Financial Literacy Survey: 2016 Results*

Introduction

The Financial Literacy Survey 2016 is Japan's first large-scale questionnaire survey conducted with the aim of understanding the current state of financial literacy, i.e., financial knowledge and financial decision-making skills, of individuals aged 18 and over.

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Outline

Period: From February 29 to March 17, 2016

Sample size : 25,000 individuals aged 18 to 79 throughout Japan

Methodology : Online survey

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^{*} This is an English translation of the Japanese original released on June 17, 2016. Figures for the United States are from "Financial Capability in the United States 2016" released by the U.S. Financial Industry Regulatory Authority (FINRA) Investor Education Foundation in July 2016.

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Note: The tables are available in Japanese, except for "49. Tokyo," which is shown on page 24.

I. Overview

Purposes

- ► The Financial Literacy Survey is a questionnaire survey conducted with the aim of understanding the current state of financial literacy, i.e., financial knowledge and financial decision-making skills, of individuals aged 18 and over in Japan.
- ▶ The Central Council for Financial Services Information conducted the first survey in 2011, and for this second 2016 round, the Council made a sweeping review of the contents and methodology, reflecting changes in the situation surrounding financial education, such as the release of the Financial Literacy Map* in 2014, which was compiled based on a report of the Study Group on Financial Education (Secretariat: Financial Services Agency in Japan).
- ► As a result, the 2016 survey is Japan's first large-scale survey in this area, covering all categories of the Financial Literacy Map.
 - * The "Standard Learning Goals for Different Age Groups" from the "Minimum Level of Financial Literacy That Should Be Attained" prepared by the Committee for the Promotion of Financial Education (Secretariat: Central Council for Financial Services Information. See next page for details).

Methodology

- ► An online survey was conducted on 25,000 individuals aged 18 to 79 who have been chosen in proportion to Japan's demographic structure.
- ► The previous (2011) survey was conducted by extracting samples aged 18 and over from 500 locations nationwide and obtaining responses through face-to-face interviews, postal mail, or the Internet. The sample size was 3,531.

Characteristics of questions

▶ The questions were a combination of true/false questions on "financial knowledge and financial decision-making skills" and questions on "characteristics of behavior and attitude" relating to the eight categories of the Financial Literacy Map. About half of the questions were made similar to those in surveys conducted by the U.S. Financial Industry Regulatory Authority (FINRA) Investor Education Foundation and the Organisation for Economic Co-operation and Development (OECD) so that the results could be compared.

Figure 1 Composition of the survey questions

1 15410	1 Compos	mon or the survey	questio	115				
			Number of questions	Internationally comparable	Financial knowledge and financial decision- making skills	Internationally comparable	Behavior and attitude	Internationally comparable
	Family budge	et management	9	4	2	0	7	4
	Life planning		9	6	2	1	7	5
Financial Literacy Map	Financial knowledge Tinsurar Loans/	Basics of financial transactions	4	1	3	0	1	1
		Basics of finance and economy	7	6	6	5	1	1
category		Insurance	5	0	4	0	1	0
		Loans/credit	5	3	3	2	2	1
1		Wealth building	7	3	3	2	4	1
	Use of outside expertise		4	0	3	0	1	0
Other		nd experience of in financial education	3	3	0	0	3	3
	То	tal	53	26	26	10	27	16

3

Questions cover all categories of the Financial Literacy Map, which serves as a standard for financial literacy in Japan.

About half of the questions are comparable to those of overseas surveys.

Figure 2 "Minimum Level of Financial Literacy That Should Be Attained" from the report released by the Study Group on Financial Education

1. Family budget management

Item 1 Making a habit of proper income/expenditure management (eliminating debts and staying in the black)

2. Life planning

Item 2 Articulating life plans and understanding the need to secure the funds required for life plans

3. Financial knowledge, understanding of financial/economic circumstances, and appropriate selection/use of financial products

[Knowledge of the basics of financial transactions]

- Item 3 Making a habit of assuming a fundamentally careful attitude toward contracts
- Item 4 Making a habit of confirming the reliability of information sources and contract counterparties
- Item 5 Understanding that Internet transactions are convenient but require some precautions different from face-to-face transactions

[Common to all categories of finance]

Item 6 Understanding the key concepts constituting the foundations of financial education (interest [simple interest and compound interest], inflation, deflation, exchange rates, risk-return, etc.), and the selection/use of financial products suited to financial and economic circumstances

Item 7 Understanding the importance of ascertaining the actual cost (price) of a transaction

[Insurance products]

- Item 8 Understanding which contingencies (death, illness, fire, etc.) one should seek insurance coverage for
- Item 9 Understanding the amount of economic security required should a covered contingency occur

[Loans/credit]

- Item 10 Understanding basic precautions when arranging a home loan
 - (1) Importance of setting a reasonable loan limit and putting together a repayment plan
 - (2) Importance of preparing for the possibility of circumstances that could make repayment difficult
- Item 11 Making a habit of avoiding thoughtless/reckless use of credit cards and credit card loans/personal loans using cards issued by banks, etc., termed "card loans" in Japan

[Wealth building products]

- Item 12 Understanding that seeking higher returns will entail assuming higher risks, although risk tolerance varies from person to person
- Item 13 Understanding the effectiveness of diversification in wealth building (diversifying investment assets and investment start times)
- Item 14 Understanding the effectiveness of long-term investments in building wealth

4. Appropriate use of outside expertise

Item 15 Understanding the importance of appropriately employing outside expertise when selecting/using financial products

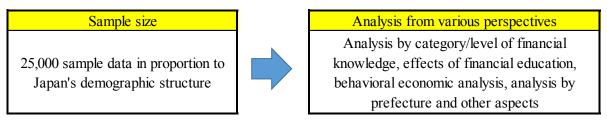
Figure 3 Summary extract of the Financial Literacy Map

	University students	Young adults	Adults	Senior citizens
Category	Establishing the ability to live independently as adults.	Starting to live independently in terms of lifestyle and financial aspects.	Living independently and assuming full-fledged responsibility as working people.	Covering living expenses mainly with pension income and money obtained by cashing out financial assets.
Family budget management	Understanding the necessity of income and expenditure management and being able to spend money according to a plan in order to improve one's skills, while improving the balance of payments by earning more from a part-time job as needed.	Being able to spend money on one's hobby or improving one's skills according to a plan, while properly managing income and expenditure to support one's household income.	Being able to understand income and expenditure as well as assets and liabilities of one's household by keeping a household account book as the breadwinner of the household, and improve the balance as necessary.	Being able to manage income and expenditure and take necessary action for improvement according to a post-retirement plan.
Life planning	Envisioning one's dreams and hopes in detail so that one can achieve them while engaging in an occupation after graduation, and working hard in study and training toward realizing those dreams and hopes. Having an image of one's real life, while bearing in mind the funds for the three biggest events in life.	Working on a life plan so that one can achieve one's dreams and hopes while engaging in the occupation one has chosen. Being able to estimate how much money one would need to achieve one's life plan, and to save money and manage assets according to a plan.	Reconsidering one's life plan, financial plan, and assets to hold when necessity arises in light of the changes in one's circumstances, and making constant efforts to achieve one's life plan in view of one's life in old age. Engaging in financial education for children at home in cooperation with school.	Reviewing one's post-retirement life plan while taking into consideration the effective use of leisure time and contribution to one's family and society. Changing one's lifestyle to one affordable with a pension and making steady efforts so that one can live a spiritually rich and stable life.
:	:	:	:	:

Note: For details on the Financial Literacy Map, see the website of the Central Council for Financial Services Information (https://www.shiruporuto.jp/e/).

- ➤ Some questions on "characteristics of behavior and attitude" include viewpoints of behavioral economics such as "loss aversion" and "herd behavior."
- ► Attributes of survey samples include gender, age, place of residence, occupation, annual income, as well as their experience of participating in financial education.
- ► In sum, this survey has enabled analysis of data from various perspectives, namely, age, region, the experience of participating in financial education, and the degree of loss aversion

Figure 4 Analysis of 25,000 sample data



II. Summary of the Results

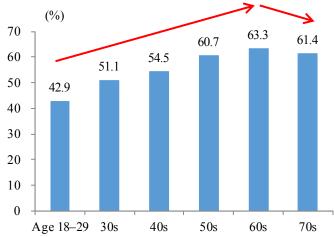
Characteristics concerning financial literacy

Financial knowledge and financial decision-making skills

- ► The percentage of correct answers given to true/false questions was 55.6%. By category, the percentage was the highest for "basics of financial transactions" at 72.9% and lowest for "basics of finance and economy" at 48.8%.
- ► The percentage of correct answers given to true/false questions was the lowest for the 18–29 age group and became higher as the age rose (slightly declining for those in their 70s).

Figure 5 Correct answers given by category of the Figure 6 Correct answers given to true/false Financial Literacy Map questions by age group (25 questions including O4*)

	Category	
Family budget management		51.0
Life planning	Life planning	
Financial knowledge	Basics of financial transactions	72.9
	Basics of finance and economy	48.8
	Insurance	52.5
	Loans/credit	53.3
	Wealth building	54.3
Use of outside expertise		65.3
Total		55.6



^{* &}quot;Q *number*" indicates the question number.

For the contents of the questions, see "VI. Questionnaire (Simple Tabulation of Data)."

Characteristics of behavior and attitude

- ► As much as 70% of the respondents answered that, before they bought something, they carefully considered whether they could afford it.
- ▶ Only about 20–30% of the respondents answered that they had purchased risk assets such as stocks or investment trusts.

Figure 7 Percentage of those who, before buying something, carefully considered whether they could

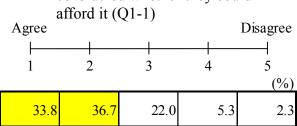


Figure 8 Experience of purchasing risk assets (O34)

			(%)
	Stocks	Investment trusts	currency
		ti doto	deposits, etc.
I have purchased them	31.6	25.8	17.3
I have never purchased them	68.4	74.2	82.7

Analysis by level of financial knowledge ► Groups for which the percentage of correct answers given to true/false questions was relatively high showed the following characteristics: (1) acquiring financial and economic information frequently; (2) securely managing family budget; (3) choosing financial products after understanding the product details; and (4) having less tendency for loss aversion and herd behavior.

Figure 9 Analysis by level of financial knowledge

(%)High-All literacy samples group* Those who acquired financial and economic information at least once a week (Q48) 54.5 79.8 Those who paid their bills on time (Q1-2) 84.5 94.2 Those who purchased investment trusts after understanding the product details (Q34) 67.8 81.7 Those with strong loss aversion (Q6) 78.6 64.9 Those with a strong herd behavioral bias (Q1-3) 15.0 9 2

Comparison with overseas surveys

- ► Compared with the United States, the percentage of correct answers given to common true/false questions was 7% lower in Japan.
- ► Compared with Germany and the United Kingdom, the percentage of correct answers given to common true/false questions was 7-9% lower in Japan. Also, the percentage of those with desirable behavior such as, before buying something, carefully considering whether they could afford it, was 7–17% lower in Japan.

Note: When comparing with overseas, some leeway should be allowed since there are differences in financial products and services, tax systems, educational systems, etc.

Figure 10 Comparison with the United States Figure 11 Comparison with Germany and the (correct answers; Q19 and others)

				(%)
		Japan (A)	U.S. (B)	Gap (A-B)
To	otal	46	53	-7
	Male	53	58	-5
	Female	39	48	-9

United Kingdom (Q18 and others)

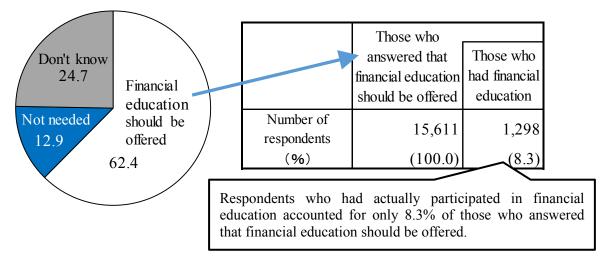
			(%)
	Japan	Germany	U.K.
Knowledge (correct answers)	58	67	65
Behavior	65	82	72
Considering affordability	70	82	77
Attitude	45	57	43

^{*} Those ranking in the top 20% in terms of the percentage of correct answers.

Gap between needs for financial education and the actual situation and effects of financial education

- ▶ While many respondents indicated that financial education should be offered, only a limited number of them had actually participated in such education.
- ▶ The percentage of correct answers given by students who had participated in financial education (56.4%) was higher than that of correct answers given by students who had not participated in such education (38.2%), and was also higher than the average for all age groups (55.6%).

Figure 12 Gap between needs for financial education and the actual situation (Q39 and 41)



Future challenges

► In order to respond to needs for financial education, it is necessary to promote financial education more extensively, bearing in mind the priority issues for each age group.

