



# J.D. POWER

## COVID-19 Pulse Survey

May 29-31, 2020 Update

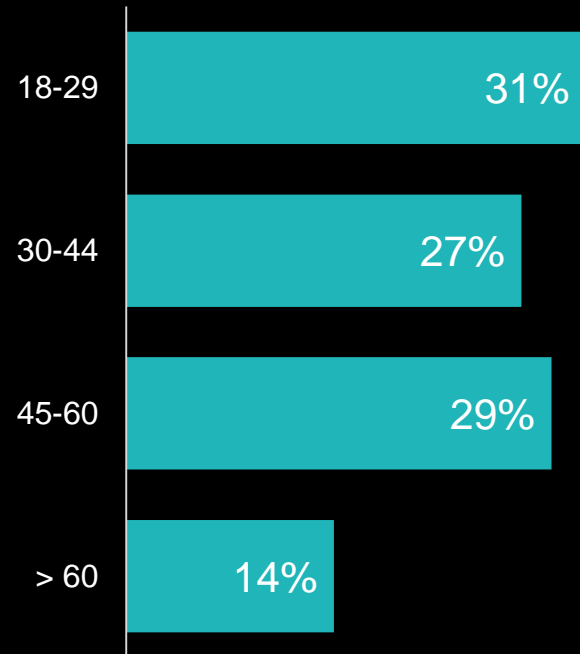
Global Business Intelligence

June 1, 2020

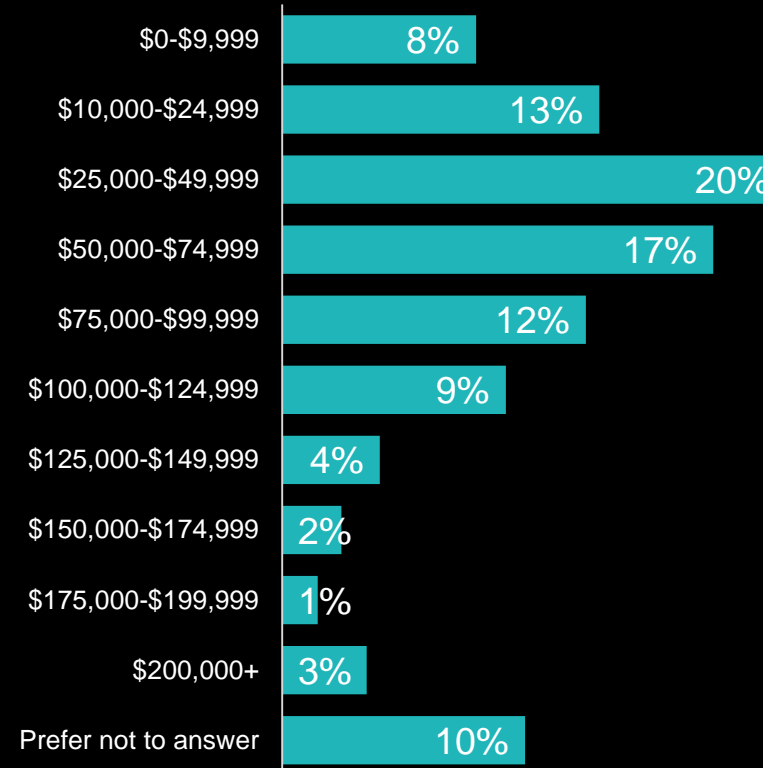
# Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- May 29-31: n=1,701 (35% male, 65% female)

**Distribution by Age**

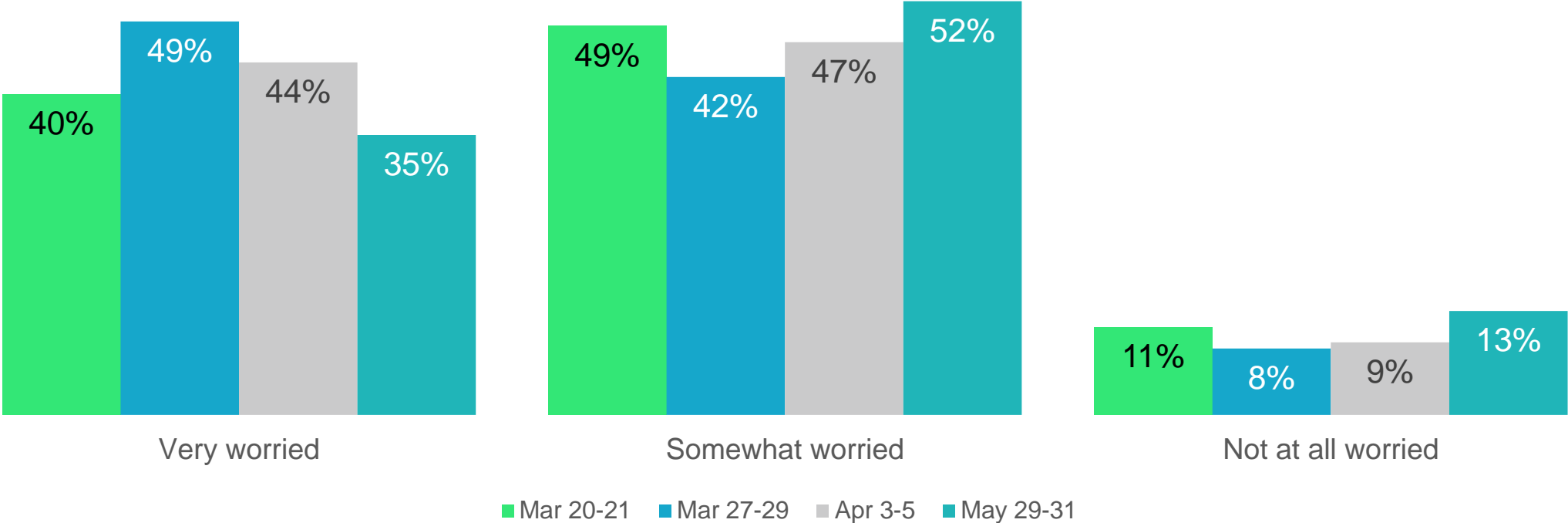


**Distribution by Income**

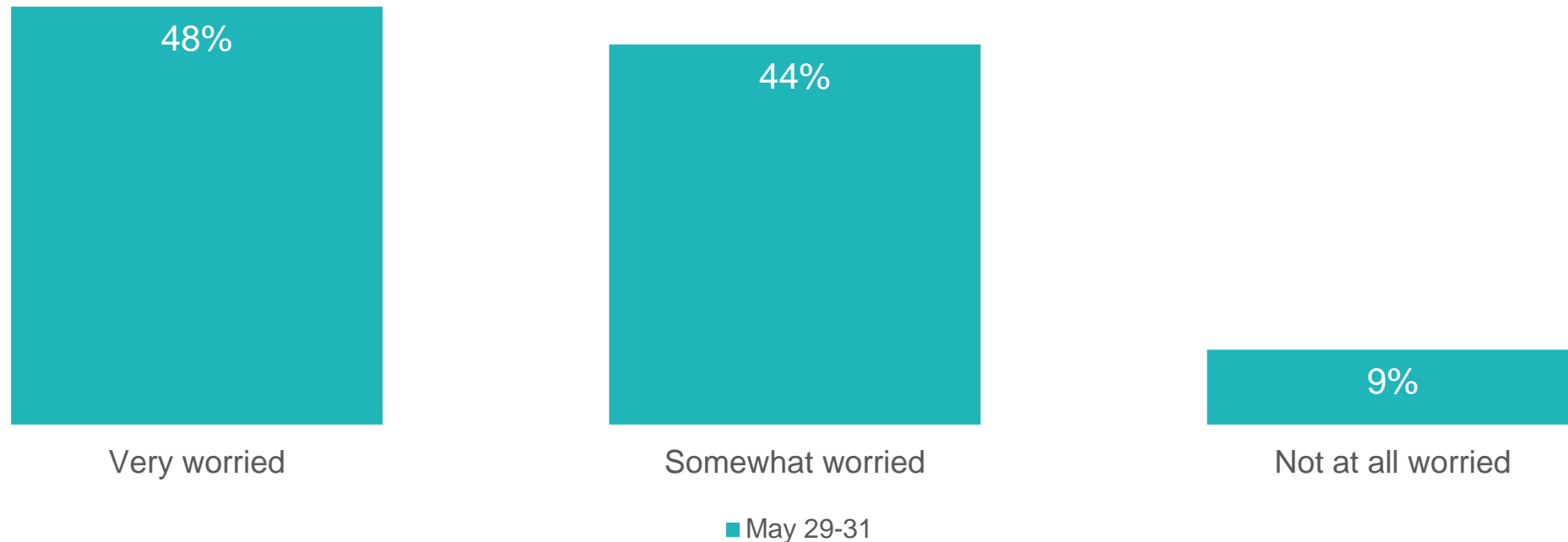


# General Perceptions of U.S. Adults

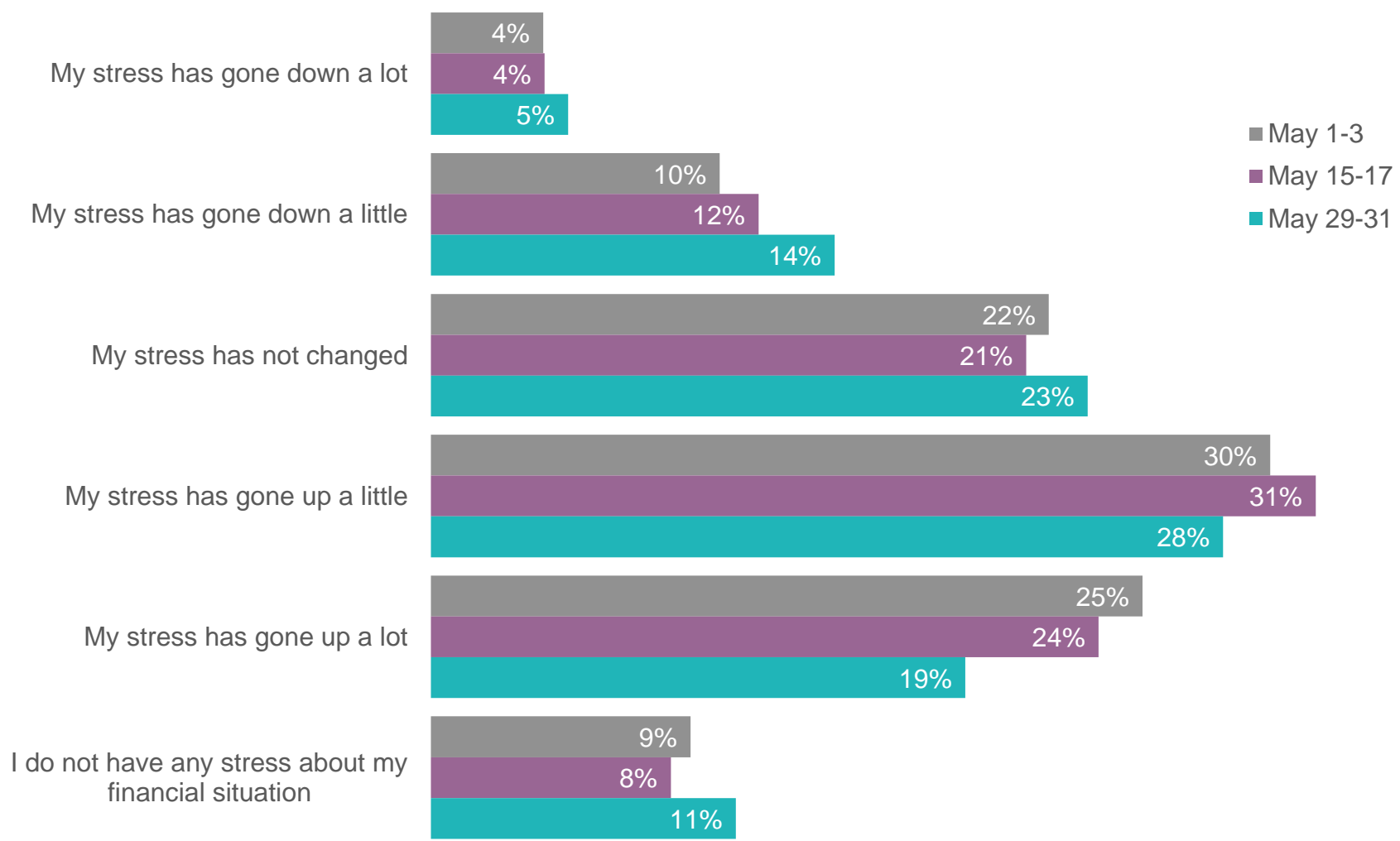
# How worried are you that you or someone in your family will get sick from the coronavirus?



