



## APPENDIX A

### SURVEY TO REC B-MINCOME MUNICIPAL SUPORT SUBSIDY BENEFICIARIES

Two surveys were conducted to the beneficiaries of the subsidy using REC Complementary Currency. The first survey was performed in February 2019, when the currency had been in circulation for four months, and the second survey was carried out almost a year after launching the currency, in early September 2019. The methodology used was CATI (Computer Assisted Telephone Interviewing), with a standard questionnaire of 13 questions, of different types. The total number of beneficiaries was of 496 in December and 520 in July (when the fieldwork was conducted). They were all called up to 3 times to participate in the survey, and the total number of interviews was 232 in February (46.77%) and 264 in September (50.64%).

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(NS/NC means the respondent doesn't know or does not answer)

(\*) Mandatory answer

#### Questionnaire of the first wave: February 2019

1. Do you understand how the rec App works? - A lot, Quite a lot, A little, Not at all NS/NC
2. Do you find it easy to make payments with the rec App? - A lot, Quite a lot, A little, Not at all NS/NC
3. Have you received enough information about the rec currency? - A lot quite a lot a little not at all NS/NC
4. Do you know where to spend the recs? - A lot, Quite a lot, A little, Not at all NS/NC
5. Have you got used to using the rec? - A lot, Quite a lot, A little, Not at all NS/NC
6. Do you take advantage of the offers that appear on the app map? - A lot, Quite a lot, A little, Not at all NS/NC
7. a Has the rec made me change any of my consumption habits? - A lot, Quite a lot, A little, Not at all NS/NC  
*7b. If yes, which ones? (max 2) \_\_\_\_\_ NS/NC*
8. Does the rec currency improve the situation of your relationships of trust with the businesses you shop with? (know neighbours, shops, organisations...) - A lot, quite a lot, a little, not at all NS/NC
9. Is the rec currency having any impact on your neighbourhood relations? - A lot, quite a lot, a little, not at all NS/NC
10. Does the rec coin improve family financial management (help family finances, know what I buy, know what resources I have, save, etc.) - A lot, quite a lot, a little, not at all NS/NC



11. Does the reguera currency improve my learning with new technologies? (digital literacy, empowerment...) - A lot, quite a lot, a little, not at all NS/NC

12. What aspects of the rec do you value most positively and most negatively in this start-up phase? (maximum 2 aspects of each)

Positive 1) \_\_\_\_\_ 2) \_\_\_\_\_

Negative:1) \_\_\_\_\_ 2) \_\_\_\_\_

NS/NC

13. In general, how satisfied are you with the rec currency? (in terms of the way it works, etc.) - Very satisfied, fairly satisfied, not very satisfied, not at all satisfied, NS/NC

User survey - 2nd wave September 2019

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(NS/NC means the respondent doesn't know or does not answer)

**1. Do you know where you can buy with Recs?**

	Nothing	Something	Quite	A lot
NS/NC	1	2	3	4

**2. Have you got used to using the Rec? \***

	Nothing	Something	Quite	A lot
NS/NC	1	2	3	4

**3. Have you made any queries to the Rec's Customer Service Department?**

Yes Go to Q4  
Do not skip to P5

**4. Are you happy with the attention you received from the Customer Service Department?**

	Very unhappy	Discontent	Content	Very happy
NS/NC	1	2	3	4

**5. Do you take advantage of the offers that appear on the app's map?**

	Nothing	Something	Quite	A lot
NS/NC	1	2	3	4



6. Since using Recs, have you changed any behaviour in terms of the number of times you buy something or where you buy it, or the type of product you buy or anything else you do now that you didn't before?

	Nothing	Something	Quite	A lot
NS/NC	1	2	3	4

6.1 If yes, which ones?

- 1.
- 2.

7. Do you think that the Rec has helped you to manage better with the mobile phone?

	Nothing	Something	Quite	A lot
NS/NC	1	2	3	4

8. Which aspects of the Rec do you value most positively? (max 2 aspects)

- 1.
- 2.

9. What aspects of the Rec do you perceive most negatively?

- 1.
- 2.

10. Do you think the Rec is helping the neighbourhood economy?

- Yes  
No

11. Does the REC help you to have more confidence in the shops you buy from with recs?

- Yes  
No

12. Overall, are you satisfied with the Rec's usability, performance, service, etc.? (do not value the money you get, please).

	Very unhappy	Discontent	Satisfied	Very satisfied
NS/NC	1	2	3	4