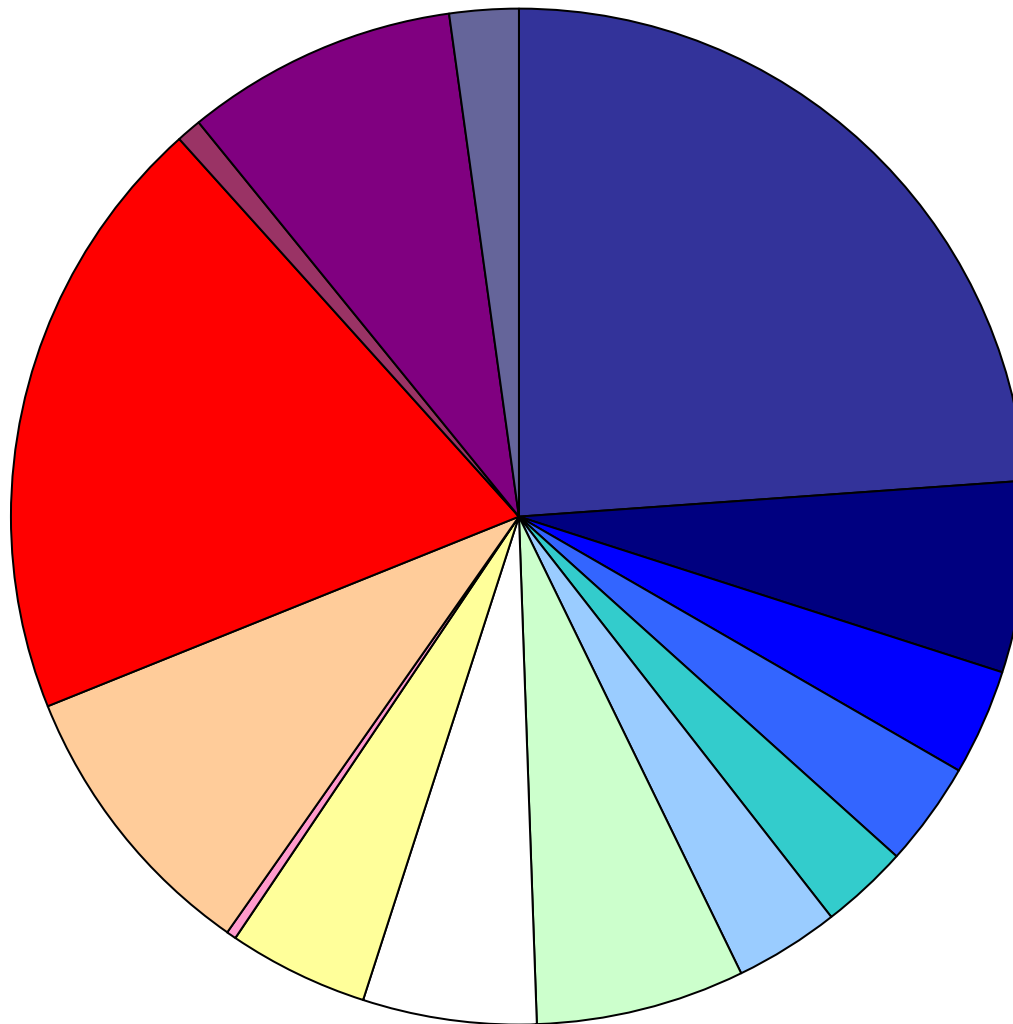


Transact, the national forum for financial inclusion

Membership survey 2009

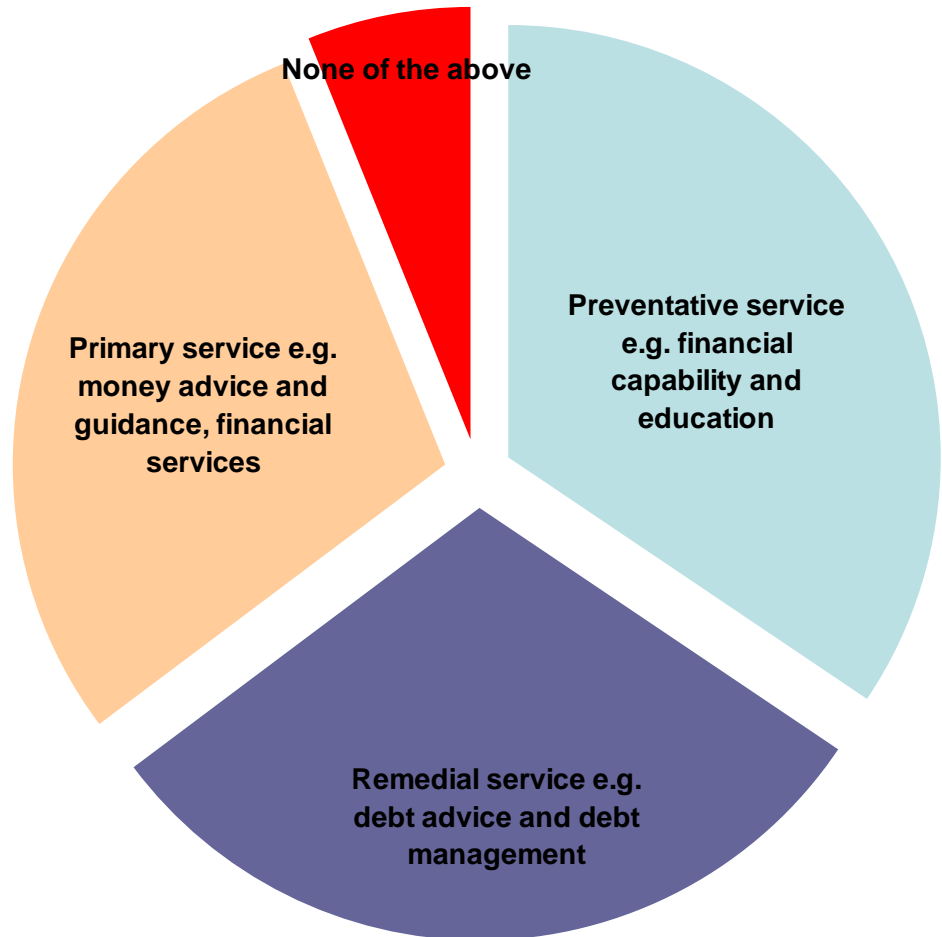
“Change, challenges &
opportunities”

Transact survey 2009 respondents by organisation type



- Advice/financial capability
- Financial Exclusion Services
- Education, training and professional services
- Campaign/partnership organisation
- CDFI/credit union
- Other charity
- Other support
- Financial services
- Community development
- Funder
- Housing Association
- Other housing services
- Homelessness
- Local authority/Public sector
- Research body

How do you think your organisation's financial inclusion work improves people's financial health?



Impact of recession on clients

Unemployment:

“Job loss and uncertainty”

“Hours cut, jobs cut, clients who have never been out of work or claiming state benefit.”

Making ends meet:

“Actually trying to make ends need. Most of our service users have absolutely no disposable income after paying for essentials & therefore are unable to cope whenever something needs replacing. They are therefore very vulnerable to doorstep lenders.”

