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.

The VICLAC questionnaire is the result of discussions held at three meetings of the Task Force on Victimization Surveys for Latin America and the Caribbean. These meetings were financed by the Office of the United Nations on Drugs and Crime (UNODC); the Center of Excellence in Statistical Information on Government, Crime, Victimization and Justice (CoE UNODC-INEGI); the Inter-American Development Bank (IDB) and the United Nations Development Programme (UNDP).

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]

<table>
<thead>
<tr>
<th>Geographical indication</th>
<th>Sample indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1.01. Province</td>
<td>A1.05. Questionnaire n°</td>
</tr>
<tr>
<td>A1.02. Town</td>
<td>A1.06. Dwelling n°</td>
</tr>
<tr>
<td>A1.03. Locality</td>
<td>A1.07. Follow up n°</td>
</tr>
<tr>
<td>A1.04. Register Code</td>
<td>A1.08. INTERVIEWER n°</td>
</tr>
</tbody>
</table>

A1.09. Address of selected dwelling:

Road/Street ____________________________________________ District/Municipality __________________________ Exterior n° _______ Interior n° ________

<table>
<thead>
<tr>
<th>Results of visits and interview</th>
<th>Interview’s Situation Codes (for Result codes different from “A” and “B”):</th>
</tr>
</thead>
<tbody>
<tr>
<td>DAY</td>
<td>MONTH</td>
</tr>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Result codes</th>
<th>Interview’s Situation Codes (for Result codes different from “A” and “B”):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interview completed with victimization ...</td>
<td>Partial information 01</td>
</tr>
<tr>
<td>Interview completed with no victimization ...</td>
<td>Absence at the time of the interview 02</td>
</tr>
<tr>
<td>Interview with no information on person selected ...</td>
<td>Didn’t want to provide information (rejection) 03</td>
</tr>
<tr>
<td>Interview with incomplete household information...</td>
<td>Unable to provide information 04</td>
</tr>
<tr>
<td>With no household information ...</td>
<td>Don’t speak Spanish 05</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Characteristics of the type of dwelling</th>
<th>Category and code</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1.15. Type of dwelling</td>
<td>House/villa (independent) 01</td>
</tr>
<tr>
<td></td>
<td>Apartment 02</td>
</tr>
<tr>
<td></td>
<td>Rented room 03</td>
</tr>
<tr>
<td></td>
<td>Room in individual house 04</td>
</tr>
<tr>
<td></td>
<td>Ranch 05</td>
</tr>
<tr>
<td></td>
<td>Shelter or improvised dwelling 06</td>
</tr>
<tr>
<td></td>
<td>Storage room or comercial local used as dwelling 07</td>
</tr>
<tr>
<td></td>
<td>Other (specify) 88</td>
</tr>
</tbody>
</table>
### Access to dwelling

<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Category and code</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1.16.</td>
<td>&quot;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&quot;</td>
<td>Guardhouse 01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Doors/gates with audio or video intercom 02</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Access controlled by security guard 03</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Doorkeeper 04</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other (specify) __________________________ 88</td>
</tr>
<tr>
<td></td>
<td></td>
<td>There are no barriers 99</td>
</tr>
</tbody>
</table>

### Characteristics of dwelling construction material

<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Category and code</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1.17.</td>
<td>&quot;ENTER CODE ACCORDING TO WHAT YOU OBSERVE&quot;</td>
<td>Brick or mud block 01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cement of concrete block 02</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Adobe 03</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Stone or quarry 04</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wood with concrete 05</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wood 06</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cane or palm 07</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Zinc sheet 08</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Waste 09</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other (specify) __________________________ 88</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>Households y residents in dwelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>A2.1. Persons in dwelling</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>A2.2. Common expenditure</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>(1) Yes  ➔</td>
</tr>
<tr>
<td>(2) No</td>
</tr>
<tr>
<td>(3)</td>
</tr>
<tr>
<td>A2.3. Number of households</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<<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 HOUSEHOLD 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>>

