Fonto

AER: Methods of Payment Research
AER Reference ID: AER3986658

November 2024

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Source: Fonto *AER Methods of Payment Survey*

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Source: Fonto *AER Methods of Payment Survey*

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Source: Fonto *AER Methods of Payment Survey*

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Terminology

Term	Definition
Financial Product/s	PRODUCTS INCLUDED: Buy Now Pay Later, Credit Card, Debit Card, Personal Loan (secured), Personal Loan (unsecured), Overdraft, Payday Loan, Reverse Mortgage, Wage / Pay Advance Loan
Credit Product/s	PRODUCTS INCLUDED: Buy Now Pay Later, Personal Loan (secured), Personal Loan (unsecured), Payday Loan, Wage / Pay Advance Loan
Financially Stressed	Those who scored between 0 and 45 on Fonto's Financial Wellbeing Model
Not Financially Stressed	Those who score between 50 and 100 on Fonto's Financial Wellbeing Model
Current Usage / Currently Use	Those who indicated they currently use (Q21, c.1 "I currently use it") for that financial product
Top 2 Box (T2B)	Netting (combining) the top two most positive responses in a scaled question
Bottom 2 Box (B2B)	Netting (combining) the bottom two most negative responses in a scaled question
Segments	References the six cuts of the survey population: Total Population, Financially Stressed, Not Financially Stressed, Currently Uses Credit Products, Does not Use Credit Products, Uses Credit Products and is Financially Stressed
At-risk segment	Those in Segments: Financially Stressed, Currently Uses Credit Products, and Uses Credit Products and is Financially Stressed
Low-risk segment	Those in Segments: Not Financially Stressed and Does not Use Credit Products
Sample size	All sample sizes in this report are the weighted sample size.

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Objectives

As cost-of-living pressures impact Australians' ability to fund core essentials such as energy, The Australian Energy Regulator (AER) are looking to understand how consumers are paying their bills. Specifically, there is a need to identify how those experiencing financial stress are paying their energy bills and whether they are using payment or credit products such as Buy Now Pay Later.

Given that short-term payment and credit products have an associated risk of sustaining consumers' exposure to increased debt, there is concern that users could be entering into a debt spiral through repeated payment of energy bills.

The core research objective is to understand how consumers pay their energy bills

Specifically, there is a need to understand:

- Which consumers are **experiencing financial stress**?

- Which customers **use credit and short-term payment** products?

- How do consumers **pay their energy** bills?

- How do consumers **prioritise the payment of energy** bills against other payments?

- How **extensive is the use** of credit cards, BNPL, SACC/MACC and Payday Loans to **pay energy bills**?

- How **knowledgeable** are consumers about how they can reduce their energy bills?

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Research Methodology

A questionnaire was designed in collaboration with the AER and Fonto team. The survey was roughly 15 minutes long and was collected across two samples: panel and boost. The panel sample is the traditional survey sample; respondents are recruited to complete the survey using pre-determined quotas to ensure the same is representative of the Australian energy market. The boost sample uses Fonto's unique member database to target a sample of pre-identified and validated users of credit products over the last 6 months.

Fieldwork was collected between the 25th October 2024 - 11th November 2024.

PANEL SURVEY SAMPLE: n=1,686

Australians 18+ who are connected to the energy grid (Electricity and/or Gas) and are responsibility for energy bill payments

Quotas were set to ensure a nationally representative distribution of Electricity-Only and Electricity + Gas households across New South Wales, Victoria, Queensland, South Australia, Tasmania, and ACT.

The data is weighted on gender, age and state to the most recent ABS Census data[1].

BOOST SURVEY SAMPLE: n=203

Fonto members who have a validated transaction with one or more BNPL, Payday Loans, or SACC/MACC in the last 6 months.

This Boost sample is also among Australians 18+ who are connected to the energy grid (Electricity and/or Gas) and are responsible for energy bill payments.

No quotas based on distribution of Electricity-Only or Electricity + Gas based on State were used.

Source: Fonto *AER Methods of Payment Survey*

[1] ABS data used for WEIGHTS: source

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Weighting of data

The Panel Survey sample is weighted in line with ABS' most recent population statistics publications[1].

However, the population statistics have been adjusted to be in line with this piece of research. Those adjustments are detailed in the table opposite.

Category	Survey Responses	Weight Applied	Adjustment Notes
Gender	Woman or female	50.05%	ABS only reports Female and Male distributions. For this research, we have taken the 0.5% of survey responses indicated 'Non-Binary' or a 'Different Term' and distributed it across the 'Woman' and 'Man' categories, removing 0.25% from each. We have left the results of the survey (0.4% in Non-Binary and 0.1% in Different Term) as their weights.
	Man or male	49.45%	
	Non-binary	0.4%	
	I use a different term	0.1%	
Age Range	Under 18	0*	ABS doesn't report the proportion that is under / over the age of 18 but reports the population that is 15-19. An assumption of equal distribution by age was made and that two-fifths of that population was either 18 or 19 years old. The weight distribution is based on the assumed Australian population 18+.
	18 – 24	11%	
	25 – 34	18%	
	35 – 44	18%	
	45 – 54	16%	
	55 – 64	15%	
	65+	22%	
State / Territory	NSW	36%	This piece of research only interviewed people living in NSW, VIC, QLD, SA, TAS, and ACT. The applied weights are based on the population in each of those states / territories as a proportion of the total population excluding WA and NT.
	VIC	29%	
	QLD	23%	
	WA	0%	
	SA	8%	
	NT	0%	
	TAS	2%	
	ACT	2%	

n=1,686

[1] ABS data used for WEIGHTS: source

Segment Definitions used throughout the report

To provide clear insights based on robust data, we adopted a twin lens approach to the analysis.

- Firstly, we looked at the whether consumers were financially stressed or not.

- Secondly, we divided them based on whether they use credit products or not.

- Lastly, we reported the most vulnerable group, namely those experiencing financial stress AND using credit products

NAME	WEIGHTED SAMPLE SIZE	FINANCIAL WELLBEING SCORE	DEFINITION
Total Population	1,686	52	Total sample population
Financially Stressed	646	27	Those with Financial Wellbeing Score between 0 and 49
Not Financially Stressed	1,040	68	Those with Financial Wellbeing Score between 50 and 100
Currently use Credit Products	626	45	Those who stated they currently use (c.1) one or more of the Credit Products at Q21
Do not use Credit Products	1,060	57	Those who stated they do not currently use (c.2, c.3, or c.4) any of the Credit Products at Q21
Use Credit Products & Financially Stressed	324	24	Those who have a Financial Wellbeing Score between 0 and 49 and stated they currently use (c.1) one or more of the Credit Products at Q21

Fonto's Financial Wellbeing Model

Fonto operates a proprietary Financial Wellbeing model, which serves to understand consumers' perceptions and sentiment towards their ability to manage their financial situation.

Each respondent is given an indexed score (0-100) based on their agreement with five financial wellbeing statements.

Calculation

The model is a construct of five financial wellbeing statements. Respondents are asked their level of agreement on a five-point scale with each statement. Each respondent's answers to the five statements are added together to determine that respondent's Financial Wellbeing Score on a 0-100 scale.

Statements
I can enjoy life because of the way I'm managing my money
I could handle a major unexpected expense
I feel on top of my day-to-day finances
I am comfortable with my current levels of spending relative to the funds I have coming in
I am on track to have enough money to provide for my financial needs in the future

Scale	Indexed Score
Disagree strongly	+0
Disagree	+5
Neither agree or disagree	+10
Agree	+15
Agree strongly	+20

Table 0.1 | Fonto Financial Wellbeing Model

38% of the sample are financially stressed

Future focused elements relating to handling a major unexpected expense or having enough money to provide for future financial needs are the main areas of concern.

Fonto Financial Wellbeing Model

■ Disagree strongly ■ Disagree ■ Neither agree or disagree ■ Agree ■ Agree strongly

Statement	Disagree strongly	Disagree	Neither agree or disagree	Agree	Agree strongly
I could handle a major unexpected expense	16%	22%	23%	31%	9%
I am on track to have enough money to provide for my financial needs in the future	13%	20%	28%	31%	8%
I can enjoy life because of the way I'm managing my money	10%	18%	31%	34%	7%
I feel on top of my day-to-day finances	8%	17%	28%	38%	9%
I am comfortable with my current levels of spending relative to the funds I have coming in	8%	21%	27%	36%	7%

Source: Fonto *AER Methods of Payment Survey*

Q39: When it comes to how you think and feel about your finances, please indicate the extent to which you agree or disagree with the following statements:

Table 0.2 | HILDA Financial Stress Measure

HILDA Survey Measure of Financial Stress

The Household, Income and Labour Dynamics in Australia (HILDA) measure of financial stress was also employed in this piece of research.

Respondents were asked to indicate which of the events had occurred to them in the last 12 months.

HILDA defines anyone who experiences any one of these events as experiencing financial stress but recognises that some events may indicate more severe stress than others.

Respondents in Survey were asked:

In the last 12 months, did any of the following happen to you because of a shortage of money?

HILDA	% experiencing this event in last 12 months	
Asked for financial help from friends or family	19%
Could not pay electricity, gas or telephone bills on time	17%
Pawned or sold something	14%
Went without meals	12%
Asked for help from welfare / community organisations	9%
Was unable to heat / cool home	8%

n=1,686

Each respondent who selected that they experienced at least one of the HILDA events within the last 12 months was netted into the *'Financially Stressed'* category.

Respondents who stated they have not experienced any of the HILDA events were netted into the *'Not Financially Stressed'* category.

This results in:

42% of the population categorised as financially stressed

58% of the population categorised as not financially stressed

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Table 0.3 | Fonto Financial Model by HILDA Stress Measure

Comparative analysis of Fonto's Financial Wellbeing Model with the HILDA Measure of Financial Stress

HILDA[1] states that being unable to pay a bill on time or being cautious of how much energy is being used to heat or cool a home isn't necessarily an equivalent measure of financial stress to those who are skipping meals and reaching out to welfare organisations.

HILDA's model considers actions taken, but doesn't consider an individual's perspective on their current, and future, financial wellbeing

Fonto's financial wellbeing model joins an individual's past actions, current mindset, and future outlook to diagnose financial stress.

Both methods yield similar results. The rest of the analysis will utilise Fonto's financial stress diagnostic.

[1]HILDA Measure of Financial Stress

Source: Fonto *AER Methods of Payment Survey*

	Total Population	FONTO: Financially Stressed	FONTO: Not Financially Stressed
Total Population	-	38%	62%
HILDA: Financially Stressed	42%	68%	25%
HILDA: Not Financially Stressed	58%	32%	75%
Asked for financial help from friends or family	19%	35%	9%
Could not pay electricity, gas or telephone bills on time	17%	32%	8%
Pawned or sold something	14%	24%	8%
Went without meals	12%	24%	5%
Asked for help from welfare / community organisations	9%	15%	5%
Could not pay the mortgage or rent on time	9%	14%	5%
Was unable to heat / cool home	8%	14%	4%

n=1,686

Executive Summary

This report presents findings from a comprehensive survey conducted for the Australian Energy Regulator, exploring the financial challenges, energy payment behaviours, and consumer knowledge of support programs. The insights reveal a nuanced picture of how households, particularly those under financial stress, navigate energy affordability and broader cost-of-living pressures.

I. OVERVIEW

The Australian Energy Regulator (AER) oversees Australia's national electricity and gas markets, ensuring consumers have access to energy that is safe, reliable, and affordable. To support this mission, AER seeks to better understand how households manage and afford their energy bills, particularly those experiencing financial stress

II. RESEARCH

Fonto conducted the *AER Methods of Payment Survey*, combining a traditional panel survey with data from its unique transaction database of 200,000 Australians. This approach allowed Fonto to target a subset of the population that had used a payment product within the last six months (May 2024–October 2024), delivering a comprehensive analysis of how consumers are managing their energy bills.

III. INSIGHTS

The findings reveal that most Australians are feeling heightened financial pressure, driven by the rising cost of living.

Financial Stress Prevalence: Using Fonto's Financial Wellbeing Model, 38% of Australians are categorized as Financially Stressed. This group skews younger, has lower levels of formal education, and is more likely to rely on or plan to use payment products for essential expenses.

Buy Now Pay Later (BNPL): BNPL is the most widely used payment product, but it often serves as a gateway to riskier financial tools, exacerbating financial stress. Nearly half of Australians are likely to use BNPL in the next six months.

Impact on Financially Stressed Groups: One-quarter have skipped meals due to a lack of money; almost one-third have been unable to pay a utility bill on time, and nearly half are cutting back on essential spending, such as groceries, to stay afloat. People who are financially stressed are 7% more likely to have used a credit product to pay for utility bills in the last 6 months and 8% more likely to use a credit product in the next 6 months to pay for their utility bills.

IV: Recommendations

Increase Awareness of Assistance Programs: designed to support consumers facing financial difficulty before they resort to payment products. This can help alleviate financial stress and reduce reliance on risky financial tools.

Promote Affordable Repayment Plans: Encourage energy providers to offer realistically affordable repayment plans. Consumers who found existing support programs unhelpful cited unaffordable payment requirements as a key barrier.

Findings

Financial stress is prevalent across the Australian population, with only 15% reporting no pressure from the cost of living. This stress is compounded by widespread perceptions of increasing energy prices. To manage their finances, many consumers are turning to risky financial behaviours, jeopardizing both their immediate and long-term financial security. Almost 1 in 5 people who are financially stressed are likely to use a credit product in the next 6 months to pay for their utility bills, compared to 1 in 10 who are not financially stressed.

Which consumers are **experiencing financial stress**?

- Younger consumers with lower levels of education and those already using credit products are more likely to experience financial stress.
- Consumers are experiencing greater financial stress now than they were 12 months ago.

Which customers **use credit and short-term payment** products?

- Those aged 25-39 are more likely to use credit and short-term payment products and females are more likely to use BNPL and SACC / MACC than males

How do consumers **pay their energy** bills?

- Most consumers pay their energy bills through direct debit using their debit card or BPAY and most consumers receive their bills quarterly through email.

How do consumers **prioritise the payment of energy** bills against other payments?

- 17% of the population was unable to pay a utility (gas, electricity, water, or telco) bill on time in the last 12 months. To manage that situation, consumers cut back on meals, groceries, heating and cooling of their homes and asked their family and friends for financial help.

How **extensive is the use** of credit cards, BNPL, SACC/MACC and Payday Loans to **pay energy bills**?

- 12% of the population has used a credit or short-term payment product to pay a utility bill in the last 6 months.
- 15% of the population is planning to use credit or short-term payment product to pay a utility bill in the next 6 months.

How **knowledgeable** are consumers about how they can reduce their energy bills?

- Most of the population has an idea of what they would do to reduce their energy bills, only 6% are unsure.
- Google is the primary resource consumers would use to learn more about reducing their energy usage.

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Current Financial State

More than a third of the population would be unable to access an unexpected $2,000

Another HILDA question was used in the research project to evaluate financial stress.

37% of the population is deemed financially stressed with this HILDA question, understanding if people able to access $2,000 if an unexpected expense came up.

Total	*n=1,686*
Financially Stressed	*n=646*
Not Financially Stressed	*n=1,040*
Currently use Credit Products	*n=626*
Do not use Credit Products	*n=1,060*
Use Credit Products & Financially Stressed	*n=324*

% that can currently access $2,000 for an unexpected expense

■ Yes, I can access $2,000   ■ No, I cannot access $2,000

Category	Yes	No
Total Population	63%	37%
Financially Stressed	34% ↓	66% ↑
Not Financially Stressed	82% ↑	18% ↓
Currently use Credit Products	47% ↓	53% ↑
Do not use Credit Products	73% ↑	27% ↓
Use Credit Products & Financially Stressed	25% ↓	75% ↑
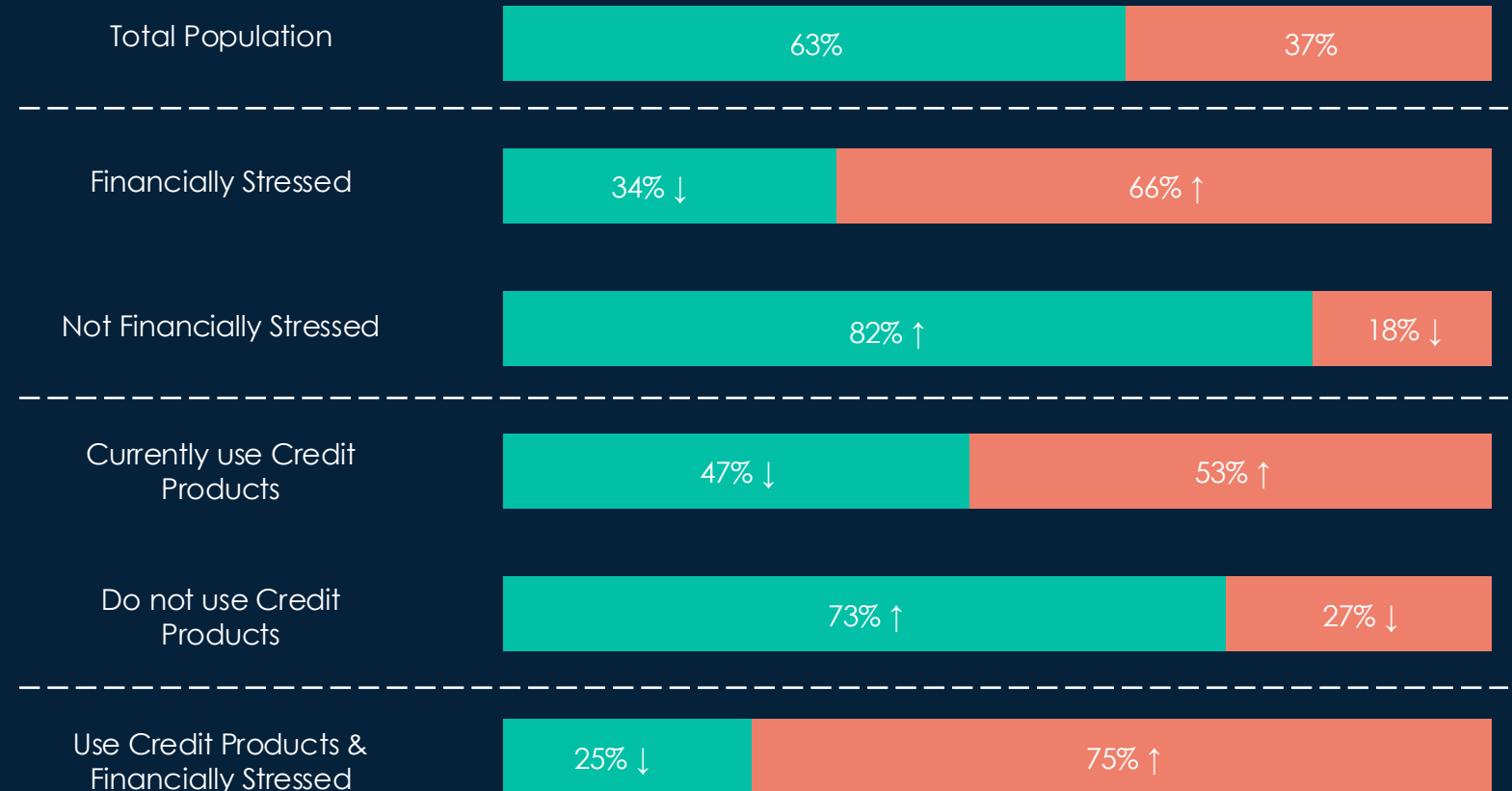
Table 1.0 | HILDA Unexpected Expense, $2,000

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Less than half of the population are feeling comfortable with their finances

Expectedly, those considered financially stressed are responding 'struggling' and 'just getting along' more so than those who are not financially stressed.

Those using credit products and financially stressed have the lowest prevalence of comfort with their current finances.

Total	*n=1,686*
Financially Stressed	*n=646*
Not Financially Stressed	*n=1,040*
Currently use Credit Products	*n=626*
Do not use Credit Products	*n=1,060*
Use Credit Products & Financially Stressed	*n=324*

Source: Fonto *AER Methods of Payment Survey*

Current Financial Comfort | % that feel…

■ Very comfortable ■ Reasonably comfortable ■ Just getting along ■ Struggling ■ Prefer not to say

Total Population
| 7% | 35% | 38% | 19% | 1% |

Financially Stressed
1% ↓ | 7% ↓ | 47% ↑ | 44% ↑ | 1%

Not Financially Stressed
11% ↑ | 52% ↑ | 33% ↓ | 4% | 1%

Currently use Credit Products
6% | 24% ↓ | 41% | 27% ↑ | 1%

Do not use Credit Products
7% | 41% ↑ | 37% | 14% ↓ | 1%

Use Credit Products & Financially Stressed
2% ↓ | 7% ↓ | 41% | 50% ↑ | 1%
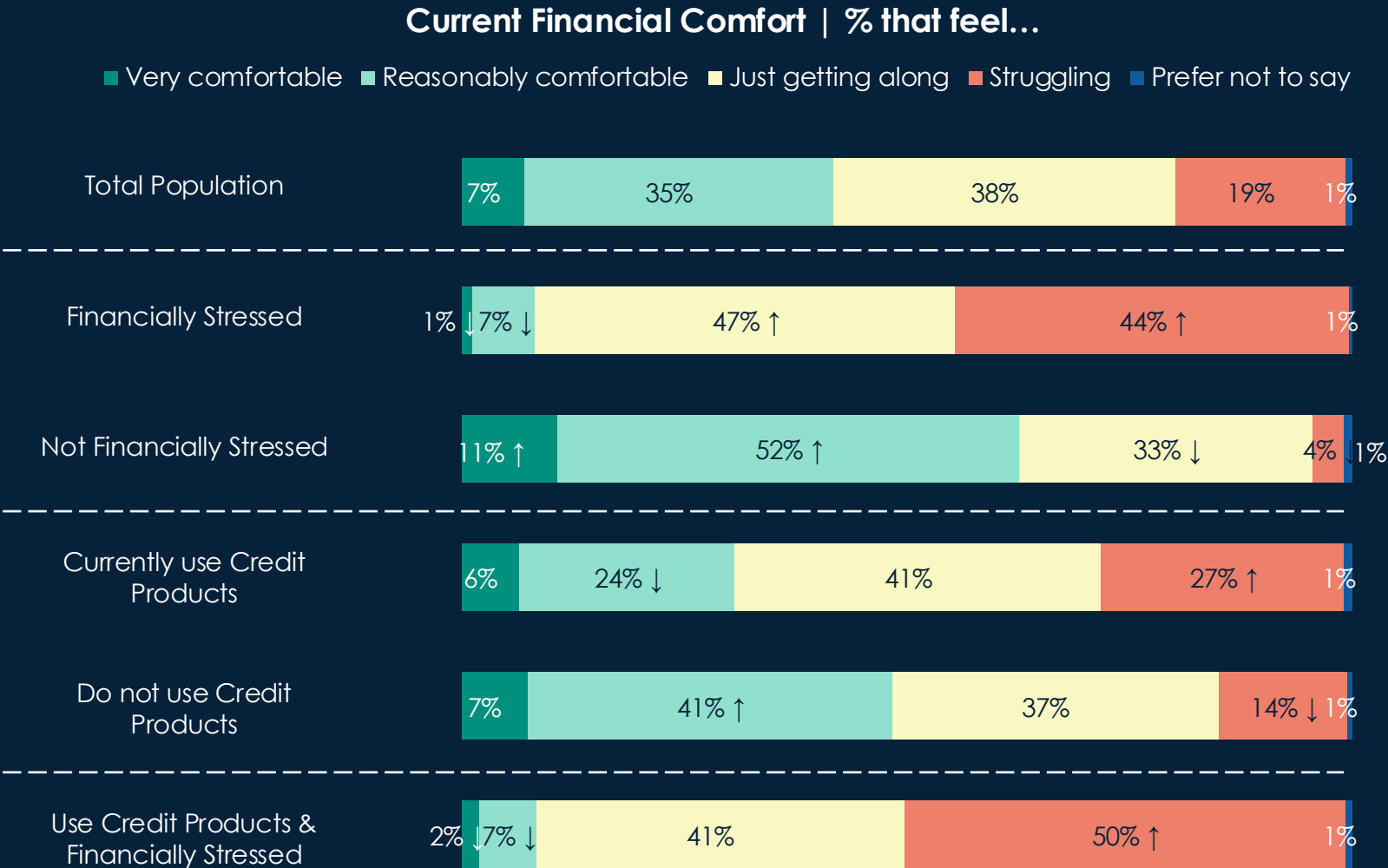
Table 1.1 | Current financial comfort

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↑↓ Significance at 95% vs. total sample

Most people feel they are struggling with their finances more this year than last year

This analysis uses the T2B and B2B responses to Q40 (feelings towards current financial needs and responsibilities) and Q41 (last year's feelings towards financial needs and responsibilities) to calculates the difference in NET Financial Comfortability scores across the last year.

