

**Joint project of the National Bank of the Republic of Belarus  
and Alliance for Financial Inclusion (AFI)  
“Measuring Access to Finance:  
Developing Evidence-based Access Policies in Belarus”**

# **Demand survey analysis - individuals and households**

## **Survey Report**

Minsk, National Bank of the Republic of Belarus

2012



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## INTRODUCTION

The aim of this analysis was to investigate the individual financial behaviour and to explore regional differences in the use of cash, deposit, credit and insurance services. To conduct the analysis, the National Bank of Belarus had partnered with the Institute of Sociology under the National Academy of Belarus to conduct in July - August 2012 a survey among 8000 respondents. The questionnaire form consisted of 60 items divided into the following sections:

A. Ownership and use of financial services:

A.1. Payment and cash transactions

A.2. Credit;

A.3. Savings and investments;

A.4. Insurance;

B) Public perceptions and trust

C) Financial behaviour

D) Financial literacy;

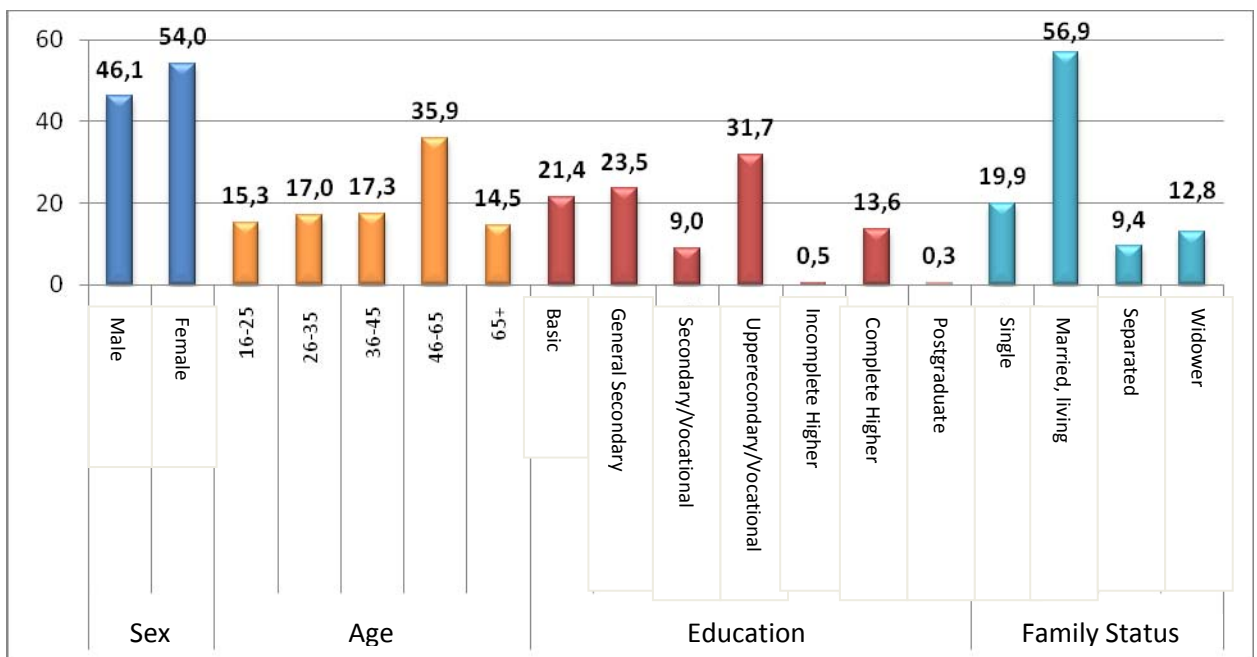
E) Socio-demographic profile

This demand survey analysis was conducted by the Institute of Economic Research under the Ministry of Economy at the national, regional, and district levels.

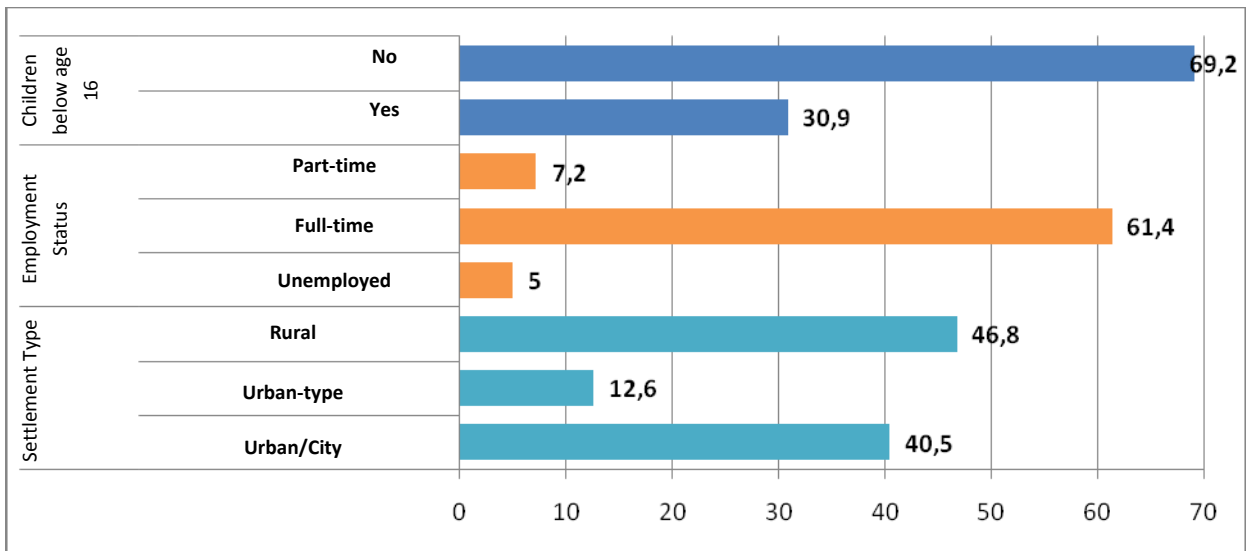
## 1. Sample Overview

The survey sample consisted of 8000 participants, including 3654 men and 4316 women, representing 46.1% and 54.0% of the sample, respectively. Over one-third of the sample (35.9%) were aged 46 - 65. Married respondents represented 56.9% of the sample, and 30.8% had children aged 0 - 16, including 20.1% with one child, 9.4% with two, and 1.4% with three or more children. Reported number of adult household members was two (46%), three (20%), and one (17.1%) - fig.1.1 - 1.3.

Rural residents numbered 46.8% of the sample, 40.5% were urban residents, and 12.6% resided in urban-type settlements. The proportion reporting their employment status as fully employed was 61.4%, and 7.2% reported partial employment. Blue-collar workers were the most numerous socio-professional status group (29.2%), followed by pensioners and white-collar employees. 13.6% of the sample had complete higher, 31.7% uppersecondary vocational (technical college diploma), 23.5% had general secondary education (11-year schooling certificate), and 21.4% had primary or basic education - Fig. 1.1 - 1.2.

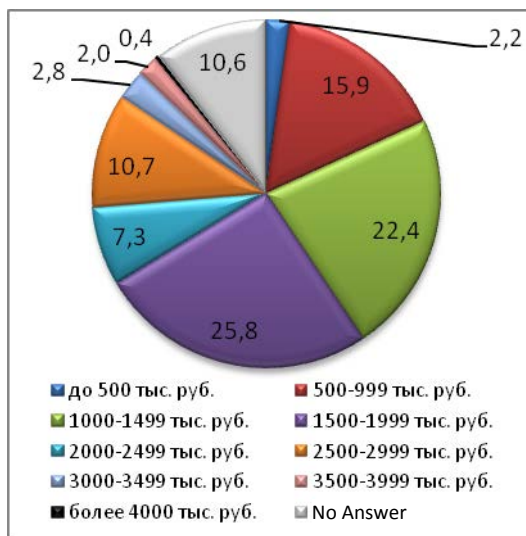


**Figure 1.1. Selected socio-economic characteristics of individual respondents (% of total)**

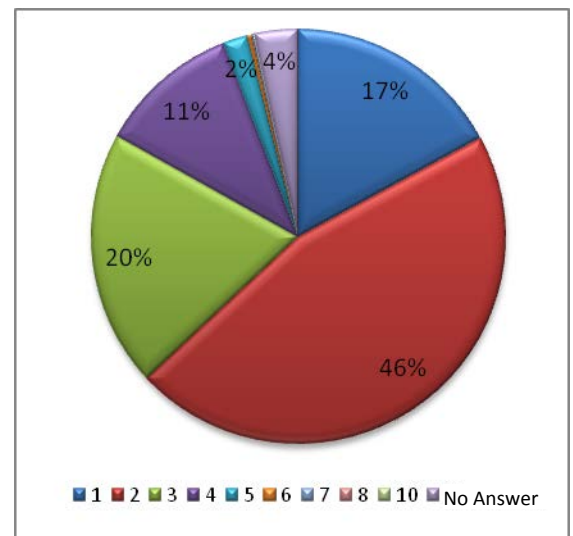


**Figure 2. Distribution of individuals by employment status, residence, number of dependent children aged 0 - 16 (%)**

Respondents with per capita household incomes between 1 and 2 million roubles per month constituted the most numerous income group (48,2%). Incomes below 1 million roubles were reported by 18,2%, and another 18,0% reported incomes between 2 and 3 million roubles (Figure 1.3).



**Average per capita household income per month, thousands of roubles**



**Number of adults in the household**

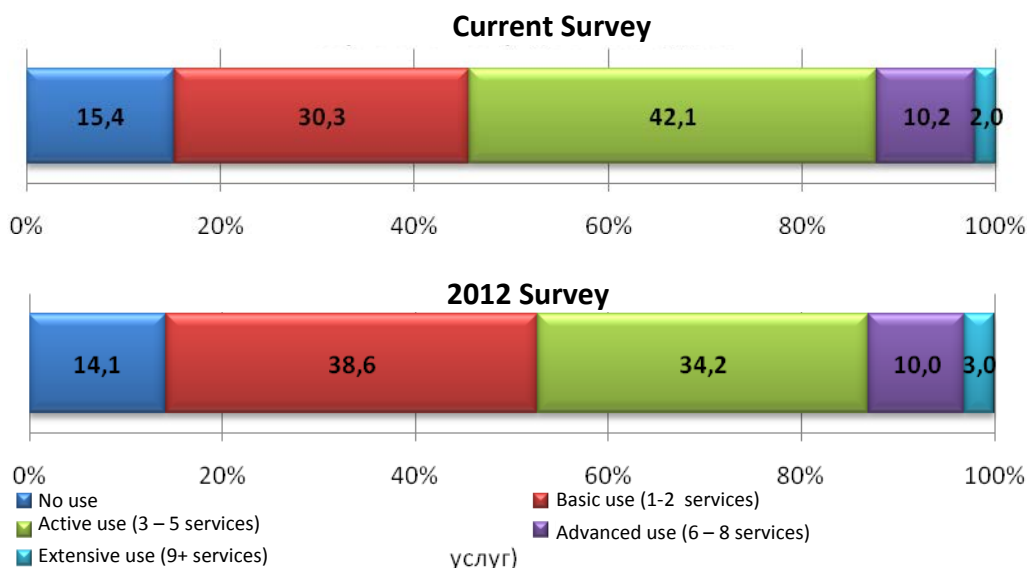
**Figure 1.3. Selected socio-economic characteristics of individual households (% of total)**

## 2. National-level analysis of demand for financial services

### 2.1. Use of financial services

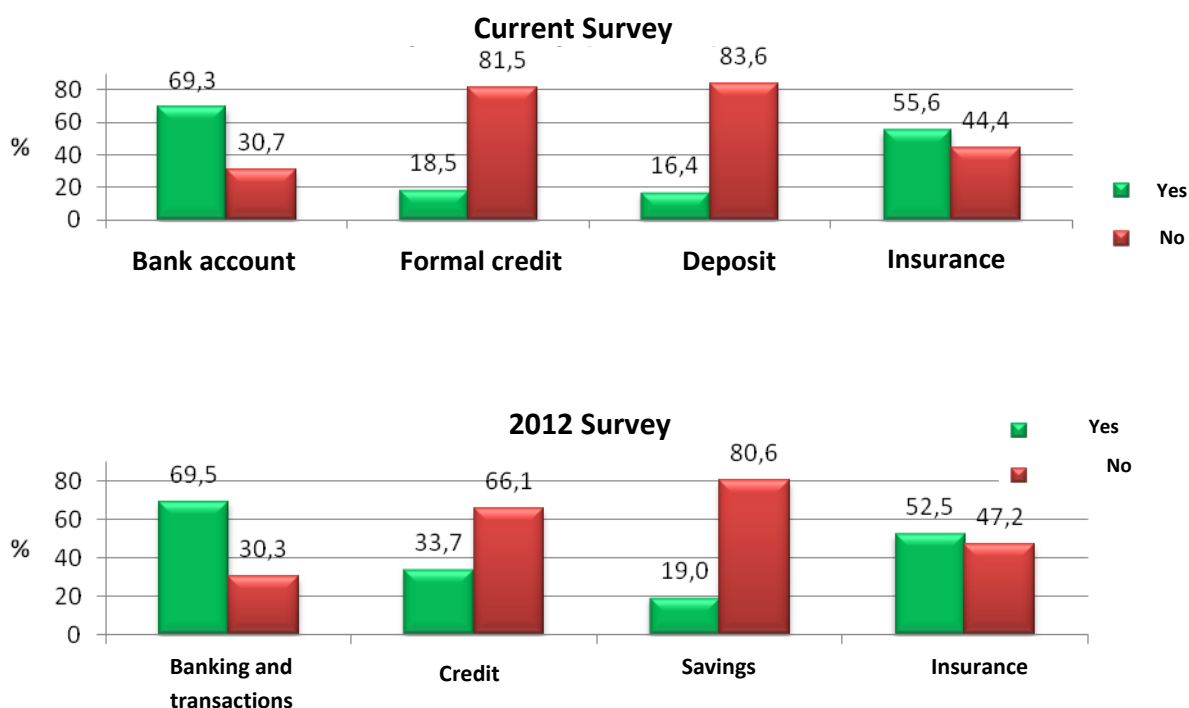
The available financial inclusion data indicate that a significant proportion of Belarusians are 'fully excluded' from the financial market. 15.4% reported not using any services, and another 30.3% acknowledged using 1 - 2 services, mainly related to the receipt of their salaries. Little over one-half of the survey respondents were using 3 or more services, only 10% were advanced users (6 - 8 services), and a mere 2% were extensive users (9 or more services) - fig. 2.1.

Figure 2.1 presents a comparison of the results from the previous study and the present survey conducted in January 2012. As seen from the figure, the data reveal a great degree of consistency, with only slight shifts in the proportions using 1 - 2 and 2 - 3 services. *Total financial inclusion, measured as the proportion using services (TFI-1), is 84,6%.*



**Figure 2.1. Total Financial Inclusion Index components in January and July 2012 (% of the total respondents)**

Banking and cash transactions were used by 69.3% of respondents, and savings by only 16.4%. Little over one-half of the survey sample were using insurance services, and around one-fifth (18.5%) were users of insurance services. As seen from figure 2.2, there was a sharp drop in the use of credit services in 2012 - the proportion reporting the use of credit decreased by almost 1.8 times.



**Figure 2. Financial inclusion of individuals, by type of service**

Current TFI-2 values for individuals and households are as follows:

$$TFI-II_{\text{payments}} = 69.3\%;$$

$$TFI-II_{\text{credit}} = 18.5\%;$$

$$TFI-II_{\text{savings}} = 16.4\%;$$

$$TFI-II_{\text{insurance}} = 55.6\%;$$

### Banking and cash transactions

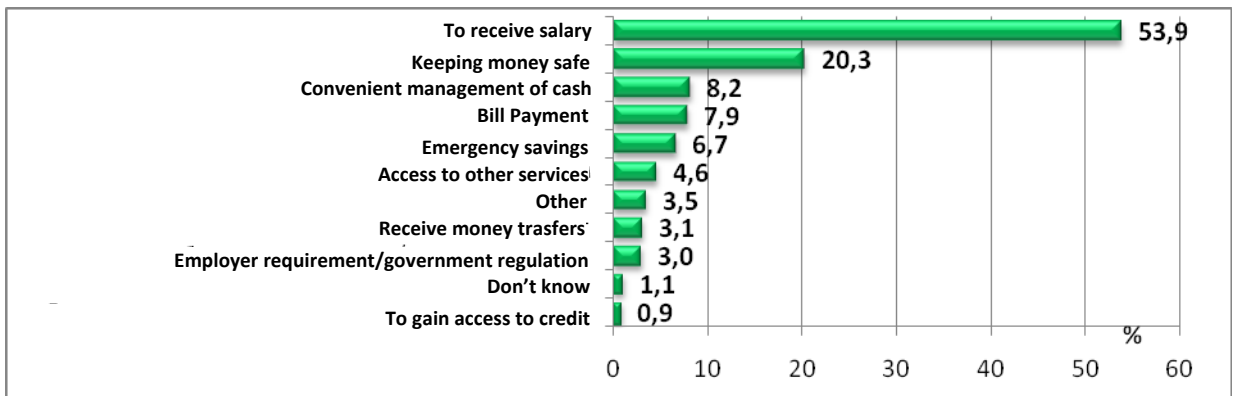
Account ownership was explicitly acknowledged by 69%, and another 0.3% reported having a bank account *implicitly*, implicitly, by denying possession of a bank account while admitting the use of a debit card. The overall proportion of individuals using banking and cash transactions is **69,3%**. The proportion reporting use of banking and cash transactions directly or through another member of their household was at **74.7%**.

Excluding respondents who for whom possession of a bank account or debit card was a requirement for the receipt of salaries, money transfers, pensions and benefits, the proportion using banking and cash transactions (voluntary users) was down to **3.7%**. 1.8% of respondents who did not possess a bank account of their own had access to one through a family member.

Unlike the previous surveys, which focused on *who* was using financial services, an important objective analysis was to find out *why* people are using or not using specific services.

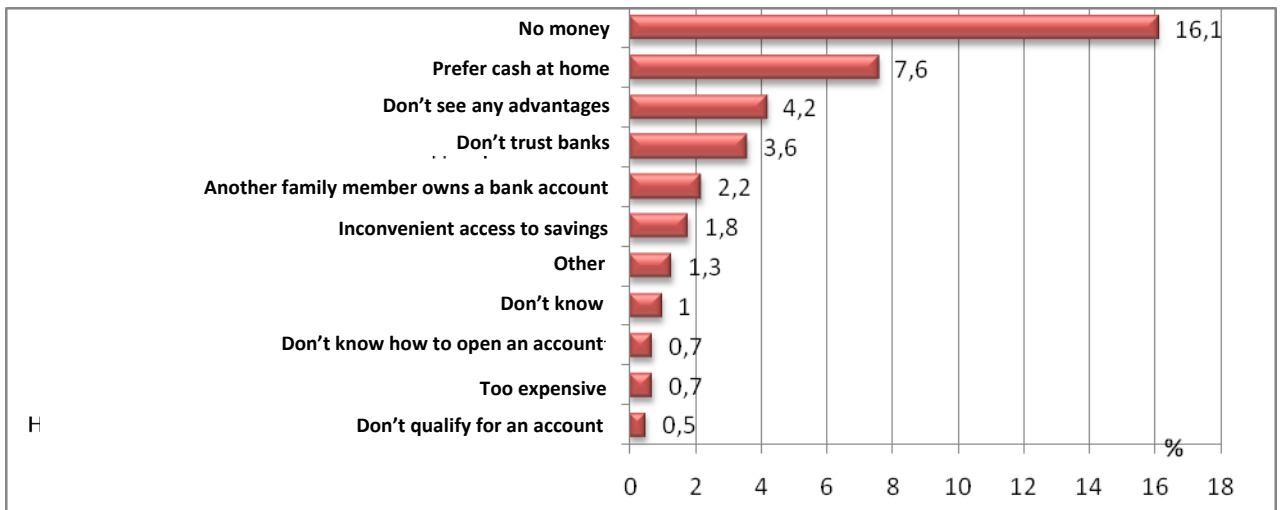
Receipt of salaries was the most common reason *for having a bank account*, cited by as many 53.9% of those surveyed, followed by «keeping money safe» (20.3%), «Convenience of cash management» (8.2%), «Bill payments» (7.9%), and «Emergency savings» (6.7%) - Figure 2.3.





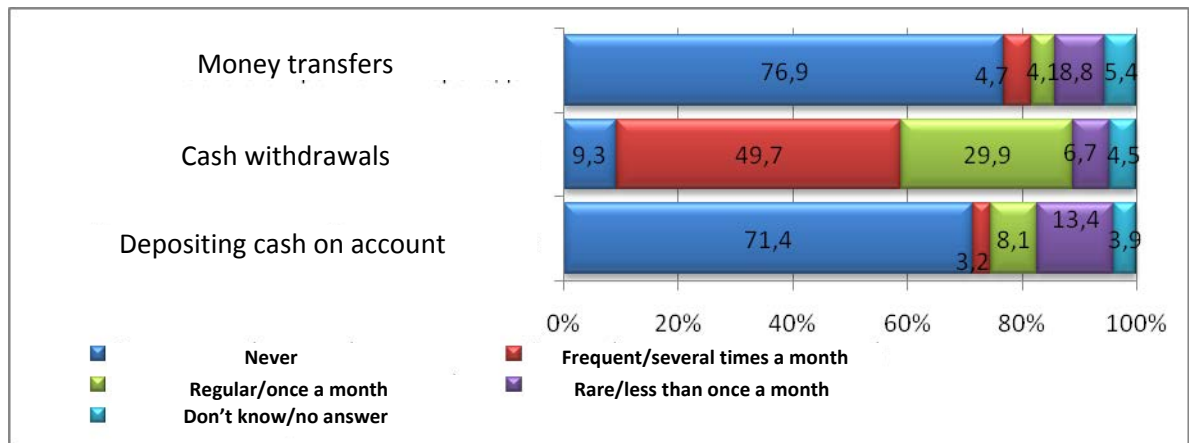
**Figure 2.3. Responses to the question "What are the reasons for you to have a bank account?" - % of total**

The most commonly reasons for not having a bank account given by the survey respondents included: "I do not have any money" (16.1%), "I prefer cash at home" (7.6%), "I do not see any advantages" (4.2%), and "I do not trust banks (3.6%) - Fig. 2.4.



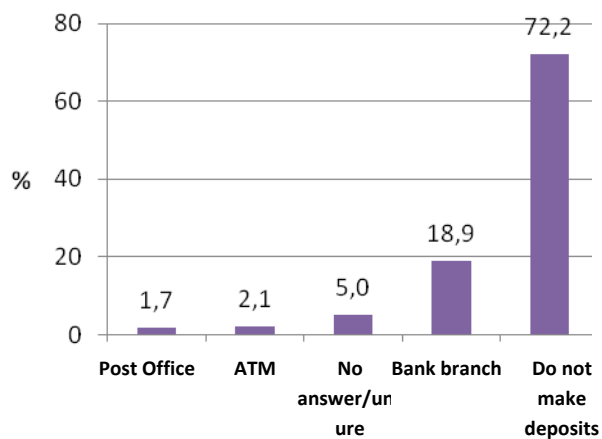
**Figure 2.3. Responses to the question "What are the reasons for you not to have a bank account?" - % of total**

The leading role of salary receipt as a leading reason for having a bank account is confirmed by data on the reported frequency of transactions involving bank accounts. Over 70% of respondents denied ever depositing finds on their account or transferring funds between accounts. At the same time, over 80% of respondents reported withdrawing funds from their accounts at least once in a month - fig. 2.5.

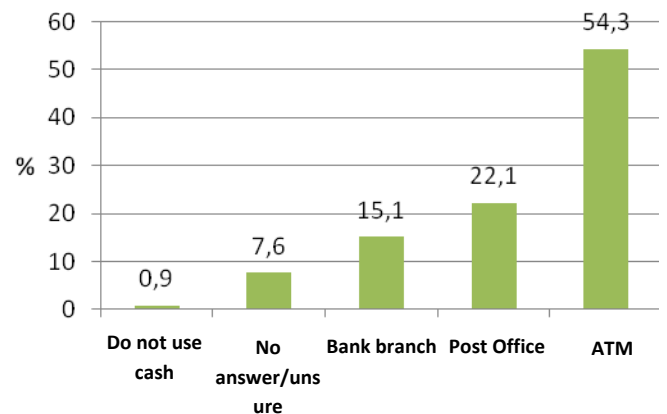


**Figure 2.5 – Intensity of using bank accounts - % of total responses**

More than one-half of those surveyed withdraw money from their account: at an ATM, 22% at the post office, and 15% in a bank branch, and the rest were unsure. The absolute majority of respondents who deposited money on their accounts did so in a bank branch - fig. 2.6 - 2.7.

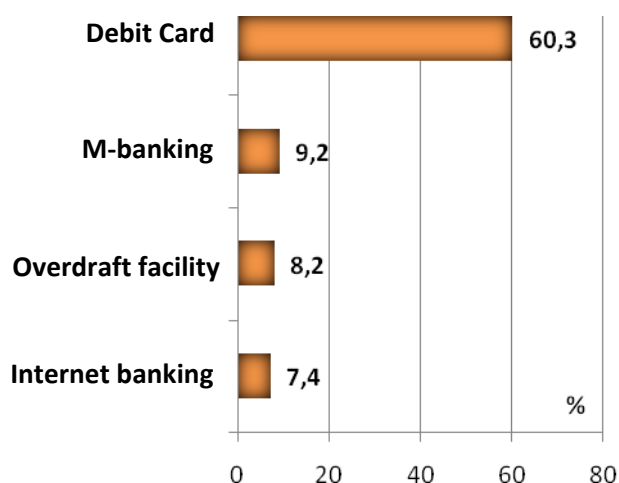


**Figure 2.3. Responses to the question "How do you deposit money on your account?" - % of total**

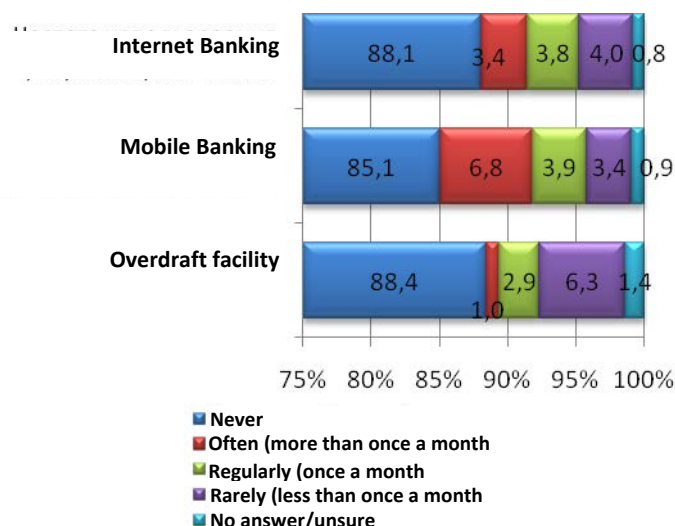


**Figure 2.7. Responses to the question "When you need to get cash (banknotes) from the account, how do you usually get it?" - % of total**

Use of M-banking was reported by 9.2%. the overdraft facility was used by 8.2%, and internet banking by 7.4%- fig. 2.8. Of the above services, use of M-banking was the most intense, averaging several times per month according to the survey responses - fig. 2.9. Respondents with the greatest intensity of mobile and Internet-banking use were aged 16 - 35, had completed a higher education degree, or were in pursuit of one. Professionally, frequent use of mobile and internet banking was associated with business ownership, or occupation in middle management or white collar positions. Overdraft was most frequently utilised by respondents with higher education aged 26 - 45, employed in management position.



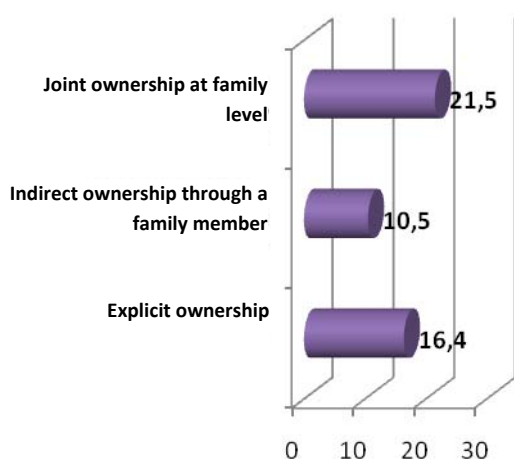
**Figure 2.8 – Responses to the question «Do you have or had in the last 12 months any of the following services?» (%) of total respondents**



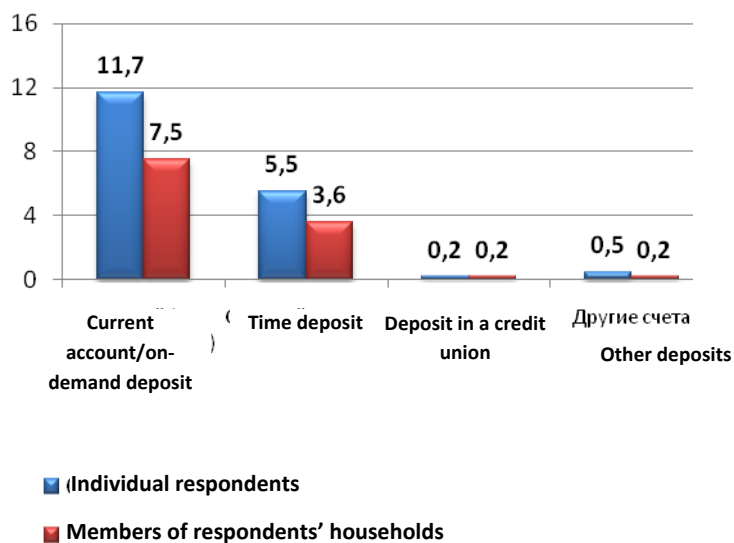
**Figure 2.9. Intensity of use, banking and transactions - % of total respondents**

### Savings and investments

Possession of a bank deposit was reported by **16,4%** of the survey participants; 10,5% of respondents owned time deposits indirectly through another family member. In total, **21,5%** of respondents had a time deposit, directly or indirectly - fig. 2.10. Ownership of on-demand deposits was reported by 11.7%, and time deposits by 5.5%. Respondents also reported ownership of other types of deposits, including child savings and charity deposits, and pension savings account - fig. 2.11.

