



Preparedness for the changeover to euro among banks in Slovenia

Fieldwork: December 2006

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This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

Flash EB Series #195b

Preparedness for the changeover to the euro among banks in Slovenia

Conducted by
The Gallup Organization, Hungary
upon the request of the DG ECFIN-R-4:
External Communication



Survey organised and managed by the
Eurobarometer Team of Directorate-General
“Communication”

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THE GALLUP ORGANIZATION

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Introduction

The objective of the survey was to study the progress of the preparations for the introduction of the euro among businesses (enterprises and banks) in Slovenia. This report presents the survey results for Slovenian banks.

The main themes in the survey were the following:

- frontloading of euro cash
- sub-frontloading
- supplying cash dispensers (ATMs) with euro banknotes
- logistics
- national cash.

The survey aimed at interviewing key people in 100 Slovenian bank branches about the issues outlined above. Despite all efforts (including facilitation attempt by the Bank Association of Slovenia) the actual sample size remained at 47 branches. Interviewing was carried out during a period (mid-December) when responsible managers devoted all of their time to completing the preparations and they consequently often refused to participate.

The survey was carried out via telephone, using WebCATI (web-based computer aided telephone interviewing). The survey's fieldwork was carried out between the 11th and 19th of December 2006.

The persons interviewed were branch manager (in 37 cases), euro-coordinators at the branch (in 4 cases) or had another role at the bank (in 6 cases). The interviewers checked the identity of this person as well as the accuracy of the enterprise sampling characteristics, as delivered by the sample list, namely: the number of employees.

The sample list was developed on the basis of the full registry of the Bank Association of Slovenia about its members and their local branches. The initial sample was drawn according to the following stratification criteria: branch size and size of the mother bank. Some post offices were also interviewed as "branches" of Postna Banka.

During data processing, the sample was not weighted.

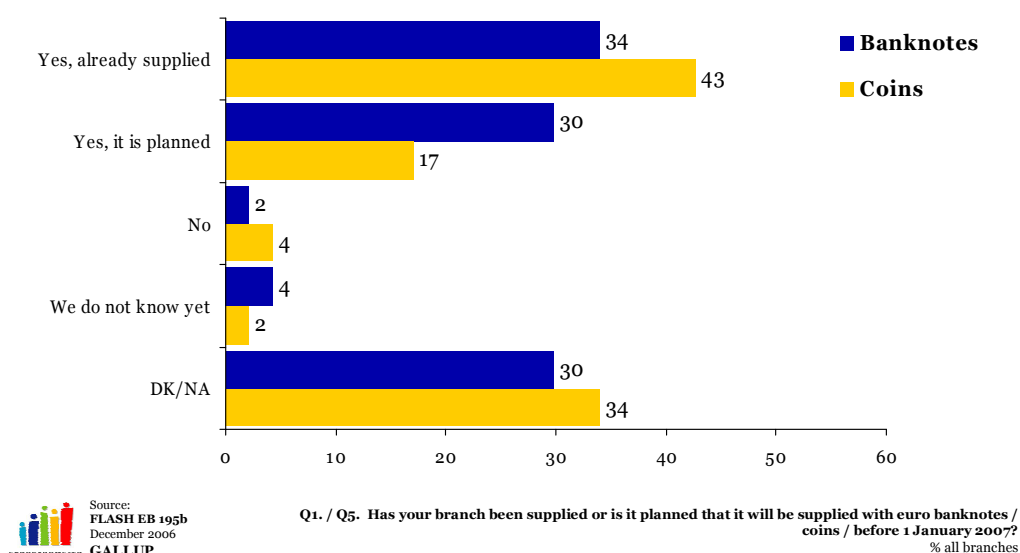
1. Frontloading of euro cash

The majority of Slovenian branches were either already supplied with, or had plans for acquiring, euro coins and banknotes before the 1st of January 2007, the date of the changeover. 64% of branch offices mentioned this in relation to banknotes (34% had already acquired euro banknotes at the time of the survey) and 60% in terms of euro coins (43% having acquired them already at the time of the survey).

Barely 2% of respondents mentioned that their branches were not supplied with euro banknotes or had no plans to acquire euro banknotes before the 1st of January 2007. This percentage was 4% for euro coins.

A relatively small number of respondents reported that they did not yet know whether their branch would be supplied with euro banknotes and coins before January 1st 2007 (4% for banknotes and 2% for coins). But a relatively high percentage of respondents (30% and 34%, respectively) did not know the answer or did not want to respond to the question.

Being supplied with euro banknotes and coins before 1 January 2007



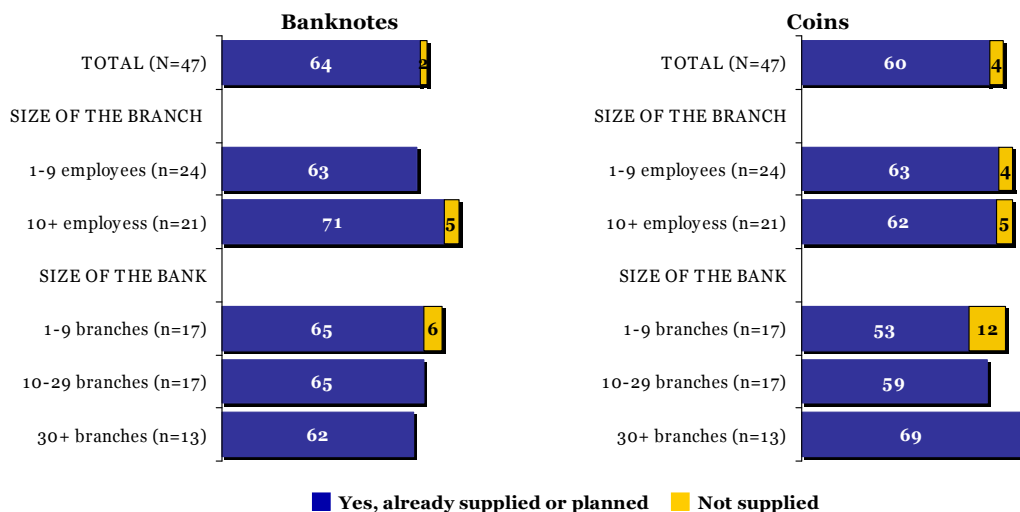
Survey questions were analyzed according to bank characteristics, such as branch size (in terms of the number of employees in the branch) and the size of the mother bank (in terms of the number of the bank's branches in Slovenia)¹.

A higher percentage of branches with 10 or more employees and a lower percentage of branches with less than 10 employees were supplied with euro banknotes before January 1st 2007. As regards frontloading with euro coins, the share of branches which were frontloaded was the same among branches with 10 or more employees and branches with less than 10 employees.

¹ The Annex tables (and the labels from the graphs) exactly describe the size of the relevant sub-samples, indicating the number of respondents interviewed. Because of the small sub-samples the maximum margin of error within the various segments are very high. In our analysis we discuss all differences found, but we always indicate whether the difference is statistically significant or merely an observed tendency.

A higher percentage of branches of *mother banks with less than 30 branches* (in Slovenia), and a smaller percentage of branches of *mother banks with more than 30 branches* were supplied with euro banknotes before January 1st, 2007. The situation is exactly the opposite for euro coins. Branches of larger mother banks were supplied with euro coins before January 1st, 2007 in relatively higher numbers than branches of small mother banks (with 1-9 branches in Slovenia) or medium sized mother banks (with 10-29 branches in Slovenia). The larger the mother bank, the larger the share of branches supplied with euro coins before January 1st, 2007.

Being supplied with Euro banknotes and coins before 1 January 2007



Source:
FLASH EB 195b
December 2006
GALLUP

Q1. / Q5. Has your branch been supplied or is it planned that it will be supplied with euro banknotes/ coins before 1 January 2007?
% by branch and by mother bank characteristics

Respondents who indicated that their branch already received or planned to receive euro cash before January 1st 2007 were asked about **when** they received or planned to receive euro cash.

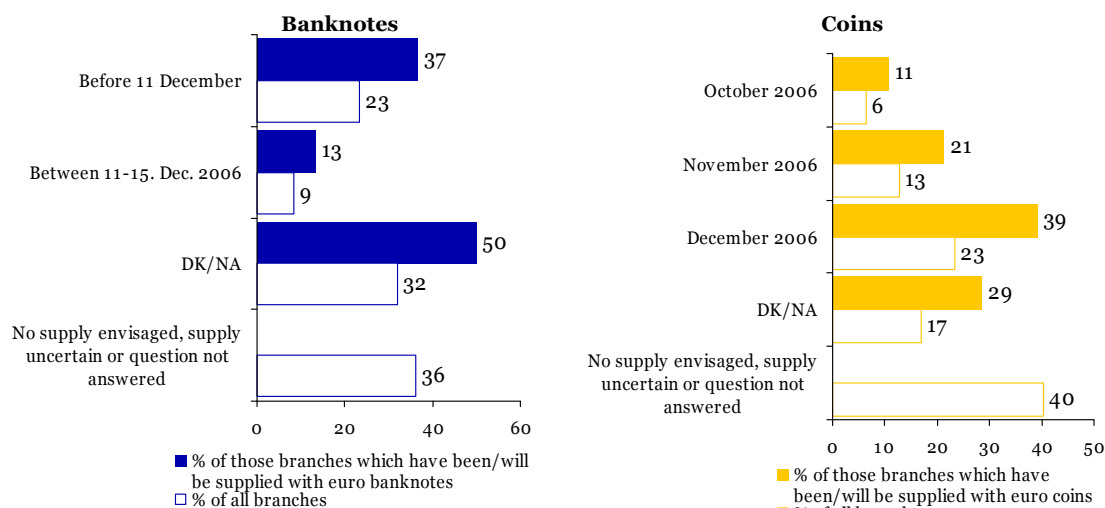
Half of these respondents did not know or did not want to give an answer to the question concerning the date of receiving euro banknotes (50%). 37% indicated that this would take place before the 11th of December 2006, and 13% said that it would happen between the 11th and 15th of December. If we project these findings to *all respondents*, our data indicate that almost a quarter of branches (23%) had already been supplied or planned on being supplied with euro banknotes before December 11th, 2006, and another 9% of branches had been or expected to be supplied with euro banknotes between the 11th and 15th of December 2006. A third of all respondents did not or could not respond to this question (32%). As we have already seen, 36% of all branches indicated that they would not receive supplies of euro banknotes, did not know whether they would receive euro banknotes or did not answer the respective question.

