

III Questionnaire (with Ground Total Results)

Consumer Affairs Agency “Basic Survey on Consumer Life” Questionnaire

November 2017

(N=6,255)

Survey organized by	Consumer Research Division, Consumer Affairs Agency
Conducted by	Nippon Research Center Ltd.

[How to answer this survey]

Please answer the following questions concerning awareness, actions, and experiences of **you**, not your family or household, in addition, please note that some questions ask about “**the past year**” or “**the past three years**”.

(1) Questions on “awareness or actions for your daily life and consumer life”

[Ask all]

Q1 How often are you aware of the following items when choosing goods and services? One answer per line..

		Always aware	Often aware	Occasionally aware	Rarely/not aware	No answer
		1	2	3	4	
(a) Price	→	(60.0)	(31.1)	(7.2)	(1.3)	(0.4)
(b) Functions	→	(42.0)	(46.8)	(8.8)	(1.6)	(0.8)
(c) Safety	→	(41.7)	(40.4)	(15.1)	(2.0)	(0.7)
(d) Advertisement	→	(6.7)	(24.1)	(50.6)	(17.9)	(0.8)
(e) Brand image	→	(7.5)	(30.6)	(43.9)	(17.3)	(0.7)
(f) Reputation	→	(16.0)	(43.4)	(32.6)	(7.2)	(0.8)
(g) Benefit (loyal card, premium, etc.)	→	(10.5)	(26.5)	(40.2)	(22.0)	(0.7)
(h) Attitude toward customers, such as explanation and response to you when you purchase/use goods and services	→	(15.1)	(39.8)	(35.8)	(8.6)	(0.7)
(i) Handling your complaint and/or request	→	(11.8)	(30.4)	(40.5)	(16.2)	(1.1)
(j) Effect of goods and services on environment	→	(9.0)	(27.2)	(42.0)	(21.0)	(0.7)
(k) Management policies, philosophy, and social contributions	→	(4.1)	(13.9)	(40.3)	(40.9)	(0.8)

[Ask all.]

Q2 To what extent do you pay attention to the following actions as a consumer? One answer per line.

		Quite trying	To some extent trying	Depends	Not trying much	Rarely/not trying	No answer
		1	2	3	4	5	
(a) Fully check indications and explanation to understand before selecting goods and services	→	(18.3)	(57.5)	(15.7)	(6.3)	(1.7)	(0.5)
(b) Prepare/check measures for troubles in advance	→	(5.6)	(28.9)	(33.8)	(23.2)	(7.9)	(0.6)
(c) Complain against a business operator if there is any problem with a good and a service	→	(10.0)	(34.2)	(28.0)	(17.8)	(9.4)	(0.5)
(d) Consider life plan with prospects for the future including changes of life stages and economic status	→	(9.0)	(39.5)	(28.8)	(15.4)	(6.6)	(0.7)
(e) Understand how to manage personal information and take appropriate actions	→	(16.7)	(45.1)	(22.9)	(10.9)	(3.9)	(0.6)

(f) Choose environment-friendly goods and services	→	(9.1)	(41.2)	(30.4)	(13.4)	(5.4)	(0.6)
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[Ask all.]

Q3 When purchasing or making a contract for a good and a service of 10,000 yen or more, which one does match your attitude for following each item? **One answer per line .**

		Quite applicable	To some extent applicable	Depends	Not much applicable	Rarely/not applicable	No answer
		1	2	3	4	5	
(a) Buy on impulse	→	(3.5)	(15.9)	(23.1)	(34.6)	(22.5)	(0.4)
(b) Fully check functions, quality, price, etc. before purchasing	→	(26.5)	(46.2)	(17.3)	(7.4)	(2.1)	(0.5)
(c) See actual goods to check before purchasing	→	(32.4)	(41.4)	(18.1)	(5.9)	(1.7)	(0.6)
(d) Cannot refuse if strongly solicited	→	(2.7)	(12.2)	(26.7)	(31.6)	(26.4)	(0.4)
(e) Purchase same goods/brands frequently	→	(9.0)	(33.0)	(25.9)	(18.8)	(13.0)	(0.4)
(f) Use same stores/business operators frequently	→	(17.6)	(48.5)	(20.7)	(8.8)	(4.0)	(0.3)

[Ask all.]

Q4 For your awareness and actions in your daily life, which one does match your attitude for following each item? **One answer per line.**

		Quite applicable	To some extent applicable	Depends	Not much applicable	Rarely/not applicable	No answer
		1	2	3	4	5	
(a) Consider carefully when making a decision	→	(9.2)	(42.4)	(35.2)	(11.4)	(1.5)	(0.4)
(b) Think flexibly	→	(6.1)	(41.6)	(40.8)	(9.6)	(1.4)	(0.5)
(c) Follow your intuition or custom	→	(6.2)	(34.1)	(40.0)	(16.2)	(2.9)	(0.6)
(d) Be confident in your decisions	→	(3.5)	(19.5)	(51.7)	(20.8)	(4.0)	(0.5)
(e) Tend to escape from reality when something bad happens	→	(5.7)	(21.6)	(38.5)	(26.2)	(7.3)	(0.7)
(f) Fussy about things you like	→	(20.8)	(47.3)	(21.4)	(8.7)	(1.6)	(0.4)
(g) Sociable	→	(7.7)	(27.8)	(38.8)	(19.3)	(6.0)	(0.4)
(h) Don't want to betray your weakness to others	→	(8.3)	(30.5)	(41.2)	(16.1)	(3.5)	(0.4)
(i) Tend to believe in people	→	(6.1)	(27.9)	(41.0)	(19.2)	(5.4)	(0.4)
(j) Consider implied meaning of people's words	→	(8.5)	(33.6)	(38.1)	(16.0)	(3.5)	(0.4)

(2) Questions on “awareness and actions concerning the use of the Internet”

[Ask all.]

Q5 When you use the Internet (except for business), what device do you mainly use? One answer only.

1. Personal computer	(18.1)
2. Tablet	(4.2)
3. Smart phone	(45.6)
4. Feature phone (Cellular phones other than smart phones.)	(0.9)
5. Television	(1.3)
6. Other ()	(0.1)
7. Don't use the Internet	Go to Q9 (27.4)
No answer	(2.5)

[If you answered “1.” through “6.” to the question 5, please answer Q6.]

(N=4,389)

Q6 How often did you use the Internet for the following purposes in the past year? One answer per line.

(Include devices other than the one mainly used.)

