



European Bank
for Reconstruction and Development

Azerbaijan National Public Opinion Survey on Remittances

July, 2007



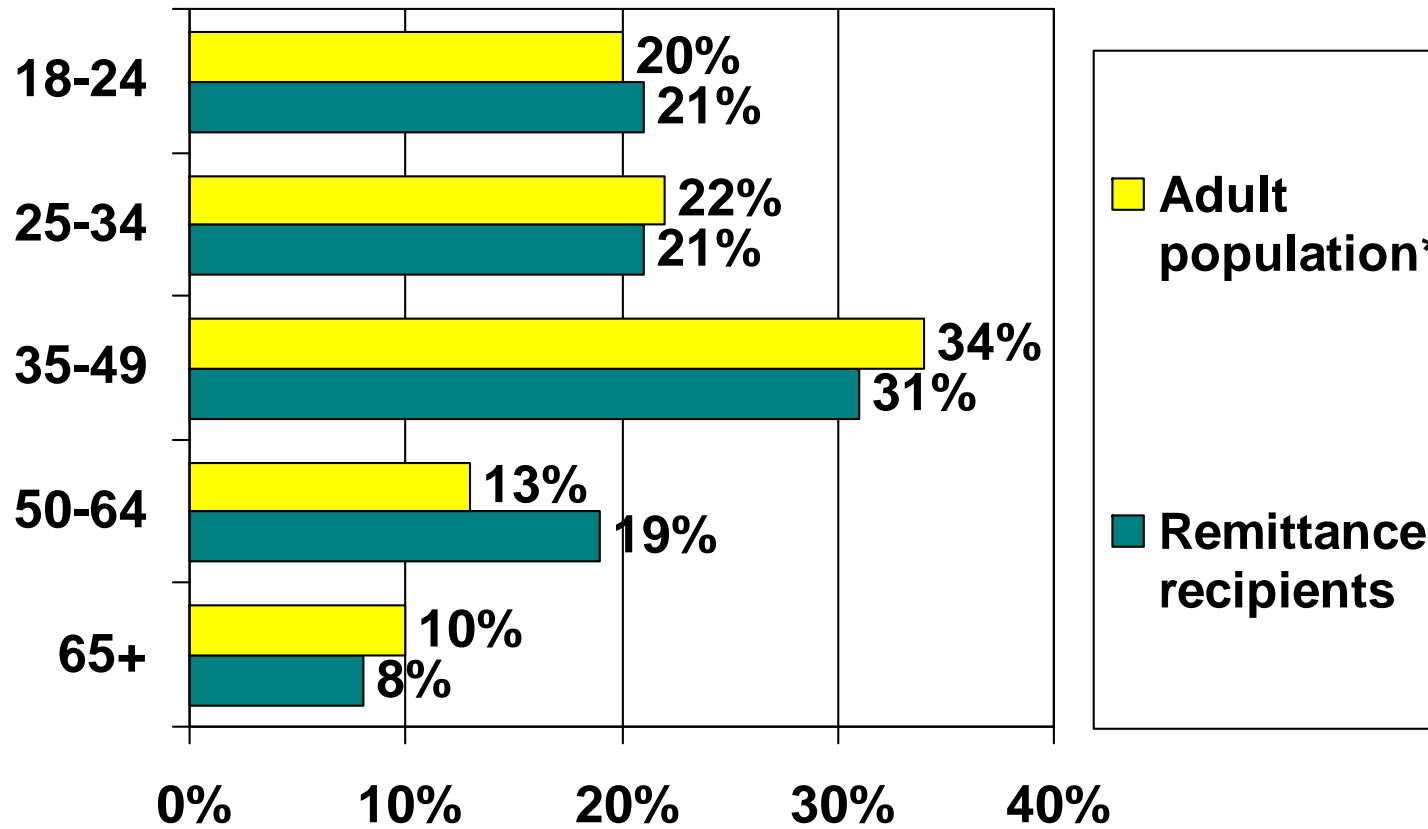
Methodology

<i>Sample size</i>	4,051 Azeri adults
<i>Dates of interviews</i>	January 10 – February 16, 2007
<i>Languages of interviews</i>	Azerbaijani and Russian (98 percent) Hebrew, Turkish, Lezgi, Chechen, Tatar, Talysh, Avar, Tat, and Farsi (2 percent)
<i>Margin of error</i>	1.6 percentage points

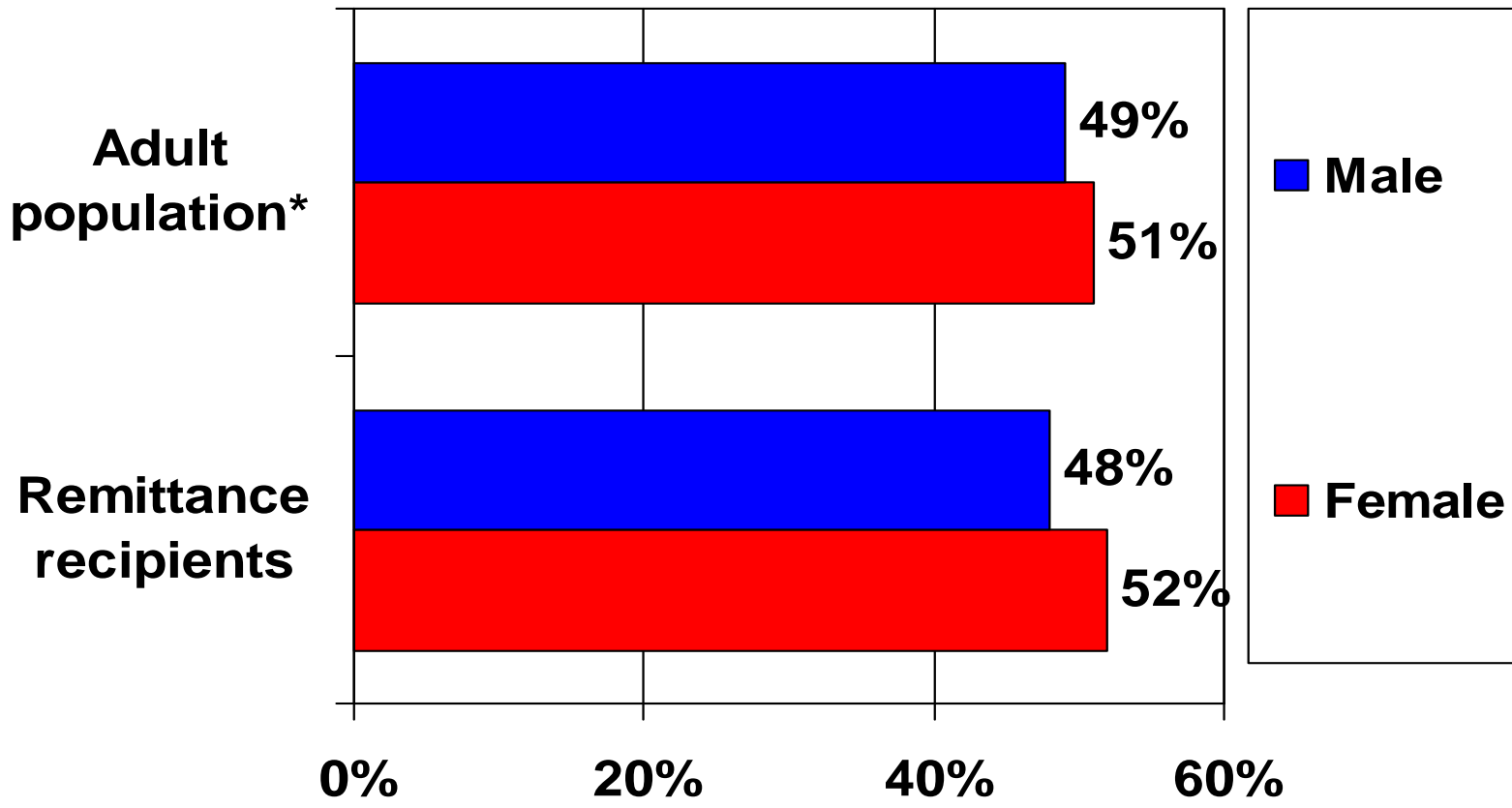
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Demographics of Remittance Recipients

[Age]



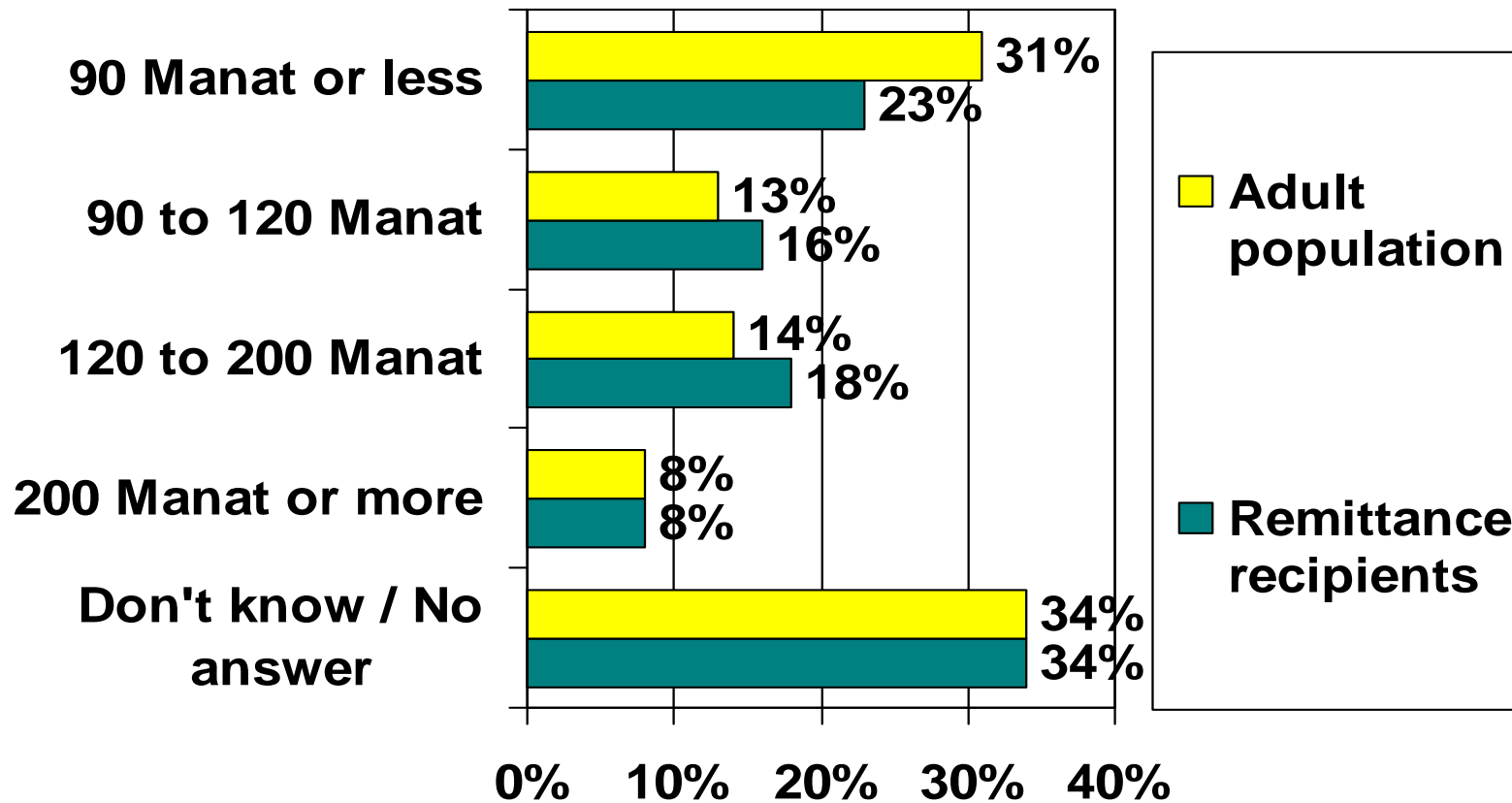
[Gender]



