



Centro de Excelencia para
INFORMACIÓN ESTADÍSTICA DE GOBIERNO,
SEGURIDAD PÚBLICA, VICTIMIZACIÓN Y JUSTICIA



Task Force on Victimization Surveys for Latin America and the Caribbean

LACSI

Latin America and the Caribbean Crime Victimization Survey Initiative

NUCLEAR QUESTIONNAIRE

English version 2.0

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Note: This questionnaire uses the International Classification of Crime for Statistical Purposes (ICCS) categories following the event description principles instead of criminal typologies. ICCS is a methodological tool for the statistic classification of crimes, promoted by the United Nations Office on Drugs and Crime.

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The questionnaire has been written and edited by staff from the Office of the United Nations for Drugs and Crime (UNODC), and the Center of Excellence in Statistical Information on Government, Crime, Victimization and Justice (CoE).

SECTION A1. DATA ON THE HOUSING INDICATION AND SOCIODEMOGRAPHIC DATA

[NOTE: Each country must include the categories from the census to identify housing data]

Geographical indication		
A1.01.	Province	□□□□
A1.02.	Town	□□□□
A1.03.	Locality	□□□□
A1.04.	Register Code	□□□□

Sample indication		
A1.05.	Questionnaire n°	□□□□
A1.06.	Dwelling n°	□□□□
A1.07.	Follow up n°	□□□□
A1.08.	INTERVIEWER n°	□□□□

A1.09. Address of selected dwelling:

Road/Street _____
 District/Municipality _____ Exterior n° _____ Interior n° _____

Results of visits and interview						
A1.10. Visit N°	A1.11. Date		A1.12. Time		A1.13. Result	A1.14. Interview's situation
	DAY	MONTH	Start	END		
1	□□	□□	□□:□□	□□:□□	□□	□□□□
2	□□	□□	□□:□□	□□:□□	□□	□□□□
3	□□	□□	□□:□□	□□:□□	□□	□□□□
4	□□	□□	□□:□□	□□:□□	□□	□□□□
5	□□	□□	□□:□□	□□:□□	□□	□□□□

Result codes	
Interview completed with victimization ...	A
Interview completed with no victimization ...	B
Interview with no information on person selected ...	C
Interview with incomplete household information...	D
With no household information ...	E

Interview's Situation Codes (for Result codes different from "A" and "B"):	
Partial information	01
Absence at the time of the interview	02
Didn't want to provide information (rejection)	03
Unable to provide information	04
Don't speak Spanish	05
Unoccupied dwelling	06
Dwelling in construction	07
Temporal dwelling	08
Merged dwelling	09
Destructed dwelling	10
Stopped to be a dwelling	11
Other (specify)	88

Characteristics of the type of dwelling		
No.	Question	Category and code
A1.15.	<<ENTER CODE ACCORDING TO WHAT YOU OBSERVE >> Type of dwelling □□□□	House/villa (independent) 01 Apartment 02 Rented room 03 Room in individual house 04 Ranch 05 Shelter or improvised dwelling 06 Storage room or comercial local used as dwelling 07 Other (specify) _____ 88

Access to dwelling		
No.	Question	Category and code
A1.16.	<p><<IDENTIFY IF THE DWELLING HAS ANY PHYSICAL BARRIER THAT PREVENTS DIRECT ACCESS TO MAIN DOOR AND REGISTER THE CORRECT CODE ACCORDING TO WHAT YOU OBSERVE>></p> <p>Access to dwelling</p> <p> _ _ </p>	<p>Guardhouse 01</p> <p>Doors/gates with audio or video intercom 02</p> <p>Access controlled by security guard 03</p> <p>Doorkeeper 04</p> <p>Other (specify) _____ 88</p> <p>There are no barriers 99</p>

Characteristics of dwelling construction material		
No.	Question	Category and code
A1.17.	<p><<ENTER CODE ACCORDING TO WHAT YOU OBSERVE>></p> <p>Main building material of walls</p> <p> _ _ </p>	<p>Brick or mud block 01</p> <p>Cement of concrete block 02</p> <p>Adobe 03</p> <p>Stone or quarry 04</p> <p>Wood with concrete 05</p> <p>Wood 06</p> <p>Cane or palm 07</p> <p>Zinc sheet 08</p> <p>Waste 09</p> <p>Other (specify) _____ 88</p>

SECTION A2. SOCIODEMOGRAPHIC DATA OF THE HOUSEHOLD

[Note: The variables from Section A2 must conform to the "household surveys" / "labour surveys" in each country]

<<EXPLAIN>> Now, in order to determine the person that I have to interview in your household, I would like to know the composition of your household:

Households y residents in dwelling			
A2.1.	Persons in dwelling	¿How many people live in this dwelling? << ENTER WITH NUMBER. INCLUDE CHILDREN AND ELDERLY PEOPLE. INCLUDE PERMANENT DOMESTIC WORKERS >>	_ _ _
A2.2.	Common expenditure	All persons in the household share the same expenditure for food? << CIRCLE ONE CODE ONLY >> (1) Yes → << GO TO A2.4. >> (2) No (3)	
A2.3.	Number of households	So, ¿How many households or groups of people have a separate expenditure for food, including yours? << ENTER WITH NUMBER >>	_ _ _

<<IF THERE IS ONLY ONE (1) HOUSEHOLD, GO TO A2.7. IN CASE THERE IS MORE THAN ONE, CONTINUE WITH A2.4>>

A2.4. << WRITE THE NAMES OF EVERY AND EACH ONE OF THE HEADS OF HOUSEHOLD IDENTIFIES IN A2.2. WRITE ONE NAME PER LINE. >>	A2.5. << SORT ALPHABETICALLY THE NAMES OF A2.3 >>	
	Household number	Head of household name
•	1.	
•	2.	
•	3.	
•	4.	
•	5.	

<< OBSERVE CARD #1 AND CHOSE THE RELEVANT LINE REGARDING THE TOTAL NUMBER OF IDENTIFIED HOUSEHOLDS. THEN, WRITE AN (X) ON THE FIRST RANDOM NUMBER, OR, IN CASE, THE SUBSEQUENT NUMBER, AND WRITE TODAY'S DATE. THIS NUMBER IS THE RANDOMLY SELECTED HOUSEHOLD THAT WILL BE INTERVIEWED. >>

A2.6. << REGISTER THE SELECTED HOUSEHOULD NUMBER IN CARD #1 >> |_|_|_|

<< ASK TO TALK WITH ANY MEMBER OF THIS HOUSEHOLD. IN CASE THE PERSON WHO PROVIDED THE ANTERIOR DATA ISN'T PART OF THIS HOUSEHOLD, ASK TO TALK TO ANY MEMBER OF THE SELECTED HOUSEHOLD AND GO BACK TO PREPARE YOUR PRESENTATION EXPLAINING THAT THE HOUSEHOLD TO WHICH S/HE BELONGS HAS BEEN RANDOMLY SELECTED, INSISTING ON THE FACT HIS/HER ANSWERS WILL COMPLETELY BE CONFIDENTIAL. >>

Members of household and socio-demographic characteristics

<<STARTING WITH THE HEAD OF THE HOUSEHOLD, ENTER THE NUMBER OF EACH PERSON WHO USUALLY EATS AND SLEEPS IN THE HOUSEHOLD>>

For every person in the household						
Line number	List of persons in the household	Relationship	Gender	Age	Eligibility	
A2.7.	A2.8. Please tell me the number of people living in your household, starting with the head. << ENTER THE NAMES STARTING WITH THE HEAD OF THE HOUSEHOLD ON LINE NUMBER 1 >>	A2.9. What is the relationship that (NAME) has with the head of household? <<ENTER THE CORRESPONDING CODE TO EACH OPTION>>	A2.10. And (NAME) is a man or a woman? <<ENTER THE CORRESPONDING CODE TO EACH OPTION>>	A2.11. How old is (NAME)? << ENTER THE NUMBER>>	A2.12. <<IDENTIFY ALL PERSONS OF 18 YEARS-OLD AND OLDER IN A2.11., AND ENTER THE DAY AND MONTH OF THEIR BIRTH DATE>> <<ENTER "1" IN THE COLUMN "CODE" FOR THE PERSON WHOSE BIRTHDAY COMES IMMEDIATELY AFTER THE DATE OF THE INTERVIEW AND ENTER "2" FOR THE REST OF HOUSEHOLD MEMBERS>>	
		Head 1 Spouse 2 Son/Daughter..... 3 Father/Mother .. 4 Uncle/Aunt..... 5 Nephew/Niece 6 Other relationship 7 No relationship 9	Man 1 Woman 2	Under 1 year-old 00 Older than 98 years-old 98 Not specified 99		
	Name ↓	<< REGISTER THE INFORMATION FOR EACH PERSON UNTIL THE LIST IS FINISHED >>			Birthday	C o d e
		→	→	→	Day	Month
1.		_ _	_ _	_ _		
2.		_ _	_ _	_ _		
3.		_ _	_ _	_ _		
4.		_ _	_ _	_ _		
5.		_ _	_ _	_ _		
6.		_ _	_ _	_ _		
7.		_ _	_ _	_ _		
8.		_ _	_ _	_ _		
9.		_ _	_ _	_ _		
10.		_ _	_ _	_ _		

(a) <<ENTER THE LINE NUMBER OF INFORMANT IN A2.7>> **INFORMANT** |_|_|

(b) <<ACCORDING TO THE ELIGIBILITY REGISTERED IN A2.12, IDENTIFY THE PERSON WITH "CODE 1" AND WRITE HIS/HER NAME AND LINE NUMBER (A2.7) >>

Name of randomly selected informant: _____

Line number of randomly selected informant: |_|_|

(c) << ASK TO SPEAK WITH HIM/HER >> "Thank you, could I now interview (NAME) [person whose code is "1" in A2.12].

