

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

Fielded April 28 - May 13, 2020

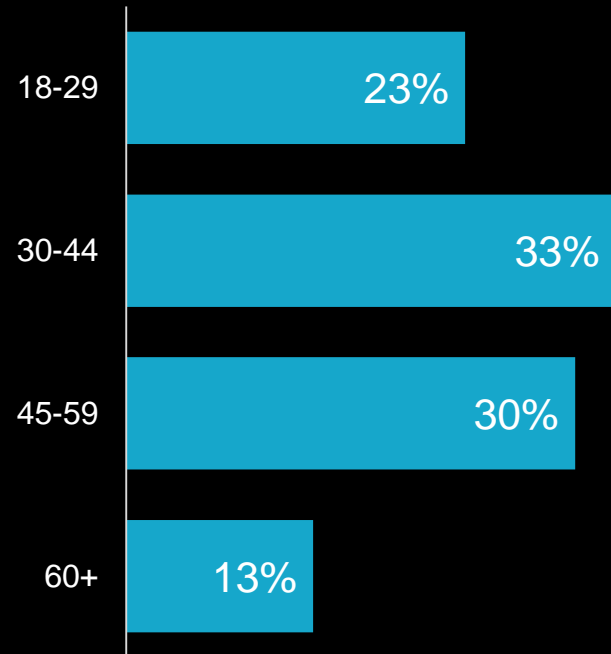
Bronwyn Gill - Global Banking & Payments
Bronwyn.Gill@jdpa.com

May 15, 2020

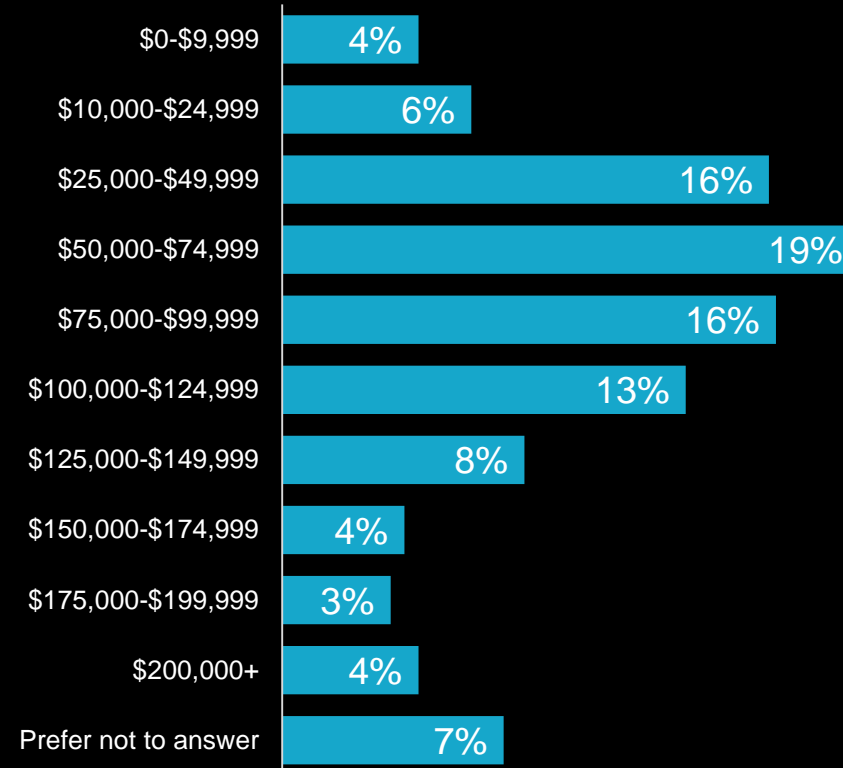
Survey Methodology

- Surveys were conducted online among Australian's aged 18 and older
- April 28 –May 13, 2020: n=1,415 (48% male, 50% female)

