



Survey Highlights

**FinScope
Thailand 2013**

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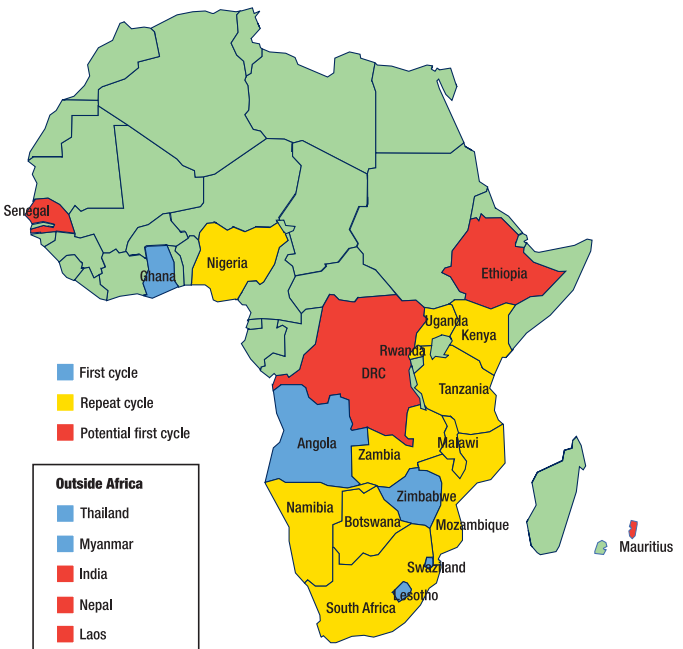
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Introduction and background

FINMARK TRUST



Making financial markets work for the poor

FinMark Trust, an independent trust based in Johannesburg, South Africa, was established in 2002, and is funded primarily by UKaid from the Department for International Development (DFID) through its Southern Africa office. FinMark Trust's purpose is 'Making financial markets work for the poor'. This is done by promoting financial inclusion and regional financial integration as well as institutional and organisational development, in order to increase access to financial services for the un-served and under-served in Africa. In order to achieve this, FinMark Trust commissions research to identify the systemic constraints that prevent financial markets from reaching out to these consumers and by advocating for change on the basis of research findings. FinMark Trust is driven by its purpose to start processes of change that ultimately lead to the development of inclusive financial systems that can benefit all consumers.

ABOUT UNCDF



UNCDF is the UN's capital investment agency for the world's 49 least developed countries. It creates new opportunities for poor people and their small businesses by increasing access to microfinance and investment capital. UNCDF focuses on Africa and the poorest countries of Asia, with a special commitment to countries emerging from conflict or crisis. It provides seed capital – grants and loans – and technical support to help microfinance institutions reach more poor households and small businesses, and local governments finance the capital investments – water systems, feeder roads, schools, irrigation schemes – that will improve poor peoples' lives. UNCDF programmes help to empower women, and are designed to catalyze larger capital flows from the private sector, national governments and development partners, for maximum impact toward the Millennium Development Goals.



ADB's vision is an Asia and Pacific region free of poverty. Its mission is to help its developing member countries reduce poverty and improve the quality of life of their people. Despite the region's many successes, it remains home to two-thirds of the world's poor: 1.8 billion people who live on less than \$2 a day, with 903 million struggling on less than \$1.25 a day. ADB is committed to reducing poverty through inclusive economic growth, environmentally sustainable growth, and regional integration.

Based in Manila, ADB is owned by 67 members, including 48 from the region. Its main instruments for helping its developing member countries are policy dialogue, loans, equity investments, guarantees, grants, and technical assistance.

FINSCOPE SURVEY

The FinScope survey is a research tool developed by FinMark Trust. It is a nationally representative survey of how people source their income, and how they manage their financial lives. In South Africa, FinScope is conducted annually since 2002. FinScope has now been conducted in Thailand to benchmark the state of financial access and usage. It is used to better understand money matters, with an emphasis on the market needs and attitudes to both informal and formal financial offerings and usage. To date, FinScope surveys have been conducted in 18 countries.

SURVEY OBJECTIVES

To measure and profile the levels of access to financial services by all adults in Thailand, across income ranges and other demographics, and making this information available for use by key stakeholders such as policy-makers, regulators, and financial service providers.

Information provided by the survey helps extend the reach of financial services in the country, as it provides an understanding of the adult population in Thailand in terms of:

- Livelihoods and how they generate their income;
- Their financial needs and/or demands;
- Their financial perceptions, attitudes, and behaviours;
- Their demographic and geographic distribution;
- The obstacles they face and the factors that would have an influence on their financial situations;

SURVEY OBJECTIVES CONTINUED

- Current levels of access to, and utilisation of, financial services and products (formal and/or informal);
- The landscape of access (i.e. types of products used in terms of transactions, savings, credit, insurance and remittances);
- Drivers of financial products and service utilisation;
- Barriers to utilisation of, and access to, financial products and services;
- The size of the market; and
- The similarities and differences between different market segments.

PARTNERING FOR A COMMON PURPOSE

The FinScope survey is dynamic and the content is evaluated by a number of stakeholders ranging from private sector, NGO's and government to ensure that the most relevant financial data is collected. By design, it is intended to involve a range of stakeholders, enriching the survey through a process of cross-cutting learning and sharing of information.

Making Access Possible (MAP) is a diagnostic and programmatic framework to support expanding access to financial services for individuals and micro and small businesses. The MAP methodology and process has been developed jointly by **UNCDF, FinMark Trust** and **Cenfri** to foster inclusive financial sector growth.

At country level, the core MAP partners, collaborate with Government, other key stakeholders and donors to ensure an inclusive, holistic process. MAP Thailand represents a partnership between UNCDF, FinMark Trust and ADB and is part of a larger technical assistance initiative of the Asian Development Bank (with funding from the Japan Fund for Poverty Reduction) for the Development of a Strategic Framework for Financial Inclusion in Thailand. Finscope, as an integral part of MAP and the larger technical assistance, was the result of a partnership with the following partners:



Japan
Fund for
Poverty
Reduction



Sampling and methodology

TARGET POPULATION

- Adult population – Thailand residents 18 years and older

COVERAGE AND METHODOLOGY

- Coverage: nationwide survey including municipal and non-municipal areas as well as the rich and the poor
- Fieldwork conducted between February and March 2013
- 5990 face to face interviews were conducted by Thailand National Statistical Office (NSO)

SAMPLE AND FIELDWORK VALIDATION

- Survey data was weighted by NSO to latest population estimates
- Nationally representative sample
- Enumerator areas were drawn systematically with Probability Proportional To Size (PPS)
- Enumerator Area (EA) based sample. 600 EA's selected nationally with approximately 10 interviews per EA
- To identify respondents, two further levels of random sampling were applied:
- Households were randomly selected within each sampled EA
- Individual respondents were then randomly selected from a list of all qualifying adult members (18 years and older) in the selected household using the Kish grid method
- Only one respondent was selected and interviewed in each selected household

BASE SIZES

- In interpreting the data, it is important that conclusions are not based on analysis done on responses of few respondents. As an indication of reliability of the analysis, base sizes have been included for the charts in this booklet
- A base size of 50 respondents or less is considered too small to read with statistical significance



FinScope Thailand 2013 Survey Highlights

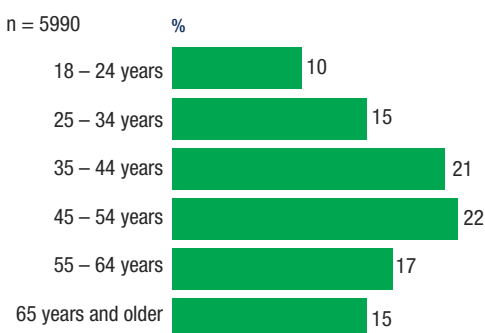
This booklet reflects on some of the FinScope 2013 highlights, a more comprehensive understanding can be obtained by mining the FinScope Thailand 2013 dataset.