In the questionnaire, the dates for getting supplies of euro coins were different from the dates for euro banknotes, since the time schedule for the early supply of euro banknotes and coins to banks differed. If we look at those branches that had already received supplies of coins or expected to be supplied, a majority of them indicated that this happened or would happen in December 2006 (39%); 21% had received euro coins in November 2006; and 11%, in October 2006. A relatively high percentage,

although not as high as with banknotes, did not know the answer to or did not want to answer the question of when their branch was supplied with euro coins (29%).

If we project these findings to *all respondents*, we find that a quarter of the branches surveyed were supplied with (or expected to be supplied with) euro coins by December 2006 (23%), 13% in November 2006, and 6% in October 2006. 17% of all branches surveyed did not wish to or could not give a response to this question. Overall, 40% of all branches indicated that they would not be supplied with euro coins, did not know yet whether they would be supplied with euro coins, or did not provide an answer to the respective question.

Timeframe for being supplied with euro banknotes and coins



Source:
FLASH EB 195b
December 2006
GALLUP

Q2./Q6. When has your branch been supplied with euro banknotes / coins?
When will your branch be supplied with euro banknotes / coins?

Among branches that indicated at all that they were supplied with, or intended to be supplied with, **euro banknotes** before January 1st 2007, regardless of branch size, a higher percentage of respondents said that this had already happened before December 11th, 2006 (than that it would happen between the 11th and 15th of December). This ratio was higher for larger than for smaller branches. For smaller branches, a relatively higher number of respondents indicated that they were supplied with or planned to receive supplies of euro banknotes between December 11th and 15th 2006.

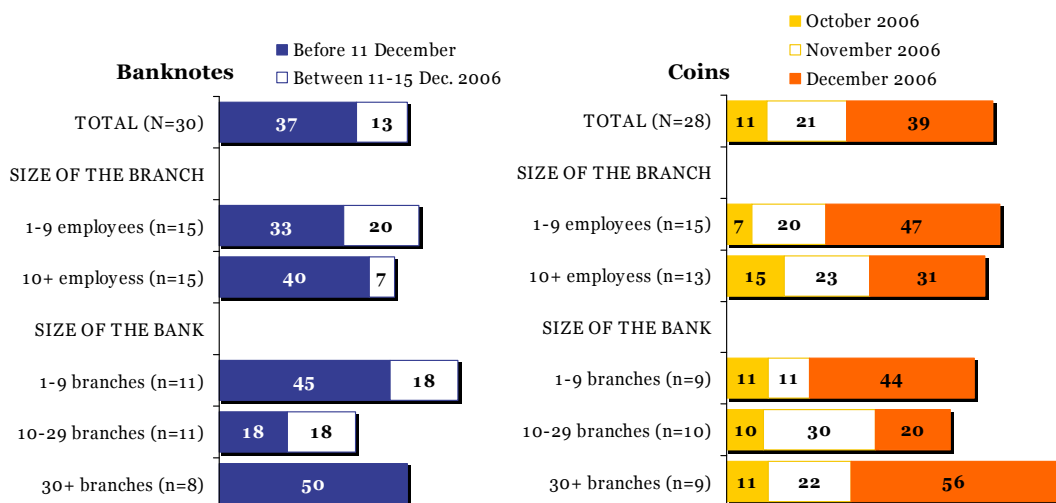
If we look at branches supplied with euro cash according to the size of the mother bank, the responses are more varied. The branches of the largest banks indicated in highest numbers, while the branches of the smallest banks in second highest numbers, that they were supplied with euro banknotes before December 11th, 2006. Medium-sized mother banks had the largest numbers of branches that could not give the exact date of receiving euro banknote supplies. For those that did give a date, answers were split evenly between “before December 11th” and “between the 11th and 15th of December”.

Looking at banks supplied with **euro coins** before January 1st 2007, both the smaller and larger branches indicated December 2006 in the highest numbers as the time that they were supplied with euro coins. A lower percentage of smaller branches and a higher percentage of larger branches mentioned that they were supplied with euro coins already in October 2006 (or in November 2006).

According to the size of the mother bank, branches of the largest banks indicated in highest numbers that they were supplied with euro coins in December 2006. But a high percentage of branches belonging to the smallest banks also indicated that they were supplied with euro coins in December 2006. Branches of medium-sized banks (10-29 branches) indicated in relatively the lowest numbers that they were supplied with euro coins in December 2006. Relatively more of the branches of medium-sized banks (than of the large or small banks) stated that they were supplied with euro coins in November 2006. Regardless of bank size, relatively few branches were supplied with euro coins by October, 2006.

When asked about the date of receiving euro coin supplies, fewer respondents (29%) stated that they didn't know when this happened, than was the case for euro banknotes (50%).

Timeframe for being supplied with Euro banknotes and coins



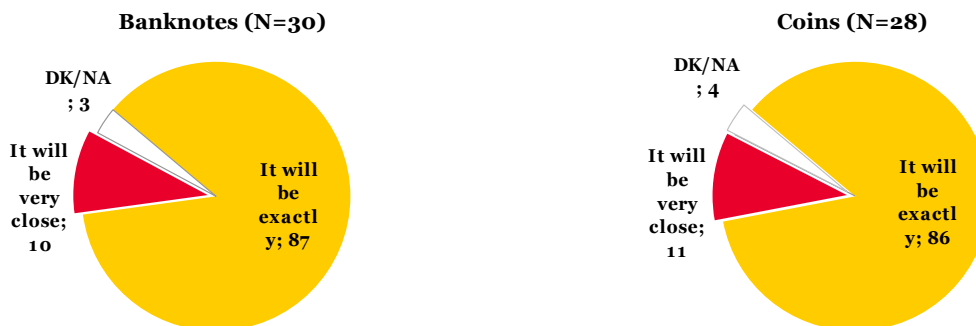
Source:
FLASH EB 195b
December 2006
GALLUP

Q2. / Q6. When has your branch been supplied with euro banknotes/ coins?
When will your branch be supplied with euro banknotes / coins?
Base: only those who has been/ planned to be supplied
% by branch and by mother bank characteristics

Of those branches that had already been supplied or expected to be supplied with euro cash, over 8 out of 10 branches stated that they received (or would receive) the exact amount of euro they requested, whether in banknotes (87%) or coins (86%). 10% and 11% of branches already supplied or planning on being supplied stated that they received or would receive approximately the amount they requested in banknotes and coins, respectively. Only 3% and 4% of these branches did not know or did not wish to give an answer as to whether they received or would receive the amount of euro requested (in banknotes and coins, respectively).

Projecting these findings to all respondents, (no illustration for these figures), 55% of branches indicated that they received the exact amount of **euro banknotes** they requested, and 6% stated that they received very close to the requested amount. For **euro coins**, 51% got exactly the amount they requested and 6% got approximately that.

Correspondence between the amount of euro banknotes and coins requested and received (merged answers)



Q3a. /Q7a. Does the amount of euro banknotes/ coins you received correspond to the amount you requested?
 Base: only those who has been supplied with euro banknotes / coins

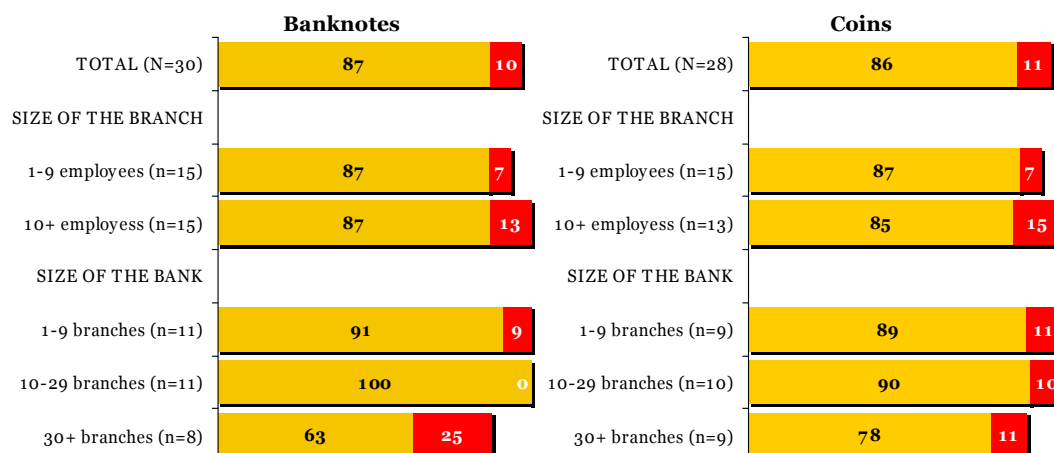
Q3b. / Q7b. Do you have a confirmation that the amount of euro banknotes /coins you will receive will correspond to the amount you requested?
 Base: only those who plan to be supplied with euro banknotes / coins

Source:
 FLASH EB 195b
 December 2006
 GALLUP

Regardless of branch size, the vast majority of branches already supplied with euro banknotes received **exactly the amount of euro** banknotes requested. A slightly higher ratio of smaller branches, and a slightly lower ratio of larger branches reported the same about euro coins. Larger branches were more likely than smaller branches to indicate that they received **very close to the amount of euro** banknotes and coins they requested.

We also analyzed the data according to the size of the mother bank. Branches of medium-sized banks already supplied with euro banknotes and coins indicated in highest numbers that they received **exactly** the amount of euro requested. Branches of the largest sized banks indicated this in the lowest numbers, either in reference to banknotes or coins. Branches of the largest-sized banks already supplied with euro banknotes indicated in highest numbers that they received **very close to** the amount of euro banknotes requested.

Correspondence between the amount of euro banknotes and coins requested and received (merged answers): the amount received corresponds exactly to the amount requested



Source:
FLASH EB 195b
December 2006
GALLUP

Q3a. /Q7a. Does the amount of euro banknotes/ coins you received correspond to the amount you requested?
Base: % those branches that has been supplied with euro banknotes / coins

Q3b. / Q7b. Do you have a confirmation that the amount of euro banknotes /coins you will receive will correspond to the amount you requested?
Base: % those branches who plan to be supplied with euro banknotes / coins
% by branch and by mother bank characteristics

Only one and two respondents, respectively, indicated specifically that they did not receive and did not plan to receive supplies of euro banknotes and coins before the 1st of January 2007. Of the possible reasons provided in the survey, respondents chose „other reasons” (for euro banknotes and coins) and „it is scheduled for later” (for euro coins). The following possible responses for not being supplied with euro cash were NOT chosen by any respondents: „The branch decided that it does not want to be frontloaded with euro banknotes”; „Request was refused by the central bank”; „Your bank headquarters decided not to be frontloaded”; or „You were not aware of the possibility of frontloading”.