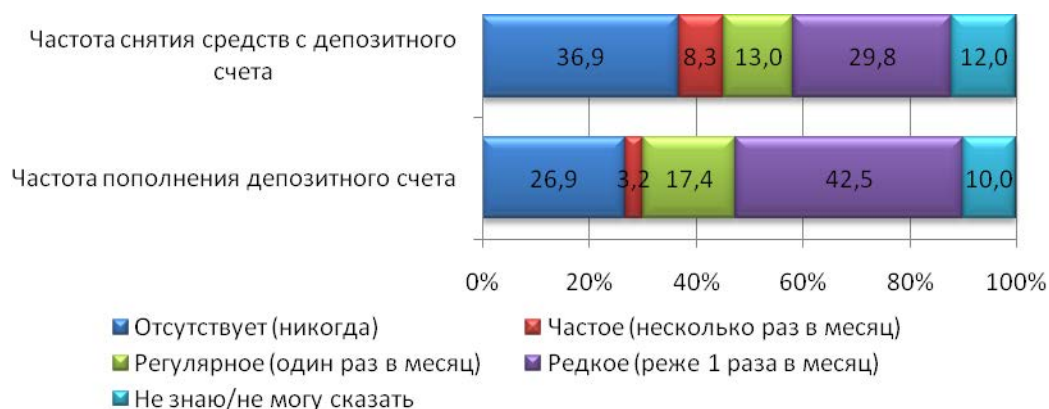


**Figure 2.10 – Reported ownership of bank deposits at the household level, % of total responses**



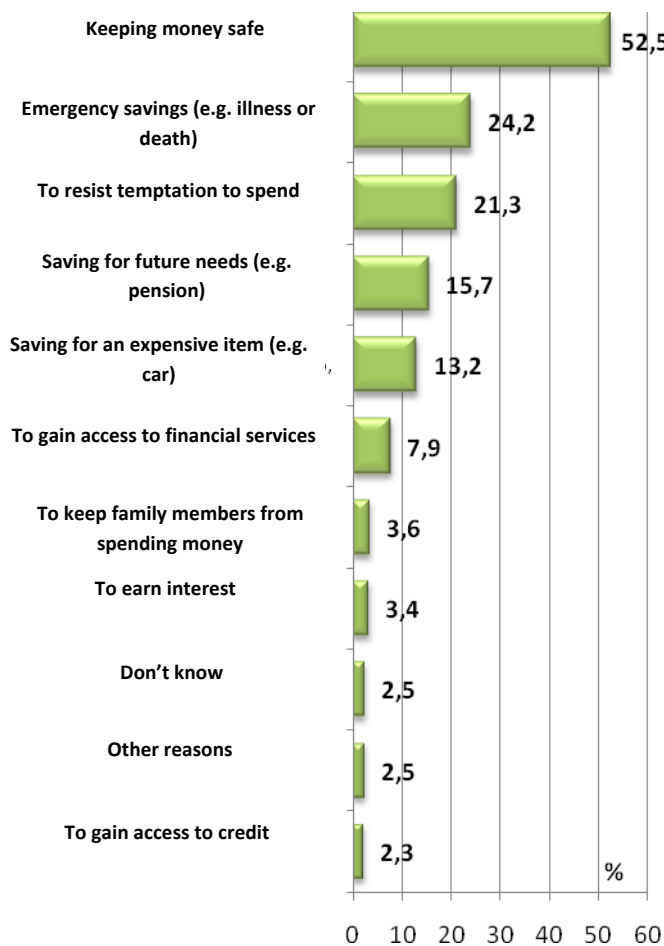
**Figure 2.11 – Reported ownership of specific types of bank deposits at the household level - % of total responses**

Of respondents who admitted ownership of a bank deposit, 17.5% were depositing funds once in a month, 42.5% were depositing less frequently, and only 3.2% several times in a month - fig. 2.12.

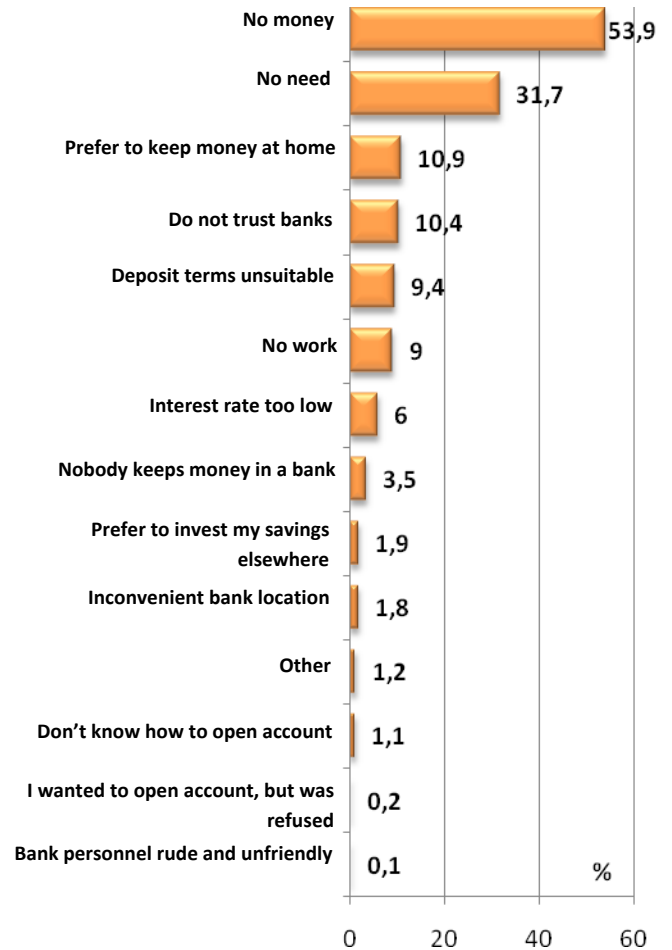


**Figure 2.12 – Reported frequency of depositing activities - % of total responses**

Respondents indicated the following reasons for having a deposit: "keeping money safe" (52.5%), "saving for emergency needs, e.g. health expenses, death" (24.2%), "to resist temptation to spend" (21.3%), and "saving for predicted future needs, such as education of children or retirement" (15.7%) - figure 2.13. The most commonly cited reasons for not having a deposit were "lack of money" (53.9%), "no need" (31.7%), "prefer money at home" (10.9%), and "do not trust the banks" (10.4%) - fig. 2.14.



**Figure 2.3. Responses to the question "What are the reasons for you to have a savings account?" - % of total responses - % of total responses**



**Figure 2.3. Responses to the question "What are the reasons for you not to have a savings account?" - % of total responses**

Ownership of a savings account is associated with the following respondent characteristics: age 36 - 65, higher or postgraduate education, married, employed in management positions. Respondents who were the least likely to deposit personal savings in banks were aged below 25, had basic, secondary or vocational education, unmarried, and were either students or unemployed.

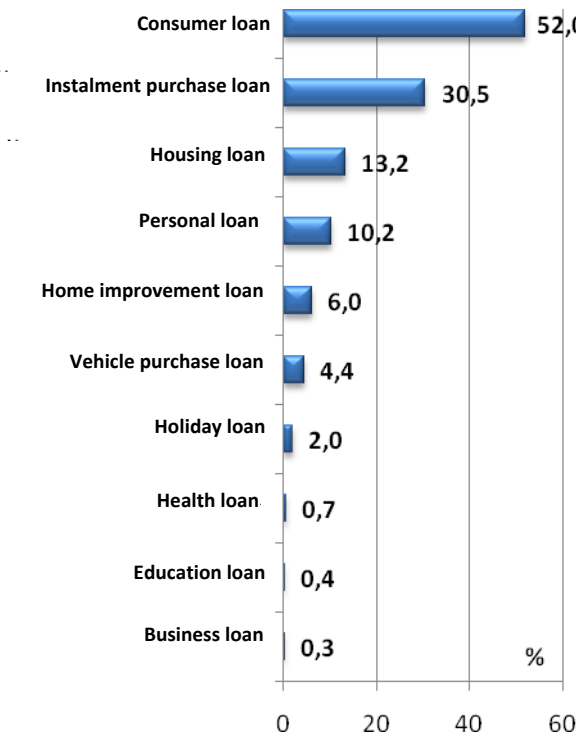
### **Credit**

Some 18.5% of respondents reported receipt of a loan from a financial institutions within the twelve months preceding the survey. The number who admitted receiving the loan directly or through a family member was 26.2%. Credit card ownership was reported by 9.9%. Over 90% of the reported credits or loans were from banks, 3.1% from credit cooperatives, and the remaining 5.8% of respondents could not identify the lending institution.

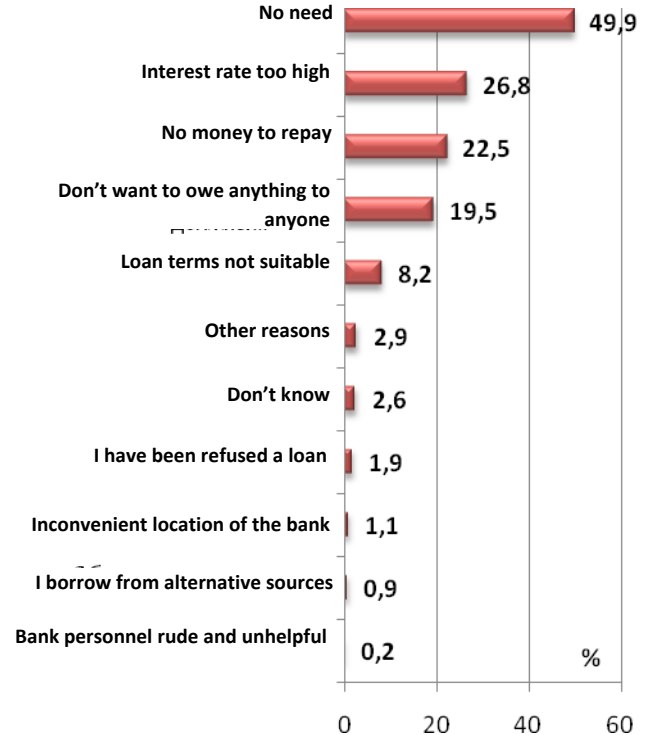
Of all respondents who reported lending activity, 52% had taken a consumer loan, 30.5% an instalment purchase credit, 13.2% a housing loan, 10.2% a personal

loan, and 6.0% a house improvement loan - fig. 2.15.

The most commonly cited reasons not to utilise credit were as follows: "no need" (49.9%), "interest rates are too high" (26.8%), "do not have enough money to repay" (22.5%), and "don't want to owe anything to anyone" (19.5%).



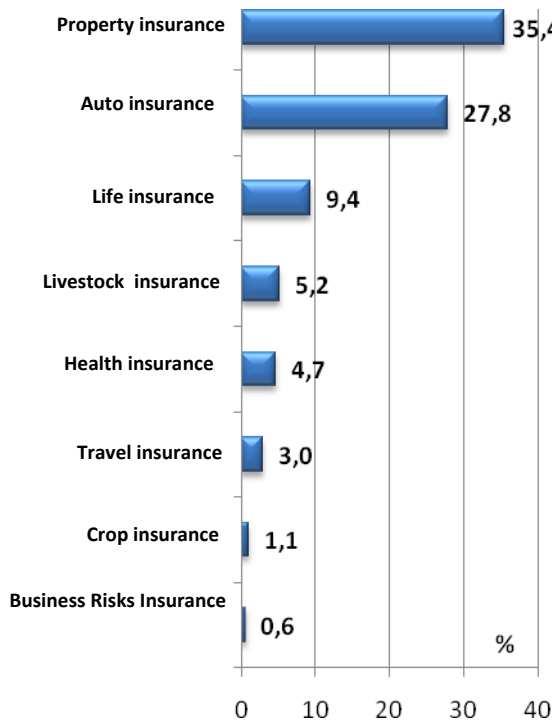
**Figure 2.15 – Responses to the question «What kind of credit do you have/had in the last 12 months? - % of total respondents**



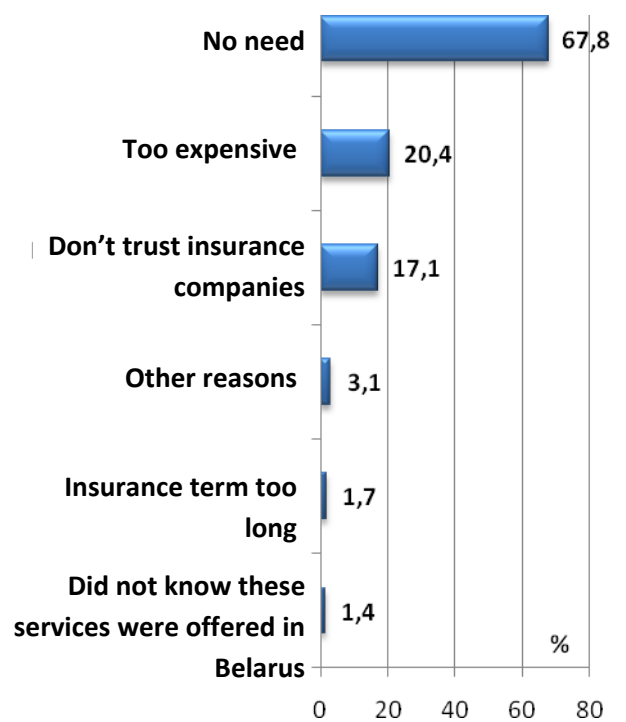
**Figure 2.3. Responses to the question "If you have not been using credit what is the main reason?" - % of total responses - % of total**

The highest probability of using credit was associated with the following respondent characteristics: age 26 - 45, married or divorced, junior manager, entrepreneur, military serviceman, or white collar worker. Respondents with the lowest probability of using credit had the following profile: age 65 and above, unemployed, student or agricultural employee, single or widowed.

**Insurance** Use of insurance was reported by 55.6% of individual respondents and 68.3% of households. The types of insurance with the highest frequency of reported use included property insurance (35.4%), car insurance (27.8%), life insurance (9.4%), livestock insurance (5.2%), and medical insurance (4.7%) - fig. 2.17. Respondents gave the following reasons for not using insurance: "no need" (67.8%), "too expensive" (20.4%), and "do not trust insurance companies" (17.1%) - fig. 2.18.



**Figure 2.17. Intensity of use, insurance services - % of total responses**



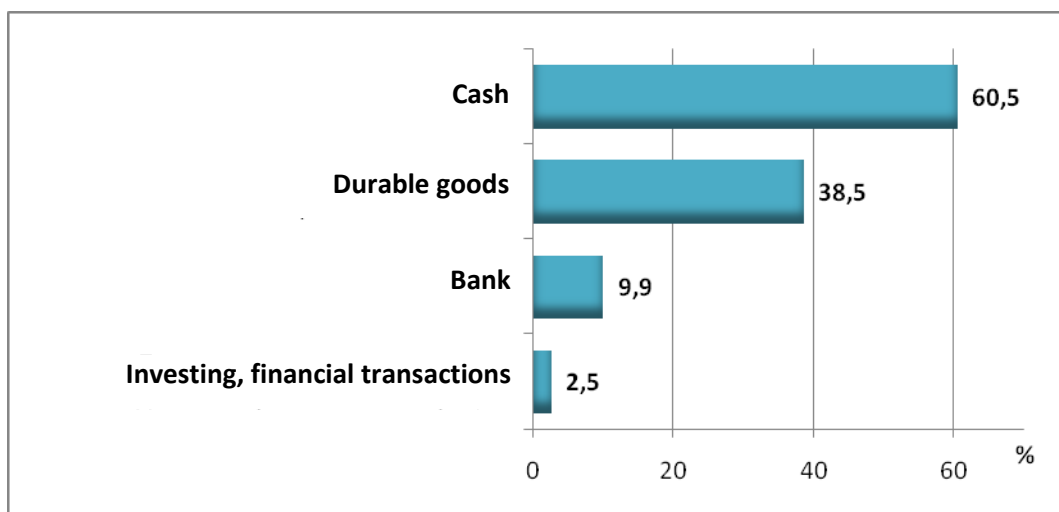
**Figure 2.18. Respondents' reasons for not using insurance (%)**

The highest probability of using insurance was associated with the following respondent characteristics: age 36 - 65, complete higher or post-secondary vocational education, married, manager individual entrepreneur, or white collar worker. Respondents with the lowest probability of using insurance had the following profile: age 16 - 25, basic or incomplete higher education, not married, unemployed, student or housewife.

## 2.2. Financial behaviour

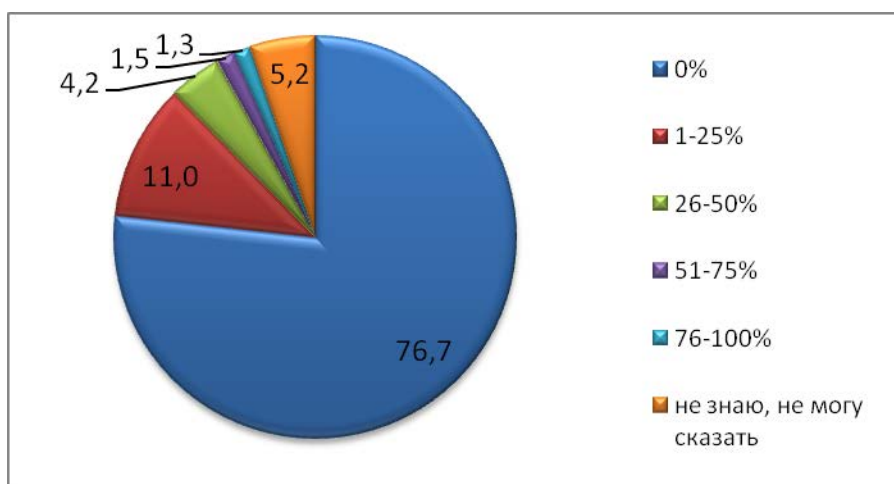
### Saving

As follows from the financial behaviour study conducted as a part of this survey, 40.4% of respondents periodically deposit cash in banks for interest, and 10.8% do so on a regular basis. However, the absolute majority (60.5%) prefer to keep money in cash - fig. 2.19.



**Figure 2.19 – Ways of allocating unspent savings - % of total responses**

Only 2.8% were keeping in banks more than one-half, 4.2% between a quarter and a half of their savings, and 11.0% less than a quarter of their savings. In contrast, as many as 76.7% were not keeping their savings in banks - fig. 2.20.



**Figure 2.20. Responses to the question "What percentage of your savings do you keep in a financial institution?" (%)**

Respondents most likely to make savings are women, managers of self-employed, individuals with high educational attainment, middle-aged, married, and urban residents.

Greater probability of keeping savings in a bank was associated with being a married woman aged over 46, high educational attainment, and being self-employed, a manager or in the army.

Respondents most likely to keep their savings in cash were unemployed, pensioners, white and blue collar workers at an older age, rural residents and individuals with low educational attainment.

Using unspent money to conduct financial transactions is most common among single middle-aged respondents with high educational attainment who are engaged in



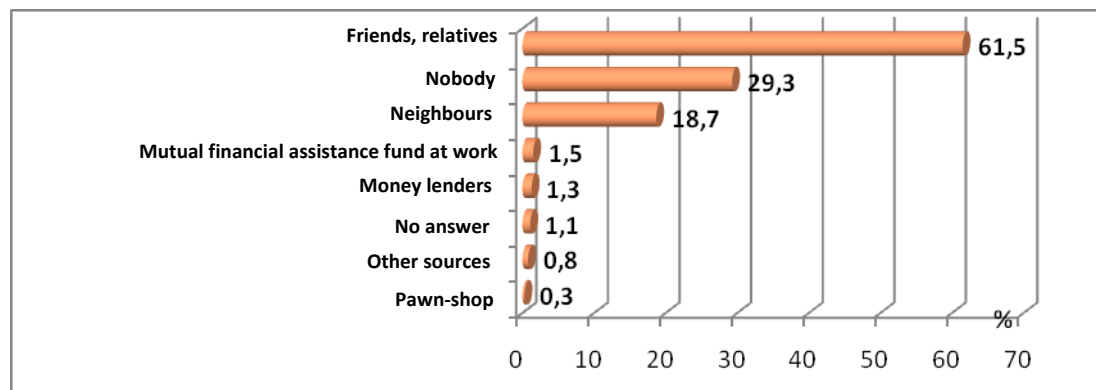
entrepreneurial activity.

Investing in durable goods is most typical among the self-employed, military personnel, managers, and married middle-aged respondents with medium to high income.

### **Borrowing**

As indicated previously, some 18.5% of respondents reported receipt of a loan from a financial institutions within the twelve months preceding the survey. The number who received the loan directly or through a family member was 26.2%. Credit card ownership was reported by 9.9%.

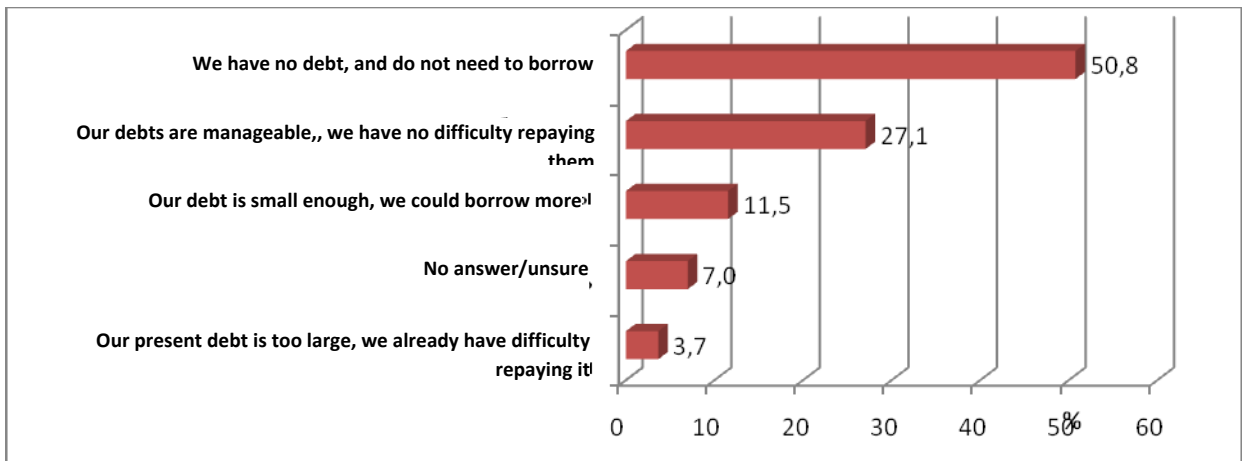
Informal borrowing was practised by 38.7% of respondents; 18.4% practised informal borrowing 1 - 2 times in a year, 10.6% 1 - 2 times in three months, 6.1% 'nearly every month' and 3.7% 'every month'. Respondents reported borrowing from friends or family (61.5%), neighbours (18.7%), and colleagues - fig. 2.26, while 29.3% preferred not to borrow from anyone.



**Figure 2.21 – Reported sources of informal borrowing (%)**

Borrowing from any source (formal or informal) was reported by 50.6%.

Responding to the question regarding their present indebtedness level, 27.1% stated that they had 'about the right amount of debt', another 11.5% indicated that they 'could borrow more' and 50.8% replied that they had no debt and did not have any debt, and did not want to have any. Some 3.7% described their present debt as 'excessive' and expressed concern about their ability to repay it.

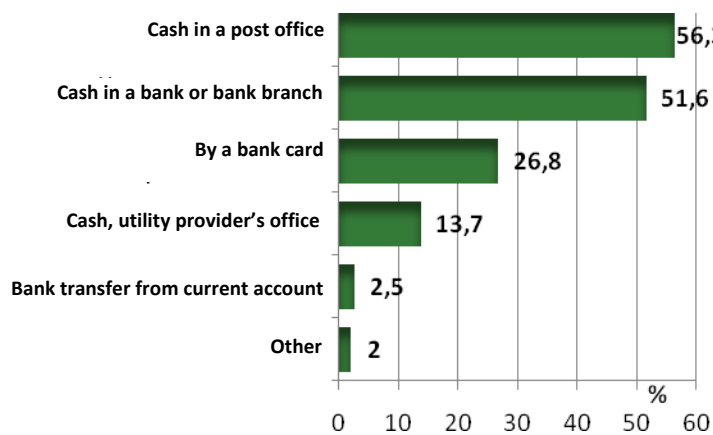


**Figure 2.22 – Degree of indebtedness - households (%)**

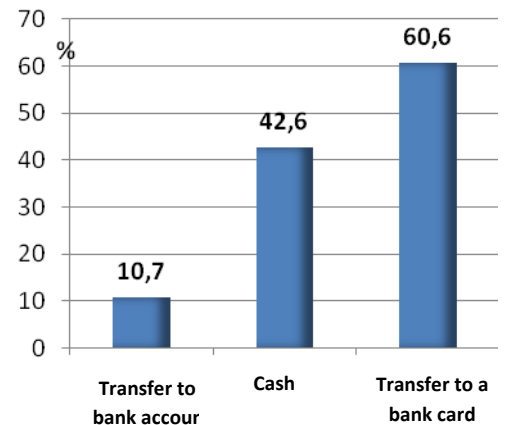
Respondents with 'excessive' indebtedness tend to be young people, individuals with low educational attainment, military personnel, housewives, unemployed, agricultural employees, divorced or never-marrieds, residents of communities with low generic confidence levels, and persons with low financial literacy levels.

**Transacting - channels used for receiving income and making routine payments**

More than a half of the survey respondents reported paying their bills in cash at a post office or bank, and another 11.3% were paying in cash at the utility provider's office (e.g. mobile phone operator or internet provider). Little over a quarter of individuals (26.8%) reported using their debit or credit card to pay their bills - fig. 2.23.



**Figure 2.23 – Methods of bill payment (%)**

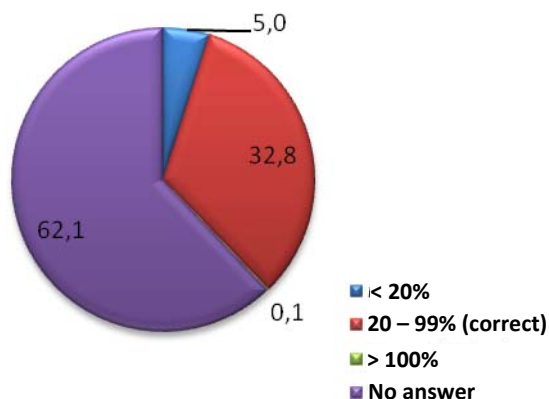


**Figure 2.23 – Methods of receiving funds (%)**

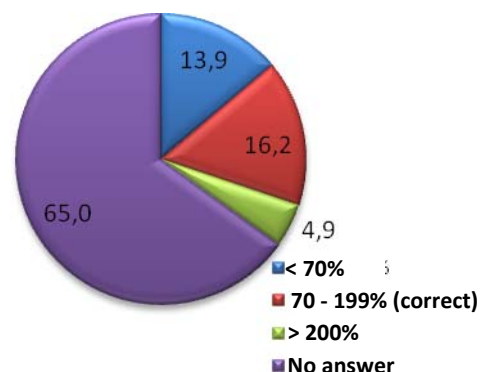
At the same time, over 60% of individual respondents were receiving money by transfer to a debit card, and another 42.6% in cash - fig. 2.24.

### 2.3. Financial literacy

The analysis revealed low levels of financial literacy among a large proportion of individual respondents. More than two-thirds were not aware about the rates of interest on time deposits and were unable to correctly calculate the amount of interest receivable on a savings deposit - fig. 2.25. More than 85% were unable to name the approximate rate of inflation in Belarus in 2011 - fig. 2.26.

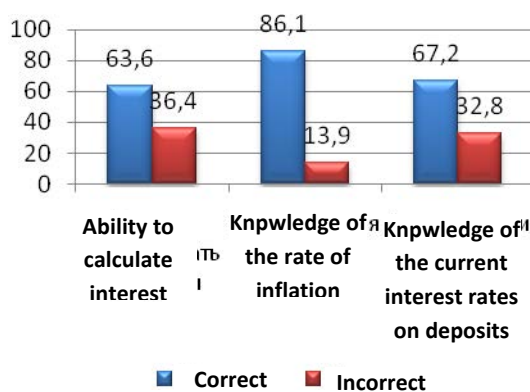


**Figure 2.25. Responses to the question "What is the interest rate on bank deposits in the local currency now?" (%)**

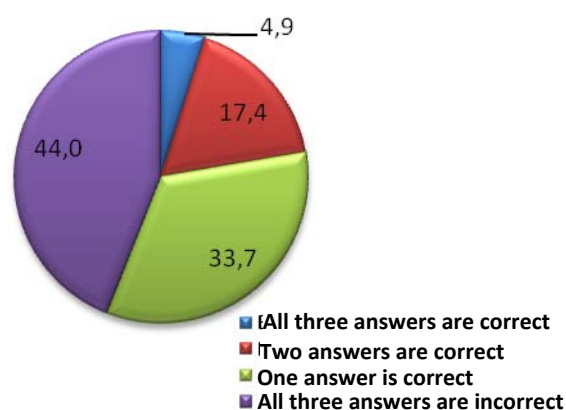


**Figure 2.26 – Responses to the question "What was the annual inflation rate in 2011?"**

In total, only 5% of the survey participants were able to answer all three questions correctly, and 44% could not give correct answers to any of the questions - fig. 2.27 - 2.28.



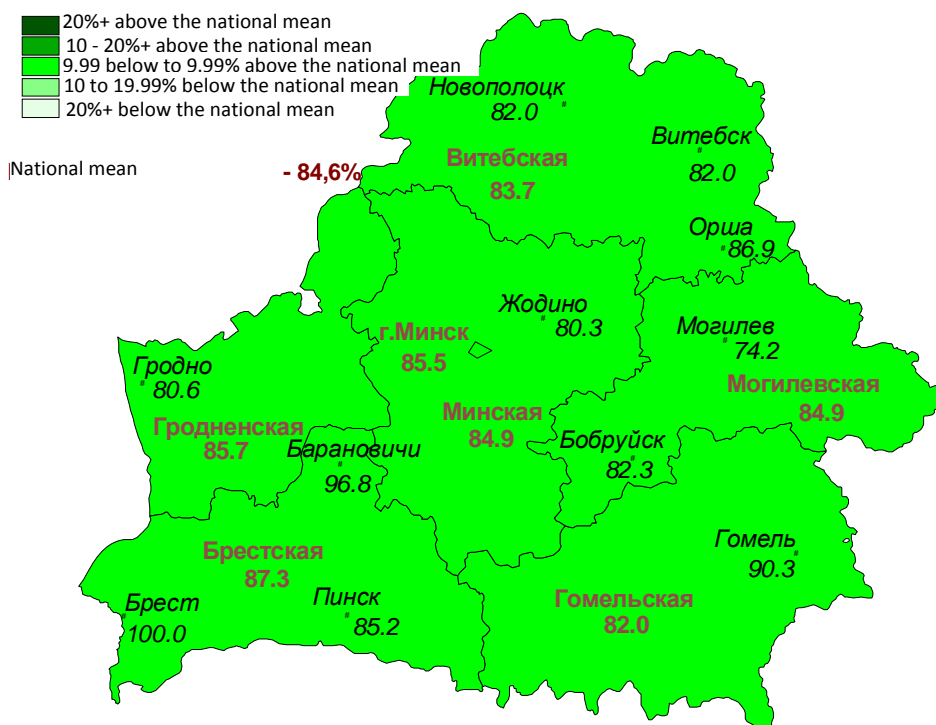
**Figure 2.27. General numerical skills and basic economic knowledge, % of respondents who gave correct answers to the survey's financial literacy questions**



**Figure 2.28 – Compound financial literacy index (%)**

### 3. Use of financial services in the regions

As shown by the survey, financial services were used most frequently by respondents from Brest Oblast (87.3%), followed by their peers from Grodno Oblast (85.7%) and Minsk City (85.5%). Use of financial services was lowest among respondents from Gomel (82.0%) and Vitebsk Oblasts (83.7%) - fig. 3.1.

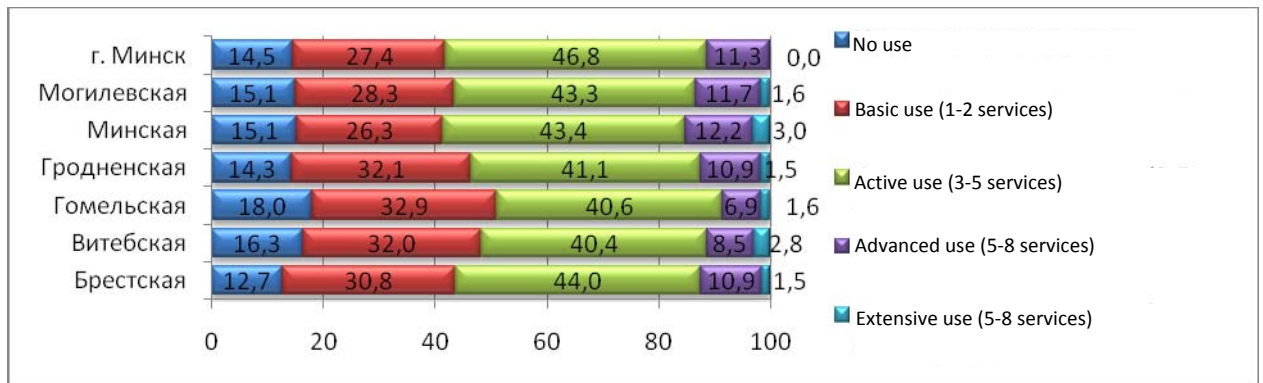


**Figure 3. Financial inclusion of individuals by Oblast (%)**

Within each Oblast, cities generally had above-average rates of financial inclusion. In Brest, financial inclusion was close to 100%, in Baranovichi, 96.3%, in Gomel, 90.3%, and on Orsha, 86.9%.