SECTION A3. SOCIODEMOGRAPHIC DATA OF THE INFORMANT RANDOMLY SELECTED

<i><< FOR THE PERSON WHOSE CODE IS "1" IN A2.12 >></i>									
Marital status		Education		Occupation		Verification of the occupation		Position in the occupation	
A3.1. What is your marital status? <i><<ENTER ONE CODE ONLY>></i> _ _		A3.2. What is the maximum educational level you have completed? <i><<REGISTER COMPLETED LEVEL AND DEGREE>></i> _ _ _ _ Level Degree		A3.3. Last week you (...)? <i><<ENTER ONE CODE ONLY>></i> _ _		A3.4. Apart from work (A3.3), last week you (...) <i><<ENTER ONE CODE ONLY>></i> _ _		A3.5. At work or in your business of last week, you were (...) <i><<ENTER ONE CODE ONLY>></i> _ _	
Single	01	None	00	Worked <i><< GO TO A3.5 >></i>	01	Sold or made any product for sale	01	Laborer	01
Married	02	Preschool	01	Had a job but did not work <i><< GO TO A3.5 >></i>	02	Provided any service for a fee (cut hair, teach, clean, iron)	02	Employee	02
Divorced	03	Primary	02					Self-employed (no employees)	03
Separated	04	High school	03	Was looking for a job	03	Helped with work on the fields or business of a family member or another person	03		
Widower	05	Preparatory or bachelor	04	Works only at the household	04				
		Technical career with completed primary	05	Are a student	05	Provided any service with no remuneration (scholars or interns)	04	Boss or employer (have employees)	04
		Technical career with completed high school	06						
		Technical career with completed bachelor	07	Are pensioner or retired	06	Did not work	05	Worked with no remuneration	05
		University degree	08						
		Master's degree	09	Did not work nor was looking for a job	07				
		Doctorate	10	Are permanently unable to work	08				

SECTION B. PERCEPTION OF THE PUBLIC SAFETY, AND PERFORMANCE OF THE INSTITUTIONS

<<EXPLAIN>> Now I would like to ask you a few questions about your personal safety and the safety of your surroundings.

B01. How do you feel when you are in the following places? Very safe, safe, unsafe or very unsafe?

	Very safe	Safe	Unsafe	Very unsafe	Does not apply	Does not know / does not reply
(1) At home	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(2) At your workplace	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(3) Walking down the street	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(4) In your educational institution	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(5) At the market	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(6) In a shopping centre	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(7) At the bank	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(8) At an ATM on the street	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(9) In the park	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(10) On public transportation	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(11) In your own vehicle	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>
(88) Other (specify) _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	88 <input type="checkbox"/>	99 <input type="checkbox"/>

<< ENTER AN "X" AT THE CORRESPONDING CODE FOR EACH LINE >>

B02. How safe do you feel walking alone in your neighborhood after dark?

<< CIRCLE ONE CODE ONLY >>

- (1) Very safe
- (2) Safe
- (3) Unsafe
- (4) Very unsafe
- (88) Does not apply
- (99) Does not know / does not reply

B03. Do you know or have you heard if any of the following events have taken place close to your dwelling over the past twelve (12) months? That is, between [month/year] and [month/year].

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Quarrels or fights in the street
- (2) Gang gathering
- (3) Sale of pirate or counterfeit products
- (4) Drinking alcohol in the street
- (5) Illegal sale of alcohol
- (6) Drug use in the street
- (7) One can buy drugs in the street
- (8) Vandalism
- (9) Lack of street lightning

- (10) Prostitution
 - (11) Shootings
 - (88) Other (specify) _____
 - (99) Does not know / does not reply
-

B04. Do you think that over the next twelve (12) months, that is, between [month/year] and [month/year], you could become a victim of a crime because of the activities you undertake or due to the places you usually visit?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
 - (2) No → << GO TO B06 >>
 - (99) Does not know / does not reply → << GO TO B06 >>
-

<< IF THE ANSWER IS “YES”, PROCEED TO ASK OF “WHICH CRIME”, BUT LET THE INFORMANT GIVE YOU A SPONTANEOUS ANSWER. DO NOT READ OUT THE ANSWERS, BUT CHECK THE ONES THAT ARE INDICATED BY THE INFORMANT >>

B05. Of which crime?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Theft of motor vehicle
 - (2) Burglary
 - (3) Robbery
 - (4) Pick-pocketing / theft
 - (5) Bank fraud
 - (6) Swindle/fraud/scam
 - (7) Vandalism
 - (8) Threat
 - (9) Extortion
 - (10) Corruption
 - (11) Injuries
 - (12) Sexual assault
 - (88) Other (specify) _____
 - (99) Does not know / does not reply
-

<<EXPLAIN>> Now I would like to ask a few questions about security measures you might have taken in order to protect yourself from crime, and about the effectiveness that, in your opinion, characterizes some institutions.

B06. Could you tell me if you have installed or introduced any measure to prevent or protect you from crime at your home/residence?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO B09 >>

B09. Change of habits

Over the past twelve (12) months, that is, from [month/year] to [month/year], due to concerns of safety, have you ...stopped doing any of the following activities?

<< ENTER AN "X" AT THE CORRESPONDING CODE FOR EACH LINE >>

	Yes	No	Does not apply
(1) Stopped going out at night	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(2) Stopped letting your minor children go out alone	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(3) Stopped visiting relatives or friends	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(4) Stopped taking taxis	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(5) Stopped taking public transportation	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(6) Stopped carrying a lot of money in cash	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(7) Stopped going to school	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(8) Stopped doing to the movies or theater	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(9) Stopped going out for a walk	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(10) Stopped wearing jewelry	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(11) Stopped going to restaurants	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(12) Stopped carrying credit or debit cards	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(13) Stopped going to the stadium	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(14) Stopped going to shopping malls	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(15) Stopped taking the highway to go to another city or province	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(16) Stopped leaving your home alone/going back home late	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>
(88) Other (specify) _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	88 <input type="checkbox"/>

B10. Awareness of authorities, trust, effectiveness and corruptibility

(Continues in the next page...)

B10.a In order to evaluate authorities work, could you tell me if you know the functions they perform? <i>[NOTA: * Each country must adjust the question to its national authorities]</i> << REGISTER ONE CODE ONLY FOR EACH AUTHORITY >> 1 Yes 2 No 9 Does not know / Does not reply		B10.b How effective do you consider [AUTHORITY]'s work ? << REGISTER ONE ONLY CODE >> 1 Very effective 2 Somehow effective 3 Not so effective 4 Not effective at all 9 Does not know/Does not reply		B10.c Bearing in mind what is expected from the different authorities in your country, do you think [AUTHORITY]'s is: < REGISTER ONE ONLY CODE >> 1 Very reliable 2 Somehow reliable 3 Not so reliable 4 Not reliable at all 9 Does not know/Does not reply	
<< GO TO THE NEXT LINE >> ↓		→		→	
(1) National police	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(2) Local police	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(3) Office of the Public Prosecutor	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(4) Judges and courts	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(5) Penitentiary institutions	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(6) The army	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(7) The marines	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

B11. Compared to last year, that is [last calendar year], do you think that crime in the following places “has increased”, “remains the same”, or “has decreased”?

*[NOTE: *Each country must adjust the question to its political division]*

<< ENTER AN “X” AT THE CORRESPONDING CODE FOR EACH LINE >>

	Has increased	Remains the same	Has decreased	Does not know / does not reply
(1) In your district	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	99 <input type="checkbox"/>
(2) In your city	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	99 <input type="checkbox"/>
(3) In your province	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	99 <input type="checkbox"/>
(4) In your country	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	99 <input type="checkbox"/>

COMMENTS / OBSERVATIONS

**SECTION C. VICTIMIZATION
CRIME SCREENING QUESTIONS ON NUCLEAR CRIMES**

<< *EXPLAIN* >> Now I would like to ask a few questions about events that you or any other member of your household might have experienced **OVER THE PAST THREE (3) YEARS, that is between [month/year] and [month/year].**

HOUSEHOLD CRIMES

C01. Over the past three (3) years, have you or any other member of your household owned a vehicle, truck or pick-up?

