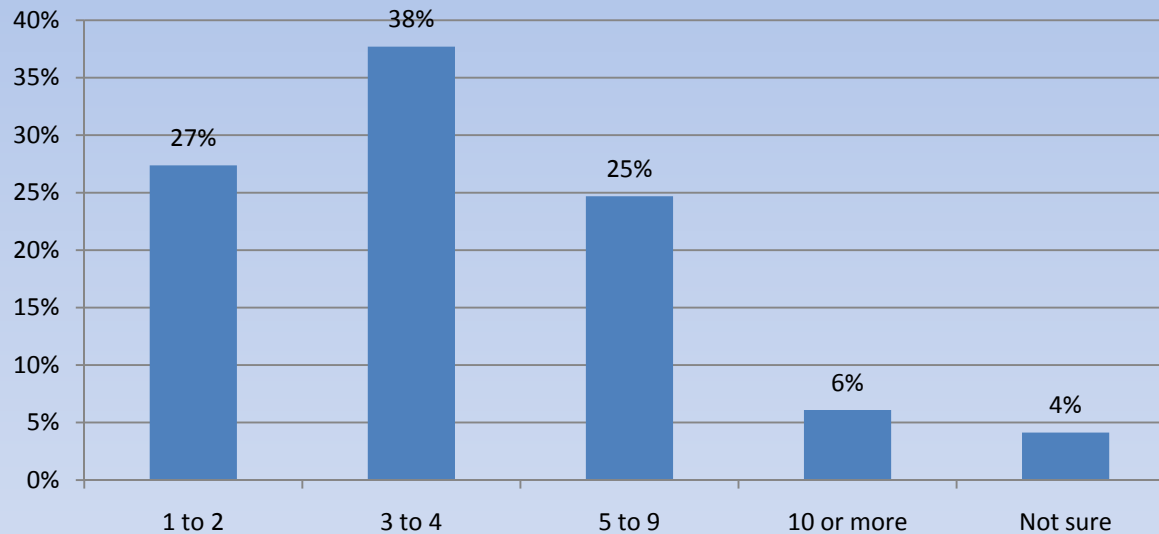




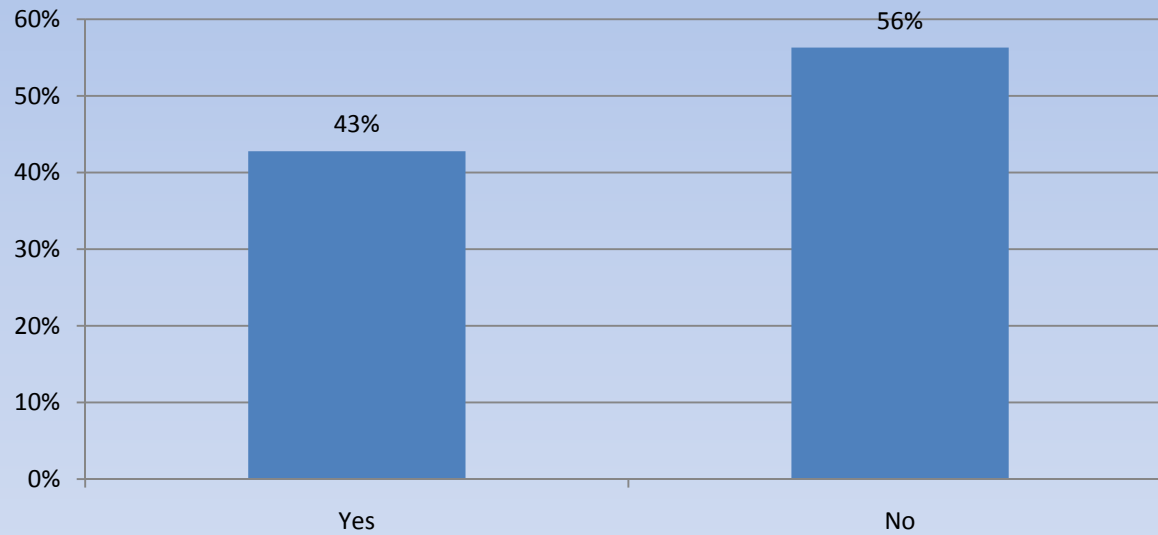
Statement / Invoice Survey

How does Public prefer to receive
their invoices & Statements in United
Kingdom

How many bills or statements do you typically receive per month in your household?

