

Flash Eurobarometer 509

Retail financial services and products



Bulgaria

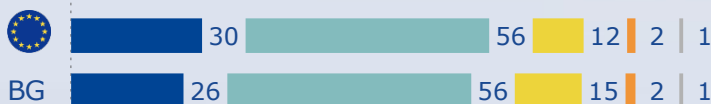
Interviews with EU citizens: EU27 – 27 862 | BG – 1 017

Fieldwork: 30.05 – 14.06.2022 | Methodology: 

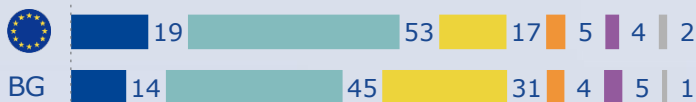
Confidence in managing personal finances

dx... How confident do you feel...? (%)

2 ... in managing your personal finances



3 ... managing your money and transactions online securely, via websites or apps

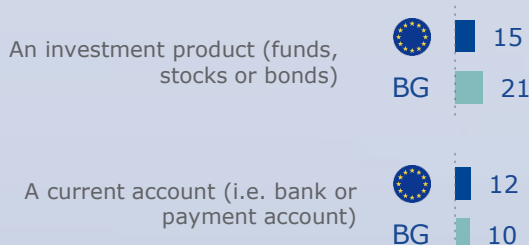


Very confident Quite confident
Not very confident Not confident at all
I have never done this Don't know

Cross-border purchases of financial products and services

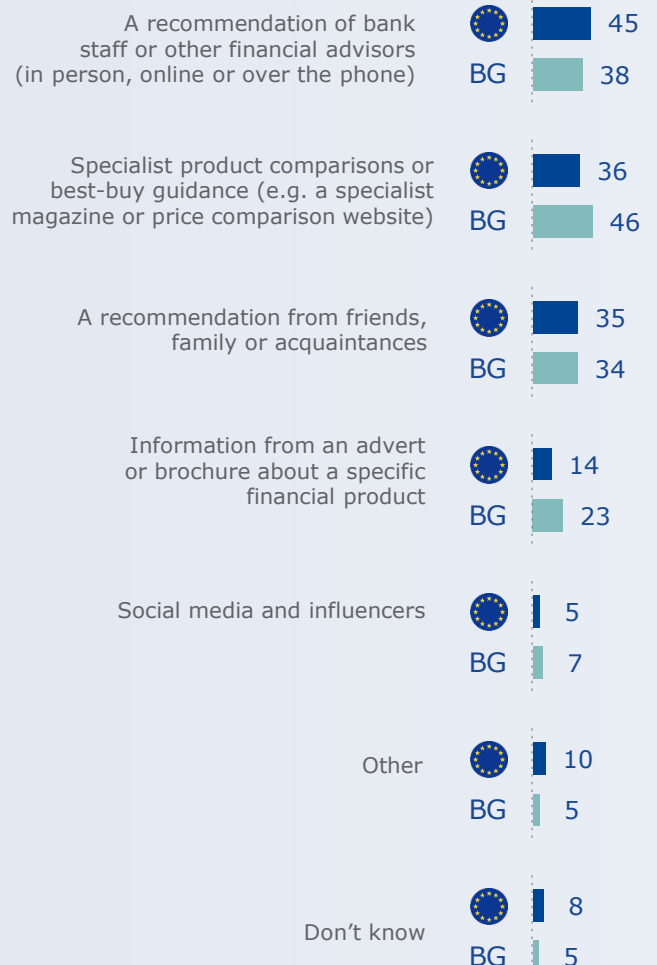
q4 Which of these products and services did you purchase in another EU Member State? (% purchased in another Member State)