Figure 13 Correct answers and behavior of each segment (Q24 and others)

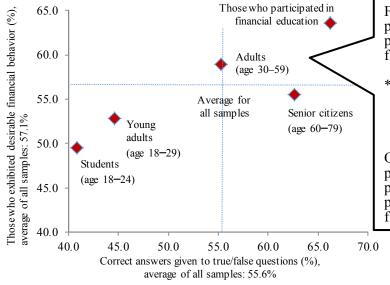


Figure 14 Preparation for retirement by those in their 50s (O8 9 10 and 27)

((Q8, 9, 10, and 27)		(%)	
		Yes	No	ĺ
Eunda for	Aware of the required amount	54.4	45.6	L
Funds for retirement	Had a financial plan	38.0	62.0	١
rethement	Had set aside funds	28.0	72.0	
Pension	Aware of the receivable amount	40.3	59.7	

For students and young adults, both the percentage of correct answers and the proportion of those who exhibited desirable financial behavior* were lower.

* Proportion of those who made comparisons with other financial institutions or products when investing funds, taking out a loan, or purchasing a life insurance policy.

On the other hand, for respondents who participated in financial education, both the percentage of correct answers and the proportion of those who exhibited desirable financial behavior were higher.

Looking at how respondents in their 50s were preparing for their retirement, about 50% of them were not aware of the amount that would be required as living expenses for retirement, and about 60% did not have a financial plan for such expenses. Also, about 60% of them were not aware of how much public pension they would receive.

III. Survey Results

A. Current State of Financial Literacy

1. Analysis by Financial Literacy Map category

Family budget management

Around 70–90% of the respondents managed their monthly income and expenditure appropriately and kept payment due dates. Also, before buying something, they carefully considered whether they could afford to buy it.

More than half of the respondents had set aside emergency or rainy day funds in case of sickness, job loss, etc.

 However, the level of understanding was not high regarding credit card transactions.

(0/)

Figure 15 Awareness of monthly household income and expenditure (Q3)

Figure 16 Setting aside of emergency or rainy day funds (Q11)

	(70)						
		Income		Expenditure			
		Aware	Not	Aware	Not		
		Awarc	aware	Awarc	aware		
A	All samples	87.4	12.6	72.1	27.9		
	Company employees	90.8	9.2	71.6	28.4		
	Full-time homemakers	86.3 13.7		77.8	22.2		

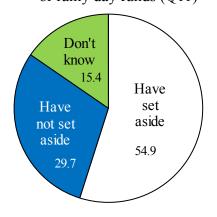
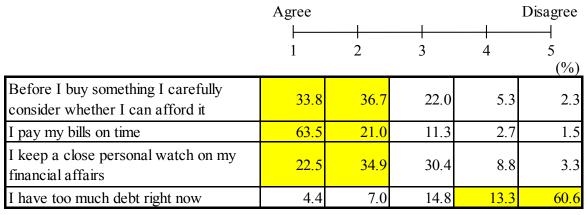


Figure 17 Questions on characteristics of behavior (Q1)



Note: Shaded cells indicate desirable financial behavior.

Figure 18 Correct answers given to true/false questions on family budget management

	Content	Correct answers (%)
Q4	Appropriate income and expenditure management	55.1
Q5	Appropriate income and expenditure management and credit card use	46.9

Slightly less than half of the respondents understood that a credit card fee (interest) is charged for installment payments.

Life planning

The proportion of respondents who thought that they should set long-term financial goals and avoid living for today was larger than those who thought otherwise.

Slightly less than 50% of the respondents knew the so-called three major expenses in life, namely, living expenses for retirement, children's educational expenses, and costs of buying a house.

Regarding these major expenses, 50–60% of the respondents were aware of the required amount, 40–50% had a financial plan, and 20–30% had set aside funds.

Figure 19 Questions on characteristics of behavior and attitude (Q1)

	Agree	ı	ı	ı	Disagree
	1	2	3	4	5 (%)
I set long-term financial goals and strive to achieve them	17.6	29.9	36.0	11.0	5.6
I tend to live for today and let tomorrow take care of itself	3.9	13.2	28.3	25.6	28.9

Note: Shaded cells indicate desirable financial behavior.

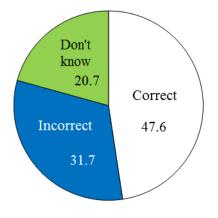
Figure 20 Correct answers given to true/false questions on life planning

	Content	Correct answers (%)
Q12	Understanding of the compound interest and the accumulation period related to cumulative deposits	53.2
Q13	Understanding of three major expenses in life	47.6

Figure 21 Recognition of three major expenses in life* (Q13)

Figure 22 Proportions of respondents regarding three major expenses in terms of the required amount, a financial plan, and setting aside of funds (Q8, 9, and 10)

(%)



	Living expenses for retirement	Children's educational expenses	Costs of buying a house
Those who were aware of the required amount	49.4	56.8	55.4
Those who had a financial plan	35.6	48.8	35.2
Those who had set aside funds	26.0	32.8	15.5

^{*} Living expenses for retirement, children's educational expenses, and costs of buying a house.

Financial knowledge, understanding of financial/economic circumstances, and appropriate selection/use of financial products

Respondents with correct answers on the basics of financial transactions were about 70% of the total, but those on the basics of finance and economy, insurance, loans and credit, and wealth building were about 50%.

- About 50–60% of the respondents made comparisons with other financial institutions or products when taking out a loan, purchasing a life insurance policy, or investing funds.
- About 40% of the respondents knew the amounts they were qualified to receive, the category of insured person they fell into, and the required number of years of paying contributions in order to qualify for pension benefits with regard to their pensions.
- About 20–30% of the respondents had the experience of purchasing stocks, investment trusts, foreign currency deposits, etc., out of which about 20–30% had purchased the products without understanding the product details.

Figure 23 Correct answers on financial knowledge

Figure 24	Comparison with other	
	products (Q24, 29, and 2	32)
		(%)

	Number of	Correct
	questions	answers (%)
Financial knowledge	18	55.1
Basics of financial transactions*	3	72.9
Basics of finance and economy	6	48.8
Insurance	3	52.5
Loans/credit	3	53.3
Wealth building	3	54.3

Compared
 Not compared

 Loans
 53.6
 46.4

 Life insurance
 54.7
 45.3

 Investment
 63.1
 36.9

Figure 25 Understanding of one's own pension (Q27)

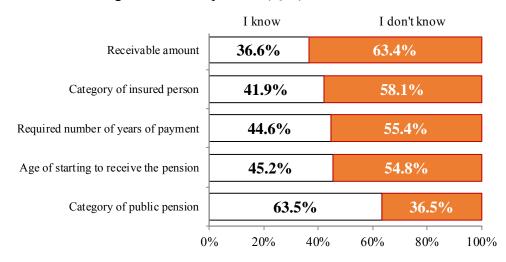


Figure 26 Purchasing of risk assets (Q34)

			(%)
	Stocks	Investment trusts	Foreign currency deposits, etc.
I have purchased them	31.6	25.8	17.3
I have never purchased them	68.4	74.2	82.7

Figure 27 Understanding of the product details upon purchase (Q34)

		Investment	Foreign
	Stocks	trusts	currency
		trusts	deposits, etc.
I have purchased them	100.0	100.0	100.0
I did not understand the product details so well	17.4	24.5	18.7
I did not understand the product details at all	6.9	7.7	6.9

(%)

^{*} Basic attitude concerning contracts, appropriate behavior to avoid being involved in financial trouble, and the method to avoid trouble related to Internet transactions.

Appropriate use of outside expertise

About 70% of the respondents knew a consultant office or a system to be used when financial trouble occurred.

— One-third of those who had experienced financial trouble did not know such a consultant office or a system even at the time of the survey.

Nearly 40% of the respondents acquired financial and economic information less often than once a month.

- The major information sources used when choosing a financial product were in the following order: (1) websites; (2) consultation at financial institutions; (3) pamphlets provided at financial institutions; (4) television, newspapers, magazines, etc.; and (5) conversations with family members/friends.
- The percentage of correct answers given to true/false questions for those who never acquired financial and economic information was about 60% of the average percentage of correct answers for all respondents.

Figure 28 Recognition of a consultant office, etc. to be used when financial trouble occurred (Q38)

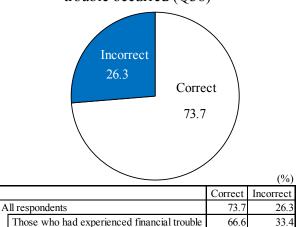


Figure 29 Frequency of acquiring financial and economic information (Q48)

	(%)
Almost every day	34.9
About once a week	19.5
About once a month	8.3
Less often than the above	18.6
Never	18.5

Nearly 40% of the respondents acquired financial and economic information less often than once a month.

Figure 30 Information sources used when choosing a financial product (Q35)*

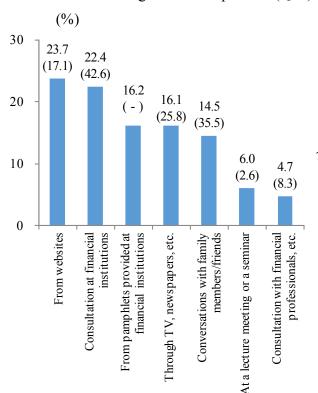
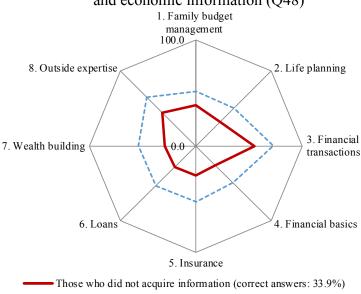


Figure 31 Correct answers by category for those who never acquired financial and economic information (Q48)



* Figures in parentheses represent results of the 2011
 Financial Literacy Survey conducted mainly through

Financial Literacy Survey conducted mainly through face-to-face interviews and postal mail. The 2016 survey was an online survey.

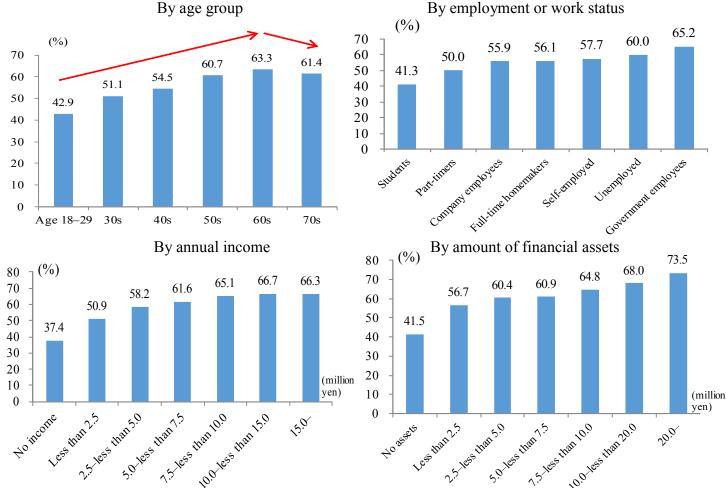
11

2. Analysis of financial knowledge by attribute

The characteristics of the percentage of correct answers by attribute were as follows.

- (1) The percentage was the lowest for the 18–29 age group. The percentage tended to become higher as the age rose (slightly declining for those in their 70s).
- (2) The percentage was relatively low for students and part-timers.
- (3) The percentage tended to be higher for those who had higher annual income and a larger amount of financial assets.
- (4) The percentage tended to be higher for those who acquired financial and economic information more frequently.
- (5) The percentage was higher for those who had more experience in financial transactions.

Figure 32 Correct answers given to true/false questions (25 questions including Q4)



By frequency of acquiring financial and economic information

(%)65.6 70 62.2 55.8 60 51.5 50 33.9 40 30 20 10 0 About once a Less often than About once a Never Almost every day week month once a month

Figure 33 Effects of experience in financial transactions (Q24, 32, and 45)

	Correct answers for all respondents	Correct answers for those who had experience in financial transactions	Effects of experience in financial transactions
	(A)	(B)	(B-A)
Investment	54.3	73.6	19.3
Mortgage	59.7	69.6	9.9
Life insurance	52.5	57.4	4.9

(%)

The percentage of correct answers was higher for those who had more experience in financial transactions.

3. Analysis by level of financial knowledge

When the answers to the true/false questions (25 questions) were converted into scores by giving 4 points to one correct answer, the scores were widely distributed from 0 to 100 points.

The proportion of those who had high scores was large among males in their 40s to 70s. The proportion of those who had participated in financial education was also relatively high among these age groups.

The characteristics of behavior and attitude found in those who had high scores included: (1) acquiring financial and economic information frequently; (2) securely managing family budget; (3) purchasing a financial product after comparing it with other products, searching for relevant information on websites, consulting with financial institutions, etc., and understanding the product details; (4) having less tendency for loss aversion and herd behavior; (5) having a financial plan; and (6) setting aside emergency or rainy day funds. As a result, they (1) were less likely to become involved in financial trouble, (2) did not use consumer loans frequently, (3) felt a less sense of burden from loans, and (4) had relatively high resistance to economic shocks.

— Respondents with high scores had a high tendency of investing in risk assets such as stocks (for details, see "Box 2 Financial Literacy and Investment Behavior").

