

ANNEX: Questionnaire

Gender: Male/Female Year of birth

Studies: Primary / Secondary / University

Socioeconomic class: Upper/ Middle/Lower

Answer knowing the items are scored from 1: strongly disagreed to 7: strongly agree.

Requires me to exert more effort to perform daily activities	1	2	3	4	5	6	7
Limits the kind of activities that I can do perform	1	2	3	4	5	6	7
Causes me to have difficulty in performing daily activities	1	2	3	4	5	6	7
I have difficulty understanding most technology matters	1	2	3	4	5	6	7
When given the opportunity to use technology, I fear I might damage it in some way	1	2	3	4	5	6	7
I have avoided technology because it is unfamiliar to me	1	2	3	4	5	6	7
I hesitate to use technology for fear of making mistakes I cannot correct	1	2	3	4	5	6	7
I think I have more self-confidence than most people	1	2	3	4	5	6	7
I am more independent than most people	1	2	3	4	5	6	7
I often can talk others into doing something	1	2	3	4	5	6	7
I like to try new and different things	1	2	3	4	5	6	7
I enjoy doing new things	1	2	3	4	5	6	7

About the Internet banking use... (1: strongly disagreed to 7: strongly agree)

I use the Internet banking frequently	1	2	3	4	5	6	7
I expend a lot of time using Internet banking	1	2	3	4	5	6	7
I am very involved with the Internet banking	1	2	3	4	5	6	7

Frequency of use of next online banking services: (1: no use; 2: several times/month; 3: several times/week)

Checking the balance of my bank accounts	1	2	3
Make payments	1	2	3
Transfer funds between my accounts	1	2	3
Transfer funds from my account to other person's account	1	2	3
Trade shares and check the status of my order	1	2	3
Apply for a financial service	1	2	3
Obtaining information about my investment portfolio	1	2	3
Get information on different types of loan	1	2	3
Apply for a financial service	1	2	3

Do you use Social Networks Online: Yes/ No

Have you an SNS account/profile? Yes/ No

Which networks you used? Facebook/ Twitter / Tuenti / Others

Frequency of use of SNS services: (1: no use; 2: several times/month; 3: several times/week)

Making comments	1	2	3
Showing photographs	1	2	3
Chatting	1	2	3
Blog	1	2	3
Showing videos	1	2	3
Creation of links	1	2	3
Participating in groups	1	2	3
Management of phone contacts	1	2	3
Calendar of events	1	2	3