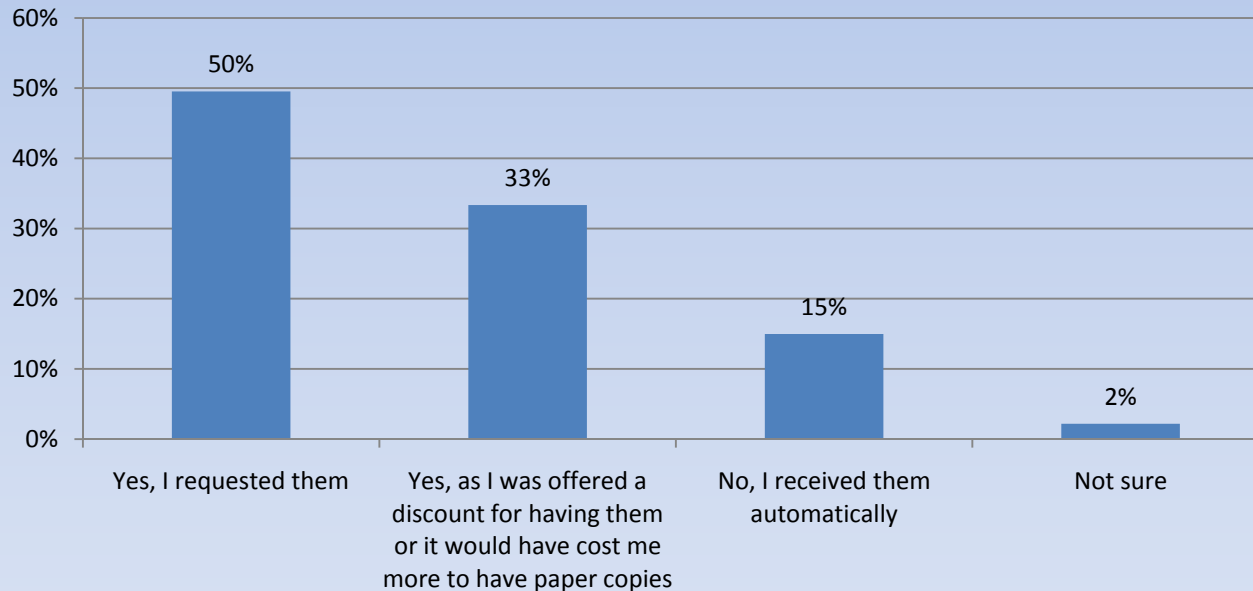


Have you received electronic bills or statements?

