



Section A: Questions

A1. Q1.Kemm-il darba tuża l-kompjuter tiegħek online (browsing, xiri ta' affarijiet, servizzi bankarji, oħrajn)?

How often do you use your computer on line (browsing, purchase stuff, banking, other)?

Dejjem /Spiss / Always/Often ☐

Kultant / Sometimes ☐

Qatt / Never ☐

M'ghandiex kompjuter / Do not have a computer ☐

A2. Q2.Tiċċekkja biex tiżgura li l-funzjonijiet tas-sigurtà fuq l-Kompjuter tiegħek huma attivi?

Do you check to make sure that the security functions on your device (Computer) are active

Dejjem/Spiss / Always/Often ☐

Kultant/ Sometimes ☐

Qatt / Never ☐

Ma nafx / Don't know ☐

A3. Q3.Tagħgorna l-kompjuter tiegħek meta tkun notikat biex tamel dan?

Do you update your computer when prompted by it?

Dejjem/Spiss / Always/Often ☐

Kultant / Sometimes ☐

Qatt / Never ☐

A4. Q4.Installajt 'ad blocker' fuq il-kompjuter tiegħek?

Have you installed an ad blocker on your computer?

Iva / Yes ☐

Le / No ☐



A5. Q5.Kemm-il darba tuża l-mowbajl tiegħek online (browsing, messaġġi, servizzi bankarji oħra)?

How often do you use your mobile online (browsing, messaging, banking other)?

Dejjem/Spiss / Always/Often ☐

Kultant/ Sometimes ☐

Qatt / Never ☐

M'ghandiex mobile / Do not have mobile ☐

Ghandi Mobile imma mhux smartphone ☐

A6. Q6. Iċċekkajt biex tiżgura li l-funzjonijiet tas-sigurtà fuq il-mowbajl tiegħek huma attivi?

Have you checked to make sure that the security functions on your mobile are active?

Dejjem/Spiss / Always/Often ☐

Kultant / Sometimes ☐

Qatt / Never ☐

Ma nafx / Don't know ☐

A7. Q7.Meta tkun notifikat, taggorna il-mobile?

Do you update your mobile when prompted by it?

Dejjem/Spiss / Always/Often ☐

Kultant / Sometimes ☐

Qatt / Never ☐

A8. Q8.Installajt antivirus fuq il-mowbajl tiegħek?

Have you installed an antivirus on your mobile?

Iva / Yes ☐

Le / No ☐



A9. Q9. Matul l-aħħar sentejn, xtrajt online (mobile jew kompjuġer)?

Over the past 2 years, have you purchased on line (mobile or computer)?

- | | |
|--|--------------------------|
| Kull ġimgħa jew aktar spiss / Weekly or more often | <input type="checkbox"/> |
| Mill-inqas darba jew darbtejn fix-xahar / At least once or twice a month | <input type="checkbox"/> |
| Mill-inqas darba jew darbtejn kull sitt xhur / At least once or twice every six months | <input type="checkbox"/> |
| Inqas minn darba kull 6 xhur / Less often than once every 6 months | <input type="checkbox"/> |
| Qatt / Never | <input type="checkbox"/> |
| M'għandekx mobile jew kompjuġer / Do not have mobile or computer | <input type="checkbox"/> |

A10. Q10. X'tivverifika biex tiżgura li s-sit online li qed tħares lejha huwa ġenwin?

What do you check to make sure that the online site you are looking at is genuine?

- | | |
|--|--------------------------|
| Simbolu tal-katnazz fin-naha tal-xellug / Lock on left hand side | <input type="checkbox"/> |
| Simbolu tal-katnazz fin-naha tal-lemin / Lock on right hand side | <input type="checkbox"/> |
| url | <input type="checkbox"/> |
| Simbolu tal-katnazz fin-naha tal-xellug u url / Lock on left hand side and url | <input type="checkbox"/> |
| Simbolu tal-katnazz fin-naha tal-lemin u url / Lock on right hand side and url | <input type="checkbox"/> |
| Ohrajn / Other | <input type="checkbox"/> |
| Ma nafx / Don't know | <input type="checkbox"/> |
| Xejn / Nothing | <input type="checkbox"/> |

A11. Q10b. Ohrajn:

Other:

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A12. Q11.Fuq skala mill-1 sal-5, fejn 1 jindika li minti kunfidenti xejn u 5 jindika inti kunfidenti ħafna, kemm int kunfidenti li tirrikonoxxi jew tinduna bi scam? (Ingann jew prattiki qariego)

On a scale from 1 to 5, where 1 indicates not confident at all and 5 indicates extremely confident), how confident are you in recognising a scam?

