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THE CAUSES OF FINANCIAL EXCLUSION ACCORDING TO THE CLIENTS OF COOPERATIVE BANKS

This paper attempts to determine the causes that contribute to financial exclusion. A questionnaire-based survey was conducted from January to April 2023, on the population N=1502 clients of cooperative banks, maintaining a very high confidence level $\alpha = 0.98$ and estimated maximum error of 3%. A quantitative study of the clients of cooperative banks was performed according to the Mixed Mode Design procedure, which obtains the same information (based on the same survey questionnaire) from different individuals with the use of various research techniques: CAWI, CATI, CAPI. The study looks at financial exclusion, which refers to the situation when individuals or their groups are deprived of the access to basic financial services, such as bank accounts, credits or insurance. The results demonstrate that the profiles of excluded individuals have a significant impact on the existing financial exclusion: family status, social and professional status, gender, age, nationality, education, employment type, level of income, duration of residing under the same address or ownership type of a flat/house. The study shows as well that a low income level is a major factor contributing to banking exclusion within the client-bank relationship. In turn, according to the clients, negative credit history has the greatest influence on credit exclusion, while in their opinion exclusion from the savings system results from the fact that it is not offered to the individuals with low income. Cooperative banks, due to their mission and principles of operation, might play a crucial role in limiting financial exclusion. The offer of cooperative banks addressed to clients residing in rural areas and small towns might, according to those surveyed, contribute to limiting financial exclusion.

Keywords: financial exclusion, clients of cooperative banks, Polish nationwide study.

1. INTRODUCTION

Financial exclusion refers to the situation when individuals or their groups are deprived of the access to basic financial services, such as bank accounts, credits or insurance. Among those vulnerable to financial exclusion, we can enumerate the individuals with low income

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as well as the unemployed. The most important motives for undertaking the research activity in this field are as follows:

- willingness to verify a common belief that cooperative banks, due to their mission and principles of operation, might play a crucial role in limiting financial exclusion,
- lack of comprehensive studies concerning the phenomenon of financial exclusion as well as the exclusion from the access to banking services, credits and savings system.

Having the above in mind, main objective of considerations presented herein constitutes an attempt to determine the causes contributing to financial exclusion, and thus the exclusion from the access to banking services, credits and savings system. Research objective consists in determining the role of cooperative banks in limiting financial exclusion.

Collecting the data concerning broadly understood financial exclusion was possible in particular with the use of the empirical study designed and conducted by the author.

The following detailed objectives were adopted for the thus established general research framework:

1. Determining the causes leading to financial exclusion.
2. Determining the causes leading to banking exclusion within the client-bank relationship.
3. Determining the causes leading to credit exclusion within the client-bank relationship.
4. Determining the causes leading to the exclusion from the savings system within the client-bank relationship.
5. Determining the role of cooperative banks in limiting financial exclusion.

2. LITERATURE REVIEW ABOUT FINANCIAL EXCLUSION

The notion of financial exclusion appears in subject-related literature already in the 1990s (Leyshon, Thrift, 1993). In the report by the European Commission, financial exclusion was defined as the process within which the citizens experience on the main market the difficulties in accessing financial products and services suitable for their needs and making it possible for them to live a normal life within the society (Financial Services Provision and Prevention of Financial Exclusion, 2008). Financial exclusion is often perceived as the society's non-access to banking (Folwarski, 2021)). On the other hand, L. Anderloni defines the phenomenon of financial exclusion as the impossible or hindered access to universal products (Anderloni, 2007). A. Alińska defines financial exclusion as the inability of individuals, households or social groups to use necessary financial services under the appropriate form (Alińska, 2011). Thus, financial exclusion constitutes a phenomenon that combines social and economic factors (Stolarz, 2010; Stolarz, 2014). According to M. Sołtysiak, individuals suffering from financial exclusion experience a certain disability in their everyday functioning (Sołtysiak, 2017). Iwanicz-Drozdowska states that in Western European countries financial exclusion constitutes the cause of social exclusion, while in Poland, social exclusion leads to financial exclusion (Iwanicz-Drozdowska, 2011). It is also substantial to perceive the phenomenon of financial exclusion as gradual disconnection (isolation) from the market of financial services, for example due to the offer failing to match client's needs, low level of income or financial problems (Kata, Walenia, 2015). Table 1 includes the most frequently quoted definitions of financial exclusion.

