

GLOBAL FINDEX GLOSSARY

able to raise emergency funds (%): Refers to the percentage of respondents who reported that in case of an emergency it is possible for them to come up with 1/20 of gross national income (GNI) per capita in local currency within the next month.

account (%): Refers to the percentage of respondents who reported having an account (by themselves or together with someone else) at a bank or another type of financial institution (see definition for *financial institution account*) or reported personally using a mobile money service in the past 12 months (see definition for *mobile money account*).

borrowed any money in the past year (%): Refers to the percentage of respondents who reported borrowing any money (by themselves or together with someone else) for any reason and from any source in the past 12 months.

borrowed formally (%): Refers to the percentage of respondents who reported borrowing any money from a bank or another type of financial institution, or using a credit card, in the past 12 months.

borrowed from family or friends (%): Refers to the percentage of respondents who reported borrowing any money from family, relatives, or friends in the past 12 months.

borrowed semiformally (%): Refers to the percentage of respondents who reported borrowing any money from a savings club in the past 12 months.

financial institution account (%): Refers to the percentage of respondents who reported having an account (by themselves or together with someone else) at a bank or another type of financial institution.¹

has a credit card (%): Refers to the percentage of respondents who reported having a credit card.

has a debit card (%): Refers to the percentage of respondents who reported having a debit card.

has a national identity card (%): Refers to the percentage of respondents who reported having a national identity card. (To see the full list of IDs included in the survey by country, visit the Global Findex web page at <http://www.worldbank.org/globalfindex>.)

made or received digital payments in the past year (%): Refers to the percentage of respondents who reported using mobile money, a debit or credit card, or a mobile phone to make a payment from an account, or reported using the internet to pay bills or to buy something online, in the past 12 months. It also includes respondents who reported paying bills, sending or receiving remittances, receiving payments for agricultural products,

receiving government transfers, receiving wages, or receiving a public sector pension directly from or into a financial institution account or through a mobile money account in the past 12 months.

mobile money account (%): Refers to the percentage of respondents who reported personally using a mobile money service in the past 12 months.²

no deposit and no withdrawal from an account in the past year (%): Refers to the percentage of respondents who reported neither a deposit into nor a withdrawal from their account in the past 12 months.

outstanding housing loan (%): Refers to the percentage of respondents who reported having an outstanding loan (by themselves or together with someone else) from a bank or another type of financial institution to purchase a home, an apartment, or land.

paid utility bills from an account (%): Refers to the percentage of respondents who reported personally making regular payments for water, electricity, or trash collection in the past 12 months directly from a financial institution account or using a mobile money account.

paid utility bills in cash only (%): Refers to the percentage of respondents who reported personally making regular payments for water, electricity, or trash collection in the past 12 months in cash only.

paid utility bills in the past year (%): Refers to the percentage of respondents who reported personally making regular payments for water, electricity, or trash collection in the past 12 months.

received a public sector pension in cash only (%): Refers to the percentage of respondents who reported personally receiving a pension from the government, military, or public sector in the past 12 months in cash only.

received a public sector pension in the past year (%): Refers to the percentage of respondents who reported personally receiving a pension from the government, military, or public sector in the past 12 months.

received a public sector pension into an account (%): Refers to the percentage of respondents who reported personally receiving a pension from the government, military, or public sector in the past 12 months directly into a financial institution account, into a card, or into a mobile money account.

received domestic remittances in the past year (%): Refers to the percentage of respondents who reported personally receiving any money in the past 12 months from a relative or friend living in a different area of their country. This includes any money received in person.

received government payments in cash only (%): Refers to the percentage of respondents who reported personally receiving payments from the government in the past 12 months in cash only.

received government payments in the past year (%): Refers to the percentage of respondents who reported personally receiving any payment from the government in the past 12 months. This includes payments for educational or medical expenses, unemployment benefits, subsidy payments, or any kind of social benefits (see definition for *received*

government transfers in the past year). It also includes pension payments from the government, military, or public sector (see definition for *received a public sector pension in the past year*) as well as wages from employment in the government, military, or public sector (see definition for *received public sector wages in the past year*).

received government payments into an account (%): Refers to the percentage of respondents who reported personally receiving payments from the government in the past 12 months directly into a financial institution account, into a card, or into a mobile money account.

received government transfers in cash only (%): Refers to the percentage of respondents who reported personally receiving any financial support from the government in the past 12 months in cash only.

received government transfers in the past year (%): Refers to the percentage of respondents who reported personally receiving any financial support from the government in the past 12 months. This includes payments for educational or medical expenses, unemployment benefits, subsidy payments, or any kind of social benefits. It does not include a pension from the government, military, or public sector; wages; or any other payments related to work.

received government transfers into an account (%): Refers to the percentage of respondents who reported personally receiving any financial support from the government in the past 12 months directly into a financial institution account, into a card, or into a mobile money account.

received payments for agricultural products in cash only (%): Refers to the percentage of respondents who reported personally receiving money from any source for the sale of agricultural products, crops, produce, or livestock in the past 12 months in cash only.

received payments for agricultural products in the past year (%): Refers to the percentage of respondents who reported personally receiving money from any source for the sale of agricultural products, crops, produce, or livestock in the past 12 months.