*State Statistical Committee of Azerbaijan Republic

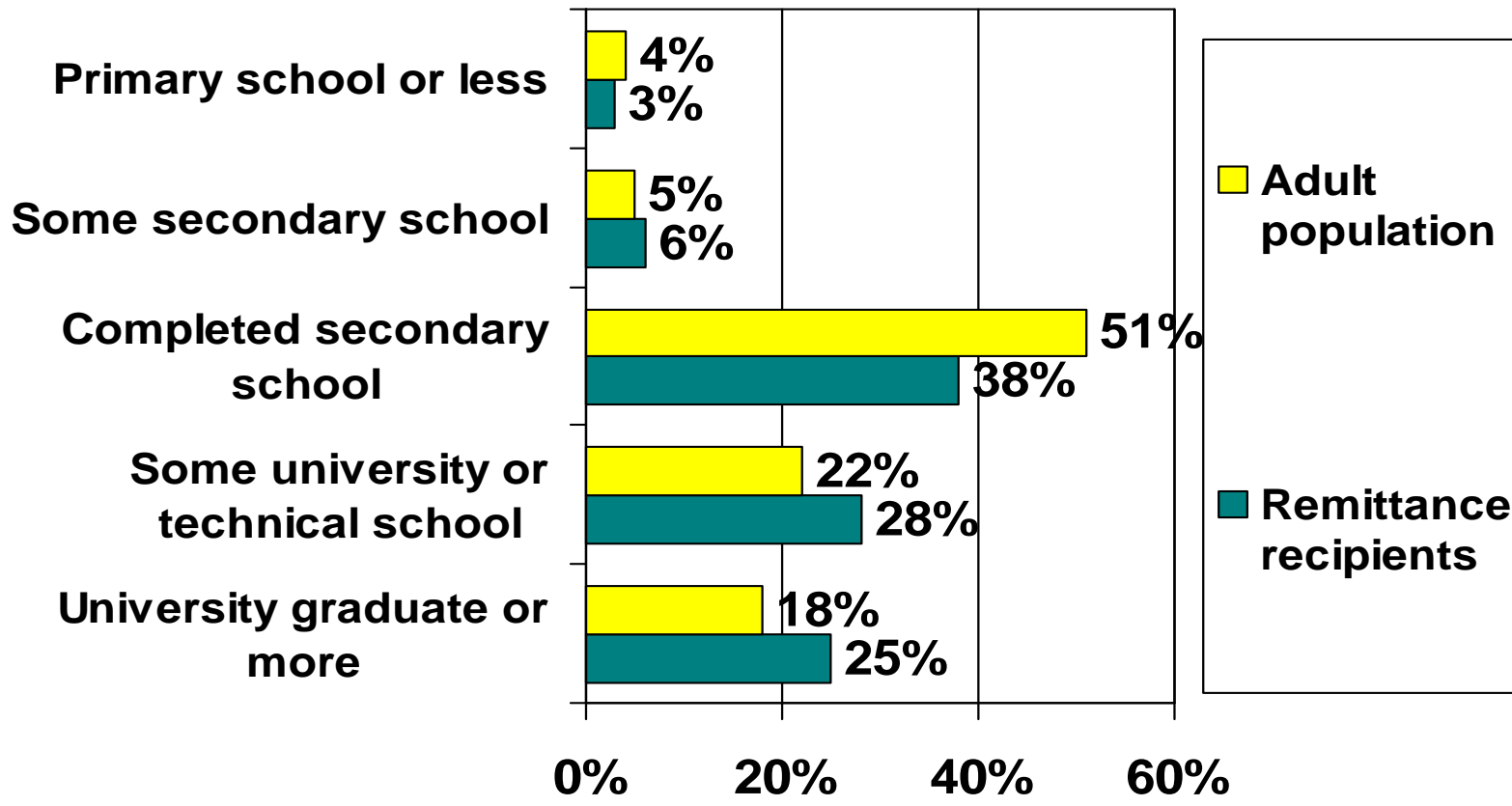
Monthly Household Income

In New Manats



Official exchange rate is US\$1 to 0.8694 new manats,
National Bank of Azerbaijan

Education



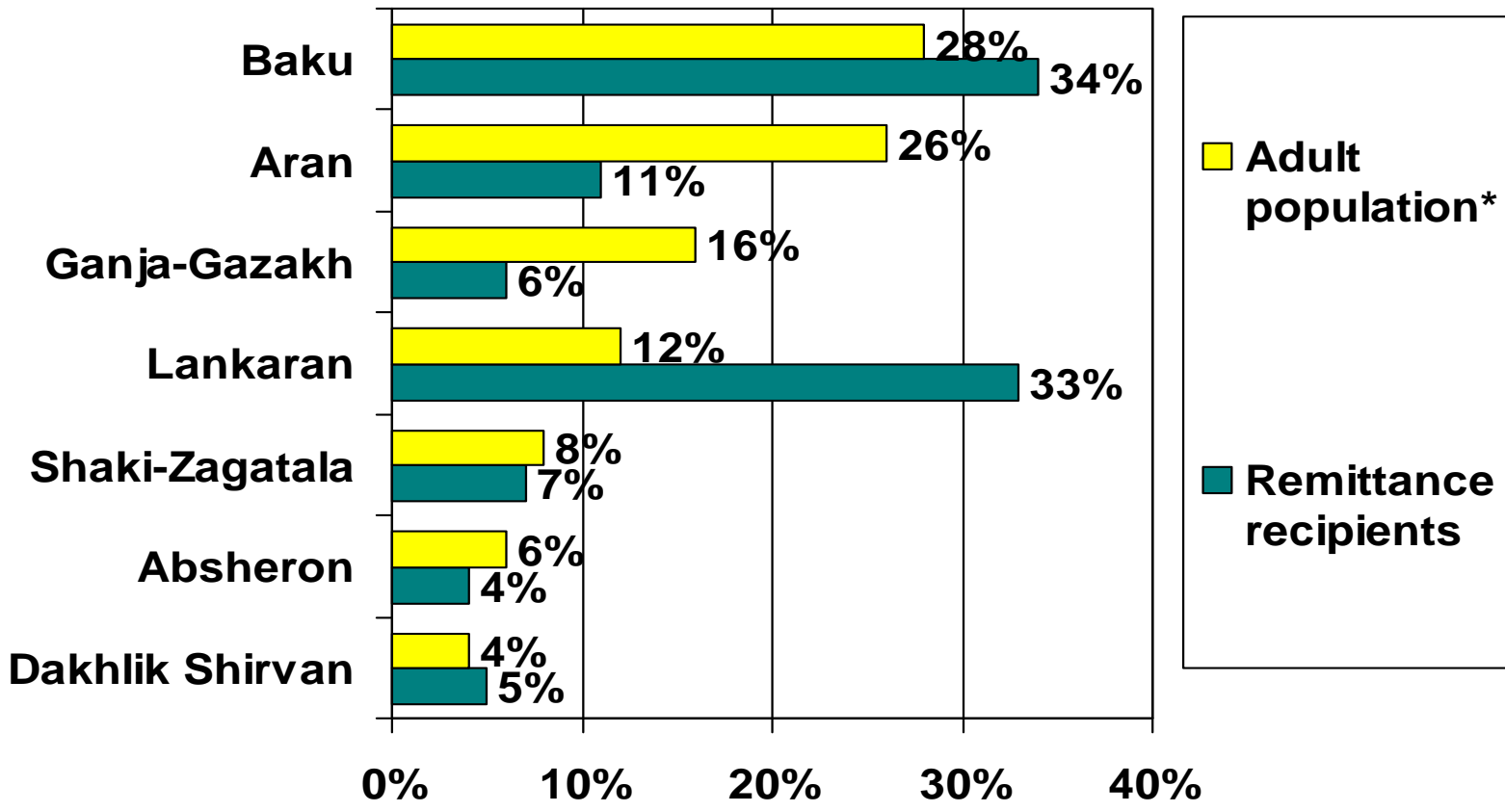
[Poll Sample]

- Polling was conducted in 7 of the 11 “economic regions” of Azerbaijan, which contain more than 80 percent of the Azeri population. Interviews were administered in both the urban and rural areas of these “economic regions.”
 - Baku
 - Absheron
 - Aran
 - Ganja-Gazakh
 - Lankaran
 - Shaki-Zagatala
 - Dakhlik Shirvan

[Poll Sample]

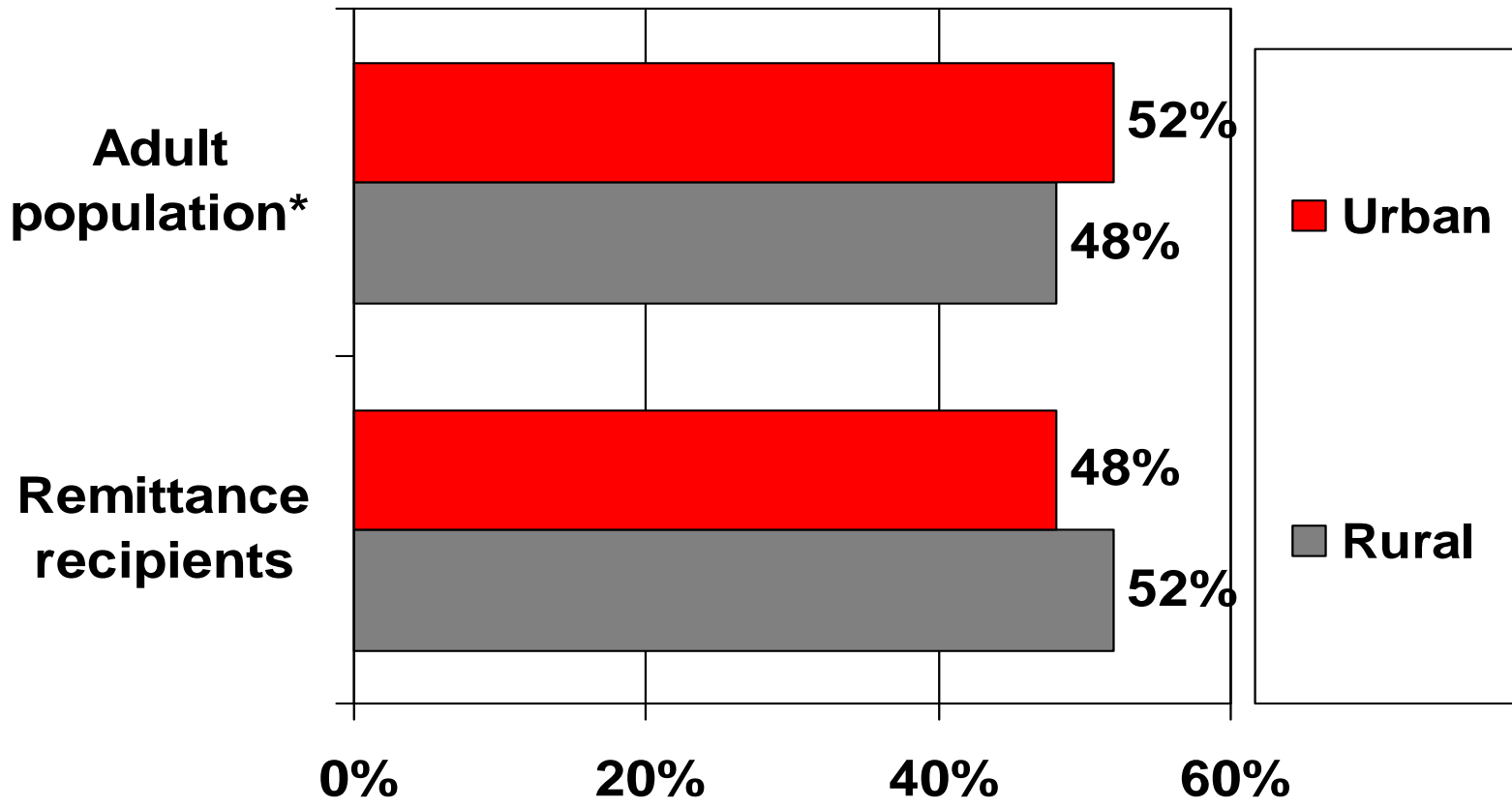
- Polling was not conducted in the “economic region” of Guba-Khachmaz because of the extreme difficulties in surveying its low-density populations. It contains only 5 percent of the Azeri population.
- Polling was also not conducted in the “economic regions” of Nakhchivan, Yukhari Karabakh, and Kalbajar-Lachin because of security concerns. These “economic regions” contain about 14 percent of the Azeri population.

[Regions]



*State Statistical Committee of Azerbaijan Republic

[Urban vs. Rural]

