



J.D. POWER

COVID-19 Pulse Survey

May 1-3, 2020 Update

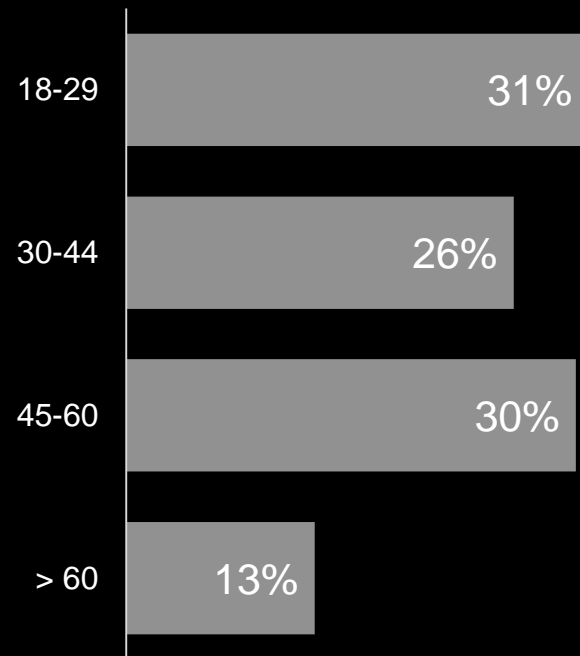
Global Business Intelligence

May 4, 2020

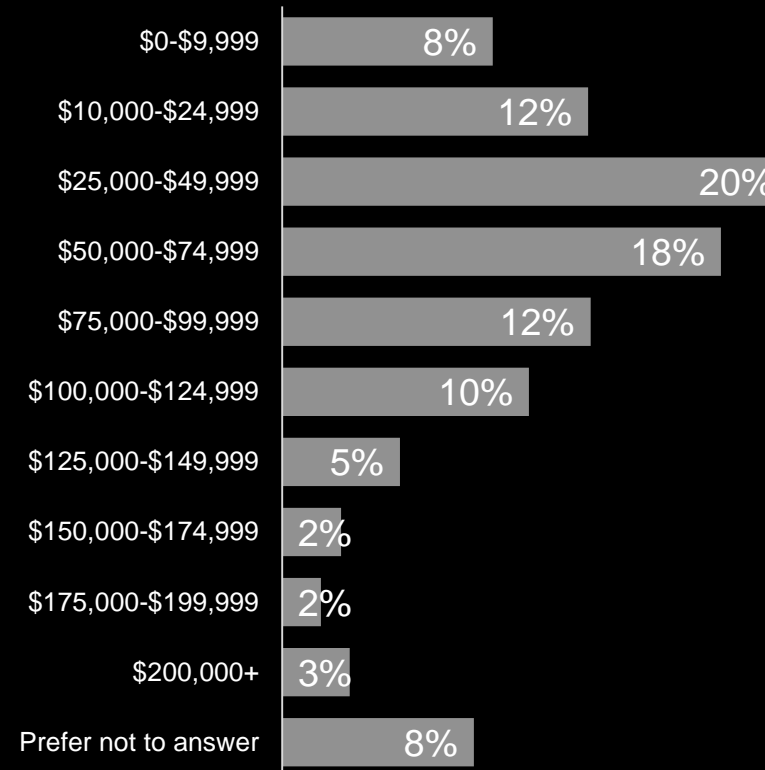
Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- May 1-3: n=1,850 (39% male, 61% female)

