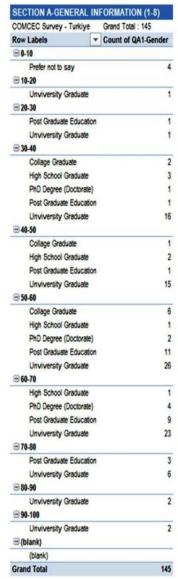


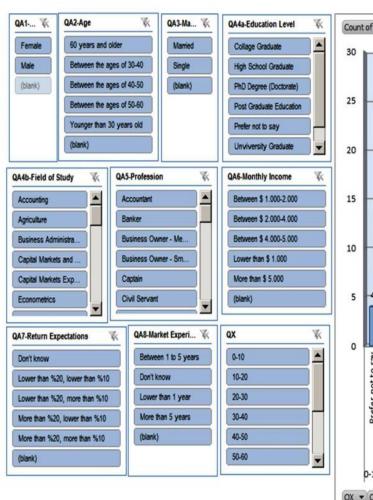
# Assessment of Financial Literacy Survey, COMCEC Turkey

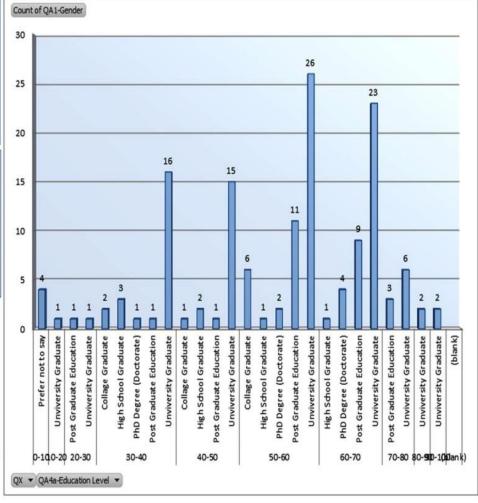
Number of Active Retail Investors Invited to Survey: 28.778

Number of Survey Participants: 168 Number of Survey Respondents: 145

> by Adem Mesutoğlu, MKK 11.11.2014







Filtered Total All Total 145 Filtered Portion 100,00%



pdf

O Turkish - Original O Turkish - Adjusted

Run English - Adjusted

#### SECTION A-GENERAL INFORMATION (1-8)

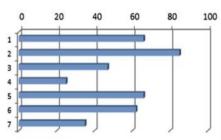
Rank QA1-Gender	# 145	% Distr.
1 Male	142	97,93%
2 Female	3 🔘	2,07%
Rank QA2-Age	# 141	% Distr.
4 Younger than 30 years old	12 🔘	8,51%
1 Between the ages of 30-40	56 🔘	39,72%
2 Between the ages of 40-50	53 🔘	37,59%
3 Between the ages of 50-60	17 🔘	12,06%
5 60 years and older	3 🔘	2,13%
Rank QA3-Marital Status	# 140	% Distr.
2 Single	32 🔘	22,86%
1 Married	108	77,14%
Rank QA4a-Education Level	# 145	% Distr.
4 High School Graduate	7 🔘	4,83%
3 Collage Graduate	9 🔘	6,21%
1 Unviversity Graduate	92 🔵	63,45%
2 Post Graduate Education	26 🔘	17,93%
4 PhD Degree (Doctorate)	7 🔘	4,83%
6 Prefer not to say	40	2,76%

