



## Technical appendix

### The auto enrolment experience over time:

Understanding the real impact of contribution increases on behaviours and attitudes



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## L. Technical appendix

### L.1 Methodology

#### L.1.1 *Before survey* sampling

NEST had over 5.5 million members including actively contributing members, leavers and ceasers, at a range of different pot sizes and varying engagement levels at the start of this research project. The target audience for the *Before survey* were all actively contributing members aged 18 to 69, who were a resident in the UK (n: 2,635,090) and for whom an email or postal address was available, in February 2018.

Members aged between 18-22 (the age at which a worker becomes eligible for auto enrolment), were included, as some employers may make auto enrolment available to younger workers if they were earning £6,032+ in the 2018/19 tax year.

#### L.1.2 *Before survey* sampling methodology

A mixed online and ‘postal to complete online’ data collection approach was adopted, with a paper version available upon request, to help increase response from those ‘digitally excluded’.

The aim of the ‘postal complete to online’ approach was to ensure that the wider NEST member base was able to participate in the survey, including the 66 per cent of actively contributing members for whom only postal addresses were available. These included those that had not yet registered their NEST pension and so could be considered to be ‘less engaged’ with their pension, an audience that we did not wish to exclude from this research.

The *Before survey* sampling approach is as follows:

- 1. Online (email) invitations:** A total of 200,000 NEST members were invited to participate via a NEST led email invitation, in a two-phased approach comprising 100,000 members per phase. Harris Interactive had provided NEST with a list of 200,000 30 digit unique alpha numeric codes to append to the online survey link and to insert into the email invitations. This was to facilitate the later mapping of NEST membership information (MI) data to any member records who gave informed consent for NEST to pass on their information for survey analysis purposes only. Two reminders (one per mailout), were sent to boost response.
- 2. ‘Postal to complete online’ invitations:** 18,000 members without email addresses were invited to participate via a postal letter invitation. There was a generic web address (URL) on the letter, with an individual ID /password for each member to enter to access their unique survey. Three batches of ‘postal to complete online’ invitations were sent out, totalling 18,000.
- 3. Postal surveys:** Members who received postal invitations, were given the chance to either contact a helpline or send a Freepost envelope to Harris Interactive to request a paper version of the questionnaire, if they were unable to access the internet. 36 requests for paper surveys were received and from these 17 paper questionnaires were returned.

Each file at the *Before survey* stage contained the following variables:

Table 1: Sample data supplied by NEST to Harris Interactive

Email sample	Postal sample
Unique hashed ID	Unique hashed ID
Survey url	Quota flag
	Title
	First name
	Second name
	Full postal address

The gender and age data given by members completing the survey via the email invitations was used to monitor the response rates during the survey fieldwork period. Personally identifiable information (Pii) was not able to be transferred for the 200,000 members that NEST invited to participate via email.

To help monitor postal response rates and paper invitation requests, a quota flag (e.g. Male under 29 or female 60-69) was inserted onto the postal complete to online sample.

### Online mailouts

In the *Before survey*, the first mailout of email invitations totalled 100,000 and then a further boost of 100,000 was undertaken after two weeks of fieldwork. The initial 100,000 email invitations were apportioned to the profile of the actively contributing NEST member base with an email address, by age and gender. Mailout volumes were adjusted at phase two in proportion to response rates achieved so far. This meant that far fewer older and female members were invited at phase two. This approach provided some control over response rates, to help ensure that the final quotas achieved fell closely in line with the NEST population, by age and gender.

Table 2: *Before survey* email member base and invitation volumes, by phase

Age/gender group	Number of actively contributing members	Phase one volumes	Phase two volumes	Total volume sent out
Male email under 29	197,952 (15%)	14,700 (15%)	27,553 (28%)	42,253 (21%)
Male email 30-39	200,055 (15%)	14,800 (15%)	17,782 (18%)	32,582 (16%)
Male email 40-49	145,937 (11%)	10,800 (11%)	14,889 (15%)	25,689 (13%)

<b>Male email 50-59</b>	119,626 (9%)	8,900 (9%)	4,724 (5%)	13,624 (7%)
<b>Male email 60-69</b>	41,524 (3%)	3,100 (3%)	396 (0.4%)	3,496 (2%)
<b>Total males</b>	705,094 (52%)	52,300 (52%)	65,344 (65%)	117,644 (59%)
<b>Female email under 29</b>	180,908 (13%)	13,400 (13%)	13,944 (14%)	27,344 (14%)
<b>Female email 30-39</b>	161,075 (12%)	11,900 (12%)	11,157 (11%)	23,057 (12%)
<b>Female email 40-49</b>	138,869 (10%)	10,300 (10%)	6,123 (6%)	16,423 (8%)
<b>Female email 50-59</b>	127,721 (9%)	9,500 (10%)	2,880 (3%)	12,380 (6%)
<b>Female email 60-69</b>	35,292 (3%)	2,600 (3%)	552 (1%)	3,152 (2%)
<b>Total females</b>	643,865 (48%)	47,700 (48%)	34,656 (35%)	82,356 (41%)
<b>Total sample</b>	1,348,959	100,000	100,000	200,000

### Postal mailouts

The research methodology called ‘postal complete to online’, was used to allow NEST members without an email address to be able to participate in the survey.

Three mailouts totalling 18,000 members, were sent to a random sample of the NEST postal population database. A phased invitation process was used to assess response rates and manage the costs of the study. The first phase involved proportionately fewer postal invites, but a sufficient size (5,000) to allow us to assess response rates and inform the size of the second and subsequent phases.

Due to a lower response it became an expensive channel to gain responses. The final total was reduced from 25,000 as originally planned, to 18,000. Early response rates showed less variation by age and gender, as had occurred online and so all remaining postal invitation samples were produced in proportion to age and gender of the postal only NEST actively contributing member base.

The three mailouts were on the following dates.

Table 3: *Before survey* postal to complete online invitation volumes phasing

Date file sent	Quantity
15 <sup>th</sup> March	5,000
26 <sup>th</sup> March	5,000
27 <sup>th</sup> March	8,000

Table 4: *Before survey* postal only member base and invitation volumes

Age/gender group	Total number of actively contributing members	Total volume sent out
Male email under 29	175,525 (14%)	2,628 (14.6%)
Male email 30-39	187,183 (15%)	2,668 (14.8%)
Male email 40-49	155, 540 (12%)	1,940 (10.8%)
Male email 50-59	136,635 (11%)	1,588 (8.8%)
Male email 60-69	42,297 (3%)	565 (3.1%)
<b>Total males</b>	<b>697,180 (54%)</b>	<b>9,389 (52.2%)</b>
Female email under 29	145,613 (11%)	2,422 (13.5%)
Female email 30-39	141,129 (11%)	2,160 (12.0%)
Female email 40-49	134,574 (10%)	1,854 (10.3%)
Female email 50-59	131,341 (10%)	1,703 (9.5%)
Female email 60-69	36,524 (3%)	472 (2.6%)
<b>Total females</b>	<b>589,181 (46%)</b>	<b>8,611 (47.8%)</b>
<b>Total sample</b>	<b>1,286,131</b>	<b>18,000</b>

### L.1.3 Permission questions asked at the *Before survey*

Member re-contact permissions were collected at the *Before* and *After* surveys for future participation in the research programme and to enable deeper analysis.

Three questions were asked to members at the *Before survey*:

Table 5: *Permission questions asked at the Before survey*

	Number and % agreeing
<p>MC7. Harris Interactive will be running another survey again later in 2018, with a second chance to win one of 25 £100 Amazon gift vouchers.</p> <p>Are you happy for Harris Interactive to contact you via email to invite you to take part in that survey?</p>	5,104 (76%)
<p>MC8. The answers you've given here will always stay anonymous but NEST would like to combine them with information they already hold about your use of the NEST pension scheme. This information would only be used to help us analyse your answers to this survey and would not be used for sales or marketing or any other purpose. Are you happy for this to happen?</p>	5,487 (80%)
<p>MC9. Finally, to help us compare your answers to those from other people, we'd like to send your name, age, gender and address to a third party company called CACI so they can tell us which from a standard set of categories you fit into. Are you happy for your name, age, gender and address to be sent to CACI and used in this way? Please be assured your data will be used for no other purpose and your responses will stay secure and anonymous.</p>	3,236 (47%)

#### L.1.4 Permission questions asked at the *After survey*

Members completing the *After survey*, who had previously given their permission to be re-contacted were also asked whether they would be willing to be contacted by NEST and/or Harris Interactive in the future for further pension related research. Members were asked:

Table 6: *Permission question asked at the After survey*

	Number and % agreeing
<p>MC9. In the future, we may wish to conduct further research about pensions. Are you happy to be contacted in the future by either NEST or Harris Interactive for this purpose?</p>	1008 (78%)

## L.2 Response rates

### L.2.1 Before survey response rate

6,827 Before surveys were completed, yielding an overall response rate of 3.1%. This breaks down by age, gender and mode as follows:

Table 7: Before survey response rate

		No. invites sent	No. completes	Response rate
Overall	Male under 30	44,881	905	2.0%
	Male 30-39	35,250	933	2.6%
	Male 40-49	27,629	817	3.0%
	Male 50-59	15,212	596	3.9%
	Male 60-69	4,061	228	5.6%
	<b>Male total</b>	<b>127,033</b>	<b>3,479</b>	<b>2.7%</b>
	Female under 30	29,766	895	3.0%
	Female 30-39	25,217	820	3.3%
	Female 40-49	18,277	705	3.9%
	Female 50-59	14,083	658	4.7%
	Female 60-69	3,624	219	6.0%
<b>Female total</b>	<b>90,967</b>	<b>3,297</b>	<b>3.6%</b>	
Email invites	Male under 30	42,253	877	2.1%
	Male 30-39	32,582	907	2.8%
	Male 40-49	25,689	794	3.1%
	Male 50-59	13,624	579	4.3%
	Male 60-69	3,496	221	6.3%
	<b>Male total</b>	<b>117,644</b>	<b>3,378</b>	<b>2.9%</b>
	Female under 30	27,344	851	3.1%
	Female 30-39	23,057	794	3.4%

	Female 40-49	16,423	679	4.1%
	Female 50-59	12,380	622	5.0%
	Female 60-69	3,152	215	6.8%
	<b>Female total</b>	<b>82,356</b>	<b>3,161</b>	<b>3.8%</b>
Postal invites	Male under 30	2628	28	1.1%
	Male 30-39	2668	26	1.0%
	Male 40-49	1940	23	1.2%
	Male 50-59	1588	17	1.1%
	Male 60-69	565	7	1.2%
	<b>Male total</b>	<b>9,389</b>	<b>101</b>	<b>1.1%</b>
	Female under 30	2422	44	1.8%
	Female 30-39	2160	26	1.2%
	Female 40-49	1854	26	1.4%
	Female 50-59	1703	36	2.1%
	Female 60-69	472	4	0.8%
	<b>Female total</b>	<b>8,611</b>	<b>136</b>	<b>1.6%</b>

### L.2.2 After survey response rate

1,287 After surveys were completed, yielding an overall response rate of 25.1 per cent. This breaks down by age and gender as follows:

Table 8: After survey response rate

	No. invites sent	No. completes	Response rate
Male under 30	687	105	15.3%
Male 30-39	697	129	18.5%
Male 40-49	589	177	30.1%
Male 50-59	421	155	36.8%
Male 60-69	171	68	39.8%

<b>Male total</b>	<b>2,565</b>	<b>634</b>	<b>24.7%</b>
Female under 30	703	121	17.2%
Female 30-39	650	161	24.8%
Female 40-49	535	134	25.0%
Female 50-59	486	171	35.2%
Female 60-69	165	65	39.4%
<b>Female total</b>	<b>2,539</b>	<b>652</b>	<b>25.7%</b>

### L.2.3 Response rate amongst postal completes

- 258 NEST members completing the *Before survey* had originally received the postal invitation. This includes the 17 responses from NEST members who rang the helpline to request a paper questionnaire to complete.
- From the 258 NEST members completing the survey from their postal to complete online, 48 of the 258 NEST members who were happy to participate in the research again, completed the *After survey*, yielding a response rate of 19 per cent. There were no NEST members completing the *After survey* from the 17 who rang the helpline to request a paper questionnaire to complete.