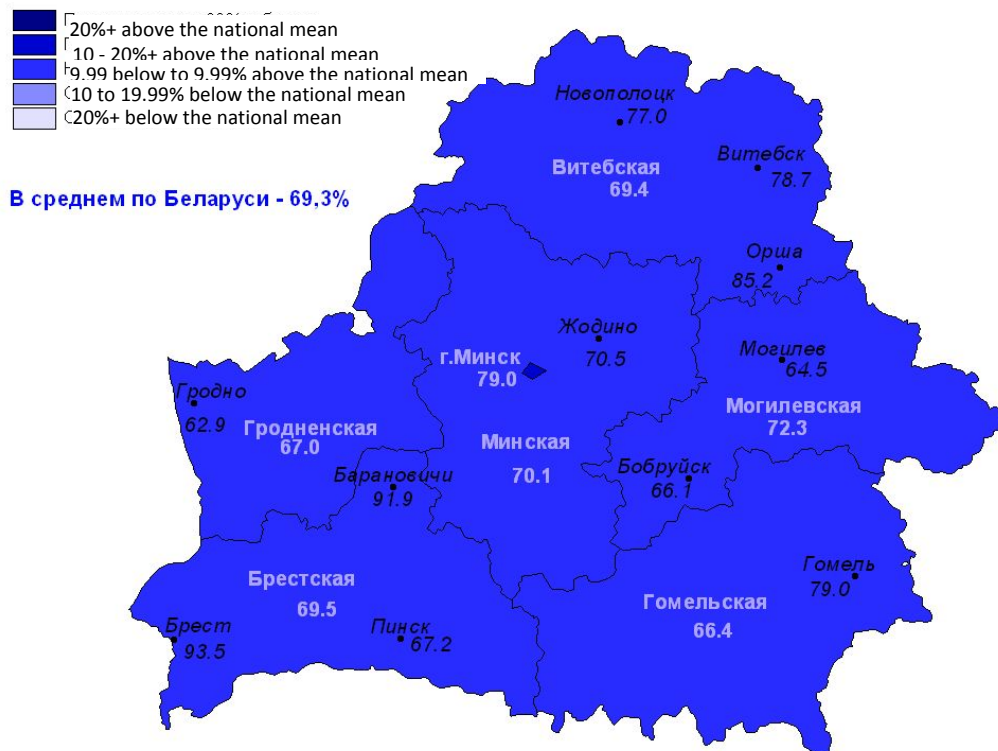
Overall, as seen from the colour-coded map in Figure 3.1, the variation of the rate of financial inclusion across Oblasts from the national average (84.6%) does not exceed 10%.

With respect to the individual components of the Index, the highest proportion of respondents who reported using 1 - 2 services (32.9%) were residents of Gomel Oblast, while 46.8% of respondents using 3 - 5 services resided in Minsk City. Use of 6 - 8 services was reported by 12.2% of respondents from Minsk Oblast. The largest proportion of users of nine or more services was also recorded in Minsk Oblast (3.0%) - fig. 3.2.



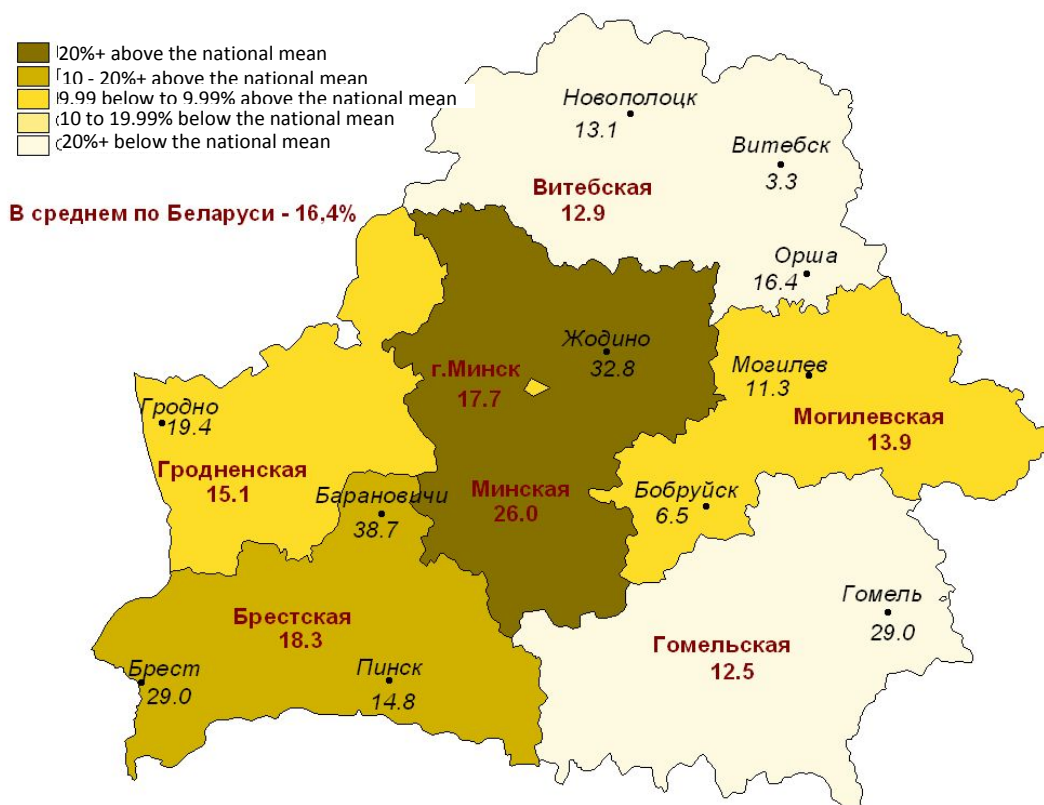
**Figure 3. Use of financial services by individual respondents (%)**

The share of respondents reporting the use of banking and cash services was highest in Minsk City (79.0%, as compared to the national average of 69.3%) - fig. 3.3. In the other Oblasts, the variation from the national average does not exceed 10%. Mogilev Oblast had the highest proportion of respondents who used banking and cash services (72.3%), followed by Minsk Oblast (70.1%), and B Brest Oblast (69.5%). In cities, use of banking and cash services was the most prevalent in Brest (93.5%), Baranovichi (91.9%), and Orsha (85.2%), and the least common in Gomel Oblast (66.4%)



**Figure 3. Use of banking and cash services (%)**

Reported use of deposit accounts was highest among respondents from Minsk and Brest Oblasts (26% and 18.3%, respectively, as compared to the national average of 16.4%). In some cities, use of deposits was reported by a much higher proportion of respondents, e.g. Zhodino (32.8%), Gomel (29%), and Brest (29%). Deposit ownership was lowest among respondents from Gomel Oblast (12.5%) and Vitebsk Oblast (12.9%) - fig. 3.4.

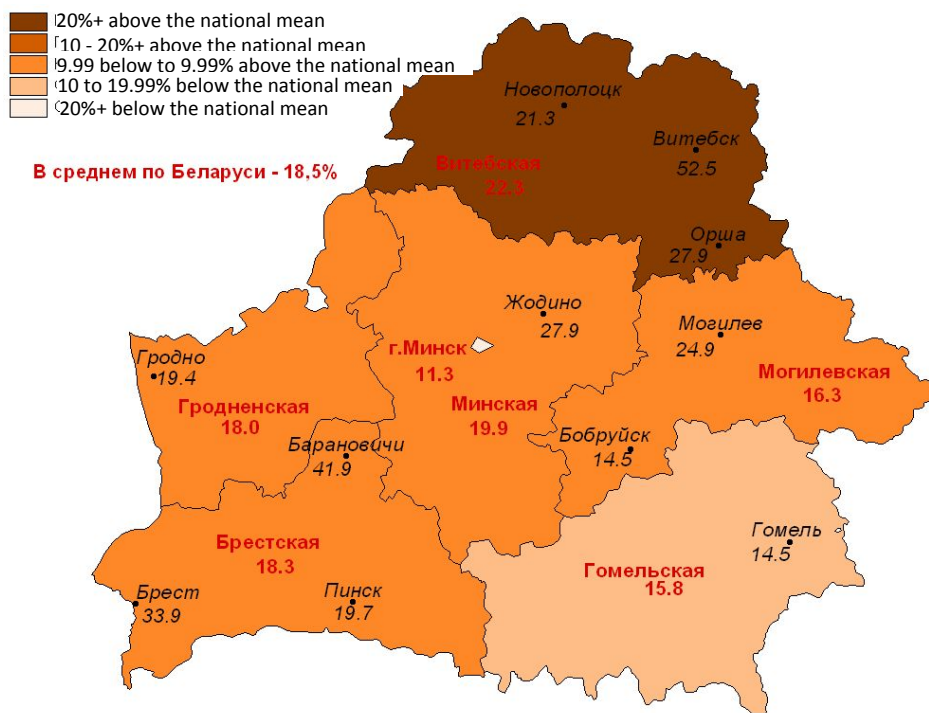


**Figure 3. Use of savings services (%)**

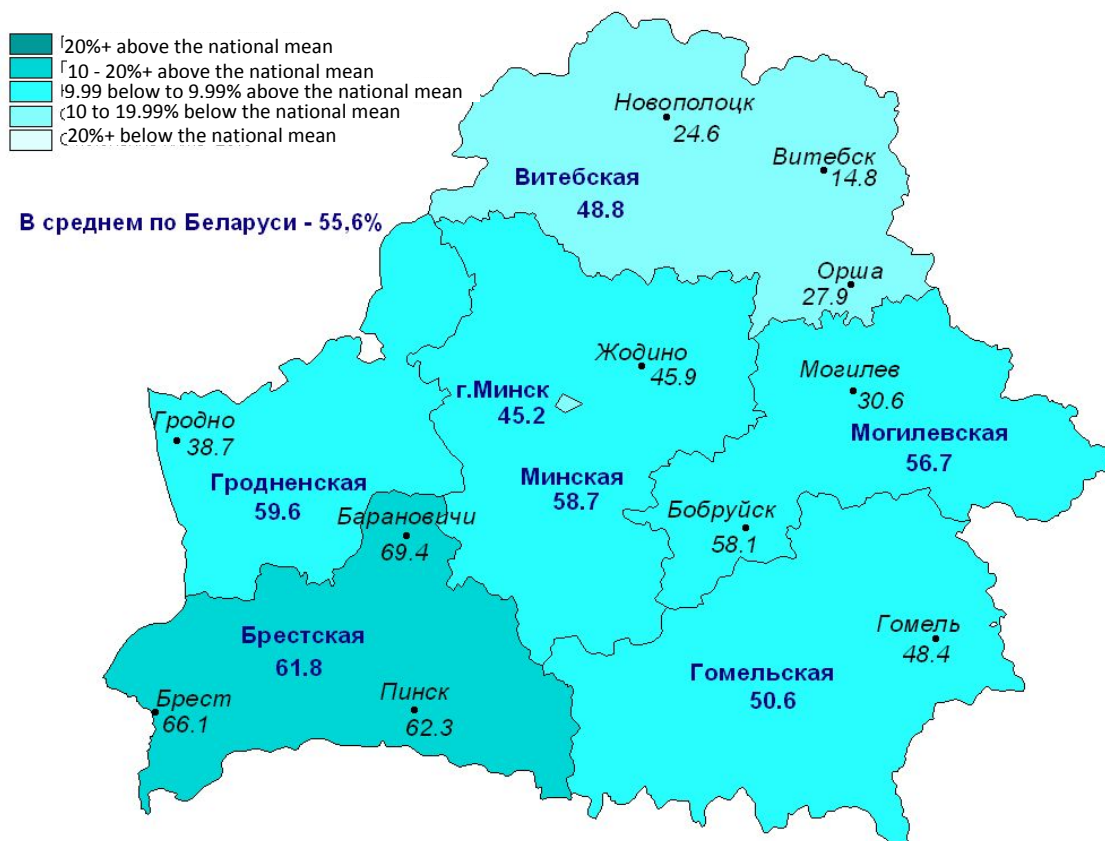
Relative to the national average of 28.3%, the highest prevalence of credit services was recorded among respondents from Vitebsk Oblast (22.3%). Credit prevalence was lowest among respondents from Minsk City (11.3%). Urban respondents reported much higher levels of credit use, including 52.5% in Vitebsk, 41.9% in Baranovichi, and 33.9% in Brest - fig. 3.5.

Given the national average of 55.8%, use of insurance services was highest among residents of Brest Oblast (61.8%), and lowest among respondents from Minsk City (45.2%) and Vitebsk Oblast (48.8%). In cities, some of the highest insurance prevalence rates were recorded in Baranovichi (69.4%), Brest (66.1%), and Pinsk (62.3%) - fig. 3.6.





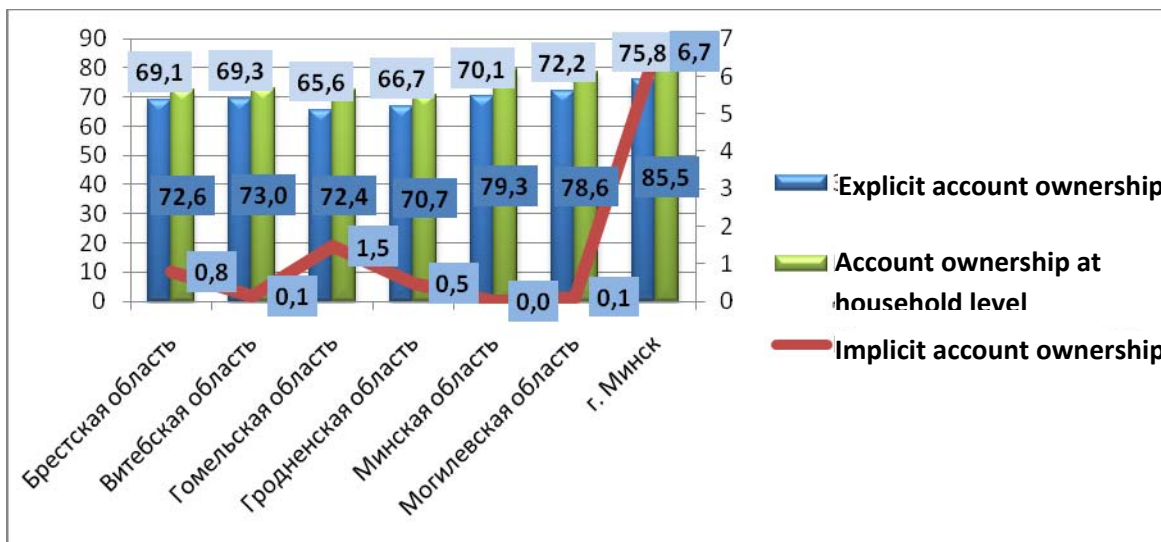
**Figure 3.6. Reported use of credit by Oblast (%)**



**Figure 3. Reported use of insurance by Oblast (%)**

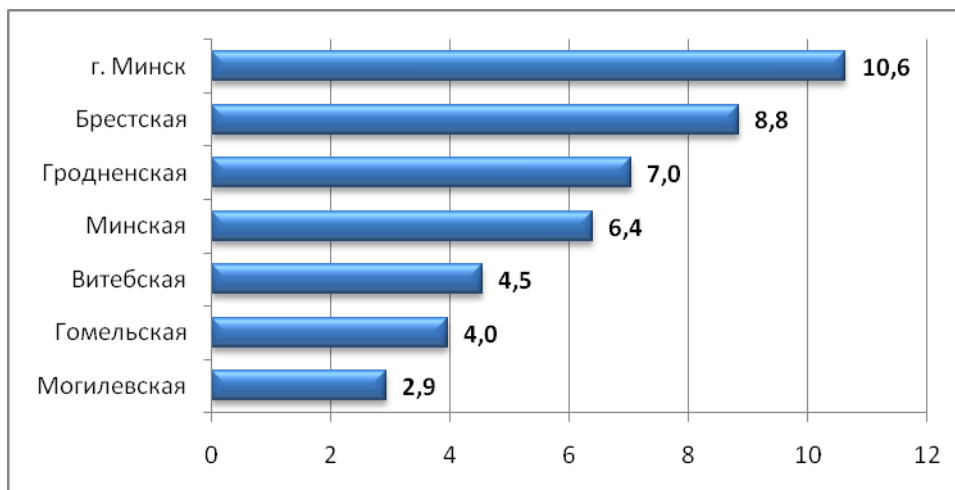
**Banking and cash transactions**

The highest rates of explicit account ownership were reported in Minsk City (75.8%) and Mogilev Oblast (72.2%). Reported prevalence of implicit bank account ownership was highest in Minsk City (6.7%). Respondents from Minsk City also reported the highest bank account ownership rate at the household level (85.7%) - fig. 3.7.



**Figure 3.7 – Explicit and implicit ownership of a bank account by Oblast (%)**

Voluntary bank account ownership was the most prevalent in Minsk City (10.6%) and Brest Oblast (8.8%) - fig. 3.8.



**Figure 3. Voluntary account ownership (%)**

In all Oblasts, receiving salary was the main reason to have an account (Table 3.1).

**Figure 3. Reasons to have an account given by respondents**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Keep money safe	31.5	27.3	30.5	34.4	33.9	21.8	19.1



To receive salary	74.9	76.5	80.2	73.9	79.6	82.0	76.6
To gain access to other financial services	13.2	5.8	4.3	6.7	5.6	5.5	4.3
Convenience of cash management	8.7	9.8	12.4	14.6	13.0	13.2	0.0
Bill payments	7.9	7.5	8.6	10.2	13.4	20.0	2.1
Transfer of money	3.7	2.7	2.6	3.5	3.6	10.1	4.3
Required by employer/government	1.2	11.6	2.2	1.9	3.6	3.0	10.6
Ability to borrow money	1.1	2.0	0.8	0.4	1.9	0.9	2.1
Emergency savings	8.6	9.0	8.6	11.2	13.1	7.6	10.6
Other reasons	5.1	3.9	5.5	5.9	4.1	6.2	10.6

Lack of money is the most commonly cited reason not to have an account, followed by preference for "cash at home", "don't see any advantages", and "do not trust banks".

A significant proportion of respondents denied depositing money on bank accounts or transferring money between accounts. At the same time, a majority of respondents reported withdrawing funds from their accounts at least once in a month - Tables 3.2 -3.4

**Table 3.2. Responses to the question "How often do you deposit money on the deposit/savings account (yours or some other household member's)?" (by Oblast, %)**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	2.6	3.1	3.8	0.9	3.7	4.3	0.0
Once a month	8.0	7.2	8.0	7.9	11.3	6.0	9.6
Several times a year	6.9	7.7	7.0	8.6	9.5	6.1	11.5
Once a year	5.1	3.0	3.1	1.4	2.9	3.4	3.8
Less than once a year	4.3	2.1	2.1	1.7	3.9	1.8	0.0
Never	64.5	73.3	74.4	76.6	67.1	72.5	73.1
Do not know/unsure	8.6	3.6	1.6	2.8	1.6	6.1	1.9
Total	100	100	100	100	100	100	100

**Table 3.3. Responses to the question "How often do you transfer money from your account?" (by Oblast, %)**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	1.8	6.0	3.5	3.5	5.2	7.4	0.0
Once a month	2.6	5.2	2.4	1.7	7.0	4.4	0.0
Several times a year	4.6	4.2	4.0	5.4	3.1	5.5	1.9
Once a year	3.5	1.4	1.1	1.2	2.0	0.8	0.0
Less than once a year	5.5	2.8	1.8	2.7	2.2	1.9	11.5
Never	70.0	75.6	84.1	81.0	78.0	72.9	86.5
Do not know/unsure	12.0	4.8	3.1	4.5	2.5	7.0	0.0
Total	100	100	100	100	100	100	100

**Table 3.4. Responses to the question "How often do you withdraw money from the deposit/savings account (yours or some other household member's)?" (by Oblast, %)**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	30.5	45.6	54.9	56.9	55.2	54.3	30.8
Once a month	41.5	34.4	27.4	25.5	27.9	23.3	40.4
Several times a year	5.2	5.1	3.3	2.1	1.9	2.7	5.8
Once a year	3.1	1.1	2.1	0.6	1.3	0.5	0.0
Less than once a year	3.3	1.8	2.0	1.8	1.2	0.9	13.5
Never	10.7	8.8	8.0	7.9	7.9	12.0	9.6
Do not know/unsure	5.6	3.2	2.4	5.2	4.7	6.3	0.0
Total	100	100	100	100	100	100	100

More than one-half of those surveyed withdraw cash in an ATM, post office or bank branch. Grodno Oblast has an above-average proportion of respondents withdrawing cash in post offices (25.8%). In Vitebsk Oblast, 16.8% reported receiving cash in bank branches. Funds are deposited mostly in bank branches. A relatively high percentage of respondents (24.7%) reported using this method in Minsk Oblast - Table 3.5 -3.6

**Table 3.5. Responses to the question "When you need to get cash (banknotes) from the account, how do you usually get it?" (by Oblast, %)**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
ATM	54.6	51.4	55.5	51.2	52.7	59.2	67.7
Bank branch	16.7	18.6	11.7	14.2	17.3	11.9	12.9
Post Office	18.9	22.9	25.0	25.8	20.9	19.9	17.7
I don't use cash	0.8	2.2	1.3	0.4	0.0	0.6	0.0
Do not know/unsure	9.0	5.0	6.6	8.5	9.2	8.4	1.6
Total	100	100	100	100	100	100	100

**Figure 2.3. Responses to the question "How do you deposit money on your account?" (by Oblast, %)**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
ATM	3.3	1.7	2.0	0.8	2.6	2.4	0.0
Bank branch	17.3	18.0	16.1	19.2	24.7	17.0	25.0
Post Office	1.4	3.0	1.7	2.1	0.9	1.4	0.0
I do not deposit cash	68.0	73.0	76.4	74.7	68.4	73.0	75.0
Do not know/unsure	10.0	4.4	3.8	3.2	3.4	6.2	0.0
Total	100	100	100	100	100	100	100

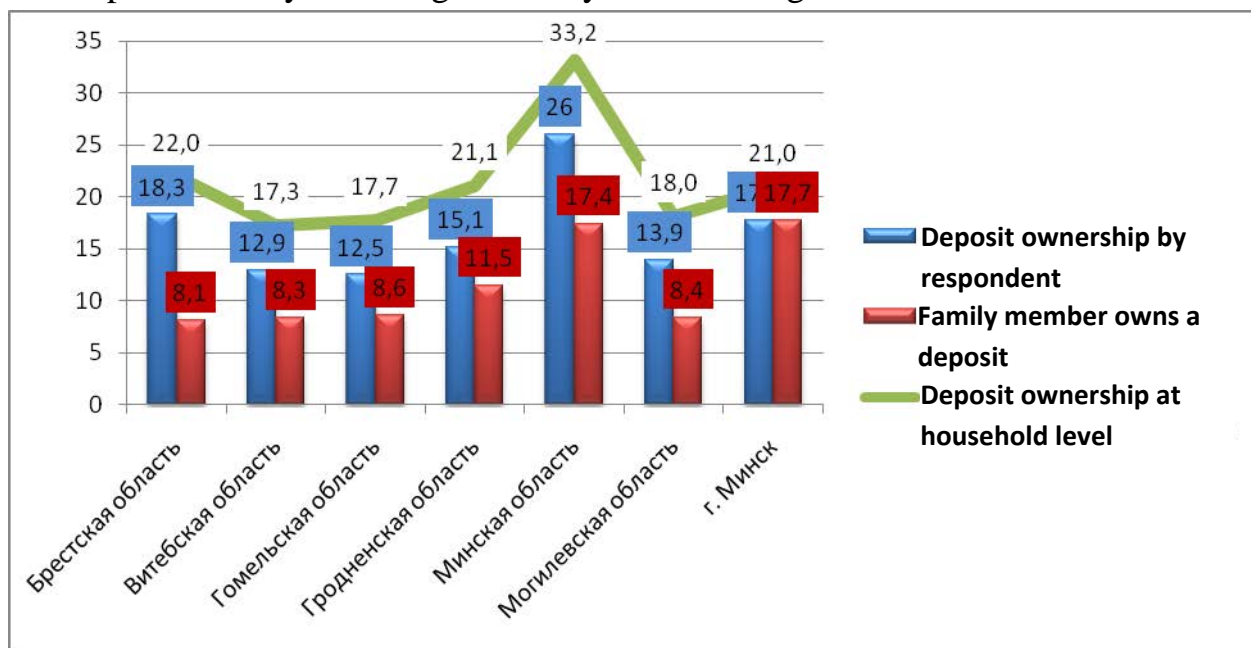
Use of the overdraft facility is most common in Vitebsk Oblast (13.7%) and Grodno Oblast (11.9%). Vitebsk and Grodno Oblasts were in top positions by the proportion of respondents who reported the use of m-banking (22.6 and 10.8%,

respectively). Similarly, Vitebsk Oblast was in first place by the use of Internet banking (14.3%).

The probability of having a bank account was positively related to being 36 - 65 years of age, having higher or post-university education, being married and working in a managerial position or a blue-collar job.

### Savings and investments

Minsk Oblast had the highest proportion of respondents who reported owning a bank deposit directly or through a family member - fig. 3.9.



**Figure 3.7 – Percentage of respondents reporting ownership of a bank deposit directly or through a family member, by Oblast**

Of all types of deposit, on demand deposits were the most prevalent across all Oblasts - Table 3.7.

**Table 3.7. Responses to the question "Do you currently have, or had in the last 12 months, any of the following savings/deposit accounts?", by Oblast**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Current account/on-demand deposit	15.0	8.2	8.1	8.5	20.3	10.1	16.1
Time deposit	2.9	5.9	4.4	8.0	7.2	4.4	6.5
Credit union account	0.3	0.1	0.1	0.1	0.4	0.1	0.0
Other	0.9	0.1	0.3	0.7	0.7	0.4	0.0

The most commonly cited reason for having a deposit was "keeping money safe" - Table 3.8.

**Figure 3.8. Responses to the question "What are the reasons for you to have a savings account?" by Oblast, %**

	Brest	Vitebsk	Gomel	Grodno	Minsk	Mogilev	Minsk

	Oblast	Oblast	Oblast	Oblast	Oblast	Oblast	City
Keep money safe	49.5	55.8	52.7	48.2	56.0	51.7	9.1
To gain access to other financial services	7.1	2.0	10.2	3.0	12.8	7.0	18.2
Earn interest/return on saving	21.7	35.5	31.7	48.2	23.9	34.8	72.7
Resist temptation to spend	25.0	26.9	21.0	23.5	18.5	15.9	9.1
Save money for a specific purchase	13.7	10.2	13.8	13.3	14.4	12.4	27.3
To be able to borrow money	1.4	3.0	0.6	0.6	4.3	0.5	18.2
Save money for a specific purchase	17.0	17.3	13.8	16.9	14.4	14.9	36.4
Save for emergency needs	17.0	32.5	26.3	34.9	21.7	17.4	27.3
Prevent family members from spending money	5.2	3.6	2.4	4.2	2.2	5.0	9.1
Other reasons	2.8	0.5	4.8	0.6	3.5	2.0	0.0

Most commonly cited reasons for not having an account included lack of money, no need, preference for cash at home, and distrust in banks. Lack of money was the most frequently given as a reason by respondents in Grodno and Mogilev Oblasts, and lack of need was mostly cited by respondents in Gomel Oblast (41%). Preference for cash at home was particularly widespread among respondents in Minsk city (19%), as was the lack of trust in banks (41.2%) - Table 3.9.

**Table 3.9. Responses to the question "What are the reasons for you not to have a savings account?" (by Oblast, %)**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
I have no job	12.9	5.7	8.2	7.5	10.6	10.3	9.8
I do not have enough money	46.8	54.4	50.7	59.7	51.6	59.5	52.9
Nobody keeps their savings in bank	2.2	4.6	2.0	6.2	2.0	4.1	2.0
Bank location is not convenient	1.3	2.2	3.7	2.5	0.9	0.3	0.0
Financial products are not suitable	8.3	14.3	6.9	9.3	8.4	8.1	13.7
Interest rate offered on deposits is too low	2.8	9.1	6.9	6.1	5.9	3.9	15.7
No need	31.5	22.9	41.0	33.1	36.8	27.1	27.5
Bank staff is rude or unhelpful	0.3	0.1	0.1	0.1	0.3	0.0	2.0
Do not trust banks	15.8	7.1	8.4	14.5	10.0	7.4	41.2
Do not know how to open an account	1.5	2.0	1.3	0.5	0.7	0.5	2.0
I wanted to open deposit account but was refused	0.6	0.4	0.1	0.2	0.1	0.0	0.0
I prefer keeping money at home	16.0	7.0	12.7	7.7	12.2	10.3	19.6
I prefer to invest my savings	2.3	1.5	1.0	1.0	2.3	2.9	7.8

Other reasons	1.7	1.2	0.3	1.6	1.3	1.1	5.9
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The frequency of depositing and withdrawal activities is shown in Tables 3.10 - 3.11

**Table 3.10. Responses to the question "How often do you deposit money on the deposit/savings account (yours or some other household member's)?" (by Oblast, %)**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	3.2	2.3	3.4	1.3	4.3	3.9	0.0
Once a month	16.8	15.7	12.8	19.0	20.9	16.0	15.4
Several times a year	20.0	24.1	17.9	31.6	21.5	25.8	46.2
Once a year	15.6	14.9	15.4	13.4	4.5	11.3	15.4
Less than once a year	10.4	8.8	12.0	6.1	6.8	2.7	0.0
Never	10.4	24.1	32.5	21.6	37.3	26.6	23.1
Do not know/unsure	23.6	10.0	6.0	6.9	4.7	13.7	0.0
Total	100	100	100	100	100	100	100

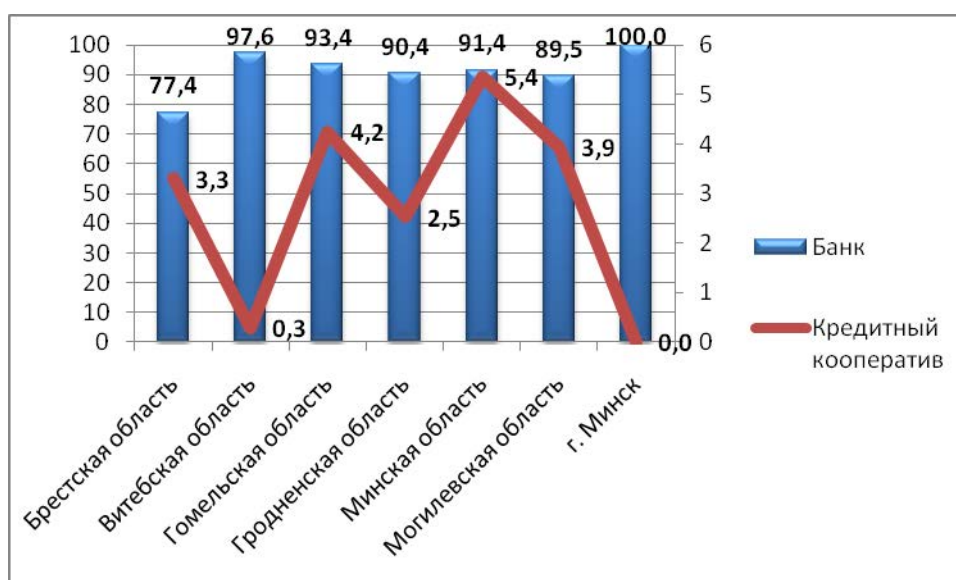
**Table 3.11. Responses to the question "How often do you withdraw money from the deposit/savings account (yours or some other household member's)?" (by Oblast, %)**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	2.8	6.5	7.3	5.6	13.9	9.4	0.0
Once a month	6.0	12.6	8.1	7.8	23.9	9.8	0.0
Several times a year	11.2	10.0	9.0	14.3	12.2	14.5	15.4
Once a year	6.8	2.7	4.3	10.0	5.8	5.5	0.0
Less than once a year	12.8	16.9	13.7	10.4	8.5	12.5	30.8
Never	33.6	40.2	47.9	44.2	28.8	34.4	53.8
Do not know/unsure	26.8	11.1	9.8	7.8	7.0	14.1	0.0
Total	100	100	100	100	100	100	100

Deposit ownership is associated with the following respondent characteristics: age 36 - 65, higher or postgraduate education, married, employed in management positions, white collar workers, and self-employed.

### **Credit**

Most credits obtained by the respondents are from banks. Loans from credit unions were the most prevalent among respondents in Minsk City (5.4%) and Gomel Oblast (4.2%) - fig. 3.10.