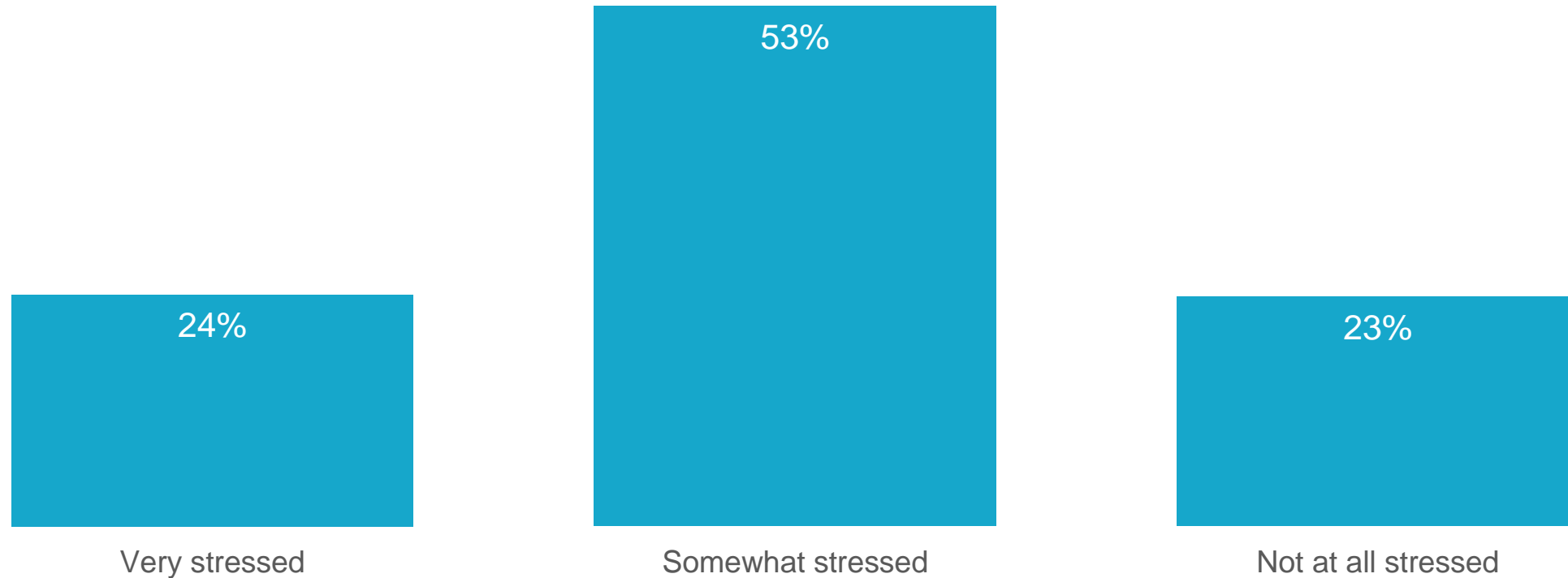
Distribution by Age



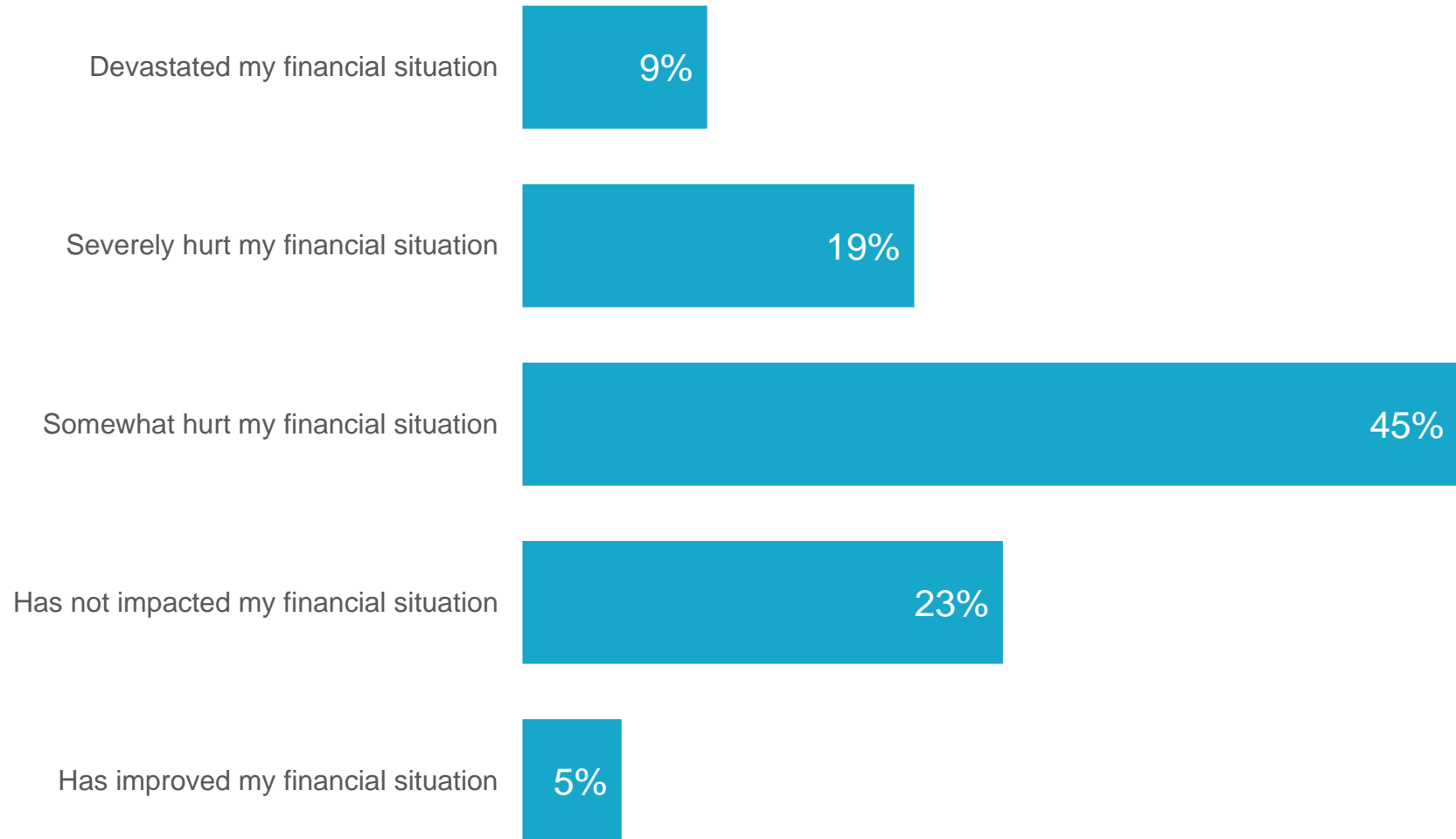
Distribution by Income



Please rate your current level of stress about your overall financial situation.

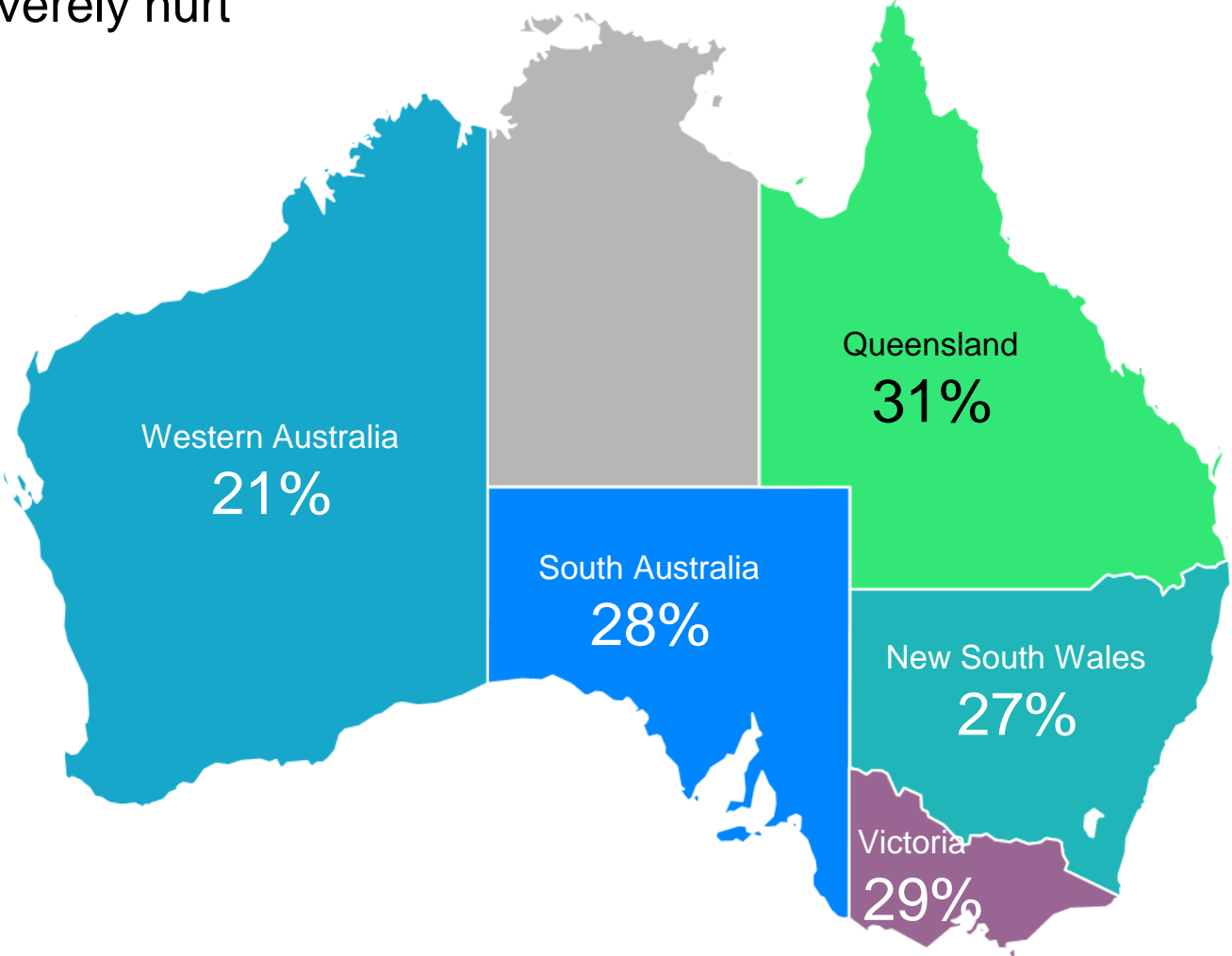


How has the coronavirus crisis impacted your personal financial situation?



How has the coronavirus crisis impacted your personal financial situation?

