

Study on financial services provision and prevention of financial exclusion

COUNTRY REPORT STAGE I: QUESTIONNAIRE

Please, answer directly in the questionnaire

PRELIMINARY QUESTIONS

Q.1. Existence of financial exclusion problem, public debate and data

Q.1.1.1.: Is there a problem of financial exclusion in your country (in broad terms, for details see Q.2.)?

To answer to this question, please refer to point 1 of the overview paper (OP) concepts and definitions

No ☐
Yes ☒

Q.1.1.2.: If yes, please describe below whether this arises because financial services providers do not meet the needs of certain groups of people or whether there are some groups of people who choose not to use financial services (eg: because they think they would be inappropriate to their needs or they would be refused access) :

Both factors cause financial exclusion, especially in case of old people with low income. Low income people are not treated as important segment, expect banks that are specialized in cash loans (e.g. Euro Bank – subsidiary of Societe General, Lukas Bank – subsidiary of Calyon).

Q.1.2.: Is there currently a public debate on financial exclusion in your country?

Yes ☐
No ☐

Debate limited to specific issues or involving only few parts ☒

Q.1.2.1.: If yes, please give brief details of what this covers:

In 2006 Association of Polish Banks (www.zbp.pl) explained to politicians why the prices of banking services in Poland are high. One of the arguments was that a big part of Polish population is not using banking services and because of that banks cannot achieve economies of scale. Since banks invested a lot in infrastructure (clearing system, IT systems, ATMs etc.) they need to take this cost into account in prices of banking services. In 2003 there was a short debate between the Association of Polish Banks and consumer organization (Office of Competition and Consumer Protection, www.uokik.gov.pl) regarding the prices of banking services. No further steps were undertaken.

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Q.1.2.2.: If yes, who are the players involved in that debate in your country?

National government ☐

Regional government ☐

Municipalities ☐

Commercial financial service providers and their associations ☒

Not-for profit financial service providers ☐

Consumers' associations ☒

Academics ☐

Non governmental agencies ☐

Others (describe): Politicians from ruling coalition, but not on the governmental level.

Q.1.3.: What are the sources of data available related to the levels of financial exclusion (or to financial inclusion) in your country?

Please, send an electronic or paper version of all relevant the data/report(s) to RFA if not yet listed in the bibliography available on finincl.eu

Q.1.3.1.: Sources of data available related to overall levels of financial exclusion:

Official European data ☐

details on periodicity:

Official national data ☐

details on periodicity :

Official regional data ☐

details on periodicity :

Academic reports ☐

details on periodicity :

Financial sector reports ☒

details on periodicity : yearly

Non governmental organization reports ☐

details on periodicity :

Others (describe) :

Specify how the exclusion is measured/estimated :

There is a measure related to the share of persons with age 15+ and households that have bank account. Also information about share of people using bank cards (regardless their type), credits and having savings with banks are available. Reports are prepared by Pentor Research International (www.pentor.com.pl) and are used mostly for marketing purposes. Reports are not available to the wide public for free, only general information are available.

Q.1.3.2.: Sources of data available related to levels of banking (i.e. transactions) exclusion:

Official European data ☐

details on periodicity:

Official national data ☐

details on periodicity :

Official regional data ☐

details on periodicity :

Academic reports ☐

details on periodicity :

Financial sector reports ☒

details on periodicity : yearly

Non governmental organization reports ☐

details on periodicity :

Others (describe) :

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Specify how the exclusion is measured/estimated :

There is a measure related to the share of persons with age 15+ and households that have bank account. No other statistics are available.

Q.1.3.3.: Sources of data available related to levels of credit exclusion:

Official European data ☐ details on periodicity:
Official national data ☐ details on periodicity :
Official regional data ☐ details on periodicity :
Academic reports ☐ details on periodicity :
Financial sector reports ☐ details on periodicity :
Non governmental organization reports ☐ details on periodicity :
Others (describe) :

Specify how the exclusion is measured/estimated :

There is a measure related to the share of persons using credits, but this type of statistics is not appropriate for measuring credit exclusion. No data on share of rejected credit applications etc. is available.

Q.1.3.4.: Sources of data available related to levels of savings exclusion:

Official European data ☐ details on periodicity:
Official national data ☐ details on periodicity :
Official regional data ☐ details on periodicity :
Academic reports ☐ details on periodicity :
Financial sector reports ☒ details on periodicity : yearly
Non governmental organization reports ☐ details on periodicity :
Others (describe) :

Specify how the exclusion is measured/estimated :

There is a measure related to the share of persons having savings with banks. No other data is available.

