

Appendix

Digital wallet survey

1. Age -

Less than 25 Years

26 - 35 Years

36 - 45 Years

46 - 55 Years

More than 55 Years

Required

2. Gender -

Male

Female

Required

3. Education -

School Level

Graduate

Post Graduate

Professional

Required

4. Occupation -

Student

Employed

Self-employed

Housewife

Unemployed

Retired

Other (please specify)

Required

5. Monthly Income -

Below Rs 10,000

Rs 10,000 - Rs 20,000



Rs 20,000 - Rs 30,000



Above Rs 30,000

Required

6. Preferred Mode of Online Payment -



Net Banking



Mobile Banking



Mobile Wallet

Required

7. Factors affecting Selection of Mobile Wallet -



Privacy



Security



Usefulness



Convenience



Charges



Innovation



Brand

Required

8. Major Advantage of Digital Wallet -



Cost Factor



Time Saving



Transaction Security



Track Expenses



Attractive Discounts



Other

Required

9. Major Disadvantages of Digital Wallets -



International Restrictions



Limited Merchants



Device Dependents

Security Concerns

Proceeding Costs

Other

Required

10. Customer Opinion on Digital Wallet Usage -

Alternative Choice of Payment Method

Substitute the Cash Based Payment Method

Support the Existing Payment Method

Not Necessary Payment Method

Required

11. Acceptance of Mobile Wallet -

Less than 1 Year

1 - 3 Years

3 - 5 Years

More than 5 Yeaes

Required

12. Currently Used Mobile Wallet -

PayTm

Freecharge

JioMoney

Mobikwik

Airtel Money

Required

13. Mobile Wallet Monthly Transactions -

Less than Rs 1,000

Rs 1,000 - Rs 5,000

Rs 5,000 - Rs 10,000

More than Rs 10,000

Required

14. Likely to Recommend Current Mobile Wallet -

High

Moderate

Low