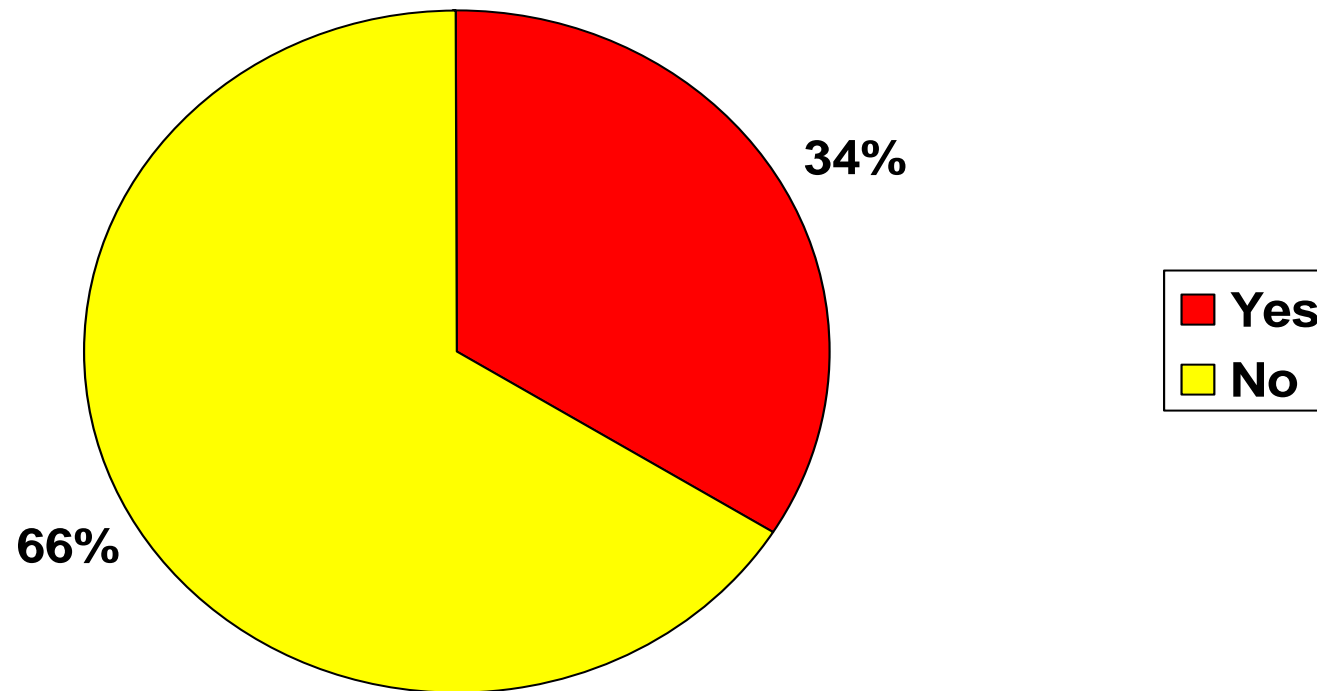


*State Statistical Committee of Azerbaijan Republic

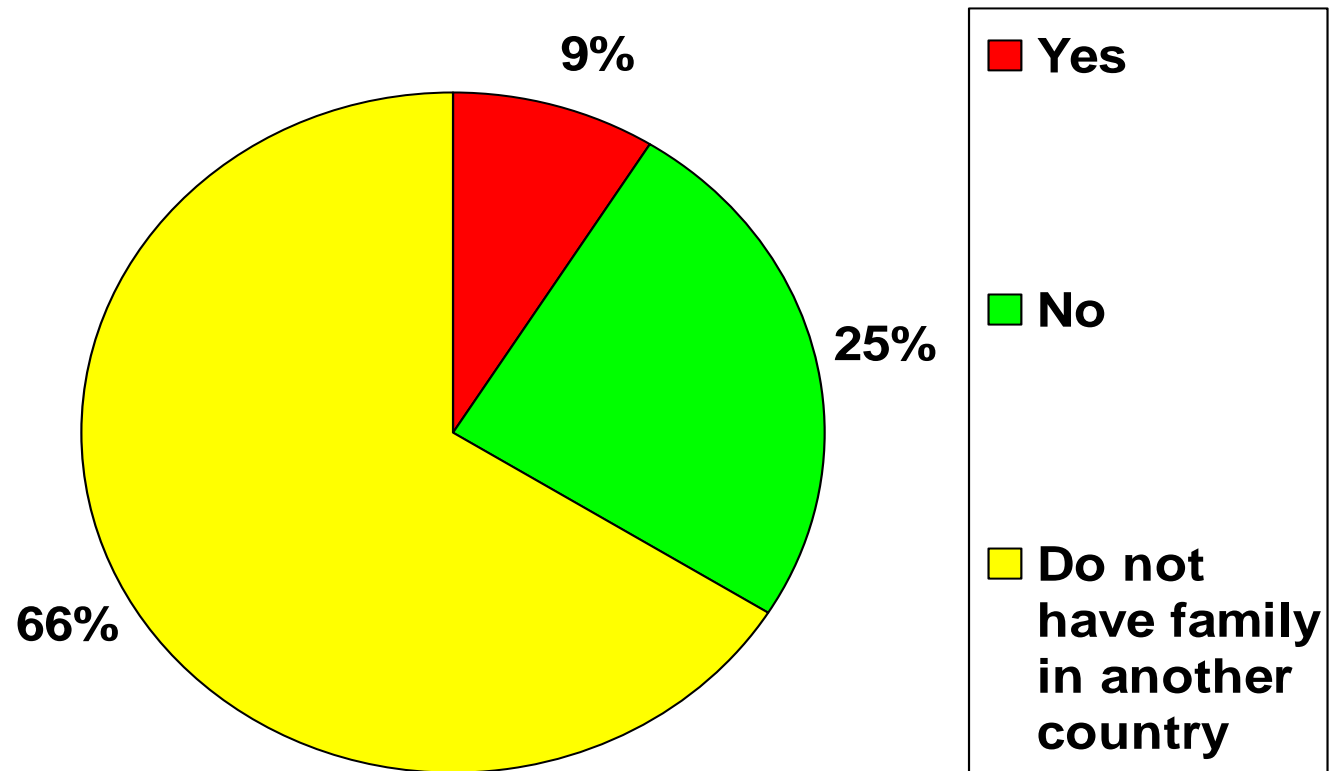


Remittances to Azerbaijan

Do you have any family members living in another country outside Azerbaijan?

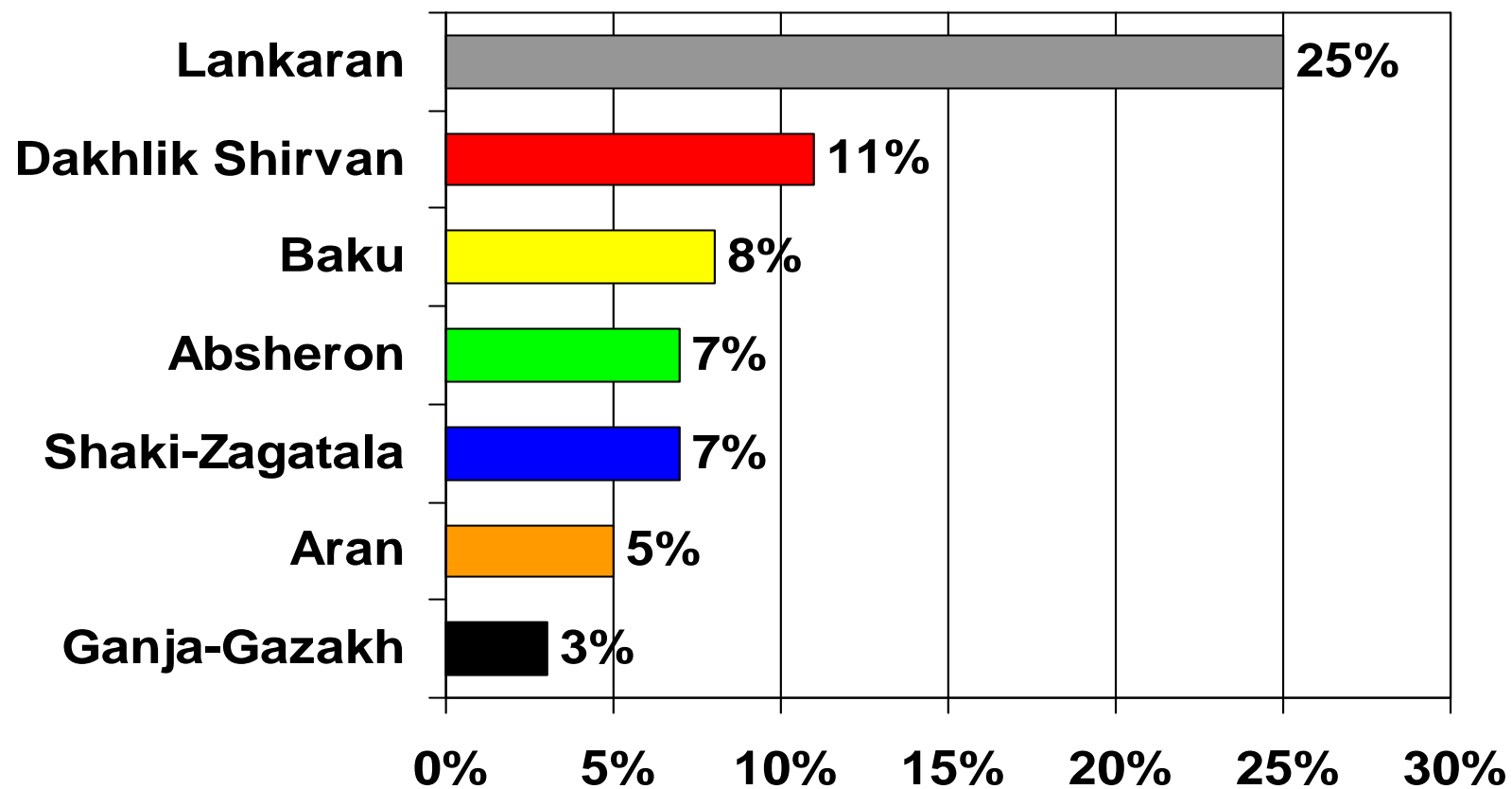


Have any of your relatives living in another country outside Azerbaijan ever sent you money?



Remittance Recipients

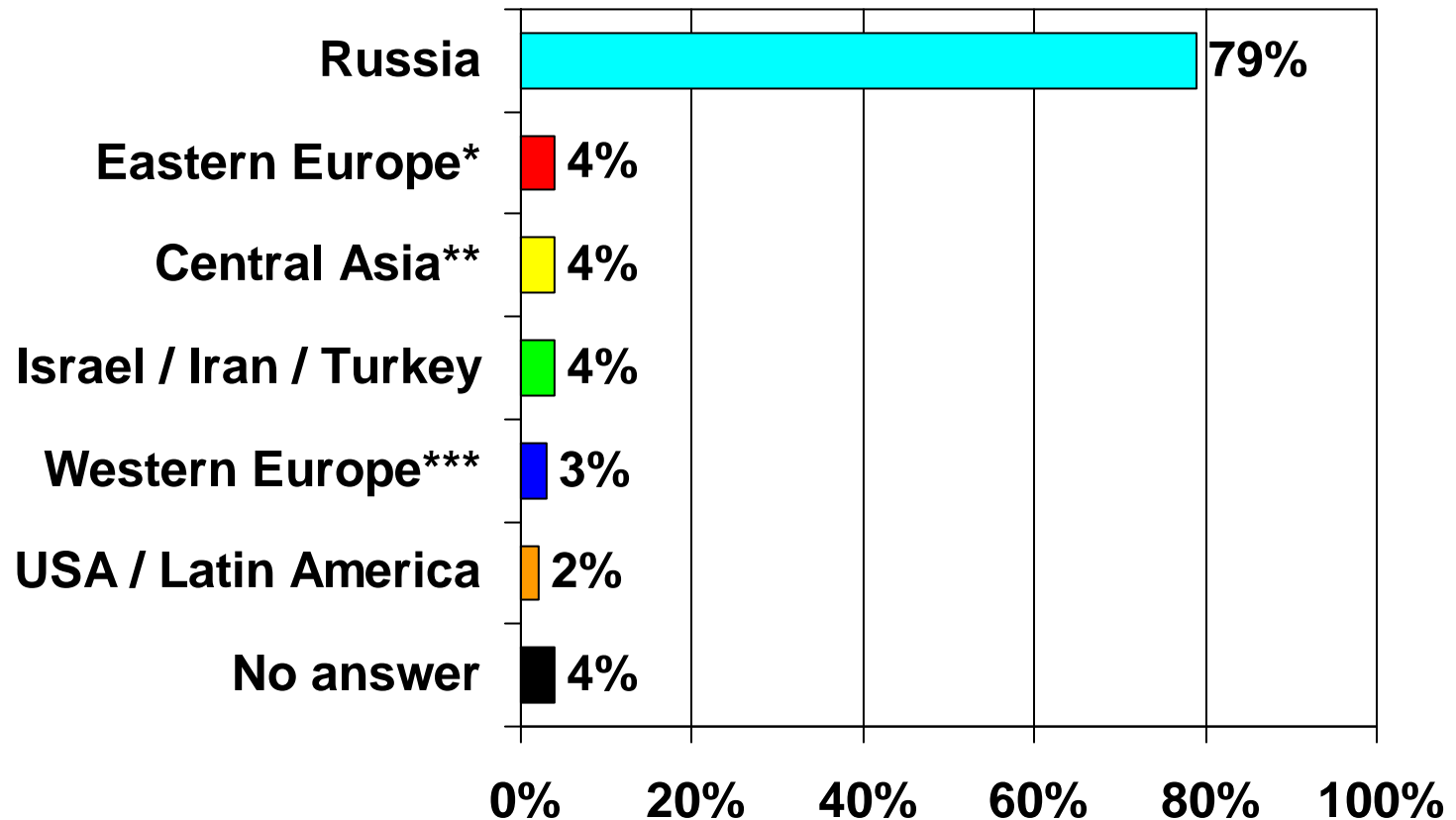
By Region



[Major Findings]

- Nine percent of Azeri adults – approximately **523,000** people – received remittances on a regular basis during 2006.

In which country does that family member or relative live?