Q.1.3.5.: Sources of data/statistics available related to use of financial services other than mentioned above:

Official European data ☐ details on periodicity:
Official national data ☐ details on periodicity :
Official regional data ☐ details on periodicity :
Academic reports ☐ details on periodicity :
Financial sector reports ☐ details on periodicity :
Non governmental organization reports ☐ details on periodicity :

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Others (describe) :

NATIONAL CONTEXT OF FINANCIAL SERVICES

Q.2. Banking transactions

Q.2.1.: Is there a problem of financial exclusion regarding transaction banking services in your country?

Refer to point 1.1.1. of OP

yes ☒
no ☐

Q.2.1.1.: Is the distinction between unbanked/marginally banked people relevant to your country?

*(Unbanked people are the people with no banking relationships at all
Marginally banked people are people with a deposit account that has no electronic payment facilities, no payment card or cheque book and no means of remitting money, OR people who do have these facilities but make little or no use of them.)*

Yes ☒
no ☐

Comment:

This problem itself is in our opinion important, but it has not been measured so far.

If that distinction is not relevant in your country, explain:

Q.2.1.2.: Are they people in your country that are

- Unbanked yes ☒ no ☐
- Marginally banked yes ☒ no ☐

- Informally served (*that for some services rely on alternative financial providers which charge high costs, offer little information and poor terms with reference to the consumer rights*)?

yes ☒ no ☐

Q 2.1.3.: Which types of banking service are there particular difficulties in accessing (tick relevant boxes)?

a) in case of having bank account:

- Receive regular electronic payment of funds such as wages, pensions or social assistance ☐

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- Convert cheques or vouchers into cash ☒ **comment: cheques are not used in Poland, like e.g. in France, but lack of this service is not a problem for individuals**
- Store money safely until it needs to be withdrawn ☐
- Pay for goods and services other than in cash ☐
- Pay bills electronically (via self-banking or desk officer) ☐ **comment: some small banks may not offer this service**
- Make remittances ☐
- Receive regular bank account statements ☐

b) in case of not having bank account:

- Receive regular electronic payment of funds such as wages, pensions or social assistance ☒
- Convert cheques or vouchers into cash ☒ **comment: see above**
- Store money safely until it needs to be withdrawn ☒
- Pay for goods and services other than in cash ☐ **comment: credit cards issued by hypermarkets**
- Pay bills electronically (via self-banking or desk officer) ☐ **comment: bills could be paid at the cash desk of hyper- and supermarkets**
- Make remittances ☐ **comment: could be paid at the post office**
- Receive regular bank account statements ☒

Q 2.1.4.: Which types of banking service are there particular difficulties to use (tick relevant boxes) ?

a) in case of having bank account:

- Receive regular electronic payment of funds such as wages, pensions or social assistance ☐
- Convert cheques or vouchers into cash ☒ **comment: see above**
- Store money safely until it needs to be withdrawn ☐
- Pay for goods and services other than in cash ☐
- Pay bills electronically (via self-banking or desk officer) ☐
- Make remittances ☐
- Receive regular bank account statements ☐

a) in case of not having bank account:

- Receive regular electronic payment of funds such as wages, pensions or social assistance ☒
- Convert cheques or vouchers into cash ☒ **comment: see above**
- Store money safely until it needs to be withdrawn ☒
- Pay for goods and services other than in cash ☒
- Pay bills electronically (via self-banking or desk officer) ☒
- Make remittances ☐ **comment: at the post office**

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- Receive regular bank account statements ☒

Q.2.2.: Where do people go to access to those services if they are refused by/ have difficulties accessing/choose not to use mainstream providers?

***Mainstream providers** are all institutions legally recognized as banks: savings banks and postal banks and public owned banks may, in that respect, be considered as mainstream providers*

Describe briefly:

- **The kind of alternative providers existing in your country (not for profit and/or commercial providers) and (if possible) some indications of the number of customers and/or number of service outlets they have**
 - 1) Credit Unions (SKOK – Spółdzielcze Kasy Oszczędnościowo-Kredytowe) – the number of outlets is about 1600 in comparison to about 8300 outlets of commercial banks and 3800 outlets of co-operative banks; the number of members (in order to be a customer, one have to become member) is about 1,5 million persons.
 - 2) Credit companies (like e.g. Provident) – They are not regulated by the law, so there are no official statistics regarding their activity. According to KPF (please see below) here are about 85-100 big credit companies (1/3 owned by banks) and about 1000 small (2-3 persons firms’).
 - 3) Finance agencies (dealing with bill payments) - They are not regulated by the law, so there are no official statistics regarding their activity. According to data from 5 leading agencies’ websites (mostly owned by banks) there are about 10.000 points where bills may be paid.
- **The kind of services they provide (cheque cashing, bill-payment, remittances services...)**
 - 1) Credit Unions – deposit and credit services, also within the National Credit Union Group (KSKOK – Kasa Krajowa) customer may buy insurance policies and investment funds.
 - 2) Credit companies – loans for individuals
 - 3) Finance agencies - dealing with bill payments at hypermarkets, shops, fuel stations and other
- **How their costs and terms and conditions differ from those in mainstream market commercial banks**
 - 1) Credit Unions – the services are generally more expensive than those at mainstream services providers. It is in case of credits, but also typical accounts are more expensive in comparison to prices in banks for e-channels.
 - 2) Credit companies – interest rates are higher.
 - 3) Finance agencies (dealing with bill payments) – prices are lower in comparison to banks, expect cases e-channels usage.

