Table 3.15 Who has some type of savings? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
With some kind of savings	63	122	109	80	29	14	43	13	19	492
	12.80%	24.80%	22.20%	16.30%	5.90%	2.80%	8.70%	2.60%	3.90%	100.00%
Without any kind of savings	108	154	92	60	19	6	25	4	16	484
	22.30%	31.80%	19.00%	12.40%	3.90%	1.20%	5.20%	0.80%	3.30%	100.00%
	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%
Total										

Table 3.16 What type of savings? Crossed with income received last month

	Less than 1 M.W.	From 1 M.W. to 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
People with bank account and without informal savings	18	29	40	23	9	4	18	4	15	160
	11.30%	18.10%	25.00%	14.40%	5.60%	2.50%	11.30%	2.50%	9.40%	100.00%
People with informal savings and without bank account	41	73	49	35	9	2	10	2	1	222
	18.50%	32.90%	22.10%	15.80%	4.10%	0.90%	4.50%	0.90%	0.50%	100.00%
People with bank account and with informal savings	4	20	20	22	11	8	15	7	3	110
	3.60%	18.20%	18.20%	20.00%	10.00%	7.30%	13.60%	6.40%	2.70%	100.00%
Without bank account and without informal savings	108	154	92	60	19	6	25	4	16	484
	22.30%	31.80%	19.00%	12.40%	3.90%	1.20%	5.20%	0.80%	3.30%	100.00%
	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%
Total										

Section 4: Payments and Interaction with the Financial System

Responses Broken Down According to Being Banked or Unbanked

Table 4.1 Payments: By telephone

				Total
		With bank account	Without bank account	
	Yes	1	1	2
		0.40%	0.20%	0.20%
	No	244	635	879
		99.60%	99.80%	99.80%
Total		245	636	881
		100.00%	100.00%	100.00%

Table 4.2 Payments: By internet

				Total
		With bank account	Without bank account	
	Yes	3	1	4
		1.20%	0.20%	0.50%
	No	242	635	877
		98.80%	99.80%	99.50%
Total		245	636	881
		100.00%	100.00%	100.00%

Table 4.3 Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	61	122	183
		24.90%	19.20%	20.80%
	No	184	514	698
		75.10%	80.80%	79.20%
Total		245	636	881
		100.00%	100.00%	100.00%

Table 4.4 Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	191	530	721
		78.00%	83.30%	81.80%
	No	54	106	160
		22.00%	16.70%	18.20%
Total		245	636	881
		100.00%	100.00%	100.00%

Table 4.5 Payments: ATM

				Total
		With bank account	Without bank account	
	Yes	2		2
		0.80%		0.20%
	No	243	636	879
		99.20%	100.00%	99.80%
Total		245	636	881
		100.00%	100.00%	100.00%

Breakdown According to Response

Table 4.1 Payments: By telephone

				Total
		With bank account	Without bank account	
	Yes	1	1	2
		50.00%	50.00%	100.00%
	No	244	635	879
		27.80%	72.20%	100.00%
Total		245	636	881
		27.80%	72.20%	100.00%

Table 4.2 Payments: By internet

		Payment by internet		Total
		With bank account	Without bank account	
	Yes	3	1	4
		75.00%	25.00%	100.00%
	No	242	635	877
		27.60%	72.40%	100.00%
Total		245	636	881
		27.80%	72.20%	100.00%

Table 4.3 Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	61	122	183
		33.30%	66.70%	100.00%
	No	184	514	698
		26.40%	73.60%	100.00%
Total		245	636	881
		27.80%	72.20%	100.00%

Table 4.4 Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	191	530	721
		26.50%	73.50%	100.00%
	No	54	106	160
		33.80%	66.30%	100.00%
Total		245	636	881
		27.80%	72.20%	100.00%

Table 4.5 Payments: ATM

				Total
		With bank account	Without bank account	
	Yes	2		2
		100.00%		100.00%
	No	243	636	879
		27.60%	72.40%	100.00%
Total		245	636	881
		27.80%	72.20%	100.00%

Responses Broken Down According to Being Banked or Unbanked

Table 4.6 Electricity Payments: By telephone

				Total
		With bank account	Without bank account	
	Yes	1		1
		0.40%		0.10%
	No	273	881	1154
		99.60%	100.00%	99.90%
Total		274	881	1155
		100.00%	100.00%	100.00%

Table 4.7 Electricity Payments: By internet

				Total
		With bank account	Without bank account	
	Yes	3	1	4
		1.10%	0.10%	0.30%
	No	271	880	1151
		98.90%	99.90%	99.70%
Total		274	881	1155
		100.00%	100.00%	100.00%

Table 4.8 Electricity Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	55	138	193
		20.10%	15.70%	16.70%
	No	219	743	962
		79.90%	84.30%	83.30%
Total		274	881	1155
		100.00%	100.00%	100.00%

Table 4.9 Electricity Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	226	759	985
		82.50%	86.20%	85.30%
	No	48	122	170
		17.50%	13.80%	14.70%
Total		274	881	1155
		100.00%	100.00%	100.00%

Table 4.10 Electricity Payments: ATM

				Total
		With bank account	Without bank account	
	No	274	881	1155
		100.00%	100.00%	100.00%
Total		274	881	1155
		100.00%	100.00%	100.00%

Breakdown According to Response

Table 4.6 Electricity Payments: By telephone

				Total
		With bank account	Without bank account	
	Yes	1		1
		100.00%		100.00%
	No	273	881	1154
		23.70%	76.30%	100.00%
Total		274	881	1155
		23.70%	76.30%	100.00%

Table 4.7 Electricity Payments: By internet

				Total
		With bank account	Without bank account	
	Yes	3	1	4
		75.00%	25.00%	100.00%
	No	271	880	1151
		23.50%	76.50%	100.00%
Total		274	881	1155
		23.70%	76.30%	100.00%

Table 4.8 Electricity Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	55	138	193
		28.50%	71.50%	100.00%
	No	219	743	962
		22.80%	77.20%	100.00%
Total		274	881	1155
		23.70%	76.30%	100.00%

Table 4.9 Electricity Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	226	759	985
		22.90%	77.10%	100.00%
	No	48	122	170
		28.20%	71.80%	100.00%
Total		274	881	1155
		23.70%	76.30%	100.00%

Table 4.10 Electricity Payments: ATM

		With bank account	Without bank account	Total
	No	274	881	1155
		23.70%	76.30%	100.00%
	Total	274	881	1155
		23.70%	76.30%	100.00%

Responses Broken Down According to Being Banked or Unbanked

Table 4.11 Water supply Payments: By telephone

				Total
		With bank account	Without bank account	
	Yes	1		1
		0.40%		0.10%
	No	270	854	1124
		99.60%	100.00%	99.90%
Total		271	854	1125
		100.00%	100.00%	100.00%

Table 4.12 Water supply Payments: By internet

				Total
		With bank account	Without bank account	
	Yes	2		2
		0.70%		0.20%
	No	269	854	1123
		99.30%	100.00%	99.80%
Total		271	854	1125
		100.00%	100.00%	100.00%

Table 4.13 Water supply Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	46	133	179
		17.00%	15.60%	15.90%
	No	225	721	946
		83.00%	84.40%	84.10%
Total		271	854	1125
		100.00%	100.00%	100.00%

Table 4.14 Water supply Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	228	731	959
		84.10%	85.60%	85.20%
	No	43	123	166
		15.90%	14.40%	14.80%
Total		271	854	1125
		100.00%	100.00%	100.00%

Table 4.15 Water supply Payments: ATM

				Total
		With bank account	Without bank account	
	Yes	1		1
		0.40%		0.10%
	No	270	854	1124
		99.60%	100.00%	99.90%
Total		271	854	1125
		100.00%	100.00%	100.00%

Breakdown According to Response

Table 4.11 Water supply Payments: By telephone

				Total
		With bank account	Without bank account	
	Yes	1		1
		100.00%		100.00%
	No	270	854	1124
		24.00%	76.00%	100.00%
Total		271	854	1125
		24.10%	75.90%	100.00%

Table 4.12 Water supply Payments: By internet

				Total
		With bank account	Without bank account	
	Yes	2		2
		100.00%		100.00%
	No	269	854	1123
		24.00%	76.00%	100.00%
Total		271	854	1125
		24.10%	75.90%	100.00%

Table 4.13 Water supply Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	46	133	179
		25.70%	74.30%	100.00%
	No	225	721	946
		23.80%	76.20%	100.00%
Total		271	854	1125
		24.10%	75.90%	100.00%

Table 4.14 Water supply Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	228	731	959
		23.80%	76.20%	100.00%
	No	43	123	166
		25.90%	74.10%	100.00%
Total		271	854	1125
		24.10%	75.90%	100.00%

Table 4.15 Water supply Payments: ATM

				Total
		With bank account	Without bank account	
	Yes	1		1
		100.00%		100.00%
	No	270	854	1124
		24.00%	76.00%	100.00%
Total		271	854	1125
		24.10%	75.90%	100.00%

Responses Broken Down According to Being Banked or Unbanked

Table 4.16 Food Payments: By telephone

				Total
		With bank account	Without bank account	
	Yes	1		1
		0.40%		0.10%
	No	283	911	1194
		99.60%	100.00%	99.90%
Total		284	911	1195
		100.00%	100.00%	100.00%

Table 4.17 Food Payments: By internet

				Total
		With bank account	Without bank account	
	Yes	2		2
		0.70%		0.20%
	No	282	911	1193
		99.30%	100.00%	99.80%
Total		284	911	1195
		100.00%	100.00%	100.00%

Table 4.18 Food Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	9	23	32
		3.20%	2.50%	2.70%
	No	275	888	1163
		96.80%	97.50%	97.30%
Total		284	911	1195
		100.00%	100.00%	100.00%

Table 4.19 Food Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	223	743	966
		78.50%	81.60%	80.80%
	No	61	168	229
		21.50%	18.40%	19.20%
Total		284	911	1195
		100.00%	100.00%	100.00%

Table 4.20 Food Payments: ATM

				Total
		With bank account	Without bank account	
	No	284	911	1195
		100.00%	100.00%	100.00%
Total		284	911	1195
		100.00%	100.00%	100.00%

Breakdown According to Response

Table 4.16 Food Payments: By telephone

				Total
		With bank account	Without bank account	
	Yes	1		1
		100.00%		100.00%
	No	283	911	1194
		23.70%	76.30%	100.00%
Total		284	911	1195
		23.80%	76.20%	100.00%

Table 4.17 Food Payments: By internet

				Total
		With bank account	Without bank account	
	Yes	2		2
		100.00%		100.00%
	No	282	911	1193
		23.60%	76.40%	100.00%
Total		284	911	1195
		23.80%	76.20%	100.00%

Table 4.18 Food Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	9	23	32
		28.10%	71.90%	100.00%
	No	275	888	1163
		23.60%	76.40%	100.00%
Total		284	911	1195
		23.80%	76.20%	100.00%

Table 4.19 Food Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	223	743	966
		23.10%	76.90%	100.00%
	No	61	168	229
		26.60%	73.40%	100.00%
Total		284	911	1195
		23.80%	76.20%	100.00%

Table 4.20 Food Payments: ATM

				Total
		With bank account	Without bank account	
	No	284	911	1195
		23.80%	76.20%	100.00%
Total		284	911	1195
		23.80%	76.20%	100.00%

Responses Broken Down According to Being Banked or Un-banked

Table 4.21 Health expenditure Payments: By telephone

				Total
		With bank account	Without bank account	
	No	205	646	851
		100.00%	100.00%	100.00%
Total		205	646	851
		100.00%	100.00%	100.00%

Table 4.22 Health expenditure Payments: By internet

				Total
		With bank account	Without bank account	
	No	205	646	851
		100.00%	100.00%	100.00%
Total		205	646	851
		100.00%	100.00%	100.00%

Table 4.23 Health expenditure Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	4	22	26
		2.00%	3.40%	3.10%
	No	201	624	825
		98.00%	96.60%	96.90%
Total		205	646	851
		100.00%	100.00%	100.00%

Table 4.24 Health expenditure Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	162	524	686
		79.00%	81.10%	80.60%
	No	43	122	165
		21.00%	18.90%	19.40%
Total		205	646	851
		100.00%	100.00%	100.00%

Table 4.25 Health expenditure Payments: ATM

				Total
		With bank account	Without bank account	
	Yes		1	1
			0.20%	0.10%
	No	205	645	850
		100.00%	99.80%	99.90%
Total		205	646	851
		100.00%	100.00%	100.00%

Breakdown According to Response

Table 4.21 Health expenditure Payments: By telephone

		With bank account	Without bank account	Total
	No	205	646	851
		24.10%	75.90%	100.00%
Total		205	646	851
		24.10%	75.90%	100.00%

Table 4.22 Health expenditure Payments: By internet

		With bank account	Without bank account	Total
	No	205	646	851
		24.10%	75.90%	100.00%
Total		205	646	851
		24.10%	75.90%	100.00%

Table 4.23 Health expenditure Payments: In person-financial institution

				Total
		With bank account	Without bank account	
	Yes	4	22	26
		15.40%	84.60%	100.00%
	No	201	624	825
		24.40%	75.60%	100.00%
Total		205	646	851
		24.10%	75.90%	100.00%

Table 4.24 Health expenditure Payments: In person-supplier

				Total
		With bank account	Without bank account	
	Yes	162	524	686
		23.60%	76.40%	100.00%
	No	43	122	165
		26.10%	73.90%	100.00%
Total		205	646	851
		24.10%	75.90%	100.00%

Table 4.25 Health expenditure Payments: ATM

				Total
		With bank account	Without bank account	
	Yes		1	1
			100.00%	100.00%
	No	205	645	850
		24.10%	75.90%	100.00%
Total		205	646	851
		24.10%	75.90%	100.00%

Responses Broken Down According to Being Banked or Unbanked

Table 4.26 How do you receive your income? Crossed with Banked or Unbanked

		Type of saving				Total
		People with bank account and without informal savings	Peple with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
	Cash	16	18	15	37	86
		10.00%	8.10%	13.60%	7.60%	8.80%
	Check	47	191	37	417	692
		29.40%	86.00%	33.60%	86.00%	70.80%
	Deposits in a banking account	21	2	17	5	45
		13.10%	0.90%	15.50%	1.00%	4.60%
	Deposits in a saving account	71	11	40	24	146
		44.40%	5.00%	36.40%	4.90%	14.90%
	Other	5		1	2	8
		3.10%		0.90%	0.40%	0.80%
Total		160	222	110	485	977
		100.00%	100.00%	100.00%	100.00%	100.00%

Table 4.27 If you receive your income with check, how do you usually change it? Crossed with Banked or Unbanked

		Unbanked				Total
		Type of saving				
		People with bank account and without informal savings	Peple with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
	Deposits it in account	12	35	10	64	121
		25.50%	18.30%	27.00%	15.30%	17.50%
	In the bank	31	150	26	342	549
		66.00%	78.50%	70.30%	82.00%	79.30%
	Other	4	6	1	11	22
		8.50%	3.10%	2.70%	2.60%	3.20%
Total		47	191	37	417	692
		100.00%	100.00%	100.00%	100.00%	100.00%

Table 4.28 How would you prefer to receive your income? Crossed with Banked or Unbanked

		Type of saving				Total
		People with bank account and without informal savings	Peple with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
	Current account deposit	9	4	14	3	30
		5.60%	1.80%	12.70%	0.60%	3.10%
	Savings account deposit	57	17	34	43	151
		35.60%	7.70%	30.90%	8.90%	15.50%
	Cash payment	68	192	50	411	721
		42.50%	86.50%	45.50%	84.90%	73.90%
	Check payment	21	6	10	20	57
		13.10%	2.70%	9.10%	4.10%	5.80%
	Other	5	3	2	7	17
		3.10%	1.40%	1.80%	1.40%	1.70%
Total		160	222	110	484	976
		100.00%	100.00%	100.00%	100.00%	100.00%

Breakdown According to Response

Table 4.26 How do you receive your income? Crossed with Banked or Unbanked

		Type of saving				Total
		People with bank account and without informal savings	People with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
	Cash	16	18	15	37	86
		18.60%	20.90%	17.40%	43.00%	100.00%
	Check	47	191	37	417	692
		6.80%	27.60%	5.30%	60.30%	100.00%
	Deposits in a banking account	21	2	17	5	45
		46.70%	4.40%	37.80%	11.10%	100.00%
	Deposits in a saving account	71	11	40	24	146
		48.60%	7.50%	27.40%	16.40%	100.00%
	Other	5		1	2	8
		62.50%		12.50%	25.00%	100.00%
Total		160	222	110	485	977
		16.40%	22.70%	11.30%	49.60%	100.00%

Table 4.27 If you receive your income with check, how do you usually change it? Crossed with Banked or Unbanked