<table>
<thead>
<tr>
<th>Line number</th>
<th>A2.7.</th>
<th>List of persons in the household</th>
<th>Relationship</th>
<th>Gender</th>
<th>Age</th>
<th>Elegibility</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Head ..........</td>
<td>1</td>
<td>Man ...........</td>
<td>1</td>
<td>Under 1 year-old</td>
<td>00</td>
</tr>
<tr>
<td></td>
<td>Spouse ..........</td>
<td>2</td>
<td>Older than 98 years-old</td>
<td>98</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Son/Daughter......</td>
<td>3</td>
<td>Not specified</td>
<td>99</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Father/Mother ...</td>
<td>4</td>
<td>Other relationship</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Uncle/Aunt....</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nephew/Niece ....</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other relationship</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>No relationship ..</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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>>

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
<th>Gender</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Head ..........</td>
<td>1</td>
<td>Man ...........</td>
</tr>
<tr>
<td></td>
<td>Spouse ..........</td>
<td>2</td>
<td>Other relationship</td>
</tr>
<tr>
<td></td>
<td>Son/Daughter......</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Father/Mother ...</td>
<td>4</td>
<td>Other relationship</td>
</tr>
<tr>
<td></td>
<td>Uncle/Aunt....</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nephew/Niece ....</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other relationship</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No relationship ..</td>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>

A2.10. And (NAME) is a man or a woman?

<<ENTER THE NUMBER>>

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 >>

<table>
<thead>
<tr>
<th>Birthdate</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day</td>
<td>Month</td>
</tr>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td></td>
</tr>
</tbody>
</table>

(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

<< FOR THE PERSON WHOSE CODE IS “1” IN A2.12 >>

<table>
<thead>
<tr>
<th>Marital status</th>
<th>Education</th>
<th>Occupation</th>
<th>Verification of the occupation</th>
<th>Position in the occupation</th>
</tr>
</thead>
<tbody>
<tr>
<td>A3.1. What is your marital status?</td>
<td>A3.2. What is the maximum educational level you have completed?</td>
<td>A3.3. Last week you (...)?</td>
<td>A3.4. Apart from work (A3.3), last week you (...)</td>
<td>A3.5. At work or in your business of last week, you were (...)</td>
</tr>
<tr>
<td>Single</td>
<td>01</td>
<td>None</td>
<td>00</td>
<td>Worked</td>
</tr>
<tr>
<td>Married</td>
<td>02</td>
<td>Preschool</td>
<td>01</td>
<td>Had a job but did not work</td>
</tr>
<tr>
<td>Divorced</td>
<td>03</td>
<td>Primary</td>
<td>02</td>
<td>&lt; GO TO A3.5 &gt;</td>
</tr>
<tr>
<td>Separated</td>
<td>04</td>
<td>High school</td>
<td>03</td>
<td>Was looking for a job</td>
</tr>
<tr>
<td>Widower</td>
<td>05</td>
<td>Preparatory or bachelor</td>
<td>04</td>
<td>Works only at the household</td>
</tr>
<tr>
<td>Technical career with completed primary</td>
<td>05</td>
<td>Are a student</td>
<td>05</td>
<td>Provided any service with no remuneration (scholars or interns)</td>
</tr>
<tr>
<td>Technical career with completed high school</td>
<td>06</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical career with completed bachelor</td>
<td>07</td>
<td>Are pensioner or retired</td>
<td>06</td>
<td>Did not work</td>
</tr>
<tr>
<td>University degree</td>
<td>08</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Master’s degree</td>
<td>09</td>
<td>Did not work nor was looking for a job</td>
<td>07</td>
<td></td>
</tr>
<tr>
<td>Doctorate</td>
<td>10</td>
<td>Are permanently unable to work</td>
<td>08</td>
<td></td>
</tr>
</tbody>
</table>
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?

<table>
<thead>
<tr>
<th>Place</th>
<th>Very safe</th>
<th>Safe</th>
<th>Unsafe</th>
<th>Very unsafe</th>
<th>Does not apply</th>
<th>Does not know / does not reply</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) At home</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(2) At your workplace</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(3) Walking down the street</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(4) In your educational institution</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(5) At the market</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(6) In a shopping centre</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(7) At the bank</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(8) At an ATM on the street</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(9) In the park</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(10) On public transportation</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(11) In your own vehicle</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>(88) Other (specify)</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>88</td>
</tr>
</tbody>
</table>

<< 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 >>
B07 Could you tell me what security measures you already have?

