

Suspicious calls, texts and app messages research questionnaire

January 2025

CONSENT

The next section is being conducted on behalf of Ofcom, the UK regulator for providers of mobile phone, broadband and landline services. Ofcom has a duty to ensure that customers of these service providers are treated fairly and are protected from harm. We would like to understand more about your experiences of receiving suspicious calls, texts and app messages on your mobile and landline.

Comms activity and ownership of smartphone

ASK ALL [MULTI CODE]

- 1) Which of these types of telephone service do you have?
 1. A landline – which you use for making and/or receiving voice calls
 2. A landline – which you only have in order to get your broadband service but do not use to make or receive voice calls **IF ONLY CODE 2 – CLOSE**
 3. A mobile phone which you use for one or more of the following: making and/or receiving voice calls, sending and/or receiving text messages, sending and/or receiving messages on apps (e.g. WhatsApp)

ASK ALL WHO USE A MOBILE PHONE (CODE 3 AT Q1)

- 2) Is your mobile phone a smartphone? [SINGLE CODE]

A smartphone is a phone on which you can easily access emails, download files and apps, as well as view websites and generally search the internet.

1. Yes
2. No
3. Don't know

ASK ALL WHOSE MOBILE PHONE IS A SMARTPHONE (CODE 1 AT Q2) OTHERS GO TO Q4

- 3) What type of smartphone do you have? [SINGLE CODE]
 1. Android
 2. iOS (Apple/iPhone)
 3. Other [TYPE IN]

ASK ALL WHO USE A LANDLINE FOR MAKING AND/OR RECEIVING CALLS (CODE 1 AT Q1)

- 4) If your landline telephone rings and you could easily answer it and are not otherwise busy, what do you generally do? [SINGLE CODE]
- a. Answer every time
 - b. Answer most of the time
 - c. Answer some of the time
 - d. Never answer it
 - e. Don't know

ASK ALL WHO USE LANDLINE FOR MAKING AND/OR RECEIVING CALLS (CODE 1 AT Q1)

[SINGLE CODE]

- 5) Does the landline handset that you usually use show you the number of the person calling you?
1. Yes [GO TO Q6]
 2. No [GO TO INSTRUCTION ABOVE Q7]
 3. Don't know

ASK ALL WHOSE HANDSET DISPLAYS NUMBER CALLING (CODE 1 AT Q5) (EXCEPT CODE 4 AT Q4 – NEVER ANSWER LANDLINE CALLS)

- 6) When your landline rings, how often do you decide whether to answer by looking at the number displayed on the handset? [SINGLE CODE]
1. Always
 2. Usually
 3. Sometimes
 4. Rarely
 5. Never
 6. Don't know

ASK ALL WHO USE A MOBILE (CODE 3 AT Q1) OTHERS GO TO Q10

- 7) If your mobile phone rings and you could easily answer it and are not otherwise busy, what do you generally do? [SINGLE CODE]
1. Answer every time
 2. Answer most of the time
 3. Answer some of the time
 4. Never answer it
 5. Don't know

ASK ALL WHO USE A MOBILE PHONE (CODE 3 AT Q1)

- 8) When your mobile rings, how often do you decide whether to answer by looking at the number displayed on the handset? [SINGLE CODE]
1. Always
 2. Usually

3. Sometimes
4. Rarely
5. Never
6. Don't know

ASK ALL WHO USE A MOBILE PHONE (CODE 3 AT Q1) EXCEPT THOSE WHO NEVER LOOK AT THE NUMBER DISPLAYED ON THE HANDSET (CODE 5 AT Q8)

9) Thinking about those times when you do not recognise the caller's number, how often do you answer your mobile? **[SINGLE CODE]**

1. Always
2. Usually
3. Sometimes
4. Rarely
5. Never
6. Don't know

ASK ALL WHO USE A MOBILE PHONE (CODE 3 AT Q1)

10) There are various ways of sending and receiving text messages on a mobile phone. For each of the following, please can you indicate your level of awareness and use:

	SMS	RCS	iMessage	App-based message service, e.g. WhatsApp, Facebook Messenger
I use this service	1	1	1	1
I have this service on my mobile but do not use it	2	2	2	2
I have heard of this service but do not have it / am not sure whether I have it on my mobile	3	3	3	3
I have never heard of this service	4	4	4	4

Communicating with people outside the UK

ASK ALL

11) Which of the following do you use to communicate with people outside the UK?