A small branch of a small-sized mother bank indicated that they did not receive euro coins before January 1st, 2007 because “it was scheduled for later”. A larger branch of a small-sized mother bank indicated an “other reason” for not being supplied with euro banknotes and coins before January 1st, 2007.

Table 1. Reason of not to be supplied with euro banknotes and coins before 1 January 2007 (mention)

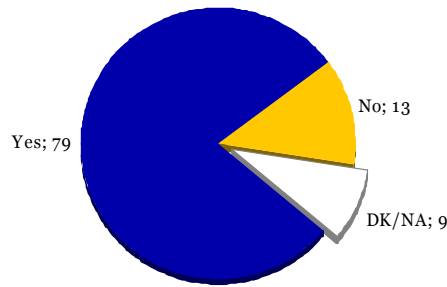
	Banknotes		Coins	
	„Other reason”	„It is scheduled for later”	„Other reason”	„It is scheduled for later”
TOTAL	1	1	1	
SIZE OF THE BRANCH				
1 – 9 employees		1		
10 + employees	1		1	
SIZE OF THE BANK				
1 – 9 banks	1	1	1	

Q5./Q8. Why will you not be supplied with euro banknotes/ coins before 1 January 2007? Please select the most important reason!

2. Proactive sub-frontloading

The majority of branches (79%) had already contacted their business customers with the objective of supplying them with euro cash before the 1st of January 2007. Only 13% of the branches indicated that they had not done so, and 9% could not or did not want to respond to the question.

Contacting business customers in order to supply them with euro cash before 1 January 2007



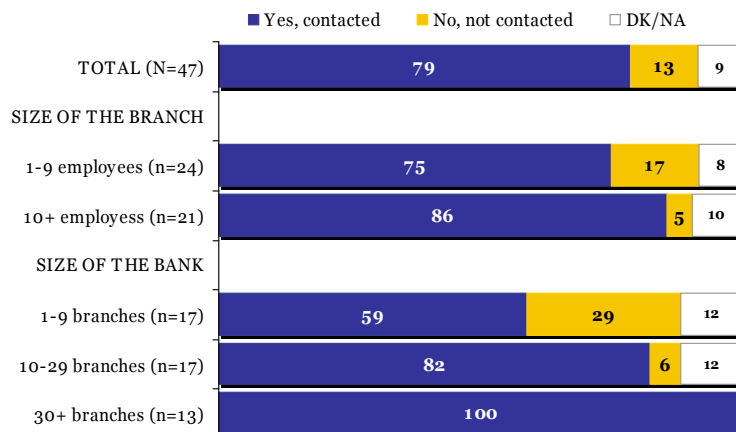
Source:
FLASH EB 195b
December 2006
GALLUP

Q9. Have you been actively contacting the business customers of your branch in order to supply euro cash to them before 1 January 2007?
% all branches

A higher percentage of larger branches and a smaller percentage of smaller branches contacted their business customers in order to supply them with euro before January 1st 2007.

The size of banks is directly proportional to the number of branches in contact with their business customers regarding this issue. Respondents from the largest banks' branches all indicated that they had contacted their business customers; the lowest number of respondents who gave this answer were from branches belonging to the smallest banks.

Contacting business customers in order to supply them with Euro cash before 1 January 2007

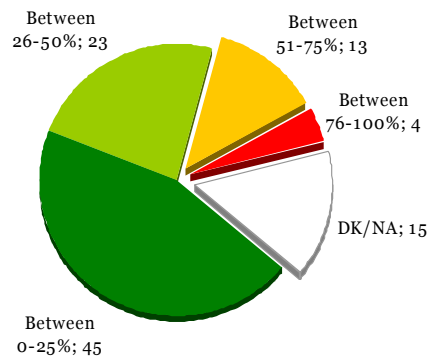


Source:
FLASH EB 195b
December 2006
GALLUP

Q9. Have you been actively contacting the business customers of your branch in order to supply euro cash to them before 1 January 2007?
% by branch and by mother bank characteristics

Respondents gave estimates as to what percentage of their clients would request to be supplied with euro cash before January 1, 2007. A majority of respondents (45%) believed that less than a quarter of their clients would request this. About a quarter of respondents (23%) expected that less than half but more than a quarter of their customers would make such a request. 13% of respondents expected this of even more of their business clients, between half and three quarters of them. Relatively few, 4% of respondents, believed that more than three quarters of their customers would make such a request.

Estimated proportion of customers requesting euro cash before 1 January 2007



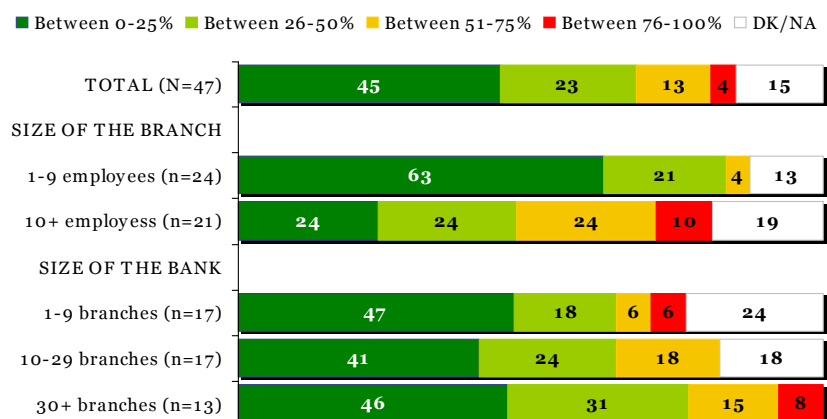
Source:
FLASH EB 195b
December 2006
GALLUP

Q10. What proportion of your business customers do you think will request you to provide them with euro cash before 1 January 2007?
% all branches

Smaller branches expected in higher numbers that their business partners would be *unlikely* to request provisions of euro cash (expecting that only **0-25% of their business partners** would do so). Accordingly, a relatively lower percentage of the larger branches expected that only a small proportion of their business customers would request to be provided with euro cash. (This ratio is statistically significantly lower than in the entire sample).

There is a prominent difference according to branch size in the higher and highest expectations of the proportions of customers requesting euro cash before January 1st 2007. A much higher ratio of the large branches indicated that **51-75% of their business customers** will request to be provided with euro. None of the small branches expected **76-100%** of their business customers to turn to them for euro cash, while 1 in 10 of the

Estimated proportion of customers requesting Euro cash before 1 January 2007



Source:
FLASH EB 195b
December 2006
GALLUP

Q10. What proportion of your business customers do you think will request you to provide them with euro cash before 1 January 2007?
% by branch and by mother bank characteristics

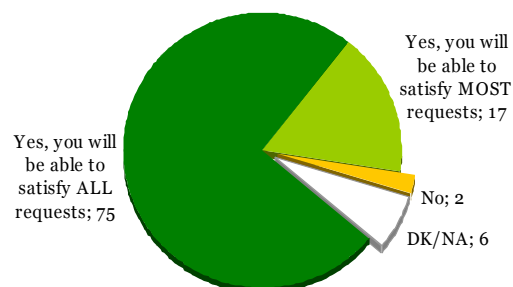
large branches expected this.

Regardless of the size of the mother bank, most branches believe that **less than a quarter** of their business customers will turn to them with a request to be provided with euro. Medium-sized banks reported this in the smallest numbers. The branches of the largest banks expect **26-50% of business customers** to contact them with a request for euro in relatively high numbers. The branches of medium-sized banks are more likely to expect that **51-75% of business customers** will turn to them for euro than the branches of other sized banks. No respondent from branches of medium-sized banks expected that **75-100% of their business customers** will turn to them for euro cash.

A quarter of the branches of the smallest banks did not respond to this question.

Three quarters of branches consider that they will be able to fulfil **ALL** such requests from their business customers (75%), while 17% of respondents believe that they can satisfy **MOST** of the requests by business customers. Barely 2% of respondents gave a negative answer, and 6% did not know or did not want to respond to whether they would be able to satisfy their clients' requests for being supplied with euro cash before January 1, 2007.

Ability to satisfy customer requests for being supplied with euro cash before January 1 2007



Source:
FLASH EB 195b
December 2006
GALLUP

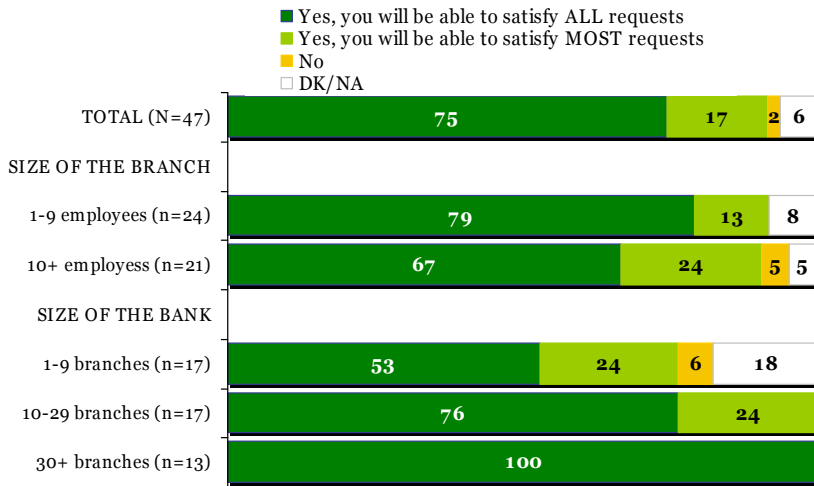
Q10bis. Do you think that you will be able to satisfy these requests for euro cash before 1 January 2007?
% all branches

A higher percentage of smaller branches (as opposed to larger branches) consider to be able to fulfil **ALL such requests** from business customers. It is more typical of larger branches than of smaller branches that they consider to be able to satisfy only **MOST requests** from business customers for euro cash. No respondents from smaller branches indicated that they would not be able to satisfy their business customers' requests for euro cash before January 1st, 2007; while 5% of larger branches did (one branch).