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

<< FOR EACH POSITIVE ANSWER, ASK B07a >>

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Does not know / does not reply</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Armored door</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Gates or security bars on windows</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Special door locks</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Burglar alarm</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Security camera</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Higher fences or walls</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>You bought a watchdog</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>You hired a keeper or security guard</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>You have a formal neighborhood watch plan with your neighbors</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>You have informal monitoring agreements with your neighbors</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>You bought a firearm</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
<tr>
<td>88</td>
<td>Other (specify)</td>
<td>1 □ 2 □ 99 □</td>
<td></td>
</tr>
</tbody>
</table>

B07a. Was this security measure set up in the last 12 months?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Does not know / does not reply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 □ 2 □ 99 □</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<< IF THE RESPONDENT ANSWERED “YES” TO ANY OF THE QUESTIONS ON B07a., ASK FOR AN APPROXIMATE TOTAL COST OF THESE SECURITY MEASURES, EVEN THOUGH IT IS ONLY AN ESTIMATION >>

B08. Over the past twelve (12) months, that is, from [month/year] to [month/year], approximately how much did you spend for these security measures in total?

Value in local currency: [___] [___] [___] [___] [___] [___] [___] [___] [___] [___] [___] [___] [___] [___] [___] << ENTER THE AMOUNT IN FIGURES >>
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 >>

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

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?

[**NOTA:** *Each country must adjust the question to its national authorities*]

<< REGISTER ONE CODE ONLY FOR EACH AUTHORITY >>

- 1 Yes
- 2 No
- 9 Does not know / Does not reply

<< GO TO THE NEXT LINE >>

(1) National police
(2) Local police
(3) Office of the Public Prosecutor
(4) Judges and courts
(5) Penitentiary institutions
(6) The army
(7) The marines

---

**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

---

**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 >>

<table>
<thead>
<tr>
<th>Has increased</th>
<th>Remains the same</th>
<th>Has decreased</th>
<th>Does not know / does not reply</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) In your district</td>
<td>1 □ 2 □ 3 □</td>
<td>99 □</td>
<td></td>
</tr>
<tr>
<td>(2) In your city</td>
<td>1 □ 2 □ 3 □</td>
<td>99 □</td>
<td></td>
</tr>
<tr>
<td>(3) In your province</td>
<td>1 □ 2 □ 3 □</td>
<td>99 □</td>
<td></td>
</tr>
<tr>
<td>(4) In your country</td>
<td>1 □ 2 □ 3 □</td>
<td>99 □</td>
<td></td>
</tr>
</tbody>
</table>

---

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

<< APPLY SECTION D1 >>

<< 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
(99) Does not know / does not reply

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

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 >>
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 D6 >>
(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].

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 D7 >>
(2) No ☐ ☐
(88) Does not apply
(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 D8 >>
(2) No ☐ ☐
(99) Does not know / does not reply

(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  
(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  
(2) No  
(77) Refuses to answer  
(99) Does not know / does not reply
<< ENTER AN “X” AT THE QUESTIONS TO WHICH THE INFORMANT ANSWERS AFFIRMATIVELY IN SECTION C “CRIME SCREENING QUESTIONS OF NUCLEAR CRIMES” AND APPLY THE CORRESPONDING SECTIONS >>

<table>
<thead>
<tr>
<th>Number of question and crime</th>
<th>If s/he was victim of the crime</th>
<th>Section to apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>C03. Vehicle/truck/pick-up theft</td>
<td>___</td>
<td>Section D1</td>
</tr>
<tr>
<td>C04. Car parts theft</td>
<td>___</td>
<td>Section D2</td>
</tr>
<tr>
<td>C06. Motorbike/moped theft</td>
<td>___</td>
<td>Section D3</td>
</tr>
<tr>
<td>C08. Burglary/housebreaking</td>
<td>___</td>
<td>Section D4</td>
</tr>
<tr>
<td>C10. Robbery</td>
<td>___</td>
<td>Section D5</td>
</tr>
<tr>
<td>C11. Theft (larceny)</td>
<td>___</td>
<td>Section D6</td>
</tr>
<tr>
<td>C12. Bank fraud</td>
<td>___</td>
<td>Section D7</td>
</tr>
<tr>
<td>C13. Consumer fraud</td>
<td>___</td>
<td>Section D8</td>
</tr>
<tr>
<td>C14. Physical attacks</td>
<td>___</td>
<td>Section D9</td>
</tr>
<tr>
<td>C15. Threats</td>
<td>___</td>
<td>Section D10</td>
</tr>
<tr>
<td>C16. Extortion</td>
<td>___</td>
<td>Section D11</td>
</tr>
</tbody>
</table>