### L.2.4 Response rate of those agreeing to have MI data appended

1,061 members out of the 5,487 agreeing to have their NEST MI data appended to their survey data at the *Before survey* completed the *After survey*, yielding a response rate of 19 per cent. This was below the average of 25 per cent and suggested that those agreeing to append their MI at the *Before survey* were less likely to respond to the *After survey*.

## L.3 Survey response bias

### L.3.1 Response bias between modes

Different behavioural traits were seen between NEST members completing the research via the online invitation and those completing via the ‘postal to complete online’ approach.

NEST members completing the *Before survey* via ‘postal to complete online’ appeared to be less engaged with pensions than those who had completed the survey via the online invitation. This is evidenced by the following data from the *Before survey*:

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Those completing online (18%) were significantly more likely to have tried to figure out how much money they would need to save for retirement within the last year, than the postal sample (12%).

Respondents completing via the postal sample (42%) were significantly less confident of being able to financially provide for themselves during retirement than those the online invitation completes (36%).

Those completing via the postal to complete online invite were significantly more likely to be unsure as to the number of pensions they have in place (18%) compared with those completing online who are unsure (9%).

This lack of 'understanding' of what they currently hold/contribute is further shown, by 61% of respondents completing by post being unsure as to how much they have in their NEST Pension scheme, compared with those completing online, who were unsure as to how much they have (42%).

There were no significant demographic differences in responses given at the questions between those completing via the online and the postal to complete online invites at the *Before survey*?

### L.3.2 *Before survey non-response bias*

Older female NEST members) were more likely to respond to the survey than younger males. The highest response rate was seen for female members aged 60-69 receiving the online invitation, at 6.8%. To alleviate this age bias, which had largely been expected, higher volumes of online invitations were sent to younger and male NEST members at phase 2. Furthermore, the final weighting profile (see table 9) were applied to ensure the final sample reflected the NEST member base, by age and gender.

### L.3.3 *After survey non-response bias*

Throughout the initial sampling stage of the research, every effort was made to ensure that all NEST members had a chance at participating in the research, whether they were registered online and NEST had a valid email address to communicate with them or if they were not registered online and NEST only had a postal address to communicate with them.

Approximately, one fifth of the NEST members completing the *Before survey* participated in the *After survey*. There are certain characteristics of members that were shown in the *Before survey* that were not represented in the *After results*.

- A greater proportion of NEST members aged between 18-29 years did not complete the *After survey*.
- NEST members not completing the *After survey* (49 per cent) were also more likely to be earning less than £17,500, compared with 45 per cent of those completing both surveys.

Members only completing the *Before survey* (21 per cent) were also more likely to be over indebted compared with those members completing both the *Before* and *After* surveys (14 per cent).

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Furthermore, the members only having completed the *Before survey* were also significantly more likely to be informal borrowers (24 per cent compared with 17 per cent) and not have savings set aside (60 per cent compared with 67 per cent).

It is also apparent that the results of those members only completing the *Before survey* suggest that they were less engaged with pensions in general than those members completing both the *Before* and *After surveys*. This is shown by:

- Members completing both the *Before* and *After* surveys are significantly more likely to feel they have a basic understanding of pensions compared with those members only completing the *Before survey* (63 per cent compared with 57 per cent).
- Members completing both surveys are more likely to know that they are a member of the NEST pension scheme than those only having completed the *Before survey* (95 per cent compared with 90 per cent).
- Members completing both the *Before* and *After* surveys are significantly more likely to know how much they pay into their NEST pension scheme than those only having completed the *Before survey* (66 per cent compared with 61 per cent).

In summary, the skew in the demographics and financial backgrounds and attitudes of the members should be considered when generalising these results to the membership overall. At an overall level, the members reported on at the *After* wave of the research were starting from a slightly better-off and more informed position than the wider membership. Both surveys were weighted to the same weighting profile of gender and age of actively contributing members.

When analysing the responses of those completing the *After* surveys via a postal invite originally, with the online invitation sample, we see some differences:

- NEST members completing both waves via the initial postal invite, classing themselves as in ‘full time employment’ decreased from 74 per cent to 59 per cent between the *Before* and *After* waves. There was a greater proportion of members having completed the both waves via the initial online invitation classing themselves as in ‘full time employment’ (84 per cent at both surveys)
- NEST members completing the *After survey* via the initial postal invite were lower earners, with 81 per cent earning less than £20,000 according to NEST membership information, whereas only 65 per cent of NEST members completing the survey via the online invite earned less than £20,000. Therefore this suggests that the lower earning postal complete online were more likely to respond at the *After survey*.
- NEST members who completed the survey from a postal invite (39 per cent), were more likely to state they felt worse off compared to those completing an online invite (25 per cent).

## L.4 Weighting

### L.4.1 Weighting profile

The data was weighted using interlocking weights by age and gender, to align the sample to the overall profile of actively contributing NEST members. The data used was based on the profile in March 2018, when the *Before survey* took place.

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The table below shows the weighting profile used split by age and gender.

Table 9: Weighting profile

Gender	Age	Target profile
Female	<=29	12.391%
Female	30-39	11.467%
Female	40-49	10.376%
Female	50-59	9.833%
Female	>=60	2.723%
Male	<=29	14.170%
Male	30-39	14.697%
Male	40-49	11.440%
Male	50-59	9.723%
Male	>=60	3.178%

Consideration was given to accounting for the differences between online and postal only members in the weighting regime to account for any potential biases associated with online registered members. Two variables were considered:

1. Availability of email address for member, or postal only
2. Whether the member had registered online with the NEST portal.

For (2), we could not definitively say whether a member had registered their account online. While this had been collected in the survey, and was also available in the MI, not all members had agreed for their MI to be appended. For those that had agreed, the data did not always match the response given in the survey, owing to respondent recall and misattribution. We therefore had to discount using “registered online” as a weighting variable.

If (1) Availability of email or postal only had been used as a weighting variable, this would have meant very high weighting factors and the weighting efficiency would have been dramatically reduced. This is because the majority of interviews (96%) were achieved with via the more cost effective online invitation approach, while 49% of the actively contributing member population were postal only members. Applying this as a weighting factor would have lowered the weighting efficiency to below 20%, significantly reducing the effective base sizes for analysis.

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## L.4.2 Weighting efficiency

The weighting efficiency at the *Before survey* was very strong at 99.6 per cent and meant that the strength of the weighting was minimal to balance the age and gender differences between the final sample achieved and the NEST member population. This was owing to the good overall response rates and by undertaking a boost sample proportionate to initial response rates at the *Before survey*.

At the *After survey*, the weighting efficiency was again strong at 89.9 per cent.

The table below shows the weights given to the different age/gender groups at the *Before* and *After* stages.

Table 10: *Before* and *After* survey weights.

	Weight at <i>Before</i> stage	Weight at <i>After</i> stage
Male under 29	1.072893	1.709792
Male 30-39	1.071804	1.480145
Male 40-49	0.957763	0.831367
Male 50-59	1.088965	0.807530
Male 60-69	0.926041	0.597756
Female under 29	0.947790	1.309786
Female 30-39	0.943593	0.922427
Female 40-49	0.989267	1.005392
Female 50-59	1.004359	0.735477
Female 60-69	0.833131	0.535813

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## L.5 Quality control checking criteria

A series of quality control checks were carried out to ensure the data had been collected in an acceptable manner. Any cases which failed two or more of the following check criteria were examined at each wave, and where necessary, removed from the dataset.

Members had to fail three of these criteria to be raised as a concern and be considered for removal.

The criteria used as part of the quality control checks were:

Table 11: *Before survey* quality control checking criteria.

Before survey:	
MA14 straight-line	Anyone who selects 'often' for every borrowing channel
MA19 and MA20 contradiction	Anyone stating they have a final salary pension from a previous job but then stating they only have one pension scheme
Section A time	Completing section A in less than 240 seconds (based on 10 seconds per question)
MB6 straight-line	Straight-line at attitudinal statements
Section B time	Completing in less than 75 seconds
Section C time	Completing in less than 60 seconds

96 interviews were removed following quality control checks, giving a final *Before survey* sample of 6,731 actively contributing NEST members.

Table 12: *After survey* quality control checking criteria.

After survey:	
Total interview length	<360 second
MA23 open end	Only typing a single digit or character
Section A time	<200 seconds
MA14 straight-line	Anyone who selects 'often' for every borrowing channel
MB6 straight-line	Straight-line at attitudinal statements
Section C time	<25 seconds

Eight interviews were removed following quality control checks, giving a final *After survey* sample of 1,279 NEST members.

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## L.6 Methodological considerations

This section looks at which specific subsets of the NEST membership base would not be affected by the automatic contribution rise and therefore were to be excluded from the main analysis. Below we explore how these sub groups differ in terms of their characteristics compared to other NEST members.

### L.6.1 Members paying above the statutory minimum at the *Before survey*

NEST MI showed that a small number of members (55) surveyed at the *Before survey* who subsequently responded to the *After survey*, were already contributing at least the 'new' minimum of 2.4 per cent in March 2018, and therefore were not subject to the automatic contribution increase in April 2018. These members were removed from the core sample as they would not have experienced the contribution rise. This group, however, demonstrated some interesting characteristics. Members paying above the statutory threshold at the *Before survey*, are generally higher earners, with 38 per cent earning £25,000+ compared with only 19 per cent of NEST members completing both surveys who were paying less than the statutory threshold of 2.4 per cent at the *Before survey*. They are also significantly more confident with their personal financial circumstances.

Table 13: Satisfaction / confidence ratings

	Paying above the 2.4% statutory minimum	Paying under the 2.4% statutory minimum
Highly satisfied with personal finances (8+ out of 10)	28%	21%
Highly confident with managing money (8+ out of 10)	59%	52%

When asked at the *After survey*, if they feel financially better or worse off than six months ago, interestingly members already paying above the statutory minimum were more likely to feel financially worse off (29 per cent) compared with 24 per cent of those who had been subject to the automatic contribution rise.

Members paying above the statutory minimum were also slightly more likely to mention that their debt levels had increased in the last six months (26 per cent), compared with members not paying above the statutory minimum (19 per cent).

