

The following files are included:

#### FIRST WAVE

- var\_online\_banking\_wave1.pdf: description of the record (first wave)
- Online\_banking\_wave1.csv: with the data from the first wave in text format (the first heading is on the first line)
- Online\_banking\_wave1.Rdata: with the data from the first wave in R format (the first heading is on the first line)
- Online\_banking\_wave1.sas7bdat: with the data from the first wave in SAS format (the first heading is on the first line)

#### SECOND WAVE

- var\_online\_banking\_wave2.pdf: description of the record (second wave)
- Online\_banking\_wave2.csv: with the data from the second wave in text format (the first heading is on the first line)
- Online\_banking\_wave2.Rdata: with the data from the second wave in R format (the first heading is on the first line)
- Online\_banking\_wave2.sas7bdat: with the data from the second wave in SAS format (the first heading is on the first line)

The questionnaire used to conduct the survey is also available:

- Online banking Satisfaction questionnaire EN.pdf: questionnaire in English
- Online banking Satisfaction questionnaire IT.pdf: questionnaire in Italian