Consumer Payments Survey

An assessment of Philippines' awareness and usage of different payment instruments

"In this time of pandemic and physical distancing, **the BSP encourages financial institutions, business owners, and government agencies to use electronic payment services more widely.** For businesses, using Instapay and PESONet solves the physical challenges and limitations of paying suppliers, clients, and employees' salaries. **Less face-to-face transactions help stop the spread of the virus."**

Governor Benjamin E. Diokno
Bangko Sentral Ng Pilipinas

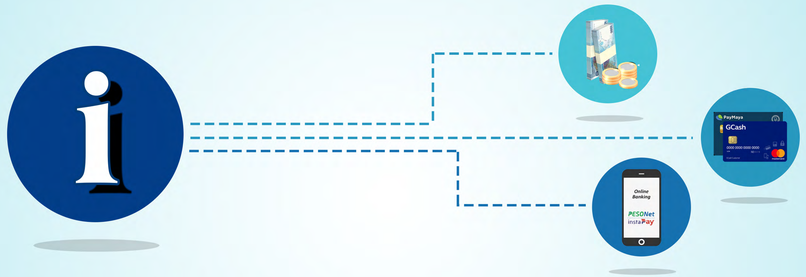
Source: BSP Governor encourages businesses to use e-payment services. (2020 May 25). https://www.facebook.com/BangkoSentralngPilipinas/videos/1862124530585573

What is the CONSUMER PAYMENTS SURVEY?

The Consumer Payments Survey (CPS) is a nationwide survey that focuses on the payment choices of individual Filipino consumers. CPS is being conducted by the Bangko Sentral ng Pilipinas for the first time in 2020.

What are the objectives for conducting the CPS?

- **Collect information** on Filipino consumers' awareness, ownership, and usage of different payment instruments: (i) cash, (ii) checking account, (iii) bank account ATM/debit account, (iv) credit card, (v) prepaid card, and (vi) mobile money.
- **Understand how consumers choose** among these **payment instruments**



How often will the CPS be conducted?

The BSP plans to conduct the CPS **every two years (biennial).**

Year	Year
2020	2022

Exact date for the start of survey is being finalized depending on community quarantine

Where will the results of the CPS be used?

The CPS is primarily intended to be **one of the monitoring metrics for the National Retail Payment System (NRPS) framework of the BSP** as it helps gauge the extent of usage of digital payment instruments in the country. In addition, the CPS is expected to provide the BSP with insights on consumer payment choices which **could be useful information in designing policies and programs that could help promote digital payments.** Ultimately, this will improve the country's economic competitiveness in terms of more efficient transactions, improved transparency, enhanced security, and easier access to financial services at a reasonable price.

Who are the survey respondents to the CPS and how are they going to be selected?

The respondents to the CPS are individuals **aged 15 years old and above.** These respondents will come from **randomly selected households** in the country. A total of **16,000 individuals will be surveyed across the Philippines**, covering areas in the **National Capital Region (NCR)** and **Areas Outside NCR (AONCR)**. The AONCR will cover the regions and provinces in **Luzon (non-NCR), Visayas, and Mindanao.**

BANGKO SENTRAL NG PILIPINAS

CONSUMER PAYMENTS SURVEY

16,000

randomly selected respondents aged 15 years old and above

What type of information will be collected from the CPS?

The key types of information to be collected from the survey are as follows:

Source: Better than Cash Alliance, December 2019

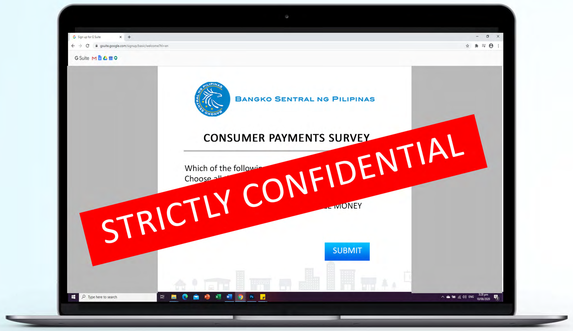
- overall consumer awareness and ownership of different payment instruments
- consumer perception with respect to the features of different payment instruments
- volume and value of consumer payments by type of payment instrument
- consumer awareness, perception, and extent of current usage of virtual currencies

How is the BSP going to conduct the survey?

The BSP has engaged the services of a third party provider to conduct the survey operations related to the CPS. . During the survey data collection period, representatives from the service provider contracted by the BSP will visit the homes of sampled households to ask questions contained in the CPS questionnaire.

Meanwhile, in light of the COVID-19 pandemic, the BSP ensures that the conduct of its survey operations will strictly follow the protocol and guidelines prescribed by the Inter-Agency Task Force on Emerging Infectious Diseases (IATF-EID) and other authorities such as the respective local government units.