<< *CIRCLE ONE CODE ONLY* >>

- (1) **Yes**
(2) **No** → << *GO TO C05* >>
(99) Does not know / does not reply → << *GO TO C05* >>

C02. Over the past three (3) years, has anyone tried to steal the vehicle, truck or pick-up from you or any other member of your household?


<< *DO NOT INCLUDE THE SITUATION WHERE ONE HOUSEHOLD MEMBER TOOK THE CAR, TRUCK OR PICK-UP WITHOUT ANY PERMISSION, UNLESS THE OWNER CONSIDERS IT AS THEFT* >>

<< *CIRCLE ONE CODE ONLY* >>

- (1) **Yes**
(2) **No** → << *GO TO C04* >>
(99) Does not know / does not reply → << *GO TO C05* >>

C03. Was the vehicle/truck/pick-up actually stolen?


<< *CIRCLE ONE CODE ONLY* >>

- (1) **Yes**  << *APPLY SECTION D1* >>
(2) **No**
(99) Does not know / does not reply

<< *EXPLAIN* >> Remember that those questions refer to some situations that you or some member of your household could have **SUFFERED** between [month/year] and [month/year].

C04. Over the past three (3) years, have you or other members of your household had any part of the vehicle/truck/pick-up stolen, any part meaning essential for its operation, including motor, headlamps, tires or windows?

<< *CIRCLE ONE CODE ONLY* >>

- (1) **Yes**  << *APPLY SECTION D2* >>

- (2) No
(99) Does not know / does not reply
-

C05. Over the past three (3) years, have you or any other member of your household owned a motorcycle or moped?


<< CIRCLE ONE CODE ONLY >>

- (1) Yes
(2) No → << GO TO C07 >>
(99) Does not know / does not reply → << GO TO C07 >>
-

C06. And, over the past three (3) years, have you or other members of your household had any of their motorcycle/moped stolen?

<< DO NOT INCLUDE THE SITUATION WHERE ONE HOUSEHOLD MEMBER TOOK THE CAR, TRUCK OR PICK-UP WITHOUT ANY PERMISSION, UNLESS THE OWNER CONSIDERS IT AS THEFT >>

<< CIRCLE ONE CODE ONLY >>

- (1) Yes  << APPLY SECTION D3 >>
(2) No
(99) Does not know / does not reply
-

<< EXPLAIN >> Remember that those questions refer to some situations that you or some member of your household could have SUFFERED between [month/year] and [month/year].

C07. Over the past three (3) years, do you have any evidence that someone tried to get into your home/residence without permission but was not successful? By noticing for example, damage to locks, doors or windows or scratches around the lock?


<< CIRCLE ONE CODE ONLY >>

- (1) Yes
(2) No
(99) Does not know / does not reply
-

C08. In addition to the above, over the past three (3) years, did anyone actually get into your home/residence without permission, and steal or try to steal something?

<< REFER ONLY TO THE CURRENT DWELLING, NOT A SECOND RESIDENCE. DO NOT INCLUDE GARAGES OR CELLARS WHICH ARE SEPARATED FROM THE RESIDENCE >>

<< CIRCLE ONE CODE ONLY >>

- (1) Yes  << APPLY SECTION D4 >>
(2) No
(99) Does not know / does not reply

<< EXPLAIN >> Now, I would like to ask a few questions about what might have happened to you personally. What has been mentioned or what happened to other members of your household must not be mentioned while answering the following questions.

Please, remember that the period of reference for those questions is from [month/year] to [month/year].

PERSONAL CRIMES

C09. Over the past three (3) years, has anyone tried to steal something from you by using force or threatening force?

<< INCLUDE BAG-SNATCHING BUT NOT CASES OF PICK-POCKETING THAT WILL BE ASKED IN QUESTION C11 >>

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
(2) No → << GO TO C11 >>
(99) Does not know / does not reply

C10. And on that occasion, did anyone actually steal something from you by using force or threatening force?

<< INCLUDE BAG-SNATCHINGS BUT NOT THE CASES OF PICK-POCKETING THAT WILL BE ASKED IN THE NEXT QUESTION >>

<< CIRCLE ONE CODE ONLY >>


- (1) Yes  << APPLY SECTION D5 >>
(2) No
(99) Does not know / does not reply

<< READ SLOWLY >>

C11. Apart from theft involving force there are many other types of theft of personal property without the use of force, violence or threat; for example, the theft of a wallet, a watch, jewelry, mobile phone, etc.

Over the past three (3) years, have you personally been the victim of any of these thefts without violence?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes  << APPLY SECTION D6 >>
(2) No
(99) Does not know / does not reply
-

C12. Now, over the past three (3) years, has anyone obtained money or any other benefit from you by using your bank account, checks, credit or debit cards, through deceit or dishonest conduct?

<< DO NOT INCLUDE THE SITUATION WHEN ONE FAMILY MEMBER USED A BANK ACCOUNT, CHECKS OR CREDIT OR DEBIT CARDS WITHOUT PERMISSION, UNLESS THE OWNER CONSIDERS IT FRAUD >>

<< CIRCLE ONE CODE ONLY >>

- (1) Yes  << APPLY SECTION D7 >>
(2) No
(88) Does not apply
(99) Does not know / does not reply
-

<< EXPLAIN >> Remember that those questions refer to some situations that you or some member of your household could have **SUFFERED** between [month/year] and [month/year].

C13. And over the past three (3) years, has someone cheated you when selling goods or delivering a service thereby obtaining money or other benefits from you? This could have happened personally, or also over the phone or the Internet.

<< DO NOT INCLUDE BANK FRAUD WHICH HAS ALREADY BEEN ASKED IN THE QUESTION C12 >>


<< CIRCLE ONE CODE ONLY >>

- (1) Yes  << APPLY SECTION D8 >>
(2) No
(99) Does not know / does not reply
-

C14. Apart from the cases already mentioned, have you over the past three (3) years, been physically attacked, either at home or elsewhere? Physical attack includes hitting, slapping, pushing, tripping, knocking down, being shot; stabbed or cut; hit by an object; hit by a thrown object; poisoning or other applications of force with the potential to cause bodily injury.

<< "ELSEWHERE" INCLUDES FOR EXAMPLE: IN A BAR, IN THE STREET, AT SCHOOL, IN THE PUBLIC TRANSPORT, OR AT WORK >>

<< CIRCLE ONE CODE ONLY >>

- (1) Yes  << APPLY SECTION D9 >>
(2) No
(77) Refuses to answer
(99) Does not know/Does not answer

C15. In addition to the incidents of physical aggression just mentioned, have you over the past three (3) years, been personally threatened by someone in a way that you believed the threat could be carried out? This could have happened either at home or elsewhere.

Do not include situations that involved actual physical aggression, because this was already covered by the previous question.

<< "ELSEWHERE" INCLUDES FOR EXAMPLE: IN A BAR, IN THE STREET, AT SCHOOL, IN THE PUBLIC TRANSPORT, OR AT WORK>>


<< CIRCLE ONE CODE ONLY >>

- (1) Yes  *<< APPLY SECTION D10 >>*
(2) No
(99) Does not know / does not reply
-

C16. Further to everything that has been mentioned, over the past three (3) years, has anyone demanded that you do or not do something in an attempt to obtain money or other economic benefits from you? Include only demands, made through a threat of violence or intimidation, for you to pay money or act against your will.

<< INCLUDE FOR EXAMPLE CASES OF EXTORTIONS AND BLACKMAILS (THE THREAT TO REVEAL COMPROMISING INFORMATION OR THREAT OF DEFAMATION). EXCLUDE ROBBERIES WITH VIOLENCE, THREATS OR ASSAULTS MENTIONED PREVIOUSLY >>

<< CIRCLE ONE CODE ONLY >>

- (1) Yes  *<< APPLY SECTION D11 >>*
(2) No
(77) Refuses to answer
(99) Does not know / does not reply
-

**SECTION D. VICTIMIZATION
CRIMES DETAILS**

<< SECTION "D" REFERS TO THE EXPLORATION OF CRIMES THAT HAPPENED TO THE INFORMANT OVER THE PAST THREE (3) YEARS, AND MORE SPECIFICALLY OVER THE PAST 12 MONTHS. IF THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE EXPLORATION OF THE CRIME SHOULD REFER TO THE LAST 3 (THREE) INCIDENTS, STARTING BY THE MOST RECENT ONE >>

<<EXPLAIN>> Now I would like to ask some more detailed questions about the crimes that you mentioned happened to you or any other member of your household over the past three (3) years.

Section D1. Beginning of vehicle/truck/pick-up theft →

D1.1. You mentioned that over the past three (3) years, someone stole your vehicle/truck/pick-up. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → *<< END SECTION D1 >>*
- (99) Does not know / does not reply → *<< END SECTION D1 >>*

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D1.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >>

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D1.3. The last time it happened, could you tell me where did it happen?