**Figure 2.12 – Reported sources of credit (%)**

Personal loan was the most common type of credit. Receipt of this type of loan was reported by 57.2% of respondents in Brest Oblast. Other common products included Instalment purchase credit (most prevalent among respondents in Gomel and Vitebsk Oblast), housing loan (receipt of this loan was reported by 42.9% of respondents in Minsk City), and personal loan (use was reported by 12.6% of respondents in Vitebsk Oblast), home improvement loan (owned by 10.7% of respondents from Minsk Oblast) - Table 3.12

**Table 3.14. Types of credit utilised by the survey respondents, by Oblast**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Personal loan	11.3	12.6	7.5	11.6	8.2	9.6	0.0
Consumer credit	57.5	50.9	49.1	54.0	48.9	54.1	14.3
Instalment purchase credit	20.3	37.4	37.7	21.2	28.9	33.6	14.3
Housing loan	14.2	15.0	6.1	18.7	14.3	9.2	42.9
Home improvement loan	4.2	6.5	6.1	3.5	10.7	3.5	0.0
Vehicle loan	6.1	4.1	7.1	1.5	3.6	3.5	28.6
Educational loan	1.4	0.9	2.4	0.0	2.5	0.9	0.0
Health loan	0.0	0.3	1.9	0.0	0.4	0.0	0.0
Holiday loan	0.9	0.9	0.5	0.0	0.0	0.0	0.0
Business loan	0.9	0.6	1.4	0.0	0.7	0.4	0.0
Other	2.4	0.3	1.9	1.5	1.8	4.8	0.0

Across the Oblasts, respondents who denied using credit typically gave the following reasons: "no need", "interest rates are too high", "do not have enough money to repay", and "don't want to owe anything to anyone" - Table 3.13.

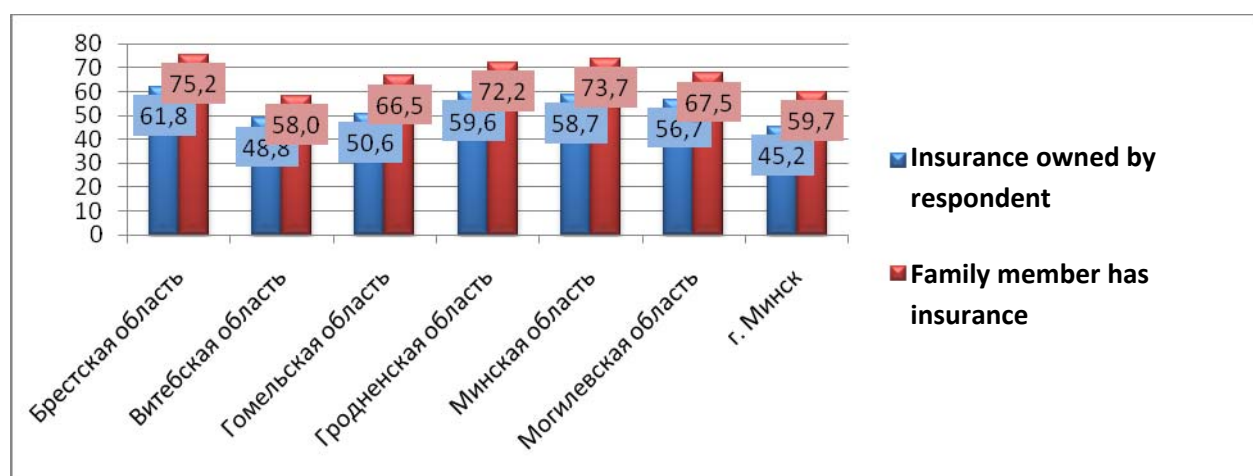
**Table 3.13. Responses to the question "If you have not been using credit what is the main reason?" (by Oblast, %)**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
No need	50.5	37.3	53.8	55.9	51.2	52.7	49.1
Do not have enough money to repay	21.1	26.2	21.9	18.9	23.9	21.3	36.4
Credit interest rate is too high	22.7	29.9	29.1	26.3	27.3	23.5	47.3
Don't want to owe anything to anyone	18.4	19.1	19.1	27.0	20.2	14.4	21.8
Credit terms are not suitable	6.0	12.5	5.5	7.5	8.9	7.5	21.8
Bank location is not convenient	0.6	1.4	2.2	0.9	1.0	0.3	0.0
I was refused a credit	1.3	3.3	1.3	1.7	2.1	1.8	0.0
Bank staff is rude or unhelpful	0.2	0.3	0.1	0.1	0.2	0.2	1.8
I use alternative sources of loans	1.2	0.6	1.2	1.3	1.1	0.5	0.0
Other reasons	4.3	1.4	3.0	3.0	2.5	3.2	5.5

The probability of using credit was positively associated with being 26 to 45 years of age, married or divorced, and having secondary or higher education. The social status characteristics associated with the highest probability of using credit varied across Oblasts. It was highest among the self-employed and army personnel in Brest Oblast, managers in Vitebsk Oblast, self-employed and white collar workers in Gomel Oblast, army personnel in Grodno Oblast, army personnel and managers in Minsk Oblast, white collar workers and managers in Mogilev Oblast, and army personnel and managers in Minsk City.

### Insurance

Utilisation of insurance services was highest among respondents in Brest Oblast (61.8%), followed by Minsk City (45.2%). At the household level, utilisation of insurance services was also highest in Brest Oblast (75.2%) - fig. 3.11.



**Figure 3.11. Use of insurance services by individuals and households, by region**

Property insurance, auto insurance and life insurance were the most common types of services utilised by the respondents - Table 3.14.

**Table 3.14. Types of insurance services utilised by the survey respondents, by**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Auto insurance	34.6	24.8	24.3	27.5	29.7	27.3	25.8
Property insurance	37.1	30.2	30.5	40.5	39.3	36.9	19.4
Livestock insurance	4.5	7.8	4.6	3.9	4.5	5.2	0.0
Crop insurance	0.5	1.7	1.0	0.8	0.6	1.8	0.0
Business insurance	0.9	0.7	0.5	0.5	0.7	0.2	0.0
Travel insurance	3.0	0.9	3.5	2.6	5.7	2.0	16.1
Life insurance	10.9	8.7	5.4	12.3	8.3	11.6	4.8
Health insurance	8.3	5.8	5.6	3.0	3.6	2.1	6.5

**Oblast**

Respondents gave the following reasons for not having insurance: "no need", "too expensive", and "do not trust insurance companies" - Table 3.15.

**Figure 2.3. Responses to the question "What are the reasons for you not to have insurance?" (by Oblast, %)**

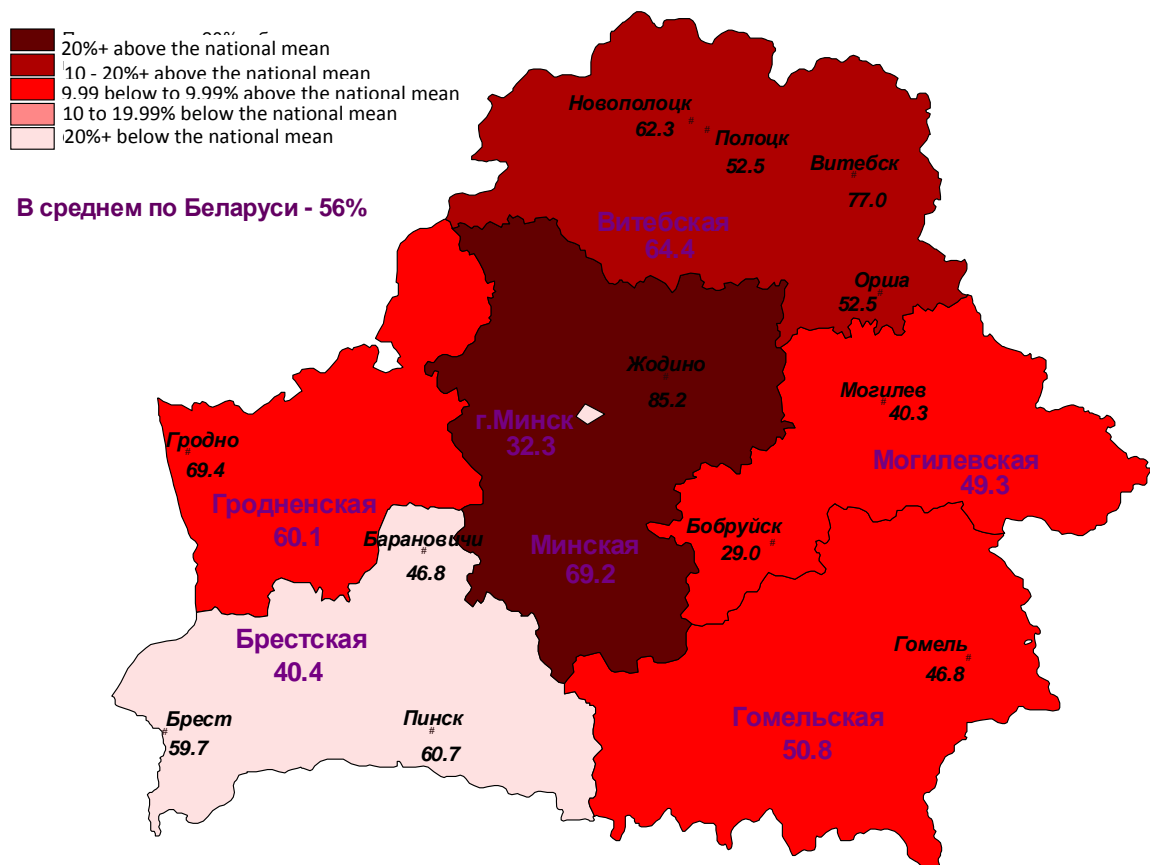
	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Insurance term is too long	0.9	1.8	1.2	1.6	1.7	2.8	5.9
Too expensive	14.0	32.3	18.2	11.7	19.8	17.2	52.9
I did not know that such service exists in Belarus	0.9	1.4	1.2	1.8	1.7	1.1	0.0
No need	74.1	56.6	72.6	77.0	68.5	66.6	44.1
I do not trust insurance companies	13.3	16.9	17.6	19.9	17.7	15.9	32.4
Other reasons	3.0	2.9	2.6	2.7	3.4	4.1	0.0

Insurance ownership is associated with the following respondent characteristics: age 36 - 65, higher or postgraduate education, married, employed in management positions, self-employed and army personnel.

The highest levels of financial literacy were displayed by respondents from Minsk and Vitebsk Oblasts. Relative to the national average of 56%, compound financial literacy index was 69.2% in Minsk Oblast, and 64.4% in Vitebsk Oblast.

The lowest financial literacy levels were recorded in Brest Oblast (40.4%) and Minsk City (32.3%) - fig. 3.12.





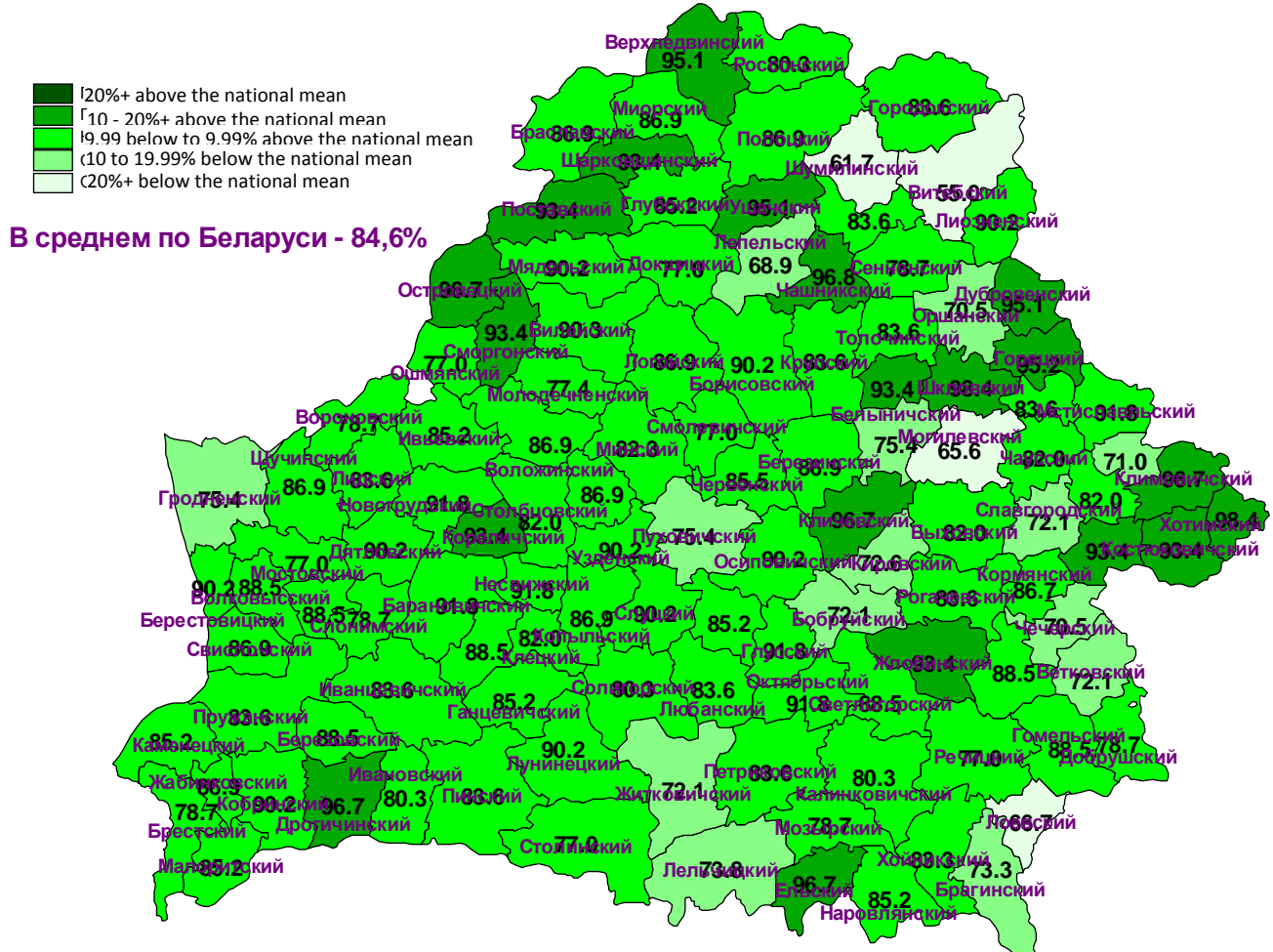
**Figure 3.12. Proportion of respondents who are financially literate**

In sum, regional variation in financial inclusion varies across Oblasts within 10% from the national mean. This variation is significantly higher for credit and deposit services. Respondents from Vitebsk Oblast use credit more frequently, and savings products less frequently than in the other Oblasts.

Financial literacy levels are highest among respondents from Minsk and Vitebsk Oblasts, and lowest among respondents from Brest Oblast and Minsk City.

## 4. District-level analysis of demand for financial services

Across sub-national units (Districts), significant variations exist in demand and financial inclusion indicators. As compared to the average national Total Financial Inclusion Index (TFI-1), the index values for Khotimsk and Shklov Districts were 98.4%, Chashniki District, 96.8%, and Drogichin, Klimovichi, Klichev and Ostrovets Districts, 96.7%. The following districts, on the other hand, had TFI-1 values significantly below the national average: Vitebsk (55.0%), Shumilino (61.7%), Mogilev (65.6%), Loev (66.7%), Lepel (68.9%) - Fig. 4.1.



**Figure 4.1. Total Financial Inclusion Index (TFI-1), %**

The variations across districts by the degree of financial inclusion are further highlighted by differences in bank account ownership rates, frequency of depositing activities, and the use of credit and insurance.

The share of respondents who reported ownership of a bank account was highest in Klichev District (96.7%), followed by Shklov and Gorki Districts (91.8% and 87.1%, respectively), and Baranovichi, Glussk, Uzda and Ushachi Districts (86.9%). Relative to the national average of 69.3%, Bobruisk District had an exceptionally low bank account ownership rate of only 29.5%. Other districts with low bank account ownership included Vitebsk (40.0%), Gorodok and Braslav (47.5%), and Iyve (49.2%) - fig. 4.2. However, the numbers for Bobruisk were somewhat affected by

abnormal sample characteristics. As many as 54.1% of respondents from Bobruisk District were not working, and another 31.1% were blue-collar workers.

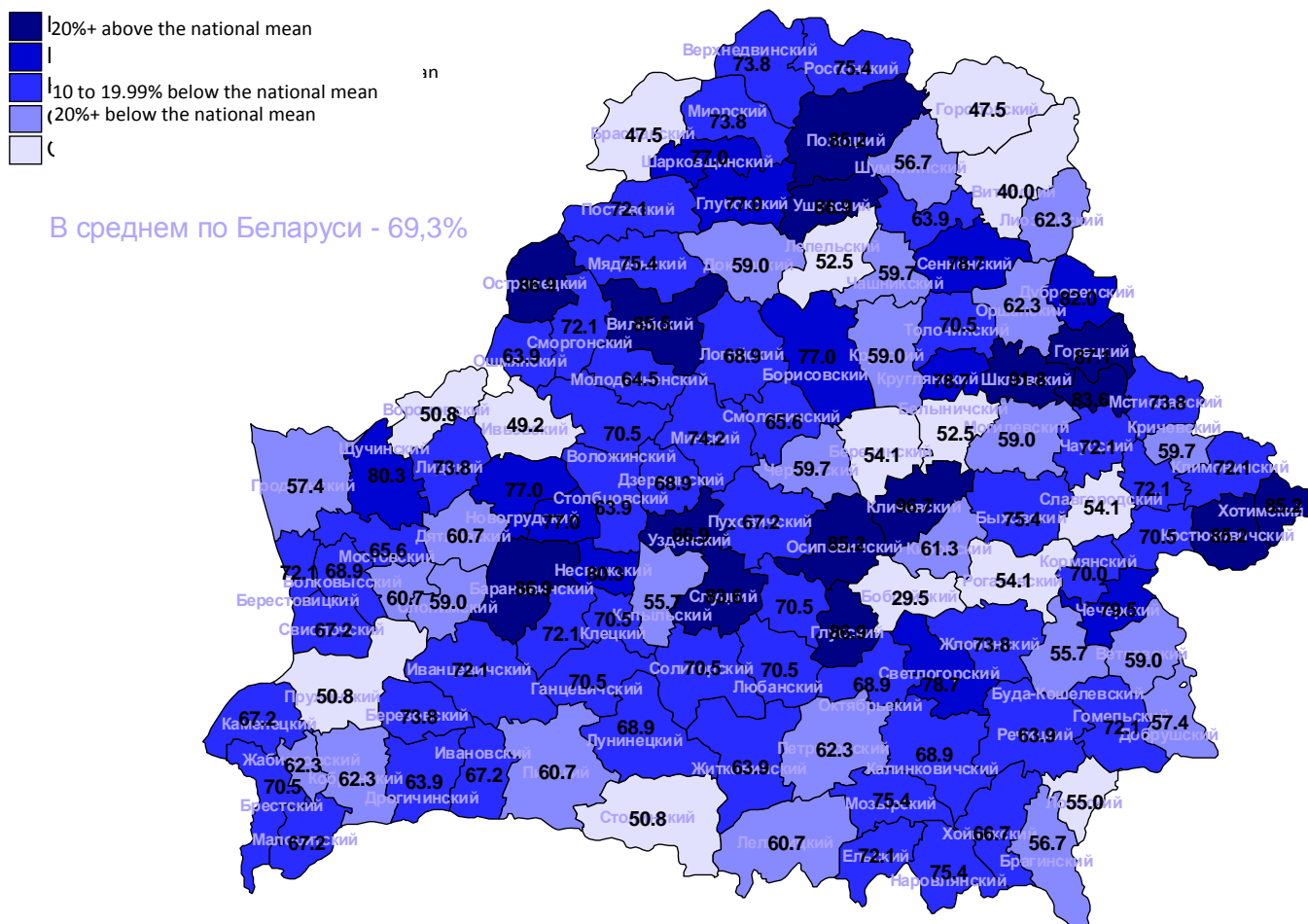
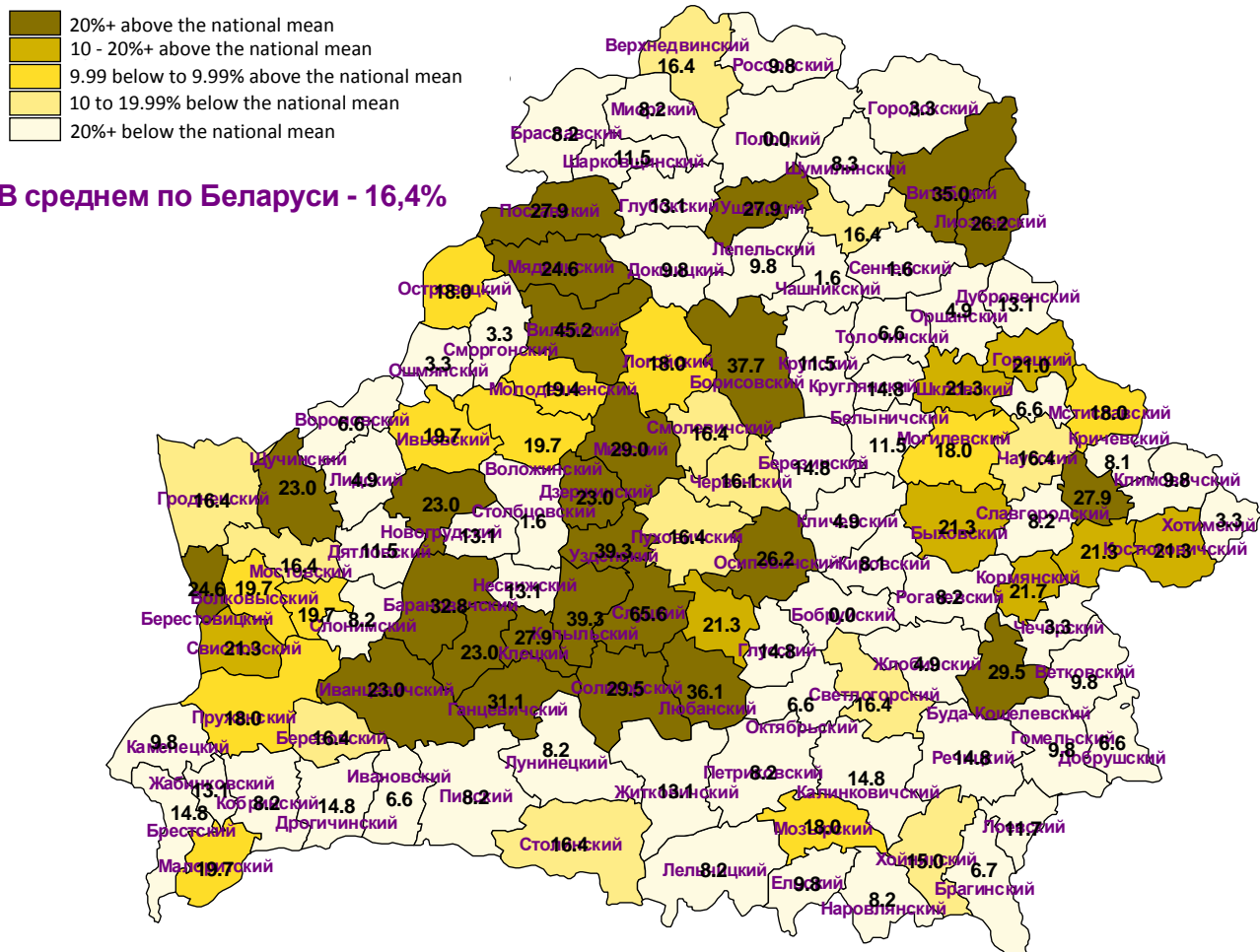


Figure 4.2. Percentage of respondents reporting ownership of a bank account

Savings services are used the most extensively in Minsk and Grodno Oblasts, and less frequently in Vitebsk and Gomel Oblasts. Averaging at 16.4% nation-wide, deposit ownership was reported by 65.6% of respondents from Slutsk District, 45.2% from Vileika District, 39.3% from Kopyl District, and 37.7% from Borisov District. Reported depositing activity was negligible in Polotsk and Bobruisk Districts (0.0%), Chashniki, Stolbtsy and Senno Districts (1.6%), and in Chechersk, Khotimsk, Smorgon, Oshmyany and Gorodok Districts (3.3%) - fig. 4.3.

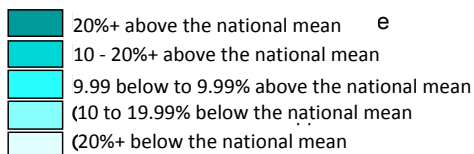


**Figure 4.2. Percentage of respondents reporting ownership of a deposits**

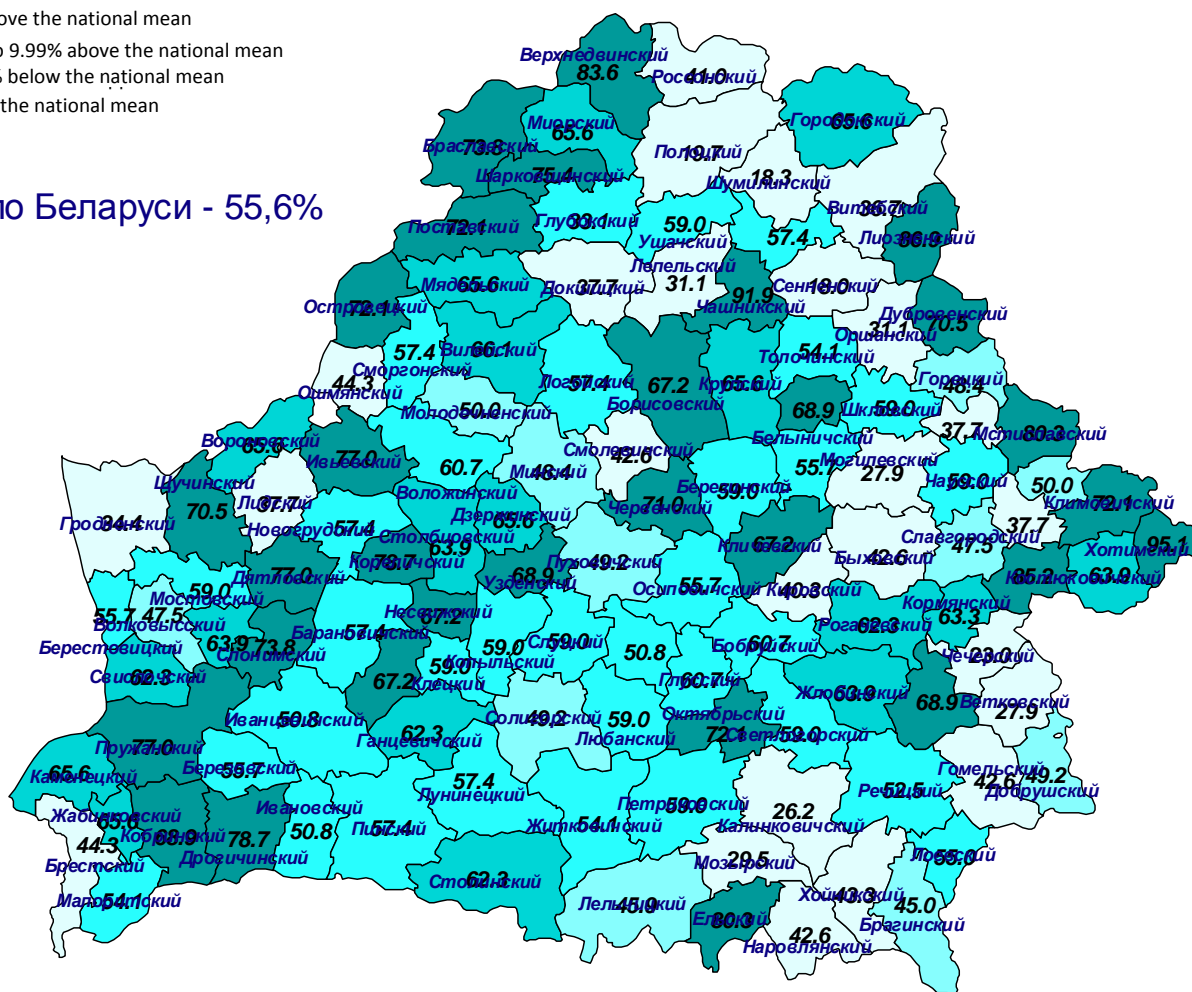
Reported use of credit was significantly above the national average of 18.5% in multiple districts of Vitebsk, Minsk, and Grodno Oblasts. Use of credit is the most prevalent in Khotimsk District (47.5%), Lida District (39.3%), Kostiukevichi District (37.7%), and Baranovichi, Rossony and Senno Districts (36.1%). Use of credit was the least common in Vitebsk District (0.0%), Klichev District (1.6%), Stolbtsy District (3.3%), Chashniki District (4.8%), Ivatsevichi and Tolochin Districts (4.9%), and Korma District (5.0%) - fig. 4.4.







В среднем по Беларуси - 55,6%



**Figure 4.2. Percentage of respondents reporting ownership of insurance products**

Nation-wide, 56% of respondents were able to answer correctly at least one financial literacy question. Financial literacy levels, however, varied greatly across districts, from illiterate to fully literate. The 'high literacy' group included Narovlya, Polotsk and Rossony Districts, where as many as 98.4% of respondents who correctly answered at least one financial literacy question. In Vitebsk District, also defined as 'fully literate' this proportion was 96.7%, in Kirovsk District, 95.2%, and in Smorgon District, 95.1% - fig. 4.6. The following areas with the lowest proportion of correct responses to at least one question were defined as 'low-literacy': Bobruisk District (9.8%), Mozyr District (11.5%), Pinsk District (21.3%), and Dobrush District (23.0%).



## Conclusion

A significant proportion of the population are 'financially excluded'. 15.4% reported not using any services, and another 30.3% acknowledged using 1 - 2 services, mainly related to the receipt of their salaries.

Banking and cash transactions were used by 69.3% of respondents, and savings by only 16.4%. Little over one-half of the survey sample were using insurance services, and around one-fifth (18.5%) were users of insurance services.

Despite high ownership of banking and cash services (69.3% of individuals and 69.3% of households reported using such services), the share of respondents holding 'voluntary' accounts, i.e. for reasons other than receipt of salaries, social benefits and money transfers, was only 3.7%.

Use of m-banking was reported by 9.2%, overdraft facility by 8.2%, and Internet-banking by 7.3% of the survey participants.

As follows from the financial behaviour study conducted as a part of this survey, 40.4% of respondents periodically deposit cash in banks for interest, and 10.8% do so on a regular basis. The absolute majority (60.5%) prefer to keep money in cash.

Some 18.5% of respondents reported receipt of a loan from a financial institutions within the twelve months preceding the survey. The number who received the loan directly or through a family member was 26.2%. Credit card ownership was reported by 9.9%.

Informal borrowing was practised by 38.7% of respondents; 18.4% practised informal borrowing 1 - 2 times in a year, 10.6% 1 - 2 times in three months, 6.1% 'nearly every month' and 3.7% 'every month'. The largest shares of respondents reported borrowing from friends or family, neighbours, and colleagues at work.

More than a half of the survey respondents reported paying their bills in cash at a post office or bank, and another 11.3% were paying in cash at the utility provider's office. Little over a quarter of individuals (26.8%) reported using their debit or credit card to pay their bills.

Financial literacy levels in Belarus are largely inadequate. More than two-thirds were not aware about the rates of interest on time deposits and were unable to correctly calculate the amount of interest receivable on a savings deposit. More than 85% were unable to name the approximate rate of inflation in Belarus in 2011. Only 5% of the survey participants were able to answer all three financial literacy questions correctly, and 44% could not answer any of the questions.

Regional variation in financial inclusion across Oblasts is within 10% from the national mean. This variation is significantly higher for credit and deposit services. Respondents from Vitebsk Oblast use credit more frequently, and savings products less frequently than in the other Oblasts. Financial literacy levels are highest among



respondents from Minsk and Vitebsk Oblasts, and lowest among respondents from Brest Oblast and Minsk City.