Rank	QA4b-Field of Study	# 136	% Distr.	Rank	QA5-Profession	# 143	% Distr.	
24	Accounting	1.₽	0,74%	6	Accountant	6 🖠	4,20%	
23	Agriculture	1 🐺	0,74%	2	Banker	23 🎓	16,08%	
22	Capital Markets and Exchanges	1.4	0,74%	15	Business Owner - Medium	3 1	2,10%	
21	Capital Markets Expertise	1.4	0,74%	8	Business Owner - Small Scale	5 🔱	3,50%	
20	Econometrics	1 🐺	0,74%	20	Captain	2 4	1,40%	
3	Economics	14 🕥	10,29%	4	Civil Servant	10 🦠	6,99%	
1	Engineering	46 🎓	33,82%	19	Doctor	2.4	1,40%	
9	Faculty of Agriculture	2 🔱	1,47%	12	Economist	4 4	2,80%	
6	Faculty of Education	6 🔱	4,41%	3	Engineer	21 🎓	14,69%	
19	Finance	1 🔑	0,74%	7	Entrepreneurs	5 4	3,50%	
18	French Language and Literature	1.4	0,74%	18	Expert	2.4	1,40%	
17	Health High School	1.	0,74%	11	Faculty Member	4 4	2,80%	
16	History	1.4	0,74%	10	Financial Advisors	4 4	2,80%	
15	International Relations	1.4	0,74%	27	Health Technician	1 4	0,70%	
8	Law	2 🔱	1,47%	26	Industrialists	1 🔑	0,70%	
5	Mathematics	6 4	4,41%	14	Inspector	3 🕁	2,10%	
7	Medicine	4 🔑	2,94%	17	Insurer	2.4	1,40%	
14	Physical Medicine And Rehabilitation	1.4	0,74%	25	Lawyer	1.4	0,70%	
13	Property Valuation	1 🔑	0,74%	24	Member of Army	1 4	0,70%	
4	Public Administration	7 🎝	5,15%	23	Merchant	1.4	0,70%	
12	Ship Deck	1.	0,74%	16	Retired	2.4	1,40%	
11	Statistics	1.4	0,74%	22	Sales Manager	1 4	0,70%	
25	Tourism and Hotel Isle.	0 1	0,00%	21	Salesperson	1.4	0,70%	
10	Turkish Language and Literature	1.4	0,74%	5	Teacher	6 9	4,20%	
	Others	34 🎓	25,00%	13	Technical Staff	3 4	2,10%	
		-		9	Worker	4.	2,80%	
				1	Others	25 🏚	17,48%	

Rank	QA6-Monthly Income	# 137	% Distr
4	Lower than \$ 1.000	12 0	8,76%
1	Between \$ 1.000-2.000	56 🔘	40,88%
2	Between \$ 2.000-4.000	45	32,85%
5	Between \$ 4,000-5,000	10 🔘	7,30%
3	More than \$ 5.000	14 🔘	10,22%
Rank	QA7-Return Expectations	# 141	% Distr
4	Lower than %20, lower than %10	15 🔘	10,64%
5	Lower than %20, more than %10	10 🔘	7,09%
2	More than %20, lower than %10	30 🔘	21,28%
1	More than %20, more than %10	64 🔘	45,39%
3	Don't know	22 🔘	15,60%
Rank	QA8-Market Experience	# 140	% Distr
3	Lower than 1 year	4 0	2,84%
2	Between 1 to 5 years	46 🔾	32,62%
1	More than 5 years	89 🔵	63,12%
4	Don't know	1 🔘	0,71%

#### SECTION B- KNOWLEDGE AND UNDERSTANDING (9-15)

bject	Mark
Literacy Level Self Assessment	66
Risk Management	85
Securities Features	47
Accounting	25
Finance	66
Economics	62
Legislation	35





## **Abstract**

Gender: Male (% 98)

Age Group : 30-50 

Married : % 77

Educational Level percentage as "University and upper": %86

Market experience as 5 years and more: % 63

Low income portion: %9 Percentage of the respondents with income between \$ 1.000-4.000: %74

Only 10 percent of the investors declares their literacy level as insufficient, their overall grade from subjects is around lower limits. Level of financial literacy is not satisfactory, around 53

The lowest mark, 25, is in accounting which means that they can't read financial tables, or evaluate performance of firms.

Their awareness on legislation mark, 35, is quite low so they need to be well informed and to be protected.

Risk management mark, 85, is dazzling. The awareness of risks comes from the unlucky experiences they have been living.