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

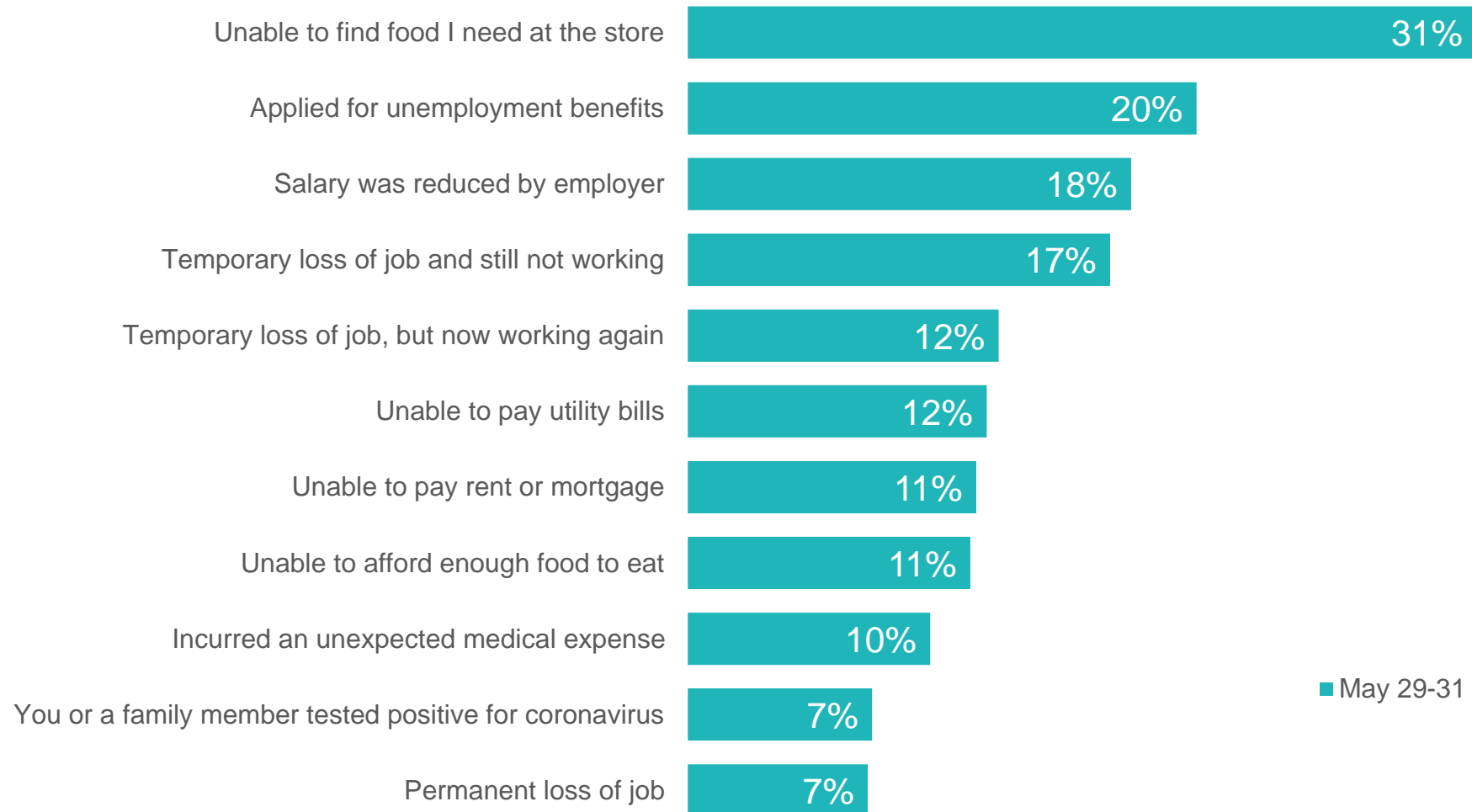


# In the past several weeks, how has the level of stress about your financial situation changed?

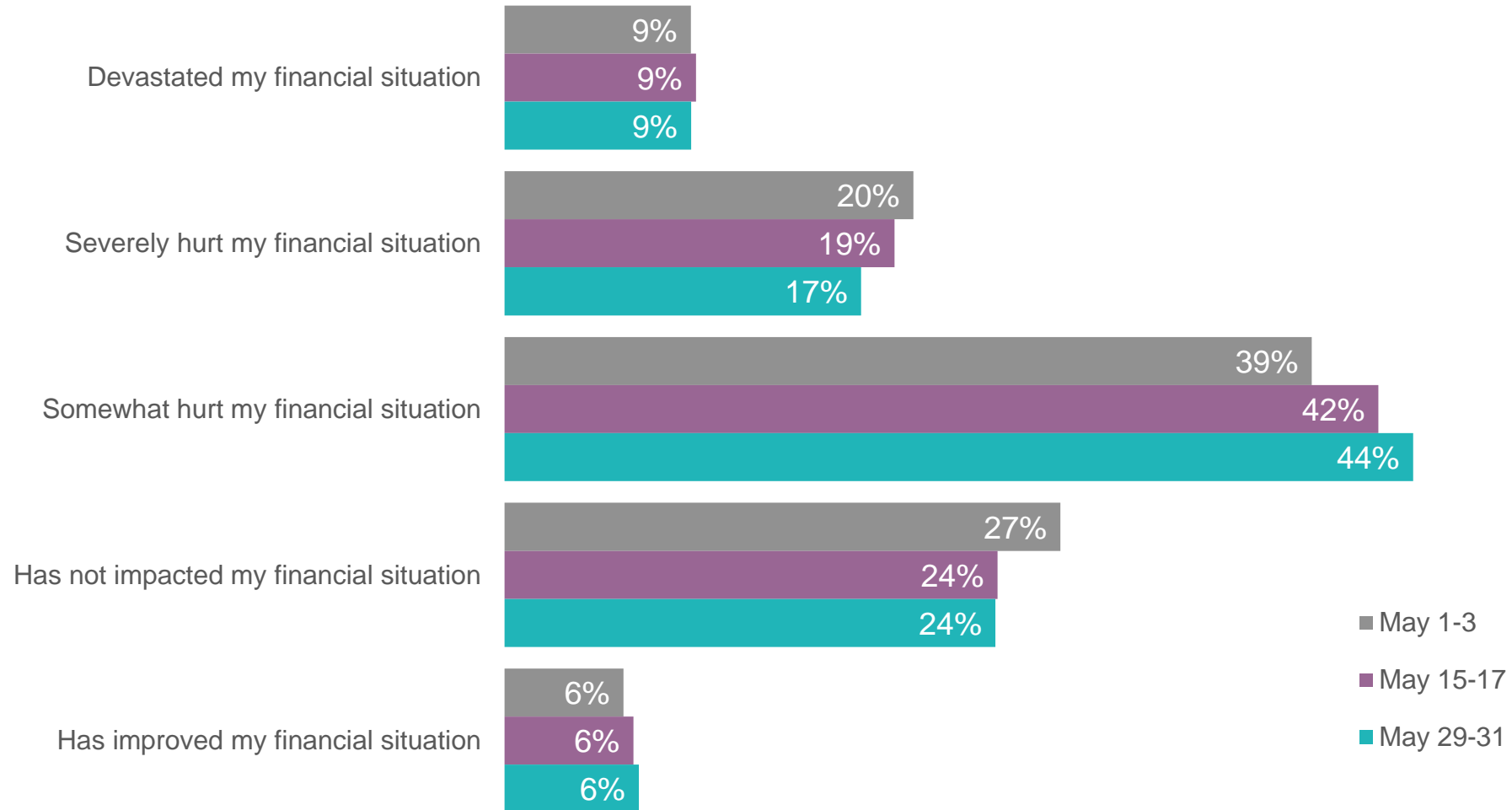


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# Which of the following impacts from the coronavirus have you already experienced?