Base: respondents who own the product



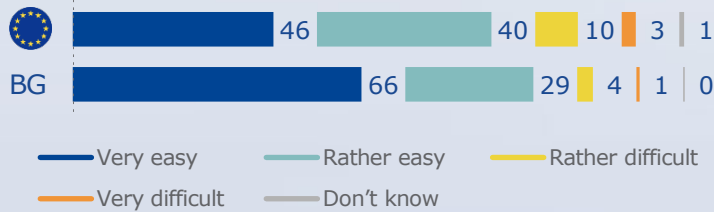
Information sources when making financial decisions

q1 What sources of information do you use when making decisions about your personal finances? (Multiple answers allowed, % mentioned)



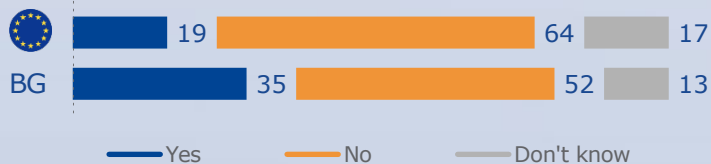
Access to ATMs and physical bank branches

q7 Thinking about the area where you live, how easy or difficult is it to withdraw cash at ATMs or physical bank branches? (%)



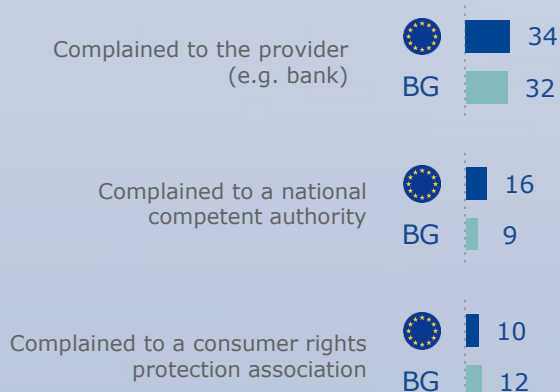
EU citizens' financial rights

q11 Across the EU, you have basic rights when you open a bank account, transfer money, take out a loan or buy insurance products. Have you ever considered that your rights were breached doing any of the following? (%)



q12 And when you felt your rights were breached, did you then complain to anyone? (Multiple answers allowed, % mentioned)

Base: respondents who felt their rights were breached



Views about the possible introduction of a digital euro

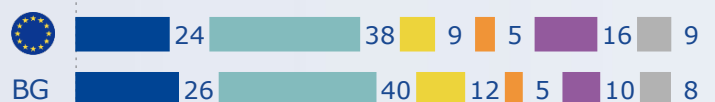
q8 [...] Have you heard that discussions are taking place about the possible introduction of a digital euro? (%)



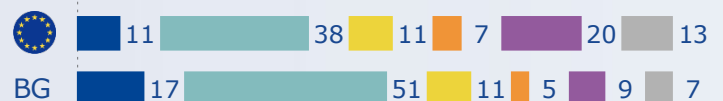
Sustainable finance

q10 [...] To what extent do you agree or disagree with the following statements? (%)

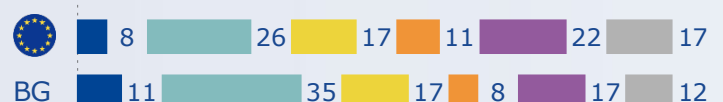
It is important to me that my savings and investments do not fund economic activities that have a negative impact on the planet



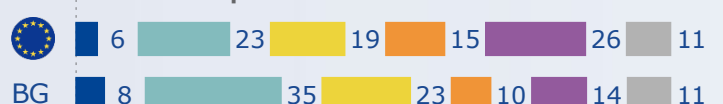
If I know that a financial product is sustainable, I am more likely to invest in it



I know whether my private savings and investments are invested into sustainable economic activities



I receive information on the sustainability impact of financial products or services



Legend for Sustainable Finance charts:
 Strongly agree (Dark Blue), Rather agree (Teal), Rather disagree (Yellow), Strongly disagree (Orange), Not applicable (Purple), Don't know (Grey)