

A vertical image on the left side of the slide. It features a stack of coins, likely US quarters, in a dark blue, slightly blurred background. Overlaid on the coins is a complex network of glowing blue lines and dots, resembling a digital or financial network. The lines connect various points, some of which are highlighted with bright blue light effects.

J.D. POWER

Financial Services COVID-19 Pulse Survey

June 12-14, 2020 Update

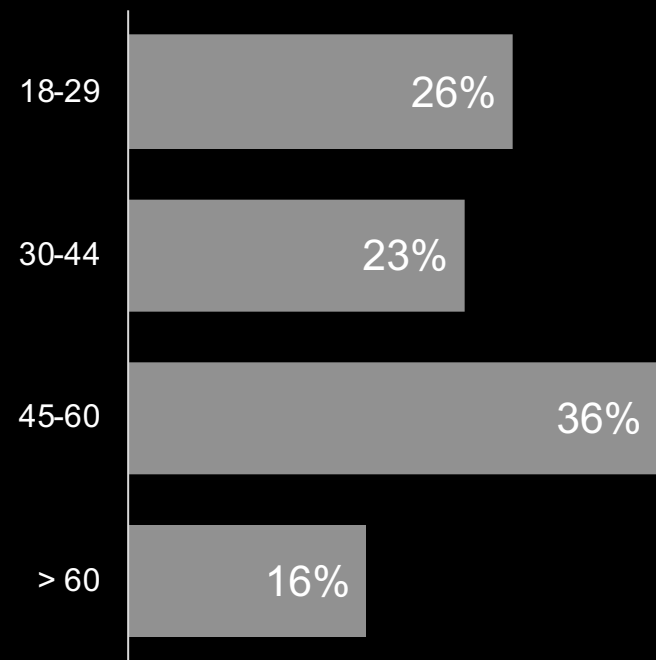
Jim Miller – Vice President, Banking and Payments Intelligence
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June 15, 2020

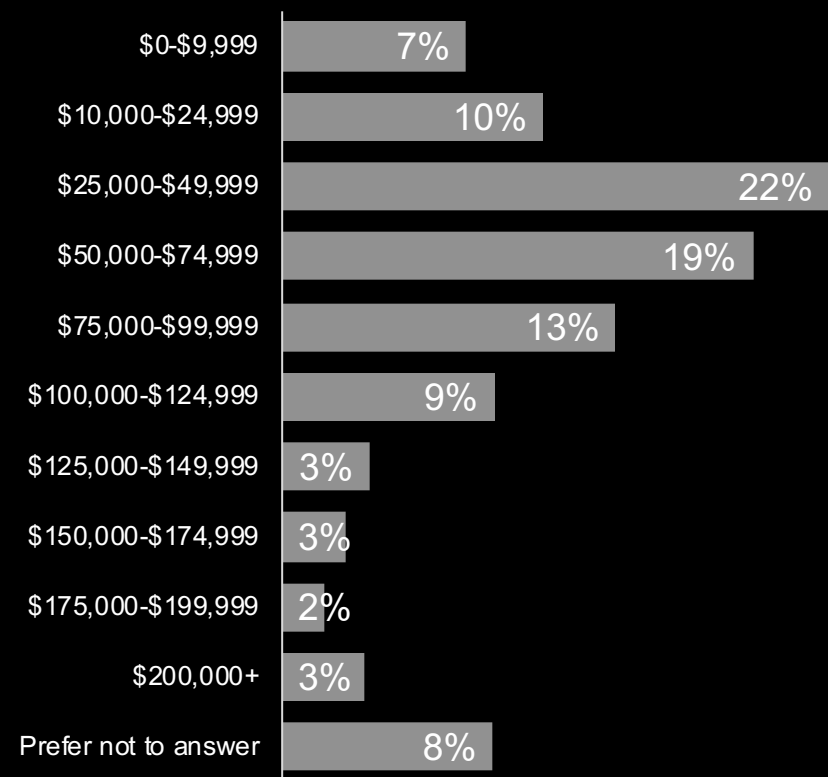
Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- June 12-14: n=1,735 (42% male, 58% female)