However, the members who were paying above the statutory minimum and felt their debt levels had increased over the last six months, were also notably more likely to be saving money, with 86 per cent stating they had money set aside classed as savings, compared to the NEST member average of 68 per cent. Furthermore, 54 per cent of the members paying above the statutory minimum stated that they saved every month, compared to only 40 per cent of those not already paying the statutory minimum, who saved every month.

In summary, on one hand, the people who had not experienced an increase in their pension contributions, are a group who feel confident and who are established savers, but on the other hand, they are feeling financially worse off than they were six months ago and their debt levels have increased over this period. This suggests that any change in people’s financial wellness or stability has not been caused by the automatic contribution increase, and could be owing to other external factors, such as lifestyle, life stage or the wider macroeconomic context.

## L.6.2 Members who are known to have ceased or be classed as leavers

There were a selection of members in the sample who were classed as a ceaser or leaver in NEST MI data.

The high-level definitions of these classification are:

- Ceaser: ceased contributions while still being employed.
- Leaver: stopped contributing because of leaving job.

Table 14: The number of ceasers and leavers in the dataset

Total number of NEST members allowing their MI data to be appended after the <i>Before survey</i>	5,237
Number of ceasers invited (from MI data)	22
Number of ceasers responded (to <i>After survey</i> )	2
Response rate of ceasers (to <i>After survey</i> )	9%
Number of leavers invited (from MI data)	380
Number of leavers responded (to <i>After survey</i> )	53
Response rate of leavers (to <i>After survey</i> )	13%

Due to operational and classification issues, it is not always possible to know for certain whether a member is actually a ceaser or a leaver. This presented an issue for analytical purposes, as the questionnaire was set up to be routed and directed from the NEST MI data, but at the analysis stage, it became apparent that there were members who were classed as leavers, who had mentioned that they had not changed employer and had been with their current employer for nine months or more. There were 25 of these cases.

It was decided to manually recode these 25 leavers into ceasers for analytical purposes, however it was not possible to then capture the responses designed to ascertain why these people had ceased their contributions.

It was concluded that as ceasers and leavers cannot be guaranteed to have been affected by the automatic contribution increases, they were to be removed from the final dataset. This also includes

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two NEST members who were classed as retired who were deemed to have not been affected by the automatic contribution increases and were also removed from the dataset.

Ceasers and leavers differ from the remaining NEST members as they are less likely to be very confident that they will be able to financially provide for themselves in retirement (11 per cent of ceasers and leavers feel very confident compared with 17 per cent of active NEST members). This is further illustrated by the greater proportion of ceasers and leavers (52 per cent) being more dissatisfied that they are saving enough for their pension than the 40 per cent of active NEST members who are dissatisfied.

Proportionally, ceasers and leavers are more likely to be classed as over-indebted (21 per cent), compared with 14 per cent of active NEST members. However only nine out of 52 ceasers and leavers state that their level of debt has increased over the last six months, compared to almost one in five (19 per cent) of active NEST members.

There are no notable differences by age and gender of ceasers and leavers and the active members, however the proportion of active NEST members earning above £22,500 is greater (19 per cent) compared with proportion of ceasers and leavers (12 per cent) earning this.

In summary, the results highlight that there are differences between the ceasers and leavers and the active members of NEST. The ceasers and leavers are more likely to be less confident in providing for retirement and additionally are less satisfied with what they are saving for their pensions.

## L.7 Analysis undertaken on survey data

### L.7.1 Delta analysis

To show the impact that the automatic pension increases have had between the different waves, delta analysis was conducted to understand if there had been any change or difference between the *Before* and *After* surveys, at a respondent level.

A set of data tables was produced that analysed the ‘delta’ for certain questions asked at both survey waves, across the range of sub groups of interest.

The table below lists the questions where delta analysis was undertaken.

Table 15: Delta analysis questions.

MA1	How satisfied are you with your overall financial circumstances? Please answer on a scale of 0 to 10 where 0 is ‘Not at all satisfied’ and 10 is ‘Completely satisfied’.
MA2	How confident do you feel managing your money? Please answer on a scale of 0 to 10 where 0 is ‘Not at all confident’ and 10 is ‘Very confident’.
MA5a	How well do the following statements describe you or your situation? (I am securing my financial future)

---

MA5b How well do the following statements describe you or your situation? (Because of my money situation, I feel like I will never have the things I want in life)

---

MA6 Thinking about an unexpected bill of £300 that you have to pay within seven days from today, which of the following would you do?  
If you think you would do more than one, please select the main thing you would do, that is the one you would get the most money from.

---

MA9 How confident are you that you will be able to financially provide for yourself in retirement, considering what you have put in place so far, and plan to in the future? Please rate on a scale of 0 to 10 where 0 means 'Not at all confident' and 10 means that you are 'Very confident'.

---

MA10a Which of the following sources of information have you used in the last six months to find out about anything to do with money.

---

MA10b Which of the following sources of information have you used in the last six months to find out about anything to do with pensions and long term financial planning?

---

MA11a To what extent do you agree or disagree with 'I pay attention to my weekly/monthly payslips'?

---

MA11b To what extent do you agree or disagree with 'I am too busy to sort out my finances at the moment'?

---

MA11c To what extent do you agree or disagree with 'When it comes to money I prefer to live for today rather than plan for tomorrow'?

---

MA11d To what extent do you agree or disagree with 'Nothing I do will make a difference to my financial situation'?

---

Over-indebted status

---

MA15 Please approximate your total level of unsecured borrowing.  
Do not include loans you have secured against assets such as a mortgage or car finance.

---

MA16 Does your household have any money set aside that you consider savings?  
Please exclude any money saved in a pension.

---

MA17 Which of these best describes how often you save money? Please exclude your pension saving.

---

MA18 People save money for different reasons. What are the main reasons why you have saved money in the last two years?

---

MA19 Which of the following savings and investment products do you have in place at the moment?

---

MB5 How satisfied are you that you are currently saving enough for your pension? Please answer on a scale of 0 to 10 where 0 is 'Not at all satisfied' and 10 is 'Completely satisfied'?

---

MB6 How much do you agree or disagree with 'I worry about my financial situation in retirement'?

---

MB6 How much do you agree or disagree with 'Getting informed about my pension is difficult'?

---

MB6 How much do you agree or disagree with 'Too much of my income goes into my pension'?

---

MB6 How much do you agree or disagree with 'I have a basic understanding of pensions'?

---

---

MB6 How much do you agree or disagree with ‘It is the normal thing nowadays for people like me to save into a pension’?

---

MB6 How much do you agree or disagree with ‘There are better ways to save for retirement than through pensions’?

---

MB6 How much do you agree or disagree with ‘Saving in a workplace pension is a good idea’?

---

### L.7.2 Delta analysis calculation types

The three different delta analysis calculation types that were used, were;

1. **After minus Before:** Change in a numerical score. For example, if in *After* MA1=5 and in *Before* MA1=6. Output is +1
2. **Net change:** Comparing between *Before* and *After* responses
3. **What’s new:** Indicate codes selected in *After survey* that were NOT selected in the *Before survey*.

## L.8 Modelling approach

### L.8.1 Questions used in the modelling

Modelling was conducted to facilitate an understanding of what was driving confidence and also a lack of confidence that members will be able to financially provide for themselves in retirement. The dependent variable used in the driver analysis was:

**MA9** *How confident are you that you will be able to financially provide for yourself in retirement, considering what you have put in place so far, and plan to in the future? Please rate on a scale of 0 to 10 where 0 means ‘Not at all confident’ and 10 means that you are ‘Very confident’.*

The following data were used as the independent variables to control for in the model.

Table 16: Questions used in modelling

Variable group	Values	Binary recalculation instruction
Age and gender (survey completions and NEST MI data)	Male under 29	No = 0, Yes = 1
	Male 30-39	No = 0, Yes = 1
	Male 40-49	No = 0, Yes = 1
	Male 50+	No = 0, Yes = 1
	Female under 29	No = 0, Yes = 1

	Female 30-39	No = 0, Yes = 1
	Female 40-49	No = 0, Yes = 1
	Female 50+	No = 0, Yes = 1
Financial mindset (at the <i>After survey Dataset</i> )	I pay attention to my weekly/monthly payslips	Disagree or neither/nor = 0 Agree = 1
	I am too busy to sort out my finances at the moment	Disagree = 1 Neither/nor or agree = 0
	When it comes to money I prefer to live for today rather than plan for tomorrow	Disagree = 1 Neither/nor or agree = 0
	Nothing I do will make a difference to my financial situation	Disagree = 1 Neither/nor or agree = 0
Income (NEST MI data)	Continuous variable	
Over-indebtedness delta analysis (Delta analysis)	Remained not over-indebted	No = 0, Yes = 1
	Became over-indebted	No = 0, Yes = 1
	No longer over-indebted	No = 0, Yes = 1
	Remained over-indebted	No = 0, Yes = 1
Savings behaviour delta analysis (Delta analysis)	Remained saving	No = 0, Yes = 1
	Started saving	No = 0, Yes = 1
	No longer saving	No = 0, Yes = 1
	Remained not saving	No = 0, Yes = 1
Contribution amount known (Delta analysis)	Remained aware of amount	No = 0, Yes = 1
	Became aware of amount	No = 0, Yes = 1
	No longer aware of amount	No = 0, Yes = 1
	Remained unaware of amount	No = 0, Yes = 1
Life events (at the <i>Before and After survey dataset</i> within the last 18 months) <sup>1</sup>	<b>Planned for</b> Buying a house Changed employer	No = 0, Yes = 1
	<b>Unplanned for</b> Member of family dying	
	<b>None</b> Not experienced any	

<sup>1</sup> It should be noted that we ran models including the life events variables and excluding them.

---

## L.8.2 Types of regression analysis used and how to interpret models run in the analysis

Stepwise and hierarchical regression analysis were used in the analysis stage. These are multi-variable techniques.

Correlation analysis was also used, which is a bi-variate technique.

### Stepwise regression

For stepwise regression, the predictor variables were evaluated against a set of statistical criteria (e.g. an increase in  $R^2$ , F-tests, t-tests). Initially no predictor variables were included in the model, then one variable at a time was tested to see if the model fit improvement was statistically significant, the predictor variable that offers the greatest improvement in model fit was the first variable to be included in the model. The process was repeated until the remaining variables not selected in the model did not add any noticeable improvement to the model fit.

In this study, only four variables were included in the model:

- Male U29
- Remained over-indebted (over-indebted status between the *Before* and *After* surveys)
- No life event experienced
- No longer saving (a change in saving behaviour between the *Before* and *After* surveys)

These are the key drivers on a person's confidence that they will be able to financially provide for themselves in retirement.

### Hierarchical regression

For this technique all the predictor variables were entered/included in the model, but each variable was treated as a block, by doing so we are able to measure the increase in  $R^2$  as a result of including each predictor variable. The predictor variables were sorted by the increase in  $R^2$  with the key drivers that is the variables showing the greatest increase in  $R^2$  being listed at the top of the model.

The variables that had the greatest increase in  $R^2$  were:

- Male U29
- Remained over-indebted (over-indebted status between the *Before* and *After* surveys)
- No life event experienced
- No longer saving (a change in saving behaviour between the *Before* and *After* surveys)

### Correlation analysis

Finally, correlation analysis was conducted. We ran the correlation of the dependent variable MA9 against each of the predictor variables. The absolute value of a correlation varies from 0 to 1. The greater the value of the correlation, the greater the linear relationship between two variables.