Figure 34 Distribution of scores

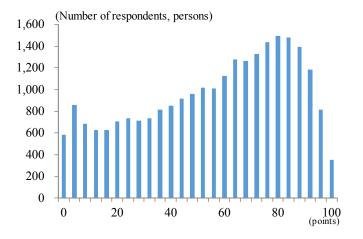


Figure 35 Proportion of those who had high scores (84–100 points, roughly the top 20%)

				(%)
		Total		
			Male	Female
Total		20.9	26.5	15.5
	Age 18–29	10.1	12.9	7.2
	30s	16.6	22.7	10.3
	40s	20.7	26.6	14.8
	50s	25.8	30.8	20.9
	60s	28.1	35.1	21.9
	70s	23.9	31.8	16.8

Figure 36 Characteristics of those who had high scores

Financial education	Characteristics of behavior and attitude		Effects/results
	Acquiring information frequently	\Rightarrow	Less financial trouble
	Securely managing family budget		
Many of them	Having a financial plan	\Rightarrow	Infrequent use of consumer loans
had participated	Making comparisons with other products		
in financial education	Conducting research	\Rightarrow	Less sense of burden from loans
education	Consulting others		
	Purchasing after understanding the product details	\Rightarrow	Relatively high resistance to economic shocks
	Setting aside emergency funds		
	Exhibiting less tendency for loss aversion	\Rightarrow	More investment in risk assets

Figure 37 Those who participated in financial education (Q39)

12.0 (%) 11.0 10.0 8.0 6.7 6.4 5.5 6.0 4.0 2.8 2.0 0.0 (points) 0-24 84-100 28-48 52-64 68-80 Medium Low High literacy literacy literacy

Figure 39 Those who acquired financial and economic information less often than once a month (Q48)

Figure 38 Those who did not make comparisons with other products when taking out a loan (Q29)

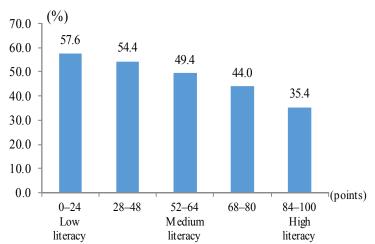


Figure 40 Those who purchased foreign currency deposits without understanding the product details (Q34)

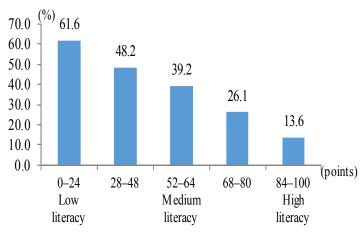


Figure 41 Those who experienced financial trouble in the 60–79 age group (Q47)

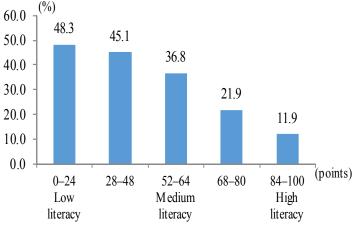
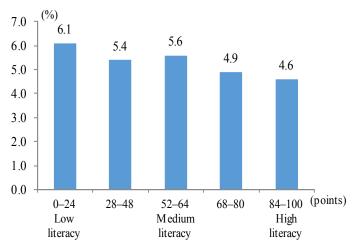


Figure 42 Those who invested in stocks (Q34)



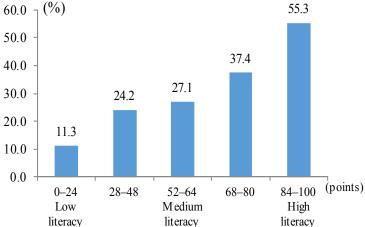


Figure 43 Analysis by level of financial knowledge

								(70)
			Total 0–100 points 25,000 persons	Low-literacy group Level 1 0–24 points 4,827 persons	Level 2 28–48 points 4,991 persons	Medium- literacy group Level 3 52–64 points 4,426 persons	Level 4 68–80 points 5,522 persons	High-literacy group Level 5 84–100 points 5,234 persons
Financial	Those who participated in financial education at school, etc. (Q39)		6.6	2.8	6.4	5.5	6.7	11.0
education	Those who participated is education at home (Q40)		19.8	8.5	17.0	21.9	24.5	26.1
	Those who did not make with other products wher loan (Q29)	-	46.4	57.6	54.4	49.4	44.0	35.4
	Those who looked at wel choosing a financial prod		23.7	4.4	12.4	20.6	30.5	47.5
	Those who consulted a finstitution when choosing product (Q35)	a financial	22.4	6.3	16.7	25.6	30.9	31.1
	Those who acquired financial and economic information less often than once a month (Q48)		37.1	61.6	48.2	39.2	26.1	13.6
Characteristics of behavior	Those who purchased foreign currency deposits without understanding the product details (Q34)		25.6	48.3	45.1	36.8	21.9	11.9
and attitude	Those who paid bills on time (Q1-2)		84.5	65.8	81.5	88.4	91.1	94.2
	Those who had no financial plan for living expenses for retirement (Q9)		64.4	73.3	71.8	68.8	62.2	52.8
	Those who had set aside emergency or rainy day funds (Q11)		54.9	25.1	44.8	55.6	68.0	77.4
	Those with strong loss aversion (Q6)		78.6	89.7	82.6	81.2	76.3	64.9
	Those with a strong herd behavioral bias (Q1-3)		15.0	19.7	18.5	15.8	12.5	9.2
	Those who experienced	Age 18–29	4.4	4.6	5.0	3.9	3.7	4.2
	financial trouble by age	Age 30–59	6.7	6.7	8.3	7.2	6.2	5.5
Effects /results	group (Q47)	Age 60–79	5.2	6.1	5.4	5.6	4.9	4.6
	Those who had consumer loans (Q45)		3.9	4.4	5.5	4.3	3.0	2.5
	Those who felt they had too much debt (Q1-8)		11.4	14.5	14.0	11.6	9.1	8.1
	Those who invested in stocks (Q34)		31.6	11.3	24.2	27.1	37.4	55.3

B. Comparison with Overseas Surveys

1. Comparison with the U.S. survey

Compared with the United States, the percentage of correct answers given to common true/false questions was 7% lower in Japan. The percentages for Japan were lower than those for the United States by gender, age group, and annual income.

In terms of characteristics of behavior, fewer respondents in Japan felt they had too much debt and more respondents had set aside emergency or rainy day funds than in the United States.

Note: When comparing with overseas, some leeway should be allowed since there are differences in financial products and services, tax systems, educational systems, etc.

Figure 44 Overview of major overseas surveys on financial literacy

U.S. survey	The FINRA Investor Education Foundation, which is a self-regulatory organization of the U.S. financial sector, conducted the National Financial Capability Study in 2015. It was an online survey. The results were released in July 2016 as "Financial Capability in the United States 2016."
OECD survey	Among the countries participating in the International Network on Financial Education (INFE) of the OECD, 14 countries including the United Kingdom and Germany conducted the OECD/INFE Pilot Study from 2010 to 2011. It was conducted through face-to-face or telephone interviews.

Figure 45 Comparison with the United States

		(%)
	Japan	U.S.
Average of correct answers for five true/false questions	46	53
(1) Compound interest (after 5 years) (Q19)	43	75
(2) Inflation (Q20)	56	59
(3) Mortgage (Q21-2)	68	75
(4) Diversification effect (Q21-4)	46	46
(5) Bond prices (Q22)	24	28
(6) Rule of 72 (Q31)	41	33
Male	53	58
Female	39	48

		(%)
	Japan	U.S.
Those who felt they had too much debt (Q1-8)	11	40
Annual income of less than 2.5 million yen	12	43
Annual income of at least 2.5 million but less than 7.5 million yen	12	42
Annual income of at least 7.5 million yen	11	34
Those who had set aside emergency or rainy day funds (Q11)	55	46
Annual income of less than 2.5 million yen	39	40
Annual income of at least 2.5 million but less than 7.5 million yen	59	41
Annual income of at least 7.5 million yen	72	56
Age 18–34	35	24
Age 35–54	50	44
Age 55–79	71	67

(%)

Note: The percentages for annual income in the U.S. survey were those for "less than \$25,000," "at least \$25,000 but less than \$75,000," and "at least \$75,000."

B. Comparison with Overseas Surveys (Continued)

2. Comparison with the OECD survey

The percentage of correct answers given to common true/false questions was 7–9% lower in Japan than in Germany or the United Kingdom.

The percentage of those who chose desirable behavior was 7–17% lower in Japan than in Germany or the United Kingdom. The proportions of respondents who carefully considered, before buying something, whether they could afford to buy it and of those who kept watch on their financial affairs were lower in Japan.

The percentage of respondents who chose desirable attitude was 2% higher in Japan than in the United Kingdom, but 12% lower than in Germany.

Figure 46 Comparison with the OECD survey

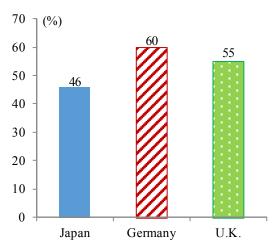
Correct answers given to questions on financial knowledge

				()
	Japan	Germany	U.K.	
Knowledge (average for five q	58	67	65	
(1) Interest rate	Q18	66	64	61
(2) Compound interest	Q19	43	47	37
(3) Definition of inflation	Q21-1	61	87	94
(4) Risk and return	Q21-3	75	79	77
(5) Diversified investment	Q21-4	46	60	55

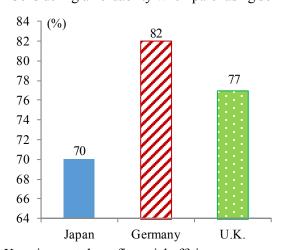
Those who chose desirable behavior/attitude (%)

		Japan	Germany	U.K.	
Е	Behavior (average for four q	65	82	72	
	Considering affordability when purchasing something	70	82	77	
	Paying bills on time Q1-2		85	96	89
	Setting long-term financial goals	47	61	43	
	Keeping watch on financial affairs	58	87	80	
Α	Attitude (average for two questions)			57	43
	Prioritizing future savings over consumption	Q1-5	36	49	35
	Avoiding living for today	Q1-6	55	65	50

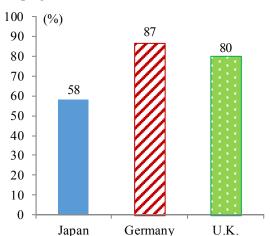
Diversified investment



Considering affordability when purchasing something



Keeping watch on financial affairs



C. Analysis by Segment

For students and young adults, the percentage of correct answers was relatively low. In addition, the proportion of those who exhibited desirable financial behavior,* such as making comparisons with other financial institutions or products when purchasing a financial product, was also low. On the other hand, for respondents who had participated in financial education, the percentage of correct answers and the proportion of those who exhibited desirable financial behavior were both high.

- * Proportion of those who made comparisons with other financial institutions or products when investing funds, taking out a loan, or purchasing a life insurance policy.
- When compared with the U.S. survey, the percentage of correct answers given to common questions on compound interest was lower for Japanese students aged 18— 24 than that for U.S. high school students.

For senior citizens, the percentage of correct answers was high, but the proportion of those who exhibited desirable financial behavior, such as making comparisons with other financial institutions or products when purchasing a financial product, was not necessarily high. For respondents in their 70s, the self-assessment of their financial knowledge was high, but the percentage of correct answers was lower than that for those in their 60s.

A certain proportion of respondents in their 60s or over were still repaying their mortgages.

Figure 47 Correct answers and behavior of each segment (true/false questions and Q24, 29, and 32)

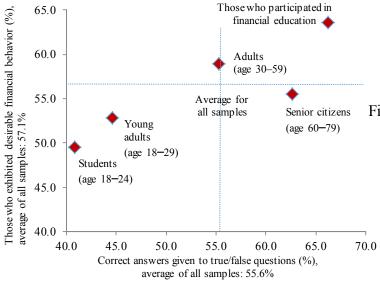


Figure 50 Proportion of mortgage users in each age group (Q45-1)

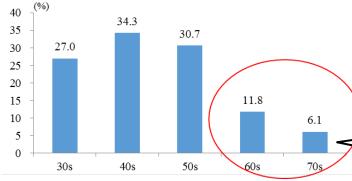


Figure 48 Correct answers given to questions on compound interest (Q12)

	(70)
Japanese students	U.S. high school
(age 18–24)	students
42.6	51.1

Source: The figure for U.S. high school students is from Jump $\$ tart Coalition for Personal Financial Literacy.

Figure 49 Comparison of objective assessment and self-assessment

	Objective Self-		Gap
	assessment A	assessment B	A-B
Age 18–29	77.2	83.8	-6.6
30s	91.9	92.3	-0.4
40s	98.0	97.3	0.8
50s	109.2	105.2	3.9
60s	113.8	111.2	2.6
70s	110.4	111.0	-0.5
Total	100.0	100.0	0.0

Note: The figures for objective assessment indicate the "percentage of correct answers given to true/false questions" and those for self-assessment indicate the "self-assessment of financial knowledge (Q17)." These figures were indexed with 100 representing the overall average.

A certain proportion of these age groups were still repaying their mortgages.

C. Analysis by Segment (Continued)

Looking at how respondents were preparing for retirement, even for those in their 50s, 50% were aware of the amount that would be required as living expenses for retirement, 40% had a financial plan for such expenses, 30% had set aside funds, and 40% were aware of how much public pension they would receive.

As for the respondents' management of housing expenses, by those in their 40s, 60% were aware of the amount that would be required for housing expenses, 40% had a financial plan for such expenses, and 20% had set aside funds.