Table 1. Selected definitions of financial exclusion

Definition	Author	Year
Financial exclusion consists in the inaccessibility for certain social groups of suitable, cheap and safe financial products and services provided by leading service providers (financial institutions).	R. Mohan	2006
Financial exclusion is the inability (even if occasional) to access the financial system by certain social groups	S. Carbo, E. Gardener, P. Molyneux	2005
Financial exclusion means the inability to access necessary financial services in an appropriate form.	S. P. Sinclair	2001
Financial exclusion refers to those processes than make it impossible for certain individuals and social groups to access the financial system.	A. Leyshon, N. Thrift	1995

Source: (Carbo, Gardener, Molyneux, 2005; Gloukoviezoff, 2007; Leyshon, Thrift, 1995; Mohan 2006. In Solarz, 2010).

Thus, social exclusion results also in financial exclusion. Social situation of a household, e.g., the level of education, psychological or financial aspects, has the impact on financial decisions made within it. As mentioned above, financial exclusion might also result in social exclusion (Folwarski, 2021). Thus, cause and effect relationships appear between the enumerated exclusions (chart 1).

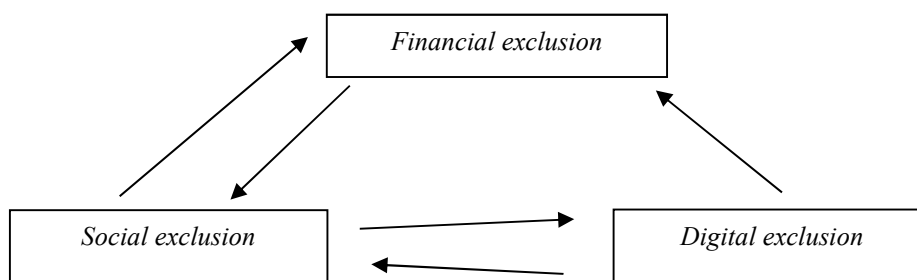


Chart 1. Cause and effect relationships between social, digital and financial exclusion

Source: (Folwarski, 2021).

Frequently quoted reasons of financial exclusion are (www1):

- low level of education,
- low level of income or the lack of stable source of income (it includes both the situation of an unemployed individual as well as for example an artist who does not receive regular salary and it is thus difficult for them to document their income while applying for credit),
- social situation (for example single parenting),
- health condition, in particular disabilities,
- advanced age (including retired individuals),
- residing in a small village,
- fear of new technologies.

One of the most obvious forms of financial exclusion consists in banking exclusion understood as the lack of access to a bank account and the services connected with it. Another form of financial exclusion is credit exclusion (lack of access to credits) as well as the exclusion from the savings system (lack of access to the account, bank deposits etc.).

3. METHODOLOGY

Material and methods

Within the framework of implementation of the research project entitled “Innovations in the sector of cooperative banks and limiting social exclusion” no. NdS/550697/2022/2022 forming part of the programme by the Ministry of Education and Science “Science for Society”, the answers to the following questions were searched for:

- What are the reasons of financial exclusion?
- What are the reasons of banking exclusion within the client-bank relationship?
- What are the reasons of credit exclusion within the client-bank relationship?
- What are the reasons of the exclusion from the savings system within the client-bank relationship?
- What is the role of cooperative banks in limiting financial exclusion?

Contents partners of the implemented project are: the National Association of Cooperative Banks (KZBS) and the Mazovian Centre for Social Policy (MCPS) in Warsaw. Subject-related literature and own empirical studies were used for fulfilling the research task thus specified. Statistical tests and descriptive methods were applied. The results were presented in the descriptive form as well as under the form of charts and graphics.

Organization of the research process

Analysed data

Questionnaire-based surveys were conducted from January to April 2023 on the population of 1502 respondents, clients of cooperative banks. Research techniques applied: CAWI, CATI, CAPI.

The analysis took into consideration the gender, age, education, place of residence, household size, social and professional situation as well as material situation of those surveyed. Some social and demographic characteristics (voivodeship and gender) have a representative character as they constituted the basis for sampling. Respondents' gender constitutes one of such characteristics. The sample is representative with relation to the gender of the clients of cooperative banks – residents of subsequent macro regions. As the structure of clients of cooperative banks remains unknown, the sampling was based on variables characteristic for all adult residents of the studied macro regions (taking into consideration the number of cooperative banks in a given voivodeship). Among those surveyed there were 52.3% of women – clients of the Cooperative Bank and 47.7% of men using the services of the Cooperative Bank.