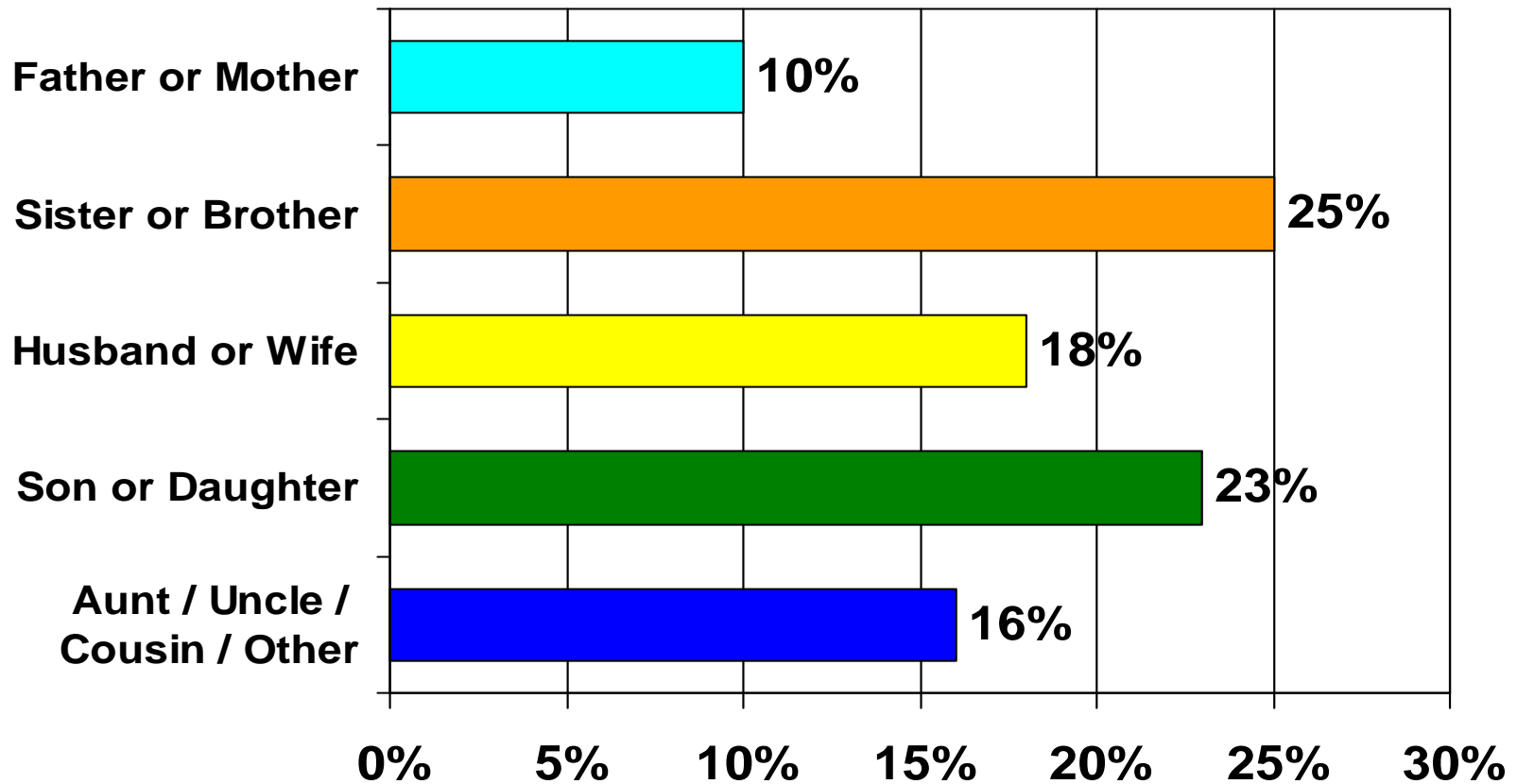


*Ukraine, Belarus, Estonia

**Uzbekistan, Kyrgyzstan, Kazakhstan, Georgia, Turkmenistan

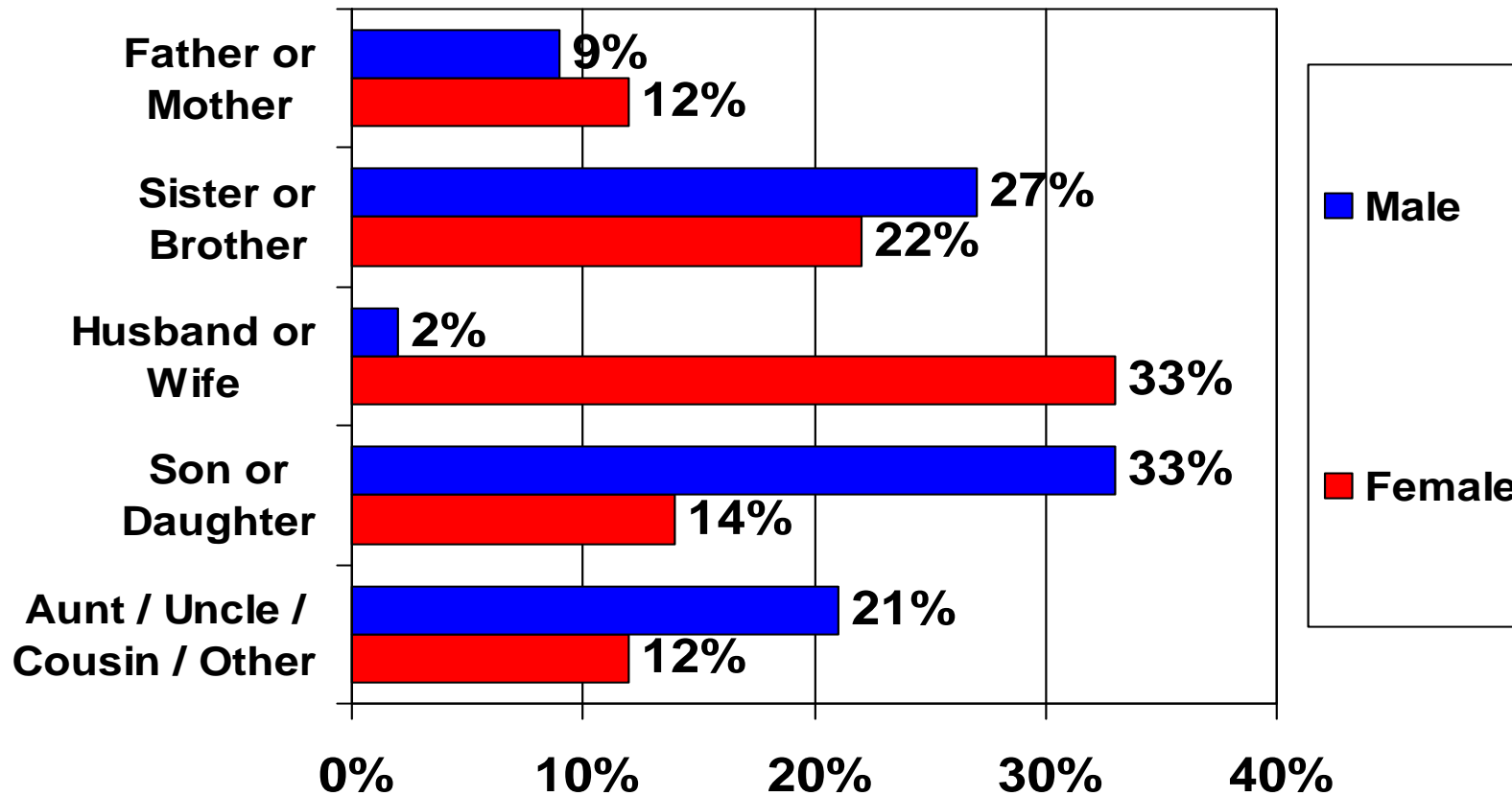
***Germany, Netherlands, Great Britain

What is your relationship to the person who sends you money?

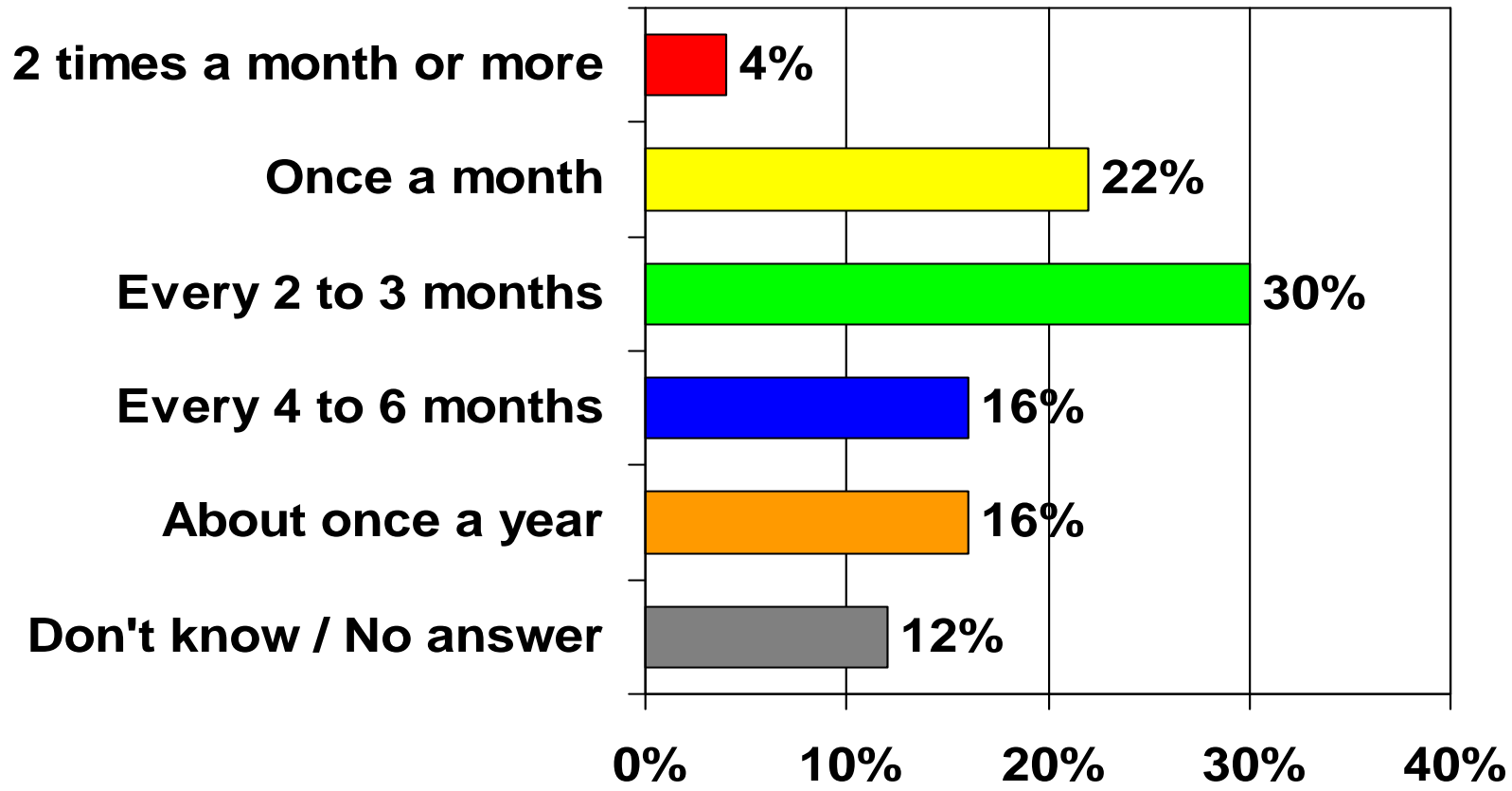


What is your relationship to the person who sends you money?

By Gender of Remittance Recipient



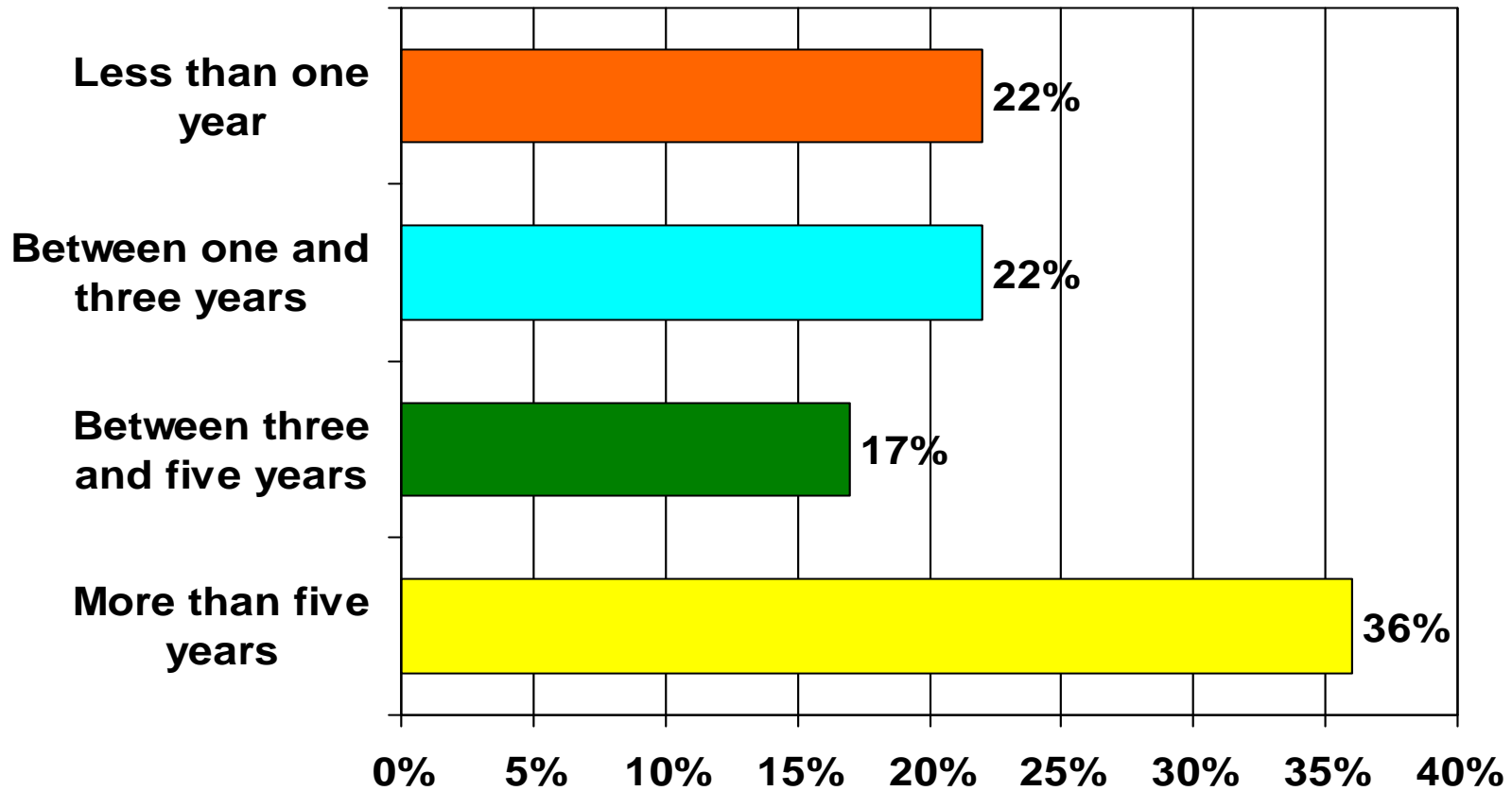
How frequently does your family member or relative send you money?