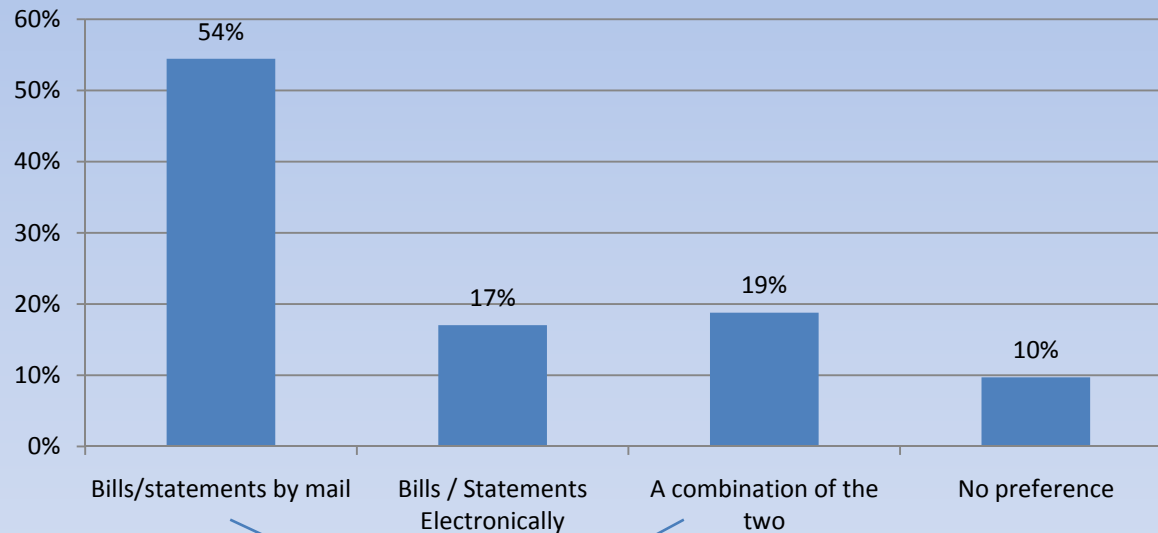


When you received electronic bills or statements were these at your request?

(Base: Those who received electronic bills or statements Q2)



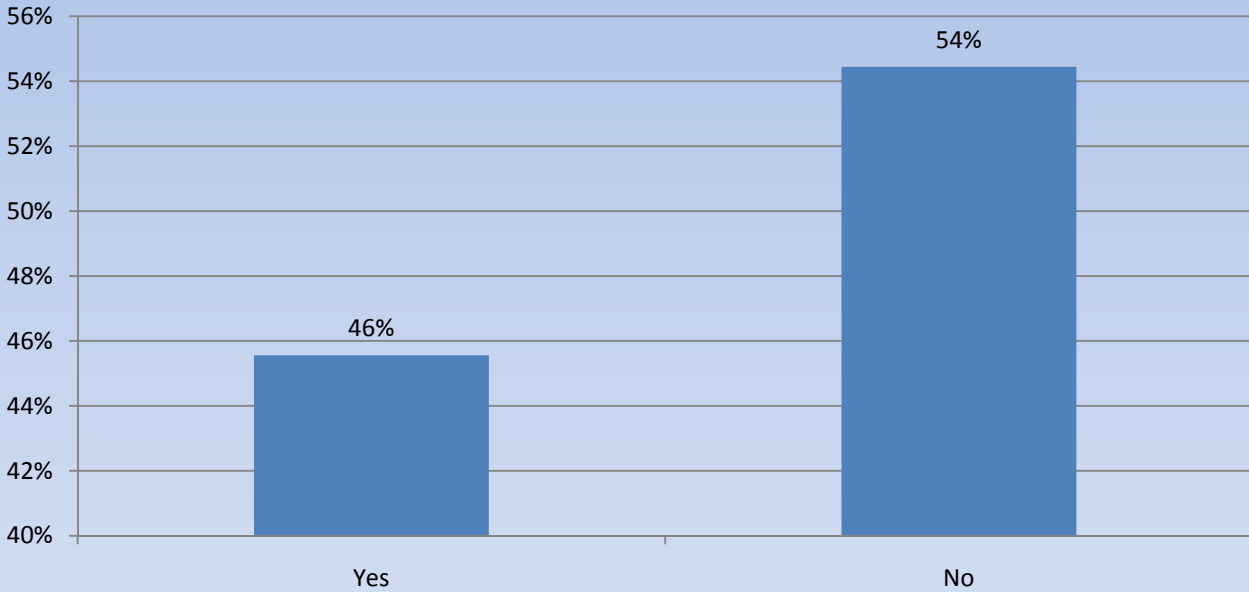
If you had the free choice, which of the following would you prefer?