% devastated and severely hurt

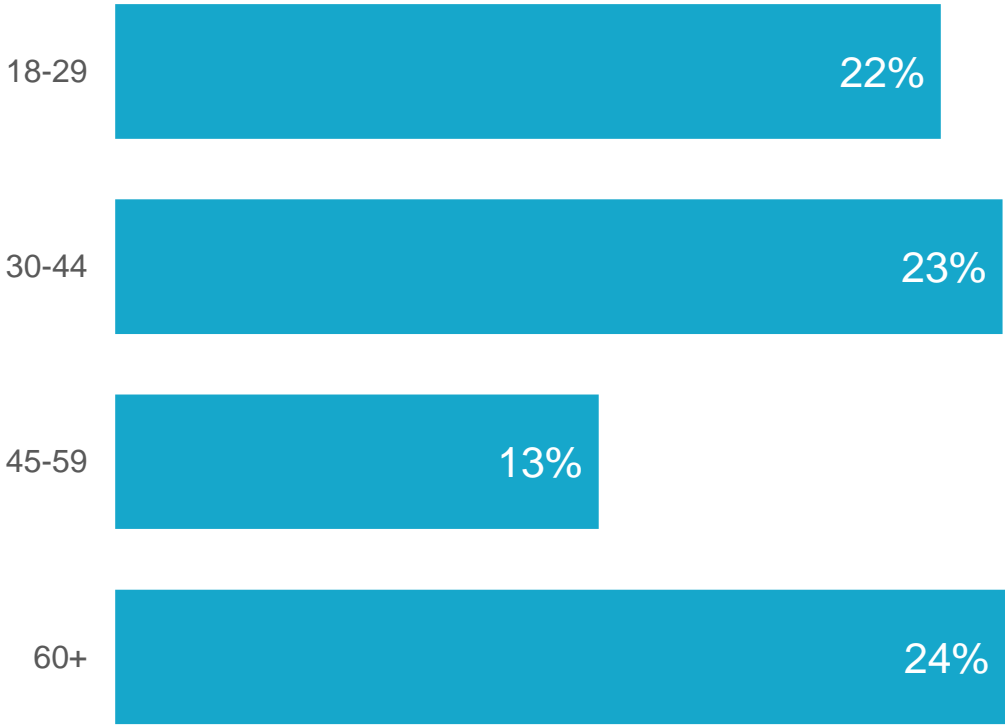


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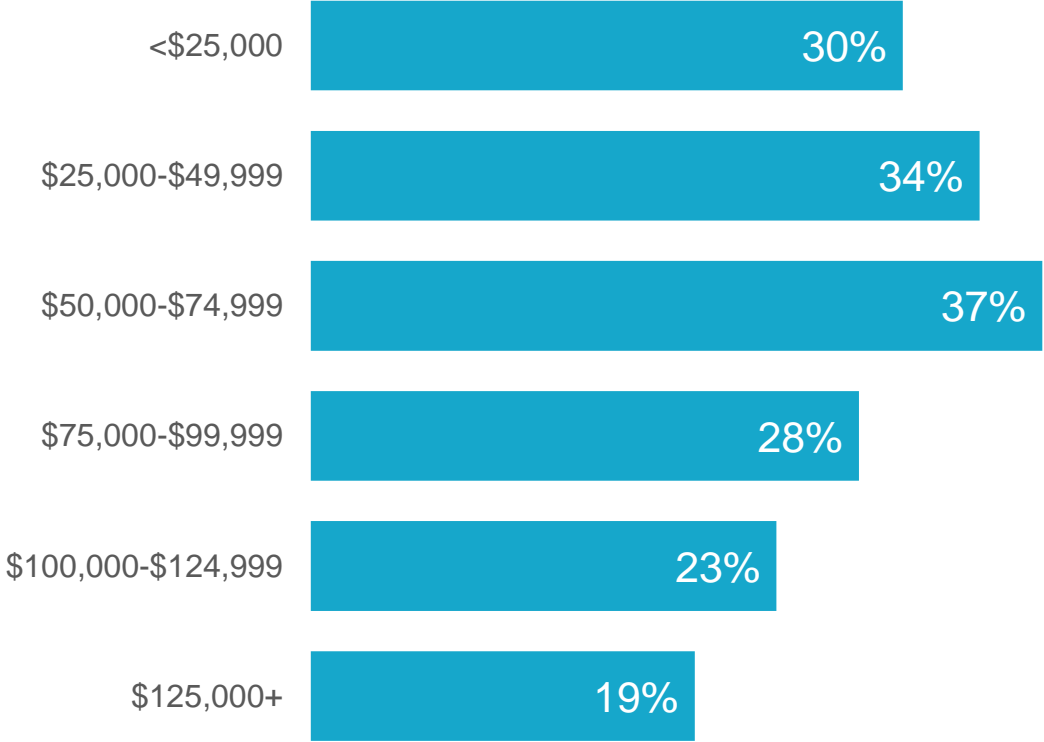
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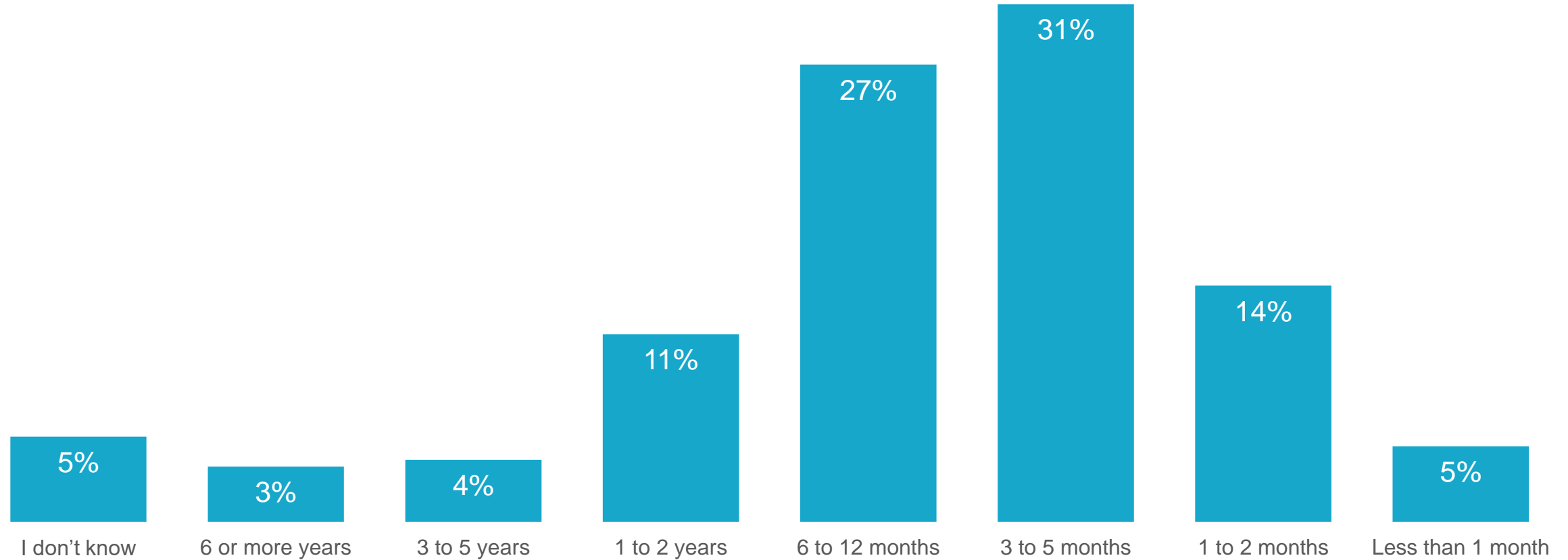
Age