<< IN CASE OF NOT REGISTERING ANY INCIDENT OF VICTIMIZATION IN SECTION C, END QUESTIONNAIRE >>

COMMENTS / OBSERVATIONS:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
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
(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
(99) Does not know / does not reply

<< END SECTION D1 >>

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
(99) Does not know / does not reply

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
(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 >>

<table>
<thead>
<tr>
<th>D1.9. To which authority was it reported to?</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; REGISTER ONLY ONE CODE FOR EACH AUTHORITY &gt;&gt;</td>
</tr>
<tr>
<td>(1) Yes</td>
</tr>
<tr>
<td>(2) No</td>
</tr>
<tr>
<td>(99) Does not know/Does not reply</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D1.10. On the whole, how satisfied were you with the way the competent authority dealt with the matter?</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; REGISTER ONLY ONE CODE FOR EACH AUTHORITY &gt;&gt;</td>
</tr>
<tr>
<td>(1) Very satisfied</td>
</tr>
<tr>
<td>(2) Satisfied</td>
</tr>
<tr>
<td>(3) Unsatisfied</td>
</tr>
<tr>
<td>(4) Very unsatisfied</td>
</tr>
<tr>
<td>(99) Does not know/Does not reply</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>D1.11. For what reasons were you dissatisfied? You can give more than one reason.</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; REGISTER THE CORRESPONDING CODES IN THE BOXES &gt;&gt;</td>
</tr>
<tr>
<td>(1) They did not do enough</td>
</tr>
<tr>
<td>(2) They were not interested</td>
</tr>
<tr>
<td>(3) They did not find or apprehend the offender(s)</td>
</tr>
<tr>
<td>(4) They did not recover my property (vehicle)</td>
</tr>
<tr>
<td>(5) They did not keep me properly informed</td>
</tr>
<tr>
<td>(6) They did not treat me correctly (were impolite)</td>
</tr>
<tr>
<td>(7) They were slow to arrive</td>
</tr>
<tr>
<td>(88) Other (specify in the observations)</td>
</tr>
<tr>
<td>(99) Does not know/Does not reply</td>
</tr>
</tbody>
</table>

| (1) Police |   |   | 1 | 2 | 3 |
| (2) Office of the Prosecutor or Public Ministry |   |   | 1 | 2 | 3 |
| (3) Judicial authority |   |   | 1 | 2 | 3 |

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

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
(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
(99) Does not know / does not reply

<< END SECTION D2 >>

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
D2.5. And the last time it happened, could you tell me which car parts where 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  
(99) Does not know / does not reply

D2.7. To which authority was it reported to?  
<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

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

D2.8. On the whole, how satisfied were you with the way the competent authority dealt with the matter?  
<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

(1) Very satisfied  
(2) Satisfied  
(3) Unsatisfied  
(4) Very unsatisfied  
(99) Does not know / does not reply

D2.9. 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

[NOTE: *Each country must include authorities to which one can formally report crimes]
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 VICTIME 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  →  << END SECTION D3 >>
(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  →  << END SECTION D3 >>
(2) In your city, but not in your district  →  << END SECTION D3 >>
(3) In your province  →  << END SECTION D3 >>
(4) In another province but not yours  →  << END SECTION D3 >>
(5) In another country  →  << END SECTION D3 >>
(99) Does not know / does not reply  →  << END SECTION D3 >>

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  →  << END SECTION D3 >>
(2) At work  →  << END SECTION D3 >>
(3) At school / educational institution  →  << END SECTION D3 >>
(4) In the street or other open space  →  << END SECTION D3 >>
(5) In a shopping mall, supermarket or market  →  << END SECTION D3 >>
(6) At the bank  →  << END SECTION D3 >>
(7) In the park  →  << END SECTION D3 >>
(8) In a stadium  →  << END SECTION D3 >>
(9) At the restaurant or bar  →  << END SECTION D3 >>
(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
(99) Does not know / does not reply

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
(99) Does not know / does not reply

D3.9. To which authority was it reported to?

