

A stack of coins is shown in the background, with a glowing blue network overlay consisting of lines and nodes connecting various points, suggesting a digital or financial network.

J.D. POWER

Financial Services COVID-19 Pulse Survey

August 21-23, 2020 Update

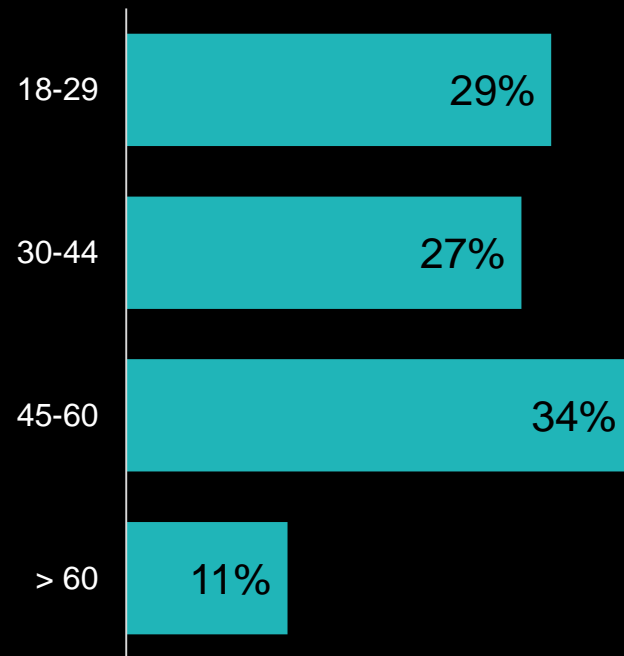
Jim Miller – Vice President, Banking and Payments Intelligence
James.Miller@jdpa.com

August 24, 2020

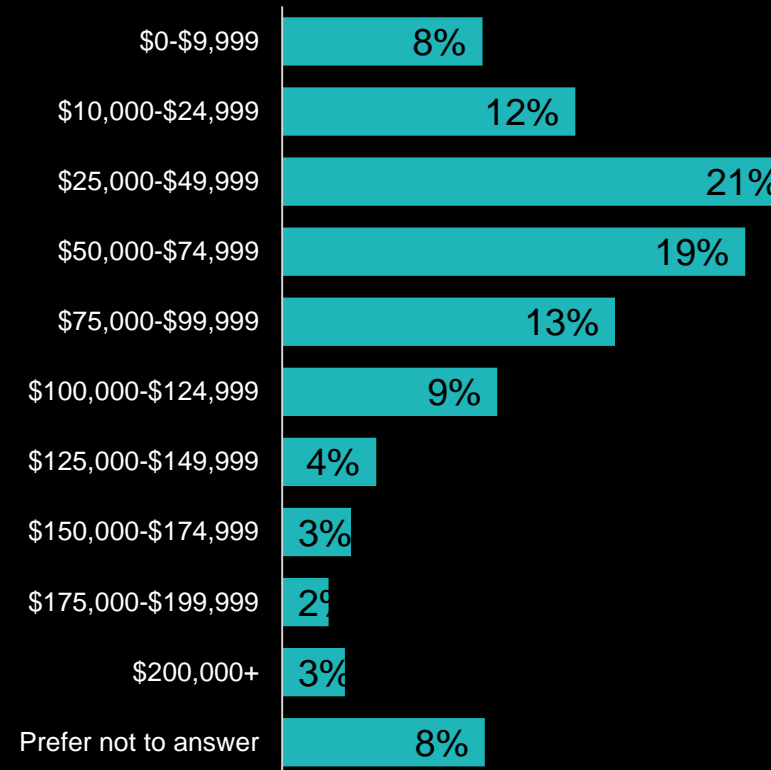
Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- Aug 21-23: n=1,994 (43% male, 57% female)

Distribution by Age

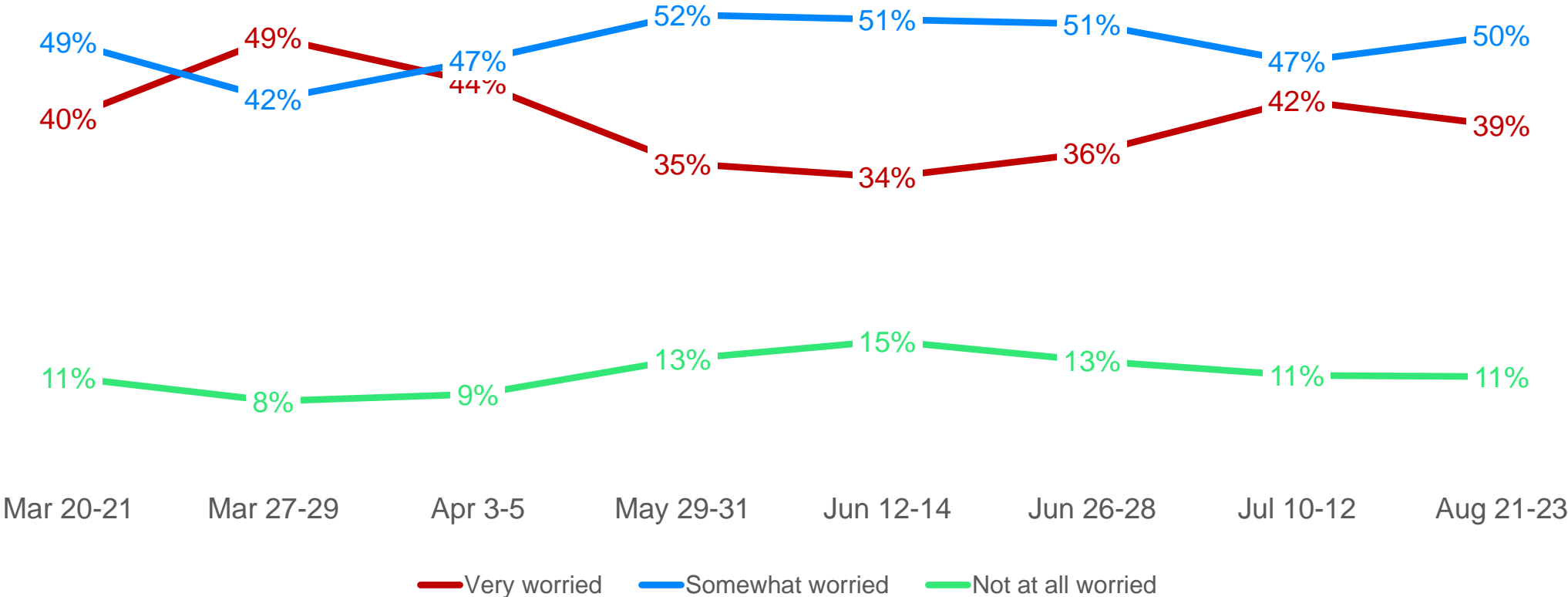


Distribution by Income

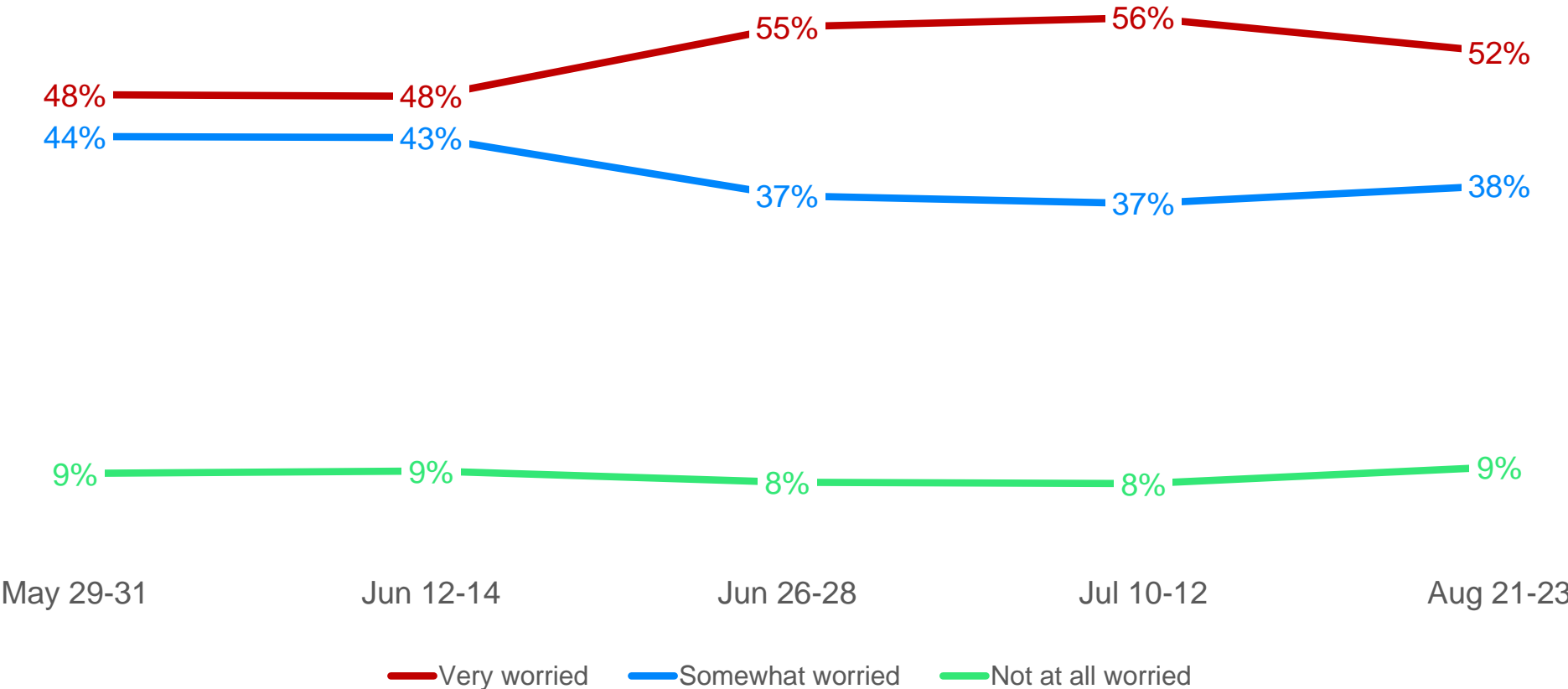


General Perceptions of U.S. Adults

How worried are you that you or someone in your family will get sick from the coronavirus?

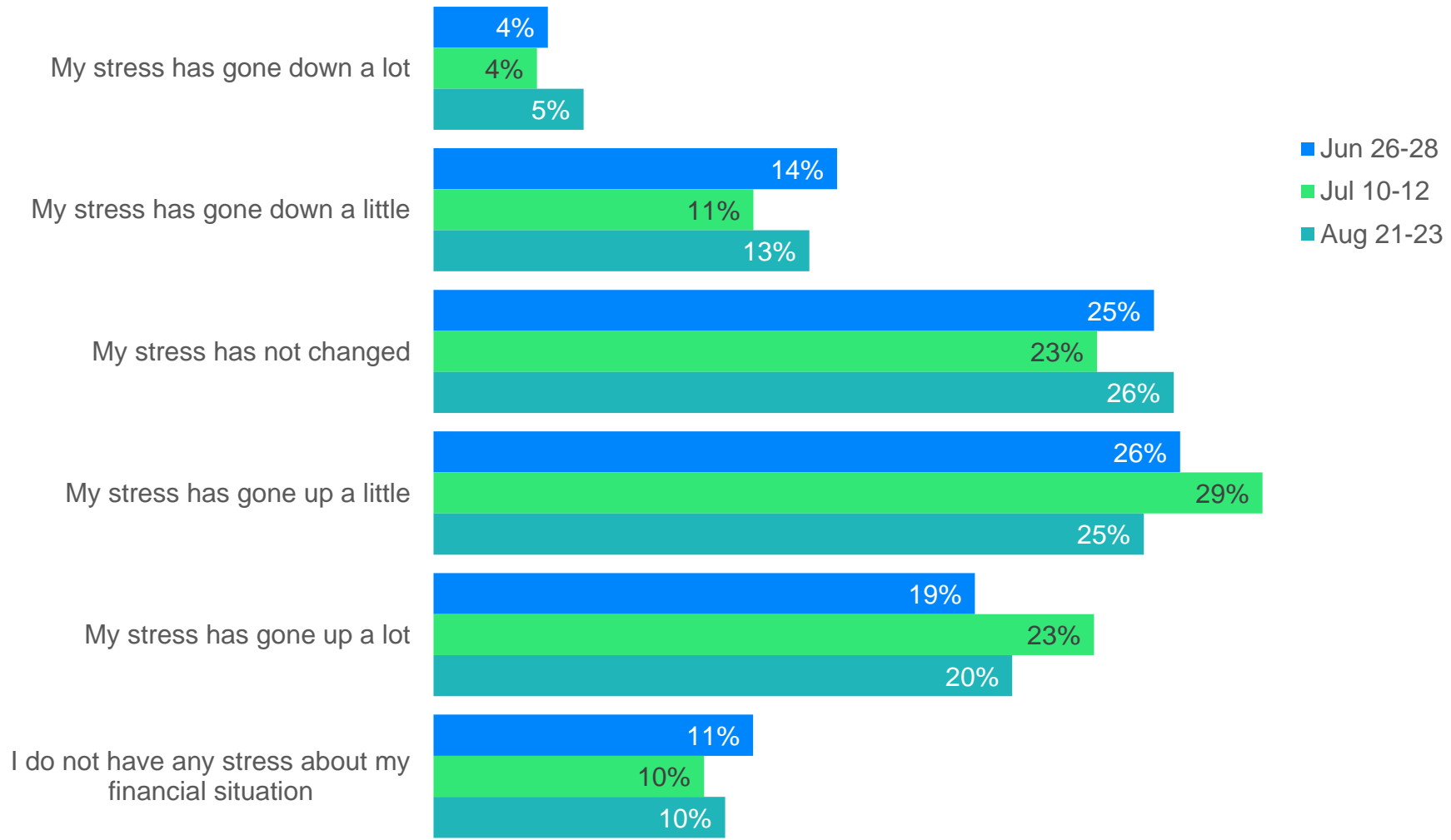


How worried are you that there will be a second wave of the coronavirus in the fall or winter?