With an increase in the size of the mother bank, a higher ratio of branches consider to be able to satisfy **ALL requests** by business customers for receiving euro supplies before January 1st 2007. The smallest ratio of respondents who indicated this was among the branches belonging to the smallest banks; the highest ratio was from branches belonging to the largest banks. Almost a quarter of the branches of small and medium-sized banks indicated that they could satisfy (only) **MOST** of the requests of their business customers for euro cash. None of the branches belonging to the largest banks

thought that they would be unable to satisfy the requests of their business customers. This ratio was 6% (one branch) for the smallest banks.

Ability to satisfy customer requests for being supplied with Euro cash before January 1 2007



Source:
FLASH EB 195b
December 2006
GALLUP

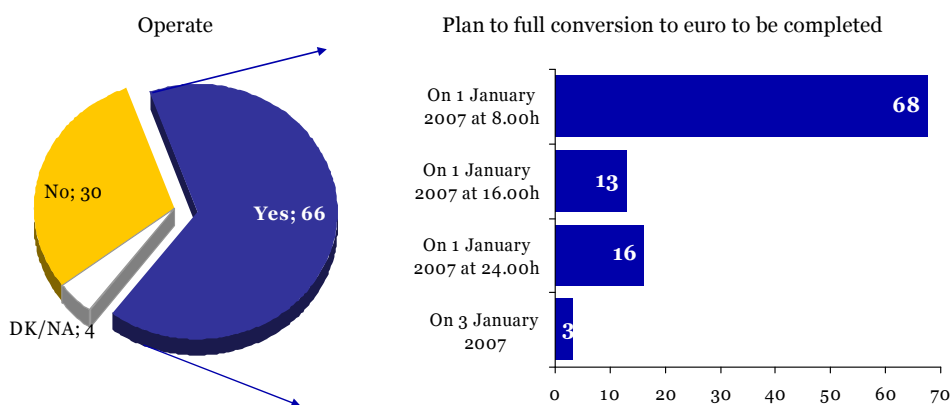
Q10bis. Do you think that you will be able to satisfy these requests for euro cash before 1 January 2007?
% by branch and by mother bank characteristics

3. Cash dispensers

Two thirds of the branches surveyed operate ATM machines (66%), while 30% do not. 4% were unable or unwilling to give a response.

The majority of branches operating ATM machines (68%) plan to convert their ATMs to dispensing euro cash by 8AM on January 1, 2007. A significantly smaller percentage, 13%, plan to fill up their ATM machines with euro by 4PM on January 1st; 16% plan to do it by midnight. Only one branch (3%) will only supply their ATM machines with the new cash by January 3rd, 2007.

**ATM switchover to dispensing euros
Plan to complete conversion of ATMs by**



Q11. Do you operate cash dispensers (ATMs) in your branch (inside/outside)?
% all branches

Q12. When do you plan the full conversion to the euro of all your cash dispensers to be completed?
Base: % of those who operate cash dispensers

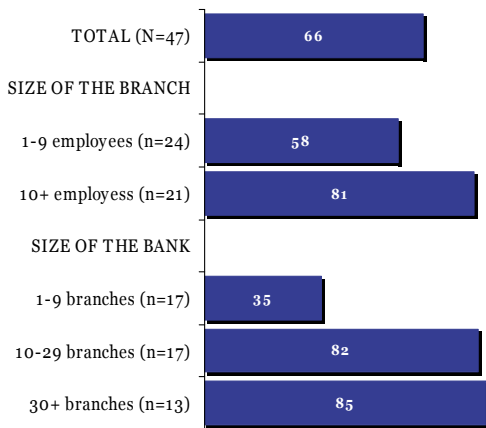
A larger percentage of the large branches, as well as of the branches of larger banks, said that they operate ATM machines, in 8 cases out of 10. Significantly fewer respondents from branches of small banks (as opposed to branches of medium- or large banks) had ATM machines. (This difference was statistically significant).

Independent of bank size and branch size, the majority of the respondents from branches operating ATMs expect to complete the loading of ATM machines with euro banknotes by 8AM on January 1st 2007. This is more so for larger branches and branches of the largest banks than for smaller branches, and branches of small- or medium-sized banks. A quarter of the larger branches said that they will complete the conversion by midnight on January 1st 2007, at the latest.

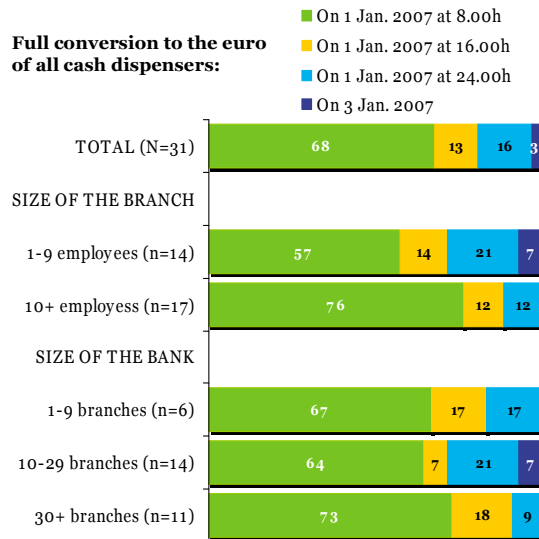
One third of smaller branches operating ATMs will convert all of their ATMs to euro by midnight on the 1st of January 2007. One smaller branch of a medium-sized bank expects to complete this only by January 3rd, 2007; this is the only branch of the sample which expects to complete the conversion later than on 1 January at midnight.

**ATM switchover to dispensing euros
Plan to complete conversion of ATMs by**

Operate cash dispensers:



**Full conversion to the euro
of all cash dispensers:**



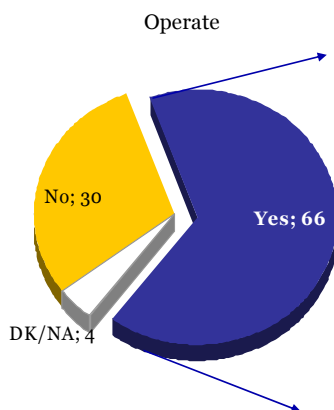
Source:
FLASH EB 195b
December 2006
GALLUP

Q11. Do you operate cash dispensers (ATMs) in your branch (inside/outside)?
% by branch and by mother bank characteristics

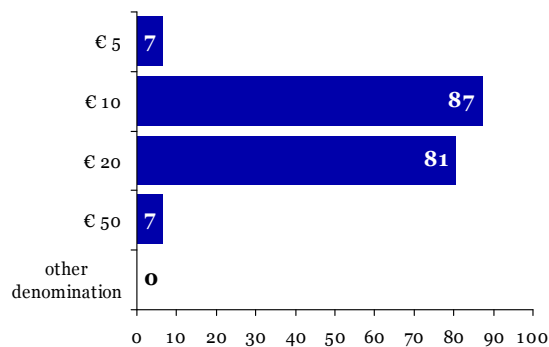
Q12. When do you plan the full conversion to the euro of all your cash dispensers to be completed?
Base: % of those who operate cash dispensers

Most branches with ATM machines plan to supply their ATMs with 10- and 20-euro banknotes in the first two weeks of January, 2007. 87% of branches with ATMs mentioned 10-euro banknotes, and 81% mentioned 20-euro notes. Only 7-7% mentioned that they would supply their ATM machines with 5- and 50-euro banknotes in the first two weeks of January. No one mentioned other denominations.

Euro banknote denominations planned to be dispensed in the first two weeks of January 2007



Euro banknote denominations planned to be dispensed in the first two weeks of January



Source:
FLASH EB 195b
December 2006
GALLUP

Q11. Do you operate cash dispensers (ATMs) in your branch (inside/outside)?
% all branches

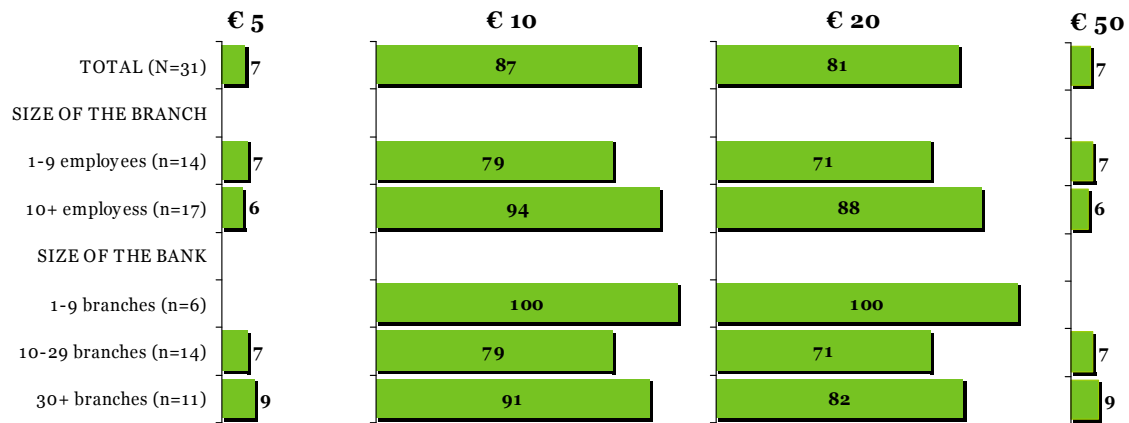
Q13. Which euro banknote denominations are planned to be dispensed in your cash dispensers in the first two weeks of January 2007?
Base: % of those who operate cash dispensers

Independent of branch size or the size of the mother bank, relatively few branches operating ATM machines indicated that their ATMs would dispense 5 or 50 euro banknotes in the first two weeks of

January 2007. No respondents from branches of small banks indicated this; all of them (6 branches in total) will dispense 10 and 20 euro banknotes from their ATMs.

When asked what banknote denominations they planned to dispense from ATM machines in the first two weeks of January, all branches mentioned 10 and 20 euro banknotes in the highest numbers.

Euro banknote denominations planned to be dispensed in the first two weeks of January 2007



Source:
FLASH EB 195b
December 2006
GALLUP

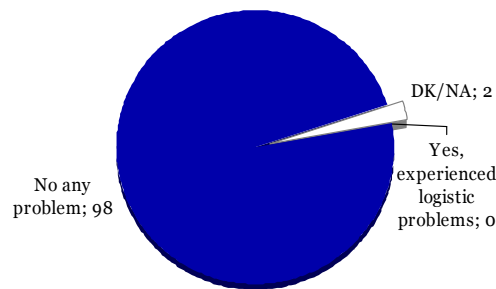
Q13. Which euro banknote denominations are planned to be dispensed in your cash dispensers in the first two weeks of January 2007?