	Almost everyday	2 to 3 times a week	Once a week	2 to 3 times a month	Less than once a month	No experience	No answer
	1	2	3	4	5	6	
(a) Read blogs and websites →	(57.5)	(13.3)	(6.0)	(4.1)	(8.7)	(9.0)	(1.3)
(b) Communicate with friends/acquaintances via e-mail or SNS →	(43.8)	(19.1)	(7.4)	(7.8)	(11.0)	(9.7)	(1.2)
(c) Play online/social games →	(25.4)	(8.1)	(3.3)	(3.5)	(18.7)	(39.0)	(1.9)
(d) Purchase/book goods or services (hotels, tickets, etc.) →	(1.8)	(3.2)	(7.1)	(23.4)	(41.6)	(22.0)	(0.8)
(e) Send out information to many people →	(3.9)	(4.5)	(4.6)	(6.6)	(29.6)	(48.1)	(2.6)
(f) Use internet banking →	(1.0)	(1.1)	(2.6)	(6.3)	(15.8)	(70.6)	(2.6)

[If you answered “1.” through “5.” to the question 6 (d), please answer Q7.]

(N=3,385)

Q7 Concerning Internet transactions, what do you expect for business operators (Amazon, Rakuten, Yahoo, Mercari, etc.), who provide places for online sellers and stores? Multiple answers possible.

1. Ensuring safety for goods/services to avoid accidents	(74.6)
2. Matching quality of goods/services with explanations on the screen and advertisements	(78.3)
3. Ensuring quality of sellers and stores by making rules for registration or other methods	(60.1)
4. Receiving or mediating complaints	(47.6)
5. Handling complaints on damages caused by goods/services on behalf of sellers and stores when they do not respond	(60.7)
6. Refunding money when goods are not delivered without a failure of a purchaser	(68.7)
7. Securely managing personal information	(78.8)

8. Other (.....)	(2.2)
9. Nothing to expect	(2.8)
No answer	(0.5)

[If you answered “1.” through “6.” to the question 5, please answer Q8.]

Q8 (1) Have you experienced following problems when using the Internet? Multiple answers possible. Choose (f) if you have not experienced any of the following.

(2) If “experienced” among “1.” through “6” in Q5, how did you react to them? Multiple answers possible per line.

If you have experienced multiple times for each item, answer to your most impressive experience.

	(1) Experience with using Internet (Choose all that apply)		(2) Your response (Multiple answers possible per line)					No answer
			Ignored	Researched measures via the Internet	Followed the introduction or inquired to the source	Asked advice	Other	
(N=4,389)	↓		1	2	3	4	5	
(a) Received an e-mail or the like requesting payment of paid video sites or others you should have never used	1 (41.9)	(N=1,841) →	(87.7)	(14.1)	(1.2)	(8.3)	(1.4)	(-)
(b) A billing display for paid video sites or the like you should have never used popped up while browsing the Internet	2 (25.1)	(N=1,102) →	(85.4)	(15.0)	(0.9)	(6.6)	(3.0)	(0.1)
(c) Received an e-mail or the like impersonating a famous person/entertainer	3 (23.1)	(N=1,012) →	(92.1)	(4.6)	(0.9)	(2.1)	(5.0)	(0.4)
(d) A warning display was popped up saying such as “Virus has been detected on your device” or “You need to update now” while browsing the Internet	4 (37.3)	(N=1,635) →	(75.8)	(20.7)	(2.4)	(9.2)	(3.6)	(-)
(e) Received a contact from an impersonated or compromised account (For example, instructed to purchase prepaid cards)	5 (13.3)	(N=584) →	(78.4)	(9.2)	(2.2)	(6.5)	(11.0)	(0.2)
(f) Not experienced any of the above	6 (36.7)							
No answer		(0.7)						

(3) Questions on “disposal of unnecessary goods”

In this section, “reuse” refers to make unnecessary goods usable again by giving or selling them to others, not throwing out.

[Ask all.]

Q9 What do you think about using reuse (used) goods? One answer only.

1. Don't want to use reuse (used) goods	(26.9)
2. May use reuse (used) goods in some cases	(67.3)
3. Want to use reuse (used) goods	(5.3)
No answer	(0.4)

[Ask all.]

Q10 Have you made your unnecessary goods reused in the past three years? One answer only.

1. Have made goods reused	(37.7)
2. Have not made goods reused but would consider it	(10.5)
3. Have not made goods reused → Go to Q13	(51.2)
No answer	(0.6)

[If you answered “1.” or “2.” to the question 10, please answer Q11.] (N=3,013)

Q11 What is the reason you have made (or want to make) your unnecessary goods reused?

One answer only.

1. Don't want to waste what is valuable	(26.6)
2. Want to make some money even if only a little	(34.8)
3. Want to tidy up my room	(19.7)
4. Reuse is good for the society (such as reducing wastes)	(15.9)
5. Other ()	(2.2)
No answer	(0.9)

In Q10,

if you answered “1. Have made goods reused,” go to **Q12** on the next page, and

if you answered “2. Have not made goods reused but would consider it,” go to **Q13** on page 8.

[If you answered “1.” to the question 10, please answer Q12.]

Q12 (1) In the past 3 years, have you made your unnecessary goods reused in the following ways? Multiple answers possible. Choose (i), if you have not experienced any of them.

(2) If “Experienced,” one answer per line.

	(1)		(2) Intention for use (choose one)				No answer
	Experienced (Choose all that apply) ↓		Had no trouble and want to do it again 1	Had troubles but want to do it again 2	Had no trouble but don't want to do it again 3	Had troubles and don't want to do it again 4	
(N=2,359)							
(a) Giving or selling to friends/acquaintances	1 (45.0)	(N=1,061) →	(94.2)	(0.4)	(3.1)	(0.7)	(1.7)
(b) Selling in bazaars	2 (23.4)	(N=551) →	(91.1)	(0.7)	(5.3)	(0.7)	(2.2)
(c) Selling in flea markets	3 (7.7)	(N=182) →	(80.8)	(5.5)	(11.0)	(1.1)	(1.6)
(d) Selling to purchase traders (recycle shops)	4 (69.6)	(N=1,641) →	(92.9)	(1.0)	(5.1)	(0.3)	(0.7)
(e) Using door-to-door sell services	5 (10.6)	(N=251) →	(69.3)	(-)	(22.7)	(6.0)	(2.0)
(f) Using sell by delivery services	6 (8.1)	(N=190) →	(78.9)	(1.6)	(15.8)	(3.2)	(0.5)
(g) Selling on the Internet auction* ¹	7 (11.1)	(N=261) →	(76.6)	(10.7)	(8.8)	(2.3)	(1.5)
(h) Selling on the Internet flea market* ²	8 (11.6)	(N=273) →	(81.3)	(8.1)	(6.6)	(2.6)	(1.5)
(i) Not experienced any of the above	9 (2.5)						
No answer	(0.4)						

*1: Bidders decide prices.

*2: Sellers decide prices.

→ [If you answered “2” or “4” to the question 12 (2), please answer the following.]

Additional question: What is the details of your trouble? Please describe the detail of the most serious one.