Statistical analysis plan

Basing on the data obtained, the estimated number of clients of cooperative banks amounted to over 2 000 000. According to the data of the National Association of Cooperative Banks (KZBS), at the end of 2021, the number of shareholders of cooperative

banks amounted in Poland to 898 204 individuals². Nevertheless, it is worth noticing that the data may differ from the total number of clients of cooperative banks, as not all clients are shareholders. For comparison, in 2023 the Cooperative Banks Group (SGB) had over 1.5 million clients (www 1). Taking the estimated general population into consideration – the number of clients of cooperative banks in Poland, representative research sample shall amount to N=1502, while maintaining a very high confidence level $\alpha = 0.98$ and estimated maximum error of 3%.

Sampling

The sampling was based on the following specified data.

- The location of cooperative banks is known – market saturation in subsequent voivodeships/counties. Cooperative banks usually represent local character. We can thus assume a priori that the clients of cooperative banks are usually the individuals residing in the county where a given Cooperative Bank is located.
- 88.5% of adult Poles have a payment account (according to the data by the National Bank of Poland NBP)³ and the lowest percentage of bank account owners was recorded among the individuals aged over 65.

Sampling reflects the population of adult citizens of Poland with proportional share of the inhabitants of those voivodeships in which cooperative banks are located (corrected for individuals aged over 65). For determining the sample, current statistical data by Statistics Poland (GUS) were used, representing the structure of the population of Poland and taking into consideration the place of residence (voivodeship) and gender. Assuming the abovementioned criteria, the study was representative nationwide.

4. RESULTS AND DISCUSSION

Reasons of financial exclusion

The author has begun her considerations by providing the causes that lead to financial exclusion. Study participants could provide three answers, so their total is significantly higher than 100.00%. The analysis of the study dedicated to the causes of financial exclusion enumerates a number of significant factors. On top of their list, with the result of 60.5%, one can find the profile of excluded individuals. This category includes many different factors, such as family status, social and professional status, gender, age, nationality, education, employment type, level of income, duration of residing under the same address or ownership type of a flat/house. All these aspects have an impact on financial exclusions and each of them may require individual approach. This may indicate the complexity of the problem of financial exclusion and the necessity to adopt a multi-faceted approach towards solving it. The second most important factor consists in the lack of access to a bank account, with the result of 44.0%. Without the bank account it is difficult to shop online, receive social benefits or retirement pension. The lack of access to a bank account may thus substantially limit financial capacities and everyday life of individuals suffering from financial exclusion. The third category, with the result of 43.4%, consists in the lack of access to credits. The impossibility to take a credit may impede professional activation as well as satisfying even most basic everyday needs. It is an important factor as credits are often necessary for professional development and fulfilling some needs. The

² Statistics (kzbs.pl).

³ Payment habits in Poland in 2020. National Bank of Poland (NBP).

impossibility to access specific banking services, with the result of 34.2%, has been identified as another barrier. This category might include many different types of services, from bank accounts to credits, and may require more thorough analysis in order to better understand which specific services are inaccessible to individuals suffering from financial exclusion. The fifth position, with the result of 20.0%, has been taken by the lack of access to savings accounts. They constitute an important tool for managing finances making it possible to collect savings for the future and secure oneself against unexpected expenses. The list is closed by the inability to access banking deposits. They are a crucial investment tool but may be less accessible to the individuals suffering from financial exclusion due to the required minimum amount of deposit. To sum up, the results point to a number of causes of financial exclusion. Understanding them is of major importance for establishing efficient strategies for extending the access to financial services and reducing financial exclusion.

Table 2. Reasons of financial exclusion (N=1502, in %)

	N	%
The profile of excluded individuals – family status, social and professional status, gender, age, nationality, education, employment type, level of income, duration of residing under the same address or ownership type of a flat/house.	908	60.5%
No access to a bank account (impossibility to shop online, have social benefits or retirement pension transferred)	661	44.0%
No access to the credit system – influence on professional life (professional activation) and quality of life (satisfying only basic everyday needs)	652	43.4%
No access to specific services – banking	514	34.2%
No access to a savings account	300	20.0%
No access to bank deposits	148	9.9%

Source: Own study.