Please give full details of data source(s) for our bibliography and briefly describe the findings:

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1) Data and information gathered from website: www.skok.pl and received via e-mail from Conference of Financial Enterprises in Poland (Konferencja Przedsiębiorstw Finansowych w Polsce, www.kpf.pl).

3) As well as own desk search of the following websites of finance agencies:

www.unikasa.pl, rachunki.via.com.pl, www.monetia.pl,
www.bph.pl/pl/klienci_indywidualni/rozliczenia/transkasa,
www2.zabka.pl/uslugi/lista,87.html

3) P. Rot. „Ranking ROR” - Gazeta Bankowa nr 48 (944) 27 listopada - 3 grudnia 2006 r. – publication based on the report prepared by Gdańsk Institute of Market Economy. Report itself was not disclosed to the public.

No other specific sources. Experts knowledge applicable.

Q.2.3. How important is the role of savings banks and/or postal banks in meeting the needs of people to access to those services?

Describe briefly:

- **The savings banks/postal banks/public owned banks existing in your country**

In Poland there are no savings banks comparable e.g. to German “Sparkassen”. The bank with name “Polish Universal Savings Bank” (PKO BP) is a typical commercial bank, although has some savings bank’s background.

Last year it was decided that postal bank (Bank Pocztowy) shall use more extensively post office outlets and staff to provide banking services.

Both mentioned banks are co-owned by the State.

- **The kind of services they provide (cheque cashing, bill-payment, remittances services...) and (if possible) some indications of the number of customers and/or number of service outlets they have**

Bank Pocztowy has about 70 outlets and may use about 5000 post offices across Poland. In the strategy it was mentioned that the bank is going to set up till 2009 about 3300 special “financial points” at post offices, where many financial services may be provided. We have no information about the number of customers.

- **How their costs and terms and conditions differ from the rest of the mainstream market commercial banks**

They were declared to be cheaper and convenient. Actually they are one of the cheapest traditional accounts with no extensive use of internet. Special attention shall be drawn to the “Postal Nestor Account”, which has some convenient solutions for elder people.

Please give full details of data source(s) for our bibliography and briefly describe the findings:

For postal bank (www.bankpocztowy.pl). No other specific sources. Experts knowledge applicable.

POLAND

Q.3. Credit

Q.3.1.1.: Is there a problem of some people not having access to credit/choosing not to use credit in the prime credit market in your country?

Prime credit market: *low cost credit with good terms and conditions available to people with medium and high incomes*

Refer to point 1.1.3. of OP

yes ☒
no ☐

If yes, what are the main barriers :

Too high cost of credit to some of them, poor credit history or low creditworthiness.

Q.3.1.2.: Is there a problem of some people choosing deliberately to subscribe a credit in the sub-prime credit market in your country?

Sub-prime credit market: *credit with high risk, high interests and poor conditions*

Refer to point 1.1.3. of OP

yes ☒
no ☐

If yes, what are the reasons for them to do so?

As above: poor credit history or low creditworthiness.

Please give full details of data source(s) for our bibliography and briefly describe the findings :

Experts knowledge applicable.

Q.3.2.: Where do people go to access to credit if they are refused by or choose not to use the prime credit market?