[Multicode]

	With family and friends	For business
Voice calls on a landline	1	1
Voice calls on a mobile using your network connection	2	2
Voice calls on a mobile using an App (e.g. WhatsApp calling)	3	3
SMS text messages	4	4
RCS text messages	5	5
iMessage	6	6
App-based message service, e.g. WhatsApp, Facebook Messenger	7	7
Email	8	8
Video calls (e.g. Zoom, Teams, Facetime, WhatsApp calling)	9	9
Other way [WRITE IN]	10	10
Do not have this type of communication	11	11

Suspicious calls and recorded messages

ASK ALL

12) How likely is it that you would pick up a call from the following types of numbers? This could be on your landline, or on your mobile. Please use a five-point scale where 1 indicates “**very unlikely to pick up**” and 5 indicates “**very likely to pick up**”. [SINGLE CODE FOR EACH ROW]

	Very unlikely to pick up				Very Likely to pick up	I would not recognise that type of number
A UK landline number that you do not recognise	1	2	3	4	5	6
A UK mobile number that you do not recognise	1	2	3	4	5	6
An Irish landline number that you do not recognise	1	2	3	4	5	6
An Irish mobile number that you do not recognise	1	2	3	4	5	6
An international number with a country code that you do not recognise	1	2	3	4	5	6
An international number with a country code that you DO recognise	1	2	3	4	5	6
A withheld number	1	2	3	4	5	6

ASK ALL

13) How likely is it that you would pick up a call from each of the following numbers? Please use a five-point scale where 1 indicates “**very unlikely to pick up**” and 5 indicates “**very likely to pick up**”. [ROTATE ORDER - SINGLE CODE FOR EACH ROW]

	Very unlikely to pick up				Very Likely to pick up
020 7946 0454	1	2	3	4	5
028 9649 6563	1	2	3	4	5
07700 900185	1	2	3	4	5
+20 8 2157863	1	2	3	4	5
+353 1 308 4862	1	2	3	4	5
+384 42 5142 5421	1	2	3	4	5
+ 77 00 900185	1	2	3	4	5

0845 492 3344	1	2	3	4	5
---------------	---	---	---	---	---

Measures to screen/block suspicious calls and messages – ASK ALL WHO USE LANDLINE FOR MAKING AND/OR RECEIVING CALLS (CODE 1 AT Q1)

ASK ALL WHO USE A LANDLINE (CODE 1 AT Q1)

14) Some landline services play a message or sound to warn you that the incoming call may be from a number known to make suspicious calls. If you received a call that had a warning that it may be from such a number, how often do you think you would answer it anyway? **[SINGLE CODE]**

1. Always
2. Usually
3. Sometimes
4. Rarely
5. Never

ASK ALL WHO USE A SMARTPHONE (CODE 1 AT Q2)

INTRODUCTION: There are ways to screen/block calls on smartphones. For example, this includes options to silence unknown callers (in your phone's settings menu or in the settings of apps like WhatsApp, or using standalone apps) or as an app that needs to be downloaded (e.g. TrueCaller, Hiya, Should I answer, Calls Blacklist, Call Control, Callapp, Norton Mobile Security, RoboKiller etc).