[Major Findings]

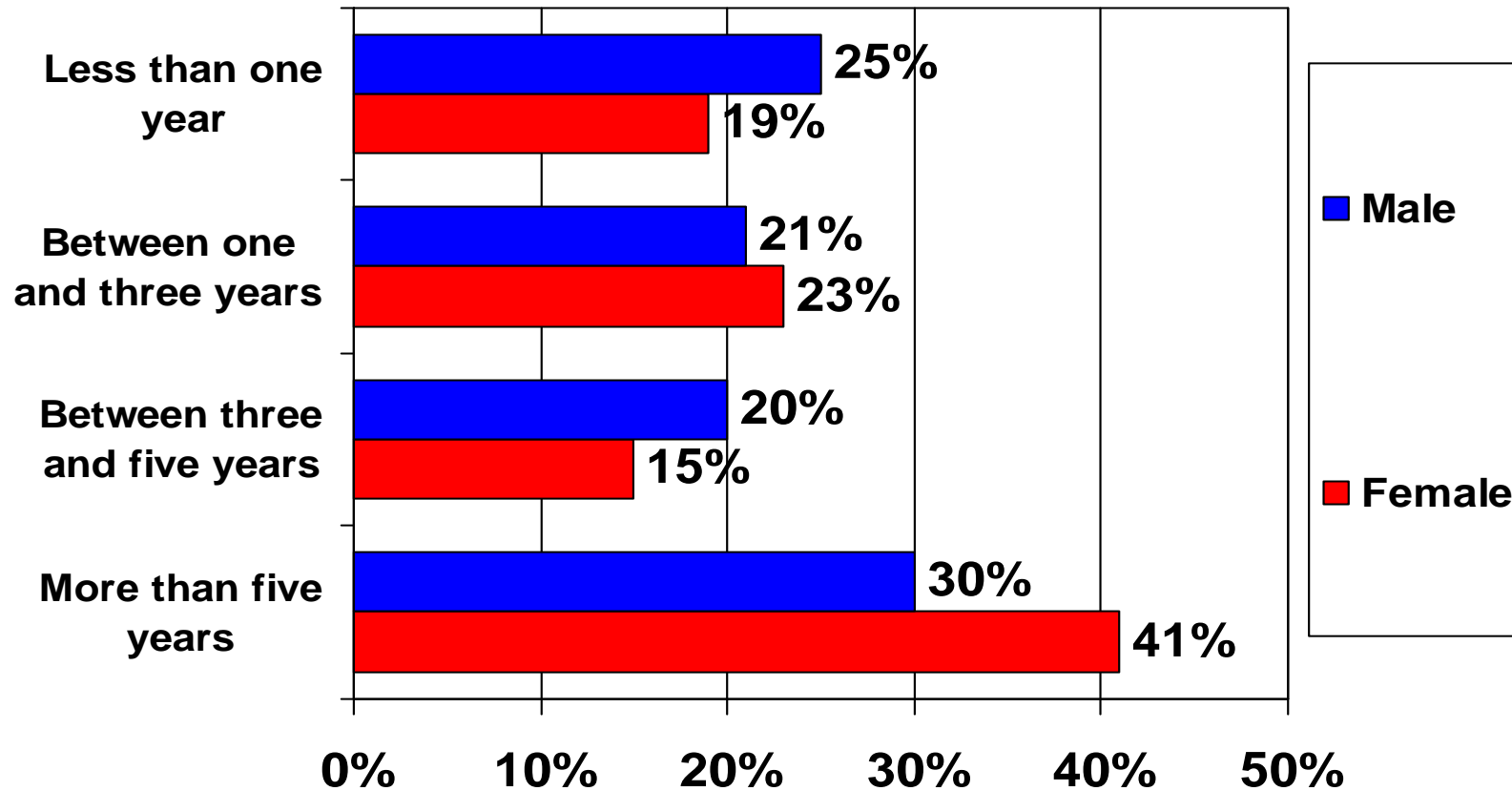
- The average Azeri remittance recipient receives money **6 times** a year.

For how many years has this family member been sending you money?



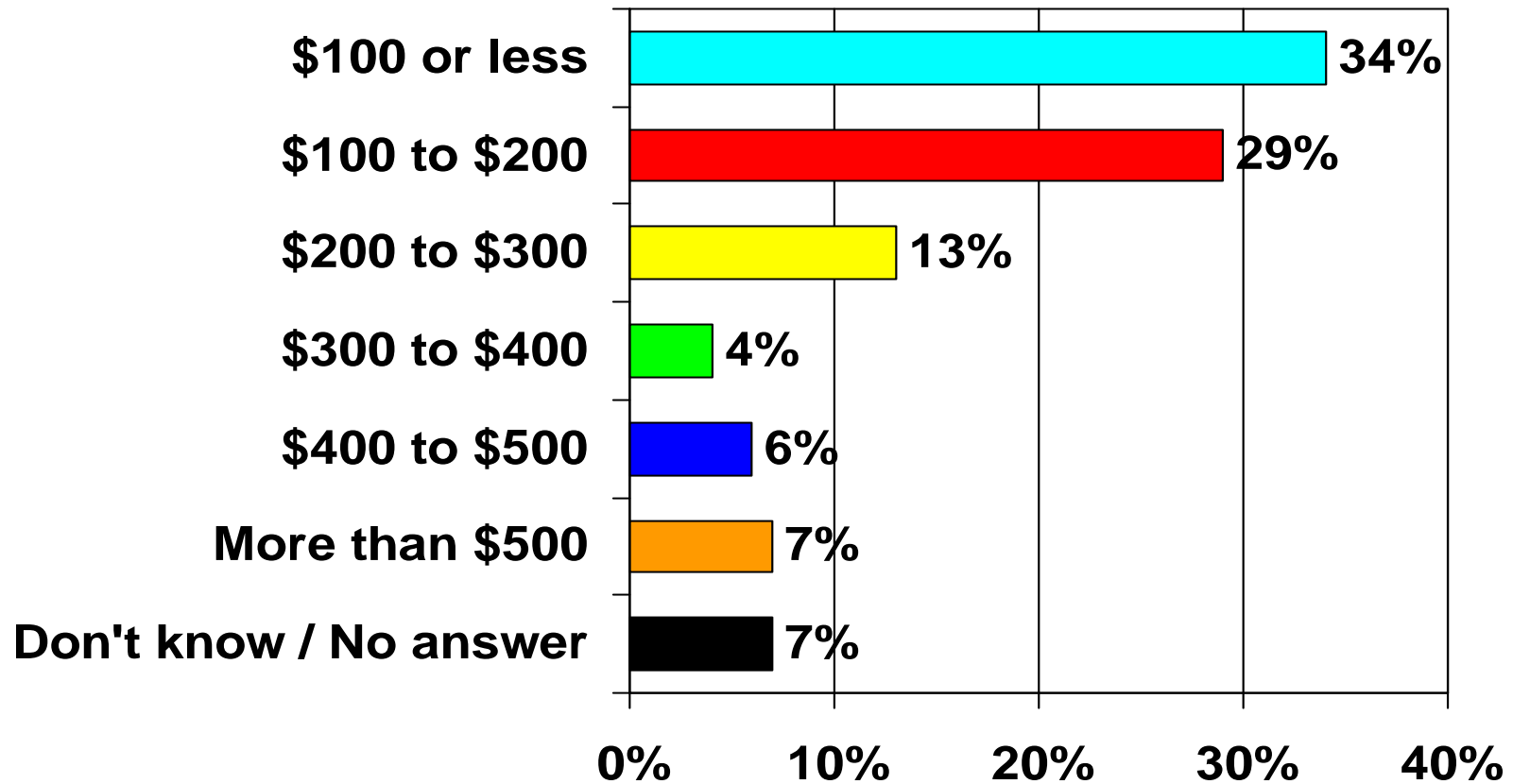
For how many years has this family member been sending you money?

By Gender of Remittance Recipient



How much money – on average – does your family member send you each time?

In US dollars



[Major Findings]

- The average remittance to Azerbaijan is **US\$169**.

[Major Findings]

- The survey indicates that Azerbaijan received approximately **US\$530 million** or **€385 million** during 2006.

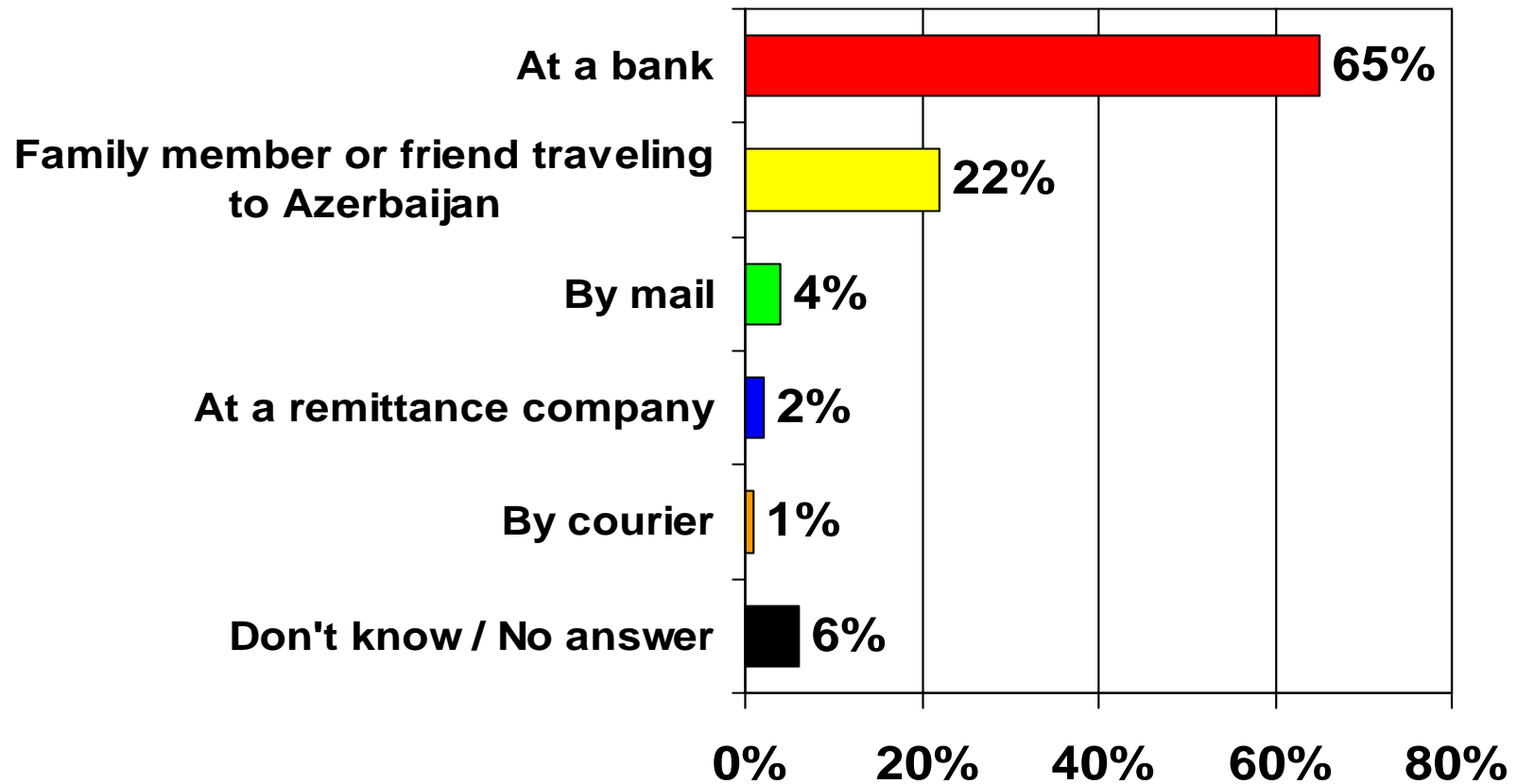
Remittances

<i>Country of family member</i>	<i>Amount in remittances</i>
Russia	€310 million
Eastern Europe	€17 million
Central Asia	€17 million
Israel / Iran / Turkey	€17 million
Western Europe	€14 million
USA / Latin America	€10 million
Total	€386 million