		Type of saving				Total
		People with bank account and without informal savings	People with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
	Deposits it in account	12	35	10	64	121
		9.90%	28.90%	8.30%	52.90%	100.00%
	In the bank	31	150	26	342	549
		5.60%	27.30%	4.70%	62.30%	100.00%
	Other	4	6	1	11	22
		18.20%	27.30%	4.50%	50.00%	100.00%
Total		47	191	37	417	692
		6.80%	27.60%	5.30%	60.30%	100.00%

Table 4.28 How would you prefer to receive your income? Crossed with Banked or Unbanked

		Type of saving				Total
		People with bank account and without informal savings	People with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
	Current account deposit	9	4	14	3	30
		30.00%	13.30%	46.70%	10.00%	100.00%
	Savings account deposit	57	17	34	43	151
		37.70%	11.30%	22.50%	28.50%	100.00%
	Cash payment	68	192	50	411	721
		9.40%	26.60%	6.90%	57.00%	100.00%
	Check payment	21	6	10	20	57
		36.80%	10.50%	17.50%	35.10%	100.00%
	Other	5	3	2	7	17
		29.40%	17.60%	11.80%	41.20%	100.00%
Total		160	222	110	484	976
		16.40%	22.70%	11.30%	49.60%	100.00%

Responses Broken Down According to Income

Table 4.29 How do you receive your income? Crossed with Income

	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	
Cash	5 2.90%	18 6.50%	16 8.00%	12 8.60%	8 16.70%	8 40.00%	14 20.60%	2 11.80%	3 8.60%	86 8.80%
Check	154 90.10%	216 78.30%	140 69.70%	91 65.00%	21 43.80%	6 30.00%	34 50.00%	9 52.90%	20 57.10%	691 70.80%
Deposits in a banking account	1 0.60%	11 4.00%	6 3.00%	7 5.00%	5 10.40%	1 5.00%	6 8.80%	2 11.80%	6 17.10%	45 4.60%
Deposits in a saving account	11 6.40%	27 9.80%	38 18.90%	28 20.00%	14 29.20%	4 20.00%	14 20.60%	4 23.50%	6 17.10%	146 15.00%
Other	4 2.40%	4 1.40%	1 0.50%	2 1.40%	2 4.80%	1 5.00%	1 1.40%			8 0.80%
Total	171 100.00%	276 100.00%	201 100.00%	140 100.00%	48 100.00%	20 100.00%	68 100.00%	17 100.00%	35 100.00%	976 100.00%

Table 4.30 If you receive your income with check, how do you usually change it? Crossed with Income

	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	
Deposits it in account	25 16.20%	36 16.70%	22 15.70%	13 14.30%	6 28.60%	2 33.30%	10 29.40%	1 11.10%	6 30.00%	121 17.50%
In the bank	123 79.90%	172 79.60%	113 80.70%	77 84.60%	15 71.40%	3 50.00%	24 70.60%	8 88.90%	14 70.00%	549 79.50%
Other	6 3.90%	8 3.70%	5 3.60%	1 1.10%	1 3.60%	1 16.70%				21 3.00%
Total	154 100.00%	216 100.00%	140 100.00%	91 100.00%	21 100.00%	6 100.00%	34 100.00%	9 100.00%	20 100.00%	691 100.00%

Table 4.31 How would you prefer to receive your income? Crossed with Income

	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	
Current account deposit	1 0.60%	7 2.50%	3 1.50%	6 4.30%	4 8.30%	1 5.00%	4 5.90%	1 5.90%	3 8.60%	30 3.10%
Savings account deposit	13 7.60%	28 10.10%	39 19.40%	23 16.40%	15 31.30%	3 15.00%	16 23.50%	5 29.40%	9 25.70%	151 15.50%
Cash payment	154 90.10%	231 83.70%	144 71.60%	95 67.90%	26 54.20%	8 40.00%	34 50.00%	9 52.90%	20 57.10%	721 73.90%
Check payment	1 0.60%	4 1.40%	14 7.00%	12 8.60%	3 6.30%	7 35.00%	12 17.60%	1 5.90%	3 8.60%	57 5.80%
Other	2 1.20%	6 2.20%	1 0.50%	4 2.90%	4 8.80%	1 5.00%	2 2.90%	1 5.90%	1 1.70%	17 1.70%
Total	171 100.00%	276 100.00%	201 100.00%	140 100.00%	48 100.00%	20 100.00%	68 100.00%	17 100.00%	35 100.00%	976 100.00%

Breakdown According to Response

Table 4.29 How do you receive your income? Crossed with Income

	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	
Cash	5	18	16	12	8	8	14	2	3	86
	5.80%	20.90%	18.60%	14.00%	9.30%	9.30%	16.30%	2.30%	3.50%	100.00%
Check	154	216	140	91	21	6	34	9	20	691
	22.30%	31.30%	20.30%	13.20%	3.00%	0.90%	4.90%	1.30%	2.90%	100.00%
Deposits in a banking account	1	11	6	7	5	1	6	2	6	45
	2.20%	24.40%	13.30%	15.60%	11.10%	2.20%	13.30%	4.40%	13.30%	100.00%
Deposits in a saving account	11	27	38	28	14	4	14	4	6	146
	7.50%	18.50%	26.00%	19.20%	9.60%	2.70%	9.60%	2.70%	4.10%	100.00%
Other		4	1	2			1			8
		50.00%	12.50%	25.00%		12.50%				100.00%
Total	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%

Table 4.30 If you receive your income with check, how do you usually change it? Crossed with Income

	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	
Deposits in account	25	36	22	13	6	2	10	1	6	121
	20.70%	29.80%	18.20%	10.70%	5.00%	1.70%	8.30%	0.80%	5.00%	100.00%
In the bank	123	172	113	77	15	3	24	8	14	549
	22.40%	31.30%	20.60%	14.00%	2.70%	0.50%	4.40%	1.50%	2.60%	100.00%
Other	6	8	5	1		1				21
	28.60%	38.10%	23.80%	4.80%		4.80%				100.00%
Total	154	216	140	91	21	6	34	9	20	691
	22.30%	31.30%	20.30%	13.20%	3.00%	0.90%	4.90%	1.30%	2.90%	100.00%

Table 4.31 How would you prefer to receive your income? Crossed with Income

	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	
Current account deposit	1	7	3	6	4	1	4	1	3	30
	3.30%	23.30%	10.00%	20.00%	13.30%	3.30%	13.30%	3.30%	10.00%	100.00%
Savings account deposit	13	28	39	23	15	3	16	5	9	151
	8.60%	18.50%	25.80%	15.20%	9.90%	2.00%	10.60%	3.30%	6.00%	100.00%
Cash payment	154	231	144	95	26	8	34	9	20	721
	21.40%	32.00%	20.00%	13.20%	3.60%	1.10%	4.70%	1.20%	2.80%	100.00%
Check payment	1	4	14	12	3	7	12	1	3	57
	1.80%	7.00%	24.60%	21.10%	5.30%	12.30%	21.10%	1.80%	5.30%	100.00%
Other	2	6	1	4		1	2	1		17
	11.80%	35.30%	5.90%	23.50%		5.90%	11.80%	5.90%		100.00%
Total	171	276	201	140	48	20	68	17	35	976
	17.50%	28.30%	20.60%	14.30%	4.90%	2.00%	7.00%	1.70%	3.60%	100.00%

Section 5: Loans, Household Assets, Purchases and Other Loans

Table 5.1 During the last 12 months, have you been participating in a rotative savings (tandas)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	178	14.9	14.9	14.9
	No	1020	85.1	85.1	100
	Total	1198	100	100	

Table 5.2 During the last 12 months, have you lent money without interest (flat loans)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	52	4.3	4.3	4.3
	No	1146	95.7	95.7	100
	Total	1198	100	100	

Table 5.3 During the last 12 months, have you lent money with interest?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	0.3	0.3	0.3
	No	1195	99.7	99.7	100
	Total	1198	100	100	

Table 5.4 During the last 12 months, have you been participating in a savings banks?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	92	7.7	7.7	7.7
	No	1106	92.3	92.3	100
	Total	1198	100	100	

Table 5.5 During the last 12 months, have you been participating in a caja solidaria?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	0.5	0.5	0.5
	No	1192	99.5	99.5	100
	Total	1198	100	100	

Table 5.6 During the last 12 months, have you save money at home (savings at home)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	133	11.1	11.1	11.1
	No	1065	88.9	88.9	100
	Total	1198	100	100	

Table 5.7 During the last 12 months, have you save money in other place?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	4	4	4
	No	1150	96	96	100
	Total	1198	100	100	

Table 5.8 Informal savings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	With formal savings	369	30.8	30.8	30.8
	Without formal savings	829	69.2	69.2	100
	Total	1198	100	100	

Table 5.9 Any sort of savings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	With some kind of savings	540	45.1	45.1	45.1
	Without any kind of savings	658	54.9	54.9	100
	Total	1198	100	100	

Table 5.10 Type of savings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	People with bank account and without informal savings	171	14.3	14.3	14.3
	People with informal savings and without bank account	256	21.4	21.4	35.6
	People with bank account and with informal savings	113	9.4	9.4	45.1
	Without bank account and without informal savings	658	54.9	54.9	100
	Total	1198	100	100	

Table 5.11 Did you apply for credit to a commercial bank?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	1.9	17.7	17.7
	No	107	8.9	82.3	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.12 Did you apply for credit to a SOFOL?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	0.3	2.3	2.3
	No	127	10.6	97.7	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.13 Did you apply for credit to a Credit union?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	0.3	2.3	2.3
	No	127	10.6	97.7	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.14 Did you apply for credit to a savings and loan association?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	0.1	0.8	0.8
	No	129	10.8	99.2	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.15 Did you apply for credit to a Credit card?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	0.4	3.8	3.8
	No	125	10.4	96.2	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.16 Did you apply for credit to a Caja de Ahorro?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	0.3	2.3	2.3
	No	127	10.6	97.7	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.17 Did you apply for credit to a Caja Solidaria?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	130	10.9	100	100
Missing	System	1068	89.1		
Total		1198	100		

Table 5.18 Did you apply for credit to a ONGs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	0.1	0.8	0.8
	No	129	10.8	99.2	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.19 Did you apply for credit to a pawn shop?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	130	10.9	100	100
Missing	System	1068	89.1		
Total		1198	100		

Table 5.20 Did you apply for credit to worker funds?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	0.2	1.5	1.5
	No	128	10.7	98.5	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.21 Did you apply for credit to a rotative savings (Tanda)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	130	10.9	100	100
Missing	System	1068	89.1		
Total		1198	100		

Table 5.22 Did you apply for credit to a friend?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	0.7	6.2	6.2
	No	122	10.2	93.8	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.23 Did you apply for credit to a commercial stores?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	50	4.2	38.5	38.5
	No	80	6.7	61.5	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.24 Did you apply for credit to a moneylender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	0.1	0.8	0.8
	No	129	10.8	99.2	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

Table 5.25 Did you apply for credit to the state government?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	0.4	3.8	3.8
	No	125	10.4	96.2	100
	Total	130	10.9	100	
Missing	System	1068	89.1		
Total		1198	100		

**Table 5.26 Did you apply for credit in the last 3 years?
According to Income Level**

Valid Percentages		Up to 3MW	Above 3MW
	Yes	8	17
	Yes but it was rejected	3	3
	No	89	80
Total		871	328

**Table 5.27 What did you use credit for? According to
Income Level**

Valid Percentages		Income Level of Respondent	
		Up to 3MW	Above 3MW
	To buy a house	7	12
	Improve home	16	6
	To buy appliance	28	25
	To buy a car for home	1	12
	To pay debts	7	2
	Education	2	3
	Health	1	2
	To buy merchandise	33	26
	To buy tools	1	2
	To buy equipment	1	0
	To buy vehicles of transport	1	8
	To pay creditors	2	3
% Total Sample		9	20

**Table 5.28 What did you use credit for?According to being
Banked or Unbanked**

Valid Percentages			
		With Bank Account	Without Bank Account
	Buy or Renovate House	11	65
	Purchase Goods	44	20
	Investment	22	5
	Health	11	5
	Automobile	0	5
	Others	11	0
Total Sample		9	20

Breakdown According to Response

Table 5.29 Home Ownership of the Banked and Unbanked

	Type of saving				Total
	People with bank account and without informal savings	People with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
Owned - Still paying	14 10.50%	25 18.80%	20 15.00%	74 55.60%	133 100.00%
Owned - completely paid	104 16.30%	124 19.40%	59 9.20%	353 55.20%	640 100.00%
Rented	31 13.50%	58 25.30%	19 8.30%	121 52.80%	229 100.00%
Mortgaged	21 11.30%	44 23.70%	13 7.00%	108 58.10%	186 100.00%
Other	1 10.00%	5 50.00%	2 20.00%	2 20.00%	10 100.00%
Total	171 14.30%	256 21.40%	113 9.40%	658 54.90%	1198 100.00%

5.30 Home Ownership of Respondents by Income

	Income							Total
	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	
Owned - Still paying	23 19.50%	26 22.00%	24 20.30%	16 13.60%	9 7.60%	2 1.70%	9 7.60%	118 100.00%
Owned - completely paid	70 14.10%	143 28.90%	96 19.40%	80 16.20%	24 4.80%	13 2.60%	38 7.70%	495 100.00%
Rented	40 20.10%	51 25.60%	44 22.10%	22 11.10%	9 4.50%	4 2.00%	18 9.00%	199 100.00%
Lended	37 23.70%	54 34.60%	32 20.50%	22 14.10%	6 3.80%	1 0.60%	3 1.90%	156 100.00%
Other	1 12.50%	2 25.00%	5 62.50%					8 100.00%
Total	171 17.50%	276 28.30%	201 20.60%	140 14.30%	48 4.90%	20 2.00%	68 7.00%	976 100.00%

Responses Broken Down According to Being Banked or Unbanked

Table 5.29 Home Ownership of the Banked and Unbanked

	Type of saving				Total
	People with bank account and without informal savings	People with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
Owned - Still paying	14 8.20%	25 9.80%	20 17.70%	74 11.20%	133 11.10%
Owned - completely paid	104 60.80%	124 48.40%	59 52.20%	353 53.60%	640 53.40%
Rented	31 18.10%	58 22.70%	19 16.80%	121 18.40%	229 19.10%
Mortgaged	21 12.30%	44 17.20%	13 11.50%	108 16.40%	186 15.50%
Other	1 0.60%	5 2.00%	2 1.80%	2 0.30%	10 0.80%
Total	171 100.00%	256 100.00%	113 100.00%	658 100.00%	1198 100.00%

5.30 Home Ownership of Respondents by Income

	Income								Total
	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	
Owned - Still paying	23 13.50%	26 9.40%	24 11.90%	16 11.40%	9 18.80%	2 10.00%	9 13.20%	4 23.50%	118 12.10%
Owned - completely paid	70 40.90%	143 51.80%	96 47.80%	80 57.10%	24 50.00%	13 65.00%	38 55.90%	9 62.90%	495 50.70%
Rented	40 23.40%	51 18.50%	44 21.90%	22 15.70%	9 18.80%	4 20.00%	18 26.50%	4 23.50%	199 20.40%
Lended	37 21.60%	54 19.60%	32 15.90%	22 15.70%	6 12.50%	1 5.00%	3 4.40%	1 2.90%	156 16.00%
Other	1 0.60%	2 0.70%	5 2.50%	5 140					8 0.80%
Total	171 100.00%	276 100.00%	201 100.00%	140 100.00%	48 100.00%	20 100.00%	68 100.00%	17 100.00%	976 100.00%

Section 6: Profile of the Unbanked (Income Levels, employment, education and well being in the last 5 years)

Table 6.1 Education

				Total
		With bank account	Without bank account	
	Unfinished elementary school	34	133	167
		12.00%	14.60%	13.90%
	Elementary school	37	192	229
		13.00%	21.00%	19.10%
	Unfinished junior high school	50	123	173
		17.60%	13.50%	14.40%
	Junior high school	87	280	367
		30.60%	30.60%	30.60%
	Unfinished senior high school	33	73	106
		11.60%	8.00%	8.80%
	Senior high school	30	70	100
		10.60%	7.70%	8.30%
	Literate	4	8	12
		1.40%	0.90%	1.00%
	Illiterate	8	35	43
		2.80%	3.80%	3.60%
	Not specified	1		1
		0.40%		0.10%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.2 How much income did you receive last month?