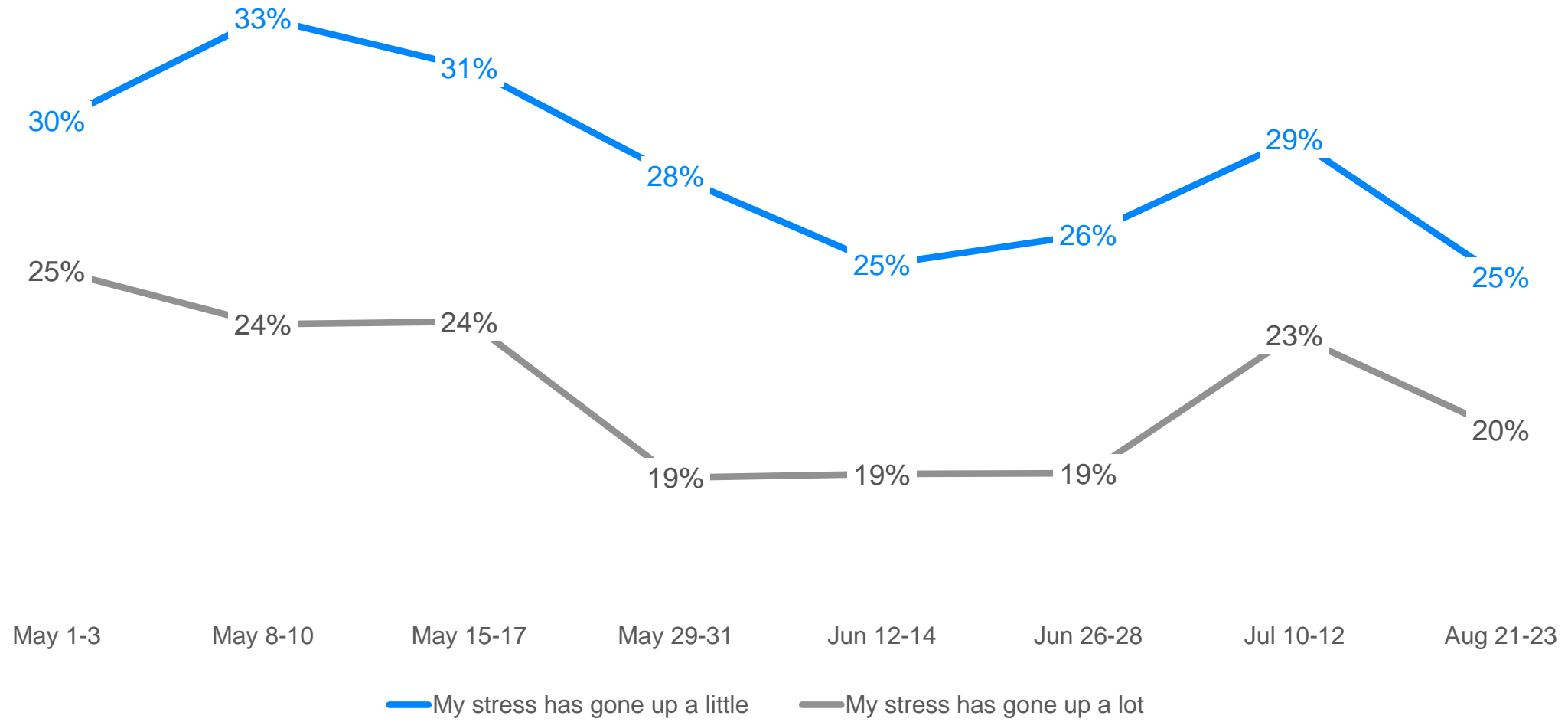
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In the past several weeks, how has the level of stress about your financial situation changed?



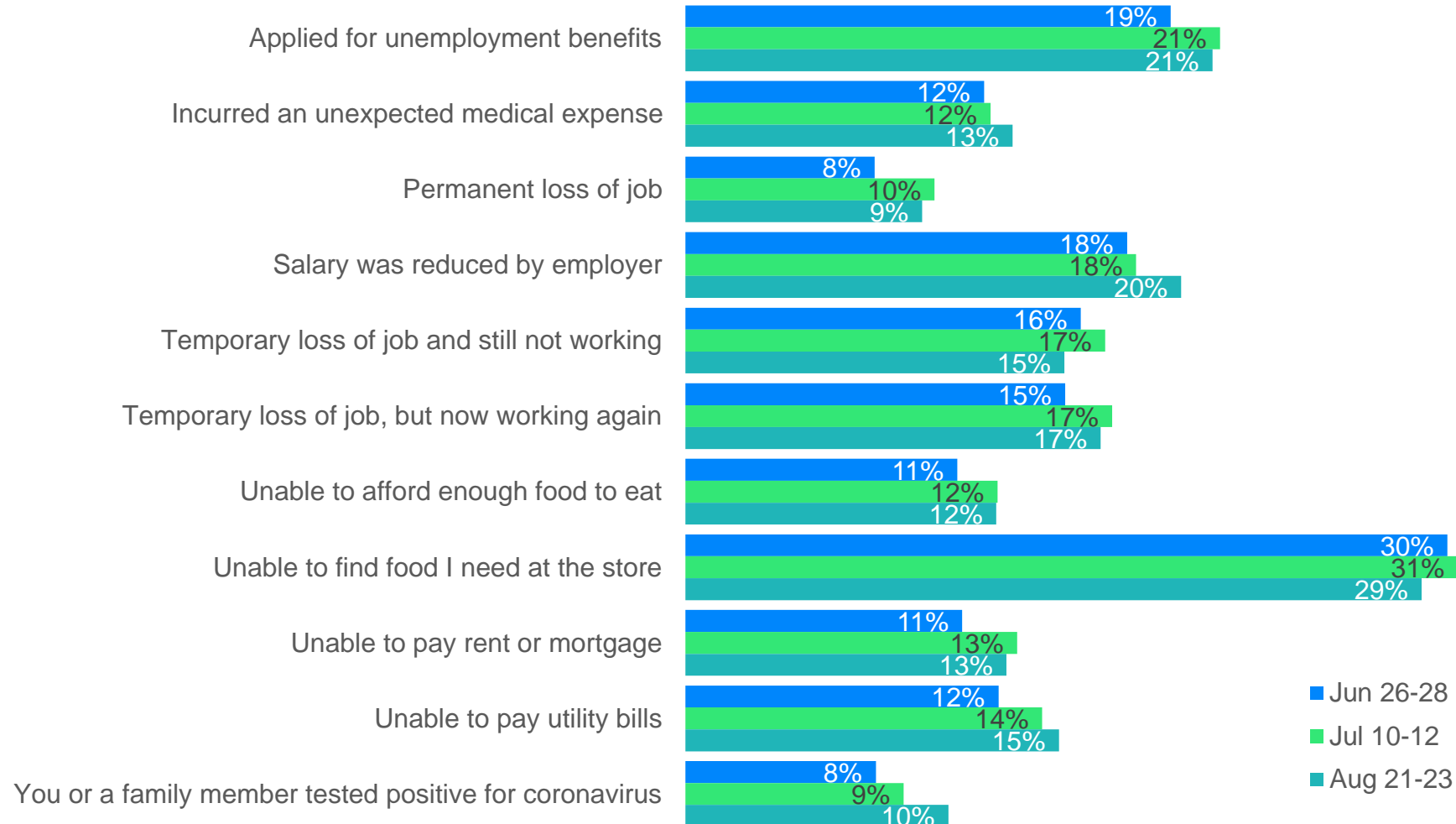
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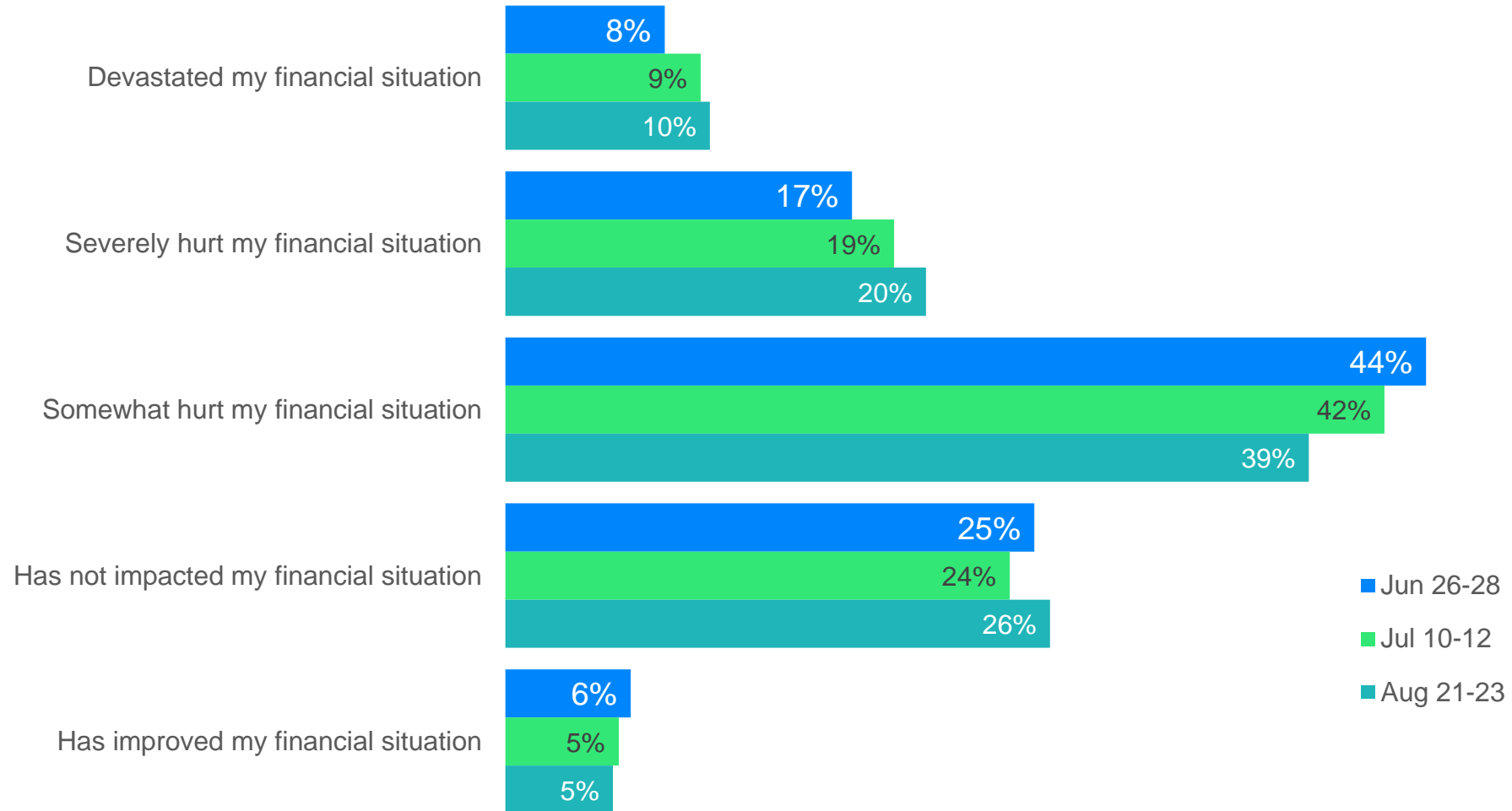


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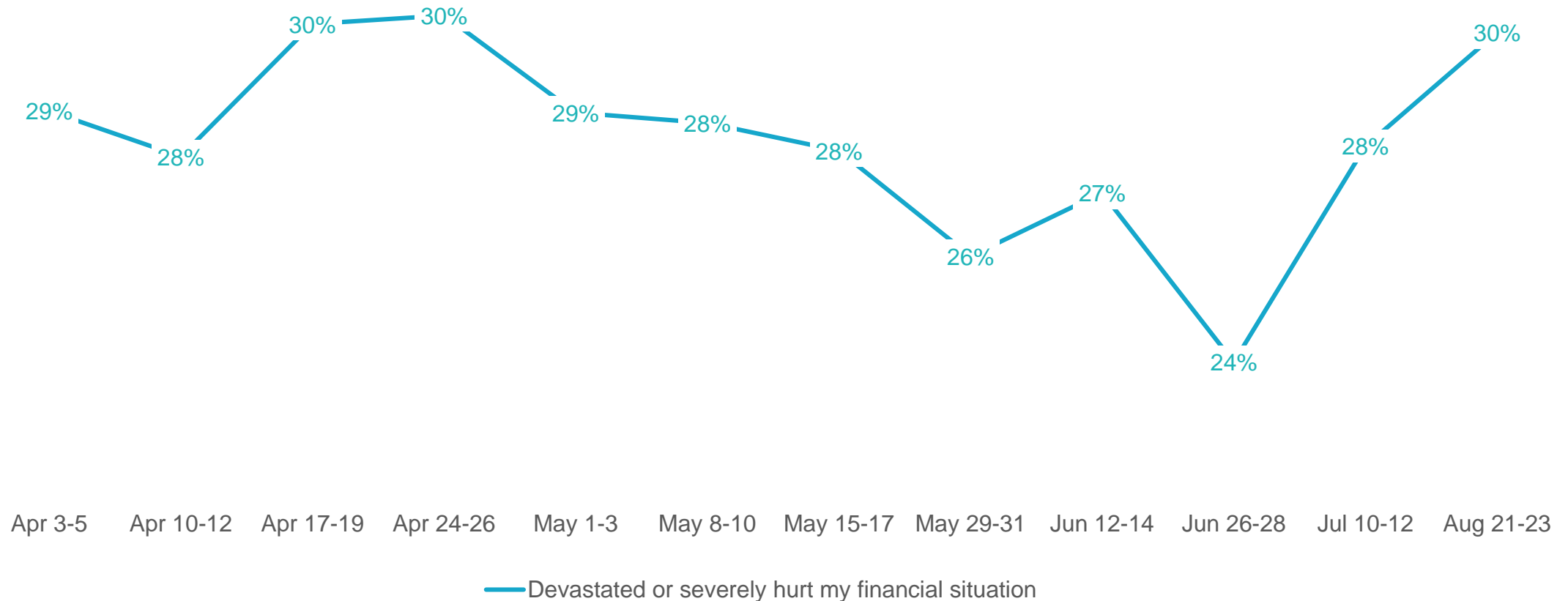
Which of the following impacts from the coronavirus have you already experienced?