Understanding people's lives

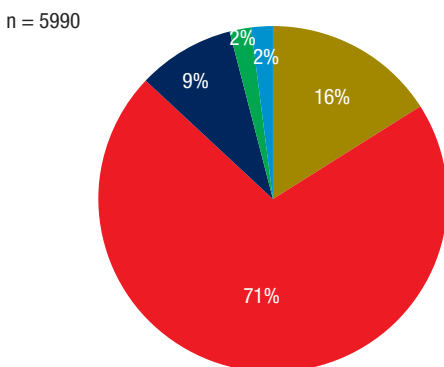
According to the FinScope survey, the total adult population of Thailand broken down by region is estimated to be:

Region	Adult population	Percentage
Bangkok	5 415 264	10.4
Central	12 564 439	24.2
North	9 627 091	18.6
Northeast	17 269 037	33.3
South	6 981 881	13.5
Total	51 857 712	100.0

AGE PROFILE OF THE ADULT POPULATION



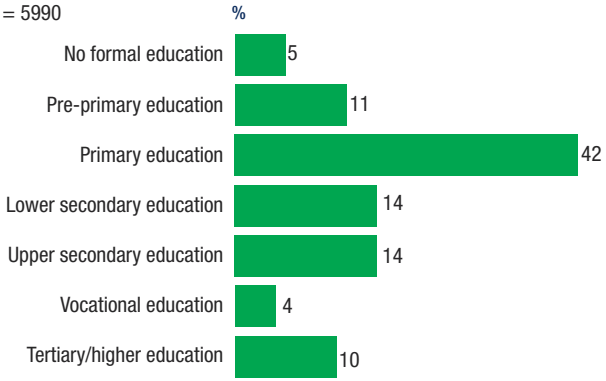
MARITAL STATUS



- 16% Single
- 71% Married
- 9% Living together but not married
- 2% Separated
- 2% Divorced

HIGHEST LEVEL OF EDUCATION

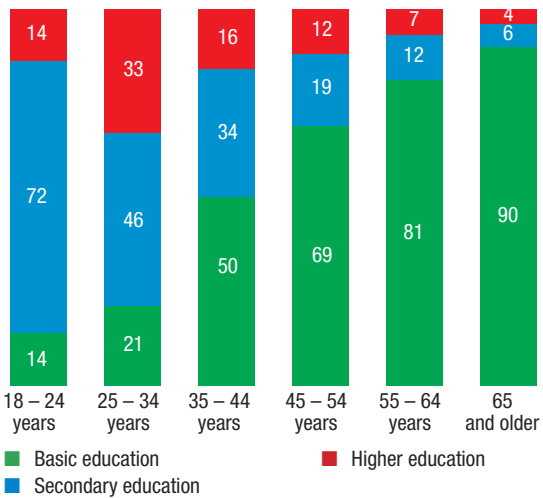
n = 5990



EDUCATION BY AGE GROUP

- The term basic education includes those with no formal education, pre-primary and primary education
- There is clear indication that the older age groups have lower levels of education and that the younger age groups are benefitting from higher levels of education

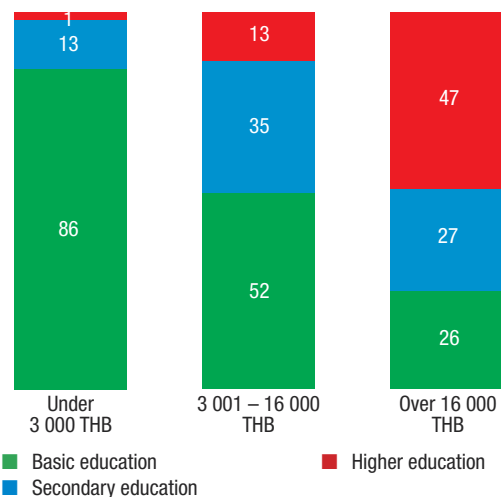
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LEVEL OF INCOME AND LEVEL OF EDUCATION

- In Thailand there is a correlation between the level of income and the level of education. The bulk of those with basic education (no formal, pre-primary or primary) fall into the category of those earning under 3 000 THB personal monthly income

n = 5990



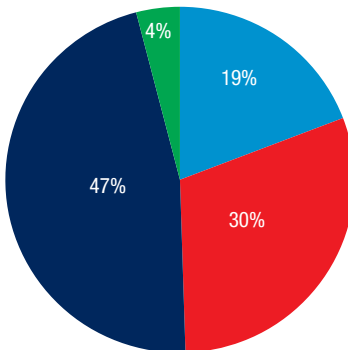
MAIN SOURCE OF INCOME

Main source of income to make a living	Total n = 3161* %
Self-employed – farming activities – money from farming	28
Remittances	14
Obtain money from household member	11
Salary/wages from private company	11
Self-employed (have own business) – formal sector	7
Salary/wages from Government/state owned enterprise	6
Self-employed (have own business) – informal sector	6
Elderly/disability assistance from Government	4
Salary/wage from a farm	4
Salary/wages from an individual	3
Household member pays my expenses	2
Pension or annuities	1
Property/rental income/subletting	1
Piece work	1
Other	1

*Based on those who earn an income

INVOLVEMENT WITH FARMING

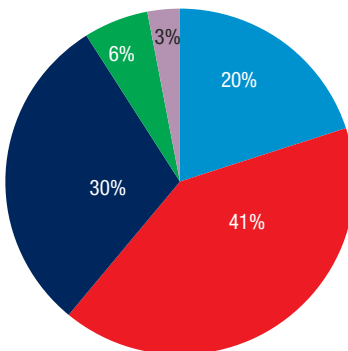
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- 19% Involved in farming only
- 30% Involved in farming and other work
- 47% Not involved with farming at all
- 4% Farm worker

PERCEPTIONS OF GENERAL STATE OF HEALTH

n = 5990



- 20% Very good
- 41% Good
- 30% Satisfactory
- 6% Bad
- 3% Very bad

- When ill or in need of medical attention, 77% of adults claim to use Government Hospitals or Health Clinics for treatment, 18% use a Private Clinic/Hospital and 5% use Pharmacies

Living conditions in Thailand

ACCESS TO INFRASTRUCTURE

n = 5990 Time taken to access infrastructure	Grocery/ Convenience Store %	Place to access public transport %	Bank branch %	ATM %	Post Office %	Market %	Medical facility %
Less than 5 minutes	55	11	4	6	4	7	4
5 – 14 minutes	39	35	20	24	17	30	23
15 – 29 minutes	5	27	36	34	36	34	35
30 – 59 minutes	1	22	34	30	37	26	32
1 hour – 1 hour 59 minutes	1	4	6	6	6	3	6

OWNERSHIP OF HOUSEHOLD ASSETS

Household assets	Total n = 5990 %
Electric fan	98
Television	98
Refrigerator	93
Cook stove gas	87
Electric iron	86
Motorcycle	81
Video, VCD, DVD player	74
Electric pot	72
Radio	72
Washing machine	68
Bed	60
Bicycle	56
Pick-up truck/van/small truck	32
Cook stove electrical	27
Microwave	24
Agricultural vehicle	22
Air conditioner	22
Water boiler	19
Car	18
Wheelbarrow	13
Sewing machine	9
Boat	3

Technology

USAGE OF COMMUNICATION DEVICES

Communication device usage	Total n = 5990 %
Cellphone	93
Computer or laptop	31
Internet	24
Email	19
Landline at home	17
Public pay phone	9

COMMUNICATION DEVICES USAGE

Communication device usage	Under 3 000 THB %	3 001 – 16 000 THB %	Over 16 000 THB %
	856	2 774	2 079
Cellphone	83	95	96
Computer or laptop	16	32	37
Internet	12	25	30
Email	9	20	24
Landline at home	8	15	24
Public pay phone	4	11	10