15) Do you have an **app or function** on your mobile phone to screen/block calls? **[SINGLE CODE]**

1. Yes, I have a call screening app/function and use it **GO TO Q16**
2. Yes, I have a call screening app/function but do not use it **GO TO Q16**
3. No, I do not have call screening app/function on my phone **GO TO Q17**
4. Don't know **GO TO Q17**

ASK ALL WHO HAVE A CALL SCREENING FUNCTION (CODE 1 OR 2 AT Q15)

16) What, if any, call screening app/function(s) does your mobile phone have? **Please select all that apply. [MULTICODE]**

1. Callers are asked to identify themselves and make a recording for you to hear and decide whether to answer.
2. Automatically identifies where the call is being made from by indicating the location (e.g. Sheffield) or country (e.g. Germany)
3. Automatically identifies certain brands (e.g. the name of your bank)
4. It displays an indicator when the call is likely to be legitimate
5. It displays a symbol or warning message when the call is likely to be fraudulent or spam
6. It plays an audible message warning me the call is likely to be fraudulent or spam
7. My mobile phone has the ability to search for information about the caller online (sometimes known as reverse caller look-up)
8. Known nuisance callers are automatically blocked or diverted to voicemail
9. Calls from withheld numbers are automatically blocked or diverted to voicemail
10. International calls are automatically blocked or diverted to voicemail
11. Some calls are automatically blocked or diverted to voicemail, but I don't know which ones
12. I can add individual numbers to be blocked
13. I can add certain categories of numbers to be blocked (e.g. numbers starting with 0870 or international calls)
14. Last caller number barring
15. Don't know.
16. My phone does not have any of these features/apps.

ASK ALL WHOSE PHONE DISPLAYS A SYMBOL/WARNING MESSAGE OR PLAYS AN AUDIBLE WARNING (CODES 5-6 AT Q16)

17) When your mobile phone rings and the call is marked as or indicated by an audible message/tone to be 'potential fraud' or 'potential spam', how often do you answer the call anyway? **[SINGLE CODE]**

1. Always
2. Usually
3. Sometimes
4. Rarely
5. Never
6. Don't know
7. I have never seen/heard this type of warning

ASK ALL WHO AT LEAST SOMETIMES ANSWER CALLS INDICATED AS POTENTIAL FRAUD OR SPAM ON MOBILE (CODE 1, 2 OR 3 AT Q17) [MULTI CODE]

18) Why do you [always/usually/sometimes according to answer at Q17] answer calls indicated to be potential fraud or potential spam? **Please select all that apply.**

1. I worry the warning message is not reliable
2. I worry that I may miss an important call
3. I am curious about who is calling/ the purpose of the call
4. I am confident I can spot when a call really is fraudulent
5. I answer these calls by accident (e.g. because I accept before I have seen the warning message)
6. I find the warning message hard to understand
7. Other reason [WRITE IN]
8. Don't know

ASK ALL

19) For each of the telephone numbers shown below, please can you indicate what type of number you think it is?

	UK landline	UK mobile	International number	UK Business number	Don't know
020 7946 0454	1	2	3	4	5
028 9649 6563	1	2	3	4	5
07700 900185	1	2	3	4	5
01998 534291	1	2	3	4	5
0845 492 3344	1	2	3	4	5
0030 693 555 7898	1	2	3	4	5

ASK ALL

20) Have you ever picked up a call (on your landline and/or mobile) that has been indicated to be potential fraud or potential spam (through a call screening function) and found that in fact the call was genuine?

	Yes	No	Don't know	Not applicable, I do not have a screening service on my mobile or landline
From a UK Landline number	1	2	3	4
From a UK Mobile number	1	2	3	4

ASK ALL WHO HAVE A SMARTPHONE (CODE 1 AT Q2)

INTRODUCTION: There are also ways to screen/block traditional text messages (e.g. SMS, iMessage, RCS Chat) on **smartphones** (e.g. the phone displays a warning message over text messages that may be suspected to be spam or filters these messages into a separate folder). These may be in the phone's settings menu or in the settings of apps like WhatsApp, or through using standalone apps or as an app that is either preinstalled or needs to be downloaded (e.g. TextKiller, TrueCall, Google Messages, Key Messages, Calls Blacklist etc.)