Distribution by Age

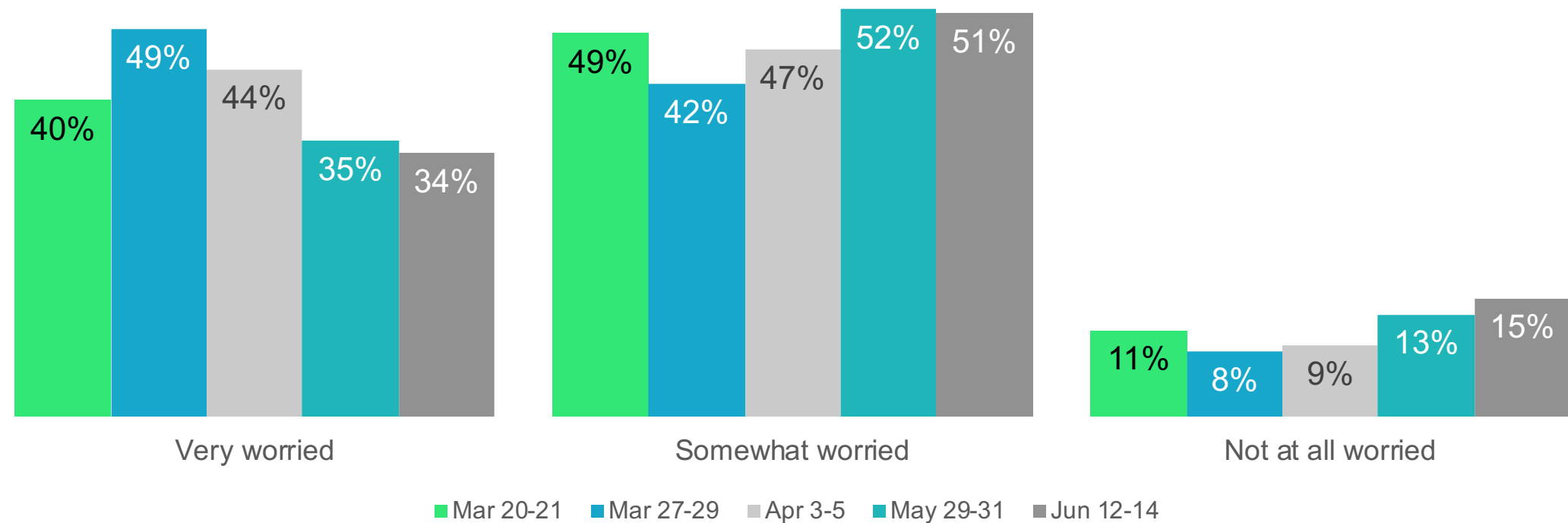


Distribution by Income

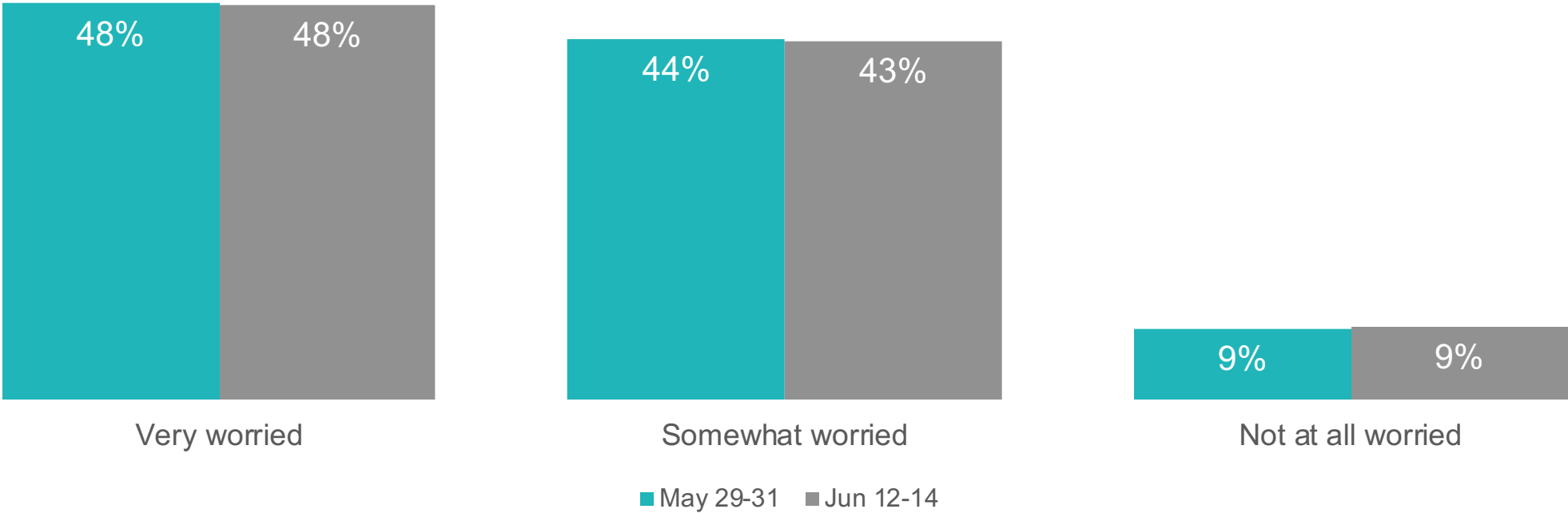


General Perceptions of U.S. Adults

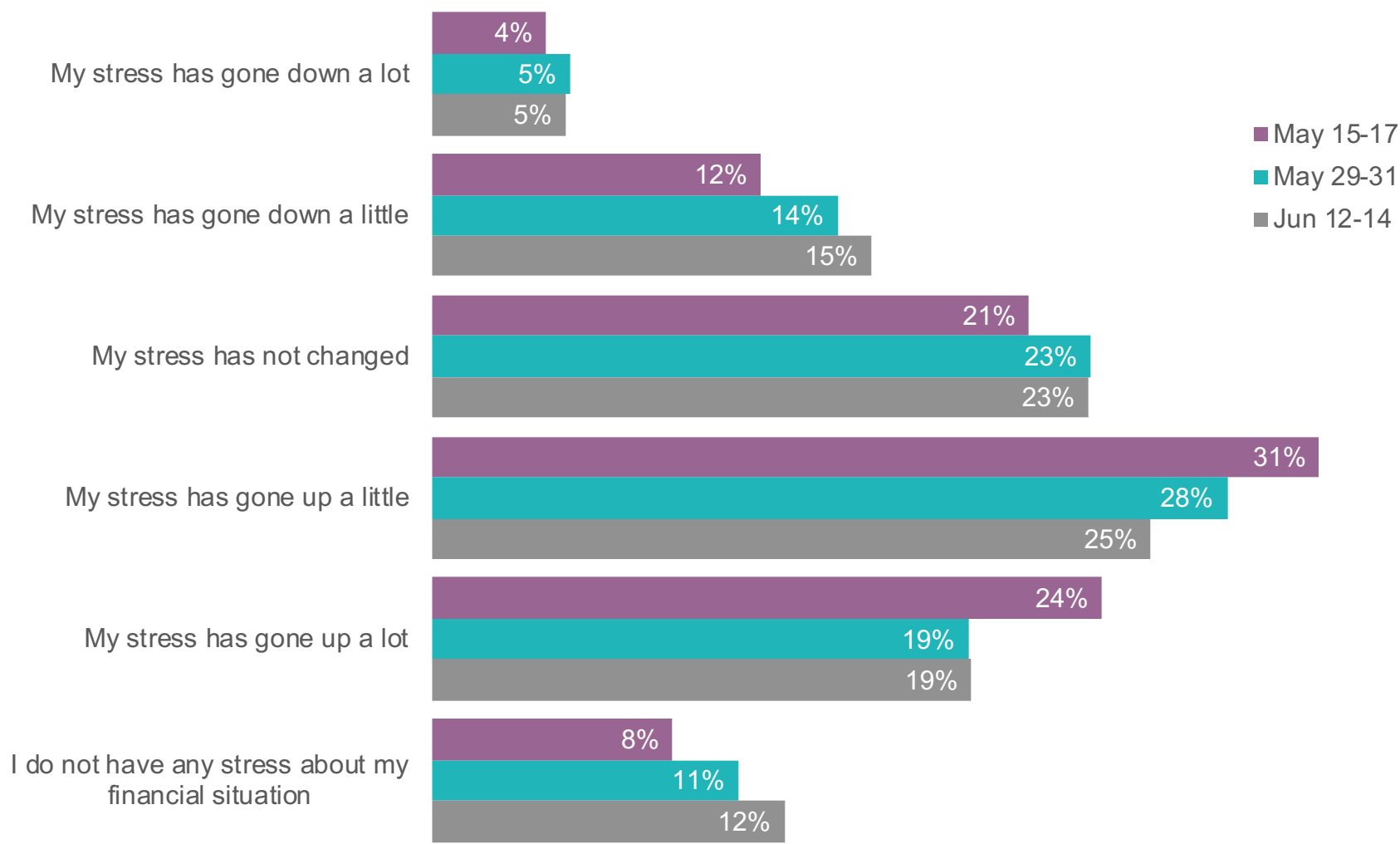
How worried are you that you or someone in your family will get sick from the coronavirus?



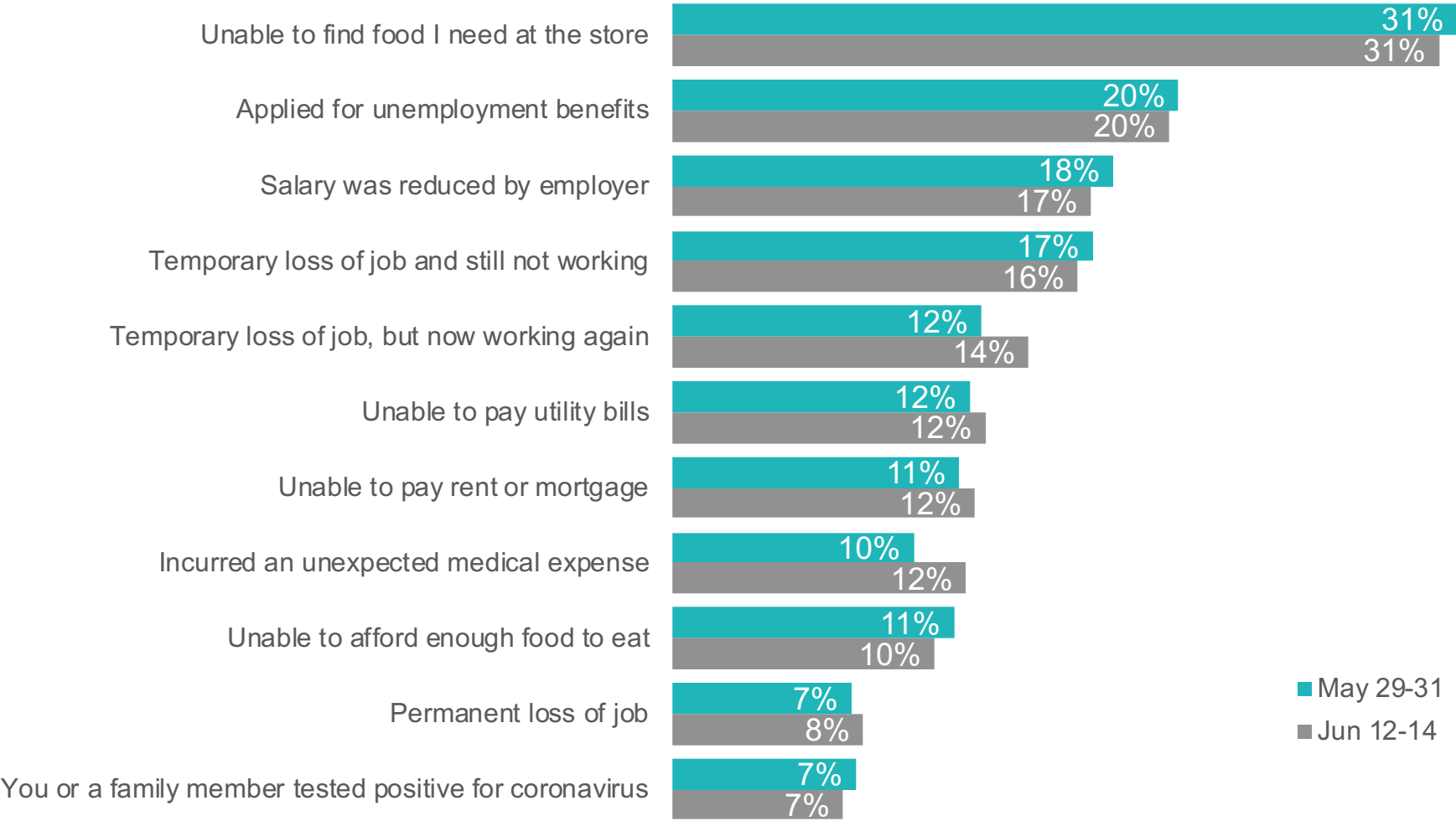
How worried are you that there will be a second wave of the coronavirus in the fall or winter?



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



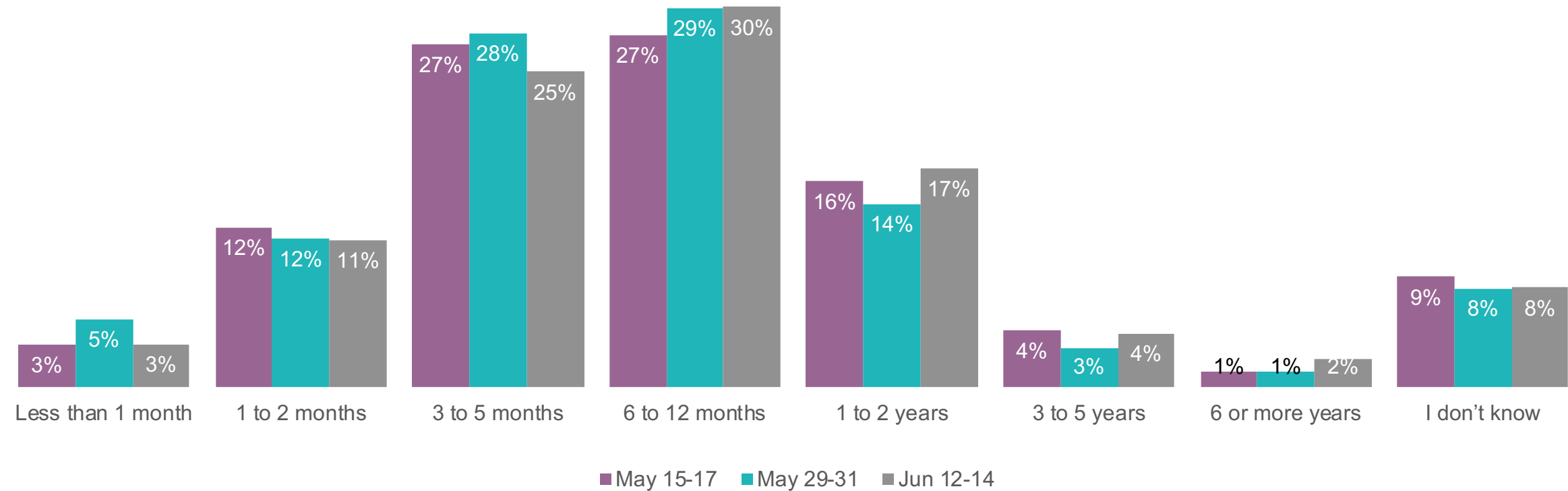
Which of the following impacts from the coronavirus have you already experienced?



How has the coronavirus crisis impacted your personal financial situation?

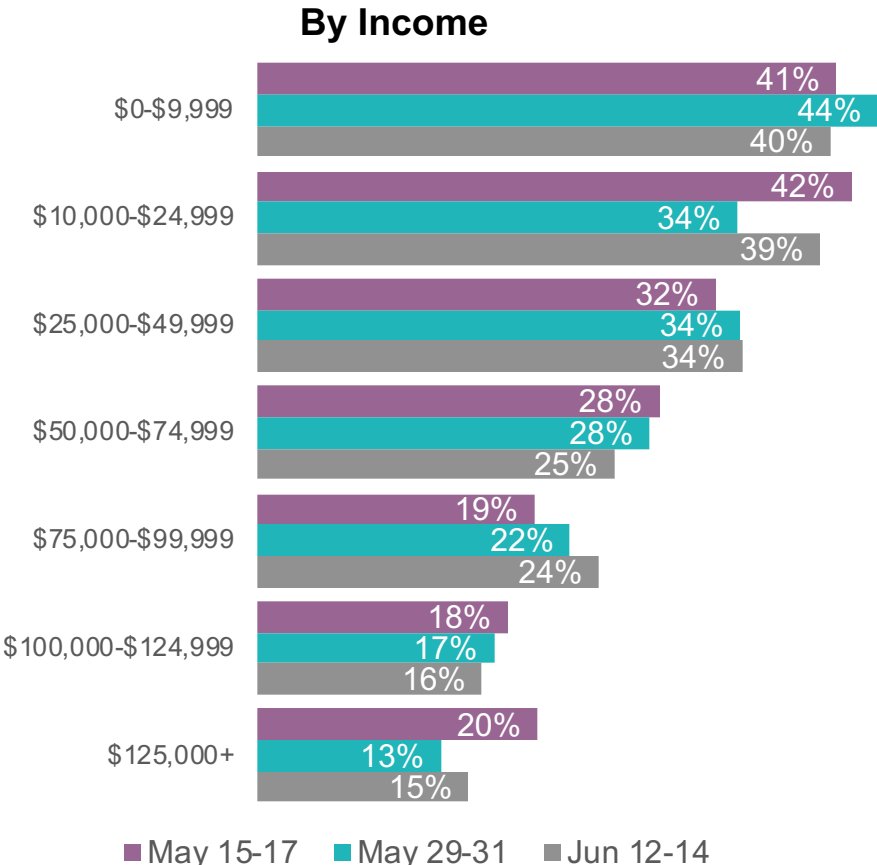
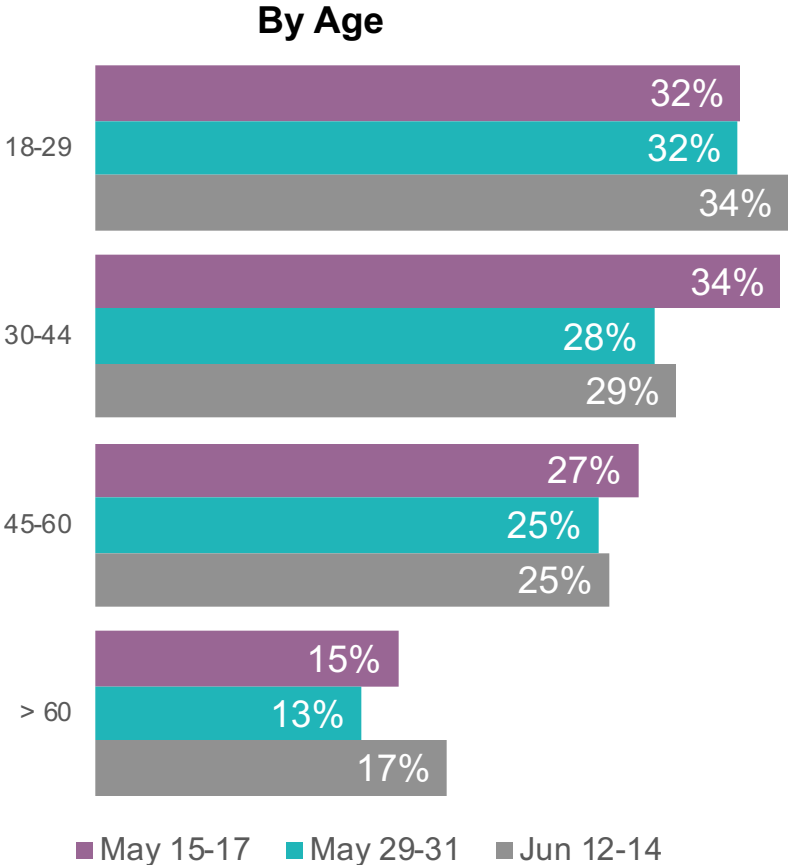