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A13. Q12.Fl-opinjoni tiegħek, x'inhu scamming?

In your opinion, what is scamming?

- | | |
|---|--------------------------|
| Serq ta' Flus / Stealing of Money | <input type="checkbox"/> |
| Serq ta' Informazzjoni / Stealing of Information | <input type="checkbox"/> |
| It-tnejn t' hawn fuq / Both of the above | <input type="checkbox"/> |
| L-ebda waħda minn dawn ta' hawn fuq / None of the above | <input type="checkbox"/> |
| Ohrajn (jekk jogħġbok speċifika) / Other (please specify) | <input type="checkbox"/> |
| Ma nafx / Don't know | <input type="checkbox"/> |

A14. Q12b. Ohrajn Specifika:

Other Specify:

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A15. Q13.Fl-aħħar sentejn, esperjenzajt personalment xi waħda minn dawn 'scamming' li ġejjin?

In the past 2 years, have you personally experienced any of the following scams?

- | | |
|---|--------------------------|
| Rumanz tad-dating / Dating romance | <input type="checkbox"/> |
| Websajt falza / False website | <input type="checkbox"/> |
| Lotterija / premju / Lottery / prize | <input type="checkbox"/> |
| Karità / għajjnuna / Charity / helping out | <input type="checkbox"/> |
| Appoġġ tekniku / informatiku / Technical / computing support | <input type="checkbox"/> |
| Sanitiser tal-COVID-19, vaċċin, eċċ. / COVID-19 sanitiser, vaccine, etc | <input type="checkbox"/> |
| Taħdem mid-dar għal redditu għoli / Working from home for high returns | <input type="checkbox"/> |



Installazzjoni kontra l-virus / Anti-virus installation ☐

Siti ta' streaming bla filas / Free streaming sites ☐

Xiri onlajn / Online shopping ☐

Bejgħ online / Online selling ☐

Investment ☐

Servizzi bankarji online / Online banking ☐

Btala / Holiday ☐

Tip ieħor ta' scam (jekk jogħġbok speċifika) / Experienced other type of scam (please specify) ☐

Ma nafx / Don't Know ☐

Le, Qatt ma kont 'scammed' / No, have not been scammed ☐

A16. Q13b. Jekk jogħbok speċifika:

Please Specify:

A17. Q14.Kif bdiet l-'scam'?

How did the scam begin?

Telefonata (linja fissa) / Telephone Call ☐

Mobile ☐

SMS/ text message ☐

Door to door ☐

E-Mail ☐

Website (Online advert) / Reklam ☐

Reklam online fuq il-midja Soċjali / Online ad on Social media ☐

Malli irceivejt kont / On receipt of a bill ☐



Ohrajn (jekk jogħġbok speċifika) / Other (please specify)

☐

Ma niftakarx / Do not recall

☐

A18. Q14b. Jekk jogħbok speċifika:

Please specify:

A19. Q15. Bħala riżultat tal-scam, int:

As a result of the scam, did you

Tliff il-flus / Lose money

☐

Provdejt informazzjoni personali / Give away personal information

☐

Tliff kemm il-flus kif ukoll l-informazzjoni personali / Lose both money and personal information

☐

Ohrajn / Other

☐

Xejn / Nothing

☐

A20. Q15b. Ohrajn:

Other:

A21. Q16. Kemm tliff bħala ammont finanzjarment?

What is the financial loss you experienced?

