

Cyber crime survey

Please do not write your name. Some questions ask about scams, hacking or abuse you may have faced online. Skip any question you would rather not answer.

Group or area

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 Has any of these ever happened to you online? (tick all that apply)

☐ Abuse or threats ☐ ID or card misuse ☐ Hacked account ☐ Virus ☐ Scam ☐ None

2 Which of them happened in the last 12 months? (tick all that apply)

☐ Abuse or threats ☐ ID or card misuse ☐ Hacked account ☐ Virus ☐ Scam ☐ None

3 The most recent time, how much money did you lose?

☐ None ☐ Under \$100 ☐ \$100 to \$999 ☐ \$1,000 or more ☐ Not a victim

4 Who did you tell or ask for help? (tick all that apply)

☐ Family, friends ☐ Bank ☐ Platform ☐ Police ☐ Report site ☐ No one ☐ Not a victim

5 If you did not go to the police, what was the main reason?

☐ Handled it myself ☐ Not serious ☐ Did not know I could ☐ Police cannot help
☐ Did not know where ☐ I did report it

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
6 I can usually spot a scam message.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
7 I know where to report a cybercrime.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
8 If I lost money online, I would tell police.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
9 My email and bank logins need a second step.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
10 Each key account has its own password.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
11 I feel safe banking and shopping online.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

12 What would make you more likely to report a cybercrime?

Thank you. Your answers are anonymous.

poll-maker.com/cyber-crime

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

The most recent incident (victims only)

13 What was the most recent incident?

- ☐ Abuse or threats ☐ ID or card misuse ☐ Hacked account ☐ Virus ☐ Scam

14 How did it reach you?

- ☐ Text message ☐ Phone call ☐ Email ☐ Social media or app ☐ Website or marketplace
☐ I do not know

15 Who was behind it?

- ☐ A stranger ☐ Someone I know ☐ Partner, ex or family ☐ I do not know

16 Did you get any lost money back?

- ☐ All of it ☐ Some of it ☐ None of it ☐ I lost no money

17 How many hours did it take to sort out?

- ☐ Under 1 ☐ 1 to 5 ☐ 6 to 20 ☐ Over 20 ☐ Not sorted yet

18 How did it affect you? (tick all that apply)

- ☐ Money problems ☐ Stress or poor sleep ☐ Time off work or study ☐ Strain with people
☐ Stopped using a service ☐ No real effect

Reporting it (only if you reported)

19 Where did you report it first?

- ☐ The police ☐ Government report site ☐ My bank ☐ The platform ☐ Somewhere else

20 What happened after you reported it?

- ☐ Heard nothing ☐ Told nothing could be done ☐ It was looked into ☐ Someone was charged
☐ Do not know

STATEMENT	VERY DISSATISFIED		VERY SATISFIED		
	1	2	3	4	5
21 How satisfied were you with how it was handled?	☐	☐	☐	☐	☐

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Reporting it (only if you reported) (continued)

22 Would you report the next one?

☐ Yes ☐ Probably ☐ Probably not ☐ No

Online banking and payments

23 How often do you use your bank's app or website?

☐ Daily ☐ Weekly ☐ Monthly ☐ Rarely ☐ Never

24 In the last 12 months, did a payment you did not make appear?

☐ Yes ☐ No ☐ Not sure

25 If so, who noticed it first?

☐ I did ☐ My bank did ☐ A shop did ☐ Not applicable

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
26 I trust my bank to refund money lost to fraud.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Everyday habits

STATEMENT	NEVER				ALWAYS
27 I install updates when my device asks.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
28 I bank or pay on free public wifi.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
29 I open emails from senders I do not know.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
30 I share a password with someone else.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Scam - spotting quiz (answers below)

31 A text says a parcel is held until you pay a small fee by link. What do you do?

☐ Pay, it is small ☐ Tap the link to check ☐ Check the courier site myself

32 Someone from "your bank" calls and asks for the code just texted to you. What is it?

☐ A normal check ☐ A scam ☐ Fine if they know my name

Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Scam-spotting quiz (answers below) (continued)

33 An online seller wants payment in gift cards. What does that tell you?

- ☐ It is a scam ☐ They want a quick sale ☐ It is normal for used goods

34 Your password leaks. What keeps the account safest?

- ☐ A longer username ☐ Two-step login ☐ A yearly password change

35 You paid a scammer by card an hour ago. What comes first?

- ☐ Wait for it to clear ☐ Call my card issuer ☐ Message the seller

About you (optional)

36 How old are you?

- ☐ 16 to 24 ☐ 25 to 34 ☐ 35 to 54 ☐ 55 to 64 ☐ 65 or over ☐ Prefer not to say

37 How do you describe your gender?

- ☐ Woman ☐ Man ☐ In another way ☐ Prefer not to say

38 Outside work, how many hours a day are you online?

- ☐ Under 1 ☐ 1 to 3 ☐ 4 to 6 ☐ Over 6

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