How long do you expect that your financial situation will be worse due to the coronavirus?

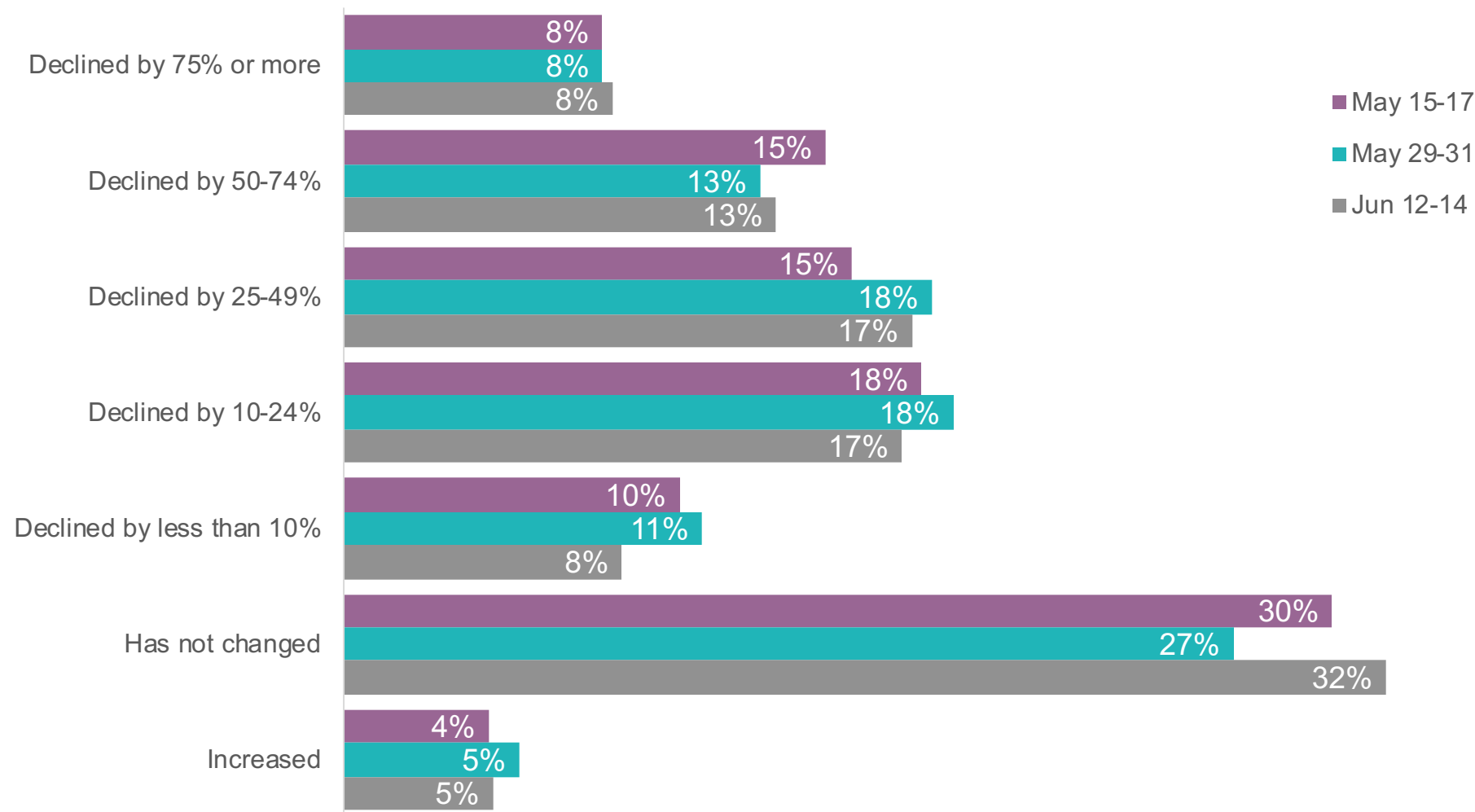


How has the coronavirus crisis impacted your personal financial situation?

% Devastated and Severely Hurt

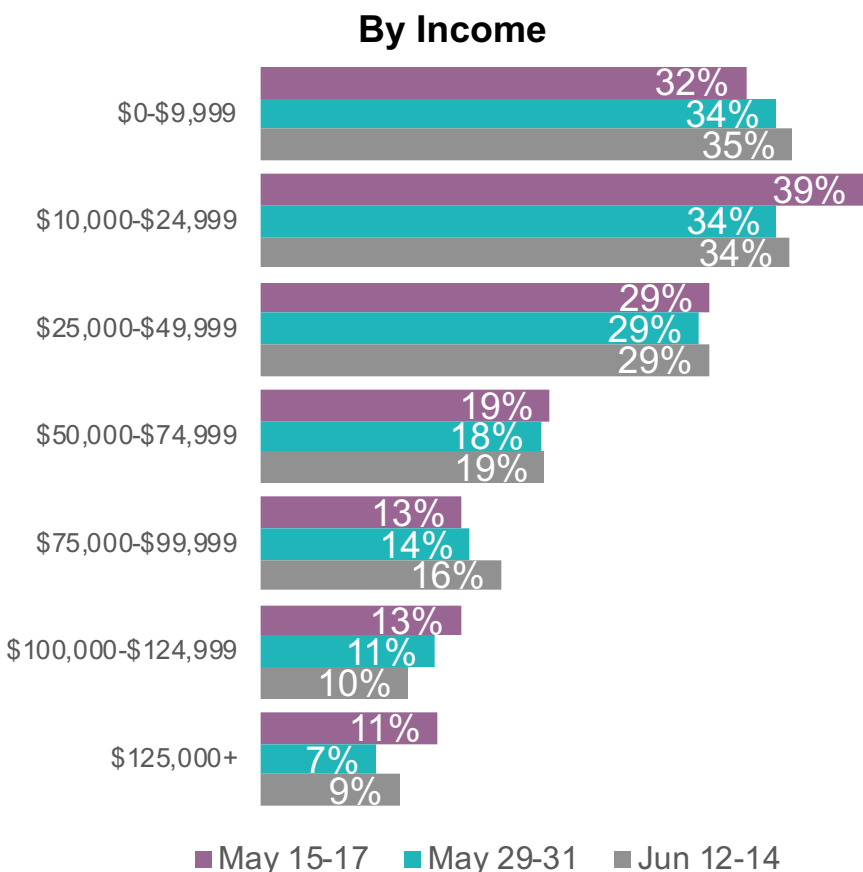
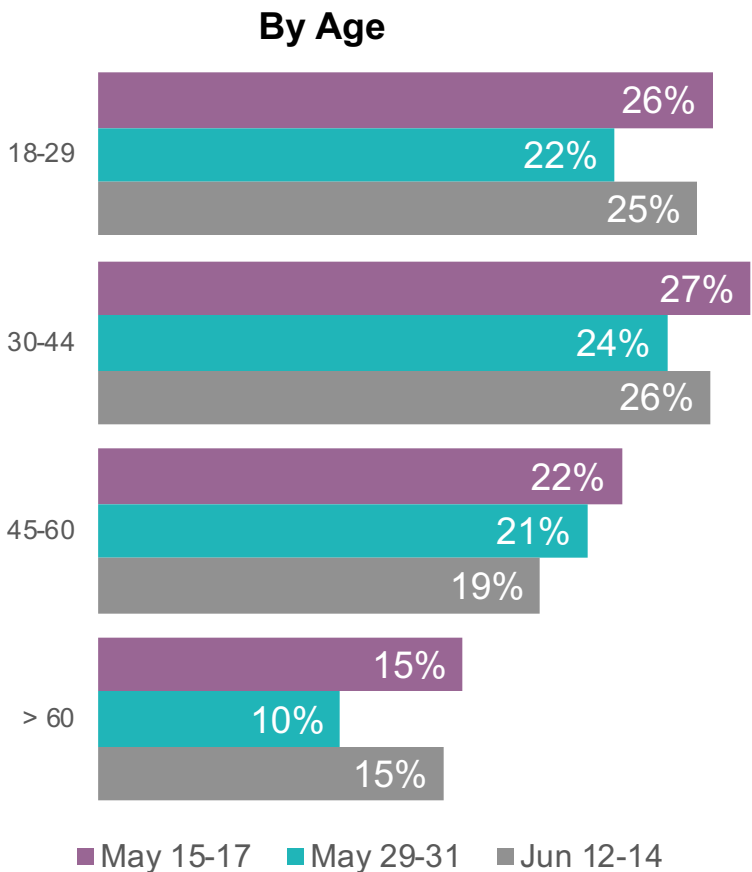


How has your family's income changed since the coronavirus crisis began?