				Total
		With bank account	Without bank account	
	Less than 1 M.W.	22	149	171
		8.10%	21.10%	17.50%
	From 1 M.W. to 2 M.W.	49	227	276
		18.10%	32.20%	28.30%
	More than 2 M.W. to 3 M.W.	60	141	201
		22.20%	20.00%	20.60%
	More than 3 M.W. to 4 M.W.	45	95	140
		16.70%	13.50%	14.30%
	More than 4 M.W. to 5 M.W.	20	28	48
		7.40%	4.00%	4.90%
	More than 5 M.W. to 6 M.W.	12	8	20
		4.40%	1.10%	2.00%
	More than 6 M.W. to 10 M.W.	33	35	68
		12.20%	5.00%	7.00%
	More than 10 M.W.	11	6	17
		4.10%	0.80%	1.70%
	Not specified	18	17	35
		6.70%	2.40%	3.60%
Total		270	706	976
		100.00%	100.00%	100.00%

Table 6.3 Last week your main work was:

				Total
		With bank account	Without bank account	
	Manager	8	8	16
		2.80%	0.90%	1.30%
	Independent worker	37	198	235
		13.00%	21.70%	19.60%
	Piecework worker	22	51	73
		7.70%	5.60%	6.10%
	Worker with salary	203	449	652
		71.50%	49.10%	54.40%
	Family worker without payment		13	13
			1.40%	1.10%
	Non family worker without payment		1	1
			0.10%	0.10%
	Inactive	14	192	206
		4.90%	21.00%	17.20%
	Other		2	2
			0.20%	0.20%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.4 Home: Ownership

				Total
		With bank account	Without bank account	
	Owned - Still paying	34	99	133
		12.00%	10.80%	11.10%
	Owned - completely paid	163	477	640
		57.40%	52.20%	53.40%
	Rented	50	179	229
		17.60%	19.60%	19.10%
	Lended	34	152	186
		12.00%	16.60%	15.50%
	Other	3	7	10
		1.10%	0.80%	0.80%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.5 How do you feel the current economic situation of your family?

				Total
		With bank account	Without bank account	
	Better	103	215	318
		36.30%	23.50%	26.50%
	Deteriorate	75	309	384
		26.40%	33.80%	32.10%
	Similar	69	234	303
		24.30%	25.60%	25.30%
	Doesn't know	33	153	186
		11.60%	16.70%	15.50%
	Not specified	4	3	7
		1.40%	0.30%	0.60%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.6 Do you have television: pay per view?

				Total
		With bank account	Without bank account	
	Yes	33	48	81
		11.60%	5.30%	6.80%
	No	251	866	1117
		88.40%	94.70%	93.20%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.7 Do you a have car?

				Total
		With bank account	Without bank account	
	Yes	143	248	391
		50.40%	27.10%	32.60%
	No	141	666	807
		49.60%	72.90%	67.40%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.8 Do you have a personal computer?

				Total
		With bank account	Without bank account	
	Yes	121	163	284
		42.60%	17.80%	23.70%
	No	163	751	914
		57.40%	82.20%	76.30%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.9 Do you have a van?

				Total
		With bank account	Without bank account	
	Yes	26	46	72
		9.20%	5.00%	6.00%
	No	258	868	1126
		90.80%	95.00%	94.00%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.10 During the last 12 months, did you or your relatives receive rent payment?

				Total
		With bank account	Without bank account	
	Yes	5	6	11
		1.80%	0.70%	0.90%
	No	279	908	1187
		98.20%	99.30%	99.10%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.11 During the last 12 months, did you or your relatives receive medical insurance, life insurance or robbery insurance?

		Insurance or Robbery Insurance:		Total
		With bank account	Without bank account	
	Yes	1	2	3
		0.40%	0.20%	0.30%
	No	283	912	1195
		99.60%	99.80%	99.70%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.12 During the last 12 months, did you or your relatives receive scholarship payments?

		With bank account	Without bank account	Total
	Yes	4	28	32
		1.40%	3.10%	2.70%
	No	280	886	1166
		98.60%	96.90%	97.30%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.13 During the last 12 months, did you or your relatives receive alimony or old-age pension and other payments?

		and other payments:		Total
		With bank account	Without bank account	
	Yes	26	76	102
		9.20%	8.30%	8.50%
	No	258	838	1096
		90.80%	91.70%	91.50%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.14 During the last 12 months, did you or your relatives receive unemployment or layoff payments?

		payments		Total
		With bank account	Without bank account	
	Yes	3	4	7
		1.10%	0.40%	0.60%
	No	281	910	1191
		98.90%	99.60%	99.40%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.15 During the last 12 months, did you or your relatives receive PROCAMPO payments?

		With bank account	Without bank account	Total
	Yes	2	1	3
		0.70%	0.10%	0.30%
	No	282	913	1195
		99.30%	99.90%	99.70%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.16 During the last 12 months, did you or your relatives receive ALIANZA POR EL CAMPO payments?

		With bank account	Without bank account	Total
	No	284	914	1198
		100.00%	100.00%	100.00%
	Total	284	914	1198
		100.00%	100.00%	100.00%

Table 6.17 During the last 12 months, did you or your relatives receive interest rate payments by bank accounts or deposits?

		With bank account	Without bank account	Total
	Yes	35	9	44
		12.30%	1.00%	3.70%
	No	249	905	1154
		87.70%	99.00%	96.30%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.18 During the last 12 months, did you receive remittances from your relatives who live in the country?

		With bank account	Without bank account	Total
	Yes	2	10	12
		0.70%	1.10%	1.00%
	No	282	904	1186
		99.30%	98.90%	99.00%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.19 During the last 12 months, did you receive remittances from your relatives who live abroad?

		With bank account	Without bank account	Total
	Yes	7	17	24
		2.50%	1.90%	2.00%
	No	277	897	1174
		97.50%	98.10%	98.00%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.20 In the last 5 years, Did some of your relatives close or sell a store or business?

		With bank account	Without bank account	Total
	Yes	15	34	49
		5.30%	3.70%	4.10%
	No	269	880	1149
		94.70%	96.30%	95.90%
Total		284	914	1198
		100.00%	100.00%	100.00%

Table 6.21 Why did they close or sell the shop?

		With bank account	Without bank account	Total
Didn't have financing		3	6	9
		20.00%	17.60%	18.40%
Didn't have clients		3	7	10
		20.00%	20.60%	20.40%
Lost equipment		1		1
		6.70%		2.00%
New business		1	2	3
		6.70%	5.90%	6.10%
Got a salary job		1	2	3
		6.70%	5.90%	6.10%
Many debts			2	2
			5.90%	4.10%
Temporal business		1		1
		6.70%		2.00%
Doesn't know		5	15	20
		33.30%	44.10%	40.80%
Total		15	34	49
		100.00%	100.00%	100.00%

Responses Broken Down According to Being Banked or Unbanked (6.22) or Income (6.23)

Table 6.22 How do you consider the current position of your family since five years ago?

	Type of saving				Total
	People with bank account and informal savings	People with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
Better	54 31.60%	85 33.20%	49 43.40%	130 19.80%	318 26.50%
Deteriorated	50 29.20%	72 28.10%	25 22.10%	237 36.00%	384 32.10%
Similar	42 24.60%	67 26.20%	27 23.90%	167 25.40%	303 25.30%
Doesn't know	23 13.50%	32 12.50%	10 8.80%	121 18.40%	186 15.50%
Not specified	2 1.20%		2 1.80%	3 0.50%	7 0.60%
Total	171 100.00%	256 100.00%	113 100.00%	658 100.00%	1198 100.00%

Table 6.23 How do you consider the current position of your family since five years ago? Crossed with Income

	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W. to 10 M.W.	More than 10 M.W.	Not specified	Total
Better	45 26.30%	64 23.20%	71 35.30%	32 22.90%	18 37.50%	6 30.00%	18 26.50%	12 70.60%	6 17.10%	272 27.90%
Deteriorate	51 29.80%	80 29.00%	53 26.40%	58 41.40%	16 33.30%	8 40.00%	28 41.20%	2 11.80%	12 34.30%	308 31.60%
Similar	36 21.10%	82 29.70%	51 25.40%	29 20.70%	10 20.80%	5 25.00%	17 25.00%	3 17.60%	10 28.60%	243 24.90%
Doesn't know	39 22.80%	47 17.00%	25 12.40%	20 14.30%	4 8.30%	1 5.00%	5 7.40%		7 20.00%	148 15.20%
Not specified		3 1.10%	1 0.50%	1 0.70%						5 0.50%
Total	171 100.00%	276 100.00%	201 100.00%	140 100.00%	48 100.00%	20 100.00%	68 100.00%	17 100.00%	35 100.00%	976 100.00%

Breakdown According to Response

Table 6.22 How do you consider the current position of your family since five years ago?

	Type of saving				Total
	People with bank account and without informal savings	People with informal savings and without bank account	People with bank account and informal savings	People without bank account and informal savings	
Better	54 17.00%	85 26.70%	49 15.40%	130 40.90%	318 100.00%
Deteriorate	50 13.00%	72 18.80%	25 6.50%	237 61.70%	384 100.00%
Similar	42 13.90%	67 22.10%	27 8.90%	167 55.10%	303 100.00%
Doesn't know	23 12.40%	32 17.20%	10 5.40%	121 65.10%	186 100.00%
Not specified	2 28.60%		2 28.60%	3 42.90%	7 100.00%
Total	171 14.30%	256 21.40%	113 9.40%	658 54.90%	1198 100.00%

Table 6.23 How do you consider the current position of your family since five years ago? Crossed with Income

	Less than 1 M.W.	1 M.W. To 2 M.W.	More than 2 M.W. to 3 M.W.	More than 3 M.W. to 4 M.W.	More than 4 M.W. to 5 M.W.	More than 5 M.W. to 6 M.W.	More than 6 M.W.	More than 10 M.W.	Not specified	Total
Better	45 16.50%	64 23.50%	71 26.10%	32 11.80%	18 6.60%	6 2.20%	6 6.60%	12 4.40%	6 2.20%	272 100.00%
Deteriorate	51 16.60%	80 26.00%	53 17.20%	58 18.80%	16 5.20%	8 2.60%	28 9.10%	2 0.60%	12 3.90%	308 100.00%
Similar	36 14.80%	82 33.70%	51 21.00%	29 11.90%	10 4.10%	5 2.10%	17 7.00%	3 1.20%	10 4.10%	243 100.00%
Doesn't know	39 26.40%	47 31.80%	25 16.90%	20 13.50%	4 2.70%	1 0.70%	5 3.40%		7 4.70%	148 100.00%
Not specified		3 60.00%	1 20.00%	1 20.00%						5 100.00%
Total	171 17.50%	276 28.30%	201 20.60%	140 14.30%	48 4.90%	20 2.00%	68 7.00%	17 1.70%	35 3.60%	976 100.00%

Table 6.27 Formal and Informal Employment and Formal and Informal Financial Products

Financial Services	Type of Employment		
	Formal	informal	Sample
No Banking Services	25.6%	74.4%	915
Tandas	30.9%	69.1%	178
Savings Clubs or Store Promotions	66.3%	33.7%	92
Cooperative or Credit Union	83.3%	16.7%	6
Savings Account	51.3%	48.7%	115
Checking Account	50.9%	49.1%	55
Sample Size	401	797	1198

Section 7: Potential Bank Clients

Responses Broken Down According to Being Banked or Un-banked

Table 7.1 What type of account did you try to open? (option 1)

				Total
		With bank account	Without bank account	
	Saving account	6	18	24
		35.30%	64.30%	53.30%
	Check account	7	3	10
		41.20%	10.70%	22.20%
	Investment account	2	1	3
		11.80%	3.60%	6.70%
	Debit card		2	2
			7.10%	4.40%
	Afore account		1	1
			3.60%	2.20%
	Fixed investment	2	3	5
		11.80%	10.70%	11.10%
	Total		17	28
			100.00%	100.00%

Table 7.2 What type of financial service would you like to receive? (option 1)

				Total
		With bank account	Without bank account	
	Deposits with interest rate	117	238	355
		41.20%	26.00%	29.60%
	Deposits with debit card	22	40	62
		7.70%	4.40%	5.20%
	Check or current account	10	7	17
		3.50%	0.80%	1.40%
	Payment of public service	12	40	52
		4.20%	4.40%	4.30%
	Credit card	19	44	63
		6.70%	4.80%	5.30%
	Transfers - remittances	1	2	3
		0.40%	0.20%	0.30%
	Loan for consumption	10	64	74
		3.50%	7.00%	6.20%
	Mortgage loan	25	63	88
		8.80%	6.90%	7.30%
	Loan for health	15	76	91
		5.30%	8.30%	7.60%
	Loan for education	18	56	74
		6.30%	6.10%	6.20%
	Social insurance	4	8	12
		1.40%	0.90%	1.00%
	Others	31	276	307
		10.90%	30.20%	25.60%
	Total		284	914
			100.00%	100.00%

Breakdown According to Response

Table 7.1 What type of account did you try to open? (option 1)

				Total
		With bank account	Without bank account	
	Saving account	6	18	24
		25.00%	75.00%	100.00%
	Check account	7	3	10
		70.00%	30.00%	100.00%
	Investment account	2	1	3
		66.70%	33.30%	100.00%
	Debit card		2	2
			100.00%	100.00%
	Afore account		1	1
			100.00%	100.00%
	Fixed investment	2	3	5
		40.00%	60.00%	100.00%
Total		17	28	45
		37.80%	62.20%	100.00%

Table 7.2 What type of financial service would you like to receive? (option 1)

				Total
		With bank account	Without bank account	
	Deposits with interest rate	117	238	355
		33.00%	67.00%	100.00%
	Deposits with debit card	22	40	62
		35.50%	64.50%	100.00%
	Check or current account	10	7	17
		58.80%	41.20%	100.00%
	Payment of public service	12	40	52
		23.10%	76.90%	100.00%
	Credit card	19	44	63
		30.20%	69.80%	100.00%
	Transfers - remittances	1	2	3
		33.30%	66.70%	100.00%
	Loan for consumption	10	64	74
		13.50%	86.50%	100.00%
	Mortgage loan	25	63	88
		28.40%	71.60%	100.00%
	Loan for health	15	76	91
		16.50%	83.50%	100.00%
	Loan for education	18	56	74
		24.30%	75.70%	100.00%
	Social insurance	4	8	12
		33.30%	66.70%	100.00%
	Others	31	276	307
		10.10%	89.90%	100.00%
Total		284	914	1198
		23.70%	76.30%	100.00%

ANNEX 2 Analysis of Financial System: Supply Tables

Table 1 Market Share and Assets of Mexico's Commercial Banks

	Market share(%)*	Assets in millions of US dollars	Assets to capital ratio		Market share(%)*	Assets in millions of US dollars	Assets to capital ratio
TOTAL	100.00	165,780	18.2	DEL BAJIO	0.23	618	9.9
BBVA BANCOMER	28.83	43,422	51.3	AFIRME	0.39	573	9.0
BANAMEX/CITIBANK	22.66	38,284	28.8	CENTRO	0.02	568	5.5
SERFIN/SANTANDER	8.24	14,289	12.6	INVEX	0.20	507	8.0
BITAL	9.97	14,123	91.9	BBV BANCOMER SERVICIOS	0.00	473	0.8
SANTANDER MEXICANO	8.30	11,936	10.7	MIFEL	0.27	427	5.8
BANORTE	6.74	10,396	23.8	HSBC	0.21	405	4.6
SCOTIABANK INVERLAT	5.99	8,929	30.5	BANREGIO	0.17	379	5.6
INBURSA	1.82	5,175	4.1	COMERICA BANK	0.15	264	8.8
J.P. MORGAN(CHASE)	0.44	1,759	8.5	TOKIO MITSUBISHI	0.14	249	5.4
BANKBOSTON	1.13	1,741	19.3	DRESDNER BANK	0.17	241	4.8
ING BANK	0.27	1,156	18.1	GE CAPITAL BANK	0.02	216	2.7
DEUTSCHE BANK	0.23	798	9.8	BANSI	0.09	192	5.7
BANK OF AMERICA	0.60	781	4.6	AMERICAN EXPRESS	0.06	126	3.9
INTERACCIONES	0.46	692	6.0	ABN AMRO BANK	0.03	46	1.0
IXE	0.39	623	5.9	BANK ONE	0.01	44	1.1

Source: CNBV web site July 12, 2002

*Market share was estimated as the ratio of bank deposits to total deposits

Table 2 Geographic Concentration of Commercial Bank Deposits by Type

Balances at the end of 2001 Share by type of deposit (%)									
STATES	I. TOTAL (II + III)	II. IN THE COUNTRY	DISTRITO FEDERAL	JALISCO	MEXICO	NUEVO LEON	GUANAJUATO	OTHER STATES	III. ABROAD
Branch offices	100.0	99.8	18.8	9.1	7.5	7.5	4.2	52.4	0.2
Deposits Total	100.0	96.7	48.5	5.9	5.0	6.4	2.5	28.5	3.3
Deposits in Local currency									
Checking accounts	100.0	100.0	36.7	7.9	7.1	5.9	3.3	39.0	0.0
Savings accounts	100.0	100.0	55.5	3.0	4.1	2.8	1.9	32.7	0.0
Term deposits with fixed withdrawal date	100.0	100.0	88.8	0.7	0.0	2.1	3.1	5.1	0.0
Term deposits	100.0	100.0	67.8	4.1	3.0	4.6	2.3	18.1	0.0
Term deposits with payment at end of the period	100.0	100.0	54.8	5.6	4.7	7.5	2.4	25.0	0.0
Other type of deposits	100.0	100.0	83.8	0.1	0.0	16.1	0.0	0.0	0.0
Deposits in Foreign exchange	100.0	70.8	43.0	2.7	1.6	2.9	0.7	20.0	29.2
Investment Banking	100.0	100.0	74.2	0.9	0.1	14.3	0.9	9.4	0.0
Number of accounts									
Checking accounts	100.0	100.0	29.0	9.0	7.1	8.5	3.0	43.4	0.0
Savings accounts	100.0	100.0	82.2	2.4	1.2	0.9	1.0	12.3	0.0
Term deposits	100.0	99.8	30.2	6.7	9.9	4.4	4.6	43.9	0.2