Describe briefly :

- The kind of alternative credit providers existing in your country (not for profit and/or commercial organizations , sub-prime lenders, ...) and (if possible) some indications of the number of customers and/or number of service outlets they have
- The services they provide
- How their costs and terms and conditions differ from those in the prime credit market

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<p>Please refer to question Q.2.2 for credit unions and credit companies.</p>
<p>Q.3.3.: As far as you are aware of, is there a problem of illegal lending in your country?</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Limited to specific cases/areas <input checked="" type="checkbox"/></p> <p>If yes, please <u>describe</u> what you known about illegal lending and give full details of <u>data</u> source(s) for our bibliography (if existing)</p>
<p>Q.3.4.: Is there a usury rate ceiling in your country?</p> <p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Q.3.4.1.: If yes, please give <u>details</u> of the product(s) concerned, and the ceiling that applies to it/them?</p> <p>On 20 February 2006 so called “Anti-usury Act” went into force. It applies to all credits and loans (formally also to other transactions involving paying interest). The interest rate ceiling was set at the following level: 4 times central bank’s lombard rate (currently $4 \times 5,75\% = 23\%$). There is also a ceiling for the total amount of commissions and similar costs (except those related to collateral and insurance) related to consumer credit or loan – they cannot exceed 5% of the amount of the credit.</p> <p>Q.3.4.2.: Is there a concern of rate ceiling as a cause of credit exclusion in your country or other criticism?</p> <p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p><u>Specify:</u> Yes, it was raised by Polish banks as one of the arguments against introducing rate ceiling.</p>
<p>Q.3.5.: Credit referencing and files registering (regarding the dishonoured cheques or other payment instruments) in your country</p> <p>Q.3.5.1. Is there a positive credit database (listing all outstanding credits) implemented</p> <p>➤ At national level? Yes <input type="checkbox"/> no <input checked="" type="checkbox"/></p> <p>If yes, is it Publicly run <input type="checkbox"/> or privately run <input type="checkbox"/></p> <p>Voluntary <input type="checkbox"/> or mandatory <input type="checkbox"/></p> <p>➤ At banking sector level? Yes <input checked="" type="checkbox"/> no <input type="checkbox"/></p>

POLAND

<p>If yes, is it Publicly run <input type="checkbox"/> or privately run <input checked="" type="checkbox"/> Voluntary <input checked="" type="checkbox"/> or mandatory <input type="checkbox"/></p> <p>➤ Individually within each credit provider? Yes <input checked="" type="checkbox"/> no <input type="checkbox"/> If yes, is it Publicly run <input type="checkbox"/> or privately run <input checked="" type="checkbox"/> Voluntary <input checked="" type="checkbox"/> or mandatory <input type="checkbox"/></p> <p>➤ At another level (explain) : at banking supervision level, all large credit exposures, i.e. exceeding 10% of bank's own funds are obligatory reported to the supervisory authority</p> <p>Q.3.5.2.: Is there a negative credit database (listing details of bankruptcies/court judgments which are normally publicly available information as well as details of all credit commitments that are in default) implemented</p> <p>➤ At national level? Yes <input checked="" type="checkbox"/> no <input type="checkbox"/> If yes, is it Publicly run <input type="checkbox"/> or privately run <input checked="" type="checkbox"/> Voluntary <input checked="" type="checkbox"/> or mandatory <input type="checkbox"/></p> <p>➤ At banking sector level? Yes <input checked="" type="checkbox"/> no <input type="checkbox"/> If yes, is it Publicly run <input type="checkbox"/> or privately run <input checked="" type="checkbox"/> Voluntary <input checked="" type="checkbox"/> or mandatory <input type="checkbox"/></p> <p>➤ Individually within each credit provider? Yes <input checked="" type="checkbox"/> no <input type="checkbox"/> If yes, is it Publicly run <input type="checkbox"/> or privately run <input checked="" type="checkbox"/> Voluntary <input checked="" type="checkbox"/> or mandatory <input type="checkbox"/></p> <p>➤ At another level (explain) :</p> <p>Q.3.5.3.: Are there rules limiting the time span of the negative database memory in order to avoid the risk of lifelong exclusion?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Specify: in case of all individuals registered in data base combining both positive and negative records on the banking sector level, the time limit is 5 years, if individual did not agree to be included longer. If agrees, the records will be kept longer without any limit. According to recent amendments, for statistical purposes only records, without individuals name, data may be kept for 12 years.</p> <p>Q. 3.5.4.: Are positive and negative information contained in the same database(s)?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Comment: only in case of banking sector level database located in BIK (Biuro</p>

POLAND

Informacji Kredytowej – Credit Information Bureau).

Q. 3.5.5.: Do the mentioned registers/files cover all the financial institutions and all the credit transactions or are they limited to some categories? - Specify: From the legal point of view, they are not limited, but practically mostly commercial banks are using them, to lesser extend co-operative banks and credit unions. Database in BIK covers about 90% of credit institutions (in terms of assets). Credit institutions are trying to report all exposures, but sometimes due to the technical problems they cannot manage to do that (e.g. credit exposures deriving from credit cards).

Q.3.6.1.: How is responsible lending ensured in your country?