<< REGISTER ONLY ONE CODE >>

D3.10. On the whole, how satisfied were you with the way the competent authority dealt with the matter?

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

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

\[ \text{\textless\textgreater CIRCLE ONE CODE ONLY \textgreater} \]

<table>
<thead>
<tr>
<th>(1) Yes</th>
<th>(2) No</th>
<th>(99) Does not know/Does not reply</th>
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\[ \text{\textless\textgreater GO TO THE NEXT LINE \textgreater} \]

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

\[ \text{\textless\textgreater MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES \textgreater} \]

<table>
<thead>
<tr>
<th>(1) Not serious enough</th>
<th>(2) I solved it myself / knew the offender(s)</th>
<th>(3) It was not appropriate for the police or competent authority / the police or competent authority was not required</th>
<th>(4) Did not have an insurance / could not claim insurance</th>
<th>(5) Lack of proof</th>
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\[ \text{\textless\textgreater IN THE FOLLOWING QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE INFORMANT INDICATES YOU THE CORRECT ANSWER \textgreater} \]
(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 >>
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  \rightarrow << END SECTION D4 >>
(2) Before that  \rightarrow << END SECTION D4 >>
(99) Does not know / does not reply  \rightarrow << 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  \rightarrow << GO TO D4.5 >>
(2) No  \rightarrow << GO TO D4.5 >>
(3) Does not know / Does not reply  \rightarrow << 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)
Mobile phone
Electric appliances
Handbags, suitcases, briefcases
Jewelry, watches
Money, credit cards, checks
Identity documents (IDs)
Sport equipment (rackets, balls, diving equipment, etc.)
Pet
Tools
Firearm
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 → << GO TO D4.13 >>
(2) No → << GO TO D4.14 >>
(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 >>
D4.12. 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 >>

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

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

(1) Police
(2) Office of the Prosecutor or Public Ministry
(3) Judicial authority

(1) Very satisfied
(2) Satisfied
(3) Unsatisfied
(4) Very unsatisfied
(99) Does not know/Does not reply

<< GO TO THE NEXT LINE IN D.4.9 >>

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
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
(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 transportion 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
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
(99) Does not know / does not reply

<< 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
(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 >>

D5.13. To which authority was it reported to?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

D5.14. On the whole, how satisfied were you with the way the competent authority dealt with the matter?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

D5.15. For what reasons were you dissatisfied? You can give
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 THE NEXT LINE >>

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 VICTIME 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
(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?
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]*
D6.8. To which authority was it reported to?  

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

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

D6.9. On the whole, how satisfied were you with the way the competent authority dealt with the matter?  

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

(1) Very satisfied  
(2) Satisfied  
(3) Unsatisfied  
(4) Very unsatisfied  
(99) Does not know/Does not reply  

D6.10. 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| |___| |___| |___|

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 >>

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
(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 >>

D7.6. To which authority was it reported to?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

(1) Yes  
(2) No  
(99) Does not know / Does not reply  → << GO TO THE NEXT LINE >>

D7.7. On the whole, how satisfied were you with the way the competent authority dealt with the matter?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

(1) Very satisfied  
(2) Satisfied  
(3) Unsatisfied  
(4) Very unsatisfied  
(99) Does not know / Does not reply  → << GO TO THE NEXT LINE IN D7.6 >>

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

D7.8. 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 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

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
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 >>
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 → << GO TO D8.12 >>
(2) No → << END SECTION D8 >>
(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 >>

D8.8. To which authority was it reported to?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

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

<< GO TO THE NEXT LINE >>

D8.9. On the whole, how satisfied were you with the way the competent authority dealt with the matter?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

(1) Very satisfied
(2) Satisfied
(3) Unsatisfied
(4) Very unsatisfied
(99) Does not know / does not reply

<< GO TO THE NEXT LINE IN D8.8 >>

D8.10. 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 keep me properly informed
(5) They did not treat me correctly (were impolite)
(6) They were slow to arrive
(88) Other (specify in the
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 VICTIME 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
(1) Bruises (including black eye)
(2) Scratches
(3) Swelling
(4) Cuts
(5) Chipped teeth
(6) Other minor injuries
Which ones? ________________