The Financially Stressed segment has the greatest decrease in financial comfort over the last 12 months.

Total	*n=1,686*
Financially Stressed	*n=646*
Not Financially Stressed	*n=1,040*
Currently use Credit Products	*n=626*
Do not use Credit Products	*n=1,060*
Use Credit Products & Financially Stressed	*n=324*

Source: Fonto *AER Methods of Payment Survey*

Comparing Financial Comfort | This Year vs. Last Year
Using a NET Score of T2B – B2B

■ This Year   ■ Last Year

Change this year from last year

Total Population
-16%
-3%
-13%

Financially Stressed
-83%
-50%
-33%

Not Financially Stressed
26%
26%
-

Currently use Credit Products
-38%
-27%
-11%

Do not use Credit Products
-3%
11%
-13%

Use Credit Products & Financially Stressed
-82%
-52%
-30%

Table 1.2 | Financial comfort change L12M

Cost of living pressures continue to be felt across the population

Cost of Living Pressures

■ Yes, a lot ■ Yes, a little ■ Not at all ■ Don't know

	Yes, a lot	Yes, a little	Not at all	Don't know
Total Population	38%	46%	15%	1%
Financially Stressed	66% ↑	29% ↓	3%	1%
Not Financially Stressed	20% ↓	57% ↑	22% ↑	1%
Currently use Credit Products	51% ↑	39% ↓	8% ↓	1%
Do not use Credit Products	30% ↓	50% ↑	19% ↑	1%
Use Credit Products & Financially Stressed	72% ↑	25% ↓	2%	1%
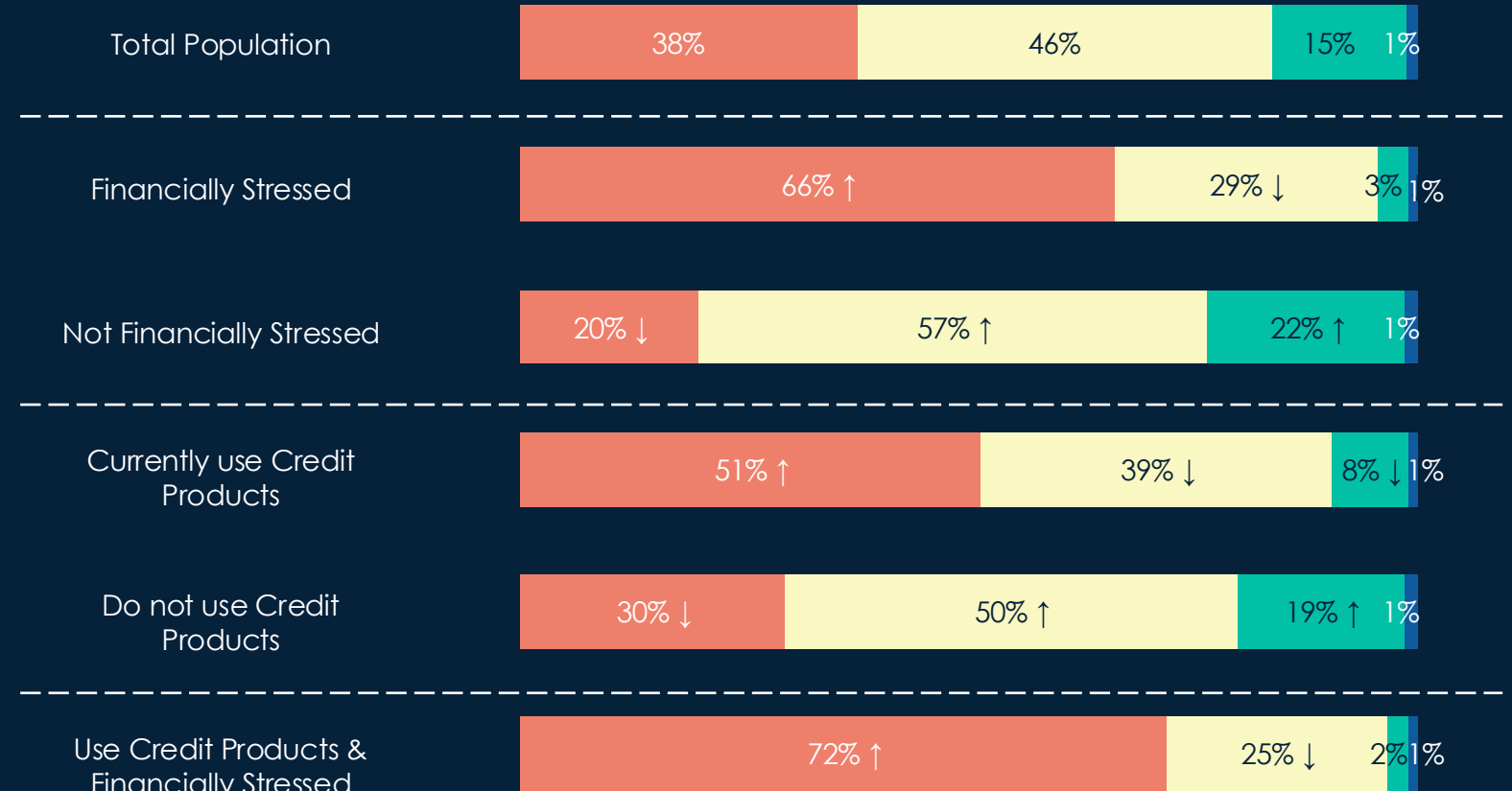
Table 1.3 | Cost of living pressure

Total   n=1,686
Financially Stressed   n=646
Not Financially Stressed   n=1,040
Currently use Credit Products   n=626
Do not use Credit Products   n=1,060
Use Credit Products & Financially Stressed   n=324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

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Just under half of the population is worried about their finances this upcoming holiday season

Note: this chart is only looking at the T2B responses for each category.

Total	n=1,686
Financially Stressed	n=646
Not Financially Stressed	n=1,040
Currently use Credit Products	n=626
Do not use Credit Products	n=1,060
Use Credit Products & Financially Stressed	n=324

Source: Fonto *AER Methods of Payment Survey*

Holiday Financial Stress | % T2B agreement with:

■ The holidays are the most stressful time of year for me financially
■ I am worried about my finances this season

Total Population
- 40%
- 44%

Financially Stressed
- 56% ↑
- 72% ↑

Not Financially Stressed
- 30% ↓
- 26% ↓

Currently use Credit Products
- 50% ↑
- 56% ↑

Do not use Credit Products
- 34% ↓
- 37% ↓

Use Credit Products & Financially Stressed
- 58% ↑
- 74% ↑
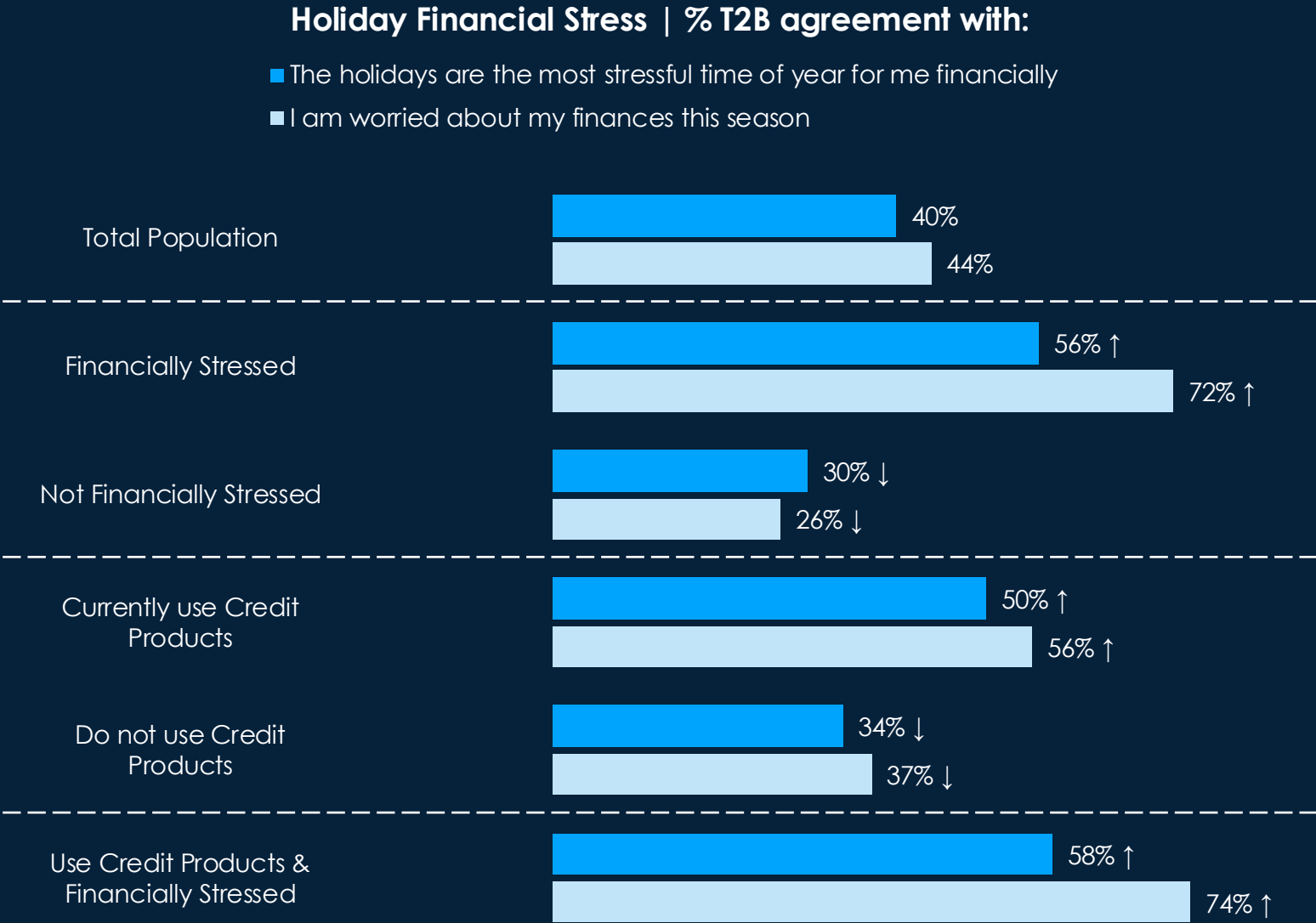
Table 1.4 | Holiday financial stress

↑↓ Significance at 95% vs. total sample

7-in-10 perceive that electricity prices have increased in the last year – One-third feel prices have gone up a lot

Perceptions of Electricity Price Changes

Legend: ■ Up a lot ■ Up a little ■ Stayed about the same ■ Down a bit ■ Down a lot ■ Don't know ■ Not applicable

Category	Up a lot	Up a little	Stayed about the same	Down a bit	Down a lot	Don't know	Not applicable
Total Population	34%	37%	13%	3%	1%	11%	1%
Financially Stressed	43% ↑	30% ↓	9% ↓	4%	1%	11%	1%
Not Financially Stressed	28% ↓	41% ↑	15% ↑	3%	1%	11%	1%
Currently use Credit Products	37%	35%	13%	4%	1%	10%	1%
Do not use Credit Products	32%	38%	13%	3%	1%	11%	1%
Use Credit Products & Financially Stressed	43% ↑	32% ↓	9% ↓	4%	1%	10%	1%

Table 1.5 | Electricity price change perceptions

Total   n=1,686
Financially Stressed   n=646
Not Financially Stressed   n=1,040
Currently use Credit Products   n=626
Do not use Credit Products   n=1,060
Use Credit Products & Financially Stressed   n=324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Perceptions of gas prices are equally negative

Perceptions of Gas Price Changes

■ Up a lot   ■ Up a little   ■ Stayed about the same
■ Down a bit   ■ Down a lot   ■ Don't know
■ Not applicable

Group	Up a lot	Up a little	Stayed about the same	Down a bit	Down a lot	Don't know	Not applicable
Total Population	34%	37%	15%	1%	1%	10%	2%
Financially Stressed	41% ↑	33% ↓	12% ↓	1%	0%	12%	1%
Not Financially Stressed	30% ↓	40% ↑	17% ↑	1%	1%	9%	2%
Currently use Credit Products	38% ↑	33%	16%	2%	0%	8%	2%
Do not use Credit Products	31% ↓	39%	14%	1%	1%	12%	2%
Use Credit Products & Financially Stressed	44% ↑	31%	12%	3%	1%	8%	1%

Table 1.6 | Gas price change perceptions

Sample is among those with a gas connection to their house (Q2).

Total	*n=1,074*
Financially Stressed	*n=397*
Not Financially Stressed	*n=677*
Currently use Credit Products	*n=404*
Do not use Credit Products	*n=670*
Use Credit Products & Financially Stressed	*n=192*

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

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Actions taken due to a shortage of money in last 12 months:

Almost 1-in-5 people asked their friends and family for financial help over the last 12 months

This question is HILDA's Survey Measure of Financial Stress.

A quarter of the Use Credit Products & Financially Stressed category went without meals over the last 12 months due to a shortage of money.

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Asked for financial help from friends or family	19%	35% ↑	9% ↓	33% ↑	11% ↓	47% ↑
Could not pay electricity, gas or telephone bills on time	17%	32% ↑	8% ↓	31% ↑	9% ↓	45% ↑
Pawned or sold something	14%	24% ↑	8% ↓	23% ↑	8% ↓	32% ↑
Went without meals	12%	24% ↑	5% ↓	16% ↑	10% ↓	25% ↑
Asked for help from welfare / community organisations	9%	15% ↑	5% ↓	13% ↑	6% ↓	16% ↑
Could not pay the mortgage or rent on time	9%	14% ↑	5% ↓	14% ↑	5% ↓	19% ↑
Was unable to heat / cool home	8%	14% ↑	4% ↓	10% ↑	7% ↓	13% ↑
None of these	58%	32% ↓	75% ↑	38% ↓	70% ↑	21% ↓
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 1.7 | HILDA financial measure

↑↓ Significance at 95% vs. total sample

Cutting back essential spending (e.g. groceries) was the main action taken by those unable to pay a utility bill on time

The at-risk segments were much more likely than the low-risk segments to take out a credit product to manage their inability to pay a utility bill on time

Q15: You mentioned that you had been unable to pay an electricity or gas bill on time earlier this year due to a shortage of money. What steps did you take to manage that situation?:

Source: Fonto *AER Methods of Payment Survey*

Actions taken by those unable to pay a utility bill on time in the last 12 months:

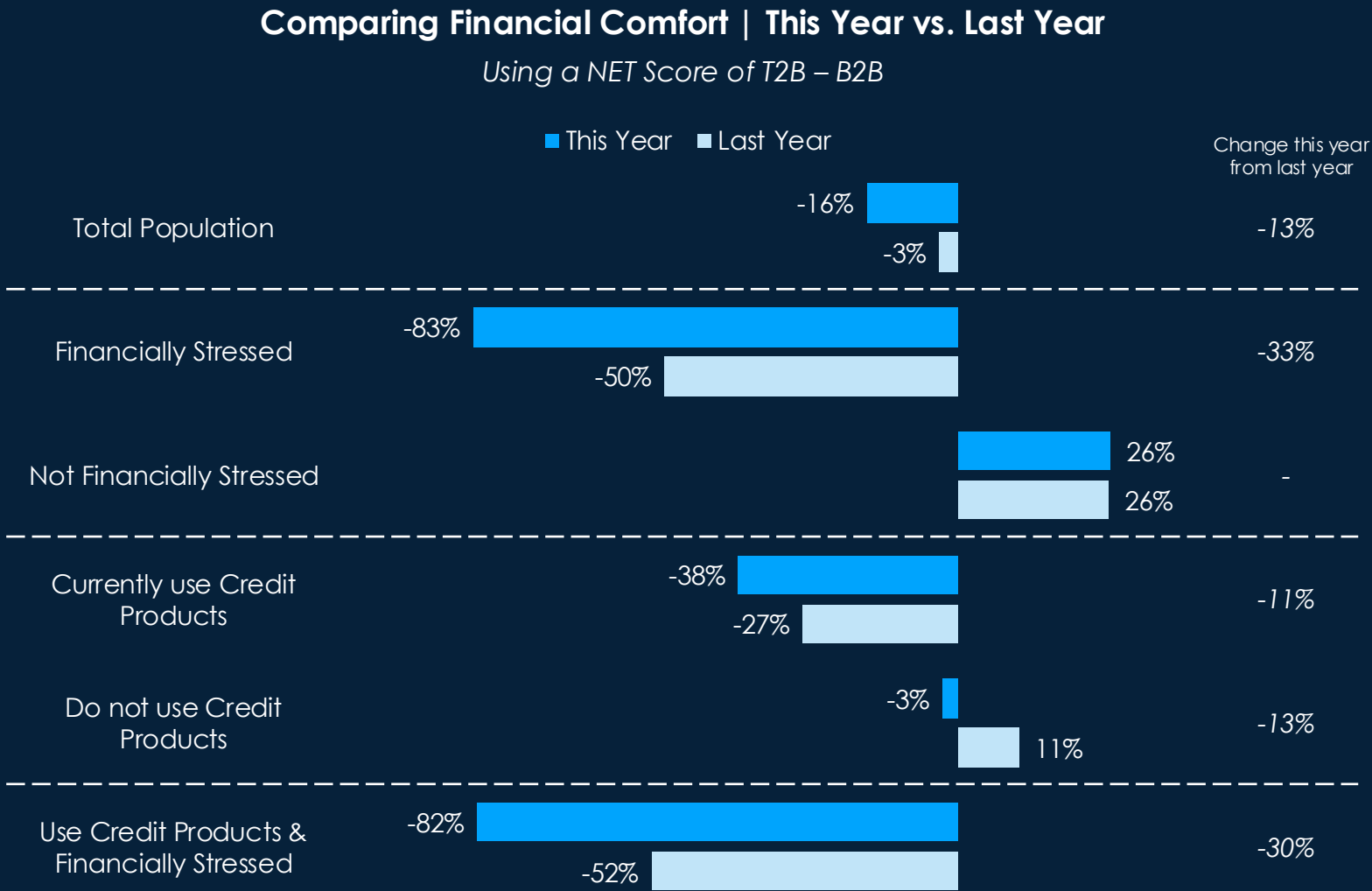| Actions Taken	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Cut back in areas of essential spending	45%	48%	38%	46%	42%	50%
Cut back in areas of optional spending	40%	45% ↑	27% ↓	41%	39%	45%
Used less energy	34%	38% ↑	23% ↓	32%	39%	36%
Set up a plan to smooth energy bill	33%	34%	31%	33%	32%	35%
Contacted my energy company for assistance	32%	30%	36%	32%	31%	30%
Got on a repayment plan, support / assistance program with energy company	29%	30%	26%	32%	23%	34%
Talked to family and friends	26%	25%	28%	26%	26%	26%
Sought additional work or income	22%	22%	24%	25%	17%	25%
Used a Buy Now Pay Later product	21%	22%	16%	28% ↑	6% ↓	31% ↑
Took out a payday loan	11%	10%	13%	14% ↑	4% ↓	13%
Took out a personal loan / line of credit	9%	8%	9%	12% ↑	3% ↓	11%
Contacted my bank to ask for assistance	6%	5%	9%	7%	3%	5%
Redrew on mortgage	6%	5%	8%	8% ↑	1% ↓	6%
Contacted local council / government for advice	5%	4%	8%	4%	7%	4%
Increased credit limit on my credit card	4%	5%	3%	5%	3%	6%
Took out / increased overdraft with bank	3%	3%	4%	4%	3%	4%
Sample size	*291*	*208*	*83*	*196*	*95*	*144*

Table 1.8 | Actions due to inability to pay utility bills

↑↓ Significance at 95% vs. total sample

Fonto

Reducing optional spending (e.g. eating out) is the first thing people think they would do if they were unable to pay a utility bill on time

Those who are already using credit products are almost twice as likely than other segments to consider using a credit product to pay for a utility bill in the event they experience a shortage of money

Actions that people *would take* if they were unable to pay a utility bill on time:

Hypothetical Actions	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Cut back in areas of optional spending	45%	47%	44%	43%	46%	42%
Use less energy	38%	39%	38%	36%	39%	36%
Contact my energy company for assistance	38%	39%	37%	38%	38%	40%
Cut back in areas of essential spending	34%	42% ↑	30% ↓	32%	34%	39%
Set up a plan to smooth energy bills	29%	30%	29%	35% ↑	27% ↓	36% ↑
Get on a repayment plan, support / customer assistance program with energy company	27%	33% ↑	25% ↓	31% ↑	26% ↓	39% ↑
Seek additional work or income	25%	29% ↑	24% ↓	23%	26%	25%
Talk to family and friends	24%	27%	23%	27%	23%	33% ↑
Use a Buy Now Pay Later product	10%	12% ↑	9% ↓	23% ↑	4% ↓	26% ↑
Redraw on mortgage	8%	6%	8%	8%	8%	5%
Increase credit limit on credit card	6%	7%	6%	10% ↑	5% ↓	10% ↑
Contact my bank for assistance	6%	4%	6%	6%	6%	7%
Contact local council / government for advice	4%	4%	4%	5%	4%	5%
Take out a personal loan / line of credit	4%	4%	4%	7% ↑	2% ↓	5%
Take out a payday loan	3%	4%	2%	6% ↑	1% ↓	9% ↑
Take out / increase overdraft with bank	3%	3%	2%	6% ↑	1% ↓	6% ↑
Sample size	*1,395*	*438*	*957*	*431*	*964*	*180*

Table 1.8 | Actions would take if unable to pay utility bills

↑↓ Significance at 95% vs. total sample

Incidence of actual use of credit products is much higher than those who might use them – Suggests people will resort to risky behaviours when they are forced to

Q15: You mentioned that you had been unable to pay an electricity or gas bill on time earlier this year due to a shortage of money. What steps did you take to manage that situation?:

Q16: You mentioned that you have not had trouble paying your electricity or gas bills this year. If you were in a situation where you were unable to pay an electricity or gas bill due to a shortage of money, what steps would you take to manage that situation?

| *Green, what they think they'll do* | *n=1,395* |
| *Blue, what they did* | *n=291* |

Source: Fonto *AER Methods of Payment Survey*

Unable to Pay Utility Bills on Time | Actions Taken vs. Actions Hypothesized

Difference between the actions taken by those unable to pay a utility bill on time (Q15) and actions people think they would take if they were unable to pay a utility bill on time (Q16)

■ What they think they'll do   ■ What they did

Actions much higher than intent for using a credit product to pay for energy bills

	Cut back in essential spending	Cut back optional spending	Use less energy	Set up an instalment plan to smooth energy bills	Contact energy company for assistance	Use a Buy Now Pay Later product	Take out a payday loan	Take out a personal loan / line of credit
What they think they'll do	34%	45%	38%	29%	38%	10%	3%	4%
What they did	45%	40%	34%	33%	32%	21%	11%	9%

Table 1.10 | Intent vs. action differences for bill payment inability

Fonto

Energy Account Profiling
Bill Payments

Market offer plans are slightly more prevalent than standing offers, except for credit product users

Most people are unaware of the type of electricity plan they currently have, those financially stressed are most unaware.

Those who are not financially stressed have the highest prevalence of market offer plans.

Note: the incidence of 'Other' is less than 1% and has not been depicted in the chart.

Sample is among non-customers of Ergon Energy.