The absolute correlation was recorded for each MA9/predictor variable pairing. The predictor variable(s) that had the greatest correlation with MA9 were:

- Male U29
- Remained over-indebted (over-indebted status between the *Before* and *After* surveys)
- Relative/close friend died
- No life event experienced
- Became aware of pension amount
- No longer saving (a change in saving behaviour between the *Before* and *After* surveys)

Correlation analysis was conducted to identify the variables that had the greatest impact on change in member confidence of being able to financially provide for themselves in retirement, between survey waves.

Table 17: R values of variables used in correlation analysis

	R value
Male U29	-0.15
Remained over-indebted between <i>Before</i> and <i>After</i> surveys	0.09
Female 50+	0.09
Male 40-49	0.09
No longer saving <i>Before</i> and <i>After</i> surveys	-0.08
Became aware of amount paying into NEST pension <i>Before</i> and <i>After</i> surveys	0.06
Became over-indebted between <i>Before</i> and <i>After</i> surveys	-0.05
I pay attention to my weekly/monthly payslips	0.05
Started saving between <i>Before</i> and <i>After</i> surveys	0.04
Male 50+	-0.03
Remained aware of amount paying into NEST pension <i>Before</i> and <i>After</i> surveys	-0.03
No longer over-indebted between <i>Before</i> and <i>After</i> surveys	-0.03
Nothing I do will make a difference to my financial situation	-0.02
Remained not over-indebted between <i>Before</i> and <i>After</i> surveys	-0.02
Remained not saving between <i>Before</i> and <i>After</i> surveys	0.02
Annual personal earnings	-0.02
Female 40-49	0.01

Changed employer	0.01
Female 30-39	0.01
Male 30-39	0.01
I am too busy to sort out my finances at the moment	0.01
No longer aware of amount paying into NEST pension <i>Before</i> and <i>After</i> surveys	0.01
Remained unaware of amount paying into NEST pension <i>Before</i> and <i>After</i> surveys	-0.01
When it comes to money I prefer to live for today rather than plan for tomorrow	0.01
Remained saving between <i>Before</i> and <i>After</i> surveys	0.00
Female U29	0.00

In the previous table, some of the variables had a negative relationship on members confidence (i.e. confidence has decreased between waves) and this is denoted by the presence of a minus sign in the R-value column. Alternatively, other variables have seen a positive relationship on members confidence (i.e. confidence has increased between waves).

It can be concluded from the correlation analysis that males under 30 have the strongest correlation relationship with confidence in being able to financially provide for themselves in retirement, but the direction is negative, which means that they saw a significant drop in confidence between the *Before* and *After* waves.

Furthermore, it can be seen in the inferential statistical analysis run, that irrespective of the technique used, the same drivers of MA9 (confidence that you will be able to financially provide for yourself in retirement) were identified. Even after removing the life event variables from the modelling, this did not change the variables that were the key drivers.

### L.8.3 Significance levels

All statistical testing in the modelling was conducted at the 5 per cent level of significance.

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## L.9 Survey questionnaires

### L.9.1 *Before survey questionnaire*

#### Screener

##### All respondents

Info text(Q1) Thanks for your time today. This survey is part of research being carried out on behalf of NEST, the National Employment Savings Trust, your workplace pension provider. As a member of NEST, your opinion matters to us and we appreciate your participation. It will help NEST to better understand how people think about their pensions. No matter how much interest you have in pensions, we'd love you to take part.

The survey will take about 15 minutes to complete.

NEST has commissioned Harris Interactive to conduct this survey. As a Market Research Society registered agency, we will not sell you anything and you will not receive any sales calls as a result of taking part in this research. Your responses will remain entirely anonymous and confidential, unless you let us know otherwise.

To move forward throughout the questionnaire, please use the 'forward arrow' button. **DO NOT USE THE FORWARD AND BACK BUTTONS ON YOUR BROWSER.** Please click 'forward arrow' button below to start the survey.

Everyone completing the survey will be entered in to a prize draw for the chance to win one of 25 £100 Amazon vouchers, you can read the terms and conditions here

<https://media.harrisinteractive.eu/UK/j111927/end/tandcs.htm>

**Firstly, we just want to ask you a few questions about yourself.**

---

**All respondents**

**SQ1 How old are you?**

[NUMERIC TEXT BOX, RANGE 16-120]

|\_|\_|

**SQ1ref**

1 Prefer not to say

[PN: SHOW SQ1 & SQ1ref ON THE SAME SCREEN WITH LOGIC CHECK SO ONLY ONE CAN BE ANSWERED]

**All respondents refusing to give age (SQ1ref/1)**

**SQ1a Would you mind telling us which of these age bands you fall in to?**

- |                       |          |
|-----------------------|----------|
| 1. 17 or younger      | CLOSE    |
| 2. 18-21              | CONTINUE |
| 3. 22-29              | CONTINUE |
| 4. 30-39              | CONTINUE |
| 5. 40-49              | CONTINUE |
| 6. 50-54              | CONTINUE |
| 7. 55-59              | CONTINUE |
| 8. 60-64              | CONTINUE |
| 9. 65-69              | CONTINUE |
| 10. 70 or older       | CLOSE    |
| 99. Prefer not to say | CLOSE    |

**All respondents aged 19-69 (SQ1/16-120 OR SQ1/2-9)**

**SQ1hid Hidden question - final age band**

1. 17 or younger
2. 18-21
3. 22-29
4. 30-39
5. 40-49
6. 50-54
7. 55-59
8. 60-64
9. 65-69
10. 70 or older
99. Prefer not to say

**All respondents aged 19-69 (SQ1hid/2-9)**

**SQ2 Which one of the following best describes your current situation?**

[SINGLE]

1. Employed full time (30+ hours per week)
2. Employed part time (less than 29 hours per week)
3. Self-employed full time (30+ hours per week)
4. Self-employed part time (less than 29 hours per week)

- 
5. Looking after the home or family
  6. Unemployed
  7. Permanently long term sick or disabled
  8. Retired
  9. Student
  10. Not working for other reason

**All respondents in employment (SQ2/1-4)**

**SQ3 How long have you been in your current role?**

1. 1-3 months
2. 4-6 months
3. 6-9 months
4. 9-12 months
5. 1-2 years
6. Over 2 years

**All respondents in employment (SQ2/1-4)**

**SQ4 Do you have any other jobs or sources of income?**

[MULTIPLE]

1. Yes - Part time / temporary work for another employer
2. Yes - Self-employed / freelance work
3. Yes - I received benefits / tax credits
4. Yes - Rental / property income
5. Yes - Investment income
6. Yes - Other income
7. No - No income other than main role [EXCLUSIVE]

**All respondents in employment (SQ2/1-4)**

**SQ5 Please select which gender you identify with.**

1. Male
2. Female
3. Other
4. Prefer not to say

**All respondents in employment (SQ2/1-4)**

**SQ6 Are you...?**

1. Single
2. Married/co-habiting/civil partners
3. Divorced/separated/widowed

---

**Ask all married/co-habiting (SQ6/2)**

**SQ7 Who would you say mostly manages the day-to-day finances in your household?**

1. I mostly manage the day-to-day finances
2. My partner/spouse and I jointly manage the day-to-day finances
3. My partner/spouse mostly manages the day-to-day finances

**All respondents in employment (SQ2/1-4)**

**SQ8 Do you have any children or dependents in your household (aged 0-17)?**

**Please select all the age groups of your children below.**

[MULTIPLE]

1. 0-4 years old
2. 5-11 years old
3. 12-15 years old
4. 16-17 years old
5. None [EXCLUSIVE]

**All respondents in employment (SQ2/1-4)**

**SQ9 Do you have any of the following in your household that are financially dependent on you, such as a parent, grandparent, sibling, or adult children?**

[MULTIPLE]

1. Adult child (aged 18+)
2. Parent
3. Grandparent
4. Sibling
5. Other friend or relative
6. No - none of these are financially dependent on me/my spouse [EXCLUSIVE]

**All respondents in employment (SQ2/1-4)**

**SQ10 How dependent is your household on your current income? Please answer on a scale of 1 to 5 where 1 is not at all dependent, 3 is equally dependent and 5 is totally dependent.**

1. 1 - Household is not at all dependent on my income
2. 2 - Household is somewhat dependent on my income
3. 3 - Household is equally dependent on my and other adults' income
4. 4 - Household is very dependent on my income
5. 5 - Household is totally dependent on my income

**All respondents in employment (SQ2/1-4)**

**SQ11 Which of the following events have you experienced in the past 12 months?**

**Select all that apply to you.**

---

[MULTIPLE]  
[ROTATE CODES]

- 1 Expecting / birth of / adoption of a son or daughter
- 2 Getting married
- 3 Buying a home
- 4 Changing jobs
- 5 Being made redundant / losing a job
- 6 Getting separated or divorced
- 7 4+ weeks away from work due to an accident or illness
- 8 Moving out of parent's home
- 9 One or more of your children leaving home
- 10 A member of the family / close friend dying
- 11 None of these [A] [EXCLUSIVE]

## Main Questionnaire

### Section A - Financial attitudes and behaviours

#### All qualified respondents (Q99/1)

Intro 1: Thank you for answering the survey so far. We will now ask you a series of questions relating to your attitudes towards finances.

#### All qualified respondents (Q99/1)

MA1 How satisfied are you with your overall financial circumstances? Please answer on a scale of 0 to 10 where 0 is Not at all satisfied and 10 is Completely satisfied.

- 1 0-Not at all satisfied
- 2 1
- 3 2
- 4 3
- 5 4
- 6 5
- 7 6
- 8 7
- 9 8
- 10 9
- 11 10-Completely satisfied

#### All qualified respondents (Q99/1)

MA2 How confident do you feel managing your money? Please answer on a scale of 0 to 10 where 0 is Not at all confident and 10 is Very confident.

- 1 0-Not at all confident
- 2 1
- 3 2
- 4 3
- 5 4

- 
- |    |                   |
|----|-------------------|
| 6  | 5                 |
| 7  | 6                 |
| 8  | 7                 |
| 9  | 8                 |
| 10 | 9                 |
| 11 | 10-Very confident |

**All qualified respondents (Q99/1)**

**MA3** Which best describes your household's income each month?

- |   |  |
|---|--|
| 1 | Income is about the same each month        |
| 2 | Income varies somewhat from month to month |
| 3 | Income varies a lot from month to month    |

**All qualified respondents (Q99/1)**

**MA4** When did you last look at your payslip?

- |   |                                   |
|---|-----------------------------------|
| 1 | 1-2 days ago                      |
| 2 | 3-6 days ago                      |
| 3 | 1-2 weeks ago                     |
| 4 | 3-4 weeks ago                     |
| 5 | 1-2 months ago                    |
| 6 | 3+ months ago                     |
| 7 | Cannot recall                     |
| 8 | I rarely look at my payslips      |
| 9 | I do not receive regular payslips |

**All qualified respondents (Q99/1)**

**MA5** How well do the following statements describe you or your situation?

[GRID]

- |   |                 |
|---|-----------------|
| 1 | Not at all well |
| 2 | Not very well   |
| 3 | Somewhat        |
| 4 | Very well       |
| 5 | Completely      |

[ROTATE CODES]

- |   |  |
|---|--|
| 1 | I am securing my financial future  |
| 2 | Because of my money situation, I feel like I will never have the things I want in life |

**All qualified respondents (Q99/1)**

**MA6** Thinking about an unexpected bill of £300 that you have to pay within seven days from today, which of the following would you do?