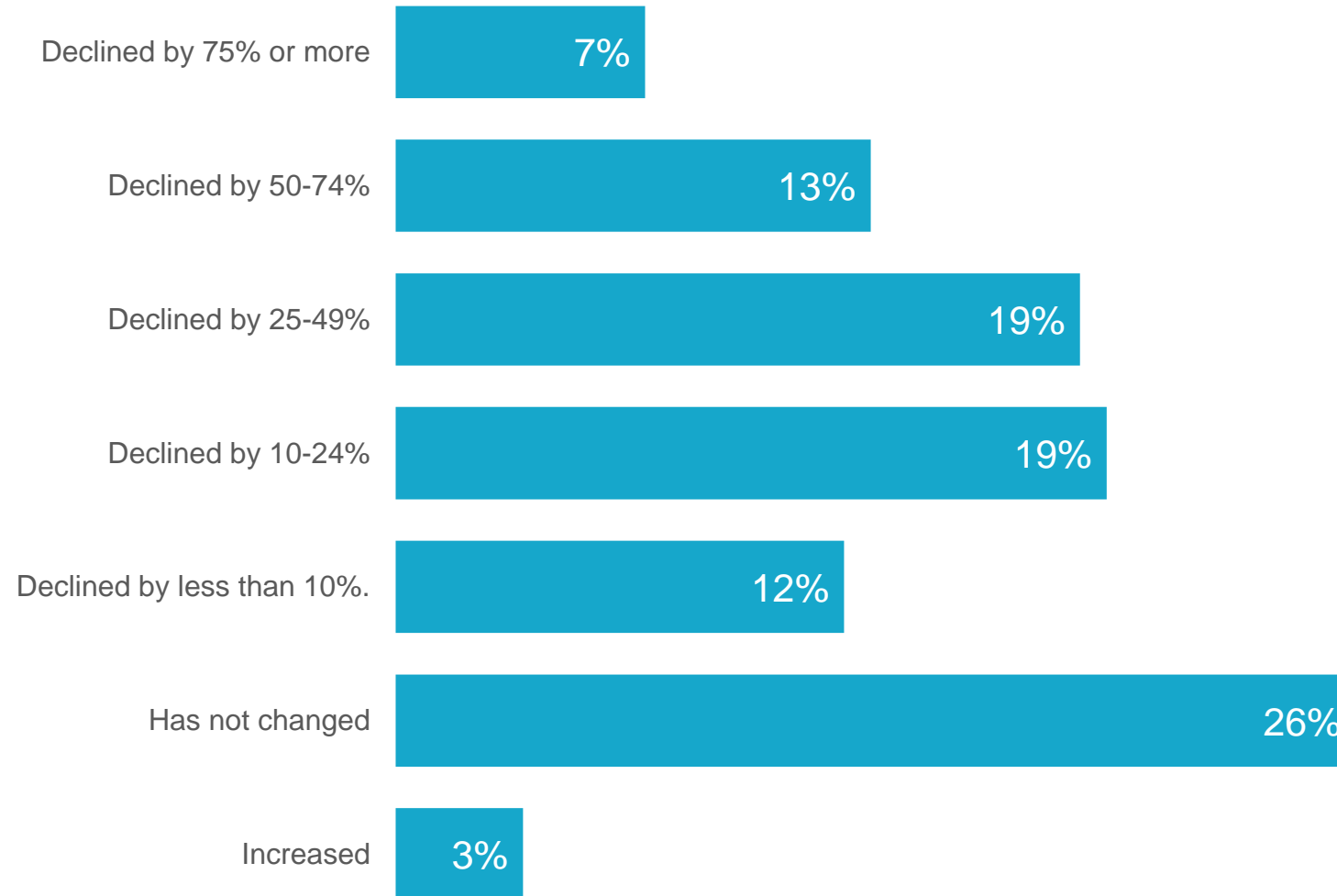
Income



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

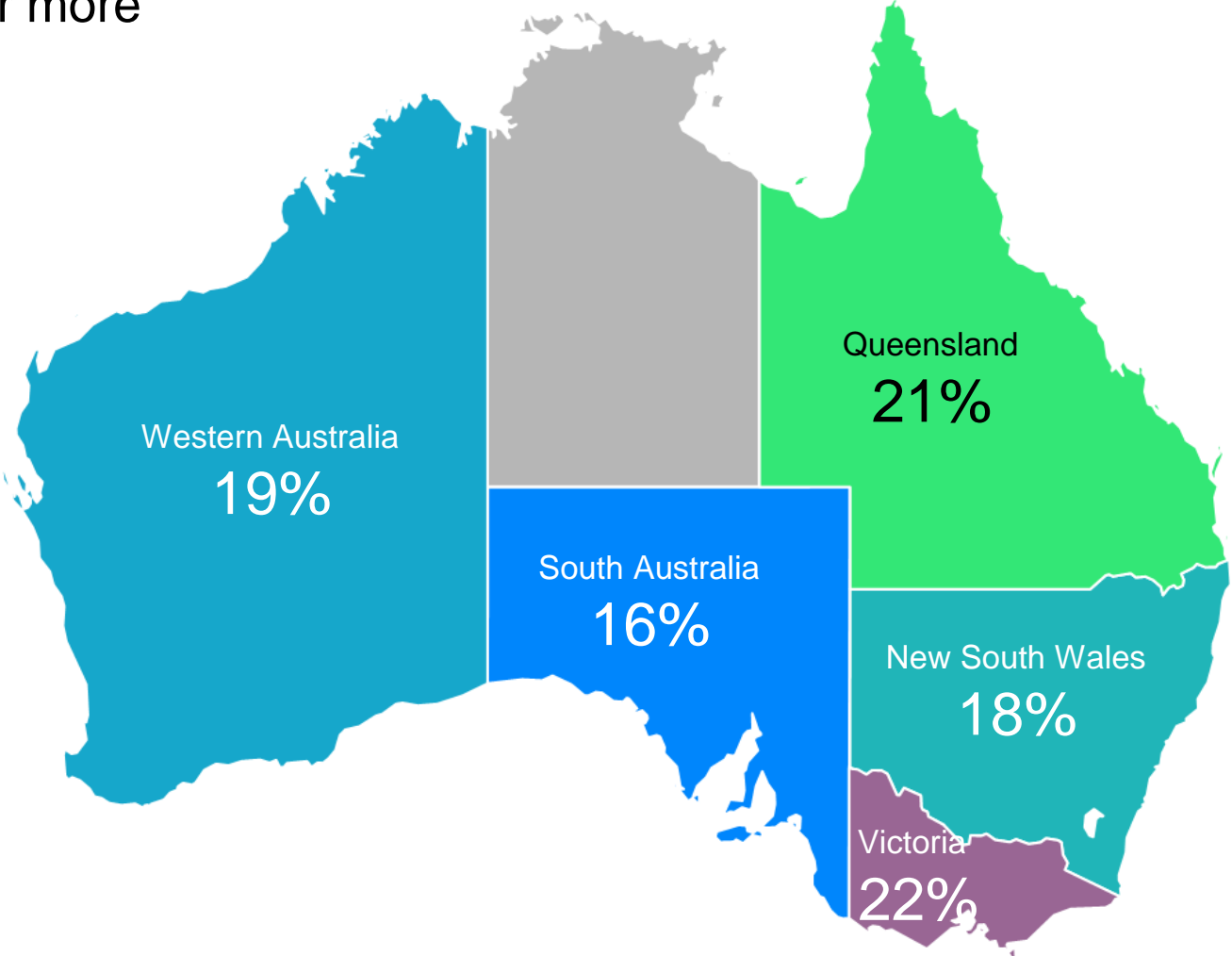


How has your family's income changed since the coronavirus crisis began?



