

# Online Shopping and Doing Business Online

## Conversation Questions

1. Have you ever bought anything online? Why or why not? How did you feel about that process?
2. Did you find it faster? Did you find it safe?
3. Did you enjoy the convenience of buying online vs brick and mortar?
4. What do you think are the advantages of shopping online vs brick and mortar?
5. Do your family and friends shop online? What is their perception of online shopping?
6. If you haven't purchased anything online, why not? What is it about online shopping that worries you?
7. How many others are also worried about shopping online?
8. How did you do your grocery and other shopping during COVID? Did you shop online? Did you have to change your buying behavior and items?
9. How was the experience of buying online for the first time? Do you think you'll repeat it?
10. Do you think you'll change the way you buy your things moving forward based on the way you shopped during COVID?
11. Did you used to shop online in the past?
12. Some people buy their shoes – something they have never tried before - online, what do you think of that idea?
13. Would you ever buy your groceries online? Why or why not?
14. Did you change your shopping style when you came over to Canada? How did you buy things before you immigrated?
15. How do you feel about the internet in general? Do you feel safe on the internet? Why or why not?
16. Do you generally get worried about the online world? Why or why not?
17. What do you think they could fix about the internet or online world that would help you feel safer?
18. Do you think it's government's job to regulate the internet? Should there be more or less regulation of the internet? Why or why not?
19. Do you own a credit card? Why or why not?
20. Do you buy things with your credit card? Why or why not?
21. How often do you use your credit card vs other means of payment?
22. Do you currently know what to do if your credit card is stolen?