21) Do you have an **app or function** on your mobile phone to screen/block text messages? [**SINGLE CODE**]

1. Yes, I have a text screening app/function and use it **GO TO Q22**
2. Yes, I have a text screening app/function but do not use it **GO TO Q22**
3. No, I do not have text screening app/function on my phone **GO TO Q22**
4. Don't know **GO TO Q22**

ASK ALL WITH A MOBILE (CODE 3 AT Q1)

22) Even if you haven't installed a specific app to screen for unwanted text messages, some incoming text messages may trigger a warning to be displayed on your screen. If you received a text that was marked 'potential fraud' or 'potential spam', how often do you think you would engage with the text anyway (e.g. reply/click the link/call back the number)? [**SINGLE CODE**]

1. Always
2. Usually
3. Sometimes
4. Rarely
5. Never
6. Don't know

Experience of suspicious calls, texts and app messages on landlines and mobile phones

ASK ALL

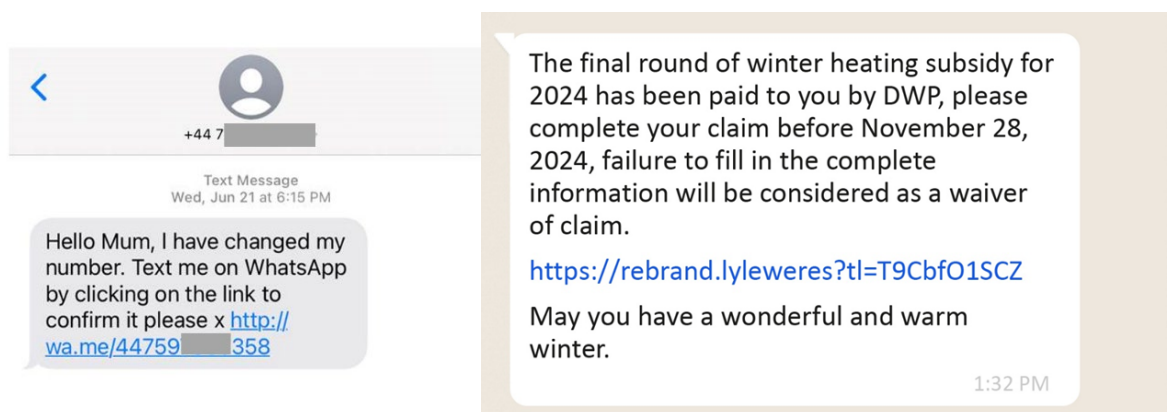
INTRODUCTION: We would now like to hear about your experience of receiving suspicious calls (on your landline and/or mobile) and suspicious messages in traditional texts and app-based messaging (on your mobile). Your input will help us understand the extent to which people are receiving these and the actions they take.

By this we are referring to:

- Traditional text messages sent to your mobile (e.g. SMS, iMessage, RCS chat)
- App-based messaging on your mobile (e.g. on WhatsApp)
- By live voice calls, we mean when you answer your mobile or landline phone and there is an actual person on the end of the line who you can have a conversation with
- By recorded voice messages we mean when you answer your mobile or landline phone and you hear a recorded message rather than a person on the end of the line

By 'suspicious' we mean a call or text that made you suspect it was fraudulent.

Examples of recent suspicious text messages are:



Examples of recent suspicious recorded and live voice messages are:

"I am calling from your bank to inform you that £600 has been paid out of your account. If this was not you, please press 1"

"This is your broadband supplier, your broadband account has been compromised and will be suspended"

SCRIPTER NOTE: SHOW FIRST EXAMPLE TEXT (**RANDOMISE SHOWING TEXT 1 AND TEXT 2 BETWEEN INTERVIEWS FIRST**)

Text 1



07700 900185

Friday, 8 Dec - 10:42

Your parcel from John Lewis is with your DHL Parcel UK driver for delivery between 11:59 and 12:59. We require someone to be at home to accept the parcel.
<https://i.dhlparcel.co.uk/dR9Tik8>



10:42

Text 2



DHL Parcel

Friday, 8 Dec - 10:42

Your parcel from John Lewis is with your DHL Parcel UK driver for delivery between 11:59 and 12:59. We require someone to be at home to accept the parcel.
<https://i.dhlparcel.co.uk/dR9Tik8>



10:42

23) Using a five-point scale where 1 indicates 'definitely not genuine' and 5 indicates 'definitely genuine,' please indicate the extent to which you think that this example message is genuine?