[NOTE: *Each country must adjust the question to its political division]

<< CIRCLE ONE CODE ONLY >>

- (1) In your district
- (2) In your city, but not in your district
- (3) In your province
- (4) In another province but not your own
- (5) In another country → *<< END SECTION D1 >>*
- (99) Does not know / does not reply

D1.4. To be more precise, could you tell me in which type of location did it take place?

<< READ SLOWLY (OPTION BY OPTION). INCLUDE INCIDENTS WHICH OCCURRED IN
GARAGES, CAR ENTRANCES WITH CODE (1) >>

<< CIRCLE ONE CODE ONLY >>

- (1) At home
 - (2) At work
 - (3) At school / educational institution
 - (4) In the street or other open space
 - (5) In a shopping mall, supermarket or market
 - (6) At the bank
 - (7) In the park
 - (8) In a stadium
 - (9) At the restaurant or bar
 - (10) On a highway
 - (88) Other (specify) _____
 - (99) Does not know / does not reply
-

D1.5. And the last time it happened, were you, or anyone else, inside the vehicle/truck/pick-up?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
 - (2) No → << GO TO D1.7 >>
 - (99) Does not know / does not reply → << GO TO D1.7 >>
-

D1.6. And the last time it happened, could you tell me if the delinquents used force or threatened to against the person that was inside the vehicle/truck/pick-up?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
 - (2) No
 - (99) Does not know/Does not reply
-

D1.7. And the last time it happened, did you manage to get your car back?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes, totally
 - (2) Yes, partially
 - (3) No
 - (99) Does not know / does not reply
-

D1.8. And the last time it happened, did you or someone else formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
 - (2) No → << GO TO D.1.13 >>
 - (99) Does not know / does not reply → << END SECTION D1 >>
-

[NOTE: *Each country must include authorities to which one can formally report crimes]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p>D1.9. To which authority was it reported to?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Yes (2) No (99) Does not Know/Does Not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE >></p> <p style="text-align: center;">—————→</p>					<p>D1.10. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE IN D1.9 >></p> <p style="text-align: center;">—————→</p>					<p><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p> <p>D1.11. For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< REGISTER THE CORRESPONDING CODES IN THE BOXES >></p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not recover my property (vehicle) (5) They did not keep me properly informed (6) They did not treat me correctly (were impolite) (7) They were slow to arrive (88) Other (specify in the observations) (99) Does not know/Does not reply</p>				
(1)	Police	_ _	_ _	_ _	_ _	_ _	_ _	_ _	_ _					
(2)	Office of the Prosecutor or Public Ministry	_ _	_ _	_ _	_ _	_ _	_ _	_ _	_ _					
(3)	Judicial authority	_ _	_ _	_ _	_ _	_ _	_ _	_ _	_ _					

D1.12. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< IN THE FOLLOWING QUESTION MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >>

D1.13. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough
- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of evidence
- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes
- (11) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D1 >>

<< IF THE RESPONDENT HAS SUFFERED VEHICLE/TRUCK/PICK-UP THEFT MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIME OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D2. Beginning of car parts theft →

D2.1. You mentioned that over the past three (3) years, you or other members of your household had any part of your vehicle/truck/pick-up stolen. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D2 >>
- (99) Does not know / does not reply → << END SECTION D2 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME
OVER THE PAST TWELVE (12) MONTHS >>

D2.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >>

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS
REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D2.3. The last time it happened, could you tell me where did it happen?

[NOTE: *Each country must adjust the question to its political division]

<< CIRCLE ONE CODE ONLY >>

- (1) In your district
- (2) In your city, but not in your district
- (3) In your province
- (4) In another province but not your own
- (5) In another country → << END SECTION D2 >>
- (99) Does not know / does not reply

D2.4. To be more precise, could you tell me in which type of location did it take place?

<< READ SLOWLY (OPTION BY OPTION). INCLUDE EVENTS WHICH OCCURRED IN GARAGES, CAR
ENTRANCES WITH CODE (1) >>

<< CIRCLE ONE CODE ONLY >>

- (1) At home
- (2) At work
- (3) At school / educational institution
- (4) In the street or other open space
- (5) In a shopping mall, supermarket or market
- (6) At the bank
- (7) In the park
- (8) In a stadium

- (9) At the restaurant or bar
- (10) On a highway
- (88) Other (specify) _____
- (99) Does not know / does not reply

D2.5. And the last time it happened, could you tell me which car parts were stolen?

<< CIRCLE THE CORRESPONDING CODES >>

- (1) Motor
- (2) Drive
- (3) Tire(s)
- (4) Window(s)
- (11) Other (Specify) _____
- (99) Does not know/Does not reply

D2.6. And the last time it happened, did you or anyone else formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D.2.11 >>
- (99) Does not know / does not reply → << END SECTION D2 >>

[NOTE: *Each country must include authorities to which one can formally report crimes]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p>D2.7. To which authority was it reported to?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Yes (2) No (99) Does not Know/Does Not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE >></p>	<p>D2.8. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE IN D2.7 >></p>	<p><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p> <p>D2.9. For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< REGISTER THE CORRESPONDING CODES IN THE BOXES >></p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not recover my property (vehicle) (5) They did not keep me properly informed (6) They did not treat me correctly (were impolite) (7) They were slow to arrive</p>
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		→	→	(88) Other (specify in the observations) (99) Does not know/Does not reply
(1)	Police	_ _	_ _	1 _ _ 2 _ _ 3 _ _
(2)	Office of the Prosecutor or Public Ministry	_ _	_ _	1 _ _ 2 _ _ 3 _ _
(3)	Judicial authority	_ _	_ _	1 _ _ 2 _ _ 3 _ _

D2.10. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >>

D2.9. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough
- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of evidence
- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes
- (11) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D2 >>

<< IF THE RESPONDENT HAS SUFFERED CAR PARTS THEFT MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIME OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D3. Beginning of motorbike/moped theft →

D3.1. You have mentioned that over the past three (3) years, someone stole your motorbike/moped. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D3 >>
- (99) Does not know / does not reply → << END SECTION D3 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D3.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >>

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D3.3. The last time it happened, could you tell me where did it happen?

[NOTE: *Each country must adjust the question to its political division]

<< CIRCLE ONE CODE ONLY >>

- (1) In your district
- (2) In your city, but not in your district
- (3) In your province
- (4) In another province but not yours
- (5) In another country → << END SECTION D3 >>
- (99) Does not know / does not reply

D3.4. To be more precise, could you tell me in which type of location did it take place?

<< READ SLOWLY (OPTION BY OPTION). INCLUDE EVENTS WHICH OCCURRED IN GARAGES, CAR ENTRANCES OR COMMON AREAS WITH CODE (1) >>

<< CIRCLE ONE CODE ONLY >>

- (1) At home
- (2) At work
- (3) At school / educational institution
- (4) In the street or other open space
- (5) In a shopping mall, supermarket or market
- (6) At the bank
- (7) In the park
- (8) In a stadium
- (9) At the restaurant or bar

- (10) On a highway
- (88) Other (specify) _____
- (99) Does not know / does not reply

D3.5. And the last time it happened, were you or a member of your household on the motorbike/moped?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D3.7 >>
- (99) Does not know / does not reply → << GO TO D3.7 >>

D3.6. And the last time it happened, could you tell me if the delinquents used force or threatened to against the person that was on the motorbike/moped?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know / does not reply

D3.7. And the last time it happened, did you manage to get your motorbike/moped back?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes, entirely
- (2) Yes, partially
- (3) No
- (99) Does not know / does not reply

D3.8. And the last time it happened, did you or any other person formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D.3.13 >>
- (99) Does not know / does not reply → << END SECTION D3 >>

[NOTE: *Each country must include authorities to which one can formally report a crime]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p>D3.9. To which authority was it reported to?</p> <p><< REGISTER ONLY ONE CODE</p>	<p>D3.10. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p>	<p><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p>
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		<i>FOR EACH AUTHORITY >></i>	<i><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></i>	D3.11. For what reasons were you dissatisfied? You can give more than one reason.
		<p>(1) Yes (2) No (99) Does not Know/Does Not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE >></p> <p style="text-align: center;">—————→</p>	<p style="text-align: center;">} << GO TO THE NEXT LINE IN D3.9 >></p> <p>(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply</p> <p style="text-align: center;">} << GO TO THE NEXT LINE IN D3.9 >></p> <p style="text-align: center;">—————→</p>	<p style="text-align: center;"><i><< REGISTER THE CORRESPONDING CODES IN THE BOXES >></i></p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not recover my property (vehicle) (5) They did not keep me properly informed (6) They did not treat me correctly (were impolite) (7) They were slow to arrive (88) Other (specify in the observations) (99) Does not know/Does not reply</p>
(1)	Police	_ _	_ _	1 _ _ 2 _ _ 3 _ _
(2)	Office of the Prosecutor or Public Ministry	_ _	_ _	1 _ _ 2 _ _ 3 _ _
(3)	Judicial authority	_ _	_ _	1 _ _ 2 _ _ 3 _ _

D3.12. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >>

D3.13. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough
- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of proof

- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes
- (11) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D3 >>

<< IF THE RESPONDENT HAS SUFFERED MOTORBIKE/MOPED THEFT MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIME OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D4. Beginning of burglary / housebreaking →

D4.1. You have mentioned that over the past three (3) years, someone actually got into your home/residence without permission, and stole or try to steal something. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D4 >>
- (99) Does not know / does not reply → << END SECTION D4 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D4.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >>

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D4.3. The last time it happened, was there anybody inside the house?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D4.5 >>
- (3) Does not know / Does not reply → << GO TO D4.5 >>

D4.4. And the last time it happened, could you tell me if the delinquents used force or threatened to against the person that was inside the house?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

D4.5 And the last time it happened, what was stolen?