With regard to the respondents' management of children's educational expenses, by those in their 30s, 60% were aware of the amount that would be required for educational expenses, 50% had a financial plan for such expenses, and 30% had set aside funds.

Figure 51 Preparation of living expenses for retirement by those in their 50s (Q8, 9, and 10)

		(%)
	Yes	No
Aware of the required amount	54.4	45.6
Had a financial plan	38.0	62.0
Had set aside funds	28.0	72.0

Figure 52 Understanding of public pensions by those in their 50s (Q27)

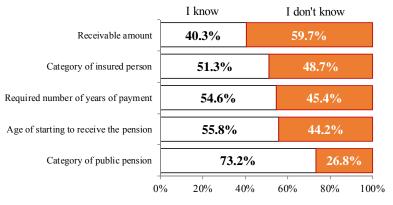


Figure 53 Management of housing expenses by those in their 40s (Q8, 9, and 10)

		(%)
	Yes	No
Aware of the required amount	56.5	43.5
Had a financial plan	38.6	61.4
Had set aside funds	16.7	83.3

Figure 54 Understanding of appropriate choice between fixed and floating interest rates by mortgage users (Q23)

	(70)
Correct answers for	
all respondents	Mortgage
an respondents	users
43.9	48.9
	_

(0/6)

Even among mortgage users, the percentage of those who understood the appropriate choice between fixed and floating interest rates at a time of interest rate fluctuations did not exceed 50%.

Figure 55 Management of educational expenses by those in their 30s (Q8, 9, and 10)

		(%)
	Yes	No
Aware of the required amount	55.8	44.2
Had a financial plan	51.3	48.7
Had set aside funds	31.4	68.6

D. Needs for Financial Education, Its Implementation Status, and Its Effects

While many respondents indicated that financial education should be offered, only a limited number of them had actually participated in such education.

— The proportion of respondents who had participated in financial education was one-third as large as that in the United States.

Only 10% of the respondents felt confident about their financial knowledge. Many respondents felt unsure about such knowledge.

Figure 56 Gap between needs for financial education and the actual situation (Q39 and 41)

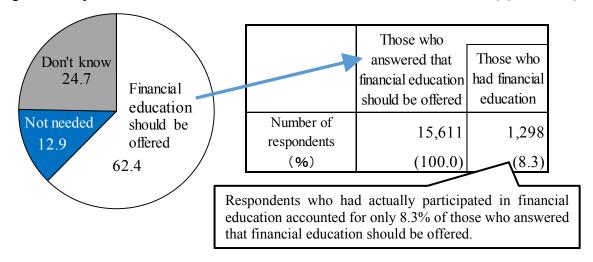
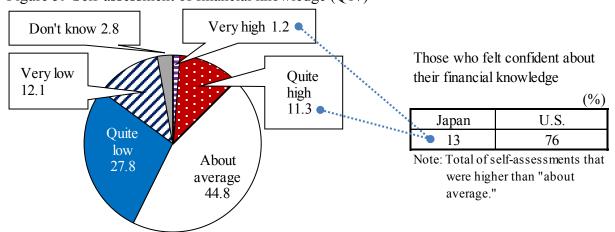


Figure 57 Experience of financial education Figure 58 Experience of financial education at school, etc. (Q39) at home (O40) Those who participated in Offered and financial education participated Don't know Don't know (%) ... 6.6 19.8 17.7 Japan 7 Not Age 18-29 11 taught Taught 73.9 Students (age 18-24) 14 60.4 19.8 Offered but did Not offered Age 30-59 6 not participate Age 60-79 6 1.8 21 U.S.

Figure 59 Self-assessment of financial knowledge (Q17)

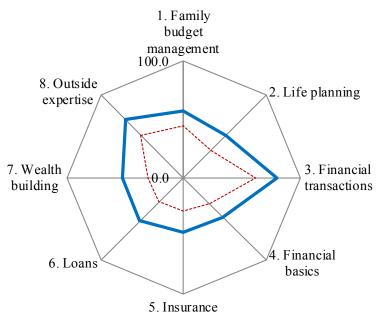


D. Needs for Financial Education, Its Implementation Status, and Its Effects (Continued)

The percentage of correct answers given by students who had participated in financial education (56.4%) was higher than that of correct answers given by students who had not participated in such education (38.2%), and was also higher than the average for all age groups (55.6%).

— Respondents who had participated in financial education were more likely to exhibit desirable financial behavior, such as making comparisons with other financial institutions or products when purchasing a financial product, and more strongly recognized the need for financial education.

Figure 60 Effects of financial education (Q39 and others)



Students who participated in financial education (correct answers: 56.4%)
------ Students who did not participate in financial education (correct answers: 38.2%)

(%) Financial education Did not Participated participate Gap Proportion to all students (14%)(86%)(A) (B) (A-B) Correct answers (total for 25 questions) 56.4 38.2 18.2 Those who made comparisions with other products when 56.6 48.0 8.6 purchasing a financial product (Q24, 29, and 32) Financial Those who set long-term financial goals (Q1-4) 54.3 13.9 40.4 behavior and Those who purchased investment trusts after 80.0 37.9 42.1 attitude understanding the product details (Q34) Those who acquired financial and economic 29.9 71.6 41.7 information at least once a month (O48) Those who recognized the need for financial education at 88.3 59.3 29.0 school (Q41)

Note: Aggregation of data for students aged 18-24.

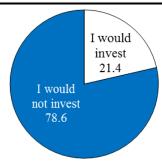
E. Behavioral Economic Analysis

For investment with an expected return rate of 5%, 80% of the respondents answered that they would not invest, showing generally strong loss aversion. Those who exhibited strong loss aversion tended to refrain from investing in stocks, investment trusts, foreign currency deposits, etc. Loss aversion was stronger for female respondents.

The myopic behavioral bias was stronger for older age groups and male respondents. The herd behavioral bias was stronger for younger age groups and female respondents, and those with a strong herd behavioral bias had low scores. Respondents who strongly exhibited these behavioral biases were frequently involved in financial trouble, and many of them felt they had too much debt.

Figure 61 Loss aversion (Q6)

Suppose that, if you invested 100,000 yen, you would either get a capital gain of 20,000 yen or a capital loss of 10,000 yen at a 50% probability. What would you do?



Note: For three behavioral biases mentioned in this page, see "Increasing Need for Incorporating Behavioral Economics into Financial Education Program Design" (only in Japanese; Central Council for Financial Services Information).

Figure 62 Questions on myopic behavior and herd behavior (Q1-3 and 1-10)

		Agree			Disagree	
Behavioral bias	Question		2	3	4	5(%)
Myonic	If I had the choice of (1) receiving 100,000 yen now or (2) receiving 110,000 yen in 1 year, I would choose (1), provided that I can definitely receive the money	30.8	16.3	17.8	12.9	22.2
Herd behavior	When there are several similar products, I tend to buy what is recommended as the most selling product, rather than what I actually think is a good product	3.7	11.3	43.4	22.9	18.7

Figure 63 Analysis of behavioral biases by gender and age group (Q1-3, 1-10, and 6)

Those with strong loss aversion				Those with	Those with a strong myopic			Those with a strong herd			
who did not invest (%)		behavioral b	behavioral bias ((%)	behavioral b	behavioral bias		(%)		
	Male	Female	Total		Male	Female	Total		Male	Female	Total
Age 18–29	67.7	88.5	77.9	Age 18–29	41.4	42.8	42.1	Age 18–29	18.6	19.9	19.2
30s	64.6	88.7	76.5	30s	41.6	37.7	39.7	30s	14.9	19.4	17.1
40s	71.6	89.5	80.4	40s	45.7	38.7	42.2	40s	13.3	17.6	15.4
50s	72.4	88.6	80.5	50s	53.5	44.8	49.1	50s	12.4	15.6	14.(
60s	73.2	86.2	80.1	60s	59.6	49.4	54.2	60s	10.2	13.2	11.8
70s	67.5	82.8	75.5	70s	62.1	53.1	57.4	70s	11.4	12.8	12.1
Total	69.5	87.5	78.6	Total	50.1	44.2	47.1	Total	13.5	16.4	15.0

Figure 64 Characteristics of respondents with a strong behavioral bias (Q1-3, 1-10, 6, and others)

others					(70)
	Correct answers	Those who invested in stocks	Those who experienced financial trouble	Those who had consumer loans	Those who felt they had too much debt
All respondents	55.6	31.6	5.9	3.9	11.4
Those with strong loss aversion	52.8	24.0	5.3	3.5	10.7
Those with a strong myopic behavioral bias	56.7	33.3	7.0	5.8	15.6
Those with a strong herd behavioral bias	48.6	34.6	7.0	4.3	18.2

F. Analysis by Prefecture

- The percentage of correct answers by prefecture was distributed from 48% to 61%.
- Nara, Kagawa, and Kyoto ranked high.
- In some prefectures, the percentages of correct answers were lower than the nationwide average, but the self-assessment values were higher than the nationwide average.

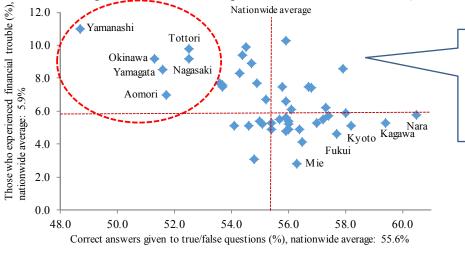
Figure 65 Correct answers by region (Q49)

Figure 66 Correct answers by prefecture (Q49)

by region (Q49)							
				assessment	Self-assessment		
Nationwide	55.6		Prefecture	Correct answers	Nationwide average	(nationwide average	Gap*
Shikoku	56.5		Trefecture	given to true/false	= 100	= 100)	Gup
Chubu	56.4			questions	(A)	(B)	(A-B)
Chugoku	55.9	Highest	Nara	60.5	108.8	102.0	6.8
		2nd highest	Kagawa	59.4	106.8	106.7	0.1
Kanto		3rd highest	Kyoto	58.2	104.7	99.8	4.9
Kinki	55.8	4th highest	Okayama	58.0	104.3	101.0	3.3
Kyushu	55.2	5th highest	Kagoshima	57.9	104.1	99.8	4.4
		Nationwide average		55.6	100.0	100.0	0.0
Hokuriku	54.9	5th lowest	Nagasaki	52.5	94.4	96.5	-2.1
Hokkaido	54.6	5th lowest	Tottori	52.5	94.4	104.0	-9.6
Tohoku	53.5	4th lowest	Aomori	51.7	93.0	103.0	-10.0
1 - 0 - 0 - 0 - 0		3rd lowest	Yamagata	51.6	92.8	103.0	-10.2
		2nd lowest	Okinawa	51.3	92.3	92.5	-0.3
		Lowest	Yamanashi	48.7	87.6	94.0	-6.4

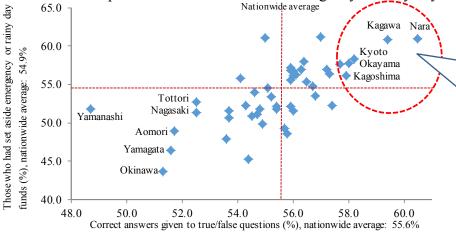
^{*} Negative figures indicate that self-assessment was higher than objective assessment.

Figure 67 Relationship between the percentage of correct answers and the proportion of respondents who had experienced financial trouble (Q47, 49, and others)



In the prefectures with lower percentages of correct answers, the proportion of respondents who had experienced financial trouble was relatively high.

Figure 68 Relationship between the percentage of correct answers and the proportion of respondents who had set aside emergency or rainy day funds (Q11, 49, and others)



In the prefectures with higher percentages of correct answers, the proportion of respondents who had set aside emergency or rainy day funds was relatively high.

F. Analysis by Prefecture (Continued)

Statistics tables summarizing the financial literacy characteristics of each prefecture were compiled.

Note: The tables are available in Japanese, except for that of Tokyo, which is shown in Figure 69.

Figure 69 Example of analysis by prefecture (the data for all prefectures are available in the statistics tables [only in Japanese])

49. Tokyo (1) Overview of survey samples 2,619 persons (10.5% of the samples nationwide) Age 18-29 Age 30-39 Age 40-49 Age 50-59 Age 60-69 Age 70-79 Total 11.0 Male 50.2 9 4 10 ' 96 7 7 9 5.2 Female 49 8 10 6.5 (%) ationwide Those who experienced financial trouble 4.8 Those whose annual income was at least 5 million yen 33.1 37.4 38.5 33.0 Those who had financial assets of at least 5 million yen 28.5 31.7 Those who completed an undergraduate or graduate course at university 42.8 49 2 56.1 (2) Characteristics concerning financial knowledge and Tokvo Nationwide financial decision-making skills 1 Family budget Correct answers (%) manage-Number of 100.0 Financial Literacy Map category true/false Kanto region 2. Life questions Outside Tokyo expertis 2 51.0 50.3 Family budget management 50.1 49 (Life planning 50.4 Basics of financial 72.9 72.8 72.4 7 Wealth Financial transactions Basics of finance and tions Financial 6 48.8 49 : 50.9 economy knowledge Insurance 52 52.4 51.4 53.3 53.8 Loans, etc 54.8 Wealth building Use of outside expertise 65.3 65.7 65.4 Insurance The percentage of correct answers was the 20th highest among the 47 prefectures. The proportion of those who felt confident about their financial knowledge was the 4th highest among the 47 (%) Correct answers Age 50-59 Age 60–69 Age 18-29 Age 30-39 Age 40-49 Age 70-79 Total 55.9 45.4 50.4 55.4 61. 63. Male 57.3 71.5 45.3 53. 67.0 54.2 60.7 63.4 57.6 (3) Characteristics concerning behavior and attitude Nationwide Tokyo Those who had set aside emergency or rainy day funds 54 (56.5 Family budget management Those who were aware of their monthly expenditure 72. 71. 71.5 Those who paid bills on time 84.5 83.8 83.4 47.4 47 45 9 Those who set long-term financial goals and strived to achieve them Life planning Those who had a financial plan for living expenses for retirement 35.6 36.0 36.0 Those who made comparisons with other products when purchasing a life insurance policy 54.7 57.3 57.9 56.7 52.8 53 6 Those who made comparisons with other products when taking out a loan Those who made comparisons with other products when investing funds 63.1 64.0 65.4 Finanical knowledge and Those who had consumer loans 3.9 3.9 4.0 selection/use of financial products 11.4 11.0 10.8 Those who felt they had too much debt 34.1 Those who had purchased stocks 31.6 29.0 32. 30.5 Those who had purchased investment trusts without understanding the product details

25.6

73.