Reasons of financial exclusion within the client-bank relationship

Within the client-bank relationship, banking exclusion can be understood as the situation when an individual or a group of individuals are unable to fully use banking products and services commonly accessible to the majority of society. Banking exclusion has different causes and forms. On the individual level, it may result from low income, lack of understanding for financial products, lack of trust in financial institutions or geographical barrier – such as the lack of banking outlets on a given area. At the system level, potential causes are discrimination, unequal credit practices or the lack of financial products adjusted to the needs of certain social groups. As a result, the individuals suffering from financial exclusion may encounter difficulties in managing their financial life, which in turn may lead to social and economic inequalities. Study participants pointed out three main factors of financial exclusion within the client-bank relationship. Over 62.8% of respondents emphasize that the low level of income constitutes a key factor of banking exclusion. This suggests social determinants of exclusion, resulting from broad-based social and economic inequalities. In the context of the client-bank relationship, for the individuals with low income keeping a bank account or taking up loans may constitute a challenge, which results in their marginalization within the financial system. Excessive

indebtedness, declared by 46.7% of respondents, constitutes another important factor. This phenomenon shows that the individuals who are already using financial services may be trapped in a debt spiral, which may lead to their isolation and further banking exclusion. The lack of receipts on the bank account, claimed by 46.3% of respondents, is strictly connected with the low level of income and emphasizes the fact that regular receipts often constitute a condition necessary for opening a bank account. Three factors mentioned above were quoted by the biggest percentage of those surveyed. A significantly smaller group of respondents, 19.2%, treat the lack of permanent place of residence as an obstacle. This factor reveals the importance of housing stability and security for full participation in the financial system. Failure to adjust the offer to clients' needs (17.7%) and no contact with the client (16.7%) draw the attention to the role that the banks themselves play in generating the exclusion. These factors prove that financial institutions should undertake the efforts aimed at understanding the needs of their clients better and satisfying them, in particular within the marginalized social groups. 14.2% of respondents referred to behavioural factors – lack of trust in banks – as the reason of financial exclusion, which points to psychological and cultural barriers that may separate the individuals from the banking system. Insufficient number of transactions (13.3%), the way in which the services are provided (9.5%), geographical limitation (6.9%), behavioural factors – the fear of losing control (5.1%) and cultural factors (1.7%) constitute the remaining causes that have been enumerated. Even though their influence is more limited, they also contribute to the problem of banking exclusion. The total of presented data is higher than 100.00% as more than one answer was selected by the respondents.

Table 3. Causes of banking exclusion within the client-bank relationship (N=1502, in %)

	N	%
Low level of income	944	62.8%
Excessive indebtedness	701	46.7%
Lack of receipts on the bank account	696	46.3%
Lack of permanent place of residence	289	19.2%
Failure to adjust the offer to clients' needs	266	17.7%
No contact with the client	251	16.7%
Behavioural factors – no trust in banks	213	14.2%
Insufficient number of transactions	200	13.3%
The way in which services are provided directly influences the level of banking exclusion	143	9.5%
Geographical limitations	104	6.9%
Behavioural factors – the fear of losing control	76	5.1%
Cultural factors	26	1.7%

Source: Own study.

Reasons of credit exclusion within the client-bank relationship

Apart from determining the reasons of banking exclusion within the client-bank relationship, study participants were asked to determine the most important causes of credit exclusion within the client-bank relationship. In this case each respondent also had the possibility to provide a few answers, so their total is significantly higher than 100.0%. The results demonstrate that the most frequent reason of credit exclusion within the client-bank

relationship consists in negative credit or banking history, constituting 52.8% of all cases. This means that a client used to have problems with timely settlement of their financial obligations, which negatively affected their creditworthiness. The lack of sufficient collateral constitutes the second most frequently quoted reason – 47.7% of cases. The banks often require a collateral in case a client failed to repay their loan. If a client is unable to provide such collateral, it may lead to credit exclusion. The lack of official or legal income, i.e. the work in grey economy, constitutes 39.5% of cases. If a client does not have official income, the bank may state that the risk of the failure to repay the loan by them is too high. Other credit obligations were quoted by 37.7% of respondents. If a client already has other credit responsibilities, the bank may assume that additional credit may constitute for them an excessive burden and increase the risk of failure to repay the loan. The lack of credit or banking history was referred to by 32.6% of those surveyed. If a client does not have any credit history, the bank is deprived of the basis to assess their credibility and ability to repay the credit. 24.4% of those surveyed mentioned too low income. If a client's income is too low, the bank may conclude that they will not be able to repay the loan. One in five respondents, 20.5%, quoted the lack of permanent place of residence. For banks, having a permanent place of residence often constitutes one of the requirements for granting a loan. The least frequently mentioned reason of credit exclusion was the absence of credit offer suitable for a client, 9.6%, i.e. the situation when the offer of a given bank does not meet the client's financial expectations and possibilities.