Xejn / Nothing

☐

Anqas minn € 50 / Less than €50

☐

Aktar minn € 51 iżda inqas minn € 200 / Greater than €51 but less than €200

☐

Aktar minn € 201 iżda inqas minn € 500 / Greater than €201 but less than €500

☐

Aktar minn € 501 iżda inqas minn € 2,000 / Greater than €501 but less than €2,000

☐

Aktar minn € 2,001 / More than €2,001

☐

A22. Q17. Wara li gejt 'scammed' esperjenzajt xi wieħed minn dawn li ġejjin:

Following being scammed did you experience any of the following:

Sofrejt emozzjonalment :Stress jew ansjetà / Suffered emotionally :Stress or anxiety

☐



Sofrejt emozzjonalment:Depressjoni / Suffered emotionally : Depression

☐

Sofrejt emozzjonalment:Diffikultà biex torqod / Suffered emotionally:Difficulty sleeping

☐

Sofrejt emozzjonalment: Rabja / Suffered emotionally:Anger

☐

Sofrejt emozzjonalment: Misthija / Suffored emotionally : Shame

☐

Sofrejt emozzjonalment : Ohrajn / Suffored emotionally : Other

☐

Sofrejt finanzjarjament / Suffered financially

☐

Sofrejt fizikament / Suffered physically

☐

A23. Q18.Irrapportajt l-'scam' lil:

Did you report the scam to:

Il-pulizija / The police

☐

Il-bank tieghek/ Il-kumpanija tal-karta tal-kreditu / My bank/ credit card company

☐

Familja / ħbieb / Family/ friends

☐

Ir-regolatur tal-industrija / Industry regulator

☐

Assoċjazzjoni tal-konsumatur / A consumer association

☐

Awtorità għall-protezzjoni tal-konsumatur / A consumer protection authority

☐

Ohrajn / Other

☐

Ma ghamilt xejn / Did nothing

☐



A24. Q19.Jekk ma rrapportajt x - għaliex?

If you did not report – why?

- Ma kont nafx fejn għandi nirrapporta / Do not know where to report ☐
- Għalxejn nirrapporta għax mhux se nirċievi l-flus lura / I-informazzjoni personali tiegħi lura / There is no point in reporting because I will not get my money / personal information back ☐
- Imbarazzat / Embarrassed ☐
- Ma kellix il-hin / Did not have time ☐
- Ma nsterqu l-ebda dettalji tal-identità / No identity details were stolen ☐
- Ma kien hemm l-ebda, jew ftit, ħsara finanzjarja jew emozzjonali / There was no, or little, financial or emotional harm ☐
- Ma nafx / Don't know ☐
- Other ☐

Other

A25. Q20.Se naqra 6 għażliet, tista' jekk jogħġbok tindika liema mod tippreferi tuża biex tirrapporta frodi

I am going to read 6 options, can you please indicate which channel you would prefer to use to report fraud

- Numru tat-telefon iddedikat b'xejn operat mill-gvern / A dedicated free phone number operated by the government ☐
- Sit (Website) tal-gvern apposta / A dedicated government website ☐
- Helpdesk apposta permezz tal-email / A dedicated helpdesk via email ☐
- Booth f'post ċentrali f'pajjiżi / A booth in a central location in my country ☐
- Numru tat-telefon iddedikat b'xejn imħaddem minn NGO / A dedicated free phone number operated by an NGO ☐
- Website dedikata mhux governattiva./ A dedicated non-governmental website. ☐

A26. Q21.Tfittex informazzjoni dwar scams?

Do you seek information on scams?

- Iva, Dejjem / Yes, Always ☐
- Iva, Kultant / Yes, Sometimes ☐
- Qatt / Never ☐



A27. Q22.Fejn tfittex informazzjoni?

Where do you seek information?

- Siti ġodda / New sites ☐
- Internet ☐
- TV ☐
- GEMMA ☐
- Midja Socjali / Social media ☐
- Word of mouth ☐
- Fuljett edukattiv / Education brochure ☐
- oħrajn / Other ☐

A28. Ohrajn:

Other:

Section B: Demographics

B1. Q23.Sess

Gender

- Ragel / Male ☐
- Female / Mara ☐

B2. Q24.Eta'