<< DO NOT INCLUDE VEHICLE/TRUCK/PICK-UP THEFT, NOR CAR PARTS THEFT, NOR MOTORBIKE/MOPED THEFT, NOR BICYCLE THEFT >>

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Furniture
- (2) Electronic equipment (computers, TV, radio, iPod, iPad)

- (3) Mobile phone
- (4) Electric appliances
- (5) Handbags, suitcases, briefcases
- (6) Jewelry, watches
- (7) Money, credit cards, checks
- (8) Identity documents (IDs)
- (9) Sport equipment (rackets, balls, diving equipment, etc.)
- (10) Pet
- (11) Tools
- (12) Firearm
- (88) Other (specify) _____
- (99) Does not know / Do not reply

*<< ASK FOR AN APPROXIMATE TOTAL COST OF THE VALUE OF THE BURGLARY,
EVEN THOUGH IT IS ONLY AN ESTIMATION >>*

D4.6. And the last time it happened, what do you think was the total value of the stolen goods?

Value in local currency: *<< ENTER THE AMOUNT IN FIGURES >>*

_____ *<< ENTER THE AMOUNT IN SCRIPT >>*

D4.7. Was any of the stolen goods insured?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know / does not reply

D4.8. And the last time it happened, did you or anyone else formally report the incident to any competent authority?

- (1) Yes
- (2) No → *<<GO TO D4.13>>*
- (99) Does not know / does not reply → *<< GO TO D4.14 >>*

[NOTE: *Each country must include authorities to which one can formally report a crime]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

D4.9. To which authority was it reported to?	D4.10. On the whole, how satisfied were you with the way the competent authority dealt with the matter?	<i><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE</i>
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		<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>		CORRECT ANSWER >>
		(1) Yes (2) No (99) Does not Know/Does Not reply	(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply	D4.11. For what reasons were you dissatisfied? You can give more than one reason. << REGISTER THE CORRESPONDING CODES IN THE BOXES >> (1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not recover my property (vehicle) (5) They did not keep me properly informed (6) They did not treat me correctly (were impolite) (7) They were slow to arrive (88) Other (specify in the observations) (99) Does not know/Does not reply
		→	→	
(1)	Police	_ _	_ _	1 _ _ 2 _ _ 3 _ _
(2)	Office of the Prosecutor or Public Ministry	_ _	_ _	1 _ _ 2 _ _ 3 _ _
(3)	Judicial authority	_ _	_ _	1 _ _ 2 _ _ 3 _ _

D4.12. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< GO TO D.4.14 >>

<< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >>

D4.13. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED; CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough
- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of proof
- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities

- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes
- (11) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

D4.14. In some countries, centres or agencies have been set up to help victims of crime by giving information, or practical or emotional support. Did you or anyone else in your household have any contact with such a specialised centre or agency after this incident?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << END SECTION D4 >>

D4.15. Could you tell me what kind of centre or agency was it?

<< CIRCLE ONE CODE ONLY >>

- (1) Government agency
- (2) Hospital
- (3) Religious centre
- (4) NGO
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D4 >>

<< IF THE RESPONDENT HAS SUFFERED HOUSEBREAKING MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIME OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D5. Beginning of robbery →

D5.1. You mentioned that over the past three (3) years someone stole something from you by using force or threatening force. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D5 >>
- (99) Does not know / does not reply → << END SECTION D5 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D5.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >>

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D5.3. And the last time it happened, could you tell me what was stolen from you?

<< DO NOT INCLUDE VEHICLE/TRUCK/PICK-UP THEFT, NOR CAR PARTS,
NOR MOTORCYCLE/MOPED THEFT, NOR BURGLARY >>

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Handbag or wallet
- (2) Electronic equipment (computer, tablet, iPad, iPod, other music player)
- (3) Mobile phone
- (4) Jewelry, watch
- (5) Money, credit cards, checks
- (6) Identity documents (IDs)
- (7) Sport equipment (rackets, balls, diving equipment, etc.)
- (8) Backpack or briefcase
- (9) Pet
- (10) Bicycle
- (11) Firearm
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< ASK FOR AN APPROXIMATE TOTAL COST OF THE VALUE OF THE STOLEN GOODS,
EVEN THOUGH IT IS ONLY AN ESTIMATION >>

D5.4. And the last time it happened, what do you think was the total value of the stolen goods?

Value in local currency:

<< ENTER THE AMOUNT IN
FIGURES >>

D5.5. The last time it happened, could you tell me where did it happen?

[NOTE: *Each country must adjust the question to its political division]

<< CIRCLE ONE CODE ONLY >>

- (1) In your district
- (2) In your city, but not in your district
- (3) In your province
- (4) In another province but not yours
- (5) In another country → << END SECTION D5 >>
- (99) Does not know / does not reply

D5.6. To be more precise, could you tell me in which type of location did it take place?

<< READ SLOWLY (OPTION BY OPTION). INCLUDE EVENTS WHICH OCCURRED IN
GARAGES, CAR ENTRANCES OR COMMON AREAS WITH CODE (1) >>

<< CIRCLE ONE CODE ONLY >>

- (1) At home
- (2) At work
- (3) At school / educational institution
- (4) In the street, public transportation or other open space
- (5) In a shopping mall, supermarket or market
- (6) At the bank
- (7) In the park
- (8) In a stadium
- (9) At the restaurant or bar
- (10) On a highway
- (88) Other (specify) _____
- (99) Does not know / does not reply

D5.7. And the last time it happened, do you recall how many offenders assaulted you?

<< CIRCLE ONE CODE ONLY >>

- (1) One
- (2) Two
- (3) Three
- (4) More than three
- (99) Does not know / does not reply

D5.8. Could you tell me if they were men, women, or men and women?

<< CIRCLE ONE CODE ONLY >>

- (1) Only men
- (2) Only women

- (3) **Men and women**
- (99) Does not know / does not reply

D5.9. And the last time it happened, did the offender(s) carry any type of weapon or something used as a weapon?

<< CIRCLE ONE CODE ONLY >>

- (1) **Yes**
- (2) **No** → << GO TO D5.11 >>
- (99) Does not know / does not reply → << GO TO D5.11 >>

<< IF ANY WEAPON WAS USED, CHECK ALL WHICH MAY CORRESPOND >>

D5.10. Could you tell me which weapon was it?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) **Firearm**
- (2) **Knife or sharp object**
- (3) **Blunt object or other objects used as weapon (bat, stick, pipe, rope, explosives, brass knuckles or other hand weapons, bow and arrows, crossbow, martial arts weapons, etc.)**
- (99) Does not know / does not reply

D5.11. Could you tell me, the last time it happened, did the offender(s) seem to be under the influence of alcohol or any other drug?

<< CIRCLE ONE CODE ONLY >>

- (1) **Yes**
- (2) **No**
- (3) Does not know / does not reply

D5.12. And the last time it happened, did you or anyone else formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) **Yes**
- (2) **No** → << GO TO D5.17 >>
- (99) Does not know / does not reply → << GO TO D5.18 >>

[NOTE: *Each country must include authorities to which one can formally report a crime]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p>D5.13. To which authority was it reported to?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p>	<p>D5.14. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p>	<p><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p> <p>D5.15. For what reasons were you dissatisfied? You can give</p>
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		(1) Yes (2) No (99) Does not Know/Does Not reply	} << GO TO THE NEXT LINE >>	(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply << GO TO THE NEXT LINE IN D5.13 >>	} << GO TO THE NEXT LINE IN D5.13 >>	more than one reason. << REGISTER THE CORRESPONDING CODES IN THE BOXES >> (1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not recover my property (vehicle) (5) They did not keep me properly informed (6) They did not treat me correctly (were impolite) (7) They were slow to arrive (88) Other (specify in the observations) (99) Does not know/Does not reply
		→		→		
(1)	Police	_ _		_ _		1 _ _ 2 _ _ 3 _ _
(2)	Office of the Prosecutor or Public Ministry	_ _		_ _		1 _ _ 2 _ _ 3 _ _
(3)	Judicial authority	_ _		_ _		1 _ _ 2 _ _ 3 _ _

D5.16. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< GO TO D5.18 >>

<< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >>

D5.17. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough
- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of proof
- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes

- (11) The cost of the procedure is expensive
(88) Other (specify) _____
(99) Does not know / does not reply

D5.18. In some countries, centres or agencies have been set up to help victims of crime by giving information, or practical or emotional support. Did you have any contact with such a specialised centre or agency after this incident?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
(2) No → *<< END SECTION D5 >>*

D5.19. Could you tell me what kind of centre or agency was it?