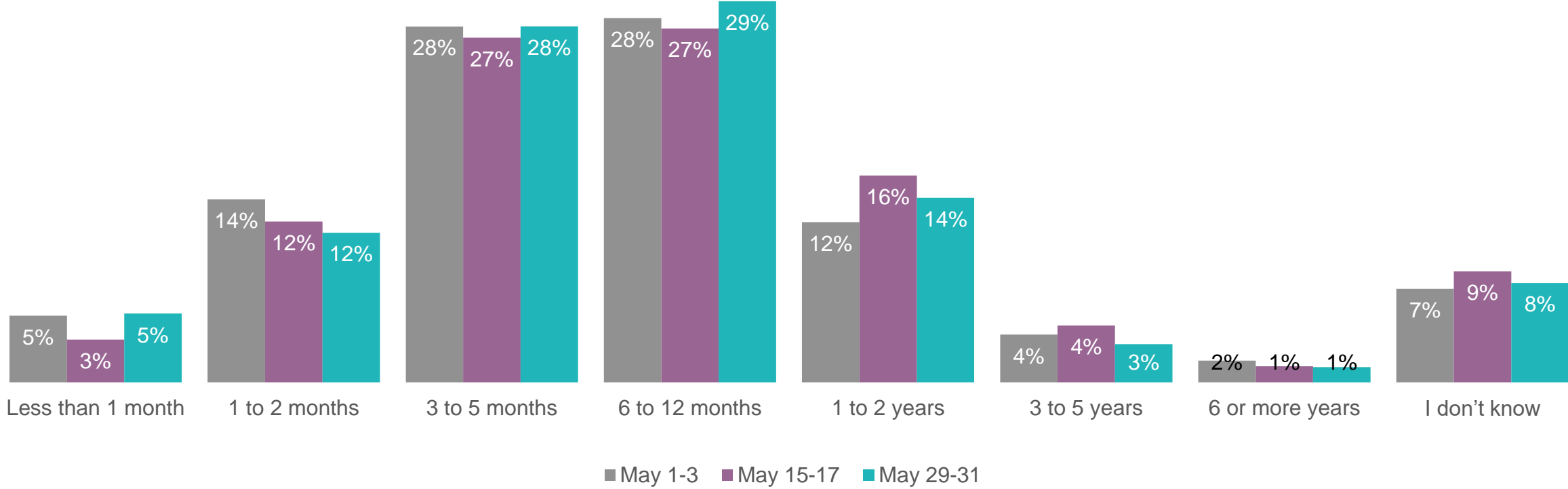


# How has the coronavirus crisis impacted your personal financial situation?



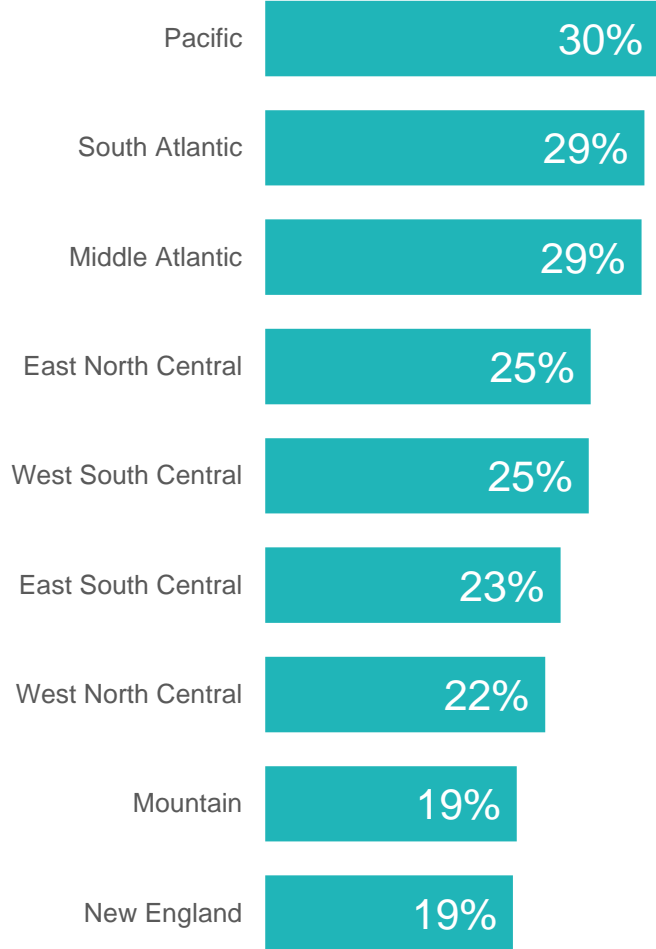
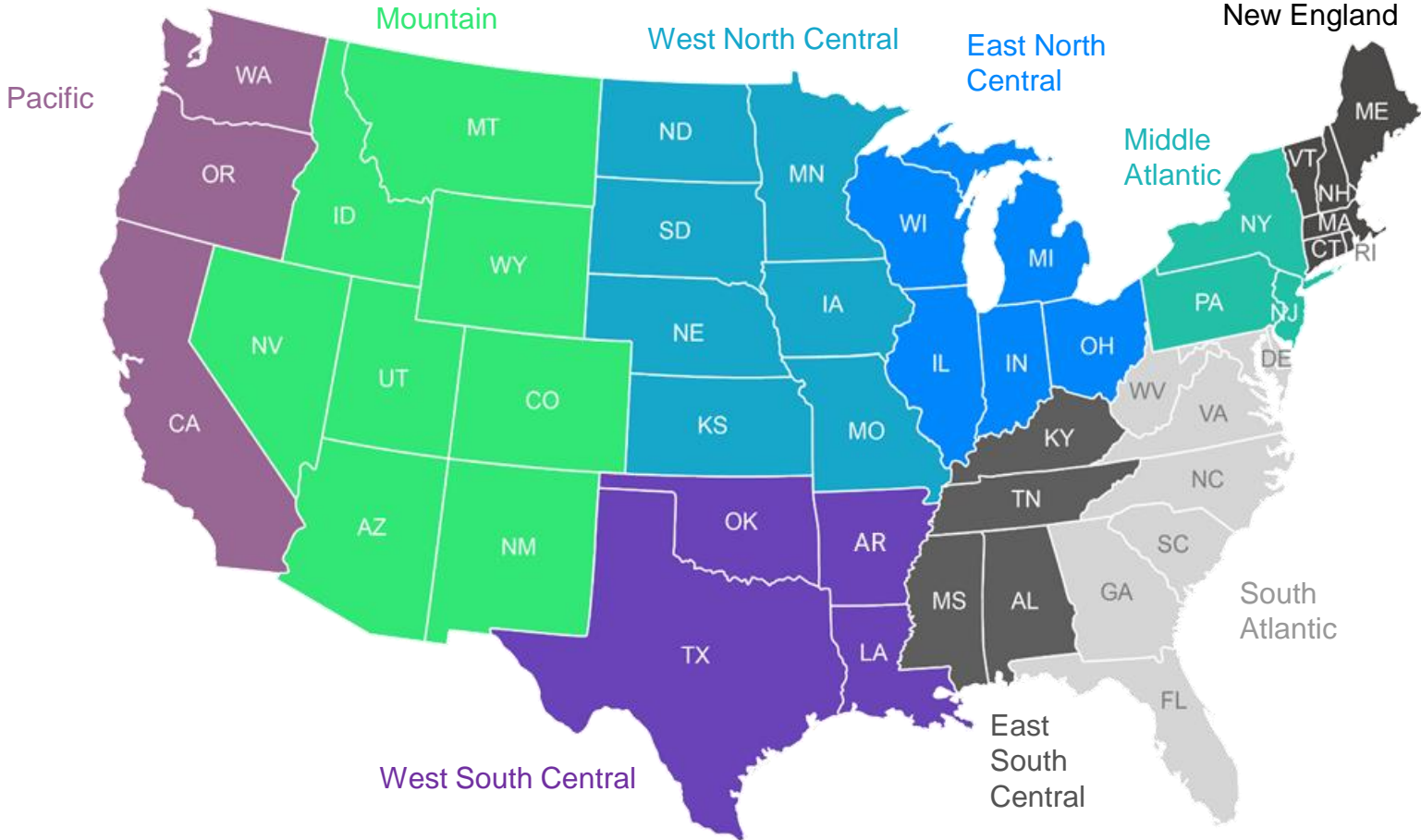


# How long do you expect that your financial situation will be worse due to the coronavirus?



# How has the coronavirus crisis impacted your personal financial situation?

## % Devastated and Severely Hurt



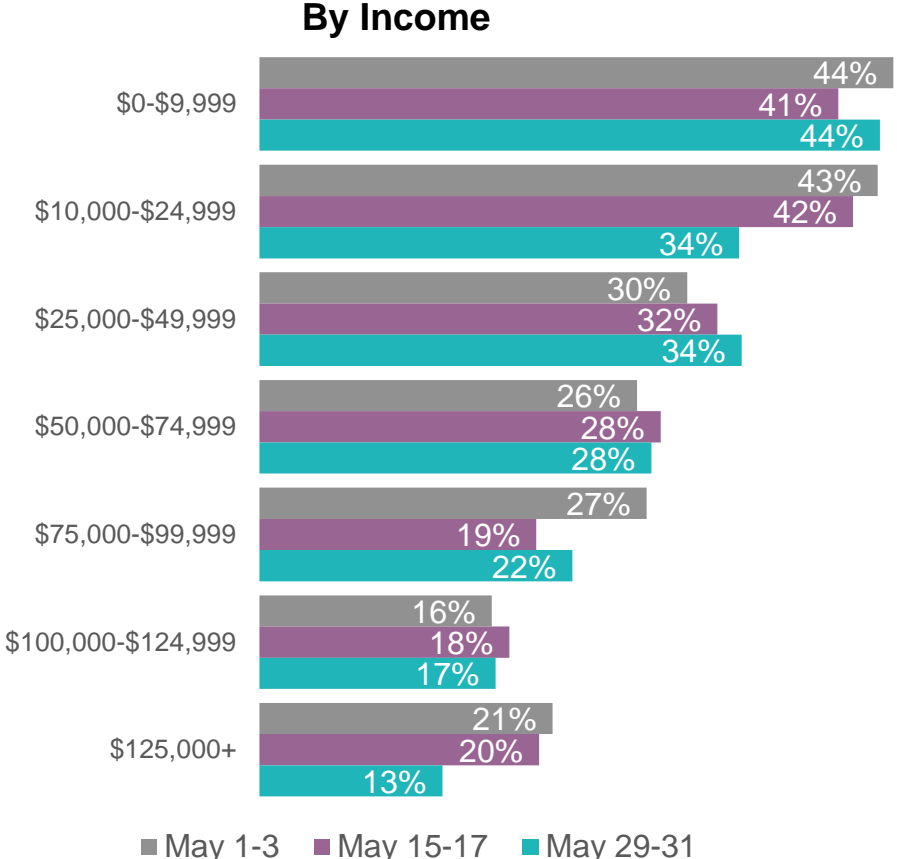
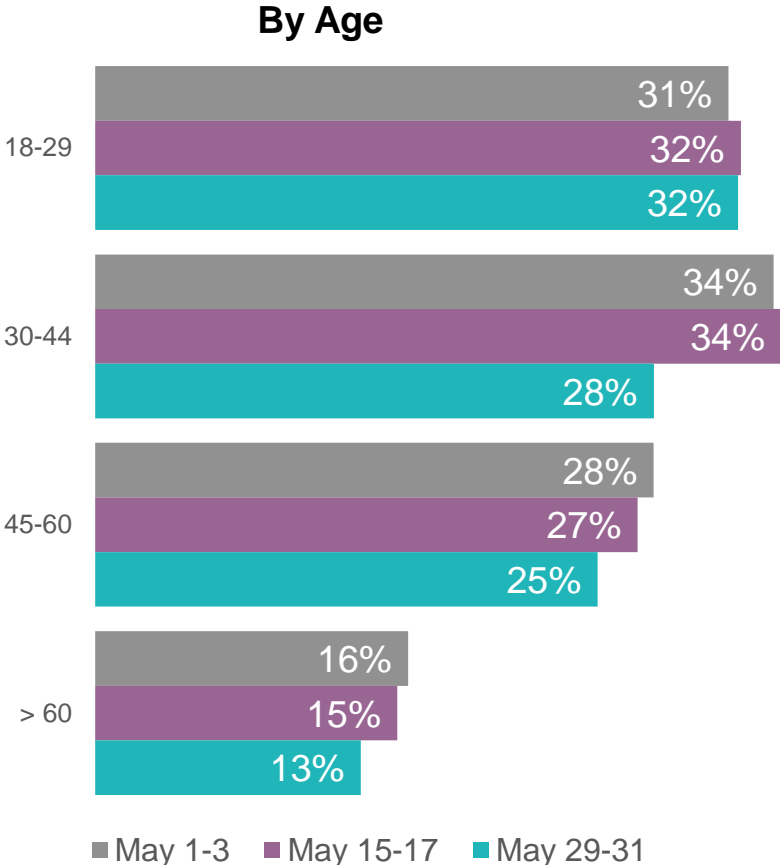
■ May 29-31