Distribution by Age

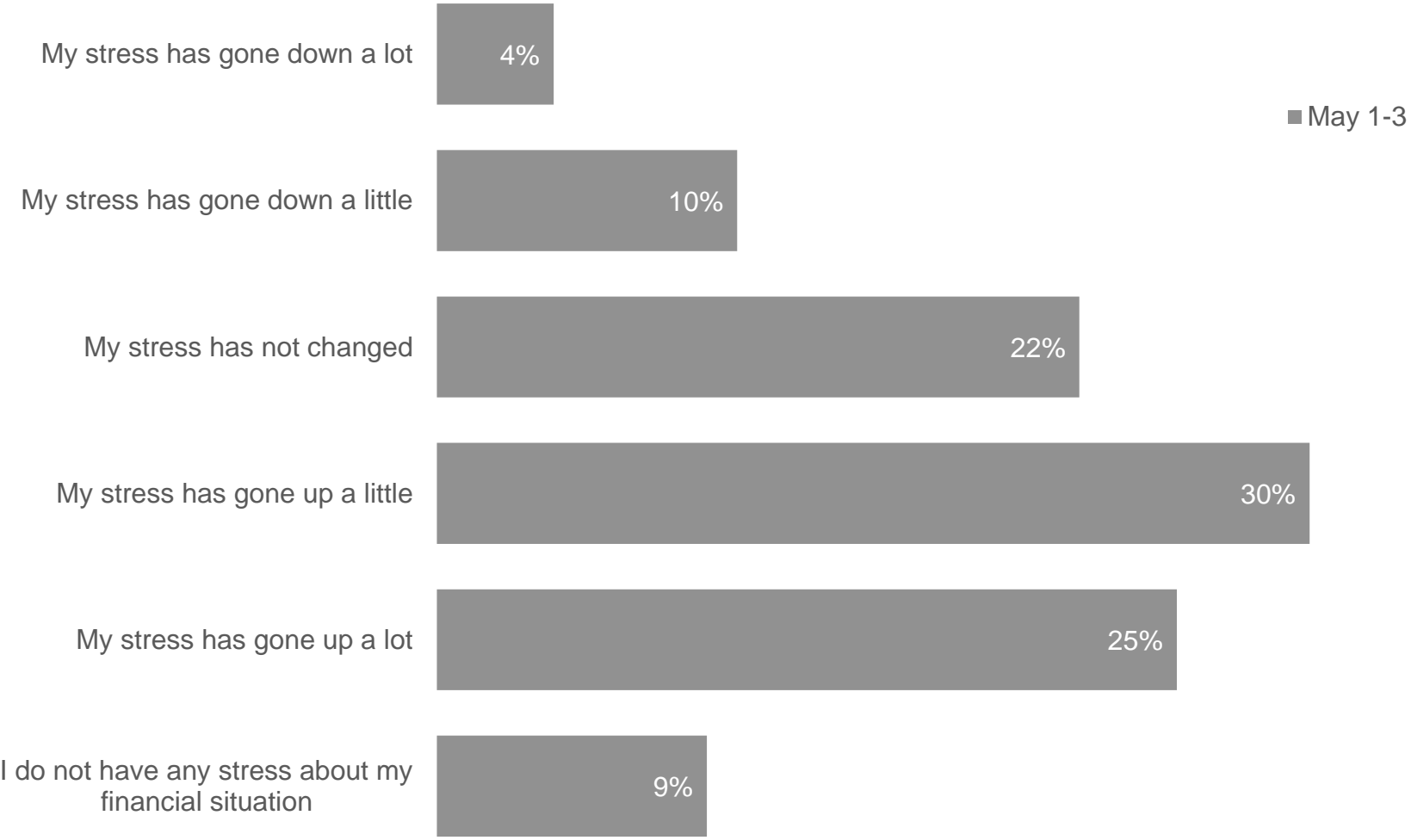


Distribution by Income

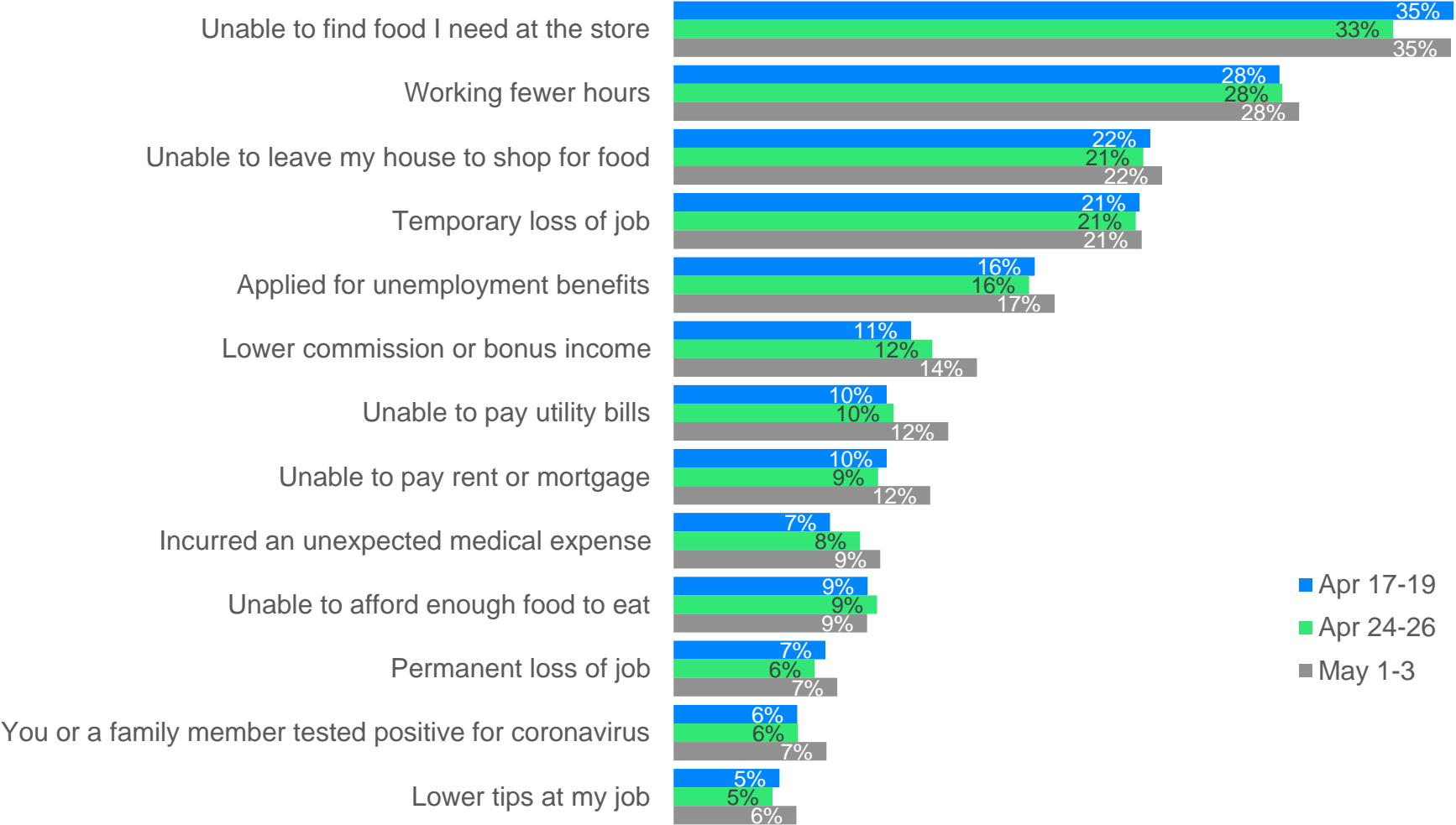


General Perceptions of U.S. Adults

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

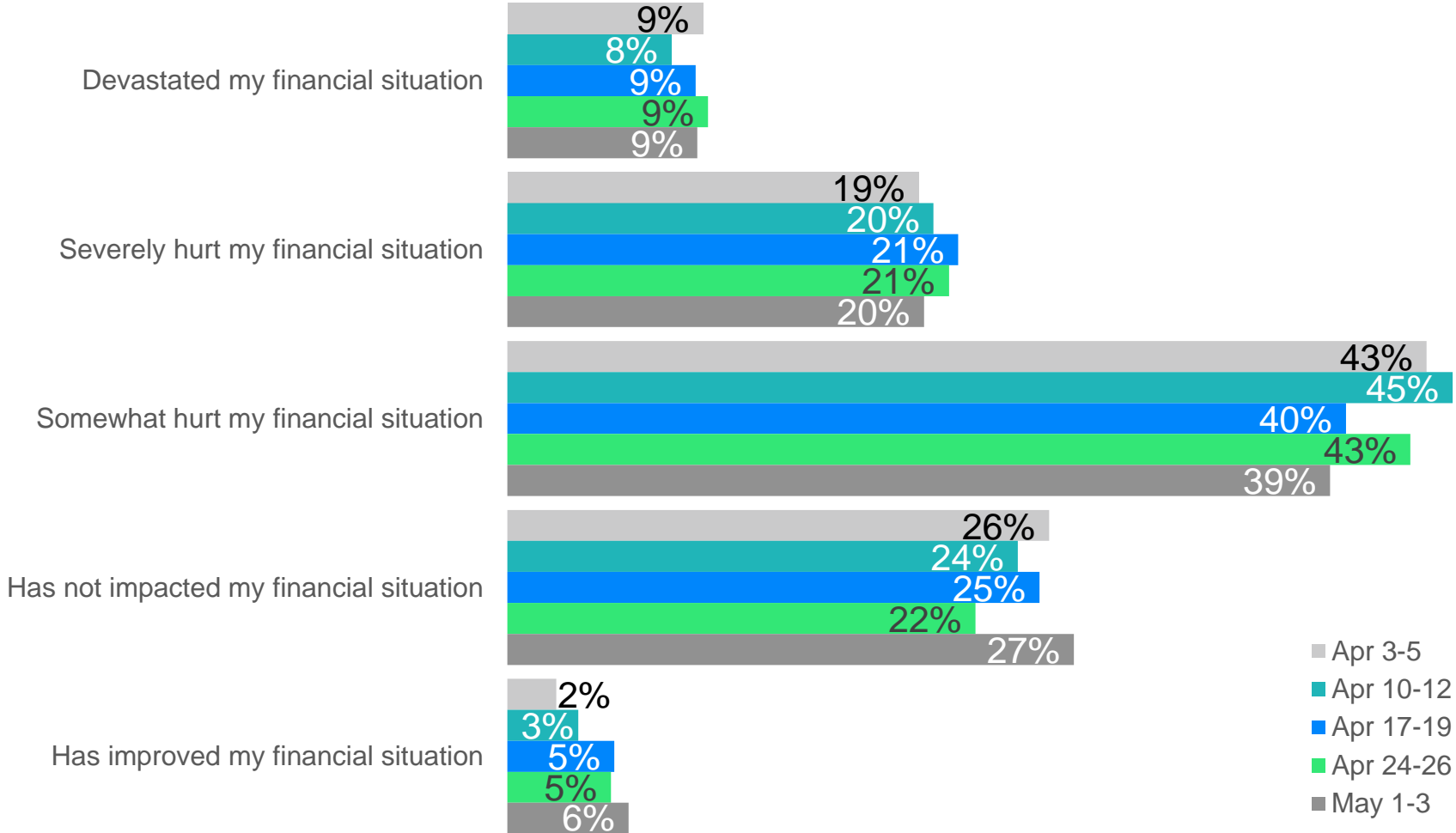


Which of the following impacts from the coronavirus have you already experienced?