Total	n=1,597
Financially Stressed	n=614
Not Financially Stressed	n=983
Currently use Credit Products	n=596
Do not use Credit Products	n=1,002
Use Credit Products & Financially Stressed	n=308

Source: Fonto *AER Methods of Payment Survey*

Electricity Plan | Type

■ Market Offer ■ Standing / Default Offer ■ Have not heard of these items ■ Don't know

	Market Offer	Standing / Default Offer	Have not heard of these items	Don't know
Total Population	20%	17%	26%	36%
Financially Stressed	16% ↓	16%	27%	41% ↑
Not Financially Stressed	23% ↑	18%	26%	33% ↓
Currently use Credit Products	21%	22% ↑	24%	33%
Do not use Credit Products	20%	14% ↓	27%	38%
Use Credit Products & Financially Stressed	15% ↓	18%	29%	38%
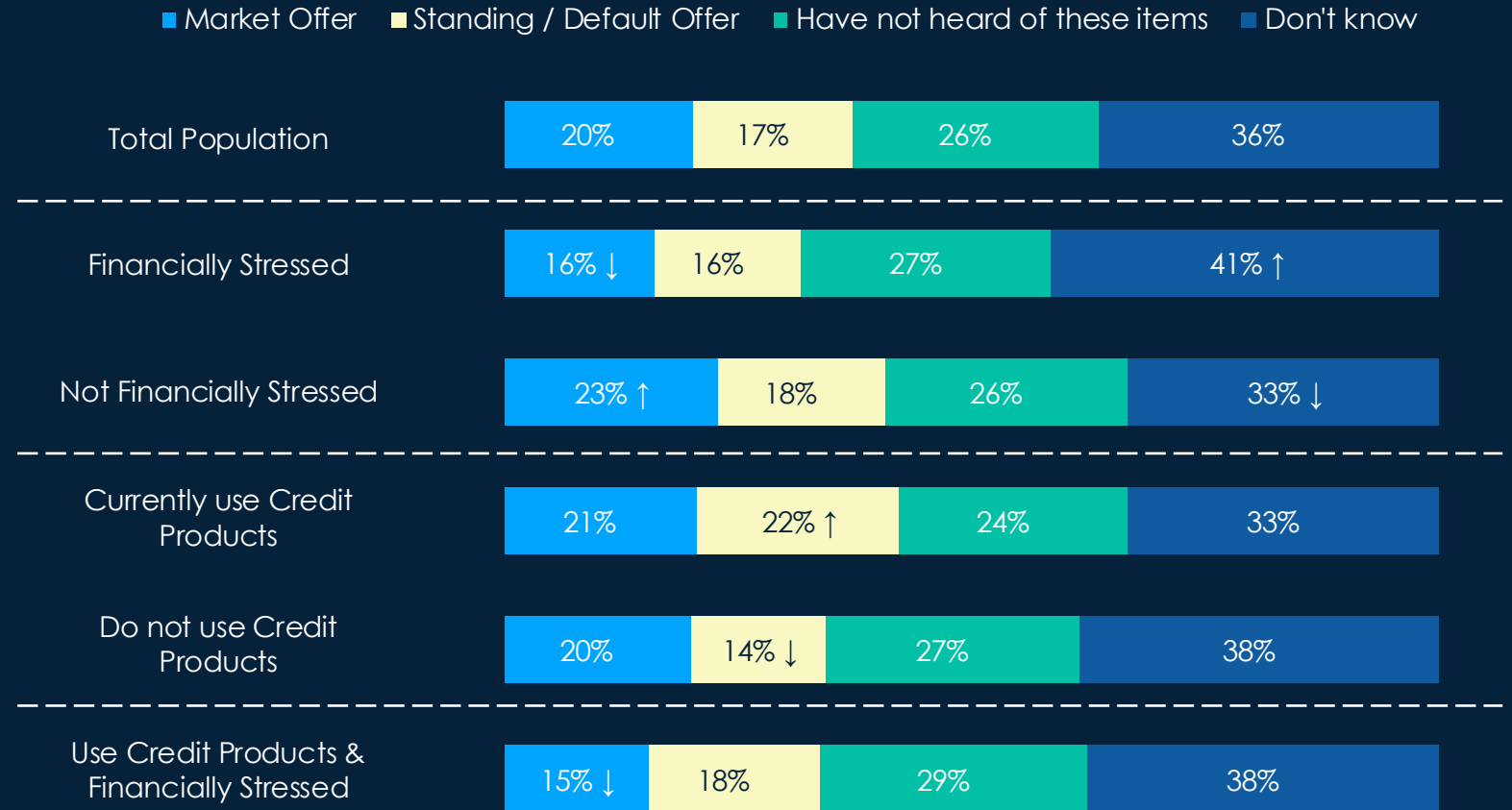
Table 2.1 | Electricity plan types

↑↓ Significance at 95% vs. total sample

Many people are unaware of the type of electricity plan they are on; stepped / block charges are the least common

Most electricity plans have time of use charges pricing structures

The Financially Stressed category has the highest prevalence of not knowing their electricity plan type

Note: the incidence of 'Other' is less than 1% and has not been depicted in the chart.

Total	*n=1,686*
Financially Stressed	*n=646*
Not Financially Stressed	*n=1,040*
Currently use Credit Products	*n=626*
Do not use Credit Products	*n=1,060*
Use Credit Products & Financially Stressed	*n=324*

Source: Fonto *AER Methods of Payment Survey*

Electricity Plan | Pricing Structure

■ Time of use charges　■ Flat rate charge　■ Stepped/block charges
■ Don't know　■ Not applicable

	Time of use charges	Flat rate charge	Stepped/block charges	Don't know	Not applicable
Total Population	37%	24%	5%	31%	2%
Financially Stressed	34% ↓	20% ↓	4%	39% ↑	1%
Not Financially Stressed	39% ↑	27% ↑	5%	27% ↓	2%
Currently use Credit Products	39%	23%	6%	29%	1%
Do not use Credit Products	36%	25%	4%	33%	2%
Use Credit Products & Financially Stressed	36%	20%	5%	37% ↑	2%
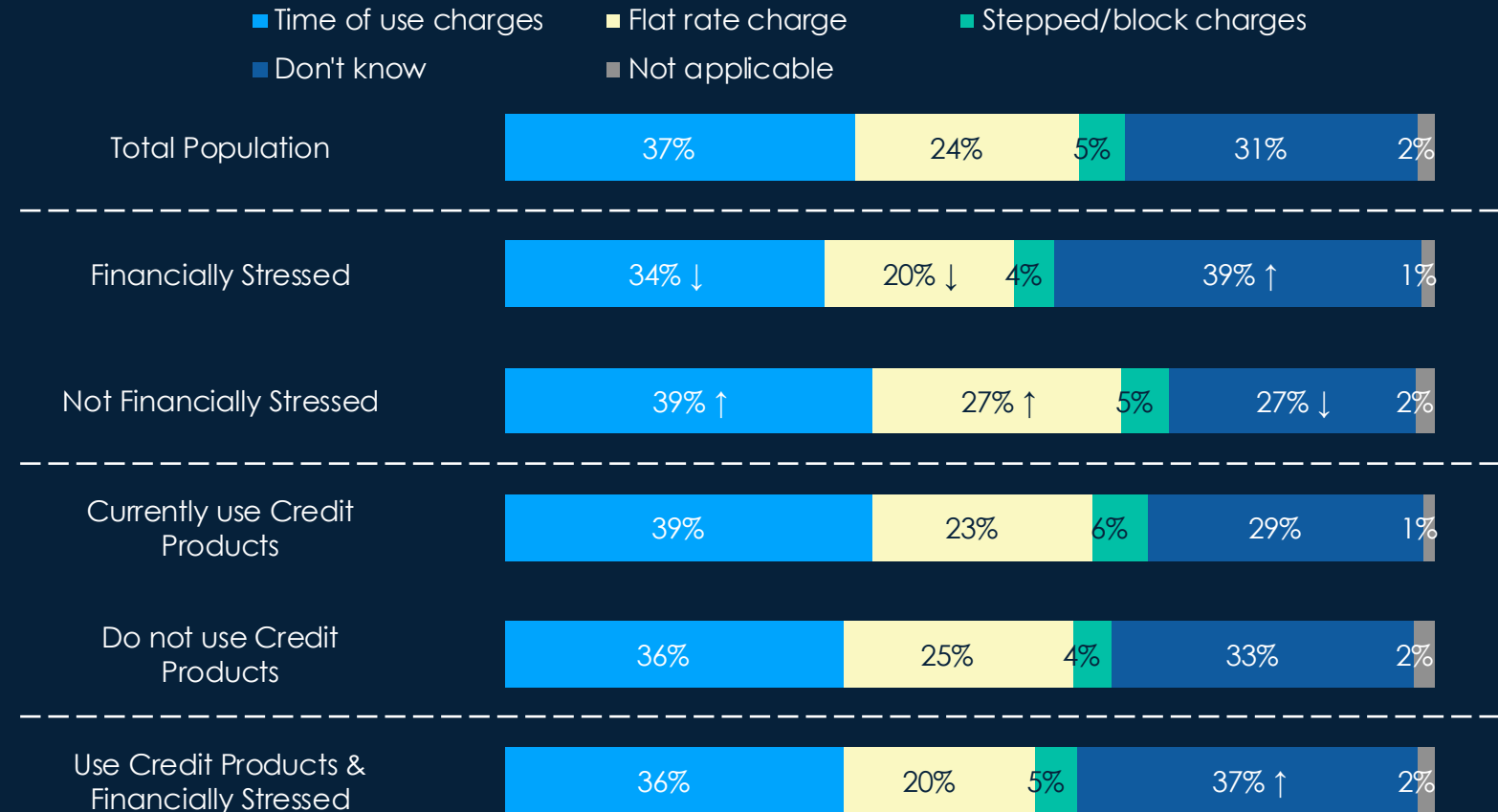
Table 2.2 | Electricity plan pricing structure

Fonto　**30**

↑↓ Significance at 95% vs. total sample

The at-risk segment is more likely to be currently on, or previously on, an instalment plan to smooth their energy bills

Just under a quarter of the population is currently on an instalment plan to smooth their energy bills.

The Do not Use Credit Products segment is most likely to never have used an instalment plan to smooth their energy bills.

Source: Fonto *AER Methods of Payment Survey*

Energy Bill Smoothing Plans

■ Currently ■ Previously ■ Never ■ Not sure

Segment	Currently	Previously	Never	Not sure
Total Population	23%	15%	58%	4%
Financially Stressed	30% ↑	20% ↑	46% ↓	4%
Not Financially Stressed	19% ↓	12% ↓	65% ↑	4%
Currently use Credit Products	33% ↑	23% ↑	41% ↓	2%
Do not use Credit Products	17% ↓	11% ↓	68% ↑	5%
Use Credit Products & Financially Stressed	34% ↑	25% ↑	37% ↓	4%
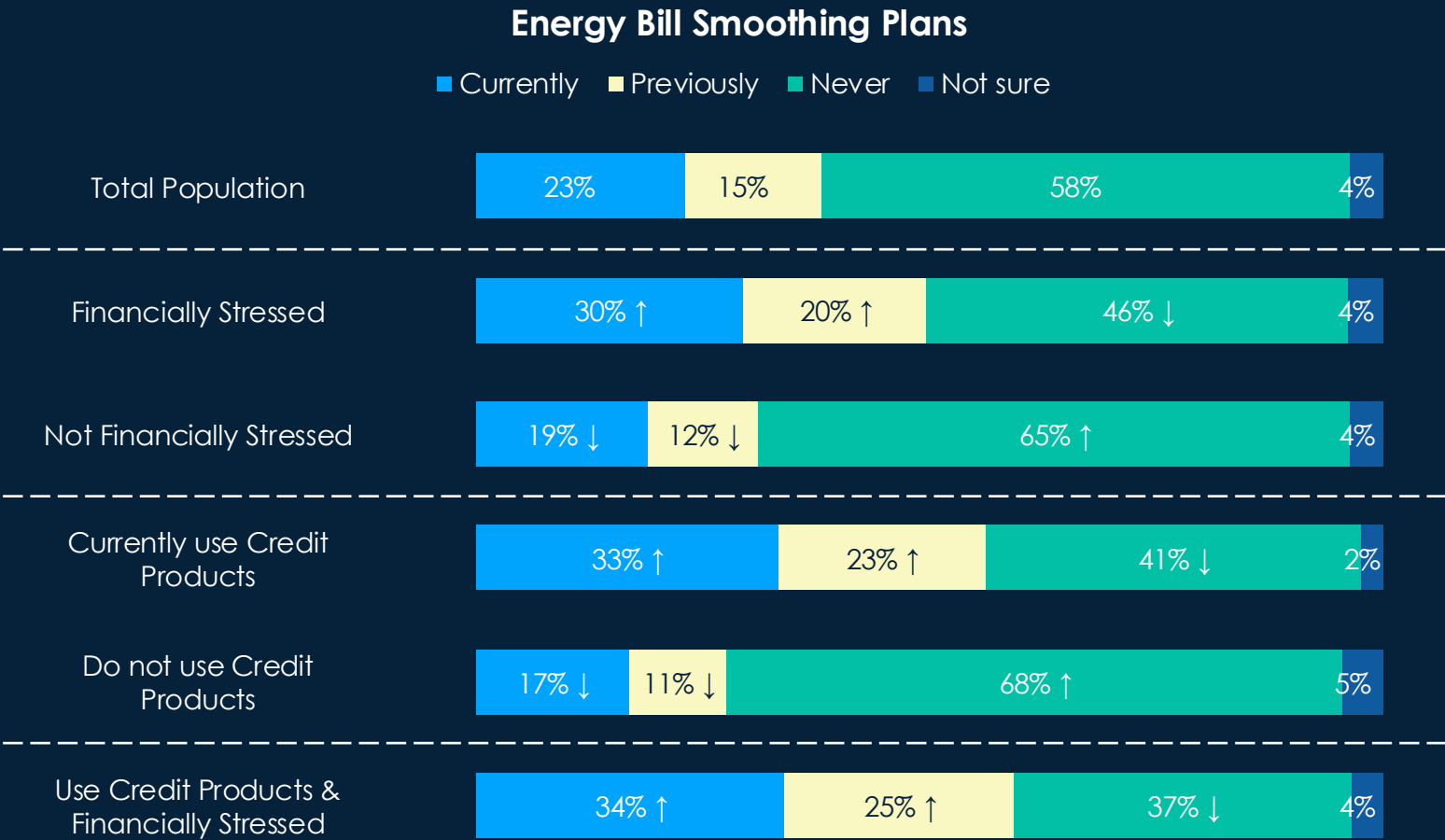
Table 2.3 | Energy bill smoothing

↑↓ Significance at 95% vs. total sample

Fonto   **31**

Email is the most regular method to receive energy bills

Method for receiving energy bills:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Email	75%	73%	76%	73%	76%	72%
View in an app	22%	25%	21%	31% ↑	17% ↓	30% ↑
Letter in the mail	20%	22%	19%	20%	20%	20%
View on retailer website	7%	5%	8%	9% ↑	5% ↓	6%
Not sure	1%	1%	1%	1%	1%	1%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 2.4 | Energy bill receiving

↑↓ Significance at 95% vs. total sample

Electricity bills are most frequently delivered quarterly, followed by monthly

There were very few 'Other' responses, but most were mentioning billing every other month (e.g., bi-monthly)

Frequency for receiving <u>electricity</u> bills:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Weekly	1%	1%	1%	2% ↑	0% ↓	2%
Fortnightly	3%	2%	3%	5% ↑	2% ↓	3%
Monthly	37%	36%	37%	36%	37%	36%
Quarterly	59%	60%	58%	56%	60%	58%
Other	1%	1%	1%	1%	1%	0%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 2.5 | Electricity bill frequency

↑↓ Significance at 95% vs. total sample

Direct debit is the most popular method of payment across all segments

There were a number of 'Other' responses, the main topics:

- No payment required, account is in credit
- Didn't have to pay because of government discounts
- Didn't have to pay because of solar credits
- Victorian Government paid it

Note: a number of respondent's weren't sure how to answer this question and put a response to a proceeding question in the 'Other' (i.e., BPAY for payment method)

Channel of paying most recent <u>electricity</u> bill:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Direct debit	51%	47% ↓	54% ↑	44% ↓	56% ↑	43% ↓
Retailer website	13%	13%	13%	13%	13%	14%
Retailer app	11%	15% ↑	9% ↓	17% ↑	7% ↓	19% ↑
At the post office	11%	10%	11%	9%	11%	9%
Mail	5%	6%	4%	5%	5%	5%
Over the phone	3%	3%	3%	4% ↑	2% ↓	4%
Centrepay	3%	3%	3%	3%	3%	2%
SMS	3%	4% ↑	2% ↓	4% ↑	2% ↓	5% ↑
Other	1%	0%	1%	0%	1%	0%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 2.6 | Electricity bill payment channel

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Fonto

34

Debit card was the most common method of payment across all segments

Main 'Other' response topics were:

- Centrepay / Centrelink
- Account in credit
- Solar credits

Method of payment for most recent <u>electricity</u> bill:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Debit card	36%	39% ↑	33% ↓	42% ↑	32% ↓	45% ↑
BPAY	25%	27%	23%	26%	24%	27%
Credit card	20%	15% ↓	24% ↑	16% ↓	23% ↑	12% ↓
Bank transfer	11%	10%	11%	8% ↓	13% ↑	8%
Cash	4%	5%	4%	4%	4%	4%
Cheque	1%	1%	1%	1%	1%	1%
BNPL	1%	1%	1%	2% ↑	0% ↓	1%
Other	3%	3%	4%	2%	4%	2%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 2.7 | Electricity bill payment method

↑↓ Significance at 95% vs. total sample

Fonto

Most people used their transaction account to pay their most recent electricity bill

Many of the 'Other' responses mentioned direct debits from Centrepay / Centrelink, others mentioned:

- SmartBudget Allocation
- Covered by the Victorian utility Relief Grant Scheme
- Cost of living offset given to all Queenslanders
- Family Tax Benefits

Note: sample is among those who did not select BNPL as the method of payment for their most recent electricity bill.

Source: Fonto *AER Methods of Payment Survey*

Source of funds for payment of most recent <u>electricity</u> bill:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Transaction account	56%	59%	54%	59%	54%	61% ↑
Savings account	38%	35%	40%	36%	40%	34%
Payday loan	1%	1%	1%	3% ↑	0% ↓	2% ↑
Borrowed from family or friends	1%	1%	0%	0%	1%	0%
Other	4%	4%	4%	2% ↓	5% ↑	2%
Sample size	*1,332*	*546*	*786*	*517*	*815*	*280*

Table 2.8 | Electricity bill funds source

↑↓ Significance at 95% vs. total sample

Like electricity bills, most people receive their gas bills quarterly

There is a much higher prevalence of 'Other' responses for frequency of gas billing.

'Other' responses mentioned:

- Bottle gas recipients, they refill when it's empty
- Every 2 months (bi-monthly)
- Yearly gas bills

Frequency Billing for <u>Gas</u> Bills:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Weekly	2%	2%	2%	4% ↑	0% ↓	4%
Fortnightly	4%	2%	5%	6% ↑	2% ↓	3%
Monthly	26%	24%	27%	27%	26%	25%
Quarterly	56%	61% ↑	54% ↓	53%	58%	58%
Other	12%	11%	13%	10%	14%	11%
Sample size	*1,074*	*397*	*677*	*404*	*670*	*192*

Table 2.9 | Gas bill frequency

Fonto

↑↓ Significance at 95% vs. total sample

Direct debit payments are more popular among the non-stressed segments

'Other' responses mentioned:

- In-person payments for new gas bottles
- Part of Strata / Body Corporate fees

Note: a number of respondent's weren't sure how to answer this question and put a response to a proceeding question in the 'Other' (i.e., BPAY for payment method)

Channel of paying most recent <u>gas</u> bill:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Direct debit	50%	48%	52%	43% ↓	54% ↑	42% ↓
Retailer website	14%	15%	14%	15%	14%	16%
Retailer app	11%	14% ↑	9% ↓	15% ↑	8% ↓	18% ↑
At the post office	5%	5%	5%	6%	5%	6%
Mail	4%	4%	4%	6% ↑	2% ↓	5%
Over the phone	3%	4%	3%	4%	3%	3%
Centrepay	2%	3%	2%	3% ↑	1% ↓	3%
SMS	0%	0%	1%	0%	0%	0%
Other	10%	8%	11%	8% ↓	12% ↑	7%
Sample size	*1,074*	*397*	*677*	*404*	*670*	*192*

Table 2.10 | Gas bill payment channel

↑↓ Significance at 95% vs. total sample

Fonto

Credit card usage is more prevalent for the non-stressed segments; debit card more prevalent for financially stressed

Minimal use of BNPL as the method of payment for their most recent gas bill.

Method of payment for most recent <u>gas</u> bill:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Debit card	37%	43% ↑	33% ↓	42% ↑	33% ↓	49% ↑
BPAY	24%	27%	22%	23%	24%	25%
Credit card	22%	15% ↓	26% ↑	16% ↓	26% ↑	11% ↓
Bank transfer	9%	9%	9%	8%	10%	9%
Cash	5%	3%	6%	5%	5%	4%
Cheque	1%	1%	1%	1%	1%	1%
BNPL	1%	1%	1%	2% ↑	0% ↓	2% ↑
Other	2%	1%	2%	2%	2%	0% ↓
Sample size	*1,074*	*397*	*677*	*404*	*670*	*192*

Table 2.11 | Gas bill payment method

Fonto **39**

↑↓ Significance at 95% vs. total sample

Most people used their transaction account as the source of funds for their most recent gas bill

Note: sample is among those who did not select BNPL as the method of payment for their most recent gas bill.

Source of funds for payment of most recent <u>gas</u> bill:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Transaction account	57%	62% ↑	54% ↓	61%	55%	64%
Savings account	38%	34% ↓	42% ↑	34% ↓	41% ↑	31% ↓
Payday loan	1%	2%	1%	3% ↑	0% ↓	3% ↑
Borrowed from family or friends	1%	1%	0%	1%	1%	2%
Other	2%	2%	3%	1% ↓	3% ↑	1% ↓
Sample size	829	334	495	333	497	168

Table 2.12 | Gas bill funds source

Fonto

↑↓ Significance at 95% vs. total sample

Energy Account Profiling
Switching Behaviours

Most people have not switched their energy plan over the last 12 months

Those using credit products are more likely to have switched their energy plan over the last 12 months.

Past Switching of Energy Plan/s | Over the Last 12 Months

■ Yes, I switched plans   ■ No, I did not switch plans   ■ I don't know

	Yes, I switched plans	No, I did not switch plans	I don't know
Total Population	32%	67%	2%
Financially Stressed	31%	68%	2%
Not Financially Stressed	32%	66%	1%
Currently use Credit Products	38% ↑	61% ↓	1%
Do not use Credit Products	28% ↓	70% ↑	2%
Use Credit Products & Financially Stressed	34%	64%	1%
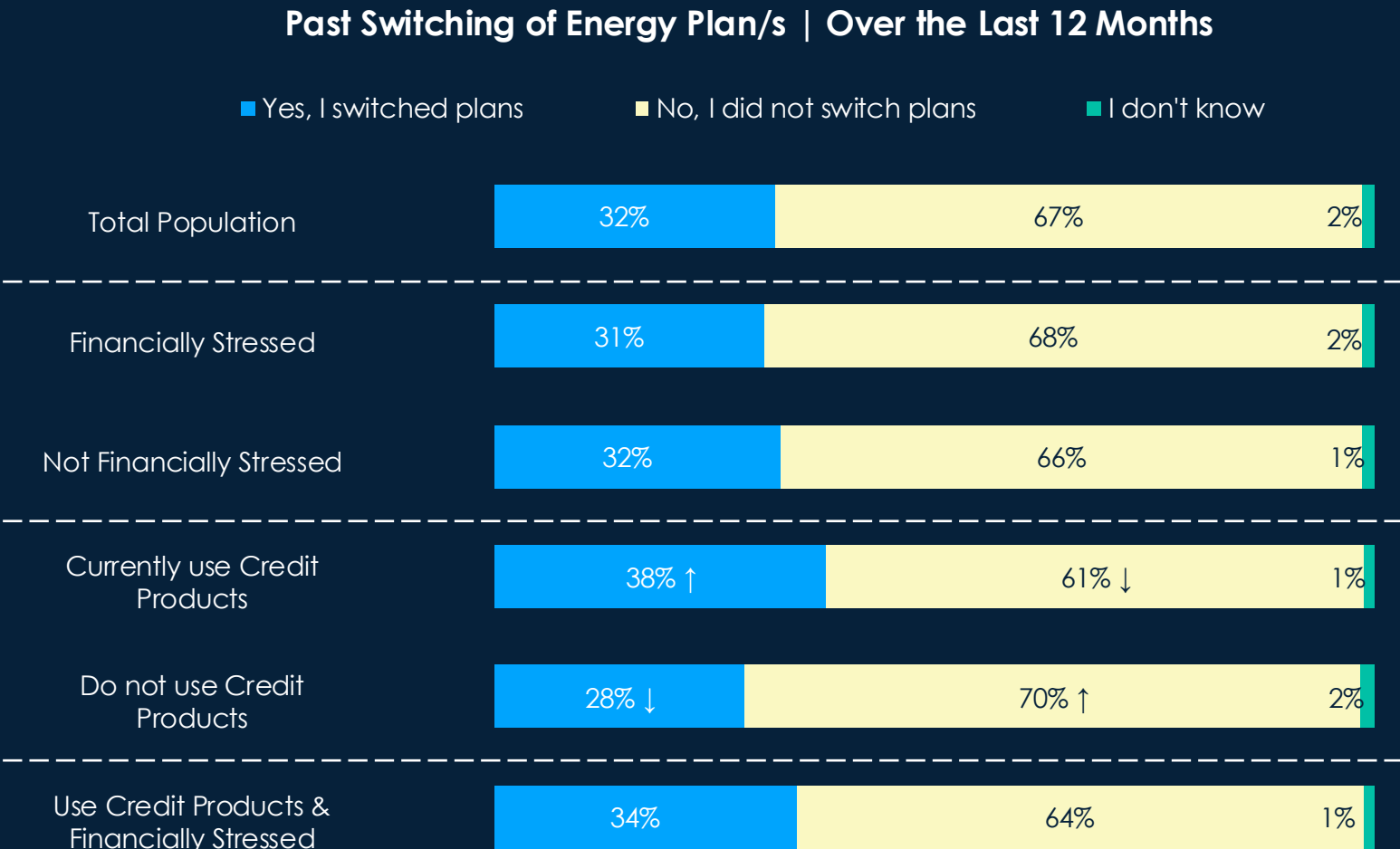
Table 3.1 | Past switching behaviour

Total   n=1,686
Financially Stressed   n=646
Not Financially Stressed   n=1,040
Currently use Credit Products   n=626
Do not use Credit Products   n=1,060
Use Credit Products & Financially Stressed   n=324

Source: Fonto *AER Methods of Payment Survey*

Fonto   42

↑↓ Significance at 95% vs. total sample

Most of the people who switched energy plans stayed with the same retailer

Reasons for Switching Energy Plan

- New plan, same retailer
- For a different retailer
- Moved houses
- Plan finished and auto-rolled into a new plan

	New plan, same retailer	For a different retailer	Moved houses	Plan finished and auto-rolled into a new plan	% switched
Total Population	36%	28%	25%	11%	32%
Financially Stressed	36%	25%	28%	12%	31%
Not Financially Stressed	36%	30%	23%	11%	32%
Currently use Credit Products	34%	27%	26%	13%	38%
Do not use Credit Products	37%	28%	24%	10%	28%
Use Credit Products & Financially Stressed	35%	25%	26%	14%	34%

Table 3.2 | Reasons for switching

% of total segment that switched energy plans in last 12 months

Total	n=536
Financially Stressed	n=198
Not Financially Stressed	n=338
Currently use Credit Products	n=236
Do not use Credit Products	n=300
Use Credit Products & Financially Stressed	n=111

Source: Fonto *AER Methods of Payment Survey*

Fonto

43

↑↓ Significance at 95% vs. total sample

Most people used websites to find a new energy plan

There were a number of 'Other' responses, some of the main ones were:

- Victorian Government Website
- Telemarketer
- Recommendations from friends and family

Note: this is of the population who said they have switched plans in the last 12 months.

