**Appendix A**

**Fraud experience questionnaire**

1. Age:\_\_\_\_\_\_\_\_\_\_\_

2. Gender: Male / Female

3. Have you ever personally encountered an attempted fraud (e.g. scam or con) which was not on the internet (e.g. through face-to-face, telephone, or postal communication)?

🞏 Yes 🞏 No

If yes....

3.1. Through which medium(s) have you experienced such fraud (tick all that apply)?

🞏 Face-to-face 🞏 Telephone 🞏 Post 🞏 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_

3.2. Have you ever responded to such a communication as if it were genuine?

🞏 Yes 🞏 No

If yes....

3.2.1. What made you decide to respond?

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3.2.2. Please describe the communication which followed / the result of your response.

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3.2.3. Please provide any further information which you can recall about the incident(s).

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If no....

3.2.3. At what stage did you become aware of the fraudulent nature of the communication?

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3.2.4. What made you aware of the fraudulent nature of the communication?

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4. On average, how many hours do you spend actively using the internet each day?

🞏 0-1 hours

🞏 1-3 hours

🞏 3-6 hours

🞏 6+ hours

🞏 I do not use the internet on a daily basis

5. What do you use the internet for most often (e.g. work, social networking, school research, etc.)?

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6. How long have you been regularly using the internet for?

🞏 Less than 1 year

🞏 1-3 years

🞏 3-6 years

🞏 6+ years

🞏 I do not use the internet regularly

7. Have you ever personally encountered a fraudulent email(s)?

🞏 Yes 🞏 No

If yes.....

7.1. In what context did you read the email(s)? (Please tick all that apply)

🞏 Computer at home

🞏 Computer at work

🞏 Tablet at home

🞏 Tablet at work

🞏 Smart phone at home

🞏 Smart phone at work

🞏 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7.2. Have you ever responded to such an email as if it were genuine?

🞏 Yes 🞏 No

If yes....

7.2.1. What made you decide to reply?

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7.2.2. Please describe the communication which followed / the result of your response.

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If no....

7.2.3. What made you aware of the fraudulent nature of the email(s)?

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