Table 3 Distribution of Basic Financial Products in Mexico City among Biggest Banks

Bank	Number of Checking accounts	Number of savings accounts	Number of term deposits	Number of credit cards accounts	Branches by bank	Personnel
National number of accounts, branches and personnel	16,662,313	1,826,442	4,634,331	6,267,738	7,405	110,456
Mexico city total	4,901,907	1,325,292	1,403,137	3,242,338	1,407	46,822
BITAL	1,586,147	79,565	235,999	106,143	279	5,621
BBVA	944,663	117,687	421,458	788,602	288	13,262
Banamex (Citibank)	882,211	77,043	315,570	1,930,159	289	13,673
Santander	364,687	17,187	46,526	33,283	124	2,507
Serfin	319,321	957,633	237,688	30,056	93	2,444
Share of 5 largest banks (%)	83.6	94.3	89.6	89.1	76.3	80.1
Scotiabank Inverlat	275,878	74,398	56,131	83,112	83	3,036
Banorte	218,299	847	47,964	34,152	94	1,380
Bancreser	171,262	828	18,638	7,788	90	1,799
Inbursa	74,388	0	2,911	0	5	515
Ixe	35,448	104	10,250	2,683	19	546
Share of 10 largest banks (%)	99.4	100.0	99.3	93.0	96.9	95.6

Source: Condusef Web Page July 14, 2002

Table 4 Bank Branches in Mexico City

	Branches	% of Total		Branches	% of Total
INTERNACIONAL	280	20.59	ABN AMRO BANK	1	0.07
BBVA-BANCOMER	208	15.29	AMERICAN EXPRESS	1	0.07
BANAMEX	194	14.26	B.N.P. (MÉXICO)	1	0.07
B.B.V.	125	9.19	BANCO DE BOSTON	1	0.07
BANCRECER	97	7.13	BANK OF AMERICA	1	0.07
SANTANDER MEXICANO	94	6.91	BANK OF TOKYO	1	0.07
SERFIN	92	6.76	COMERCIA BANK	1	0.07
SCOTIABANK	65	4.78	CHASE MANH	1	0.07
PROMEX	45	3.31	DRESDNER BANK	1	0.07
BANORTE	38	2.79	FIRST CHICAGO BANK	1	0.07
CITIBANK	38	2.79	GE CAPITAL	1	0.07
BANPAIS	32	2.35	INDUSTRIAL	1	0.07
IXE	12	0.88	ING.BANK	1	0.07
AFIRME	8	0.59	INTERACCIONES	1	0.07
DEL SURESTE	5	0.37	INVEX	1	0.07
MIFEL	5	0.37	J.P.MORGAN	1	0.07
BAJO	2	0.15	QUADRUN	1	0.07
INBURSA	2	0.15	REP. NAT. BANK	1	0.07
		Total		1360	100

Table 5 Geographic Distribution of Bank Branches

Delegación	Branches at Delegación level	% of Total	Banking Institutions	Annual average income	Population	Branches per capita
Cuauhtémoc	282	20.74%	18	\$5,290	516,255	1,831
Miguel Hidalgo	186	13.68%	23	\$5,850	352,640	1,896
Benito Juárez	156	11.47%	17	\$7,503	360,478	2,311
Alvaro Obregón	116	8.53%	17	\$4,821	686,807	5,921
Coyoacán	110	8.09%	14	\$5,968	640,423	5,822
Iztapalapa	109	8.01%	13	\$3,998	1,773,343	16,269
Gustavo A. Madero	99	7.28%	13	\$4,485	1,235,542	12,480
Venustiano Carranza	60	4.41%	14	\$4,576	462,806	7,713
Azcapotzalco	55	4.04%	12	\$4,946	441,008	8,018
Tlalpan	55	4.04%	6	\$5,255	576,172	10,476
Cuajimalpa de Morelos	43	3.16%	19	\$4,786	149,743	3,482
Iztacalco	40	2.94%	9	\$4,603	411,321	10,283
Xochimilco	18	1.32%	11	\$4,404	364,647	20,258
Magdalena Contreras	17	1.25%	8	\$4,549	221,645	13,038
Tlahuac	9	0.66%	5	\$3,907	301,317	33,480
Miapa Alta	5	0.37%	9	\$3,315	85,646	17,129
Mexico, D.F.	1360	100.00%		\$4,855	8,579,793	6,309

Table 6 Restrictions to Opening a No Interest Checking Account

Institution	Banamex*	Banca Serfin*	Banco Santander Mexicano*	BBVA Bancomer*	Bital*
Name of the Product	Cuenta de Cheques	Maxicuenta Clásica	Tradicional	Versátil Particulares	Tradicional
1. Opening Deposit	\$2,000.00	\$1.00	\$1,000.00	\$1,000.00	\$2,000.00
2. Monthly Minimum Balance	\$2,000.00	\$5,000.00	\$0.00	\$1,000.00	\$2,000.00
3. Monthly Charges for Administration	\$14.38	\$12.46	\$40.25	\$16.77	\$11.50
4. Charge for additional checks, estimating 5 checks a month	\$28.75	\$28.75	\$0.00	\$28.75	\$28.75
5. Balance requested to remain in the bank without penalty	\$2,043.13	\$5,041.21	\$40.25	\$1,045.52	\$2,040.25
Are checking accounts accessible to all income groups according to item 5? Yes or No					
Income percentile 25 th: \$1,547	no	no	yes	yes	no
Income percentile 50th: \$2,380	yes	no	yes	yes	yes
Income percentile 75th: \$3,703	yes	no	yes	yes	yes
Income percentile 100th: \$11,619	yes	yes	yes	yes	yes
Are checking accounts accessible to all income groups according to item 5, if a restriction is introduced that each group could not spend more than 1% of their monthly income in administration fees?					
Income percentile 25 th: \$1,547	no	no	no	no	no
Income percentile 50th: \$2,380	no	no	no	no	no
Income percentile 75th: \$3,703	no	no	no	no	no
Income percentile 100th: \$11,619	yes	yes	yes	yes	yes

Source: own estimates with Condusef web data

Table 7 Restrictions to Opening an Interest Checking Account

Institution	Banamex*	Banca Serfin*	Banco Santander Mexicano*	BBVA Bancomer*	Bital*
Name of the Product	Cuenta Maestra Opción	Maxicuenta Efectiva	SuperCuenta	Maestra Particulares	Cuenta Maestra
1. Opening Deposit	\$3,000.00	\$1.00	\$1.00	\$2,500.00	\$5,000.00
2. Monthly Minimum Balance	\$3,000.00	\$3,000.00	\$1,000.00	\$2,500.00	\$3,000.00
3. Monthly Charges for Administration	\$14.38	\$13.23	\$37.37	\$14.38	\$12.46
4. Charge for additional checks, estimating 5 checks a month	\$28.75	\$28.75	\$28.75	\$28.75	\$28.75
5. Balance requested to remain in the bank without penalty	\$3,043.13	\$3,041.98	\$1,066.12	\$2,543.13	\$3,041.21
Are checking accounts accessible to all income groups according to item 5? Yes or No					
Income percentile 25 th: \$1,547	no	no	yes	no	no
Income percentile 50th: \$2,380	no	no	yes	no	no
Income percentile 75th: \$3,703	yes	yes	yes	yes	yes
Income percentile 100th: \$11,619	yes	yes	yes	yes	yes
Are checking accounts accessible to all income groups according to item 5, if a restriction is introduced that each group could not spend more than 1% of their monthly income in administration fees?					
Income percentile 25 th: \$1,547	no	no	no	no	no
Income percentile 50th: \$2,380	no	no	no	no	no
Income percentile 75th: \$3,703	no	no	no	no	no
Income percentile 100th: \$11,619	yes	yes	yes	yes	yes

Table 8 A. Return on a Savings Account

Institution	Banamex*	Banca Serfin*	Banco Santander Mexicano*	BBVA Bancomer*	Bital*
Name of the Product	Invermatico	Maxicuenta Millonaria	Super Cuenta	Libretón	Tanda Bital
1. Opening Deposit	\$1,000.00	\$1.00	\$100.00	\$750.00	\$500.00
2. Monthly Minimum Balance	\$1000 but only over \$2000 interests are paid	No balance required but over \$3000 interests are paid	No balance is required	\$750.00	No balance required
3. Monthly management fee	\$7.19	\$9.58	Simplified fee includes administration charges	\$14.85	\$0.00
4. Balance requested to remain in the bank without penalty	\$1,007.19	\$9.58	No balance required	\$764.85	No balance required
Are savings accounts accessible to all income groups according to item 5? Yes or No					
Income percentile 25 th: \$1,547	yes	yes	yes	yes	yes
Income percentile 50th: \$2,380	yes	yes	yes	yes	yes
Income percentile 75th: \$3,703	yes	yes	yes	yes	yes
Income percentile 100th: \$11,619	yes	yes	yes	yes	yes

Table 8 B Return on a Savings Account

Institution	Banamex*	Banca Serfin*	Banco Santander Mexicano*	BBVA Bancomer*	Bital*
Name of the Product	Invermatico	Maxicuenta Millonaria	Super Cuenta	Libretón	Tanda Bital
Does an average account of \$642 pesos get any benefit at all and what will be the effect of interest rate over the savings?					
Initial balance for average savings account holder of \$642	Cannot have an account in this bank as minimum balance is \$1000	\$642.00	\$642.00	Cannot have an account in this bank as minimum balance is \$750	\$642.00
Interest for the period, the average rate is 4.20% if conditions are filled	-	\$0.00	\$26.96	-	\$26.96
Income effect of inflation over the average account (inflation of 2001: 8%, annually)	-	-\$51.36	-\$51.36	-	-\$51.36
Final balance for account holder after interest payment and inflation and fees discounted	-	\$475.64	\$617.60	-	\$617.60
Loss of an average savings account	-	\$166.36	\$24.40	-	\$24.40
Is it worthy to have a savings account?		No	No	-	No

Table 9 Additional Charges of ATM and Electronic Banking Operations

Institution	Banamex*	Banca Serfin*	Banco Santander Mexicano*	BBVA-Bancomer*	Bital*
1. Withdrawals included	1 free for \$1,000.00 of balance	\$10 free	Without cost	\$10 free	Without cost
2. Charges for additional withdrawals	4.6	4.6	Without cost	5.75	Without cost
3. Charges for withdrawals in RED	23	21.85	21.85	23	21.85
4. Balance charges	Without cost	Without cost	Without cost	\$10 free	Without cost
5. Charges for additional balance	Without cost	Without cost	Without cost	5.75	Without cost
6. Charges for balance in RED	6.9	9.2	9.2	11.5	9.2
7. Charges for using ATM's monthly (assumption 4 withdrawals - 1 on RED - and 2 balance - 1 on RED))	43.7	31.05	31.05	34.5	31.05
Are ATM accessible to all income groups according to item 7? Yes or No					
Income percentile 25 th: \$1,547	no	no	no	no	no
Income percentile 50th: \$2,380	no	no	no	no	no
Income percentile 75th: \$3,703	no	yes	yes	yes	yes
Income percentile 100th: \$11,619	yes	yes	yes	yes	yes

Table 10 Affordability of Bank Products by Income Quartile

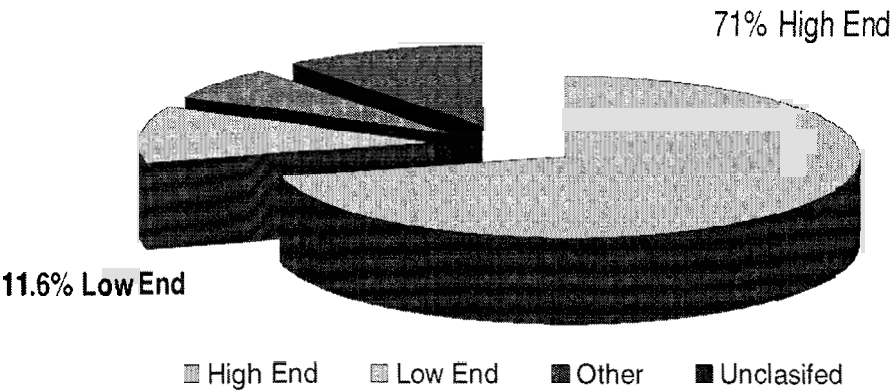
Stage 1. Minimum Deposit is matched by income: yes or no					
	Checking Account with Interest	Checking Account without Interest	Checking Accounts in US Dollars*	Savings Accounts	Children's Savings Accounts
Minimum deposited requested	\$5,707.00	\$1,923.15	\$12,653.40	\$793.81	\$432.00
Income percentile 25 th: \$1,547	no	no	no	yes	yes
Income percentile 50th: \$2,380	no	yes	no	yes	yes
Income percentile 75th: \$3,703	no	yes	no	yes	yes
Income percentile 100th: \$11,619	yes	yes	no	yes	yes
Stage 2. Minimum balances is matched by income: yes or no					
Minimum balance requested	\$7,130.00	\$2,286.71	NA*	\$1,142.86	\$537.50
Income percentile 25 th: \$1,547	no	no	NA*	yes	yes
Income percentile 50th: \$2,380	no	yes	NA*	yes	yes
Income percentile 75th: \$3,703	no	yes	NA*	yes	yes
Income percentile 100th: \$11,619	yes	yes	NA*	yes	yes
Stage 3. Does monthly charges exceed 1% of montly income: yes or no					
Monthly charges by banks	\$18.64	\$12.27	US\$2.39	\$8.18	\$5.16
One percent of income percentile 25th: \$15.47	yes	no	no	no	no
One percent of income percentile 25th: \$23.80	no	no	no	no	no
One percent of income percentile 75th: \$37.03	no	no	no	no	no
One percent of income percentile 100th: \$116.19	no	no	no	no	no
* NA not available					

Table 11 Comparison of Bank Product Affordability Mexico vs USA

Stage 1. Minimum Deposit is matched by income: yes or no					
	Mexico Checking noninterest Account	US Checking Noninterest account**	Mexico passbook	US passbook	US savings Statement**
Minimum balance to open	\$1,923.15	0	\$793.81	0	0
Income percentile 25 th: \$1,547	no	yes	yes	yes	yes
Income percentile 50th: \$2,380	no	yes	yes	yes	yes
Income percentile 75th: \$3,703	no	yes	yes	yes	yes
Income percentile 100th: \$11,619	yes	yes	yes	yes	yes
Stage 2. Does monthly charges exceed 1% of montly income: yes or no					
Monthly charges by banks	\$12.27	0	\$8.18	0	0
One percent of income percentile 25th: \$15.47	yes	no	yes	no	no
One percent of income percentile 25th: \$23.80	yes	no	yes	yes	no
One percent of income percentile 75th: \$37.03	yes	no	yes	yes	no
One percent of income percentile 100th: \$116.19	yes	no	yes	yes	no
* NA not available					
** Wachovia.com					

Table 12 Commercial Banks Focus on High End Market

867 Bank Products from 7 Commercial Banks



Source: Enterprising Solutions Survey Conducted for The World Bank

ANNEX 3- A RAPID REVIEW OF LITERATURE

A. ACCESS ISSUES AS VIEWED IN RECENT PUBLICATIONS IN THE USA

1. During the period from 1970 – 1990, U.S. government policy focused on increasing access to bank loans –particularly mortgage and business credits- as a key to asset building and upward mobility in low-income and minority neighborhoods. The passage of the Community Reinvestment Act in 1977 (hereafter “CRA”) and other measures (including the creation of the Federal Neighborhood Reinvestment Agency) aimed to end the practice of “redlining”¹ and stimulate banks to lend to neighborhoods. While the impact of the legislation has been felt strongest during the early 1990’s with the blossoming of certain Community Development Banks and of a market in trading “CRA credits”, it has also led to a re-examining of the issue of access to financial services, in general along two lines of thinking.

2. The first involves a re-evaluation of the CRA and other like policies and programs in light of thirty years of experience. The second concerns families or individuals (referred to as the “unbanked”) who remain outside the mainstream banking system, despite the growth in banking presence, activities and services in low income and minority neighborhoods following CRA.