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Compare the Market website	24%	19% ↓	27% ↑	27%	22%	20%
Looked at websites for companies I know	24%	28%	21%	26%	22%	31%
Called my energy retailer	19%	20%	19%	19%	20%	15%
Energy Made Easy website	14%	9% ↓	17% ↑	16%	12%	14%
Called other energy retailers	12%	9%	14%	19% ↑	7% ↓	14%
Canstar website	12%	10%	13%	16% ↑	9% ↓	14%
iSelect website	11%	12%	11%	18% ↑	6% ↓	16%
Saw an advertisement for a different plan	10%	11%	10%	14% ↑	7% ↓	14%
Other	15%	15%	15%	14%	17%	14%
Sample size	*536*	*198*	*338*	*236*	*300*	*111*

Table 3.3 | Method to find new plan

↑ ↓ Significance at 95% vs. total sample

Fonto **44**

There is a relatively even split of those who are likely and not likely to switch energy plans in the next 12 months

The Financially Stressed segment and the Use Credit Products & Financially Stressed segment are least likely to consider switching in the next 12 months

Likelihood of Switching Energy Plans in Next 12 Months

■ Likely ■ Neither likely or unlikely ■ Unlikely ■ I don't get a choice ■ Not applicable

Segment	Likely	Neither likely or unlikely	Unlikely	I don't get a choice	Not applicable
Total Population	36%	17%	39%	5%	3%
Financially Stressed	34%	18%	40%	5%	3%
Not Financially Stressed	37%	17%	38%	4%	4%
Currently use Credit Products	40% ↑	14% ↓	39%	4%	3%
Do not use Credit Products	33% ↓	19% ↑	39%	5%	4%
Use Credit Products & Financially Stressed	36%	17%	41%	4%	2%
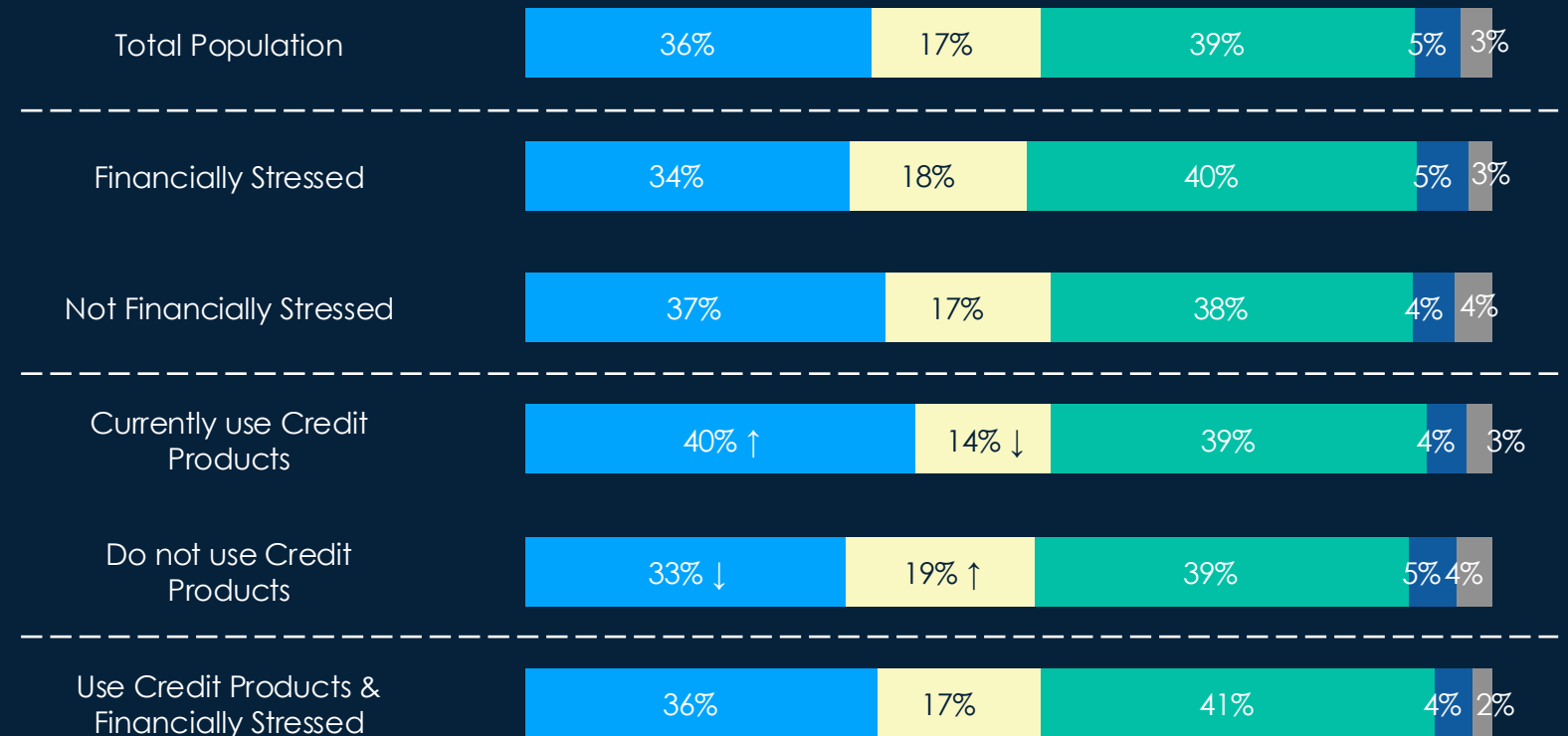
Table 3.4 | Likelihood of switching by Segments

Total	*n=1,686*
Financially Stressed	*n=646*
Not Financially Stressed	*n=1,040*
Currently use Credit Products	*n=626*
Do not use Credit Products	*n=1,060*
Use Credit Products & Financially Stressed	*n=324*

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Fonto

Over half of people who switched plans in the last 12 months also plan to switch plans in the next 12 months

The two switching categories are based on responses in Q17, "*Have you switched energy plans in the last 12 months*".

If a respondent answered one of four 'Yes' options, they are categorised as "Switched L12M".

If a respondent answered 'No', they are categorised as "Did not switch L12M"

Total	n=1,686
Switched L12M	n=536
Did not switch L12M	n=1,125

Source: Fonto *AER Methods of Payment Survey*

Future Switching Likelihood | Switching Actions in Last 12 Months

- Likely
- Neither likely or unlikely
- Unlikely
- Don't have a choice of retailer
- Not applicable

Total Population: 36% | 17% | 39% | 5% ↓ | 3% ↓

Switched L12M: 54% ↑ | 16% | 27% ↓ | 2% ↓ | 1% ↓

Did not switch L12M: 28% ↓ | 18% | 44% ↑ | 6% ↑ | 4%
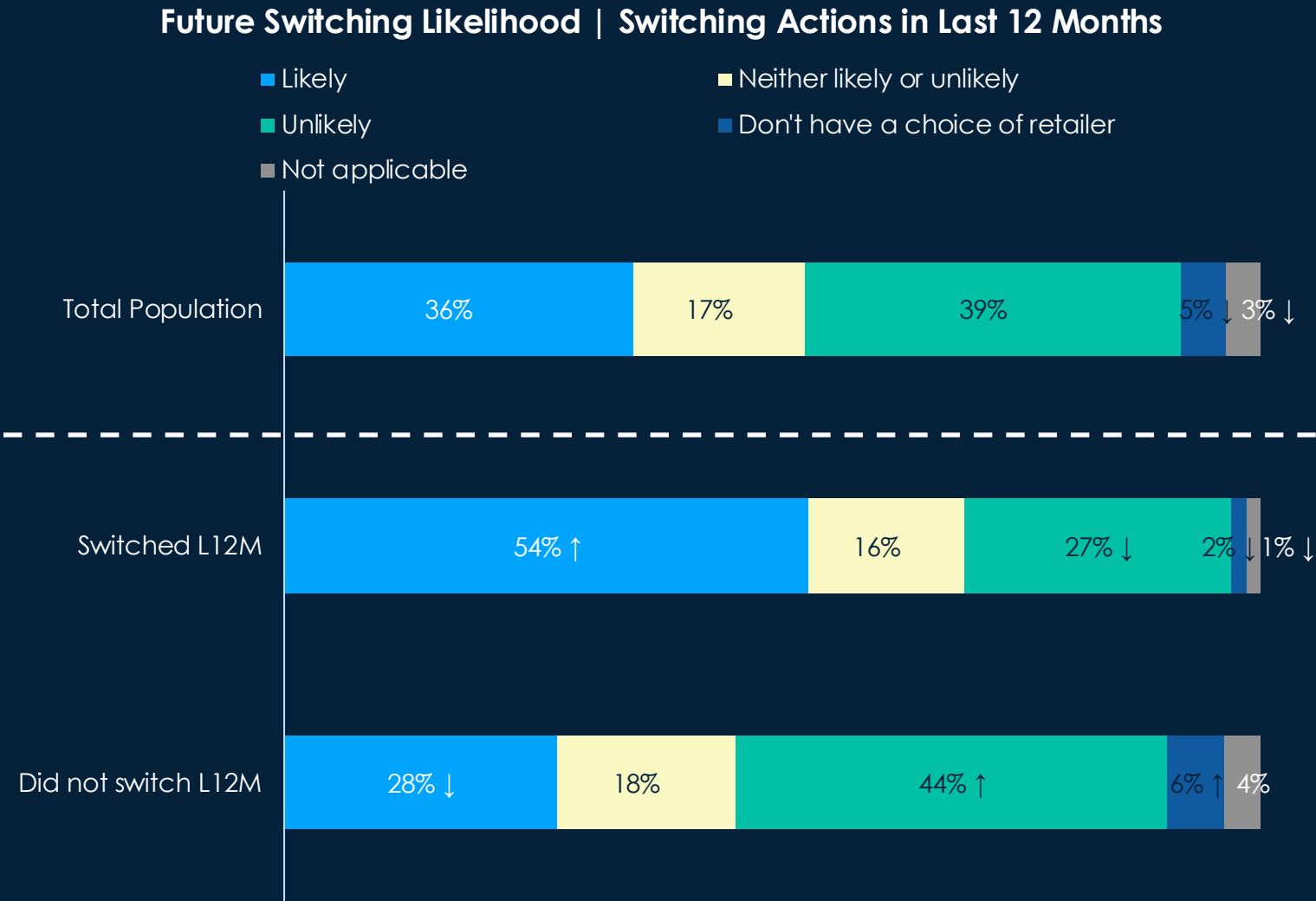
Table 3.5 | Likelihood of future switching by past switching

↑↓ Significance at 95% vs. total sample

Fonto   46

Awareness of energy comparison websites is consistent across all segments; Compare the Market has the highest awareness

% that are aware of the following energy comparison websites:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Compare the Market	59%	57%	60%	58%	59%	59%
iSelect	50%	50%	51%	49%	51%	55%
Canstar	43%	42%	44%	45%	42%	46%
Victorian Energy Compare	18%	16%	19%	19%	17%	16%
Energy Made Easy	13%	10% ↓	15% ↑	14%	13%	11%
Mozo	9%	7% ↓	11% ↑	11%	8%	8%
WATTever	2%	1%	2%	3% ↑	1% ↓	3%
None of the above	19%	20%	18%	16%	20%	17%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 3.6 | Energy comparison websites awareness

↑↓ Significance at 95% vs. total sample

Energy Account Profiling
Debt Repayment and Management

Most people have never been on a debt repayment plan with their energy provider; however, 40% of financially stressed people have been on a plan

The at-risk segments are much more likely to be currently or previously on a debt repayment plan with their energy provider

% on Debt Repayment plan with Provider

■ Currently ■ Previously ■ Never ■ Not sure

Segment	Currently	Previously	Never	Not sure
Total Population	12%	15%	69%	4%
Financially Stressed	15% ↑	23% ↑	57% ↓	4%
Not Financially Stressed	11% ↓	10% ↓	76% ↑	3%
Currently use Credit Products	21% ↑	24% ↑	52% ↓	3%
Do not use Credit Products	8% ↓	10% ↓	79% ↑	4%
Use Credit Products & Financially Stressed	18% ↑	30% ↑	47% ↓	5%
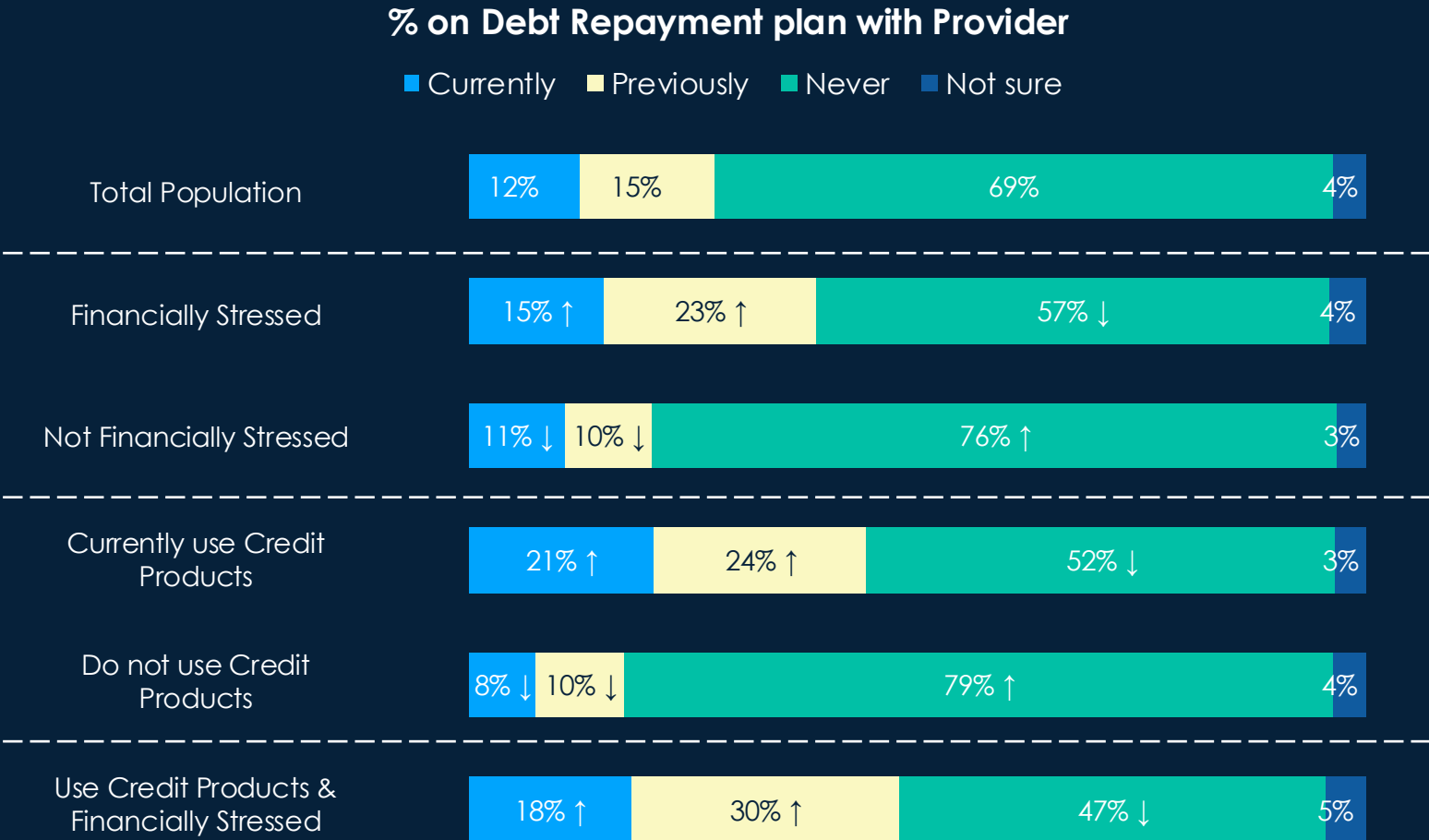
Table 4.1 | Energy debt repayment

Total	n=1,686
Financially Stressed	n=646
Not Financially Stressed	n=1,040
Currently use Credit Products	n=626
Do not use Credit Products	n=1,060
Use Credit Products & Financially Stressed	n=324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

More than a third of those on debt repayment programs have never received customer assistance from their energy company

Note: This chart is showing the population of people who said they are either currently on, or have previously been on, a debt repayment plan with their energy company.

Sample size is based on the 27% of the total sample that said they are currently on or have previously been on a debt repayment plan with their energy company.

Total	*n=462*
Financially Stressed	*n=250*
Not Financially Stressed	*n=212*
Currently use Credit Products	*n=278*
Do not use Credit Products	*n=184*
Use Credit Products & Financially Stressed	*n=155*

Source: Fonto *AER Methods of Payment Survey*

% Receiving Extra Support through a Customer Assistance Program
Among those who are currently, or previously been, on a debt repayment plan

■ Currently ■ Previously ■ Never ■ Not sure

Category	Currently	Previously	Never	Not sure
Total Population	27%	28%	38%	7%
Financially Stressed	25%	28%	37%	10% ↑
Not Financially Stressed	30%	27%	39%	4% ↓
Currently use Credit Products	31%	28%	35%	6%
Do not use Credit Products	23%	27%	42%	9%
Use Credit Products & Financially Stressed	26%	29%	35%	9%

Table 4.2 | Extra support assistance

↑↓ Significance at 95% vs. total sample

Fonto   50

Awareness of extra support programs is highest among the not financially stressed segment; lowest among the most at-risk segment

About a third are unaware that their energy company is required to offer support to customers struggling to pay their bills.

Awareness is lowest for the most financially stressed category.

Note: This chart is showing the population of people who are currently on or have previously been on a debt repayment plan with their energy company but have not received extra support through a customer assistance program or are not sure.

Sample size is based on the Q11, those who said they "never" or "not sure" to having received/receiving customer assistance support through their energy company.

Total	n=208
Financially Stressed	n=117
Not Financially Stressed	n=90
Currently use Credit Products	n=115
Do not use Credit Products	n=93
Use Credit Products & Financially Stressed	n=70

Source: Fonto *AER Methods of Payment Survey*

Awareness of Extra Support Programs through Energy Company
Among those who are have never been on a support program

■ Aware   ■ Not aware

Segment	Aware	Not aware
Total Population	66%	34%
Financially Stressed	60%	40%
Not Financially Stressed	73%	27%
Currently use Credit Products	65%	35%
Do not use Credit Products	66%	34%
Use Credit Products & Financially Stressed	57%	43%
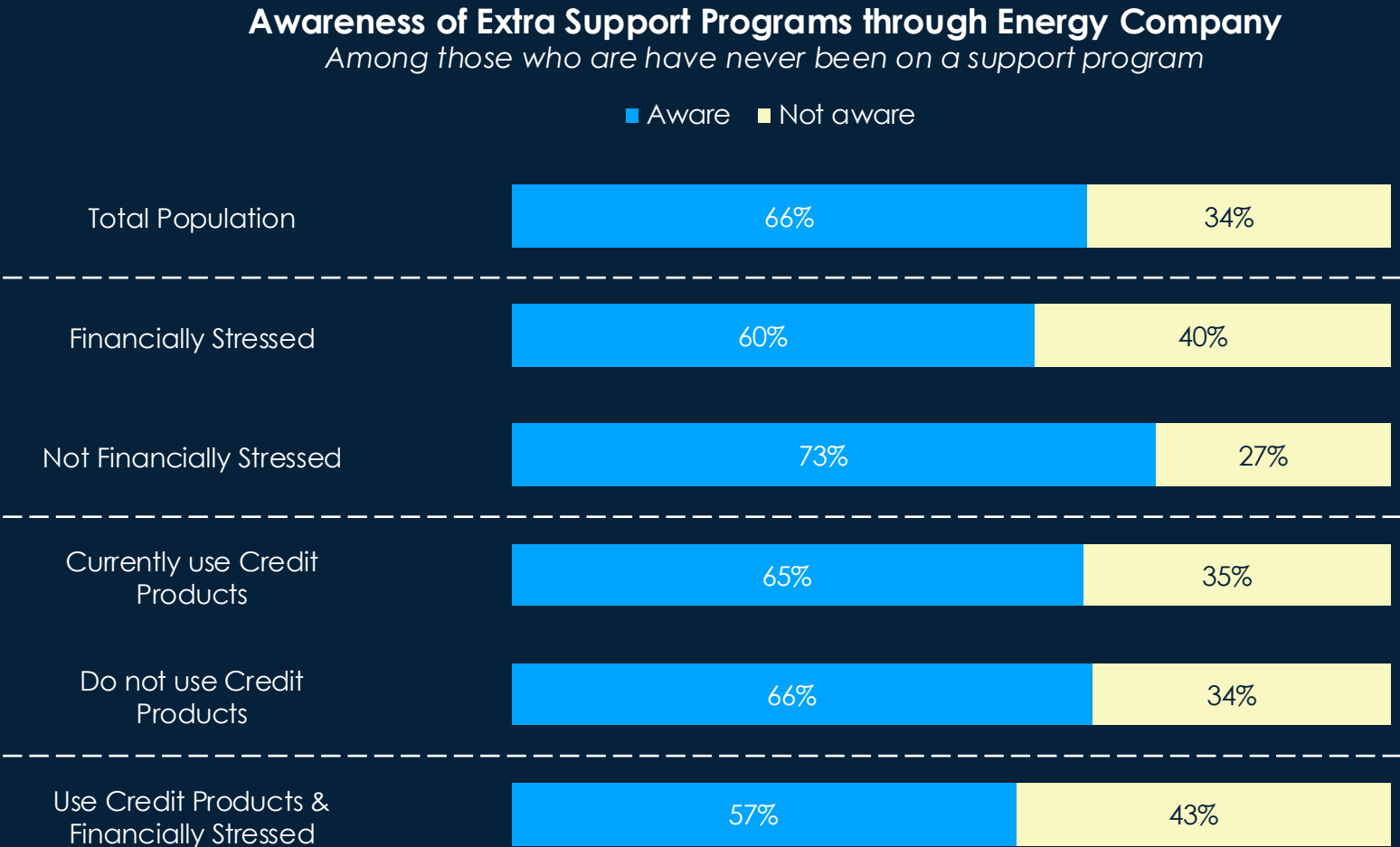
Table 4.3 | Awareness of customer assistance programs

Fonto   51

↑↓ Significance at 95% vs. total sample

The at-risk segments were most likely to be on an affordable repayment plan

While most repayment plans were affordable, a quarter said they were put on a repayment plan where the payments were / are still too high.