How has the coronavirus crisis impacted your personal financial situation?

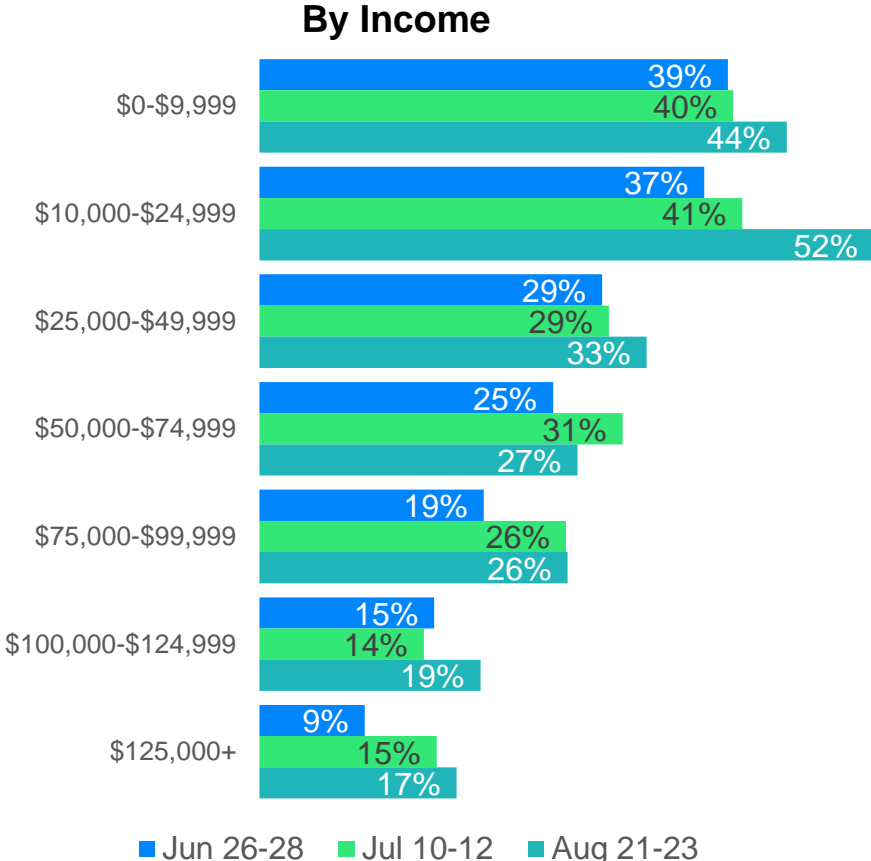
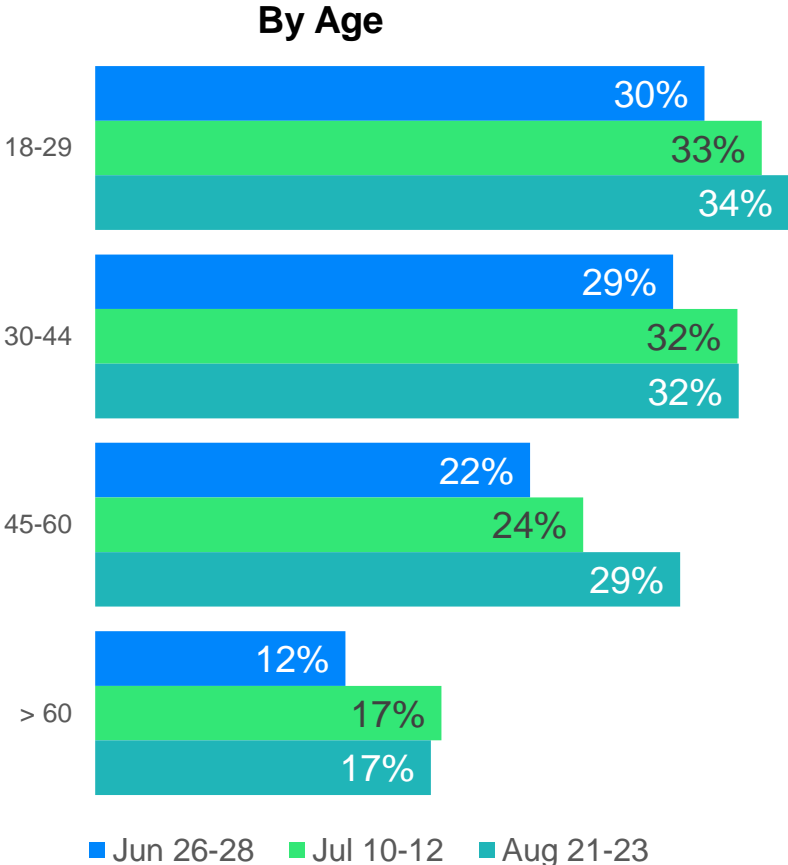


How has the coronavirus crisis impacted your personal financial situation?



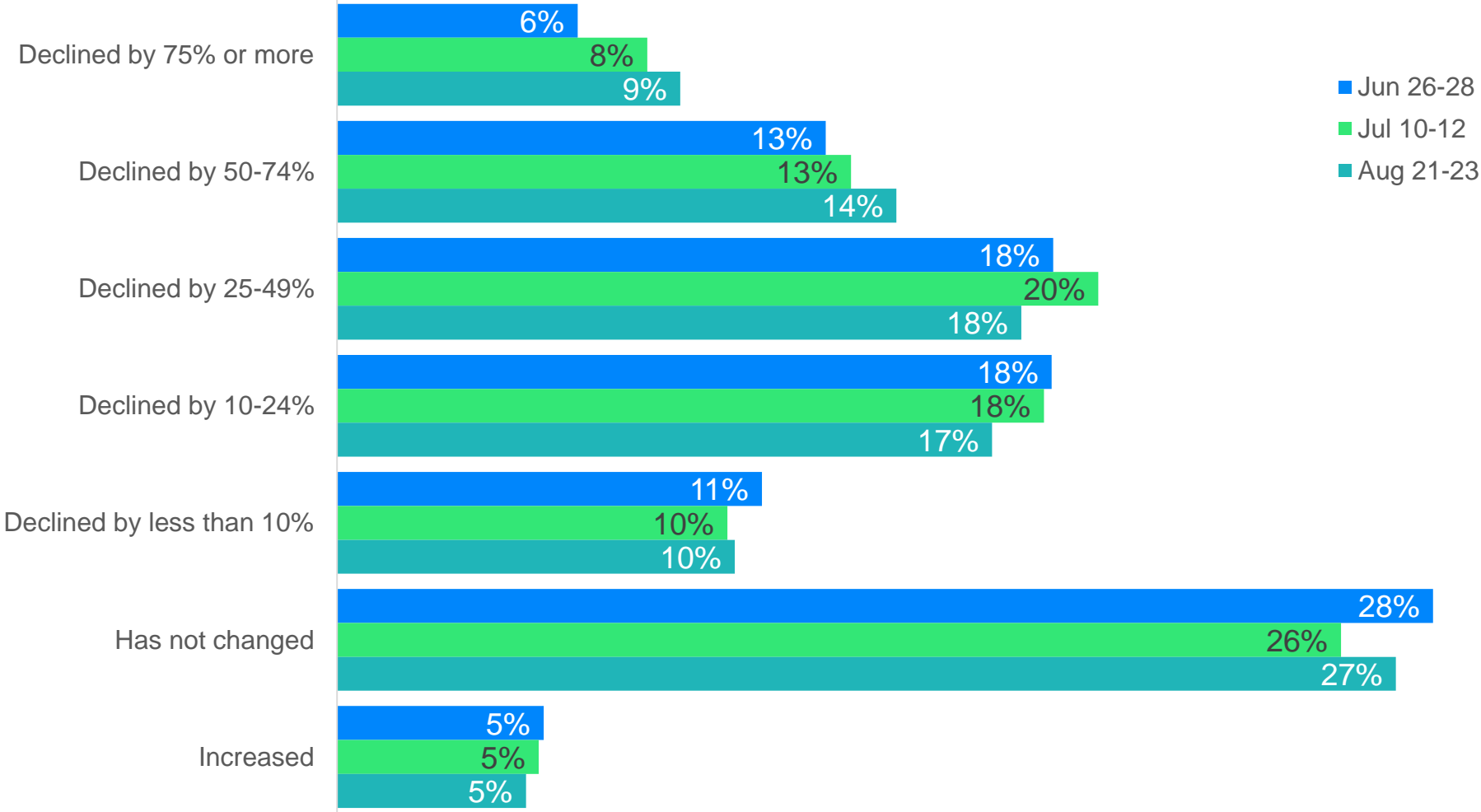
How has the coronavirus crisis impacted your personal financial situation?

% Devastated and Severely Hurt



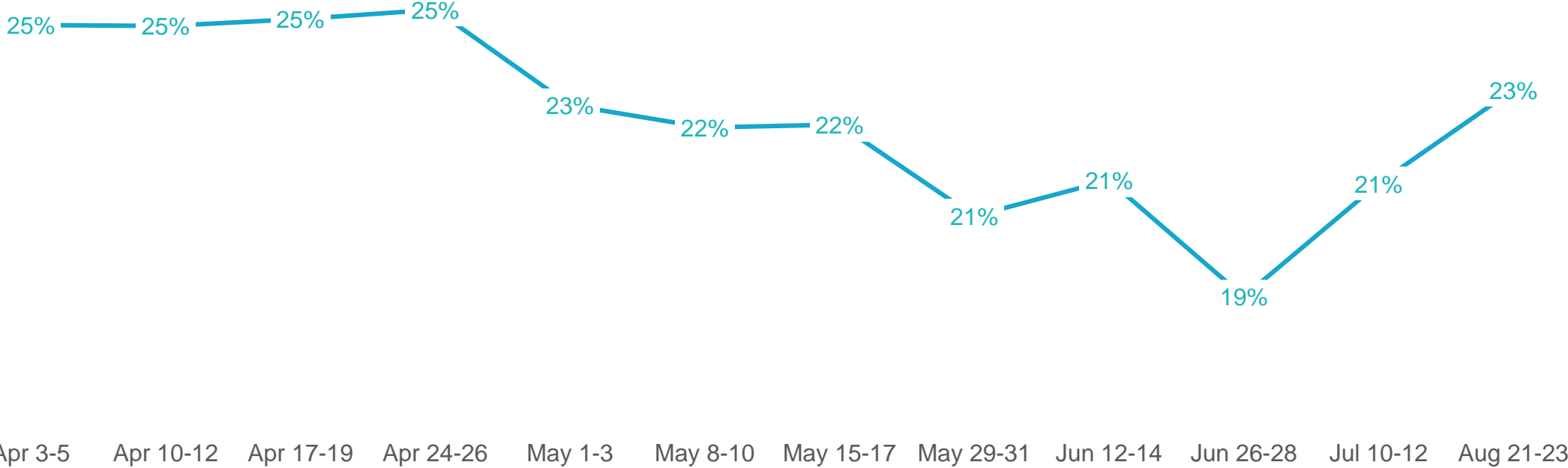
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How has your family's income changed since the coronavirus crisis began?



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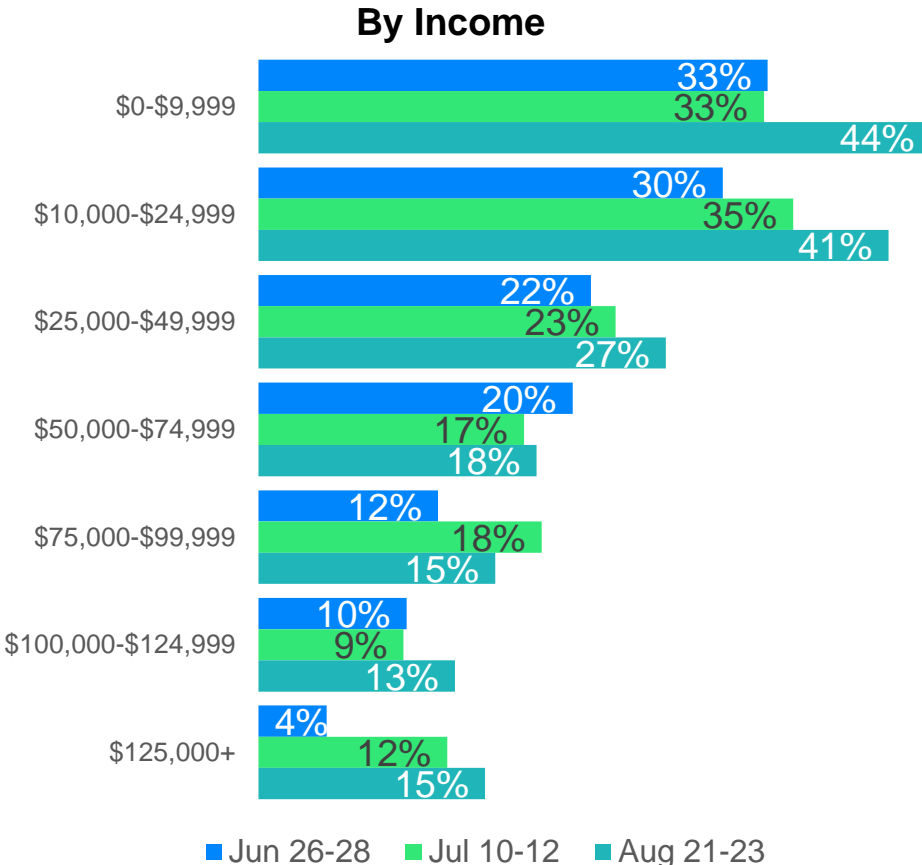
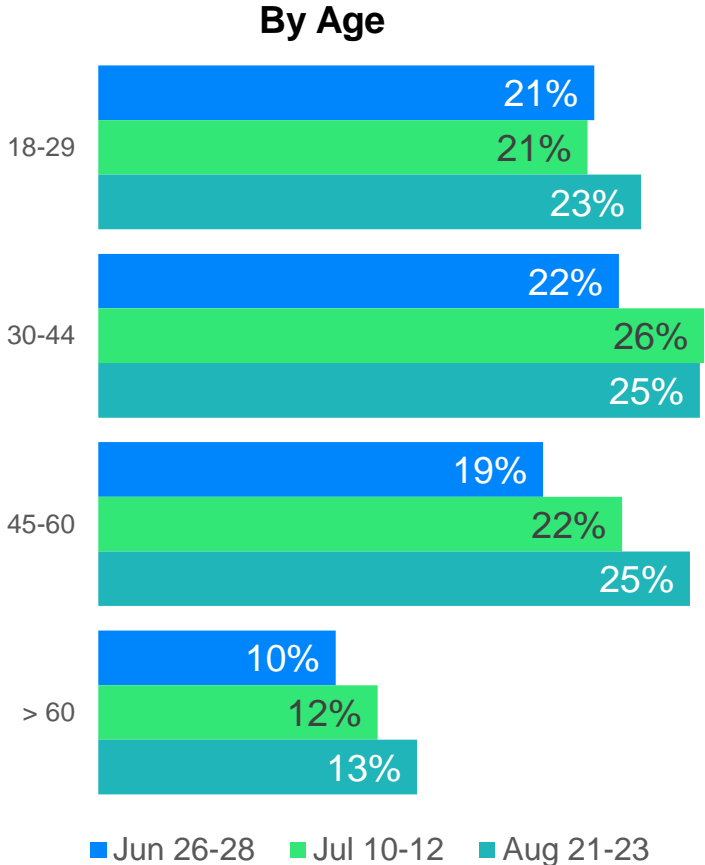
How has your family's income changed since the coronavirus crisis began?