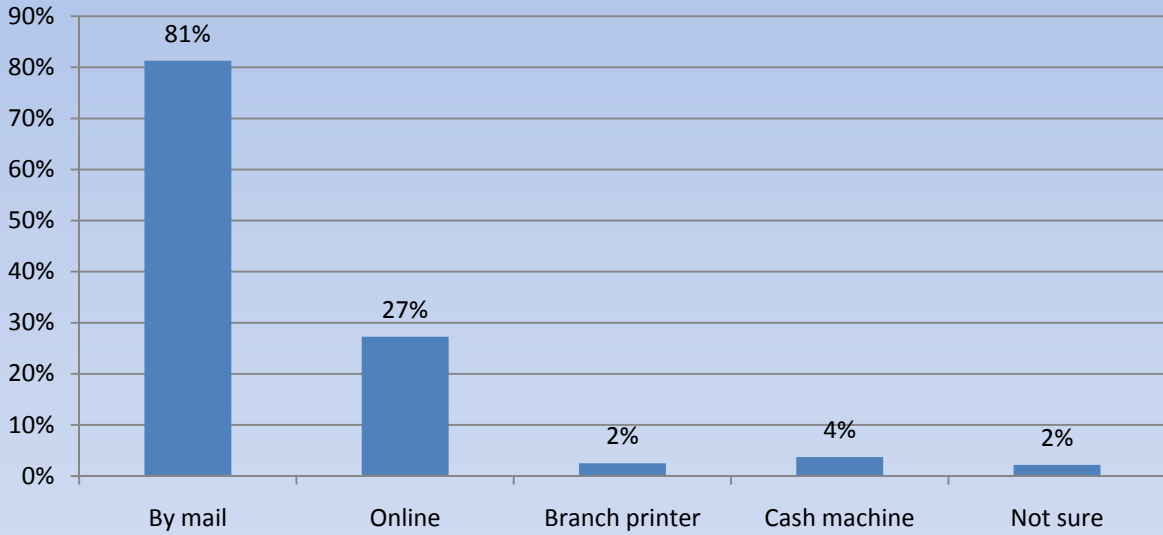
73% requesting mailed copy



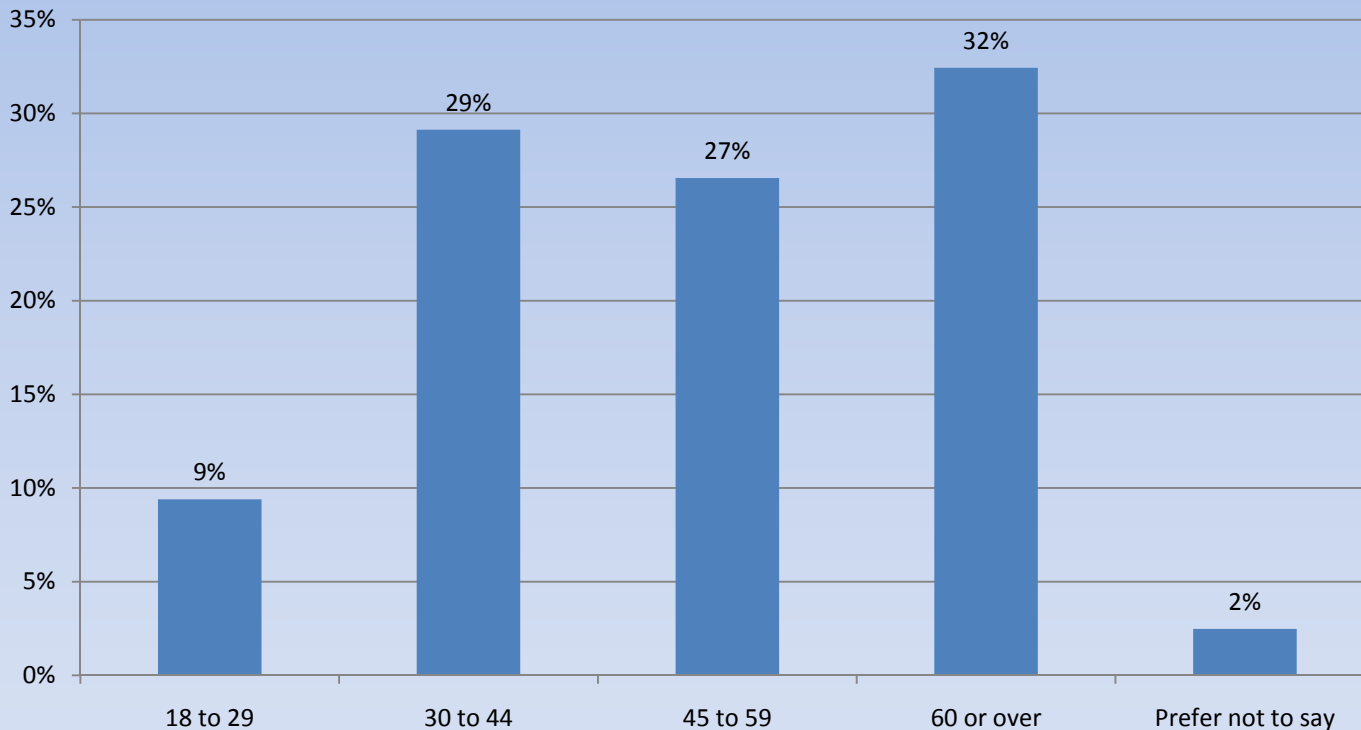
Do you use internet banking?