Note: This chart is showing the population of people who are currently, or have previously been, on a customer assistance program through their energy company.

Support received in Customer Assistance Program from Energy Company:

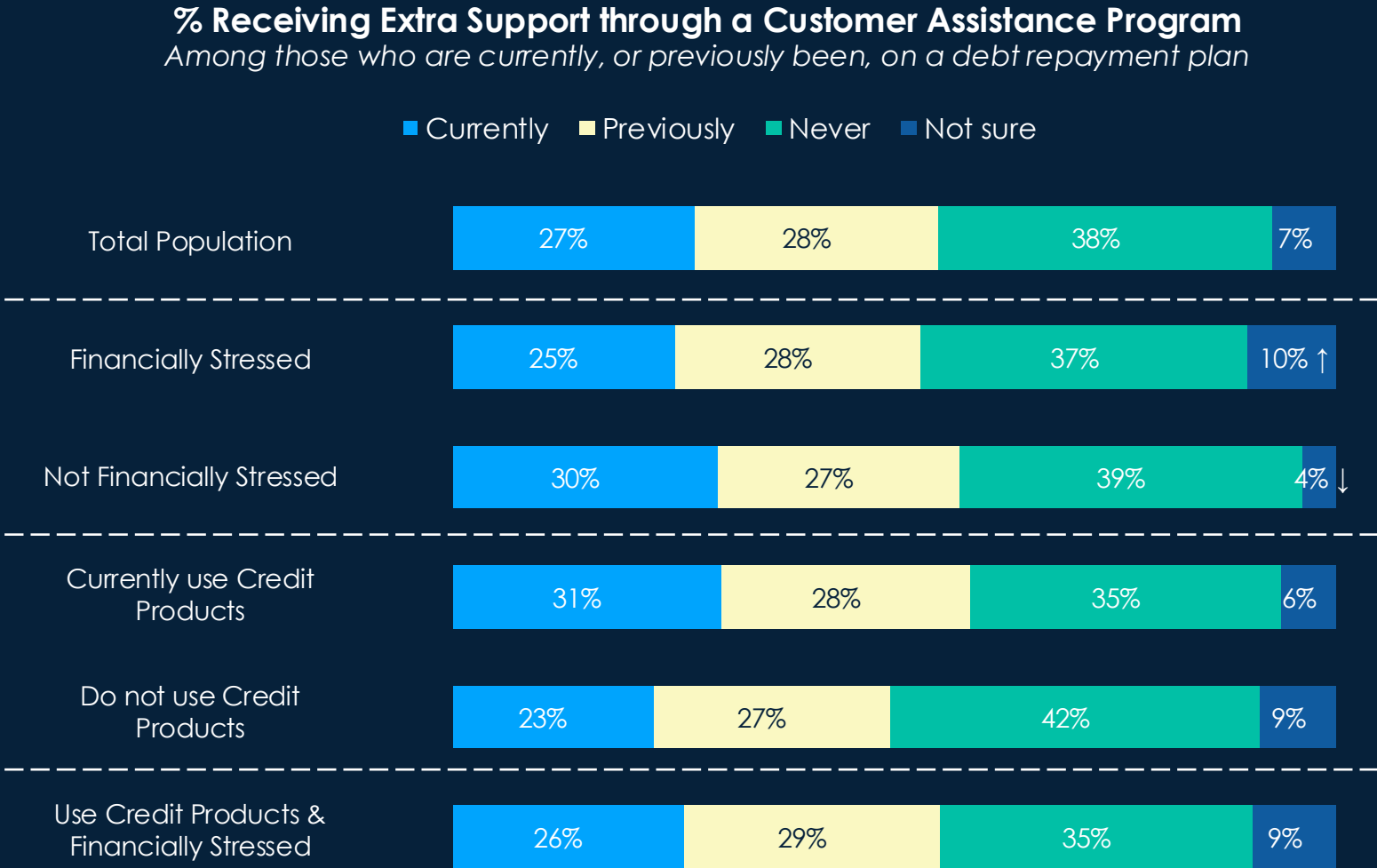|	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Put me on an affordable repayment plan	45%	53% ↑	36% ↓	48%	38%	56% ↑
Put me on a repayment plan, but the payments were/are too high	27%	24%	31%	37%	26%	28%
Put me on a cheaper plan	25%	23%	28%	21%	32%	20%
Helped me access / sign up for a government concession or rebate	24%	26%	23%	26%	20%	28%
Helped me pay back faster with matched payments / discounts	19%	15%	23%	23%	13%	23%
Reduced the amount / gave me a discount on what I owed	18%	18%	18%	20%	15%	19%
Gave me a break from debt repayments for a while	17%	17%	17%	20%	13%	20%
Helped me upgrade to a more energy efficient appliance	17%	13%	21%	19%	12%	15%
Gave me personalised energy efficiency advice	16%	11%	20%	17%	13%	11%
Refunded fees I had already paid	12%	7% ↓	16% ↑	12%	12%	7%
Sample size	*254*	*133*	*121*	*163*	*91*	*86*

Table 4.4 | Support received in customer assistance program

Fonto

↑↓ Significance at 95% vs. total sample

Most people found the support they received very helpful

Note: Respondents were given a three-point scale of 'Very helpful', 'Somewhat helpful', and 'Not helpful'. However, the sample is too small to analyse the 'Not helpful' group separately. Thus, 'Somewhat helpful' and 'Not helpful' has been combined for analysis purposes.

Total	*n=254*
Financially Stressed	*n=133*
Not Financially Stressed	*n=121*
Currently use Credit Products	*n=163*
Do not use Credit Products	*n=91*
Use Credit Products & Financially Stressed	*n=86*

Source: Fonto *AER Methods of Payment Survey*

Value of Help Received through Customer Assistance Program

■ Very helpful   ■ Somewhat + Not helpful

	Very helpful	Somewhat + Not helpful
Total Population	55%	45%
Financially Stressed	45% ↓	55% ↑
Not Financially Stressed	65% ↑	35% ↓
Currently use Credit Products	63% ↑	37% ↓
Do not use Credit Products	41% ↓	59% ↑
Use Credit Products & Financially Stressed	52%	48%
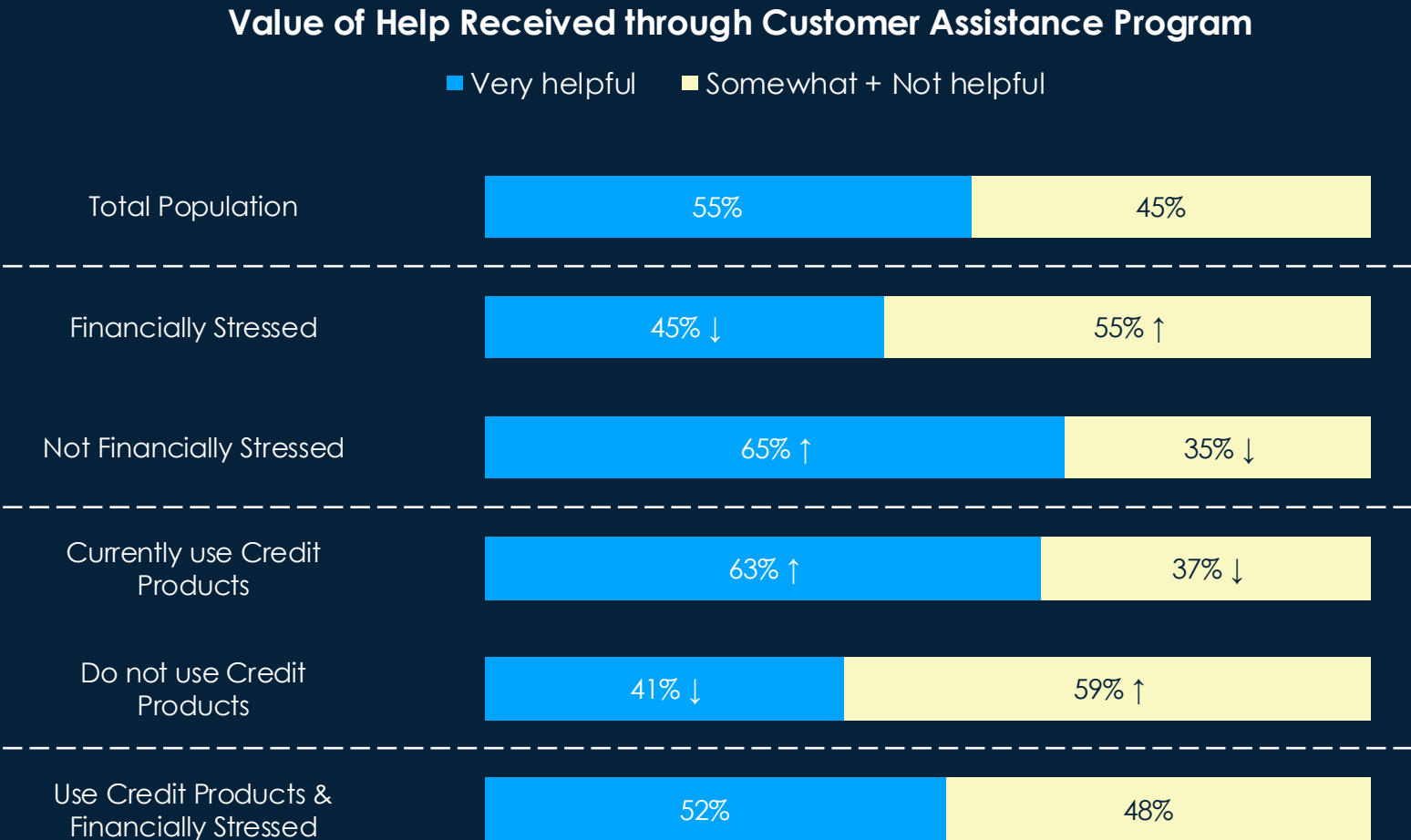
Table 4.5 | Value of customer assistance

↑↓ Significance at 95% vs. total sample

Affordability of customer assistance programs is crucial for customers

The largest gap in value is among the support received of affordable repayment plans and cheaper plans.

Similarly, those who didn't find their help all that valuable were put on a repayment plan with payments that they couldn't afford.

Very helpful	*n=139*
Somewhat / Not helpful	*n=115*

Source: Fonto *AER Methods of Payment Survey*

Support Received in Customer Assistance Program | by Value of Help

■ Very helpful   ■ Somewhat helpful + Not helpful

Put me on an affordable repayment plan
- 54% ↑
- 33% ↓

Put me on a cheaper plan
- 31% ↑
- 18% ↓

Helped me access / sign up for a govt concession or rebate
- 26%
- 22%

Helped me pay back faster with matched discounts
- 24%
- 14%

Put me on a repayment plan, but payments were/are too high
- 22%
- 33%

Reduced the amount on what I owed
- 20%
- 16%

Helped me upgrade to a more energy efficient appliance/s
- 18%
- 15%

Gave me a break from debt repayments for a while
- 18%
- 17%

Gave me energy efficiency advice
- 16%
- 15%

Refunded fees I had already paid
- 14%
- 9%

Table 4.6 | Support received by value of help

↑↓ Significance at 95% vs. total sample

Household Energy
Usage and Behaviour

Most people are interested in using less energy with the primary reason being to lower the cost of their energy bill

Desire for Using Less Energy

■ Yes, to lower cost of bills   ■ Yes, for the environment   ■ No, don't want to use less energy

	Yes, to lower cost of bills	Yes, for the environment	No, don't want to use less energy
Total Population	65%	24%	11%
Financially Stressed	73% ↑	19% ↓	8% ↓
Not Financially Stressed	61% ↓	27% ↑	12% ↑
Currently use Credit Products	68%	25%	8% ↓
Do not use Credit Products	64%	23%	13% ↑
Use Credit Products & Financially Stressed	72% ↑	21%	7% ↓
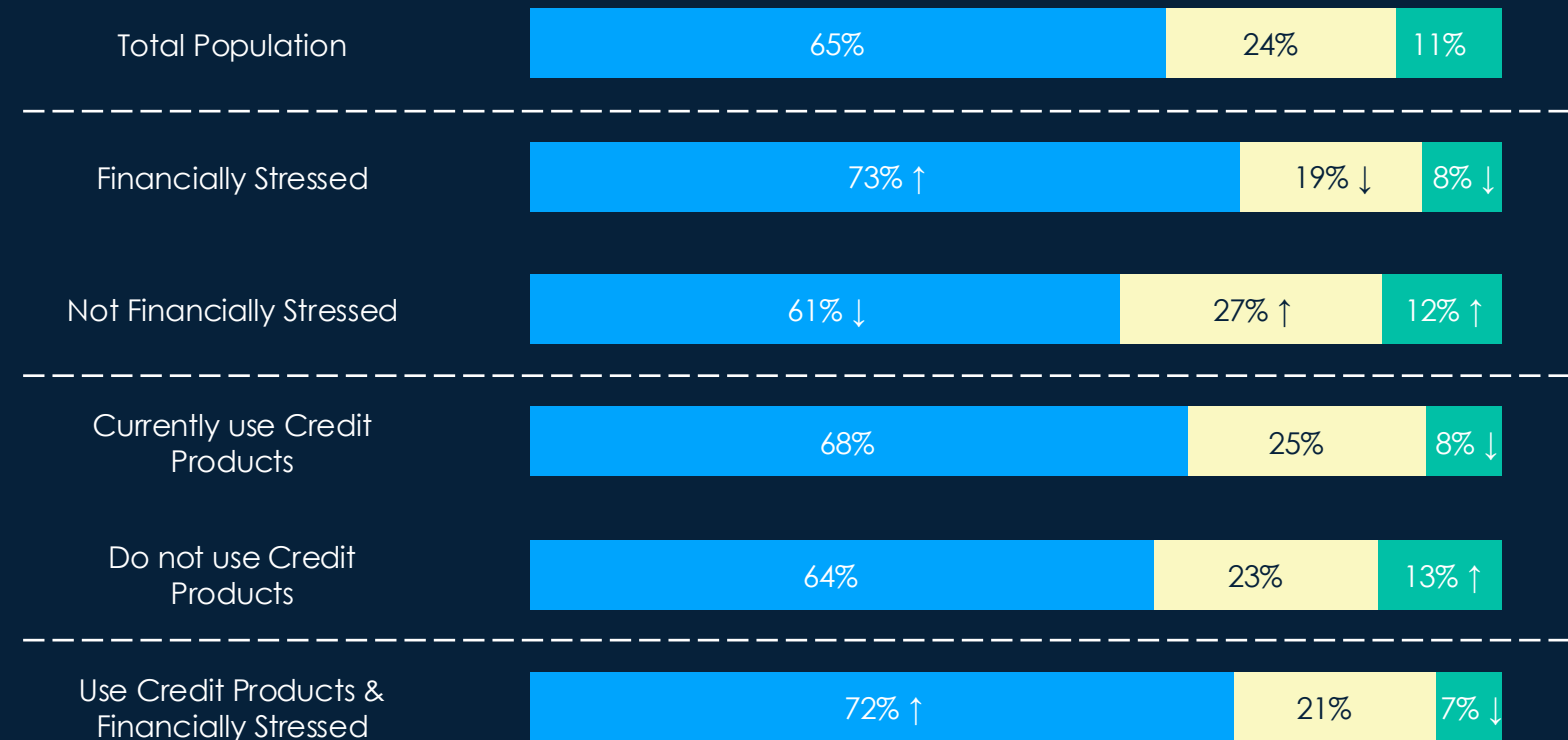
Table 5.1 | Using less energy

Total	n=1,686
Financially Stressed	n=646
Not Financially Stressed	n=1,040
Currently use Credit Products	n=626
Do not use Credit Products	n=1,060
Use Credit Products & Financially Stressed	n=324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

The at-risk segments are more likely to avoid using appliances to try and reduce energy usage

Turning off lights is the most popular action people would take if they were trying to reduce energy usage in their household.

The low-risk segments are less likely to forego convenience appliances (e.g. clothes dryer, using the oven, watching TV) than the at-risk segments

% that would try the following actions to reduce household energy usage:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Turning off lights when leaving a room	70%	72%	68%	67%	71%	72%
Turning off appliances when on standby mode	53%	55%	52%	55%	52%	58%
Using heating less often	49%	50%	47%	48%	49%	48%
Washing clothes in cold water	48%	49%	47%	48%	47%	51%
Using cooling less often	43%	46% ↑	41% ↓	44%	43%	47%
Taking shorter showers or cold showers	43%	46%	41%	45%	42%	48% ↑
Using the clothes dryer less often	41%	45% ↑	38% ↓	44% ↑	38% ↓	48% ↑
Adjusting the temperature on heating or cooling to use less energy	40%	41%	39%	39%	41%	39%
Using appliances during off-peak periods	36%	35%	37%	39%	34%	39%
Adjusting the settings on appliances to shorter cycles or eco-mode	32%	33%	32%	35%	31%	36%
Avoiding using appliances (like oven or TV)	30%	37% ↑	25% ↓	36% ↑	27% ↓	39% ↑
Don't know	6%	6%	6%	3% ↓	7% ↑	4%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 5.2 | Actions to use less energy

↑↓ Significance at 95% vs. total sample

Source: Fonto *AER Methods of Payment Survey*

Fonto

The at-risk segments are more likely to rely on friends / family input to learn how to lower energy usage/costs

Google is the primary resource for all to learn more about reducing energy usage and energy bills.

Around a quarter would use energy.gov.au to help inform them on how to lower their costs.

15% of the population is unsure which resource they would use to learn about reducing energy usage and energy bills.

% that would use the below resources to learn how to lower energy usage and / or bills:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Google	46%	50% ↑	44% ↓	46%	46%	47%
My energy company	30%	29%	31%	33%	29%	31%
Energy.gov.au	27%	25%	29%	28%	27%	26%
Ask family or friends	19%	22% ↑	17% ↓	20%	19%	23%
Energy Made Easy website	16%	16%	17%	20% ↑	14% ↓	21% ↑
Social media	14%	17% ↑	12% ↓	19% ↑	11% ↓	18% ↑
State/Territory/Local government website	14%	13%	14%	15%	13%	14%
Canstar website	13%	12%	13%	14%	12%	12%
Yourhome.gov.au	7%	6%	8%	8%	7%	6%
Ask financial counsellor	4%	6% ↑	4% ↓	7% ↑	3% ↓	7% ↑
I don't know	15%	13%	16%	10% ↓	18% ↑	10% ↓
Sample size	1,686	646	1,040	626	1,060	324

Table 5.3 | Energy knowledge resources

↑↓ Significance at 95% vs. total sample

At-risk segments are significantly more likely to have energy *inefficient* homes than low-risk segments

Almost a third of people in the at-risk segments feel their home is hard to cool and is hard to heat.

% that agree with the following statements:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
I have a home that is hard to cool	24%	29% ↑	20% ↓	29% ↑	21% ↓	31% ↑
I have a home that is hard to heat	23%	27% ↑	21% ↓	28% ↑	21% ↓	28% ↑
I have one or more appliances that may be using a lot of power because they are old or broken	22%	26% ↑	20% ↓	28% ↑	18% ↓	31% ↑
I have leaking shower/s, tap/s, pipe/s, or toilet/s	12%	15% ↑	10% ↓	17% ↑	9% ↓	20% ↑
None of these	48%	40% ↓	53% ↑	36% ↓	55% ↑	33% ↓
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 5.4 | Home energy efficiency

Source: Fonto *AER Methods of Payment Survey*

Fonto 59

Financial Products Overview
General

More than half of people either currently use a BNPL product or have previously used one

BNPL has the highest usage and awareness of all the Credit Products.

Usage and Familiarity of Financial Products

■ Currently use it   ■ Previously used it   ■ Heard of it, never used   ■ Never heard of it

Product	Currently use it	Previously used it	Heard of it, never used	Never heard of it
Debit card	74% ↑	17% ↓	7%	2% ↓
Credit card	46% ↑	28% ↑	23% ↓	3% ↓
BNPL	31% ↑	24% ↑	40% ↓	4% ↓
Personal loan (secured)	8% ↓	32% ↑	55% ↑	6% ↓
Personal loan (unsecured)	7% ↓	28% ↑	56% ↑	9% ↓
Overdraft	6% ↓	18%	62% ↑	15%
Wage / pay advance loan	5% ↓	9% ↓	54% ↑	31% ↑
Payday loan	4% ↓	11% ↓	57% ↑	28% ↑
Reverse mortgage	3%	5% ↓	59% ↑	33% ↑

Table 6.1 | Products familiarity

Total	n=1,686

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Fonto   61

1-in-5 people who have used a Payday or Wage Advance loan in the last 6 months have used it on their utility bills

Note: significance testing shown is using a log-linear model. This model predicts expected values for each cell in the table and then performs significance tests on these cells to determine if the observed values significantly deviate from what was predicted by the model.

Up arrows represent a significantly high result

Down arrows represent a significantly low result.