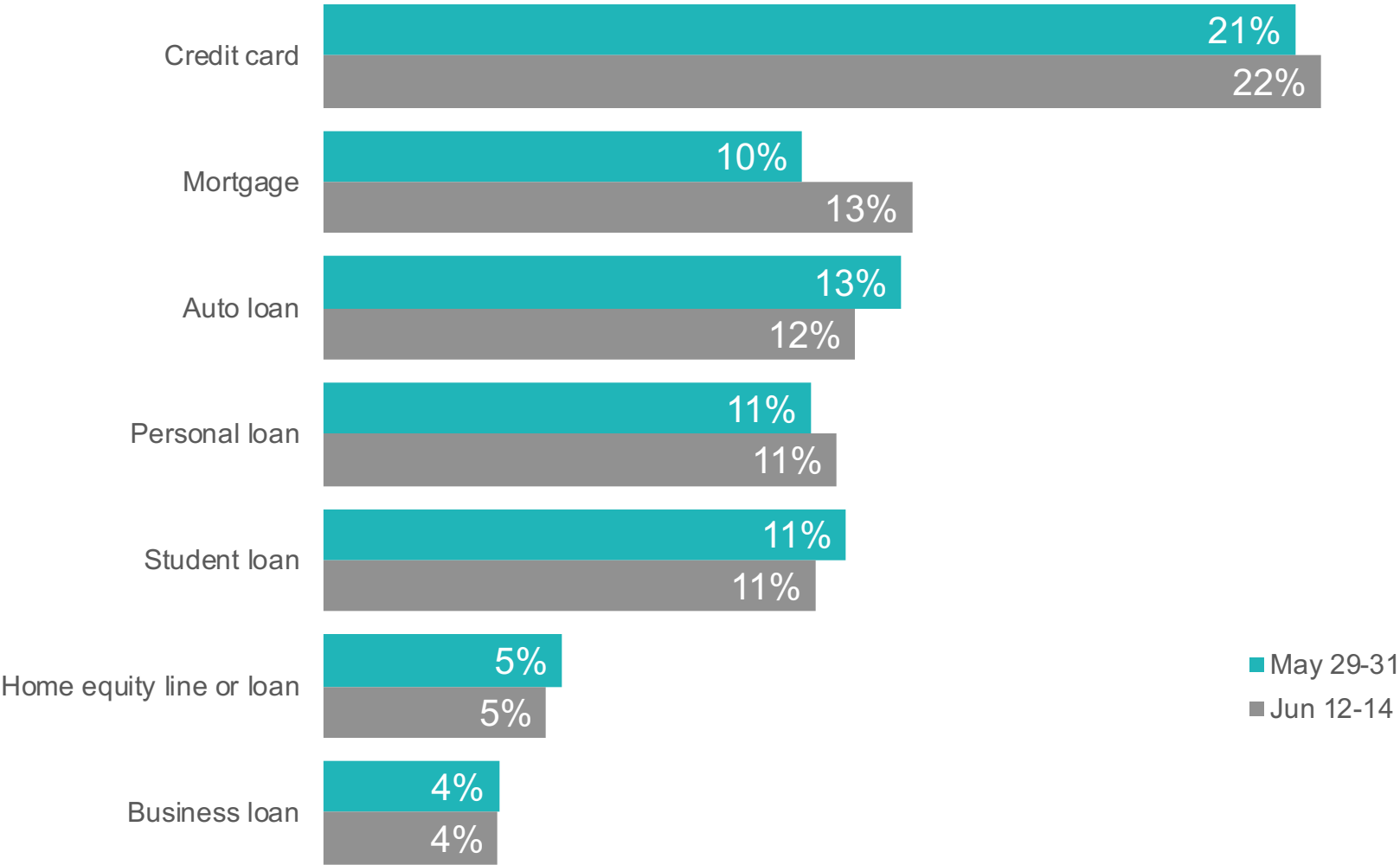


How has your family's income changed since the coronavirus crisis began?

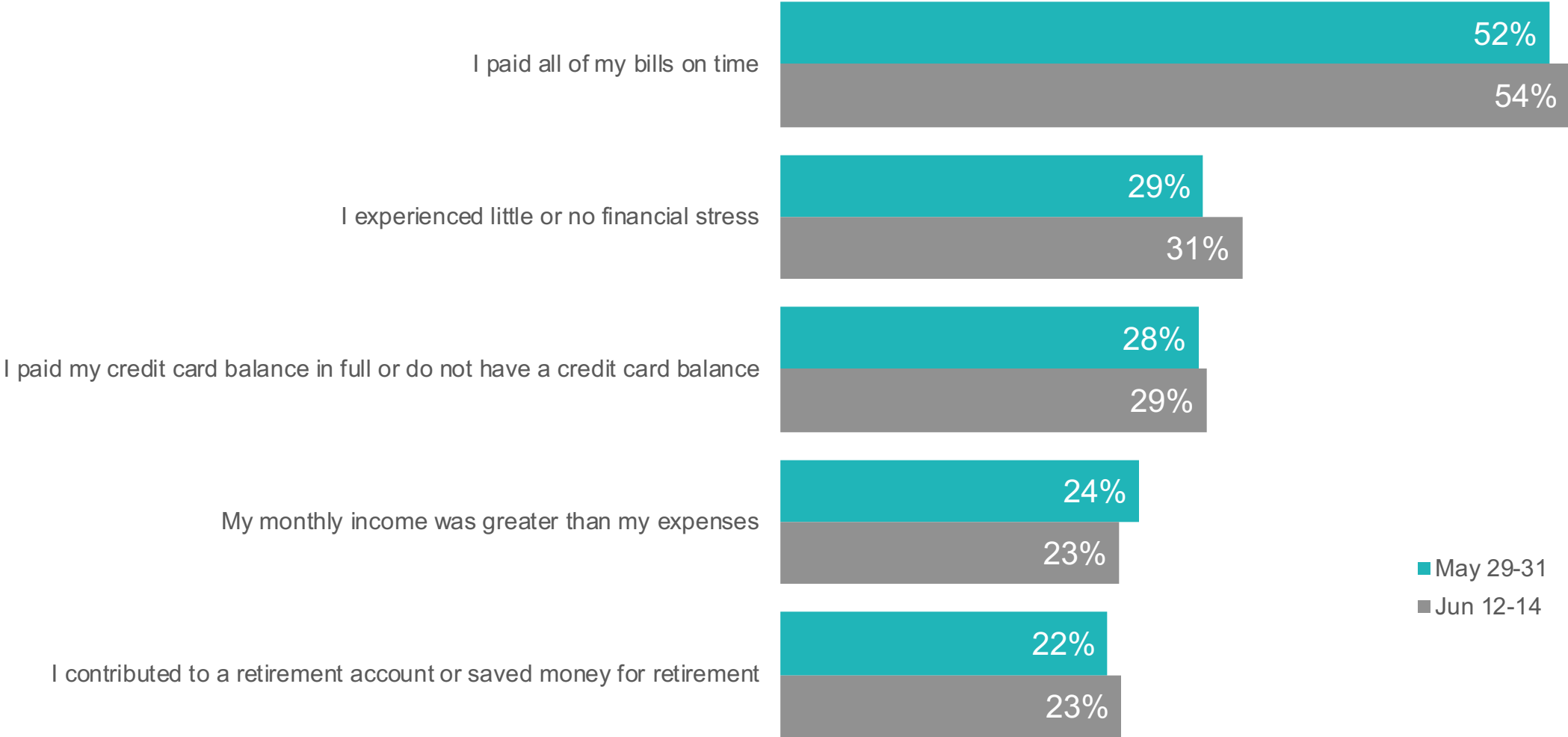
% Declined by 50% or More



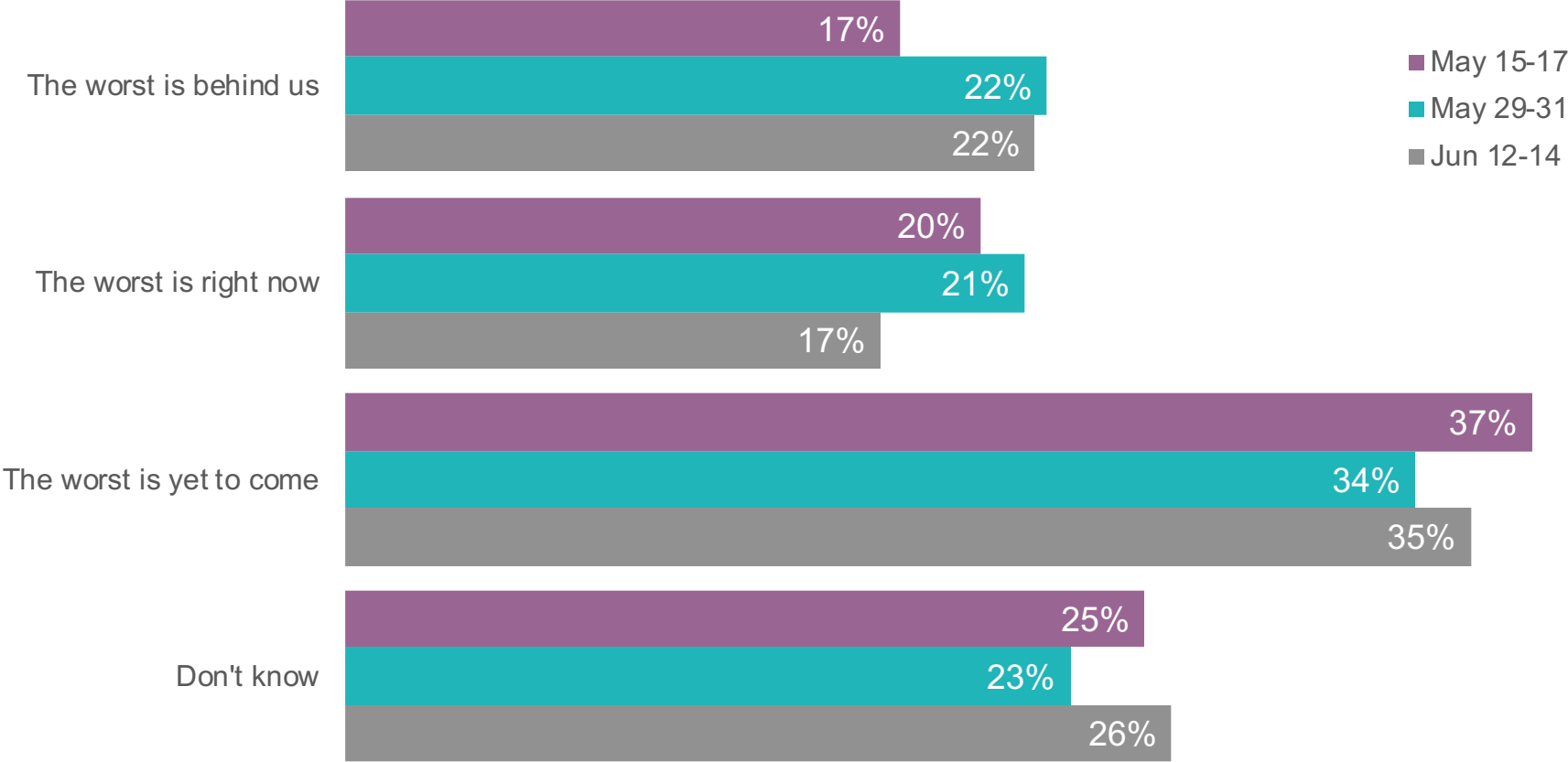
In the past month were you unable to make the minimum monthly payment for any of these?