How is the BSP going to manage and protect the individual data and information gathered from the survey?



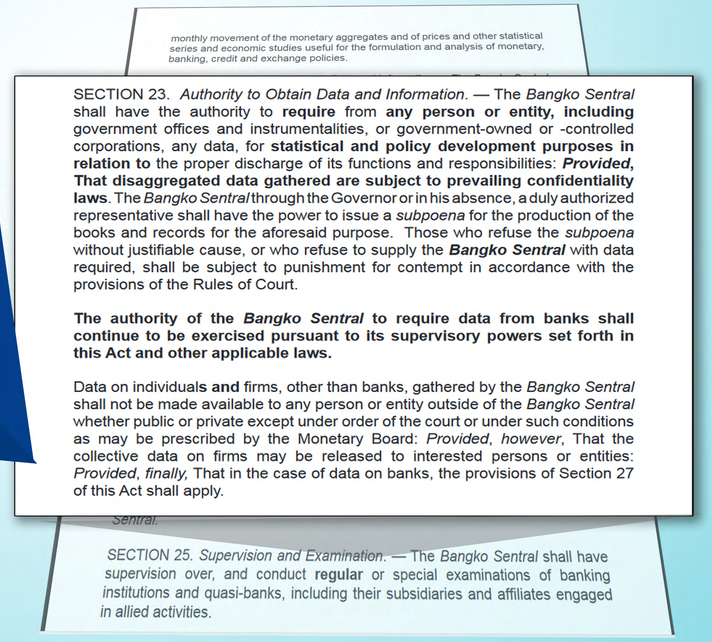
Any information to be published on the results of the survey will consist only of aggregates and averages, and in a form that will not allow individual respondents to be identified. Furthermore, all individual data furnished by a respondent to a survey are considered privileged information and as such are inadmissible as evidence in any proceeding.

- All precautions necessary to safeguard the respondent's privacy will be undertaken at all times.
- All information collected will be used exclusively for statistical purposes.
- No identifying information pertaining to the surveyed individuals will be included in the survey report.

Is the BSP authorized to collect data from individuals and conduct the CPS?

Yes. Under **Section 23 of Republic Act (RA) no. 7653**, as **amended by RA No. 11211**, the BSP is authorized to require from any person or entity any data for statistical and policy purposes.

SECTION 23 OF
RA No.7653
NEW CENTRAL BANK ACT (AS AMENDED)



monthly movement of the monetary aggregates and of prices and other statistical series and economic studies useful for the formulation and analysis of monetary, banking, credit and exchange policies.

SECTION 23. *Authority to Obtain Data and Information.* — The *Bangko Sentral* shall have the authority to **require** from **any person or entity, including** government offices and instrumentalities, or government-owned or -controlled corporations, any data, for **statistical and policy development purposes in relation to** the proper discharge of its functions and responsibilities: ***Provided, That disaggregated data gathered are subject to prevailing confidentiality laws***. The *Bangko Sentral* through the Governor or in his absence, a duly authorized representative shall have the power to issue a *subpoena* for the production of the books and records for the aforesaid purpose. Those who refuse the *subpoena* without justifiable cause, or who refuse to supply the ***Bangko Sentral*** with data required, shall be subject to punishment for contempt in accordance with the provisions of the Rules of Court.

The authority of the *Bangko Sentral* to require data from banks shall continue to be exercised pursuant to its supervisory powers set forth in this Act and other applicable laws.

Data on individuals **and** firms, other than banks, gathered by the *Bangko Sentral* shall not be made available to any person or entity outside of the *Bangko Sentral* whether public or private except under order of the court or under such conditions as may be prescribed by the Monetary Board: *Provided, however*, That the collective data on firms may be released to interested persons or entities: *Provided, finally,* That in the case of data on banks, the provisions of Section 27 of this Act shall apply.

Sentral.

SECTION 25. Supervision and Examination. — The *Bangko Sentral* shall have *supervision over*, and conduct **regular** or special examinations of banking *institutions and quasi-banks*, including their subsidiaries and affiliates engaged *in allied activities.*

What specific activities were undertaken to ensure the quality and reliability of the survey instruments and survey design of the CPS?

The survey design and instrument of the CPS was submitted to the Philippine Statistics Authority (PSA) for evaluation. The PSA has granted its clearance for the conduct of the CPS through PSA Reference Number: 2020-040.

Information about the conduct of the CPS is likewise posted on the website of the PSA through the following link:

https://www.psa.gov.ph/content/psa-approves-conduct-2020-consumer-payments-survey-0tt

Source: Department of Economic Research, Monetary Policy Sub-Sector, Monetary and Economics Sector, Bangko Sentral ng Pilipinas