Age

- 18-24 ☐
- 25-34 ☐
- 35-44 ☐
- 45-54 ☐
- 55-64 ☐
- 65+ ☐



B3. Q25.Lokalita

Location of residence

Attard	<input type="checkbox"/>
Balzan	<input type="checkbox"/>
Birzebbugia	<input type="checkbox"/>
Birgu	<input type="checkbox"/>
Birkirkara	<input type="checkbox"/>
Bormla	<input type="checkbox"/>
Dingli	<input type="checkbox"/>
Fgura	<input type="checkbox"/>
Fontana	<input type="checkbox"/>
Floriana	<input type="checkbox"/>
Ghajnsielem	<input type="checkbox"/>
Gharb	<input type="checkbox"/>
Gharghur	<input type="checkbox"/>
Ghasri	<input type="checkbox"/>
Ghaxaq	<input type="checkbox"/>
Gudja	<input type="checkbox"/>
Gzira	<input type="checkbox"/>
Hamrun	<input type="checkbox"/>
Iklin	<input type="checkbox"/>
Isla	<input type="checkbox"/>
Kalkara	<input type="checkbox"/>
Kercem	<input type="checkbox"/>
Kirkop	<input type="checkbox"/>
Lija	<input type="checkbox"/>
Luqa	<input type="checkbox"/>
Marsa	<input type="checkbox"/>
Mdina	<input type="checkbox"/>
Mellieha	<input type="checkbox"/>





Mgarr	<input type="checkbox"/>
Mosta	<input type="checkbox"/>
Mqabba	<input type="checkbox"/>
Marsascala	<input type="checkbox"/>
Msida	<input type="checkbox"/>
Mtarfa	<input type="checkbox"/>
Munxar	<input type="checkbox"/>
Marsaxlokk	<input type="checkbox"/>
Nadur	<input type="checkbox"/>
Naxxar	<input type="checkbox"/>
Paola	<input type="checkbox"/>
Pembroke	<input type="checkbox"/>
Pieta	<input type="checkbox"/>
Qala	<input type="checkbox"/>
Qormi	<input type="checkbox"/>
Qrendi	<input type="checkbox"/>
Rabat	<input type="checkbox"/>
Rabat Gozo	<input type="checkbox"/>
San Giljan	<input type="checkbox"/>
San Gwann	<input type="checkbox"/>
San Lawrenz	<input type="checkbox"/>
Santa Lucija	<input type="checkbox"/>
Santa Venera	<input type="checkbox"/>
San Pawl il-Bahar	<input type="checkbox"/>
Safi	<input type="checkbox"/>
Sannat	<input type="checkbox"/>
Siggiewi	<input type="checkbox"/>
Sliema	<input type="checkbox"/>
Swieqi	<input type="checkbox"/>





Ta'Xbiex ☐

Tarxien ☐

Valletta ☐

Xaghjra ☐

Xaghra ☐

Xewkija ☐

Zabbar ☐

Zebbug ☐

Zebbug Gozo ☐

Zejtun ☐

Zurrieq ☐

B4. Q26.X'inhw l-istat tieghek?

What is your current status?

Employed ☐

Unemployed ☐

Pensioner/ Retired ☐

House carer/ house husband/wife ☐

Student ☐

Self-employed ☐

B5. Q27.Inti Impjegat:

Are you employed in:

Settur Pubbliku / The Public sector ☐

Settur Privat / The Private sector ☐



B6. Q28.F'liema industrija int impjegat?

In which industry are you employed?

- | | |
|---|--------------------------|
| Wholesale and retail | <input type="checkbox"/> |
| Professional - please specify | <input type="checkbox"/> |
| Construction | <input type="checkbox"/> |
| Agri/ fisheries | <input type="checkbox"/> |
| Memberships, repairs, personal services | <input type="checkbox"/> |
| Manufacture | <input type="checkbox"/> |
| Admin & support | <input type="checkbox"/> |
| Accommodation, food & beverages | <input type="checkbox"/> |
| Courier services | <input type="checkbox"/> |
| Education | <input type="checkbox"/> |
| Creative arts, entertainment | <input type="checkbox"/> |
| Real estate | <input type="checkbox"/> |
| Media, IT | <input type="checkbox"/> |

B7. Q29.Specifika:

B8. Q30.Marital Status

- | | |
|-----------------------------------|--------------------------|
| Single living with parents | <input type="checkbox"/> |
| Single living alone | <input type="checkbox"/> |
| Married/Partner with children | <input type="checkbox"/> |
| Married/Partner with no children | <input type="checkbox"/> |
| Separated / Widowed with children | <input type="checkbox"/> |
| Widow without children | <input type="checkbox"/> |



B9. Q31.L-ghola livell ta'edukazzjoni

Highest education level

Tertiary Level (Graduate) ☐

Intermediate Level (sixth form,MCAST) ☐

Secondary Level vocational (trade school, technical institute) ☐

Secondary Level general ('O'Levels) ☐

Primary Level (before Form 1) ☐

B10. Q32.Telephone Number

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B11. Q33.Name of interviewer