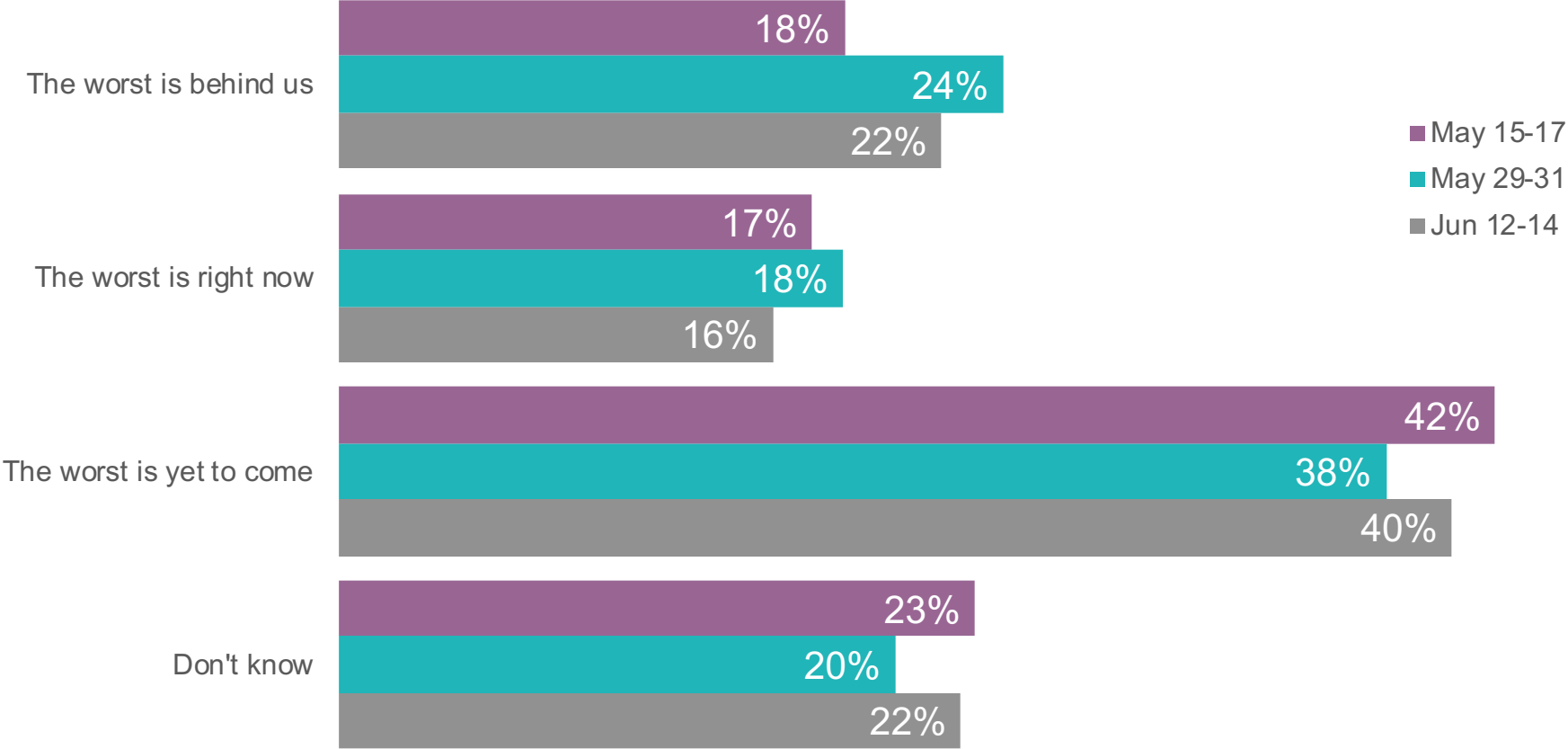
Which of the following describe your financial situation in the past month?



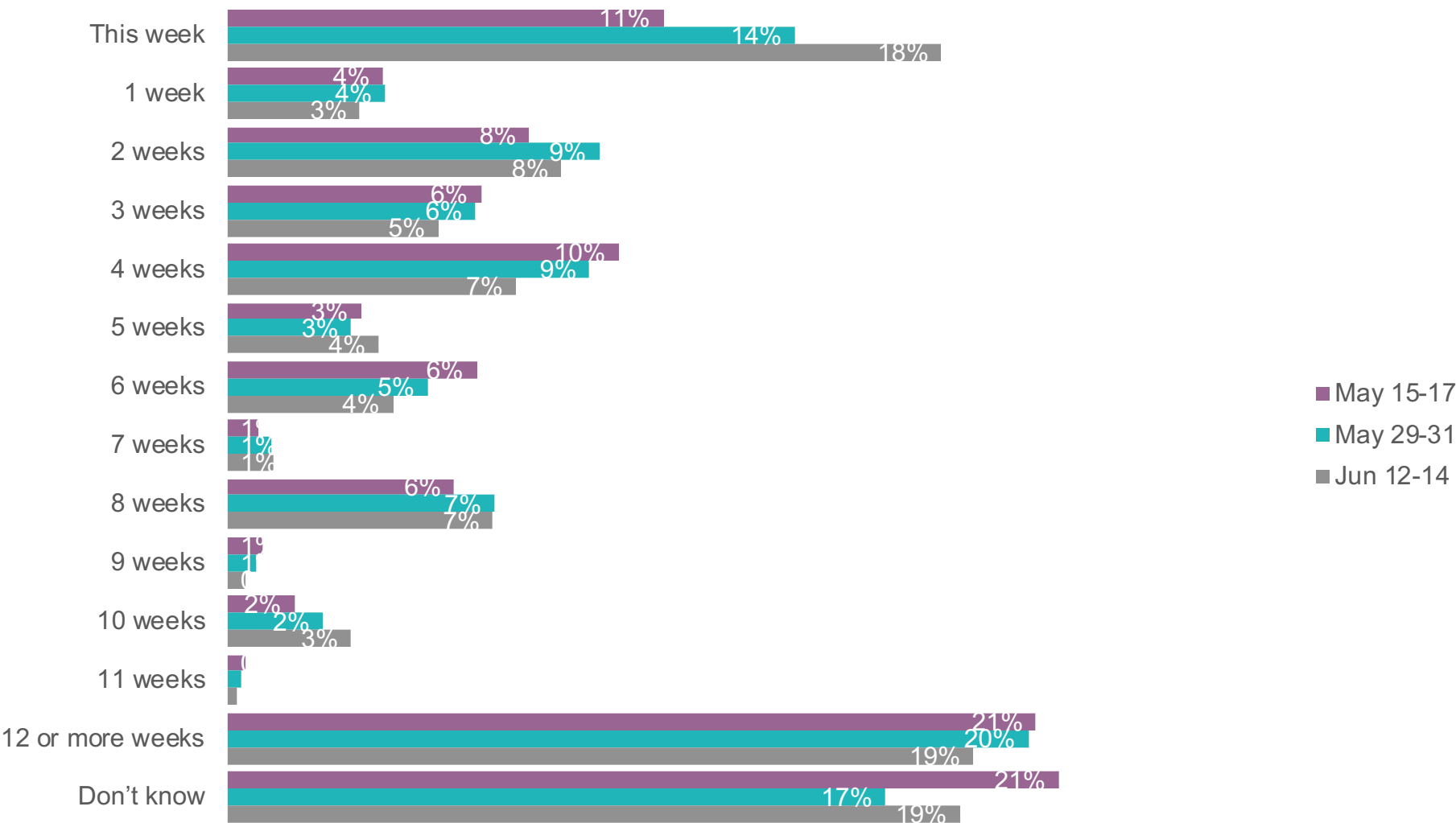
Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?



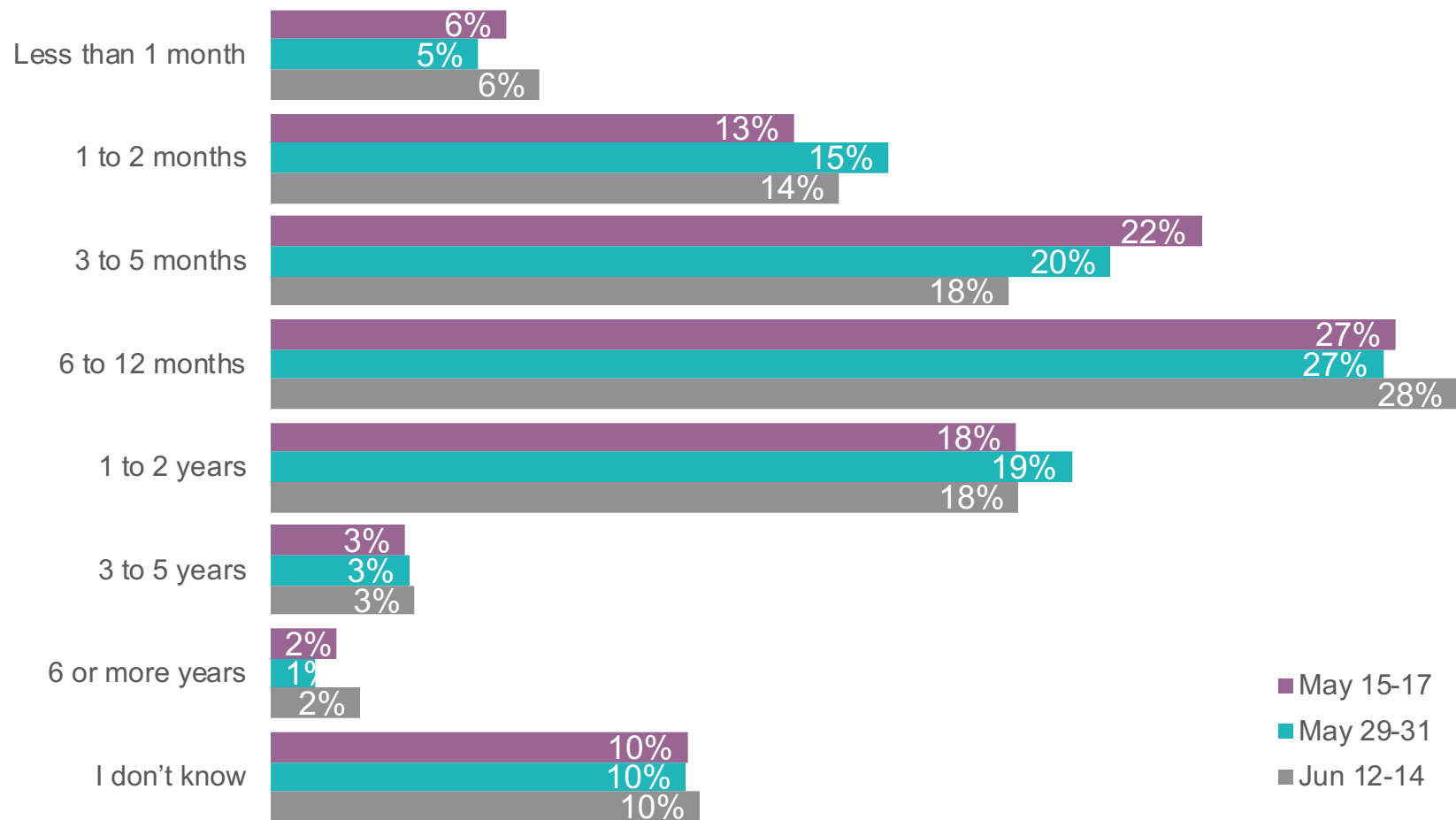
Which statement comes closest to your view about the spread of coronavirus (Covid-19)?