Base: % of those who operate cash dispensers
% by branch and by mother bank characteristics

4. Logistics

None of branches experienced any logistical problems during the switchover to the euro at the time of the survey, either with the incoming or the outgoing currency. Because no one indicated a logistical problem, the questions about the specifics of the problems were obviously unnecessary.

Problems of cash logistics related to the changeover

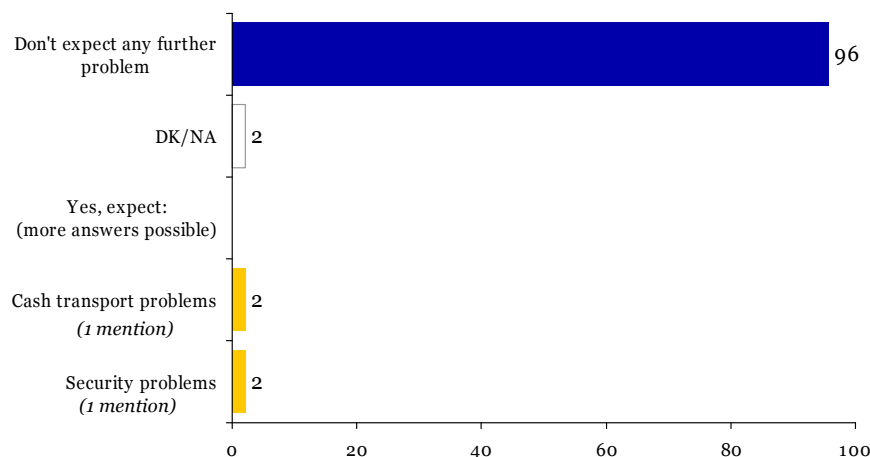


Source:
FLASH EB 195b
December 2006
GALLUP

Q14. Did you experience any problems so far in terms of cash logistics related to the changeover, both concerning euro and tolar cash?
% all branches

96% of branches do not expect any logistical problems in the future in terms of the switchover to the euro; one branch (2%) was unable or unwilling to give an answer. Only one branch (2%) expected logistical problems in the coming weeks, specifically in terms of cash deliveries and security issues.

Expected problems with cash logistics related to the changeover



Source:
FLASH EB 195b
December 2006
GALLUP

Q16. Do you expect any (further) problems in terms of cash logistics related to the changeover, both concerning euro and tolar cash?

Q17. What kind of problems do you expect for the coming weeks?
% all banks

The only bank that expects logistical problems in the coming weeks is a branch with 1-9 employees belonging to a small bank. A single respondent from a branch with similar characteristics indicated that he or she was unable to answer this question.

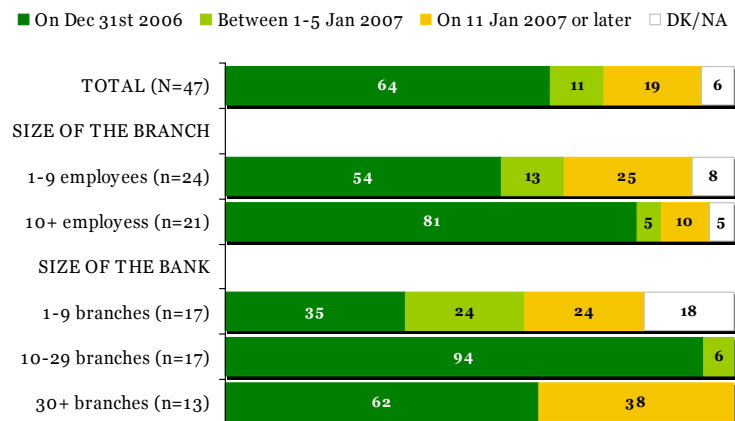
Table 2. The present, and expected problems in terms of cash logistic related to changeover (% of all branches)

	Q14. Experienced problems		Q16. Expected problems		
	No any problem	DK/NA	Yes	No	DK/NA
TOTAL (N=47)	98	2	2	96	2
SIZE OF THE BRANCH					
1 – 9 employees	96	4	4	92	4
10 + employees	100			100	
SIZE OF THE BANK					
1 – 9 banks	94	6	6	88	6
10 – 29 banks	100			100	
30 +banks	100			100	
<p>Q14. Did you experience any problems so far in terms of cash logistics related to the changeover, both concerning euro and tolar cash?</p> <p>Q16. Do you expect any (further) problems in terms of cash logistics related to the changeover, both concerning euro and tolar cash?</p>					

5. National cash

Nearly two thirds of branches (64%) do not intend to supply their counters with tolar after December 31, 2006. 11% of branches indicated that they would discontinue issuing tolar between the 1st and 5th of January; 19%, on or after January 11th, 2007. 6% of respondents did not know the answer or did not wish to respond.

Intention to stop issuing national cash at counters ...



Source:
FLASH EB 195b
December 2006
GALLUP

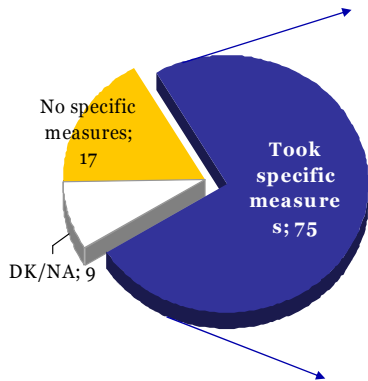
Q18. When do you intend to stop issuing national cash at your counters?
% by branch and by mother bank characteristics

Regardless of branch size, the majority of the branches said that they will not issue tolar at their cash counters after December 31st 2006; however, far more respondents at large branches than at small branches indicated this. A quarter of small branches planned to stop issuing tolar at their cash counters only on January 11th, 2007 or later. More respondents gave this answer among small branches than among larger branches. Similarly, more small branches than large branches stated that they would stop issuing national cash at counters between the 1st and 5th of January 2007.

Most respondents at every branch, regardless of the mother bank's size, said that they would stop issuing tolar at their cash counters starting *December 31st, 2006*. But there were statistically significant differences among branches by bank size. Branches of medium-sized banks chose the December 31st date in significantly larger numbers (9 out of 10 branches); and branches of small banks indicated in significantly lower numbers that they would do so than all branches in total. There were no respondents from medium-sized banks' branches who said that they would stop issuing tolar on January 6th, 2007 or later; a quarter of the branches of the smallest banks and two fifths of the branches of the largest banks planned on doing so.

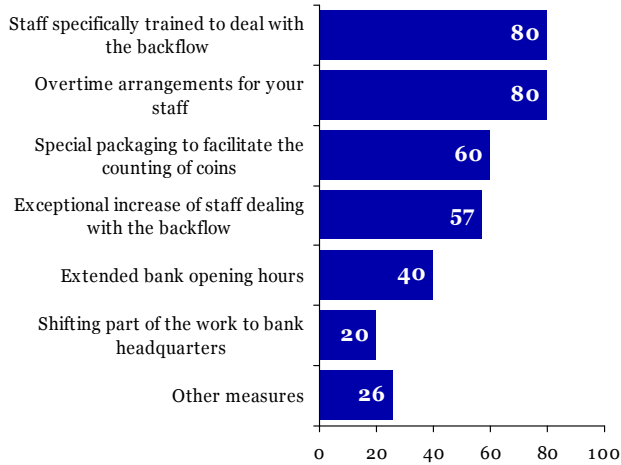
Three quarters of branches (75%) made special preparations for dealing with the backflow of the tolar. 17% made no special preparations, and 9% did not know the answer or did not wish to respond.

Specific measures taken to cope with the backflow of tolar



Source: FLASH EB 195b December 2006 GALLUP

Specific measures taken:



Q19. Did you take specific measures to cope with the backflow of national cash? % all branches

Q20. What kind of measures did you take to cope with the backflow of national cash? Base: % of those who took specific measures

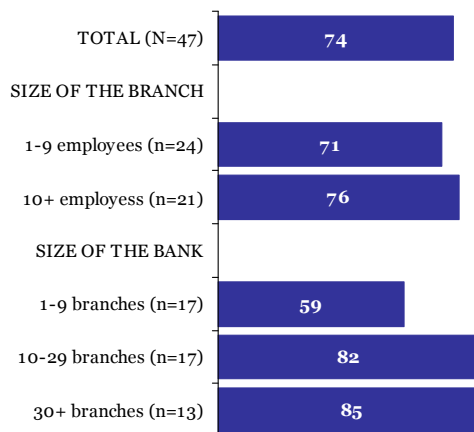
Of those branches that had implemented such preparations, most (80%) emphasized that they had specially trained their employees for dealing with the backflow, and mentioned that they had provided for overtime arrangements (80%). Six out of 10 branches indicated that they had implemented special packaging to facilitate the counting of coins (60%) and a similar percentage said that they had exceptionally increased the number of staff dealing with the backflow (57%).

40% of branches implementing special measures indicated that they would be working with extended bank opening hours, and 20% said that they had shifted part of the work to their bank’s headquarters. 26% indicated that they had taken other specific measures not mentioned in the survey.

We also analyzed responses according to branch size and bank size.

The ratio of branches that took measures to cope with the backflow of tolar was directly proportionate to branch size and bank size. These measures were more widespread among larger branches than among smaller ones. Branches of the smallest banks indicated that they had taken such measures in the lowest numbers, branches of the largest banks in the highest.

Specific measures taken to cope with the backflow of tolar: % of „yes” answers



Source: FLASH EB 195b December 2006 GALLUP

Q19. Did you take specific measures to cope with the backflow of national cash? % by branch and by mother bank characteristics

Table 3. Measure to cope with the backflow of national cash (% of those who took specific measures)

	Staff specifically trained to deal with the backflow	Overtime arrangements for your staff	Special packaging to facilitate the counting of coins	Exceptional increase of staff dealing with the backflow	Extended bank opening hours	Shifting part of the work to bank headquarters	Other measures
TOTAL (N=35)	80	80	60	57	40	20	26
SIZE OF THE BRANCH							
1 – 9 employees (n=17)	88	82	59	47	47	35	29
10 + employees (n=16)	75	81	63	69	38	6	25
SIZE OF THE BANK							
1 – 9 banks (n=10)	80	60	50	40	20	40	30
10 – 29 banks (n=14)	79	86	57	71	43	14	
30 + banks (n=11)	82	91	73	55	55	9	55

Q20. What kind of measures did you take to cope with the backflow of national cash?