Across sub-national units (Districts), significant variations exist in demand and financial inclusion indicators. As compared to the average national Total Financial Inclusion Index (TFI-1), the index values for Khotimsk and Shklov Districts were 98.4%, Chashniki District, 96.8%, and Drogichin, Klimovichi, Klichev and Ostrovets Districts, 96.7%. The following districts, on the other hand, had TFI-1 values significantly below the national average: Vitebsk (55.0%), Shumilino (61.7%), Mogilev (65.6%), Loev (66.7%), Lepel (68.9%).

In general, the analysis performed in the course of this survey has made it possible to identify the reasons for under-utilisation of certain types of financial services, and to identify the best and worst performing administrative units of Belarus on terms of access to finance. Regional monetary and credit policies can effectively be informed by such outcomes.

# Annexes

## Annex A. National-level demand statistics

**Table A.1 – Explicit bank account ownership (If\_bank\_account\_exp)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2479	31.0	31.0	31.0
	Yes	5521	69.0	69.0	100.0
	Total	8000	100.0	100.0	

**Table A.2 – Implicit bank account ownership (If\_bank\_account\_imp)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4363	54.5	99.5	99.5
	Yes	22	,3	,5	100.0
	Total	4385	54.8	100.0	
Missing	System	3615	45.2		
Total		8000	100.0		

**Table A.2 – Bank account ownership (If\_bank\_account)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2457	30.7	30.7	30.7
	Yes	5543	69.3	69.3	100.0
	Total	8000	100.0	100.0	

**Table A.4 – Bank account ownership at household level (If\_bank\_account\_hh)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2023	25.3	25.3	25.3
	Yes	5977	74.7	74.7	100.0
	Total	8000	100.0	100.0	

**Table A.5 – Voluntary bank account ownership (If\_voluntary\_account)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5067	63.3	94.5	94.5
	Yes	294	3.7	5.5	100.0
	Total	5361	67.0	100.0	
Missing	System	2639	33.0		
Total		8000	100.0		

**Table A.6 – Bank account usage by non-holders (Use\_other\_bank\_account)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5830	72.9	97.5	97.5
	Yes	147	1.8	2.5	100.0
	Total	5977	74.7	100.0	
Missing	System	2023	25.3		

Total	8000	100.0		
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**Table A.7 – Bank account - frequency of depositing  
(Bank\_account\_freq\_depositing)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	4259	53.2	71.4	71.4
	Frequent	189	2.4	3.2	74.5
	Regular	482	6.0	8.1	82.6
	Rarely	802	10.0	13.4	96.1
	Do not know/unsure	235	2.9	3.9	100.0
	Total	5967	74.6	100.0	
Missing	System	2033	25.4		
Total		8000	100.0		

**Table A.8 - Frequency of withdrawing money from bank account  
(Bank\_account\_freq\_withdrawal)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	552	6.9	9.3	9.3
	Frequent	2966	37.1	49.7	59.0
	Regular	1784	22.3	29.9	88.9
	Rarely	397	5.0	6.7	95.5
	Do not know/unsure	268	3.4	4.5	100.0
	Total	5967	74.6	100.0	
Missing	System	2033	25.4		
Total		8000	100.0		

**Table A.9 - Frequency of making money transfers  
(Bank\_account\_freq\_transfer)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	4590	57.4	76.9	76.9
	Frequent	283	3.5	4.7	81.7
	Regular	243	3.0	4.1	85.7
	Rarely	527	6.6	8.8	94.6
	Do not know/unsure	324	4.1	5.4	100.0
	Total	5967	74.6	100.0	
Missing	System	2033	25.4		
Total		8000	100.0		

**Table A.10 - Use of the overdraft facility (Bank\_account\_freq\_overdraft)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	7075	88.4	88.4	88.4
	Frequent	80	1.0	1.0	89.4
	Regular	234	2.9	2.9	92.4
	Rarely	502	6.3	6.3	98.6
	Do not know/unsure	109	1.4	1.4	100.0
	Total	8000	100.0	100.0	

**Table A.11 - Use of m-banking (Bank\_account\_freq\_mobile)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid None	6805	85.1	85.1	85.1
Frequent	545	6.8	6.8	91.9
Regular	312	3.9	3.9	95.8
Rarely	269	3.4	3.4	99.1
Do not know/unsure	69	,9	,9	100.0
Total	8000	100.0	100.0	

**Table A.12 - Use of Internet banking (Bank\_account\_freq\_internet)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid None	7045	88.1	88.1	88.1
Frequent	273	3.4	3.4	91.5
Regular	301	3.8	3.8	95.2
Rarely	318	4.0	4.0	99.2
Do not know/unsure	63	,8	,8	100.0
Total	8000	100.0	100.0	

**Table A.13 - Intensity of use of a bank account (Intensity\_bank\_account)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Several times a month	3342	41.8	41.8	41.8
Once a month	1837	23.0	23.0	64.7
Several times a year	295	3.7	3.7	68.4
Once a year	94	1.2	1.2	69.6
Less than once a year	53	,7	,7	70.3
Never	2345	29.3	29.3	99.6
Do not know/unsure	34	,4	,4	100.0
Total	8000	100.0	100.0	

**Table A.14 - Ways of withdrawing cash from a bank account (Withdrawal\_mode)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ATM	4340	54.3	59.3	59.3
Bank	1207	15.1	16.5	75.8
Post Office	1771	22.1	24.2	100.0
Total	7318	91.5	100.0	
Missing System	682	8.5		
Total	8000	100.0		

## Annex B. Regional-level demand statistics

### Table B.1. Financial inclusion measures

	TFI-I <sub>Oblast</sub> (b)	Distance from the national mean $c=(b-a)/a*100$
<b>Republic of Belarus</b>	<b>84.6</b>	
Brest Oblast	87.3	3.2
Vitebsk Oblast	83.7	-1.1
Gomel Oblast	82	-3.1
Grodno Oblast	85.7	1.3
Minsk Oblast	84.9	0.4
Mogilev Oblast	84.9	0.4
Minsk City	85.5	1.1

### Table B.1. Bank account ownership data

	If_bank_account <sub>Oblast</sub> (b)	Distance from the national mean $c=(b-a)/a*100$
<b>Republic of Belarus</b>	<b>69.3</b>	
Brest Oblast	69.5	0.3
Vitebsk Oblast	69.4	0.1
Gomel Oblast	66.4	-4.2
Grodno Oblast	67	-3.3
Minsk Oblast	70.1	1.2
Mogilev Oblast	72.3	4.3
Minsk City	79	14.0

### Table B.3. Use of credit obtained from financial institutions

	If_credit_fi <sub>Oblast</sub> (b)	Distance from the national mean $c=(b-a)/a*100$
<b>Republic of Belarus</b>	<b>18.5</b>	
Brest Oblast	18.3	-1.1
Vitebsk Oblast	22.3	20.5
Gomel Oblast	15.8	-14.6
Grodno Oblast	18	-2.7
Minsk Oblast	19.9	7.6
Mogilev Oblast	16.3	-11.9
Minsk City	11.3	-38.9

### Table B.4. Deposit ownership

	If_deposit_account <sub>Oblast</sub> (b)	Distance from the national mean $c=(b-a)/a*100$
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<b>Republic of Belarus</b>	<b>16.4</b>	
Brest Oblast	18.3	11.6
Vitebsk Oblast	12.9	-21.3
Gomel Oblast	12.5	-23.8
Grodno Oblast	15.1	-7.9
Minsk Oblast	26	58.5
Mogilev Oblast	13.9	-15.2
Minsk City	17.7	7.9

**Table B.5. Insurance ownership**

	If_insurance Oblast (b)	Distance from the national mean $c=(b-a)/a*100$
<b>Republic of Belarus</b>	<b>55.6</b>	
Brest Oblast	61.8	11.2
Vitebsk Oblast	48.8	-12.2
Gomel Oblast	50.6	-9.0
Grodno Oblast	59.6	7.2
Minsk Oblast	58.7	5.6
Mogilev Oblast	56.7	2.0
Minsk City	45.2	-18.7

**Table B.6. Intensity of use of financial services by individuals**

	Brest	Vitebsk	Gomel	Grodno	Minsk	Mogilev	Minsk City
No use	12.7	16.3	18.0	14.3	15.1	15.1	14.5
Basic (1 - 2 services)	30.8	32.0	32.9	32.1	26.3	28.3	27.4
Active (3-5 services)	44.0	40.4	40.6	41.1	43.4	43.3	46.8
Advanced (6-8 services)	10.9	8.5	6.9	10.9	12.2	11.7	11.3
Extensive (9+ services)	1.5	2.8	1.6	1.5	3.0	1.6	0.0
Total	100	100	100	100	100	100	100

**Table B.7. Types of banking services used**

	Belarus	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Current account	99.5	69.5	69.5	67.1	67.2	73	72.4	100.0
Debit card	87.8	91.0	84.7	89.1	85.2	83.8	92.8	94.0
Credit card	9.9	12.5	8.5	8.7	11.6	11.0	8.1	4.8
Internet banking	10.7	7.4	12.1	10.7	9.4	12.5	11.1	6.4
Mobile banking	13.3	8.2	14.9	11.8	14.2	15.3	14.4	19.1
Overdraft facility	11.9	4.5	14.3	10.2	14.3	14.7	12.5	10.6
International	1.1	0.9	1.0	1.5	0.7	1.2	1.4	2.1

	<b>Belarus</b>	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
money transfer								
Domestic money transfer	14.8	12.5	16.9	11.1	11.7	17.3	18.2	1.9
Consumer credit	52.4	58.5	51.8	50.0	54.0	48.9	54.1	14.3
Mortgage loan	13.2	14.2	15.0	6.1	18.7	14.3	9.2	42.9
Personal loan	10.2	11.3	12.6	7.5	11.6	8.2	9.6	0.0
Home improvement loan	6	4.2	6.5	6.1	3.5	10.7	3.5	0.0
Vehicle loan	4.4	6.1	4.1	7.1	1.5	3.6	3.5	28.6
Educational loan	1.4	1.4	0.9	2.4	0.0	2.5	0.9	0.0
Business loan	0.7	0.9	0.6	1.4	0.0	0.7	0.4	0.0
Savings account	11.7	15.0	8.2	8.1	8.5	20.3	10.1	16.1
Time deposit	5.5	2.9	5.9	4.4	8.0	7.2	4.4	6.5
Placement of funds in a credit union	0.2	0.3	0.1	0.1	0.1	0.4	0.1	0.0
Life insurance	9.4	10.9	8.7	5.4	12.3	8.3	11.6	4.8
Auto insurance	27.8	34.6	24.8	24.3	27.5	29.7	27.3	25.8
Property insurance	35.4	37.1	30.2	30.5	40.5	39.3	36.9	19.4
Health insurance	4.7	8.3	5.8	5.6	3.0	3.6	2.1	6.5
Travel insurance	3	3.0	0.9	3.5	2.6	5.7	2.0	16.1
Insurance, other	6	5.6	8.6	5.4	4.5	5.4	6.0	0.0

**Table B.8 – Explicit bank account ownership**

Oblast	Explicit ownership	Implicit ownership	Ownership through a household member
Brest	69.1	0.8	72.6
Vitebsk	69.3	0.1	73.0
Gomel	65.6	1.5	72.4
Grodno	66.7	0.5	70.7
Minsk	70.1	0.0	79.3
Mogilev	72.2	0.1	78.6
Minsk City	75.8	6.7	85.5

**Table B.9. Reasons for having a bank account**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Keep money safe	31.5	27.3	30.5	34.4	33.9	21.8	19.1
To receive salary	74.9	76.5	80.2	73.9	79.6	82.0	76.6
To gain access to other financial services	13.2	5.8	4.3	6.7	5.6	5.5	4.3
Convenience of cash management	8.7	9.8	12.4	14.6	13.0	13.2	0.0



Bill payments	7.9	7.5	8.6	10.2	13.4	20.0	2.1
Transfer of money	3.7	2.7	2.6	3.5	3.6	10.1	4.3
Required by employer/government	1.2	11.6	2.2	1.9	3.6	3.0	10.6
Ability to borrow money	1.1	2.0	0.8	0.4	1.9	0.9	2.1
Emergency savings	8.6	9.0	8.6	11.2	13.1	7.6	10.6
Other reasons	5.1	3.9	5.5	5.9	4.1	6.2	10.6

**Table B.10. Reasons for not having a bank account**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Other members of my family have a bank account	7.8	4.7	5.2	3.0	14.5	7.7	0.0
No money	48.7	52.4	56.7	51.8	57.4	42.1	66.7
I prefer keeping money at home	30.6	22.6	28.5	15.6	22.4	26.3	26.7
Too expensive	3.1	2.1	1.5	4.1	1.2	1.3	0.0
Do not trust banks	10.6	14.3	12.2	10.1	11.9	9.2	13.3
Don't see any advantages	10.9	13.0	11.1	19.2	11.2	16.8	0.0
Inconvenient access	2.2	7.3	5.2	9.6	3.6	6.6	0.0
Do not know how to open an account	3.9	2.6	2.4	1.4	2.4	1.5	0.0
Do not qualify for a bank account	1.1	0.9	1.1	1.6	1.7	3.1	6.7
Other reasons	3.9	1.9	3.0	9.3	2.9	4.8	13.3

**Table B.11. Responses to the question "How often do you deposit money on the deposit/savings account (yours or some other household member's)?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	2.6	3.1	3.8	0.9	3.7	4.3	0.0
Once a month	8.0	7.2	8.0	7.9	11.3	6.0	9.6

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a year	6.9	7.7	7.0	8.6	9.5	6.1	11.5
Once a year	5.1	3.0	3.1	1.4	2.9	3.4	3.8
Less than once a year	4.3	2.1	2.1	1.7	3.9	1.8	0.0
Never	64.5	73.3	74.4	76.6	67.1	72.5	73.1
Do not know/unsure	8.6	3.6	1.6	2.8	1.6	6.1	1.9
Total	100	100	100	100	100	100	100

**Table B.12. Responses to the question "How often do you withdraw money from the deposit/savings account (yours or some other household member's)?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	30.5	45.6	54.9	56.9	55.2	54.3	30.8
Once a month	41.5	34.4	27.4	25.5	27.9	23.3	40.4
Several times a year	5.2	5.1	3.3	2.1	1.9	2.7	5.8
Once a year	3.1	1.1	2.1	0.6	1.3	0.5	0.0
Less than once a year	3.3	1.8	2.0	1.8	1.2	0.9	13.5
Never	10.7	8.8	8.0	7.9	7.9	12.0	9.6
Do not know/unsure	5.6	3.2	2.4	5.2	4.7	6.3	0.0
Total	100	100	100	100	100	100	100

**Table B.13. Responses to the question "How often do you use the overdraft facility?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	0.5	1.4	0.8	1.3	0.9	1.1	0.0
Once a month	2.1	3.0	2.1	3.5	2.6	4.3	0.0
Several times a year	1.9	3.5	3.7	4.5	2.1	3.3	12.9
Once a year	1.2	2.4	1.3	1.0	1.4	1.0	0.0
Less than once a year	1.7	3.4	1.3	1.5	1.0	0.8	0.0
Never	91.0	85.6	90.7	87.4	92.1	84.4	87.1
Do not know/unsure	1.6	0.7	0.1	0.7	0.0	5.0	0.0
Total	100	100	100	100	100	100	100

**Table B.14 – Responses to the question «How often do you make or receive payments using a mobile phone?»**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	5.0	10.5	5.1	6.6	6.0	7.2	3.2
Once a month	5.2	5.9	2.7	3.0	3.0	3.3	6.5
Several times a year	2.1	2.8	1.9	2.4	2.3	1.5	12.9
Once a year	0.4	0.6	0.5	0.4	0.1	0.1	0.0

Less than once a year	1.2	1.0	1.0	0.5	0.4	0.5	0.0
Never	85.4	78.8	88.7	86.9	88.3	83.7	77.4
Do not know/unsure	0.7	0.4	0.1	0.3	0.0	3.6	0.0
Total	100	100	100	100	100	100	100

**Table B.13. Responses to the question "How often do you make payments over the Internet?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	2.0	4.9	3.2	2.8	3.4	3.8	0.0
Once a month	4.9	4.6	3.1	2.8	3.8	3.4	0.0
Several times a year	3.0	3.5	1.7	2.7	2.2	1.6	4.8
Once a year	0.9	0.3	0.6	0.3	0.0	0.5	0.0
Less than once a year	2.2	0.9	1.0	1.0	0.6	1.1	0.0
Never	86.4	85.4	90.1	90.0	90.0	86.6	95.2
Do not know/unsure	0.7	0.3	0.2	0.4	0.1	3.1	0.0
Total	100	100	100	100	100	100	100

**Table B.16. Responses to the question "How many times a month do you transfer money from your account?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	1.8	6.0	3.5	3.5	5.2	7.4	0.0
Once a month	2.6	5.2	2.4	1.7	7.0	4.4	0.0
Several times a year	4.6	4.2	4.0	5.4	3.1	5.5	1.9
Once a year	3.5	1.4	1.1	1.2	2.0	0.8	0.0
Less than once a year	5.5	2.8	1.8	2.7	2.2	1.9	11.5
Never	70.0	75.6	84.1	81.0	78.0	72.9	86.5
Do not know/unsure	12.0	4.8	3.1	4.5	2.5	7.0	0.0
Total	100	100	100	100	100	100	100

**Table B.17. Responses to the question "How do you deposit money on your account?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
ATM	3.3	1.7	2.0	0.8	2.6	2.4	0.0
Bank branch	17.3	18.0	16.1	19.2	24.7	17.0	25.0
Post Office	1.4	3.0	1.7	2.1	0.9	1.4	0.0
I do not deposit cash	68.0	73.0	76.4	74.7	68.4	73.0	75.0
Do not know/unsure	10.0	4.4	3.8	3.2	3.4	6.2	0.0
Total	100	100	100	100	100	100	100

**Table B.18. Responses to the question "When you need to get cash (banknotes) from the account, how do you usually get it?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
ATM	54.6	51.4	55.5	51.2	52.7	59.2	67.7
Bank branch	16.7	18.6	11.7	14.2	17.3	11.9	12.9
Post Office	18.9	22.9	25.0	25.8	20.9	19.9	17.7
I don't use cash	0.8	2.2	1.3	0.4	0.0	0.6	0.0
Do not know/unsure	9.0	5.0	6.6	8.5	9.2	8.4	1.6
Total	100	100	100	100	100	100	100

**Table B.19. Bank account ownership - households**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Bank account ownership - households	72.6	73.0	72.4	70.7	79.3	78.6	85.5

**Table B.20. Responses to the question "Do you currently have or had in the last 12 months a credit/loan from a financial institution?"**

	Yes
Brest Oblast	18.3
Vitebsk Oblast	22.3
Gomel Oblast	15.8

Grodno Oblast	18
Minsk Oblast	19.9
Mogilev Oblast	16.3
Minsk City	11.3

**Table B.21. Responses to the question "From what type of institution did you obtain the loan?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Bank	77.4	97.6	93.4	90.4	91.4	89.5	100.0
Credit union	3.3	0.3	4.2	2.5	5.4	3.9	0.0

**Table B.22 – Responses to the question «What kind of credit do you have/had in the last 12 months?»**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Personal loan	11.3	12.6	7.5	11.6	8.2	9.6	0.0
Consumer credit	57.5	50.9	49.1	54.0	48.9	54.1	14.3
Instalment purchase credit	20.3	37.4	37.7	21.2	28.9	33.6	14.3
Housing loan	14.2	15.0	6.1	18.7	14.3	9.2	42.9
Home improvement loan	4.2	6.5	6.1	3.5	10.7	3.5	0.0
Vehicle loan	6.1	4.1	7.1	1.5	3.6	3.5	28.6
Educational loan	1.4	0.9	2.4	0.0	2.5	0.9	0.0
Health loan	0.0	0.3	1.9	0.0	0.4	0.0	0.0
Holiday loan	0.9	0.9	0.5	0.0	0.0	0.0	0.0
Business loan	0.9	0.6	1.4	0.0	0.7	0.4	0.0
Other	2.4	0.3	1.9	1.5	1.8	4.8	0.0

**Table B.23. Responses to the question "What are the reasons for you not to use credit?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
No need	50.5	37.3	53.8	55.9	51.2	52.7	49.1
Do not have enough money to repay	21.1	26.2	21.9	18.9	23.9	21.3	36.4
Credit interest rate is too high	22.7	29.9	29.1	26.3	27.3	23.5	47.3
Don't want to owe anything to anyone	18.4	19.1	19.1	27.0	20.2	14.4	21.8
Credit terms are not suitable	6.0	12.5	5.5	7.5	8.9	7.5	21.8
Bank location is not convenient	0.6	1.4	2.2	0.9	1.0	0.3	0.0

I was refused a credit	1.3	3.3	1.3	1.7	2.1	1.8	0.0
Bank staff is rude or unhelpful	0.2	0.3	0.1	0.1	0.2	0.2	1.8
I use alternative sources of loans	1.2	0.6	1.2	1.3	1.1	0.5	0.0
Other reasons	4.3	1.4	3.0	3.0	2.5	3.2	5.5

**Table B.24. Deposit ownership**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Current account/on-demand deposit	15.0	8.2	8.1	8.5	20.3	10.1	16.1
Time deposit	2.9	5.9	4.4	8.0	7.2	4.4	6.5
Credit union account	0.3	0.1	0.1	0.1	0.4	0.1	0.0
Other	0.9	0.1	0.3	0.7	0.7	0.4	0.0

**Table B.25. Reasons for having a savings account**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Keep money safe	49.5	55.8	52.7	48.2	56.0	51.7	9.1
To gain access to other financial services	7.1	2.0	10.2	3.0	12.8	7.0	18.2
Earn interest/return on saving	21.7	35.5	31.7	48.2	23.9	34.8	72.7
Resist temptation to spend	25.0	26.9	21.0	23.5	18.5	15.9	9.1
Save money for a specific purchase	13.7	10.2	13.8	13.3	14.4	12.4	27.3
To be able to borrow money	1.4	3.0	0.6	0.6	4.3	0.5	18.2
Save money for a specific purchase	17.0	17.3	13.8	16.9	14.4	14.9	36.4
Save for emergency needs	17.0	32.5	26.3	34.9	21.7	17.4	27.3
Prevent family members from spending money	5.2	3.6	2.4	4.2	2.2	5.0	9.1
Other reasons	2.8	0.5	4.8	0.6	3.5	2.0	0.0

**Table B.26. Reasons for not having a savings account**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
I have no job	12.9	5.7	8.2	7.5	10.6	10.3	9.8
I do not have enough money	46.8	54.4	50.7	59.7	51.6	59.5	52.9

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Nobody keeps their savings in bank	2.2	4.6	2.0	6.2	2.0	4.1	2.0
Bank location is not convenient	1.3	2.2	3.7	2.5	0.9	0.3	0.0
Financial products are not suitable	8.3	14.3	6.9	9.3	8.4	8.1	13.7
Interest rate offered on deposits is too low	2.8	9.1	6.9	6.1	5.9	3.9	15.7
No need	31.5	22.9	41.0	33.1	36.8	27.1	27.5
Bank staff is rude or unhelpful	0.3	0.1	0.1	0.1	0.3	0.0	2.0
Do not trust banks	15.8	7.1	8.4	14.5	10.0	7.4	41.2
Do not know how to open an account	1.5	2.0	1.3	0.5	0.7	0.5	2.0
I wanted to open deposit account but was refused	0.6	0.4	0.1	0.2	0.1	0.0	0.0
I prefer keeping money at home	16.0	7.0	12.7	7.7	12.2	10.3	19.6
I prefer to invest my savings	2.3	1.5	1.0	1.0	2.3	2.9	7.8
Other reasons	1.7	1.2	0.3	1.6	1.3	1.1	5.9

**Table B.27. Responses to the question "How often do you deposit money on the deposit/savings account (yours or some other household member's)?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	3.2	2.3	3.4	1.3	4.3	3.9	0.0
Once a month	16.8	15.7	12.8	19.0	20.9	16.0	15.4
Several times a year	20.0	24.1	17.9	31.6	21.5	25.8	46.2
Once a year	15.6	14.9	15.4	13.4	4.5	11.3	15.4
Less than once a year	10.4	8.8	12.0	6.1	6.8	2.7	0.0
Never	10.4	24.1	32.5	21.6	37.3	26.6	23.1
Do not know/unsure	23.6	10.0	6.0	6.9	4.7	13.7	0.0
Total	100	100	100	100	100	100	100

**Table B.28. Responses to the question "How often do you withdraw money from the deposit/savings account (yours or some other household member's)?"**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Several times a month	2.8	6.5	7.3	5.6	13.9	9.4	0.0
Once a month	6.0	12.6	8.1	7.8	23.9	9.8	0.0
Several times a year	11.2	10.0	9.0	14.3	12.2	14.5	15.4
Once a year	6.8	2.7	4.3	10.0	5.8	5.5	0.0
Less than once a year	12.8	16.9	13.7	10.4	8.5	12.5	30.8
Never	33.6	40.2	47.9	44.2	28.8	34.4	53.8
Do not know/unsure	26.8	11.1	9.8	7.8	7.0	14.1	0.0

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Total	100	100	100	100	100	100	100

**Table B.29. Bank account ownership - households**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Bank account ownership - households	22.0	17.3	17.7	21.1	33.2	18.0	21.0

**Table B.30. Insurance ownership**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Auto insurance	34.6	24.8	24.3	27.5	29.7	27.3	25.8
Property insurance	37.1	30.2	30.5	40.5	39.3	36.9	19.4
Livestock insurance	4.5	7.8	4.6	3.9	4.5	5.2	0.0
Crop insurance	0.5	1.7	1.0	0.8	0.6	1.8	0.0
Business insurance	0.9	0.7	0.5	0.5	0.7	0.2	0.0
Travel insurance	3.0	0.9	3.5	2.6	5.7	2.0	16.1
Life insurance	10.9	8.7	5.4	12.3	8.3	11.6	4.8
Health insurance	8.3	5.8	5.6	3.0	3.6	2.1	6.5

**Table B.31. Reasons for not having insurance**

	Brest Oblast	Vitebsk Oblast	Gomel Oblast	Grodno Oblast	Minsk Oblast	Mogilev Oblast	Minsk City
Insurance term is too long	0.9	1.8	1.2	1.6	1.7	2.8	5.9
Too expensive	14.0	32.3	18.2	11.7	19.8	17.2	52.9
I did not know that such service exists in Belarus	0.9	1.4	1.2	1.8	1.7	1.1	0.0
No need	74.1	56.6	72.6	77.0	68.5	66.6	44.1
I do not trust insurance companies	13.3	16.9	17.6	19.9	17.7	15.9	32.4
Other reasons	3.0	2.9	2.6	2.7	3.4	4.1	0.0



## Annex C. Mapping data

### Brest Oblast

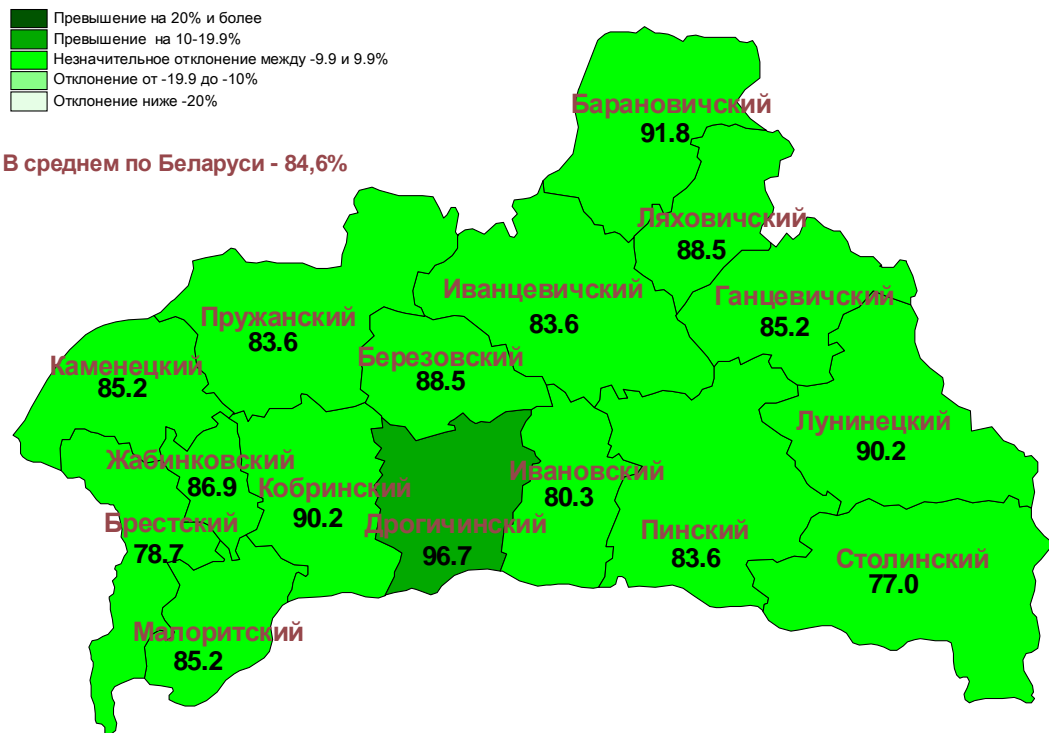


Figure C.1 – Total financial inclusion index (TFI-1), Brest Oblast (%)