(4) Questions on “use of SNS”

SNS (Social Networking Service) is a service to connect people and enjoy communication. It allows people to connect with mostly friends and acquaintances and enables conversation-like communication.

In this questionnaire, SNS refers to LINE, Facebook, Twitter, Instagram, Snapchat and the like.

[Ask all.]

Q13 In the past year, how often have you used SNS? One answer only.

1. Almost everyday	(32.6)
2. Not everyday, but used	(17.7)
3. Did not use SNS → Go to Q16	(48.4)
No answer	(1.2)

→ **[If you answered “1.” or “2.” to the question 13, please answer Q14.] (N=3,149)**

Q14 Which SNS do you use the most? One answer only.

1. LINE	(80.7)
2. Facebook	(6.6)
3. Twitter	(7.8)
4. Instagram	(3.7)
5. Snapchat	(0.0)
6. Other ()	(0.9)
No answer	(0.2)

↓ **[If you answered “1.” or “2.” to the question 13, please answer Q15.] (N=3,149)**

Q15 In the past year, have you been offended or experienced troubles while using SNS?

Multiple answers possible.

1. Received a message from a stranger	(35.7)
2. Saw uncomfortable information	(11.2)
3. Displayed unnecessary advertisements on the screen	(36.5)
4. Directed to a dating website for registration	(4.1)
5. Invited to an uninterested business (multi-level-marketing, etc.)	(5.7)
6. Become regular purchase in spite of purchasing once at a trial price seeing advertisement on SNS	(1.2)
7. Other ()	(1.4)
8. Have not been offended or experienced troubles	(42.5)
No answer	(1.1)

(5) Questions on “consumer accidents/troubles”

[Ask all.]

Q16 In the past year, have you experienced the following troubles concerning your purchased goods or used services? **One answer per line.**

***Including cases that your family or acquaintances damaged from your purchased goods or used services.**

(a) Had a safety or hygienic problem that caused injury, illness, etc.		1. Yes (0.5)	2. No (99.1)	No answer (0.4)
(b) Function/quality of a good or service was far less than expected	→	1. Yes (7.2)	2. No (92.4)	No answer (0.4)
(c) Billed far more expensive than expected	→	1. Yes (1.2)	2. No (98.4)	No answer (0.4)
(d) Actual good/service was very different from display/advertisement	→	1. Yes (3.8)	2. No (95.7)	No answer (0.4)
(e) Made a contract/purchase by problematic sales technique or sales talk	→	1. Yes (1.1)	2. No (98.4)	No answer (0.4)
(f) Victimized by a trouble when making/cancelling a contract	→	1. Yes (0.8)	2. No (98.8)	No answer (0.4)
(g) Deceived to pay (or promise to pay) to a business operator	→	1. Yes (0.6)	2. No (98.9)	No answer (0.4)
(h) Had other consumer detriment	→	1. Yes (1.0)	2. No (98.6)	No answer (0.4)

If you answered “1. Yes” to any of (a) to (h),
go to Q17 on the next page. → Refer to example on [Attachment].

(If you answered “2. No” to all, go to Q18 on the page 14.)

[If you answered “1. Yes” to any of the items of the question 16, please answer Q17.]

Q17 Please write down your experience if “1. Yes” to Q16.

Answer what you remember as many items as possible.

There are 4 sheets; write up to 4 cases.

Fill out by referring to the example on [Attachment].

A (Case 1)

(1) Good/service name	
(2) Business operator name	
(3) Sales/Purchase form	1 Store (27.8) 2 Mail order (including Internet transaction) (56.1) 3 Door-to-door sales (including confidence game and appointment sales) (6.2) 4 Telemarketing (1.5) 5 From acquaintance (1.3) 6 Other (5.0) No answer (2.0)
(4) Did you pay by credit card?	1 Yes (non-installment) (39.0) 2 Yes (installment payment) (4.7) No answer (8.4) 3 No (by cash, etc.) (43.6) 4 Don't know (4.4)

(5) Describe the details of the problem (Clearly describe the details of how you bought and the problem of the good, service, and business operator)	
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(6) Amount of money for the good/service	Filled (76.7) No answer (23.3) Average 120,648 yen
(7) Paid amount out of (6)	1 None (8.4) 2 All (80.6) 3 Partial (fill in the amount on the right) (2.3) No answer (8.7)
(8) Amount out of (7) that you regard as detriment	1 None (24.1) 2 All (41.2) 3 Partial (fill in the amount on the right) (16.2) No answer (18.4) yen

(9) Extent of physical damage and treatment pay	1 None (86.3) 2 Minor injury (1.5) 3 Serious injury (*) (0.3) 4 Death (-) No answer (11.9)	Treatment pay yen
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*Serious injury = Treatment requiring 30 days or more

(10) Property or financial detriment other than the amount of good/service (*)	1 No (81.1) 2 Yes (fill in the amount on the right) (4.4) No answer (14.6)	yen
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*Spread of fire to other things, damage or dirt of other things due to water leakage or discoloring, damage of other things due to malfunction, damage due to delay of transportation, etc.

(11) Did you consult with or report to anybody?	1 Yes (go to (12)) (50.3) 2 No (Go to case 2) (44.6) No answer (5.2)
(12) Who did you consult with or request to? (Encircle all that apply)	N=300 1 Familiar people like family, acquaintances, and colleagues (28.7) 2 Consultation desk of administrative agency such as municipal or consumer center(7.0) 3 Business operator such as manufacturer that provided the good or service (33.0) 4 Store/distributor soliciting or selling the good or service(43.0) 5 Specialist such as a lawyer or judicial scrivener (0.7) 6 Consumer organization (1.3) 7 Industry association (0.7) 8 Police (3.3) 9 Person or organization other than the above 1 to 8 (Be specific:) (5.3) No answer (0.7)

(13) Did you recover from the damage? (*) N=300	1 No (53.0) 2 Yes (fill in the amount on the right) (33.7) No answer (13.3)	yen
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*Recovered the damage or did not pay thanks to consultation or report

(14) Did you pay to solve the problem or to recover from the damage? (*) N=300	1 No (64.3) 2 Yes (fill in the amount on the right) (10.7) No answer (25.0)	yen
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*Transportation and communication expenses for consultation, court costs, and other expenses

(15) Did you need time to solve the problem or recover from the damage? (*) N=300	1 No (32.3) 2 Yes (fill in the hours on the right) (41.0) No answer (26.7)	hours
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*Time needed for inquiries and other things to address the problem. (Not the entire period needed to solve the problem.)

[If you answered “1. Yes” to any of the items of the question 16, please answer Q17.]

Q17 Please write down your experience on what you chose “1. Yes” to Q16.

Answer what you remember as many items as possible.

There are 4 sheets; write up to 4 cases.

Fill out by referring to the example on [Attachment].