## Finansal Okuryazarlık Anketi

	Lüffen kırmızı çerçeveli alanları tıklayarak sizin için uygun olanı seçiniz.
nu - 9	Araştırmanın esas sorularına başlamadan önce, sormak gerekirse, finansal okuryazarlığınızı nasıl değerlendiriyorsunuz ?
c	levap :
1	
ru - 10	Aşağıdaki ifadelerden hangisi doğru ya da yanlıştır ?
C	levap :
	Şirket pay senedi satın alma riski genellikle menkul knymet yatırım fonu payı alma riskinden fazladır Pay senedi satın almak şirkete para ödünç vermeye benzer Farklı endüstrilerde 20'den fazla firmanın pay senetlerine para yatırınan yatırımcılar daha fazla riski kabul ederler Özvarlıklar paydaşlar için varlıklaklıf, ihraççılar için ise borçipasifir Temenü ödemesi yapan bir firmanın pay senedi fiyatı genellikle temetü ödemeyen firmaya göre daha düşüktür Menkul kıymet yatırım fonlan yatırımcılarına garanfi edilmiş bir getiri oranı sunar
j	
ru - 11	Aşağıdaki menkul kıymetlerden hangisini seçersiniz ?  a) Bir yıl içinde itla edilen ve 3 ayda bir yüzde 2 ödeme yapan yüzde 8 getirili bir menkul kıymet b) Yıl sonunda yüzde 8 ödeme yapan yüzde 8 getirili bir menkul kıymet
c	evap :
ı	
ru - 12	Enflasyonun yüzde 22 olduğu ve yüzde 20 getrili bir yıllık menkul kıymetinizin olduğunu farz edin.

CTION C- SKILLS (16-20)			I have gai	ned	I have to	st	Re-inves	ment
ITEMS		Total	Profit	Profit_%	Loss	Loss_%	Re-invest Re	-invest_9
QC16-1-Stock & Subscription Right	•	106	46 🔾	50,00%	46 🔾	50,00%	14	26,429
QC16-2-Sukuk	1	3	0 🔘	0,00%	1 0	100,00%	2	3,779
QC16-3-Bond	8	24	19 🔘	90,48%	2 @	9,52%	3	5,669
QC16-4-Mutual Funds	$\Rightarrow$	46	36 🔘	85,71%	6 🔘	14,29%	4	7,559
QC16-5-Stock Futures	8	38	15 🔾	53,57%	13 🔘	46,43%	10	18,879
QC16-6-Options	Û	14	2 🔘	20,00%	8 🔘	80,00%	4	7,559
QC16-7-ETFs	û	8	5 🔘	83,33%	1 @	16,67%	2	3,779
QC16-8-Convertible Bonds	1	4	0 0	0,00%	2 🔘	100,00%	2	3,779
QC16-9-Currency	2	31	24 🔘	88,89%	3 🔘	11,11%	4	7,559
QC16-10-Gold	4	53	27 🔾	56,25%	21 ()	43,75%	5	9,439
QC16-11-Housing	$\Rightarrow$	45	42 🔘	100,00%	0 0	0,00%	3	5,669

## **Abstract**

The most popular type of securities: Stock

Profit / Loss distribution on stocks: 50-50

Even though investor loss, the most re-investable securities: Stocks and derivatives

They fall in love with stocks. Although the prices hit rock bottom they hold.

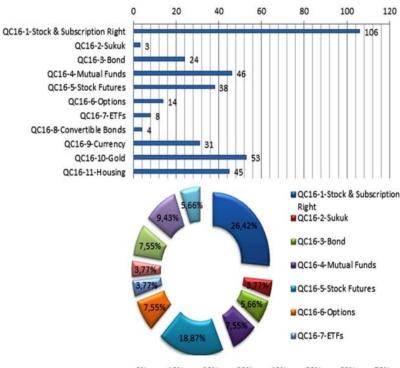
Futures and Options are very much welcomed by "most active" stock investors.

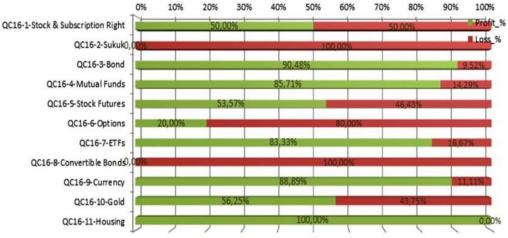
Short or certain term cash savings are invested in Bond and Mutual Funds.

