



Community Remittances Audit/Recipients

This survey is intended to gather information about the processes of economic remittance in hopes of improving the conditions for senders and receivers. The information provided will not be used for any purposes other than the TIGRA campaign. We are a non-governmental and non-profit organization.

1. How often do you receive money from a loved one in another country? (Select one)

- Once a month Twice a month Once every 3 months Once every 6 months Once a year
 Other _____

2. What is your relationship with that person?

- Husband/Wife/Spouse Father/Mother Brother/Sister Aunt/Uncle Friend
 Other _____

3. From what country does the person who send you money live in?

4. Please estimate the amount of money you've received over the past 12 months:

_____ (local currency)

5. What kinds of things does the remittance help support? (Select all that apply)

- Education Food Medical House Repair House/Land Purchase
 Other _____

6. In your most recent transaction, which vendor did you use for receiving?

- Western Union MoneyGram Citibank Bank of America
 Wells Fargo Courier/People traveling Post Office
 Other bank/wire transfer service _____

7. Why did you select this vendor? (Select all that apply)

- Lowest Fees Convenient hours/days of operation Location near your home
 Referred by friend or family Feel safe doing business there Other _____

8. What did you like about their service? (Select all that apply)

- Treated you with respect Spoke your native language Explained transaction well
 Employees were helpful Other _____

9. Do they charge you a fee for receiving the money? Yes No

10. How much did they charge you? _____ (local currency)

11. Does the vendor tell you their exchange rate? Yes No

12. Is the vendor close to your community? Yes No

13. How long does it take for you to get there and back?

- less than an hour or two
- half a day to get there
- one full day
- Other _____
- Don't Know

14. How much does it cost you to get there and back? _____(local currency)

15. How far is the nearest credit union to your community? How long does it take to get there?

- less than an hour or two
- half a day to get there
- one full day
- Other _____
- Don't Know

16. How far is the nearest bank to your community? How long does it take to get there?

- less than an hour or two
- half a day to get there
- one full day
- Other _____
- Don't Know

17. How far is the nearest ATM in your community? How long does it take to get there?

- less than an hour or two
- half a day to get there
- one full day
- Other _____
- Don't Know

18. In your experience, which of these statements is most accurate:

- The cost of sending remittance is reasonable because the money arrives fast; or
- The cost is excessive because of high fees, unfair exchange rates, or hidden charges.

19. Money transfer agencies made billions of dollars from transactions such as yours. If these businesses were to reinvest some of their profits back in your community, what kinds of services do you want supported?

- fix infrastructure (roads, lights, sewer lines, etc.)
- invest in education
- better health services
- create job opportunities for people in community
- clean the environment
- Other: _____

20. This survey is being conducted in many communities across the country and the world. Do you want to be part of a network of remitters trying improve our communities here and our loved one's adopted communities in the United States? Yes No

21. Can you tell me a little bit more about you?

Name: _____
 Mr./Mrs./Ms. First Middle Last

Address: _____

Phone: () _____ Email: _____

Organization/Club/Church affiliation: _____

Thank you for participating in this survey. We look forward to bringing you new information about opportunities for improving the remittance industry for you and your family.

Name of Interviewer: _____

Interview Date: _____ / _____ / _____