If you think you would do more than one, please select the main thing you would do, that is the one you would get the most money from.

- 
- 1 I would pay it with my own money, without dipping into savings or cutting back on essentials
  - 2 I would pay it with my own money, without dipping into savings but I would have to cut back on essentials
  - 3 I would have to dip into savings
  - 4 I would use a form of credit (e.g. credit card, take out a loan or make use of an authorised overdraft facility)
  - 5 I would go overdrawn without authorisation
  - 6 I would get the money from friends or family as gift or loan
  - 7 I would have to sell personal/household item(s) to get the money
  - 8 I would not be able to pay this expense
  - 9 Don't know

**All qualified respondents (Q99/1)**

**MA7** We are interested in how people think about retirement. When do you think you will stop working completely?

- 1 Before the age of 60
- 2 61 to 65 years old
- 3 66 to 69 years old
- 4 70 to 74 years old
- 5 75 years old or older
- 6 I plan on working for as long as I can
- 7 Don't know

**All qualified respondents (Q99/1)**

**MA8** How recently, if at all, have you tried to figure out how much money you will need to save for retirement?

- 1 In the last 3 months
- 2 In the last year
- 3 Longer ago
- 4 Never
- 5 Don't know

**All qualified respondents (Q99/1)**

**MA9** How confident are you that you will be able to financially provide for yourself in retirement, considering what you have put in place so far, and plan to in the future? Please rate on a scale of 0 to 10 where 0 means 'not at all confident' and 10 means that you are 'Very confident'.

- 1 0-Not at all confident
- 2 1
- 3 2
- 4 3
- 5 4
- 6 5
- 7 6
- 8 7

- 
- 9 8
  - 10 9
  - 11 10-Very confident

**All qualified respondents (Q99/1)**

**MA10a Which of the following sources of information have you used in the last year to find out about anything to do with money.**

**Please select all that apply.**

[MULTICODE]

[ROTATE CODES]

- 1. Family / friends
- 2. Colleague at work
- 3. Financial pages in newspapers/magazines
- 4. Bank / insurance company
- 5. Broker/ professional advisor
- 6. Internet - price comparison websites
- 7. Internet - general search
- 8. Internet - specialist site (e.g. Moneysaving Expert, online calculators)
- 9. Government/ funded orgs (e.g. Citizens Advice / Money Advice Service)
- 10. TV money and finance shows
- 96 Other (please specify) [MANDATORY TEXT BOX] [A]
- 97 None [A] [EXCLUSIVE]

**All qualified respondents (Q99/1)**

**MA10b Which of the following sources of information have you used in the last year to find out about anything to do with pensions and long term financial planning?**

**Please select all that apply.**

[MULTICODE]

[KEEP SAME ORDER AS MQ10a]

- 1. Family / friends
- 2. Colleague at work
- 3. Financial pages in newspapers/magazines
- 4. Bank / insurance company
- 5. Broker/ professional advisor
- 6. Internet - price comparison websites
- 7. Internet - general search
- 8. Internet - specialist site (e.g. Moneysaving Expert, online calculators)
- 9. Government/ funded orgs (e.g. Citizens Advice / Money Advice Service)
- 10. TV money and finance shows
- 96 Other (please specify) [MANDATORY TEXT BOX] [A]
- 97 None [A] [EXCLUSIVE]

---

**All qualified respondents (Q99/1)**

**MA11** To what extent do you agree or disagree with each of the following?

[GRID]

- 1 Strongly disagree
- 2 Tend to disagree
- 3 Neither agree nor disagree
- 4 Tend to agree
- 5 Strongly agree
- 6 Don't know

[ROTATE CODES]

- 1 I pay attention to my weekly/monthly payslips
- 2 I am too busy to sort out my finances at the moment
- 3 When it comes to money I prefer to live for today rather than plan for tomorrow
- 4 Nothing I do will make a difference to my financial situation

**All qualified respondents (Q99/1)**

**MA12** Now thinking in more detail about your finances.

To what extent do you feel that keeping up with your bills and credit commitments is a burden?

- 1 It is not a burden at all
- 2 It is somewhat of a burden
- 3 It is a heavy burden
- 4 Don't know

**All qualified respondents (Q99/1)**

**MA13** In the last 6 months, have you fallen behind on, or missed, any payments for credit commitments or domestic bills for any 3 or more months? These 3 months don't necessarily have to be consecutive months.

- 1 Yes
- 2 No

**All qualified respondents (Q99/1)**

**MA14** How frequently do you use each of the following types of borrowing?

[GRID]

1. Often
2. Sometimes
3. Rarely
4. Never

[ROTATE CODES]

- 1 Payday loans
- 2 Credit cards
- 3 Store cards
- 4 Catalogue balances
- 5 Overdrafts

---

6 Informal loan from friends or family

**All qualified respondents (Q99/1)**

**MA15 Please approximate your total level of unsecured borrowing.**

**Do not include loans you have secured against assets such as a mortgage or car finance.**

- 1 Less than £500
- 2 £501 to £1000
- 3 £1000 to £2499
- 4 £2500 to £4999
- 5 £5000 to £9999
- 6 £10000 to £19999
- 7 £20000+
- 8 Prefer not to say
- 9 Unsure

**All qualified respondents (Q99/1)**

**MA16 Does your household have any money set aside that you consider savings?**

**Please exclude any money saved in a pension.**

- 1 Yes
- 2 No

**All qualified respondents (Q99/1)**

**MA17 Which of these best describes how often you save money? Please exclude your pension saving.**

- 1 Every month
- 2 Most months
- 3 Some months, but not others
- 4 Rarely
- 5 Never
- 6 Don't know

**All qualified respondents (Q99/1)**

**MA18 People save money for different reasons. What are the main reasons why you have saved money in the last two years?**

[MULTICODE]

[ROTATE CODES]

- 1 Your retirement
- 2 Buying a house
- 3 Rental deposit
- 4 Starting a family/ Having more children
- 5 To get married
- 6 For a holiday

- 
- 7 To purchase a motor vehicle
  - 8 Education (for yourself or children)
  - 9 Saving money in general
  - 10 In case of emergencies
  - 96 Other (please specify) [MANDATORY TEXT BOX] [A]
  - 97 I have not saved money in the last 2 years [A] [EXCLUSIVE]

**All qualified respondents (Q99/1)**

**MA19a** Which of the following savings and investment products do you have in place at the moment? [IF SQ6/2 INSERT: And which does your spouse/partner have in place?]

**[3D GRID - MULTIPLE]**

- MA19a1** I currently have this in place
- MA19a2** My spouse/partner has this in place [ONLY SHOW IF SQ6/2]

**[MULTIPLE]**

**[PN: PRE-TICK CODE 2 FOR MA19a1]**

- 1 Savings account
- 2 Current workplace pension
- 3 Previous workplace or private pension
- 4 Cash ISA
- 5 Lifetime ISA
- 6 Help to Buy ISA
- 7 Other ISA/investments
- 8 Premium bonds
- 9 Other savings
- 10 None of the above [EXCLUSIVE]
- 11 Don't know [EXCLUSIVE]

**All qualified respondents (Q99/1)**

**MA19b** Do you [IF SQ6/2 INSERT: or your spouse/partner] have a final salary pension from a current or previous job?

For purposes of this questionnaire, a final salary pension “is an occupational pension scheme that provides a set level of pension at retirement, the amount depends on your service and your earnings at retirement or in the years immediately preceding retirement.”

**[MULTIPLE]**

- 1 Yes, I have a final salary pension from a current or previous job
- 2 My spouse/partner has a final salary pension from a current or previous job  
[ONLY SHOW IF SQ6/2]
- 3 No [EXCLUSIVE]
- 4 Don't know [EXCLUSIVE]

**All qualified respondents (Q99/1)**

**MA20** Roughly how many pension schemes do you have to date? This can include any pension schemes you have with previous employers and/or any personal pension schemes you may have set up yourself?

- 
1. 1
  2. 2
  3. 3
  4. 4
  5. 5
  6. More than five
  7. Not sure - but more than one
  99. Don't know

**All qualified respondents (Q99/1)**

**MA21** Which of the following are you planning to use to fund your retirement?

For each, please select whether you have this currently, whether you plan to put it in place, or if you do not expect to have it in place to fund your retirement.

[GRID]

1. I currently have this
2. I expect to have this
3. I do not expect to have this

[ROTATE CODES]

- 1 My pension savings
- 2 Partner's pension savings
- 3 My state pension
- 4 ISAs
- 5 Inheritance
- 6 Main property
- 7 Other property [ALWAYS SHOW UNDER CODE 6]
- 8 Other savings/investments [A]

**All respondents mentioning they currently have/expect to have aspects to fund retirement (MA21[1-8]/1,2)**

**MA22** And which of these do you expect to be main source of income in retirement?

[SINGLE]

[SAME ORDER AS MA21]

[SHOW CODES SELECTED MA21[1-8]/1-2, JUMP FILL IF ONLY ONE CODE AND DON'T SHOW]

**Section B - Pension knowledge and awareness**

**All qualified respondents (Q99/1)**

**INTRO2** We now want to ask you a series of questions relating to your pension scheme(s).

---

**All qualified respondents (Q99/1)**

**MB1 Which one of these statements best describes your relationship with NEST?**

- 1 I knew I was a member of NEST
- 2 I thought I was a member of NEST, but wasn't certain until I received this communication
- 3 I knew I was a member of a pension, but didn't know it was NEST until I received this communication
- 4 I did not know I was currently paying into a pension

**All qualified except those who didn't realise they were a member of a pension scheme (MB1/1,2,3)**

**MB2 Since becoming a member of NEST, how many times have you accessed your NEST pension scheme online?**

1. Several times
2. Once or twice
3. Once only
4. Never
5. Don't know

**All qualified except those who didn't realise they were a member of a pension scheme (MB1/1,2,3)**

**MB3 Approximately, what is the current value of your NEST pension?**

- 1 Under £1000
- 2 £1000-£2000
- 3 £2001-£3000
- 4 £3001-£4000
- 5 £4001-£5000
- 6 £5001-£7000
- 7 £7001-£10,000
- 8 £10,001-£19,999
- 9 £20,000+
- 10 Don't know

**All qualified except those who didn't realise they were a member of a pension scheme (MB1/1,2,3)**

**MB4 Do you know how much you pay into your NEST pension every week/month?**

1. Yes
2. No

**All qualified respondents that know how much they pay (MB4/1)**

**MB4a Approximately, how much did you pay in to your pension last month?**

1. Under £10
2. £10-£25
3. £26-£50
4. £51-£75

- 
5. £76-£100
  6. Over £100

**All qualified respondents (Q99/1)**

**MB5** How satisfied are you that you are currently saving enough for your pension? Please answer on a scale of 0 to 10 where 0 is 'Not at all satisfied' and 10 is 'Completely satisfied'.