New England: n=84, East South Central: n=97, West North Central: n=93

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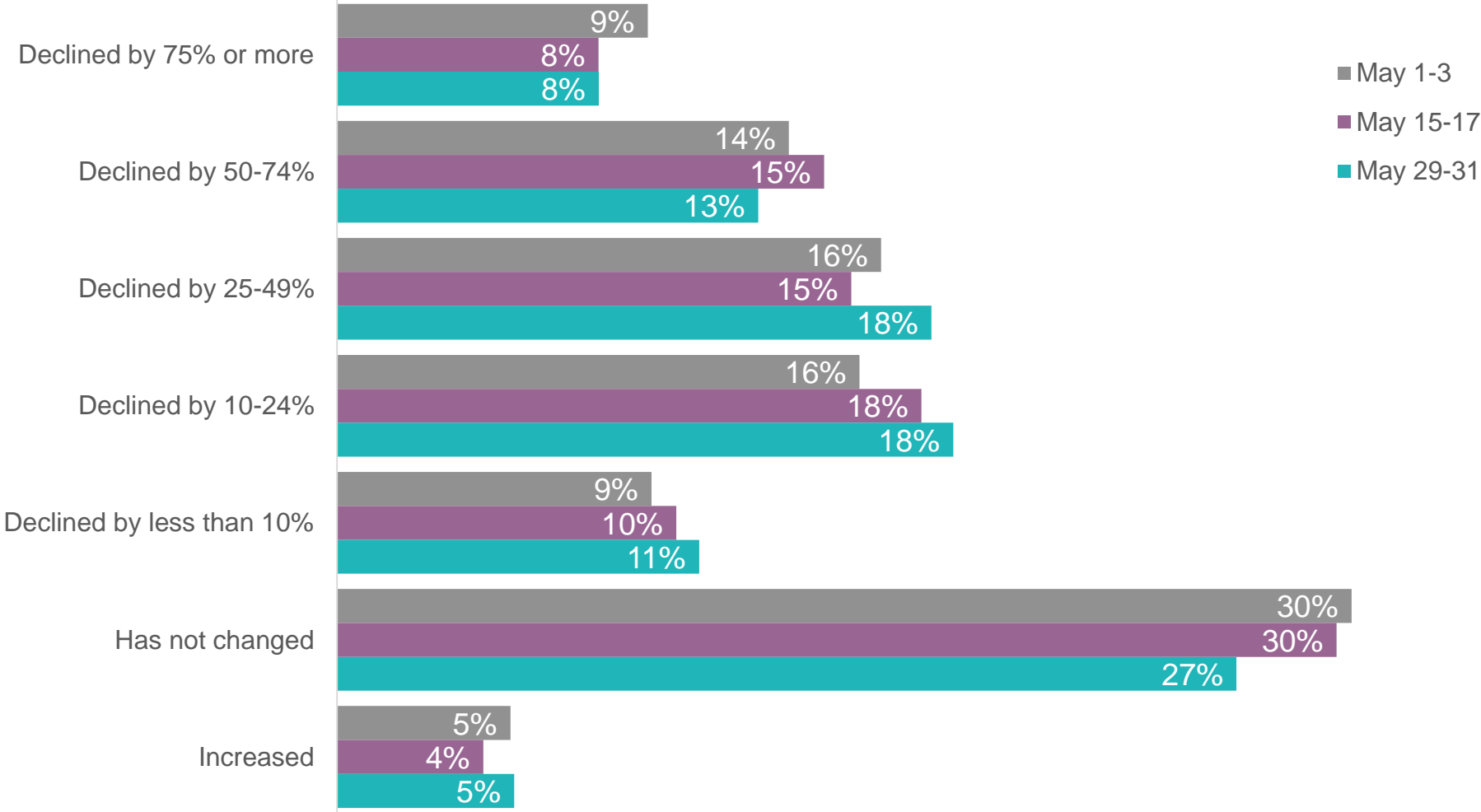
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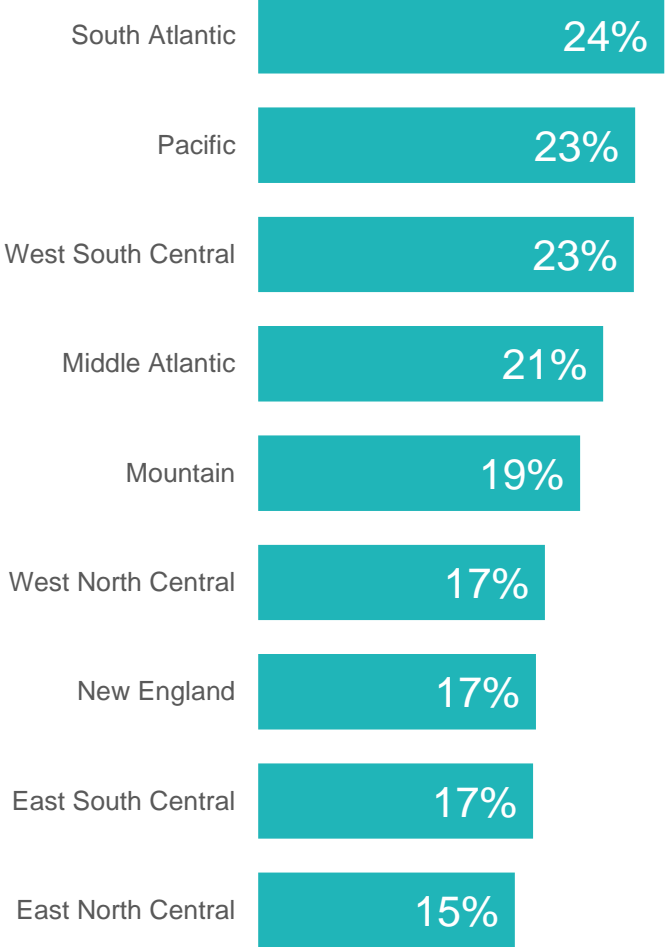
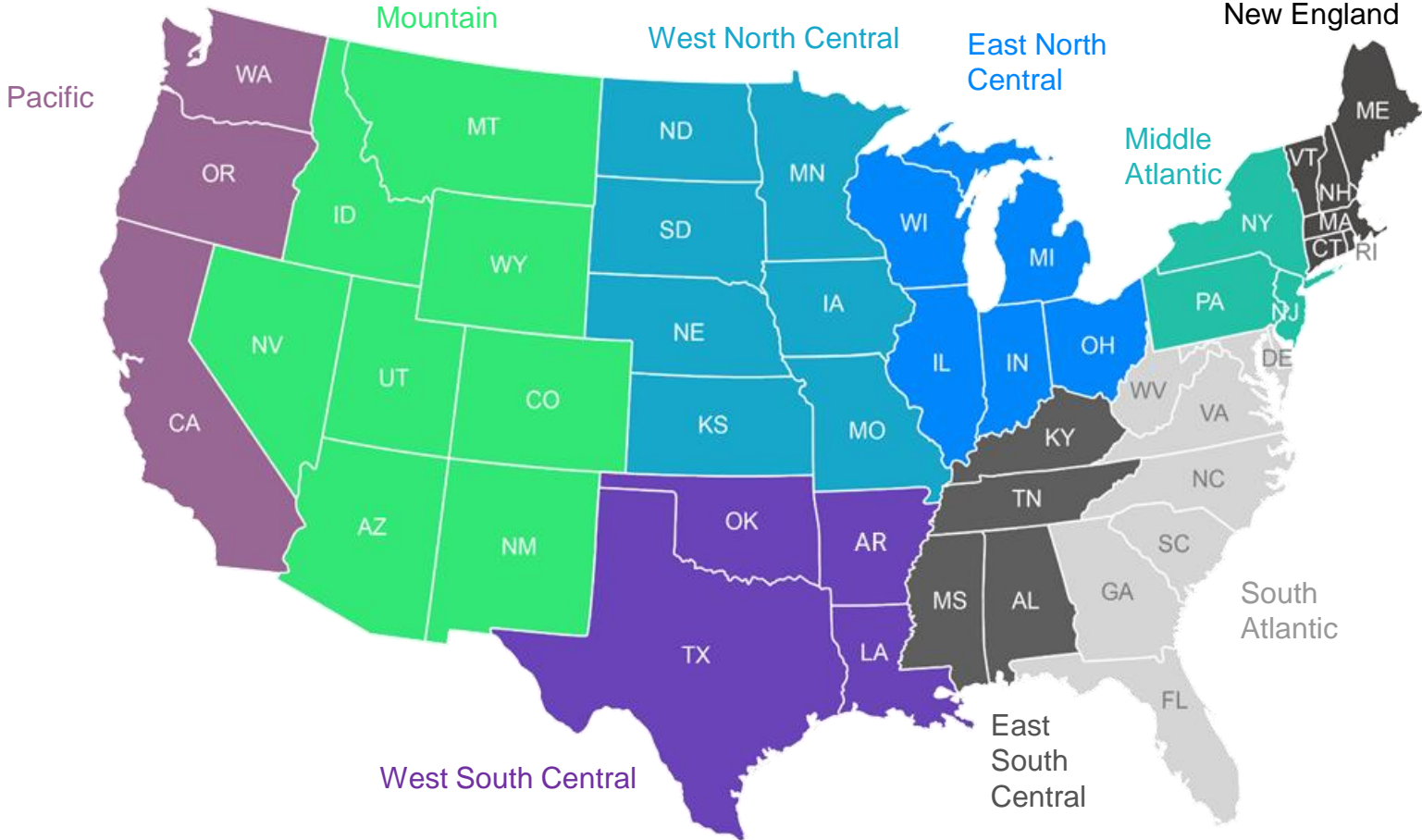
# How has your family's income changed since the coronavirus crisis began?