Spend categories by financial product used over the last 6 months:

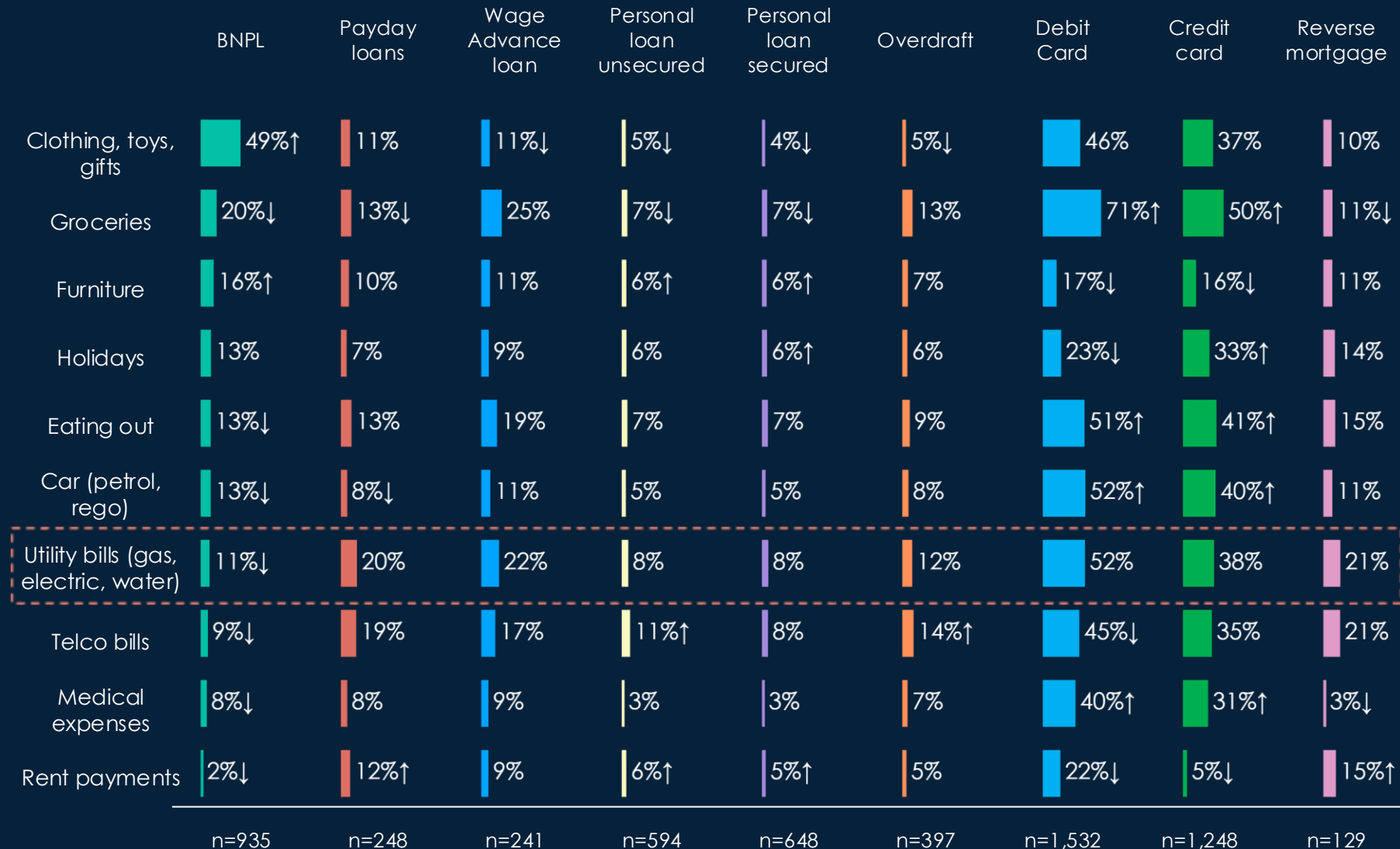|	BNPL	Payday loans	Wage Advance loan	Personal loan unsecured	Personal loan secured	Overdraft	Debit Card	Credit card	Reverse mortgage
Clothing, toys, gifts	49%↑	11%	11%↓	5%↓	4%↓	5%↓	46%	37%	10%
Groceries	20%↓	13%↓	25%	7%↓	7%↓	13%	71%↑	50%↑	11%↓
Furniture	16%↑	10%	11%	6%↑	6%↑	7%	17%↓	16%↓	11%
Holidays	13%	7%	9%	6%	6%↑	6%	23%↓	33%↑	14%
Eating out	13%↓	13%	19%	7%	7%	9%	51%↑	41%↑	15%
Car (petrol, rego)	13%↓	8%↓	11%	5%	5%	8%	52%↑	40%↑	11%
Utility bills (gas, electric, water)	11%↓	20%	22%	8%	8%	12%	52%	38%	21%
Telco bills	9%↓	19%	17%	11%↑	8%	14%↑	45%↓	35%	21%
Medical expenses	8%↓	8%	9%	3%	3%	7%	40%↑	31%↑	3%↓
Rent payments	2%↓	12%↑	9%	6%↑	5%↑	5%	22%↓	5%↓	15%↑
	n=935	n=248	n=241	n=594	n=648	n=397	n=1,532	n=1,248	n=129

Table 6.2 | Past 6 months spend categories by product

Fonto **62**

Those who are Financially Stressed have more BNPL, on average, than the total population

Average Number of BNPL Products / Tools Currently Using
Among those who said they currently use BNPL

Total Population	1.7
Financially Stressed	1.8 ↑
Not Financially Stressed	1.6 ↓
Currently use Credit Products	1.7
Do not use Credit Products	0.0
Use Credit Products & Financially Stressed	1.8 ↑
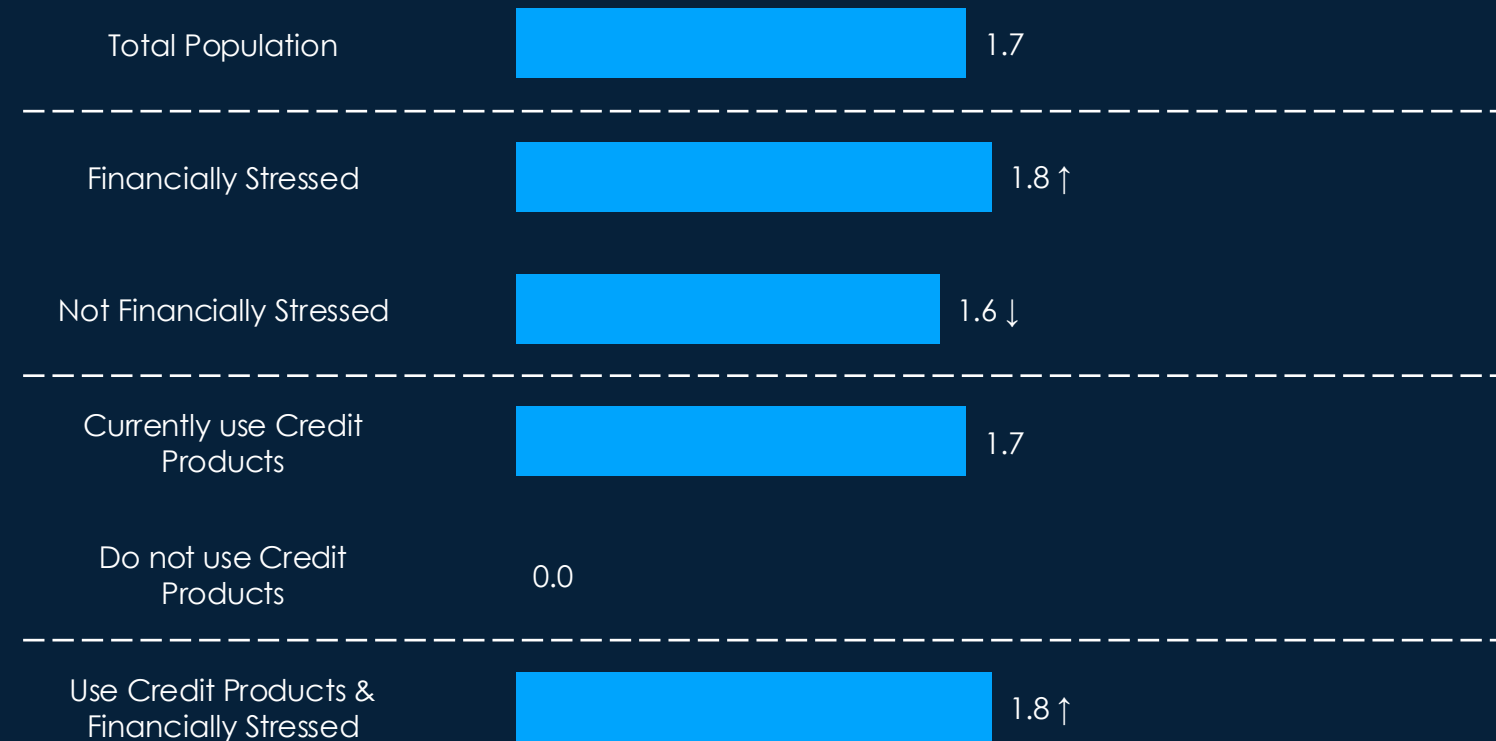
Table 6.3 | Average BNPL products

Total	*n=521*
Financially Stressed	*n=273*
Not Financially Stressed	*n=248*
Currently use Credit Products	*n=521*
Do not use Credit Products	*n=0*
Use Credit Products & Financially Stressed	*n=273*

Source: Fonto *AER Methods of Payment Survey*

Fonto

↑↓ Significance at 95% vs. total sample

Afterpay is the most popular company among all segments to assist in energy bill payment

Companies that people have used to help pay household energy bills:
Only showing top 10 companies used by Total Population

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Afterpay	46%	39%	53%	46%		34% ↓
PayPal Pay in 4	23%	21%	25%	24%		19%
Beforepay	20%	20%	20%	23% ↑		25%
Zip Pay / Zip Money / Zip Plus	18%	24% ↑	13% ↓	21% ↑		28% ↑
MyPayNow	15%	15%	14%	16%		19%
Klarna	12%	7% ↓	18% ↑	14%		9%
Humm	11%	8%	14%	12%		10%
Deferit	9%	8%	10%	8%		9%
Wagepay	8%	6%	10%	9%		7%
Sample size	*198*	*101*	*98*	*156*		*80*

Table 6.4 | Credit companies used for energy bills

Sample is among those who said they used a credit product in Q23 to pay for their Utility Bills in the last 6 months.

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Fonto

Setting up the credit product to directly pay in instalments is the most used method for energy bill payments

Credit Product Purchase Method for Energy Bill Payment

- Payment instalment plan set up directly when making the transaction
- Digital / virtual credit card (e.g., single-use credit card)
- BPAY

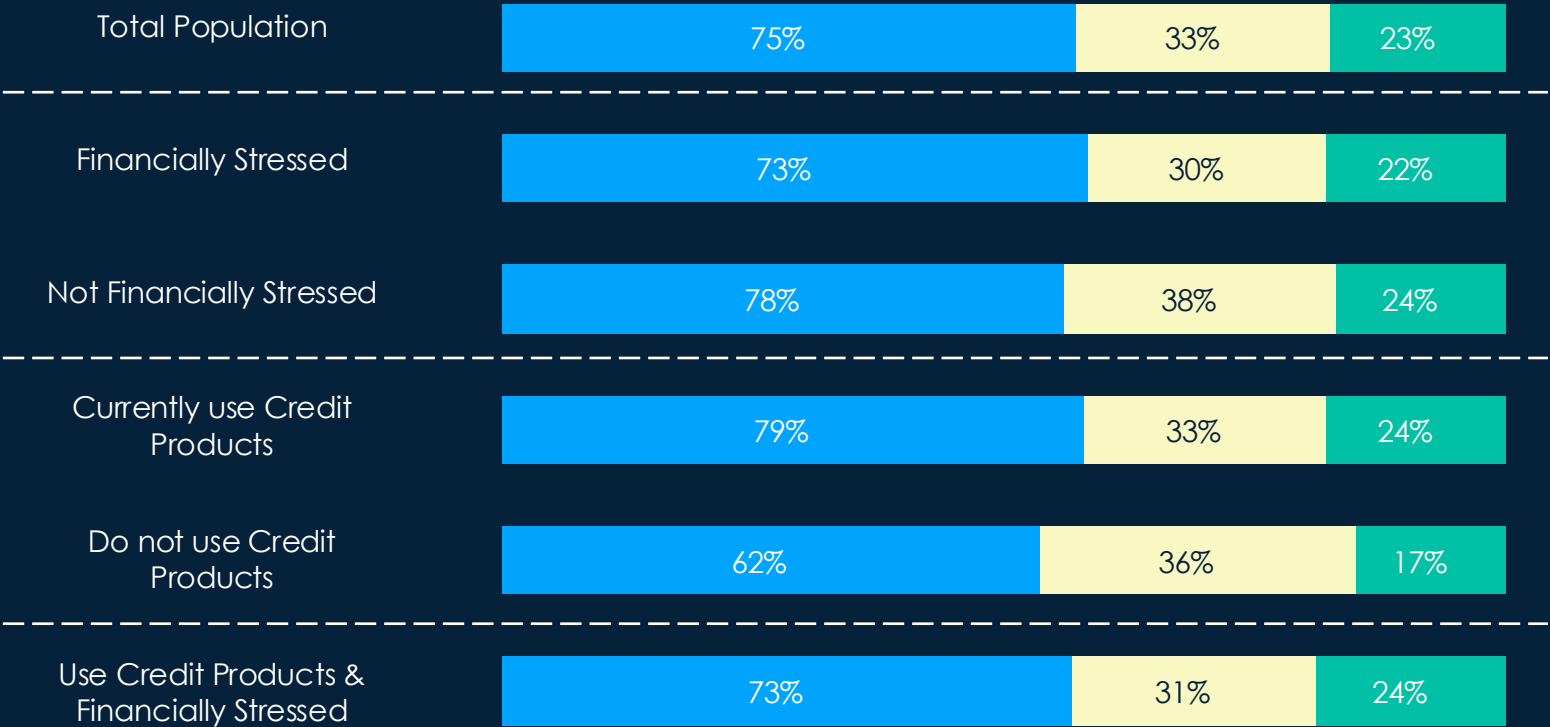| Category	Payment instalment plan	Digital / virtual credit card	BPAY
Total Population	75%	33%	23%
Financially Stressed	73%	30%	22%
Not Financially Stressed	78%	38%	24%
Currently use Credit Products	79%	33%	24%
Do not use Credit Products	62%	36%	17%
Use Credit Products & Financially Stressed	73%	31%	24%

Table 6.5 | Method of using credit products for energy bills

Sample is among those who said they used one of the companies listed (Q24) to pay for their utility bills in the last 6 months. Sample excludes those who selected "None of the above".

Total	n=173
Financially Stressed	n=88
Not Financially Stressed	n=85
Currently use Credit Products	n=139
Do not use Credit Products	n=0
Use Credit Products & Financially Stressed	n=70

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Fonto

Almost half are likely to use BNPL in the next six months. Almost 1-in-5 are also likely to use wage advance/payday loans
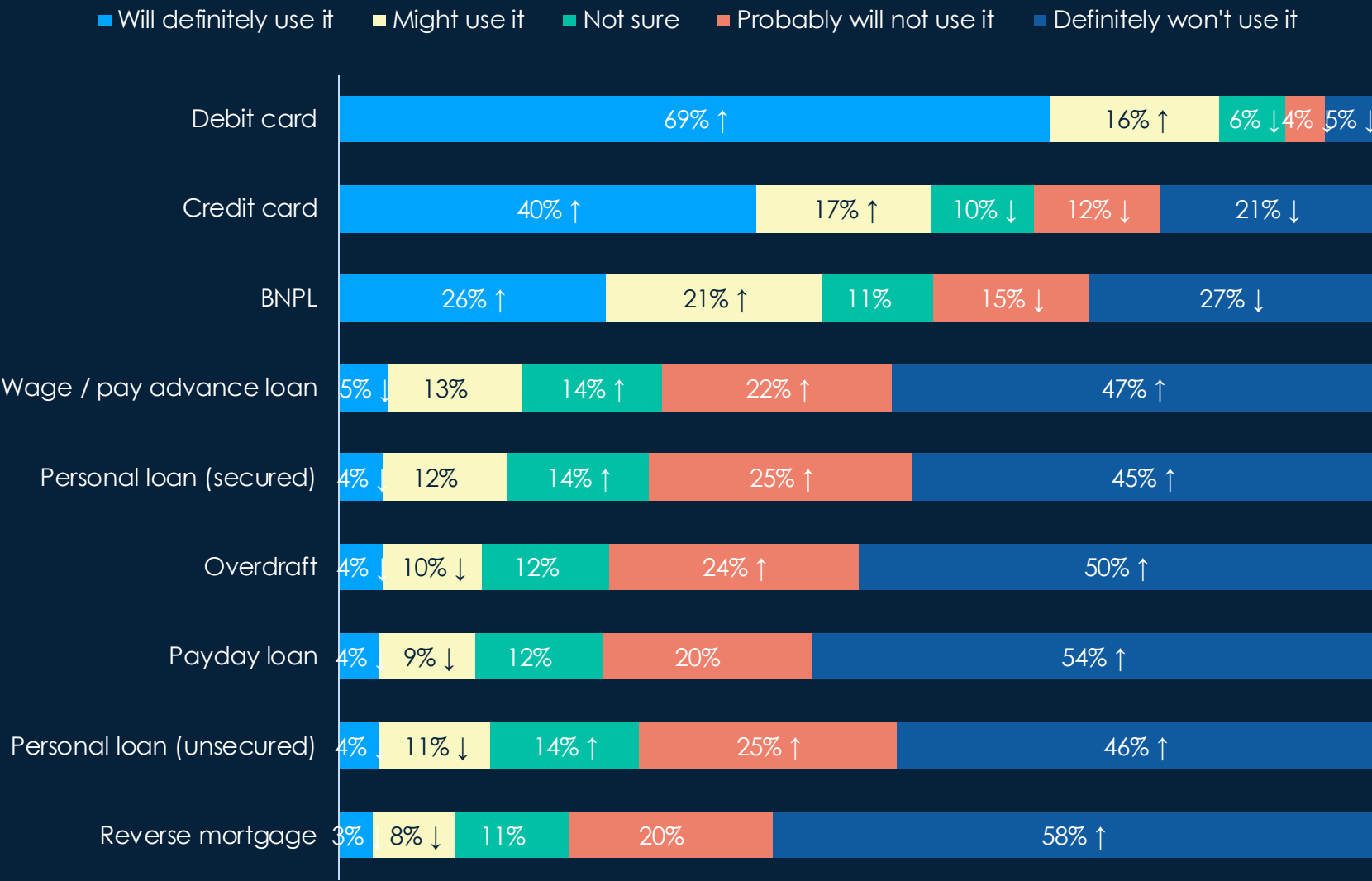
Future Consideration | Likelihood of Using Each Product

■ Will definitely use it   ■ Might use it   ■ Not sure   ■ Probably will not use it   ■ Definitely won't use it

Product					
Debit card	69% ↑	16% ↑	6% ↓	4%	5% ↓
Credit card	40% ↑	17% ↑	10% ↓	12% ↓	21% ↓
BNPL	26% ↑	21% ↑	11%	15% ↓	27% ↓
Wage / pay advance loan	5% ↓	13%	14% ↑	22% ↑	47% ↑
Personal loan (secured)	4% ↓	12%	14% ↑	25% ↑	45% ↑
Overdraft	4% ↓	10% ↓	12%	24% ↑	50% ↑
Payday loan	4% ↓	9% ↓	12%	20%	54% ↑
Personal loan (unsecured)	4% ↓	11% ↓	14% ↑	25% ↑	46% ↑
Reverse mortgage	3%	8% ↓	11%	20%	58% ↑

Table 6.6 | Future consideration of products

Total	n=1,686

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Almost a third of people likely to use Payday and Wage Advance loans are considering using them to pay their utility bills

Note: significance testing shown is using a log-linear model. This model predicts expected values for each cell in the table and then performs significance tests on these cells to determine if the observed values significantly deviate from what was predicted by the model.

Up arrows represent a significantly high result

Down arrows represent a significantly low result.

Future spend categories by financial product likely to use in next 6 months:

	BNPL	Payday loans	Wage Advance loan	Personal loan unsecured	Personal loan secured	Overdraft	Debit Card	Credit card	Reverse mortgage
Clothing, toys, gifts	58%↑	15%	13%↓	13%	10%↓	14%	50%	50%↑	7%↓
Furniture	30%↑	14%	13%	23%↑	19%↑	12%	19%↓	25%↓	20%↑
Holidays	25%↑	16%	10%↓	24%↑	19%	14%	28%↓	48%↑	19%
Groceries	23%↓	28%	32%	16%↓	13%↓	23%	75%↑	64%↑	13%↓
Utility bills (gas, electric, water)	18%↓	31%	30%	24%	23%	32%	58%	53%	25%
Car (petrol, rego)	14%↓	27%	26%	19%	14%	22%	49%	45%	18%
Telco bills	16%↓	20%	22%	20%	25%	21%	57%↑	56%↑	27%
Medical expenses	12%↓	12%	13%	12%	10%	13%	55%↑	50%↑	6%↓
Eating out	13%↓	18%	15%	11%	11%	18%	46%↑	45%↑	11%
Rent payments	5%↓	16%	18%↑	12%	16%↑	13%	27%↓	9%↓	15%↑
	n=760	n=155	n=201	n=217	n=243	n=198	n=1,405	n=934	n=118

Source: Fonto *AER Methods of Payment Survey*

Table 6.7 | Future category spend by considered product

Financial Products Overview
Segments

The Not Financially Stressed segment is more likely to currently use credit cards than all other segments

% that is **currently** using the following products:

Current usage	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Debit card	74%	79% ↑	71% ↓	80% ↑	70% ↓	84% ↑
Credit card	46%	37% ↓	51% ↑	45%	46%	38% ↓
BNPL	31%	42% ↑	24% ↓	83% ↑	0% ↓	84% ↑
Personal loan (secured)	8%	10% ↑	6% ↓	21% ↑	0% ↓	19% ↑
Personal loan (unsecured)	7%	11% ↑	5% ↓	20% ↑	0% ↓	22% ↑
Overdraft	6%	6%	5%	10% ↑	3% ↓	9% ↑
Wage / pay advance loans	5%	8% ↑	4% ↓	15% ↑	0% ↓	16% ↑
Payday loan	4%	6% ↑	3% ↓	12% ↑	0% ↓	12% ↑
Reverse mortgage	3%	3%	4%	6% ↑	2% ↓	3%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 7.1 | Current product usage by segments

Fonto **69**

↑↓ Significance at 95% vs. total sample

More than 1-in-5 people who use Wage / pay advance loans, used them to pay their utility bills in the last 6 months

% that has used the financial product / tool to **pay their utility bill** in the last 6 months:

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Debit card	52%	61% ↑	46% ↓	59% ↑	47% ↓	67% ↑
Credit card	38%	34% ↓	41% ↑	33% ↓	41% ↑	29% ↓
Wage / pay advance loans	22%	24%	20%	27% ↑		30% ↑
Reverse mortgage	21%	16%	23%	23%	17%	
Payday loan	20%	17%	22%	22%		19%
Overdraft	12%	15%	10%	18% ↑	7% ↓	19% ↑
BNPL	11%	12%	10%	13% ↑		13%
Personal loan (secured)	8%	9%	8%	12% ↑		11%
Personal loan (unsecured)	8%	10%	7%	13% ↑		13% ↑

Table 7.2 | Utility bill payment product used

The sample sizes range from 48 to 1,531.

Each cell has a different sample size. The sample is among those who said they use that product (Q21) and are within that segment. The sample sizes range from 48 to 1,531.

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Fonto

BNPL is primarily used for discretionary spending – new clothes, new furniture, holidays

Note: sample among those who said they currently use this product at Q21.

Last 6 month spend categories of those using a **BNPL** for purchase:

BNPL	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Clothing, entertainment, toys / gifts	49%	55% ↑	43% ↓	61% ↑	29% ↓	65% ↑
Groceries	20%	26% ↑	15% ↓	27% ↑	8% ↓	32% ↑
New furniture for my home	16%	16%	17%	19% ↑	12% ↓	16%
Booking holidays / holiday spending	13%	12%	14%	16% ↑	8% ↓	14%
Petrol / car servicing / car registration	13%	13%	12%	16% ↑	8% ↓	14%
Eating out (e.g. takeaway or dine-in)	13%	14%	11%	16% ↑	6% ↓	18% ↑
Utility bills (e.g. gas, electricity, water)	11%	12%	10%	13% ↑	7% ↓	13%
Telco bills (e.g. mobile phone, internet)	9%	10%	9%	12% ↑	4% ↓	12% ↑
Medical expenses (e.g. medications, doctor fees)	8%	11% ↑	5% ↓	10% ↑	4% ↓	13% ↑
Rent payments	2%	2%	3%	3%	2%	2%
None of the above	25%	20% ↓	28% ↑	10% ↓	49% ↑	10% ↓
Sample size	934	434	500	586		303

Table 7.3 | Purchases last 6 months using BNPL

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Utility bills were the most common purchase made among those using payday loans over the last 6 months

Note: sample among those who said they currently use this product at Q21.

Last 6 month spend categories of those using a **Payday loan** for purchase:

Payday Loans	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Utility bills (e.g. gas, electricity, water)	20%	17%	22%	22%		19%
Telco bills (e.g. mobile phone, internet)	19%	16%	22%	22%		19%
Petrol / car servicing / car registration	13%	14%	13%	17% ↑		18%
Groceries	13%	17% ↑	8% ↓	17% ↑		23% ↑
Rent payments	12%	8%	15%	12%		10%
Clothing, entertainment, toys / gifts	11%	9%	14%	13%		11%
New furniture for my home	10%	12%	8%	11%		11%
Medical expenses (e.g. medications, doctor fees)	8%	9%	6%	9%		11%
Eating out (e.g. takeaway or dine-in)	8%	7%	9%	9%		8%
Booking holidays / holiday spending	7%	9%	6%	7%		9%
None of the above	40%	47% ↑	33% ↓	32% ↓		37%
Sample size	254	132	122	170	84	94

Table 7.4 | Purchases last 6 months using Payday loan

↑↓ Significance at 95% vs. total sample

Fonto 72

Wage advance users primarily spent the loan on non-discretionary items, like food and bills

Note: sample among those who said they currently use this product at Q21.

Last 6 month spend categories of those using a **Wage / Pay advance loan** for purchase:

Wage Advance	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Groceries	25%	30%	21%	31% ↑		37% ↑
Utility bills (e.g. gas, electricity, water)	22%	24%	20%	27% ↑		30% ↑
Petrol / car servicing / car registration	19%	20%	19%	21%		19%
Telco bills (e.g. mobile phone, internet)	17%	18%	17%	20%		20%
Eating out (e.g. takeaway or dine-in)	11%	10%	13%	12%		9%
New furniture for my home	11%	11%	11%	10%		10%
Clothing, entertainment, toys / gifts	11%	13%	9%	12%		12%
Booking holidays / holiday spending	9%	8%	10%	10%		10%
Rent payments	9%	11%	7%	10%		11%
Medical expenses (e.g. medications, doctor fees)	9%	12%	6%	10%		15% ↑
None of the above	32%	33%	32%	23% ↓		25%
Sample size	251	126	126	176		90

Table 7.5 | Purchases last 6 months using Wage advance loan

↑↓ Significance at 95% vs. total sample

Fonto

Those with a secured personal loan have primarily used it for spend outside of the option list

Note: sample among those who said they currently use this product at Q21.