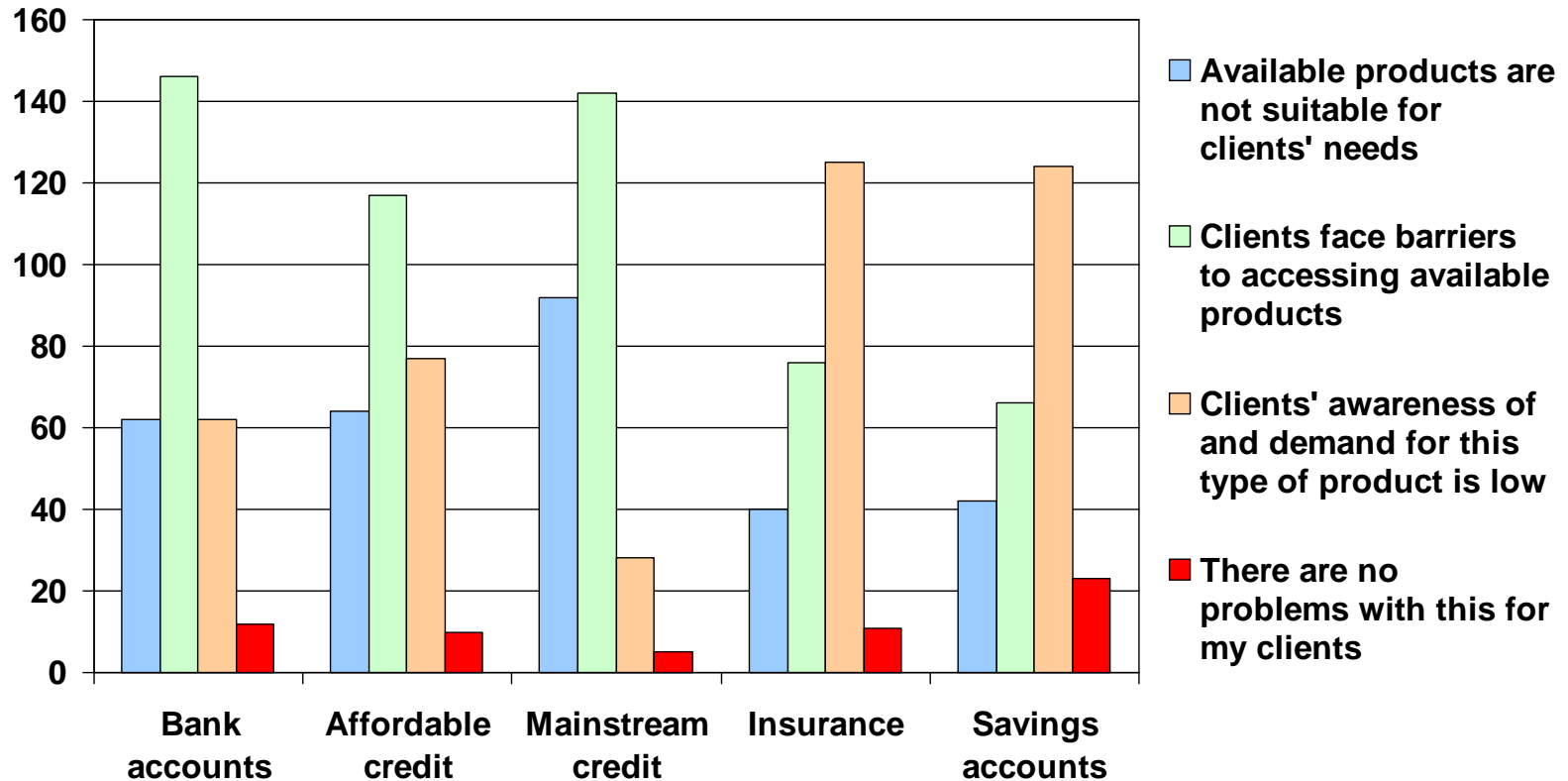
“Increased daily costs- mainly for services such as heating, gas and electricity, increase in food prices”

...but not for everyone:

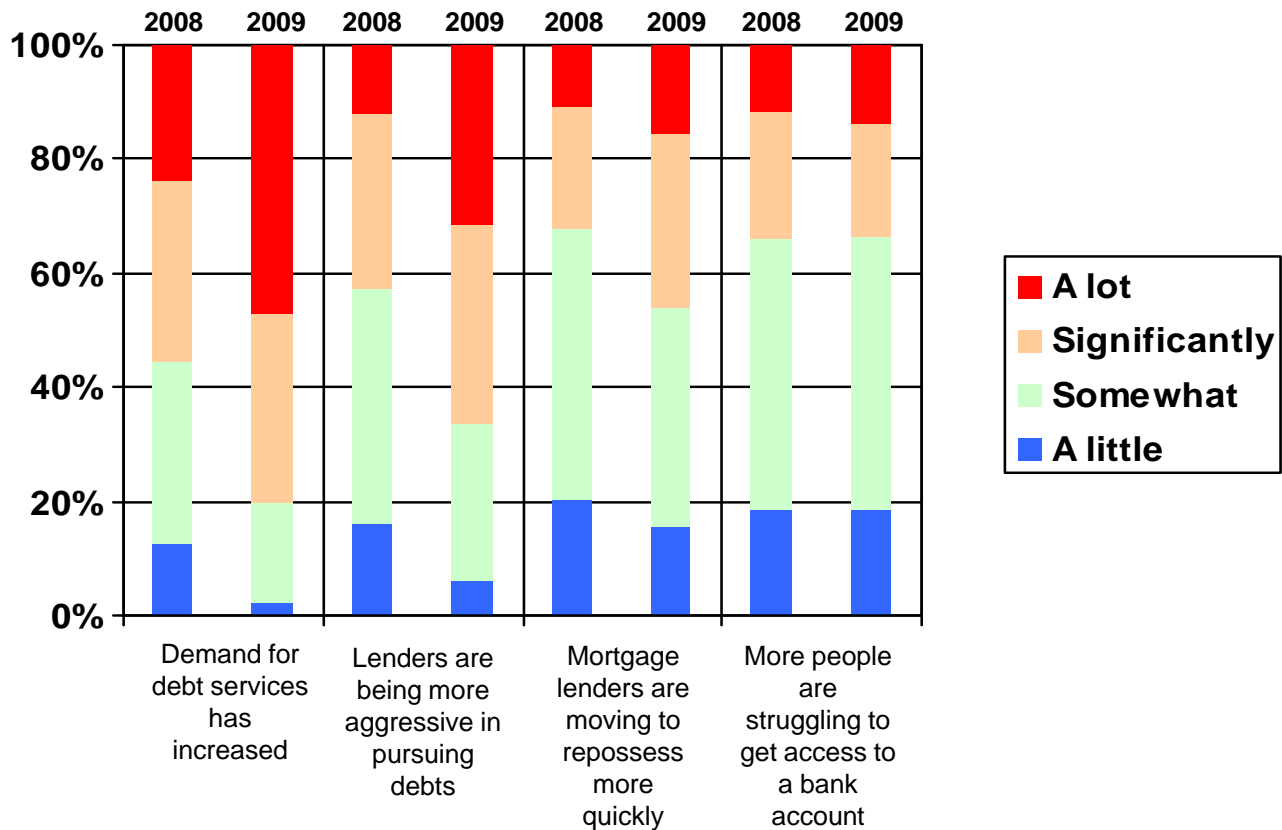
“My clients have not reported much of an impact from the recession, already working with the most excluded and the existing unemployed.”

“We have not noticed much difference amongst our service users. I think this is primarily because we work with the most excluded clients who are already living on very low incomes and have had little or no access to mainstream financial products/services.”

What do you feel are the current problems with access to and use of the following financial services and products?



To what extent in the last year have you noticed the following:



Impact of recession on organisations

Increasing demand:

“Bigger demand for the service with the same resource as before”

“Drastic increase in waiting times - books are full for the next month, which we've never had before .”