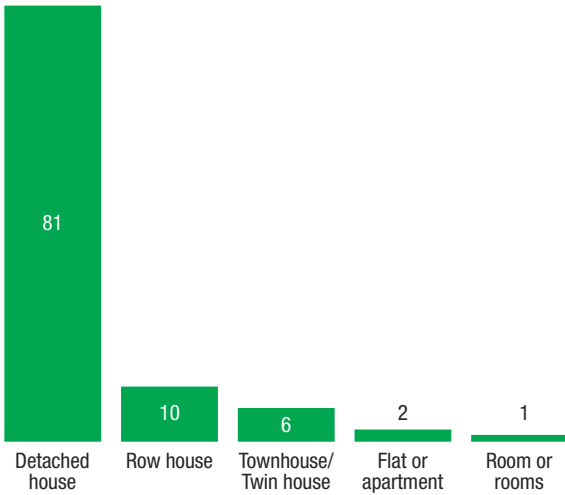
COMMUNICATION DEVICE OWNERSHIP

n = 5990	Own Cellphone %	Own landline at home %	Own computer or laptop %
Yes	88	17	26
No	12	83	74

Housing Overview

HOUSE TYPE

n = 5990



OWNERSHIP STATUS OF DWELLINGS

Ownership status of dwellings	Total n = 5990 %
Own dwelling and no outstanding payment	76
You/your household rents this dwelling	10
Own dwelling but outstanding payment	7
The dwelling is provided to you/your household for free living in relatives' home/welfare home	4
You/your household leases this dwelling	2
The dwelling is provided to you/your household for free as part of compensation package/paid for by others	1

KEY TAKE-OUTS

- Relatively aged population – 54% are 45 years or older
- 72% of the adult population with lower secondary education or below, which is also associated with lower earnings
- 42% of households make joint financial decisions
- 74% of adults say they earn a regular monthly income
- Farming is an important economic activity – 28% earn directly, 4% earn indirectly through money from farming
- 27% of adults depend on others for their income, either through household money or remittances

Financial Services Consumption

BANK PRODUCTS

Bank products	Total n = 5990 %
Savings book/Savings account	75
Debit card/ATM card	51
Vehicle loan	6
Credit card	5
Home loan	4
Personal loan account	3
Special savings account/Fixed term deposit	2
Cash card	1
Cash card (non-bank) such as Umay Plus	1
Government bond	1

SAVINGS METHODS

Savings methods	Total n = 5990 %
Saving in a secret place at home	33
Saving at a commercial bank	32
Saving at a Specialised Financial Institution (SFI)	29
Saving in jewellery/gold	16
Saving in a savings group	15
Saving with village fund	10
Saving in insurance/linked deposits	9
Saving with employer	4
Saving with someone in household/family	4
Saving with a cooperative/credit union/farmers group	4
Saving in livestock	2
Saving in (other) kind	2
Saving in Government bonds	1
Other	2

SAVINGS GROUP MEMBERSHIP BY TYPE

Membership type	Belongs to savings group n = 1408 %
Sajja Savings group	82
Other Savings group	15
Savings group for production	3

BORROWING BY TYPE

Borrowing type	Total n = 5990 %
Borrowed from Village Fund	14
Borrowed from Specialised Financial Institution (SFI)	14
Borrowed from a commercial bank	4
Borrowed from a money lender	3
Borrowed from savings group/community bank	3
Borrowed from an NBFi under BOT	2
Borrowed from family/friends that you had to pay back	2
Got goods in advance from a shop/store and had to pay back later	2
Borrowed money/got goods in advance from cooperative	1
Got a loan from the Government scheme/institution	1
Got money from family/friends that you did not have to pay back	1
Borrowed from another formal (non-bank) financial institution	1
Other loan	2

INSURANCE PRODUCT USAGE

Insurance product usage	Total n = 5990 %
Funeral fund	49
Motor vehicle insurance	48
Life assurance/credit life	19
Personal injury/accident insurance	9
Medical insurance	6
Pension scheme	5
Agricultural/crop insurance	3
Property insurance	2
Travel insurance	1
Other insurance	1

GOVERNMENT INSURANCE PRODUCTS

Government insurance products	Total n = 5990 %
Universal Health Coverage Scheme	66
National Welfare fund for employed	15
Pension Scheme for Civil Servants	5
National Welfare Fund for self-employed	2
Don't know	1
None	11

SUMMARY

- The savings book/savings account and debit card/ATM card are the main account types used by those who have bank accounts
- 49% of adults are saving in a secret place at home
- 48% claim to be saving with a commercial bank
- 14% are borrowing from a Village Fund while 15% claim to save with a Village Fund
- 49% have a funeral fund
- 66% claim to have the Universal Health Coverage Scheme



Banking status

HOW MANY PEOPLE 18 YEARS AND OLDER CLAIM TO HAVE A BANK ACCOUNT?

The estimates for the adult population that have a bank account are as follows:

n = 5990	Adult population	Percentage
Total adult population	51 853 858	100
Currently have a bank account	38 347 596	74
Currently do not have a bank account	13 506 262	26

PROFILES OF THE BANKED AND NOT BANKED

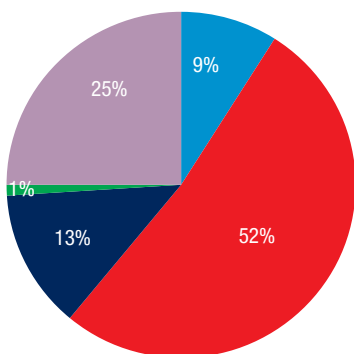
	Current have a bank account n = 4489	Currently do not have a bank account n = 1366
Estimated number of adults	38 347 596	13 506 262
	74%	26%
Highest level of education	%	%
Basic education	52	75
Secondary education	30	24
Higher education	18	1
Main source of income	%	%
Money from farming	33	32
Remittances	13	16
Salary/wages – private company	12	6
Money from household member	11	18
Self-employed – formal sector	9	4
Self-employed – informal sector	6	5
Salary/wages from Government	8	2
Elderly/disability assistance from Government	2	10
Salary/wages from an individual	2	5
Other	4	2
Personal income grouped	%	%
Under 3 000 THB	16	39
3 001 – 16 000 THB	60	56
Over 16 000 THB	24	5
Region	%	%
Bangkok	12	5
Central	25	23
North	19	17
North East	31	39
South	13	16

HOW IS THE BANKED POPULATION DISPERSED?

	Total (n= 5855)	Currently have bank account (n=4489)	Currently no bank account (n=1366)
Estimated number of adults	51 853 858	38 347 596	13 506 262
	100%	74%	26%
Age groups	%	%	%
18 – 24	10	8	14
25 – 34	15	16	12
35 – 44	21	22	16
45 – 54	22	24	19
55 – 64	17	17	19
65 and older	15	13	20
Area	%	%	%
Municipal	35	38	27
Non-municipal	65	62	73
Gender	%	%	%
Male	43	42	45
Female	57	58	55
Marital status	%	%	%
Single	16	15	18
Married	71	73	67
Living together, not married	9	8	11
Separated	2	2	2
Divorced	2	2	2
Highest level of education	%	%	%
No formal education	5	3	11
Pre-primary education	11	11	13
Primary education	42	39	50
Lower secondary education	14	14	14
Upper secondary education	14	16	10
Vocational education	4	5	2
Tertiary/Higher education (Bachelor, Masters, Doctoral)	10	12	0
Farming	%	%	%
Involved in farming only	19	18	23
Involved in farming and other work	30	31	27
Not involved with farming	46	48	41
Farm worker	5	3	9

MOST SERVICES FROM BANKS ARE ALSO OFFERED ELSEWHERE

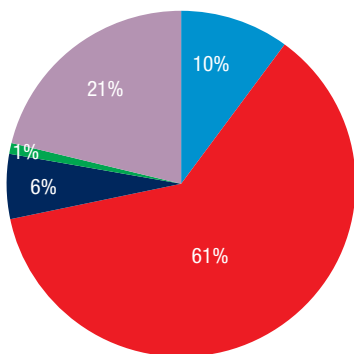
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- 9% Completely agree
- 52% Agree
- 13% Disagree
- 1% Completely disagree
- 25% Not sure