B (Case 2)

(1) Good/service name		
(2) Business operator name		
(3) Sales/Purchase form	1 Store 2 Mail order (including Internet transaction) 3 Door-to-door sales (including confidence game and appointment sales) 4 Telemarketing 5 From acquaintance 6 Other	
(4) Did you pay by credit card?	1 Yes (non-installment) 2 Yes (installment payment) 3 No (by cash, etc.) 4 Don't know	
(5) Describe the details of the problem	(Clearly describe the details of how you bought and the problem of the good, service, and business operator)	
(6) Amount of money for the good/service		yen
(7) Paid amount out of (6)	1 None 2 All 3 Partial (fill in the amount on the right)	yen
(8) Amount out of (7) that you regard as damage	1 None 2 All 3 Partial (fill in the amount on the right)	yen
(9) Extent of physical damage and treatment cost	1 None 2 Minor injury 3 Serious injury (*) 4 Death	Treatment pay yen
*Serious injury = Treatment requiring 30 days or more		
(10) Property or financial detriment other than the amount of good/service (*)	1 No 2 Yes (fill in the amount on the right)	yen
*Spread of fire to other things, damage or dirt of other things due to water leakage or discoloring, damage of other things due to malfunction, damage due to delay of transportation, etc.		
(11) Did you consult with or report to anybody?	1 Yes (go to (12)) 2 No (Go to case 3)	
(12) Who did you consult with or request to? (Encircle all that apply)	1 Familiar people like family, acquaintances, and colleagues 2 Consultation desk of administrative agency such as municipal or consumer center 3 Business operator such as manufacturer that provided the goods or service 4 Store/distributor soliciting or selling the good or service 5 Specialist such as a lawyer or judicial scrivener 6 Consumer organization 7 Industry association 8 Police 9 Person or organization other than the above 1 to 8 (Be specific:)	
(13) Did you recover from the damage? (*)	1 No 2 Yes (fill in the amount on the right)	yen
*Recovered the damage or did not pay thanks to consultation or report		
(14) Did you pay to solve the problem or to recover from the damage? (*)	1 No 2 Yes (fill in the amount on the right)	yen
*Transportation and communication expenses for consultation, court costs, and other expenses		
(15) Did you need time to solve the problem or recover from the damage? (*)	1 No 2 Yes (fill in the hours on the right)	hours

*Time needed for inquiries and other things to address the problem. (Not the entire period needed to solve the problem.)

[If you answered “1. Yes” to any of the items of the question 16, please answer Q17.]

Q17 Please write down your experience on what you chose “1. Yes” to Q16.

Answer what you remember as many items as possible.

There are 4 sheets; write up to 4 cases.

Fill out by referring to the example on [Attachment].

C (Case 3)

(1) Good/service name		
(2) Business operator name		
(3) Sales/Purchase form	1 Store 2 Mail order (including Internet transaction) 3 Door-to-door sales (including confidence game and appointment sales) 4 Telemarketing 5 From acquaintance 6 Other	
(4) Did you pay by credit card?	1 Yes (non-installment) 2 Yes (installment payment) 3 No (by cash, etc.) 4 Don't know	
(5) Describe the details of the problem	(Clearly describe the details of how you bought and the problem of the good, service, and business operator)	
(6) Amount of money for the good/service		yen
(7) Paid amount out of (6)	1 None 2 All 3 Partial (fill in the amount on the right)	yen
(8) Amount out of (7) that you regard as damage	1 None 2 All 3 Partial (fill in the amount on the right)	yen
(9) Extent of physical damage and treatment cost	1 None 2 Minor injury 3 Serious injury (*) 4 Death	Treatment pay yen
*Serious injury = Treatment requiring 30 days or more		
(10) Property or financial detriment other than the amount of good/service (*)	1 No 2 Yes (fill in the amount on the right)	yen
*Spread of fire to other things, damage or dirt of other things due to water leakage or discoloring, damage of other things due to malfunction, damage due to delay of transportation, etc.		
(11) Did you consult with or report to anybody?	1 Yes (go to (12)) 2 No (Go to case 4)	
(12) Who did you consult with or request to? (Encircle all that apply)	1 Familiar people like family, acquaintances, and colleagues 2 Consultation desk of administrative agency such as municipal or consumer center 3 Business operator such as manufacturer that provided the good or service 4 Store/distributor soliciting or selling the goods or service 5 Specialist such as a lawyer or judicial scrivener 6 Consumer organization 7 Industry association 8 Police 9 Person or organization other than the above 1 to 8 (Be specific:)	
(13) Did you recover from the damage? (*)	1 No 2 Yes (fill in the amount on the right)	yen
*Recovered the damage or did not pay thanks to consultation or report		
(14) Did you pay to solve the problem or to recover from the damage? (*)	1 No 2 Yes (fill in the amount on the right)	yen
*Transportation and communication expenses for consultation, court costs, and other expenses		
(15) Did you need time to solve the problem or recover from the damage? (*)	1 No 2 Yes (fill in the hours on the right)	hours

*Time needed for inquiries and other things to address the problem. (Not the entire period needed to solve the problem.)

[If you answered “1. Yes” to any of the items of the question 16, please answer Q17.]

Q17 Please write down your experience on what you answered “1. Yes” to Q16.

Answer what you remember as many items as possible.

There are 4 sheets; write up to 4 cases.

Fill out by referring to the example on [Attachment].

D (Case 4)

(1) Good/service name		
(2) Business operator name		
(3) Sales/Purchase form	1 Store 2 Mail order (including Internet transaction) 3 Door-to-door sales (including confidence game and appointment sales) 4 Telemarketing 5 From acquaintance 6 Other	
(4) Did you pay by credit card?	1 Yes (non-installment) 2 Yes (installment payment) 3 No (by cash, etc.) 4 Don't know	
(5) Describe the details of the problem	(Clearly describe the details of how you bought and the problem of the good, service, and business operator)	
(6) Amount of money for the good/service		yen
(7) Paid amount out of (6)	1 None 2 All 3 Partial (fill in the amount on the right)	yen
(8) Amount out of (7) that you regard as detriment	1 None 2 All 3 Partial (fill in the amount on the right)	yen
(9) Extent of physical damage extent and treatment cost	1 None 2 Minor injury 3 Serious injury (*) 4 Death	Treatment pay yen
*Serious injury = Treatment requiring 30 days or more		
(10) Property or financial detriment other than the amount of good/service (*)	1 No 2 Yes (fill in the amount on the right)	yen
*Spread of fire to other things, damage or dirt of other things due to water leakage or discoloring, damage of other things due to malfunction, damage due to delay of transportation, etc.		
(11) Did you consult with or report to anybody?	1 Yes (go to (12)) 2 No (Go to Q18)	
(12) Who did you consult with or request to? (Encircle all that apply)	1 Familiar people like family, acquaintances, and colleagues 2 Consultation desk of administrative agency such as municipal or consumers center 3 Business operator such as manufacturer that provided the good or service 4 Store/distributor soliciting or selling the good or service 5 Specialist such as a lawyer or judicial scrivener 6 Consumer organization 7 Industry association 8 Police 9 Person or organization other than the above 1 to 8 (Be specific:)	
(13) Did you recover from the damage? (*)	1 No 2 Yes (fill in the amount on the right)	yen
*Recovered the damage or did not pay thanks to consultation or report		
(14) Did you pay to solve the problem or to recover from the damage? (*)	1 No 2 Yes (fill in the amount on the right)	yen
*Transportation and communication expenses for consultation, court costs, and other expenses		
(15) Did you need time to solve the problem or recover from the damage? (*)	1 No 2 Yes (fill in the hours on the right)	hours

*Time needed for inquiries and other things to address the problem. (Not the entire period needed to solve the problem.)