Table 4. Reasons of credit exclusion within the client-bank relationship (N=1502, in %)

	N	%
Negative credit/banking history	793	52.8%
Lack of sufficient collateral	717	47.7%
Lack of official/legal income (work in grey economy)	593	39.5%
Other credit obligations of the client	567	37.7%
No credit/banking history	489	32.6%
Too low income	366	24.4%
No permanent place of residence	308	20.5%
No credit offer matching client's needs	144	9.6%

Source: Own study.

Reasons of exclusion from the savings system within the client-bank relationship

Another component of the survey conducted on the clients of cooperative banks consisted in acknowledging the reasons of exclusion from the savings system within the client-bank relationship. As all of those surveyed had the possibility to select maximum three reasons-answers, their total is higher than 100.00%. Among all of the answers provided, on the top position, with the result of 65.1%, one can find the conviction that "saving is not for those with low income". This statement manifests how strongly our convictions and stereotypes influence our financial decisions. Many individuals with low income may feel that saving is out of their reach, which results in their exclusion from the savings system. The second most common cause, quoted by 51.7% of respondents, consists in the lack of trust in banks. Trust constitutes a key component of the client-bank relationship. Without it, clients may feel uncomfortable while entrusting their savings to a financial institution, which results in the exclusion from the savings system. The structure

of savings products offered was referred to by 38.1% of those surveyed. It is another important factor. If the products offered do not match clients' needs or are too complicated, the clients may resign from saving in a bank. According to 31.9% of those surveyed, the way in which services are provided has an important impact on the exclusion from the savings system. This may refer to various aspects, such as customer service, accessibility of online solutions or user-friendliness of banking services. The geographical factor, manifesting that the location influences saving ability, was quoted by 14.9% of respondents. For some individuals, in particular those residing in remote or rural areas, the access to banking services may be hindered. The cultural factor has found itself at the bottom of the list with the result of 7.5%. This fact shows that our saving habits are often shaped by the culture in which we grow up. In some cultures, saving in a bank may constitute common practice, which leads to the exclusion from the savings system.

Table 5. Reasons of exclusion from the savings system within the client-bank relationship (N=1502, in %)

	N	%
Conviction that "saving is not for those with low income"	978	65.1%
Lack of trust in banks	777	51.7%
Structure of savings products offered	572	38.1%
Way of providing the services	479	31.9%
Geographical factor	224	14.9%
Cultural factor	113	7.5%

Source: Own study.

Influence of Cooperative Banks on limiting financial exclusion

Cooperative banks, in connection with their mission and principles of operation, may play a key role in limiting financial exclusion. Financial exclusion refers to situations when individuals or their groups are deprived of the access to basic financial services, such as bank accounts, credits or insurance. In many communities, especially those characterized by lower level of income, in rural areas or smaller towns, the access to financial services may be limited. Cooperative banks often operate within the areas where bigger banking institutions may not be present, which makes the access to basic financial services easier for local communities. What is more, thanks to their understanding for the local community, they are often more flexible and open to the individual needs of their clients compared to big commercial banks. Cooperative banks often get involved in microfinancing, i.e., granting small loans to individuals deprived of the access to traditional credits. Cooperative banks often assist their clients in understanding the principles of managing personal finances better, which contributes to increasing their financial awareness and independence. It is also worth noticing that cooperative banks, as the institutions connected with local communities, often get involved in the activities dedicated to those communities, supporting various social initiatives, which translates into greater trust and bonding with clients. The activity of cooperative banks, through the provision of financial services, financial education and social involvement, contributes to limiting financial exclusion, promoting financial inclusion and sustainable development of local communities. A positive role of cooperative banks in the field of preventing the phenomenon of financial exclusion is also noticed by their clients. Results of the survey

conducted in the group of clients of cooperative banks definitely emphasize the role of these institutions in fighting financial exclusion. As many as 70.0% of respondents confirmed that the activity of the Cooperative Bank helps in limiting financial exclusion. It is a very important statement as the access to basic banking services constitutes a key factor enabling full participation in social life. Cooperative banks, thanks to being rooted in local communities and concentrating on the individual attitude towards clients, are often capable of providing financial services to those for whom it could be difficult to obtain them from traditional commercial banks. This social group consists for example of the individuals with low income, working in informal economy, or the inhabitants of rural areas, where the access to bank outlets may be limited. In spite of this positive image, it is worth noticing that 20.3% of respondents declared not to know whether the activity of the Cooperative Bank contributes to limiting financial exclusion. This fact may point out to the need for better communication of the role played by cooperative banks in their communities and the influence that they have on extending the access to financial services. Only 9.7% of respondents think that the activity of the Cooperative Bank does not help in fighting financial exclusion.