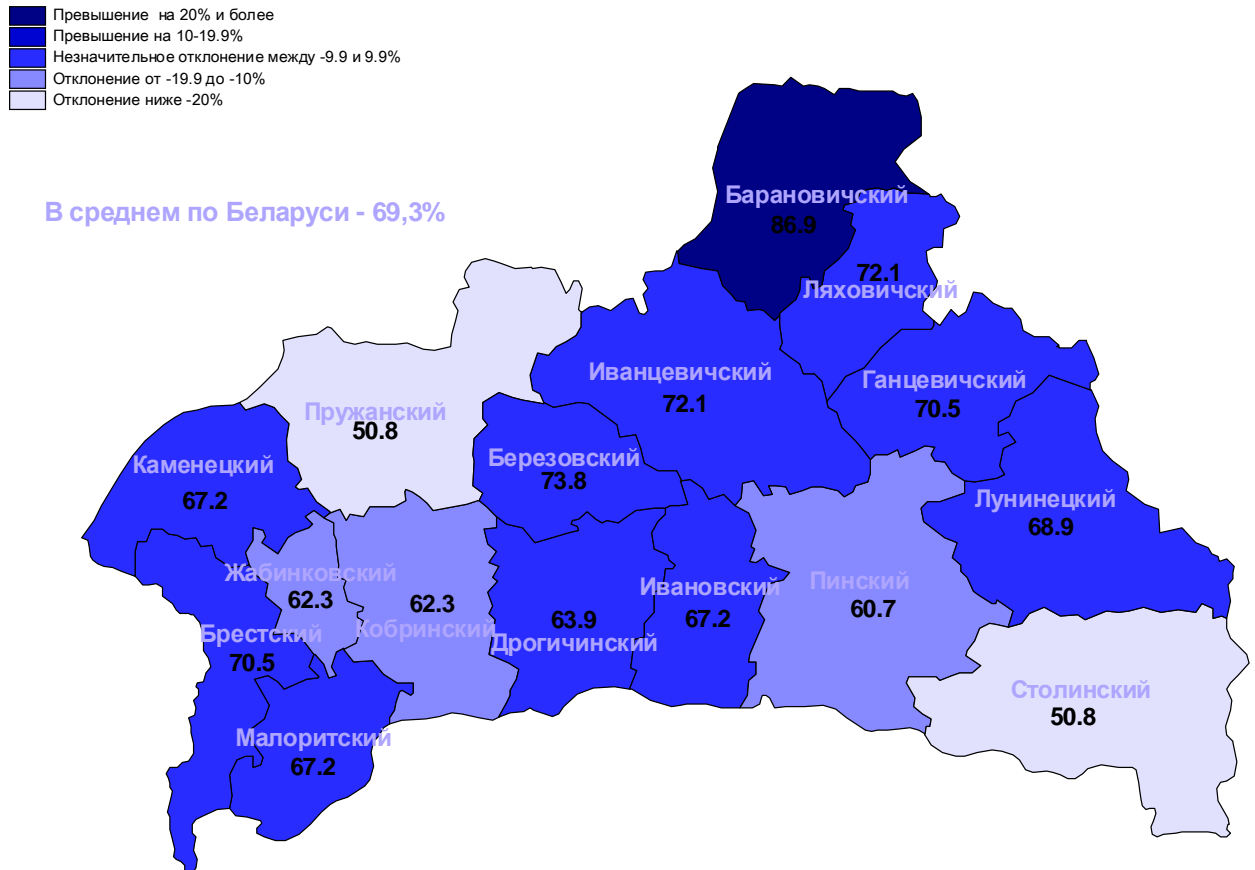
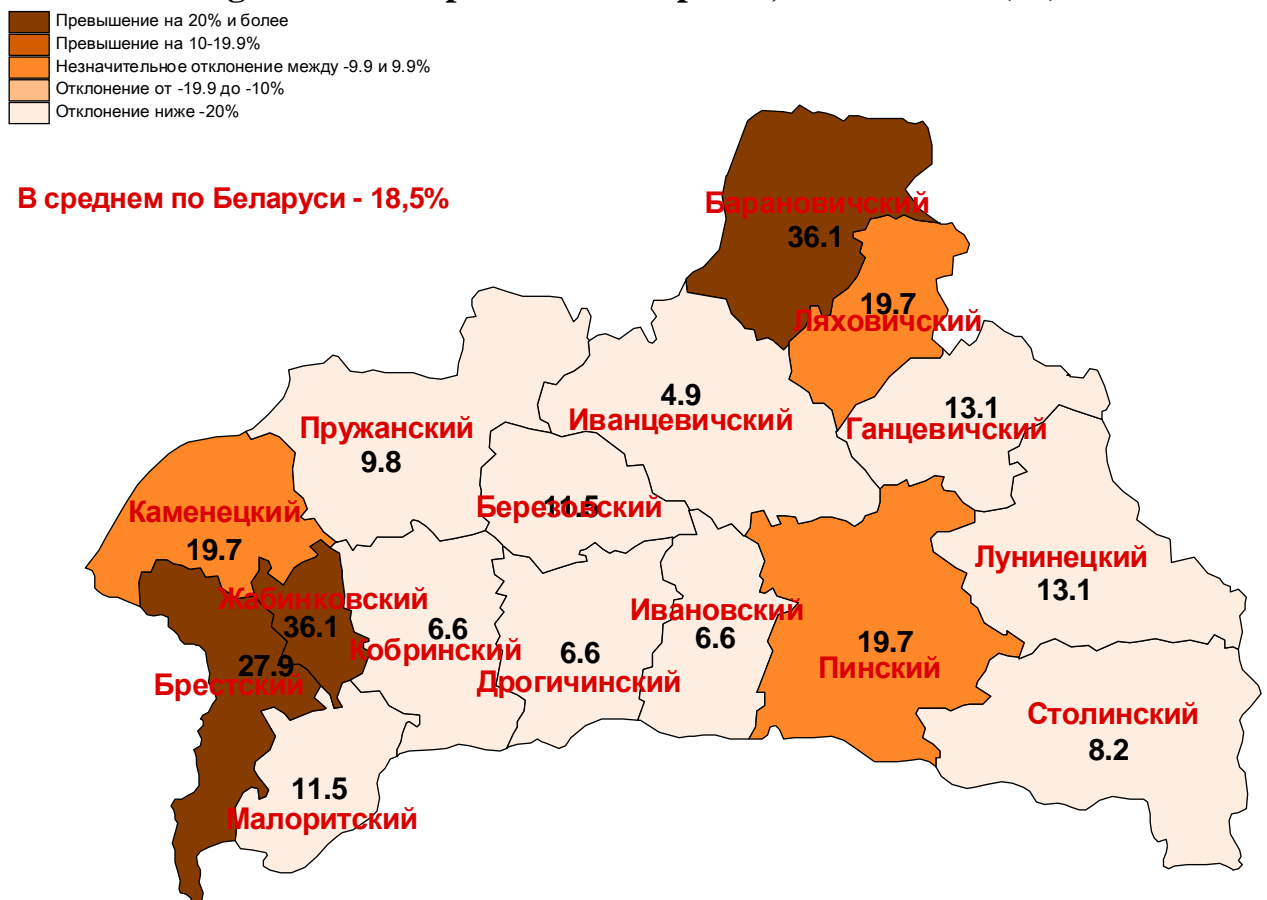


Figure C.2 – Bank account ownership rate, Brest Oblast (%)



**Figure C.3 – Deposit ownership rate, Brest Oblast (%)**



**Figure C.4 – Use of credit, Brest Oblast (%)**

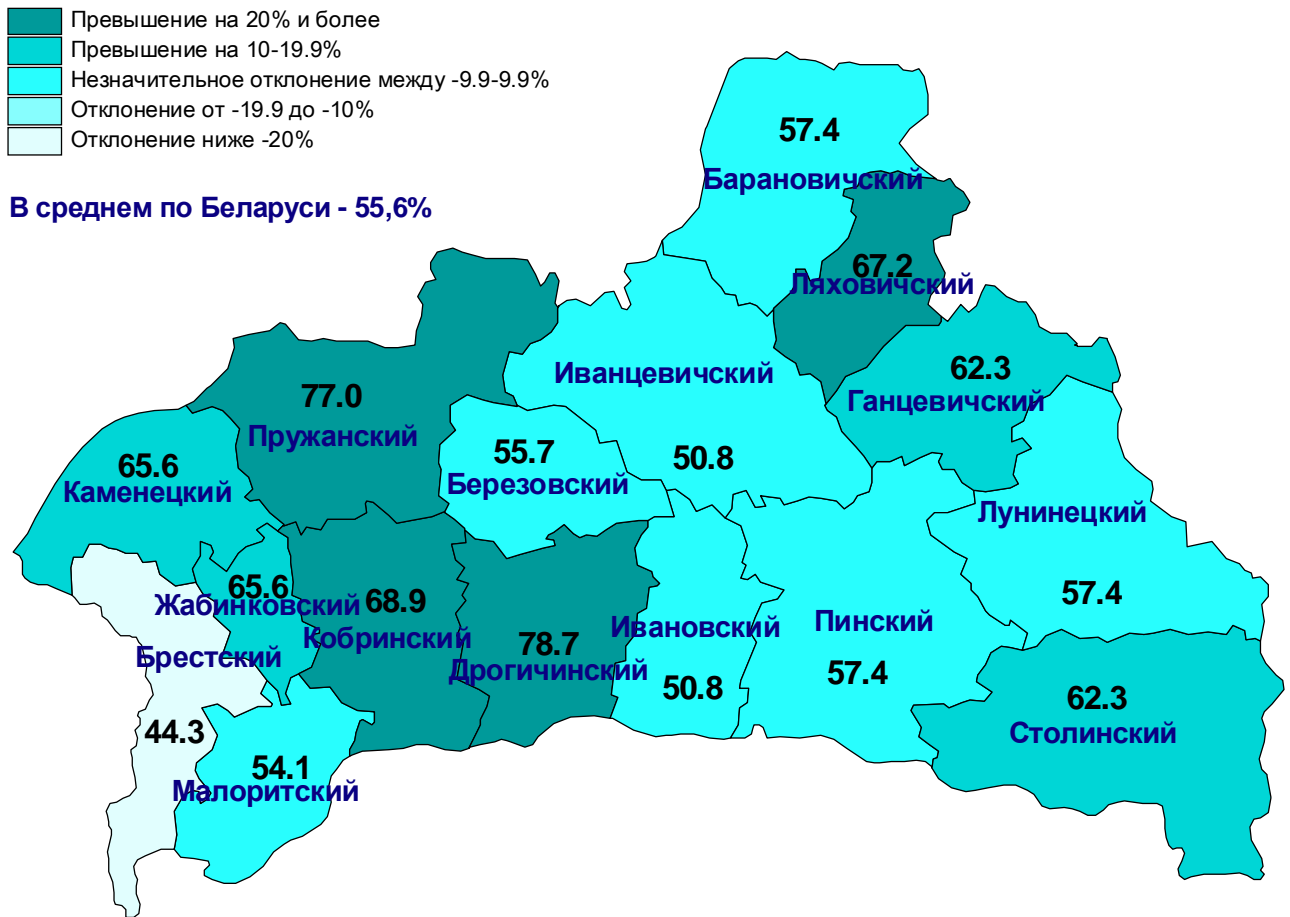
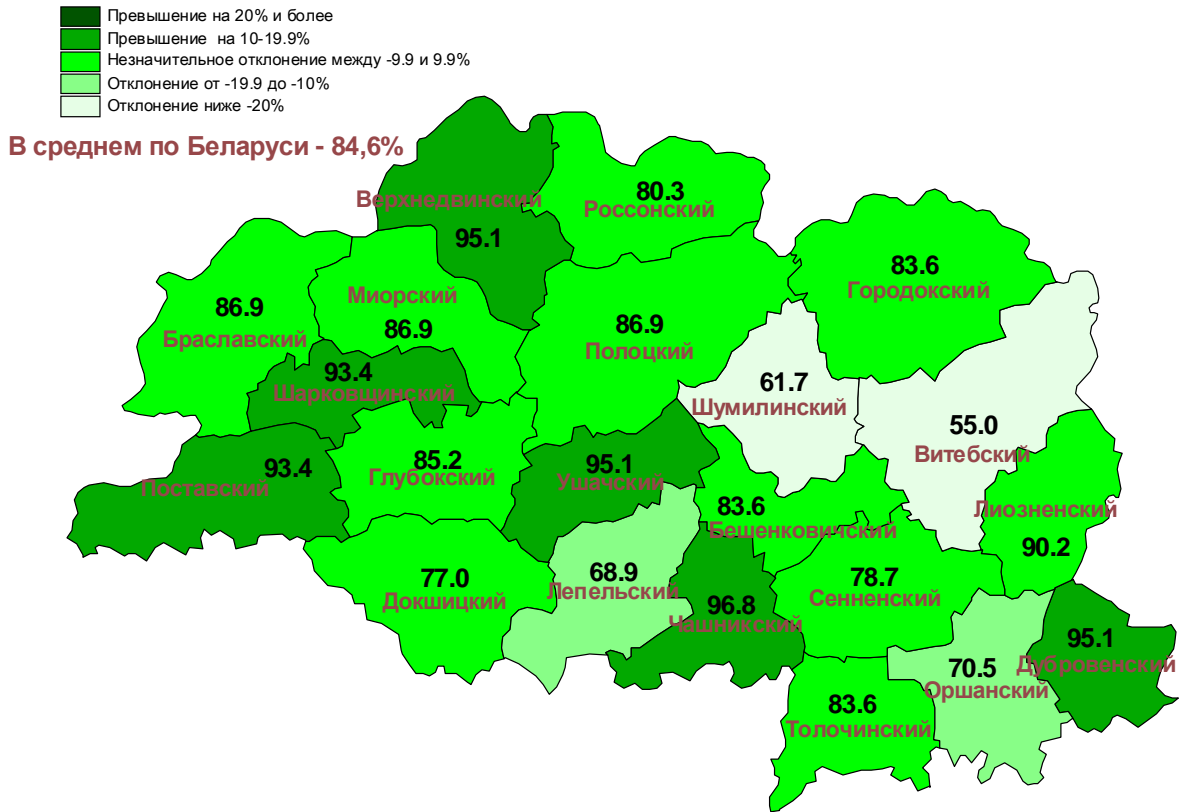


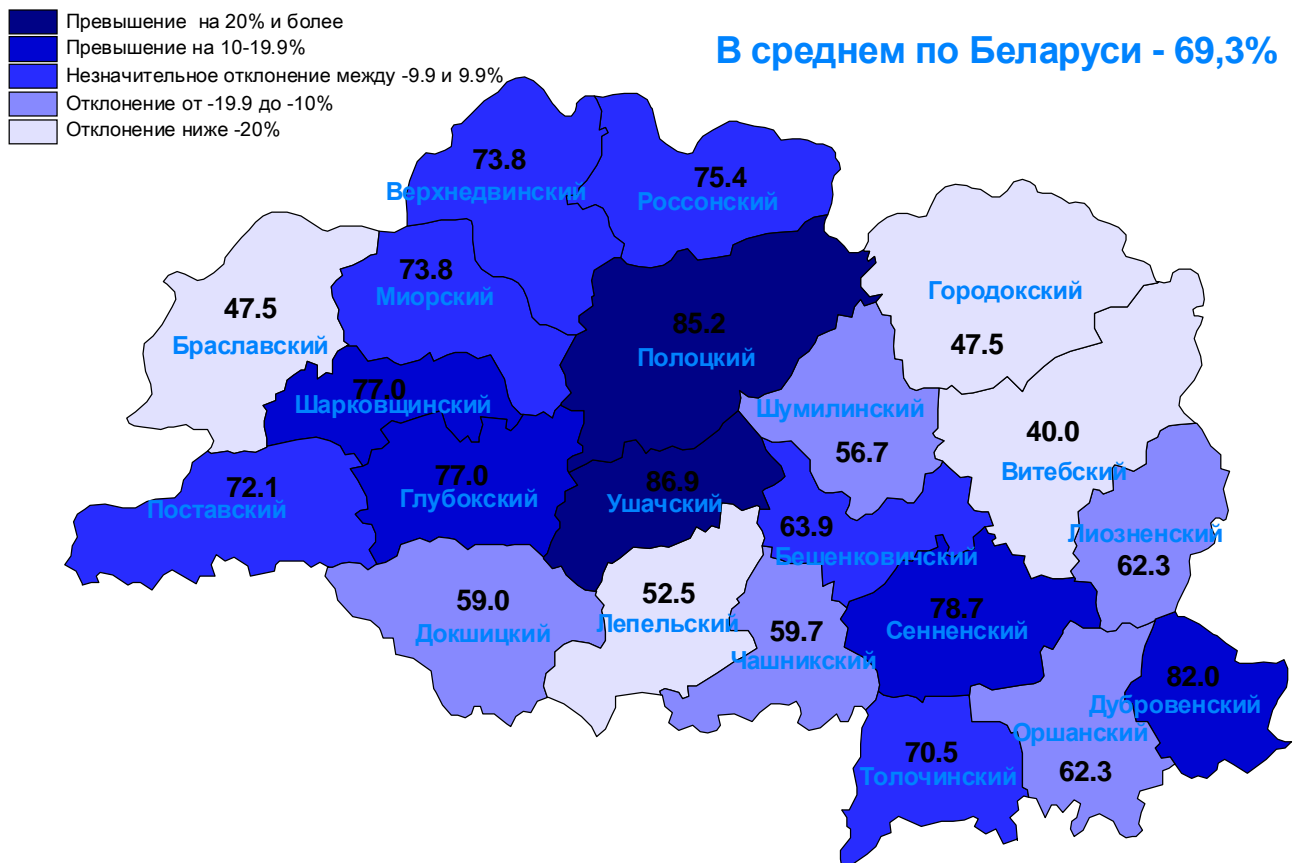
Figure C.5 – Use of insurance, Brest Oblast (%)



Figure C.6 – Percentage of respondents who are financially literate, Brest Oblast Vitebsk Oblast



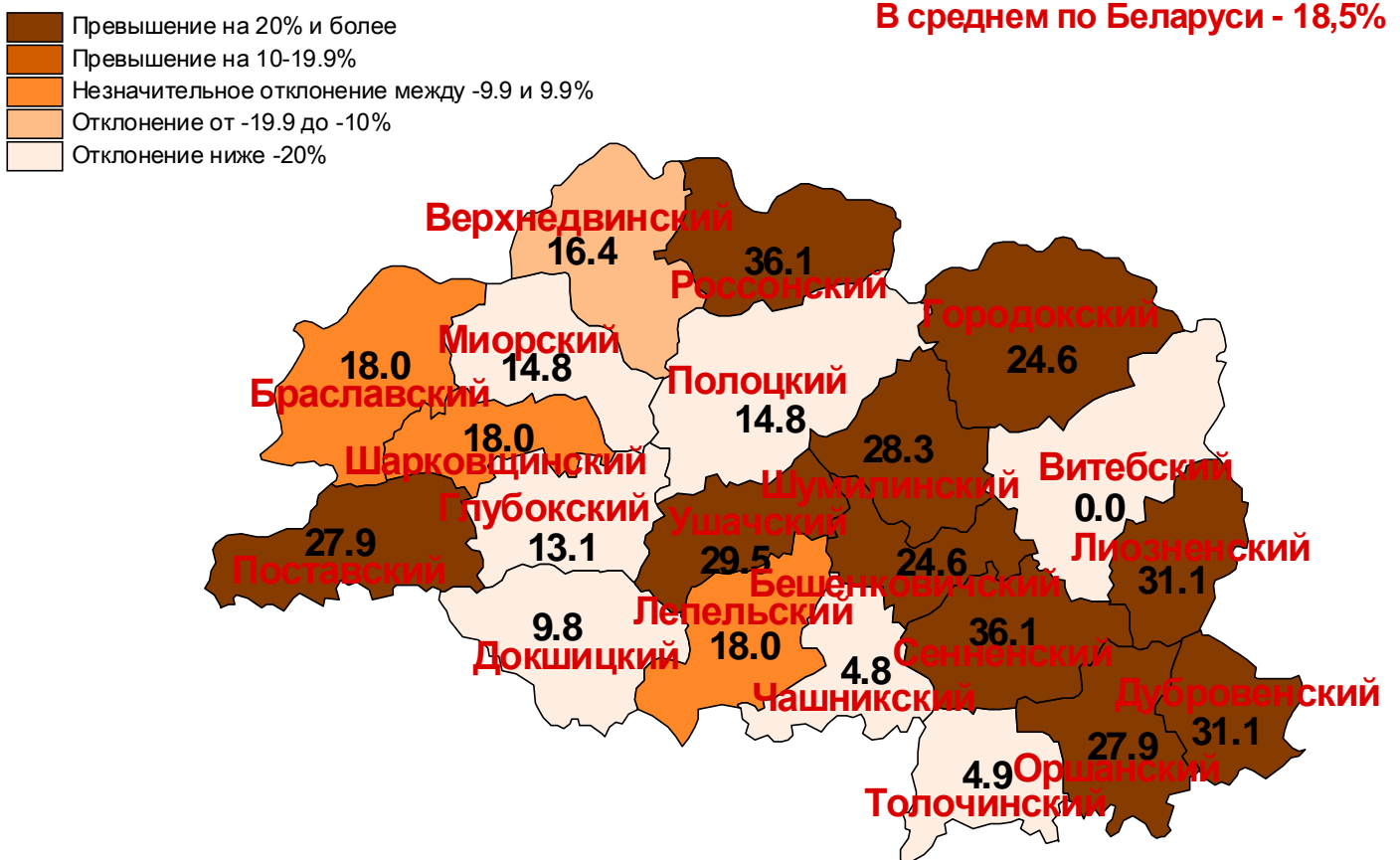
**Figure C.7 – Total financial inclusion index (TFI-1), Vitebsk Oblast (%)**



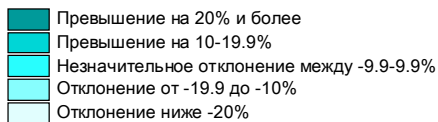
**Figure C.8 – Bank account ownership rate, Vitebsk Oblast (%)**



**Figure C.9 – Deposit ownership rate, Vitebsk Oblast (%)**



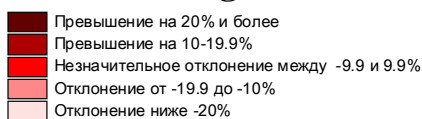
**Figure C.10 – Use of credit, Vitebsk Oblast (%)**



В среднем по Беларуси - 55,6%



Figure C.11 – Use of insurance, Vitebsk Oblast (%)



В среднем по Беларуси - 56%

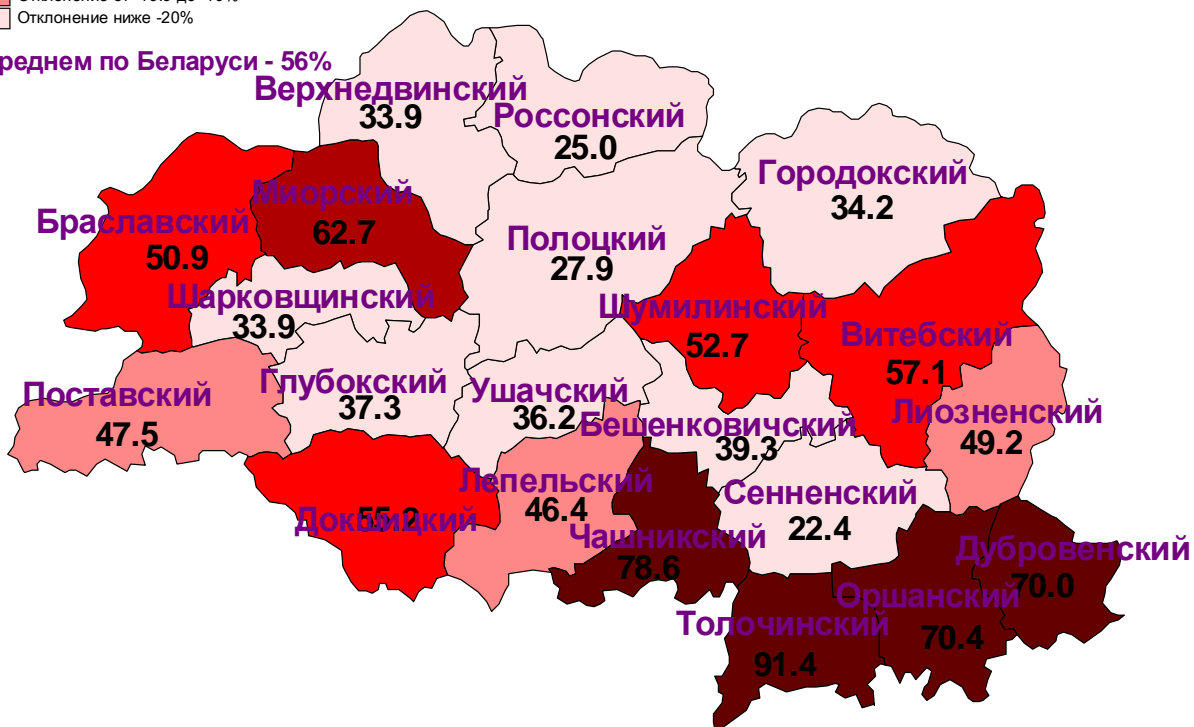


Figure C.12 – Percentage of respondents who are financially literate, Vitebsk Oblast

## Gomel Oblast

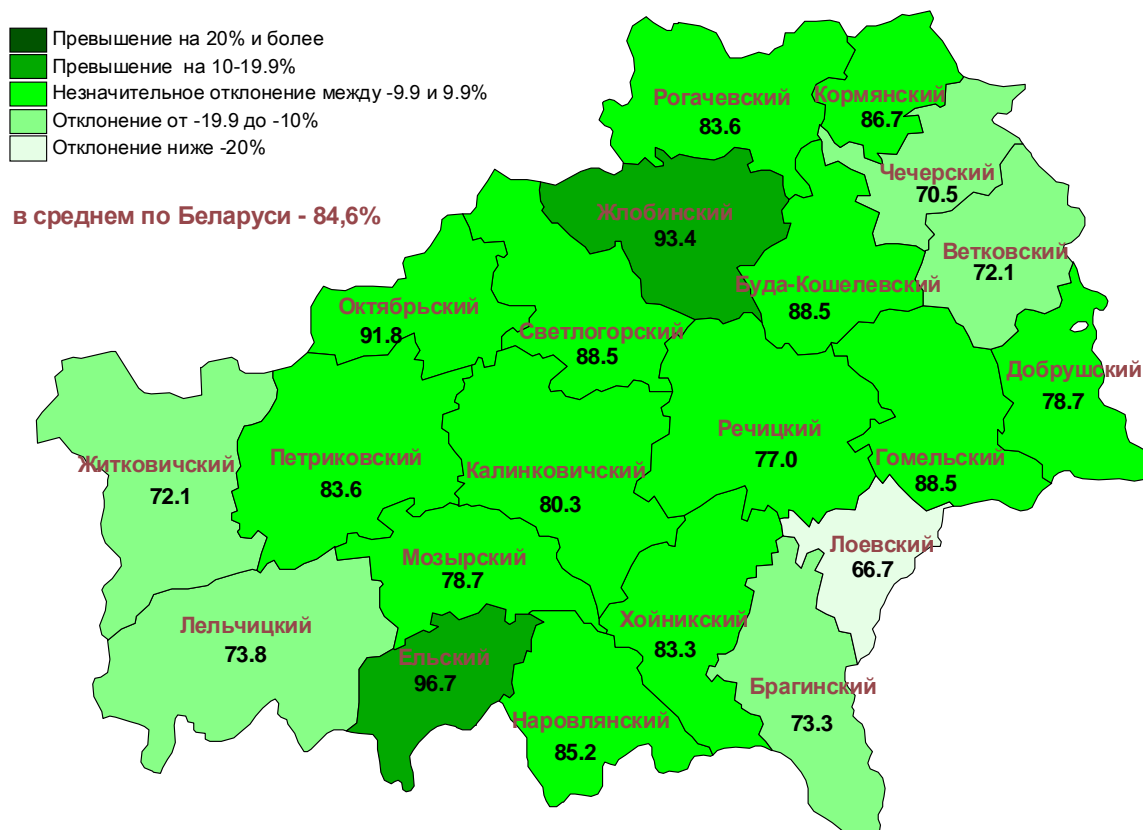


Figure C.13 – Total financial inclusion index (TFI-1), Gomel Oblast (%)

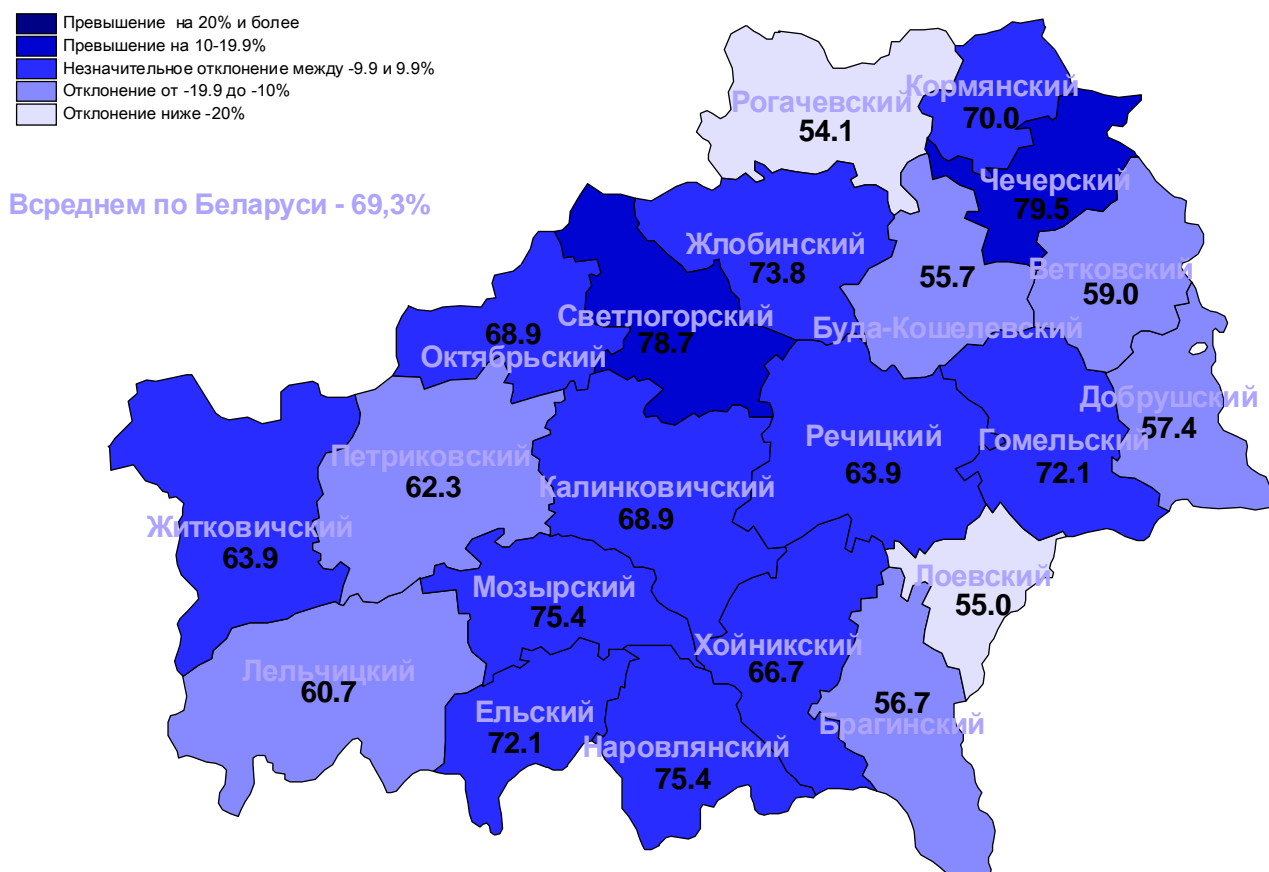
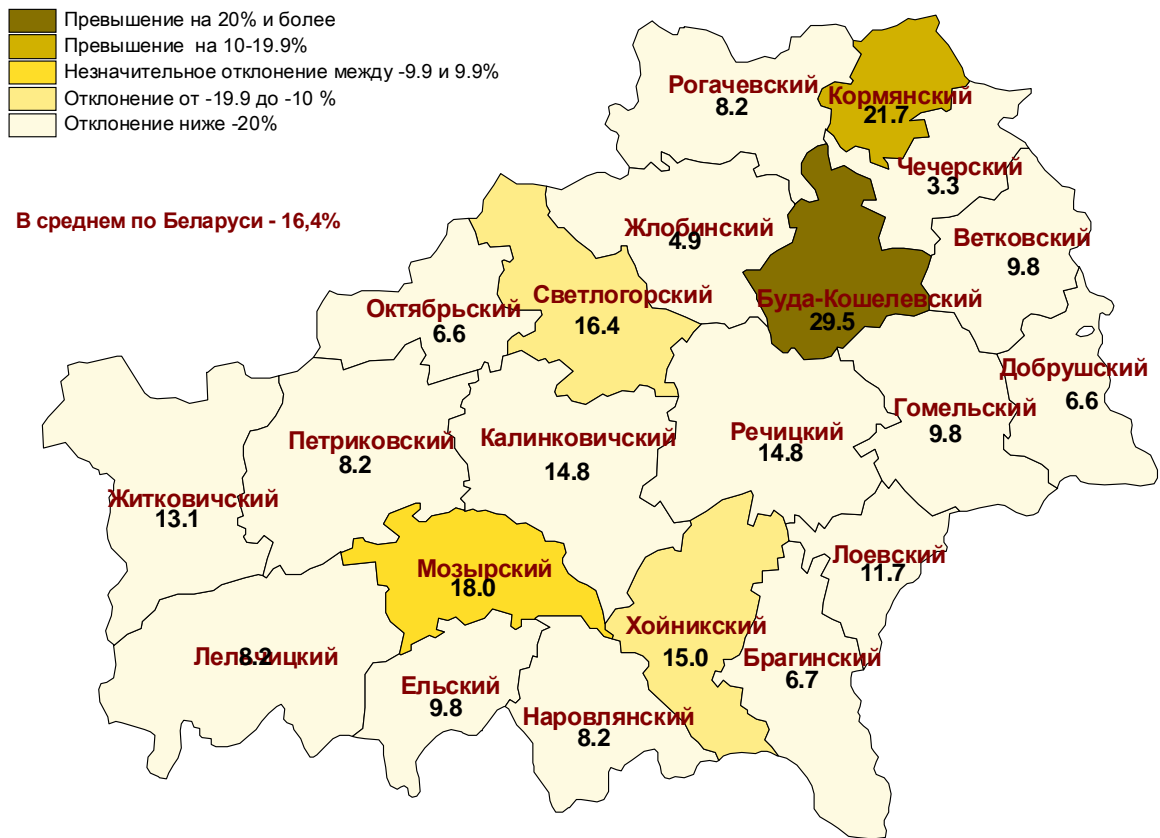
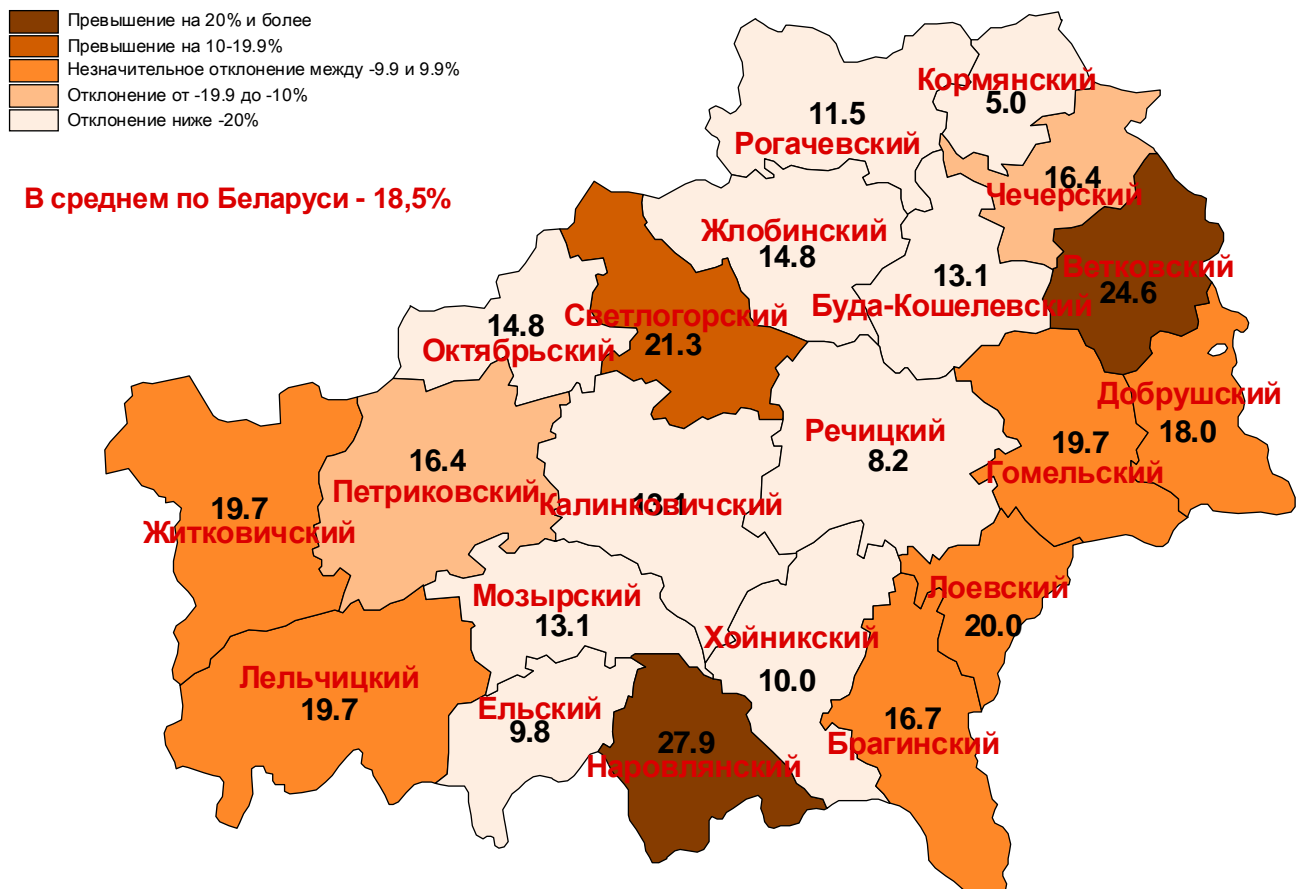