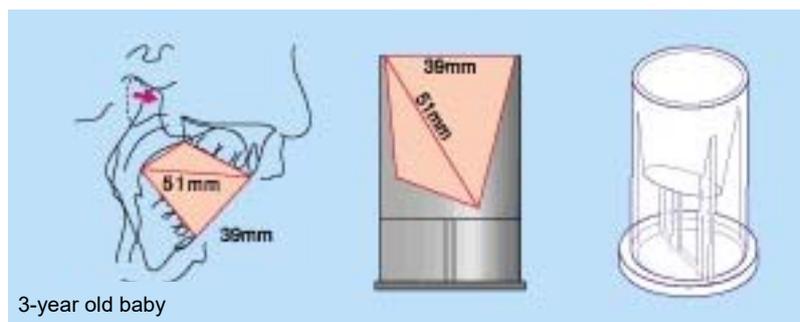
(6) Questions on “protection of children (under 15) from accidents”

[Ask all.]

Q18 Do you know the following information concerning protection of children from in daily life? One answer per line.

		Know	Don't know	No answer
		1	2	
(a) Must not feed honey to babies under 1 year old	→	(67.9)	(31.3)	(0.8)
(b) Using soft bedclothes for babies of age 0 to 1 involves the risk of suffocation by covering their face	→	(76.4)	(22.7)	(0.9)
(c) Severe injury cases, such as damage to the esophagus or the stomach, have occurred to babies by swallowing button batteries	→	(82.8)	(16.1)	(1.0)
(d) There is a “GOIN (accidental swallowing) Checker*” that measures the size that can put into the mouth of children from 0 to 3	→	(16.3)	(82.9)	(0.8)
(e) Putting a flowerpot or a chair that can be used as stepstool on a balcony may cause fall accidents of babies and infants who can walk and go up stairs	→	(87.5)	(11.7)	(0.8)
(f) Parents are obliged to use child safety seats for their children under 6 when driving a car	→	(91.7)	(7.5)	(0.8)
(g) Parents are obliged to make efforts to have their children under 13 put on helmets when they ride a bicycle	→	(64.2)	(35.0)	(0.8)
(h) PSC mark, SG mark, and ST mark are marks attached to products that consider safety	→	(51.1)	(47.9)	(1.0)

*GOIN (accidental swallowing) checker



A cylindrical measurement instrument that is designed to match the maximum size of oral cavity of 39 mm and 51 mm in length from the mouth to the back of the throat of a 3-year old baby

(Illustration provided by the Japan Family Planning Association)

[Ask all.]

Q19 Where do you obtain information on protection of children from accidents? Multiple answers possible.

1. Media reports from newspapers/television	(87.8)
2. Friends/acquaintance/family	(57.5)
3. Internet search (SNS, blogs, review sites, etc.)	(23.7)
4. Child-rearing Books/magazines	(19.0)
5. Maternity and other hospitals	(13.9)
6. Nurseries/kindergartens/schools	(24.7)
7. Business operators (manufacturer websites, instruction manuals, customer centers, etc.)	(10.5)
8. Administration (maternity passbook, infant health examinations, PR magazines, poster, websites, etc.)	(21.3)
9. Other (.....)	(0.9)
10. Don't obtain information on child safety	(3.0)
No answer	(0.6)

[Ask all.]

Q20 What measures do you think are useful in order to promote protecting children from accidents ?

(1) Up to three answers possible.

(2) Among your answers in (1), please choose the one you think is the most useful.

	(1) Useful things (up to three) ↓	(2) The most useful thing (one) ↓
(a) Calling attention to guardians	1 (84.0)	1 (48.5)
(b) Establishing legal regulations and safety standards	2 (25.6)	2 (7.4)
(c) Developing products with child safety in mind	3 (50.8)	3 (13.9)
(d) Disclosing information on accidents of children	4 (48.7)	4 (15.6)
(e) Promoting safety management in nurseries/kindergartens/schools	5 (41.1)	5 (6.4)
(f) Watching over children in local communities	6 (30.8)	6 (6.8)
No answer	(3.2)	(1.4)

(7) Questions on “evaluation of consumer policies”

[Ask all.]

Q21 Do you know that the Consumer Affairs Agency is working on following activities?

Multiple answers possible.

1. Establishing systems to protect consumer benefits (system related to consumer contract, litigation system by consumer organizations, etc.)	(33.3)
2. Investigating causes of accidents concerning life/body of consumers	(26.7)
3. Disseminating information related to safety of life/body of consumers	(28.2)
4. Disseminating information related to consumer financial detriment such as dishonest business practices	(46.7)
5. Consumer education and raising awareness of consumer life	(16.1)
6. Supporting consumer administration in local areas such as Consumer Affairs Centers	(28.3)
7. Regulating business practices that tend to cause troubles such as door-to-door sales and telemarketing sales	(38.4)
8. Regulating misleading representations of goods and services, such as disguised representations and exaggerated advertisements	(40.4)
9. Establishing rules on food labeling	(38.2)
10. Conducting risk communication (*) such as holding explanatory meetings and seminars on foods and radioactive substances	(6.2)
11. Work related to public utility charge (when revising an electric charge, etc.)	(7.4)
12. Other (Be specific:)	(0.4)
13. Although I know the Consumer Affairs Agency, I did not know the activities above 1. through 12.	(20.9)
14. Didn't know the Consumer Affairs Agency	(11.2)
No answer	(1.4)

* “Risk communication” here refers to raising awareness of risk by consumers obtaining information/knowledge on risks from specialists, questioning and expressing opinions.

[Ask all.]

In July 2017, the Consumer Affairs Agency has established the “Office of Consumer Policy Frontiers” in Tokushima Prefecture as a development and creation base of consumer administration. The office is analyzing and conducting research on evidence-based consumer policymaking.

Q22 Do you know that the “Office of Consumer Policy Frontiers” has been established in Tokushima Prefecture? One answer only.

1. Know	(7.6)
2. Don't know	(91.5)
No answer	(0.9)

[Ask all.]