Income declined by 50% or more

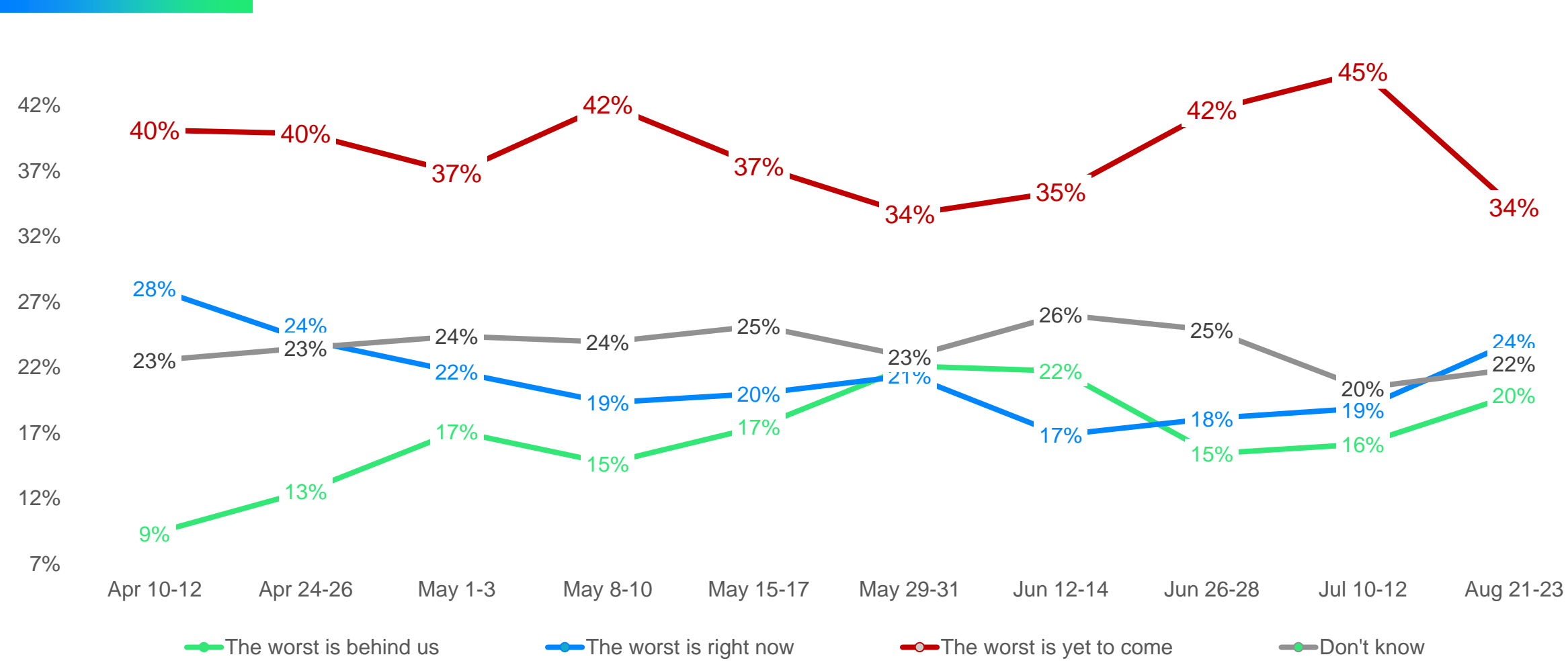
How has your family's income changed since the coronavirus crisis began?

% Declined by 50% or More



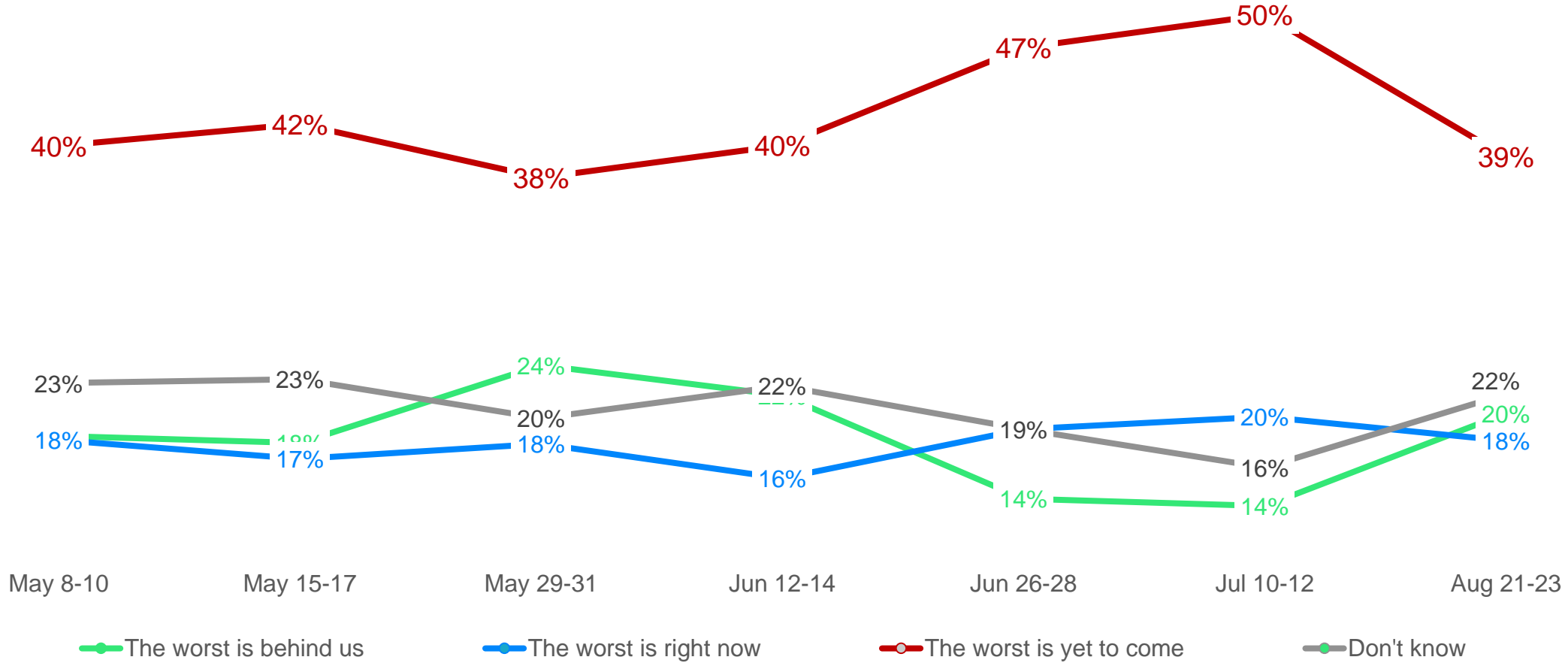
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Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?

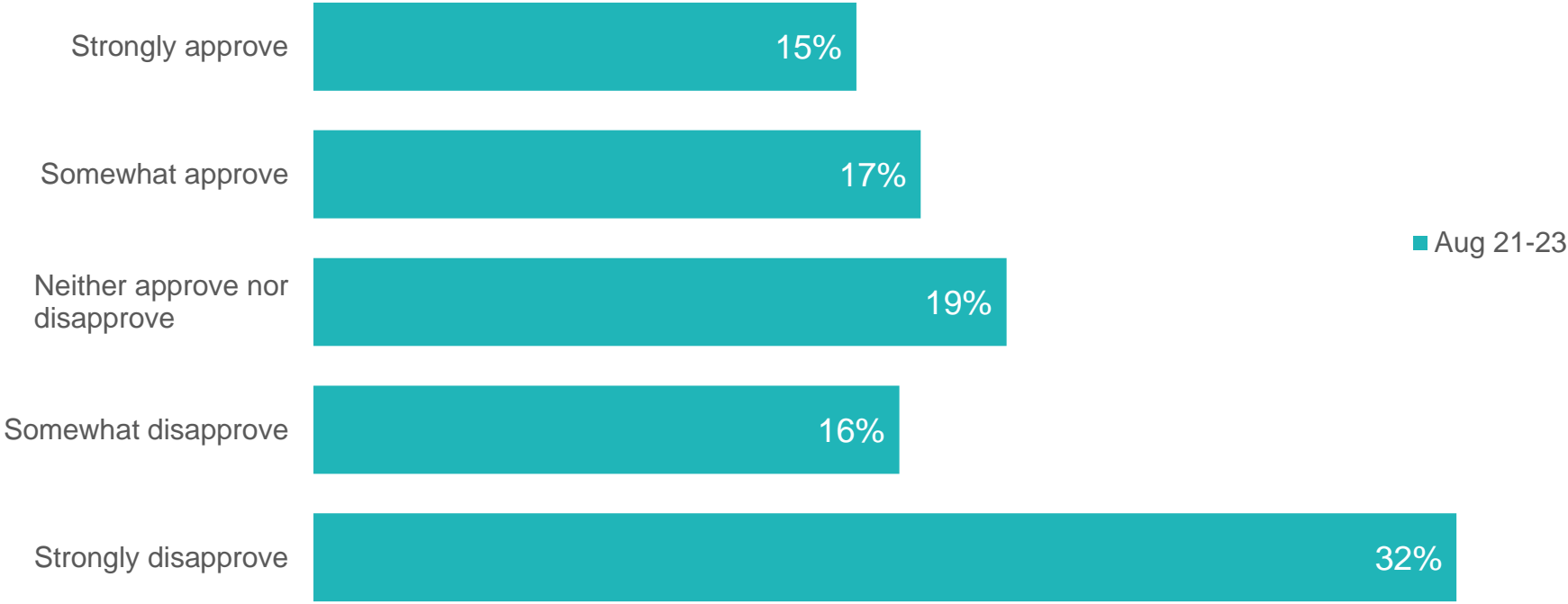


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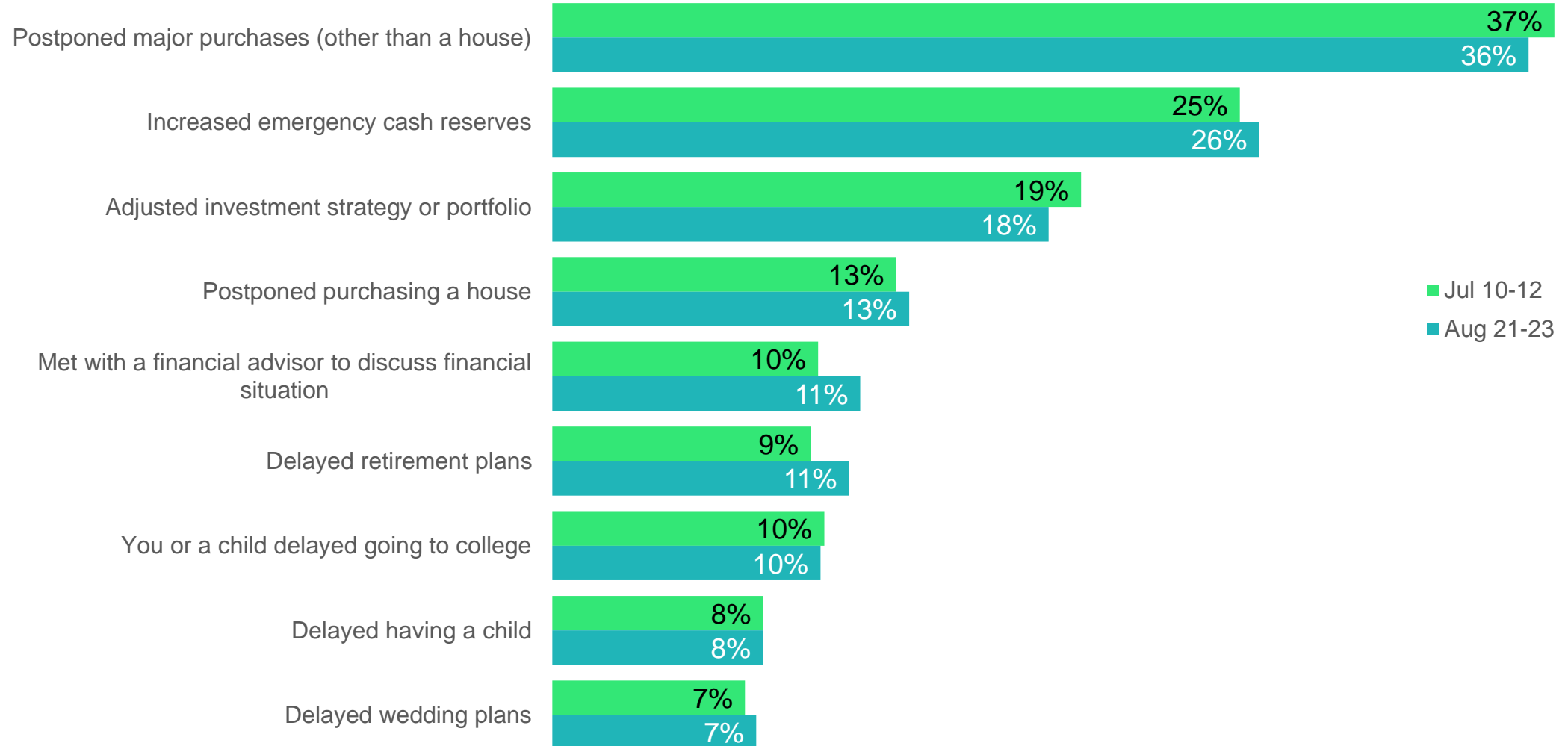
Which statement comes closest to your view about the spread of coronavirus (Covid-19)?