BANKS TRY TO UNDERSTAND YOUR NEEDS AND OFFER PRODUCTS THAT MEET THEM

n = 5990



- 10% Completely agree
- 61% Agree
- 6% Disagree
- 1% Completely disagree
- 21% Not sure

PERCEIVED ADVANTAGES OF BANKING

Advantages of using a bank account	Have a bank account n = 4657 %
Money is safe from theft	63
Easy way of receiving money from others	63
Safe way of receiving money from others	56
Easy way of sending money to others	45
Salaries can be deposited by employers	38
Safe way of sending money to others	35
Obtain interest on savings	35
Access to loans	25
Other	1

Reasons for not having a bank account or using bank services	Don't have a bank account n = 1209 %
Do not need it – insufficient or no money coming in to justify it	56
Receive income but nothing left after expenses	54
Banks are too far away or transport too difficult	8
Cannot maintain the minimum balance	6
Can get services needed elsewhere in the community	5
Do not understand how banks work	4
Do not understand the financial language used in banks	4
Banking hours are not convenient	4
Bank service charges are too high	3
Do not know how to apply for a bank account	3
Do not understand benefits from having a bank account	3
Need permission of someone else to open it	3
Do not have the documentation required	2
Bank accounts are not for people like 'me'	2
Fears embarrassment or refusals	1
Other	18

OTHER PERCEPTIONS ABOUT BANKING

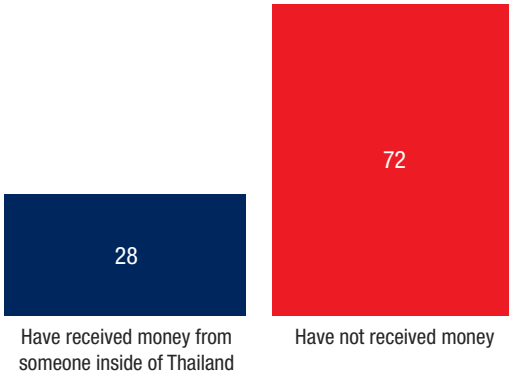
- More than 65% of adults believe that they can easily live life without a bank account
- 61% believe most services from banks are also offered elsewhere
- 79% believe that they can trust banks with their money
- 71% believe that banks try to understand their needs and offer products to meet the needs
- 66% believe that having a bank account makes it easier to get credit

Remittances

- Those that send money inside the country via remittances are likely to be 25 to 54 years of age, live in Bangkok, are married and have achieved higher levels of education
- 21% (10 950 000) adults claim to have sent money within the country in the last 12 months
- When sending money to municipal areas it tends to be for businesses, children's education and suppliers
- When sent to non-municipal areas it usually goes to parents, spouses and family members

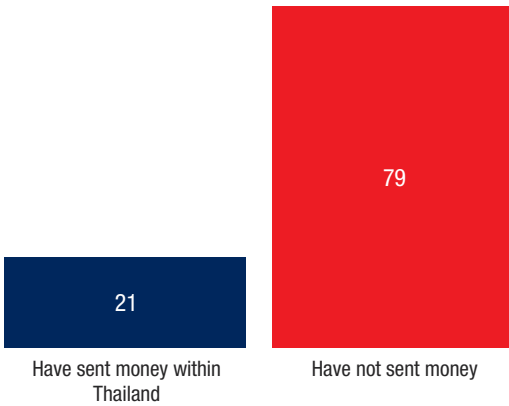
RECEIVED MONEY

n = 5990



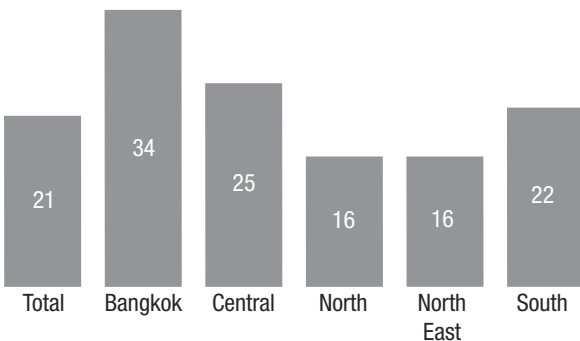
SENT MONEY

n = 5990



REGIONAL PROFILES OF THOSE SENDING MONEY

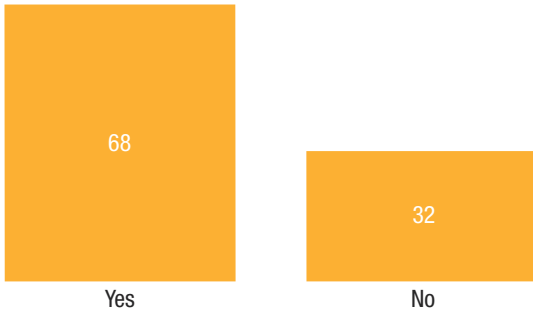
n = 5990



Savings and investments

PERCENTAGE WHO SAY THAT THEY CAN SAVE MONEY

n = 5990



REASONS FOR NOT SAVING (THOSE WHO SAY THEY CANNOT SAVE)

- No money after living expenses (80%)
- Don't have an income – no money to save (12%)
- All money goes into the household pot (8%)



HAVE SAVED ENOUGH TO COVER ONE MONTH OF HOUSEHOLDS' EXPENSES

Saved enough to cover households' expenses	Have saved enough n = 3977 %
Yes	42
No	53
Refused to answer	5

WHAT ARE YOU SAVING OR PUTTING MONEY AWAY FOR?

Saving or putting away money for	Total n = 3977 %	Municipal n = 2322 %	Non- Municipal n = 1655 %
Living expenses when you do not have money at that time	73	71	75
An emergency other than medical	68	67	69
Medical expenses either planned or emergency	53	49	54
Retirement or old age	26	30	24
Education or school fees	25	26	24
Buying farming expenses such as seeds or fertiliser	17	7	22
Providing something for my family after I die	14	15	14
Funeral expenses when needed	13	10	14
Improving or renovating a dwelling	9	9	8
Buying or building a dwelling to live in	6	10	4

PROFILES OF ADULTS SAYING THEY CAN SAVE MONEY

	Adults who say they can save n = 3977
Total number of adults who say they can save money	35 006 704
Age groups	%
18 – 24	7
25 – 34	15
35 – 44	22
45 – 54	24
55 – 64	18
65 and older	14
Region	%
Bangkok	10
Central	23
North	22
North East	32
South	13
Area	%
Municipal	34
Non-municipal	66
Gender	%
Male	40
Female	60
Marital status	%
Single	14
Married	74
Living together, not married	8
Separated	2
Divorced	2
Farming	%
Involved in farming only	20
Involved in farming and other work	32
Not involved with farming	45
Farm worker	3
Personal income grouped	%
Under 3 000 THB	14
3 001 – 16 000 THB	47
Over 16 000 THB	39

PROFILES OF ADULTS THAT BELONG TO A SAVINGS GROUP

	Belong to a savings group n = 1408
Total number of adults that belong to a savings group	15 275 906
Age groups	%
18 – 24	2
25 – 34	9
35 – 44	21
45 – 54	31
55 – 64	23
65 and older	14
Region	%
Bangkok	2
Central	15
North	30
North East	42
South	11
Area	%
Municipal	19
Non-municipal	81
Gender	%
Male	38
Female	62
Marital status	%
Single	5
Married	82
Living together, not married	9
Separated	2
Divorced	2
Farming	%
Involved in farming only	26
Involved in farming and other work	44
Not involved with farming	26
Farm worker	4
Personal income grouped	%
Under 3 000 THB	18
3 001 – 16 000 THB	43
Over 16 000 THB	39