<< CIRCLE ONE CODE ONLY >>

- (1) Government agency
(2) Hospital
(3) Religious centre
(4) NGO
(88) Other (specify) _____
(99) Does not know / does not reply

<< END SECTION D5 >>

<< IF THE RESPONDENT HAS SUFFERED ROBBERY MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIM OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D6. Beginning of theft (larceny) →

D6.1. You have mentioned that over the past three (3) years you experienced theft from your property without the use of force or being threatened with the use of force. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D6 >>
- (99) Does not know / does not reply → << END SECTION D6 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D6.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >> |__|__|

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D6.3. And the last time it happened, could you tell me what was stolen from you?

<< DO NOT INCLUDE VEHICLE/TRUCK/PICK-UP THEFT, NOR CAR PARTS, NOR MOTORCYCLE/MOPED THEFT NOR BURGLARY >>

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Handbag or wallet
- (2) Electronic equipment (computer, tablet, iPad, iPod, other music player)
- (3) Mobile phone
- (4) Jewelry, watch
- (5) Money, credit cards, checks
- (6) Identity documents (IDs)
- (7) Sport equipment (rackets, balls, diving equipment, etc.)
- (8) Backpack or briefcase
- (9) Pet
- (10) Bicycle
- (11) Firearm
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< ASK FOR AN APPROXIMATE TOTAL COST OF THE VALUE OF THE STOLEN GOODS, EVEN THOUGH IT IS ONLY AN ESTIMATION >>

D6.4. And the last time it happened, what do you think was the total value of the stolen goods?

Value in local currency:

<< ENTER THE AMOUNT IN FIGURES >>

<< ENTER THE AMOUNT IN SCRIPT >>

D6.5. The last time it happened, could you tell me where did it happen?

[NOTE: *Each country must adjust the model to its political division]

<< CIRCLE ONE CODE ONLY >>

- (1) In your district
- (2) In your city, but not in your district
- (3) In your province
- (4) In another province but not yours
- (5) In another country → << END SECTION D6 >>
- (99) Does not know / does not reply

D6.6. To be more precise, could you tell me in which type of location did it take place?

<< READ SLOWLY (OPTION BY OPTION). INCLUDE EVENTS WHICH OCCURRED IN GARAGES, CAR ENTRANCES OR COMMON AREAS WITH CODE (1) >>

<< CIRCLE ONE CODE ONLY >>

- (1) At home
- (2) At work
- (3) At school / educational institution
- (4) In the street, public transport or other open space
- (5) In a shopping mall, supermarket or market
- (6) At the bank
- (7) In the park
- (8) In a stadium
- (9) At the restaurant or bar
- (10) On a highway
- (88) Other (specify) _____
- (99) Does not know / does not reply

D6.7. And the last time it happened, did you or anyone else formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D.6.12 >>
- (99) Does not know / does not reply

[NOTE: *Each country must include authorities to which one can formally report crimes]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p>D6.8. To which authority was it reported to?</p> <p align="center"><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Yes (2) No (99) Does not Know/Does Not reply</p> <p align="right">} << GO TO THE NEXT LINE >></p>					<p>D6.9. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p> <p align="center"><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply</p> <p align="right">} << GO TO THE NEXT LINE IN D6.8 >></p>					<p align="center"><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p> <p>D6.10. For what reasons were you dissatisfied? You can give more than one reason.</p> <p align="center"><< REGISTER THE CORRESPONDING CODES IN THE BOXES >></p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not recover my property (vehicle) (5) They did not keep me properly informed (6) They did not treat me correctly (were impolite) (7) They were slow to arrive (88) Other (specify in the observations) (99) Does not know/Does not reply</p>				
—————→					—————→									
(1)	Police	_	_	_	_	_	_	_	_					
(2)	Office of the Prosecutor or Public Ministry	_	_	_	_	_	_	_	_					
(3)	Judicial authority	_	_	_	_	_	_	_	_					

D6.11. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< END SECTION D6 >>

<< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >>

D6.12. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough

- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of proof
- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes
- (11) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D6 >>

<< IF THE RESPONDENT HAS SUFFERED THEFT MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIME OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D7. Beginning of bank fraud →

D7.1. You have mentioned that over the past three (3) years someone obtained money or other benefit from you using your bank account, checks or credit/debit cards, through deceit or dishonest conduct. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D7 >>
- (99) Does not know / does not reply → << END SECTION D7 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D7.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >> | | | |

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

<< ASK FOR AN APPROXIMATE TOTAL COST OF THE VALUE OF THE STOLEN GOODS, EVEN THOUGH IT IS ONLY AN ESTIMATION >>

D7.3. And the last time it happened, what do you think was the total value of the fraud?

Value in local currency: | | | | | | | | | |

<< ENTER THE AMOUNT IN FIGURES >>

<< ENTER THE AMOUNT IN SCRIPT >>

D7.4. And the last time it happened, what type of fraud was it?

<< CIRCLE ONE CODE ONLY >>

- (1) Misuse of credit/debit card in business premises
- (2) Misuse of credit/debit card on the internet
- (3) Partial or total money withdrawal from bank account
- (4) Skimming (credit card cloning)
- (88) Other (specify) _____
- (99) Does not know / does not reply

D7.5. And the last time it happened, did you or anyone else formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D7.10. >>
- (99) Does not know / Does not reply → << END SECTION D7 >>

[NOTE: *Each country must include authorities to which one can formally report a crime]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

	<p>D7.6. To which authority was it reported to?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Yes (2) No (99) Does not Know/Does Not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE >></p> <p style="text-align: center;">→</p>	<p>D7.7. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE IN D7.6 >></p> <p style="text-align: center;">→</p>	<p><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p> <p>D7.8. For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< REGISTER THE CORRESPONDING CODES IN THE BOXES >></p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not keep me properly informed (5) They did not treat me correctly (were impolite) (6) They were slow to arrive (88) Other (specify in the observations) (99) Does not know/Does not reply</p>
(1)	Police	_ _	1 _ _ 2 _ _ 3 _ _
(2)	Office of the Prosecutor or Public Ministry	_ _	1 _ _ 2 _ _ 3 _ _
(3)	Judicial authority	_ _	1 _ _ 2 _ _ 3 _ _

D7.9. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< END SECTION D7 >>

<< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES SPONTANEOUSLY AND TELLS YOU THE CORRECT ANSWER >>

D7.10. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) The bank solved the fraud and refunded my money
- (2) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (3) Lack of proof
- (4) I believed the police/competent authority could do nothing
- (5) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (6) Fear of reprisals
- (7) I do not know the procedure for reporting crimes
- (8) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D7 >>

<< IF THE RESPONDENT HAS SUFFERED BANK FRAUD MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIME OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D8. Beginning of consumer fraud →

D8.1. You have mentioned that over the past three (3) years someone cheated you when selling goods or delivering a service thereby obtaining from you money or another benefit. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D8 >>
- (99) Does not know / does not reply → << END SECTION D8 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D8.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >> |__|__|

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D8.3. The last time it happened, was it during the purchase of goods and/or services?

<< CIRCLE ONE CODE ONLY >>

- (1) Purchase of goods
- (2) Purchase of services
- (3) Purchase of goods and services
- (99) Does not know / does not reply

D8.4. And the last time it happened, could you tell me if the provider of goods and/or services was an enterprise or a private person?

<< CIRCLE ONE CODE ONLY >>

- (1) Enterprise
- (2) Private person
- (99) Does not know / does not reply

<< READ SLOWLY (OPTION BY OPTION. MULTIPLE RESPONSES >>

D8.5. And the last time it happened, what mean was used to commit the consumer fraud?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Face-to-face contact
- (2) Phone call
- (3) E-mail, social networks or other communication via Internet
- (88) Other (Specify) _____
- (99) Does not know / does not reply

<< ASK FOR AN APPROXIMATE TOTAL COST OF THE VALUE OF THE SCAM,
EVEN THOUGH IT IS ONLY AN ESTIMATION >>

D8.6. And the last time it happened, what do you think was the total value of the fraud?

