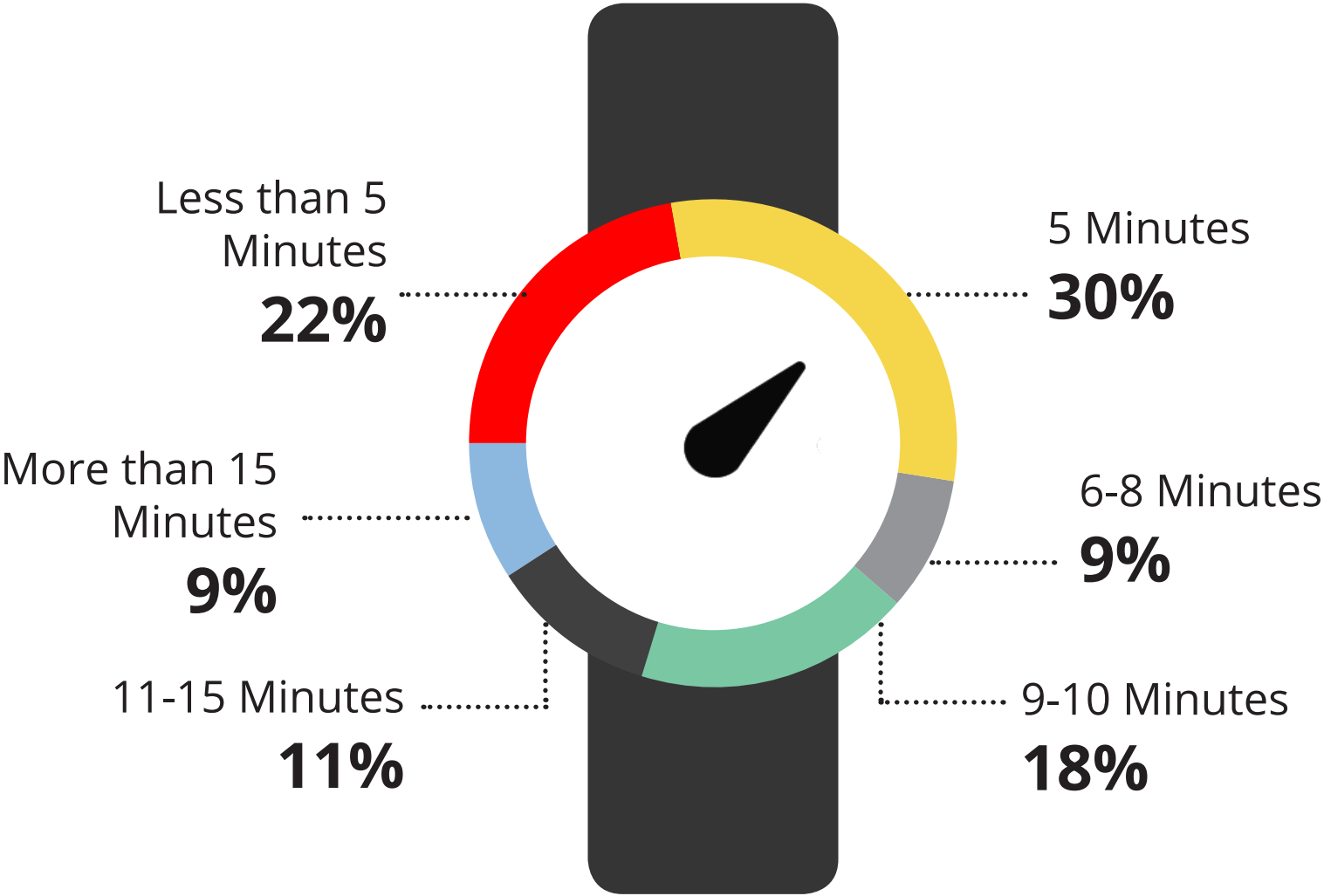


APRIL 14, 2020

1 IN 5 ATM USERS CLAIM THEY HAD TO WAIT FOR OVER 10 MINUTES IN A QUEUE FOR THEIR LAST TRANSACTION

Please tell, how long did you have to wait to use the ATM?



SOURCE: GALLUP & GILANI PAKISTAN POLL - SAMPLE SIZE: 1256
 Nationally Representative Sample covering both rural and urban respondents across the country.