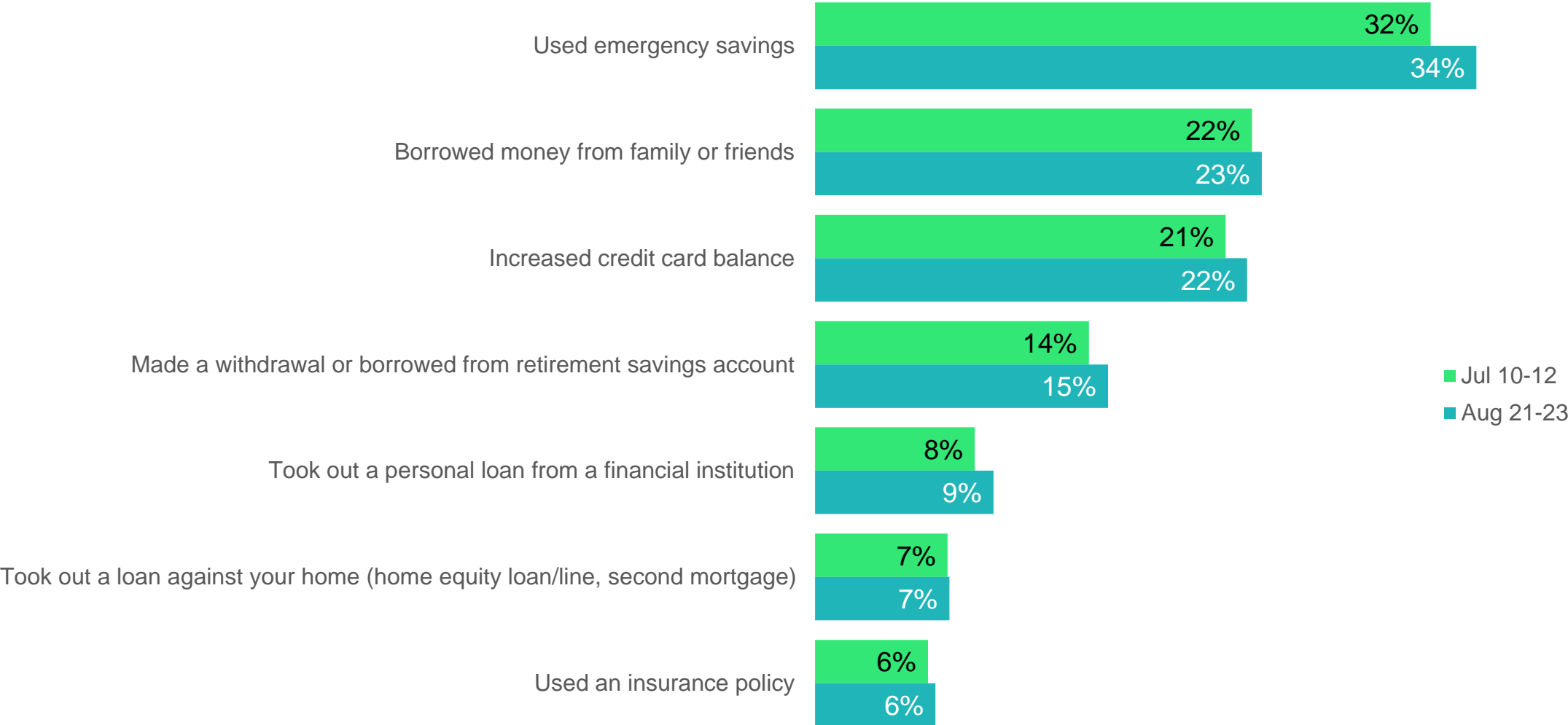
Do you approve or disapprove of K-12 students attending school in-person in your area within the next month?



Which of the following changes have you made due to the coronavirus crisis?

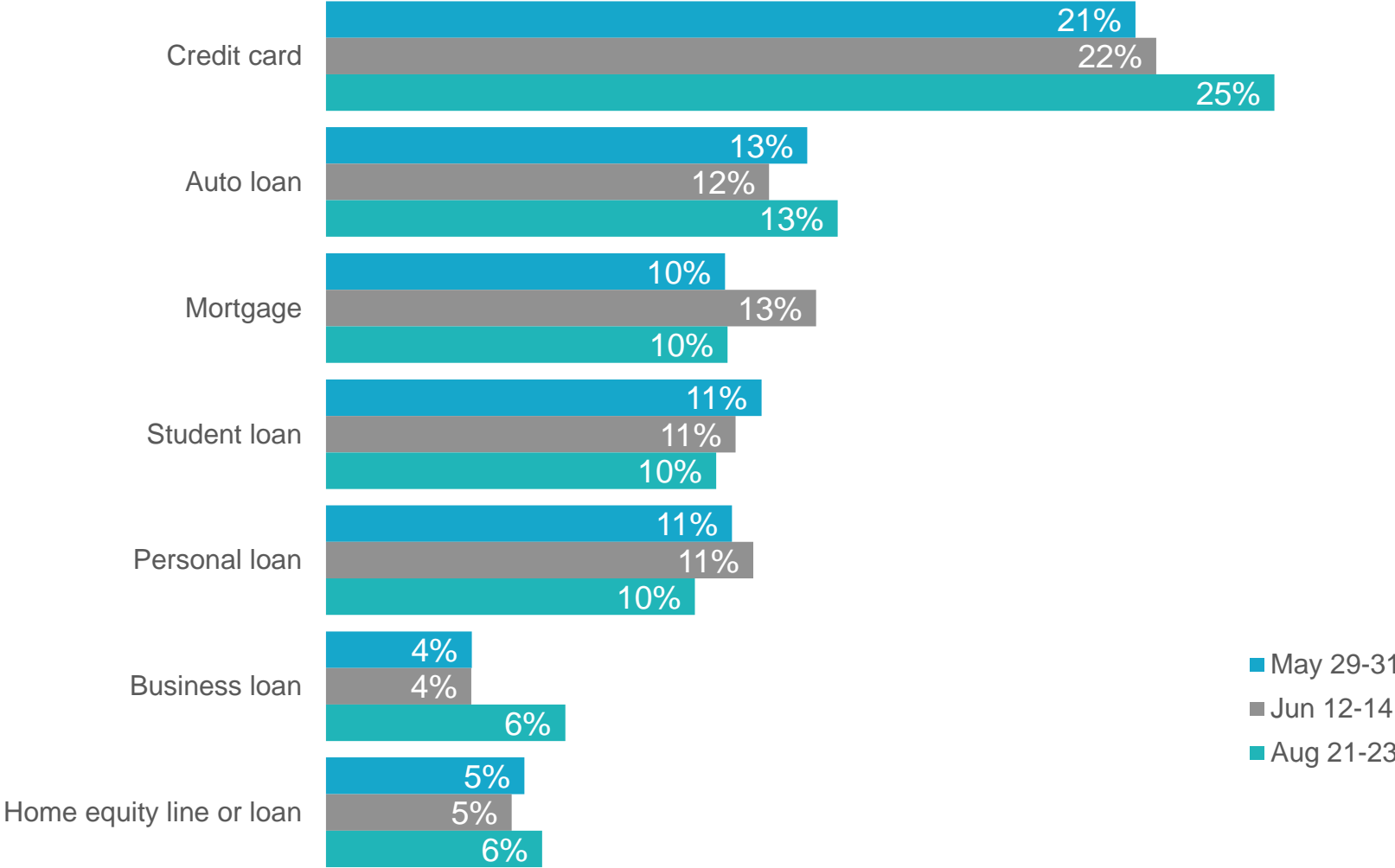


Since the coronavirus crisis began, which of the following actions have you taken to pay for your expenses or manage the cash you have available?



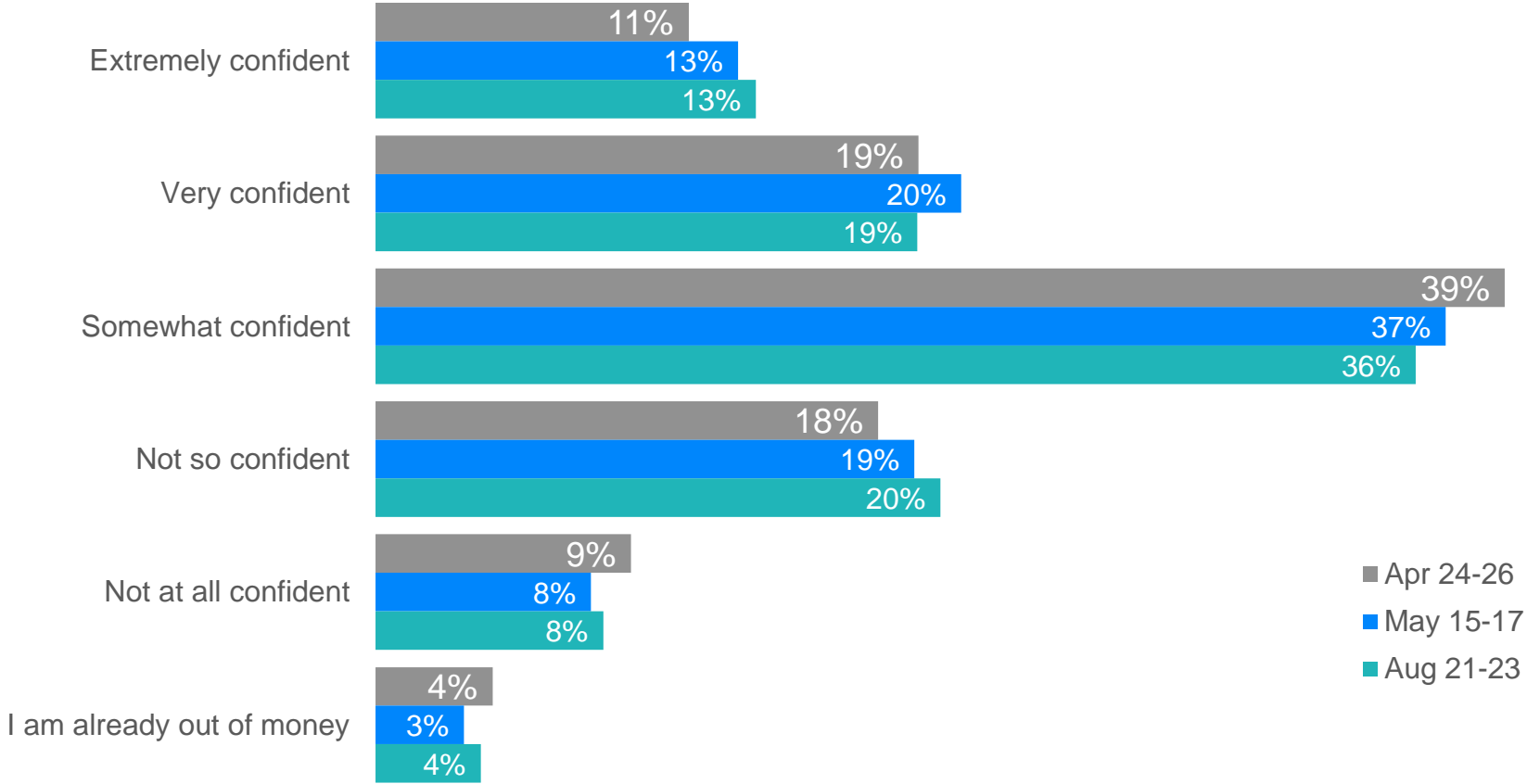
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In the past month were you unable to make the minimum monthly payment for any of these?