TOP 10 REASONS FOR BELONGING TO SAVINGS GROUP

Belong to savings group	Belong to a savings group n = 1408 %
It is an easy way of saving	45
To borrow money	41
Can turn to them when in financial need	40
It is compulsory for people in community or village	36
Easy to become a member	31
Close and/or easy to get to	28
They give financial advice	24
Trust and know them	22
To socialise or meet friends	19
Can get money easily when needed	15

DEMOGRAPHICS OF THOSE WHO BELONG TO SAVINGS GROUPS TEND TO BE:

- Area: 81% Non-municipal
- Regions: 30% North and 42% North East
- Marital Status: 82% married
- Age groups: 31% of adults from 45 – 54 years
- Gender: 62% female
- Personal monthly income: 39% over 16 000 THB

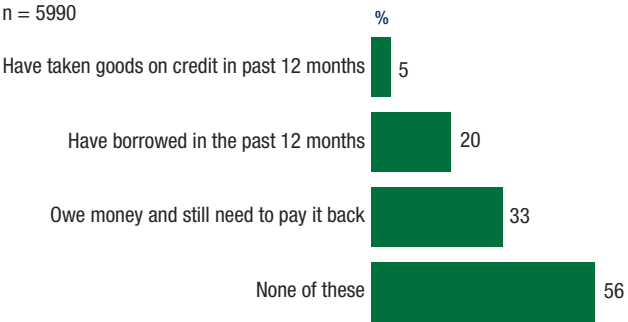
SAVINGS SUMMARY

- 68% (35 000 000) of adults say that they are able to save money
- Of those who save, 32% of adults claim to be saving with a commercial bank mainly via a savings book/savings account

Borrowing and Credit

CLAIMED BORROWING

n = 5990



	Have borrowed in the past 12 months n = 921	Owe money and still need to pay it back n = 1714
Estimated number of adults	10 186 056	16 946 422
Age groups	%	%
18 – 24	4	4
25 – 34	11	16
35 – 44	25	23
45 – 54	34	29
55 – 64	18	19
65 and older	8	9
Farming	%	%
Involved in farming only	28	23
Involved in farming and other work	43	38
Not involved with farming	25	36
Farm worker	4	3
Highest level of education	%	%
Basic education	70	60
Secondary education	22	24
Higher education	8	16
Region	%	%
Bangkok	4	7
Central	19	20
North	29	21
North East	43	40
South	5	12
Area	%	%
Municipal	22	27
Non-municipal	78	73
Gender	%	%
Male	41	47
Female	59	53
Marital status	%	%
Single	6	9
Married	84	82
Living together, not married	6	5
Separated	2	2
Divorced	2	2

BORROWING/CREDIT PENETRATION AND PRODUCT MECHANISMS

Borrowing/product mechanisms	Total n = 5990 %
Borrowed from Village Fund	14
Borrowed from Specialised Financial Institution (SFI)	14
Borrowed from a commercial bank	4
Borrowed from a money lender	3
Borrowed from savings group/community bank	3
Borrowed from an NBF under BOT	2
Borrowed money from family/friends that you had to pay back	2
Got goods in advance from a shop/store and had to pay back later	2
Borrowed money/got goods in advance from cooperative	1
Got a loan from the Government scheme/institution	1
Got money from family/friends that you did not have to pay back	1
Borrowed from another formal (non-bank) financial institution	1
Other loan	2

TOP REASONS FOR BORROWING FROM A VILLAGE FUND

- Farming expenses such as seeds or fertiliser
- Living expenses when there is no money at the time
- Buying farming equipment
- Pay for water/electricity/telephone bills
- Paying off debt
- An emergency other than medical
- Buying livestock
- Education or school fees
- Funeral expenses
- Monk ordination
- A wedding

TOP REASONS FOR BORROWING FROM AN SFI

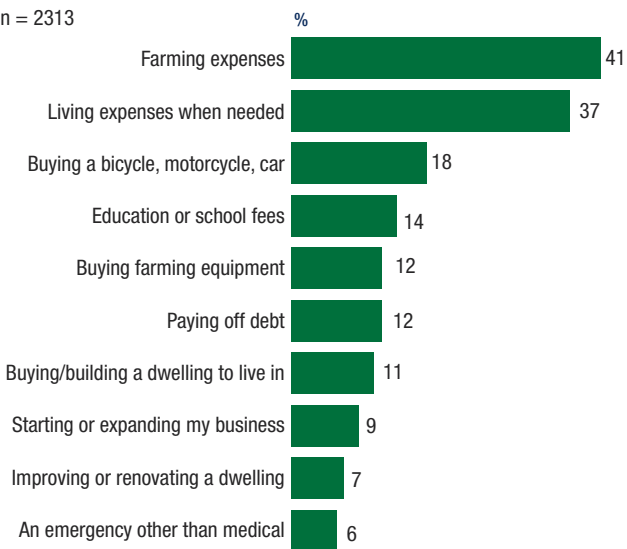
- Farming expenses such as seeds or fertiliser
- Buying farming equipment
- Buying or building a dwelling to live in
- Buying land
- Paying off debt
- Buying livestock
- An emergency other than medical
- To take care of sick relative(s)

TOP REASONS FOR BORROWING FROM A COMMERCIAL BANK

- Buying a motorcycle, car, pick-up truck or other transport
- Buying or building a dwelling to live in
- Starting or expanding a business
- Buying household appliances, goods or furniture
- Buying luxury items such as cell phones, smartphones, etc.

TOP 10 REASONS FOR BORROWING MONEY

n = 2313



TOP 10 REASONS FOR NOT BORROWING MONEY

Reasons for not borrowing money	Not borrowing n = 3530 %
Fear of debts	61
Worried would not be able to pay back the money	47
Can pay living expenses/don't need to	32
Interest charged on borrowed money is too high	17
Not allowed to borrow money by spouse, by family or other	6
Do not have assets to give as security or collateral	5
Do not know where to borrow money	5
Do not believe in borrowing money	4
Had no one to borrow from	3
No specific reason	5

PERCEPTIONS REGARDING BORROWING

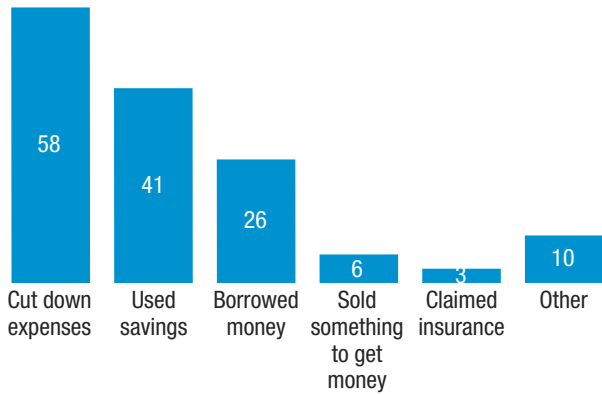
- 89% say that buying on credit ends up being more expensive than planned
- 20% say that without credit/loan they would not be able to feed the family
- 62% say it is OK to pay back late
- 59% say it is OK to borrow money to repay another debt
- 81% say they have a good idea of the amount of interest they pay
- 39% say it is better to remain with debt than to sell something to pay back the loan
- Only 24% think it is better to keep savings than to use savings to pay debt

Insurance and risk management

Factors affecting income	Total n = 5990 %
Rise in prices of goods such as groceries	69
Rise in fuel prices	55
Rise in electricity/water prices	54
Death of or loss of income from main income earner	52
Disability – self or household member	52
Loss of job – self or household member	51
Fire or destruction of household property	47
Illness within your household or family that requires medical expenses	46
Loss of your home	45
Loss of your savings	39

