



CONSUMER PAYMENT REPORT 2013
GREECE

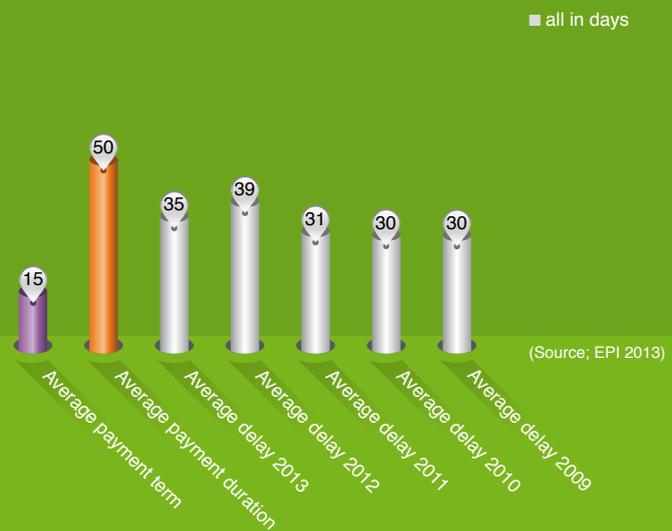


Greece

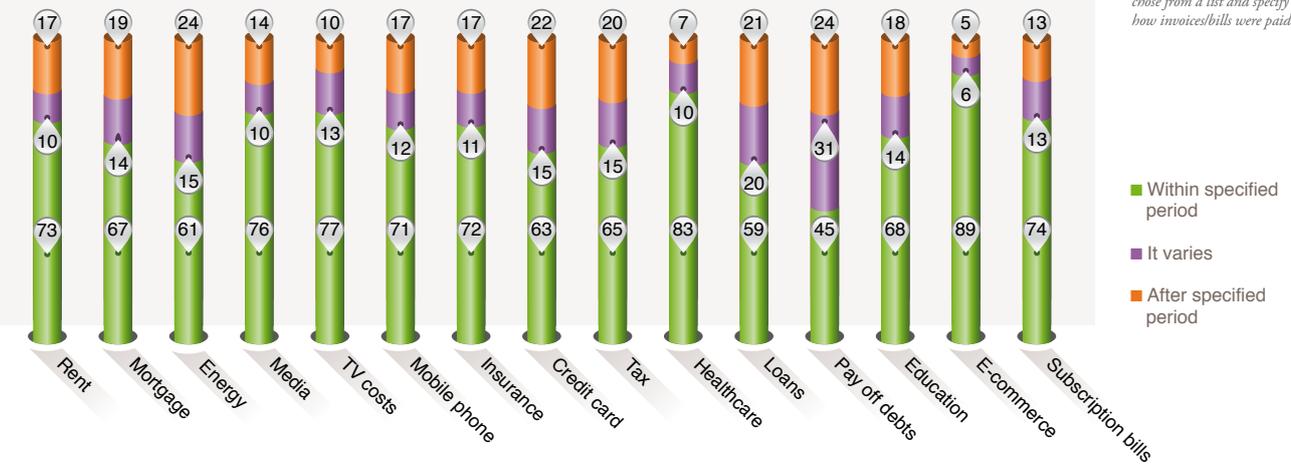
Key findings

- Most Greeks say they pay their bills on time, although some bills are paid later. 66% believe that bills should be paid on time. Over 50% have no money left after paying bills or have great difficulty in paying each month.
- Loss of employment and salary cuts are by far the main causes of financial problems. However, income-, product taxes and petrol prices are also key causes. More than 40% claim to not have enough money for a dignified existence. 40% are considering to emigrate.
- About 40% of Greeks borrow money in order to pay bills. Especially from family and friends.
- Respectively, eight and nine out of ten think the European Union and their own government do not have financial control.
- One-third of Greeks feel they have control over their own finances. 70% think that more than 50% of their fellow countrymen cannot pay their bills on time.