Last 6 month spend categories of those using a **Personal Loan (secured)** for purchase:

Personal Loan (secured)	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Utility bills (e.g. gas, electricity, water)	8%	10%	7%	13% ↑		13% ↑
Telco bills (e.g. mobile phone, internet)	8%	6%	9%	11% ↑		7%
Petrol / car servicing / car registration	7%	7%	8%	12% ↑		9%
Groceries	7%	9%	5%	10% ↑		10%
Booking holidays / holiday spending	6%	7%	6%	10% ↑		10% ↑
New furniture for my home	6%	5%	6%	10% ↑		6%
Rent payments	5%	4%	5%	7% ↑		5%
Eating out (e.g. takeaway or dine-in)	5%	4%	5%	7% ↑		4%
Clothing, entertainment, toys / gifts	4%	5%	3%	7% ↑		7% ↑
Medical expenses (e.g. medications, doctor fees)	3%	4% ↑	2% ↓	4% ↑		5%
None of the above	70%	70%	70%	56% ↓		63% ↓
Sample size	*662*	*278*	*384*	*349*		*180*

Table 7.6 | Purchases last 6 months using secured personal loan

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Fonto

Those with an unsecured personal loan have primarily used it for spend outside of the option list

Note: sample among those who said they currently use this product at Q21.

Last 6 month spend categories of those using a **Personal Loan (unsecured)** for purchase:

Personal Loan (unsecured)	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Telco bills (e.g. mobile phone, internet)	11%	10%	11%	15% ↑		12%
Utility bills (e.g. gas, electricity, water)	8%	9%	8%	12% ↑		11%
Petrol / car servicing / car registration	7%	9%	6%	11% ↑		10%
Groceries	7%	7%	7%	11% ↑		10%
Booking holidays / holiday spending	6%	5%	7%	8%		7%
New furniture for my home	6%	4%	8%	10% ↑		5%
Rent payments	6%	6%	6%	8% ↑		7%
Eating out (e.g. takeaway or dine-in)	5%	4%	7%	8% ↑		5%
Clothing, entertainment, toys / gifts	5%	7%	4%	8% ↑		9% ↑
Medical expenses (e.g. medications, doctor fees)	3%	4%	3%	5% ↑		5%
None of the above	73%	75%	71%	60% ↓		68%
Sample size	*598*	*274*	*324*	*323*		*177*

Table 7.7 | Purchases last 6 months using unsecured personal loan

↑↓ Significance at 95% vs. total sample

Those in the at-risk segments are much more likely to be considering use of credit products

% that is **likely to use** the following products in the next 6 months:

Future Usage	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Debit card	83%	87% ↑	81% ↓	87% ↑	81% ↓	91% ↑
Credit card	56%	47% ↓	61% ↑	54%	56%	48% ↓
BNPL	45%	56% ↑	37% ↓	86% ↑	21% ↓	86% ↑
Personal loan (secured)	15%	17%	14%	27% ↑	8% ↓	25% ↑
Personal loan (unsecured)	13%	16% ↑	12% ↓	24% ↑	7% ↓	23% ↑
Wage / Pay advance loans	12%	15% ↑	10% ↓	24% ↑	5% ↓	24% ↑
Overdraft	12%	14% ↑	10% ↓	21% ↑	7% ↓	20% ↑
Payday loan	9%	12% ↑	8% ↓	18% ↑	5% ↓	19% ↑
Reverse mortgage	8%	7%	8%	13% ↑	5% ↓	9%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Table 7.8 | Products likely to use in next 6 months

↑↓ Significance at 95% vs. total sample

The at-risk segments are more likely to be considering credit products to pay for non-discretionary purchases in the future

Note: sample among those who said they are likely to use this product in the next 6 months (Q21C)

Future 6 month spend categories of those likely to a **BNPL** for a purchase:

BNPL	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Clothing, entertainment, toys / gifts	58%	62% ↑	55% ↓	63% ↑	46% ↓	67% ↑
New furniture for my home	30%	29%	30%	33% ↑	22% ↓	31%
Booking holidays / holiday spending	25%	24%	26%	25%	23%	23%
Groceries	23%	27% ↑	18% ↓	26% ↑	16% ↓	30% ↑
Utility bills (e.g. gas, electricity, water)	18%	19%	17%	19%	16%	19%
Petrol / car servicing / car registration	16%	20% ↑	12% ↓	16%	14%	20% ↑
Telco bills (e.g. mobile phone, internet)	14%	13%	14%	14%	12%	13%
Medical expenses (e.g. medications, doctor fees)	13%	16% ↑	10% ↓	14%	12%	17% ↑
Eating out (e.g. takeaway or dine-in)	12%	14%	11%	15% ↑	6% ↓	16% ↑
Rent payments	5%	3% ↓	8% ↑	5%	7%	2% ↓
None of the above	9%	7%	11%	7% ↓	15% ↑	6% ↓
Sample size	754	365	389	536	218	279

Table 7.9 | Likely purchases next 6 months with BNPL

↑↓ Significance at 95% vs. total sample

Most people likely to use a payday loan are considering using it to pay for non-discretionary items (bills, food, medical expenses)

Note: sample among those who said they are likely to use this product in the next 6 months (Q21C)

Future 6 month spend categories of those likely to a **Payday Loan** for a purchase:

Payday Loan	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Utility bills (e.g. gas, electricity, water)	31%	35%	28%	37% ↑	18% ↓	35%
Groceries	28%	40% ↑	17% ↓	32%	19%	41% ↑
Telco bills (e.g. mobile phone, internet)	27%	26%	28%	29%	21%	30%
Petrol / car servicing / car registration	20%	28% ↑	13% ↓	25% ↑	9% ↓	32% ↑
Medical expenses (e.g. medications, doctor fees)	18%	21%	15%	21%	11%	24%
Booking holidays / holiday spending	16%	13%	20%	17%	15%	14%
Rent payments	16%	20%	12%	20% ↑	5% ↓	23%
Clothing, entertainment, toys / gifts	15%	19%	11%	19% ↑	5% ↓	22%
New furniture for my home	14%	12%	15%	13%	15%	10%
Eating out (e.g. takeaway or dine-in)	12%	13%	11%	13%	11%	12%
None of the above	17%	10% ↓	23% ↑	10% ↓	32% ↑	5% ↓
Sample size	160	76	84	112	48	63

Table 7.10 | Likely purchases next 6 months with Payday loan

↑↓ Significance at 95% vs. total sample

Almost 1-in-3 Wage / Pay Advance users are likely to use the loan to pay for utility bills

Note: sample among those who said they are likely to use this product in the next 6 months (Q21C)

Future 6 month spend categories of those likely to a **Wage / Pay Advance Loan** for a purchase:

Wage Advance	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Groceries	32%	40% ↑	25% ↓	36%	24%	43% ↑
Utility bills (e.g. gas, electricity, water)	30%	31%	30%	33%	23%	34%
Telco bills (e.g. mobile phone, internet)	26%	25%	26%	27%	23%	25%
Petrol / car servicing / car registration	22%	24%	20%	22%	22%	25%
Rent payments	18%	18%	19%	19%	17%	16%
Medical expenses (e.g. medications, doctor fees)	15%	15%	14%	15%	15%	17%
New furniture for my home	13%	6% ↓	19% ↑	10%	20%	3% ↓
Clothing, entertainment, toys / gifts	13%	12%	14%	16% ↑	5% ↓	14%
Eating out (e.g. takeaway or dine-in)	13%	14%	11%	15%	8%	18%
Booking holidays / holiday spending	10%	10%	10%	12%	3%	10%
None of the above	14%	10%	18%	11% ↓	24% ↑	10%
Sample size	206	97	109	148	58	79

Table 7.11 | Likely purchases next 6 months with Wage Advance loan

↑↓ Significance at 95% vs. total sample

Low-risk segments are more likely to consider secured personal loans for discretionary spending

Note: sample among those who said they are likely to use this product in the next 6 months (Q21C)

Future 6 month spend categories of those likely to use a **Personal Loan (secured)** for a purchase:

Personal Loan (secured)	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Petrol / car servicing / car registration	25%	24%	25%	27%	21%	25%
Utility bills (e.g. gas, electricity, water)	23%	20%	26%	25%	19%	21%
Booking holidays / holiday spending	19%	14%	23%	20%	18%	14%
New furniture for my home	19%	20%	18%	21%	15%	20%
Rent payments	16%	21%	12%	16%	16%	22%
Telco bills (e.g. mobile phone, internet)	14%	9%	18%	16%	10%	11%
Groceries	13%	8% ↓	17% ↑	16%	8%	9%
Medical expenses (e.g. medications, doctor fees)	11%	15%	8%	11%	13%	14%
Clothing, entertainment, toys / gifts	10%	7%	13%	12%	7%	10%
Eating out (e.g. takeaway or dine-in)	10%	7%	13%	11%	9%	10%
None of the above	28%	29%	28%	22% ↓	40% ↑	26%
Sample size	257	111	145	169	88	80

Table 7.13 | Likely purchases next 6 months with Personal loan secured

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Big items are the main purchases (holidays, furniture) for those likely to use an unsecured personal loan

Note: sample among those who said they are likely to use this product in the next 6 months (Q21C)

Future 6 month spend categories of those likely to use a **Personal Loan (unsecured)** for a purchase:

Personal Loan (unsecured)	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Utility bills (e.g. gas, electricity, water)	24%	25%	24%	27%	19%	26%
Booking holidays / holiday spending	24%	19%	27%	23%	25%	21%
New furniture for my home	23%	20%	24%	24%	20%	21%
Petrol / car servicing / car registration	20%	20%	19%	20%	19%	22%
Telco bills (e.g. mobile phone, internet)	19%	17%	20%	19%	17%	20%
Groceries	16%	15%	18%	18%	14%	17%
Clothing, entertainment, toys / gifts	13%	10%	15%	11%	17%	11%
Rent payments	12%	11%	13%	11%	13%	13%
Eating out (e.g. takeaway or dine-in)	12%	6% ↓	16% ↑	12%	11%	7%
Medical expenses (e.g. medications, doctor fees)	11%	16% ↑	7% ↓	12%	9%	17%
None of the above	25%	29%	22%	23%	31%	25%
Sample size	*225*	*101*	*124*	*153*	*72*	*75*

Table 7.14 | Likely purchases next 6 months with Personal loan unsecured

↑↓ Significance at 95% vs. total sample

Source: Fonto *AER Methods of Payment Survey*

Fonto **81**

Fonto's Transactional Database

Credit Products Analysis

The 25-39 age group is more likely to be using risky credit products

Females are much more likely than males to be using BNPL and SACC / MACC products.

Victoria has the lowest incidence of credit product usage; Queensland has the highest.

BNPL   n=11,275
SACC / MACC   n=3,924
Wage Advance n=2,400

Source: Fonto Transactional Data Jan23-Sep24

Table 8.1 | Fonto database credit product usage by age

Age	Var. to Aus		
	BNPL	SACC/MACC	Wage Advance
18-19	-1%	-3%	-3%
20-24	0%	-2%	+1%
25-29	1%	2%	4%
30-34	2%	3%	4%
35-39	0%	1%	2%
40-44	0%	1%	2%
45-49	-1%	1%	-2%
50-54	-1%	0%	-1%
55-59	0%	1%	-2%
60-64	-1%	-3%	-6%

Table 8.2 | Fonto database credit product usage by gender

Gender	Var. to Aus		
	BNPL	SACC/MACC	Wage Advance
FEMALE	6%	6%	-1%
MALE	-6%	-6%	1%

Table 8.3 | Fonto database credit product usage by state

State	Var. to Aus		
	BNPL	SACC/MACC	Wage Advance
NSW	0%	-2%	0%
VIC	-1%	-4%	-5%
QLD	1%	3%	2%
WA	0%	0%	2%
SA	0%	1%	0%
TAS	0%	1%	1%
ACT	0%	1%	1%
NT	0%	0%	1%

Demographics among users of each product from Jan 2023 – Sep 2024.

Fonto

4-in-5 Wage Advance consumers also have a BNPL and SACC / MACC product; Wage Advance repayments are significantly higher than other products

Repertoire Analysis

	BNPL	SACC / MACC	Wage Advance
BNPL		27%	17%
SACC / MACC	78%		42%
Wage Advance	83%	80%	

Table 8.4 | Fonto repertoire analysis of credit products

Interpretation

% of credit product customers in the rows that are also a customer of the credit products in the columns

Consumers typically progress from BNPL >> SACC / MACC >> Wage Advance

BNPL consumers have the highest average number of monthly payments.

Note: this analysis is representative of the complete transactional dataset – outliers have not been removed.

BNPL	n=11,275
SACC / MACC	n=3,924
Wage Advance	n=2,400

Source: Fonto Transactional Data Jan23-Sep24

Monthly Frequency
avg number of payments each month

- BNPL: 8.0
- SACC / MACC: 2.4
- Wage Advance: 2.6

Table 8.5 | Fonto database credit product monthly frequency

Size of Payment
avg amount per payment made

- BNPL: $40
- SACC / MACC: $121
- Wage Advance: $235
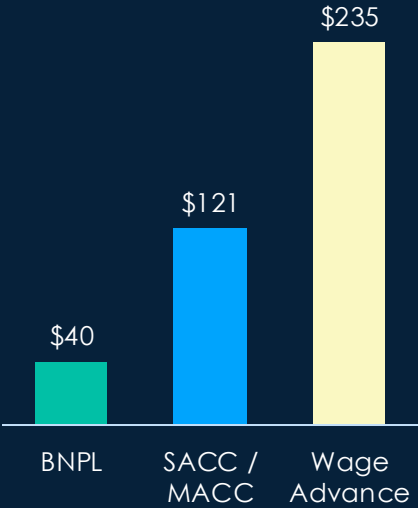
Table 8.6 | Fonto database credit product average payment amount

of Products
avg number of tools each product customer has
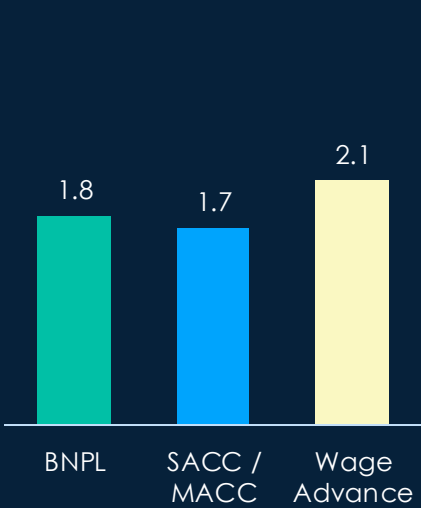

- BNPL: 1.8
- SACC / MACC: 1.7
- Wage Advance: 2.1

Table 8.7 | Fonto database credit product average number of products

Users of credit products are more likely to spend on gambling and less likely to have insurance

Consumers with Wage Advance Loans spend almost **twice as much in the gambling** category than the overall population

Consumers with credit products spend **half as much in the insurance** category than the overall population

BNPL   n=11,275
SACC / MACC   n=3,924
Wage Advance n=2,400

Incidence of spend by category indexed to overall population
Among consumers with each credit product

	Population	BNPL	SACC / MACC	Wage Advance Loans
Gambling	100	77	141	188
Grocery	100	106	97	93
Insurance	100	85	52	52
QSR	100	113	111	122
Telco	100	107	96	105
Transport	100	99	99	104
Public Transport	100	100	118	124

Indexed spend users of each product from Jan 2023 – Sep 2024.

Table 8.8 | Fonto database credit product customers indexed spending

Appendix

Appendix: Methodology and Chart Index

The Appendix contains the rest of the questions from the survey that were not included in the body of the report.

All Appendix charts are split by the Segments.

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Appendix – Energy Profiling

Q2: Does your home have a natural gas connection?

Q2: Does your home have a natural gas connection?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Mains gas	54%	53%	54%	55%	53%	50%
Bottle gas	10%	9%	11%	10%	10%	9%
No gas connection to the house	33%	35%	32%	32%	34%	36%
Don't know	3%	4%	3%	4%	3%	5%
Weighted Column Sample Size	1,686	646	1,040	626	1,060	324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Fonto

Q4: Who is responsible for paying energy bills in your household?

Q4: Who is responsible for paying energy bills in your household?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Me	74%	74%	74%	76%	73%	75%
Someone else	0%	0%	0%	0%	0%	0%
Shared responsibility	26%	26%	26%	24%	27%	25%
Not applicable	0%	0%	0%	0%	0%	0%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Fonto

↑↓ Significance at 95% vs. total sample

Q5: Which company currently supplies energy to your home?

Q5: Which company currently supplies energy to your home?
Table is showing the top 10 ranked on Total Population.

ELECTRICITY	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
AGL	25%	25%	24%	24%	25%	26%
Origin Energy	21%	22%	20%	24% ↑	19% ↓	25% ↑
EnergyAustralia	14%	13%	15%	14%	15%	12%
Red Energy	7%	5%	8%	5% ↓	8% ↑	5%
Ergon Energy	5%	5%	5%	5%	5%	5%
Alinta Energy	4%	4%	5%	5%	4%	3%
Engie Energy	3%	3%	3%	2%	3%	3%
Lumo Energy	2%	2%	2%	2%	2%	2%
Aurora Energy	2%	2%	1%	2%	2%	2%
ActewAGL	2%	2%	2%	1%	2%	1%
Sample size	1,679	645	1,034	625	1,054	323

Source: Fonto *AER Methods of Payment Survey*

Fonto

↑↓ Significance at 95% vs. total sample

Q5: Which company currently supplies energy to your home?

Q5: Which company currently supplies energy to your home?
Table is showing the top 10 ranked on Total Population.

GAS	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
AGL	28%	30%	26%	26%	28%	30%
Origin Energy	23%	23%	22%	24%	22%	21%
EnergyAustralia	14%	12%	14%	13%	14%	11%
Red Energy	10%	8%	10%	8%	11%	8%
Ergon Energy	5%	6%	5%	6%	5%	5%
Alinta Energy	3%	4%	3%	5% ↑	3% ↓	6% ↑
Engie Energy	3%	3%	3%	5%	2%	4%
Lumo Energy	3%	2% ↓	4% ↑	3%	3%	2%
Aurora Energy	3%	3%	3%	4%	3%	4%
ActewAGL	2%	2%	2%	2%	2%	1% ↓
Sample size	1,679	645	1,034	625	1,054	323

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Q8D: Which of the following methods did you use when paying your energy bill using Buy Now Pay Later?

Sample size is too small to analyse question *8D: Which of the following methods did you use when paying your energy bill using Buy Now Pay Later?*

Sample n=10

Q28: How much do you currently pay for electricity (at peak times)?

Q28: How much do you currently pay for electricity (at peak times)?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Less than 20 cents per kWh	2%	2%	3%	3%	2%	2%
20-24 cents per kWh	5%	4%	6%	5%	6%	4%
25-29 cents per kWh	9%	8%	9%	8%	9%	7%
30-34 cents per kWh	8%	7%	9%	8%	8%	6%
35-39 cents per kWh	5%	5%	5%	6%	5%	5%
40-44 cents per kWh	4%	4%	4%	4%	4%	3%
44-49 cents per kWh	4%	2% ↓	5% ↑	4%	3%	3%
50-54 cents per kWh	2%	2%	3%	2%	3%	2%
55-59 cents per kWh	2%	1%	2%	2%	1%	1%
60-64 cents per kWh	1%	1%	1%	2%	1%	1%
65-69 cents per kWh	1%	1%	1%	1% ↑	0% ↓	1%
70-74 cents per kWh	1%	1%	0%	1%	0%	1%
75-79 cents per kWh	0%	0%	0%	0%	0%	0%
80 cents per kWh or more	1%	1%	0%	1%	1%	2% ↑
Don't know	55%	62% ↑	51% ↓	52% ↓	58% ↑	62% ↑
Sample size	1,665	644	1,020	622	1,042	323

Fonto 94

↑↓ Significance at 95% vs. total sample

Appendix
Financial Products

Last 6 month spend categories of those using a Credit Card for purchase

Note: sample among those who said they currently use this product at Q21.

Q23: Within the last 6 months, what have you bought using these products / tools?

Last 6 month spend categories of those using a **Credit Card** for purchase:

Credit Card *last 6 months*	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Groceries	50%	44% ↓	53% ↑	42% ↓	54% ↑	41% ↓
Petrol / car servicing / car registration	41%	33% ↓	45% ↑	31% ↓	47% ↑	25% ↓
Eating out (e.g. takeaway or dine-in)	40%	31% ↓	45% ↑	30% ↓	46% ↑	25% ↓
Utility bills (e.g. gas, electricity, water)	38%	34% ↓	41% ↑	33% ↓	41% ↑	29% ↓
Clothing, entertainment, toys / gifts	37%	30% ↓	41% ↑	28% ↓	42% ↑	25% ↓
Telco bills (e.g. mobile phone, internet)	35%	28% ↓	39% ↑	28% ↓	39% ↑	26% ↓
Booking holidays / holiday spending	33%	22% ↓	38% ↑	22% ↓	39% ↑	17% ↓
Medical expenses (e.g. medications, doctor fees)	31%	22% ↓	35% ↑	21% ↓	37% ↑	19% ↓
New furniture for my home	16%	13% ↓	18% ↑	17%	16%	12%
Rent payments	5%	6%	4%	6%	5%	6%
None of the above	26%	32% ↑	23% ↓	28%	25%	33% ↑
Sample size	*1,252*	*438*	*814*	*458*	*794*	*216*

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Last 6 month spend categories of those using a Debit Card for purchase

Note: sample among those who said they currently use this product at Q21.

Q23: Within the last 6 months, what have you bought using these products / tools?

Last 6 month spend categories of those using a **Debit Card** for purchase:

Debit Card *last 6 months*	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Groceries	71%	82% ↑	64% ↓	73%	70%	83% ↑
Eating out (e.g. takeaway or dine-in)	52%	56% ↑	50% ↓	53%	51%	59% ↑
Utility bills (e.g. gas, electricity, water)	52%	61% ↑	46% ↓	59% ↑	47% ↓	67% ↑
Petrol / car servicing / car registration	51%	58% ↑	47% ↓	55% ↑	49% ↓	60% ↑
Clothing, entertainment, toys / gifts	46%	52% ↑	42% ↓	49%	44%	56% ↑
Telco bills (e.g. mobile phone, internet)	45%	53% ↑	40% ↓	51% ↑	41% ↓	60% ↑
Medical expenses (e.g. medications, doctor fees)	40%	47% ↑	36% ↓	42%	39%	50% ↑
Booking holidays / holiday spending	23%	21%	24%	21%	24%	21%
Rent payments	22%	30% ↑	17% ↓	28% ↑	18% ↓	32% ↑
New furniture for my home	17%	19%	16%	21% ↑	15% ↓	21% ↑
None of the above	11%	6% ↓	14% ↑	7% ↓	14% ↑	4% ↓
Sample size	*1,531*	*601*	*929*	*586*	*944*	*308*

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Fonto 97

Last 6 month spend categories of those using an Overdraft for purchase

Note: sample among those who said they currently use this product at Q21.

Q23: Within the last 6 months, what have you bought using these products / tools?

Last 6 month spend categories of those using an **Overdraft** for purchase:

Overdraft *last 6 months*	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Telco bills (e.g. mobile phone, internet)	14%	13%	15%	21% ↑	7% ↓	15%
Groceries	13%	20% ↑	8% ↓	17% ↑	8% ↓	26% ↑
Utility bills (e.g. gas, electricity, water)	12%	15%	10%	18% ↑	7% ↓	19% ↑
Petrol / car servicing / car registration	9%	10%	9%	14% ↑	5% ↓	10%
Eating out (e.g. takeaway or dine-in)	8%	6%	9%	10%	5%	8%
New furniture for my home	7%	4% ↓	9% ↑	12% ↑	3% ↓	5%
Medical expenses (e.g. medications, doctor fees)	7%	10% ↑	4% ↓	8%	5%	11% ↑
Booking holidays / holiday spending	6%	4%	8%	8%	4%	4%
Rent payments	5%	7%	4%	7%	4%	9%
Clothing, entertainment, toys / gifts	5%	5%	4%	7% ↑	2% ↓	7%
None of the above	61%	61%	61%	47% ↓	75% ↑	55%
Sample size	*400*	*166*	*234*	*199*	*200*	*96*

↑↓ Significance at 95% vs. total sample

Last 6 month spend categories of those using their Reverse Mortgage for purchase

Note: sample among those who said they currently use this product at Q21.

