



Community Remittances Audit

This survey is intended to gather information about the processes of economic remittance in hopes of improving the conditions for senders and receivers. The information provided will not be used for any purposes other than the TIGRA campaign. We are a non-governmental and non-profit organization.

1. How often do you send money (to another country)? (Select one)

- Once a month Twice a month Once every 3 months Once every 6 months Once a year
 Other _____

2. Where do you send money to? _____

3. In your most recent transaction, how much did you send?

- \$50 \$100 \$150 \$200 \$250 \$300 \$300 to \$500 \$500 to \$1000
 More than \$1000 (Specify)\$ _____

4. What fee were you charged for sending? \$ _____

5. Who did you send to?

- Sibling Spouse Parent Grandparent Child Other _____

6. What was the money used for? (Select all that apply)

- Education Food Medical Housing Utilities Other _____

7. Were they charged for receiving? Yes No If Yes, how much \$ _____

8. Did you also lose money on the exchange rate? Yes No Don't Know

9. Please estimate the amount of money you've sent over the past 12 months:

\$ _____

10. In your most recent transaction, which vendor did you use for sending?

- Western Union MoneyGram Citibank Bank of America
 Wells Fargo Courier/People traveling Other wire transfer service _____

11. Please check the other services you use there:

- Check Cashing Money Order Payday Loan Bank Account
 Credit Card Home Loan Car Loan Telegram
 Notary Other (Specify) _____

12. Why did you select this vendor? (Select all that apply)

- Lowest Fees Convenient hours/days of operation Location near your home
 Location near recipient home Referred by friend or family Other _____

13. What did you like about their service? (Select all that apply)

- Treated you with respect Spoke your native language Explained transaction well
 Employees were helpful Other _____

14. In your experience, which of these statements is most accurate:

- The cost of sending remittance is reasonable because the money arrives fast; or
 The cost is excessive because of high fees, unfair exchange rates, or hidden charges.

15. Money transfer agencies made billions of dollars from transactions such as yours. If these businesses were to reinvest some of their profits back in your community, what kinds of services do you want supported?

- Low-cost or free childcare Low-cost or free English classes Low-cost or free bus passes
 Low-cost or free bank accounts Other: _____

16. This survey is being conducted in many communities across the country and the world. Do you want to be part of a network of remitters trying improve our communities here and back home for our families? Yes No

We'd like to keep in touch with you during the campaign. Can I ask a few questions about you?

17. When did you arrive in the United States? _____

18. What factors pushed you to leave home?

- to find work to reunite with family to further education
 to escape conflict/war other _____

19. Can you tell me a little bit more about you?

Name: _____
 Mr./Mrs./Ms. First Middle Last

Occupation: _____

Address: _____

 City State ZIP (mailing code)

Phone: (_____) _____ Email: _____

Thank you for participating in this survey. We look forward to bringing you new information about opportunities for improving the remittance industry for you and your family.

Name of Interviewer: _____

Interview Date: _____ / _____ / _____