37.

62.4

6.6

78.6

47.1

22.4

73.4

36.3

62.5

7.2

77.2

46

14.4

22.3

73.2

35.6

63.7

7.5

76.1

45.4

Those who had purchased foreign currency deposits, etc. without understanding the product details

Those who acquired financial and economic information less often than once a month

Those who knew a consultant office to be used when financial trouble occurred

Those who thought financial education should be offered at school

Those who had participated in financial education at school etc

Those with strong loss aversion

Those with a strong myopic behavioral bias

Those with a strong herd behavioral bias

Use of outside expertise

Financial education

Behavioral bias

IV. Future Challenges

(1) Promoting and enhancing financial education and activities to spread financial knowledge based on the survey results

In order to respond to needs for financial education, it is necessary to promote financial education more extensively, bearing in mind the priority issues for each age group.

- Also, as a measure to appropriately deal with financial transactions that students will face, it is desirable to provide them with wider opportunities to participate in financial education before they start working.
- For adults, at each life stage, such as when having a family or becoming a senior citizen, they should also be provided with more information and learning opportunities that better meet their needs at each stage.

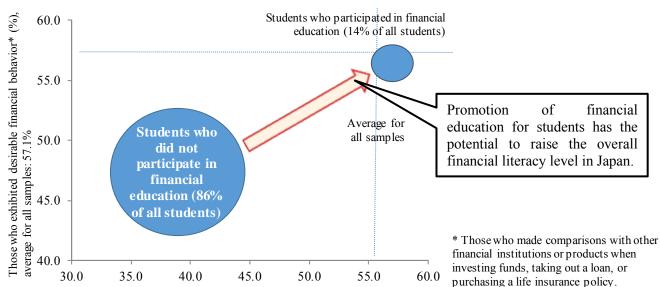
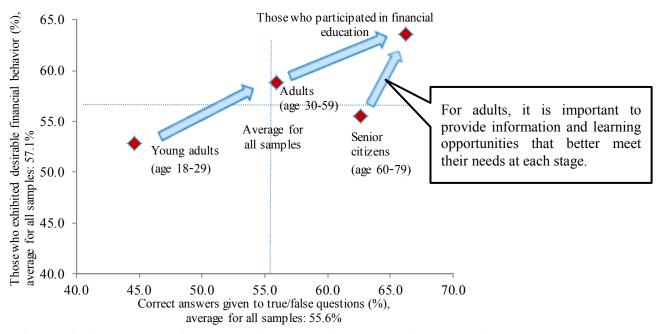


Figure 70 Promotion of financial education for students (Q24, 29, 32, and others)

Correct answers given to true/false questions (%), average for all samples: 55.6%

Figure 71 Promotion/enhancement of financial education and activities to spread financial knowledge for adults (Q24 and others)



IV. Future Challenges (Continued)

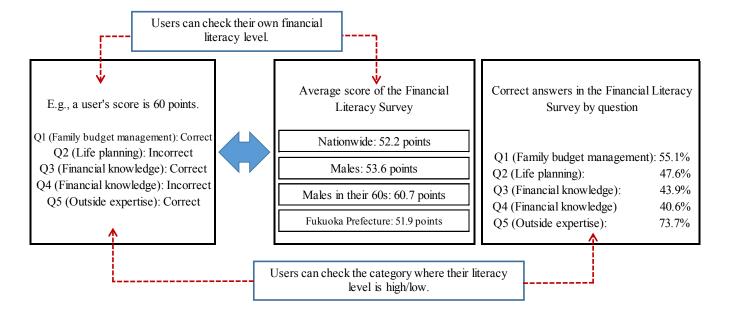
(2) Continued examination of the state of financial literacy

The Central Council for Financial Services Information intends to regularly conduct a survey like this for identifying the state of financial literacy in order to provide useful reference for various organizations promoting financial education—including government agencies and universities—in implementing their initiatives. Given this, the Council will consider increasing the frequency of the financial literacy survey, which is currently conducted once every 5 years.

Also, the Financial Literacy Quiz* for quickly checking the level of financial literacy is available on the Council's website (https://www.shiruporuto.jp/e/).

* A quiz consisting of five questions taken from this survey. The quiz takes only a few minutes to complete. A user can check his/her financial literacy level by comparing his/her score with the nationwide average and the average score by age group, gender, and prefecture. The user can also check his/her literacy level by category, looking at the Financial Literacy Map category corresponding to which he/she gave a wrong answer. For details, see "Box 1 Financial Literacy Quiz: A Learning Tool Based on the Survey Results."

Figure 72 Financial Literacy Quiz



Box 1 Financial Literacy Quiz: A Learning Tool Based on the Survey Results

Financial Literacy Quiz

Try this quiz and check your financial literacy!

Choose one answer for each of the questions below.

	Question
	Which of the following statements on household behavior is inappropriate?
Q1	 Managing income and expenditure by keeping a household account book or the like Deciding on expenditure after considering whether it is truly necessary and whether there is enough income Saving some money out of income by transferring a fixed amount of income into a savings account or the like Frequently using installment payment plans of credit cards in order to defer payment Don't know
Q2	 What are the so-called three major expenses in life? Living expenses for your lifetime, children's educational expenses, and your medical expenses Children's educational expenses, costs of buying a house, and living expenses for your retirement Costs of buying a house, your medical expenses, and costs of nursing care for your parents Don't know
Q3	Which of the following is appropriate as an action to take when investing (making deposits, etc.) or borrowing funds at a time of interest rate rise? 1. Investing and borrowing at fixed interest rates 2. Investing at a fixed interest rate and borrowing at a floating interest rate 3. Investing at a floating interest rate and borrowing at a fixed interest rate 4. Investing and borrowing at floating interest rates 5. Don't know
Q4	Suppose you owe 100,000 yen on a loan and the interest rate you are charged is 20% per year compounded annually. If you didn't pay anything off, at this interest rate, how many years would it take for the amount you owe to double? 1. Less than 2 years 2. At least 2 years but less than 5 years 3. At least 5 years but less than 10 years 4. At least 10 years 5. Don't know
Q5	Which of the following is inappropriate as a consultant office or a system to be used when trouble occurs in relation to a contract for a financial product? 1. Consumer center 2. Financial alternative dispute resolution (ADR) system 3. Rating company 4. Attorney at law

Answers to the Financial Literacy Quiz

- 1. The full score is 100 points. The questions consist of important items from four Financial Literacy Map categories. Check the category in which your literacy level is high or low based on your score.
- 2. You can compare your score with the nationwide average and the prefectural average of the Financial Literacy Survey (sample size: 25,000 individuals).

Question	Answer	Financial Literacy Map category	Explanation
Q1	4	Family budget management	A fee (interest) will be charged if you use installment payment plans of credit cards, so you should not frequently use these plans for deferring payment.
Q2	2	Life planning	Living expenses for retirement, costs of buying a house, and children's educational expenses are referred to as the three major expenses in life.
Q3	3	Financial knowledge, understanding of financial/economic	When interest rates rise, investment income will increase, so you should invest with floating interest rates. On the other hand, you should borrow with fixed interest rates in order to avoid an increase in costs.
Q4	2	circumstances, and appropriate selection/use of financial products	The Rule of 72 is a formula for easily calculating the number of years to double money (the doubling time \approx 72 / interest rate). According to this formula, the answer is "at least 2 years but less than 5 years."
Q5	3	Appropriate use of outside expertise	A rating company assigns ratings (credit ratings) for the creditworthiness of financial products, companies, or the government. It is not a company with which you should consult when financial trouble occurs.

Your score

Number of correct answers	5	4	3	2	1	0
Score	100 points	80 points	60 points	40 points	20 points	0 point

Note: Compare your score with the average scores of the Financial Literacy Survey on the next page!

Reference materials

- ► Financial Literacy Map (Committee for the Promotion of Financial Education)
- ► Tips for Your Money & Life: A Practical Guide for Adults (only in Japanese; Central Council for Financial Services Information)
- ► Tips for Your Life & Money: A Practical Guide for College Students (only in Japanese; Central Council for Financial Services Information)

Average scores of 25,000 respondents of the Financial Literacy Survey

		All age						
		groups	Age 18–29	30s	40s	50s	60s	70s
N	lationwide	52.2	41.7	48.4	51.2	56.5	58.6	56.7
	Male	53.6	42.4	50.6	52.3	57.0	60.7	60.1
	Female	50.8	41.0	46.3	50.0	56.0	56.8	53.6

(%) Total Total Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q5 Q5 55.1 53.5 Nationwide 52.2 47.6 43.9 40.6 73.7 Mie 57.3 48.0 45.5 43.5 73.3 Shiga Hokkaido 50.3 55.9 46.2 41.0 36.1 72.4 54.0 58.0 47.6 46.8 41.6 75.8 Aomori 49.6 52.6 44.1 39.3 37.1 75.0 Kyoto 53.6 57.7 51.7 44.2 39.7 74.8 70.7 52.8 58.3 49.8 41.7 37.5 76.8 50.4 54.1 44.6 40.7 42.0 Iwate Osaka 50.0 52.8 48.3 38.5 36.6 73.8 52.6 53.7 49.2 46.7 40.6 72.8 Miyagi Hyogo 56.1 40.6 41.5 44.3 75.5 53.3 55.1 48.2 48.9 44.2 70.3 Akita 51.6 Nara Yamagata 47.8 50.0 43.3 40.2 34.4 71.0 Wakayama 53.3 54.1 51.0 46.4 43.3 71.6 42.0 73.2 51.6 59.5 45.6 40.2 37.1 75.5 48.4 53.6 38.4 Fukushima Tottori 34.8 53.4 37.9 37.8 Ibaraki 50.1 47.7 42.9 68.5 Shimane 51.6 60.0 40.7 38.5 80.7 Tochigi 51.4 53.3 47.2 44.1 38.2 74.1 54.1 58.1 48.9 45.7 41.9 76.1 Okayama 52.6 56.0 49.2 44.6 39.6 73.8 Hiroshima 52.8 54.5 47.5 44.1 41.7 76.3 Gunma 52.3 55.9 47.5 43.5 40.9 73.7 Yamaguchi 54.6 44.6 48.2 42.9 Saitama 53.3 76.1 Chiba 53.1 53.9 49.2 46.4 41.3 75.0 Tokushima 55.3 57.9 48.7 44.7 40.1 84.9 52.3 54.0 47.2 45.7 41.5 73.2 54.5 52.9 47.1 50.3 51.9 70.4 Tokyo Kagawa 46.0 73.9 51.4 51.8 39.1 72.5 52.4 52.6 46.9 42.6 Ehime 50.7 38.8 Kanagawa 49.9 47.3 Niigata 52.4 59.5 41.2 37.3 74.1 Kochi 53.4 54.8 46.6 41.8 76.7 51.9 57.2 45.0 Toyama 50.5 46.2 46.7 46.7 40.6 72.2 Fukuoka 42.0 40.0 75.0 53.5 45.6 48.7 49.7 47.2 37.9 Ishikawa 50.4 46.9 36.7 69.5 Saga 34.8 73.9 Fukui 54.4 56.3 51.0 47.7 47.7 69.5 Nagasaki 50.5 55.7 44.3 42.5 37.7 72.5 47.6 51.2 43.9 37.8 37.2 67.7 Kumamoto 53.0 57.7 48.4 46.4 41.4 71.0 Yamanashi 57.7 54.8 46.4 43.0 76.9 54.6 52.6 53.0 45.7 43.5 78.3 Nagano 55.8 Oita 55.5 50.3 47.5 44.3 53.9 59.0 52.5 41.9 71.0 Gifu 54.5 75.0 Miyazaki 45.2 53.3 60.1 46.4 44.3 43.2 72.7 54.1 56.2 55.9 41.0 42.9 Shizuoka Kagoshima 74.7 53.3 57.3 49.4 45.5 47.1 52.5 42.9 31.4 Aichi 38.4 75.7 Okinawa 34.1 74.7

Box 2 Financial Literacy and Investment Behavior

About 60% of the respondents did not invest in any of the risk assets (stocks, investment trusts, foreign currency deposits, etc.). About 80% of the respondents answered that they would not invest even if the expected return rate was 5%.*

* This assumes that there would either be a capital gain of 20% of the principal or a capital loss of 10% at a 50% probability.