Q23: Within the last 6 months, what have you bought using these products / tools?

Last 6 month spend categories of those using their **Reverse Mortgage** for purchase:

Reverse Mortgage *last 6 months*	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Utility bills (e.g. gas, electricity, water)	21%	16%	23%	23%	17%	
Telco bills (e.g. mobile phone, internet)	21%	28%	17%	22%	19%	
Rent payments	15%	6% ↓	20% ↑	17%	14%	
Petrol / car servicing / car registration	15%	16%	14%	15%	15%	
Booking holidays / holiday spending	14%	17%	13%	13%	16%	
Groceries	11%	7%	14%	14%	8%	
Eating out (e.g. takeaway or dine-in)	11%	11%	11%	15%	5%	
New furniture for my home	11%	7%	13%	13%	8%	
Clothing, entertainment, toys / gifts	10%	9%	11%	8%	14%	
Medical expenses (e.g. medications, doctor fees)	3%	2%	3%	0% ↓	7% ↑	
None of the above	27%	35%	22%	19% ↓	38% ↑	
Sample size	*139*	*48*	*92*	*85*	*54*	*too small*

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

Future 6 month spend categories of those likely to use a Credit Card for a purchase

Note: sample among those who said they are likely to use this product in the next 6 months (Q21C)

Q21C: Thinking about each of the following financial products / tools... Which of the following categories are you likely to buy in the next 6 months, using each product / tool?

Future 6 month spend categories of those likely to use a **Credit Card** for a purchase:

Credit Card *next 6 months*	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Groceries	64%	63%	64%	56% ↓	68% ↑	57%
Petrol / car servicing / car registration	56%	50% ↓	59% ↑	44% ↓	62% ↑	40% ↓
Utility bills (e.g. gas, electricity, water)	53%	53%	54%	51%	55%	50%
Clothing, entertainment, toys / gifts	50%	41% ↓	54% ↑	37% ↓	58% ↑	35% ↓
Eating out (e.g. takeaway or dine-in)	50%	43% ↓	53% ↑	37% ↓	57% ↑	35% ↓
Booking holidays / holiday spending	48%	37% ↓	53% ↑	38% ↓	53% ↑	31% ↓
Medical expenses (e.g. medications, doctor fees)	45%	40%	47%	35% ↓	50% ↑	35% ↓
Telco bills (e.g. mobile phone, internet)	45%	42%	46%	36% ↓	50% ↑	37% ↓
New furniture for my home	25%	20% ↓	27% ↑	23%	26%	15% ↓
Rent payments	9%	12% ↑	7% ↓	10%	8%	13%
None of the above	8%	8%	8%	7%	8%	8%
Sample size	*937*	*301*	*635*	*338*	*599*	*155*

↑↓ Significance at 95% vs. total sample

Future 6 month spend categories of those likely to use a Debit Card for a purchase

Note: sample among those who said they are likely to use this product in the next 6 months (Q21C)

Q21C: Thinking about each of the following financial products / tools... Which of the following categories are you likely to buy in the next 6 months, using each product / tool?

Future 6 month spend categories of those likely to use a **Debit Card** for a purchase:

Debit Card *next 6 months*	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Groceries	75%	84% ↑	68% ↓	78% ↑	72% ↓	85% ↑
Utility bills (e.g. gas, electricity, water)	58%	64% ↑	53% ↓	65% ↑	53% ↓	70% ↑
Petrol / car servicing / car registration	57%	65% ↑	52% ↓	60%	55%	66% ↑
Eating out (e.g. takeaway or dine-in)	55%	58%	53%	55%	55%	57%
Clothing, entertainment, toys / gifts	50%	54% ↑	47% ↓	50%	50%	55% ↑
Telco bills (e.g. mobile phone, internet)	49%	55% ↑	44% ↓	54% ↑	45% ↓	60% ↑
Medical expenses (e.g. medications, doctor fees)	46%	54% ↑	41% ↓	45%	47%	55% ↑
Booking holidays / holiday spending	28%	27%	30%	27%	29%	26%
Rent payments	27%	34% ↑	22% ↓	35% ↑	21% ↓	39% ↑
New furniture for my home	19%	20%	18%	21%	18%	21%
None of the above	8%	4% ↓	11% ↑	4% ↓	11% ↑	2% ↓
Sample size	*1,406*	*563*	*842*	*544*	*861*	*295*

Source: Fonto *AER Methods of Payment Survey*

Fonto   101

↑↓ Significance at 95% vs. total sample

Future 6 month spend categories of those likely to use an Overdraft for a purchase

Note: sample among those who said they are likely to use this product in the next 6 months (Q21C)

Q21C: Thinking about each of the following financial products / tools… Which of the following categories are you likely to buy in the next 6 months, using each product / tool?

Future 6 month spend categories of those likely to use an **Overdraft** for a purchase:

Overdraft *next 6 months*	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Utility bills (e.g. gas, electricity, water)	32%	38%	26%	34%	28%	41%
Groceries	23%	32% ↑	15% ↓	25%	21%	34% ↑
Telco bills (e.g. mobile phone, internet)	22%	23%	22%	27%	15%	29%
Petrol / car servicing / car registration	21%	24%	18%	19%	26%	21%
Medical expenses (e.g. medications, doctor fees)	18%	27% ↑	11% ↓	18%	19%	27% ↑
Booking holidays / holiday spending	14%	10%	18%	16%	10%	11%
Clothing, entertainment, toys / gifts	14%	16%	12%	17%	8%	16%
Rent payments	13%	13%	14%	16%	8%	14%
Eating out (e.g. takeaway or dine-in)	13%	13%	12%	12%	13%	12%
New furniture for my home	12%	11%	13%	11%	14%	9%
None of the above	25%	22%	27%	19% ↓	36% ↑	18%
Sample size	*200*	*93*	*107*	*131*	*69*	*66*

Source: Fonto *AER Methods of Payment Survey*

Fonto 102

↑↓ Significance at 95% vs. total sample

Future 6 month spend categories of those likely to use a Reverse Mortgage for a purchase

Note: sample among those who said they are likely to use this product in the next 6 months (Q21C)

Q21C: Thinking about each of the following financial products / tools… Which of the following categories are you likely to buy in the next 6 months, using each product / tool?

Future 6 month spend categories of those likely to use a **Reverse Mortgage** for a purchase:

Reverse Mortgage *next 6 months*	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Petrol / car servicing / car registration	27%	23%	29%	30%	23%	
Utility bills (e.g. gas, electricity, water)	25%	27%	23%	29%	18%	
New furniture for my home	20%	28%	15%	20%	19%	
Booking holidays / holiday spending	19%	26%	16%	18%	20%	
Telco bills (e.g. mobile phone, internet)	18%	16%	19%	22%	11%	
Rent payments	15%	18%	14%	17%	13%	
Groceries	13%	16%	12%	18%	6%	
Medical expenses (e.g. medications, doctor fees)	11%	17%	9%	12%	11%	
Clothing, entertainment, toys / gifts	7%	12%	4%	11% ↑	0% ↓	
Eating out (e.g. takeaway or dine-in)	6%	3%	8%	8%	2%	
None of the above	25%	22%	26%	14% ↓	41% ↑	
Sample size	*128*	*43*	*85*	*79*	*49*	*too small*

Appendix – Household Demographics

Q38: How do you typically budget your finances?

Q38: How do you typically budget your finances?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Pen & paper	38%	47% ↑	33% ↓	41% ↑	36% ↓	47% ↑
Spreadsheet	28%	22% ↓	31% ↑	26%	28%	24%
Mobile budgeting apps	13%	12%	14%	19% ↑	10% ↓	15%
Budgeting tools from the bank	8%	6%	9%	13% ↑	5% ↓	9%
Financial Advisor	6%	5%	6%	8% ↑	4% ↓	7%
I don't budget	26%	27%	26%	22% ↓	29% ↑	26%
Other	2%	2%	3%	2%	3%	2%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

HH7: How many people usually live in your household?

HH7: How many people usually live in your household?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
1 (only me)	21%	22%	20%	17% ↓	23% ↑	20%
2	35%	30% ↓	38% ↑	29% ↓	39% ↑	28% ↓
3	17%	16%	18%	21% ↑	15% ↓	18%
4	17%	20%	16%	23% ↑	14% ↓	24% ↑
5	7%	8%	6%	7%	6%	7%
6	2%	3%	1%	3%	2%	2%
7 or more	1%	1%	1%	1%	1%	1%
Sample size	1,686	646	1,040	626	1,060	324

Source: Fonto *AER Methods of Payment Survey*

Fonto

↑↓ Significance at 95% vs. total sample

HH8: Is there someone home during the day?

HH8: Is there someone home during the day?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
All or most of the time	54%	52%	54%	52%	54%	54%
Half of the time	19%	18%	20%	17%	20%	15% ↓
Some of the time	21%	21%	20%	22%	20%	21%
Hardly ever or never	7%	9% ↑	6% ↓	9% ↑	6% ↓	10% ↑
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Fonto   107

↑↓ Significance at 95% vs. total sample

HH2: Do you own or rent the home you live in?

HH2: Do you own or rent the home you live in?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
I pay rent / board to a private landlord or real estate agent	32%	41% ↑	26% ↓	42% ↑	26% ↓	46% ↑
I pay rent / board through public or community housing	8%	11% ↑	7% ↓	12% ↑	6% ↓	13% ↑
I'm paying a mortgage on the home	29%	29%	30%	29%	30%	27%
I own the home outright and do not have a mortgage	24%	13% ↓	31% ↑	11% ↓	32% ↑	8% ↓
I live with family or friends and do not pay rent	5%	6%	5%	6%	5%	6%
Other	1%	0%	1%	0%	1%	1%
Sample size	1,686	646	1,040	626	1,060	324

Source: Fonto *AER Methods of Payment Survey*

Fonto

↑↓ Significance at 95% vs. total sample

HH3: What type of building do you live in?

HH3: What type of building do you live in?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Separate house	65%	66%	64%	63%	66%	65%
Semi-detached, row or terrace house or townhouse	14%	15%	14%	17% ↑	12% ↓	17%
Flat or apartment	20%	19%	21%	19%	21%	16%
Other type of home	1%	1%	1%	1%	1%	1%
Sample size	1,686	646	1,040	626	1,060	324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

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Q1: Does your home have any of the following features?

Note: quotas were set on this question (Q1) to have a maximum of 33% in 'rooftop solar panels or other fixed solar panels', 'solar hot water', and 'a battery storage system connected to solar panels'.

To recruit the necessary fieldwork in some of the harder to achieve quotas (i.e., ACT), this quota was relaxed, which has resulted in 38% of the population stating they have 'rooftop solar panels or other fixed solar panels'.

Q1: Does your home have any of the following features?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Rooftop solar panels or other fixed solar panels (not portable)	38%	32% ↓	41% ↑	37%	38%	31% ↓
Smart meter	37%	36%	37%	39%	35%	40%
Solar hot water	16%	12% ↓	19% ↑	20% ↑	14% ↓	12% ↓
Home energy power monitor (e.g. smart plug or in-home display)	13%	11%	14%	18% ↑	9% ↓	14%
A battery storage system connected to solar panels	9%	7% ↓	11% ↑	12% ↑	8% ↓	7%
Electric Vehicle charging point	6%	4% ↓	7% ↑	10% ↑	4% ↓	7%
Passive design	4%	4%	4%	5%	4%	5%
Wind turbines	1%	1%	2%	3% ↑	0% ↓	2%
Off-grid (not connected to mains power)	0%	0%	0%	0%	0%	0%
None	34%	36%	33%	32%	36%	34%
Don't know	4%	6% ↑	3% ↓	5% ↑	3% ↓	6% ↑
Sample size	1,686	646	1,040	626	1,060	324

Fonto 110

↑↓ Significance at 95% vs. total sample

Q35: Are you aware that all Australian states and territories offer rebates and concessions on energy bills to eligible residents?

Q35: Are you aware that all Australian states and territories offer rebates and concessions on energy bills to eligible residents?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Yes, I claim a concession or rebate	35%	37%	34%	37%	34%	40%
Yes, someone in my household claims a concession or rebate	7%	8%	7%	9%	7%	9%
Yes, I have heard of this	35%	30% ↓	38% ↑	35%	35%	29% ↓
No, I haven't heard of this	22%	25% ↑	20% ↓	19% ↓	24% ↑	23%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Source: Fonto *AER Methods of Payment Survey*

Fonto   111

↑↓ Significance at 95% vs. total sample

Q36: Do you think you might be eligible for a rebate or concession on your energy bills?

Q36: Do you think you might be eligible for a rebate or concession on your energy bills?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
I'm definitely eligible	5%	6%	4%	7% ↑	4% ↓	8% ↑
I'm probably eligible	13%	14%	12%	18% ↑	10% ↓	16%
I'm unsure	37%	41% ↑	34% ↓	31% ↓	40% ↑	35%
I'm probably not eligible	25%	22%	26%	23%	25%	23%
I'm definitely not eligible	21%	17% ↓	24% ↑	22%	21%	17%
Sample size	1,088	405	683	392	696	195

Source: Fonto *AER Methods of Payment Survey*

Fonto

↑↓ Significance at 95% vs. total sample

HH5: Do you, or anyone in your household, receive income support payments from Centrelink (not including childcare subsidies)?

HH5: Do you, or anyone in your household, receive income support payments from Centrelink (not including childcare subsidies)?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Yes	43%	52% ↑	38% ↓	50% ↑	39% ↓	59% ↑
No	57%	48% ↓	62% ↑	50% ↓	61% ↑	41% ↓
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

↑↓ Significance at 95% vs. total sample

HH6: Do you, or anyone in your household, have any of the following disabilities or impairments?

HH6: Do you, or anyone in your household, have any of the following disabilities or impairments?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
A medical condition that requires treatment / medication	24%	29% ↑	21% ↓	24%	23%	30% ↑
A medical condition that requires the use of equipment connected to household electricity	6%	8%	5%	8% ↑	5% ↓	9% ↑
A serious or potentially life-threatening condition	5%	6%	5%	7% ↑	4% ↓	8% ↑
A mental illness (including depression / anxiety)	22%	33% ↑	16% ↓	29% ↑	18% ↓	38% ↑
An intellectual disability	4%	6% ↑	4% ↓	6% ↑	3% ↓	7% ↑
A physical mobility problem	10%	13% ↑	9% ↓	11%	10%	12%
Prefer not to say	3%	4% ↑	2% ↓	4%	3%	3%
None of the above	55%	43% ↓	62% ↑	47% ↓	60% ↑	38% ↓
Other (please specify)	0%	0%	0%	0%	0%	0%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

↑↓ Significance at 95% vs. total sample

HH1: In the past 2 years, have you been impacted by a natural disaster / climate-related emergency?

HH1: In the past 2 years, have you been impacted by a natural disaster / climate-related emergency?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Yes - major impact	6%	7%	6%	11% ↑	4% ↓	9%
Yes - minor impact	14%	14%	14%	16%	13%	14%
No - not impacted	80%	79%	80%	74% ↓	84% ↑	77%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

↑↓ Significance at 95% vs. total sample

Appendix - Demographics

S1: How do you describe your gender?

S1: How do you describe your gender?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Woman or female	50%	59% ↑	45% ↓	59% ↑	45% ↓	65% ↑
Man or male	49%	41% ↓	55% ↑	41% ↓	55% ↑	34% ↓
Non-binary	0%	0%	0%	0%	0%	0%
I use a different term	0%	0%	0%	0%	0%	0%
Prefer not to answer	0%	0%	0%	0%	0%	0%
Sample size	1,686	646	1,040	626	1,060	324

↑↓ Significance at 95% vs. total sample

S2: How old are you?

S2: How old are you?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Under 18	0%	0%	0%	0%	0%	0%
18 – 24	11%	11%	11%	12%	10%	10%
25 – 34	18%	21% ↑	16% ↓	26% ↑	13% ↓	28% ↑
35 – 44	18%	21% ↑	16% ↓	22% ↑	15% ↓	24% ↑
45 – 54	16%	16%	16%	18%	15%	17%
55 – 64	15%	15%	15%	11% ↓	17% ↑	12%
65 – 74	16%	12% ↓	18% ↑	8% ↓	20% ↑	8% ↓
75+	6%	3% ↓	8% ↑	2% ↓	8% ↑	1% ↓
Sample size	1,686	646	1,040	626	1,060	324

↑↓ Significance at 95% vs. total sample

S3: What is your postcode?

S3: What is your postcode?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
NSW	36%	33% ↓	38% ↑	35%	37%	31% ↓
VIC	29%	31%	28%	29%	29%	29%
QLD	23%	23%	23%	25%	22%	27%
SA	8%	10% ↑	7% ↓	8%	8%	11% ↑
TAS	2%	2%	2%	2%	2%	2%
ACT	2%	2%	2%	1% ↓	2% ↑	1% ↓
Sample size	1,686	646	1,040	626	1,060	324

Source: Fonto *AER Methods of Payment Survey*

Fonto 119

↑↓ Significance at 95% vs. total sample

S3: What is your postcode?

S3: What is your postcode?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Metro	61%	59%	62%	60%	62%	55% ↓
Regional	39%	41%	38%	40%	38%	45% ↑
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

↑↓ Significance at 95% vs. total sample

Fonto

S3: What is your postcode?

S3: What is your postcode?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Melbourne (Metro)	22%	23%	21%	22%	22%	21%
Victoria (Regional)	7%	8%	7%	7%	7%	8%
Sydney (Metro)	24%	20% ↓	27% ↑	24%	25%	18% ↓
NSW (Regional)	12%	12%	11%	11%	12%	13%
Adelaide (Metro)	6%	7%	5%	6%	6%	8%
South Australia (Regional)	2%	2%	1%	2%	2%	3%
Brisbane (Metro)	6%	5%	6%	6%	5%	7%
Queensland (Regional)	17%	18%	17%	18%	17%	20%
Hobart (Metro)	1%	1%	1%	1%	1%	1%
Tasmania (Regional)	1%	1%	1%	1%	1%	1%
Canberra / ACT	2%	2%	2%	1% ↓	2% ↑	1% ↓
Sample size	1,686	646	1,040	626	1,060	324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

S4: What is the highest level of education that you have completed?

S4: What is the highest level of education that you have completed?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Year 10 or below	12%	14% ↑	11% ↓	11%	13%	14%
Year 11 or equivalent	5%	7% ↑	4% ↓	6%	4%	9% ↑
Year 12 or equivalent	17%	18%	16%	16%	17%	16%
A trade, technical certificate or diploma	29%	33% ↑	27% ↓	28%	30%	33%
A university degree	25%	19% ↓	29% ↑	26%	24%	20% ↓
Postgraduate qualifications	12%	9% ↓	13% ↑	13%	11%	9%
Sample size	1,686	646	1,040	626	1,060	324

↑↓ Significance at 95% vs. total sample

Fonto 122

S5: Which of the following best describes your current employment status?

S5: Which of the following best describes your current employment status?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Working full time	41%	36% ↓	44% ↑	46% ↑	38% ↓	37%
Working part time	13%	13%	13%	14%	12%	14%
Working casually	5%	7% ↑	4% ↓	5%	5%	6%
Self-employed / Business owner	5%	5%	5%	5%	6%	6%
Not currently working / unemployed	5%	8% ↑	4% ↓	7% ↑	4% ↓	10% ↑
Student	2%	4% ↑	1% ↓	2%	2%	3%
Retired	19%	11% ↓	23% ↑	8% ↓	25% ↑	6% ↓
Home duties, including caring for others	5%	8% ↑	3% ↓	7% ↑	4% ↓	10% ↑
Unable to work due to illness, disability or impairment	4%	7% ↑	3% ↓	5%	4%	7% ↑
Other (please specify)	1%	1% ↑	0% ↓	1% ↑	0% ↓	1% ↑
Sample size	1,686	646	1,040	626	1,060	324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

S6: Which of the following best describes your occupation?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Office-based Manager or Executive – professional, managerial or other executive	23%	18% ↓	26% ↑	23%	23%	21%
Non-managerial office, sales or service worker (e.g. personal assistant, clerical, retail sales, etc)	22%	26% ↑	20% ↓	22%	23%	25%
Highly skilled professionals (e.g. doctor, dentist, engineer, etc)	11%	7% ↓	13% ↑	10%	12%	9%
Other skilled professionals (e.g. teacher, nurse, police officer, fire fighter, etc)	18%	21% ↑	16% ↓	18%	18%	18%
Highly skilled tradespersons (e.g. builder, plumber, electrician, mechanic, etc)	5%	5%	5%	6%	5%	5%
Other skilled tradespersons (e.g. hairdresser, printer, florist, etc)	4%	3%	4%	5% ↑	3% ↓	4%
Plant or machine operator, driver or other transport worker	4%	4%	4%	3%	5%	2%
General labourer or manual worker	8%	10%	7%	9%	8%	11%
Other (please specify)	5%	6%	4%	5%	4%	6%
Sample size	1,084	399	685	437	647	201

Fonto **124**

↑↓ Significance at 95% vs. total sample

S7: Which of the following best describes your household?

S7: Which of the following best describes your household?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Living alone	21%	22%	20%	17% ↓	23% ↑	20%
Living in a shared house	8%	9%	7%	10% ↑	7% ↓	10%
Living with parents / family	8%	8%	9%	9%	8%	8%
A single parent, with no children at home	1%	1%	1%	1%	1%	1%
A single parent, with at least one child at home	9%	12% ↑	7% ↓	14% ↑	6% ↓	16% ↑
Living with a partner, no children at home	27%	21% ↓	30% ↑	19% ↓	31% ↑	18% ↓
Living with a partner, with at least one child at home	26%	26%	25%	29% ↑	24% ↓	27%
Other (please specify)	0%	0%	0%	0%	0%	1%
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

Fonto

↑↓ Significance at 95% vs. total sample

S8: What is your main language spoken at home?

Other languages spoken at home in order of incidence:
- Cantonese (0.4%)
- Persian (0.4%)
- Mandarin (0.3%)
- Arabic (0.2%)
- Hindi (0.2%)
- Bengali (0.1%)
- Nepali (0.1%)
- Spanish (0.1%)
- Tagalog (0.1%)
- Tamil (0.1%)
- Vietnamese (0.1%)

S8: What is your main language spoken at home?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
English	95%	96%	95%	95%	95%	97%
Other (please specify)	5%	4%	5%	5%	5%	3%
Sample size	1,686	646	1,040	626	1,060	324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample

S9: What is your household income?

S9: What is your household income?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
$0 - $19,999	3%	4%	3%	5% ↑	2% ↓	5% ↑
$20,000 - $49,999	19%	24% ↑	16% ↓	17%	20%	22%
$50,000 - $74,999	15%	17%	14%	15%	16%	19%
$75,000 - $99,999	13%	13%	13%	13%	13%	14%
$100,000 - $124,999	10%	10%	10%	11%	9%	10%
$125,000 - $149,999	10%	10%	10%	11%	10%	9%
$150,000 - $199,999	13%	10% ↓	14% ↑	15%	11%	11%
$200,000 - $299,999	6%	3% ↓	8% ↑	7%	6%	3% ↓
$300,000 - $399,999	1%	1% ↓	2% ↑	1%	2%	1%
$400,000 - $499,999	1%	0%	1%	0%	1%	0%
$500,000 or more	0%	0%	0%	0% ↓	0% ↑	0%
Prefer not to say	8%	8%	8%	6% ↓	10% ↑	5% ↓
Sample size	*1,686*	*646*	*1,040*	*626*	*1,060*	*324*

↑↓ Significance at 95% vs. total sample

Fonto 127

S10: Which of the following ethnicities do you most closely identify with?

S10: Which of the following ethnicities do you most closely identify with?

	Total Population	Financially Stressed	Not Financially Stressed	Currently use Credit Products	Do not use Credit Products	Use Credit Products & Financially Stressed
Australian	73%	77% ↑	71% ↓	72%	73%	78% ↑
British (English/Northern Irish/Scottish/Welsh)	5%	4%	5%	4%	5%	4%
Other (please specify)	3%	2%	4%	3%	3%	1% ↓
Indigenous Australian	3%	3%	2%	4% ↑	2% ↓	4%
Chinese	2%	1%	2%	2%	2%	1%
Indian	2%	2%	2%	2%	2%	1%
New Zealander	2%	1%	2%	2%	2%	2%
Italian	1%	1%	1%	1%	2%	1%
Filipino	1%	1%	1%	1%	1%	1%
Pacific Islander	1%	1%	1%	1%	1%	1%
Sample size	1,686	646	1,040	626	1,060	324

Source: Fonto *AER Methods of Payment Survey*

↑↓ Significance at 95% vs. total sample