HOW THEY COPE FINANCIALLY WITH THE PROBLEM

n = 5990

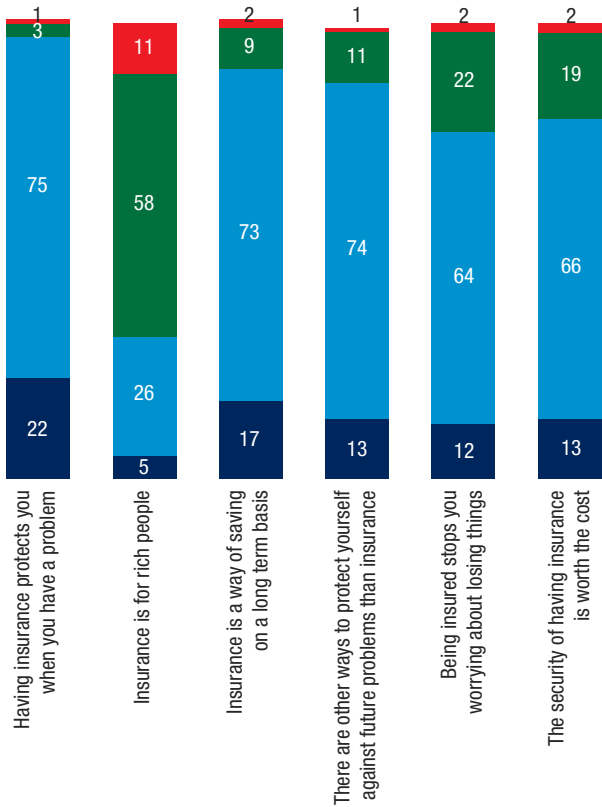


TOP REASONS FOR NOT HAVING INSURANCE

Reasons for not having insurance	No insurance n = 2597 %
Do not need it	27
Cannot afford it	22
Have never thought about it	11
No specific reason	9
Protects self in other ways	7
Someone else in the family or household has it	5

PERCEPTIONS ON INSURANCE STATEMENTS

n = 5990



- Completely agree
- Agree
- Disagree
- Completely disagree

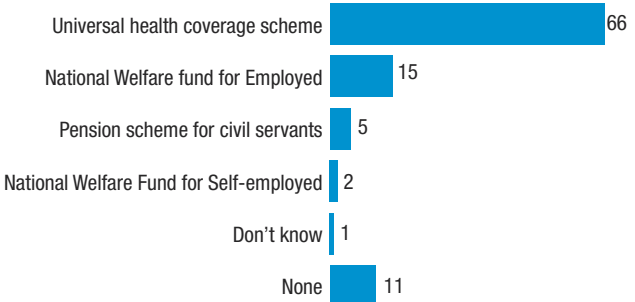
TYPE OF INSURANCE HELD

n = 5990	Have %	Used to have %	Never had %
Funeral fund	49	2	48
Motor vehicle insurance	48	8	44
Life Assurance/Credit Life	19	5	77
Personal injury/Accident insurance	9	5	86
Medical insurance	6	4	90
Pension scheme	5	3	92
Agricultural/Crop insurance	3	6	91
Property insurance	2	4	94
Travel insurance	1	4	95
Other insurance	1	2	96

TYPE OF NATIONAL INSURANCE

n = 5990

%



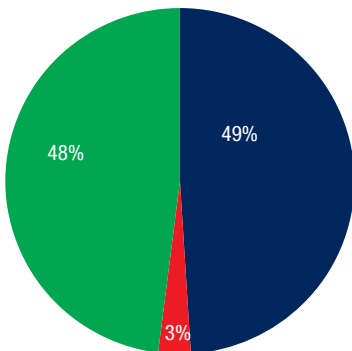
PROFILES OF THOSE CLAIMING TO HAVE HEALTH INSURANCE UNDER THE UNIVERSAL HEALTH COVERAGE SCHEME

	Universal Health Coverage Scheme n = 3672
Age groups	%
18 – 24	9
25 – 34	11
35 – 44	19
45 – 54	24
55 – 64	20
65 and older	17
Region	%
Bangkok	7
Central	19
North	21
North East	38
South	15
Area	%
Municipal	28
Non-municipal	72
Gender	%
Male	42
Female	58
Marital status	%
Single	14
Married	72
Living together, not married	10
Separated	2
Divorced	2
Highest level of education	%
No formal education	6
Pre-primary education	15
Primary education	48
Lower secondary education	14
Upper secondary education	12
Vocational education	2
Tertiary/Higher education (Bachelor, Masters, Doctoral)	3
Personal monthly income grouped	%
Under 3 000 THB	29
3 001 – 16 000 THB	58
Over 16 000 THB	13

Funeral Fund

FUNERAL FUND

n = 5990



- 49% Currently have a funeral fund
- 3% Used to have
- 48% Never had

- Those who claim to have a funeral fund tend to live in the North East and North regions. They are mainly in non-municipal areas. They tend to have income under 3 000 THB per month
- Their highest level of education tends to be pre – and primary education
- They are married
- They are in the age groups 45 years and older and there is a bias towards female



PROFILES OF THOSE WHO HAVE A FUNERAL FUND

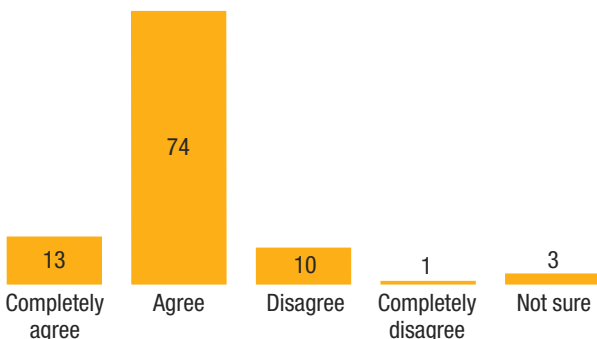
	Funeral Fund n = 2435 %
Estimated number of adults	25 637 074
Age groups	%
18 – 24	4
25 – 34	9
35 – 44	18
45 – 54	26
55 – 64	23
65 and older	20
Farming	%
Involved in farming only	26
Involved in farming and other work	42
Not involved with farming	28
Farm worker	4
Highest level of education	%
Basic education	73
Secondary education	19
Higher education	8
Region	
Bangkok	2
Central	14
North	30
North East	49
South	5
Area	%
Municipal	22
Non-municipal	78
Gender	%
Male	40
Female	60
Marital status	%
Single	7
Married	78
Living together, not married	11
Separated	2
Divorced	2

Financial literacy

Spending perceptions

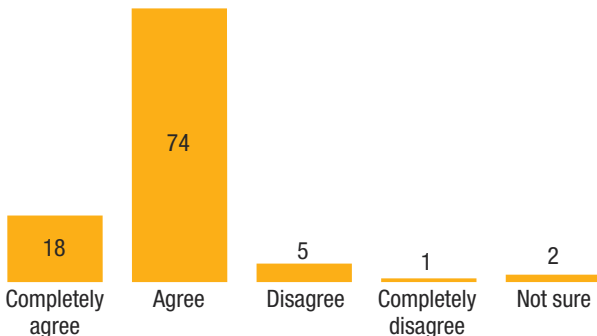
YOU ADJUST YOUR EXPENSES ACCORDING TO YOUR INCOME

n = 5990



YOU THINK CAREFULLY BEFORE MAKING A SPENDING DECISION

n = 5990



GENERAL FINANCIAL PERCEPTIONS

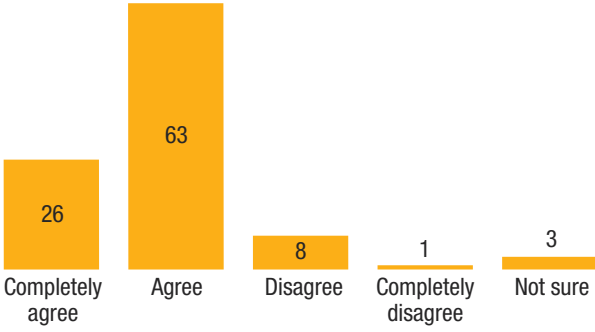
- More than 50% of adults thought that their current financial situation was not ideal
- 60% thought that dealing with finances is a burden/stressful
- More than 80% knew their financial status on a daily basis
- Only 33% track monthly income and expenditure