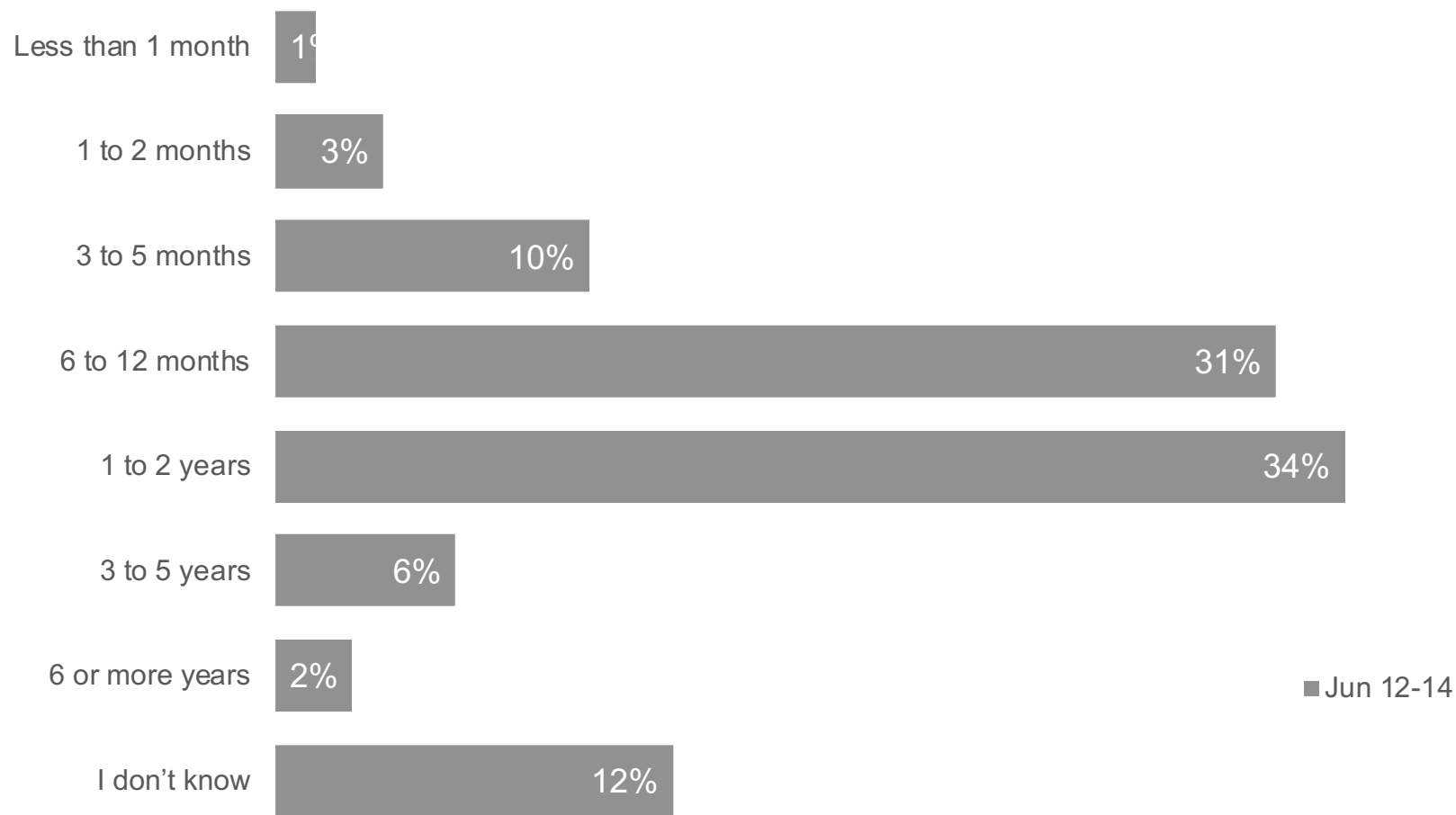
Assuming restaurants are open, in how many weeks would you return to eating inside a restaurant?



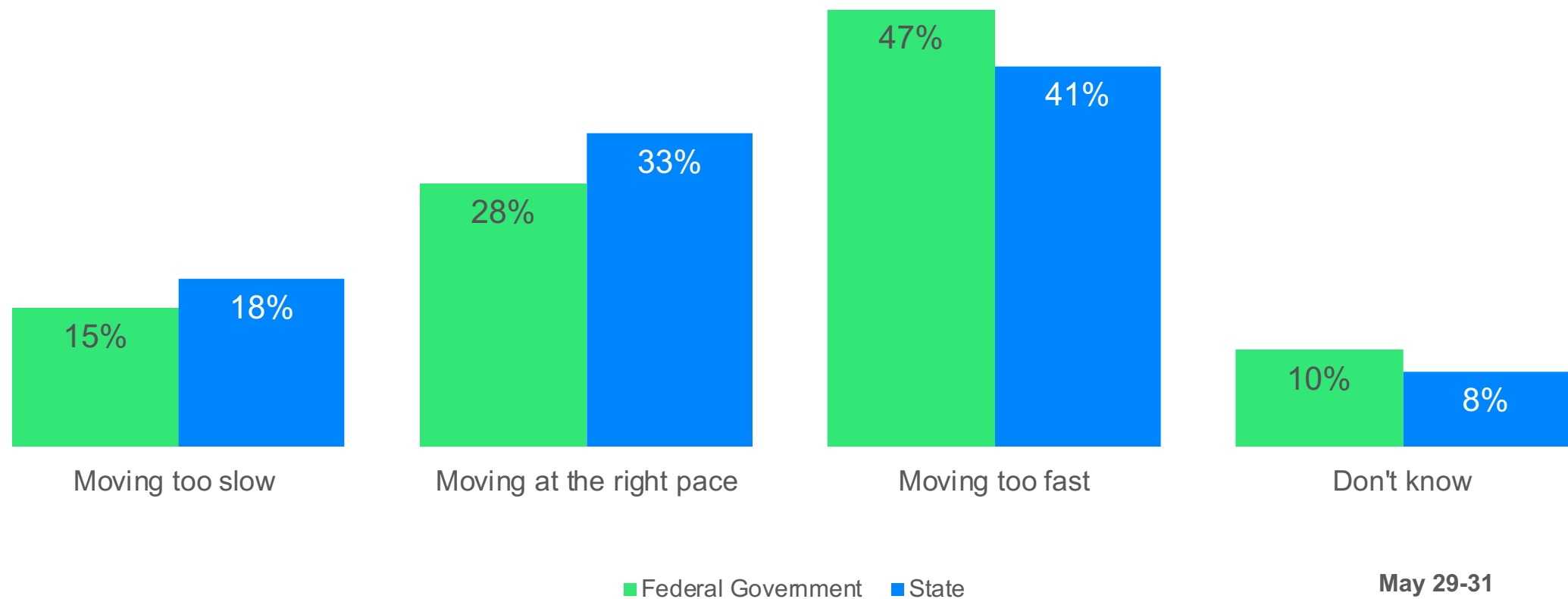
How long do you expect that it will take until your typical activities return to normal (work, travel, dining, entertainment, church, sports, etc.)?



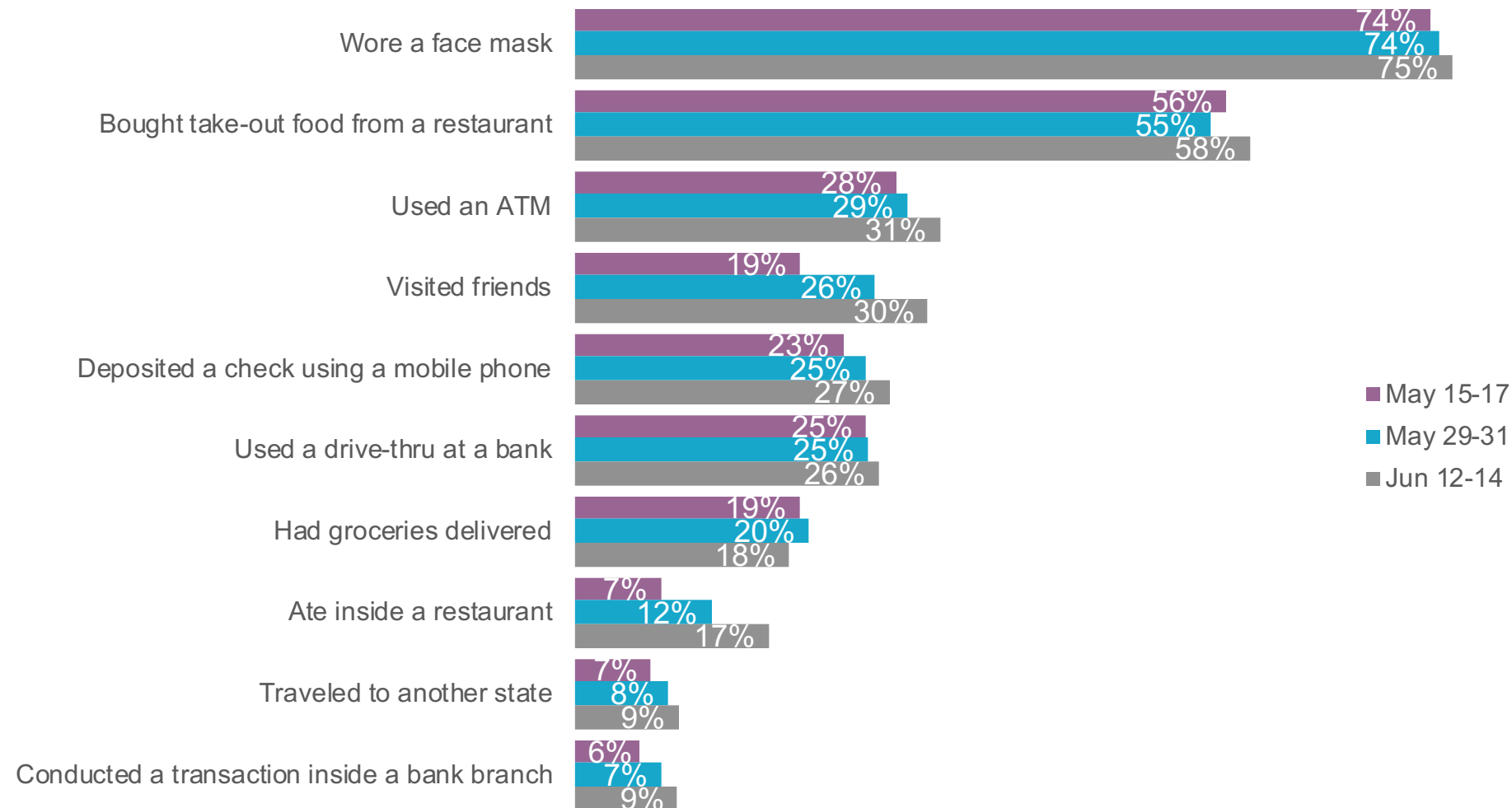
How long do you expect that it will take for a coronavirus vaccine to be widely available in the United States?