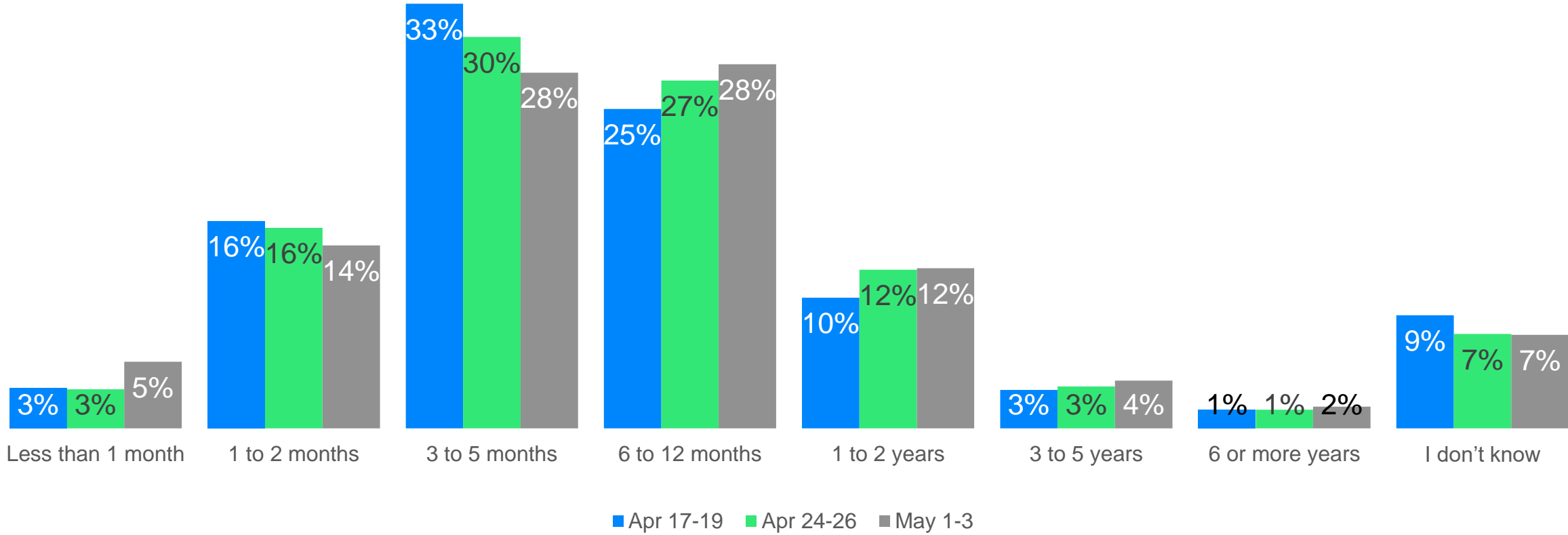
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How has the coronavirus crisis impacted your personal financial situation?



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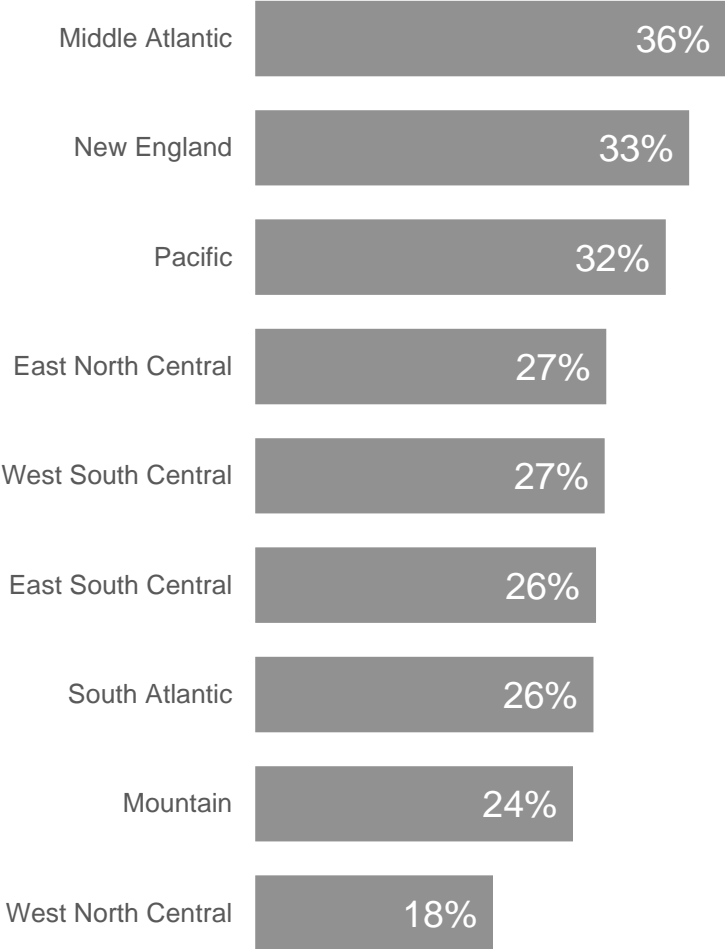
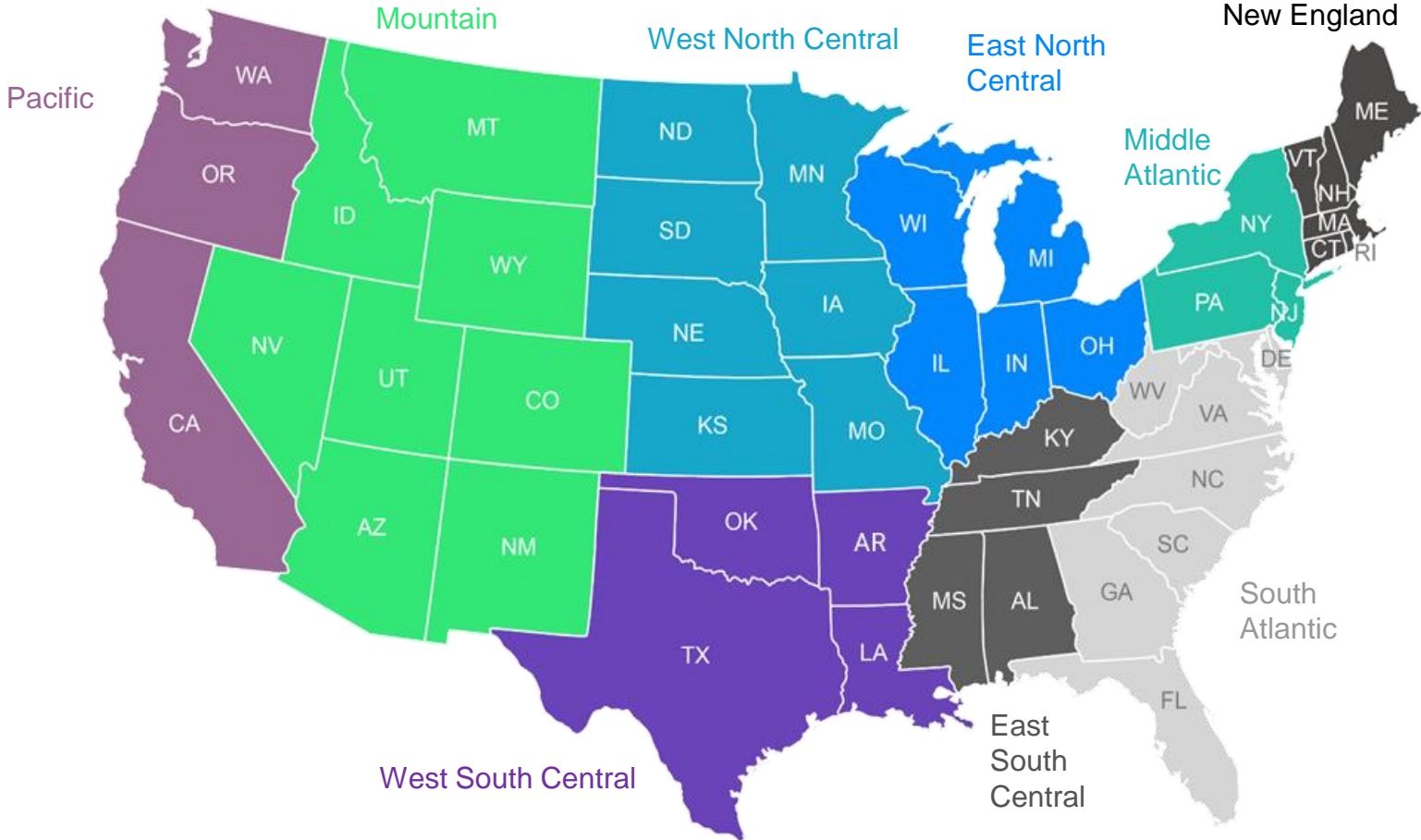
How long do you expect that your financial situation will be worse due to the coronavirus?



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How has the coronavirus crisis impacted your personal financial situation?