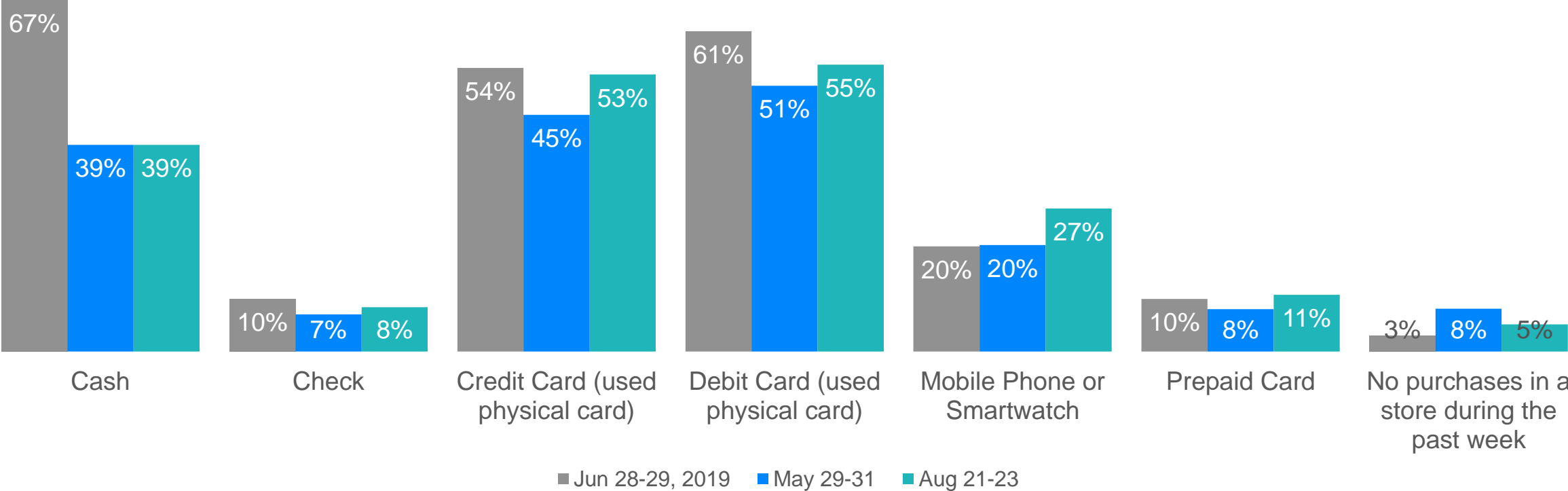


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How confident are you that you will have enough money to get through the coronavirus crisis?

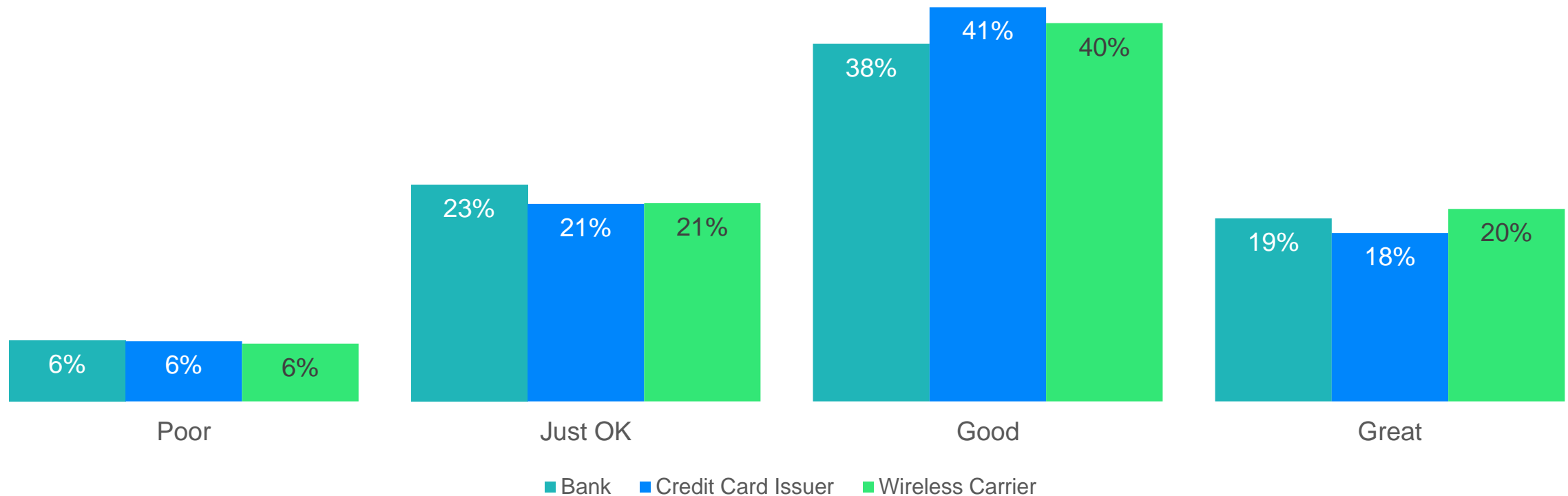


Which of the following have you used to make a purchase in a store during the past week?



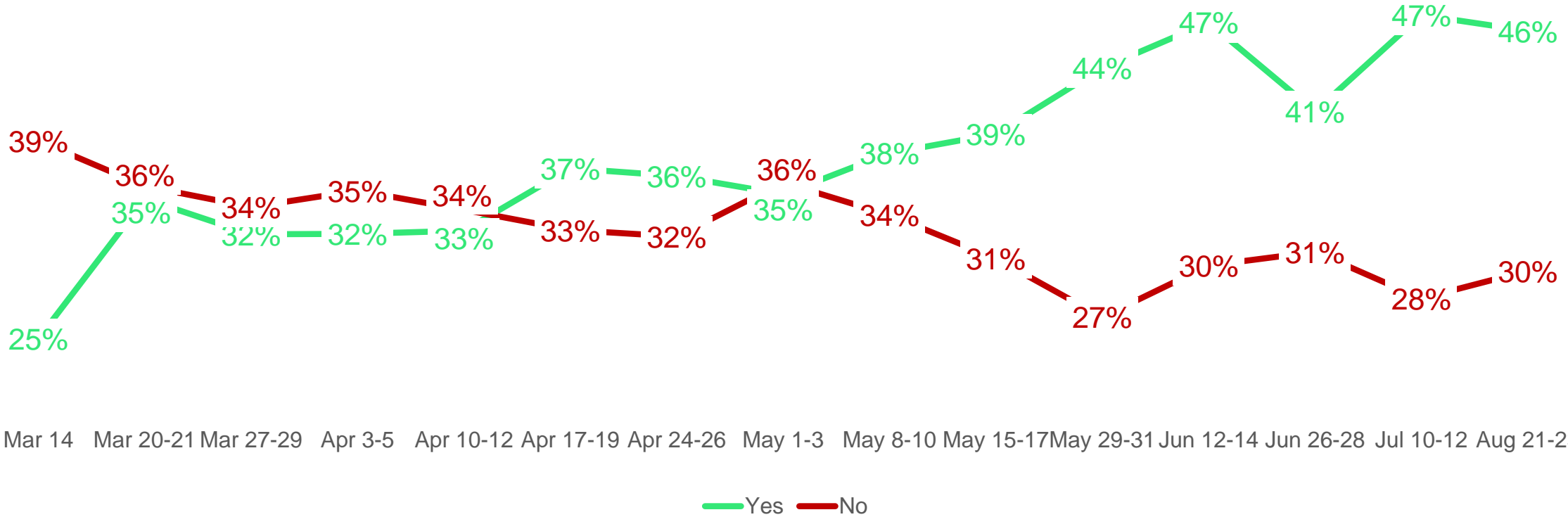
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Please rate your primary bank/card issuer/wireless carrier on how well it is supporting its customers during the coronavirus crisis.

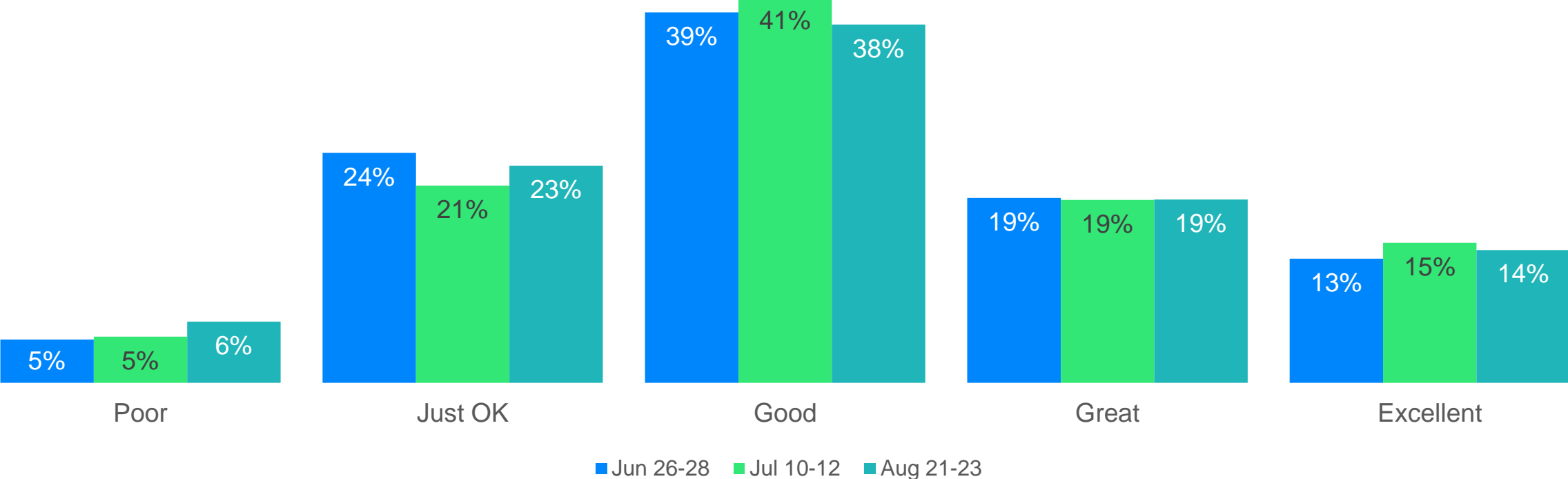


Banking

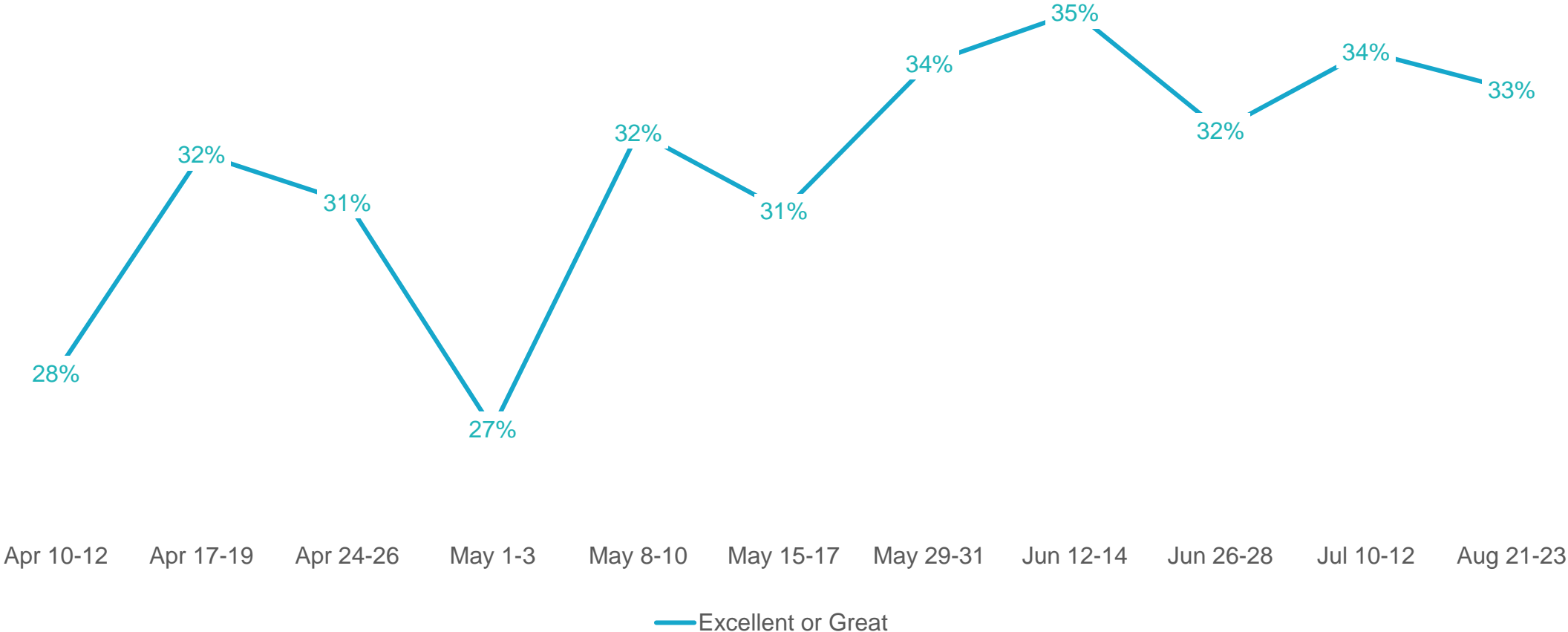
Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