The Cost of Investing in Low Income and Minority Neighborhoods

3. Recent literature on the CRA and other policies to encourage investments in low income and minority communities has emphasized the impact on banks which have invested in low income and minority communities for CRA credits and on the communities themselves. In general terms, participating banks appear to have realized positive returns overall, in line with or superior to their other investments². Communities also have benefited from stronger community organizations and from increased social infrastructure, business investments and home ownership and home improvements. The actual poverty impact, however, remains unclear as only a small percentage of residents can be considered to have benefited from business loans, and only a handful of the original businesses financed under the various programs developed to stimulate community investments have survived even though some have become very lucrative (Bates 2001). Similarly lending for home mortgages and improvement affected only a portion of residents and recent studies suggest that while house prices generally appreciate over inflation in the long run in middle and upper middle income neighborhoods, they actually decline in low income neighborhoods (Carr, 2002). The U.S. Federal Reserve Bank held a symposium on the subject of CRA during 2000 and opened a website to discussions which signaled the following points:

4. Government policies in support of community development lending, as typified by the CRA³, have had an important influence on bank lending patterns in support of increased lending to poor and minority groups. In parallel, community organizations appear to have been strengthened by the new power they can exert over banks to force compliance with CRA. By demonstrating or even laying claim to discriminatory practices, Community activists do not appear to have made any similar gains from CRA (Bates, Holyoke 2000).

¹ Refusing to consider loan requests from persons or businesses within an pre-designated area, characterized by low-incomes and/or high presence of minority groups.

² For a full discussion of CRA imputed costs and benefits for banks see Survey of the Performance and Profitability of CRA-Related Lending at <http://www.federalreserve.gov/BoardDocs/Surveys/CRAloansurvey>

³ For a full history of CRA see Litan et. al. 2000, Haag, 2000, Squires, 1992

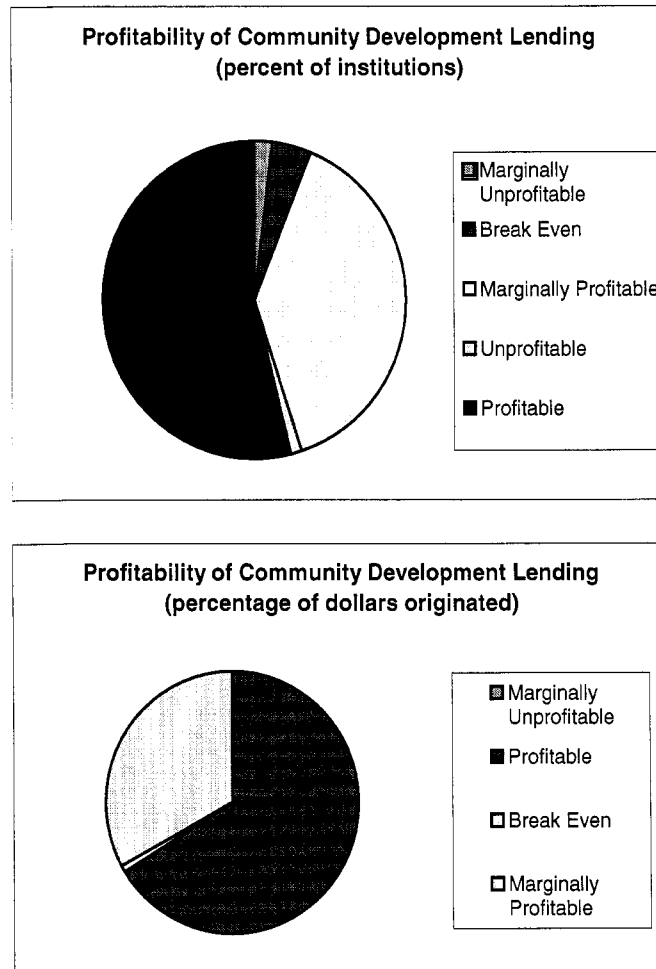


Chart 1 Profitability of CRA Lending

5. The CRA requirements appear to have been bolstered following supervision of banks' lending activities, publication of profitability ratings, and the connecting of CRA ratings linked to banks' susceptibility to litigation for discriminatory practice. With the rise in the importance of acquisitions and mergers, banks became more aware of such ratings and more eager to comply with CRA requirements (Holyoke, 2001). Profit, profitability, performance for small business mortgage, home improvement, and community development lending has been measured and found to be virtually the same as non CRA lending. Chart 1 shows figures from the US Federal Reserve Bank recent assessment of CRA effect on banks.

6. Banks report that in addition to profitability and performance on par with other lending operations, investments in community development projects have led to other benefits in terms of cross lending (identification of clients for business and mortgage lending and improved public image). They also report some additional costs in terms of security and logistical expenses (Caskey 1994, and Holyoke 2001).

7. Besides the CRA which focused on banks' geographic lending patterns, other government policies over the past thirty years have been designed to encourage capital flows to minority-owned businesses and to small businesses from specific "empowerment zones", identified as hard core, low income communities. The Community Development Financial Institution (CDFI) program was built on the experience of the Minority Enterprise Small Business Investment Company (MESBIC) program, started in 1969 (Bates, 2001). Under

these programs government offers matching funds to companies that invest in businesses meeting established criteria. Venture capital for community development (CDVC) has also been encouraged, but is limited as venture capital tends to flourish in certain states, and only a few of those have sponsored companies for special small businesses. Some 30 states offer grant funding and free technical assistance along with venture capital. But the trend toward larger funds and larger deals makes it difficult for those which focus on small investments, small businesses and low-interest loans.

8. While the small business and minority business investment programs have been linked to economic development, it has proved difficult to demonstrate an impact on poverty alleviation (Brown and Churchill, 2000). Special funding for minority owned businesses tends to favor upper income persons and successful investments have generally been in technology fields or in capital intensive/low employment ratio service industry (cleaners, taxi companies). In what may be a sign of changing times and shifts away from manufacturing, it is noted that the businesses supported by CDFIs and MESBICs or by focus on empowerment zones tend not to generate significant employment among low income populations (Rubin 2001, and Bates 2001).

9. The CRA and its fellow programs have led to an impressive increase in banking activities in low-income urban neighborhoods. Although the initial focus has been on investments, specifically on small business loans and mortgage lending, bankers themselves have built new programs based on other financial products for low income families; savings, checking, ATM accounts as well as special lending programs for education, women, consumer loans etc⁴. Even as credit programs for low income neighborhoods have been on the increase, other financial needs have come into play. As Alan Greenspan commented at a conference on community development banking, "Credit alone is not the answer"⁵

The "Un-banked" are on the Increase

10. Recent publications in the United States focus on increasing evidence that a growing percentage of the population is "un-banked." While the census data does not inquire about household financial services, several serious surveys and independent studies confirm a fall in the percentage of households with deposit accounts over the past thirty years, and link the percentage of "un-banked" to macro-economic buoyancy. At the same time, research shows that households and individuals with bank accounts are concentrated among higher income groups, suggesting that the increase in the percentage of "un-banked" is linked to a growing percentage of hard core urban poor.

11. The percentage of families with bank accounts fell from 90.5% in 1977 to 86.5 % in 1989 for families earning under \$84,000 – but the difference is much more marked for families earning under \$12,000 (from 70.3% to 59.2%) (Caskey and Peterson 1993). It appears, however, that the use of formal sector financial services grew with economic expansion during the 1990's. The percentage of families without savings accounts dropped according to Survey of Consumer Finances, from 15% in 1989 down to 13% in 1992. During the same period the families without checking accounts also dropped from 19% to about 13% in 1995 (Kennickell, Starr and Sundén 1996). Despite these reductions, authors still express concern that the percentage of "un-banked" still remains higher than in pre-1975 levels.

⁴ Interview, Glenda Snowden, CEO First Community Bank of Boston, 1999

⁵ Alan Greenspan, Federal Reserve Conference on Community Development, March 1999

Links Between Access to Financial Services and the Urban Poor

12. Researchers agree that an increase in the percentage of unbanked indicates a disproportionate impact on low income and certain minority families. For example, Hispanics make up 54% of the New York City and Los Angeles samples of un-banked, while they compose only 9% of the overall population. The high presence of “Latinos” among the “un-banked” has led some to speculate that the increase in the percentage of un-banked may stem from the waves of migrations from Latin America between 1975 and 1990 (Dunham, 2001, and Rhine et.al, 2001).

13. In general researchers agree that the un-banked are disproportionately low-income, with disproportionate representation of minority groups, in particular Afro-Americans and Hispanic migrants. Minority households make up one third of the un-banked population samples, compared to 13% of US households overall. (Dunham 2001, Caskey 1992, Caskey and Peterson 1993, and Stegman 1999) The “un-banked” also tend to come from households with less than \$30,000 annual income, living in neighborhoods characterized by low-income, minority groups and immigrant populations (LMI), with an unemployment rate about four times that of the “banked” households. “Un-banked” households also include a higher percentage of minority female heads, younger heads, unmarried, less educated and non-homeowners, as compared to banked households (Rhine et. Al, 2001).

14. The phenomenon of “un-banked” also appears to be more marked in mega-cities. Based on surveys carried out in 2001 in New York City and Los Angeles, the Office of Comptroller of the Currency has estimated that 42% of individuals in the first city and 32% of those in the later are “un-banked” (Dunham 2001) versus the 13% tallied nation-wide by the Consumer Finance Survey two years earlier.

The Cost of Being “Un-banked”: the savings deficit, the transaction games and predatory lenders

15. Both researchers and policy makers express concern over the costs which the “un-banked” pay for financial services, and over attendant problems with asset building. They hypothesize a link between access to financial services and upward economic mobility. U.S. Senator Joseph Lieberman stated in support of legislation to promote greater access to banking services, [Use an Economist rather than (or as well as) a policy maker to add more technical weight to argument?]

“To be un-banked is to be under an economic disadvantage. It means that many people have to rely on fringe banking services, such as check-cashing outlets with high fees. But what is worse is the savings deficit that it creates for many working-class, and minority, and young citizens, who have a much harder time acquiring and building assets. These families and individuals are missing out on a critical component of economic opportunity. After all, building a nest egg is difficult to do if you do not have a nest.”

16. The difficulties of managing to save without access to banking services, and furthermore the greater capacity for financial savings experienced by households with bank accounts even among low-income, minority and immigrant households are both widely documented. (Stegman 1999, Carr and Scheutz 2001, Skricki and Fernández 2001, Rhine et.al 2000, Green and Lichter 1996) The “savings deficit” noted among low-income households refers to the negative interest rates which characterize “cookie jar” savers. Carr and Scheutz project the savings deficit in the table below.

Table 1 The Value of Saving \$3,000⁶

Year	Shoebox	Treasury Note	S&P 500 Index Note	Microsoft Stock
1989	\$3000	\$3000	\$3000	\$3000
1999	\$3000*	\$5,072*	\$9,180*	\$211,360*

*In nominal dollars

17. Carr and Kolluri note also that recent research supported by the Fannie Mae Foundation tends to belie a formerly widely-held view that real estate (housing) can be a form of savings to hedge against inflation. In fact the latest findings suggest that housing prices tend to rise above inflation rates in high and middle income neighborhoods, but do not keep up with inflation in lower income neighborhoods, further underlining the importance of financial savings instruments for families from low income communities [Is this repetition with first page end of third paragraph?].

18. In the United States where financial services form a regular part of the household economy, research indicates that the “un-banked” are spending more on financial services than if they were banked (Dunham, 2001). The “un-banked” must rely on a variety of unregulated service providers, dubbed “fringe banking” (Caskey, 1997, and Stegman 1999). It includes “cash-and carry” methods, check-cashing outlets (CCO’s), “pay-day lenders” and pawnshops. Such institutions charge much higher rates than mainstream financial institutions, but also run greater risks and higher costs per transaction. At the same time, they tend to operate in dispersed neighborhoods where the reduced competition and lack of regulation allows prices to rise. Studies of fringe banking indicate that “un-banked” individuals are willing to pay high costs for financial services. Certain authors point to the illegal practices visited on “un-banked” individuals who turn to “predatory lenders” (Carr, Sheutz, 2001, and Caskey, 1992).

“Fringe Banking”

19. The volume of check-cashing, service payments and money transfers required by the “un-banked” has led to the development of a sizeable “check-cashing industry” in the United States (currency exchanges) with a cash flow estimated at US\$55 billion in 2000, frequently underwritten by commercial banks and short term loan companies. Currency exchanges or CCO’s (‘check cashing outlets’) are credited with providing complementary service including cashing government and personal checks, selling money orders and wire transfers, making bill payments, selling public transportation fares, etc. The costs charged for these services are high, particularly with respect to the clientele’s means. While commercial banks could offer the same services at lower costs, they may be getting higher returns by investing in CCO’s. (Dunham, 2001, Caskey, 1995; Rhine et. al., 2000, New York State Banking Departments, 1996)

20. The impressive growth of fringe banking has led to the conclusion that the “un-banked” indeed need extensive financial services; savings, check cashing, transfers, and payments as well as credit. Furthermore, the “un-banked” are willing to pay for such services at rates higher than those charged by most banks. Researchers who have gone on to ask why un-banked individuals opt out of the formal banking systems report that the most frequent reason given is “do not write enough checks to make it worthwhile.” Interestingly, the percentage of persons who give this answer has been declining steadily over the past decade, while the percentage of persons answering “do not like dealing with banks” has increased by 50% to become the second most frequent response at the moment (Caskey 1992, and Kennickell et. al. 1996). Besides the explanations offered in surveys, it is likely that “un-banked” households lack full information about banking services, a condition referred to as “financial illiteracy” which arises in policy papers and recommendations

⁶ Taken from Carr and Scheutz, “Financial Services in Distressed Communities: Framing the Issue, Finding Solutions

for remedial actions (Skricki and Fernández 2001). A noticeable 8.2% of the Consumer Household Finance Survey reported their reasons for not using banks to be “cannot manage or balance a checking account.” This percentage may be low, but it has doubled in the past ten years, along with the number of un-banked households.

21. The reluctance of “un-banked” persons to use banks for financial service needs, may also result from limited presence of banks in LMI neighborhoods, which can also lead to “financial illiteracy” and to misconceptions about dealing with banks, or the transactions needed to make such dealings worthwhile. There is strong evidence that banks tend to locate near centers of business activity and their presence is disproportionately low in census tracts with high percentages of Afro-American households. Somewhat weaker evidence suggests the same holds true for census tracts with Hispanic residents (Caskey 1992).

Programs and Policies to Reach the “Unbanked”

22. Some government programs to remedy the situation of the un-banked have been enacted recently, while others remain in the policy formulation stage. At the same time, experts have noted that certain banks have begun experiments on their own to reach the low income and “un-banked” population.

- Certain states have recently enacted legislation requiring banks to offer “lifeline accounts”, or savings and checking programs considered affordable to low income families. Some reports claim that such legislation is unnecessary insofar as the banks in “lifeline” states already have “affordable” accounts programs, others suggest that merely making such programs available does not guarantee any benefits to low income or un-banked populations when the promotion may not be carried out in their communities. (Doyle et al, 1999).
- In further support of encouraging “un-banked” and low income families to open bank accounts – in particular for savings, the Federal government has recently enacted programs to pay federal employees through “electronic funds transfer” (EFT), providing employees with starter bank accounts, and to help first time savers with the Individual Development Accounts (IDA) program through which banks match the savings of IDA clients and deduct the costs from corporate tax payments. As Joseph Lieberman said in support of IDA and EFT legislation,

“... Savings is empowerment. It allows families to live without public aid and provides them with a ladder into the middle class. It can actually change a family’s economic station and set a better course for future generations.”

- Concerned that the opportunities and matched savings may not provide incentive enough to create long term banking habits, several experts have proposed programs to combat “financial illiteracy” to train first time savers in basic concepts of banking.
- The low presence of banks in low-income and minority neighborhoods may contribute to the circle of poverty, or it may be a reaction to it. Modern methods of electronic banking and experiments with “supermarket banking” open encouraging new possibilities for banks to enter areas they formerly would eschew. (Radecki et al 1996, Caskey 1992). To encourage banks to become more active in “underserved” areas the US government has considered the creation of “banking development districts.” Under such districts banks and local governments can file jointly to establish areas where local government can offer property tax breaks and guarantees of government deposits to banks that set up new branches in underserved areas. (Doyle, López, Saidenberg et. al. 1998)

B. ACCESS TO FINANCIAL SERVICES AS VIEWED FROM DEVELOPING COUNTRIES

23. Research and publications on access to financial services in developing countries is largely focused on lending to small and micro enterprises – a practice referred to as “microfinance.” This body of literature has been complemented recently by additional work on savings issues and on non-business lending for the poor. The primary lessons, nonetheless, derive from the experience of the microfinance movement.