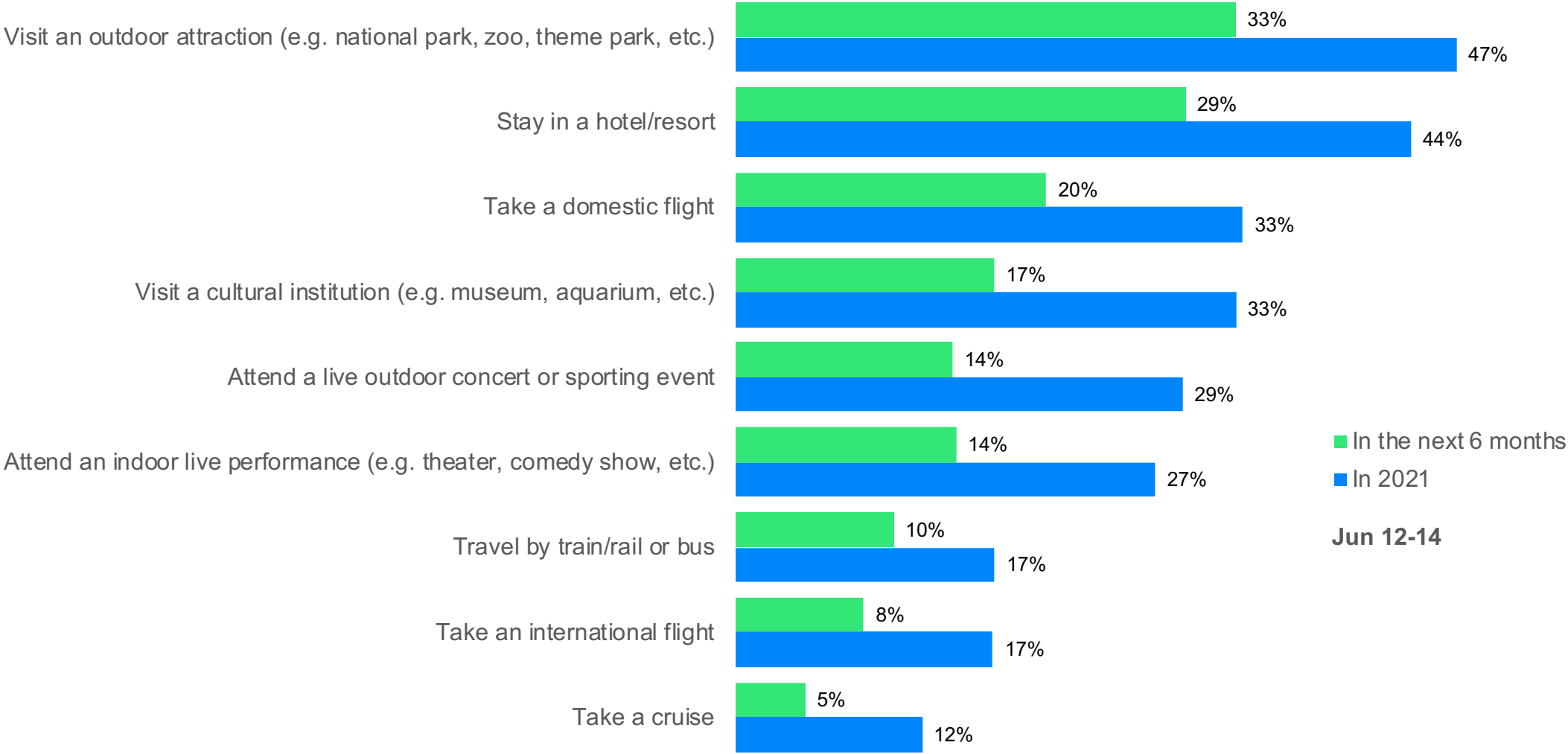
Which statement comes closest to your view on the federal government's/state's approach to reopen the economy?



Which of the following activities have you done in the past week?

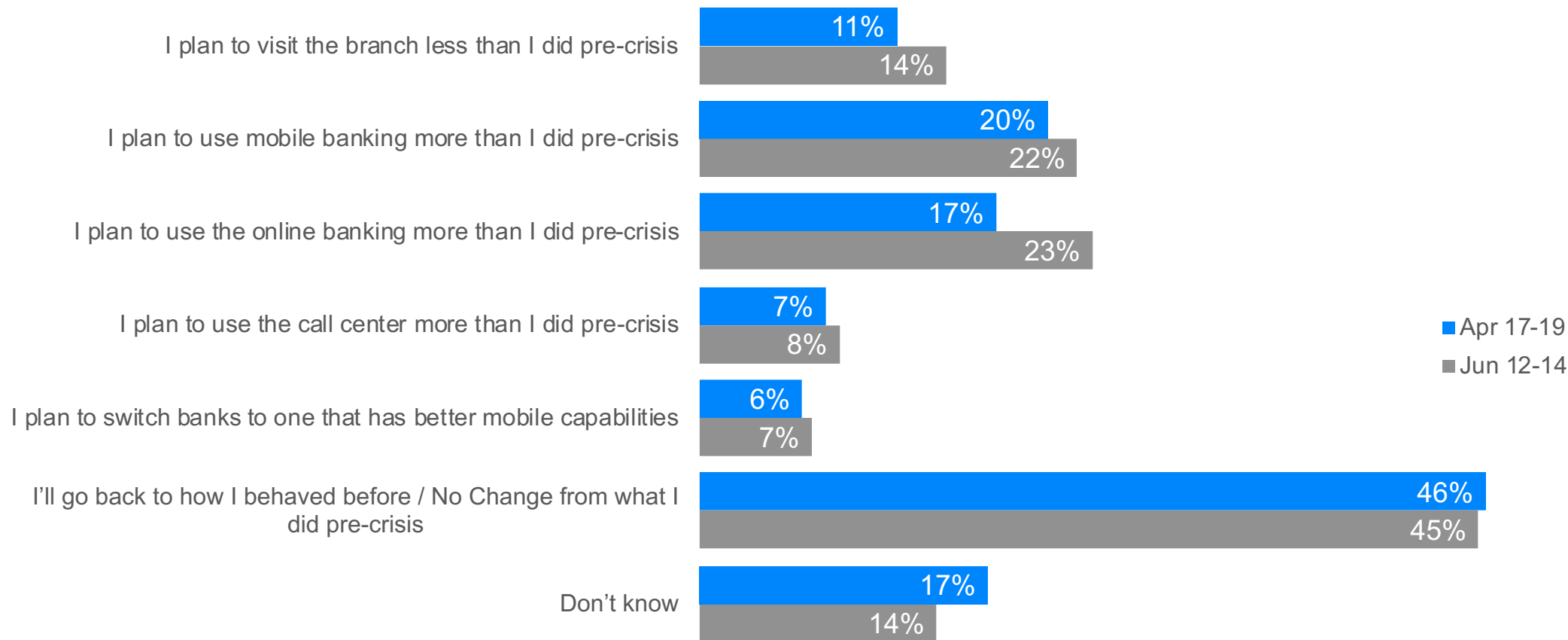


Which of the following do you plan to do in the next 6 months/ 2021?