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

% Declined by 50% or More



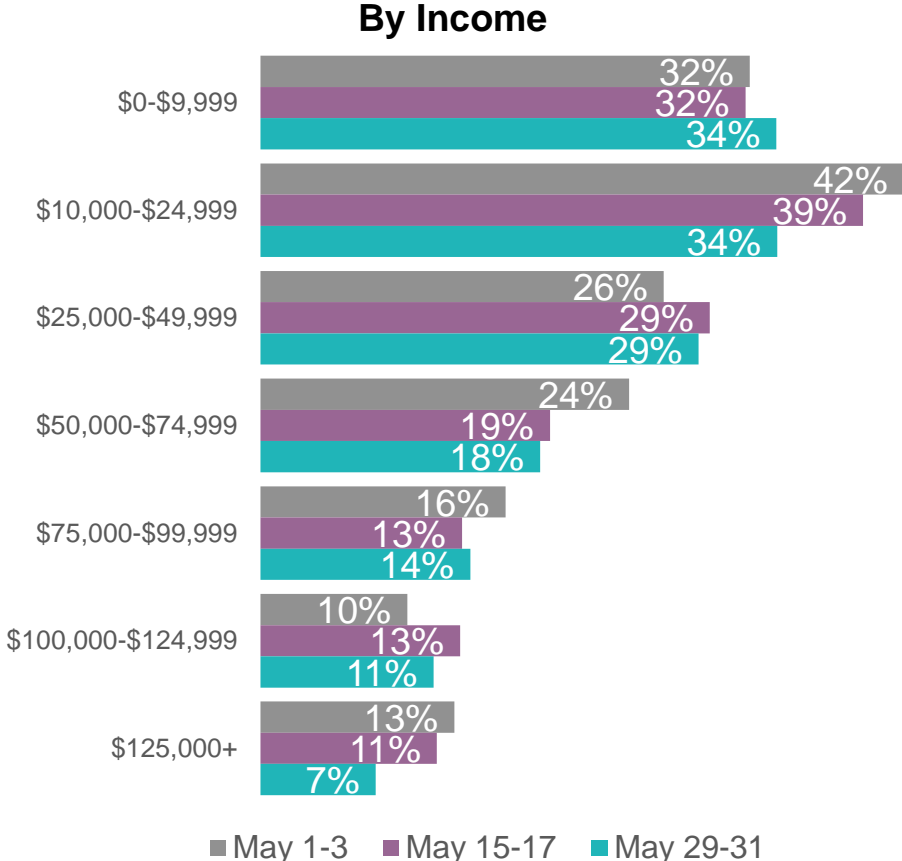
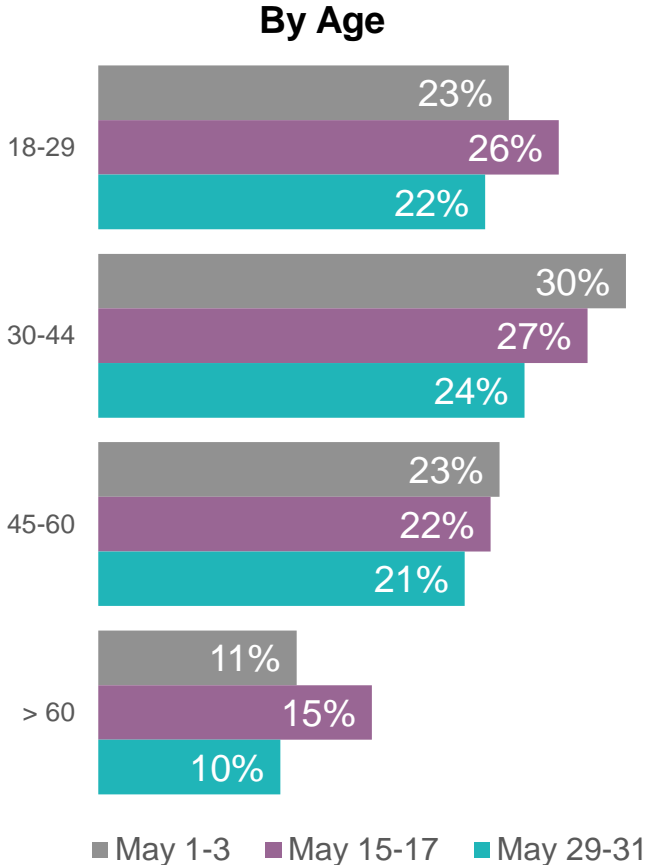
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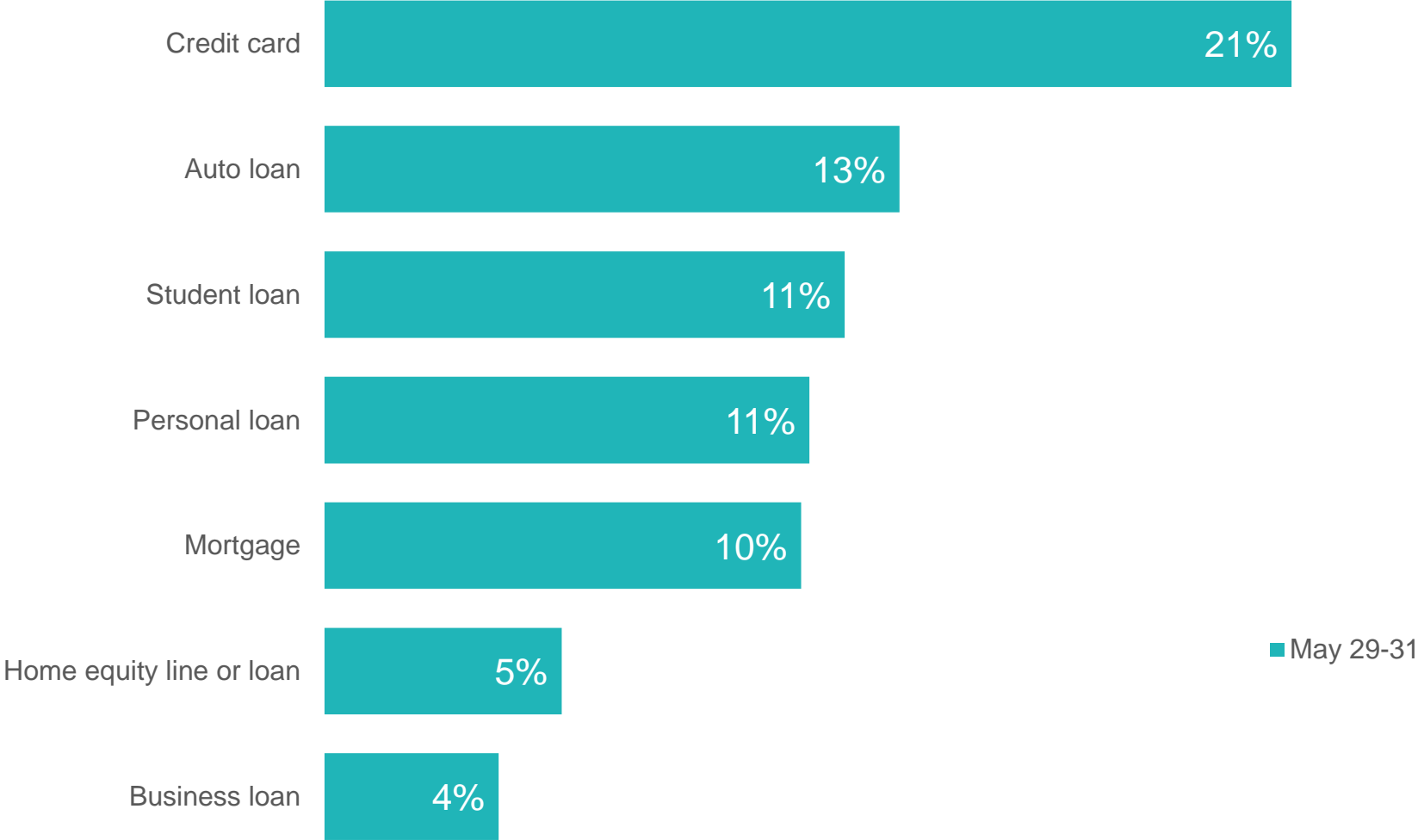
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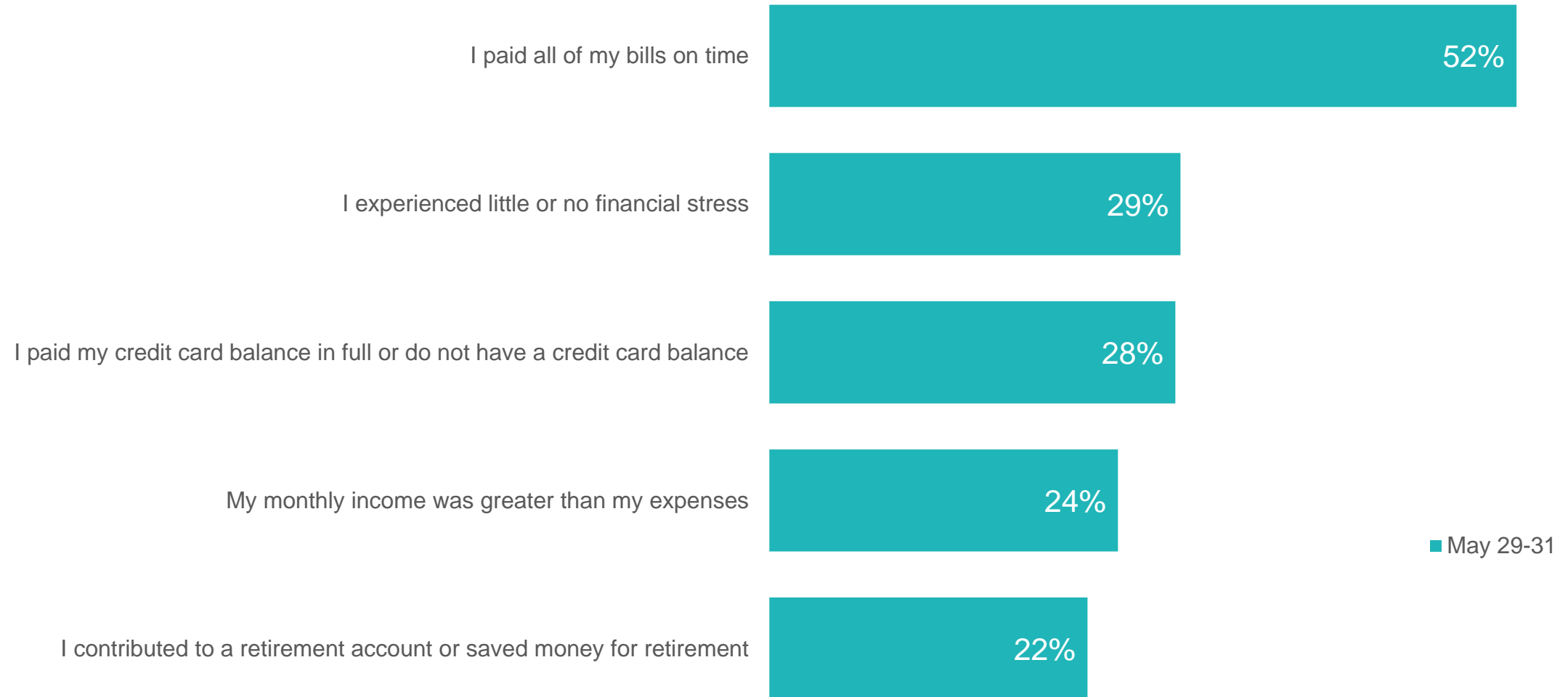


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# In the past month were you unable to make the minimum monthly payment for any of these?