- |    |                         |
|----|-------------------------|
| 1  | 0-Not at all satisfied  |
| 2  | 1                       |
| 3  | 2                       |
| 4  | 3                       |
| 5  | 4                       |
| 6  | 5                       |
| 7  | 6                       |
| 8  | 7                       |
| 9  | 8                       |
| 10 | 9                       |
| 11 | 10-Completely satisfied |

**All qualified respondents (Q99/1)**

**MB6** How much do you agree or disagree with the following statements?

**[GRID]**

- |   |                            |
|---|----------------------------|
| 1 | Strongly disagree          |
| 2 | Disagree                   |
| 3 | Neither disagree nor agree |
| 4 | Agree                      |
| 5 | Strongly agree             |

**[ROTATE CODES]**

1. I worry about my financial situation in retirement
2. Getting informed about my pension is difficult
3. Too much of my income goes into my pension
4. I have a basic understanding of pensions
5. It is the normal thing nowadays for people like me to save into a pension
6. There are better ways to save for retirement than through pensions
7. Saving in a workplace pension is a good idea

**All qualified respondents (Q99/1)**

**MB7** Now for a quick quiz, suppose you had £100 in a savings account and the interest rate was 1% per year. After 5 years, how much do you think you would have in the account if you left the money to grow?

1. More than £105
2. Exactly £105
3. Less than £105
4. Don't know

---

**All qualified respondents (Q99/1)**

MB8 Imagine that the interest rate on your savings account was 1% per year and inflation was 2% per year. After 1 year, would you be able to buy more than, exactly the same as, or less than today with the money in this account?

1. Would be able to buy more
2. Would be able to buy exactly the same
3. Would be able to buy less
4. Don't know

**Section C - Demographics**

**All qualified respondents (Q99/1)**

INTRO3 Thanks for answering the survey today, there are a few questions left to help us classify responses to the survey.

**All qualified respondents (Q99/1)**

MC1 How often do you get paid?

- 1 Weekly
- 2 Monthly
- 3 It varies
- 4 Other frequency

**All qualified respondents (Q99/1)**

MC2 Which band from the grid below does your [IF SQ6/2 INSERT "household's"] total **gross income** from all sources fall into?

INCOME is any money from work, including a second job or occasional work, and any other sources, such as benefits, pensions, savings and investments, maintenance payments and rent from property or subletting.

GROSS means the amount you receive **before** any deductions, income tax, National Insurance etc. Please select one only from the answers below.

	[ONLY SHOW COLUMN IF PAID WEEKLY (MC1/1,3,4)] Per Week	[ONLY SHOW COLUMN IF PAID MONTHLY (MC1/2,3,4)] Per Month	Per Year
1	Up to £86	Up to £374	Under £4,500
2	£87 - £124	£375 - £541	£4,500 - £6,499
3	£125 - £143	£542 - £624	£6,500 - £7,499
4	£144 - £182	£625 - £791	£7,500 - £9,499
5	£183 - £220	£792 - £957	£9,500 - £11,499
6	£221 - £259	£958 - £1,124	£11,500 - £13,499
7	£260 - £297	£1,125 - £1,291	£13,500 - £15,499
8	£298 - £336	£1,292 - £1,457	£15,500 - £17,499
9	£337 - £384	£1,458 - £1,666	£17,500 - £19,999

10	£385 - £480	£1,667 - £2,082	£20,000 - £24,999
11	£481 - £576	£2,083 - £2,499	£25,000 - £29,999
12	£577 - £672	£2,500 - £2,916	£30,000 - £34,999
13	£673 - £768	£2,917 - £3,332	£35,000 - £39,999
14	£769 - £961	£3,333 - £4,166	£40,000 - £49,999
15	£962 - £1,441	£4,167 - £6,249	£50,000 - £74,999
16	£1,442 - £1,922	£6,250 - £8,332	£75,000 - £99,999
17	£1,923+	£8,333+	£100,000+
18	Prefer not to say		

**All qualified respondents (Q99/1)**

**MC3 Thinking about the home you live in, is it owned or rented?**

- 1 Owned outright (i.e. no mortgage)
- 2 Owned with a mortgage
- 3 Part-owned/ rented (i.e. shared ownership)
- 4 Rented privately
- 5 Rented social housing
- 6 Don't know
- 7 Prefer not to say

**All qualified that own home (MC3/1,2)**

**MC4 Is the home owned by yourself, or someone else?**

[SINGLE]

- 1 Owned by me
- 2 Owned by my current/previous partner
- 3 Owned by my parents/grandparents
- 4 Owned by another relative
- 5 Owned by a friend
- 6 Don't know

[A]

**All qualified respondents (Q99/1)**

**MC5 Which, if any, of the following is the highest educational or professional qualification you have obtained. If you are still studying in full time education, please select the highest qualification reached before starting your current course or training.**

1. Degree or higher
2. A-level or equivalent
3. G.C.S.E or equivalent
4. No formal qualifications

**All qualified respondents (Q99/1)**

**MC6 Excluding your current role, how many other permanent jobs have you had?**

1. 0
2. 1
3. 2

- 
4. 3
  5. 4
  6. 5
  7. More than 5
  8. Unsure

**All qualified respondents (Q99/1)**

**MC7** Harris Interactive will be running another survey again later in 2018, with a second chance to win one of 25 £100 Amazon gift vouchers.

Are you happy for Harris Interactive to contact you via email to invite you to take part in that survey?

- 1 Yes, send me an invite later in the year
- 2 No, I would not like to be invited

**All qualified respondents (Q99/1 AND MC7/1)**

**MC7a** If you would like to be invited to that survey, please enter your email address below.

[INSERT TEXT BOX WITH EMAIL CHECK]

Please re-confirm your email address.

[INSERT TEXT BOX WITH EMAIL CHECK]

**All qualified respondents (Q99/1)**

**MC8** The answers you've given here will always stay anonymous but NEST would like to combine them with information they already hold about your use of the NEST pension scheme. This information would only be used to help us analyse your answers to this survey and would not be used for sales or marketing or any other purpose. Are you happy for this to happen?

- 1 Yes, happy for the information to be used in that way
- 2 No, not happy for the information to be used in that way

**All qualified respondents (Q99/1)**

**MC9** Finally, to help us compare your answers to those from other people, we'd like to send your name, age, gender and address to a third party company called CACI so they can tell us which from a standard set of categories you fit into. Are you happy for your name, age, gender and address to be sent to CACI and used in this way?

Please be assured your data will be used for no other purpose and your responses will stay secure and anonymous.

- 1 Yes, happy for the information to be used in that way
- 2 No, not happy for the information to be used in that way

---

## L.9.2 After survey questionnaire

### Screener

#### All respondents

##### Info text(Q1)

Thank you again for taking part in the previous survey 6 months ago, and for starting this follow-up survey, we will compare your responses in the previous survey to help NEST understand how people think about their pensions and whether anything has changed.

The survey will take about 15 minutes to complete.

NEST has commissioned Harris Interactive to conduct this survey. As a Market Research Society registered agency, we will not sell you anything and you will not receive any sales calls as a result of taking part in this research. Your responses will remain entirely anonymous and confidential, unless you let us know otherwise.

To move forward throughout the questionnaire, please use the ‘forward arrow’ button. **DO NOT USE THE FORWARD AND BACK BUTTONS ON YOUR BROWSER.** Please click ‘forward arrow’ button below to start the survey.

Everyone completing the survey will be entered in to a prize draw for the chance to win one of 25 £100 Amazon vouchers, you can read the terms and conditions here

<https://media.harrisinteractive.eu/UK/j111927/end/tandcs2.htm>

**Firstly, we just want to ask you a few questions about yourself.**

#### All respondents

SQ11 Which of the following events have you experienced in the past 6 months?

Select all that apply to you.

[MULTIPLE]

[ROTATE CODES]

- 12 Expecting or birth of /adoption of a son or daughter
- 13 Getting married
- 14 Buying a home
- 12 I have stopped working
- 13 I have retired
- 4 I have changed employer in the last 6 months
- 5 Getting separated or divorced
- 6 4+ weeks away from work due to an accident or illness
- 7 Moving out of parent’s home
- 14 Moved house
- 10 A member of close family or friend has died
- 11 None of these [A] [EXCLUSIVE]

---

**All respondents**

**SQ2** Which one of the following best describes your current situation?

[SINGLE]

[PN: IF SQ11/12,13,4 SHOW QUESTION, OTHERWISE JUMP FILL WITH QP21 ANSWER]

1. Employed full time (30+ hours per week)
2. Employed part time (less than 29 hours per week)
3. Self-employed full time (30+ hours per week)
4. Self-employed part time (less than 29 hours per week)
5. Looking after the home or family
6. Unemployed
7. Permanently long term sick or disabled
8. Retired
9. Student
10. Not working for other reason

**All respondents in employment (SQ2/1-4)**

**SQ3** How long have you been in your current role?

1. 1-3 months
2. 4-6 months
3. 6-9 months
4. 9-12 months
5. 1-2 years
6. Over 2 years

**All respondents**

**SQ4** Do you have any other jobs or sources of income?

[MULTIPLE]

1. Yes - Part time / temporary work for another employer
2. Yes - Self-employed / freelance work
3. Yes - I receive benefits / tax credits
4. Yes - Rental / property income
5. Yes - Investment income
6. Yes - Other income
7. No - No income other than main role [EXCLUSIVE]

**All respondents**

**SQ6** Are you...?

1. Single
2. Married/co-habiting/civil partners
3. Divorced/separated/widowed

---

**All respondents**

**SQ7 NEW** Which of the following best describes your household's approach to managing money on a day-to-day basis?

1. I am the main person doing this
2. I share this with my spouse, partner or other adult
3. I leave most of this to my spouse, partner or other adult
4. All of this is dealt with by my spouse, partner or other adult
5. I do this for myself, but not for other adults in the household
6. Don't know

**All respondents**

**SQ8** Do you have any children or dependents?

Please select all the age groups of your children / dependents below.

[MULTIPLE]

1. 0-4 years old
2. 5-11 years old
3. 12-15 years old
4. 16-17 years old
6. 18+ years old
5. None [EXCLUSIVE]

**Main questionnaire**

**Section A - Financial attitudes and behaviours**

**All qualified respondents (Q99/1)**

**INTRO1** Thank you for answering the survey so far. We will now ask you a series of questions relating to your attitudes towards finances.

**All qualified respondents (Q99/1)**

**MA1** How satisfied are you with your overall financial circumstances? Please answer on a scale of 0 to 10 where 0 is Not at all satisfied and 10 is Completely satisfied.

- |    |                         |
|----|-------------------------|
| 1  | 0-Not at all satisfied  |
| 2  | 1                       |
| 3  | 2                       |
| 4  | 3                       |
| 5  | 4                       |
| 6  | 5                       |
| 7  | 6                       |
| 8  | 7                       |
| 9  | 8                       |
| 10 | 9                       |
| 11 | 10-Completely satisfied |

---

**All qualified respondents (Q99/1)**

**MA2** How confident do you feel managing your money? Please answer on a scale of 0 to 10 where 0 is Not at all confident and 10 is Very confident.