Serious bodily injury
(7) Gunshot or bullet wound
(8) Knife or stab wounds
(9) Severed limbs
(10) Broken bones or teeth knocked out
(11) Internal injuries
(12) Being knocked unconscious
(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
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  
(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
(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
(99) Does not know / does not reply
NOTE: *Each country must include authorities to which one can formally report a crime*

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

D9.15. To which authority was it reported to?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

<table>
<thead>
<tr>
<th>Authority</th>
<th>Code 1</th>
<th>Code 2</th>
<th>Code 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>Office of the Prosecutor or Public Ministry</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>Judicial authority</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
</tbody>
</table>

D9.16. On the whole, how satisfied were you with the way the competent authority dealt with the matter?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Code 1</th>
<th>Code 2</th>
<th>Code 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>Unatisfied</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>Very unsatisfied</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
</tbody>
</table>

D9.17. For what reasons were you dissatisfied? You can give more than one reason.

<< REGISTER THE CORRESPONDING CODES IN THE BOXES >>

<table>
<thead>
<tr>
<th>Reason</th>
<th>Code 1</th>
<th>Code 2</th>
<th>Code 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>They did not do enough</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>They were not interested</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>They did not find or apprehend the offender(s)</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>They did not keep me properly informed</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>They did not treat me correctly (were impolite)</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>They were slow to arrive</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>Other (specify in the observations)</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
<tr>
<td>Does not know/Does not reply</td>
<td></td>
<td></td>
<td>1 [ ] 2 [ ] 3 [ ]</td>
</tr>
</tbody>
</table>

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 >>

<table>
<thead>
<tr>
<th>Code 1</th>
<th>Code 2</th>
<th>Code 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does not know/Does not reply</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<< 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 >>

<table>
<thead>
<tr>
<th>Code 1</th>
<th>Code 2</th>
<th>Code 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not serious enough</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
(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 >>
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  → << END SECTION D10 >>
(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  → << END SECTION D10 >>
(2) In your city, but not in your district  → << END SECTION D10 >>
(3) In your province  → << END SECTION D10 >>
(4) In another province but not your own  → << END SECTION D10 >>
(5) In another country  → << END SECTION D10 >>
(99) Does not know / does not reply  → << END SECTION D10 >>

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  → << END SECTION D10 >>
(2) At work  → << END SECTION D10 >>
(3) At school / educational institution  → << END SECTION D10 >>
(4) In the street or other open space  → << END SECTION D10 >>
(5) In a shopping mall, supermarket or market  → << END SECTION D10 >>
(6) At the bank  → << END SECTION D10 >>
(7) In the park  → << END SECTION D10 >>
(8) In a stadium  → << END SECTION D10 >>
(9) At the restaurant or bar  → << END SECTION D10 >>
(10) On a highway  → << END SECTION D10 >>
(88) Other (specify) ____________________________
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
(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
(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 >>

D10.13. To which authority was it reported to?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

(1) Yes
2) No
(99) Does not Know/Does Not reply

<< GO TO THE NEXT LINE >>

D10.14. On the whole, how satisfied were you with the way the competent authority dealt with the matter?

<< REGISTER ONLY ONE CODE FOR EACH AUTHORITY >>

<< GO TO THE NEXT LINE IN D10.13 >>

(1) Very satisfied
(2) Satisfied
(3) Unsatisfied
(4) Very unsatisfied
(99) Does not know/Does not reply

<< END SECTION D10 >>

D10.15. 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)
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 VICTIME OF ANY OTHER CRIME, END THE INTERVIEW >>
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
(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
(99) Does not know / does not reply

<< END SECTION D11 >>

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

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

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

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

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?

- Yes
- No
- Does not know / does not reply

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 >>
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 >>

<table>
<thead>
<tr>
<th>D11.10. To which authority was it reported to?</th>
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</tr>
<tr>
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<tr>
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<td></td>
<td>&lt;&lt; GO TO THE NEXT LINE IN D11.10 &gt;&gt;</td>
</tr>
</tbody>
</table>

D11.12. 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 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

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
D11.4. 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

D11.5. 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

D11.6. 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 >>
END OF QUESTIONNAIRE