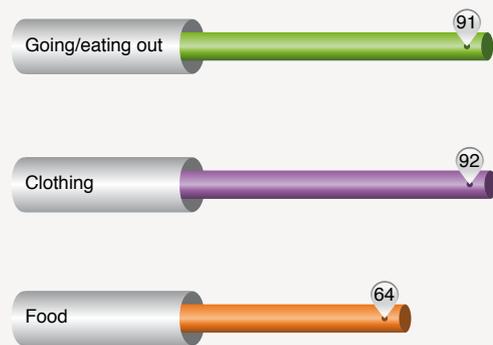
Payment Development (Consumer to business)



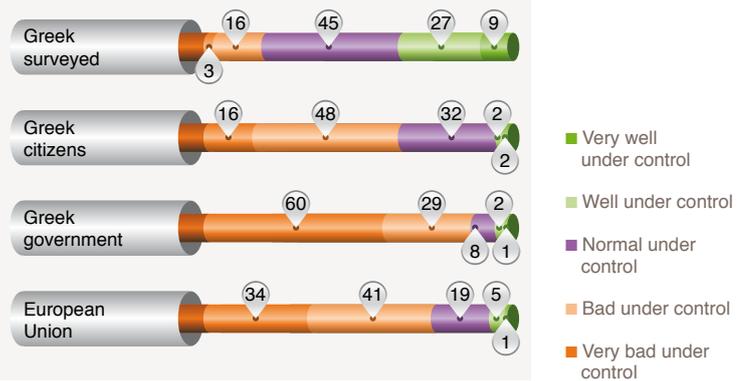
Invoices/bills that are paid within or after the specified period (%)



When finances are strained money is saved on: (%)



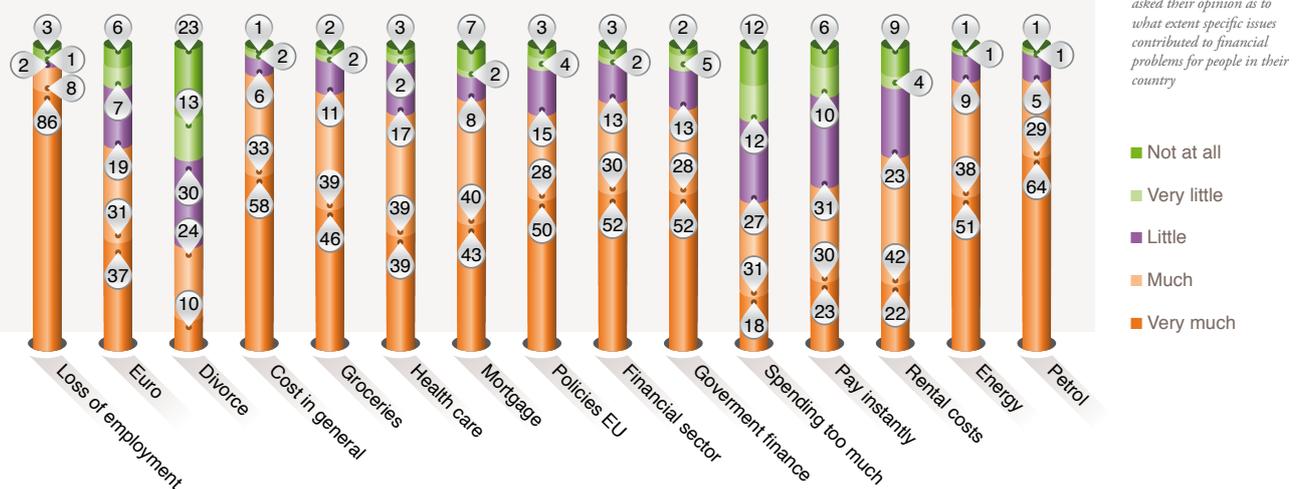
Assumed control over financial affairs (%)