Value in local currency:

<< ENTER THE AMOUNT IN
FIGURES >>

<< ENTER THE AMOUNT IN
SCRIPT >>

D8.7. And the last time it happened, did you or anyone else formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D8.12 >>
- (99) Does not know / does not reply → << END SECTION D8 >>

[NOTE: *Each country must include authorities to which one can formally report a crime]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p>D8.8. To which authority was it reported to?</p> <p align="center"><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Yes (2) No (99) Does not Know/Does Not reply</p> <p align="right">} << GO TO THE NEXT LINE >></p>	<p>D8.9. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p> <p align="center"><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply</p> <p align="right">} << GO TO THE NEXT LINE IN D8.8 >></p>	<p align="center"><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p> <p>D8.10. For what reasons were you dissatisfied? You can give more than one reason.</p> <p align="center"><< REGISTER THE CORRESPONDING CODES IN THE BOXES >></p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not keep me properly informed (5) They did not treat me correctly (were impolite) (6) They were slow to arrive (88) Other (specify in the</p>
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		→	→	observations) (99) Does not know/Does not reply
(1)	Police	_	_	1 _ 2 _ 3 _
(2)	Office of the Prosecutor or Public Ministry	_	_	1 _ 2 _ 3 _
(3)	Judicial authority	_	_	1 _ 2 _ 3 _

D8.11. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< END SECTION D8 >>

<< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT ANSWERS SPONTANEOUSLY AND CHOOSE THE ANSWER CATEGORY THAT BEST CORRESPONDS TO THIS ANSWER >>

D8.12. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough
- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of proof
- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes
- (11) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D8 >>

<< IF THE RESPONDENT HAS SUFFERED CONSUMER FRAUD MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIME OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D9. Beginning of physical attacks →

D9.1. You have mentioned that over the past three (3) years you were physically attacked by someone known or unknown. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D9 >>
- (99) Does not know / does not reply → << END SECTION D9 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D9.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >>

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D9.3. The last time it happened, did you suffer any injury as a result of this attack?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D9.6 >>
- (99) Does not know / does not reply → << GO TO D9.6 >>

D9.4 Could you tell me what kind of injuries did you suffer?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- | | |
|-----------------------------------|---------------------------------------------------|
| Minor bodily injury | Serious bodily injury |
| (1) Bruises (including black eye) | (7) Gunshot or bullet wound |
| (2) Scratches | (8) Knife or stab wounds |
| (3) Swelling | (9) Severed limbs |
| (4) Cuts | (10) Broken bones or teeth knocked out |
| (5) Chipped teeth | (11) Internal injuries |
| (6) Other minor injuries | (12) Being knocked unconscious |
| Which ones? _____ | (13) Other serious injuries. Which ones?
_____ |
| | (99) Does not know / does not reply |

D9.5. And as a consequence of this injury, did you have to go to a doctor, nurse or hospital?

<< CIRCLE ONE CODE ONLY >>

- (1) Doctor or nurse
- (2) Hospital
- (3) No

- (77) Refuses to answer
- (99) Do not know

D9.6. The last time it happened, could you tell me where did it happen?

[NOTE: * Each country must adjust the model to its political division]

<< CIRCLE ONE CODE ONLY >>

- (1) In your district
- (2) In your city, but not in your district
- (3) In your province
- (4) In another province but not your own
- (5) In another country → << END SECTION D9 >>
- (99) Does not know / does not reply

D9.7. To be more precise, could you tell me in which type of location did it take place?

<< READ SLOWLY (OPTION BY OPTION). INCLUDE EVENTS WHICH OCCURRED IN GARAGES, CAR ENTRANCES OR COMMON AREAS WITH CODE (1) >>

<< CIRCLE ONE CODE ONLY >>

- (1) At home
- (2) At work
- (3) At school / educational institution
- (4) In the street or other open space
- (5) In a shopping mall, supermarket or market
- (6) At the bank
- (7) In the park
- (8) In a stadium
- (9) At the restaurant or bar
- (10) On a highway
- (88) Other (specify) _____
- (99) Does not know / does not reply

D9.8. And the last time it happened, did you know the offender(s)?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (3) Known by sight only
- (99) Does not know / does not reply

D9.9. And the last time it happened, how many offenders were they?

<< CIRCLE ONE CODE ONLY >>

- (1) One
- (2) Two
- (3) Three

- (4) **More than three**
(99) Does not know / does not reply

D9.10. Could you tell me if they were men, women or men and women?

<< CIRCLE ONE CODE ONLY >>

- (1) **Only men**
(2) **Only women**
(3) **Men and women**
(99) Does not know / does not reply

D9.11. The last time it happened, did (any of) the offender(s) have a knife, a gun, another weapon or something used as a weapon?

<< CIRCLE ONE CODE ONLY >>

- (1) **Yes**
(2) **No** → << GO TO D9.13 >>
(99) Does not know / does not reply

<< IF MORE THAN ONE WEAPON WAS USED, CHECK ALL WHICH MAY CORRESPOND >>

D9.12. Could you tell me which weapon was used?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) **Firearm**
(2) **Knife or sharp object**
(3) **Blunt object or other objects used as weapon (bat, stick, pipe, rope, explosives, brass knuckles or other hand weapons, bow and arrows, crossbow, martial arts weapons, etc.)**
(99) Does not know / does not reply

D9.13. Could you tell me, the last time it happened, did the offender(s) seem to be under the influence of alcohol or any other drug?

<< CIRCLE ONE CODE ONLY >>

- (1) **Yes**
(2) **No**
(99) Does not know / does not reply

D9.14. And the last time it happened, did you or anyone else formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) **Yes**
(2) **No** → << GO TO D9.19 >>
(99) Does not know / does not reply → << GO TO D9.20 >>

[NOTE: *Each country must include authorities to which one can formally report a crime]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p>D9.15. To which authority was it reported to?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Yes (2) No (99) Does not Know/Does Not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE >></p> <p style="text-align: center;">—————→</p>		<p>D9.16. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE IN D9.15 >></p> <p style="text-align: center;">—————→</p>		<p><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p> <p>D9.17. For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< REGISTER THE CORRESPONDING CODES IN THE BOXES >></p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not keep me properly informed (5) They did not treat me correctly (were impolite) (6) They were slow to arrive (88) Other (specify in the observations) (99) Does not know/Does not reply</p>
(1)	Police	_	_	1 _ 2 _ 3 _
(2)	Office of the Prosecutor or Public Ministry	_	_	1 _ 2 _ 3 _
(3)	Judicial authority	_	_	1 _ 2 _ 3 _

D9.18. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< GO TO D9.20 >>

<< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >>

D9.19. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough

- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of proof
- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes
- (11) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

D9.20. In some countries, centres or agencies have been set up to help victims of crime by giving information, or practical or emotional support. Did you or anyone else in your household have any contact with such a specialised centre or agency after this incident?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << END SECTION D9 >>

D9.21. Could you tell me what kind of centre or agency was it?

<< CIRCLE ONE CODE ONLY >>

- (1) Government agency
- (2) Hospital
- (3) Religious centre
- (4) NGO
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D9 >>

<< IF THE RESPONDENT HAS SUFFERED PHYSICAL ATTACKS MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIME OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D10. Beginning of threats →

D10.1. You have mentioned that over the past three (3) years you were personally threatened by someone in a way that you believed the threat could be carried out. Could you tell me if it happened over the past twelve (12) months, that is, between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D10 >>
- (99) Does not know / does not reply → << END SECTION D10 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D10.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >>

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D10.3. The last time it happened, could you tell me where did it happen?

[NOTE: * Each country must adjust the model to its political division]

<< CIRCLE ONE CODE ONLY >>

- (1) In your district
- (2) In your city, but not in your district
- (3) In your province
- (4) In another province but not your own
- (5) In another country → << END SECTION D10 >>
- (99) Does not know / does not reply

D10.4. To be more precise, could you tell me in which type of location did it take place?

<< READ SLOWLY (OPTION BY OPTION). INCLUDE EVENTS WHICH OCCURRED IN GARAGES, CAR ENTRANCES OR COMMON AREAS WITH CODE (1) >>

<< CIRCLE ONE CODE ONLY >>

- (1) At home
- (2) At work
- (3) At school / educational institution
- (4) In the street or other open space
- (5) In a shopping mall, supermarket or market
- (6) At the bank
- (7) In the park
- (8) In a stadium
- (9) At the restaurant or bar
- (10) On a highway
- (88) Other (specify) _____

(99) Does not know / does not reply

D10.5. And the last time it happened, how many offenders were they?

<< CIRCLE ONE CODE ONLY >>

- (1) One
 - (2) Two
 - (3) Three
 - (4) More than three
 - (99) Does not know / does not reply
-

D10.6. Could you tell me if they were men, women or men and women?

<< CIRCLE ONE CODE ONLY >>

- (1) Only men
 - (2) Only women
 - (3) Men and women
 - (99) Does not know / does not reply
-

<<MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER>>

D10.7. The last time it happened, could you tell me what kind of threats were used?

