

## Working Group on Victimization Surveys for Latin America and the Caribbean

# LACSI

## *Latin America and the Caribbean Crime Victimization Survey Initiative*

### MODULE 7: BANK FRAUD

#### DWELLING IDENTIFICATION AND SELECTED RESPONDENT DATA

Geographical identification		
<b>M7.1.</b>	Province	_ _ _
<b>M7.2.</b>	Municipality	_ _ _
<b>M7.3.</b>	Locality	_ _ _
<b>M7.4.</b>	Census code	_ _ _

Sample identification		
<b>M7.5.</b>	Questionnaire n°	_ _ _
<b>M7.6.</b>	Dwelling unit n°	_ _ _
<b>M7.7.</b>	Segment n°	_ _ _
<b>M7.8.</b>	Interviewer code	_ _ _

#### **M7.9. Address of the selected dwelling:**

Road/Street \_\_\_\_\_

Neighborhood/Locality \_\_\_\_\_ Exterior N° \_\_\_\_\_ Interior N° \_\_\_\_\_

#### **Selected respondent data:**

Name of the selected respondent: \_\_\_\_\_

Line number of the selected respondent: |\_|\_|

I will ask you about crime  of  bank fraud, suffered in the past 12 months.

[NO. CRIME] [TOTAL CRIMES]

It is very important that you remember what happened in this crime.

**M7.10. In what month did the bank fraud happen?**

<< CIRCLE ONLY ONE CODE >>

- |               |                                      |
|---------------|--------------------------------------|
| (01) January  | (07) July                            |
| (02) February | (08) August                          |
| (03) March    | (09) September                       |
| (04) April    | (10) October                         |
| (05) May      | (11) November                        |
| (06) June     | (12) December                        |
|               | (99) Does not know / Does not answer |

**M7.11. What do you think was approximately the total value of the fraud?**

<< ASK FOR AN APPROXIMATE COST AS A CONSEQUENCE OF BANK FRAUD,  
EVEN THOUGH IT IS ONLY AN ESTIMATE >>

**NOTE:** \* Each country should adapt this question to its local currency]

Value in  
local currency:

<< ENTER THE AMOUNT IN  
FIGURES >>

<< ENTER THE AMOUNT IN  
LETTERS >>

**M7.12. What kind of bank fraud was it?**

<< CIRCLE ONLY ONE CODE >>

- (1) Misuse of a credit / debit card in a store
- (2) Misuse of credit/debit card on the internet
- (3) Partial or total money withdrawal from your bank account
- (4) Card cloning
- (77) Other (specify) \_\_\_\_\_
- (99) Does not know / Does not answer

**M7.13. Did you or any other person formally report the incident to a competent authority such as [the Police, City Constabulary, etc.]?**

[Note: Each country should include the authorities to whom a formal complaint can be made]

<< CIRCLE ONLY ONE CODE >>

- (1) Yes
- (2) No → << GO TO M7.18 >>
- (99) Does not know / Does not answer → << END MODULE 7 >>

[NOTE: \* Each country must include authorities to which one can formally report a crime]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p><b>M7.14. To which authority was it reported to?</b></p> <p>&lt;&lt; ENTER ONLY ONE CODE FOR EACH AUTHORITY &gt;&gt;</p> <p>(1) Yes (2) No (99) Does not know/ Does not answer</p> <p>&lt;&lt; GO TO THE NEXT LINE &gt;&gt;</p> <p style="text-align: right;">→</p>	<p><b>M7.15. In general, how satisfied were you with the way in which the competent authority handled the complaint?</b></p> <p>&lt;&lt; ENTER ONLY ONE CODE FOR EACH AUTHORITY &gt;&gt;</p> <p>(1) Very satisfied (2) Satisfied (3) Dissatisfied (4) Very dissatisfied (99) Does not know / Does not answer</p> <p>&lt;&lt; GO TO THE NEXT LINE IN M7.14 &gt;&gt;</p> <p>&lt;&lt; GO TO THE NEXT LINE IN M7.14 &gt;&gt;</p> <p style="text-align: right;">→</p>	<p>&lt;&lt; IN THIS QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE RESPONDENT INDICATES YOU THE CORRECT ANSWER(S) &gt;&gt;</p> <p><b>M7.16. Why were you dissatisfied? You can indicate more than one reason.</b></p> <p>&lt;&lt; ENTER THE CORRESPONDING CODES IN THE BOXES &gt;&gt;</p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the perpetrator (4) They did not recover the value of the bank fraud (5) They did not keep me properly informed (6) They did not treat me in a proper way (were impolite) (7) They did not speak my language (8) They discriminated against me (77) Other reason (please specify in observations) (99) Does not know / Does not answer</p>		
(1)	Police	_	_	1  _  2  _  3  _
(2)	Office of the Prosecutor or Public Ministry	_	_	1  _  2  _  3  _
(3)	Judicial authority	_	_	1  _  2  _  3  _

**M7.17. When reporting the incident to the competent authority, have you signed a document describing what happened, either yourself or through a lawyer?**

<< CIRCLE ONLY ONE CODE >>

- (1) Yes
- (2) No

(99) Does not know / Does not answer

<< END MODULE 7 >>

**M7.18. Why was the incident not reported to the competent authorities?**

<< IN THIS QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE RESPONDENT INDICATES YOU THE CORRECT ANSWER(S) >>

<<MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>CODES >>

- (1) The bank solved the fraud and gave me back my money
- (2) It was not appropriate for the police or competent authority / there was no need for the police or competent authority to intervene
- (3) Lack of evidence
- (4) The police / competent authority would not have done anything
- (5) Dislike or fear of the police/authorities / I did not want anything to do with the police/authorities
- (6) Fear of reprisals
- (7) I do not know the procedure to report crimes
- (8) The cost of the procedure is expensive
- (9) They did not speak my language
- (10) They discriminated against me
- (77) Other reason (specify) \_\_\_\_\_
- (99) Does not know / Does not answer

<< END MODULE 7 >>

<< IN CASE THE RESPONDENT SUFFERED FROM BANK FRAUD MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE FOLLOWING CRIME FROM WHICH HE/SHE SUFFERED.

IN CASE OF NOT HAVING SUFFERED FROM ANOTHER CRIME, END THE INTERVIEW >>

**COMMENTS/OBSERVATIONS:**

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