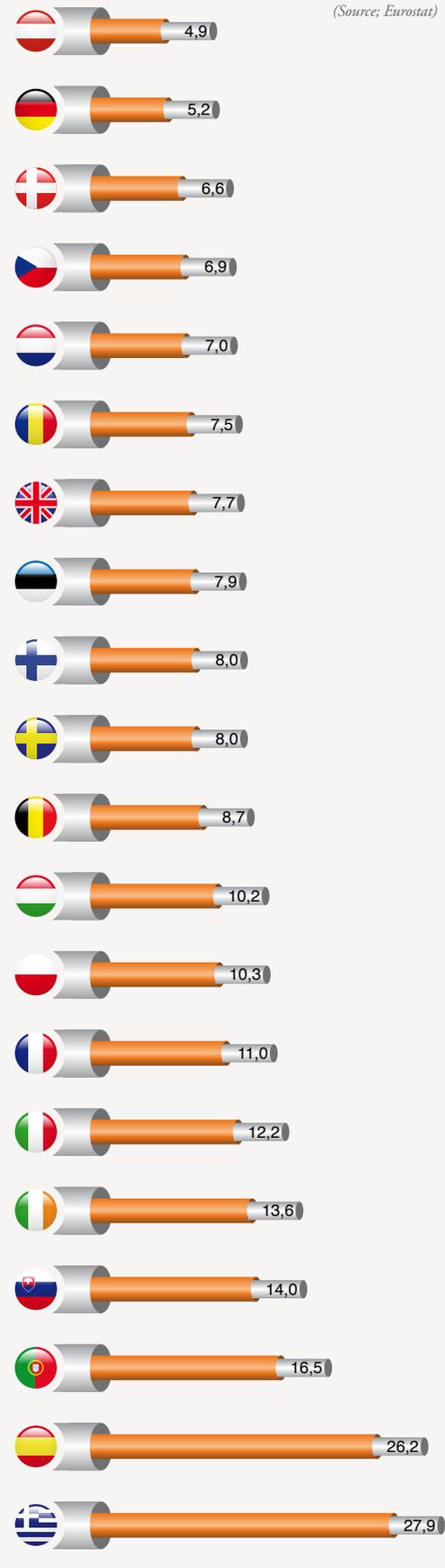
Note: percentage of respondents that agreed

Note: respondents were asked to think about their own financial control and that of others

Issues that contribute to the financial problems for people in Greece (%)



Unemployment (%)



Greek situation

In the European Consumer Payment Report and survey, the situation in Greece can be described as the worst when compared to other European countries.

38% of the Greek respondents admitted that they had borrowed money (apart from mortgages) in order to pay the bills. This is the highest percentage in Europe. Mostly was borrowed from family and friends and credit cards are overloaded. Bills that are being paid after the specified period or vary in payment are mostly paying of outstanding debts and loans, utility bills and traffic fines.

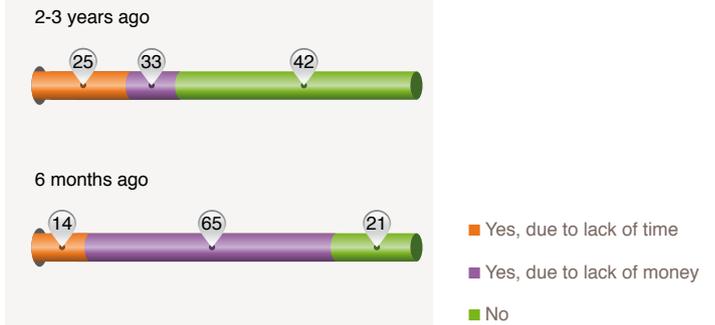
67% agreed that bills should be paid on time, 57% have difficulties paying all the bills each month. 66% of the Greek respondents said that it often happens that they can not make their money go round. This shortage of cash flow resulted in the lowest percentage of Europeans saving a fixed amount per month, just 16% agreed in Greece.

YoY growth in loans to Eurozone households (%)