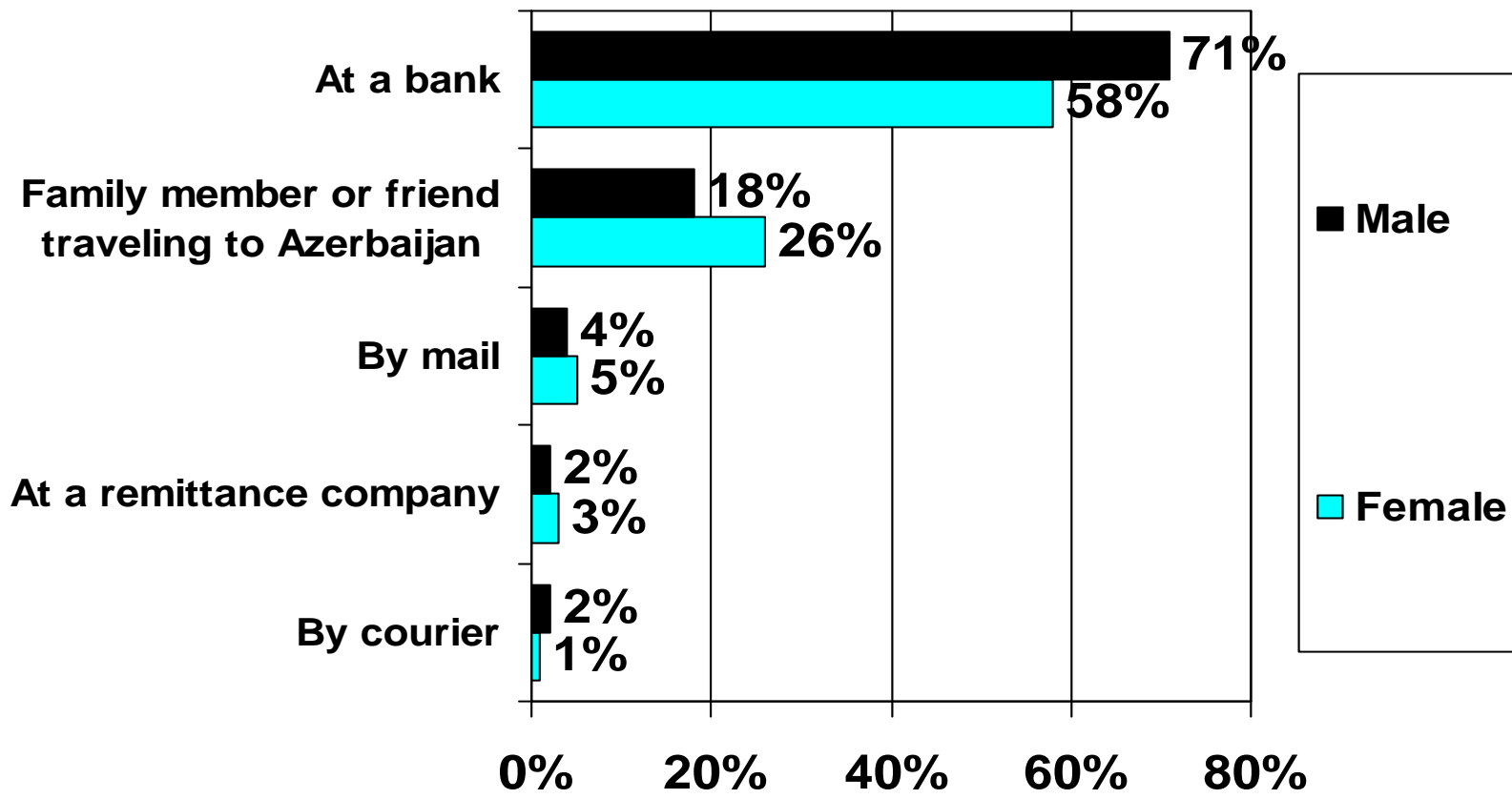


The Remittance Process

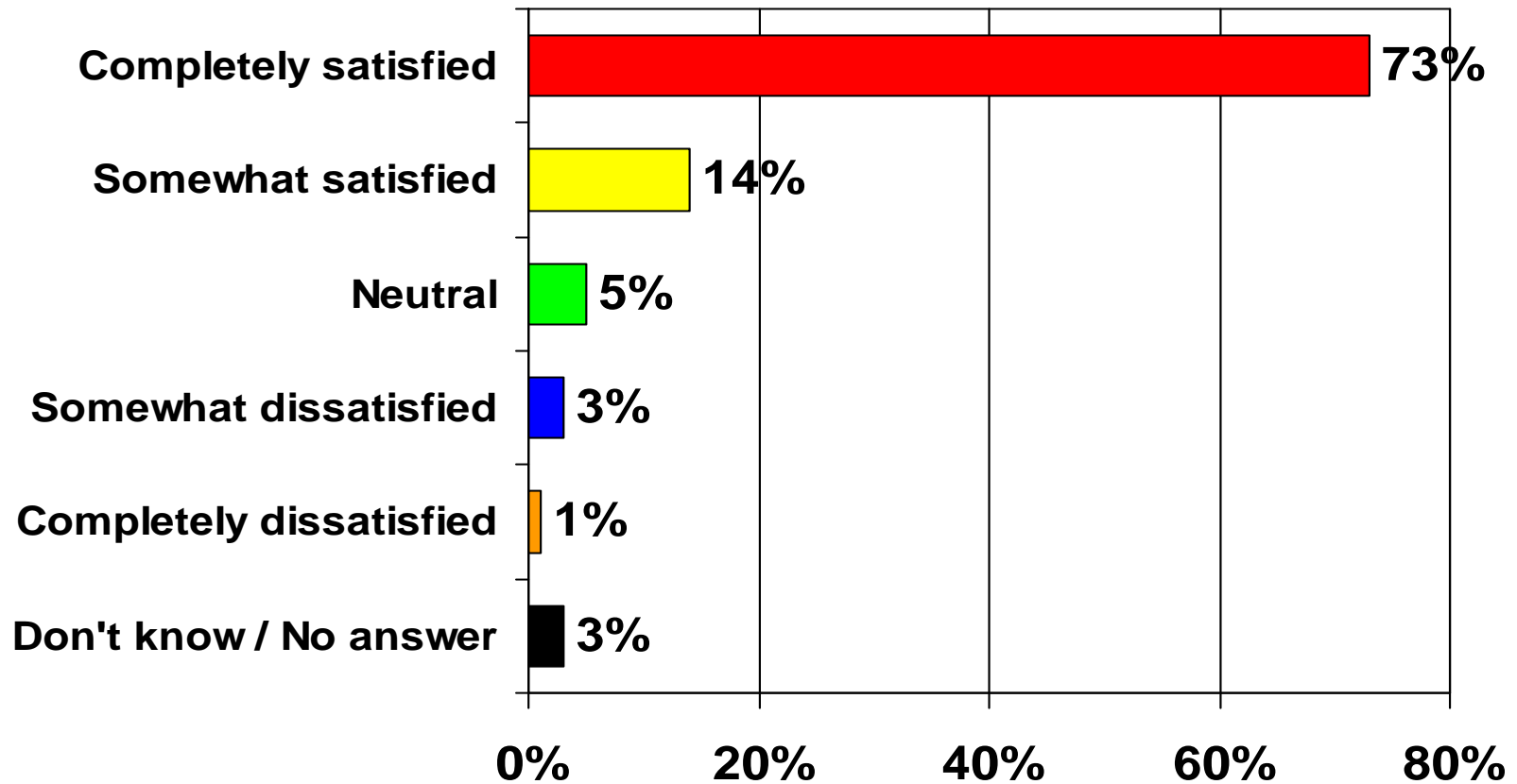
[How do you receive this money?]



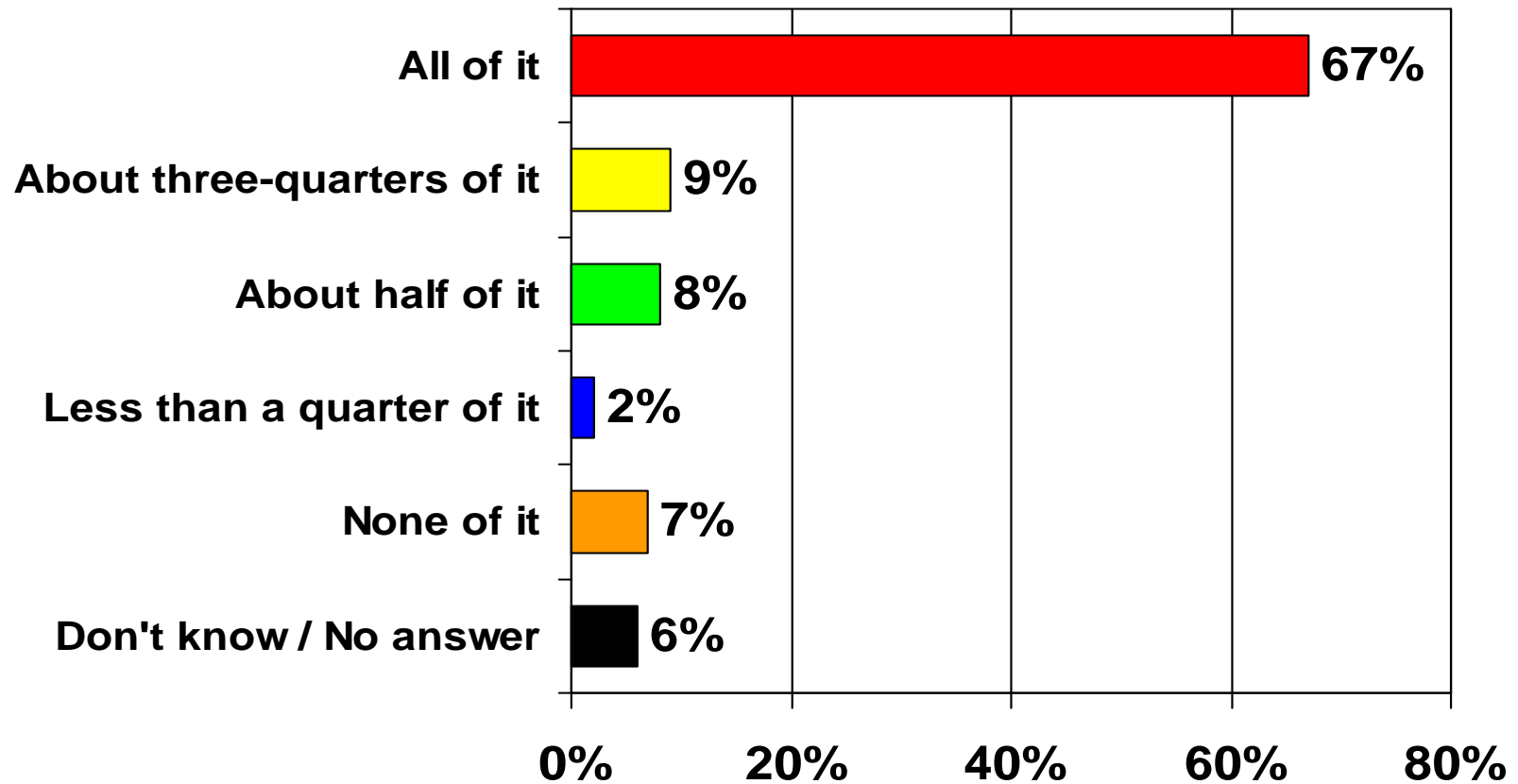
How do you receive this money? *By Gender of Remittance Recipient*



How satisfied are you with the services of the bank or remittance company?



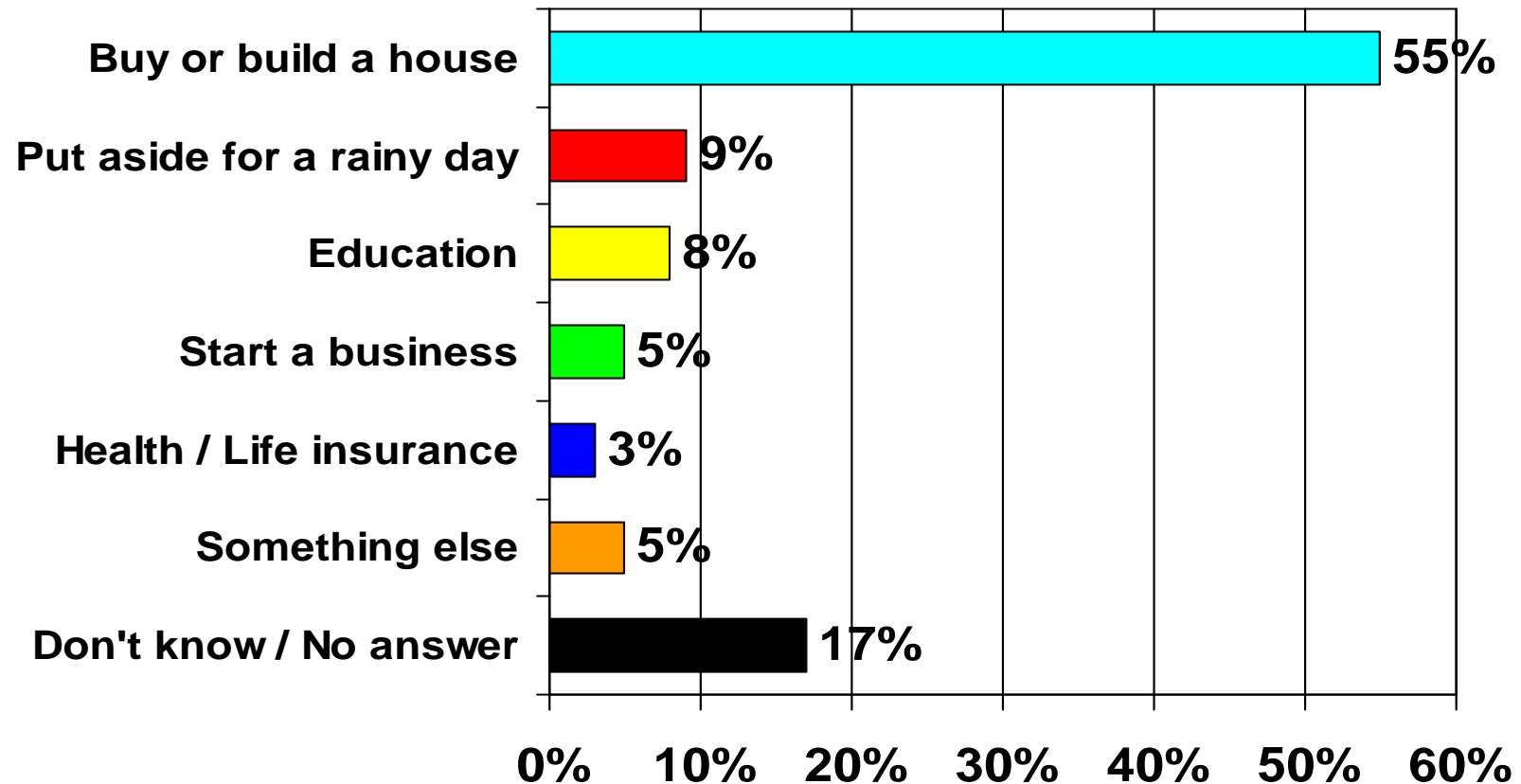
Approximately what portion of the money you receive do you spend on daily expenses?