Definitely not genuine		Not sure		Definitely genuine
1	2	3	4	5

SHOW SECOND EXAMPLE TEXT

24) Again, using a five-point scale where 1 indicates 'definitely not genuine' and 5 indicates 'definitely genuine,' please indicate the extent to which you think that this example message is genuine?

Definitely not genuine		Not sure		Definitely genuine
1	2	3	4	5

25) Which of the following factors do you consider when deciding whether a text or other type of message is genuine or not?

MULTICODE RANDOMISE ORDER

1. Whether the company is named e.g. the text comes from 'DHL' or has a phone number '07700 900185'
2. Whether the company named is trustworthy
3. The spelling, grammar or tone of the message.
4. What the URL (Website address) in the link looks like e.g. whether it includes a recognised website address, whether it has typos (i.e. using "0" instead of "o") or uses a URL shortener
5. Whether it asks you to do something, e.g. says that you need to make a payment or asks you to click on a link
6. Previous experience e.g. aware of parcel delivery scams have personally or know someone who has fallen victim to a scam that began in this way
7. Whether you have received prior texts from this name / number
8. Whether you are expecting the text (e.g. when you are expecting a parcel)
9. Other [PLEASE WRITE IN]

ASK ALL

26) Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? **[SINGLE CODE FOR EACH COLUMN]**

Examples of fraudulent calls or texts include:

A message from someone pretending to be a parcel delivery company requesting a postage fee to deliver your parcel

A message from someone pretending to be a brand (e.g. Apple) telling you your Apple Pay accounts have been suspended.

A message from someone pretending to be HMRC telling you that you are eligible to receive a tax refund

A call from someone pretending to be your bank, saying your account has been compromised and asking you to transfer funds to another account

A call from someone pretending to be from the police or Action Fraud, asking you to help them with an investigation into your bank and telling you to withdraw cash that might be fake and give it to a courier that they will send to your house

A message from someone pretending to be your bank, asking you to call a number or visit a website because your account had been compromised, or asking you to pay an advance fee to secure a loan.

A message from someone pretending to be a friend or relative telling you they've lost their mobile and asking you to send them money or move the conversation over to e.g. WhatsApp

SHOW COLUMNS RELEVANT TO THE SERVICES RESPONDENTS USE: COLUMN 1 ALL WHO USE SMS AND/OR RCS (CODE 1 FOR SMS AND/OR RCS AT Q10) COLUMN 2 ALL WHO USE iMESSAGE (CODE 1 FOR iMESSAGE AT Q10) COLUMN 3 ALL WHO USE APP-BASED MESSAGES (CODE 1 FOR APP-BASED MESSAGES AT Q10), COLUMN 4 ALL WITH A MOBILE (CODE 3 AT Q1), COLUMN 5 – ALL USING A LANDLINE (CODE 1 AT Q1)

	SMS/RCS text on your mobile	iMessage	App-based message (e.g. WhatsApp) on your mobile	Call on your mobile	Call on your landline
Not applicable I am not aware that I have received any type of suspicious message or call in the last three months	1	1	1	1	1
Message (e.g. from a courier company/Royal Mail which asks me to click on a link)	2	2	2	N/A	N/A
Recorded message (e.g. a message telling you that money has been taken from your Amazon account)	N/A	N/A	N/A	3	3
Live voice call (e.g. telling you there is a problem with your internet service)	N/A	N/A	N/A	4	4

ASK ALL WHO HAVE RECEIVED A SUSPICIOUS CALL OR MESSAGE IN THE LAST THREE MONTHS (CODE 2 ,3 OR 4 FOR ONE OR MORE TYPES OF CALL/MESSAGE AT Q26)

COLUMN 1 ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL OR MESSAGE VIA SMS AND/OR RCS AT Q26 COLUMN 2 ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL OR MESSAGE VIA iMESSAGE AT Q26, COLUMN 3 ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL OR MESSAGE VIA APP-BASED MESSAGES AT Q26