received payments for agricultural products into an account (%): Refers to the percentage of respondents who reported personally receiving money from any source for the sale of agricultural products, crops, produce, or livestock in the past 12 months directly into a financial institution account, into a card, or into a mobile money account.

received payments from self-employment in cash only (%): Refers to the percentage of respondents who reported personally receiving money from their business, from selling goods, or from providing services (including part-time work) in the past 12 months in cash only.

received payments from self-employment in the past year (%): Refers to the percentage of respondents who reported personally receiving money from their business, from selling goods, or from providing services (including part-time work) in the past 12 months.

received payments from self-employment into an account (%): Refers to the percentage of respondents who reported personally receiving money from their business, from selling goods, or from providing services (including part-time work) in the past 12 months directly into a financial institution account, into a card, or into a mobile money account.

received private sector wages in cash only (%): Refers to the percentage of respondents who reported being employed in the private sector and receiving any money from an employer in the past 12 months in the form of a salary or wages for doing work in cash only.

received private sector wages in the past year (%): Refers to the percentage of respondents who reported being employed in the private sector and receiving any money from an employer in the past 12 months in the form of a salary or wages for doing work.

received private sector wages into an account (%): Refers to the percentage of respondents who reported being employed in the private sector and receiving any money from an employer in the past 12 months in the form of a salary or wages for doing work directly into a financial institution account, into a card, or into a mobile money account.

received public sector wages in the past year (%): Refers to the percentage of respondents who reported being employed by the government, military, or public sector and receiving any money from an employer in the past 12 months in the form of a salary or wages for doing work.

received wages in cash only (%): Refers to the percentage of respondents who reported receiving any money from an employer in the past 12 months in the form of a salary or wages for doing work in cash only.

received wages in the past year (%): Refers to the percentage of respondents who reported receiving any money from an employer in the past 12 months in the form of a salary or wages for doing work. This does not include any money received directly from clients or customers.

received wages into an account (%): Refers to the percentage of respondents who reported receiving any money from an employer in the past 12 months in the form of a salary or wages for doing work directly into a financial institution account, into a card, or into a mobile money account.

saved any money in the past year (%): Refers to the percentage of respondents who reported personally saving or setting aside any money for any reason and using any mode of saving in the past 12 months.

saved for old age (%): Refers to the percentage of respondents who reported saving or setting aside any money in the past 12 months for old age.

saved formally (%): Refers to the percentage of respondents who reported saving or setting aside any money at a bank or another type of financial institution in the past 12 months.

saved semiformally (%): Refers to the percentage of respondents who reported saving or setting aside any money in the past 12 months by using a savings club or a person outside the family.

sent domestic remittances in the past year (%): Refers to the percentage of respondents who reported personally sending any of their money in the past 12 months to a relative or friend living in a different area of their country. This can be money they brought themselves or sent in some other way.

sent or received domestic remittances in cash only (%): Refers to the percentage of respondents who reported personally sending any of their money in the past 12 months to,

or receiving any of it from, a relative or friend living in a different area of their country in person, or through someone they know, and in cash only.

sent or received domestic remittances in the past year (%): Refers to the percentage of respondents who reported personally sending any of their money in the past 12 months to, or receiving any of it from, a relative or friend living in a different area of their country.

sent or received domestic remittances using an over-the-counter (OTC) service (%): Refers to the percentage of respondents who reported personally sending any of their money in the past 12 months to, or receiving any of it from, a relative or friend living in a different area of their country over the counter in a branch of their financial institution, through a mobile banking agent, or through a money transfer service.

sent or received domestic remittances using an account (%): Refers to the percentage of respondents who reported personally sending any of their money in the past 12 months to, or receiving any of it from, a relative or friend living in a different area of their country using a financial institution account or a mobile money account.

used a credit card in the past year (%): Refers to the percentage of respondents who reported using their own credit card in the past 12 months.

used a debit card to make a purchase in the past year (%): Refers to the percentage of respondents who reported using their own debit card directly to make a purchase in the past 12 months.

used a mobile phone or the internet to access an account in the past year (%): Refers to the percentage of respondents who reported using a mobile phone or the internet to make a payment, to make a purchase, or to send or receive money through their financial institution account or through the use of a mobile money service in the past 12 months.

used the internet to pay bills or to buy something online in the past year (%): Refers to the percentage of respondents who reported using the internet to pay bills or buy something online in the past 12 months.

Notes

1. Data on adults with a financial institution account include respondents who reported having an account at a bank or at another type of financial institution, such as a credit union, a microfinance institution, a cooperative, or the post office (if applicable), or having a debit card in their own name. The data also include an additional 3.93 percent of respondents in 2017 who reported receiving wages, government transfers, a public sector pension (included in 2017 data), or payments for agricultural products into a financial institution account in the past 12 months; paying utility bills or school fees from a financial institution account in the past 12 months; or receiving wages or government transfers into a card in the past 12 months.
2. Data on adults with a mobile money account include respondents who reported personally using services included in the GSM Association's Mobile Money for the Unbanked (GSMA MMU) database to pay bills or to send or receive money in the past 12 months. The data also include an additional 0.60 percent of respondents in 2017 who reported receiving wages, government transfers, a public sector pension (included in 2017 data), or payments for agricultural products through a mobile phone in the past 12 months.