The “consumer hotline” is a three-digit phone number “188” that enables consumers to connect consumer centers or the point of contact for consumer affairs consultation nearby and helps consumers as the first step of consulting consumer issues.

Consumer hotline 188 (I-ya-ya)

Q23 Do you know the “Consumer hotline” 188 (I-ya-ya)? One answer per line.

(a) Name (“Consumer hotline”) →	1. Know (21.1)	2. Don’t know (78.0)	No answer (0.9)
(b) Number (“188”) →	1. Know (6.6)	2. Don’t know (92.4)	No answer (1.0)
(c) Details →	1. Know (12.1)	2. Don’t know (86.6)	No answer (1.3)

→ **[If you answered “1. Know” to any of (a) to (c) to the question 23, please answer Q24.]**

(N=1,459)

Q24 Have you ever used the “Consumer hotline” 188 (I-ya-ya)? One answer only.

1. Yes	(3.6)
2. No	(95.0)
No answer	(1.4)

(8) Questions on “consumer contract”

[Ask all.]

Q25 Do you know the items below about the Consumer Contract Act? One answer per line.

		Know	Don't know	No answer
		1	2	
(a)	A consumer may cancel a contract if an inappropriate soliciting of a trader that had caused a mistaken belief or distress of the consumer led to make the contract [Cancellation of a contract based on the Consumer Contract Act] →	(67.1)	(32.0)	(0.9)
(b)	A contract clause is void if it impairs the interest of the consumer unilaterally [Nullity based on the Consumer Contract Act] →	(43.1)	(55.5)	(1.5)

[Ask all.]

Q26 Concerning [Cancellation of a consumer contract based on the Consumer Contract Act], do you think the following cases are correct? One answer per line.

		Correct	Incorrect	No answer
		1	2	
(a)	You may cancel a contract if you bought a machine as you were told that “If you attach this equipment, electricity bill will get lower” although the machine does not have such function. →	(76.3) (Correct answer)	(20.8)	(2.9)
(b)	You may cancel a contract if you reluctantly made the contract when a trader solicited a water purifier at your home and refused to leave even if you rejected many times. →	(72.0) (Correct answer)	(25.2)	(2.8)
(c)	You bought a CS tuner as you thought you would be able to watch a CS broadcasting with it, but this broadcasting actually required to attach a separate device to watch it. You may cancel this contract if the store did not explain it. →	(60.4)	(36.5) (Correct answer)	(3.1)

[Ask all.]

Q27 Concerning [Nullity based on the Consumer Contract Act], do you think the following cases are correct? One answer per line.

		Correct	Incorrect	No answer
		1	2	
(a)	The contract clause “In no event shall we be liable for any accidents such as damage and/or theft due to the use of our facility” is void. →	(39.0) (Correct answer)	(57.5)	(3.4)
(b)	The contract clause “After concluding the contract, you may not cancel the item we sold for any reason whatsoever” is void. →	(51.7) (Correct answer)	(45.1)	(3.2)
(c)	The contract article “Even if you decline the admission, we will not refund the tuition you paid” is void. →	(37.3) (Correct answer)	(59.4)	(3.3)

In 2016, a new litigation system has started, which enables a Specified Qualified Consumer Organization to request collective redress on behalf of consumers when consumer troubles occur.

This system, together with an existing system that a Qualified Consumer Organization can request an injunction against a unfair commercial practice by a business operator, is called

“Consumer Organization Collective Litigation System.”



[Ask all.]

Q28 Did you know this system? One answer only.

1. Know	(13.9)
2. Don't know	(85.5)
No answer	(0.6)

[Ask all.]

Q29 A consumer organization that can request an injunction against a unfair commercial practices by a business operator is called a “Qualified Consumer Organization.” Did you know these organizations? One answer only.

1. Know	(8.2)
2. Don't know	(91.2)
No answer	(0.6)

[Ask all.]

Q30 A consumer organization that can request collective redress on behalf of consumers is called a “Specified Qualified Consumer Organization.” Did you know these organizations? One answer only.

1. Know	(6.3)
2. Don't know	(93.0)
No answer	(0.6)

(9) Lastly, questions about you

F.1 Gender.

1. Male (46.8)	2. Female (53.2)
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F.2 How old are you?

years	15 to 19 (4.6)	30 to 39 (11.6)	50 to 59 (16.2)	70 to 79 (14.9)
	old	20 to 29 (8.3)	40 to 49 (18.0)	60 to 69 (19.6)

1. F.3 What is your occupation? One answer only. If you have multiple jobs, answer your main business. Company officer, public servant, association staff (including board member, etc.) (8.7)	(33.1)	5. Homemaker (15.3)
2. Part-timer, temporary worker, dispatched worker, etc. (6.2)	(17.1)	6. Jobless (18.5)
3. Self-employed, freelancer		7. Other (Be specific:) (0.9)
4. Student		No answer (0.2)

F.4 Choose all who live with you.

*If you live alone, choose 9.

1. Spouse (62.4)	5. Grandparents (including grandparents of spouse) (4.1)
2. Children (including spouse of children) (44.0)	6. Grandchildren (including spouse of grandchildren) (4.9)
3. Parents (including parents of spouse) (27.6)	7. Other relatives (0.9)
4. Siblings (including spouse of siblings) (11.1)	8. Others (0.9)
	9. None of them (living alone) (9.0)
	No answer (0.3)

F.5 How many people do you live in your house including you?

people (including you)	1 (9.3)	4 (20.8)	7 or more (2.7)
	2 (29.3)	5 (9.5)	No answer (0.0)
	3 (24.1)	6 (4.3)	

F.6 How old is the youngest among them?

*Including you.

years	0 to 4 (8.4)	10 to 14 (8.2)	20 or over (66.1)
	old	5 to 9 (6.5)	15 to 19 (10.0)

F.7 What type of house do you live in? One answer only.

1. Own house (stand-alone house) (69.3)	5. Public rental housing (Urban Renaissance Agency (formerly known as public corporation), housing supply corporation, municipal housing, etc.) (4.9)
2. Own house (condominium) (11.2)	6. Rented room, lodging (0.7)
3. Private leased house (stand-alone house, condominium) (11.7)	7. Live-in, dormitory, dormitory for singles, etc. (0.2)
4. Issued house (company housing, public officers' housing) (1.6)	8. Other (Be specific:) (0.3)
	No answer (0.1)

F.8 What is your last school graduated or currently in? One answer only.

1. Elementary or junior high school (including higher elementary school under the old system) (11.7)	4. Junior college (including college of technology) (9.1)
2. High school (including junior high school, girls' school, business school and teacher's school under the old system) (43.0)	5. University (including high school, vocational school under the old system) (22.3)
3. Specialized training college, miscellaneous category school, etc. (11.2)	6. Graduate school (2.1)
	7. Other (Be specific:) (0.1)
	No answer (0.5)

This is the end of questionnaire. Thank you for your cooperation.