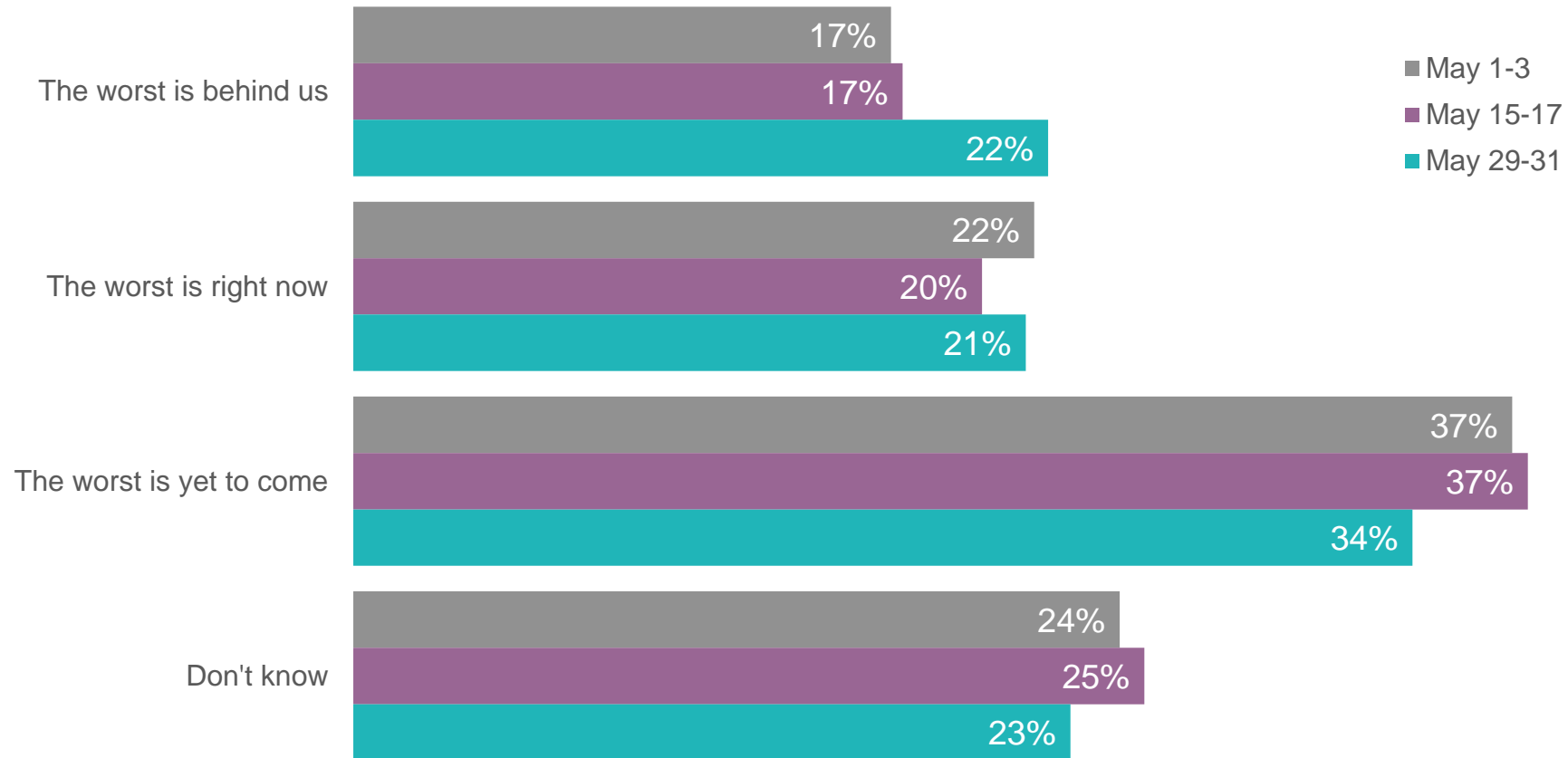


# Which of the following describe your financial situation in the past month?

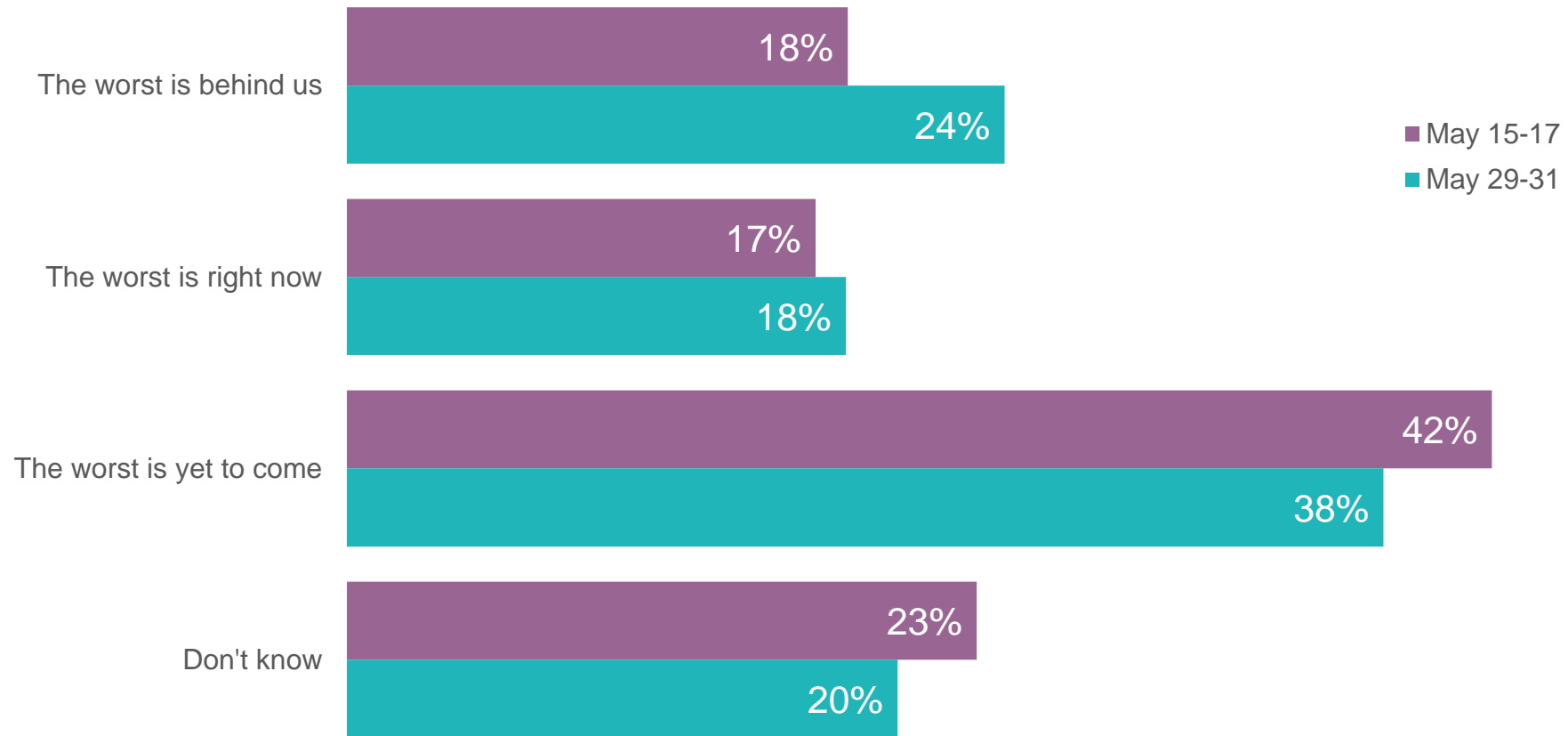




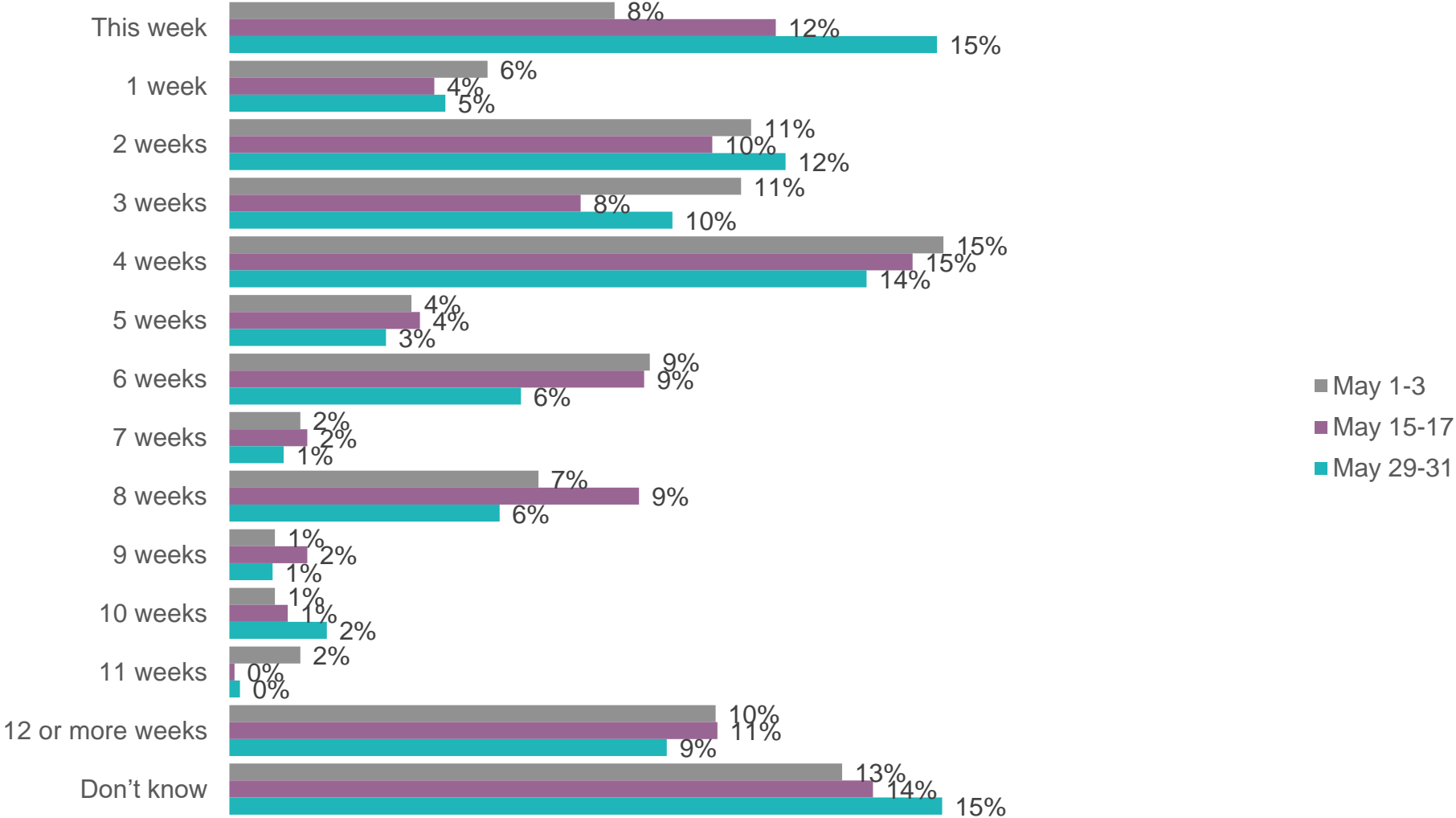
# Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?



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

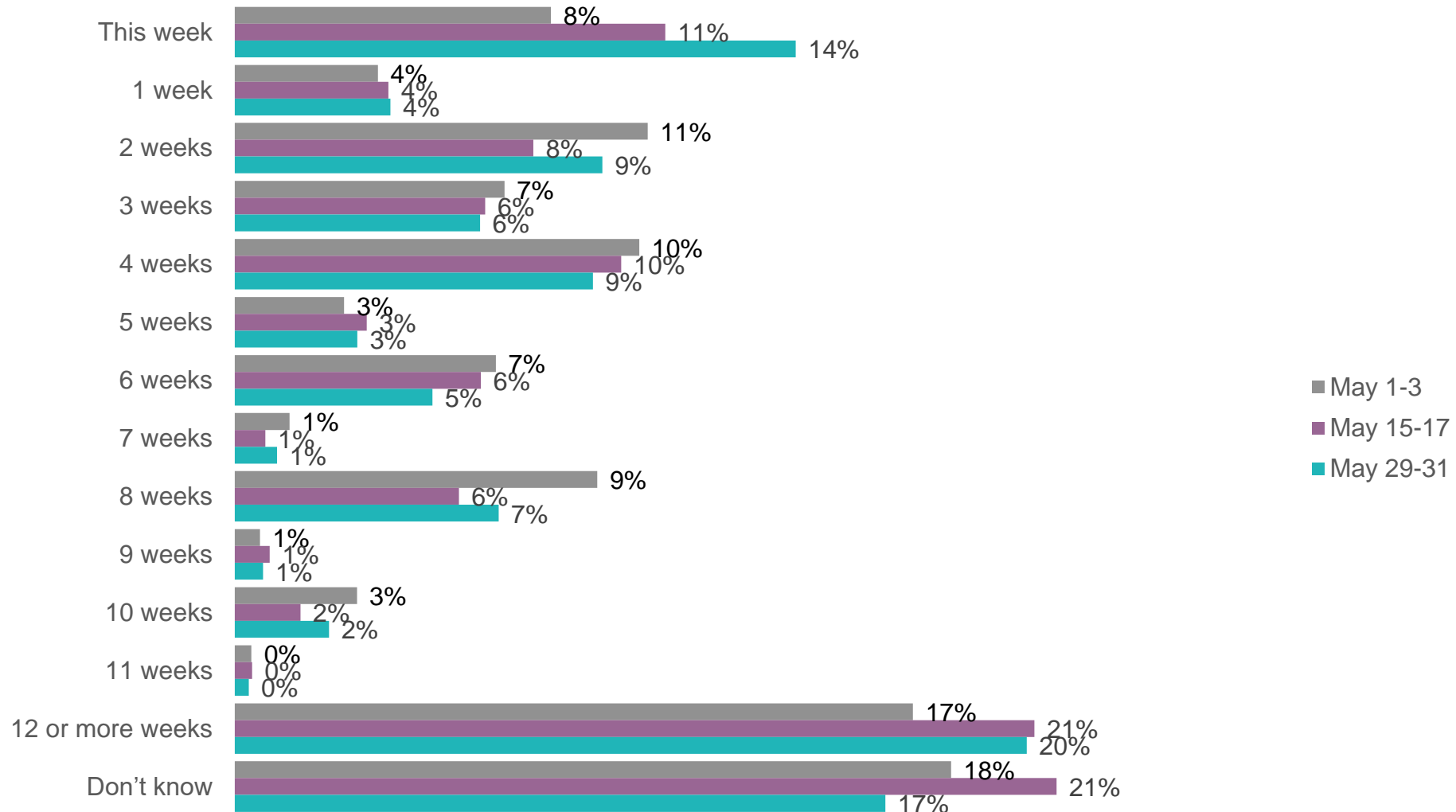


# In how many weeks do you believe stores and restaurants which have been closed due to the coronavirus crisis should reopen?