Q7. How do you receive your bank statements? Tick all that apply



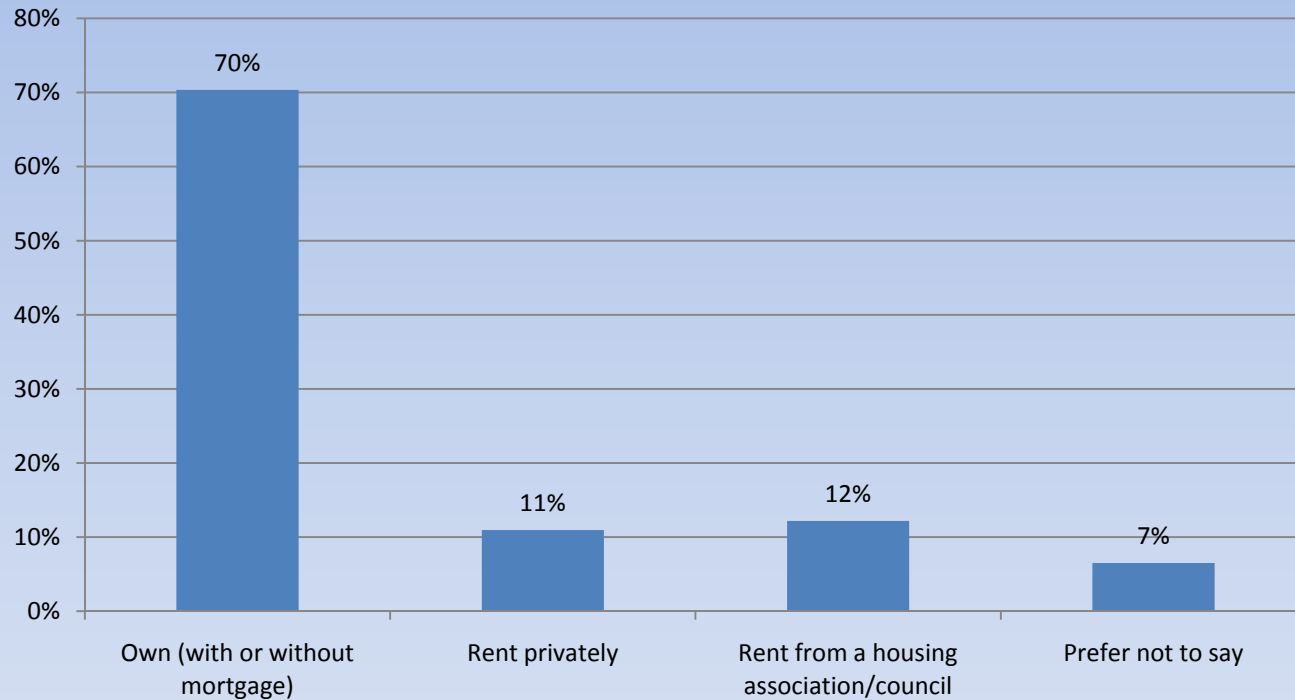
Q9. Could I ask which of the following age groups you fall into?