% Devastated and Severely Hurt

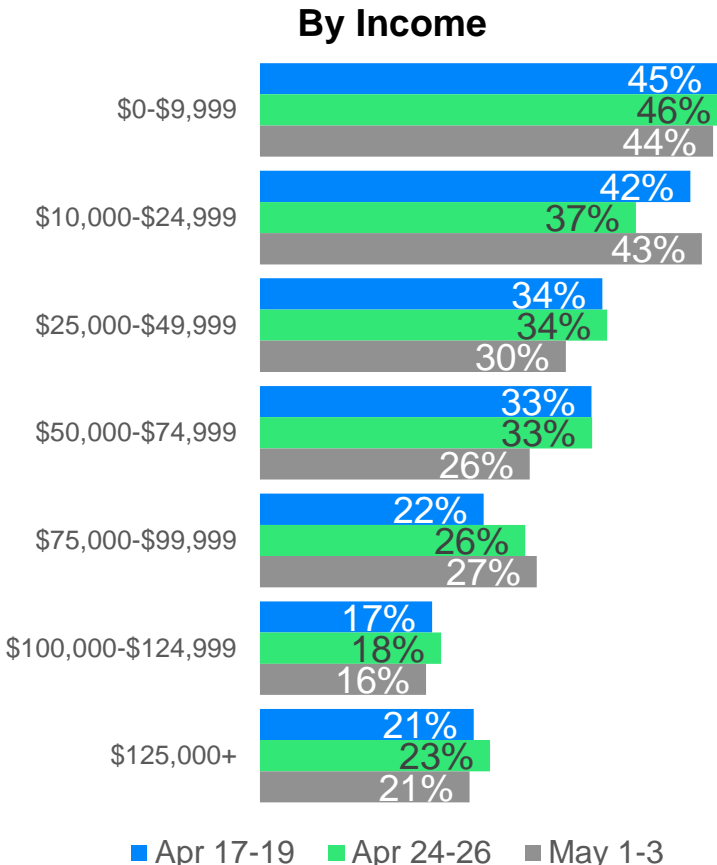
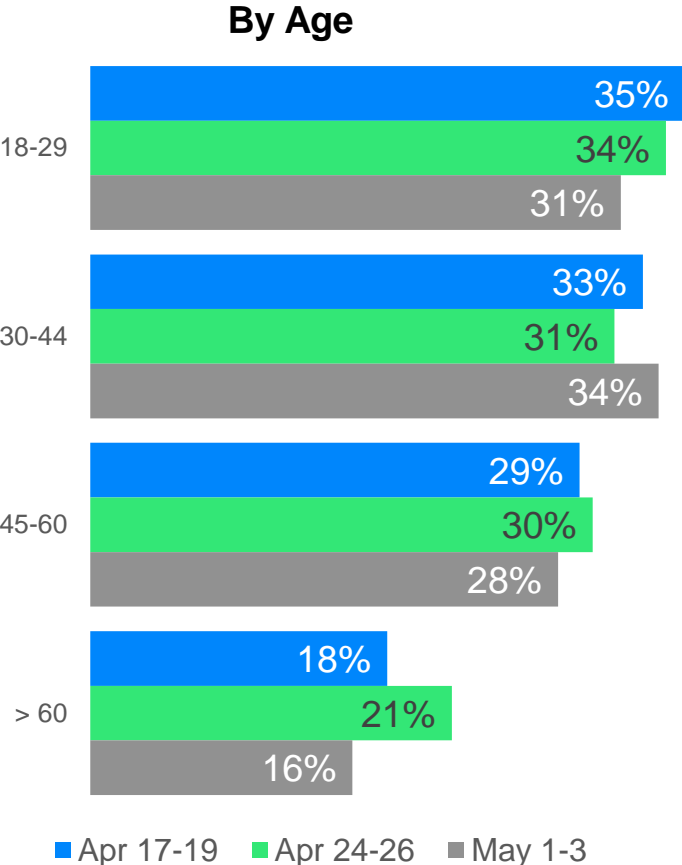