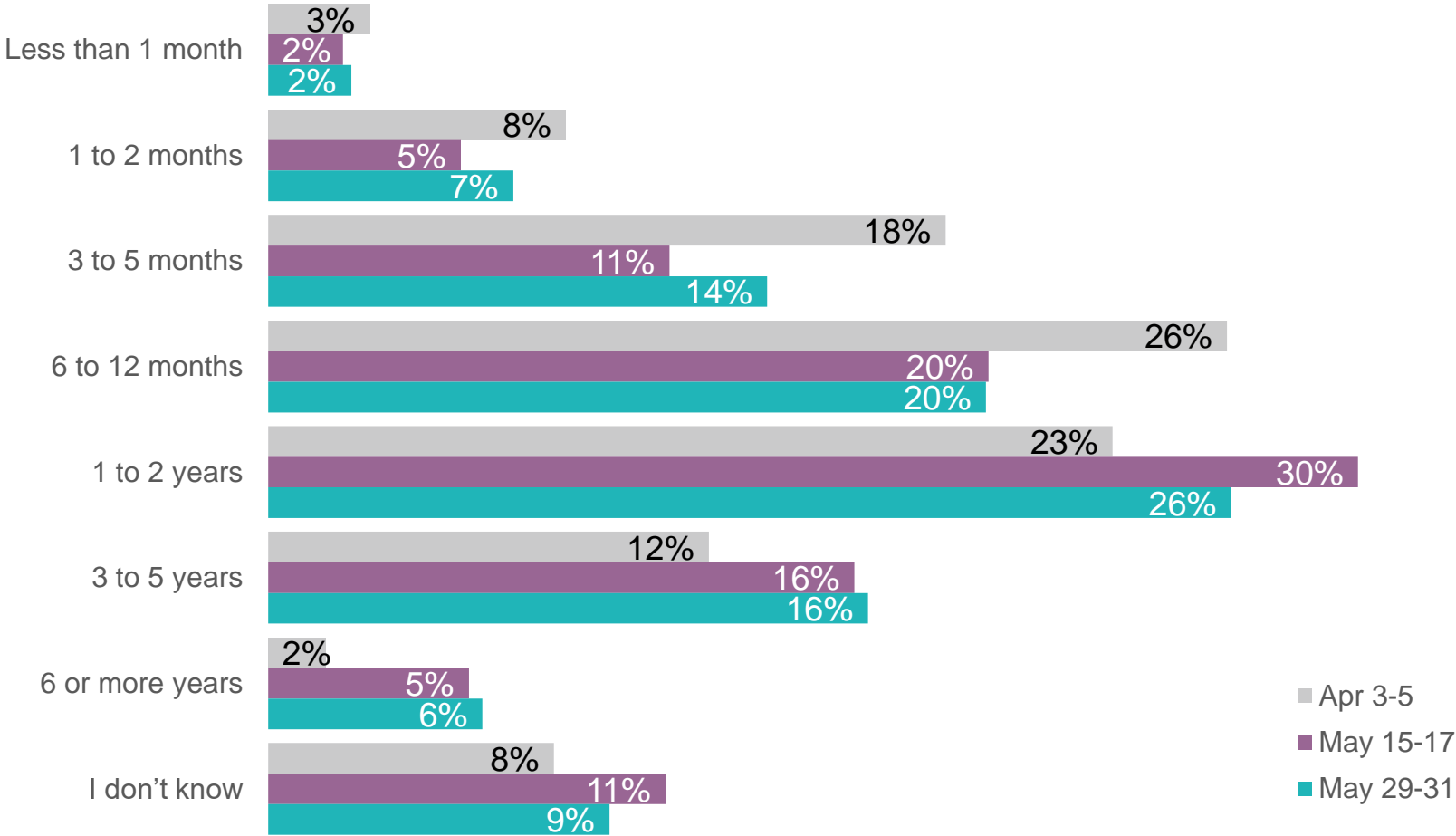


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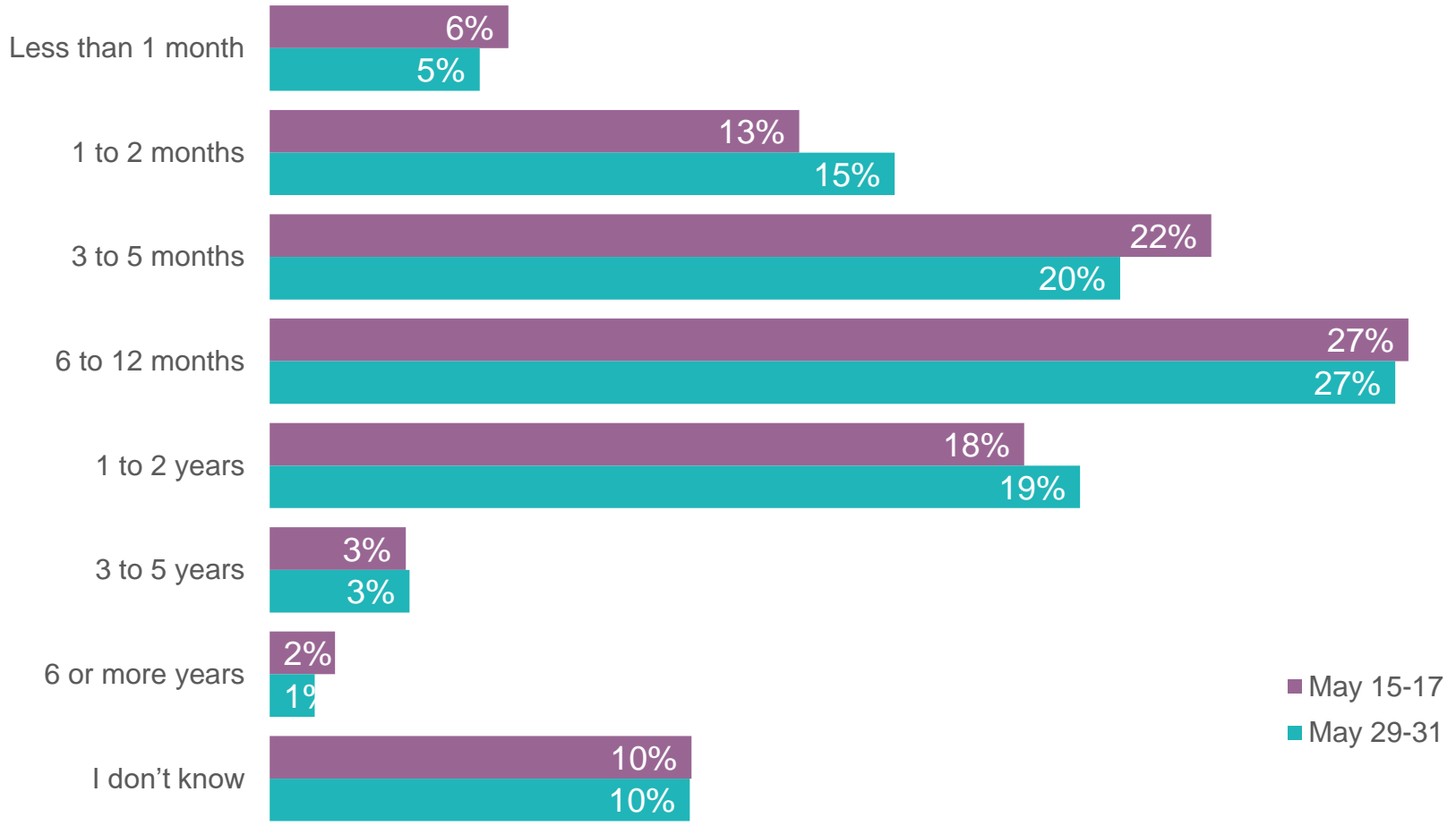
# Assuming restaurants are open, in how many weeks would you return to eating inside a restaurant?



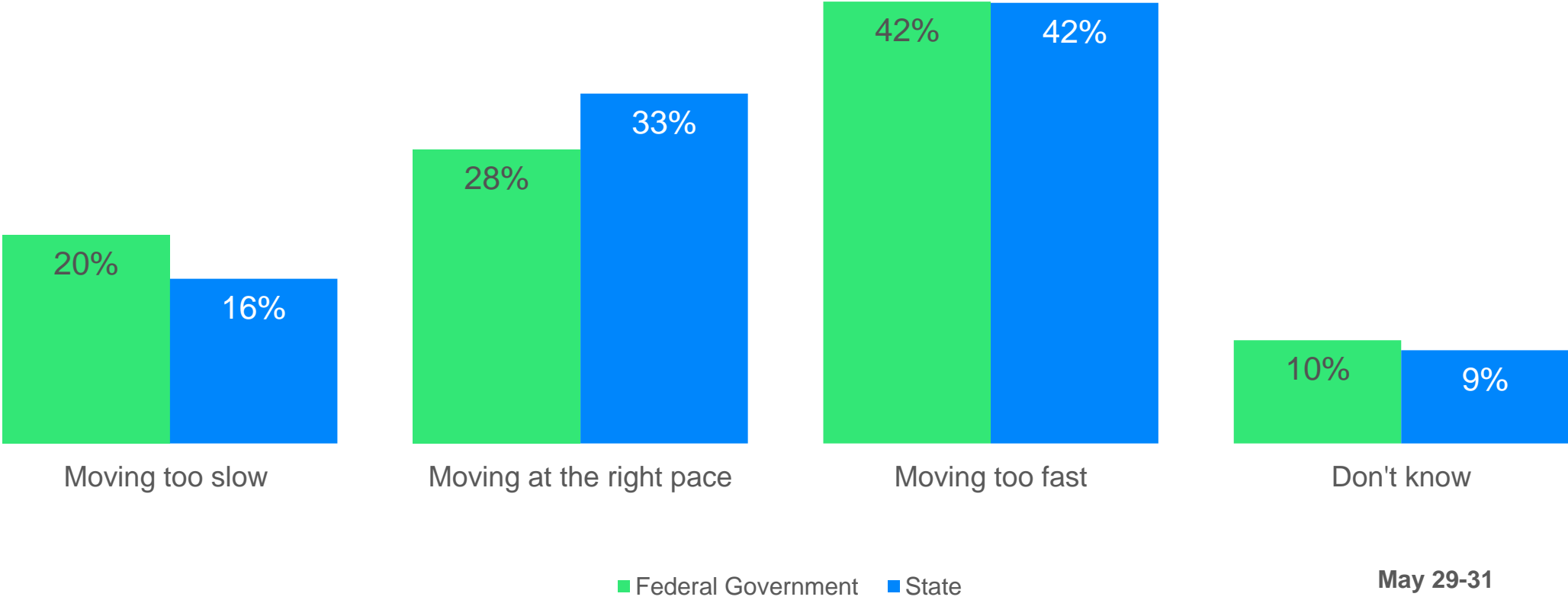
# How long do you expect that it will take for unemployment to return to the level it was at before the coronavirus crisis started?