The less traded securities by the survey respondents: Sukuk and Convertible Bonds

Only Housing is the instrument which completely profit their investors.

Especially some survey respondents advice buying any kind of property in Istanbul





#### SECTION C- SKILLS (16-20)

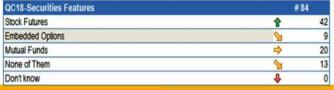
17-Securities Features	#38
ETFs trade in stock exchange	<u>∿</u> 9
ETFs expenditures are lower than mutual funds	. 4 3
ETFs are tradable during a day	
All of them	<b>↑</b> 25
Don't know	♣ 0



QC19-Finance	#	92
One million dollar cash today	•	28
One dollar for a month which doubles every day	Ŷ	64 7



# Items	a) Do Nothing	b) Currency and Gold	c) Bond or Sukuk	d) Bank Investing Account	e) Stock and Subscription Right	f) Land and House
1 Below \$ 2.000	91,82%	47,36%	39,44%	61,72%	74,66%	49,00%
2 Between \$ 2.000 and 10.000	55,36%	40,80%	26,82%	53,51%	63,72%	60,00%
3 Between \$ 10.000 and 50.000	40,56%	31,22%	23,57%	43,79%	55,12%	63,13%
4 More than \$ 50.000	30,50%	24,73%	21,47%	29,86%	45,75%	57,21%





Questions	Mark	0	10	20	30	40	50	60	7
QC17-Securities Features	66		723		- 77			75	<b>3</b> 66
QC18-Securities Features	11	-	11						
QC19-Finance	70		19 (1)						
Overall Grade	49	<del>-</del>	-	-	_	_	49		

#	Items	a	Do Nothing	1	b) Currency and Gold		c) Bond or Sukuk		d) Bank Investing Account	100	Stock and ubscription Right	f	Land and House
1	Below \$ 2.000	1	25,22%	î	13,01%	û	10,84%	0	16,96%	7	20,51%	û	13,46%
2	Between \$ 2.000 and 10.000	7	18,44%	8	13,59%	Û	8,93%	7	17,83%	Ŷ	21,23%	t	19,99%
3	Between \$ 10.000 and 50.000	0	15,76%	1	12,13%	Û	9,16%	0	17,01%	P	21,41%	Û	24,53%
4	More than \$ 50,000	8	14,56%	Ŷ	11,80%	û	10,25%	V	14,25%	P	21,84%	ŧ	27,31%