- |    |                        |
|----|------------------------|
| 1  | 0-Not at all confident |
| 2  | 1                      |
| 3  | 2                      |
| 4  | 3                      |
| 5  | 4                      |
| 6  | 5                      |
| 7  | 6                      |
| 8  | 7                      |
| 9  | 8                      |
| 10 | 9                      |
| 11 | 10-Very confident      |

**All qualified respondents (Q99/1)**

**MA25** Overall do you feel financially better or worse off now, than 6 months ago?

- |   |                     |
|---|---------------------|
| 1 | Much better off     |
| 2 | Slightly better off |
| 3 | No different        |
| 4 | Slightly worse off  |
| 5 | Much worse off      |

**All qualified respondents (Q99/1)**

**MA3** Which best describes your household's income each month?

- |   |  |
|---|--|
| 1 | Income is about the same each month        |
| 2 | Income varies somewhat from month to month |
| 3 | Income varies a lot from month to month    |

**All qualified respondents (Q99/1)**

**MA5** How well do the following statements describe you or your situation?

[GRID]

- |   |                 |
|---|-----------------|
| 1 | Not at all well |
| 2 | Not very well   |
| 3 | Somewhat        |
| 4 | Very well       |
| 5 | Completely      |

[ROTATE CODES]

- |   |  |
|---|--|
| 1 | I am securing my financial future  |
| 2 | Because of my money situation, I feel like I will never have the things I want in life |

**All qualified respondents (Q99/1)**

**MA6** Thinking about an unexpected bill of £300 that you have to pay within seven days from today, which of the following would you do?

---

If you think you would do more than one, please select the main thing you would do, that is the one you would get the most money from.

- 1 I would pay it with my own money, without dipping into savings or cutting back on essentials
- 2 I would pay it with my own money, without dipping into savings but I would have to cut back on essentials
- 3 I would have to dip into savings
- 4 I would use a form of credit (e.g. credit card, take out a loan or make use of an authorised overdraft facility)
- 5 I would go overdrawn without authorisation
- 6 I would get the money from friends or family as gift or loan
- 7 I would have to sell personal/household item(s) to get the money
- 8 I would not be able to pay this expense
- 9 Don't know

**All qualified respondents (Q99/1)**

**MA9** How confident are you that you will be able to financially provide for yourself in retirement, considering what you have put in place so far, and plan to in the future? Please rate on a scale of 0 to 10 where 0 means 'not at all confident' and 10 means that you are 'Very confident'.

- |    |                        |
|----|------------------------|
| 1  | 0-Not at all confident |
| 2  | 1                      |
| 3  | 2                      |
| 4  | 3                      |
| 5  | 4                      |
| 6  | 5                      |
| 7  | 6                      |
| 8  | 7                      |
| 9  | 8                      |
| 10 | 9                      |
| 11 | 10-Very confident      |

**All qualified respondents (Q99/1)**

**MA23** Why have you given that score?

[MANDATORY TEXT BOX]

**All qualified respondents (Q99/1)**

**MA10a** Which of the following sources of information have you used in the last 6 months to find out about anything to do with money.

Please select all that apply.

[MULTICODE]

[ROTATE CODES]

1. Family / friends
2. Colleague at work

- 
3. Financial pages in newspapers/magazines
  4. Bank / insurance company
  5. Broker/ professional advisor
  6. Internet - price comparison websites
  7. Internet - general search
  8. Internet - specialist site (e.g. Moneysaving Expert, online calculators)
  9. Government/ funded orgs (e.g. Citizens Advice / Money Advice Service)
  10. TV money and finance shows
    - 96 Other (please specify) [MANDATORY TEXT BOX] [A]
    - 97 None [A] [EXCLUSIVE]

**All qualified respondents (Q99/1)**

**MA10b** Which of the following sources of information have you used in the last 6 months to find out about anything to do with pensions and long term financial planning?

Please select all that apply.

[MULTICODE]  
[KEEP SAME ORDER AS MQ10a]

1. Family / friends
2. Colleague at work
3. Financial pages in newspapers/magazines
4. Bank / insurance company
5. Broker/ professional advisor
6. Internet - price comparison websites
7. Internet - general search
8. Internet - specialist site (e.g. Moneysaving Expert, online calculators)
9. Government/ funded orgs (e.g. Citizens Advice / Money Advice Service)
10. TV money and finance shows
  - 96 Other (please specify) [MANDATORY TEXT BOX] [A]
  - 97 None [A] [EXCLUSIVE]

**All qualified respondents (Q99/1)**

**MA11** To what extent do you agree or disagree with each of the following?

- [GRID]
- 1 Strongly disagree
  - 2 Tend to disagree
  - 3 Neither agree nor disagree
  - 4 Tend to agree
  - 5 Strongly agree
  - 6 Don't know

[ROTATE CODES]

- 1 I pay attention to my weekly/monthly payslips
- 2 I am too busy to sort out my finances at the moment
- 3 When it comes to money I prefer to live for today rather than plan for tomorrow
- 4 Nothing I do will make a difference to my financial situation

---

**All qualified respondents (Q99/1)**

**MA12** Now thinking in more detail about your finances.

To what extent do you feel that keeping up with your bills and credit commitments is a burden?

- 1 It is not a burden at all
- 2 It is somewhat of a burden
- 3 It is a heavy burden
- 4 Don't know

**All qualified respondents (Q99/1)**

**MA13** In the last 6 months, have you fallen behind on, or missed, any payments for credit commitments or domestic bills for any 3 or more months? These 3 months don't necessarily have to be consecutive months.

- 1 Yes
- 2 No

**All qualified respondents (Q99/1)**

**MA14** How frequently do you use each of the following types of borrowing?

[GRID]

1. Often
2. Sometimes
3. Rarely
4. Never

[ROTATE CODES]

- 1 Payday loans
- 2 Credit cards
- 3 Store cards
- 4 Catalogue balances
- 5 Overdrafts
- 6 Informal loan from friends or family

**All qualified respondents (Q99/1)**

**MA15** Please approximate your total level of unsecured borrowing.

Do not include loans you have secured against assets such as a mortgage or car finance.

- 10 Nothing - I have no outstanding credit
- 1 £1 to £500
- 2 £501 to £1000
- 3 £1000 to £2499
- 4 £2500 to £4999
- 5 £5000 to £9999
- 6 £10000 to £19999
- 7 £20000+
- 8 Prefer not to say
- 9 Unsure

---

**All qualified respondents (Q99/1)**

**MA24** How, if at all, do you feel your level of debt has changed in the last 6 months?

- 1 Much more debt
- 2 Somewhat more debt
- 3 No change
- 4 Somewhat less debt
- 5 Much less debt

**All qualified respondents (Q99/1)**

**MA16** Does your household have any money set aside that you consider savings?

Please exclude any money saved in a pension.

- 1 Yes
- 2 No

**All qualified respondents (Q99/1)**

**MA17** Which of these best describes how often you save money? Please exclude your pension saving.

- 1 Every month
- 2 Most months
- 3 Some months, but not others
- 4 Rarely
- 5 Never
- 6 Don't know

**All qualified respondents (Q99/1)**

**MA18** People save money for different reasons. What are the main reasons why you have saved money in the last two years?

[MULTICODE]

[ROTATE CODES]

- 1 Your retirement
- 2 Buying a house
- 3 Rental deposit
- 4 Starting a family/ Having more children
- 5 To get married
- 6 For a holiday
- 7 To purchase a motor vehicle
- 8 Education (for yourself or children)
- 9 Saving money in general
- 10 In case of emergencies
- 96 Other (please specify) [MANDATORY TEXT BOX] [A]
- 97 I have not saved money in the last 2 years [A] [EXCLUSIVE]

---

**All qualified respondents (Q99/1)**

**MA19a** Which of the following savings and investment products do you have in place at the moment [IF SQ6/2: for yourself and/or your partner]?

[MULTIPLE]

[PN: PRE-TICK CODE 2 FOR MA19a1]

- 1 Savings account
- 2 Current workplace pension
- 3 Previous workplace or private pension
- 4 Cash ISA
- 5 Lifetime ISA
- 6 Help to Buy ISA
- 7 Other ISA/investments
- 8 Premium bonds
- 9 Other savings
- 10 None of the above [EXCLUSIVE]
- 11 Don't know [EXCLUSIVE]

**All qualified respondents (Q99/1)**

**MA21** Which of the following are you planning to use to fund your retirement?

For each, please select whether you have this currently, whether you plan to put it in place, or if you do not expect to have it in place to fund your retirement.

[GRID]

1. I currently have this
2. I expect to have this
3. I do not expect to have this

[ROTATE CODES]

- 1 My pension savings
- 2 Partner's pension savings
- 3 My state pension
- 4 ISAs
- 5 Inheritance
- 6 Main property
- 7 Other property [ALWAYS SHOW UNDER CODE 6]
- 8 Other savings/investments [A]

**All respondents mentioning they currently have/expect to have aspects to fund retirement (MA21[1-8]/1,2)**

**MA22** And which of these do you expect to be main source of income in retirement?

[SINGLE]

[SAME ORDER AS MA21]

---

## Section B - Pension knowledge and awareness

### All qualified respondents (Q99/1)

INTRO2 We now want to ask you a series of questions relating to your pension scheme(s).

### All qualified if known to have ceased pension contributions to nest (Q99/1 AND QP25/2 AND SQ11/NE12, 13)

MB1NEW It looks as though you recently stopped contributing to NEST.

Which of the following reasons account for why you chose to stop your pension contributions into your NEST pension scheme?

Please select all that apply.

[RANDOMISE]

[MULTIPLE]

- 1 Moved jobs
- 2 I have made other pension arrangements
- 3 I could not afford to contribute anymore because of a contribution increase
- 4 I could not afford to contribute anymore because of another reason
- 5 I did not see it as an important thing to save for
- 6 Other (please specify) [MANDATORY TEXT BOX]

### All qualified changed employer (Q99/1 AND SQ11/4 AND SQ11/NE12, 13)

MB13 When you start working for a new employer you are usually enrolled automatically in to a pension. Do you plan to keep paying in to the pension at your new employer, or stop saving ('opt-out')?

- 1 I have been auto-enrolled and have stayed in
- 2 I have been auto enrolled and plan to opt out
- 3 I have been auto enrolled and have opted out
- 4 I have not been auto enrolled
- 5 I am not eligible for automatic enrolment at my new employer
- 6 Don't know

### All qualified respondents (Q99/1)

MB3 Approximately, what is the current value of your NEST pension?