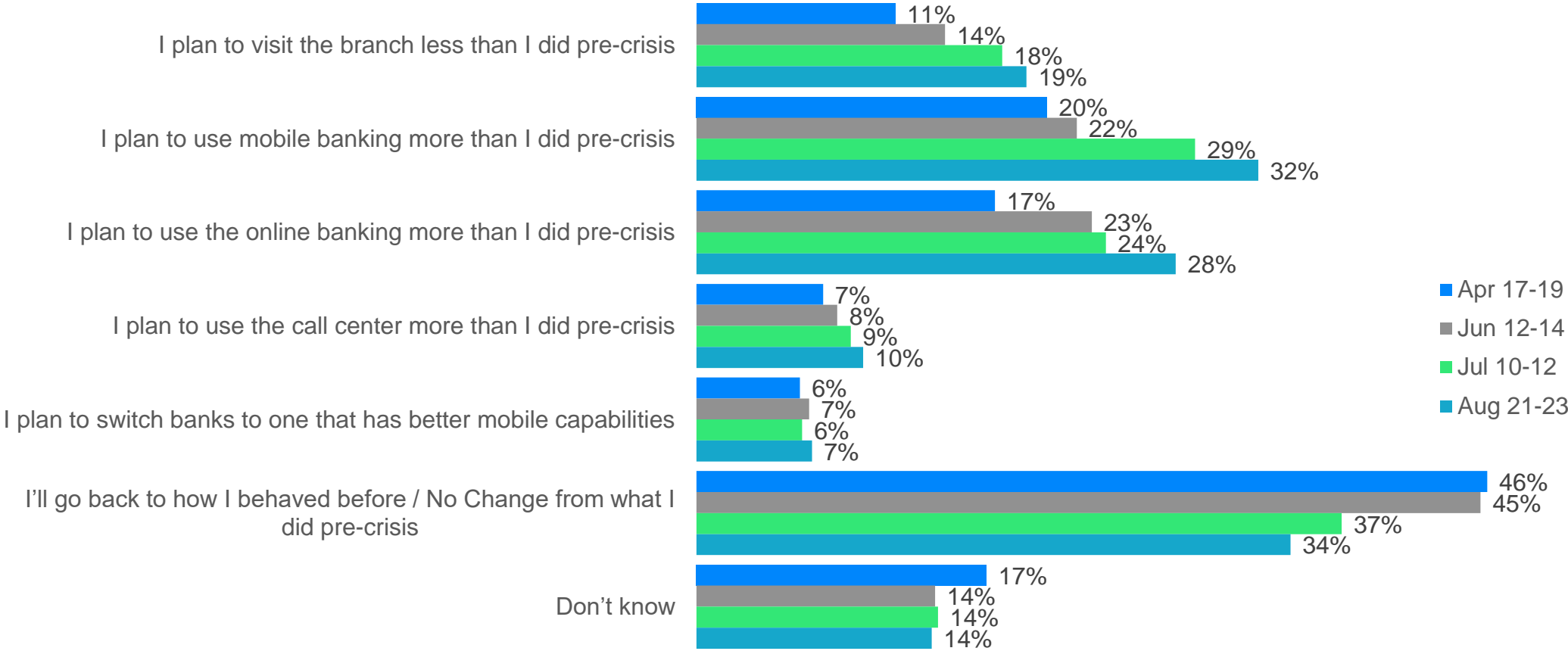
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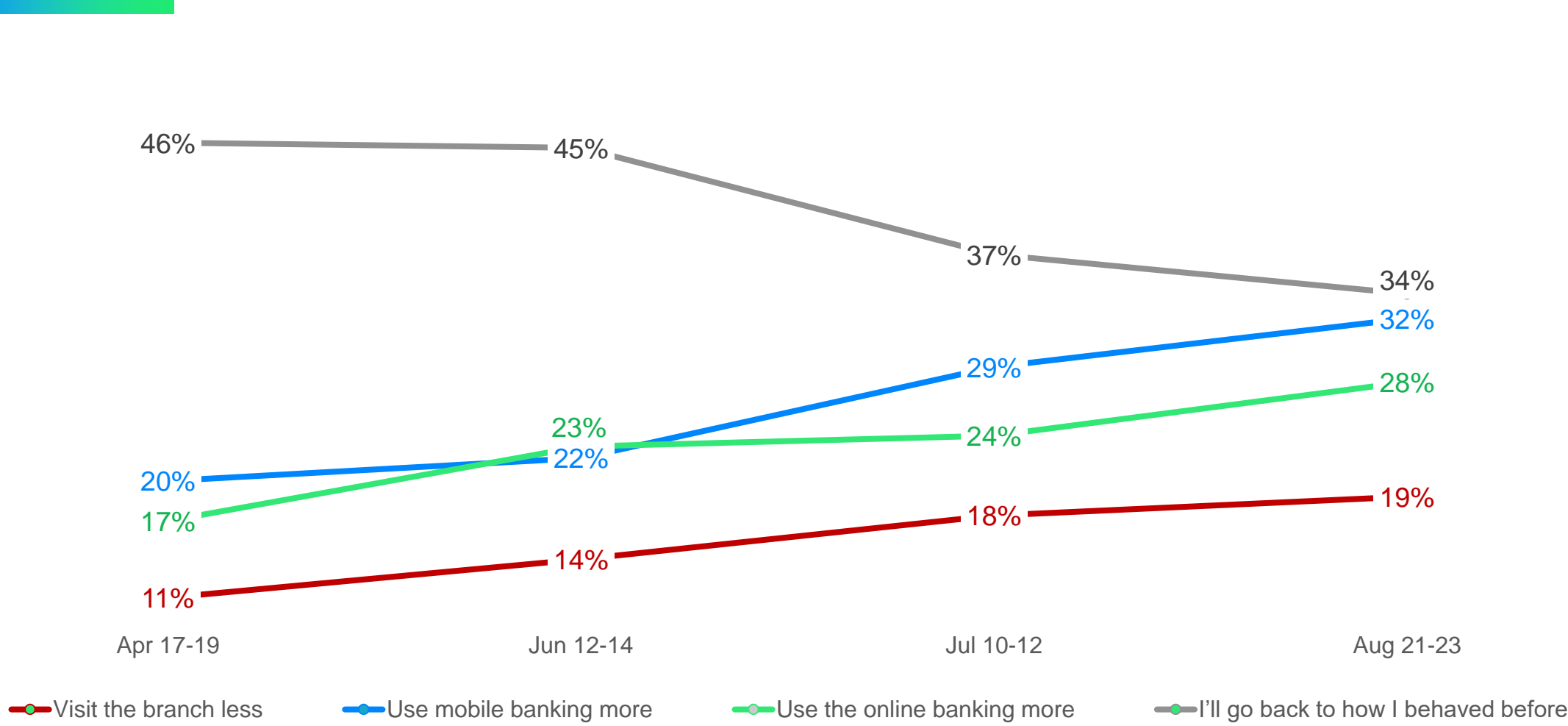
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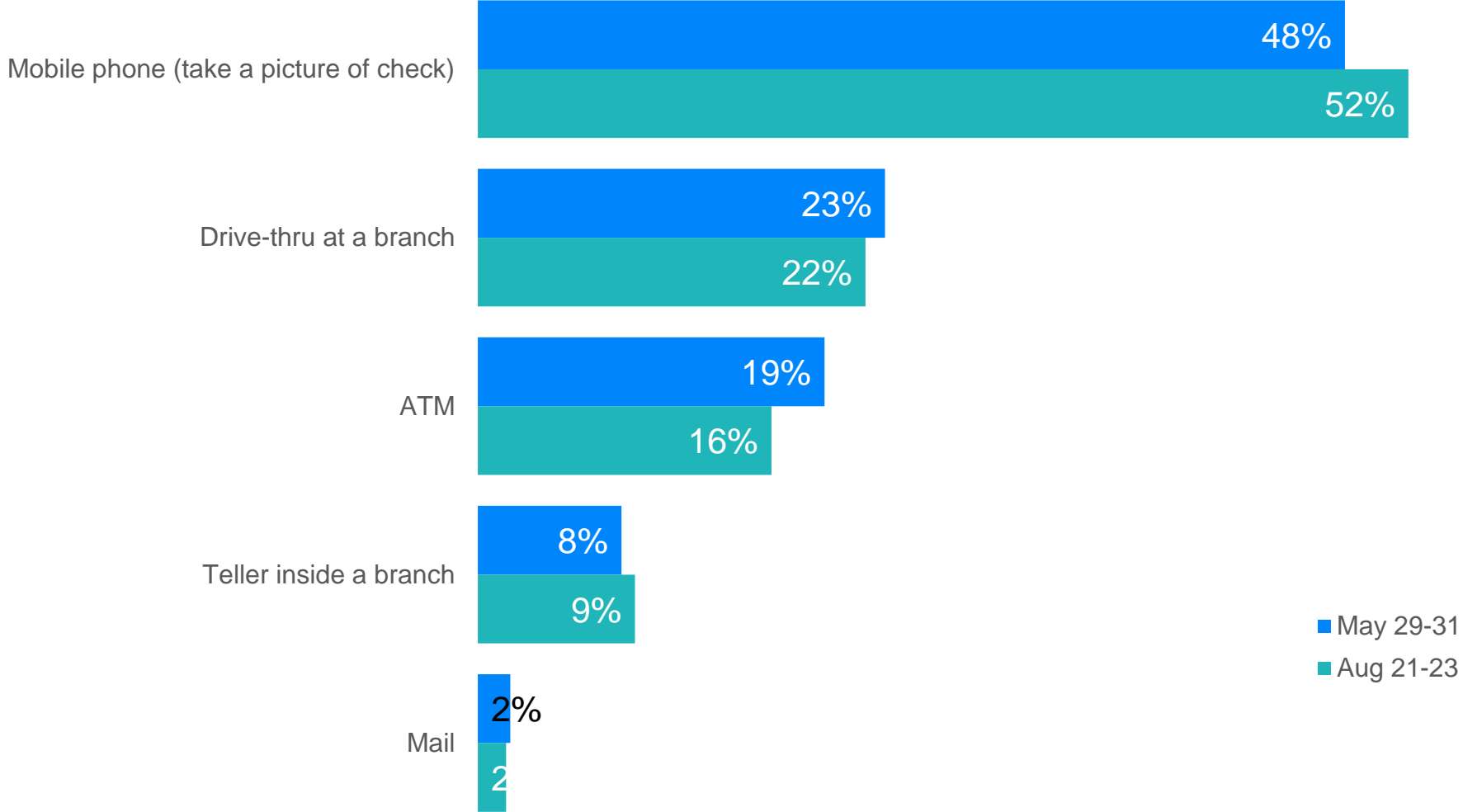
After the coronavirus crisis is over and it is safe to have in-person interactions, what are your plans for interacting with your banks or financial services providers?



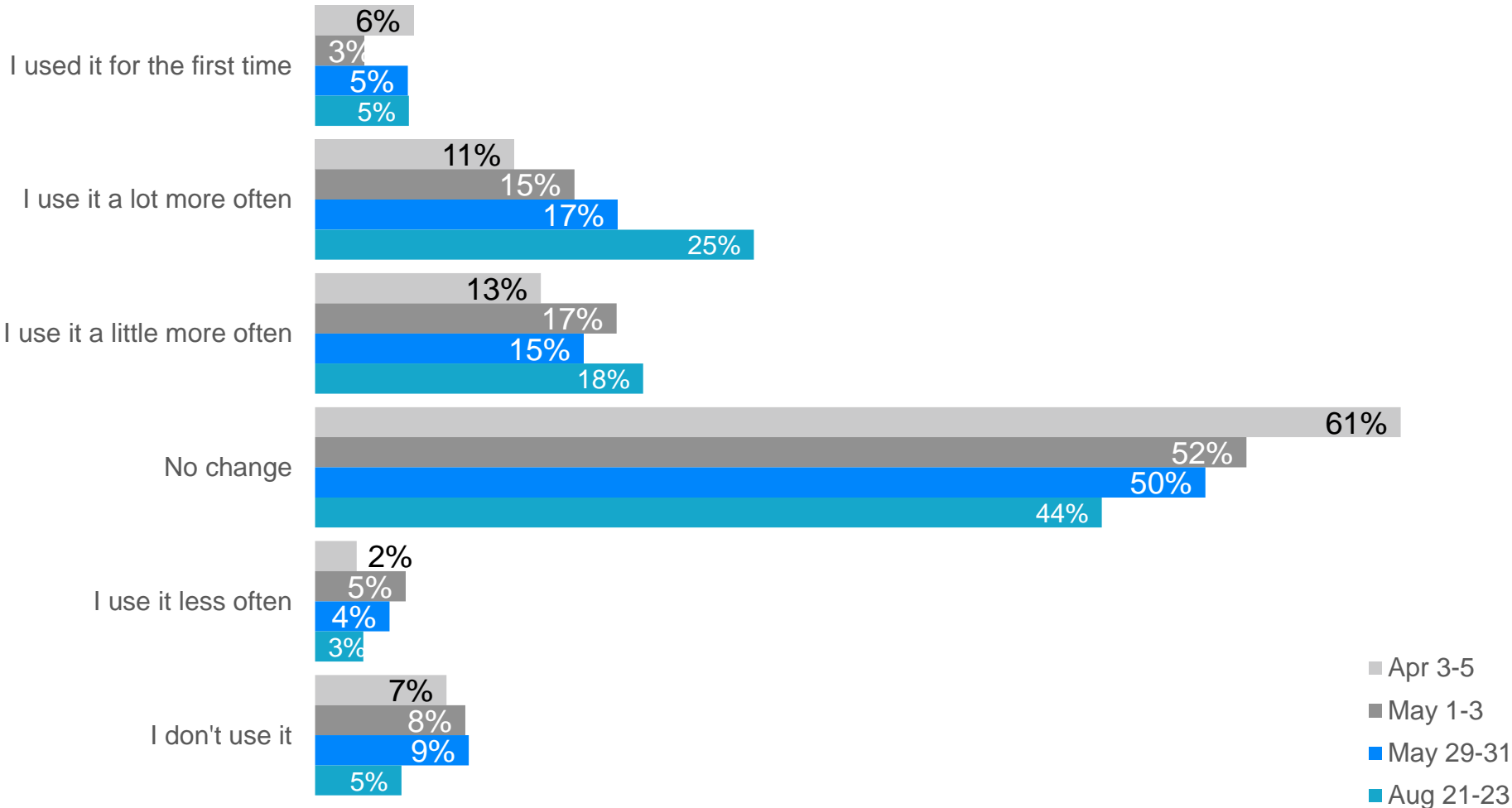
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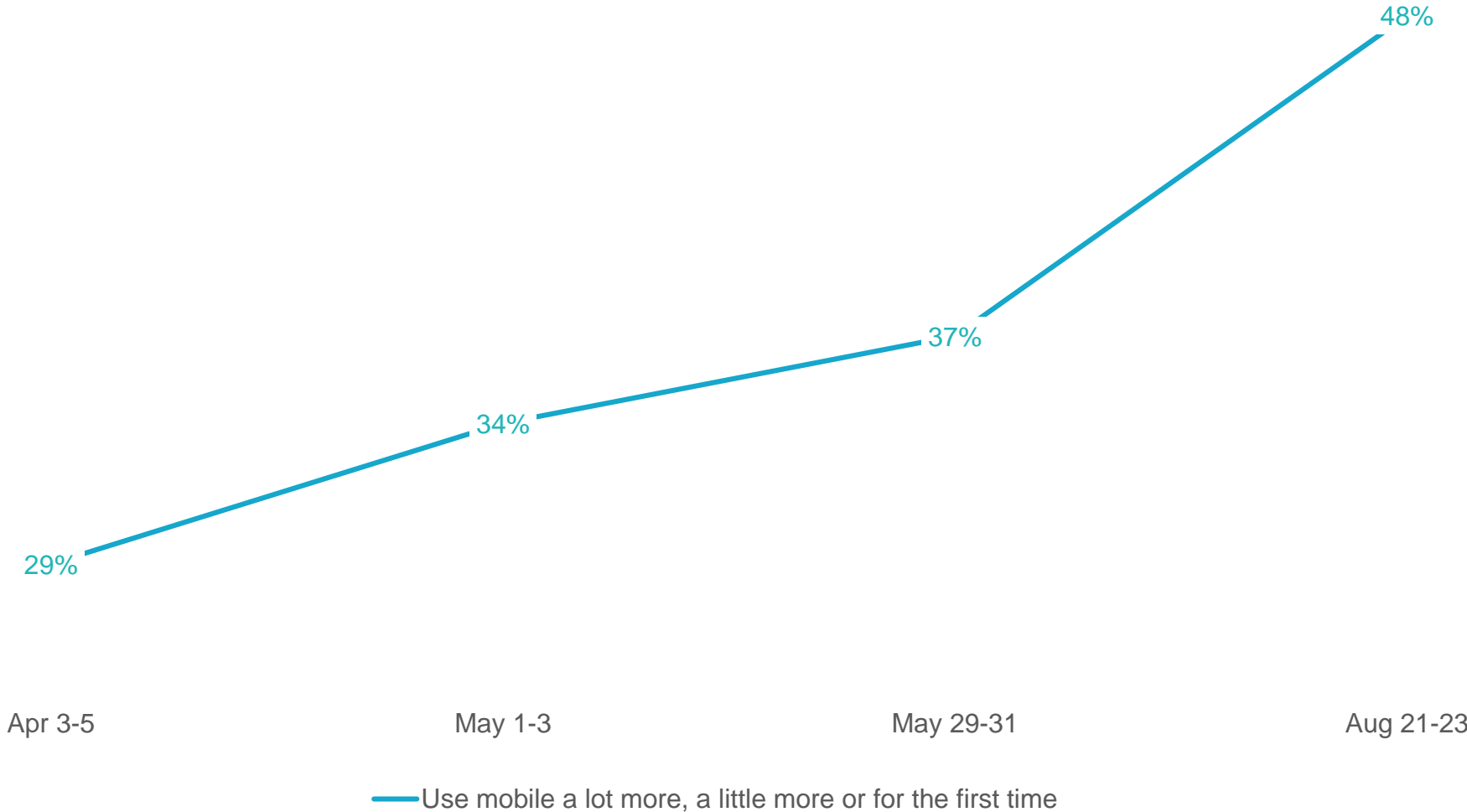
Assuming you needed to deposit a check at your primary bank, which method would you choose?