24. Early experiences with credit programs for small businesses relied on government and donor funding for subsidized loans. A long history of largely disappointing rural credit programs provided lessons in the dangers of such practices. Serious loan-recovery problems tainted portfolios and rendered such programs unsustainable. Higher income rather than low income farmers tended to be net beneficiaries of low-interest loans, and low interest discouraged savings deposits and left financial institutions floundering. The same programs offered low interest savings accounts and were criticized for preserving paternal relationships while discouraging lenders from emphasizing creditworthiness and from seeking new sources of funds. Much literature attests to the failure of the policies of subsidizing credits and has led, in some cases, to fiscal crises at national levels. (Mansell Carstens 1995, Von Pischke 1983, Adams et. al. 1984, Adams and Fitchett 1992, Seibel 1994).

25. Experiences of small credit programming in Colombia registered additional undesirable side effects by restricting flows of credit to new crops and new technologies, concentrating loans in large sums to large farmers, and wasting human resources. (Adams, Graham and Von Pischke 1984).

26. In Mexico, the government’s record with direct lines of credit to small businesses and formal financial services to the poor has not been successful. (Mansell Carstens 1995). Lending in rural areas tends to go through three channels: commercial banks, a special class of government-promoted and supported lending institutions, the CFNIs, and traditional money lenders. The CFNIs are chartered non-bank intermediaries regulated by law to provide small loans, one ninth, on average, the size of commercial bank loans. The money-lenders make the smallest loans. A World Bank sector paper noted that repayment problems are more severe problems for formal sector lenders than for their informal colleagues. Even so it recommends increasing the participation of private commercial banks rather than promoting other organizational forms. (Chavez and Sanchez, 1995). At the same time, others argued that informal sector financial agents and mechanisms may satisfy the needs of the poor – in many cases at a lower cost than the formal sector institutions. By avoiding regulatory and logistical costs and by lending only to known persons, informal agents reduce transaction costs. (Mansell Carstens 1995)

The Microfinance Revolution

27. After the 1970s independent microenterprise finance organizations – or microfinance institutions – began to emerge on a more sustainable basis and began proliferating. With the advent of structural adjustment and financial liberalization of the 1980s, traditional commercial banks and finance companies began to look for ways to enter the microenterprise market by offering services to what appeared to be high-risk and high cost microenterprises and MFIs. This was in part because microenterprise, in recognizing the need for Institutional Financial Self-sufficiency (IFS), sought greater efficiency in operations to increase retained earnings and pursued alliances with private sources of funding (Gibbons and Meehan, 2000.) As successful MFIs followed efficient business models they also showed a marked trend towards the formal sector, driven in large part by the need to access more plentiful and reliable sources of funds. (Baydas et. Al. 1997, Rhyne and Rotblatt, 1994). This movement toward large scale profitable provision of microfinance services to economically active poor by sustainable finance institutions has since been dubbed the “microfinance revolution” (Robinson, 2001). This is not to say that MFIs have had an easy time. MFIs must charge interest rates that can be considerably higher than standard commercial finance institutions because their operating

costs are several times higher (Robinson, 2001). Despite their need to establish reliable sources of funding, in many countries, micro finance institutions are either prohibited by law from offering savings accounts or are limited by high amounts of minimum capital required to take deposits,(Gibbons, 2001).

28. As MFIs move into the formal sector, so also have commercial banks in Latin America been moving into micro-enterprise lending and lending for consumer loans. 29% of funding for micro-enterprises in Latin America now comes from commercial banks in direct contrast to ten years ago when virtually no micro enterprises were reached by regulated entities (Christen, 2000). Before the 1980's brought a wave of deregulation and competition, the formal sector had generally been "self-deterred" from financing informal enterprises (Robinson, 2001).

29. The most frequently cited case of mainstreaming of microfinance institutions has taken place in Bolivia during the past decade. Experts attribute the speed and depth of the "revolution" to three principle factors: local cultural tradition for honoring obligations, the national economic policies which in this case deregulated banking and freed the interest rates, and the MFIs themselves which attracted dedicated and technically serious and competent persons (Rhyne, 2000).

30. During the same time frame, four different paths have been noted in cases of microfinance service expansion on a commercial basis in urban areas. These include commercial banks' "downscaling"⁷, licensing of non-bank financial intermediaries (including transformed microcredit NGOs and specially licensed microfinance institutions), start-up commercial microfinance institutions, and alliances between commercial banks and NBFIs (through agent or on-lending relationships). These routes to commercialization differ in terms of their scope, outreach, and sustainability but all are noted to share the positive virtues of more efficient and broader outreach (Vickers and Goldberg, 2002, Christen et al, 2001, Poyo and Young, 1999, Valenzuela, 2001, Microbanking Bulletin No. 6, 2001). In addition the increased competition in some microfinance markets has led to enhanced products since the MFIs seek to match client preferences associated with loan products.⁸ Clients seek good service quality and loan terms that fit their own situations (Rhyne, 2001). Good service quality includes speed of loan disbursement, convenient locations, simple processes, and a welcoming atmosphere (Rhyne, 2001, Otero, 1986.) Evidence is mixed on whether competition is driving down the price of microloans, as leading institutions may craft formulas that appear more attractive to clients. Loan sizes may also be used to lure clients away from competitors. Finally, research has long recognized the client preference for individual loans when given a choice, and increased competition results in microfinance institutions shifting their focus towards individual loans (Churchill, 1999).⁹

31. Among new products MFIs and commercial banks also are finding that non-business loans to low-income individuals and households can be a profitable business. Consumer lending by MFIs in Latin America is currently showing more dynamic growth than microenterprise credit (Christen, 2000). Non-business loans are particularly important for low-income households and the poor who are particularly vulnerable to "economic stressors" (Sebstad and Cohen, 2000, Westley, 2002) [Peru MiCasa Program?]. In her review of successful MFIs Elizabeth Rhyne argues that "The key to successful lending was not how clients used the money but the fact that the loan was based on the client's existing ability (and willingness) to repay."¹⁰

32. Another line of business used by low income households involves remittances from the US and within developing countries. Although an estimated 30% of funds come from abroad in the form of cash in the mail, or carried by friends, 25% are sent through the money-wiring companies, 21% by bank to bank electronic transfers and 19% by money orders and checks through the mail. The remaining 5% use other mechanisms

⁷ Reaching to lower income clients

⁸ Rhyne, Elizabeth, "Microfinance Institutions in Competitive Conditions". October 2001.

⁹ Churchill, Craig F. "Client -Focused Lending: The Art of Individual Lending. Calmeadow: Toronto: 1999.

¹⁰ Rhyne, Elizabeth, "Microfinance Institutions in Competitive Conditions". October 2001.

(Lopez, et. al. 2000.) The MFIs have yet to include these services in their menus. In several Central American countries remittances amount to 10 to 12 percent of GDP.

Popular Savings

33. The literature review identified considerable research and publications on “popular” or informal savings mechanisms as well as on the capacity and needs of the poor to save, but found little on experiences with “micro-savings” institutions. At the least, there is nothing to match the microfinance revolution for savings and other products.

34. The focus on credit programs to the exclusion of savings for the poor has its critics, just as popular savings programs have their proponents.

“Above all the financial policies which ran through the seventies and into the early 1980’s did not take into account that the poor (or whatever other target group) do not necessarily need more credit. It must not be forgotten that credits lead to debt and subsidized credits create incentives to greater indebtedness...in spite of the poverty in which they live, [the poor] have a greater need for savings services [than for credit.]” (Mansell Carstens, 1995, p.11)

35. As the expert on popular savings, Stuart Rutherford has argued that even the very poor save somehow and has also pointed out that savings and credit may substitute for one another. Demand for financial savings in developing countries is large, and largely unmet. Saving is more crucial for microfinance clients than credit (Robinson, 2000). The argument that basic savings and credit products help with risk protection, and thus overlap with insurance has led to the argument that for many clients it is better to save than to borrow. While adding a basic savings product to the MFIs menu could provide a balanced set of financial services that clients can tailor to their own situations, experiences to date tend to be reported anecdotally. (Rhyne, 2001, Churchill, 1999).

36. Savings capacity has been reviewed in both Colombia and Mexico from a macro point of view. While aggregate savings are considered low in Colombia and are of concern to government, the aggregate savings rate is reported as high but fluctuating in Mexico as it tends to rise and fall with GDP. Furthermore, although total savings in Mexico are high they are also mainly concentrated among wealthier and better-educated families, meaning that the poor are less prepared for economic shocks. In fact, a considerable portion of low income families actually register negative savings since only a minority of households belong to the category of better-educated. Policies aimed at promoting savings should therefore consider the different sectors of the population, and should consider education. (Attanasio and Szekely 1998) The ROSCAs, informal “rotating savings and credit associations” popularly known as “tandas”, allow people to contribute a fixed sum to a commonly held pool and to draw in rotation. Insofar as these informal savings plans have no safeguard against inflation, they would also qualify as negative savings. (Chávez and Sánchez, 1995).

C. ACCESS TO FINANCIAL SERVICES AND POVERTY REDUCTION

37. The links between loans to small businesses and reduction of income inequality or poverty are an important but undemonstrated proposition, at this point. The fact that Latin America’s financial systems are relatively shallow (\$1 GDP) [meaning in broad terms the low ratio of private credit to GDP] and that such systems are associated with greater inequality, has led to the argument that greater lending to smaller firms would reduce such inequality (Westley, 2002). This of course depends on the supposition that smaller firms create employment for low income persons, something which has not always proved the case (Servon, 1999.)

38. Financial services offered to individuals may also prove to have direct links to asset building and to poverty reduction. The argument has been made that access to liquid savings programs can allow households

to meet emergency needs and to avoid erosion of income and assets, while also facilitating entry into higher-risk and higher return lines of business (Westley, 2002.) Evidence from MFIs and low-income credit programs also find that households increase their income even with non-business loans. Expenditure on health, education, housing and technologies can lead to more productive individuals (Sebstad and Cohen 2000, Westley 2002.)

39. A series of empirical studies at the World Bank and elsewhere have demonstrated the positive correlation between financial system depth and soundness and economic growth¹¹. The links between distribution or access and growth or poverty reduction are less well researched. A recently published IDB study suggests that improving the access of micro-enterprises to financial services could have an important positive impact on a country's income distribution. (Westley, 2002.) An IMF working paper which surveys the literature on financial intermediation and poverty reduction concludes that development of the financial sector contributes to economic growth and thereby to poverty alleviation (Holden and Prokopenko, 2001). It also makes the point that savings and financial intermediation must be included in programs aiming to promote financial services for the poor, citing one author as saying "it is, of course, not credit that levers the poor out of poverty, but their ability to save from income generated from the use made of credit." (Buckley, 1997).

40. In conclusion, the literature links the broad distribution of financial services to equity issues, as well as to poverty reduction and economic development. The US experience offers some possible programs and policies for stimulating financial institutions to offer more affordable products and to move into low income communities. Thus far experience in the Third World and in Latin America suggests that micro-financial institutions and "popular" forms of dealing with financial needs offer a point of entry and could perhaps be up-scaled to meet demand. On the other hand, lessons from the United States indicate that given incentives commercial banks can be induced to move into the low income market and that, once there, they will broaden services on their own. Literature from both countries refers to problems of "financial illiteracy" as a barrier to broadening access to the underserved.

¹¹ This section is based on the Concept Paper for the Initiative "Brazil: Access to Financial Services" whose primary author is Anjali Kumar

ANNEX 4 Bibliography

Bates, Timothy. 2000. "Financing the Development of Urban Minority Communities: Lessons of History." *Economic Development Quarterly*. 14 (3): 227-241.

Baydas, Mayada M., Douglas H. Graham and Liza Valenzuela, (1997) "Commercial Banks in Microfinance: New Actors in the Microfinance World", Microfinance Best Practices Project. Development Alternatives Inc. Bethesda, MD.

Barr, Michael 2003. "Banking the Poor", Working Paper, Brookings Institution, Washington D.C. [retrieved on July 16th, 2003 from http://www.brookings.edu/dybdocroot/es/urban/publications/20030715_Barr.pdf]

Barr, Michael. 2001. "Access to Financial Services in the 21st Century: Five Opportunities for the Bush Administration and the 107th Congress", The Brookings Institution, Center on Urban and Metropolitan Policy and Harvard University Joint Center for Housing Studies, Washington, D.C.

Bennett, Jr., Thomas E. 1987. "What do Bankers Want?", *Inc.* p. 149

Bernstein, Jared. 2003. "Savings Incentives for the Poor: Why the Scale doesn't Match the Promise." *The American Prospect*. Vol. 14 No. 5. May.

Buckley, Graeme. 1997. "Microfinance in Africa: Is it either the problem or the solution?" *World Development* Vol.25, No. 7pp.1081-93,

CGAP, Focus Note No. 15. 2000. "Raising the Curtain on the 'Microfinancial Services Era'" May

Campion, Anita, and Victoria White. 2001. "NGO Transformation," DAI, September.

Campos, S., and Wenner, M. 1998. "Lessons in Microfinance Downscaling: The case of Banco de la Empresa, S.A. Sustainable Development Department." IADB. Washington, D.C.

Carr, James H. and Scheutz, Jenny. 2001. "Financial Services in Distressed Communities: Framing the Issue, Finding Solutions", Fannie Mae Foundation, Washington, D.C.

Carr, James H. and Lopa Kolluri. 2001. "Predatory Lending: An Overview", Fannie Mae Foundation, Washington, D.C.

Caskey, John P. Forthcoming. "Reaching Out to the Unbanked" (chapter in forthcoming book, *Inclusion in Asset Building: Research and Policy*, edited by Lisa Morris and Michael Sherraden

Caskey, John P. 2001. "Bringing Unbanked Households into the Banking System" *Capital Xchange Journal*. The Brookings Institution, Center on Urban and Metropolitan Policy and Harvard University Joint Center for Housing Studies, Washington, D.C.

Caskey, John P. 1994. *Fringe Banking: Check-Cashing Outlets, Pawnshops, and the Poor*, Russell Sage Foundation, New York:

Caskey, John P. and Andrew Peterson. 1994. "Who Has a Bank Account and Who Doesn't: 1977 and 1989" *Eastern Economic Journal*, Winter.

- Caskey, John P. 1997. *Lower Income American, Higher Cost Financial Services* (Madison, WI: Filene Research Institute)
- Caskey, John P. 1997. "Beyond Cash and Carry: Financial Savings, Financial Services, and Low-Income Households in Two Communities" a report for the Consumer Federation of America, December,
- Caskey, John P. 1994. "Bank Representation in Low-Income and Minority Urban Communities" *Urban Affairs Quarterly*, June.
- Caskey, John P. 1989 "The IMF and concerted lending in Latin American debt restructurings: a formal analysis" *Journal of International Money and Finance* (1989) 8, 105-120, London, March.
- Carstens, Catherine Mansell. 1995. *Las Finanzas Populares en México*, Editorial Milenio, S.A., México D.F.
- Christen, Robert and Deborah Drake. 2001. "Commercialization in Microfinance," DAI, October.
- Christen, Robert Peck. 2000. *Commercialization and Mission Drift – The Transformation of Microfinance in Latin America*, unpublished paper for the World Bank Consultative Group to Assist the Poorest (CGAP)
- Churchill, Craig F. 1999. "Client –Focused Lending: The Art of Individual Lending," Calmeadow
- De Sousa-Shields, Marc and Enterprising Solutions. 2002. "Bringing Financial Services to the "Bankable" Poor in Mexico and Colombia Mexico: Supply Side Analysis" Study for the World Bank, Washington D.C.
- Doyle, Joseph J. et al. 1998. "How Effective is Lifeline Banking in Assisting the 'Unbanked' ?" *Current Issues in Economics and Finance*, Federal Reserve Bank of New York. Vol. 4, No. 6.
- Dhumale, Raúl, Amela Sapcanin, and William Tucker, "Comercial Banking and Microfinance in Egypt: National bank for Development, Case Study," UNDP, Regional Bureau for Arab States and World Bank, Middle East and North Africa Region.
- Durham, Constance R. 2001. "The Role of Banks and Nonbanks in Serving Low-and Moderate-Income Communities", presented at Federal Reserve System Conference, "Changing Financial Markets and Community Development", Washington D.C., April 5-6,
- Green, Mark and Leichter, Franz. 1996. *Ranking Banking: The Consumer Bank Scorecard* New York: Office of the Public Advocate for the City of New York
- Green, Mark and Leichter, Franz. 1996. *The Poor Pay More... For Less PT 4 Financial Services* New York: Office of the Public Advocate for the City of New York
- Green, Mark and Leichter, Franz. 1998. *Ranking Banking: The Consumer Bank Scorecard* New York: Office of the Public Advocate for the City of New York.
- Haag, Susan White. 2000. *Community Reinvestment and Cities: A Literature Review of CRA's Impact and Future*. The Brookings Institution, Center on Urban and Metropolitan Policy. Washington, D.C.
- Hannig, Alfred Dr. 1999. "Mobilizing Microsavings: The Millennium Challenge in Microfinance", presented at the Sixth Consultative Group Meeting of CGAP, Abidjan, 21-24 June
- Harvey, Tom, "The Bank Revolution. Positioning your Bank in the new financial services marketplace". Irwin Professional Publishing