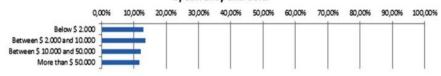
#### a) Do Nothing



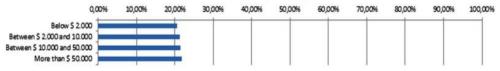
#### d) Bank Investing Account



#### b) Currency and Gold



#### e) Stock and Subscription Right



#### c) Bond or Sukuk



#### f) Land and House



#### SECTION D: EDUCATION, INFORMATION & CONFIDENCE (21-28)

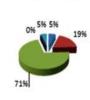
QD21-Market Disclosure Preferences	#	127	<b>1 1 2 3 14</b>	QD24-Educational Resources	#1	33	<b>■1 ■2 ■3 ■4</b>	QD27-Educational course	# 14	45		<b>=1 =2</b>
When audit or statuary inspector rejects or does not provide any comment regarding the financial statements of listed companies	Û	63		I don't have any information about educational resources	<b></b>	17	11 12 13 114	Yes	Ŷ	85		1 .2
When company announces adjustment of EPS	1	8	34	I have little information about educational resources	Ŷ	63	A P	No	1	60	4194	
When shareholders sue directors due to conflict of interest	û	13		I am aware of educational resources	7	44	% %					
When classification of securities of a firm changes from a specific market or oard	P	43	40/4	I have much information about educational resources	1	9	<b>V</b>				•	
D22-Legislation	#	134	m1 m2 m3 m4 m5	QD25-Information Sources	#1	30	m1 m2 m3 m4 m5	QD27b-Educational course Effects	#7	6	-1.	2 =3 =4
luying and selling of stocks by the board member	Û	9		News and information in newspapers	1	8		Strong effects	Û	7		
of the board member in general assembly	1	1	19 79/6	Friends/ relatives and family	1	4		Effected	<b>¬</b>	15		987
uying raw materials from the company in higher price than market price	Û	92		Stock prices trends	8	25	19	Average	<b>\$</b>	14	30%	
elling the firm products by approval of directors in higher price than narket price	Û	7	68	Financial statements of firms	Ŷ	57	W	Few effects	A	17		_ 1
on't know	8	25		Past performance and reputation of each firm	7	36	8	No effect	Û	23	225	
QD23a-Public Disclosure Preferences	#	3,92	<b>1 2 3 4 5</b>	QD26-Markets	#1	40	#1 #2 #3 #4 #5	QD28-1-Information Preferences_1st	#13	30	# 127	# 122
ransparency of cost of services provided by financial intermediaries	₽ 3	,57		Market regulator	1	0		Books/ magazines/ newspapers	2	17 企	55	<b>û</b> 29
Disclosure of directors and shareholders' conflict of interest	№ 3	3,76	21 18	Stock exchange	<b>1</b>	14	0.40	Commercial brochures	û	0 1	5	<b>⇒</b> 15
disclosure of illegal actions of the firm and manipulation of stock prices	1 4	1,16	-	Central depository company	•	120		Internet/ websites	Û	80 🔦	18	8
			21			٥		Movies or TV series		0 0	3	8
ubmission of periodic and annual financial statements to shareholders	<b>1</b> 4	1,11	W 210	Insurance companies	<del>1</del>	٠	25	Movies or TV series	<b>1</b>	0 1		
10000 to 1000 € 1000 € 10000 to 10000	♠ 4		21	Don't know	4	6	86 %	Educational messages	t t	3 1	8	≥ 8
500 A 100 A			21 %			6	. 86 %		<b>Y</b>	-		
			21 8			6	86 %	Educational messages	<b>Y</b>	3 1	6	11
500 - 100 -			21 %			6	85	Educational messages Educational software	<b>Y</b>	3 4	6	<u>№</u> 11
500 A 100 A			321 321			6	86	Educational messages  Educational software  Animations	<b>Y</b>	3 <b></b> 4 <b></b> 0 <b></b>	6 4 2 4 17 s	<ul><li>11</li><li>3</li><li>⇒ 16</li></ul>
Submission of periodic and annual financial statements to shareholders  Disclosure of firms' information which are in expose of bankruptcy			21 8			6	86	Educational messages  Educational software  Animations  Seminars/ symposia	<b>Y</b>	3 4 4 4 0 4 0 4 7 <u>\</u>	6 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	<ul> <li>11</li> <li>3</li> <li>⇒ 16</li> <li>4</li> </ul>

#### SECTION E- ATTITUDES (29-33)

QE29-Risk Appetite	#130
Firm A	<b>☆</b> 52
Firm B	<b>.</b> 40
None of them	<b>₽</b> 38



QE30-Trade Decisions		136
I will sell stocks immediately after devaluation	1	7
I will wait till the price I bought each stock	8	26
If the future condition of the firm is promising, I will take stocks even below the price I bought	Ŷ	97
I will retain stocks anyway	1	0
Don't know	Û	6



m1 m2 m3 m4 m5

QE31-Savings Sources for Investment	#114		
I have sold all my properties to invest in stock exchange	1	1	
I have sold my properties partially to invest in stock exchange	1	1	
I have used all my savings to invest in stock exchange	9	24	
I have used my surplus of income and savings to invest in stock exchange	•	88	



QE32-Investment Decision Sources		112
I am aware and informed about all financial products and do not need investment advisors	8	24
Besides applying the advice of investment advisors, I myself monitor financial statements and price trends of firms	•	85
I completely apply whatever investment advisors say	Û	3



QE33-Shariath Importance	#13	5
Extremely important	4	15
Very important	<b>\$</b>	29
Neutral	7	33
Somewhat important	•	18
Not important	Ŷ	40



## **Abstract**

Even though they get educational courses they are not affected much.

