Thank you very much for taking the time to answer to this interview. My name is … and I am a researcher at …. As part of my research, I am interested in examining people's perceptions around automated decision-making processes. We will be recording this interview to inform a scientific publication. [Informed consent]

Through this interview, in particular, I am interested in knowing more about the way in which people would react to the outcomes automated decision-making processes and whether and how they would like to contest these decisions. We define "contest" as the "act of opposing an action; either because the action is perceived as mistaken or simply wrong".

Please feel free to speak without any fear or hesitation. We will anonymize these interviews – meaning your identity – won't be revealed. If you want to say something off the record, please indicate it to me, and I will make sure that this is not included in the analysis. Also, use examples from your experiences or the experiences of your friends and loved ones, which may be relevant to our research. The more elaborate you are, the more we will learn, and this will help us improve these decision-making processes 😊

PART 1: PARTICIPANTS' BACKGROUND AND EXPERIENCE

Experience with contesting decisions:

(1) **First, could tell me a bit about yourself?**
(2) **Could you think of any decision made by an organization that you found unfair / treated you unfairly? By any I mean, your most recent experience or the most painful one.**
   a. If not (they never had a decision made by an organization that they found unfair)
      i. Do you know of any case from someone close to you (e.g., family member, partner, friend)?
   b. Did you contest this decision? Please, feel free to mention more than one decision if this is the case. Also feel free to describe the commonalities and/or differences from one to another contestation.
   c. If yes (they decided to contest):
      i. Why did you decide to contest?
      ii. How did you proceed?
   d. If not (they decided not to contest):
      i. Why did you decide not to contest? What deterred you from raising you voice?

Experience and motivation for renting the house:

(1) **Could you tell me about your experience renting your house?**
   a. Why do you rent your house?

      i.   What are the stakes if something goes wrong in your rental?
      ii. Does it have a big impact in your life?

(2) How do you rent your house? Where do you announce the possibility of renting?
    a.   What are the reasons for using these means? What benefits does it bring you?

PART 2: PERCEPTIONS AROUND THE USAGE OF AI

Now let me introduce you the following news:

Show Prompt1-News.pdf

(1) How appropriate do you think it is to use Artificial Intelligence systems for detecting housing rental fraud?
    a.   Can you think of any benefits of using such systems for determining whether a house has been rented illegally?
    b.   (If so) Who is it beneficial for?
    c.   What are the factors / characteristics of an AI system that makes you think this way?
        i.   How is this different from human decision-making?

PART 3: GETTING TO KNOW WHAT PARTICIPANTS WOULD LIKE TO CHALLENGE AND HOW

Imagine you received the following letter from the municipality:

Show Prompt2-Letter.pdf

Now I would like to capture your reaction to such a scenario. As the letter mentioned, this decision was triggered by an AI system.

(1) How would you react if you received such a letter?
    a.   How fair do you think this decision-making process is?
    b.   What do you think could be the reasons why you received such a letter?
    c.   How would you solve this problem?
    d.   If you had the chance to contest the warning what aspects of the decision-making process would you like to contest? *As mentioned, we define "contest" as the "act of opposing an action; either because the action is perceived as mistaken or simply wrong".*
(2) The letter gives you an option to contest this decision by calling the number on the letter, to what extent is this a good contestation process in your opinion?
    a.   What format would you like to use contest the decision?
    b.   What support (if any) would you seek to help you throughout the process?
    c.   Where would you like to get at the end of the contestation process?

d.   How would you be satisfied?

(3) How do you think that contestation process allows you to be heard by the municipality?
    a.   How much of a voice do you think you have in the process? To what extent do you feel empowered?
    b.   To what extent would you feel that you have influence over the decision?
    c.   To what extent you think that this review process treats you with dignity and respect?

PART 4: ADDRESSING PARTICIPANTS' INSIGHT NEEDS

Now I would like you to look at the following list of details about the system that could be made available to you. I would like you to select those that you **would actually like to know for challenging the decision-making process**.

Show Prompt3-InformationSheet.pdf

(1) Are there any of the following aspects of the system and process that you would you like to <u>know more about</u>?
    a.   What are the reasons for prioritizing this information?
    a.   Why did you prioritize this information A and not B?
(3) How would you use this knowledge in the contestation process?
    a.   How would you make sense of this information?
    b.   What kind of resources would you use for looking for help?
    c.   Do you think some other people in your social circle would do the same as you intend to do?
(4) Now, how would you now describe a good contestation process?

PART 5: FINISHING. CLEAN-UP QUESTION

I think this is basically everything that I wanted to ask you about. Do you have anything else you would like to say or any final thoughts?

Do you know of anyone who rents their houses for short periods of time who would be interested in participating in this interview?