Figure C.14 – Bank account ownership rate, Gomel Oblast (%)



**Figure C.15 – Deposit ownership rate, Gomel Oblast (%)**



**Figure C.16 – Use of credit, Gomel Oblast (%)**



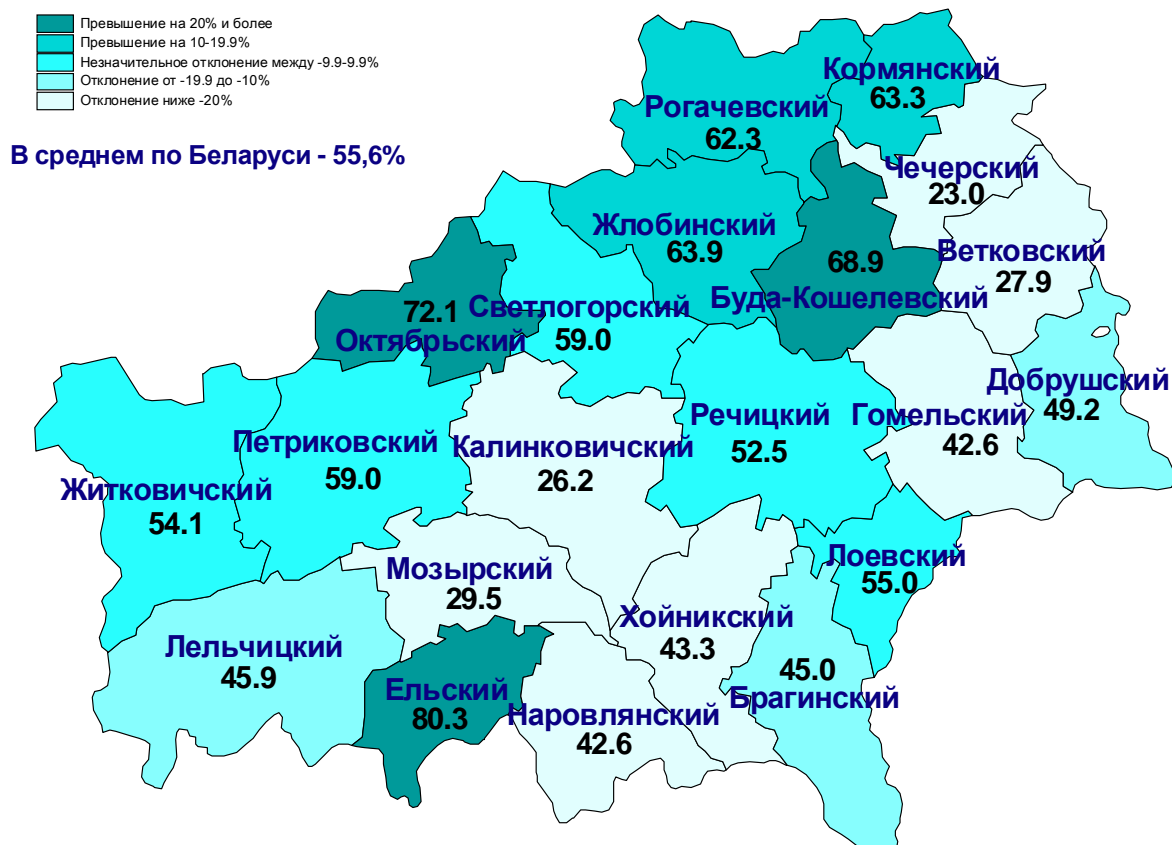


Figure C.11 – Use of insurance, Gomel Oblast (%)

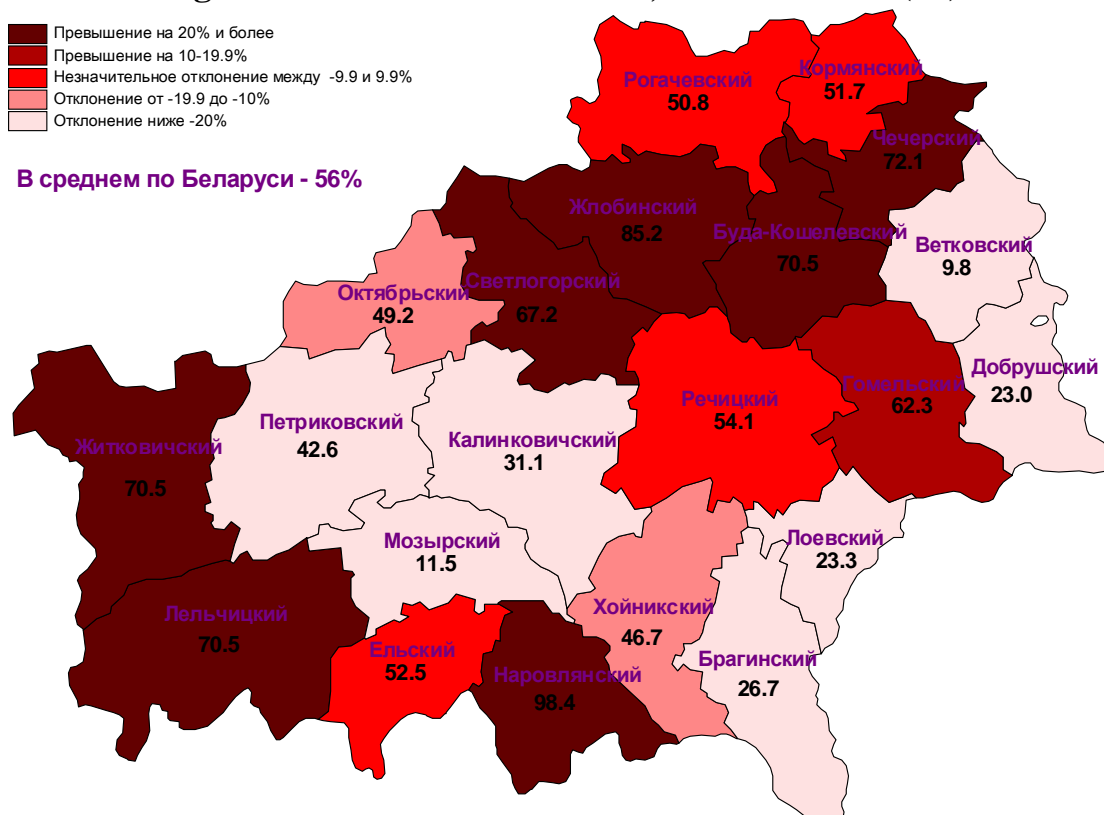


Figure C.18 – Percentage of respondents who are financially literate, Gomel Oblast

## Grodno Oblast

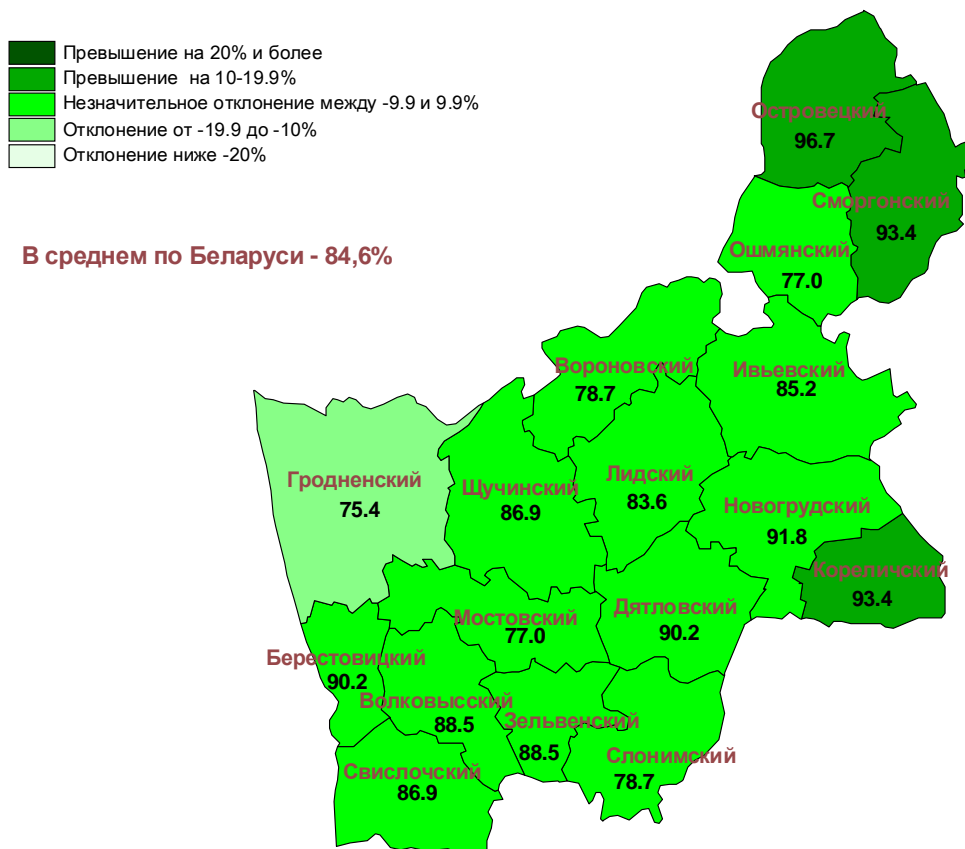


Figure C.19 – Total financial inclusion index (TFI-1), Grodno Oblast (%)

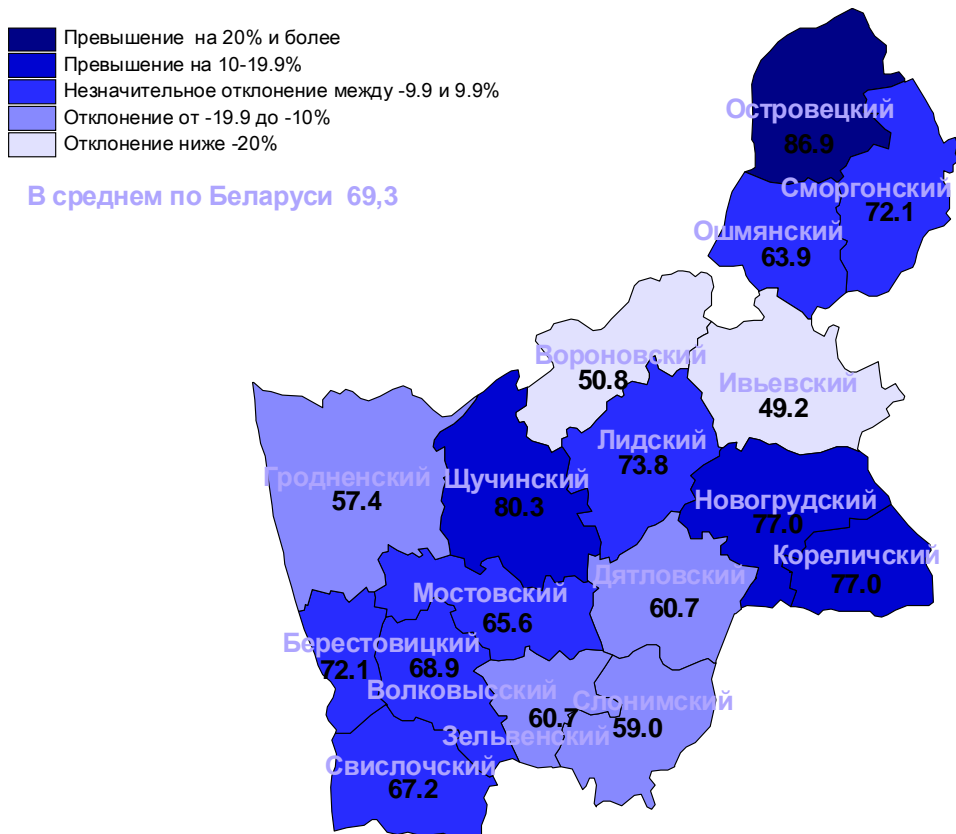
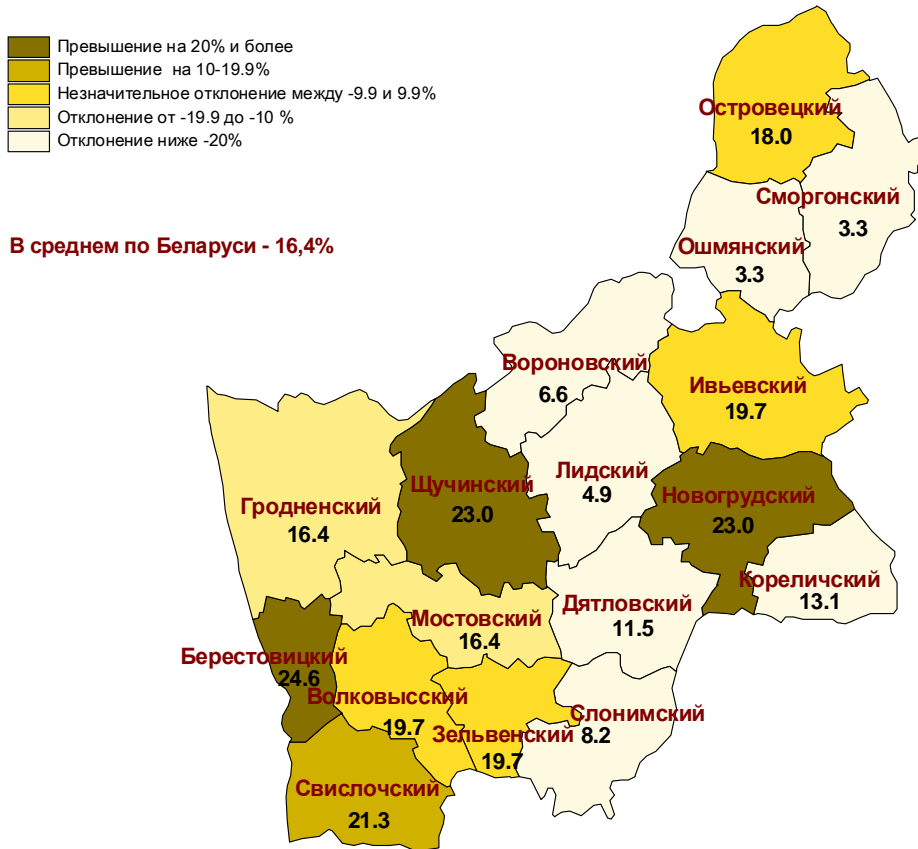
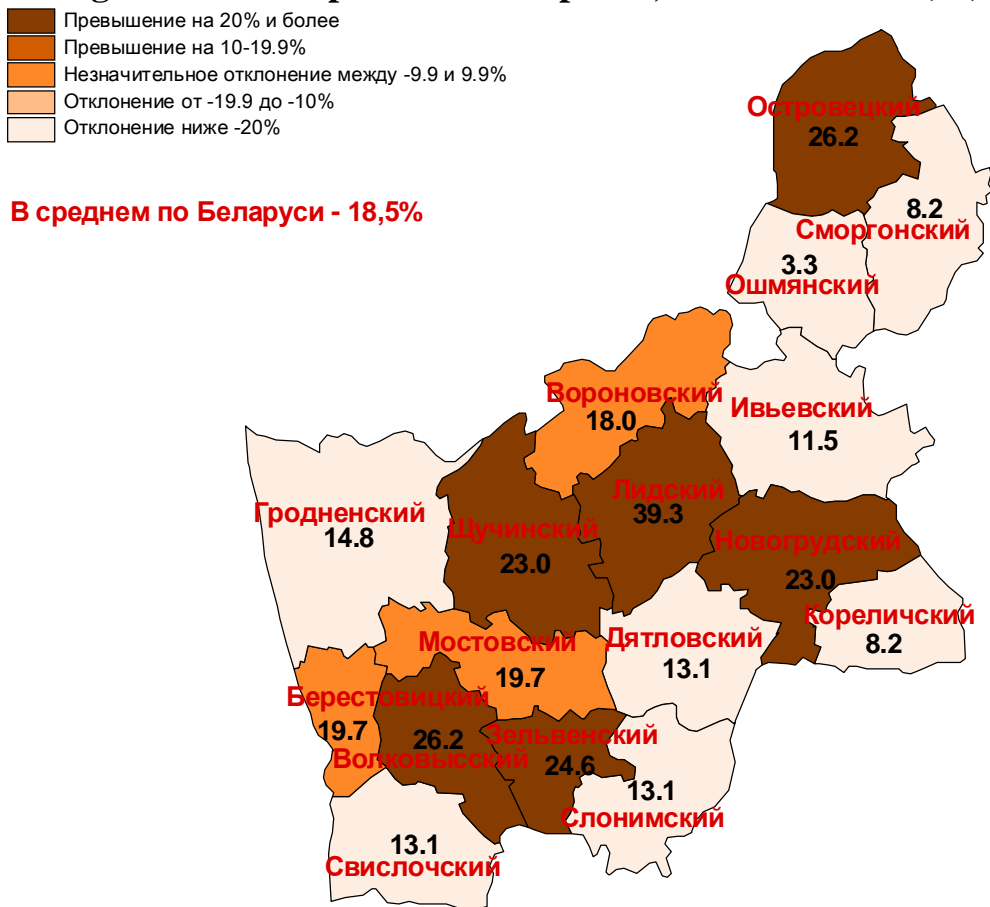


Figure C.20 – Bank account ownership rate, Grodno Oblast (%)



**Figure C.21 – Deposit ownership rate, Grodno Oblast (%)**



**Figure C.22 – Use of credit, Grodno Oblast (%)**

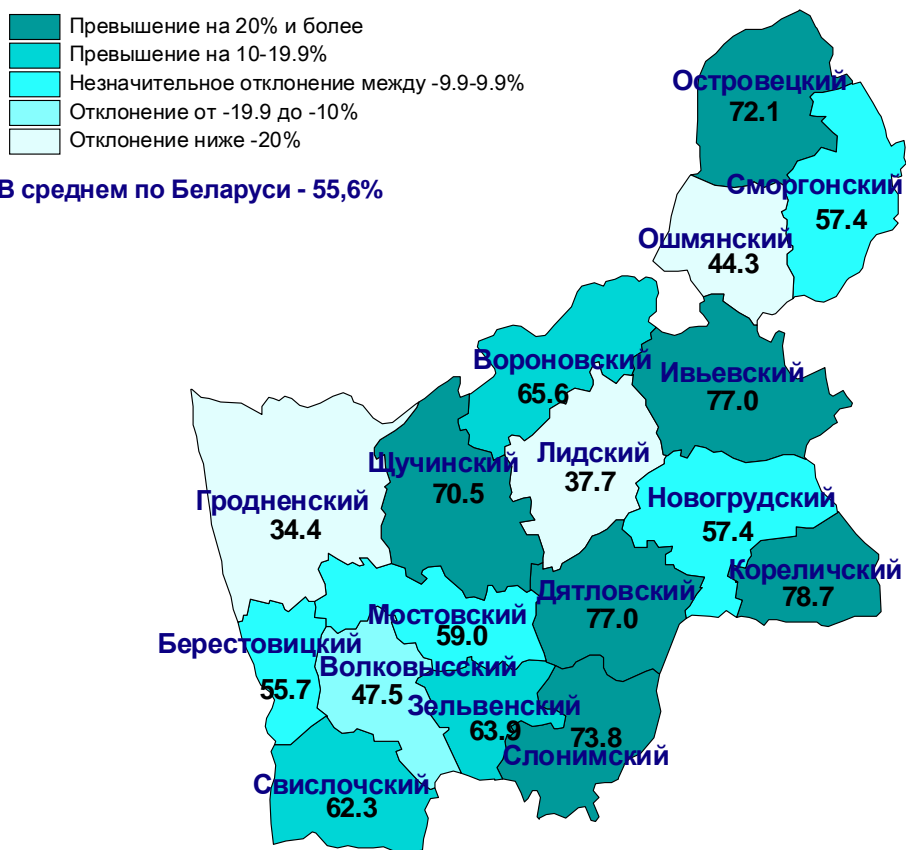


Figure C.23 – Use of insurance, Grodno Oblast (%)

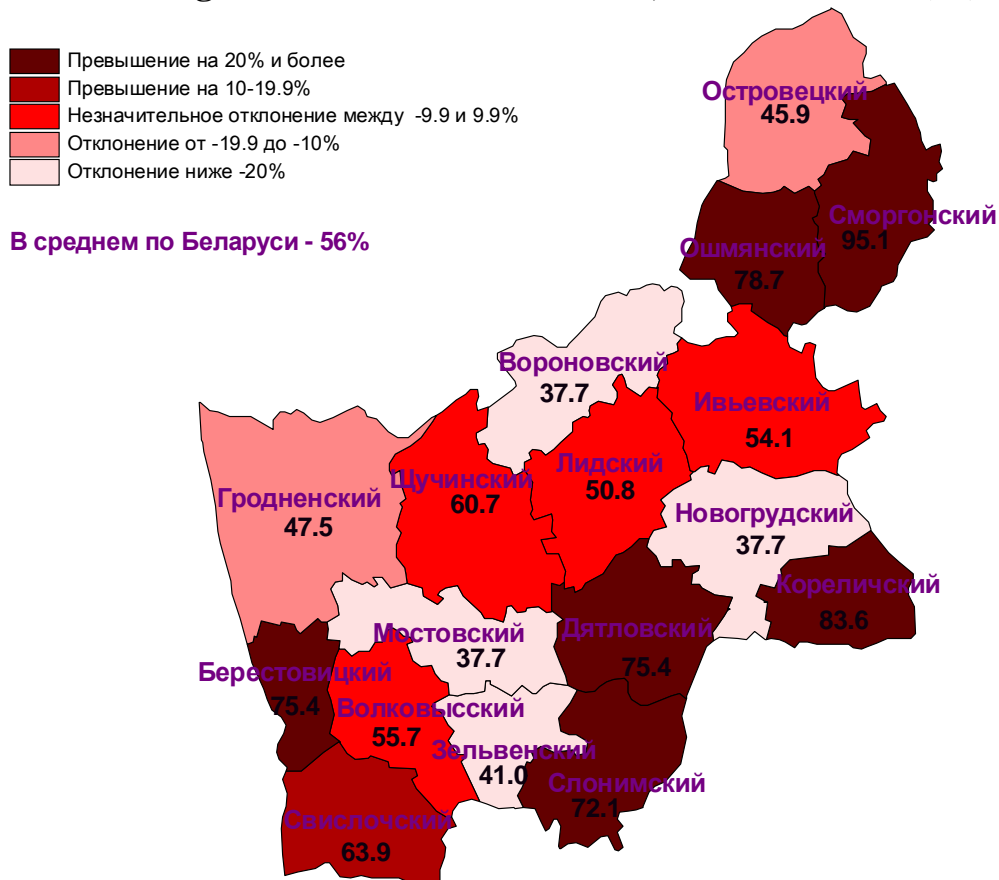
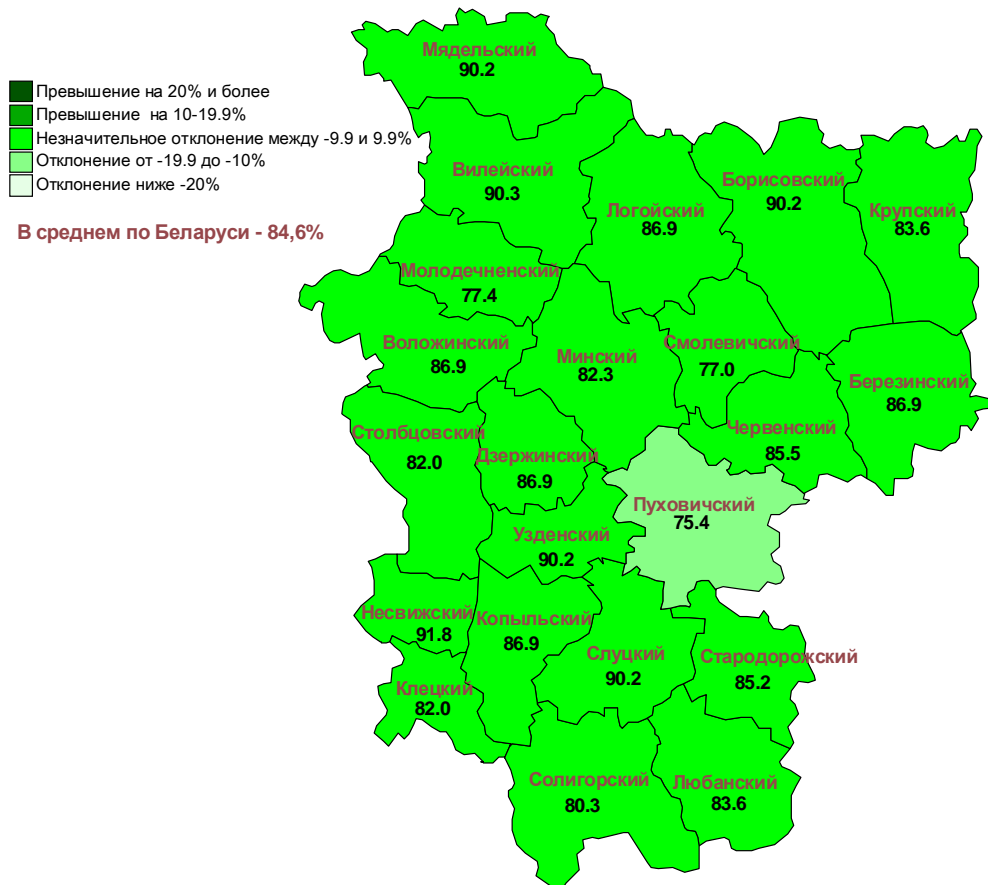
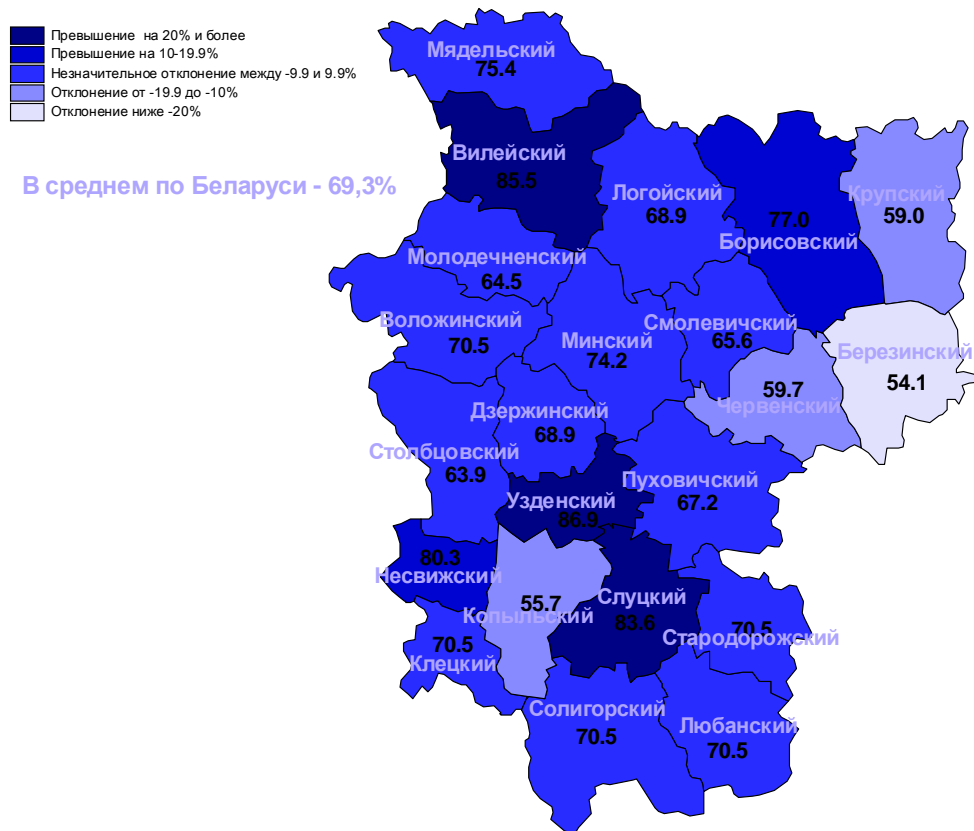