Changing demand:

“A new category of financially 'fragile' has emerged and this group need proactive support to prevent financial problems escalating”

“More complex caseload”

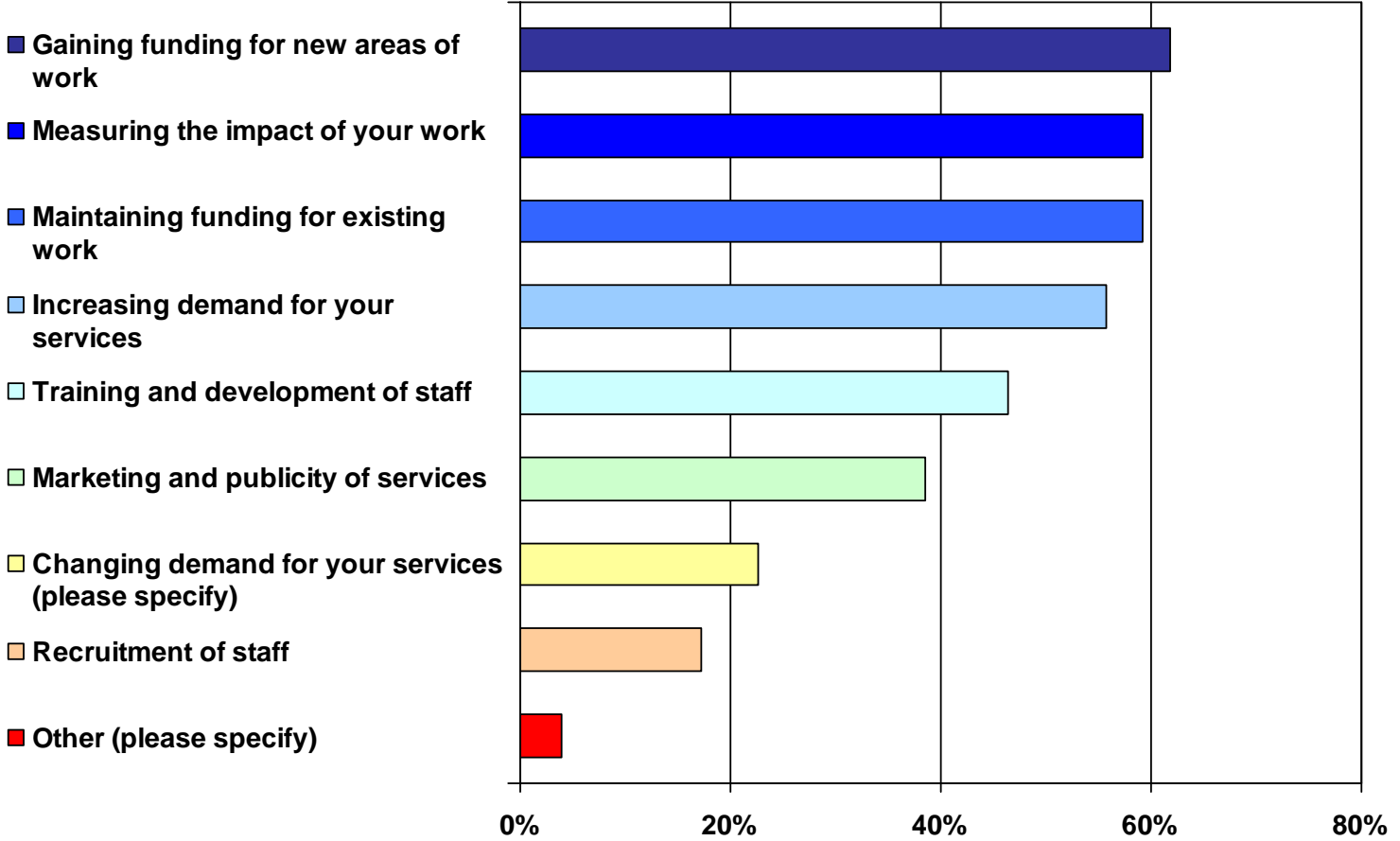
“People coming into the pool of unemployed people who are work ready and only been out of a job very briefly”

Funding:

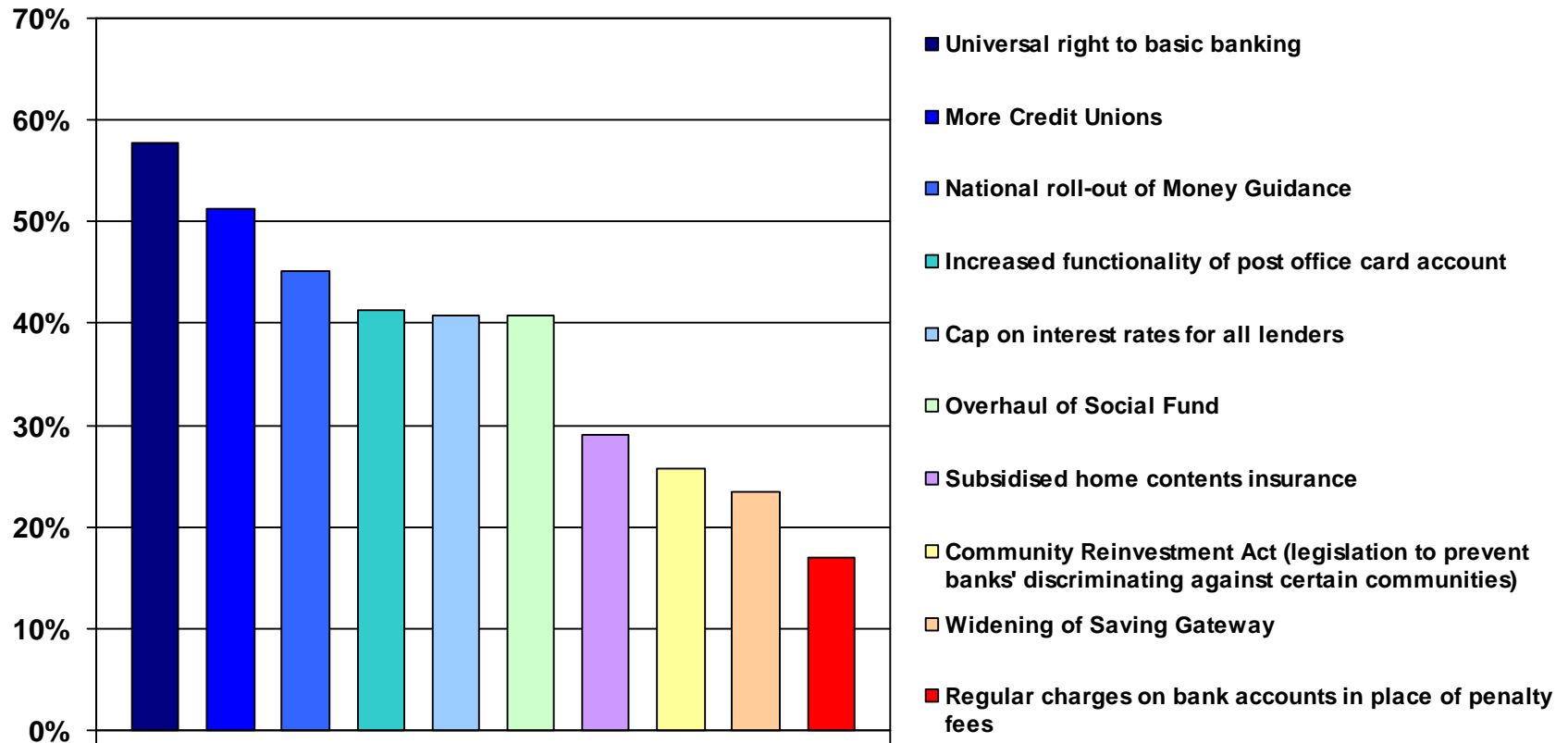
“Didn't get our full funding.”