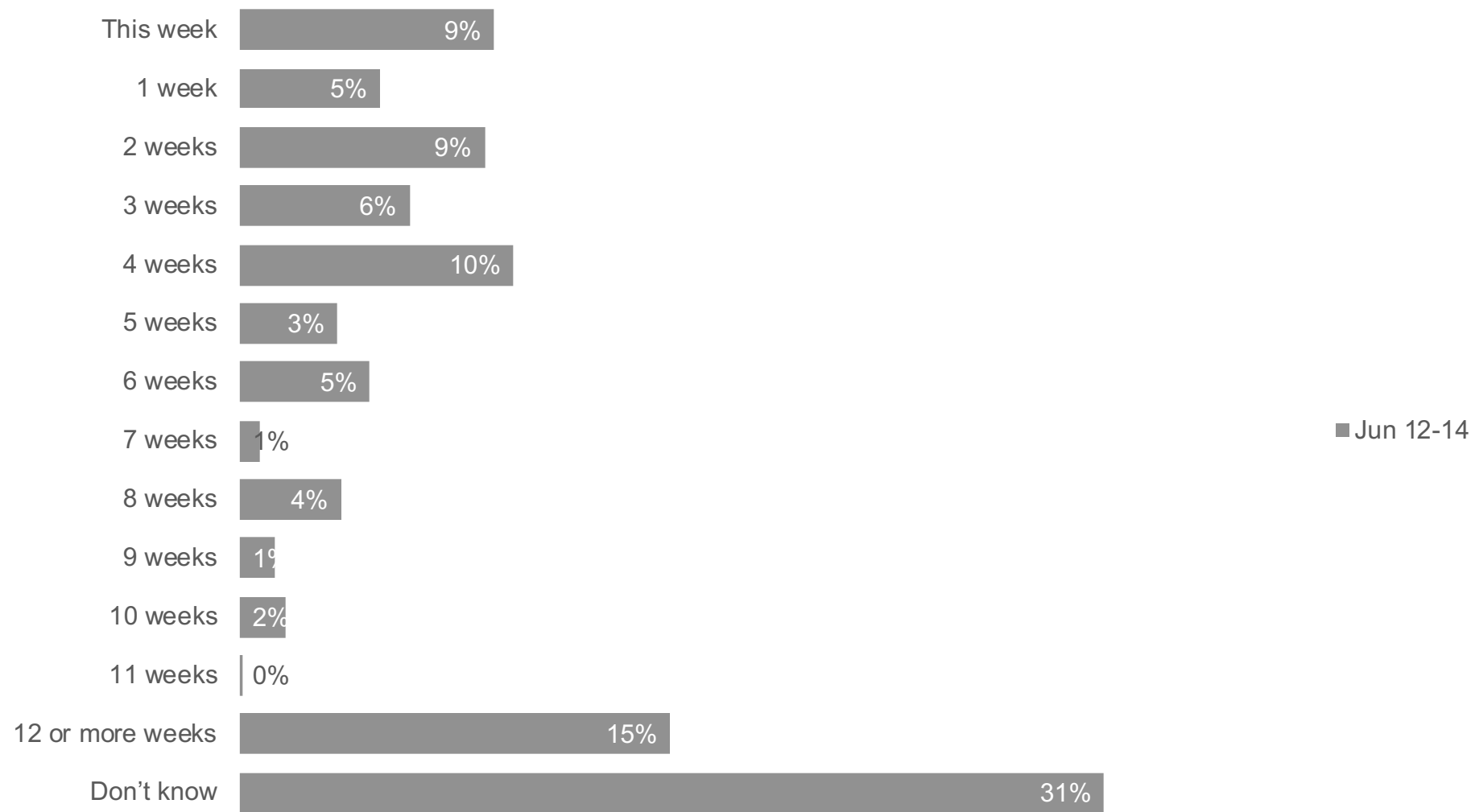


Banking

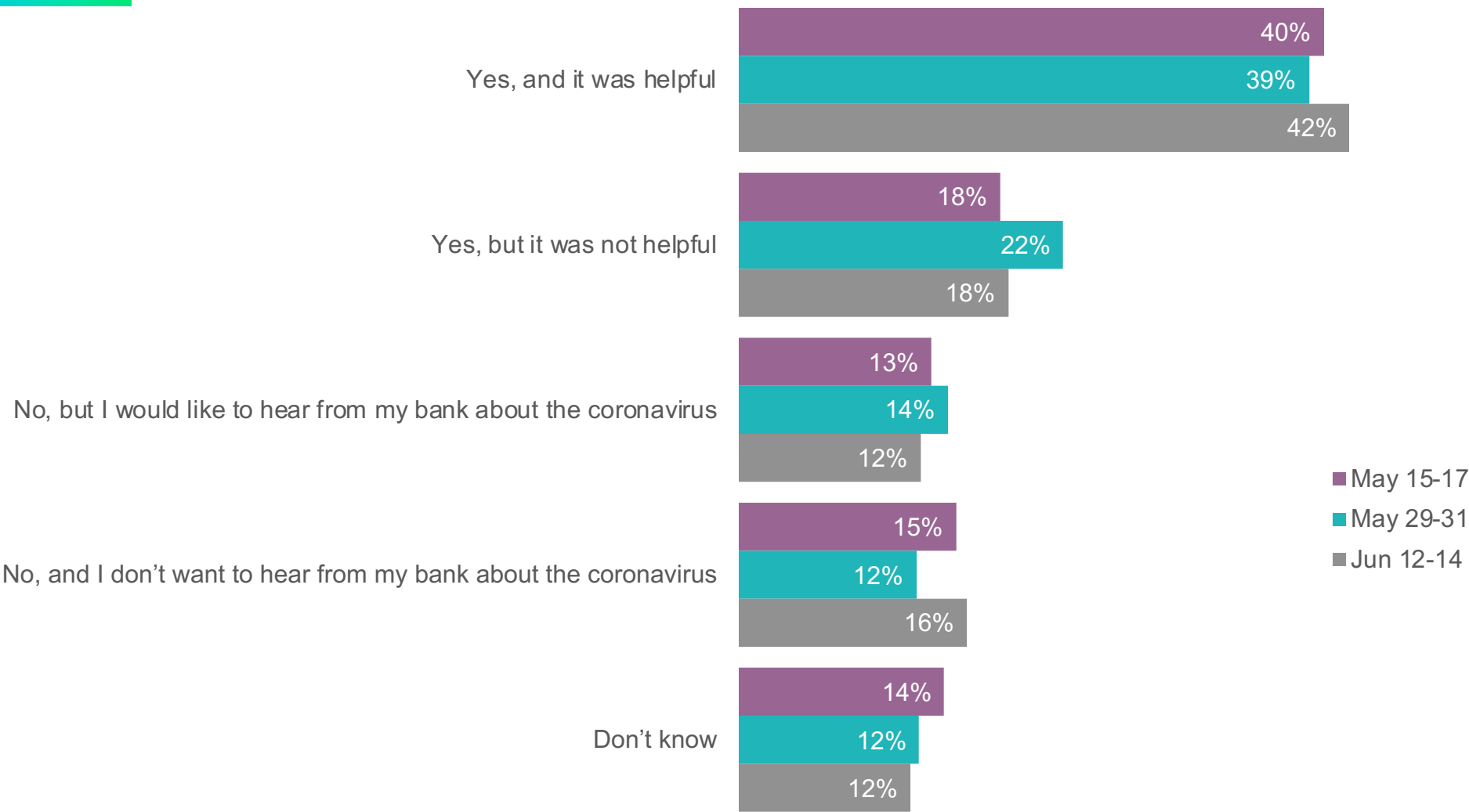
After the coronavirus crisis is over and it is safe to have in-person interactions, what are your plans for interacting with your banks or financial services providers?



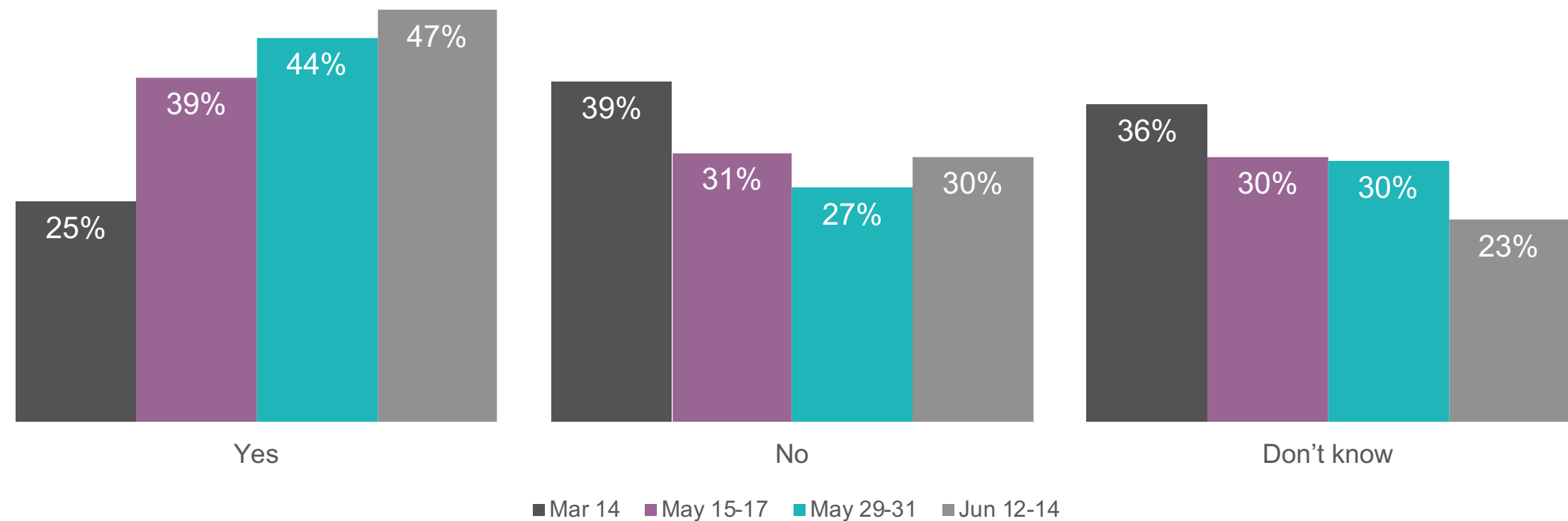
In how many weeks do you think you will next go inside a bank branch to conduct a transaction?



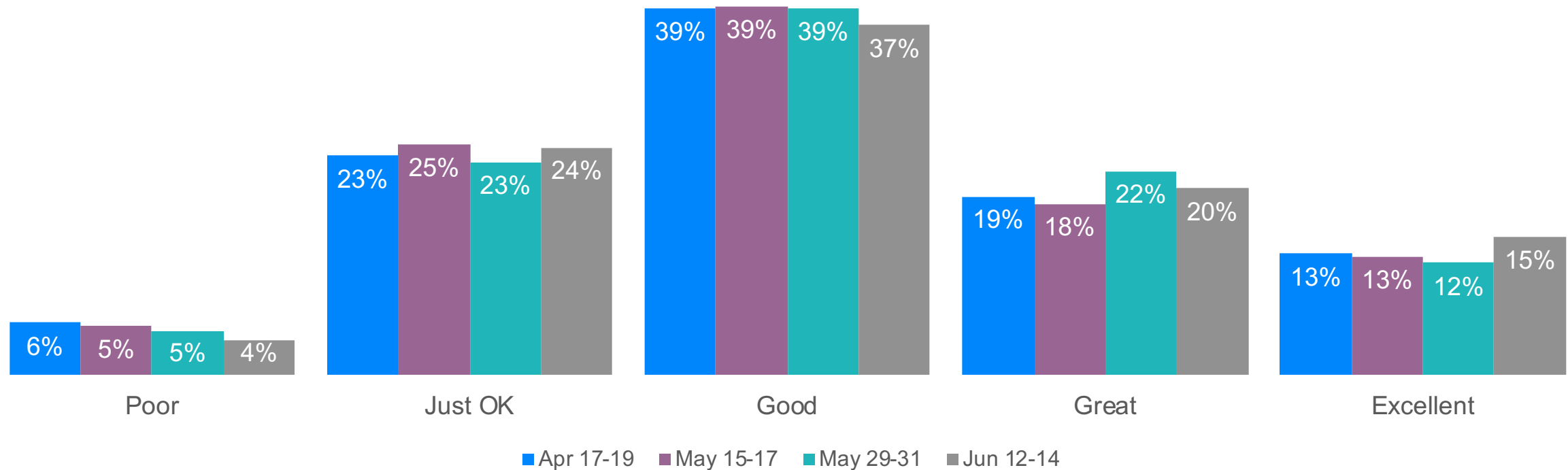
Have you received communication from your primary bank regarding the coronavirus?



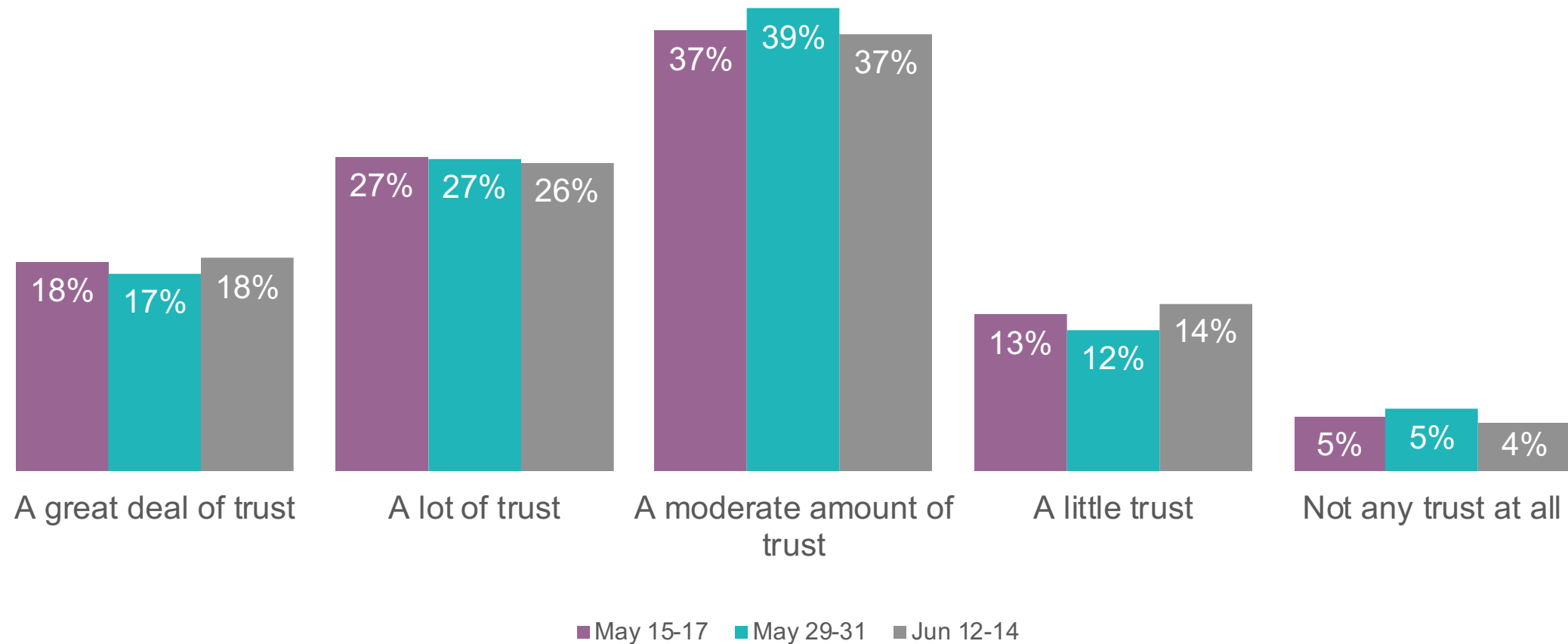
Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



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



How much trust do you have that your primary bank will do what is in your best interest?



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