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

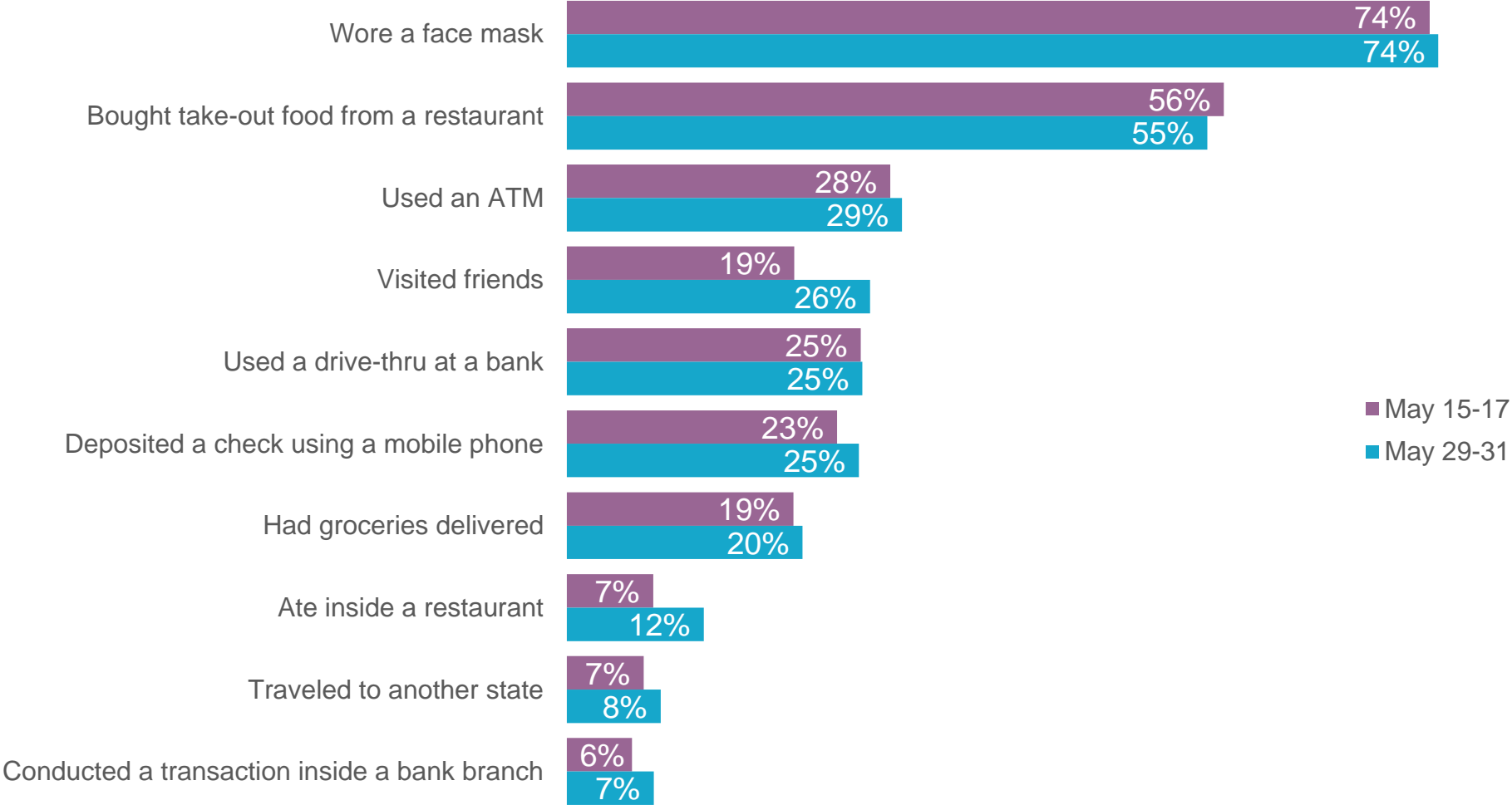


# Which statement comes closest to your view on the federal government's/state's approach to reopen the economy?



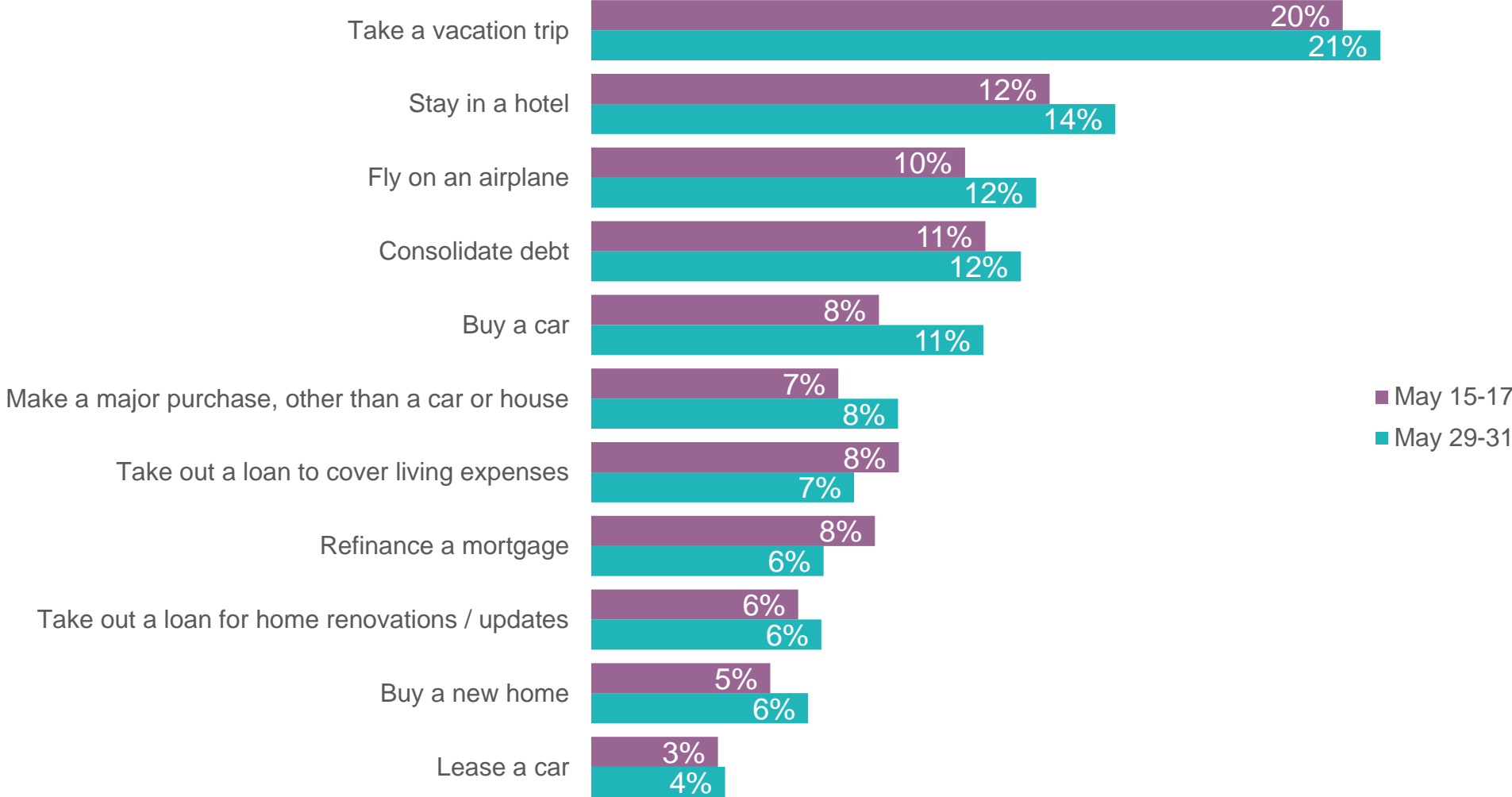
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# Which of the following activities have you done in the past week?



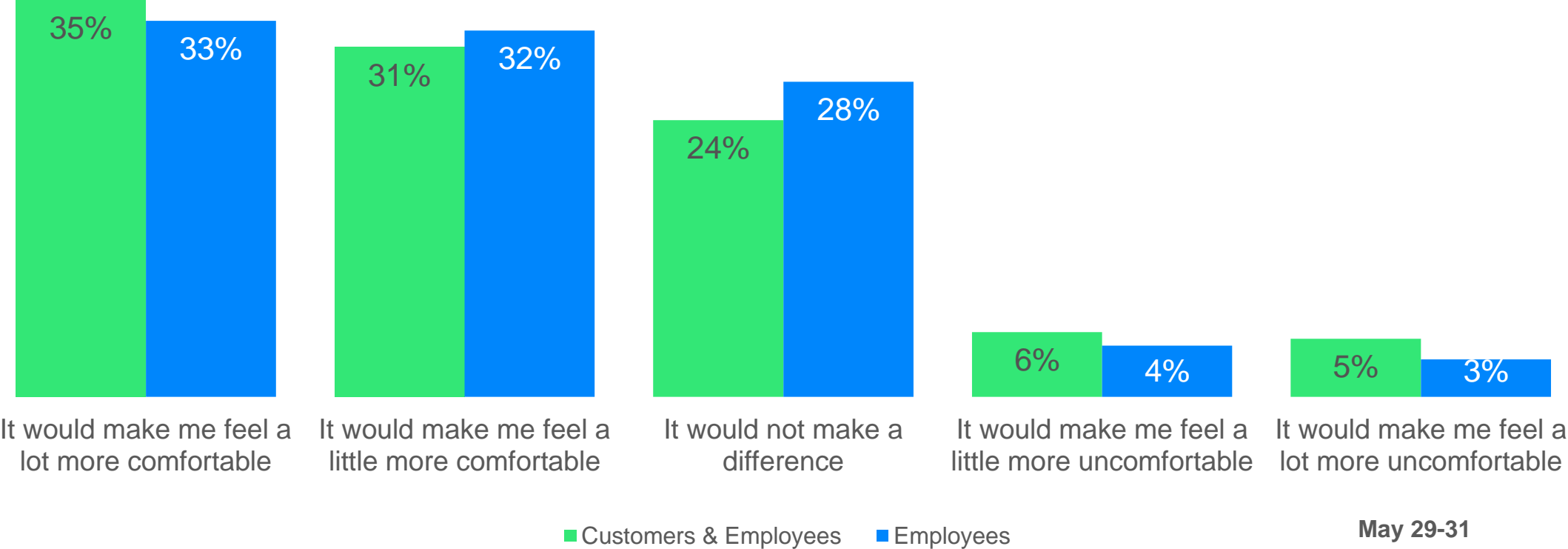


# Which of the following do you plan to do in the next 3 months?

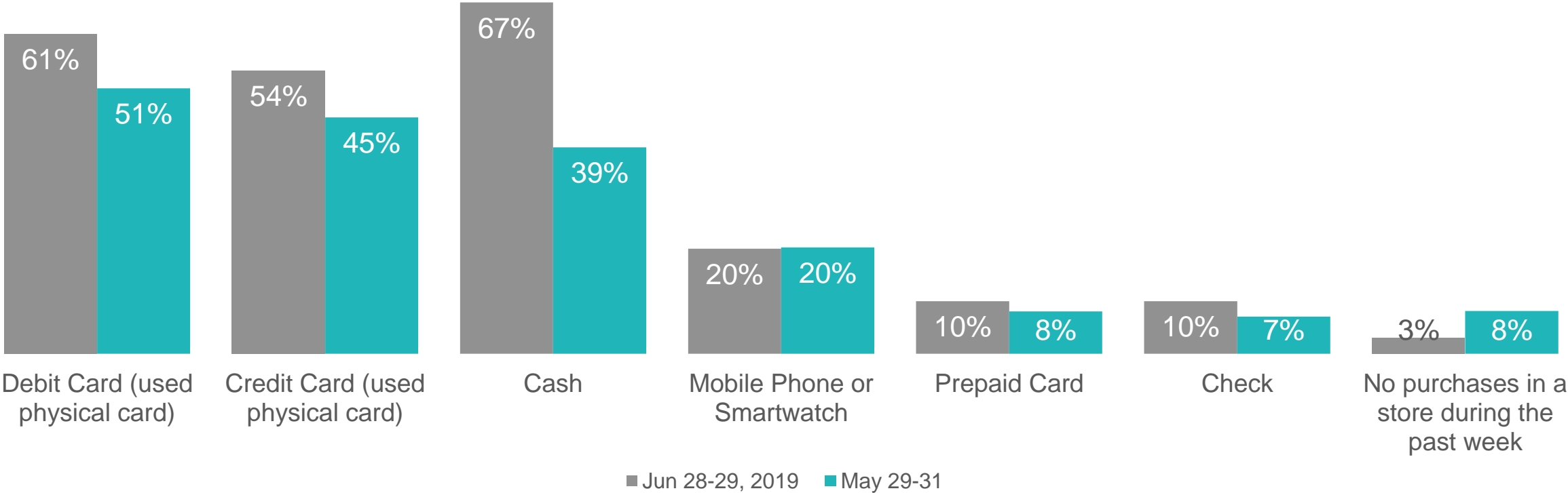


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# How would your comfort of going into a bank branch change if customers/employees and employees were required to wear a face mask?



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



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