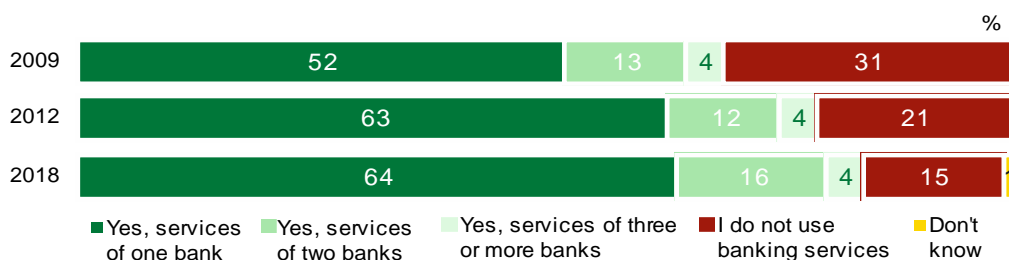


Confidence in the banking system

The vast majority of Poles (84%) use banking services. Respondents are generally clients of one bank (64%), much less often two (16%) or more (4%).

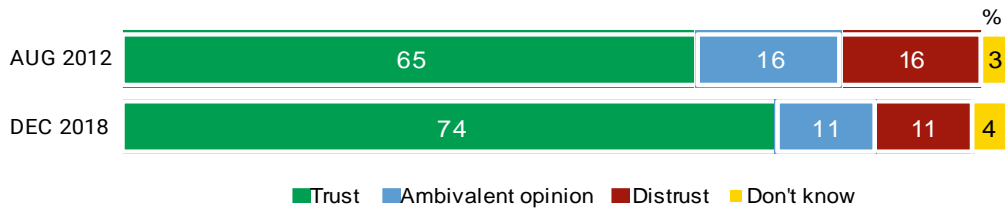
Compared to 2012, there has been a 5-point increase in the percentage of respondents declaring the use of banking services.

Do you use banking services?



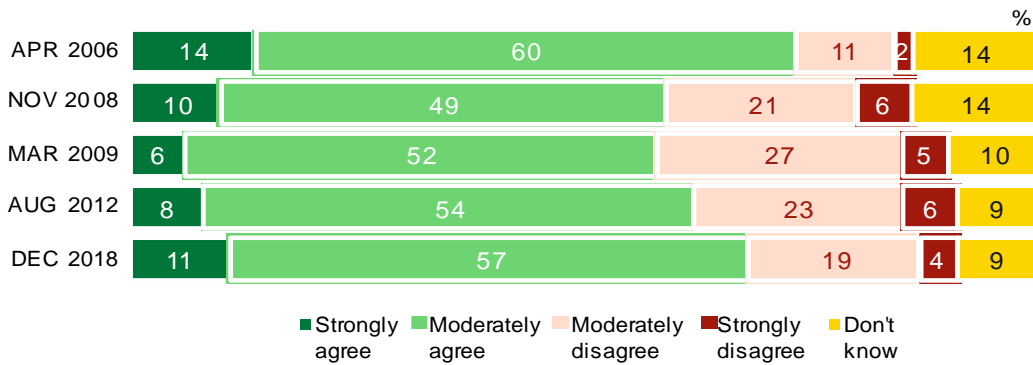
The majority of respondents (74%) declare trust in banks operating in Poland. In recent years (since 2012) confidence in banks has increased significantly.

Do you trust banks operating in Poland?



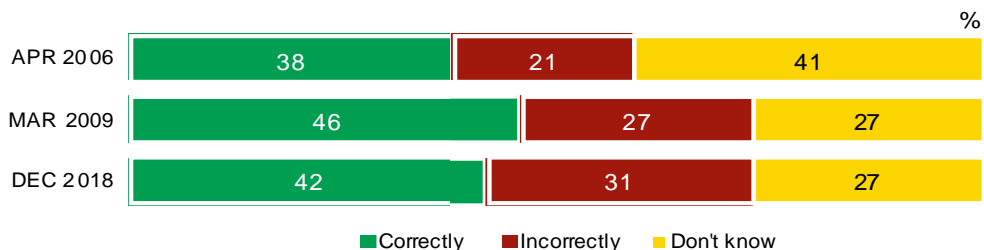
Over two-thirds (68%) believe that money deposited in banks in Poland is safe. The last few years have strengthened the belief about the security of financial resources in banks. However, it is still less frequent than in 2006, before the outbreak of the global financial crisis.

Do you agree that money deposited by people in banks in Poland is safe?



The conviction that the state should protect the safety of citizens' savings in banks is practically undisputed (95% of respondents share it). Opinions about whether banks' activities are supervised properly or not are divided, but the prevailing opinion is that this supervision is properly exercised (42%).

Are the activities of banks properly supervised?



More information about this topic can be found in CBOS report in Polish: "Trust in Banking System", December 2018. Fieldwork for national sample: December 2018, N=942. The random address sample is representative for adult population of Poland.