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

% declined by 50% or more

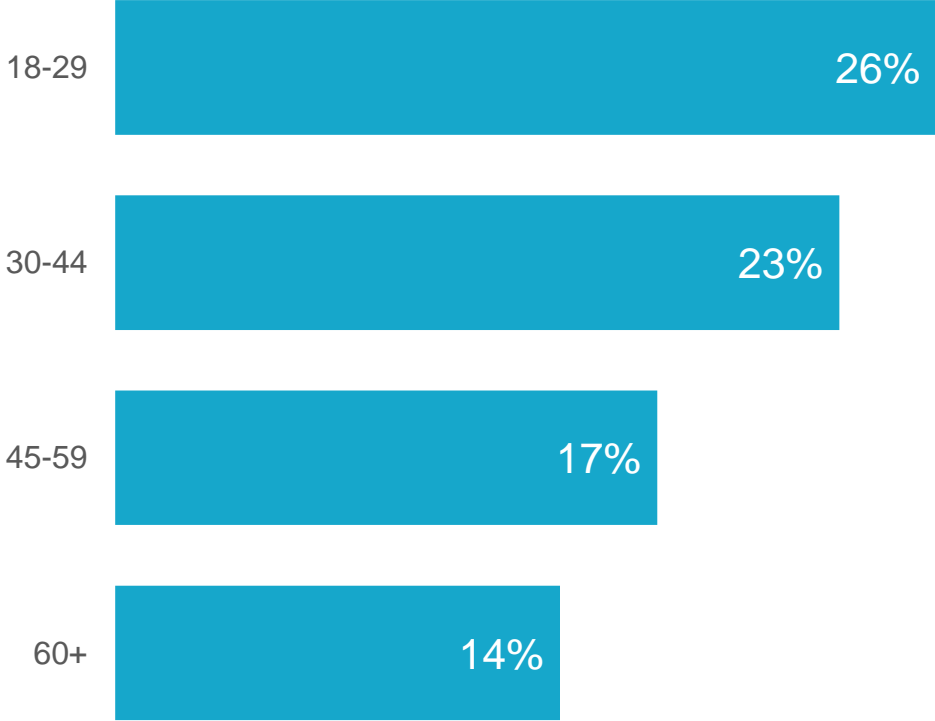


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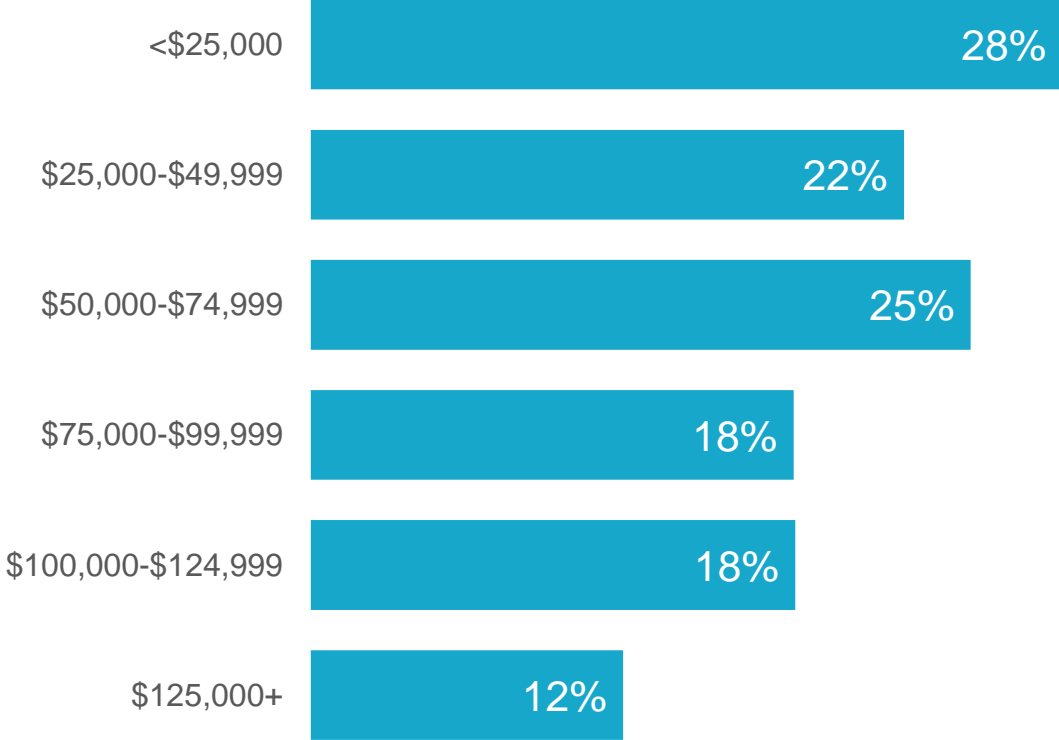
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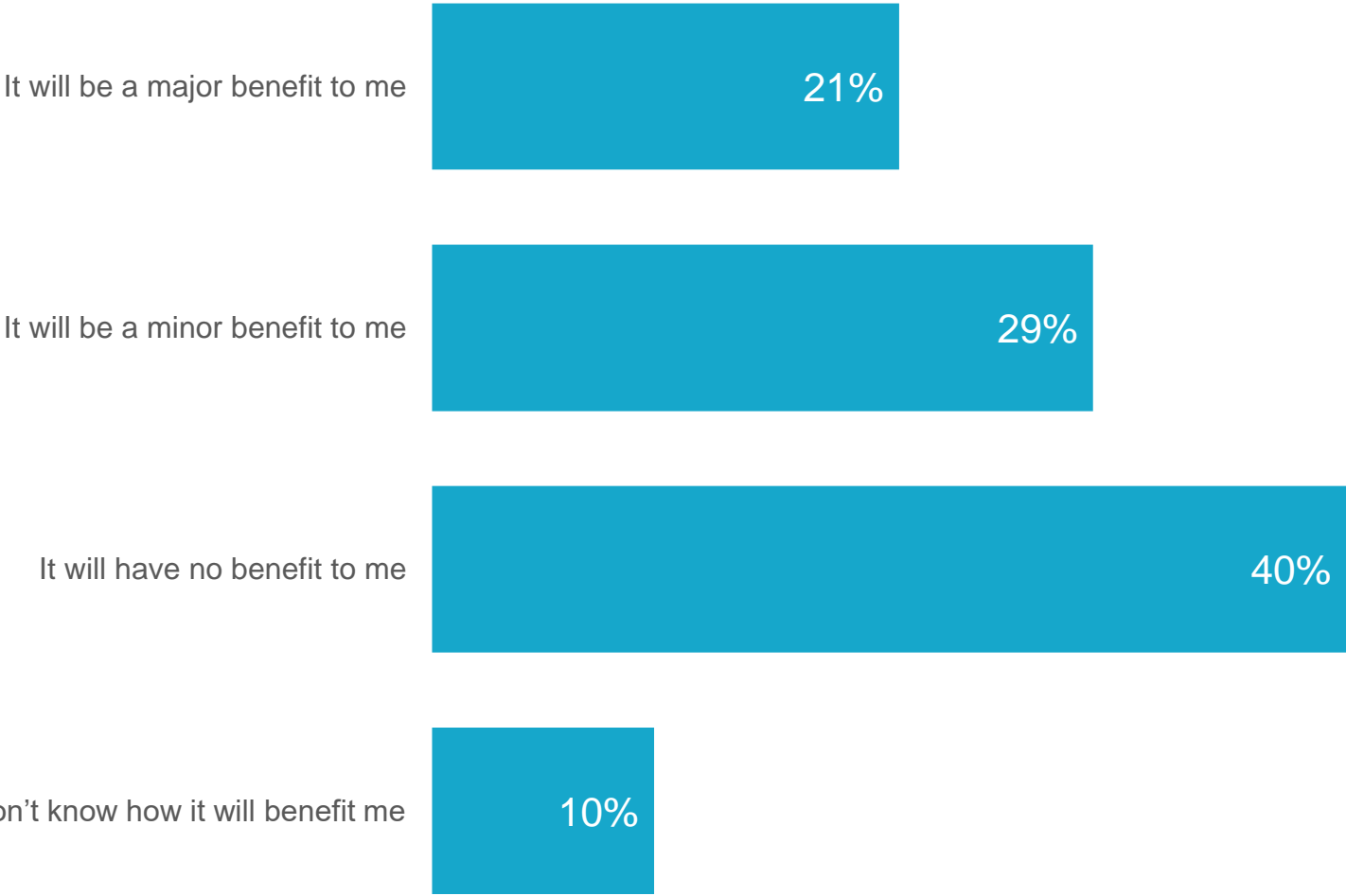
Age



Income



How will you benefit from Australia's coronavirus (COVID-19) relief packages?



Which of the following describe your borrowing situation?

I have a manageable amount of debt or no debt

38%

I can pay my full credit card balance most of the time or do not have a credit card balance

25%

I have a good credit score

32%

I can pay all my bills on time

43%

Which of the following describe your savings situation?