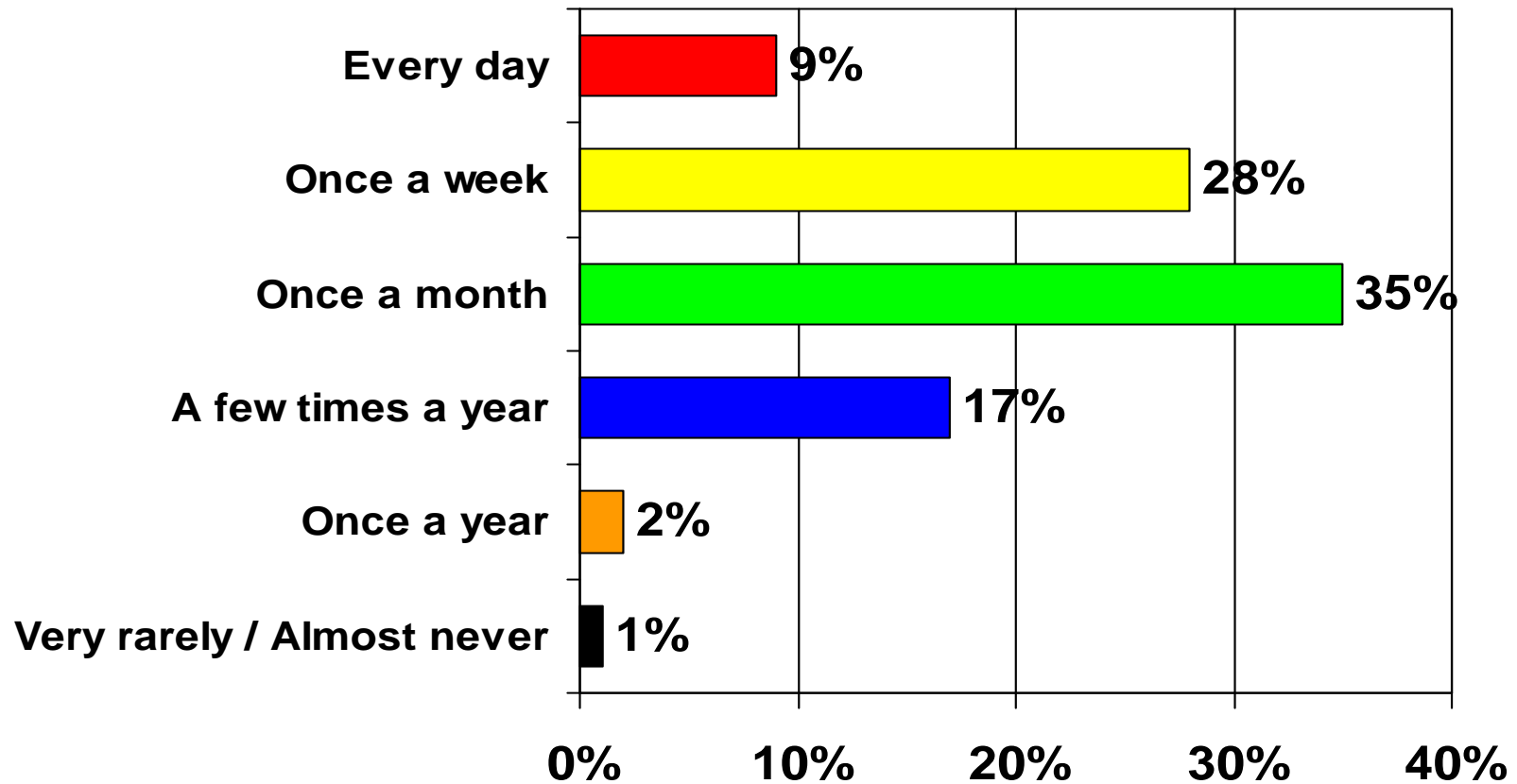
[Major Findings]

- Azeri remittance recipients spend approximately **80 percent** of the money they receive on basic daily expenses such as food, housing, clothing, utilities and medicine.

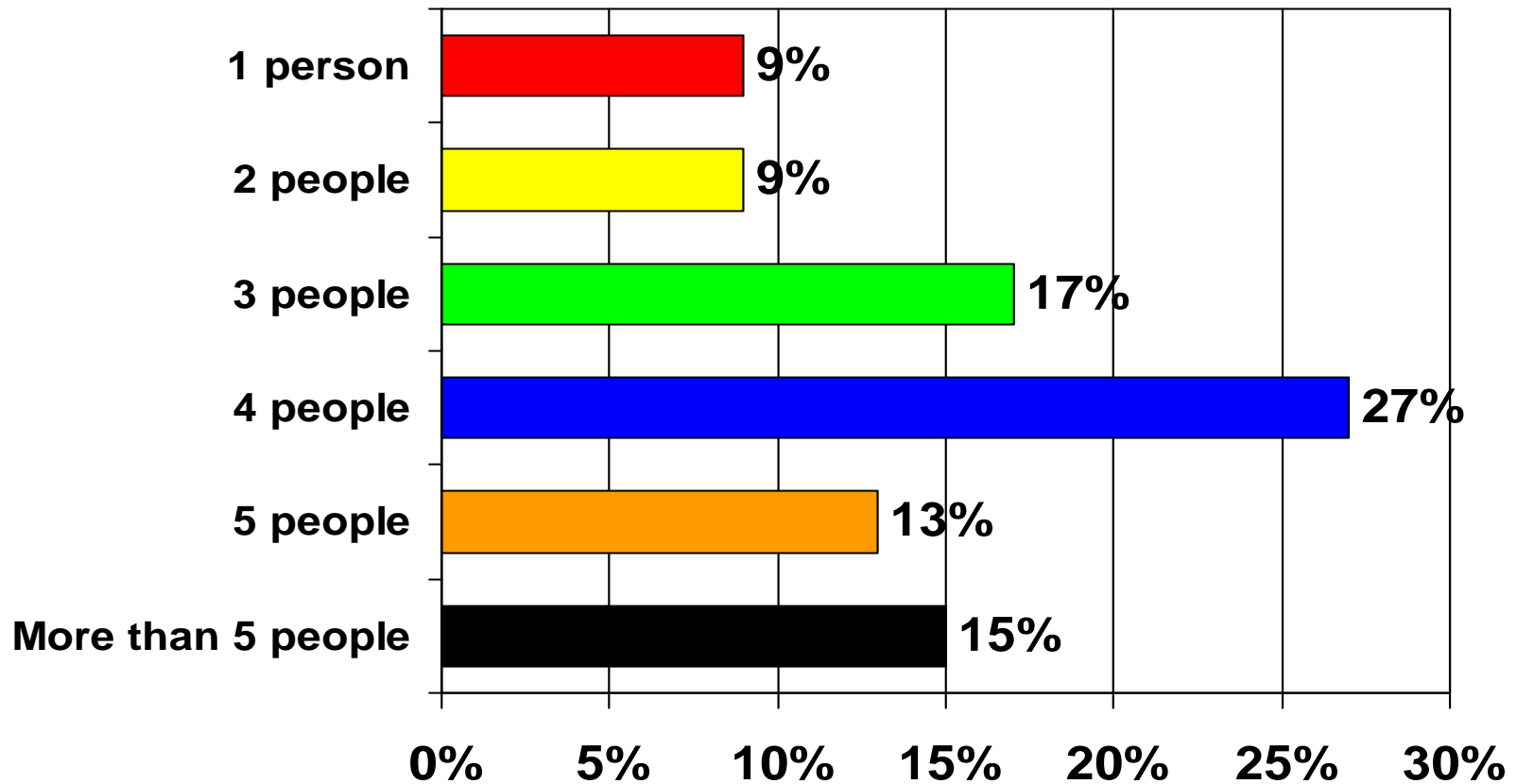
Do you use this money for something else other than daily expenses?



How often do you communicate with this family member or relative – the one that sends you money?



How many people, including yourself, benefit from the money you receive from your family member or relative?



[Major Findings]

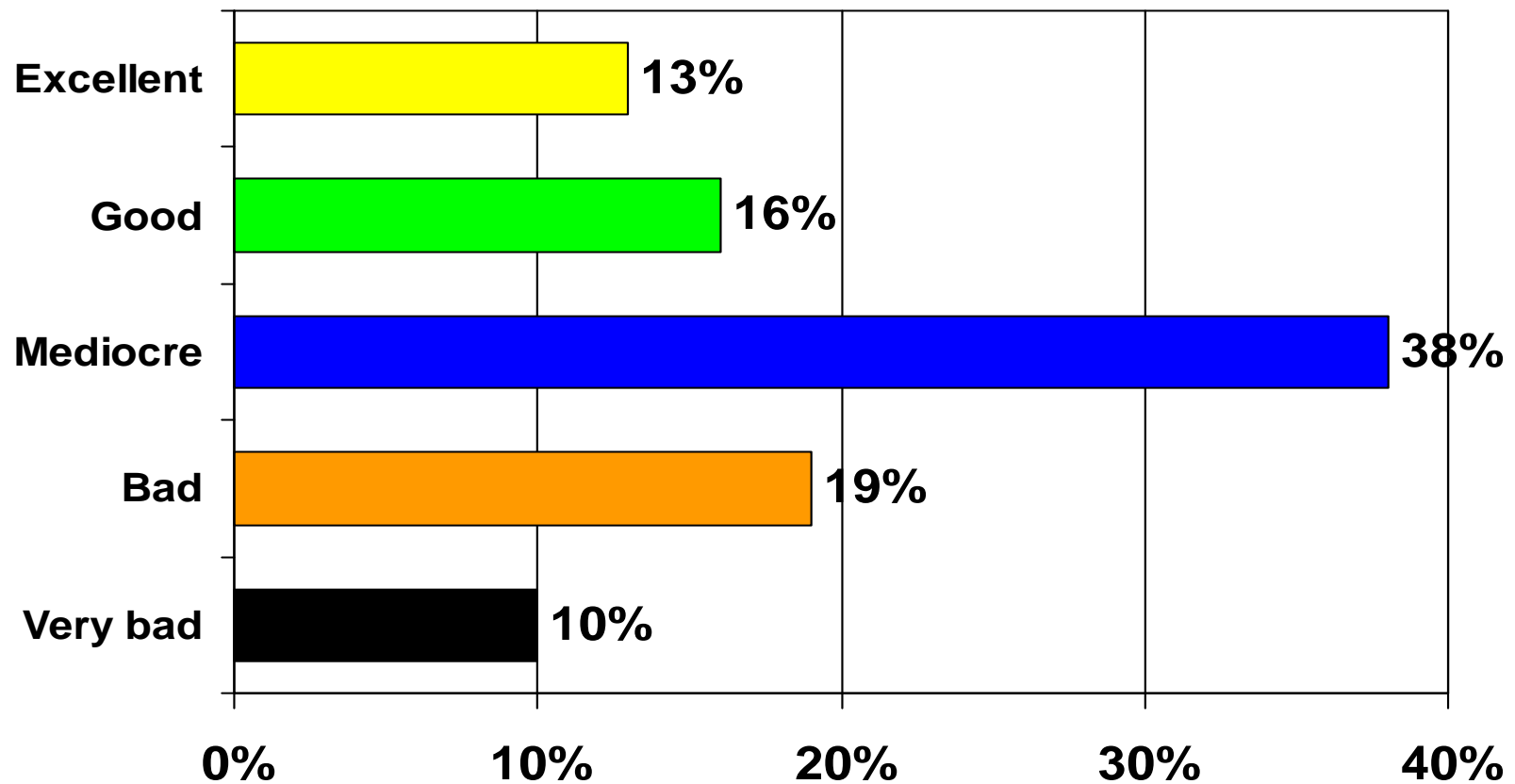
- Approximately **1.5 million** Azeris benefit from remittances.