Opinion Poll

**CONSUMER/COMMERCIAL
Banking**

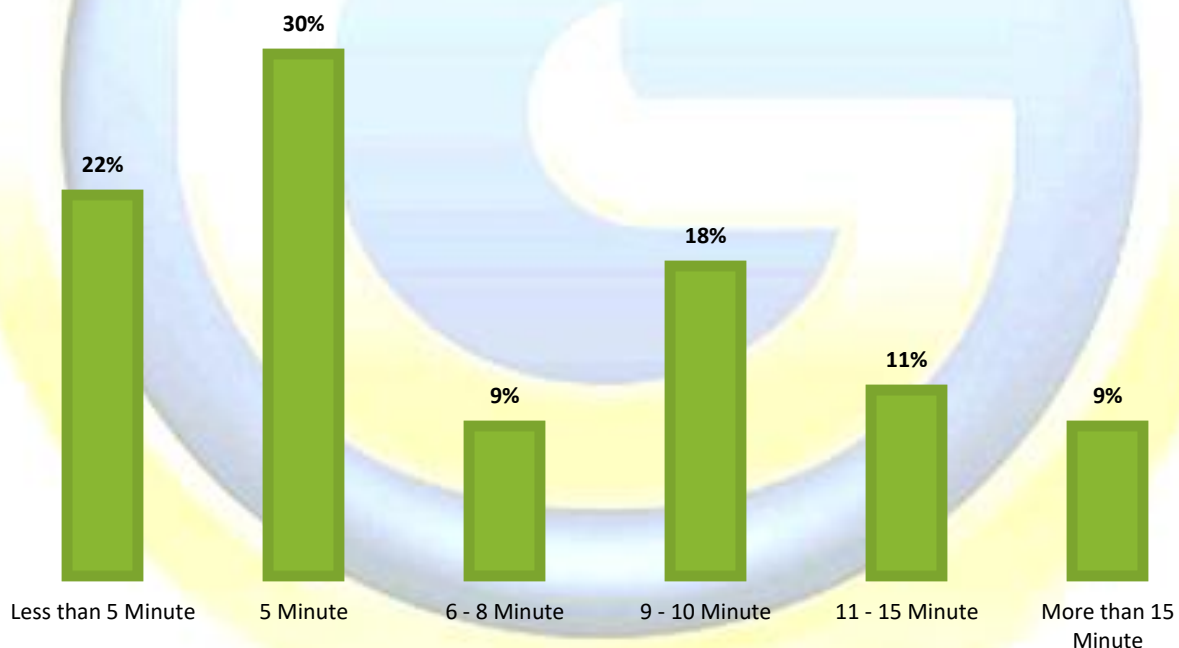
1 in 5 ATM users claim they had to wait for over 10 minutes in a queue for their last transaction (Gallup & Gilani Pakistan Poll)

Islamabad, 14 April, 2020

According to a Gilani Research Foundation Survey carried out by Gallup & Gilani Pakistan, 1 in 5 ATM users claim they had to wait for over 10 minutes in a queue for their last transaction.

A nationally representative sample of men and women from across the four provinces who answered in the affirmative about using an ATM card was further asked, “*Please tell, how long did you have to wait to use the ATM?*” In response, 22% said less than 5 minutes, 30% said 5 minutes, 9% said 6-8 minutes, 18% said 9-10 minutes, 11% said 11-15 minutes and 9% said more than 15 minutes.

Question: “Please tell, how long did you have to wait to use the ATM?”



Source: Gallup & Gilani Pakistan Poll
Field work conducted by Gallup & Gilani Pakistan, the Pakistani affiliate of Gallup International Association
(www.gallup-international.com; www.gallup.com.pk; www.gilanifoundation.com)

The study was released by Gilani Research Foundation and carried out by Gallup & Gilani Pakistan, the Pakistani affiliate of Gallup International. The recent survey was carried out among a sample of 1,256 men and women in urban and rural areas of all four provinces of the country, during March 11 – March 18, 2020. The error margin is estimated to be approximately $\pm 2-3$ percent at the 95% confidence level.

Opinion Poll from Gallup Pakistan



The Pakistani Affiliate of Gallup International

GILANI RESEARCH
FOUNDATION



Tuesday, 14 April, 2020

(3 Pages, English version only)

Gilani Research Foundation is a not for profit public service project to provide social science research to students, academia, policy makers and concerned citizens in Pakistan and across the globe.

Gilani Research Foundation is headed by Dr. Ijaz Shafi Gilani who pioneered the field of opinion polling in Pakistan and established Gallup Pakistan in 1980. Currently Dr. Gilani, who holds a PhD from the Massachusetts Institute of Technology (MIT) and has taught at leading universities in Pakistan and abroad, is Chairman of Gallup Pakistan.

If you have any further questions regarding this poll, please feel free to contact us.

Best Regards,

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Disclaimer: Gallup Pakistan is not related to Gallup Inc. headquartered in Washington D.C. USA. We require that our surveys be credited fully as Gallup Pakistan (not Gallup or Gallup Poll). We disclaim any responsibility for surveys pertaining to Pakistani public opinion except those carried out by Gallup Pakistan, the Pakistani affiliate of Gallup International Association. For details on Gallup International Association see website: www.gallup-international.com

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Daily Gilani Poll
2020



of Gallup Pakistan
(1980-2020)