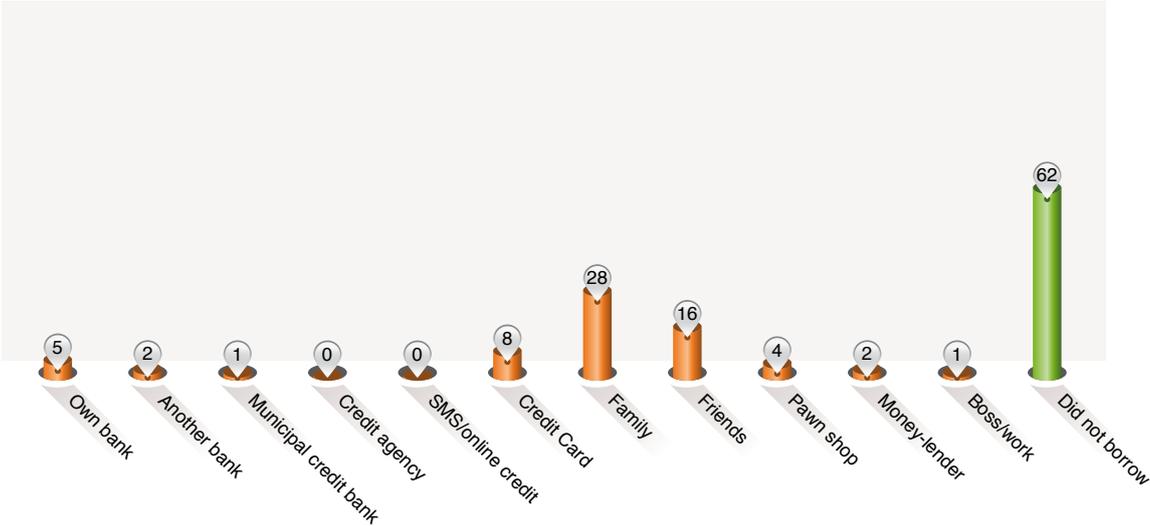


(Source: ECB)

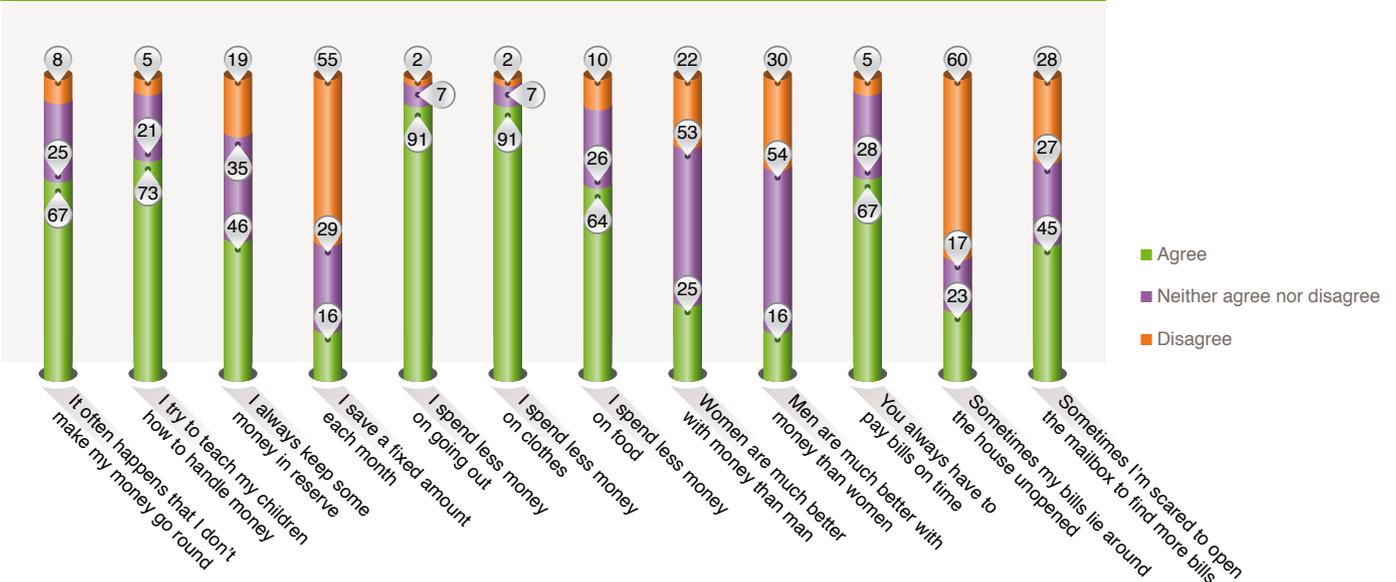
Was there any occasion when you could not pay a bill on time? (%)



Where did you borrow money from in the past six months, apart from mortgages? (%)



Statements, agree or disagree (%)



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