Example 1

[Attachment]

Use this as a reference when filling out the question 17 on page 10 to 13.

(1) Good/service name	Television
(2) Business operator name	XX electronics
(3) Sales/Purchase form	<input checked="" type="radio"/> Store 2 Mail order (including Internet transaction) 3 Door-to-door sales (including confidence game and appointment sales) 4 Telemarketing 5 From acquaintance 6 Other
(4) Did you pay by credit card?	1 Yes (non-installment) 2 Yes (installment payment) <input checked="" type="radio"/> 3 No (by cash, etc.) 4 Don't know

(5) Describe the details of the problem
(Clearly describe the details of how you bought and the problem of the good, service, and business operator)

Three months ago, a fire broke out from a television purchased at an electronics retail store. My child attempted to extinguish it and got burned, and my carpet was also burned. My child did not have to see a doctor because his injury was not so serious, but I bought a new carpet. I had a long telephone call for inquiry, so the telephone bill cost much. As a result, I received a new television as a replacement.

When the replacement cost of the carpet is 90,000 yen, telephone bill due to the call with the manufacturer is 500 yen, and the new television equivalent to the old one is 50,000 yen, fill out the form as shown in below.

(6) Amount of money for the good/service		50,000 yen
(7) Paid amount out of (6)	1 None <input checked="" type="radio"/> 2 All 3 Partial (fill in the amount on the right)	yen
(8) Amount out of (7) that you regard as damage	1 None <input checked="" type="radio"/> 2 All 3 Partial (fill in the amount on the right)	yen

(9) Extent of Physical damage extent and treatment cost	1 None <input checked="" type="radio"/> 2 Minor injury 3 Serious injury (*) 4 Death	Treatment pay
		yen

*Serious injury = Treatment requiring 30 days or more

(10) Property or financial detriment other than the amount of goods/services (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the amount on the right)	90,000 yen
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*Spread of fire to other things, damage or dirt of other things due to water leakage or discoloring, damage of other things due to malfunction, damage due to delay of transportation, etc.

(11) Did you consult with or report to anybody?	<input checked="" type="radio"/> 1 Yes (go to (12)) 2 No (Go to case 2)
(12) Who did you consult with or request to? (Encircle all that apply)	<input checked="" type="radio"/> 1 Familiar people like family, acquaintances, and colleagues <input checked="" type="radio"/> 2 Consultation desk of administrative agency such as municipal or consumer center <input checked="" type="radio"/> 3 Business operator such as manufacturer that provided the good or service 4 Store/distributor soliciting or selling the good or service 5 Specialist such as a lawyer or judicial scrivener 6 Consumer organization 7 Industry association 8 Police 9 Person or organization other than the above 1 to 8 (Be specific: _____)

(13) Did you recover from the damage? (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the amount on the right)	50,000 yen
---	---	------------

*Recovered the damage or did not pay thanks to consultation or report

(14) Did you pay to solve the problem or to recover from the damage? (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the amount on the right)	500 yen
--	---	---------

*Transportation and communication expenses for consultation, court costs, and other expenses

(15) Did you need time to solve the problem or recover from the damage? (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the hours on the right)	3 hours
---	--	---------

*Time needed for inquiries and other things to address the problem. (Not the entire period needed to solve the problem.)

Example 2

[Attachment]

Use this as a reference when filling out the question 17 on page 10 to 13.

(1) Good/service name	Wallet
(2) Business operator name	XX store
(3) Sales/Purchase form	1 Store <input checked="" type="radio"/> 2 Mail order (including Internet transaction) 3 Door-to-door sales (including confidence game and appointment sales) 4 Telemarketing 5 From acquaintance 6 Other
(4) Did you pay by credit card?	<input checked="" type="radio"/> 1 Yes (non-installment) 2 Yes (installment payment) 3 No (by cash, etc.) 4 Don't know

(5) Describe the details of the problem (Clearly describe the details of how you bought and the problem of the good, service, and business operator)
Half a year ago, I ordered a name-brand wallet at an Internet store, but the sent wallet apparently looked a fake. I contacted the store via e-mail but there was no response, so I consulted with a Consumer Affairs Center.

(6) Amount of money for the good/service	8,000 yen
(7) Paid amount out of (6)	1 None <input checked="" type="radio"/> 2 All 3 Partial (fill in the amount on the right) yen
(8) Amount out of (7) that you regard as damage	1 None <input checked="" type="radio"/> 2 All 3 Partial (fill in the amount on the right) yen

(9) Extent of physical damage and treatment cost	<input checked="" type="radio"/> 1 None 2 Minor injury 3 Serious injury (*) 4 Death	Treatment pay	yen
--	--	---------------	-----

*Serious injury = Treatment requiring 30 days or more

(10) Property or financial detriment other than the amount of goods/services (*)	<input checked="" type="radio"/> 1 No 2 Yes (fill in the amount on the right)	yen
--	---	-----

*Spread of fire to other things, damage or dirt of other things due to water leakage or discoloring, damage of other things due to malfunction, damage due to delay of transportation, etc.

(11) Did you consult with or report to anybody?	<input checked="" type="radio"/> 1 Yes (go to (12)) 2 No (Go to case 3)
(12) Who did you consult with or request to? (Encircle all that apply)	1 Familiar people like family, acquaintances, and colleagues <input checked="" type="radio"/> 2 Consultation desk of administrative agency such as municipal or consumer center 3 Business operator such as manufacturer that provided the good or service 4 Store/distributor soliciting or selling the good or service <input checked="" type="radio"/> 5 Specialist such as a lawyer or judicial scrivener 6 Consumer organization 7 Trade association 8 Police 9 Person or organization other than the above 1 to 8 (Be specific:)

(13) Did you recover the damage? (*)	<input checked="" type="radio"/> 1 No 2 Yes (fill in the amount on the right)	yen
--------------------------------------	---	-----

*Recovered the damage or did not pay thanks to consultation or report

(14) Did you pay to solve the problem or to recover from the damage? (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the amount on the right)	1,000 yen
--	---	-----------

*Transportation and communication expenses for consultation, court costs, and other expenses

(15) Did you need time to solve the problem or recover from the damage? (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the hours on the right)	1 hour
---	--	--------

*Time needed for inquiries and other things to address the problem. (Not the entire period needed to solve the problem.)

Example 3

[Attachment]

Use this as a reference when filling out the question 17 on page 10 to 13.