Small branches mentioned in higher numbers than large branches that they dealt with the backflow of tolar by *special training their workforce*. Branches of medium sized banks mentioned this in the lowest numbers, while branches of the smallest and largest banks indicated so in relatively higher numbers. For branches of the smallest banks, this was the most typical method for dealing with the backflow of tolar in total.

In *providing for overtime arrangements for their staff*, branches did not differ from each other according to size; but there was a difference according to the size of the mother bank. The larger the mother bank, the higher the ratio of branches indicating that they provided for overtime arrangements to deal with the backflow of tolar. This was the most typical measure for the branches of the largest and medium-sized banks, in total; 9 out of 10 branches, and 8 out of 10 branches, respectively, took this measure.

Implementing *special packaging to facilitate the counting of coins* was more typical of larger than of smaller branches. The number of branches indicating that they would take this measure was again directly proportionate to the size for the mother bank. While the fewest respondents mentioning this method represented branches of the smallest banks, the highest ratio of respondents indicating that they would use this measure came from branches of the largest banks.

An *exceptional increase in staff* for dealing with the backflow was used more often among larger than among smaller branches. It was also more prominent among branches of medium-sized banks as opposed to branches of either the smallest or largest banks.

Extended bank opening hours was a measure more typical of smaller branches than larger ones. However, branches of larger banks were more likely to mention this than branches of medium-sized banks, and branches of small banks tended the least often to choose this method for dealing with the backflow. Branches of the smallest banks mentioned this measure in the last place, in total.

Shifting part of the work to the bank headquarters was more typical of smaller branches than larger ones, and of branches of the smallest banks, as opposed to branches of banks of other sizes. Larger

branches, and branches belonging to the largest banks mentioned this method of dealing with the backflow in the last place, in total.

Other measures taken to deal with the backflow of toalars were mentioned by branches of the largest banks relatively more often (by more than half of them).

Flash EB Series #195b

Preparedness
for the changeover
to euro among
banks in Slovenia

Annex Tables and Survey Details

THE GALLUP ORGANIZATION

Flash EB Series #195b

Preparedness
for the euro
among banks
in Slovenia

Annex Tables and Survey Details

THE GALLUP ORGANIZATION

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Table 1. Frontloading with banknotes

QUESTION: Q1. Has your branch been supplied or is it planned that it will be supplied with euro banknotes before 1 January 2007?


	Total N	% Yes, already supplied	% Yes, it is planned	% No	% We do not know yet	% DK/NA
 TOTAL	47	34	29.8	2.1	4.3	29.8
SIZE OF THE BRANCH						
1-9 employees	17	41.2	23.5	5.9	5.9	23.5
10 -29 employees	17	29.4	35.3	0	0	35.3
30 or more employees	13	30.8	30.8	0	7.7	30.8
SIZE OF THE BANK						
1-9 branches	24	29.2	33.3	0	8.3	29.2
10 -29 branches	12	41.7	25	8.3	0	25
30 or more branches	9	44.4	33.3	0	0	22.2

Table 2. Schedule of frontloading with euro banknotes

QUESTION: Q2. When has your branch been supplied with euro banknotes? / When will your branch be supplied with euro banknotes?

Base: if frontloading has happened or is foreseen before 1 January


	Total N	% before 11 December	% Between 11 - 15 December 2006	% Between 16 - 20 December 2006	% Between 21 - 25 December 2006	% Between 26 - 31 December 2006	% DK/NA
 TOTAL	30	36.7	13.3	0	0	0	50
SIZE OF THE BRANCH							
1-9 employees	11	45.5	18.2	0	0	0	36.4
10 -29 employees	11	18.2	18.2	0	0	0	63.6
30 or more employees	8	50	0	0	0	0	50
SIZE OF THE BANK							
1-9 branches	15	33.3	20	0	0	0	46.7
10 -29 branches	8	37.5	0	0	0	0	62.5
30 or more branches	7	42.9	14.3	0	0	0	42.9

Table 3. Past frontloading with the necessary amount - banknotes

QUESTION: Q3_a. Does the amount of euro banknotes you received correspond to the amount you requested?

Base: if frontloading has happened already


	Total N	% Yes, exactly	% Yes, the amount is very close to what you requested	% No	% DK/NA
 TOTAL	16	87.5	12.5	0	0
SIZE OF THE BRANCH					
1-9 employees	7	100	0	0	0
10 -29 employees	5	100	0	0	0
30 or more employees	4	50	50	0	0
SIZE OF THE BANK					
1-9 branches	7	85.7	14.3	0	0
10 -29 branches	5	100	0	0	0
30 or more branches	4	75	25	0	0

Table 4. Future frontloading with the necessary amount - banknotes

QUESTION: Q3_b. Do you have a confirmation that the amount of euro banknotes you will receive will correspond to the amount you requested?

Base: if frontloading will happen later


	Total N	% Yes, it will be exactly the amount you requested	% The amount we will receive is very close to what you requested	% No	% DK/NA
 TOTAL	14	85.7	7.1	0	7.1
SIZE OF THE BRANCH					
1-9 employees	4	75	25	0	0
10 -29 employees	6	100	0	0	0
30 or more employees	4	75	0	0	25
SIZE OF THE BANK					
1-9 branches	8	87.5	0	0	12.5
10 -29 branches	3	66.7	33.3	0	0
30 or more branches	3	100	0	0	0

Table 5. Reason for lack of frontloading - banknotes

QUESTION: Q4. Why will you not be supplied with euro banknotes before 1 January 2007? Please select the most important reason!

Base: if no frontloading is foreseen


	Total N	% The branch decided that it does not want to be frontloaded with euro banknotes	% Request was refused by the central bank	% Your bank headquarters decided not to be frontloaded	% It is scheduled for later	% You were not aware of the possibility of frontloading	% Other reason	% DK/NA
 TOTAL	1	0	0	0	0	0	100	0
SIZE OF THE BRANCH								
1-9 employees	1	0	0	0	0	0	100	0
10 -29 employees	0	0	0	0	0	0	0	0
30 or more employees	0	0	0	0	0	0	0	0
SIZE OF THE BANK								
1-9 branches	0	0	0	0	0	0	0	0
10 -29 branches	1	0	0	0	0	0	100	0
30 or more branches	0	0	0	0	0	0	0	0

Table 6. Frontloading with euro coins

QUESTION: Q5. Has your branch been supplied or is it planned that it will be supplied with euro coins before 1 January 2007?


	Total N	% Yes, already supplied	% Yes, it is planned	% No	% We do not know yet	% DK/NA
 TOTAL	47	42.6	17	4.3	2.1	34
SIZE OF THE BRANCH						
1-9 employees	17	41.2	11.8	11.8	5.9	29.4
10 -29 employees	17	41.2	17.6	0	0	41.2
30 or more employees	13	46.2	23.1	0	0	30.8
SIZE OF THE BANK						
1-9 branches	24	41.7	20.8	4.2	4.2	29.2
10 -29 branches	12	33.3	16.7	8.3	0	41.7
30 or more branches	9	66.7	11.1	0	0	22.2

Table 7. Schedule of frontloading with euro coins

QUESTION: Q6. When has your branch been supplied with euro coins? / When will your branch be supplied with euro coins?

Base: if frontloading has happened or is foreseen before 1 January


	Total N	% September 2006	% October 2006	% November 2006	% December 2006	% DK/NA
 TOTAL	28	0	10.7	21.4	39.3	28.6
SIZE OF THE BRANCH						
1-9 employees	9	0	11.1	11.1	44.4	33.3
10 -29 employees	10	0	10	30	20	40
30 or more employees	9	0	11.1	22.2	55.6	11.1
SIZE OF THE BANK						
1-9 branches	15	0	6.7	20	46.7	26.7
10 -29 branches	6	0	16.7	16.7	33.3	33.3
30 or more branches	7	0	14.3	28.6	28.6	28.6

Table 8. Past frontloading with the necessary amount - coins

QUESTION: Q7_a. Does the amount of euro coins you received correspond to the amount you requested?

Base: if frontloading has happened already


	Total N	% Yes, exactly	% Yes, the amount is very close to what you requested	% No	% DK/NA
 TOTAL	20	95	5	0	0
SIZE OF THE BRANCH					
1-9 employees	7	100	0	0	0
10 -29 employees	7	100	0	0	0
30 or more employees	6	83.3	16.7	0	0
SIZE OF THE BANK					
1-9 branches	10	100	0	0	0
10 -29 branches	4	100	0	0	0
30 or more branches	6	83.3	16.7	0	0

Table 9. Future frontloading with the necessary amount - coins

QUESTION: Q7_b. Do you have a confirmation that the amount of euro coins you will receive will correspond to the amount you requested?

Base: if frontloading will happen later



	Total N	% Yes, it will be exactly the amount you requested	% The amount we will receive is very close to what you requested	% No	% DK/NA
 TOTAL	8	62.5	25	0	12.5
SIZE OF THE BRANCH					
1-9 employees	2	50	50	0	0
10 -29 employees	3	66.7	33.3	0	0
30 or more employees	3	66.7	0	0	33.3
SIZE OF THE BANK					
1-9 branches	5	60	20	0	20
10 -29 branches	2	50	50	0	0
30 or more branches	1	100	0	0	0

Table 10. Reason for lack of frontloading - coins

QUESTION: Q8. Why will you not be supplied with euro coins before 1 January 2007? Please select the most important reason!

Base: if no frontloading is foreseen

	Total N	% The branch decided that it does not want to be frontloaded with euro coins	% Request was refused by the central bank	% Your bank headquarters decided not to be frontloaded	% It is scheduled for later	% You were not aware of the possibility of frontloading	% Other reason	% DK/NA
 TOTAL	2	0	0	0	50	0	50	0
SIZE OF THE BRANCH								
1-9 employees	2	0	0	0	50	0	50	0
10 -29 employees	0	0	0	0	0	0	0	0
30 or more employees	0	0	0	0	0	0	0	0
SIZE OF THE BANK								
1-9 branches	1	0	0	0	100	0	0	0

10 -29 branches	1	0	0	0	0	0	100	0
30 or more branches	0	0	0	0	0	0	0	0

Table 11. Activity to facilitate sub-frontloading

QUESTION: Q9. Have you been actively contacting the business customers of your branch in order to supply euro cash to them before 1 January 2007?