“We have lost substantial core funding this year”

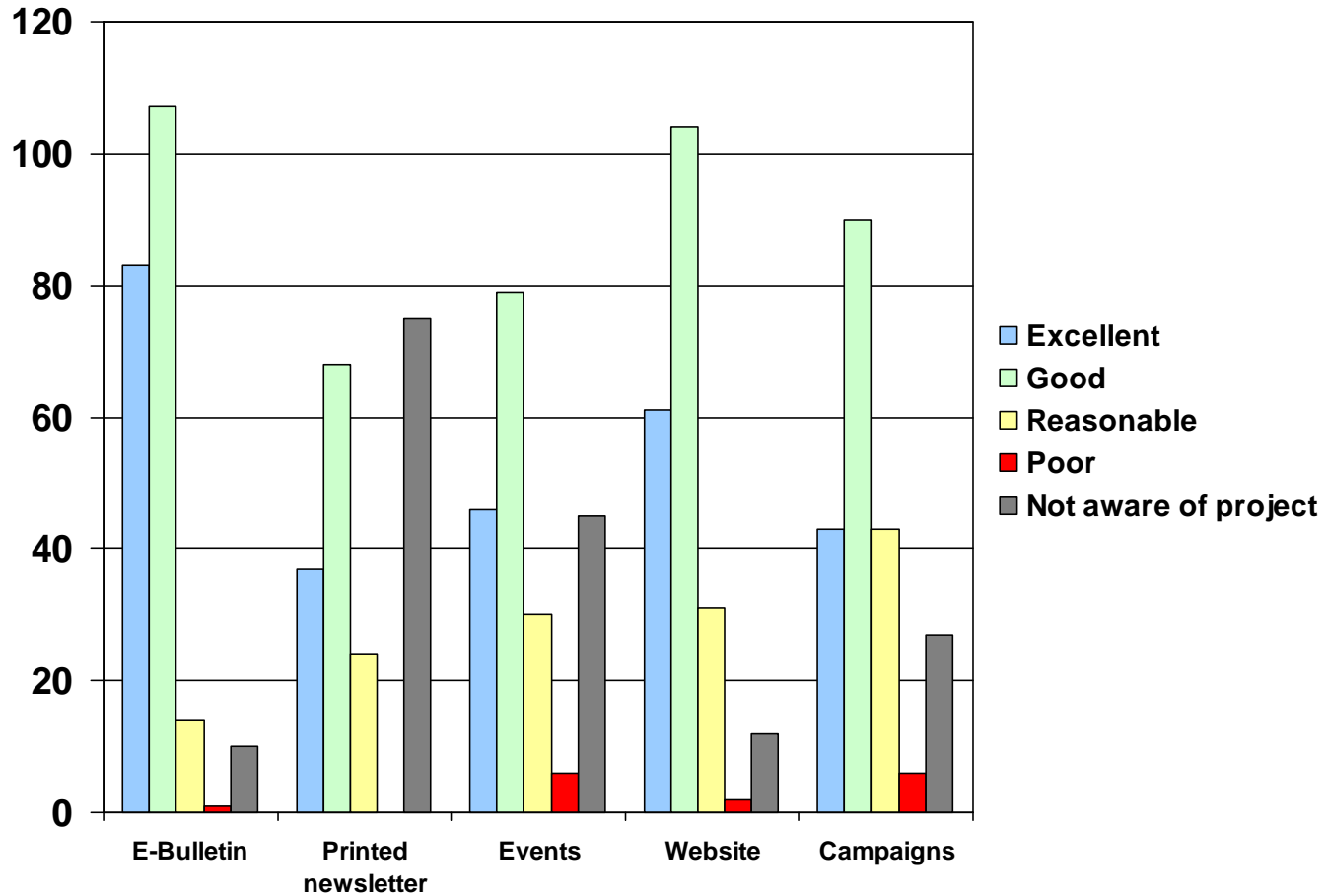
What issues are of concern to you in running your organisation over the next year?



Which of the following initiatives would you most like to see? (Please select three answers)



What are your views on Transact's regular projects?



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