I have more than 3 months of my typical income in savings

32%

I have \$500 in cash or savings to pay for an emergency expense

41%

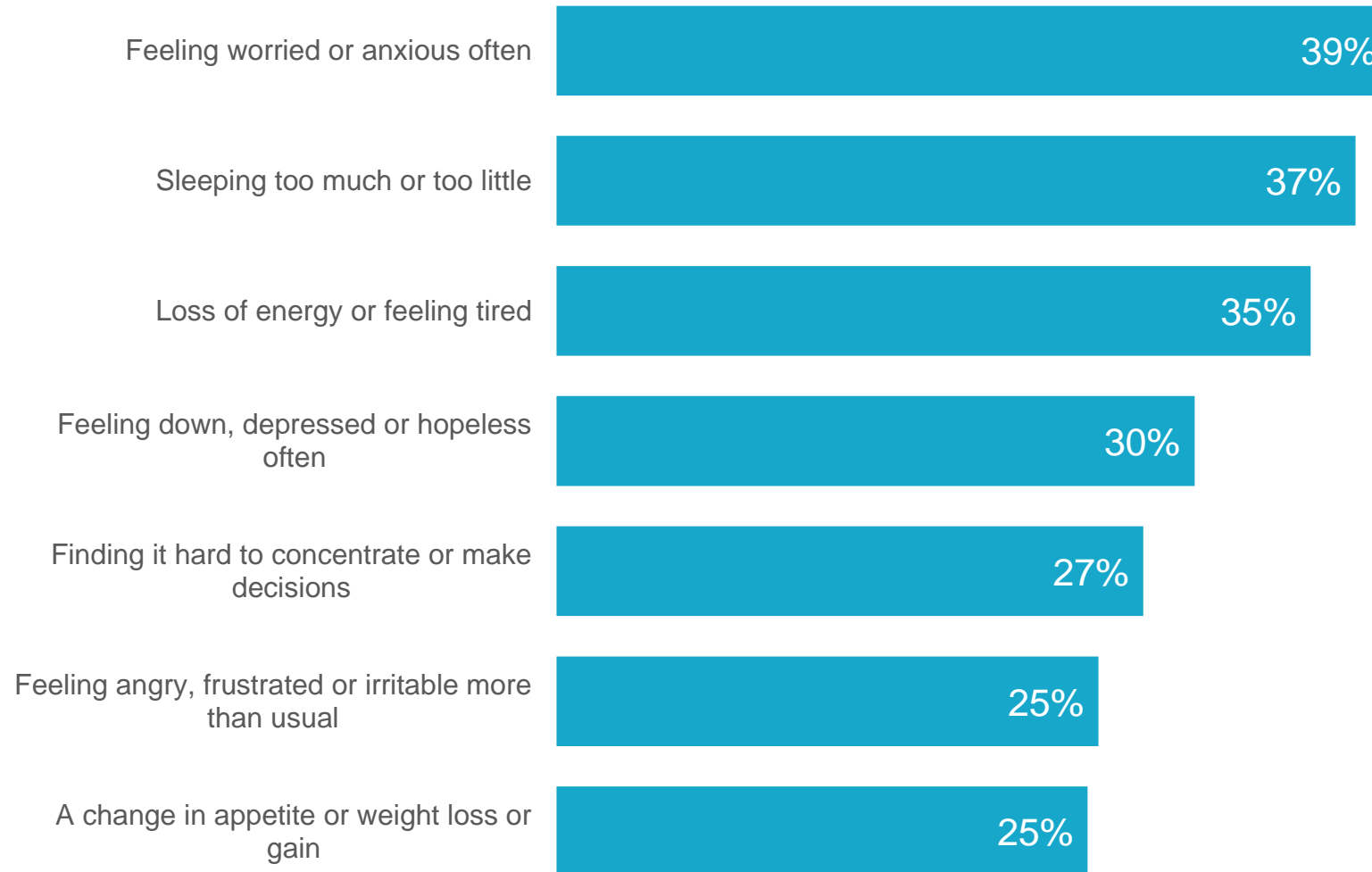
I contribute to a retirement account or save for retirement each month

17%

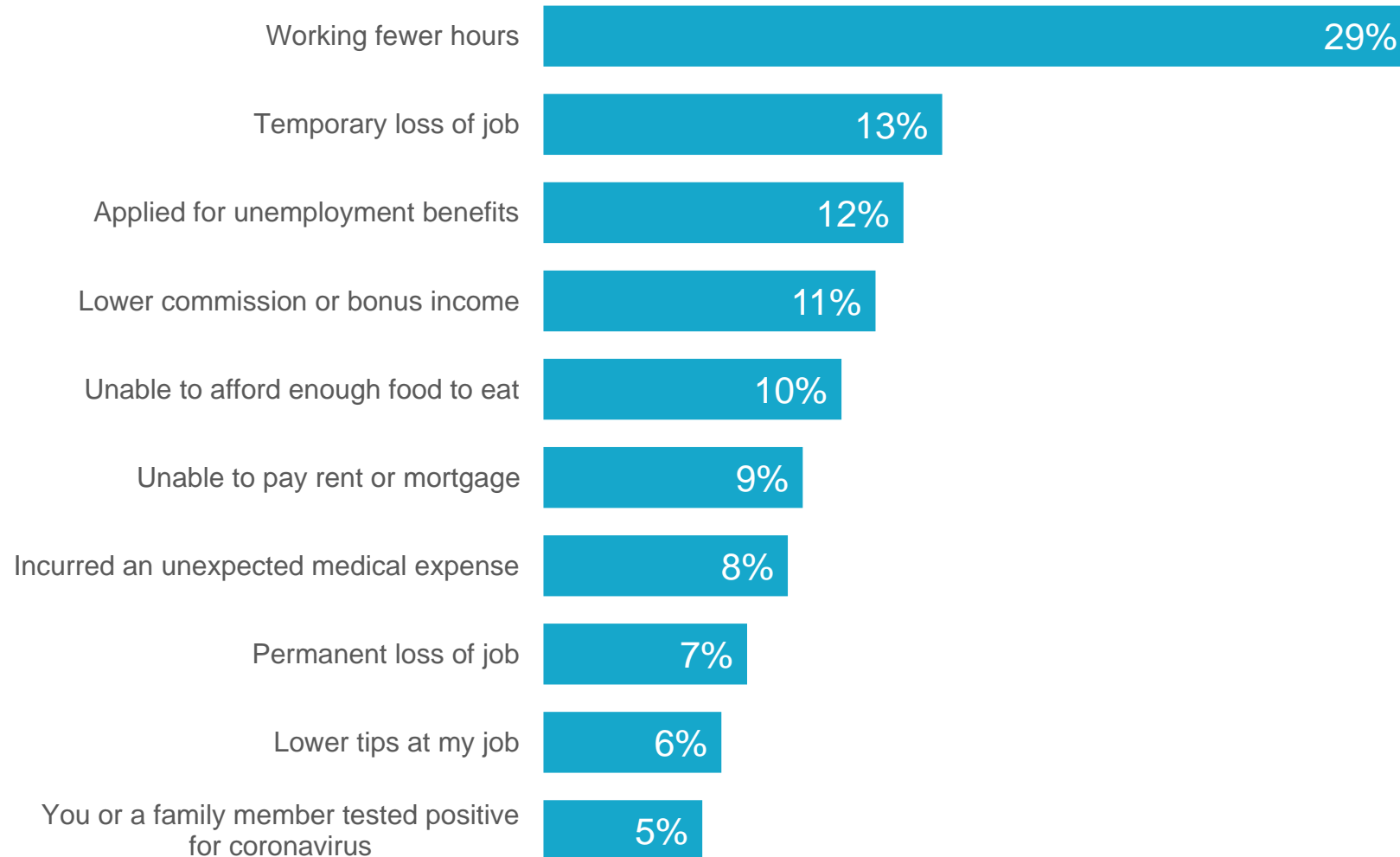
In most months my income is greater than my expenses

28%

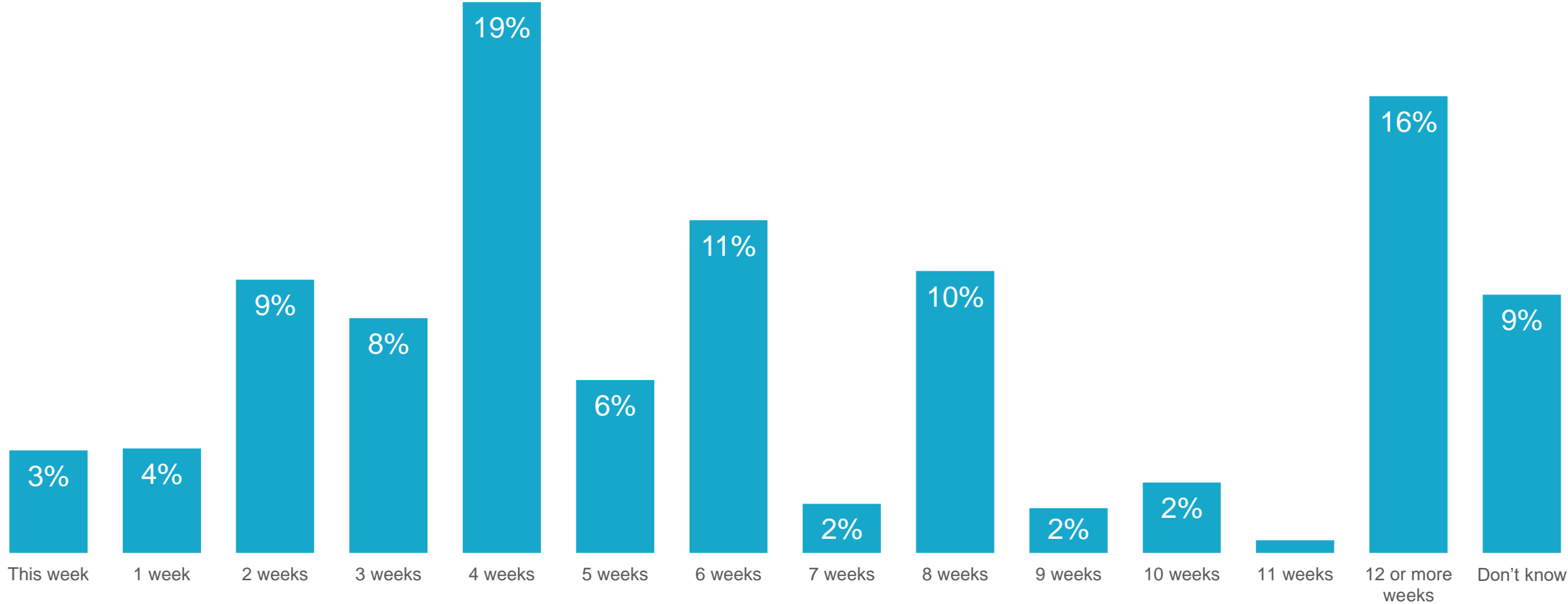
Have you experienced any of the following for longer than two weeks since the beginning of the coronavirus crisis?