	Total N	% Yes	% No	% DK/NA
 TOTAL	47	78.7	12.8	8.5
SIZE OF THE BRANCH				
1-9 employees	17	58.8	29.4	11.8
10 -29 employees	17	82.4	5.9	11.8
30 or more employees	13	100	0	0
SIZE OF THE BANK				
1-9 branches	24	75	16.7	8.3
10 -29 branches	12	75	8.3	16.7
30 or more branches	9	100	0	0

Table 12. Anticipated demand for sub-frontloading

QUESTION: Q10. What proportion of your business customers do you think will request you to provide them with euro cash before 1 January 2007?


	Total N	% Between 0 - 25 percent	% Between 26 - 50 percent	% Between 51 - 75 percent	% Between 76 - 100 percent	% DK/NA
 TOTAL	47	44.7	23.4	12.8	4.3	14.9
SIZE OF THE BRANCH						
1-9 employees	17	47.1	17.6	5.9	5.9	23.5
10 -29 employees	17	41.2	23.5	17.6	0	17.6
30 or more employees	13	46.2	30.8	15.4	7.7	0
SIZE OF THE BANK						
1-9 branches	24	62.5	20.8	4.2	0	12.5
10 -29 branches	12	16.7	25	25	0	33.3
30 or more branches	9	33.3	22.2	22.2	22.2	0

Table 13. Ability to satisfy sub-frontloading demands

QUESTION: Q10.bis. Do you think that you will be able to satisfy these requests for euro cash before 1 January 2007?


	Total N	% Yes, you will be able to satisfy ALL requests	% Yes, you will be able to satisfy MOST requests	% No	% DK/NA
 TOTAL	47	74.5	17	2.1	6.4
SIZE OF THE BRANCH					
1-9 employees	17	52.9	23.5	5.9	17.6
10 -29 employees	17	76.5	23.5	0	0
30 or more employees	13	100	0	0	0
SIZE OF THE BANK					
1-9 branches	24	79.2	12.5	0	8.3
10 -29 branches	12	50	33.3	8.3	8.3
30 or more branches	9	88.9	11.1	0	0

Table 14. Operate cash dispensers (ATMs)

QUESTION: Q11. Do you operate cash dispensers (ATMs) in your branch (inside/outside)?


	Total N	% Yes	% No	% DK/NA
 TOTAL	47	66	29.8	4.3
SIZE OF THE BRANCH				
1-9 employees	17	35.3	58.8	5.9
10 -29 employees	17	82.4	17.6	0
30 or more employees	13	84.6	7.7	7.7
SIZE OF THE BANK				
1-9 branches	24	58.3	37.5	4.2
10 -29 branches	12	66.7	33.3	0
30 or more branches	9	100	0	0

Table 15. Date of full conversion to the euro of cash dispensers

QUESTION: Q12. When do you plan the full conversion to the euro of all your cash dispensers to be completed?

Base: , Q11=1



	Total N	% On 1 January 2007 at 8.00h	% On 1 January 2007 at 16.00h	% On 1 January 2007 at 24.00h	% On 2 January 2007	% On 3 January 2007	% On 4 January 2007	% On 5 January 2007	% On 6 January 2007 or later	% no timeplan yet	% it depends on external factors	% DK/NA
 TOTAL	31	67.7	12.9	16.1	0	3.2	0	0	0	0	0	0
SIZE OF THE BRANCH												
1-9 employees	6	66.7	16.7	16.7	0	0	0	0	0	0	0	0
10 -29 employees	14	64.3	7.1	21.4	0	7.1	0	0	0	0	0	0
30 or more employees	11	72.7	18.2	9.1	0	0	0	0	0	0	0	0
SIZE OF THE BANK												
1-9 branches	14	57.1	14.3	21.4	0	7.1	0	0	0	0	0	0
10 -29 branches	8	87.5	0	12.5	0	0	0	0	0	0	0	0
30 or more branches	9	66.7	22.2	11.1	0	0	0	0	0	0	0	0

Table 16. Denominations planned to be dispensed in ATM

QUESTION: Q13a-e. Which euro banknote denominations are planned be dispensed in your cash dispensers in the first two weeks of January 2007?

% "Mentioned" shown

Base: Those who operate ATMs

	Total N	% € 5	% € 10	% € 20	% € 50	% Other denomination
 TOTAL	31	6.5	87.1	80.6	6.5	0
SIZE OF THE BRANCH						
1-9 employees	6	0	100	100	0	0
10 -29 employees	14	7.1	78.6	71.4	7.1	0
30 or more employees	11	9.1	90.9	81.8	9.1	0
SIZE OF THE BANK						
1-9 branches	14	7.1	78.6	71.4	7.1	0
10 -29 branches	8	12.5	87.5	75	0	0

30 or more branches	9	0	100	100	11.1	0
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Table 17. Problems of cash logistics experienced, related to the changeover

QUESTION: Q14. Did you experience any problems so far in terms of cash logistics related to the changeover, both concerning euro and tolar cash?


	Total N	% Yes	% No	% DK/NA
 TOTAL	47	0	97.9	2.1
SIZE OF THE BRANCH				
1-9 employees	17	0	94.1	5.9
10 -29 employees	17	0	100	0
30 or more employees	13	0	100	0
SIZE OF THE BANK				
1-9 branches	24	0	95.8	4.2
10 -29 branches	12	0	100	0
30 or more branches	9	0	100	0

Table 18. Type of cash logistics problems experienced

QUESTION: Q15_a-e. What kind of problems did you experience so far?

% "Yes, experienced" shown

Base: ,Q14=1


	Total N	Cash transport problems (e.g. delays due to lacking capacity)	Cash storage problems	Handling and packaging problems	Security problems (for example stolen cash, robbery, counterfeits)	% Other problems
 TOTAL	0	0	0	0	0	0
SIZE OF THE BRANCH						
1-9 employees	0	0	0	0	0	0
10 -29 employees	0	0	0	0	0	0
30 or more employees	0	0	0	0	0	0
SIZE OF THE BANK						
1-9 branches	0	0	0	0	0	0
10 -29 branches	0	0	0	0	0	0
30 or more branches	0	0	0	0	0	0

Table 19. Problems of cash logistics anticipated, related to the changeover

QUESTION: Q16. Do you expect any (further) problems in terms of cash logistics related to the changeover, both concerning euro and tolar cash?


	Total N	% Yes	% No	% DK/NA
 TOTAL	47	2.1	95.7	2.1
SIZE OF THE BRANCH				
1-9 employees	17	5.9	88.2	5.9
10 -29 employees	17	0	100	0
30 or more employees	13	0	100	0
SIZE OF THE BANK				
1-9 branches	24	4.2	91.7	4.2
10 -29 branches	12	0	100	0
30 or more branches	9	0	100	0

Table 20. Type of cash logistics problems anticipated

QUESTION: Q17_a-e. What kind of problems do you expect for the coming weeks?

% "Yes, expect" shown

Base: ,Q16=1


	Total N	Cash transport problems (e.g. delays due to lacking capacity)	Cash storage problems	Handling and packaging problems	Security problems (for example stolen cash, robbery, counterfeits)	% Other problems
 TOTAL	1	100	0	0	100	0
SIZE OF THE BRANCH						
1-9 employees	1	100	0	0	100	0
10 -29 employees	0	0	0	0	0	0
30 or more employees	0	0	0	0	0	0
SIZE OF THE BANK						
1-9 branches	1	100	0	0	100	0
10 -29 branches	0	0	0	0	0	0
30 or more branches	0	0	0	0	0	0

Table 21. When to stop issuing national cash at counters

QUESTION: Q18. When do you intend to stop issuing national cash at your counters?


	Total N	% On December 31st 2006	% Between 1 and 5 January 2007	% Between 6 and 10 January 2007	% On 11 January 2007 or later	% DK/NA
 TOTAL	47	63.8	10.6	0	19.1	6.4
SIZE OF THE BRANCH						
1-9 employees	17	35.3	23.5	0	23.5	17.6
10 -29 employees	17	94.1	5.9	0	0	0
30 or more employees	13	61.5	0	0	38.5	0
SIZE OF THE BANK						
1-9 branches	24	54.2	12.5	0	25	8.3
10 -29 branches	12	91.7	0	0	0	8.3
30 or more branches	9	66.7	11.1	0	22.2	0

Table 22. Specific measures to cope with the backflow of national cash

QUESTION: Q19. Did you take specific measures to cope with the backflow of national cash?


	Total N	% Yes	% No	% DK/NA
 TOTAL	47	74.5	17	8.5
SIZE OF THE BRANCH				
1-9 employees	17	58.8	29.4	11.8
10 -29 employees	17	82.4	17.6	0
30 or more employees	13	84.6	0	15.4
SIZE OF THE BANK				
1-9 branches	24	70.8	20.8	8.3
10 -29 branches	12	75	25	0
30 or more branches	9	77.8	0	22.2

Table 23. Type of measures taken to cope with the backflow of national cash (1)

QUESTION: Q20-a-d. What kind of measures did you take to cope with the backflow of national cash?

% "Measure taken" shown

Base: if there are any specific measures taken



	Total N	Special packaging to facilitate the counting of coins	Staff specifically trained to deal with the backflow	Exceptional increase of staff dealing with the backflow	Shifting part of the work to bank headquarters
 TOTAL	35	60	80	57.1	20
SIZE OF THE BRANCH					
1-9 employees	10	50	80	40	40
10 -29 employees	14	57.1	78.6	71.4	14.3
30 or more employees	11	72.7	81.8	54.5	9.1
SIZE OF THE BANK					
1-9 branches	17	58.8	88.2	47.1	35.3
10 -29 branches	9	66.7	66.7	55.6	11.1
30 or more branches	7	57.1	85.7	85.7	0

Table 24. Type of measures taken to cope with the backflow of national cash (2)

QUESTION: Q20_e-g. What kind of measures did you take to cope with the backflow of national cash?

% "Measure taken" shown

Base: if there are any specific measures taken

	Total N	Overtime arrangements for your staff	Extended bank opening hours	Other measures
 TOTAL	35	80	40	25.7
SIZE OF THE BRANCH				
1-9 employees	10	60	20	30
10 -29 employees	14	85.7	42.9	0
30 or more employees	11	90.9	54.5	54.5
SIZE OF THE BANK				
1-9 branches	17	82.4	47.1	29.4
10 -29 branches	9	77.8	22.2	11.1
30 or more branches	7	85.7	57.1	42.9

7. Survey details

This Flash Eurobarometer 195: “Survey among enterprises and banks in Slovenia” telephone survey was conducted on behalf of the European Commission, Directorate-General Economic and Financial Affairs.

The objective of the survey is to study the state of the preparations of the introduction of the Euro in various business sectors and bank sectors in Slovenia. The current report contains the results found among bank branches.