■ May 1-3

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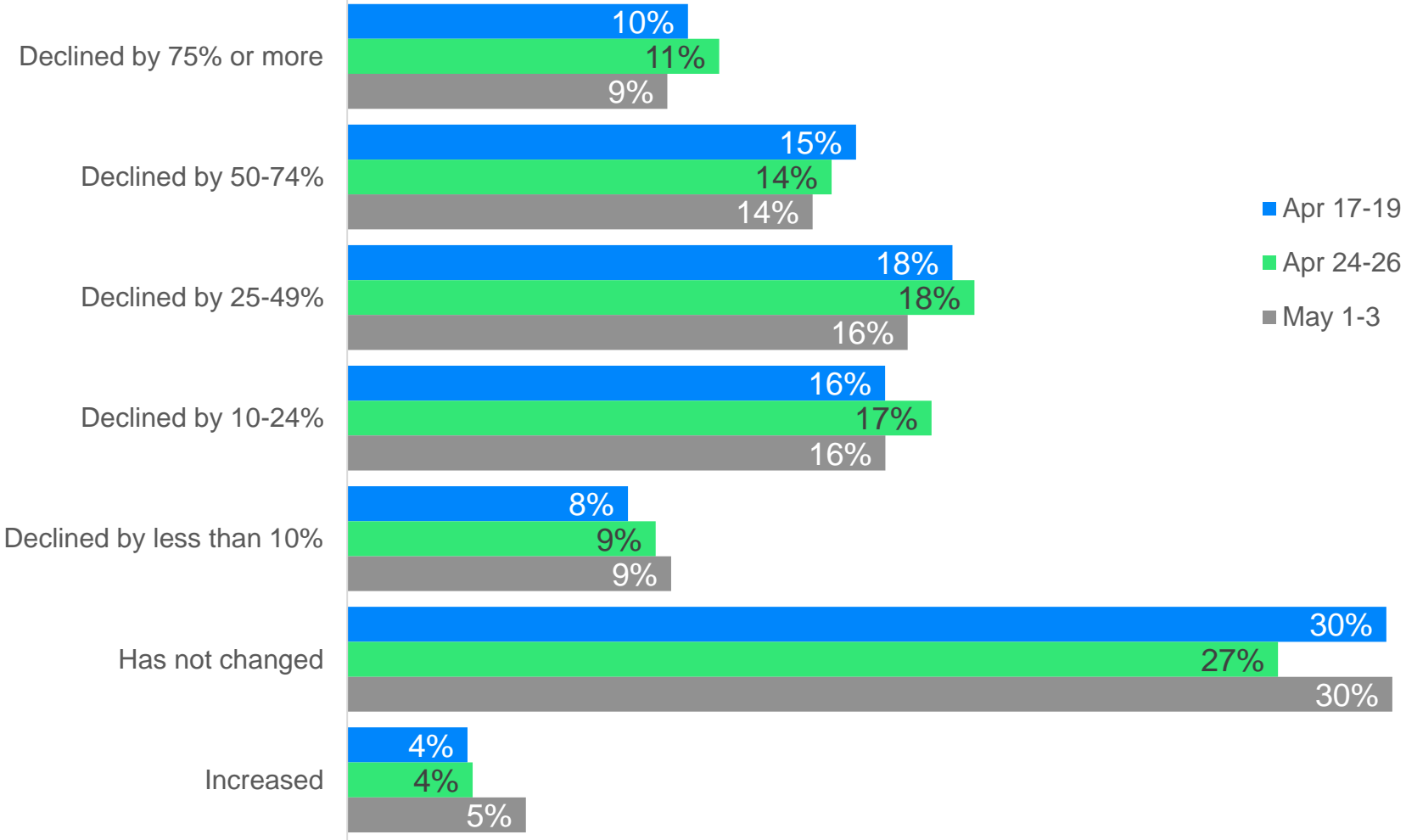
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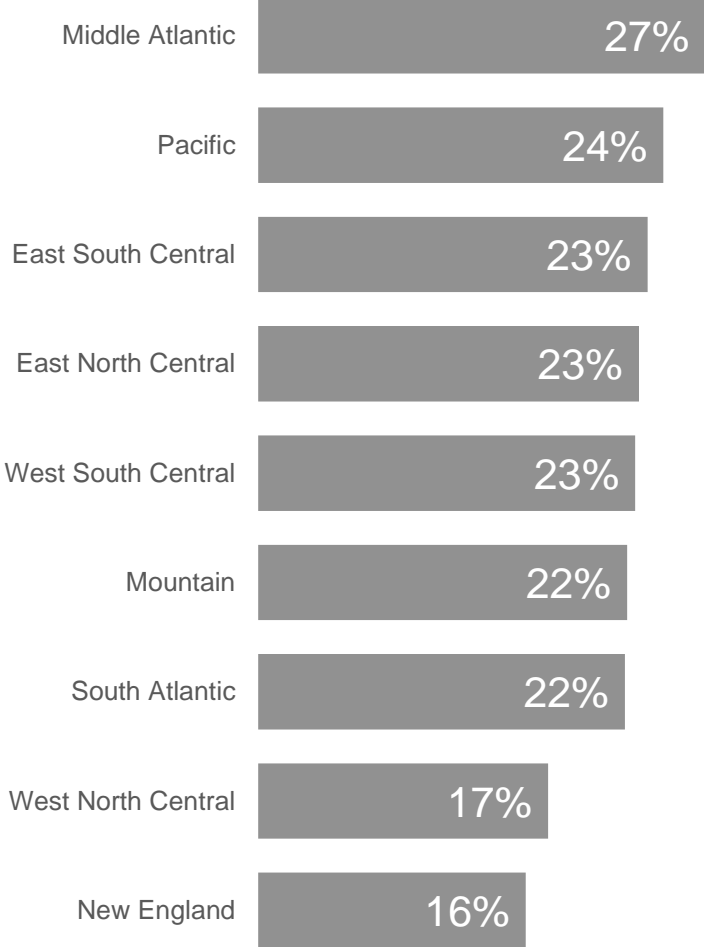
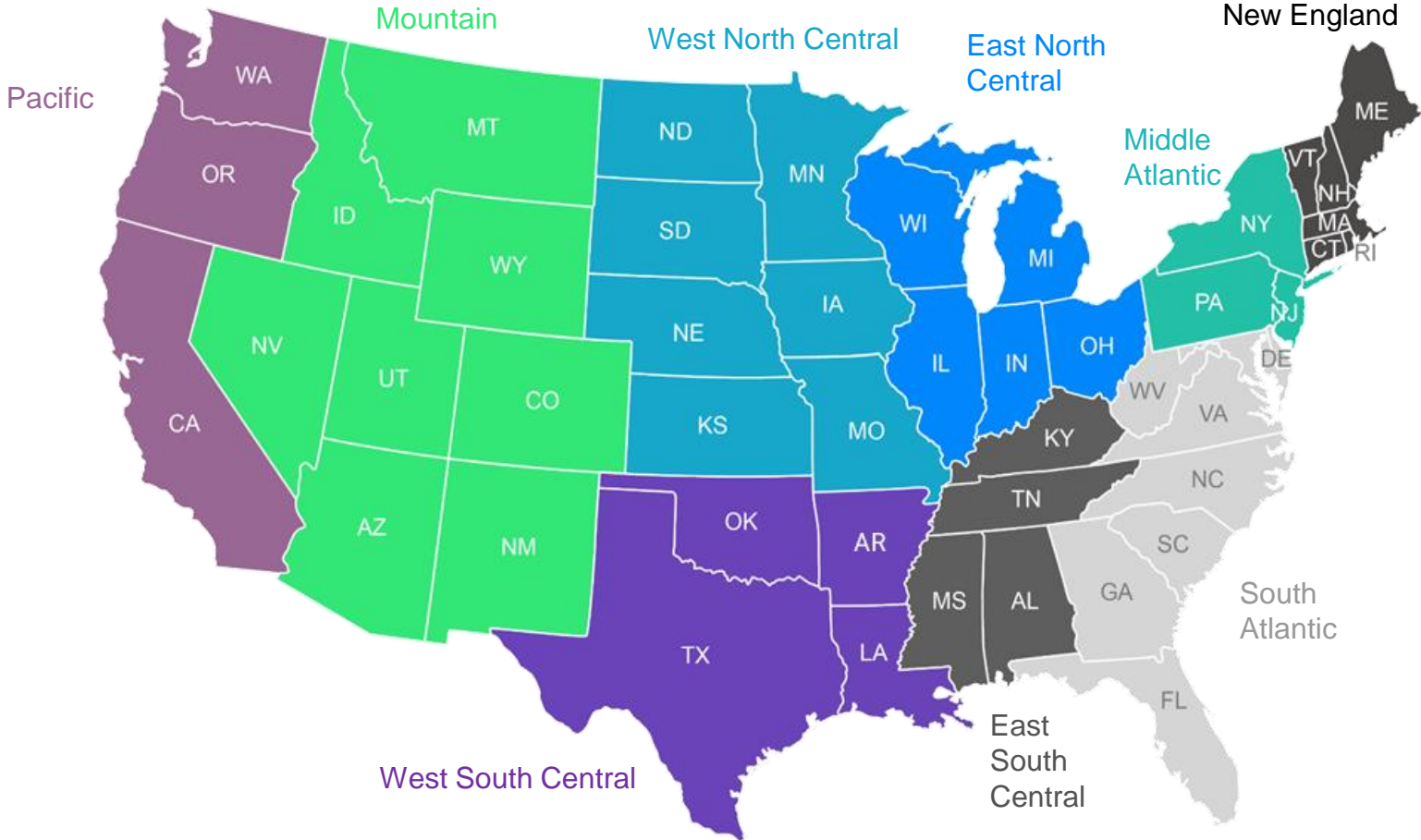
How has your family's income changed since the coronavirus crisis began?



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

% Declined by 50% or More

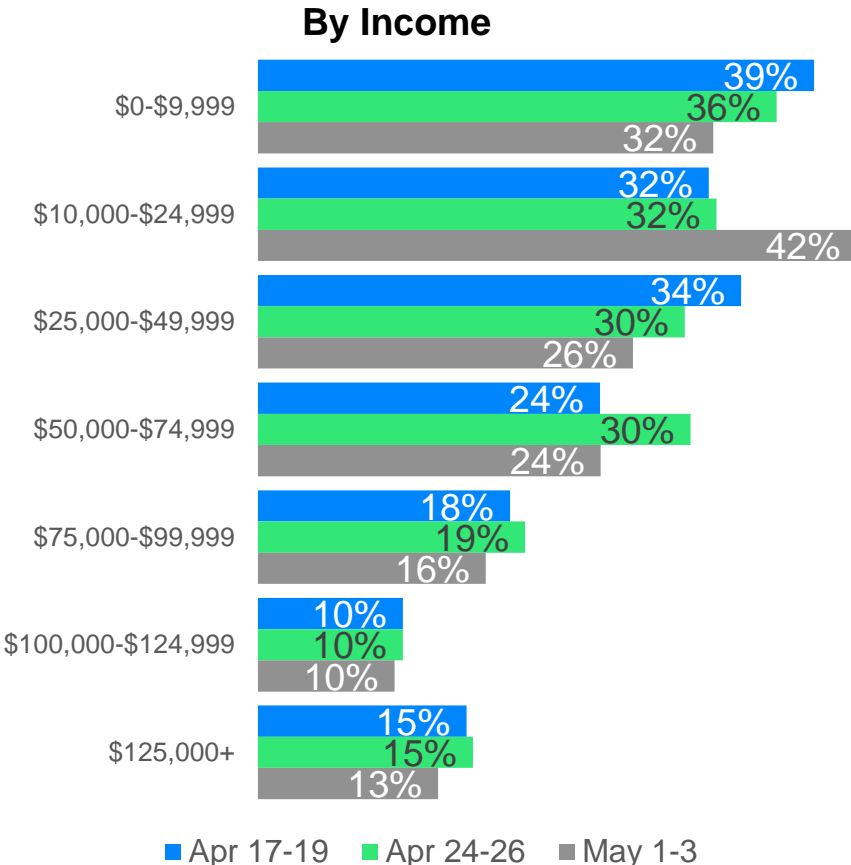
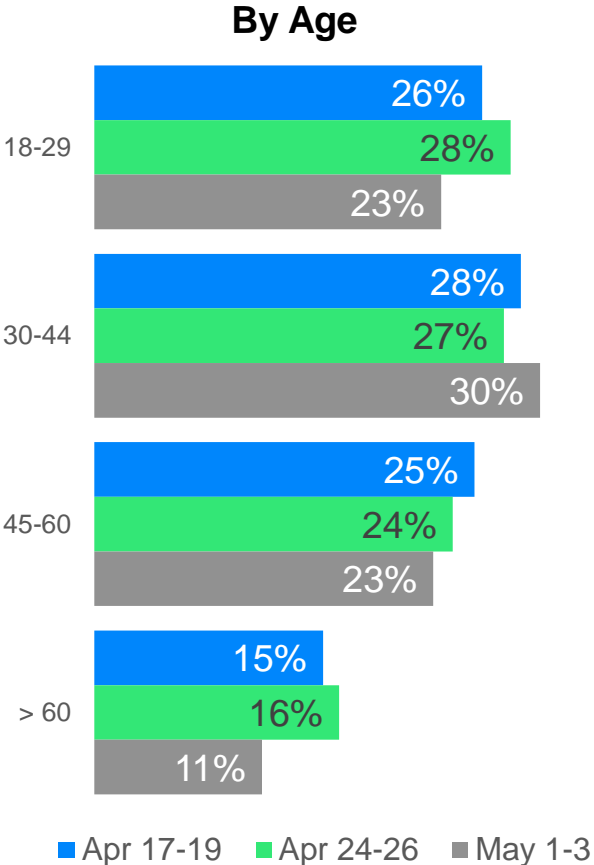