It is ensured by a law yes ☒ no ☐

It is ensured by a code of conduct within the banking sector yes ☐ no ☐

It is implemented individually within some prime credit lenders yes ☐ no ☐

It is implemented individually within some alternative credit providers yes ☐ no ☐

It is not at all organized in my country yes ☐ no ☐

Specify:

Consumer Credit Act was approved by the Polish Parliament on 20 July 2001 and went into force a year later. It was amended by “Anti-usury Act”.

Q.3.6.2.: Describe briefly the principles of the existing measures regarding responsible lending

It applies to all consumer credits up to 80.000 PLN (approx. 20.000 EUR) regardless the purpose of credit and maturity period. Credit provider shall include into the contract all necessary information regarding price of the credit (e.g. APR) and other conditions like e.g. earlier repayment, installments.

Q.3.6.3.: Are the above mentioned registers/file part of a responsible lending strategy or do they meet mostly other needs? - Specify: No, they are not. They were set up to reduce credit risk.

Q.4. Savings

Q.4.1.: Is there a problem of some people not being able to open/choosing not to open a savings account with a bank or similar provider in your country?

Refer to point 1.1.2. of OP

yes ☐

no ☒

If yes, what are the main barriers:

Q.4.2.: Is there a problem of some people choosing not to make their savings deposits in a bank or similar provider in your country?

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Refer to point 1.1.2. of OP

yes ☐

no ☒

If yes, what are the main reasons:

Q.4.3.: Where do people go to make savings deposits when they unable to or choose not to open a savings account with a bank or similar provider?

- Describe briefly the kind of alternative savings providers (non profit or commercial organization, informal savings groups) existing in your country and the services they provide.

Please refer to question Q.2.2 for credit unions.

People may decide to use other form of savings if they are not interested in saving with banks or credit unions, e.g. investment funds, insurance companies, direct investments on the stock exchange. This applies to people that have some savings.

- Describe briefly the other ways people use to make savings when they don't save through a formal or informal provider

Some (especially older) people at keeping their savings at home.

Please give full details of data source(s) for our bibliography
Experts knowledge applicable.

SOCIAL EXCLUSION AND POVERTY

Q.5. people exposed to social exclusion

*For this section, please refer to **EU-SILC** (European Union – Statistics on Income and Living Conditions) results regarding your country for **year 2005***

Q.5.1.: What percentage of the population is at risk of poverty (below 60% of the national median income) in your country?

% of the population is at risk of poverty

Q.5.2.1.: What is the risk of poverty rate by age in your country? (% below at risk of poverty threshold-ARPT)

16-24 % below ARPT **No data available**

24-49 % below ARPT **No data available**

50-64 % below ARPT **No data available**

65+ % below ARPT

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Q.5.2.2.: What is the risk of poverty rate by gender in your country?	
Females	<input type="text" value="20"/> % below ARPT
Males	<input type="text" value="21"/> % below ARPT
Q.5.2.3.: What is the risk of poverty rate by most frequent economic activity?	
At work	<input type="text"/> % below ARPT No detailed data available but it is estimated at about 15%
Unemployed	<input type="text"/> % below ARPT No detailed data available but it is estimated at about 45%
Total inactive	<input type="text"/> % below ARPT No data available
Q.6. Links between financial exclusion and over indebtedness <i>Do read and refer to point 4.3. of O.P.</i>	
Q.6.1.: Have any research/studies carried out in your country explored the relationships between over-indebtedness and financial exclusion?	
No <input checked="" type="checkbox"/>	
Yes <input type="checkbox"/>	
Q.6.2.: If yes, please give full details of the data source for our bibliography, briefly describe the findings and compare it to statements made in point 4.3. of the O.P.	
Q.7. Links between financial exclusion and social exclusion <i>Do read and refer to point 4.2. of O.P.</i>	
Q.7.1.: Have any research/studies carried out in your country explored the causal link between financial exclusion and the broader phenomenon of social exclusion?	
No <input checked="" type="checkbox"/>	
Yes <input type="checkbox"/>	
Q.7.2.: If yes, please give full details of data source(s) for our bibliography, briefly describe the findings and compare them to statements made in point 4.2. of the O.P. (are the conclusion similar, different,...)	
FINANCIAL EXCLUSION (F.E.)	
Q.8. Levels of financial exclusion <i>Do read and refer to point 2 of O.P.</i>	
Q.8.1.1.: Are there any national survey(s) data regarding the extent and causes of transaction banking exclusion in your country?	
No <input type="checkbox"/>	

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Yes ☒

Comment – there are no publicly organized surveys. Only commercial conducted by Pentor International Research.