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The Azerbaijan Banking System and Investment Potential

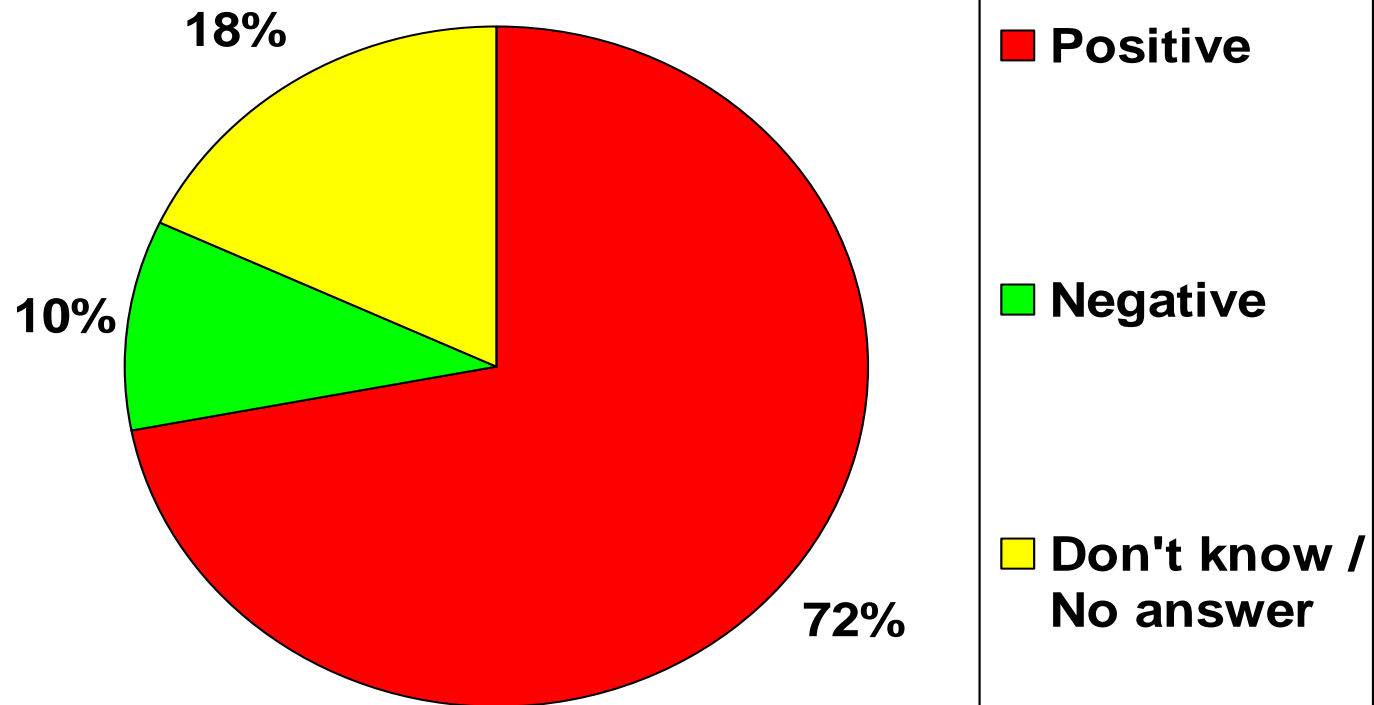
Overall, how do you see your family's personal economic situation in Azerbaijan?

Remittance Recipients



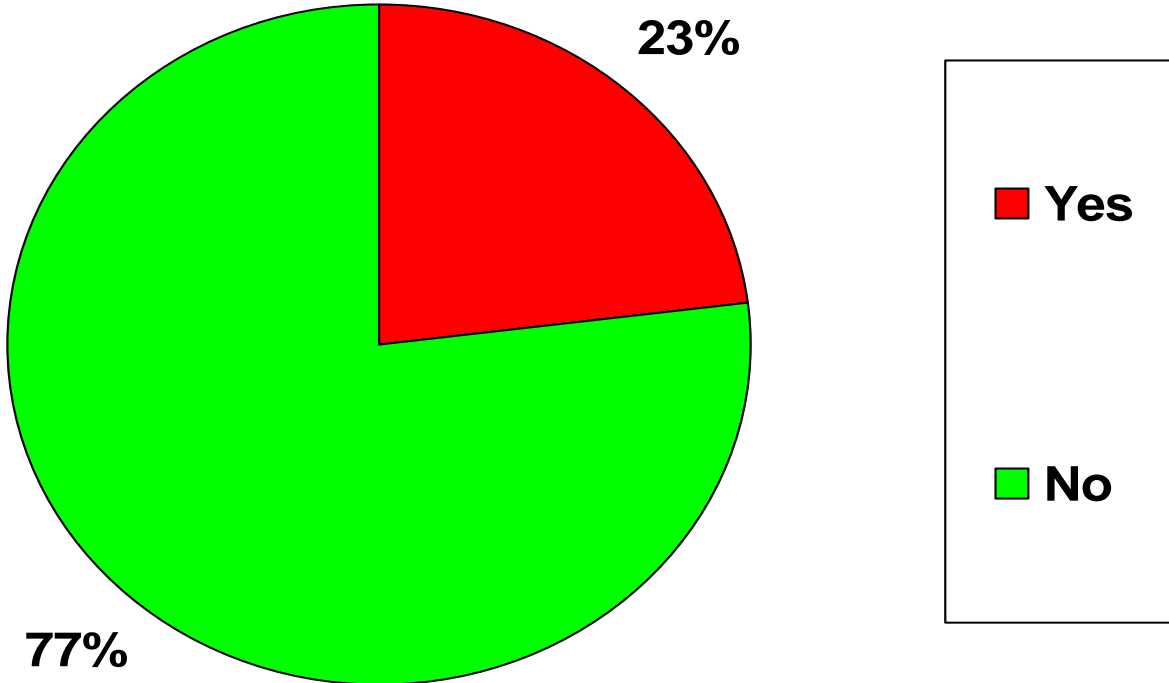
Overall, do you have a positive or negative opinion of the banks in Azerbaijan?

Remittance Recipients

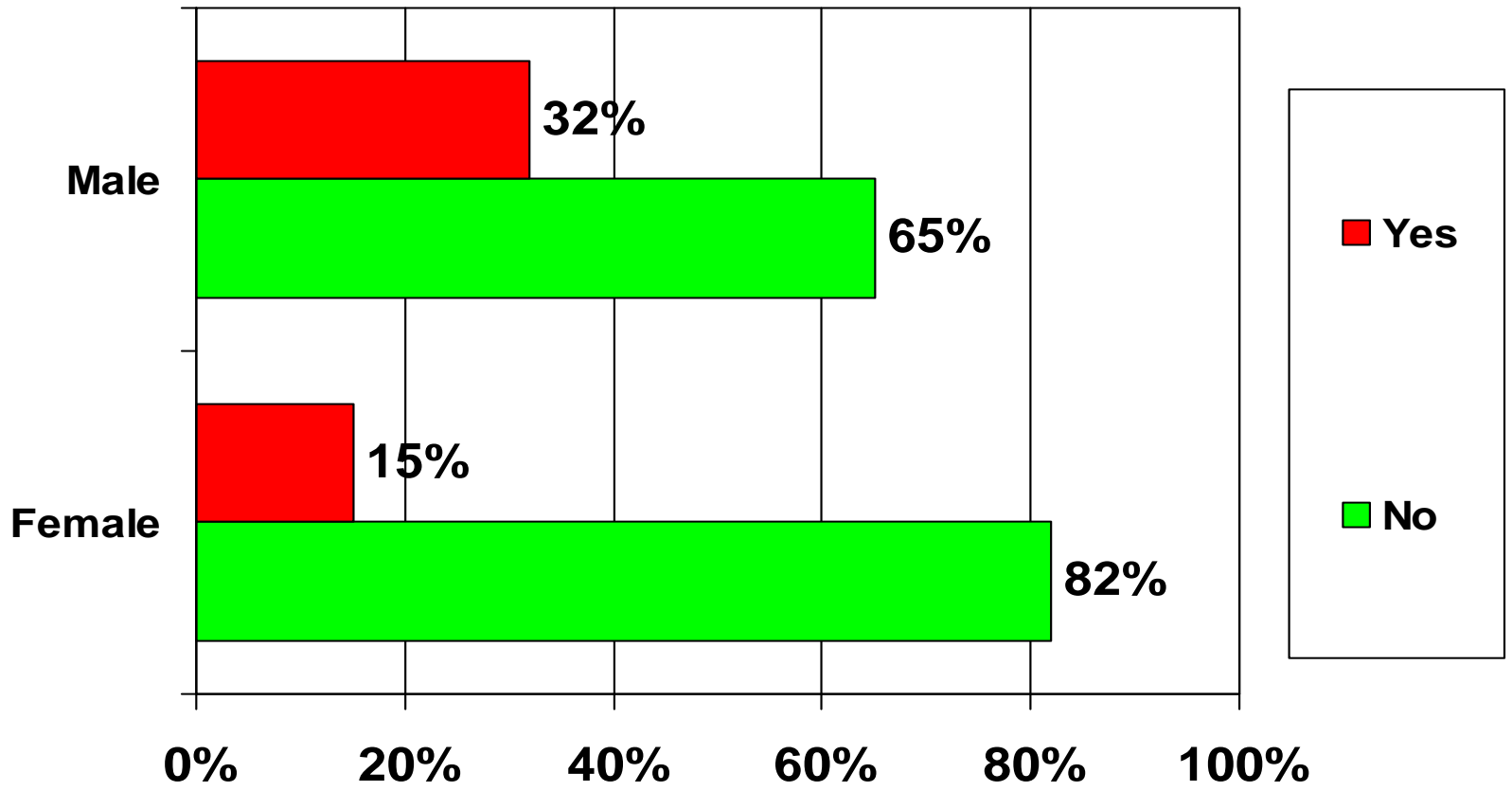


Do you have a bank account?

Remittance Recipients

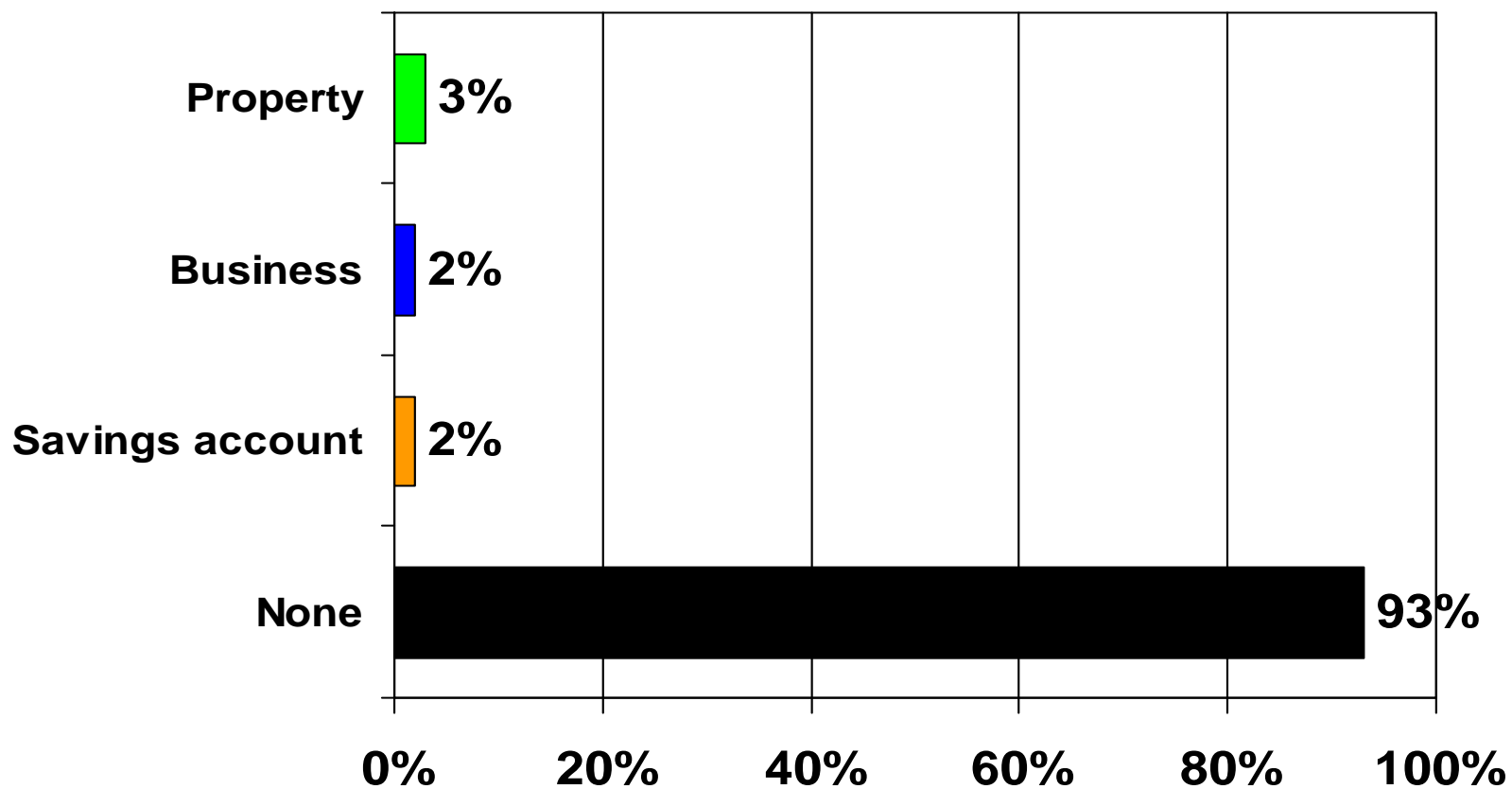


Do you have a bank account? *By Gender of Remittance Recipient*



Do you have any investments in Azerbaijan?

Remittance Recipients



Remittance recipients “very interested” in financial investment products