They suffer from manipulations.

They appreciate the reports of inspectors and auditors.

They get information through internet/ websites and magazines.

They follow up financial statements of firms.

As an information channel public disclosure platform is much appreciated.

The level of risk appetite declines in time.

They cut their coats according to their clothes on the allocation of their savings into investment without ambitions.

Althoug they all want to be specialists they pay attention to professionals.

They attach importance to earning money. If they earn in an instrument they keep on trading, no matter is the type, Sukuk or else.

#### SECTION X- FINANCIAL LITERACY PERFORMANCE

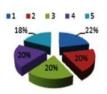
GENDER	Minimum	Maximum	Average
Female	44	75	63
Male	19	94	O 54

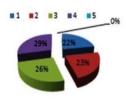
AGE GROUP	Total Marks	Total Count		Average	
20-30	707	12	Ŷ	59	
30-40	2.992	56	2	53	
40-50	2.867	53	$\Rightarrow$	54	
50-60	907	17	8	53	
60-70	150	3	1	50	Т

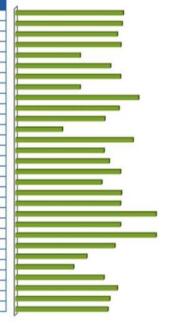
MARITIAL STATUS	Minimum	Maximum		Average
1 Single	19	94	0	54
2 Maried	25	75	0	55

EDUCATIONAL LEVEL	Total Marks	Total Count		Average
High School Graduate	320	7	1	46
Collage Graduate	425	9	1	47
Unviversity Graduate	4.943	92	7	54
Post Graduate Education	1.935	33	1	59
Prefer not to say	0	4		0

PROFESSION	Total Marks	Total Count	Average
Accountant	345	6	58
Banker	1.309	23	57
Business Owner - Medium	163	3	⇒ 54
Business Owner - Small Scale	281	5	<b>56</b>
Captain	69	2	35
Civil Servant	507	10	⇒ 51
Consultant	56	1 .	<b>5</b> 6
Doctor	69	2	35
Economist	263	4	66
Engineer	1.159	21	55
Entrepreneurs	238	5	48
Expert	50	2	25
Faculty Member	251	4	63
Financial Advisors	189	4	⇒ 47
Health Technician	50	1 1	⇒ 50
Industrialists	56	1	56
Inspector	138	3	→ 46
Insurer	113	2	57
Judge	56	1	56
Lawyer	75	1	75
Member of Army	56	1 .	56
Merchant	75	1	75
Retired	106	2	⇒ 53
Sales Manager	38	1 '	38
Salesperson	31	1	31
Teacher	283	6	47
Technical Staff	163	3 (	<b>⇒</b> 54
Worker	201	4	⇒ 50
Others	1,233	25	⇒ 49







MONTHLY INCOME	Total Marks	Total Count	200	Average
Lower than \$ 1.000	582	12	1	49
Between \$ 1.000-2.000	2.983	56	⇨	53
Between \$ 2.000-4.000	2.473	45	$\Rightarrow$	55
Between \$ 4.000-5.000	477	10	1	48
More than \$ 5.000	838	14	•	60

RETURN EXPECTATIONS	Total Marks	Total Count		Average
1 Lower than %20, lower than %10	859	15	Ŷ	57
2 More than %20, lower than %10	1.710	30	Ŷ	57
3 Lower than %20, more than %10	532	10	•	53
4 More than %20, more than %10	3.594	64	•	56
5 Don't know	803	22	1	37

MARKET EXPERIENCE	Total Marks	Total Count		Average
Lower than 1 year	214	4	Û	54
Between 1 to 5 years	2.337	46	•	51
More than 5 years	4.984	89	1	56
Don't know	19	1	û	19



14%	<b>2</b>	<b>3</b>	<b>#</b> 4	■5	
1470,			22%		
22				22%	)
4	2	0%	1		,
	_			-	



## Last Words in Numbers



## Thank you.

For contact :
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adem.mesutoglu@mkk.com.tr