Table 6. Influence of the activity of the Cooperative Bank that contributes to limiting financial exclusion (N=1502, in %)

	N	%
Yes	1051	70.0%
No	146	9.7%
I don't know	305	20.3%
Total	1502	100.0%

Source: Own study.

The respondents who claim that the activity of cooperative banks contributes to the limiting of financial exclusion (70.0% of the total of those surveyed) were asked to enumerate the activities that in their opinion contribute to minimizing this phenomenon. As each respondent had the possibility to enumerate maximum three answers, the total of presented answers does not equal 100.0%. The clients of cooperative banks notice numerous activities of such institutions that contribute to the limiting of financial exclusion. The results of the survey shape the image of a bank that knows their customers and tries to adjust its offer to their needs. The greatest importance is attributed to the offer addressed to clients residing in rural areas and small towns and it was mentioned by 58.0% of those surveyed. This fact shows the importance of maintaining the accessibility of financial services within the areas where financial institutions may be encountered less frequently. Over a half (55.5%) of respondents also appreciated the offer addressed to less wealthy clients, which shows that cooperative banks may serve as a bridge enabling the accessibility of financial services to individuals with low income for whom it may be difficult to access them in other banks. The offer addressed to farmers, mentioned by 38.3% of respondents, constitutes another proof how deeply cooperative banks are rooted in their local communities, adjusting their services to specific demands of their clients. 32.3% of respondents emphasized the significance of preserving traditional channels for accessing the services, such as a developed network of outlets, direct contact with customer service or an important share of cash transactions. In the era of expanding digitalization of financial services, it is important to emphasize the importance of personal contact and traditional

forms of accessing banking services for many individuals. Even electronic access channels that were less frequently mentioned (19.9%) have their role to play. They may enable the access to financial services to those who may find it difficult to reach a physical bank outlet, such as the elderly, persons with disabilities or residing in remote locations.

Table 7. Activities of the Cooperative Bank contributing to limiting financial exclusion (N=1052, in %)

	N	%
The offer addressed to clients residing in rural areas and small towns	610	58.0%
The offer addressed to less wealthy clients	583	55.5%
The offer addressed to farmers	403	38.3%
Preserving traditional channels for accessing the services, such as a developed network of outlets, direct contact with customer service or big share of cash transactions.	338	32.2%
Electronic access channels	209	19.9%

Source: Own study.

5. SUMMARY AND CONCLUSIONS

Financial exclusion constitutes a process that affects the individuals experiencing problems with accessing financial products and services. According to the respondents, clients of cooperative banks, main reason of financial exclusion is constituted by the profile of the individuals experiencing exclusion – family status, social and professional status, gender, age, nationality, education, employment type, level of income, duration of residing under the same address or ownership type of a flat/house – 60.5% of the answers. All these factors may influence financial exclusion and each of them may require individual approach. This may point to the complexity of the problem of financial exclusion and the necessity to adopt a multi-faceted approach towards solving it.

Over 62.8% of respondent emphasize that low level of income constitutes a key factor of banking exclusion. This points to structural determinants of exclusion that result from large-scale social and economic inequalities. In the context of the client-bank relationship, individuals with low income may experience difficulties in keeping a bank account or taking up credits, which results in their marginalization within the financial system.

The results of the study show that the most frequent cause of credit exclusion within the client-bank relationship consists in negative credit or banking history, which constitutes 52.8% of all cases. This means that a client used to have problems with timely settlement of their financial obligations, which negatively affected their credit capacity.

Another component of the survey conducted on the clients of cooperative banks consisted in discovering the causes of exclusion from the savings system within the client-bank relationship. Among all of the responses provided, the conviction that “saving is not for those with low income” occupies the top position. This shows how strongly our financial decisions are influenced by our convictions and stereotypes. Numerous individuals having low income may feel that saving is out of their reach, which results in their exclusion from the savings system.

The author has read and agreed to the published version of the manuscript.

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