(1) Good/service name	XX HIKARI (xx plan)	
(2) Business operator name	XX communication	
(3) Sales/Purchase form	1 Store 2 Mail order (including Internet transaction) <input checked="" type="radio"/> 3 Door-to-door sales (including confidence game and appointment sales) 4 Telemarketing 5 From acquaintance 6 Other	
(4) Did you pay by credit card?	1 Yes (non-installment) 2 Yes (installment payment) <input checked="" type="radio"/> 3 No (by cash, etc.) 4 Don't know	
(5) Describe the details of the problem (Clearly describe the details of how you bought and the problem of the good, service, and business operator)	<p>A door-to-door salesperson solicited to switch to an optical telephone service, saying that it would reduce the telephone bill of my fixed-line phone, so I made a contract half a year ago. However, the monthly telephone bill has increased from 8,000 yen to 10,000 yen. I feel I do not need this service because I do not have a PC, but I was told that a penalty would be charged if I cancel it now.</p> <p>When you made a contract of the monthly telephone charge of 10,000 yen, which required extra payment of 2,000 yen per month, and the damage is the extra cost for the six month (2,000 yen × 6 months = 12,000 yen), fill out the form as shown below.</p>	
(6) Amount of money for the good/service		60,000 yen
(7) Paid amount out of (6)	1 None <input checked="" type="radio"/> 2 All 3 Partial (fill in the amount on the right)	yen
(8) Amount out of (7) that you regard as damage	1 None 2 All <input checked="" type="radio"/> 3 Partial (fill in the amount on the right)	12,000 yen
(9) Extent of physical damage and treatment cost	<input checked="" type="radio"/> 1 None 2 Minor injury 3 Serious injury (*) 4 Death	Treatment pay yen
*Serious injury = Treatment requiring 30 days or more		
(10) Property or financial detriment other than the amount of good/service (*)	<input checked="" type="radio"/> 1 No 2 Yes (fill in the amount on the right)	yen
*Spread of fire to other things, damage or dirt of other things due to water leakage or discoloring, damage of other things due to malfunction, damage due to delay of transportation, etc.		
(11) Did you consult with or report to anybody?	<input checked="" type="radio"/> 1 Yes (go to (12)) 2 No (Go to case 4)	
(12) Who did you consult with or request to? (Encircle all that apply)	1 Familiar people like family, acquaintances, and colleagues 2 Consultation desk of administrative agency such as municipal or consumer center <input checked="" type="radio"/> 3 Business operator such as manufacturer that offered the good or service 4 Store/distributor soliciting or selling the good or service 5 Specialist such as a lawyer or judicial scrivener 6 Consumer organization 7 Industry association 8 Police 9 Person or organization other than the above 1 to 8 (Be specific:)	
(13) Did you recover from the damage? (*)	<input checked="" type="radio"/> 1 No 2 Yes (fill in the amount on the right)	yen
*Recovered the damage or did not pay thanks to consultation or report		
(14) Did you pay to solve the problem or to recover from the damage? (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the amount on the right)	yen
*Transportation and communication expenses for consultation, court costs, and other expenses		
(15) Did you need time to solve the problem or recover from the damage? (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the hours on the right)	4 hours

*Time needed for inquiries and other things to address the problem. (Not the entire period needed to solve the problem.)

Example 4

[Attachment]

Use this as a reference when filling out the question 17 on page 10 to 13.

(1) Goods/services name	Corporate bond	
(2) Business operator name	XX Co., Ltd.	
(3) Sales/Purchase form	1 Store 2 Mail order (including Internet transaction) 3 Door-to-door sales (including confidence game and appointment sales) <input checked="" type="radio"/> 4 Telemarketing 5 From acquaintance 6 Other	
(4) Did you pay by credit card?	1 Yes (non-installment) 2 Yes (installment payment) <input checked="" type="radio"/> 3 No (by cash, etc.) 4 Don't know	
(5) Describe the details of the problem	(Clearly describe the details of how you bought and the problems of goods, services, and business operator) Two months ago, I was called out of the blue, and asked that "Did you receive a pamphlet of a corporate bond?" I had not received it yet, but after a few days the pamphlet was delivered. I left the pamphlet without reading, and I received a call again, saying "Only those who received the pamphlet can buy the bond, and there is a corporation which really wants to buy it. Could you buy the bond on behalf of that corporation? The corporation will buy it at a higher price". I filled out "10 units, 10 million yen" in the application form, and faxed it. After I transferred the half, 5 million yen, I talked to my family. Since they told me that it was questionable, I contacted the police and a Consumer Affairs Center.	
(6) Amount of money for goods/services		10,000,000 yen
(7) Paid amount out of (6)	<input type="radio"/> 1 None <input type="radio"/> 2 All <input checked="" type="radio"/> 3 Partial (fill in the amount on the right)	5,000,000 yen
(8) Amount out of (7) that you regard as damage	<input type="radio"/> 1 None <input checked="" type="radio"/> 2 All <input type="radio"/> 3 Partial (fill in the amount on the right)	5,000,000 yen
(9) Extent of physical damage extent and treatment cost	<input checked="" type="radio"/> 1 None <input type="radio"/> 2 Minor injury <input type="radio"/> 3 Serious injury (*) <input type="radio"/> 4 Death	Treatment pay _____ yen
*Serious injury = Treatment requiring 30 days or more		
(10) Property or economical damage other than the amount of goods/services (*)	<input checked="" type="radio"/> 1 No <input type="radio"/> 2 Yes (fill in the amount on the right)	_____ yen
*Spread of fire to other things, damage or dirt of other things due to water leakage or discoloring, damage of other things due to malfunction, damage due to delay of transportation, etc.		
(11) Did you consult with or report to anybody?	<input checked="" type="radio"/> 1 Yes (go to (12)) <input type="radio"/> 2 No (Go to Q18)	
(12) Who did you consult with or request to? (Encircle all that apply)	<input checked="" type="radio"/> 1 Familiar people like family, acquaintances, and colleagues <input checked="" type="radio"/> 2 Consultation desk of administrative agency such as municipal or consumers center <input type="radio"/> 3 Business operator such as manufacturer providing the goods or services <input type="radio"/> 4 Store/distributor soliciting or selling the goods or services <input type="radio"/> 5 Specialist such as a lawyer or judicial scrivener <input type="radio"/> 6 Consumer organization <input type="radio"/> 7 Industry association <input checked="" type="radio"/> 8 Police <input type="radio"/> 9 Person or organization other than the above 1 to 8 (Be specific: _____)	
(13) Did you recover from the damage? (*)	<input checked="" type="radio"/> 1 No <input type="radio"/> 2 Yes (fill in the amount on the right)	_____ yen
*Recovered the damage or did not pay thanks to consultation or report		
(14) Did you pay to solve the problem or to recover from the damage? (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the amount on the right)	5,000 yen
*Transportation and communication expenses for consultation, court costs, and other expenses		
(15) Did you need time to solve the problem or recover from the damage? (*)	1 No <input checked="" type="radio"/> 2 Yes (fill in the hours on the right)	7 hours

*Time needed for inquiries and other things to address the problem. (Not the entire period needed to solve the problem.)