27) Thinking about suspicious texts (e.g. SMS, RCS chat, iMessage) and app-based messages (e.g. WhatsApp), how often have you received each of these types of messages in the last three months? **[SINGLE CODE FOR EACH COLUMN]**

	SMS/RCS text on your mobile	iMessage on your mobile	App-based message (e.g. WhatsApp) on your mobile

Several times a day	1	1	1
At least once a day	2	2	2
At least a few times a week	3	3	3
At least once a week	4	4	4
At least once a month	5	5	5
Less often	6	6	6
Never	7	7	7
Don't know	8	8	8

ASK ALL - SHOW COLUMN 1 TO ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL ON A MOBILE AT Q26, COLUMN 2 TO ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL ON A LANDLINE AT Q26

28) Thinking about suspicious **recorded voice messages**, how often have you received these types of messages in the last three months? **[SINGLE CODE FOR EACH COLUMN]**

NOTE: By recorded voice messages, we mean when you answer your mobile or landline phone and you hear a recorded message rather than a person on the end of the line.

	Recorded voice message on your mobile	Recorded voice message on your landline
Several times a day	1	1
At least once a day	2	2
At least a few times a week	3	3
At least once a week	4	4
At least once a month	5	5
Less often	6	6
Never	7	7
Don't know	8	8

ASK ALL - SHOW COLUMN 1 TO ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL ON A MOBILE AT Q26, COLUMN 2 TO ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL ON A LANDLINE AT Q26

29) Thinking about suspicious **live voice calls**, how often have you received these types of call in the last three months? **[SINGLE CODE FOR EACH COLUMN]**

NOTE: By live voice calls, we mean when you answer your mobile or landline phone and there is an actual person on the end of the line who you can have a conversation with.

	Live calls on your mobile	Live calls on your landline
Several times a day	1	1
At least once a day	2	2
At least a few times a week	3	3
At least once a week	4	4
At least once a month	5	5
Less often	6	6
Never	7	7
Don't know	8	8

ASK ALL WHO HAVE RECEIVED ANY TYPE OF SUSPICIOUS CALL/TEXT/MESSAGE IN THE LAST 3 MONTHS (CODE 2,3 OR 4 AT Q26)

SHOW COLUMNS RELEVANT TO THE SERVICES RESPONDENTS USE:

COLUMN 1 ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL OR MESSAGE VIA SMS AND/OR RCS AT Q26, COLUMN 2 ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL OR MESSAGE VIA iMESSAGE AT Q26, COLUMN 3 ALL WHO HAVE EXPERIENCED A SUSPICIOUS CALL OR MESSAGE VIA APP-BASED MESSAGES AT Q26, COLUMN 4 ALL WHO HAVE EXPERIENCED A SUSPICIOUS LIVE CALL OR MESSAGE ON A MOBILE AT Q26, COLUMN 5 ALL WHO HAVE EXPERIENCED A SUSPICIOUS LIVE CALL OR MESSAGE ON A LANDLINE AT Q26

30) Which, if any, actions have you taken as a result of receiving these suspicious texts/calls? **Please select all that apply. [MULTICODE]**

	SMS/RCS text on your mobile	iMessage on your mobile	App-based message (e.g. WhatsApp) on your mobile	Live calls on your mobile	Live calls on your landline
Just ignored it	1	1	1	1	1
Talked to the caller	n/a	n/a	n/a	2	2
Replied to the message sender	3	3	3	n/a	n/a
Called the message sender/called the original caller back	4	4	4	4	4
Clicked on the link but then didn't do as instructed	3	3	3	n/a	n/a
Clicked on the link and then did as instructed by the message/person (e.g., entered personal details on the website/ downloaded software)	4	4	4	n/a	n/a
Reported it	5	5	5	5	5
Blocked the number	6	6	6	6	6
Told friends or family about it	7	7	7	7	7
Checked to see if the number is real/ legitimate (e.g., Google search / elsewhere)	8	8	8	8	8
Deleted it	9	9	9	n/a	n/a
Something else	10	10	10	10	10
Don't know/can't remember	11	11	11	11	11