The current special target group Flash Eurobarometer survey was organised and managed by the Eurobarometer Team of the European Commission (Directorate-General Communication, Unit R-4).

The interviews were conducted between the 11th of December and the 19st of December 2006 by Slovenian CATI d.o.o. partner institute of The Gallup Organization Hungary.

Representativeness of the results

Sample specification: The initial sample of the bank sector was stratified to include 75 bank branches and 25 bank branches in post offices. Despite all efforts (including facilitation attempt by the Bank Association of Slovenia) the actual sample size remained at 47 branches.

The sample lists were developed using national bank branches (IPIS). Selection of banks was carried out randomly.

The person interviewed in each branch was a Branch Manager, the person designated to Euro-coordinator in the branch or another relevant manager of the bank.

Results are not weighted, they reflect estimates of the results corresponding to the Slovenian banks.

Sizes of the samples

The targeted number of main interviews was 100; the below table shows the achieved sample. A large number of branches were not willing to participate in the survey, they were very busy with the preparation of the euro changeover.

	Conducted	% of Total
Total	47	100
Abanka vipa	2	4.3
Bank austria creditanstalt	3	6.4
Banka celje	2	4.3
Banka domžale (nlb skupina)	2	4.3
Banka koper	3	6.4
Banka zasavje (nlb skupina)	3	6.4
Bawag banka	1	2.1
Delavska hranilnica d.d. Ljubljana	4	8.5
Deželna banka slovenije	2	4.3
Gorenjska banka	2	4.3
Hranilnica in posojilnica vipava d.d.	1	2.1
Hranilnica lon, d.d., kranj	1	2.1
Hypo alpe-adria-bank	2	4.3
Koroška banka (nlb skupina)	1	2.1
Nova kreditna banka maribor	2	4.3
Nova ljubljanska banka	2	4.3
Poštna banka slovenije - banèna skupina nove kreditne banke maribor	6	12.8
Probanka	1	2.1
Raiffeisen krekova banka	4	8.5
Skb banka	2	4.3
Volksbank - ljudska banka	1	2.1
Total	47	100
1-9 employees in branch	24	51.1
10-29 employees in branch	12	25.5
30 or more employees in branch	9	19.1
NA	2	4.3
Total	47	100

Questionnaires

The Slovenian partner institute translated the questionnaire to Slovenian using a centralized process of back-translation procedure, involving two initial local translations, independent back-translation and central verification of the localised questionnaires.

Further details

For further details you may contact Gallup or The European Commission. The relevant contacts are:

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8. Survey questionnaire

Draft questionnaire for a Slovenian changeover survey: Bank branches – Information to be collected before €-day

D1. Please indicate the bank chain:

- Bank 1.....	01
- INSERT LIST	02-24
- Bank 25	25
- [DK/NA].....	9

D2. Please indicate your role in the branch:

- Branch Manager.....	1
- Euro-coordinator in the branch	2
- Other	3
- [DK/NA].....	9

D3. Please indicate the number of employees in the branch:

- 1-9.....	1
- 10-29.....	2
- 30 or more	3
- [DK/NA].....	9

Frontloading of euro cash

Q1. Has your branch been supplied or is it planned that it will be supplied with euro banknotes before 1 January 2007?

- Yes, already supplied.....	1
- Yes, it is planned.....	2
- No	3
- [We do not know yet].....	4
- [DK/NA].....	9

Q2. (IF THE ANSWER TO Q1 = 1)

When has your branch been supplied with euro banknotes?

(IF THE ANSWER TO Q1 = 2)

When will your branch be supplied with euro banknotes?

- Between 11 – 15 December 2006	1
- Between 16 – 20 December 2006	2
- Between 21 – 25 December 2006	3
- Between 26 – 31 December 2006	4
- [DK/NA].....	9

- Q3a. (IF THE ANSWER TO Q1 = 1)
Does the amount of euro banknotes you received correspond to the amount you requested?
- Yes, exactly.....1
 - Yes, the amount is very close to what you requested2
 - No3
 - [DK/NA].....9
- Q3b. (IF THE ANSWER TO Q1 = 2)
Do you have a confirmation that the amount of euro banknotes you will receive will correspond to the amount you requested?
- Yes, it will be exactly the amount you requested1
 - The amount we will receive is very close to what you requested2
 - No3
 - [DK/NA].....9
- Q4. (IF THE ANSWER TO Q1 = 3)
Why will you not be supplied with euro banknotes before 1 January 2007? Please select the most important reason!
- The branch decided that it does not want to be frontloaded with euro banknotes.....1
 - Request was refused by the central bank2
 - Your bank headquarters decided not to be frontloaded.....3
 - It is scheduled for later4
 - You were not aware of the possibility of frontloading5
 - Other reason6
 - [DK/NA].....9
- Q5. Has your branch been supplied or is it planned that it will be supplied with euro *coins* before 1 January 2007?
- Yes, already supplied.....1
 - Yes, it is planned.....2
 - No3
 - [We do not know yet].....4
 - [DK/NA].....9
- Q6. (IF THE ANSWER TO Q5 = 1)
When has your branch been supplied with euro coins?
(IF THE ANSWER TO Q5 = 2)
When will your branch be supplied with euro coins?
- September2006.....1
 - October 20062
 - November 2006.....3
 - December 2006.....4
 - [DK/NA].....9
- Q7a. (IF THE ANSWER TO Q5 = 1)
Does the amount of euro coins you received correspond to the amount you requested?
- Yes, exactly.....1
 - Yes, the amount is very close to what you requested2
 - No3
 - [DK/NA].....9

Q7b. (IF THE ANSWER TO Q5 = 2)
Do you have a confirmation that the amount of euro coins you will receive will correspond to the amount you requested?

- Yes, it will be exactly the amount you requested1
- The amount we will receive is very close to what you requested2
- No3
- [DK/NA]9

Q8. (IF THE ANSWER TO Q5 = 3)
Why will you not be supplied with euro coins before 1 January 2007? Please select the most important reason!

- The branch decided that it does not want to be frontloaded with euro coins.....1
- Request was refused by the central bank2
- Your bank headquarters decided not to be frontloaded.....3
- It is scheduled for later4
- You were not aware of the possibility of frontloading5
- Other reason6
- [DK/NA]9

Sub-frontloading

Q9. Have you been actively contacting the business customers of your branch in order to supply euro cash to them before 1 January 2007?

- Yes 1
- No2
- [DK/NA]9

Q10. What proportion of your business customers do you think will request you to provide them with euro cash before 1 January 2007?

- Between 0 – 25 percent.....1
- Between 26 – 50 percent.....2
- Between 51 – 75 percent.....3
- Between 76 – 100 percent.....4
- [DK/NA]9

Q10bis. Do you think that you will be able to satisfy these requests for euro cash before 1 January 2007?

- Yes, you will be able to satisfy ALL requests 1
- Yes, you will be able to satisfy MOST requests2
- No.....3
- [DK/NA]9

Cash dispensers

Q11. Do you operate cash dispensers (ATMs) in your branch (inside/outside)?

- Yes1
- No2
- [DK/NA].....9

Q12. (IF THE ANSWER TO Q11. IS YES)

When do you plan the full conversion to the euro of all your cash dispensers to be completed?

- On 1 January 2007 at 8.00h01
- On 1 January 2007 at 16.00h02
- On 1 January 2007 at 24.00h03
- On 2 January 200704
- On 3 January 200705
- On 4 January 200706
- On 5 January 200707
- On 6 January 2007 or later08
- [no timeplan yet]09
- [it depends on external factors]10
- [DK/NA]99

Q13. (IF THE ANSWER TO Q11. IS 'YES')

Which euro banknote denominations are planned be dispensed in your cash dispensers in the first two weeks of January 2007?

(DO NOT READ OUT, CODE ALL RESPONSES)

- Mentioned1
 - Did not mention2
-
- A) € 5 1 2
 - B) € 10 1 2
 - C) € 20 1 2
 - D) € 50 1 2
 - E) other denomination 1 2

Logistics

Q14. Did you experience any problems so far in terms of cash logistics related to the changeover, both concerning euro and tolar cash?

- Yes.....1
- No.....2
- [DK/NA].....9

Q15. (IF THE ANSWER TO Q14. IS 'YES')
 What kind of problems did you experience so far?
 (READ OUT - SEVERAL ANSWERS POSSIBLE)

- Yes, experienced1
- No, did not experience2
- [DK/NA].....9

- A) Cash transport problems (e.g. delays due to lacking capacity)1 2 9
- B) Cash storage problems.....1 2 9
- C) Handling and packaging problems.....1 2 9
- D) Security problems (for example stolen cash, robbery, counterfeits)1 2 9
- E) Other problems.....1 2 9

Q16. Do you expect any (further) problems in terms of cash logistics related to the changeover, both concerning euro and tolar cash?

- Yes1
- No.....2
- [DK/NA].....9

Q17. (IF THE ANSWER TO Q16. IS 'YES')
 What kind of problems do you expect for the coming weeks?
 (READ OUT - SEVERAL ANSWERS POSSIBLE)

- Yes, expect1
- No, does not expect2
- [DK/NA].....9

- A) Cash transport problems (e.g. delays due to lacking capacity)1 2 9
- B) Cash storage problems.....1 2 9
- C) Handling and packaging problems.....1 2 9
- D) Security problems (for example stolen cash, robbery, counterfeits)1 2 9
- E) Other problems.....1 2 9

National cash

Q18. When do you intend to stop issuing national cash at your counters?

- On 31 December 20061
- Between 1 and 5 January 20072
- Between 6 and 10 January 20073
- On 11 January 2007 or later4
- [DK/NA]9

Q19. Did you take specific measures to cope with the backflow of national cash?

- Yes1
- No2
- [DK/NA]9

Q20. (IF THE ANSWER TO Q19. IS 'YES')

What kind of measures did you take to cope with the backflow of national cash?

(READ OUT - SEVERAL ANSWERS POSSIBLE)

- Measure taken1
 - Measure not taken2
 - [DK/NA]9
-
- A) Special packaging to facilitate the counting of coins1 2 9
 - B) Staff specifically trained to deal with the backflow1 2 9
 - C) Exceptional increase of staff dealing with the backflow1 2 9
 - D) Shifting part of the work to bank headquarters1 2 9
 - E) Overtime arrangements for your staff1 2 9
 - F) Extended bank opening hours1 2 9
 - G) Other measures1 2 9