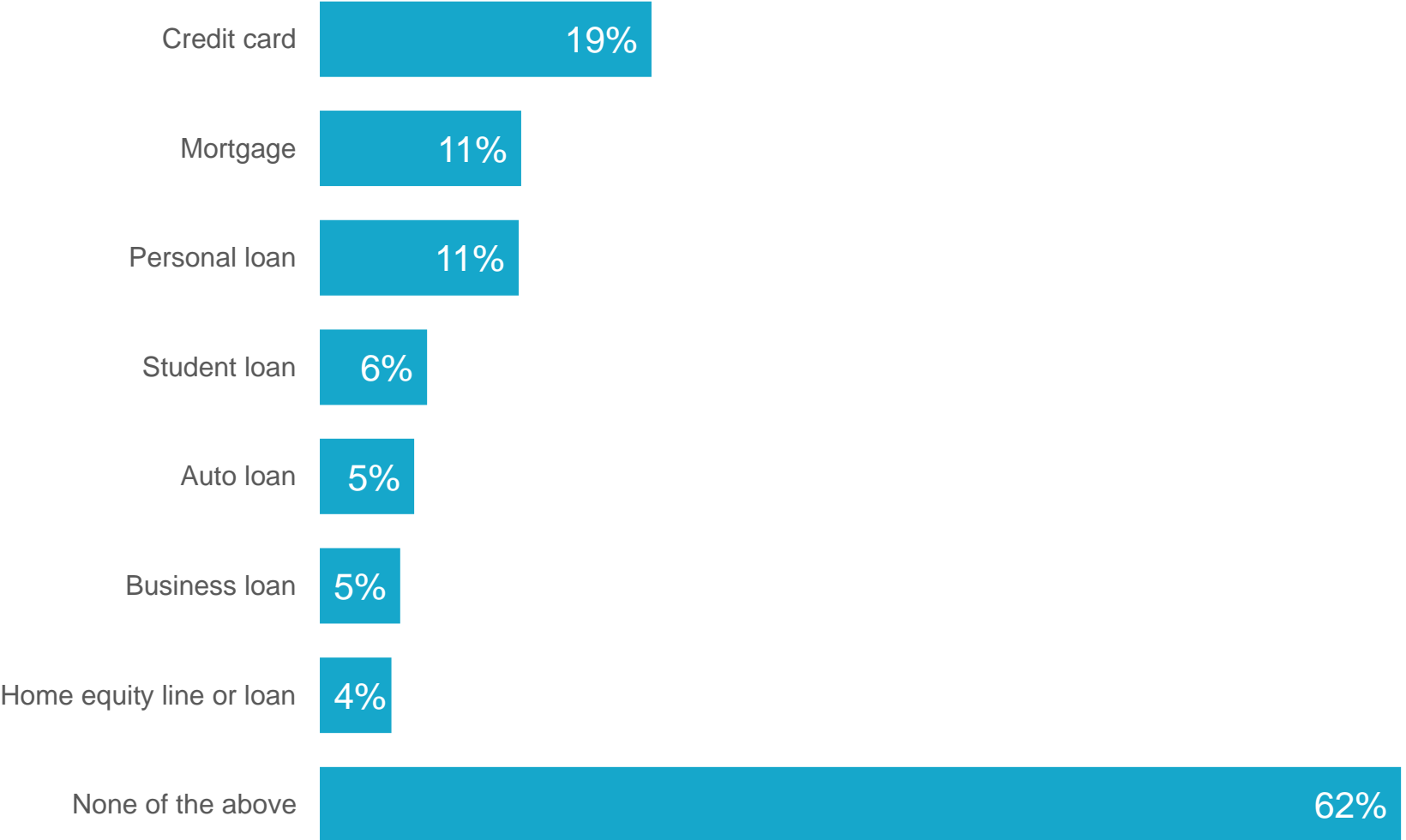
Which of the following impacts from the coronavirus crisis have you already experienced?



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

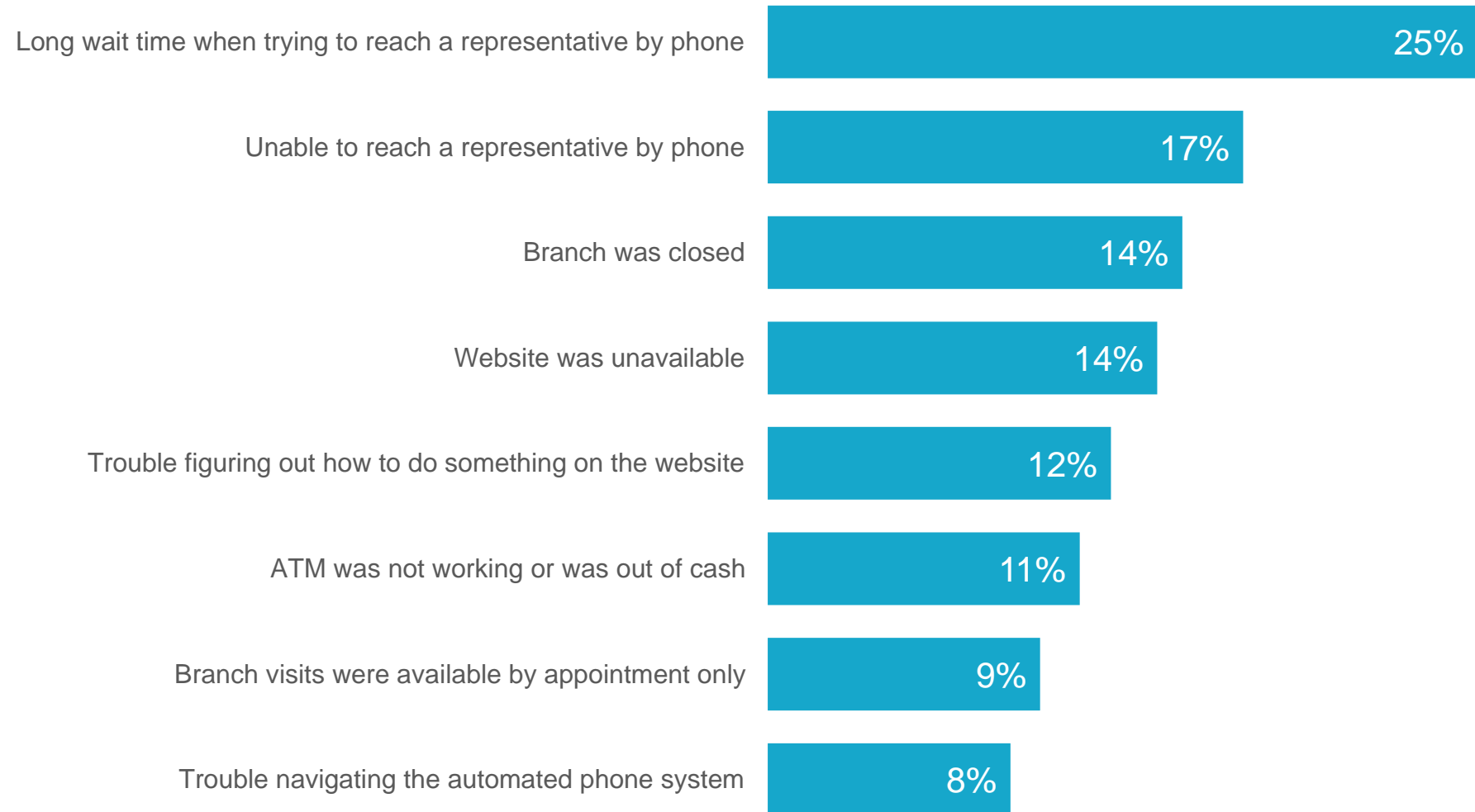


Since the coronavirus crisis began, have you been unable to make the minimum monthly payment for any of these?