- Holyoke, Thomas T. 2001. "Community Organization and Community Reinvestment Act Lending in Washington, D.C.", presented at Federal Reserve System Conference, "Changing Financial Markets and Community Development", Washington D.C., April 5-6,
- Holden, Paul and Vassili Prokopenko. 2001. "Financial Development and Poverty Alleviation: Issues and Policy Implications for Developing and Transition Countries" IMF Working Paper, IMF, Washington D.C.
- Jenkins, Hatice. 2000. Commercial Bank Behavior in Micro and Small Enterprise Finance. Development Discussion paper No. 741. Cambridge: Harvard Institute for International Development.
- Kennickell, Arther B. and Starr-McCleur, Martha. 1997. "Family Finances in the US: Recent Evidence from the Survey of Consumer Finances" *Federal Reserve Bulletin*, January
- Kim, Anne. 2001. "Taking the Poor Into Account: What Banks Can Do To Better Serve Low-Income Markets," Progressive Policy Institute Policy Report, August 2.
- Litan, Robert E., Nicholas P. Retsinas, et al. 2000. *The Community Reinvestment Act after Financial Modernization: A Baseline Report*. U.S. Department of the Treasury. Washington, D.C.: April.
- Micro Banking Bulletin. 2001. No. 6, Statistical tables, April
- Minsky, Hyman P; Dimitri B. Papadimitriou et al. 1993. *Community Development Banking: A Proposal to Establish a Nationwide System of Community Development Banks*. The Jerome Levy Economics Institute of Bard College Policy Brief No. 3, Annandale-on-Hudson, NY.
- Navas, Sergio and Claudio Gonzalez-Vega. 2000. "Innovative Approaches to Rural Lending: Financiera Calpía in El Salvador," Ohio State University, June.
- Newsday*. 1998. "Dollars and Cents: Trying to Lure More Banks to Needy Areas", June 11
- New York State Banking Dept. 1998. "Proposed Part 8 of the General Regulations of the Banking Board, Banning Development Districts"
- New York State Banking Dept. 1996a. *Check Casher Summary Figures*, July 16
- New York State Banking Dept. 1996b. *Basic Banking Accounts/Lifeline Banking Accounts*, August 7
- Otero, Maria. 1986. "The Solidarity Group Concept: Its Characteristics and Significance for Urban Informational Sector Activities," Monograph Series No. 1, ACCION International, pp. 30-33.
- Poyo, Jeffrey and Robin Young. 1999. "Commercialization of Microfinance: The Cases of Banco Economico and Fondo Financiero FA\$SIL, Bolivia," MBP, December.
- Radeki, Lawrence and Wenniger John and Orlow, Daniel. 1996. "Bank Branches in Supermarkets" Federal Reserve Bank of New York, Current Issues in Economics and Finance 2 no. 13 (December)
- Rhyne, Elizabeth. 2001. "Microfinance Institutions in Competitive Conditions," *Microenterprise Best Practices*, Development Alternatives Inc, Bethesda, MD, USA.
- Pristin, Terry. 1999. "Group Says Banks Don't Push Low-Cost Checking Accounts" *New York Times*, July 30,

- Rhine, Sherrie L.W., Toussaint-Comeau, Maude, Hogarth, Jeanne M., Greene, William H. 2001. "The Role of Alternative Financial Service Providers in Serving LMI Neighborhoods", March
- Rubin, Julia Sass. 2001. "Community Development Venture Capital: A Double-Bottom Line Approach to Poverty Alleviation" presented at Federal Reserve System Conference, "Changing Financial Markets and Community Development", Washington D.C., April 5-6,
- Schmidt, Reinhard and Claus-Peter Zeitinger, "Micro-Finance Banks: Building New Institutions Instead of Remodeling Existing Ones," *Entwicklung und Zusammenarbeit*, Vol. 41, No. 11.
- Squires, Gregory D. ed. 1992. *From Redlining to Reinvestment: Community Responses to Urban Disinvestment*. Temple University Press. Philadelphia. USA
- Stearns, Katherine. 1993. Leverage or loss? Guarantee Funds and Microenterprises, ACCION monograph series no. 8. Cambridge, MA,
- Stegman, Michael A. 1999. *Savings for the Poor: Hidden Benefits of Electronic Banking*, Washington, D.C. : Brookings Institution Press,
- Stegman, Michael A. 1998. "Electronic Benefit's Potential to Help the Poor"- Brookings Institute Policy Brief Series #32, March
- Theodore, Leslie, with Jacques Trigo Loubiere. 2001. "The Experience of Microfinance Institutions with Regulation and Supervision: Perspectives from Practitioners and a Supervisor," DAI, October
- Valenzuela, Lisa. 2001. "Getting the Recipe Right: The experiences and challenges of commercial bank downscalers," USAID, October.
- Williams, Marva. 2002. "Developing Opportunities for Affordable Lifeline Banking for Lower-Income Consumers", Testimony before the U.S. Senate Committee on Banking, Housing and Urban Affairs, May 2.
- Yaron, Jacob, Benjamin McDonald and Stephanie Charitonenco. 1998. "Promoting Efficient Rural Financial Intermediation," *The World Bank Research Observer*, Vol. 13, No. 2, August, p. 167.
- World Bank, *Country Assistance Strategy for the United Mexican States*, Washington, May, 1999
- World Bank, *Colombia Country Assistance Strategy Progress Report*, Washington, November, 1999
- World Bank, *Mexico, Rural Financial Markets*, Report No 13599-ME, Washington, August, 1995
- World Bank, *Project Appraisal Document on a Rural Finance Project for Romania*, Washington, March 2001

ANNEX 5 Use of Financial Services in 5 Mexico Cities (BIMSA Survey)

Penetración de Servicios Financieros Total México			
	1999	2000	2001
Total	100%	100%	100%
Cuenta Bancaria	22%	22%	20%
Tipo Seguro	34%	47%	48%
Servicios Financieros	42%	58%	57%
TIPO DE CUENTA			
Cheques	4%	5%	5%
Ahorro/Debito	13%	15%	14%
Inversión plazo fijo	3%	3%	2%
Tarjeta de Crédito	7%	6%	6%
Crédito Hipotecario	0%	0%	0%
TIPO DE SEGURO			
Vida	11%	12%	10%
Accidentes	1%	2%	1%
Auto	7%	9%	8%
Hogar	1%	1%	1%
Medico	21%	8%	5%
Escolar	2%	2%	2%
Negocio		0%	0%
IMSS		26%	32%
Medico PEMEX		3%	4%
México Isst		3%	4%
Otros		0%	0%

Penetración de Servicios Financieros en el AMCM			
	1999	2000	2001
Total	100%	100%	100%
Cuenta Bancaria	20%	22%	19%
Tipo Seguro	32%	43%	42%
Servicios Financieros	40	54	52
TIPO DE CUENTA			
Cheques	5%	5%	5%
Ahorro/Debito	12%	14%	13%
Inversión plazo fijo	3%	3%	2%
Tarjeta de Crédito	6%	6%	6%
Crédito Hipotecario	0%	0%	0%
TIPO DE SEGURO			
Vida	12%	12%	10%
Accidentes	1%	2%	1%
Auto	6%	8%	7%
Hogar	1%	1%	1%
Medico	18%	8%	6%
Escolar	2%	3%	2%
Negocio		0%	0%
IMSS		20%	25%
Medico PEMEX		0%	0%

Crédito Hipotecario AMCM 1999-2001			
	1999	2000	2001
Sexo	100%	100%	100%
Hombre	71%	64%	77%
Mujer	29%	36%	23%
Grupo de Edad	100%	100%	100%
13 a 18	0%	0%	0%
19 a 24	4%	50%	4%
25 a 34	17%	22%	0%
35 a 44	40%	27%	76%
45 a 65	31%	35%	39%
Estado Civil	100%	100%	100%
Soltero	28%	29%	30%
Casado	61%	59%	57%
Otros	10%	12%	13%
Nivel SocioEconomic	100%	100%	100%
A/B/C	43%	56%	55%
C	32%	26%	23%
D+	14%	11%	9%
D/E	12%	8%	8%
A que se Dedic	100%	100%	100%
Al Hogar	22%	22%	20%
Otro	10%	17%	8%
Trabaja fuera del Hogar	61%	68%	67%
Estudiante	7%	4%	6%
Nivel de Estudios	100%	100%	100%
Estudios Básicos	23%	21%	20%
Estudios Medios	30%	27%	31%
Estudios Superiores	37%	51%	49%
No Estudios	10%	1%	0%

Tarjeta de Credito AMCM1999-2001			
	1999	2000	2001
Sexo	100%	100%	100%
Hombre	56%	60%	56%
Mujer	44%	40%	44%
Grupo de Edad	100%	100%	100%
13 a 18	1%	2%	1%
19 a 24	15%	14%	14%
25 a 34	34%	32%	33%
35 a 44	26%	26%	27%
45 a 65	24%	27%	24%
Estado Civil	100%	100%	100%
Soltero	34%	33%	34%
Casado	58%	58%	55%
Otros	8%	8%	11%
Nivel SocioEconomico	100%	100%	100 %
A/B/C+	52%	58%	60%
C	29%	25%	26%
D+	10%	10%	10%
D/E	10%	7%	5%
A que se Dedicar	100%	100%	100%
Al Hogar	20%	16%	17%
Otro	6%	56%	5%
Trabaja fuera del Hogar	66%	72%	68%
Estudiante	2%	7%	9%
Nivel de Estudios	100%	100%	100%
Estudios Básicos	17%	13%	11%
Estudios Medios	34%	35%	33%
Estudios Superiores	38%	52%	56%
No Estudios	11%	0%	0%

Cuentas de Ahorro/ Debito total México 1999-2001			
Sexo	100%	100%	100%
Hombre	60%	58%	59%
Mujer	40%	42%	41%
Grupo de Edad	100%	100%	100%
13 a 18	3%	3%	3%
19 a 24	25%	25%	24%
25 a 34	34%	35%	35%
35 a 44	21%	20%	20%
45 a 65	16%	17%	18%
Estado Civil	100%	100%	100%
Soltero	39%	38%	36%
Casado	52%	52%	53%
Otro	9%	11%	11%
Nivel Socio-económico	100%	100%	100%
A/B/C+	28%	33%	31%
C	34%	32%	32%
D+	19%	18%	18%
D/E	19%	17%	19%
A Qué se Dedicar	100%	100%	100%
Al Hogar	17%	17%	19%
Otro	5%	4%	4%
Trabaja fuera del Hogar	66%	66%	65%
Estudiante	13%	12%	12%
Nivel de Estudios	100%	100%	100%
Estudios Básico	27%	24%	26%
Estudios Medios	38%	49%	48%
Estudios Superiores	21%	27%	25%
No Estudios	13%	0%	1%

Inversión a Plazo fijo AMCM 1999 2001			
	1999	2000	2001
Sexo	100%	100%	100%
Hombre	58%	56%	60%
Mujer	42%	44%	40%
Grupo de Edad	100%	100%	100%
13 a 18	1%	1%	0%
19 a 24	15%	10%	12%
25 a 34	28%	27%	30%
35 a 44	25%	286%	287%
45 a 65	25%	28%	28%
Estado Civil	100%	100%	100%
Soltero	28%	29%	30%
Casado	61%	59%	57%
Otros	10%	12%	13%
Nivel Socio-Económico	100%	100%	100 %
A/B/C+	43%	56%	55%
C	32%	26%	23%
D+	14%	11%	9%
D/E	12%	7%	12%
A qué se Dedicar	100%	100%	100%
Al Hogar	22%	22%	20%
Otro	10%	7%	8%
Trabaja fuera del Hogar	61%	68%	67%
Estudiante	7%	4%	5%
Nivel de Estudios	100%	100%	100%
Estudios Básicos	23%	21%	20%
Estudios Medios	30%	27%	31%
Estudios Superiores	37%	51%	49%
No Estudios	10%	1%	0%

Cuentas de Ahorro/Débito Total México AMCM 1999-2001			
	1999	2000	2001
Sexo	100%	100%	100%
Hombre	60%	58%	59%
Mujer	40%	42%	41%
Grupo de Edad	100%	100%	100%
13 a 18	3%	3%	3%
19 a 24	25%	25%	24%
25 a 34	34%	35%	35%
35 a 44	21%	20%	20%
45 a 65	16%	17%	18%
Estado Civil	100%	100%	100%
Soltero	39%	38%	36%
Casado	52%	52%	53%
Otros	9%	11%	11%
Nivel Socio-Económico	100%	100%	100 %
A/B/C+	28%	33%	31%
C	34%	32%	32%
D+	19%	18%	18%
D/E	19%	17%	19%
A qué se Dedic	100%	100%	100%
Al Hogar	17%	17%	19%
Otro	5%	4%	4%
Trabaja fuera del Hogar	66%	66%	65%
Estudiante	13%	12%	12%
Nivel de Estudios	100%	100%	100%
Estudios Básicos	27%	24%	26%
Estudios Medios	38%	49%	48%
Estudios Superiores	21%	27%	25%
No Estudios	13%	0%	1%

**ANNEX 6 SURVEY QUESTIONNAIRE
(INEGI/UNAM SURVEY)**

CAPITULO 1. VIVIENDA Y EQUIPAMIENTO DEL HOGAR (informante - jefe del hogar)

Entrevistador: Transcriba la respuesta de esta pregunta de la TRH de la vivienda

Susana M. Sanchez: Esta pregunta se encuentra en la TRH (tarjeta de registro de hogares) de la encuesta de empleo

TMS - Esta pregunta corresponde al H-13 en la encuesta CEDE y al P9 en la de Clemente

P16

2	3	4
¿Posee, tiene, o cuenta este hogar con (...)	¿Cuántos ... tiene este hogar?	Si lo fuera a vender el día de hoy, ¿en cuánto lo vendería el más nuevo?
- Si 1 - No 2 → <i>Pase a</i>		
No. RUBRO	COD	PESOS
Artículos del Hogar		
01 Refrigerador ?		
02 Licuadora?		
03 Televisor?		
04 Computadora personal?		
05 Telefono a casa o celular ?		
Medios de Transporte		
31 Automóvil?		
32 Pick up?		
33 Moto o Motoneta?		
34 Bicicleta?		
35 Carreta de tracción animal?		
36 Camión?		
37 Bote o Lancha?		

CAPITULO 2. MEDIOS DE PAGOS (informante - jefe del hogar)

5	6	7	8	8a - Opción Colombia
En los últimos 12 meses (desde ...), realizó este hogar gastos en concepto de ... (RUBRO)?	¿Pagaron estos gastos mediante sistema de abonos, "facilidades" o clubes de ahorros?	¿Cómo hizo los pagos de (...)?	¿Cómo interactúa para hacer los pagos de (...)?	¿Por qué no utiliza opciones 1, 2, o 3a?
- Si 1 - No 2 → <i>Pase a Capítulo 6</i>	- Todos 1 - La mayoría 2 - La mitad 3 - Menos de la mitad 4 - No 5	SI NO 1 Efectivo 1 2 2 Cheque 1 2 3 Tarjeta de crédito 1 2 4 Tarjeta de débito 1 2 5 En especie 1 2 6 Transferencias 1 2	SI NO 1 Via telefónica 1 2 2 Por Internet 1 2 3 En persona 1 2 4 en entidad financiera 1 2 5 donde el proveedor 1 2 4 Otro 1 2	1 No Sabía 1 2 No tengo acceso 2 3 No me interesa 3 4 Demasiado difícil 4 5 Otro 5
RUBRO	COD	1 2 3 4 5 6	1 2 3 4	
01 Comunicaciones (teléfono, correo, etc.)				
02 Luz				
03 Agua				
04 Mercado (alimentos)				
05 Cuidados de la salud (atención primaria o ambulatoria, atención hospitalaria, medicamentos, seguro médico)				
06 Muebles				
07 Artículos de esparcimiento (equipo audiovisual)				
08 Servicios de transportes				
09 Educación (inscripción, colegiatura, artículos y servicios educativos)				
10 Artículos electrodomésticos				

CAPITULO 3. ACCESO A SERVICIOS (informante - jefe del hogar)