ASK ALL WHO REPORTED A SUSPICIOUS TEXT/ CALL/ MESSAGE (CODE 5 AT Q30)

SHOW COLUMNS RELEVANT TO THE SUSPICIOUS CALLS/MESSAGES THAT RESPONDENTS HAVE REPORTED AT Q30

31) How did you report the suspicious message/call? **Please select all that apply. [MULTICODE]**

	SMS/RCS, text on your mobile	iMessage on your mobile	App- based message (e.g. WhatsApp) on your mobile	Live calls on your mobile	Live calls on your landline
Reported it to a special number for reporting suspicious messages/calls	1	1	1	1	1
Reported it using the report function on my mobile phone	2	2	2	2	2
Reported it to my landline or mobile provider	3	3	3	3	3
Reported it to Action Fraud	4	4	4	4	4
Reported it to Citizens Advice	5	5	5	5	5
Reported it to the police	6	6	6	6	6
Reported it to Ofcom	7	7	7	7	7
Reported to another organisation	8	8	8	8	8
Did something else	9	9	9	9	9
Don't know/can't remember	10	10	10	10	10

ASK ALL WHO REPORTED A SUSPICIOUS TEXT/ CALL/ MESSAGE (CODE 5 AT Q30)

SHOW COLUMNS RELEVANT TO THE SUSPICIOUS CALLS/MESSAGES THAT RESPONDENTS HAVE REPORTED AT Q30

32) How did you know where to report the suspicious message/call? **Please select all that apply.**
[MULTICODE]

	SMS/RCS, text on your mobile	iMessage / on your mobile	App-based message (e.g. WhatsApp) on your mobile	Live calls on your mobile	Live calls on your landline
Previous experience of scam attempts	1	1	1	1	1
From friends / family	2	2	2	2	2
Searched for where to report it (e.g., Google search online)	3	3	3	3	3
From the media (e.g., TV/ radio/ magazine/ newspaper)	4	4	4	4	4
From social media	5	5	5	5	5
From information from my landline or mobile provider	6	6	6	6	6
From information from Ofcom	7	7	7	7	7
From the company that it looked like the message had come from (e.g. Royal Mail, DHL)	8	8	8	8	8
Citizens Advice	9	9	9	9	9
Your bank or building society	10	10	10	10	10
The police	11				
The Financial Conduct Authority (FCA)	12	12	12	12	12
The Consumers Association/Which?	13	13	13	13	13
The Government / a Government site or source	14	14	14	14	14
The media (e.g. BBC, Channel 4, news outlets)	15	15	15	15	15
There is an option on my phone that I can use to report these types of messages	16	16	16	N/A	N/A
From information from another organisation	17	17	17	17	17
From somewhere else	18	18	18	18	18
Don't know/can't remember	19	19	19	19	19

ASK ALL WITH A MOBILE PHONE (CODE 3 AT Q1)

33) Have you heard of or used the special text number, 7726 that you can use to report a suspected suspicious text or call? **[MULTICODE 1 AND 2, ALL OTHERS EXCLUSIVE]**

1. Yes, have heard of 7726 and used it to report a suspicious text
2. Yes, I have heard of 7726 and used it to report a suspicious call
3. Yes, I have heard of 7726, but have not used
4. Yes, I have heard of 7726, but do not know how to use it
5. I knew there was a number but was not aware that it was 7726
6. No, I have never heard of 7726 or any other number to report a suspicious text or call

ASK ALL PREVIOUSLY UNAWARE OF 7726 REPORTING NUMBER (CODE 5 OR 6 AT Q33)

34) Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call? **[10-POINT SLIDING SCALE, 1 = NOT AT ALL LIKELY TO 10 = VERY LIKELY WITH 'DON'T KNOW' AS A SEPARATE OPTION]**

Not at all likely										Very likely	Don't know
1	2	3	4	5	6	7	8	9	10	x	

THANKS AND CLOSE