Those who did not invest generally had lower scores regarding true/false questions compared to those who invested, and indicated strong loss aversion.

Figure 73 Investment in stocks, investment trusts, and foreign currency deposits (Q34)

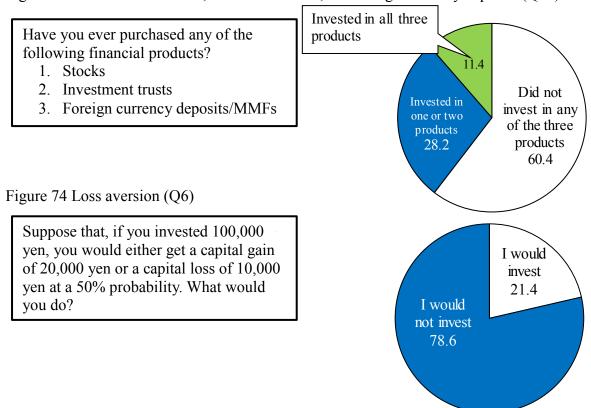


Figure 75 Characteristics of those who invested and those who did not invest in stocks, investment trusts, foreign currency deposits, etc.

(%)						
	All samples	Those who invested in all three products*(Q34)	Those who did not invest in any of the three products*(Q34)			
Correct answers (25 questions)	55.6	68.5	47.2			
Related to wealth building	54.3	73.5	42.9			
Risk and return (Q21-3)	74.8	86.4	65.8			
Diversification effect (Q21-4)	45.8	69.8	32.1			
Deposit insurance (Q33)	42.3	64.2	30.8			
Those with strong loss aversion (Q6)	78.6	50.9	89.1			
Those who participated in financial education at school, etc. (Q39)	6.6	15.3	4.2			

^{*} Stocks, investment trusts, and foreign currency deposits, etc.

Box 2 Financial Literacy and Investment Behavior (Continued)

Respondents who had participated in financial education tended to invest, and purchased stocks and other risk assets after understanding the product details.

Looking at investment behavior by level of financial knowledge, groups with higher scores tended to invest in stocks, investment trusts, foreign currency deposits, etc.

The proportion of those who did not invest was relatively high among female respondents and younger age groups.

Figure 76 Financial education and investment behavior (Q34 and 39)

(%)

		All samples	Those who had participated in financial education
	Stocks	31.6	52.3
Those	Investment trusts	25.8	43.8
who invested	Foreign currency deposits, etc.	17.3	35.0

		All samples	Those who had participated in financial education
·	Stocks	75.7	85.5
Those who purchased after	Investment trusts	67.8	75.5
understanding the product details	Foreign currency deposits, etc.	74.4	75.5

Figure 77 Investment behavior by level of financial knowledge

(%)

	All samples	Low- literacy group Level 1	Level 2	Medium- literacy group Level 3	Level 4	High- literacy group Level 5
Those who invested in stocks (Q34)	31.6	11.3	24.2	27.1	37.4	55.3
Those who invested in investment trusts (Q34)	25.8	7.9	18.7	22.0	31.6	46.3
Those who invested in foreign currency deposits, etc. (Q34)	17.3	6.1	13.5	13.0	21.2	30.8
Those who had participated in financial education (Q39)	6.6	2.8	6.4	5.5	6.7	11.0

Figure 78 Characteristics of those who did not invest (Q34)

(%

		All samples	Those who invested in all three products	Those who invested in one or two products	Those who did not invest in any of the three products
ľ	Number of samples	(25,000 persons)	(2,852 persons)	(7,042 persons)	(15,106 persons)
F	All	100.0	11.4	28.2	60.4
	Male	100.1	14.2	31.4	54.5
	Female	99.9	8.7	25.0	66.2
	Age 18–29	100.0	4.9	10.9	84.2
	Age 30–59	100.0	10.8	25.8	63.5
	Age 60–79	99.9	15.7	40.8	43.5

Box 2 Financial Literacy and Investment Behavior (Continued)

Looking at the relationship between the percentage of correct answers given to true/false questions and investment behavior, more respondents invested in stocks, investment trusts, etc. in prefectures with higher scores.

Figure 79 Investment in stocks in prefectures with higher/lower scores (Q34 and 49)

-	^	/
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		Correct	Those who invested in stocks			Correct answers	Those who invested in stocks
D. C. A.	Nara	60.5	35.1		Yamanashi	48.7	22.6
	Kagawa	59.4	32.3		Okinawa	51.3	22.6
Prefectures	Kyoto Okayama	58.2	36.6		Yamagata	51.6	29.5
with higher scores		58.0	36.3		Aomori	51.7	22.4
	Kagoshima	57.9	27.2		Tottori	52.5	28.6
	Average of five prefectures	58.8	33.5	300103	Nagasaki	52.5	23.4
Nationwide average		55.6	31.6		Average of six prefectures	51.4	24.9

Figure 80 Relationship between scores and investment in stocks (Q34, 49, and others)

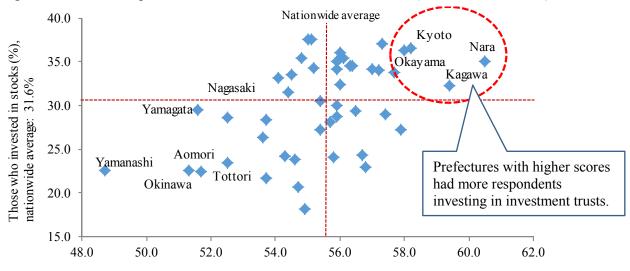
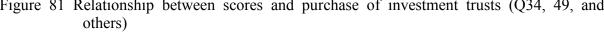
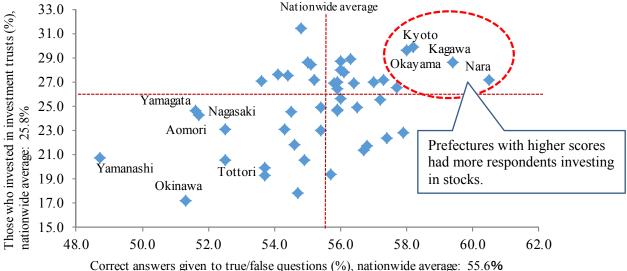


Figure 81 Relationship between scores and purchase of investment trusts (Q34, 49, and

Correct answers given to true/false questions (%), nationwide average: 55.6%





V. Survey Outline

1. Purpose

This survey is conducted by the Central Council for Financial Services Information with the aim of understanding the current state of financial literacy, i.e., financial knowledge and financial decision-making skills, of individuals in Japan. The Council intends to collect basic information so that it can carry out more effective and efficient activities while referring to similar overseas surveys.

2. Contents

The questions in this survey include those on (1) financial knowledge and financial decision-making skills and (2) characteristics of behavior and attitude relating to the respective categories of the Financial Literacy Map (see "VI. Questionnaire [Simple Tabulation of Data]").

3. Methodology of selecting survey samples

- (1) The samples were individuals aged 18 to 79.
- (2) The number of samples were set to secure 25,000 effective responses, and respondents were allocated based on the composition ratios by prefecture (47 prefectures), by age (7 groups), and by gender as shown in the latest 2010 Population Census data (see Figures 82 and 83).
- (3) Samples were randomly selected from those registered with the survey company in a manner that secured the composition ratios satisfying the requirements in (2). However, for 21 prefectures where the number of female respondents in their 70s fell short, the number of female respondents in their 60s in the same prefectures was added to the above composition ratios (see Figures 82 and 84).

4. Methodology of the survey

The online survey method was adopted. E-mail requesting participation in the survey was sent to the registered people. The participants accessed the designated URL and gave answers to the survey questionnaire on the website.

5. Survey period

From February 29 to March 17, 2016.

6. Survey agency

Data collection, data handling, and preparation of data for analysis were undertaken by INTAGE Inc.

Figure 82 Sample attributes

(persons, %)

- The number of samples was set to form similar composition ratios as the Population Census.
- More than 100 samples were secured in every prefecture.
- For further details on the allocation of respondents, see Figure 84
 "Composition of respondents in this survey."
- For the sample attributes of this survey other than those listed on the right, see Q42–51 in "VI. Questionnaire (Simple Tabulation of Data)."

Figure 82 Sample attributes (persons, %)									
				Composition	Comparison				
		Number of	Composition	ratios in the	with the				
		samples	ratios	Population	Population				
		(A)	(B)	Census	Census				
				(C)	(B-C)				
Total		25,000	100.0	100.0	0.0				
By	Male	12,334	49.3	49.3	0.0				
gender	Female	12,666	50.7	50.7	- 0.0				
	Age 18–29	4,026	16.1	16.1	0.0				
_	30s	4,570	18.3	18.3	- 0.0				
By age	40s	4,248	17.0	17.0	- 0.0				
group	50s	4,163	16.7	16.6	0.0				
	60s	4,849	19.4	18.7	0.7				
	70s	3,144	12.6	13.3	- 0.7				
	Hokkaido	1,108	4.4	4.4	- 0.0				
	Aomori	272	1.1	1.1	0.0				
	Iwate	259	1.0	1.0	0.0				
	Miyagi	462	1.8	1.8	- 0.0				
	Akita	212	0.8	0.8	- 0.0				
	Yamagata Fukushima	224 388	0.9 1.6	0.9 1.6	- 0.0				
	Ibaraki	581	2.3	2.3	- 0.0				
	Tochigi	390	1.6	1.6	- 0.0				
		386	1.5	1.5	0.0				
	Gunma Saitama	1,445	5.8	5.8	0.0				
	Chiba	1,223	4.9	4.9	- 0.0				
	Tokyo	2,619	10.5	10.5	- 0.0				
	Kanagawa	1,809	7.2	7.2	0.0				
	Niigata	459	1.8	1.8	- 0.0				
	Toyama	212	0.8	0.8	0.0				
	Ishikawa	226	0.9	0.9	0.0				
	Fukui	151	0.6	0.6	- 0.0				
	Yamanashi	164	0.7	0.7	- 0.0				
	Nagano	407	1.6	1.6	0.0				
	Gifu	400	1.6	1.6	0.0				
9	Shizuoka	729	2.9	2.9	- 0.0				
fecture	Aichi	1,436	5.7	5.7	- 0.0				
efe	Mie	356	1.4	1.4	0.0				
By pref	Shiga	269	1.1	1.1	0.0				
Ą,	Kyoto	511	2.0	2.0	- 0.0				
	Osaka	1,737	6.9	6.9	- 0.0				
	Hyogo	1,086	4.3	4.3	0.0				
	Nara	276	1.1	1.1	- 0.0				
	Wakayama	194	0.8	0.8	0.0				
	Tottori	112	0.4	0.4	0.0				
	Shimane	135	0.5	0.5	0.0				
	Okayama	372	1.5	1.5	0.0				
	Hiroshima	549	2.2	2.2	0.0				
	Yamaguchi	280	1.1	1.1	- 0.0				
	Tokushima	152	0.6	0.6	0.0				
	Kagawa	189	0.8	0.8	- 0.0				
	Ehime	276	1.1	1.1	0.0				
	Kochi	146	0.6	0.6	- 0.0				
	Fukuoka	987	3.9	4.0	- 0.0				
	Saga	161	0.6	0.6	- 0.0				
	Nagasaki	273	1.1	1.1	0.0				
	Kumamoto	345	1.4	1.4	- 0.0				
	Oita Miyozolci	230	0.9	0.9	0.0				
	Miyazaki	217	0.9	0.9	0.0				
	Kagoshima	324	1.3	1.3	0.0				
	Okinawa	261	1.0	1.0	0.0				

Figure 83 Composition of respondents designed based on the Population Census

(persons)