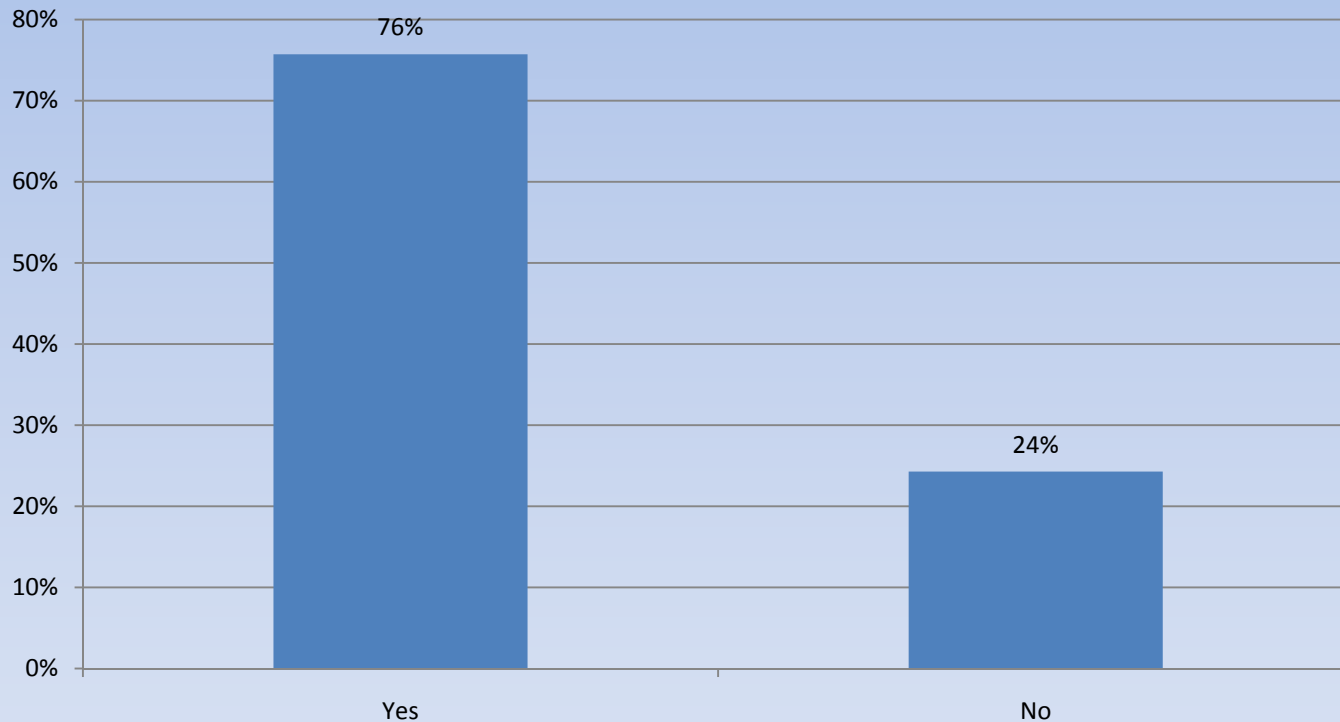
Q10. Into which of the following bands does your monthly net household income fall?



Q11. Do you own or rent your home?



Q12. Do you have internet access in your household?



Information

- Survey conducted by [Pickersgill Consultancy and Planning](#)
- PCP's Ran a telephone (CATI) survey based on a sample size of 1,000
- Interviewed adults (18+) in UK households, which included a representative spread of homeowners, renters and council tenants.