■ May 1-3

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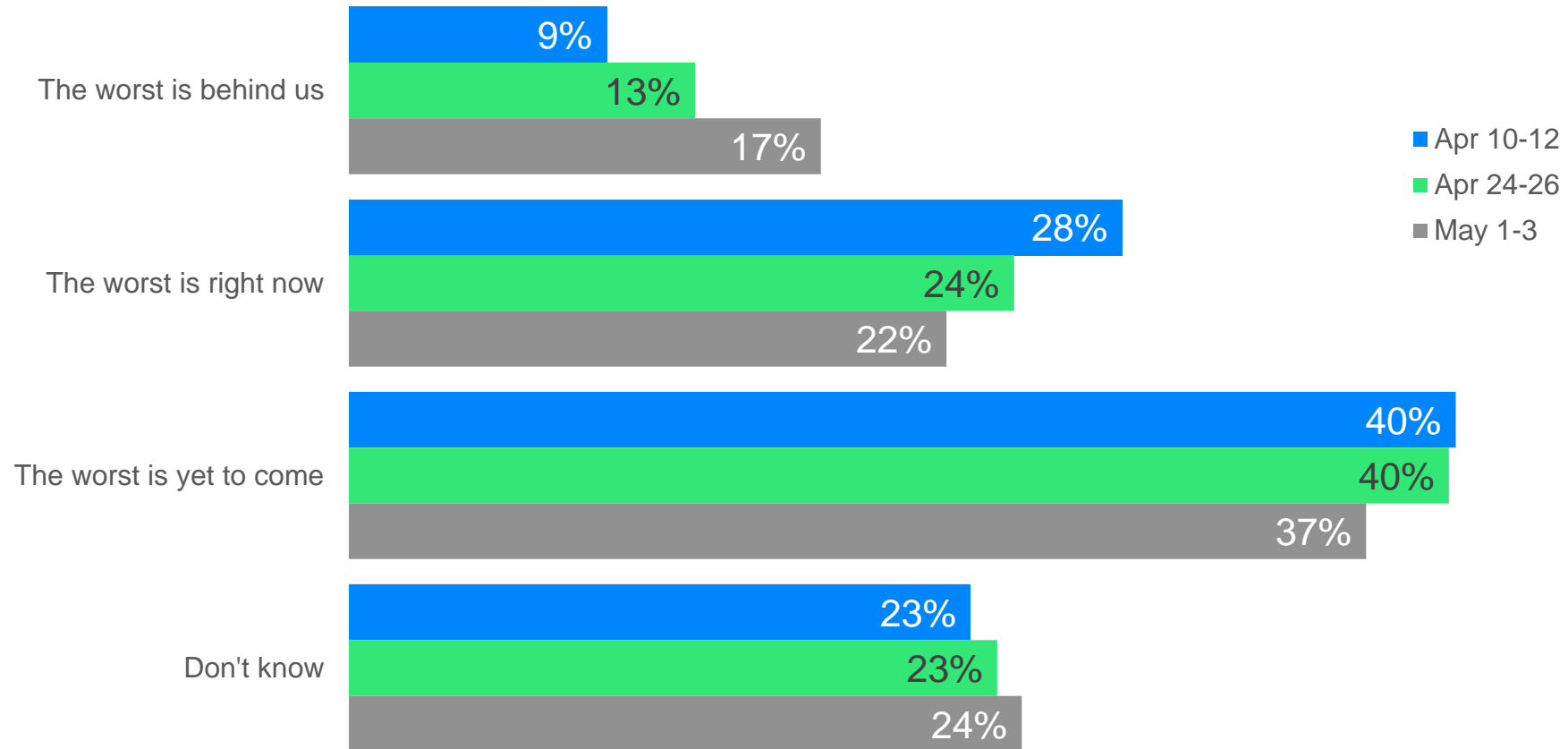
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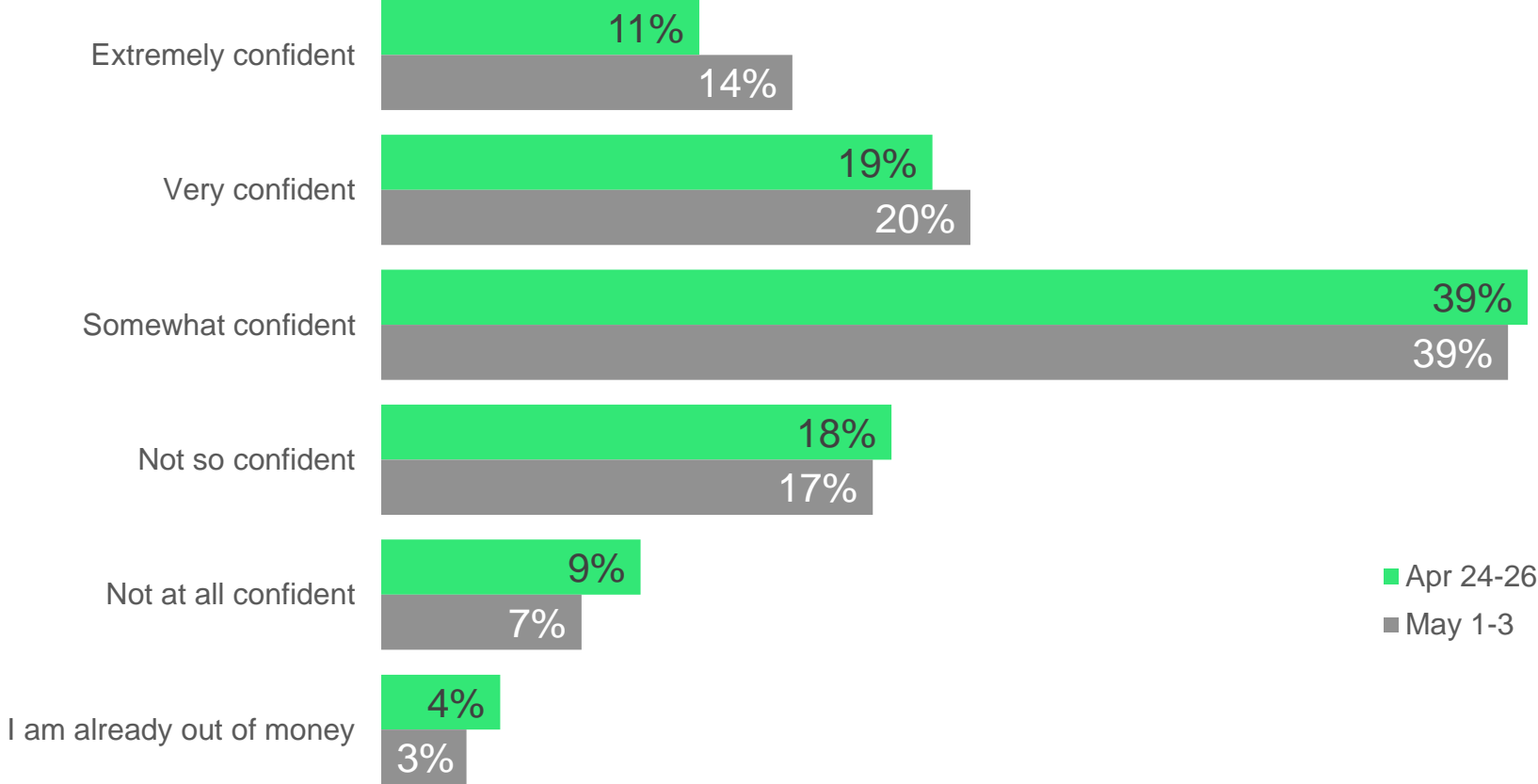