Budgeting perceptions

- More than 80% of adults agree that budgeting helps to keep track of their expenses

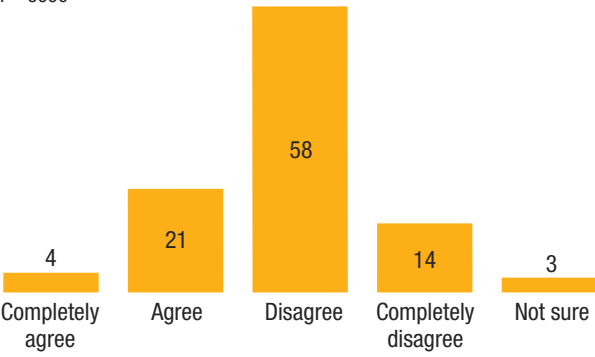
YOU LIKE TO BE IN CONTROL OF YOUR FINANCES

n = 5990



OFTEN SPEND MORE MONEY THAN IS AVAILABLE

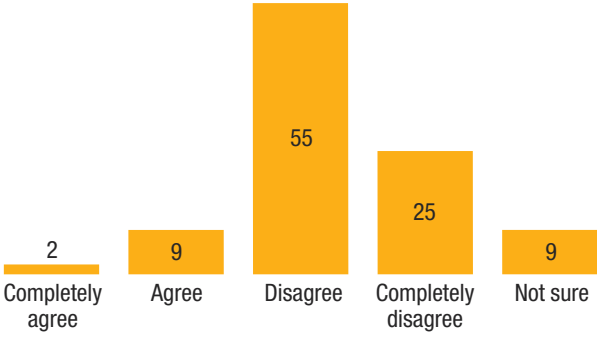
n = 5990



Financial assistance perceptions

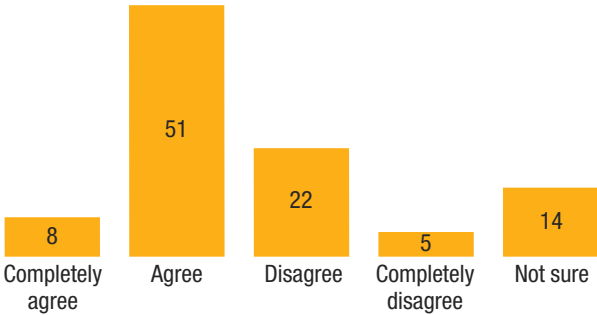
YOU WOULD RATHER REQUEST HELP FROM A STRANGER THAN IN YOUR COMMUNITY

n = 5990



YOU HAVE SOMEONE IN THE COMMUNITY TO HELP YOU WHEN YOU NEED IT

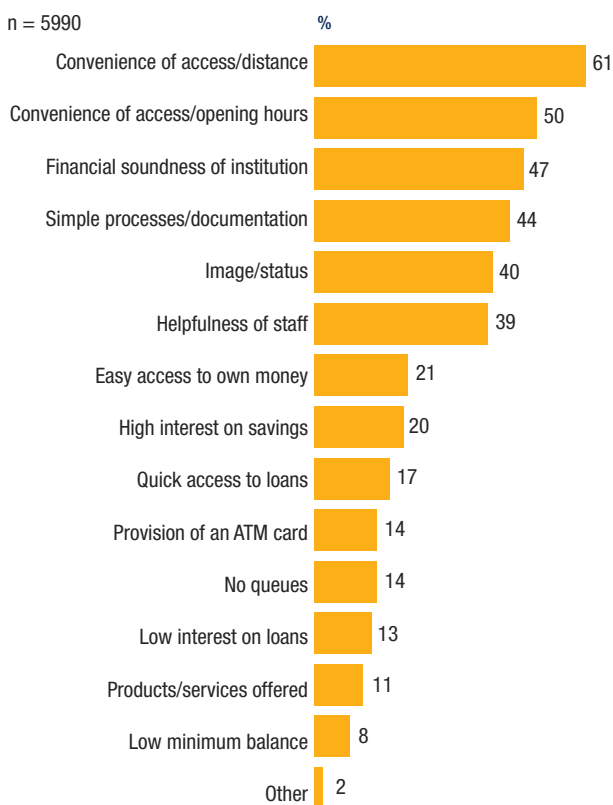
n = 5990



DISPUTES

- Only 2% of all adults reported having a dispute with a financial institution
- 62% of those who had a dispute said it was over not repaying loan/credit on time
- 34% said the dispute was over interest rates being too high
- 52% claimed to handle the dispute directly with the institution
- 44% said they did nothing to address the dispute

BASIS TO SELECT FINANCIAL INSTITUTION

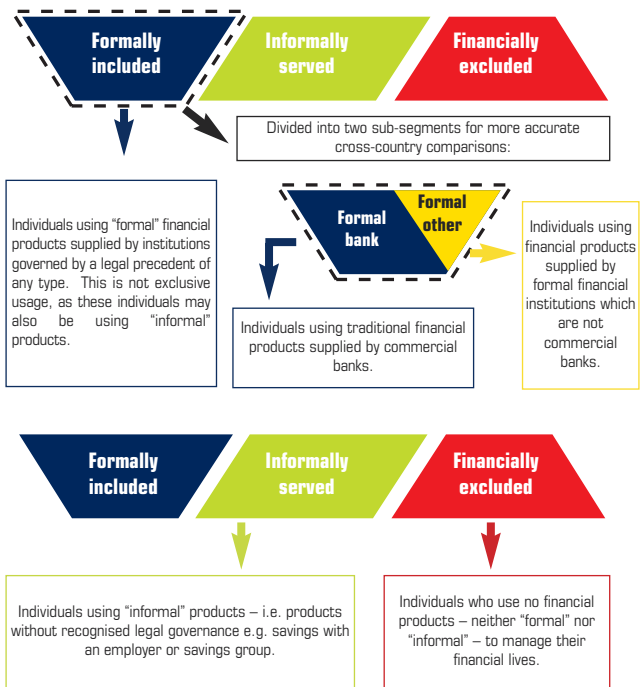


Access Strand

WHAT IS THE ACCESS STRAND?

- The Access Strand focuses on the financial system in its broadest sense and assumes that all adults in a country will fall into one of three broad segments
- The segments are differentiated by current product usage indices ranging from people who are formally included (by commercial banks and other formal institutions), those who use informal products and mechanisms, and those who use no products or services to manage their financial lives
- Overlaps in product usage are taken out in the Access Strand

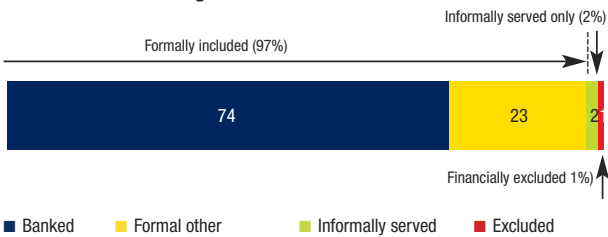
The Finscope methodology uses financial product usage to segment the adult population (aged 18 years and older)



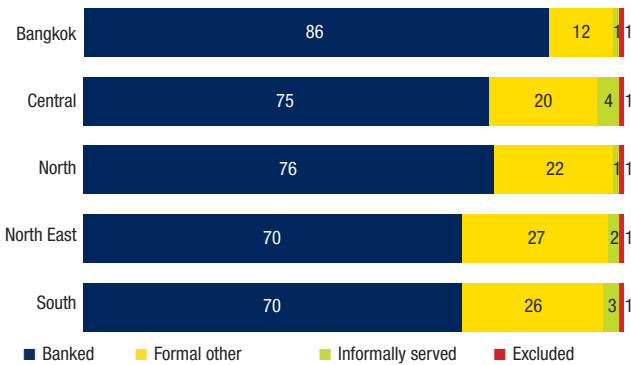
ACCESS STRAND IN THAILAND

In constructing the strand the overlaps in financial product usage are removed, resulting in the following segments:

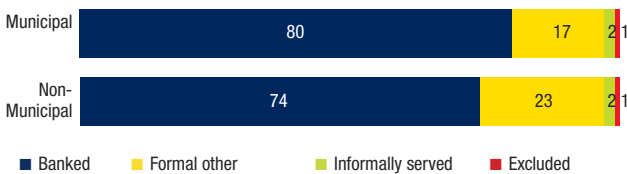
- Individuals who have/use commercial bank products (74% of the adult population)
- Individuals who have/use formal other non-bank products/services but no commercial bank products (23% of the adult population)
- Individuals who only rely on informal mechanisms and do not have/use any formal products (2% of the population)
- Financially excluded individuals (1%) who do not use any financial products (neither formal nor informal) to manage their financial lives



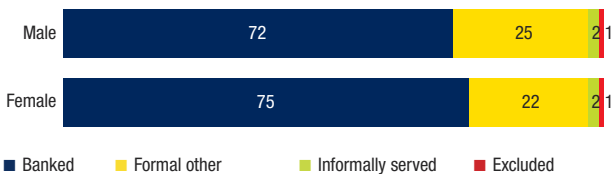
ACCESS STRAND BY REGION



ACCESS STRAND BY AREA



ACCESS STRAND BY GENDER

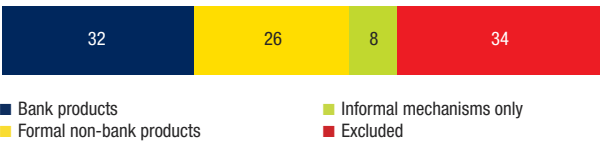


ACCESS STRAND SUMMARY

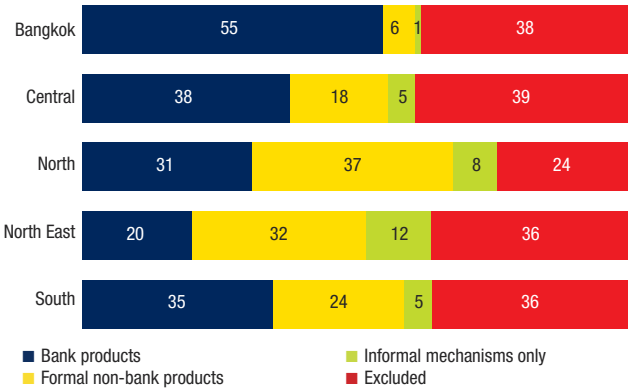
- Financial inclusion is high in Thailand at 97% mainly due to the high level of bank savings books/accounts and the insurance schemes offered by the Government, particularly health
- Municipal areas, and particularly Bangkok show greater levels of inclusion over non-municipal areas

SAVINGS STRAND

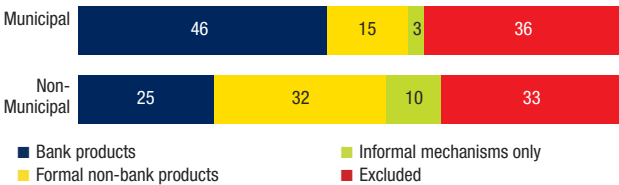
- 32% of adults, 18 years and older have/use savings products from a commercial bank (however, they could also have other savings products but their defining characteristics are that they have a bank savings product)
- 26% have/use savings products from formal non-bank institutions, but do not have savings products from a bank (they could also use informal savings mechanisms but their defining characteristics are that they do have access to a formal savings product although it is not from a commercial bank)
- 8% only rely on informal mechanisms such as savings groups or a funeral fund (they do not have any formal financial savings products)
- 34% of adults were either not saving at the time of the survey or savings in secret places at home, saving in gold or jewellery or other non-formal or informal mechanisms



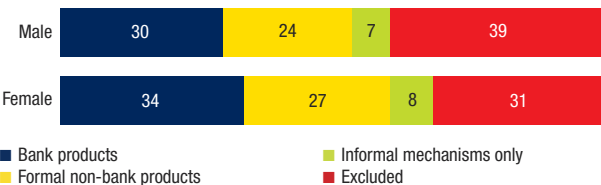
SAVINGS STRAND BY REGION



SAVINGS STRAND BY AREA



SAVINGS STRAND BY GENDER



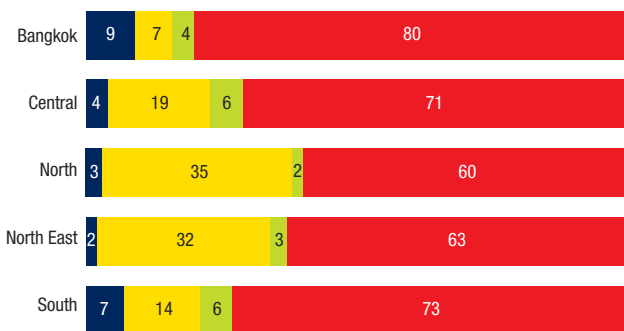
CREDIT STRAND

- 4% of adults in Thailand have or use credit/loan products offered by commercial banks (however they could also have other credit/loan products but their defining characteristics are that they do have access to a commercial bank credit/loan product)
- 25% of adults have/use credit/loan products from formal non-bank institutions, but do not have credit/loan products from a commercial bank (they could also use informal credit/loan products but their defining characteristics are that they do have access to formal credit/loan products but not from a commercial bank)
- 4% only rely on informal mechanisms to borrow money (they do not have any formal or bank credit/loan products)
- 67% claim not to be borrowing at the time of the survey or borrowing from friends and family



■ Bank products
 ■ Formal non-bank products
 ■ Informal mechanisms only
 ■ Excluded

CREDIT STRAND BY REGION



■ Bank products
 ■ Formal non-bank products
 ■ Informal mechanisms only
 ■ Excluded

CREDIT STRAND BY AREA



■ Bank products
 ■ Formal non-bank products
 ■ Informal mechanisms only
 ■ Excluded

CREDIT STRAND BY GENDER



■ Bank products
 ■ Formal non-bank products
 ■ Informal mechanisms only
 ■ Excluded

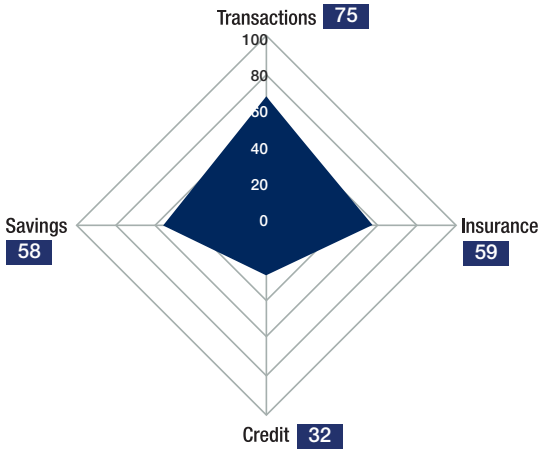
Landscape of Access

The FinScope survey provides a measure and understanding of consumer demand with regards to four categories of financial products, namely transactions, savings, credit, and insurance products

The Landscape of Access serves as an indicator to describe the following:

- Transactions: the proportion of the adult population with a secure mechanism in which funds can be deposited, transmitted, and withdrawn to meet regular transaction needs
- Savings: the proportion of the adult population with a means of accumulating money, whether on a contractual or discretionary basis – excludes those that save at home
- Credit: the proportion of the adult population with funds/services having been provided in advance against a committed repayment stream – excludes that borrow from friends and family
- Insurance: the proportion of the adult population with products/services covering a defined risk event in return for a premium (includes life, burial, health, and short-term insurance)

LANDSCAPE OF ACCESS



Contact

For more information on FinScope Consumer Survey Thailand 2013, including a detailed report on the findings and access to the dataset, please contact:



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