Q.8.1.2.: If yes, please give full details of data source(s) for our bibliography, briefly describe the findings (extent, who is affected, causes and consequences) and compare them to statements made in the Euro barometer data analysis for your country

Extend:

Number of persons using personal current account in Poland (2000-2005)

Year	Number of persons using current account (age 15+)	Number of households using current account
2000	54,30%	54,90%
2001	57,50%	60,10%
2002	57,30%	62,40%
2003	55,80%	63,60%
2004	54,80%	66,10%
2005	58,90%	70,00%

Data: Pentor; own preparation

In comparison to Eurobarometer 2003.5 data, which included person aged 18 or above, there are differences. In Pentor data there was in 2003 44,2% of persons aged 15 and more without current personal account. In Eurobarometer 58% of persons aged 18 or more.

Source: Retail Banking Audit (Audyt Bankowości Detalicznej), Pentor International Research 2001-2006. Full reports are not available to the public. Some excerpt presented during conferences and in short publications.

Causes:

Main causes are: lack of sufficient financial resources and no need to use banking services. Persons not using banking services represent generally passive attitude towards life. There are two groups of persons: non-working (unemployed – about 2/3, retired or receiving disability pension – about 1/3) and persons from households with monthly income not exceeding 1000 PLN.

Bibliography:

M. Idzik: Bariery rozwoju bankowości detalicznej w Polsce – ekskluzja finansowa [In:] Współczesne problemy finansów, bankowości i ubezpieczeń w teorii i praktyce, Katowice 2006.

For Ireland, Spain and UK please comment points 2.2.1., 2.2.2., 2.2.3. or 2.2.4. of O.P. regarding national surveys and name and describe other existing surveys.

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<p>Q.8.2.1.: Are there any national survey(s) data regarding the extent and causes of credit exclusion in your country?</p> <p>No <input checked="" type="checkbox"/> Yes <input type="checkbox"/></p> <p>Q.8.2.2.: If yes, please give full details of data source(s) for our bibliography, briefly describe the findings (extent, who is affected, causes and consequences) and compare them to statements made in the Euro barometer data analysis for your country (<i>Table 2 levels of financial exclusion in individual EU 15 Countries in O.P. new tables about EU 27 coming soon</i>)</p>
<p>Q.8.3.1.: Are there any national survey(s) regarding the extent and causes of people who lack savings and/or cannot open a savings account with a bank or a similar organization in your country?</p> <p>No <input type="checkbox"/> Yes <input checked="" type="checkbox"/></p> <p>Comment – there are no publicly organized surveys. Only commercial conducted by Pentor International Research.</p> <p>Q.8.3.2.: If yes, please give full details of data source(s) for our bibliography, briefly describe the findings (extent, who is affected, causes and consequences) and compare them to statements made in the Euro barometer data analysis for your country (<i>Table 2 levels of financial exclusion in individual EU 15 Countries in O.P. new tables about EU 27 coming soon</i>)</p> <p>Extend: In comparison to Eurobarometer 2003.5 data, which included person aged 18 or above, the are differences. In Pentor data (2003) only 10% of surveyed persons declared to have savings with banks. In Eurobarometer 60% of persons aged 18 or more did not have savings (2003).</p> <p>Source: M. Idzik: Bariery rozwoju bankowości detalicznej w Polsce – ekskluzja finansowa [In:] Współczesne problemy finansów, bankowości i ubezpieczeń w teorii i praktyce, Katowice 2006.</p>
<p>Q.8.4.1.: Do you have any other specific comments regarding the Eurobarometer data analysis for your country (<i>Table 2 levels of financial exclusion in individual EU 15 Countries in O.P. new tables about EU 27 coming soon</i>)</p>

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No <input type="checkbox"/> Yes <input checked="" type="checkbox"/>
Q.8.4.2.: If yes, what are your <u>comments</u> ? Although there are differences between local data (Pentor) and Eurobarometer data the general tendency is similar – mostly old or non-working people with low income are financially excluded.
Q.9. People most likely to be financially excluded <i>Do read and refer to point 3 of O.P.</i>
Q.9.1.1.: Is there any research describing the types of people most likely to be financially excluded (overall financial exclusion) in your country? No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Q.9.1.2.: If yes, please give full details of data source(s) for our bibliography, briefly describe the findings and compare them to statements made in the general Euro barometer data analysis ? (<i>Table 3 in O.P “ Types of people likely to be financially excluded in the EU 15 new tables about EU 27 coming soon)</i>) Please see answer Q.8.1.2
Q.9.2.1.: Is there any research describing the types of people most likely to be excluded from banking transactions in your country? No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Q.9.2.2.: If yes, please give full details of data source(s) for our bibliography, briefly describe the findings and compare them to statements made in the general Euro barometer data analysis ? (<i>Table 3 in O.P “ Types of people likely to be financially excluded in the EU 15 new tables about EU 27 coming soon)</i>) Please see answer Q.8.1.2
Q.9.3.1.: Is there any research describing the types of people most likely to be excluded from credit in your country? No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Q.9.3.2.: If yes, please give full details of data source(s) for our bibliography, briefly describe the findings and compare them to statements made in the general Euro barometer data analysis ? (<i>Table 3 in O.P “ Types of people likely to be financially excluded in the EU 15 new tables about EU 27 coming soon)</i>)

