



CBA launches a digital survey on banked/unbanked status and payment behavior
Press Release

February 4, 2025
Aruba

To enhance its understanding of the payments aspect of financial inclusion in Aruba, the Centrale Bank van Aruba (CBA) will conduct a digital survey on banked/unbanked status and payment behavior from **February 4, 2025, through February 25, 2025.**

This survey aims to assess the prevalence of bank accounts among residents in Aruba, explore the reasons for having or not having a bank account at a local commercial bank, and compare the payment behavior of individuals with and without bank accounts.

The data gathered will support the CBA to gain new insights into the degree of access to bank accounts, identify groups that may be excluded, and uncover obstacles to banking access. Analyzing how people with and without bank accounts manage their finances can reveal important trends and preferences. Additionally, these insights can support the setting of policies to reduce barriers and enhance access to payment services.

The survey is **strictly anonymous, with all information received treated confidentially** and used solely for statistical and policy purposes.

The CBA encourages all residents of Aruba, aged 18 years and older, to complete this survey. To participate, visit the CBA's website www.cbaruba.org, Instagram page 'Centrale Bank van Aruba', and Facebook page 'Aruba su Florin'. You can also scan the QR code below or click on the survey link <https://www.surveymonkey.com/r/BankingStatusesPaymentBehaviors> to access the survey directly. For additional information, please contact the CBA's Payment Systems Department via e-mail payment.systems.department@cbaruba.org.