9	10	11	12			
¿Queda dentro de su localidad - version FIRA	¿A qué distancia de esta vivienda queda (...)?	¿Cuáles el principal medio de transporte que utilizan los miembros de este hogar para llegar a ... ?	¿Cuánto tiempo necesita para ir de esta vivienda a (...) más cercano (a)?			
¿Queda dentro de su barrio o colonia - version urbana - Si..... 1 - No..... 2 → Pase a siguiente rubro	- kilómetros..... 1 - metros..... 2 menos de 10 cuadras... 3 entre 10 y 20 cuadras... 4 mas de 20 cuadras..... 5	- A pié..... 1 - Animales..... 2 - Bicicleta..... 3 - Vehículos..... 4 - Transporte público... 5 - Lancha/cayuco..... 6 - Otro..... 7 <i>especifique</i>				
SERVICIO	COD	DISTANCIA	UNIDAD	COD	HORAS	MINUTOS
Comunicaciones y Transporte						
01 Teléfono público/comunitario?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
02 Oficina de correo y telégrafo?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03 Parada de camión o colectivo?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04 Terminal de autobuses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
05 Carretera pavimentada	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
06 Empresa de Agua	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
07 Empresa Telefonica	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educación						
08 Escuela primaria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
07 Escuela secundaria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08 Escuela preparatoria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicios financieros						
# Banco privado	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
# Banco de desarrollo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
# Unión de crédito/SAP, COOPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
# Cajas de ahorro/solidarias	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
# Prestamista o agiotista	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 Casa de Cambio/compraventa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 Cooperativas agropecuarias	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Otros servicios						
17 Estación de policía?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18 Registro civil?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 Mercado?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 Hospitales, puestos de salud	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CAPITULO 4. REMESAS (informante - jefe del hogar)

13 Durante los últimos 12 meses, ¿recibió algún miembro del hogar giros o remesas de afuera?	
Si →	
¿Recibio giros o remesas dentro de (pais) ?...1	
¿Recibio giros o remesas del extranjero ?...2	
- No	3 → 16
14 ¿Cuánto recibió por este concepto?	
Pesos..... 1	\$
US dollars..... 2	
15 ¿Cómo recibe la mayoría de estas remesas?	
- Se lo entregan personalmente en efectivo - Se lo entregan en cheque - Se lo transfieren por agencia de remesas - Depósito en US\$ a su cuenta extranjera - Transferencia a cuenta bancaria local - Otro, _____ especifique	

44 ¿Por qué no tiene cuenta de cheques o? ¿Cuenta corriente?	45 ¿Cuál es el tipo de institución o persona donde tiene el mayor balance de cuenta de cheques depositado?	46 En este momento, ¿Tiene usted dinero depositado o guardado en forma de cuenta de ahorros?	47 ¿Por qué no tiene cuenta de ahorros?	48 ¿Cuál es el tipo de institución o persona donde tiene el mayor balance de cuenta de ahorros depositado o guardado y cuánto tiene depositado?	49 En este momento, ¿Tiene usted dinero depositado o guardado en forma de cuenta de inversión o en depósito a plazo?	50 ¿Por qué no tiene cuenta de inversión en depósito a plazo?	51 ¿Cuál es el tipo de institución o persona donde tiene el mayor balance de inversión o depósitos a plazo?	52 ¿Ha intentado alguna vez abrir algún tipo de cuenta bancaria?	53 Su intento de abrir fue acertado?																																																																																																														
Puede marcar varios	Pase a	Use códigos P 42	Use códigos P 40	Use códigos P 42	Use códigos P 40	Use códigos P 40	ANOTE EL INTENTO MAS RECIENTE																																																																																																																
- Queda muy lejos 01 - Horarios de atención inconvenientes 02 - Le dan mala atención 03 - Saldo mínimo muy elevado 04 - Tasa de interés muy baja 05 - Comisiones bancarias muy altas 06 - No confía en bancos/tema perder dinero 07 - No sabe como abrir una cuenta 08 - No necesita para sus actividades 09 - No tiene dinero para guardar 10 - El ambiente del banco desestimula 11 - Falta documentación 12 - Falta recomendaciones/referencias 13 - Al menos por mil (para Colombia) 14 - Otro 15	- Si 1 - No 2	- Si 1 - No 2	- Si 1 - No 2	- Si 1 - No 2	- Si 1 - No 2	- Si 1 - No 2	- Cuenta de cheques 1 - Cuenta de ahorros 2 - Depósitos a plazo 3 - Cuenta de inversión 4 - Nunca ha intentado 5 Si marco 5, pase a	- Si 1 - No 2	P 56 P 55																																																																																																														
COD	COD PESOS	COD	COD	COD PESOS	COD	COD	COD PESOS	COD	COD																																																																																																														
<table border="1"> <tr> <td>44</td> <td>45</td> <td>46</td> <td>47</td> <td>48</td> <td>49</td> <td>50</td> <td>51</td> <td>52</td> <td>53</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> </tr> <tr> <td>31</td> <td>32</td> <td>33</td> <td>34</td> <td>35</td> <td>36</td> <td>37</td> <td>38</td> <td>39</td> <td>40</td> </tr> <tr> <td>41</td> <td>42</td> <td>43</td> <td>44</td> <td>45</td> <td>46</td> <td>47</td> <td>48</td> <td>49</td> <td>50</td> </tr> <tr> <td>51</td> <td>52</td> <td>53</td> <td>54</td> <td>55</td> <td>56</td> <td>57</td> <td>58</td> <td>59</td> <td>60</td> </tr> <tr> <td>61</td> <td>62</td> <td>63</td> <td>64</td> <td>65</td> <td>66</td> <td>67</td> <td>68</td> <td>69</td> <td>70</td> </tr> <tr> <td>71</td> <td>72</td> <td>73</td> <td>74</td> <td>75</td> <td>76</td> <td>77</td> <td>78</td> <td>79</td> <td>80</td> </tr> <tr> <td>81</td> <td>82</td> <td>83</td> <td>84</td> <td>85</td> <td>86</td> <td>87</td> <td>88</td> <td>89</td> <td>90</td> </tr> <tr> <td>91</td> <td>92</td> <td>93</td> <td>94</td> <td>95</td> <td>96</td> <td>97</td> <td>98</td> <td>99</td> <td>100</td> </tr> </table>										44	45	46	47	48	49	50	51	52	53	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
44	45	46	47	48	49	50	51	52	53																																																																																																														
1	2	3	4	5	6	7	8	9	10																																																																																																														
11	12	13	14	15	16	17	18	19	20																																																																																																														
21	22	23	24	25	26	27	28	29	30																																																																																																														
31	32	33	34	35	36	37	38	39	40																																																																																																														
41	42	43	44	45	46	47	48	49	50																																																																																																														
51	52	53	54	55	56	57	58	59	60																																																																																																														
61	62	63	64	65	66	67	68	69	70																																																																																																														
71	72	73	74	75	76	77	78	79	80																																																																																																														
81	82	83	84	85	86	87	88	89	90																																																																																																														
91	92	93	94	95	96	97	98	99	100																																																																																																														
<table border="1"> <tr> <td>54</td> <td>55</td> <td>56</td> <td>57</td> <td>58</td> <td>59</td> <td>60</td> <td>61</td> <td>62</td> <td>63</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> </tr> <tr> <td>31</td> <td>32</td> <td>33</td> <td>34</td> <td>35</td> <td>36</td> <td>37</td> <td>38</td> <td>39</td> <td>40</td> </tr> <tr> <td>41</td> <td>42</td> <td>43</td> <td>44</td> <td>45</td> <td>46</td> <td>47</td> <td>48</td> <td>49</td> <td>50</td> </tr> <tr> <td>51</td> <td>52</td> <td>53</td> <td>54</td> <td>55</td> <td>56</td> <td>57</td> <td>58</td> <td>59</td> <td>60</td> </tr> <tr> <td>61</td> <td>62</td> <td>63</td> <td>64</td> <td>65</td> <td>66</td> <td>67</td> <td>68</td> <td>69</td> <td>70</td> </tr> <tr> <td>71</td> <td>72</td> <td>73</td> <td>74</td> <td>75</td> <td>76</td> <td>77</td> <td>78</td> <td>79</td> <td>80</td> </tr> <tr> <td>81</td> <td>82</td> <td>83</td> <td>84</td> <td>85</td> <td>86</td> <td>87</td> <td>88</td> <td>89</td> <td>90</td> </tr> <tr> <td>91</td> <td>92</td> <td>93</td> <td>94</td> <td>95</td> <td>96</td> <td>97</td> <td>98</td> <td>99</td> <td>100</td> </tr> </table>										54	55	56	57	58	59	60	61	62	63	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
54	55	56	57	58	59	60	61	62	63																																																																																																														
1	2	3	4	5	6	7	8	9	10																																																																																																														
11	12	13	14	15	16	17	18	19	20																																																																																																														
21	22	23	24	25	26	27	28	29	30																																																																																																														
31	32	33	34	35	36	37	38	39	40																																																																																																														
41	42	43	44	45	46	47	48	49	50																																																																																																														
51	52	53	54	55	56	57	58	59	60																																																																																																														
61	62	63	64	65	66	67	68	69	70																																																																																																														
71	72	73	74	75	76	77	78	79	80																																																																																																														
81	82	83	84	85	86	87	88	89	90																																																																																																														
91	92	93	94	95	96	97	98	99	100																																																																																																														
COD	COD	COD	COD	COD	COD	COD	COD	COD	COD																																																																																																														
RAMA ECONOMICA																																																																																																																							
<table border="1"> <tr> <td>54</td> <td>55</td> <td>56</td> <td>57</td> <td>58</td> <td>59</td> <td>60</td> <td>61</td> <td>62</td> <td>63</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> </tr> <tr> <td>31</td> <td>32</td> <td>33</td> <td>34</td> <td>35</td> <td>36</td> <td>37</td> <td>38</td> <td>39</td> <td>40</td> </tr> <tr> <td>41</td> <td>42</td> <td>43</td> <td>44</td> <td>45</td> <td>46</td> <td>47</td> <td>48</td> <td>49</td> <td>50</td> </tr> <tr> <td>51</td> <td>52</td> <td>53</td> <td>54</td> <td>55</td> <td>56</td> <td>57</td> <td>58</td> <td>59</td> <td>60</td> </tr> <tr> <td>61</td> <td>62</td> <td>63</td> <td>64</td> <td>65</td> <td>66</td> <td>67</td> <td>68</td> <td>69</td> <td>70</td> </tr> <tr> <td>71</td> <td>72</td> <td>73</td> <td>74</td> <td>75</td> <td>76</td> <td>77</td> <td>78</td> <td>79</td> <td>80</td> </tr> <tr> <td>81</td> <td>82</td> <td>83</td> <td>84</td> <td>85</td> <td>86</td> <td>87</td> <td>88</td> <td>89</td> <td>90</td> </tr> <tr> <td>91</td> <td>92</td> <td>93</td> <td>94</td> <td>95</td> <td>96</td> <td>97</td> <td>98</td> <td>99</td> <td>100</td> </tr> </table>										54	55	56	57	58	59	60	61	62	63	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
54	55	56	57	58	59	60	61	62	63																																																																																																														
1	2	3	4	5	6	7	8	9	10																																																																																																														
11	12	13	14	15	16	17	18	19	20																																																																																																														
21	22	23	24	25	26	27	28	29	30																																																																																																														
31	32	33	34	35	36	37	38	39	40																																																																																																														
41	42	43	44	45	46	47	48	49	50																																																																																																														
51	52	53	54	55	56	57	58	59	60																																																																																																														
61	62	63	64	65	66	67	68	69	70																																																																																																														
71	72	73	74	75	76	77	78	79	80																																																																																																														
81	82	83	84	85	86	87	88	89	90																																																																																																														
91	92	93	94	95	96	97	98	99	100																																																																																																														
COD	COD	COD	COD	COD	COD	COD	COD	COD	COD																																																																																																														

54	54	55	56	57	58	59	60
¿Por qué no pudo abrir cuenta bancaria?	¿Por qué no ha intentado abrir algún tipo de cuenta bancaria?	¿Cuál es el tipo de la institución o persona donde tiene el mayor balance depositado y cuánto tiene depositado?	En cuál situación usted está ganando dinero?	En cuál situación usted ha perdido dinero?	En cuál situación usted tiene restricciones para retirar su dinero?	¿Ha intentado alguna vez abrir algún tipo de cuenta bancaria?	Si intentó abrir fue acertado?
-No tenía documentos -No tenía depósito mínimo -Falta de referencias personales -Falta de referencias bancarias -Otro	1 Use códigos P 42 2 3 Pase a → 2 4 5	-Bancos comerciales? 01 -Bancos de desarrollo? 02 -SOFOPES (o CAVs en Colombia)? 03 -Unión de crédito? 04 -Sociedad de ahorro y préstamos? 05 -Cooperativas de ahorro y préstamo? 06 -Cajas de ahorro? 07 -Cajas solidarias? 08 -ONGs? 09 -Casa de empeño? 10 -Familiares o amigos? 11 -Clubes de ahorro? 12 -Guardado en efectivo? 13 -Tanda? 14 -Otro? 15	Use códigos P 40	Use códigos P 40	Use códigos P 40	ANOTE EL INTENTO MAS RECIENTE -Cuenta de cheques? 1 -Cuenta de ahorros? 2 -Depósitos a plazo? 3 -Cuenta de inversión? 4 -Nunca ha intentado 5	Si... 1 No... 2
COD		COD		COD		Si marco 5, pase a # 66	
TIPO PESOS		COD		COD		COD	

61	62	63	64	65	66	67	68	69	70
¿Cómo tiene el mayor balance depositado cuánto tiene depositado?	¿Ha cerrado alguna vez algún tipo de cuenta de ahorro?	¿Por qué cerró?	¿Qué tipo de servicios financieros le gustaría recibir?	¿Durante los últimos 12 meses, ¿ha participado en alguna TANDA?	¿Para la última vez que participó, ¿cuánto dinero pagó?	¿Para la última vez que participó, ¿cuánto recibió?	¿Tiene usted tarjetas de crédito?	¿Tiene usted tarjetas de crédito?	¿Cuál es la cantidad máxima que puede cargar en todas sus tarjetas de crédito?
-Bancos comerciales? 01 -Bancos de desarrollo? 02 -SOFOPES? 03 -Unión de crédito? 04 -Sociedad de ahorro y préstamos? 05 -Cooperativas de ahorro y préstamo? 06 -Cajas de ahorro? 07 -Cajas solidarias? 08 -ONGs? 09 -Casa comercial? 10 -Familiares o amigos? 11	1 2 3 4 5 6 7 8 9 10 11	Mala atención y servicio 1 Saldo mínimo muy elevado 2 Tasa de interés muy baja 3 Comisiones muy altas 4 No confía en instituciones 5 No necesita para sus actividades 6 No tiene dinero para guardar 7 Transferido fondos a otra cuenta 8 Institución cerró cuenta 9	-Depósitos con interés 1 -Depósitos con tarjeta de débito 2 -Cuenta corriente o de cheques 3 -Pago de servicios públicos 4 -Tarjeta de crédito 5 -Transferencias - remesas 6 -Préstamo para consumo 7 -Préstamo hipotecario 8 -Préstamo para educación 9 -Seguros médicos 10 -Seguros sociales 11 -Otro? 12	Si... 1 No... 2 → P 68	-Dinero 1 -Especies 2 -Ambos 3	-Dinero 1 -Especies 2 -Ambos 3	-Si... 1 -No... 2	-Si... 1 -No... 2	-Si... 1 -No... 2
COD		COD		COD		COD		COD	
TIPO PESOS		COD		COD		COD		COD	

TANDA: Reunión de una familia de una parte para cada parte para que las terminen

71	72	73	74	75	76	77	
En estos momentos, ¿cuánto debe en todas sus tarjetas de crédito?	Durante los últimos 12 meses, ¿tuvo usted algún préstamo vigente o tuvo se los a pagar de préstamos con:	Si no tiene préstamos, Pase a P 70	PARA EL PRÉSTAMO DE MAYOR MONTO ¿Cuál es el nombre y tipo de préstamo?	¿Cuánto solicitó usted este préstamo?	¿De cuánto fue el préstamo solicitado?	¿Cuánto dinero pagó o pagó por todo, incluyendo principal e intereses?	
-Bancos comerciales? 01 -Bancos de desarrollo? 02 -SOFOPES (o CAVs en Colombia)? 03 -Unión de crédito? 04 -Sociedad de ahorro y préstamos? 05 -Cooperativas de ahorro y préstamo? 06 -Cajas de ahorro? 07 -Cajas solidarias? 08 -ONGs? 09 -Gobierno municipal? 10	1 2 3 4 5 6 7 8 9 10	-Cajas solidarias? 10 -ONGs? 11 -Sociedad de ahorro y préstamos? 12 -Préstamo a egresados? 13 -Amigos o parientes que prestan? 14 -Caja comercial o almacén? 15 -Casas de empeño (Monte de Piedad)? 16 -Tarjeta de Crédito? 17 -Cadena de empujones solidarios? 18 -Otro? 19	-Préstamo personal 1 -Préstamo para consumo 2 -Préstamo hipotecario 3 -Préstamo para educación 4 -Préstamo para inversión 5 -Préstamo para otros fines 6 -Otro? 7	-Pesos mexicanos 1 -US 2 -Otra moneda 3	-Pesos mexicanos 1 -US 2 -Otra moneda 3	-Días 1 -Semanas 2 -Meses 3 -Días (flexible) 4 -Semanas (flexible) 5 -Meses (flexible) 6	
COD		COD		COD		COD	
PESOS		COD		COD		COD	