POLAND

<p>Q.9.4.1.: Is there any research describing the types of people most likely to be excluded from credit in your country? – redundant question 😊</p> <p>No <input checked="" type="checkbox"/> Yes <input type="checkbox"/></p> <p>Q.9.4.2.: If yes, please give full details of data source(s) for our bibliography, briefly describe the findings and compare them to statements made in the general Euro barometer data analysis ? (<i>Table 3 in O.P “ Types of people likely to be financially excluded in the EU 15 new tables about EU 27 coming soon)</i></p>
<p>CAUSES AND CONSEQUENCES OF FINANCIAL EXCLUSION</p> <p><i>Please, read and refer to point 4 of O.P.</i></p>
<p>Q.10. Factors affecting difficulty of access or use of financial services in your country</p>
<p>Q.10.1.: Comment on all factors affecting difficulty of access or use in your country</p> <p>Social care - paying social assistance in cash deters people from opening of bank account Ageing of the society - older people generally suffer more from technological divide; incomes of the elderly are not high enough and the people don't decide to use systematically a bank account Labour market – high unemployment rate causes that few people don't receive systematically incomes or receive the low allowance paid in cash Lower education level – causes that people are afraid of using a bank account Liberalisation of markets – causes the higher interest for using a bank account High number of people living in the country – there are not enough bank branches and post offices; the educational level of the inhabitants in the country is rather low. It causes low access to bank accounts and lower level of use of it in the country.</p> <p><u>Use table 6 of O.P.: Factors affecting difficulty of access or use. (ANNEX I)</u> Add in that document other causes of exclusion that exist in your country and comment ALL causes relevant to your country.</p> <p>Q.10.2.: Give full details of the data source for our bibliography, briefly describe the findings and compare it to statements made in point 4 of the O.P.</p> <p>There is no bibliography in Polish concerning the difficulty of access or use of financial services in Poland.</p>
<p>Q.11. Causes and consequences of financial exclusion</p>
<p>Q.11.1.1.: Do you have any comments regarding the specific causes and consequences of</p>

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financial exclusion related to your country?

To answer refer and compare with the content of point 4 of O.P

No ☐
Yes ☒

Q.11.1.2.: If yes, describe briefly what are those comments?

In Poland financial exclusion doesn't cause the social exclusion. On the contrary the social exclusion is one of the most important factors of financial exclusion. The lack of bank account or possibilities to use other financial services don't cause problems in the area of labour market.

Q.11.2.1.: Do you have any data sources regarding the specific causes and consequences of financial exclusion related to your country?

No ☒
Yes ☐

Q.11.2.2.: If yes, please give full details of the data source for our bibliography, briefly describe the findings and compare it to statements made in point 4 of the O.P.

MARKET RESPONSE FOR FINANCIAL INCLUSION

Please look at the annex II of the overview paper table called "a synthesis of the main experiences of responses".

1. Check in the document if your country is already mentioned in the table

- *If it is, copy-paste all the paragraphs related to your country in **ANNEX 2 (enclosed to this questionnaire)**, check whether the information about your country is adequate, comment, and add ALL missing information*
- *If not, fill in **ANNEX 2 (enclosed to this questionnaire)** with all relevant information and comments*

2. Add full details of data source(s) for our bibliography under Q 12, Q13, Q14.

Q.12.Provision of services by alternative providers

Experts knowledge applicable.

Q.13.Development of new products and services by mainstream providers

Experts knowledge applicable.