I iguic 03		Male						- (persons)						
	Total					Female								
N	25,000	Age 18–29	30s	40s	50s	60s	70s	Age 18–29	30s	40s	50s	60s	70s	
	25,000	2,048	2,318	2,141	2,069	2,267	1,491	1,978	2,252	2,107	2,094	2,412	1,823	
Hokkaido	1,108	85	93	87	95		70	84	95	94		115	88	
Aomori	272	19	21	22	25	25	18	18	22	23		28	24	
Iwate	259	18	21	21	25	23	18	18	20	21		25	24	
Miyagi	462	41	42	38	41	39	26	40	41	38		40	34	
Akita	212	13	16	16	21	20	16	13	15	16		22	22	
Yamagata	224	17	18 33	17 31	22	21 35	16 25	15 28	17 31	17 31		21	21 32	
Fukushima	388	30			38							36		
Ibaraki	581	49	54	49	53	56	35	43	49	46		56	39	
Tochigi	390	32	37	34	37	36	22	29	34	31		36	27	
Gunma	386	29	36 145	33 132	34	-	24 81	27	34	31	33 113	38	29 87	
Saitama Chiba	1,445 1,223	125 102	119	110	116 99	136 116	72	116 95	133	121 101	98	140 121		
Tokyo	2,619	246	279	252	193	208	136	234	264	235		219	169	
	1,809	164	187	178	139	155	98	147	173	161	133	163	111	
Kanagawa Niigata	459	34	39	37	43	43	31	33	37	36		45	39	
	212	15	19	17	43 18	22	13	13	18	30 17		23	18	
Toyama Ishikawa	226	18	21	18	19		13	17	20	17			17	
Fukui	151	11	13	12	19		10	11	13	13		15	12	
Yamanashi	164	13	14	15	15	15	10	12	13	13		16	13	
-	407	28	37	35	35	39	28	27	35	34		41	33	
Nagano Gifu	407	30	36	33	33	38	26	31	34	33		40	33	
Shizuoka	729	55	67	63	63	70	46	51	63	60		73	55	
Aichi	1,436	131	147	132	110	128	80	119	136	122		- 1	91	
Mie	356	27	32	30	30	34	23	26	31	30		35	27	
Shiga	269	25	26	23	22	24	15	23	25	23		24	17	
Kyoto	511	45	46	41	38	47	30	46	47	42		-	37	
Osaka	1,737	143	162	150	126	161	103	144	166	153		175	123	
Hyogo	1,086	84					65		101	96			79	
Nara	276	21	22	22	22	27	17	23	24	24			20	
Wakayama	194	14	15		16	19	13	13	16	17			17	
Tottori	112	8	9	9	10		7	8	9	9		11	10	
Shimane	135	9	11	10	13	13	10	8	11	10		14	13	
Okayama	372	30	33	29	30		24	31	33	29		38	29	
Hiroshima	549	44	50		45		32	43	50	45			41	
Yamaguchi	280	19	23	21	24		19	19	22	22			26	
Tokushima	152	11	13	11	14		10	11	12	12			13	
Kagawa	189	13	17	15	16		12	13	17	15		+	15	
Ehime	276	19	23	21	24		18	20	23	23		-	24	
Kochi	146	10	11	11	13		10		12	11		-	14	
Fukuoka	987	84	87	76			54	88	92	82		-	73	
Saga	161	13	13	12	15		10		13	14		-	13	
Nagasaki	273	19	21	21	26		18	20	22	23			24	
Kumamoto	345	27	27				22	27	28	29			30	
Oita	230	17	19	17	_		15	17	19	18			20	
Miyazaki	217	14	17	16		20	15	16	18	17			19	
Kagoshima	324	23	24	24			22	26	26	26			29	
Okinawa	261	24	26				13		26					

Figure 84 Composition of respondents in this survey

Note: Shaded cells indicate figures that differ from the "Composition of respondents designed based on the Population Census."

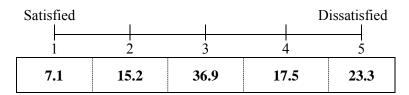
VI. Questionnaire (Simple Tabulation of Data)

Note: Unless otherwise specified, the figures shown in the answer sections denote the percentage of respondents who chose that answer (%, rounded to the nearest tenth). Figures in bold represent the percentage of respondents against the total. Since the percentage of non-respondents is not indicated, the percentage of respondents may not add up to 100% even in the case of single-answer questions.

Q1. How much do you agree or disagree that each of the following statements applies to you personally? Choose from the following scale of 1 to 5. Choose one answer for each item. [Required entry]

	Agree			D	isagree
	1	2	3	4	5
Before I buy something I carefully consider whether I can afford it	33.8	36.7	22.0	5.3	2.3
2. I pay my bills on time	63.5	21.0	11.3	2.7	1.5
3. When there are several similar products, I tend to buy what is recommended as the most selling product, rather than what I actually think is a good product	3.7	11.3	43.4	22.9	18.7
4. I set long term financial goals and strive to achieve them	17.6	29.9	36.0	11.0	5.6
5. I find it more satisfying to spend money than to save it for the long term	5.8	16.7	41.3	21.2	15.1
6. I tend to live for today and let tomorrow take care of itself	3.9	13.2	28.3	25.6	28.9
7. I keep a close personal watch on my financial affairs	22.5	34.9	30.4	8.8	3.3
8. I have too much debt right now	4.4	7.0	14.8	13.3	60.6
9. I am prepared to risk some of my own money when saving or making an investment	8.1	18.9	32.8	18.3	22.0
10. If I had the choice of (1) receiving 100,000 yen now or (2) receiving 110,000 yen in 1 year, I would choose (1), provided that I can definitely receive the money	30.8	16.3	17.8	12.9	22.2

Q2. Overall, thinking of your assets, debts, and savings, how satisfied are you with your current personal financial condition? Choose from the following scale of 1 to 5. Choose only one answer. [Required entry]



Q3. Are you aware of the amounts of your monthly income and expenditure? Choose one answer for each item. [Required entry]

	Yes	No
1. Amount of monthly income	87.4	12.6
2. Amount of monthly expenditure	72.1	27.9

Q4.	Which	of the	following	statements	on	household	behavior	is	inappropriate?	Choose	only	one
	answer.	[Requ	ired entry]									

- 1. Managing income and expenditure by keeping a household account book or the like 12.2
- 2. Deciding on expenditure after considering whether it is truly necessary and whether there is enough income
- 3. Saving some money out of income by transferring a fixed amount of income into a savings account or the like
- 4. Frequently using installment payment plans of credit cards in order to defer payment 55.1
- 5. Don't know 11.3
- Q5. Which of the following statements on family budget management and credit cards is inappropriate? Choose only one answer. [Required entry]
 - 1. Using credit cards in a well-planned manner according to income 13.3
 - 2. Any unsettled credit card payment is practically a debt
 - 3. A credit card fee (interest) is charged for revolving payments but not for installment payments 46.9

10.1

- 4. Failure to pay the credit card charge may cause credit card transactions to be 12.1 declined
- 5. Don't know 17.6
- Q6. Suppose that, if you invested 100,000 yen, you would either get a capital gain of 20,000 yen or a capital loss of 10,000 yen at 50% probability. What would you do? Choose only one answer. [Required entry]
 - 1. I would invest 21.4
 - 2. I would not invest **78.6**
- Q7. What expenses do you think you will have to cover in the future? Choose all answers that apply. [Required entry]

1.	Living expenses for retirement	56.7

- 2. Educational expenses for children 24.7
- 3. Costs of buying a house 13.2
- 4. Costs of health and nursing care for yourself **54.6**
- 5. Costs of health and nursing care for family members 43.2
- 6. Costs of buying a car 27.1
- 7. Wedding expenses for yourself 7.6

8.	Wedding expenses for children	14.9
9.	Other ()	2.0
10.	None in particular	12.5

Q8. With regard to the expenses you think you will have to cover in the future, are you aware of the amounts that will be required for your case? Choose one answer for each item. [Required entry]

	Yes	No
1. Living expenses for retirement	49.4	50.6
2. Educational expenses for children	56.8	43.2
3. Costs of buying a house	55.4	44.6
4. Costs of health and nursing care for yourself	38.3	61.7
5. Costs of health and nursing care for family members	35.7	64.3
6. Costs of buying a car	75.9	24.1
7. Wedding expenses for yourself	38.4	61.6
8. Wedding expenses for children	48.0	52.0
9. Other contents selected in Q7_9FA	74.9	25.1

Q9. Do you have a financial plan for the expenses you think you will have to cover in the future? Choose one answer for each item. [Required entry]

	Yes	No
1. Living expenses for retirement	35.6	64.4
2. Educational expenses for children	48.8	51.2
3. Costs of buying a house	35.2	64.8
4. Costs of health and nursing care for yourself	28.0	72.0
5. Costs of health and nursing care for family members	26.1	73.9
6. Costs of buying a car	41.1	58.9
7. Wedding expenses for yourself	23.0	77.0
8. Wedding expenses for children	25.1	74.9
9. Other contents selected in Q7_9FA	53.1	46.9

Q10. Have you set aside funds for the expenses you think you will have to cover in the future? Choose one answer for each item. [Required entry]

	Yes	No
1. Living expenses for retirement	26.0	74.0
2. Educational expenses for children	32.8	67.2
3. Costs of buying a house	15.5	84.5
4. Costs of health and nursing care for yourself	30.5	69.5
5. Costs of health and nursing care for family members	29.0	71.0
6. Costs of buying a car	32.0	68.0
7. Wedding expenses for yourself	16.0	84.0
8. Wedding expenses for children	21.8	78.2
9. Other (contents selected in [Q7_9FA])	41.5	58.5

Q11. Have you set aside emergency or rainy day funds that would cover your expenses for 3 months, in case of sickness, job loss, economic downturn, or other emergencies? Choose only one answer. [Required entry]

1.	Yes	54.9
2.	No	29.7
3.	Don't know	15.4

Q12. Taro and Hanako are the same age. At age 25 Hanako began saving 100,000 yen per year and continued to save the same amount annually thereafter. Meanwhile, Taro did not save money at age 25, but began saving 200,000 yen per year at age 50. When they are aged 75, which of them will have more money saved? Choose only one answer. [Required entry]

1.	They would each have the same amount because they put away exactly the same amount	6.3
2.	Taro, because he saved more each year	3.5
3.	Hanako, because she has put away more money	12.6
4.	Hanako, because her money has grown for a longer time at compound interest	53.2
5.	Don't know	24.3

Q13. What are the so-called three major expenses in life? Choose only one answer. [Required entry]

1.	Living expenses for your lifetime, children's educational expenses, and your medical expenses	25.4
2.	Children's educational expenses, costs of buying a house, and living expenses for your retirement	47.6
3.	Costs of buying a house, your medical expenses, and costs of nursing care for your parents	6.2
4.	Don't know	20.7

	onl	y one answer. [Required ent	ry]	
	1.	Reconsidering whether the	contract is truly necessary	9.3
	2.	Checking whether cancella charged for doing so	ation of the contract is possible and whether a penalty is	4.8
	3.	Concluding a contract bas and carefully reading the co	ned on a detailed explanation from the service provider, contract document later	66.2
	4.	Seeking advice from a third	d party as needed when concluding a contract	4.4
	5.	Don't know		15.3
Q15		nich of the following is in uble? Choose only one answ	appropriate as a behavior to avoid being involved in finater. [Required entry]	ancial
	1.	Avoiding disclosing your p	ersonal information as much as possible	9.3
	2.	Making an effort to acquire	e financial and economic knowledge	3.8
	3.	Trusting and leaving the emake a decision	ntire matter to the service provider when it is difficult to	72.4
	4.	Checking the user reviews	of the product you are planning to purchase	3.2
	5.	Don't know		11.3
Q16		nich of the following is inappe answer. [Required entry]	propriate as an action related to Internet transactions? Choose	only
	1.	I updated the security softw	vare to the latest version	2.3
	2.	I received an e-mail, but I o	did not open it since it was sent from an unknown address	4.5
	3.	I made a bank transfer by u	sing a computer at an Internet café	80.2
	4.	I checked many times to m	ake sure that the information I entered had no errors	1.6
	5.	Don't know		11.5
Q17		ow would you rate your or ople? Choose only one answ	verall knowledge about financial matters compared with er. [Required entry]	other
	1.	Very high	1.2	
	2.	Quite high	11.3	
	3.	About average	44.8	
	4.	Quite low	27.8	
	5.	Very low	12.1	
	6.	Don't know	2.8	

Q14. Which of the following is inappropriate as an action to take when concluding a contract? Choose

Q18. Suppose you put 1 million yen into a savings account with a guaranteed interest rate of 2% per year. If no further deposits or withdrawals are made, how much would be in the account after 1 year, once the interest payment is made? Disregard tax deductions. Answer with a whole number.* [Required entry]

yen	1.02 million yen 65.7	
	Amount other than 1.02 million yen	10.3

Don't know 24.0

Q19. Then, how much would be in the account after 5 years? Disregard tax deductions. Choose only one answer. [Required entry]

1. More than 1.1 million yen 42.9

2. Exactly 1.1 million yen 18.7

3. Less than 1.1 million yen 11.2

4. Impossible to tell from the information given **10.7**

5. Don't know **16.5**

Q20. Imagine that the interest rate on your savings account was 1% per year and inflation was 2% per year. After 1 year, how much would you be able to buy with the money in this account? Choose only one answer. [Required entry]

1. More than today 3.3

2. Exactly the same **7.1**

3. Less than today 55.6

4. Don't know **34.1**

Q21. Please indicate whether you think the following statements are true or false. Choose one answer for each item. [Required entry]

	True	False	Don't know
1. High inflation means that the cost of living is increasing rapidly	60.8	7.6	31.6
2. When compared, a 15-year mortgage typically requires higher monthly payments than a 30-year loan, but the total interest paid over the life of the loan will be less	68.4	5.8	25.8
3. An investment with a high return is likely to be high risk	74.8	2.7	22.5
4. Buying a single company's stock usually provides a safer return than a stock mutual fund	5.2	45.8	49.0

^{*} Whereas the respondents gave free answers, the results are shown here in a summarized manner.