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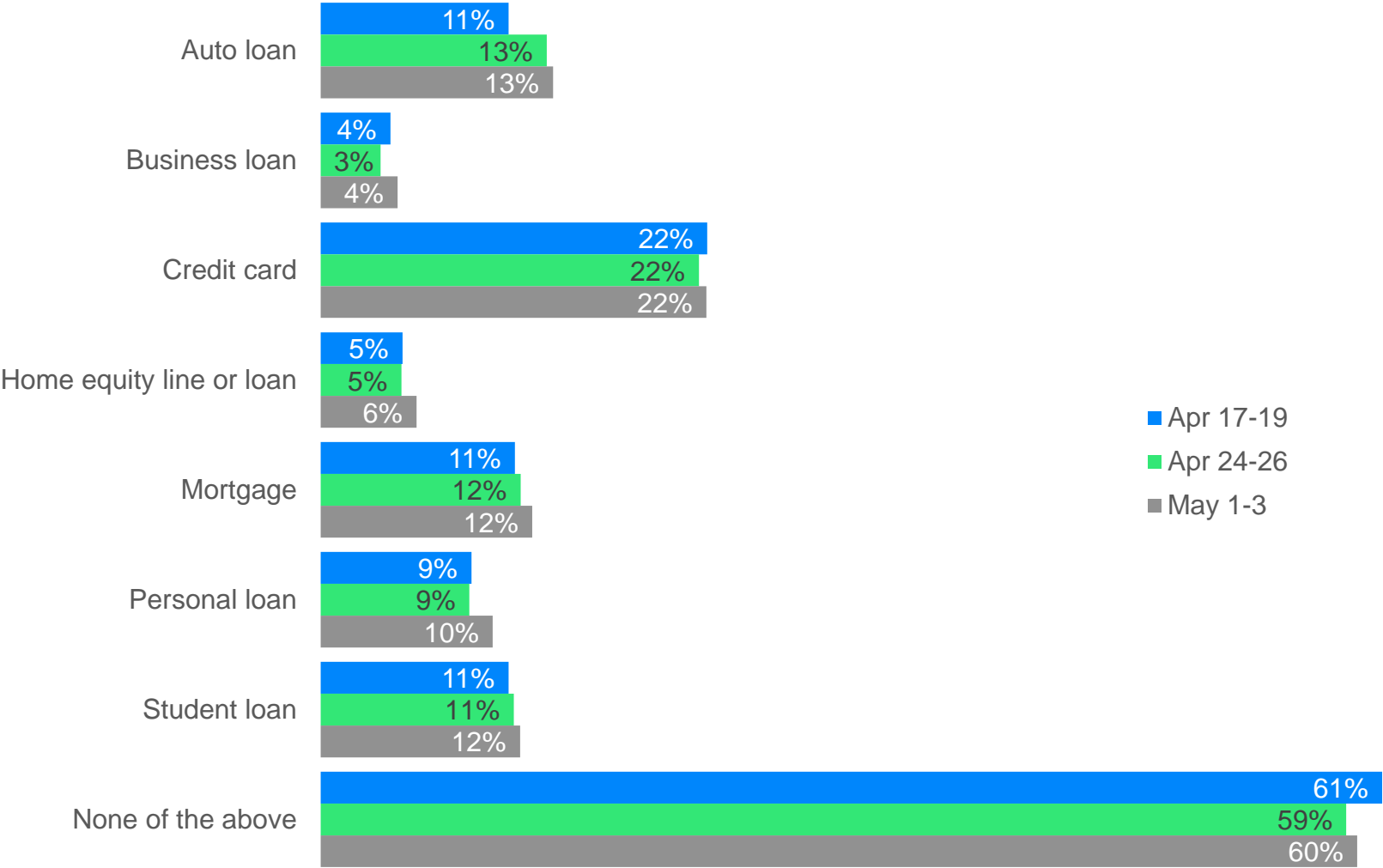
Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?



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

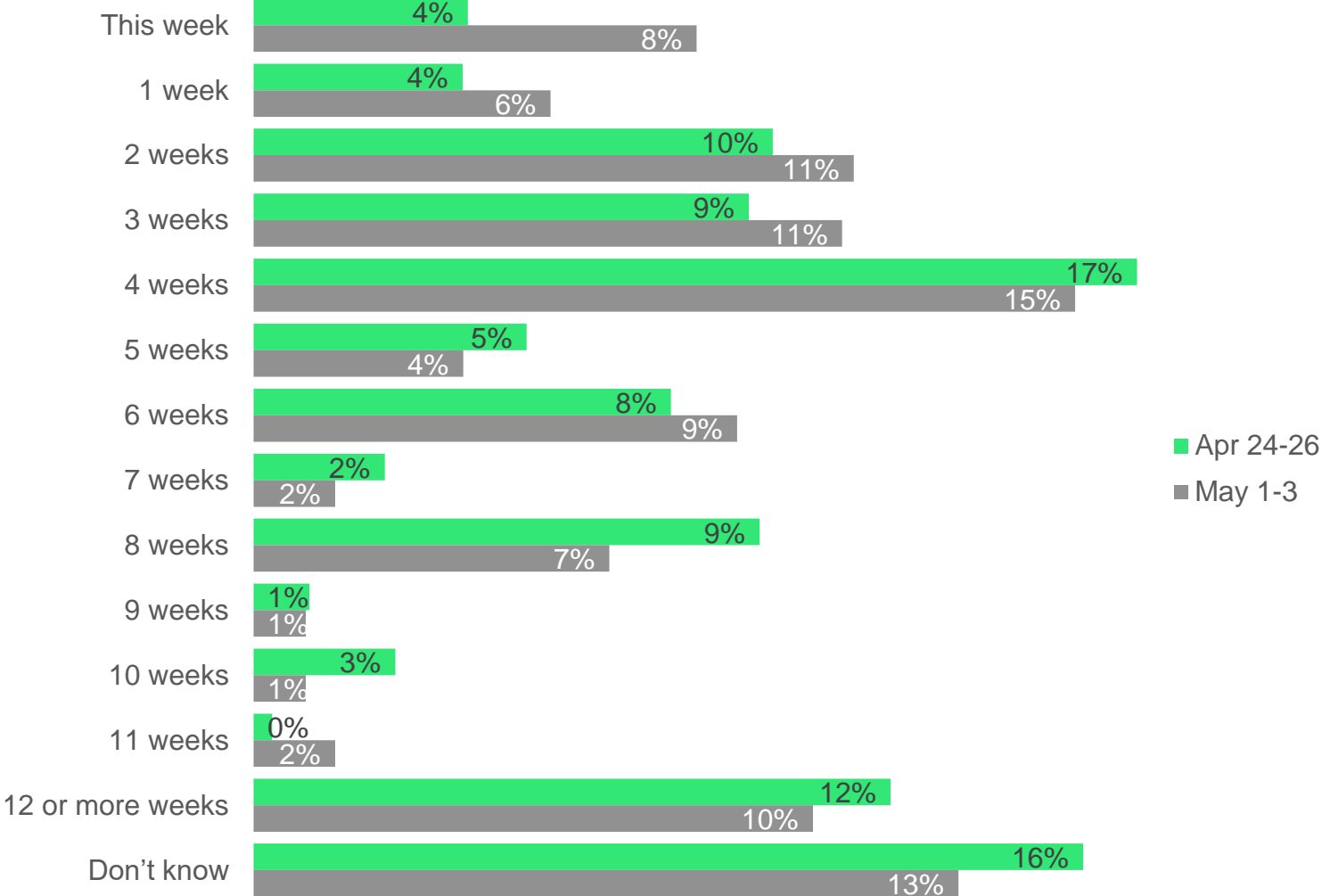


Since the coronavirus crisis began, have you been unable to make the minimum monthly payment for any of these?