Q.14.Voluntary Charters and codes of practices

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NA
<p>GOVERNMENT RESPONSE FOR FINANCIAL INCLUSION</p> <p><i>Please look at the annex II of the overview paper table called “a synthesis of the main experiences of responses”.</i></p> <p>1. Check in the document if your country is already mentioned in the table</p> <ul style="list-style-type: none"> ➤ <i>If it is, copy-paste all the paragraphs related to your country in ANNEX 2 (enclosed to this questionnaire), check whether the information about your country is adequate, comment and add ALL missing information</i> ➤ <i>If not, fill in ANNEX 2 (enclosed to this questionnaire) with all relevant information and comments</i> <p>2. Add full details of data source(s) for our bibliography below under Q. 15., Q.16., Q.17.</p>
Q.15.Policy measures
No data available
Q.16.Government as a facilitator
No data available
Q.17. Government as a legislator
No data available
Q.18. Please use a separate sheet of paper to tell us anything else you think should be included in our report about the topic of financial exclusion in your country

Thank you very much for your help. It is much appreciated.

POLAND

ANNEX 1 - Q.10.1: FACTORS AFFECTING DIFFICULTY OF ACCESS OR USE IN YC

Add in this document other causes of exclusion that exist in your country and comment ALL causes relevant to your country

	Access or use	The possible relationship*	
Societal factors			
Liberalisation of markets	Access	(+) increased competition may result in more attention been paid to all market segments or (-) less attention to marginal market segments (-) levelling the regulation of different banking/financial institutions generally resulted in the disappearance of types of financial institutions which traditionally served people on low incomes	
Labour market changes	Access	(-) more flexible markets mean less stable incomes and, often, less creditworthiness	
Money laundering rules/Identity checks	Access; Use	(-) preventing the use of the financial system for money laundering and financing of terrorism brings a greater bureaucracy to financial transactions	
Fiscal policy	Access; Use	(-) duties and taxes on banking services may represent a heavy burden for people on low incomes people, reducing the convenience of using the services, (+) but fiscal measures can provide incentives (reducing cost or granting fiscal advantages) for financial inclusion	
Social assistance	Access; Use	(-) paying social assistance in cash can deter people from opening a bank account (+) but antipoverty policies can facilitate financial inclusion	
Demographic changes	Access; Use	(-) older people generally suffer more from the technological divide (+) young people have a higher propensity to use credit, but (-) their risk of over-indebtedness is higher and may lead to exclusion.	
Income inequalities	Access	(-) higher income inequalities and literacy disparity are normally associated with greater difficulties of access	
Supply factors			
Geographical access	Access	(-) / (+)	
Risk assessment	Access	(-) / (+)	
Price	Access; Use	(-) / (+)	
Product design (terms and conditions)	Access; Use	(-) / (+)	
Service delivery (eg internet)	Access; Use	(-) / (+)	
Complexity of choice	Access	(-) / (+)	
Marketing	Access	(-) / (+)	
Generally, in the past, supply factors played a negative role (obstacles), recently sometimes new strategies of some innovative banks turned these factors positively in order to satisfy the specific needs of marginal segments			

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Demand factors			
Belief that not for poor	Access	(-)	Listed demand factors generally play a negative role. Initiatives to improve financial capability and literacy as well as actions aimed to encourage to develop confidence in the banking system may reduce their negative impact.
Fear of loss of financial control	Access	(-)	
Mistrust of providers	Access	(-)	
Concern about costs	Access; Use	(-)	
Preference for alternative providers and cultural factors	Access	(-)	
Religion	Access	(-)	
Opposition to use	Access	(-)	

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ANNEX 2 - Q.12.,13.,14.: MARKET RESPONSE FOR FINANCIAL INCLUSION

Provision of services by alternative providers

Country	Year of first introduction	Name	Main provisions	Other
Poland	1995/1996	Credit unions (Spółdzielcze Kasy Oszczędnościowo-Kredytowe)	Deposit taking and credit (loan) granting activity	Prices and ty are no comm operat seem t to low individ
Poland	Mid-90's	Credit companies	Loans to individuals	High l within Focus people

Development of new products and services by mainstream providers

Country	Year of first introduction	Name	Main provisions	Other
Poland	2003	Euro Bank SA (set up as a company with Polish capital, in 2005 purchased by Societe Generale)	Deposit taking and credit (loan) granting activity, focused rather on low income people and cash loans.	As firs opene hyperi custom for cu old.
Poland	2006 – new strategy to use post	Bank Pocztowy SA	Low cost accounts, but not the cheapest on market	Not ve due to Poczto

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	outlets			import to provide services across
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Voluntary charters and codes of practice

Country	Year of first introduction	Name	Main provisions	Other
Poland	NA	NA	NA	NA

ANNEX 3 - Q.15.,16.,17.: GOVERNMENT RESPONSE FOR FINANCIAL INCLUSION

Government intervention (as facilitator)

Country	Name of the Initiative	Main provisions	

Government intervention (as legislator)

Country	References	Main provisions	Further details	Further provisions/Elements to be identified