



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

# LACSI

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

### **MODULE 8:**

## **CONSUMER FRAUD/SWINDLING**

### **DWELLING IDENTIFICATION AND SELECTED RESPONDENT DATA**

<b>Geographical identification</b>		
<b>M8.1.</b>	Province	_ _ _
<b>M8.2.</b>	Municipality	_ _ _
<b>M8.3.</b>	Locality	_ _ _
<b>M8.4.</b>	Census code	_ _ _

<b>Sample identification</b>		
<b>M8.5.</b>	Questionnaire n°	_ _ _
<b>M8.6.</b>	Dwelling unit n°	_ _ _
<b>M8.7.</b>	Segment n°	_ _ _
<b>M8.8.</b>	Interviewer code	_ _ _

**M8.9. 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: |\_|\_|

<< EXPLAIN >>

I will ask you about crime  of  consumer fraud/swindling, suffered in the **past 12 months**.

[NO. CRIME] [TOTAL CRIMES]

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

**M8.10. In what month did the consumer fraud/swindling 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 |

**M8.11. Was it during the purchase of goods and / or services?**

<< CIRCLE ONLY ONE CODE >>

- (1) Purchase of goods
- (2) Purchase of services
- (3) Purchase of goods and services
- (99) Does not know / Does not answer

**M8.12. Could you tell me if the provider of goods and/or services was a company or a private person?**

<< CIRCLE ONLY ONE CODE >>

- (1) A company
- (2) A private person
- (99) Does not know / Does not answer

**M8.13. What means were used to commit the consumer fraud/swindling?**

<< MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>

- (1) Face-to-face contact
- (2) Phone call
- (3) E-mail, social networks or other communication via Internet
- (77) Other (specify) \_\_\_\_\_
- (99) Does not know / Does not answer

**M8.14. What do you think was approximately the total value of consumer fraud/swindling?**

<< ASK FOR THE APPROXIMATE COST HE/SHE HAD TO FACE AS A CONSEQUENCE OF THE CONSUMER FRAUD/SWINDLING HE/SHE SUFFERED, EVEN THOUGH IT IS ONLY AN ESTIMATE >>

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

Value in  
local currency:

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<< ENTER THE AMOUNT IN FIGURES >>

<< ENTER THE AMOUNT IN LETTERS >>

**MD8.15. 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 M8.20 >>
- (99) Does not know / Does not answer → << END MODULE 8 >>

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

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p><b>M8.16. 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><b>M8.17. 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) Unsatisfied (4) Very unsatisfied (99) Does not know / Does not answer</p> <p>→ &lt;&lt; GO TO THE NEXT LINE IN M8.16 &gt;&gt;</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>M8.18. Why were you unsatisfied? You can indicate more than one reason.</b></p> <p>&lt;&lt; ENTER THE CORRESPONDING CODES IN THE BOXES &gt;&gt;</p> <ul style="list-style-type: none"><li>(1) They did not do enough</li><li>(2) They were not interested</li><li>(3) They did not find or apprehend the perpetrator</li><li>(4) They did not recover the value of the consumer fraud</li><li>(5) They did not keep me properly informed</li><li>(6) They did not treat me in a proper way (were impolite)</li><li>(7) They did not speak my language</li><li>(8) They discriminated against me</li><li>(77) Other reason (please specify in observations)</li><li>(99) Does not know / Does not answer</li></ul>
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(1)	Police	_	_	1  _  2  _  3  _
(2)	Office of the Prosecutor or Public Ministry	_	_	1  _  2  _  3  _
(3)	Judicial authority	_	_	1  _  2  _  3  _

**M8.19. 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 8 >>

**M8.20. 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 >>

- (1) Not serious enough
- (2) I solved it by myself / I knew the perpetrator(s)
- (3) It was not appropriate for the police or competent authority / there was no need for the police or competent authority to intervene
- (4) Lack of evidence
- (5) The police / competent authority would not have done anything
- (6) Dislike or fear of the police/authorities / I did not want anything to do with the police/authorities
- (7) Fear of reprisals
- (8) The bureaucratic process is very complicated
- (9) I do not know the procedure to report crimes
- (10) The cost of the procedure is expensive
- (11) They did not speak my language
- (12) They discriminated against me
- (77) Other reason (specify) \_\_\_\_\_
- (99) Does not know / Does not answer

<< END MODULE 8 >>

<< IN CASE THE RESPONDENT SUFFERED FROM CONSUMER FRAUD/SWINDLING 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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