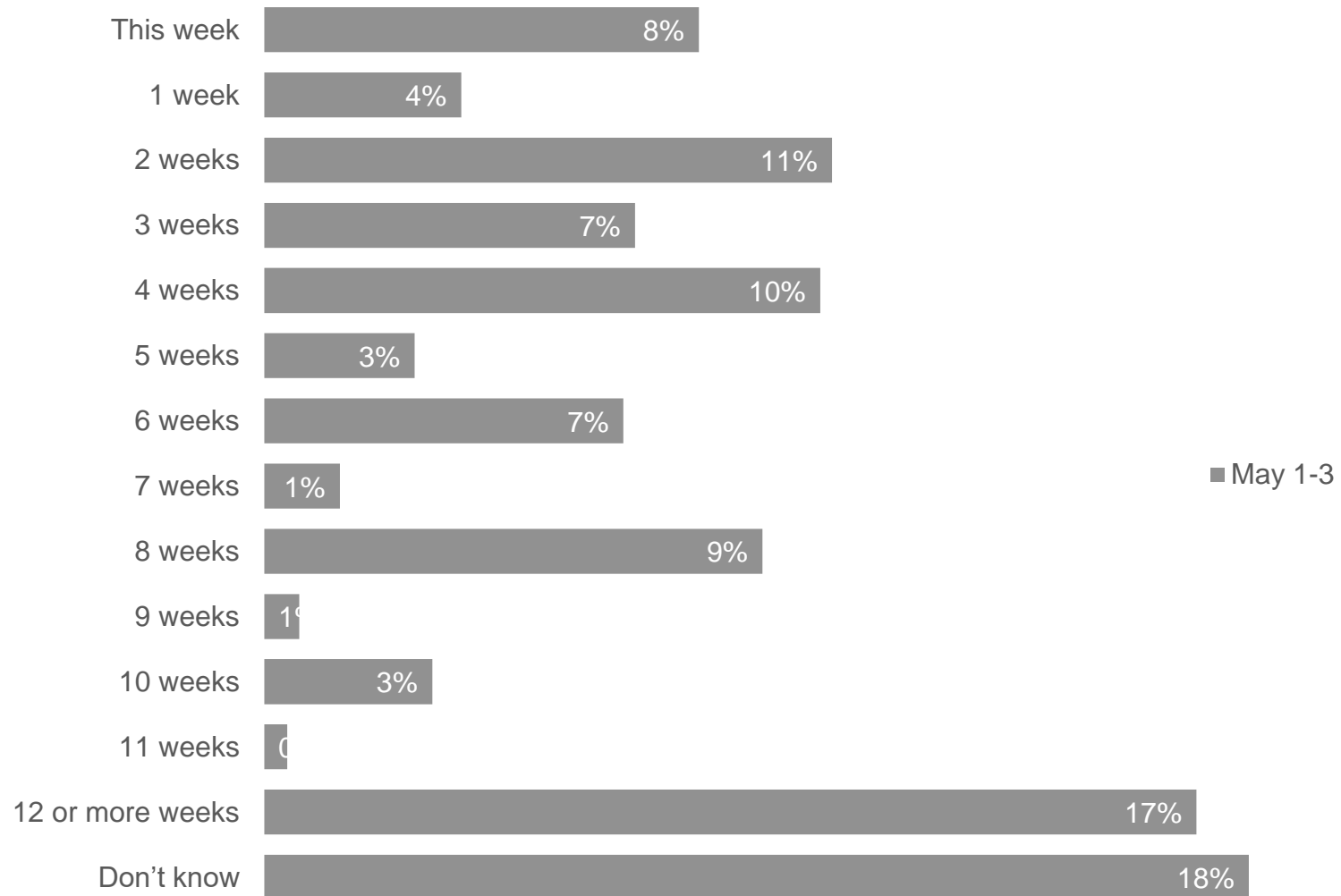


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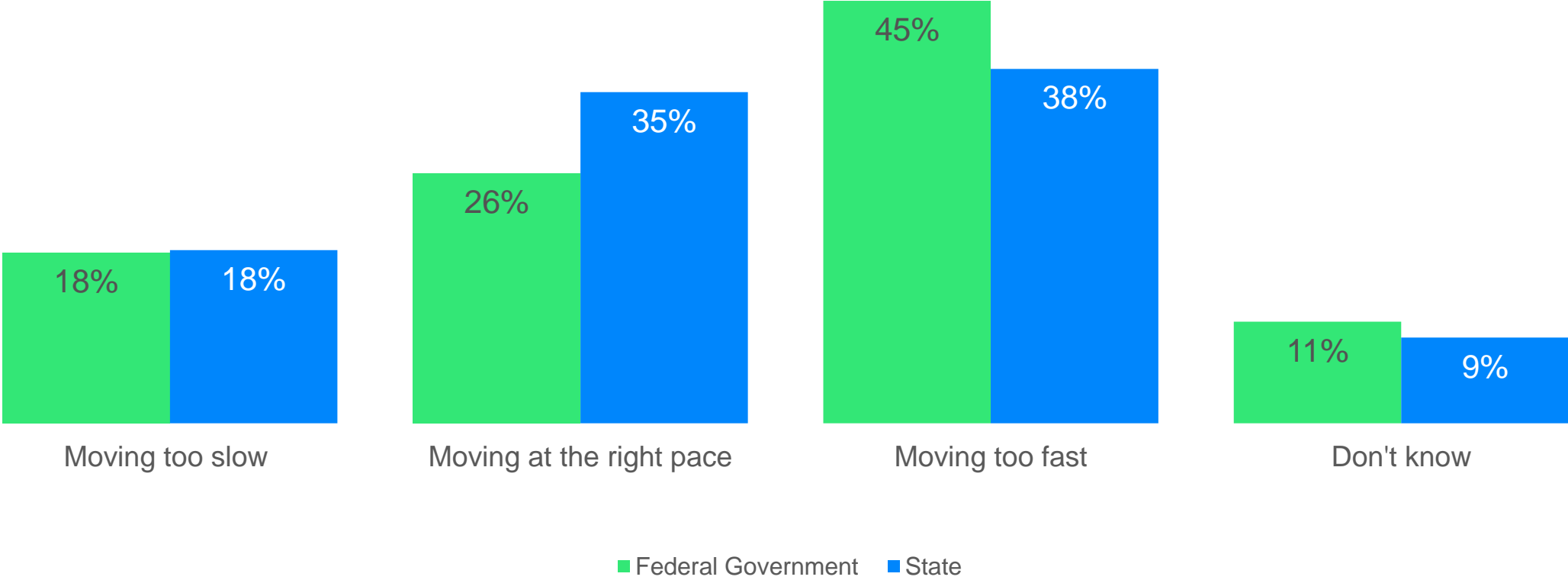
In how many weeks do you believe stores and restaurants which have been closed due to the coronavirus crisis should reopen?



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



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



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