- (1) Threatened to hurt you, a member of your family, or anyone else
 - (2) Threatened to kidnap you, a member of your family or anyone else
 - (3) Threatened to damage your house or another property
 - (4) Threatened to defame you
 - (5) Threatened to damage your business
 - (6) Promised to protect you from other criminals or criminal groups actions
 - (7) Did not specify the consequences
 - (88) Other (specify) _____
 - (99) Does not know/does not reply
-

<< READ SLOWLY (OPTION BY OPTION). MULTIPLE RESPONSES ARE ALLOWED >>

D10.8. And the last time it happened, what mean was used to threaten you?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Face-to-face contact
 - (2) Phone call
 - (3) E-mail, social networks or other communication via Internet
 - (88) Other (Specify) _____
 - (99) Does not know / does not reply
-

D10.9. The last time it happened, did (any of) the offender(s) have a knife, a gun, another weapon or any other object they threatened to use as weapon?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D10.9 >>
- (99) Does not know / does not reply

<< IF MORE THAN ONE WEAPON WAS USED, CHECK ALL WHICH MAY CORRESPOND >>

D10.10. Could you tell me which weapon was used?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Firearm
- (2) Knife or sharp object
- (3) Blunt object or other objects used as weapon (bat, stick, pipe, rope, explosives, brass knuckles or other hand weapons, bow and arrows, crossbow, martial arts weapons, etc.)
- (99) Does not know / does not reply

D10.11. Tell me, the last time it happened, did the offender(s) seem to be under the influence of alcohol or any other drug?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know / does not reply

D10.12. And the last time it happened, did you or anyone else formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D10.17 >>
- (99) Does not know / does not reply → << END SECTION D10 >>

[NOTE: *Each country must include authorities to which one can formally report a crime]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p>D10.13. To which authority was it reported to?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Yes (2) No (99) Does not Know/Does Not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE >></p>	<p>D10.14. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p> <p><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE IN D10.13 >></p>	<p><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p> <p>D10.15. For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< REGISTER THE CORRESPONDING CODES IN THE BOXES >></p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s)</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

		→	→	(4) They did not keep me properly informed (5) They did not treat me correctly (were impolite) (6) They were slow to arrive (88) Other (specify in the observations) (99) Does not know/Does not reply
(1)	Police	_	_	1 _ 2 _ 3 _
(2)	Office of the Prosecutor or Public Ministry	_	_	1 _ 2 _ 3 _
(3)	Judicial authority	_	_	1 _ 2 _ 3 _

D10.16. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No
- (99) Does not know/Does not reply

<< END SECTION D10 >>

<< IN THE FOLLOWING QUESTION MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES SPONTANEOUSLY AND TELLS YOU THE CORRECT ANSWER >>

D10.17. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough
- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of proof
- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes
- (11) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D10 >>

<< IF THE RESPONDENT HAS SUFFERED THREATS MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE NEXT CRIME S/HE WAS VICTIME OF.

IN CASE S/HE HAS NOT BEEN VICTIM OF ANY OTHER CRIME, END THE INTERVIEW >>

Section D11. Beginning of extortion →

D11.1. You have mentioned that over the past three (3) years someone demanded in a violent or intimidating manner that you do or not do something in an attempt to obtain money or other economic benefits from you against your will. Could you tell me if it happened over the past twelve (12) months, that is between [month/year] and [month/year] or before that?

<< CIRCLE ONE CODE ONLY >>

- (1) Over the past twelve (12) months
- (2) Before that → << END SECTION D11 >>
- (99) Does not know / does not reply → << END SECTION D11 >>

<< INDICATE HOW MANY TIMES THE RESPONDENT WAS VICTIM OF THIS CRIME OVER THE PAST TWELVE (12) MONTHS >>

D11.2. How many times did it happen over the past twelve (12) months?

<< ENTER THE NUMBER OF TIMES >>

<< IN CASE THE RESPONDENT HAS BEEN VICTIMIZED MORE THAN ONCE, THE QUESTIONS REFER TO THE 3 (THREE) LAST INCIDENTS, STARTING BY THE MOST RECENT >>

D11.3. The last time it happened, could you tell me where did it happen?

[NOTE: * Each country must adjust the model to its political division]

<< CIRCLE ONE CODE ONLY >>

- (1) In your district
- (2) In your city, but not in your district
- (3) In your province
- (4) In another province but not your own
- (5) In another country → << END SECTION D11 >>
- (99) Does not know / does not reply

D11.4. To be more precise, could you tell me in which type of location did it take place?

<< READ SLOWLY (OPTION BY OPTION). INCLUDE EVENTS WHICH OCCURRED IN GARAGES, CAR ENTRANCES OR COMMON AREAS WITH CODE (1) >>

<< CIRCLE ONE CODE ONLY >>

- (1) At home
- (2) At work
- (3) At school / educational institution
- (4) In the street, public transport other open space
- (5) In a shopping mall, supermarket or market
- (6) At the bank
- (7) In the park
- (8) In a stadium
- (9) At the restaurant or bar
- (10) On a highway
- (88) Other (specify) _____

(99) Does not know / does not reply

<< READ SLOWLY (OPTION BY OPTION). MULTIPLE RESPONSES ARE ALLOWED >>

D11.5. And the last time it happened, what means did the offender(s) use to make the threat?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Face-to-face contact
- (2) Phone call
- (3) E-mail, social networks or other means of communication via Internet
- (88) Other mean (Specify) _____
- (99) Does not know / does not reply

<< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >>

D11.6. The last time it happened, could you tell me what type of threat did the offender(s) use?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Threatened with hurting you, a family member or other person
- (2) Threatened with kidnapping you, a family member or other person
- (3) Threatened with damaging your housing or other property
- (4) Threatened with defaming you
- (5) Threatened with damaging your business
- (6) Promised to protect you from other criminal actions or criminal groups
- (7) The consequences were not specified
- (88) Other (specify) _____
- (99) Does not know / does not reply

D11.7. The last time it happened, did you pay money or offered any other benefit to the offender(s) in order to avoid the negative consequences of the threat?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D11.9 >>
- (99) Does not know / does not reply → << GO TO D11.9 >>

<< ASK WHAT WAS THE APPROXIMATE VALUE OF THE EXTORTION, EVEN IF IT IS ONLY ESTIMATION >>

D11.8. Keeping in mind the last time it happened, could you please give me an estimate of what you paid in total?

Value in local currency: | | | | | | | | | |

<< ENTER THE AMOUNT IN FIGURES >>

 << ENTER THE AMOUNT IN
 SCRIPT >>

D11.9. And the last time it happened, did you or anyone else formally report the incident to any competent authority?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << GO TO D11.14 >>
- (99) Does not know / does not reply → << GO TO D11.15 >>

[NOTE: *Each country must include authorities to which one can formally report a crime]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

	<p>D11.10. To which authority was it reported to?</p> <p style="text-align: center;"><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Yes (2) No (99) Does not Know/Does Not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE >></p> <p style="text-align: center;">→</p>	<p>D11.11. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</p> <p style="text-align: center;"><< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Very satisfied (2) Satisfied (3) Unsatisfied (4) Very unsatisfied (99) Does not know/Does not reply</p> <p style="text-align: right;">} << GO TO THE NEXT LINE IN D11.10 >></p> <p style="text-align: center;">→</p>	<p style="text-align: right;"><< IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER >></p> <p>D11.12. For what reasons were you dissatisfied? You can give more than one reason.</p> <p style="text-align: center;"><< REGISTER THE CORRESPONDING CODES IN THE BOXES >></p> <p>(1) They did not do enough (2) They were not interested (3) They did not find or apprehend the offender(s) (4) They did not keep me properly informed (5) They did not treat me correctly (were impolite) (6) They were slow to arrive (88) Other (specify in the observations) (99) Does not know/Does not reply</p>
(1)	Police	_ _	1 _ _ 2 _ _ 3 _ _
(2)	Office of the Prosecutor or Public Ministry	_ _	1 _ _ 2 _ _ 3 _ _
(3)	Judicial authority	_ _	1 _ _ 2 _ _ 3 _ _

D11.13. And the last time it happened, when reporting the matter to the competent authority, have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes

- (2) No
- (99) Does not know/Does not reply

<< GO TO D11.15 >>

<< IN THE FOLLOWING QUESTION MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES SPONTANEOUSLY AND TELLS YOU THE CORRECT ANSWER >>

D11.14. Why didn't you or anybody else report the incident to the competent authorities?

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

- (1) Not serious enough
- (2) I solved it myself / knew the offender(s)
- (3) It was not appropriate for the police or competent authority / the police or competent authority was not required
- (4) Did not have an insurance / could not claim insurance
- (5) Lack of proof
- (6) I believed the police/competent authority could do nothing
- (7) Dislike or fear of police/authorities / I did not want to deal with the police/authorities
- (8) Fear of reprisals
- (9) The bureaucratic process is very complicated
- (10) I do not know the procedure for reporting crimes
- (11) The cost of the procedure is expensive
- (88) Other (specify) _____
- (99) Does not know / does not reply

D11.15. In some countries, centres or agencies have been set up to help victims of crime by giving information, or practical or emotional support. Did you have any contact with such a specialised centre or agency after this incident?

<< CIRCLE ONE CODE ONLY >>

- (1) Yes
- (2) No → << END SECTION D11 >>

D11.16. Could you tell me what kind of centre or agency was it?

<< CIRCLE ONE CODE ONLY >>

- (1) Government agency
- (2) Hospital
- (3) Religious centre
- (4) NGO
- (88) Other (specify) _____
- (99) Does not know / does not reply

<< END SECTION D11 >>

<< IF THE RESPONDENT HAS SUFFERED THREATS MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, END THE INTERVIEW. >>

END OF QUESTIONNAIRE