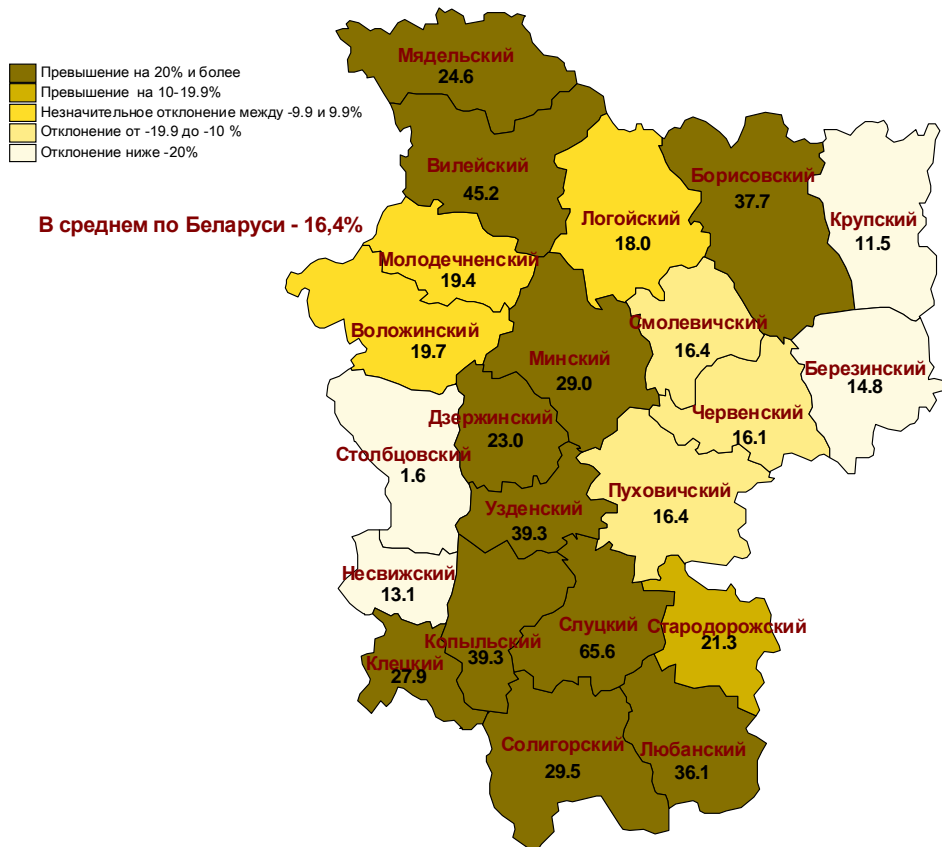
Figure C.24 – Percentage of respondents who are financially literate, Grodno Oblast  
Minsk Oblast



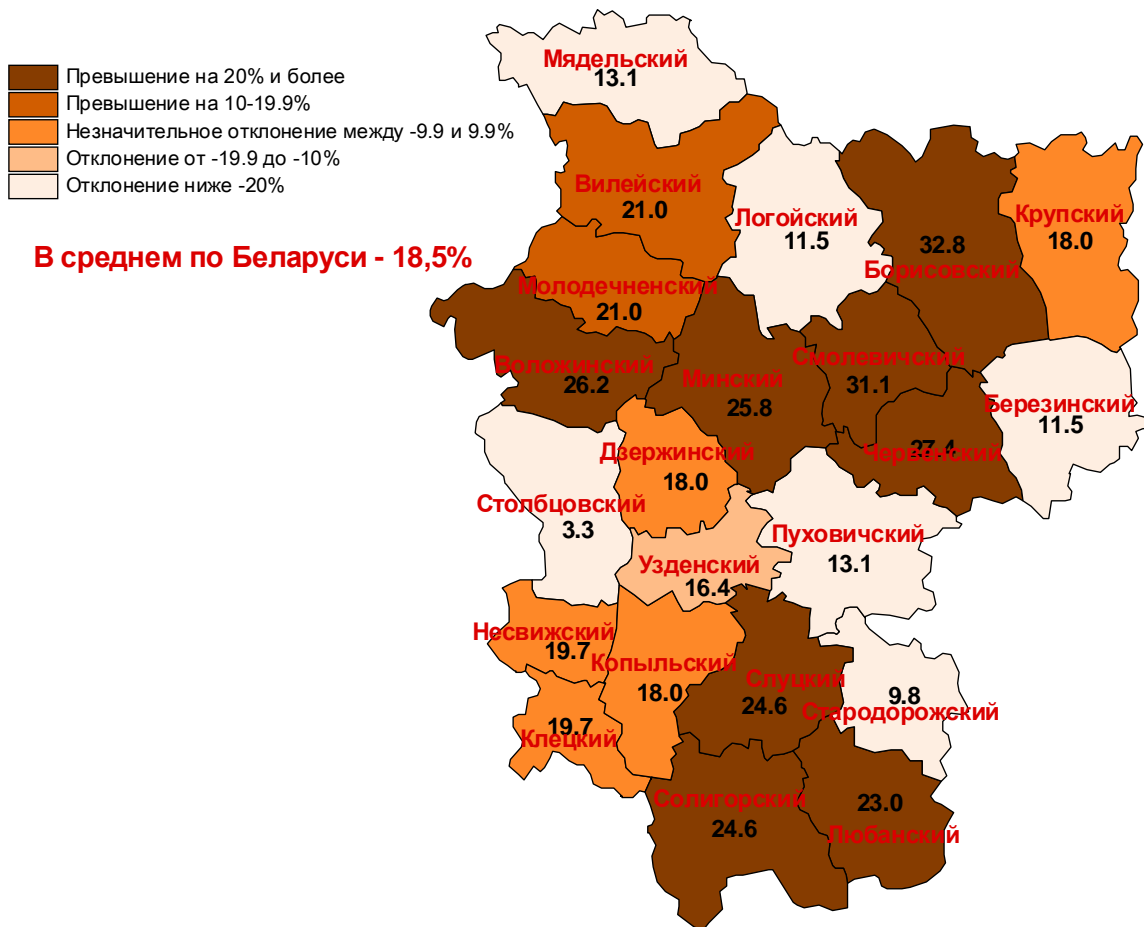
**Figure C.25 – Total financial inclusion index (TFI-1), Minsk Oblast (%)**



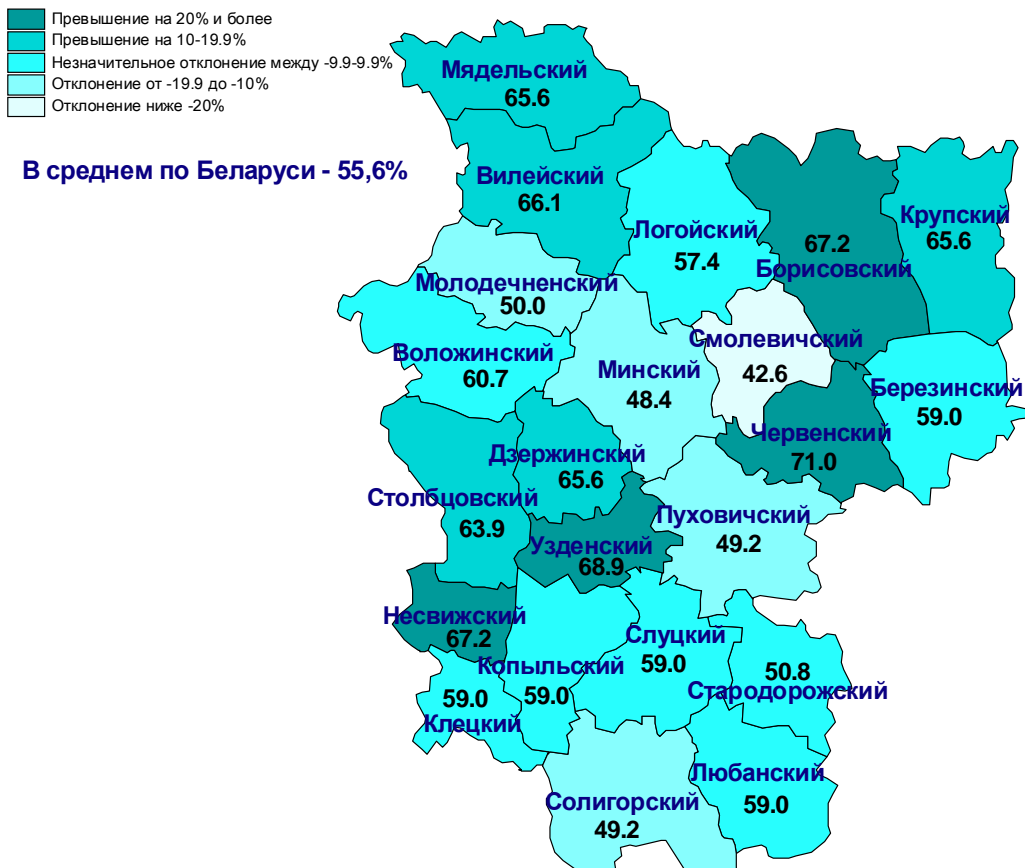
**Figure C.26 – Bank account ownership rate, Minsk Oblast (%)**



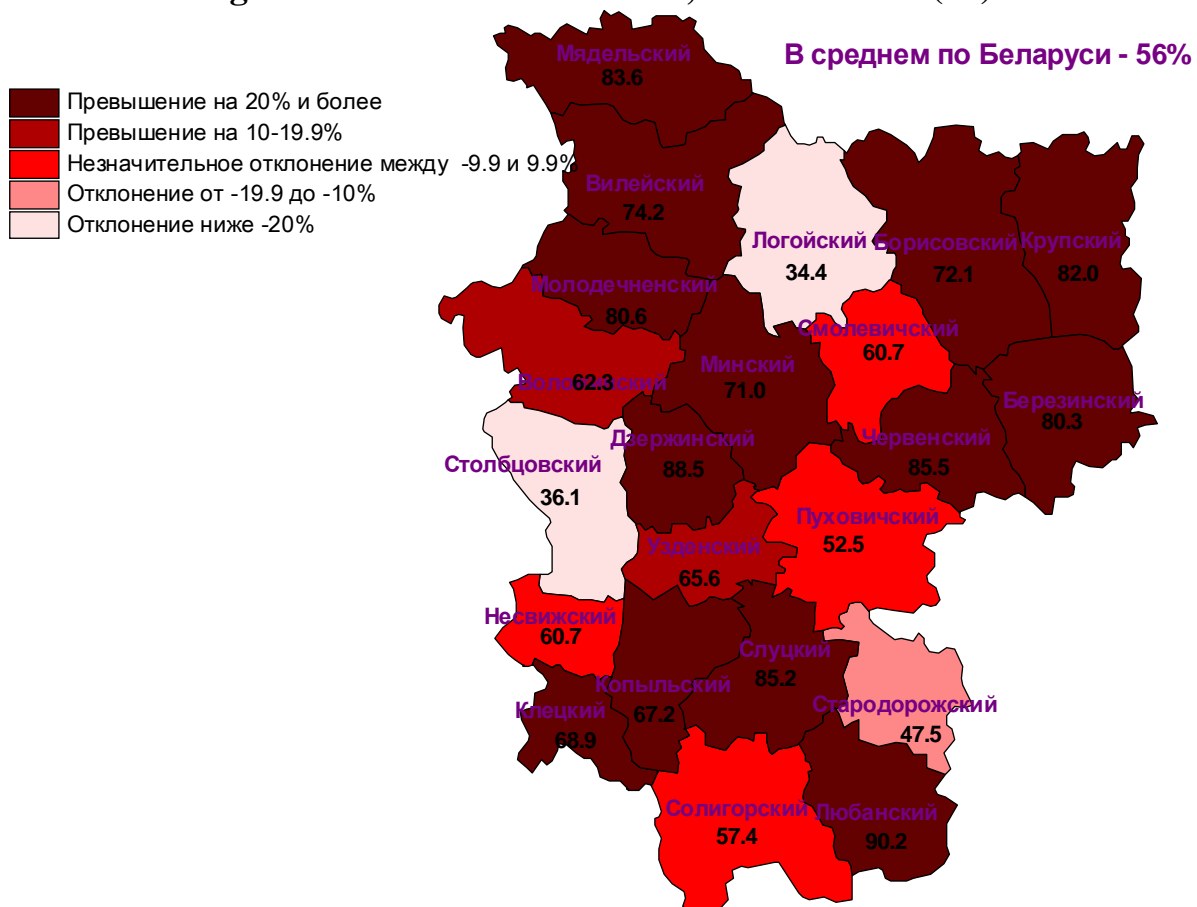
**Figure C.27 – Deposit ownership rate, Minsk Oblast (%)**



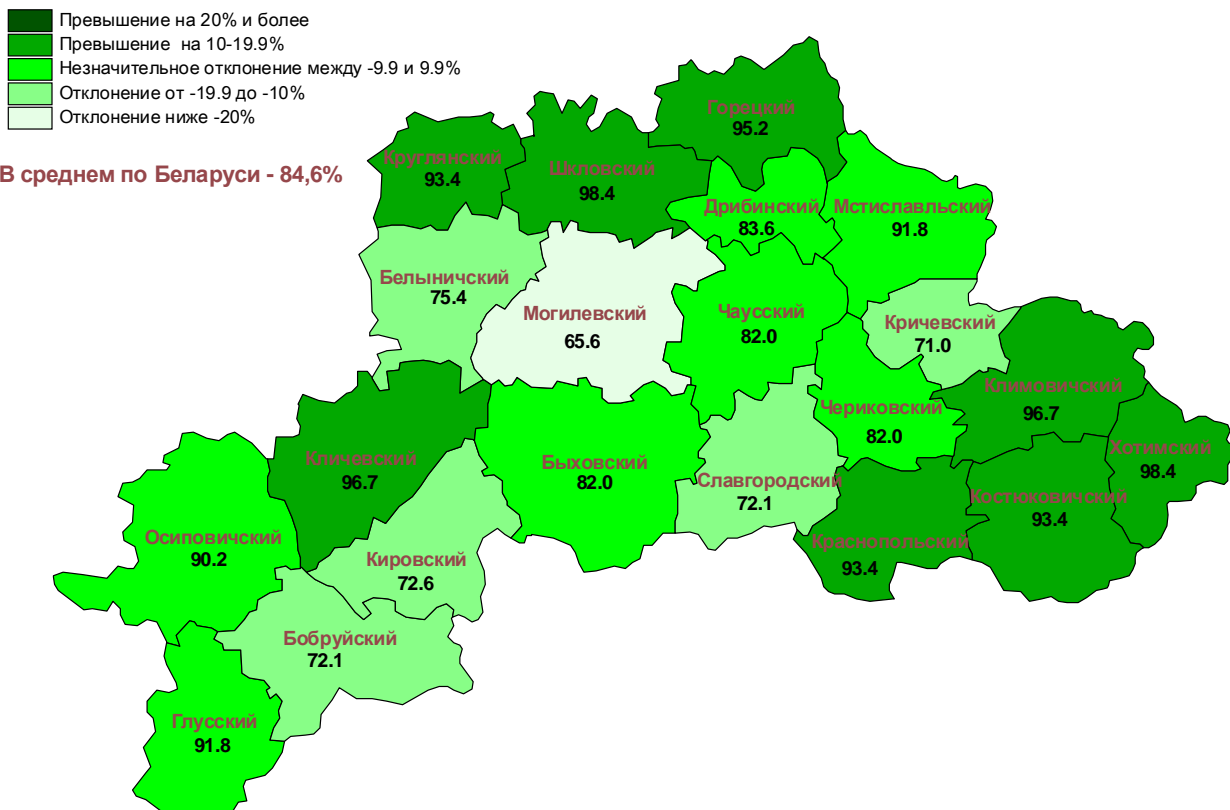
**Figure C.28 – Use of credit, Minsk Oblast (%)**



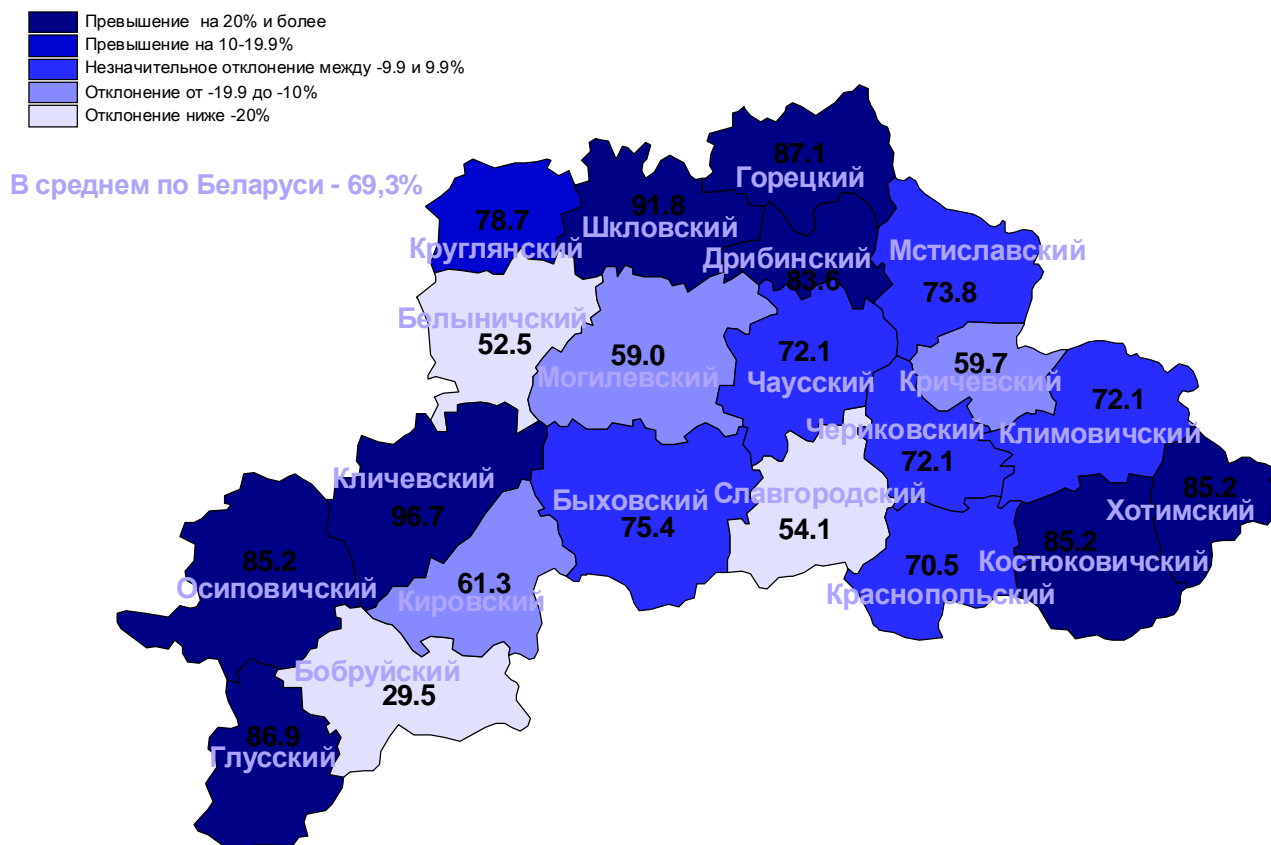
**Figure C.29 – Use of insurance, Minsk Oblast (%)**



**Figure C.30 – Percentage of respondents who are financially literate, Minsk Oblast  
Mogilev Oblast**

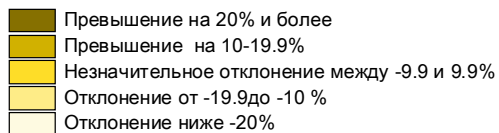


**Figure C.31 – Total financial inclusion index (TFI-1), Mogilev Oblast (%)**



**Figure C.32 – Bank account ownership rate, Mogilev Oblast (%)**





В среднем по Беларуси - 16,4%

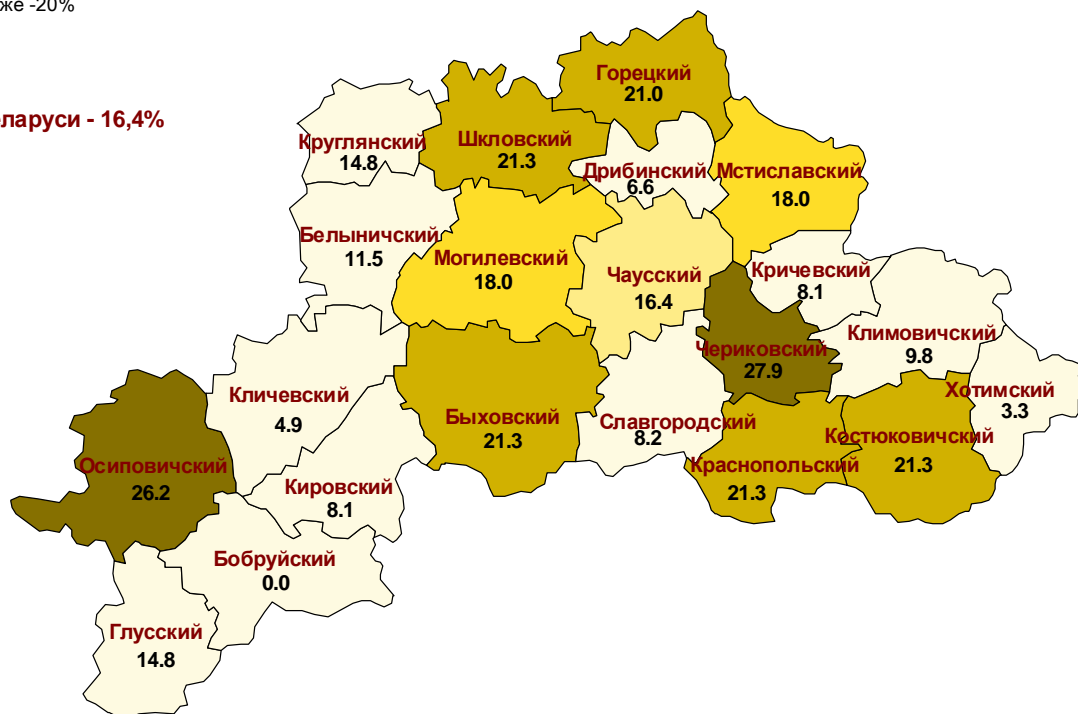
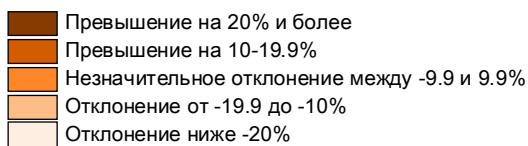


Figure C.33 – Deposit ownership rate, Mogilev Oblast (%)



В среднем по Беларуси 18,5

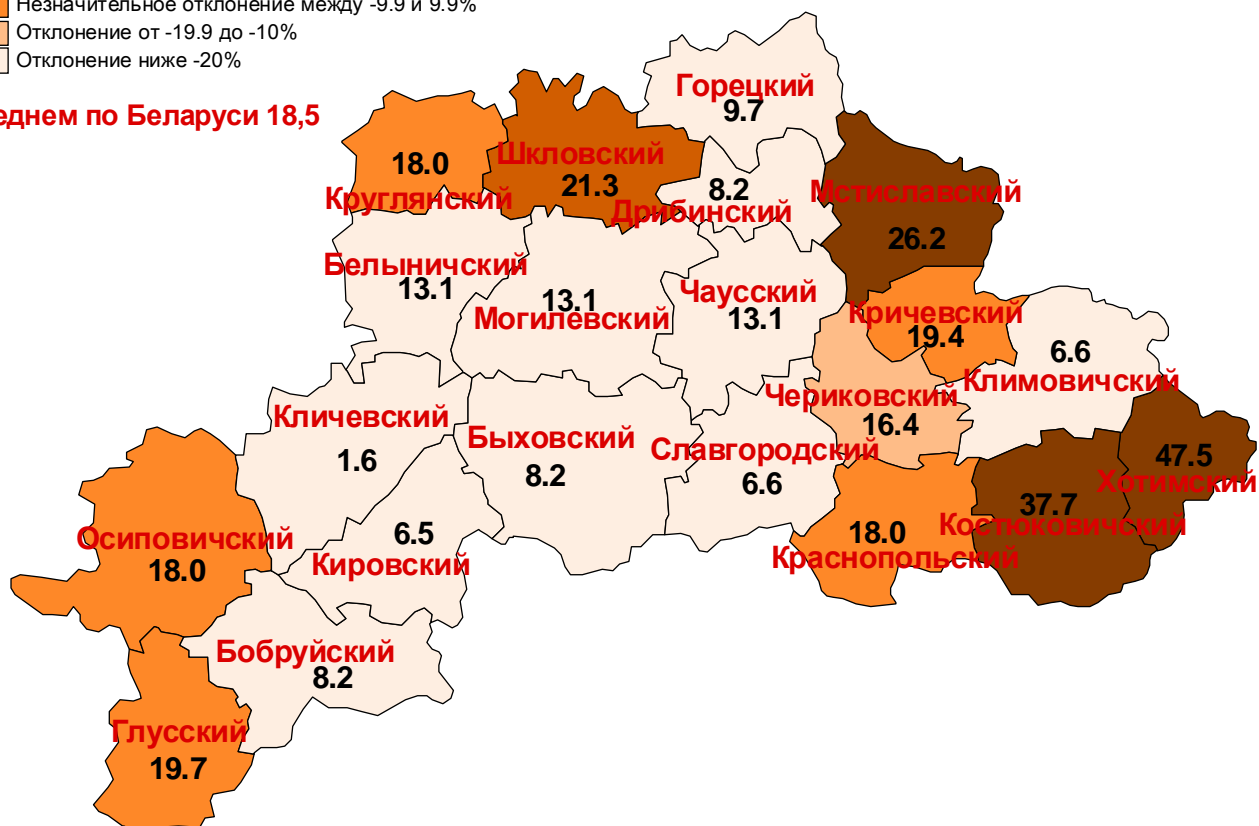
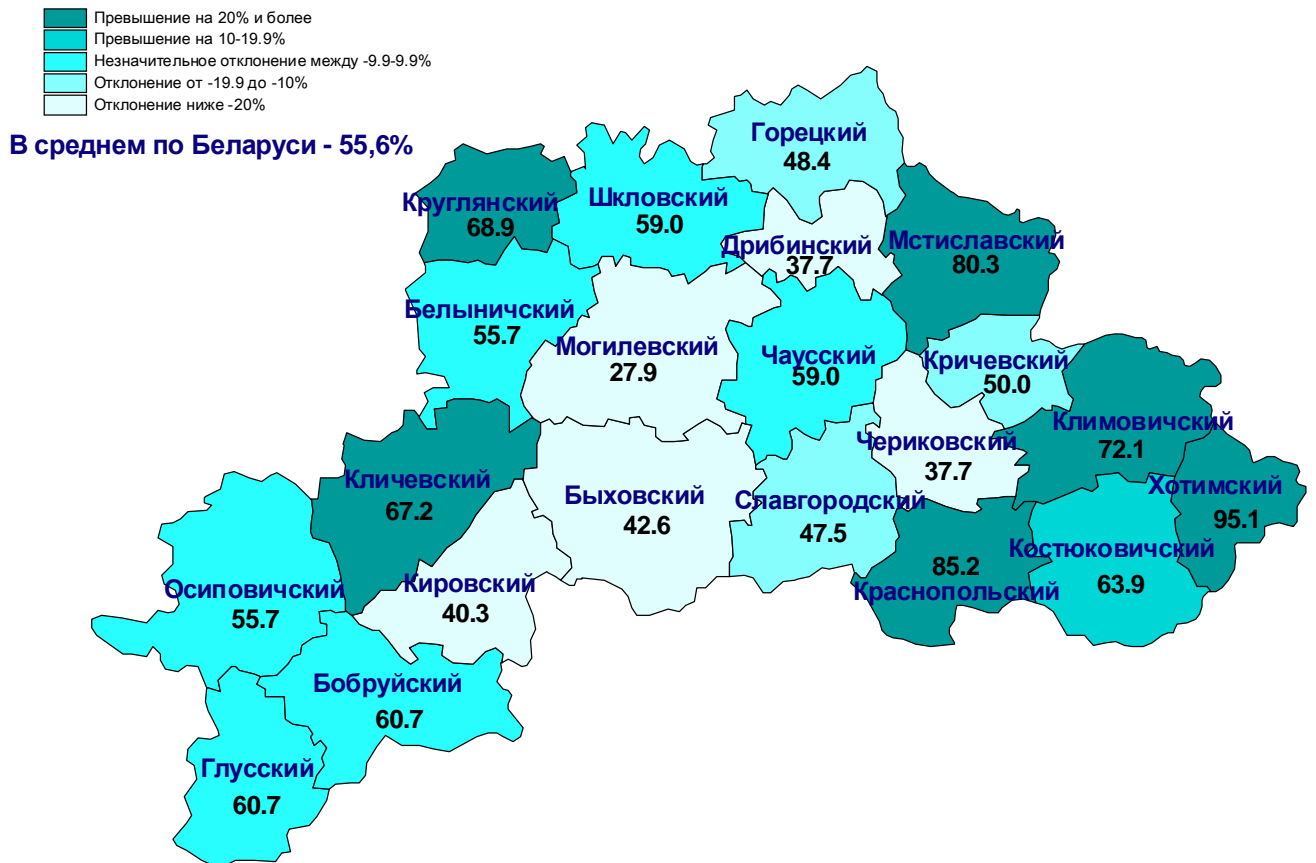
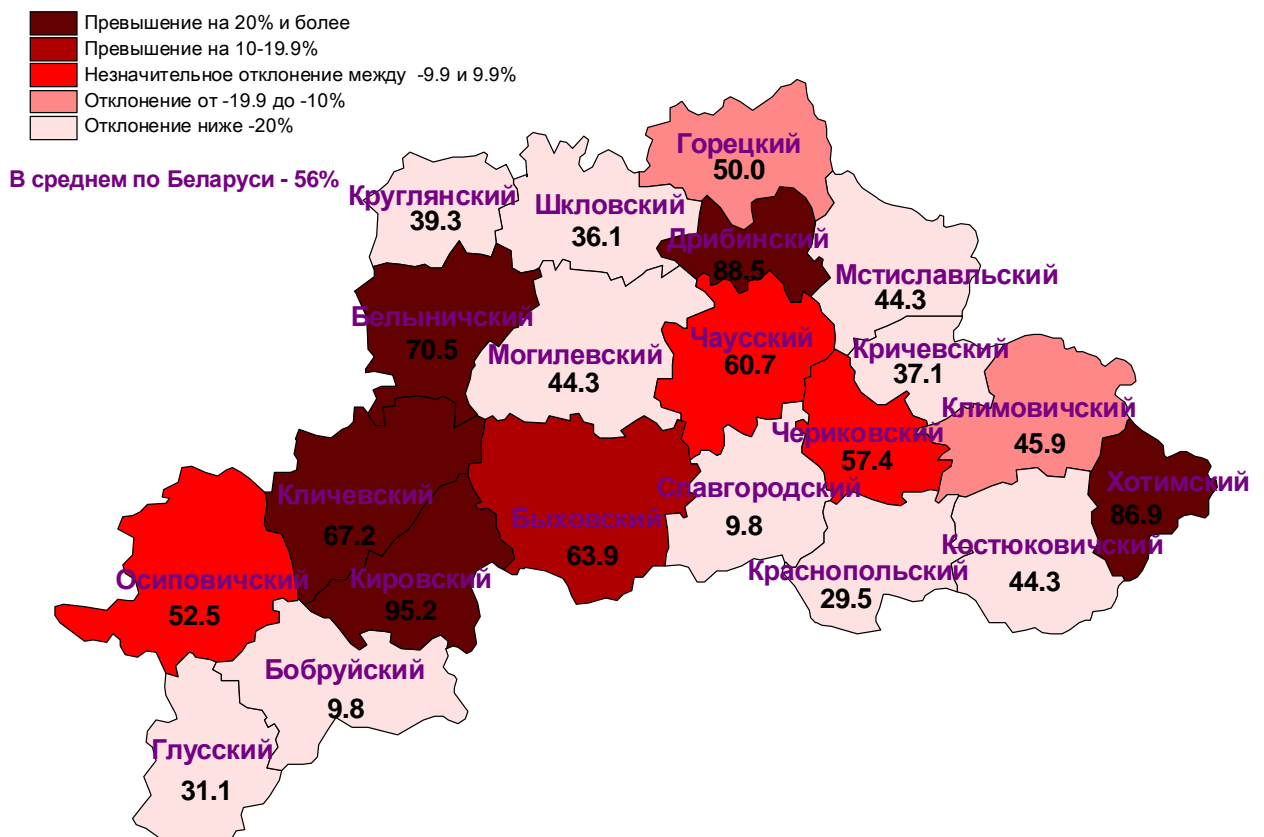


Figure C.34 – Use of credit, Mogilev Oblast (%)



**Figure C.35 – Use of insurance, Mogilev Oblast (%)**



**Figure C.36 – Percentage of respondents who are financially literate, Mogilev Oblast**