Since the coronavirus crisis began, how has your usage of your primary bank's mobile app changed?

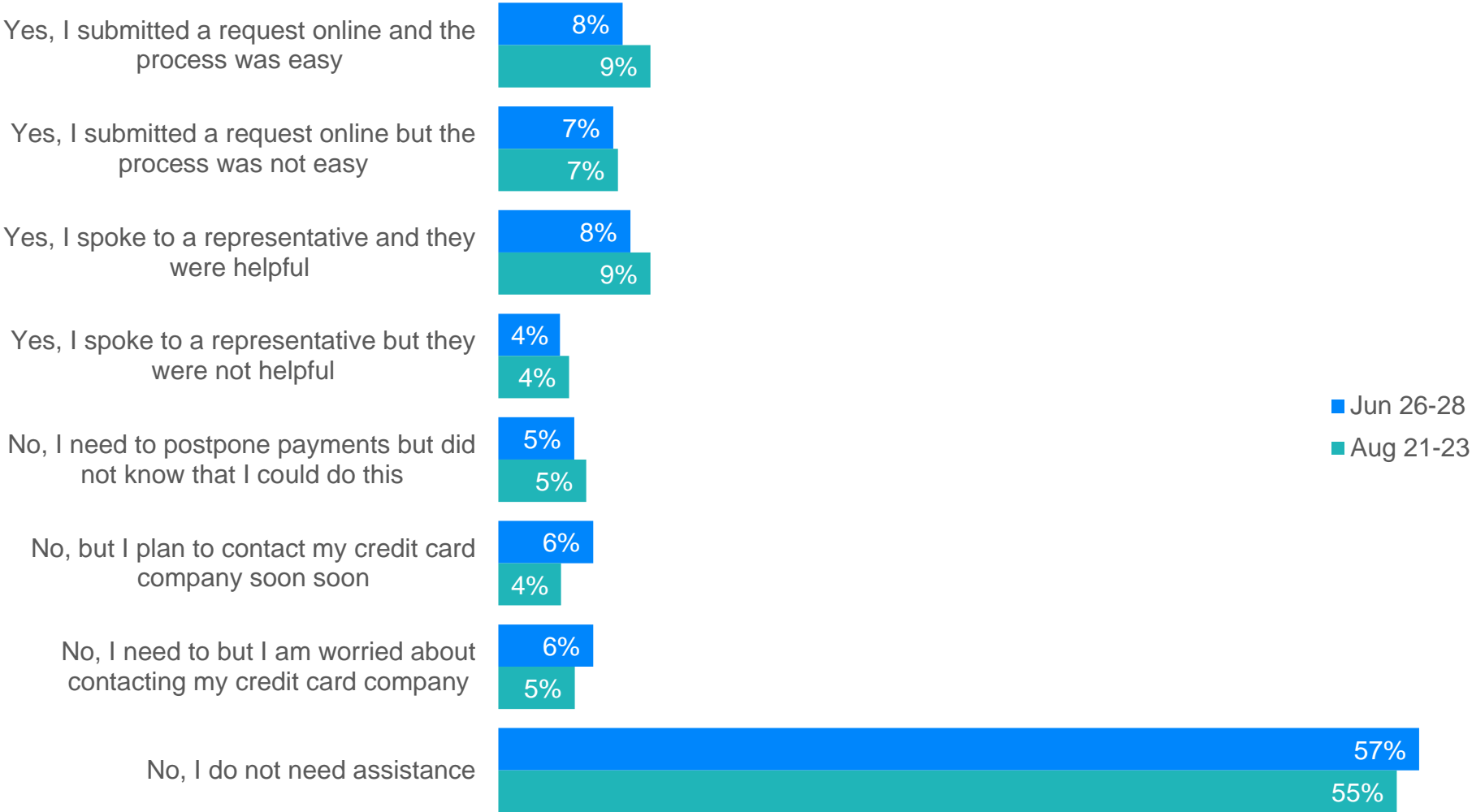


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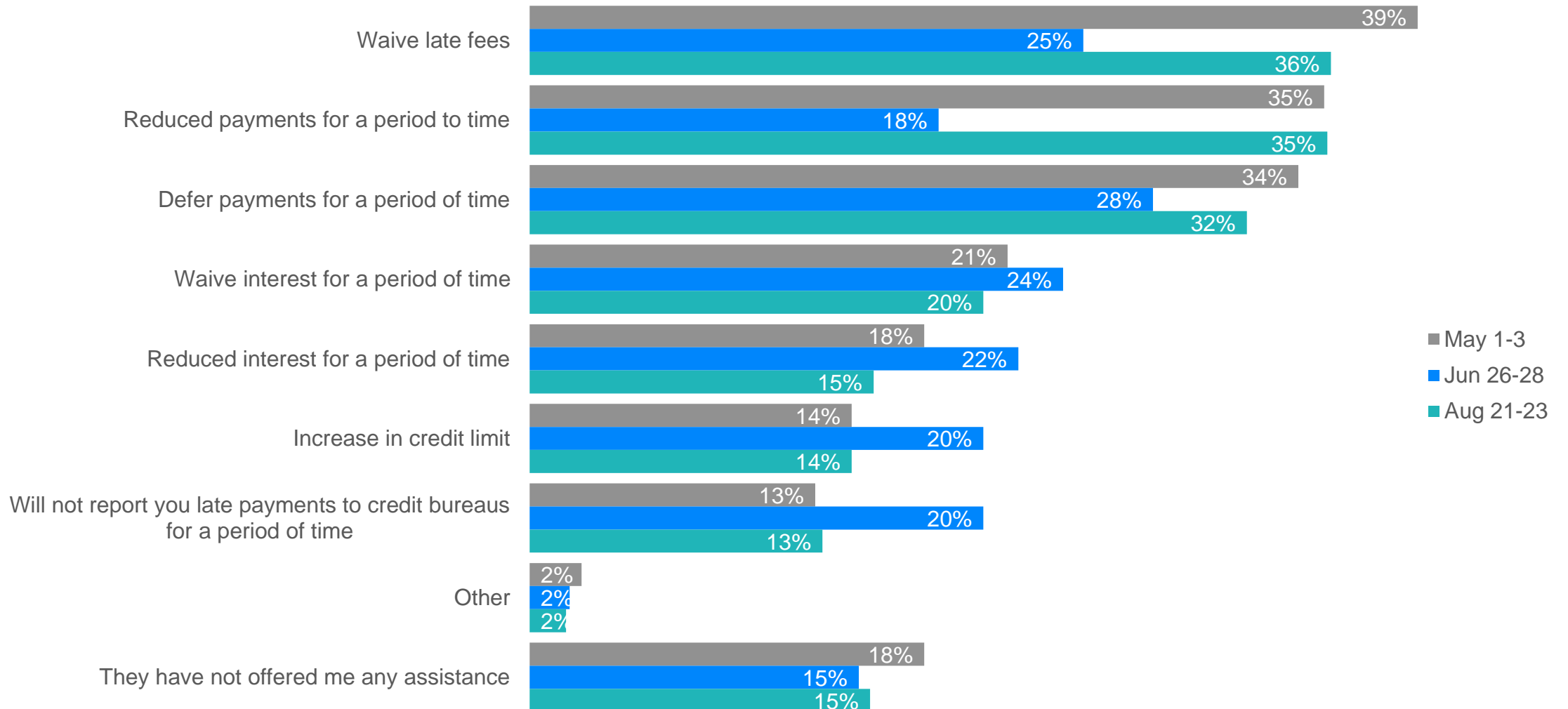


Credit Card

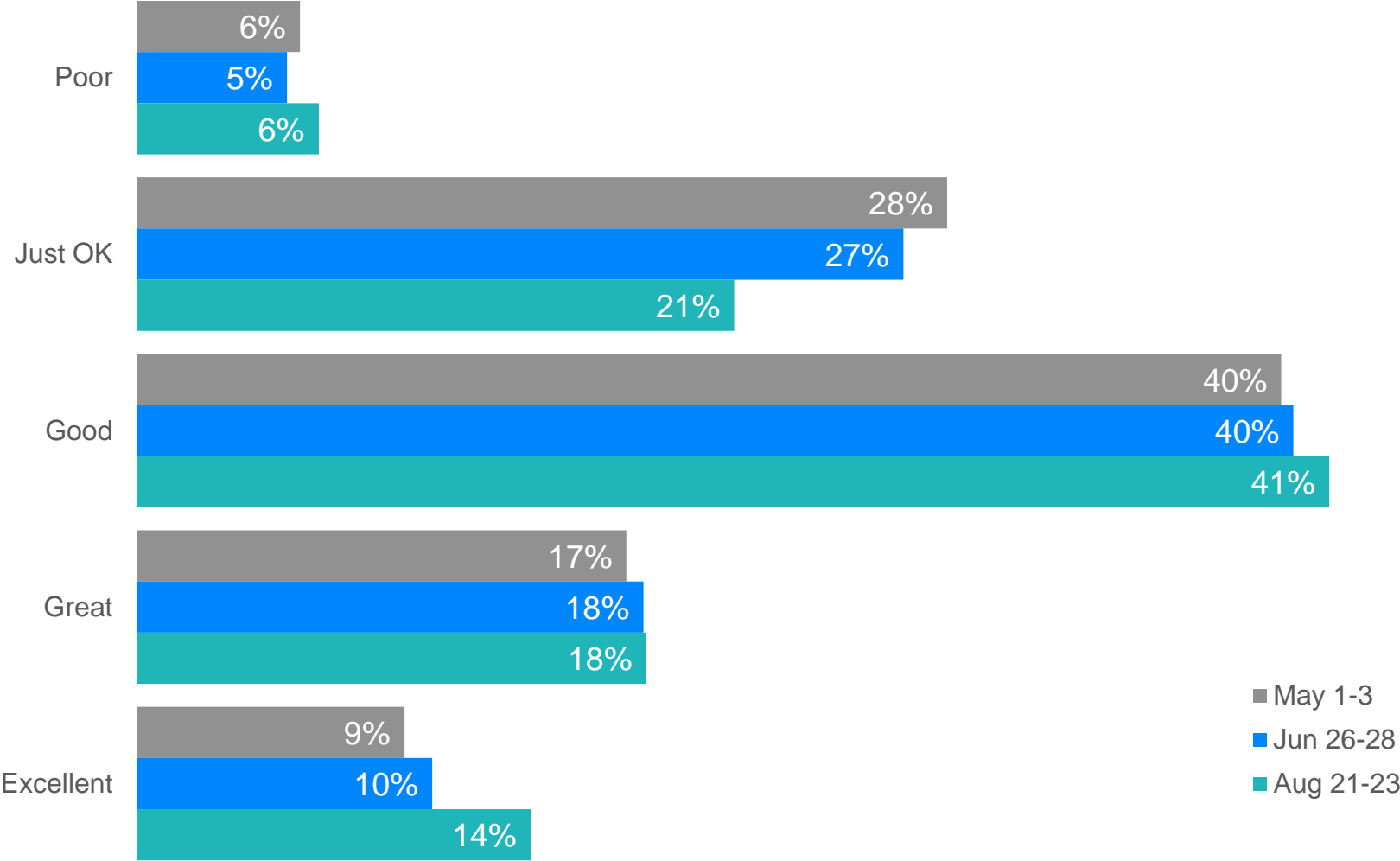
Since the coronavirus crisis began have you contacted your primary credit card company for assistance due to financial hardship?



What assistance has your credit card company offered you to help with your financial situation? (among those who contacted issuer)



Please rate your primary credit card company on how well it is supporting its customers during the coronavirus crisis.



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