- 1 Under £1000
- 2 £1000-£2000
- 3 £2001-£3000
- 4 £3001-£4000
- 5 £4001-£5000
- 6 £5001-£7000
- 7 £7001-£10,000
- 8 £10,001-£19,999
- 9 £20,000+
- 10 Don't know

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**All qualified believe pension below £2,000 (MB3/1,2)**

**MB3a** And approximately what would you estimate the current value of your NEST pension to be?

£ [NUMERIC RANGE 0-2000]

**All qualified members who have not ceased contributions (Q99/1 AND (QP25/1,3,4,5,8,9 OR MB13/NE3-6))**

**MB4** Do you know how much you pay into your NEST pension every week/month?

1. Yes
2. No

**All qualified respondents that know how much they pay (MB4/1)**

**MB4a** Approximately, how much did you pay in to your pension last month?

Please do not include the contributions your employer is making

- |   |           |
|---|-----------|
| 7 | Nothing   |
| 1 | Under £10 |
| 2 | £10-£25   |
| 3 | £26-£50   |
| 4 | £51-£75   |
| 5 | £76-£100  |
| 6 | Over £100 |

**All qualified members who are not known to have ceased contributions (Q99/1 AND (QP25/1,3,4,5,8,9 OR MB13/NE3-6))**

**MB9** How, if at all, has the amount you are paying in to your NEST pension actually changed in the last 6 months?

- 1 I am paying much more
- 2 I am paying slightly more
- 3 No change
- 4 I am paying slightly less
- 5 I am paying much less
- 6 I have stopped paying in to a pension altogether

**Whose pension contributions have increased (MB9/1,2)**

**MB10a** Why has the amount you pay in to your NEST pension increased in the last 6 months?

[MULTIPLE]

[RANDOMISE]

- 1 My pay has increased
- 2 I am working more hours
- 3 I have chosen to increase my contributions
- 4 My contributions have been increased automatically
- 5 Other (please specify) [MANDATORY TEXT BOX]

---

**All whose pension contributions have decreased (MB9/4,5)**

**MB10b Why has the amount you pay in to your NEST pension decreased in the last 6 months?**

[MULTIPLE]

[RANDOMISE]

- 1 My pay has decreased
- 2 I am working fewer hours
- 3 I have chosen to decrease my contributions
- 4 My contributions have been decreased for me
- 5 Other (please specify) [MANDATORY TEXT BOX]

**All qualified members who have not ceased contributions (Q99/1 AND (QP25/1,3,4,5,8,9 OR OR MB13/NE3-6))**

**MB14 Do you know how much your current employer pays into your NEST pension every week/month?**

1. Yes
2. No

**All qualified members who are not known to have ceased contributions (Q99/1 AND (QP25/1,3,4,5,8,9 OR MB13/NE3-6))**

**MB15 How, if at all, has the amount your current employer paying in to your NEST pension actually changed in the last 6 months?**

- 1 They are paying much more
- 2 They are paying slightly more
- 3 No change
- 4 They are paying slightly less
- 5 They are paying much less

**All qualified whose employer pension contributions have increased (MB15/1,2)**

**MB15a Why has the amount your current employer pays in to your NEST pension increased in the last 6 months?**

[MULTIPLE]

[RANDOMISE]

- 1 My pay has increased
- 2 I am working more hours
- 3 I have chosen to increase my contributions and the employer contribution also increased
- 4 The employer contributions have been increased automatically
- 5 Other (please specify) [MANDATORY TEXT BOX]

**All qualified, except those having already ceased contributions or those whose contributions have increased or decreased automatically (Q99/1 AND QP25/1,3,4,5,8,9 AND MB10a/NE4 AND MB10b/NE3)**

**MB8NEW In the last 6 months, have you considered changing your own pension contributions in any way?**

- 
- 1 No
  - 2 Yes - I have considered increasing them
  - 3 Yes - I have considered decreasing them
  - 4 Yes - I have considered stopping paying into my pension altogether

**Those who have considered decreasing or stopping their pension (MB8NEW/3,4)**

**MB11 What stopped you from actually reducing or stopping your pension contributions?**

[RANDOMISE]

[MULTIPLE]

- 1 Saving in to a pension is important
- 2 I was encouraged not to by my employer
- 3 I was encouraged not to by a friend/family
- 4 I could not be bothered with the admin
- 5 I reduced my contributions instead
- 6 I made other financial sacrifices/cut back in other areas instead
- 7 I didn't want to lose the employer contributions to my pension
- 8 Other (please specify) [MANDATORY TEXT BOX]

**All qualified respondents (Q99/1)**

**MB5 How satisfied are you that you are currently saving enough for your pension? Please answer on a scale of 0 to 10 where 0 is 'Not at all satisfied' and 10 is 'Completely satisfied'.**

- |    |                         |
|----|-------------------------|
| 1  | 0-Not at all satisfied  |
| 2  | 1                       |
| 3  | 2                       |
| 4  | 3                       |
| 5  | 4                       |
| 6  | 5                       |
| 7  | 6                       |
| 8  | 7                       |
| 9  | 8                       |
| 10 | 9                       |
| 11 | 10-Completely satisfied |

**All qualified respondents (Q99/1)**

**MB6 How much do you agree or disagree with the following statements?**

[GRID]

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree

[RANDOMISE CODES]

1. I worry about my financial situation in retirement
2. Getting informed about my pension is difficult

- 
3. Too much of my income goes into my pension
  4. I have a basic understanding of pensions
  5. It is the normal thing nowadays for people like me to save into a pension
  6. There are better ways to save for retirement than through pensions
  7. Saving in a workplace pension is a good idea

**All qualified respondents (Q99/1)**

**MB7NEW** Over the last 12 months have you done any of these ...?

[RANDOMISE]

[MULTIPLE]

1. Got information about my pension from my employer
2. Logged into an online pension account to look at my pension
3. Read key details of an annual statement or information sent by pension provider
4. Contacted pension provider
5. Spoken to a regulated financial adviser (IFA) about retirement planning
6. Contacted PensionWise or The Pensions Advisory Service (TPAS)
7. Other - please specify [A] [MANDATORY TEXT BOX]
8. None of these [A,E]
9. Don't know [A,E]

**Section C - Demographics**

**All qualified respondents (Q99/1)**

**INTRO3** Thanks for answering the survey today, there are a few questions left to help us classify responses to the survey.

**All qualified respondents (Q99/1)**

**MC1** How often do you get paid?

- 1 Weekly
- 2 Monthly
- 3 It varies
- 4 Other frequency

**All qualified respondents (Q99/1)**

**MC2NEW** Which band from the grid below does your personal total **gross income** from all sources fall into?

**INCOME** is any money from work, including a second job or occasional work, and any other sources, such as benefits, pensions, savings and investments, maintenance payments and rent from property or subletting.

**GROSS** means the amount you receive **before** any deductions, income tax, National Insurance etc. Please select one only from the answers below.

[PN: DISPLAY CODES AS TABLE BELOW]

	[ONLY SHOW COLUMN IF PAID WEEKLY (MC1/1,3,4)] Per Week	[ONLY SHOW COLUMN IF PAID MONTHLY (MC1/2,3,4)] Per Month	Per Year
1	Up to £86	Up to £374	Under £4,500
2	£87 - £124	£375 - £541	£4,500 - £6,499
3	£125 - £143	£542 - £624	£6,500 - £7,499
4	£144 - £182	£625 - £791	£7,500 - £9,499
5	£183 - £220	£792 - £957	£9,500 - £11,499
6	£221 - £259	£958 - £1,124	£11,500 - £13,499
7	£260 - £297	£1,125 - £1,291	£13,500 - £15,499
8	£298 - £336	£1,292 - £1,457	£15,500 - £17,499
9	£337 - £384	£1,458 - £1,666	£17,500 - £19,999
10	£385 - £480	£1,667 - £2,082	£20,000 - £24,999
11	£481 - £576	£2,083 - £2,499	£25,000 - £29,999
12	£577 - £672	£2,500 - £2,916	£30,000 - £34,999
13	£673 - £768	£2,917 - £3,332	£35,000 - £39,999
14	£769 - £961	£3,333 - £4,166	£40,000 - £49,999
15	£962 - £1,441	£4,167 - £6,249	£50,000 - £74,999
16	£1,442 - £1,922	£6,250 - £8,332	£75,000 - £99,999
17	£1,923+	£8,333+	£100,000+
18	Prefer not to say		

**All qualified respondents in a relationship (Q99/1 AND SQ6/2)**

MC2 Which band from the grid below does your household's total **gross income** from all sources fall into?

**INCOME** is any money from work, including a second job or occasional work, and any other sources, such as benefits, pensions, savings and investments, maintenance payments and rent from property or subletting.

**GROSS** means the amount you receive **before** any deductions, income tax, National Insurance etc.

Please select one only from the answers below.

[PN: DISPLAY CODES AS TABLE BELOW]

	[ONLY SHOW COLUMN IF PAID WEEKLY (MC1/1,3,4)] Per Week	[ONLY SHOW COLUMN IF PAID MONTHLY (MC1/2,3,4)] Per Month	Per Year
1	Up to £86	Up to £374	Under £4,500
2	£87 - £124	£375 - £541	£4,500 - £6,499
3	£125 - £143	£542 - £624	£6,500 - £7,499
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5	£183 - £220	£792 - £957	£9,500 - £11,499
6	£221 - £259	£958 - £1,124	£11,500 - £13,499
7	£260 - £297	£1,125 - £1,291	£13,500 - £15,499

8	£298 - £336	£1,292 - £1,457	£15,500 - £17,499
9	£337 - £384	£1,458 - £1,666	£17,500 - £19,999
10	£385 - £480	£1,667 - £2,082	£20,000 - £24,999
11	£481 - £576	£2,083 - £2,499	£25,000 - £29,999
12	£577 - £672	£2,500 - £2,916	£30,000 - £34,999
13	£673 - £768	£2,917 - £3,332	£35,000 - £39,999
14	£769 - £961	£3,333 - £4,166	£40,000 - £49,999
15	£962 - £1,441	£4,167 - £6,249	£50,000 - £74,999
16	£1,442 - £1,922	£6,250 - £8,332	£75,000 - £99,999
17	£1,923+	£8,333+	£100,000+
18	Prefer not to say		

**All qualified respondents moved house (Q99/1 AND SQ11/8,14)**

**MC3 Thinking about the home you live in, is it owned or rented?**

- 1 Owned outright (i.e. no mortgage)
- 2 Owned with a mortgage
- 3 Part-owned/ rented (i.e. shared ownership)
- 4 Rented privately
- 5 Rented social housing
- 6 Don't know
- 7 Prefer not to say

**All qualified that own home (MC3/1-3)**

**MC4 Is the home owned by yourself, or someone else?**

[SINGLE]

- 1 Owned by me
- 2 Owned by my current/previous partner
- 3 Owned by my parents/grandparents
- 4 Owned by another relative
- 5 Owned by a friend
- 6 Don't know

[A]

**All qualified respondents (Q99/1)**

**MC6 Excluding your current role, how many other permanent jobs have you had?**

1. 0
2. 1
3. 2
4. 3
5. 4
6. 5
7. More than 5
8. Unsure

---

**All qualified respondents (Q99/1)**

**MC9** In the future, we may wish to conduct further research about pensions. Are you happy to be contacted in the future by either NEST or Harris Interactive for this purpose?

- 1 Yes
- 2 No

[PN: DISPLAY MC9a, MC9ab, MC9ac ON THE SAME SCREEN AS MC9 IF MC9/1 IS SELECTED]

**All qualified respondents (Q99/1 AND MC9/1)**

**MC9a** If yes, please enter your email address below.

[INSERT TEXT BOX WITH EMAIL CHECK]

**mc9ab**

Please re-confirm your email address

[INSERT TEXT BOX WITH EMAIL CHECK AND CHECK MATCHES MC9a]

**mc9ac**

Phone number

[NON-MANDATORY NUMERIC BOX]

**All qualified not given permission to append info (Q99/1 AND QP24/2)**

**MC8** The answers you've given here will always stay anonymous but NEST would like to combine them with information they already hold about your use of the NEST pension scheme. This information would only be used to help us analyse your answers to this survey and would not be used for sales or marketing or any other purpose. Are you happy for this to happen?

- 1 Yes, happy for the information to be used in that way
- 2 No, not happy for the information to be used in that way