	[Re	equired entry]		
	1.	They will rise		21.4
	2.	They will fall		24.0
	3.	They will stay the same		5.1
	4.	There is no relationship between bond prices and the inter-	rest rate	9.1
	5.	Don't know		40.4
Q23		ich of the following is appropriate as an action to take whoorrowing funds at a time of interest rate rise? Choose only		
	1.	Investing and borrowing at fixed interest rates		5.0
	2.	Investing at a fixed interest rate and borrowing at a floating	ng interest rate	7.9
	3.	Investing at a floating interest rate and borrowing at a fix	ed interest rate	43.9
	4.	Investing and borrowing at floating interest rates		2.6
	5.	Don't know		40.6
Q24		you have a life insurance policy? When you purchased ynpare offers from different life insurance providers? Clry]		
	1.	I purchased a life insurance policy after making comparis	ons	38.1
	2.	I purchased a life insurance policy without making any co	omparison	31.6
	3.	I have no life insurance policy		30.3
Q25		nich of the following statements on the basic function of y one answer. [Required entry]	f insurance is appropriate? C	hoose
	1.	Insurance is effective when a risk occurs with high freque	ency, causing a large loss	6.1
	2.	Insurance is effective when a risk occurs with low frequen	ncy, causing a large loss	46.7
	3.	Insurance is effective when a risk occurs with high freque	ency, causing a small loss	3.1
	4.	Insurance is effective when a risk occurs with low freque	ncy, causing a small loss	6.7
	5.	Don't know		37.4
Q26	chi	nen a 50-year-old man reviews his life insurance policed dren have become financially independent, which of the fopose that other circumstances have not changed. Choose of	ollowing statements is approp	riate?
	1.	He should consider increasing the death benefit	12.7	
	2.	He should consider decreasing the death benefit	50.7	
	3.	There is no need to review the policy in particular	11.7	
	4.	Don't know	24.9	

Q22. If interest rates rise, what will typically happen to bond prices? Choose only one answer.

Q27		are of? Choose all answers that apply. [Required entry]	e qualified to receive a	are you
	1.	Type of public pension that covers you		63.5
	2.	Category of insured person you fall into		41.9
	3.	Required number of years of paying contributions in order to benefits	o qualify for pension	44.6
	4.	4. The amounts of pension you are qualified to receive		
	5.	The age at which you will start receiving the pension		45.2
	6.	Don't know any of the above		24.3
Q28		nich of the following statements on insurance is inappropriate equired entry]	e? Choose only one a	answer.
	1.	You need to pay national pension contributions if you are age you are a student	ed 20 or over, even if	6.5
	2.	The damage caused by an automobile accident will be f automobile liability insurance	fully covered by the	60.0
	3.	You should review the necessity of life insurance and the arinsurance according to changes in circumstances of family mer	_	3.3
	4.	Health insurance may not cover pre-existing medical condition purchasing the insurance policy	s that you had before	9.1
	5.	Don't know		21.2
Q29	mo oth	ve you ever taken out a loan from a financial institution that nthly living expenses? When you took out such a loan most recer financial institutions' loans or other types of loans in order tation at the time? Choose only one answer. [Required entry]	ently, did you compare	it with
	1.	I took out such a loan after making comparisons	11.3	
	2.	I took out such a loan without making any comparison	9.7	
	3.	I have never taken out such a loan	79.0	
Q30		nich of the following statements on mortgages is appropriat equired entry]	e? Choose only one a	answer.
	1.	It is far less costly to continue living in a rented house for buying a house with a loan	your whole life than	4.3
	2.	Mortgages can be repaid by either the equal payment method payment method, but the total repayment is the same for both repayment.		3.5
	3.	Mortgages are offered with either a floating interest rate or a f those with a fixed interest rate are always more advantageo floating interest rate		4.8
	4.	In order to decrease the total mortgage repayment, it is effective down payment as possible and make advanced repayments to the		50.9
	5.	Don't know		36.6

Q31. Suppose you owe 100,000 yen on a loan and the interest rate you are charged is 20% per year compounded annually. If you didn't pay anything off, at this interest rate, how many years would it take for the amount you owe to double? Choose only one answer. [Required entry]

1.	Less than 2 years	2.7
2.	At least 2 years but less than 5 years	40.6
3.	At least 5 years but less than 10 years	16.0
4.	At least 10 years	2.6
5.	Don't know	38.1

Q32. Have you ever invested an amount of money that exceeded your monthly living expenses? When you invested such an amount in a financial product most recently, did you compare it with other financial institutions' products or other types of financial products in order to choose one that was considered to be the most beneficial? Choose only one answer. [Required entry]

1.	I invested such an amount of money after making comparisons	15.6
2.	I invested such an amount of money without making any comparison	9.2
3.	I have not invested such an amount of money	75.2

Q33. Which of the following statements on the types of deposits protected up to 10 million yen under Japan's deposit insurance system is appropriate? Choose only one answer. [Required entry]

Japan's deposit insurance system is appropriate? Choose only one answer. [Required chary]				
1.	Only ordinary deposits are protected	9.7		
2.	Ordinary deposits and time deposits are protected	42.3		
3.	All types of deposits including ordinary deposits, time deposits, and foreign currency deposits are protected	10.0		
4.	No deposit is protected due to the principle of self-responsibility	3.5		
5.	Don't know	34.5		

Q34. Have you ever purchased any of the following financial products? When you did so, how well did you understand the product details*? Choose one answer for each item. [Required entry] Note: For this question, the items are listed horizontally and the scales are shown vertically.

^{*} Whether the principal is guaranteed and a fee is charged, what kind of risks it involves, etc.

	Stocks	Investment trusts	Foreign currency deposits/MMFs
I have purchased them			
1. I understood the product details well enough to be able to explain to other people	4.0	2.3	2.0
2. I understood the product details to a certain extent	20.0	15.2	10.9
3. I did not understand the product details so well	5.5	6.3	3.2
4. I did not understand the product details at all	2.2	2.0	1.2
I have never purchased them			
5. I have never purchased them	68.4	74.2	82.7

Q35.	fina	what opportunities do you mainly acquire knowledge or information when you cancial products? "Financial products" are deposits at financial institutions, securance policies, etc. Choose up to three answers. [Required entry]	
	1.	Consultation at financial institutions (asking the sales staff to explain)	22.4
	2.	From pamphlets provided at financial institutions	16.2
	3.	At a lecture meeting or a seminar	6.0
	4.	Consultation with financial professionals/professional financial advisors	4.7
	5.	Through media reports (TV and radio programs, newspapers, magazines, etc.)	16.1
	6.	From websites	23.7
	7.	Conversations with family members/friends	14.5
	8.	By taking classes and/or attending lectures at schools (including those for adults)	1.3
	9.	Other information sources ()	0.9
	10.	I'm not sure at what opportunities I might acquire such knowledge or information	4.7
	11.	I don't invest in financial products	40.9
Q36.		ich of the following is inappropriate as behavior or attitude when determining whet chase an unfamiliar financial product? Choose only one answer. [Required entry] Collecting information to make sure that the product is not frequently causing trouble and no warning has been issued by a public institution	3.1
	2.	Collecting information from the Internet, books, and several sellers and comparing the product with other products	3.2
	3.	Consulting with an institution, agency, etc., that provides information from a neutral standpoint and receiving advice	3.3
	4.	Purchasing the product if the seller tells you that you can expect a high return	59.6
	5.	Don't know	30.9
Q37.		ich of the following is appropriate as an action to take when considering purchase incial product with a complicated structure? Choose only one answer. [Required entry]	e of a
	1.	Purchasing the product if it is selling well, even if you do not understand its structure clearly	1.6
	2.	Purchasing the product if you can trust the financial institution providing the product, even if you do not understand its structure clearly	3.1
	3.	Purchasing the product if you can expect a high return, even if you do not understand its structure clearly	3.3
	4.	Purchasing the product if you understand its structure and find no problem	62.8
	5.	Don't know	29.3

Q38.	. Which of the following is inappropriate as a consultant office or a system to be used when trouble occurs in relation to a contract for a financial product? Choose only one answer. [Required entry]					
	1.	Consumer center		15.2		
	2.	Financial alternativ	e dispute resolution (ADR) system	5.1		
	3.	Rating company		73.7		
	4.	Attorney at law		6.1		
Q39.		re employed? Choos Yes, but I did not	n offered by a school or college you e only one answer. [Required entry] t participate in the financial educate		or a workplace where you 1.8	
		offered				
	2.	•	cipate in the financial education		6.6	
	3.	No			73.9	
	4.	Don't know			17.7	
Q40.		your parents or guarquired entry]	ardians teach you how to manage your	r finances	? Choose only one answer.	
	1.	Yes	19.8			
	2.	No	60.4			
	3.	Don't know	19.8			
Q41.	Q41. Do you think financial education should be offered in schools? Choose only one answer. [Required entry]					
	1.	Yes	62.4			
	2.	No	12.9			
	3.	Don't know	24.7			

The following questions are about you and your household.

Q42. What is your gender? Choose only one answer. [Required entry]

- 1. Male **49.3**
- 2. Female **50.7**

Q43. What is your age? Answer with a whole number.* [Required entry]

		years ol
1.	18–19	2.4
2.	20–29	13.7
3.	30–39	18.3
4.	40–49	17.0
5.	50–59	16.7
6.	60–69	19.4
7.	70–79	12.6

* Whereas the respondents gave free answers, the results are shown here in a summarized manner.

Q44. Which of the following best describes your current employment or work status? Choose only one answer. [Required entry]

1.	Company employee	32.2
2.	Government employee	3.5
3.	Self-employed	7.0
4.	Part-timer	14.0
5.	Full-time homemaker	20.9
6.	Student	4.8
7.	Unemployed	15.6
8.	Other ()	1.8

Q45. <If you chose 6 in Q44> Do you currently have any loans? / <If you chose any of 1–5, 7, or 8 in Q44> Does your household currently have any loans? Choose one answer for each item. [Required entry]

	Yes	No	Don't know
1. Mortgages	20.2	74.3	5.5
2. Consumer loans	3.9	90.3	5.8
3. Other loans	11.5	82.5	6.0

Q46. What is the highest educational level that you have attained? (If you are a student, choose your current educational level.) Choose only one answer. [Required entry]

1.	Primary and secondary schools only	2.8
2.	High school	32.4
3.	Specialized training college	10.5
4.	Junior college/college of technology	11.3
5.	University	38.6
6.	Graduate school	4.2

)

Q47. Have you ever been involved in financial trouble such as a bank transfer fraud or multiple debts? Choose only one answer. [Required entry]

0.2

1. Yes **5.9**

Other (

7.

2. No **94.1**

Q48. How often do you acquire financial and economic information from sources such as newspapers, magazines, television, and the Internet? Choose only one answer. [Required entry]

1. Almost every day 34.9 2. About once a week 19.5 3. About once a month 8.3 Less often than the above 18.6 4. 5. 18.5 Never 6. Other 0.1

Q49. Which prefecture do you live in? Choose only one answer. [Required entry]

Hokkaido	4.4	Ishikawa	0.9	Okayama	1.5
Aomori	1.1	Fukui	0.6	Hiroshima	2.2
Iwate	1.0	Yamanashi	0.7	Yamaguchi	1.1
Miyagi	1.8	Nagano	1.6	Tokushima	0.6
Akita	0.8	Gifu	1.6	Kagawa	0.8
Yamagata	0.9	Shizuoka	2.9	Ehime	1.1
Fukushima	1.6	Aichi	5.7	Kochi	0.6
Ibaraki	2.3	Mie	1.4	Fukuoka	3.9
Tochigi	1.6	Shiga	1.1	Saga	0.6
Gunma	1.5	Kyoto	2.0	Nagasaki	1.1
Saitama	5.8	Osaka	6.9	Kumamoto	1.4
Chiba	4.9	Hyogo	4.3	Oita	0.9
Tokyo	10.5	Nara	1.1	Miyazaki	0.9
Kanagawa	7.2	Wakayama	0.8	Kagoshima	1.3
Niigata	1.8	Tottori	0.4	Okinawa	1.0
Toyama	0.8	Shimane	0.5		

Q50. < If you chose 6 in Q44> Which of these categories does your income for last year fall into? / < I
you chose any of 1–5, 7, or 8 in Q44> Which of these categories does your household income for
last year fall into? (Before deducting taxes; including asset income, pensions, etc.) Choose
only one answer. [Required entry]

1.	Didn't earn any income	3.6
2.	Less than 2.5 million yen	15.7
3.	At least 2.5 million but less than 5 million yen	28.9
4.	At least 5 million but less than 7.5 million yen	16.6
5.	At least 7.5 million but less than 10 million yen	9.7
6.	At least 10 million but less than 15 million yen	5.1
7.	At least 15 million yen	1.6
8.	Don't know/Prefer not to say	18.8

Q51. <If you chose 6 in Q44> Which of these categories do your financial assets (deposits, stocks, etc.) currently fall into? / <If you chose any of 1–5, 7, or 8 in Q44> Which of these categories do your household's financial assets (deposits, stocks, etc.) currently fall into? Choose only one answer. [Required entry]

1.	Don't have any financial assets	13.6
2.	Less than 2.5 million yen	15.1
3.	At least 2.5 million but less than 5 million yen	9.9
4.	At least 5 million but less than 7.5 million yen	5.3
5.	At least 7.5 million but less than 10 million yen	4.7
6.	At least 10 million but less than 20 million yen	7.0
7.	At least 20 million yen	11.5
8.	Don't know/Prefer not to say	32.9