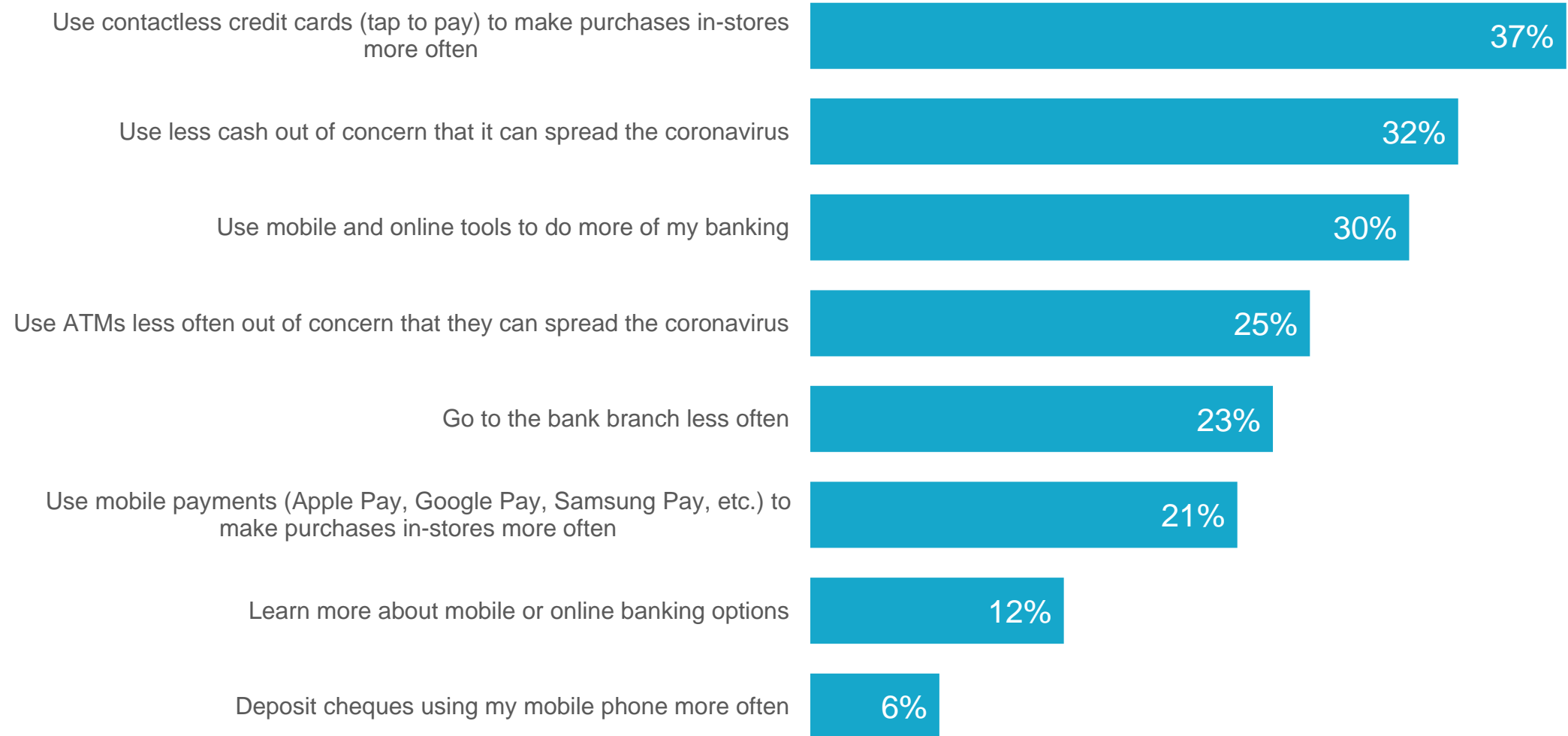


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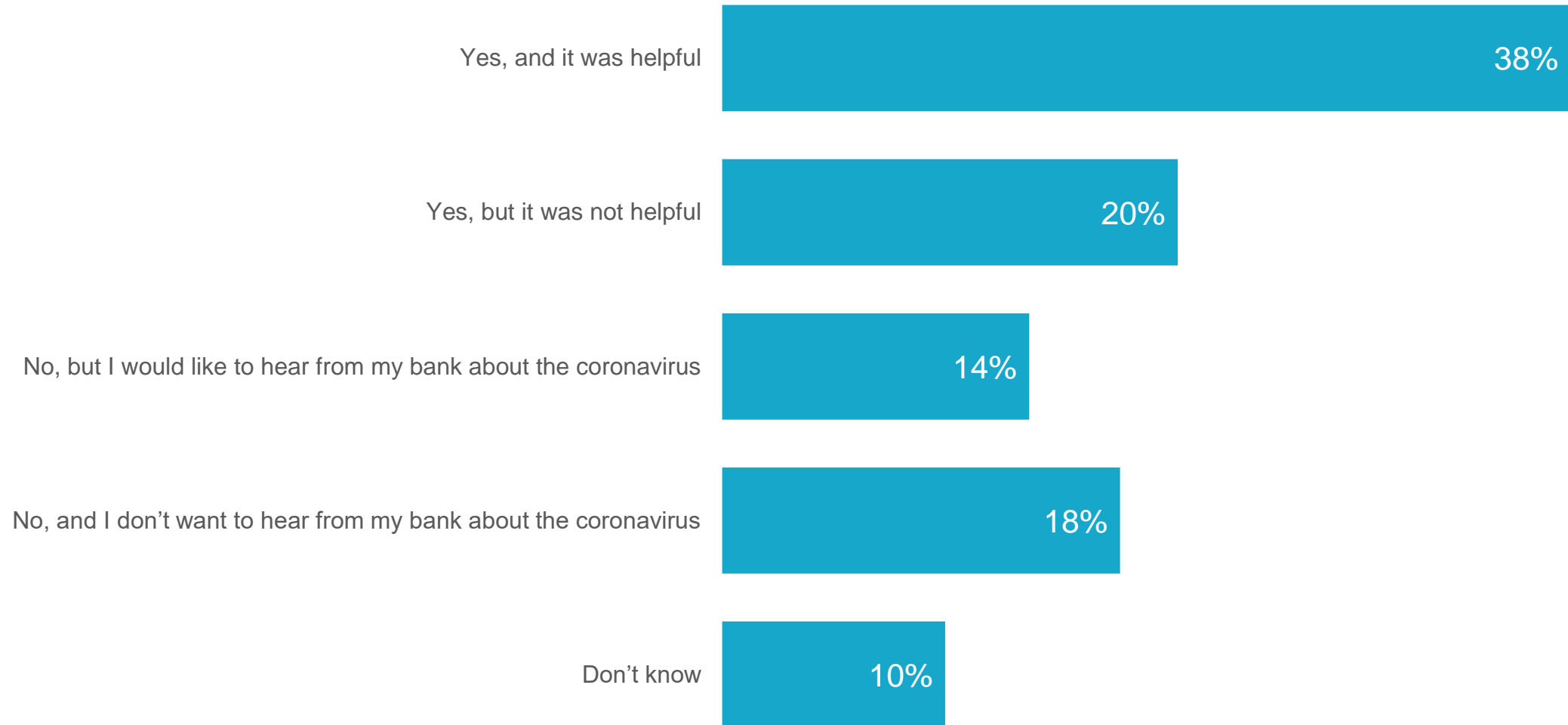
Which of the following have you recently experienced with a financial institution?



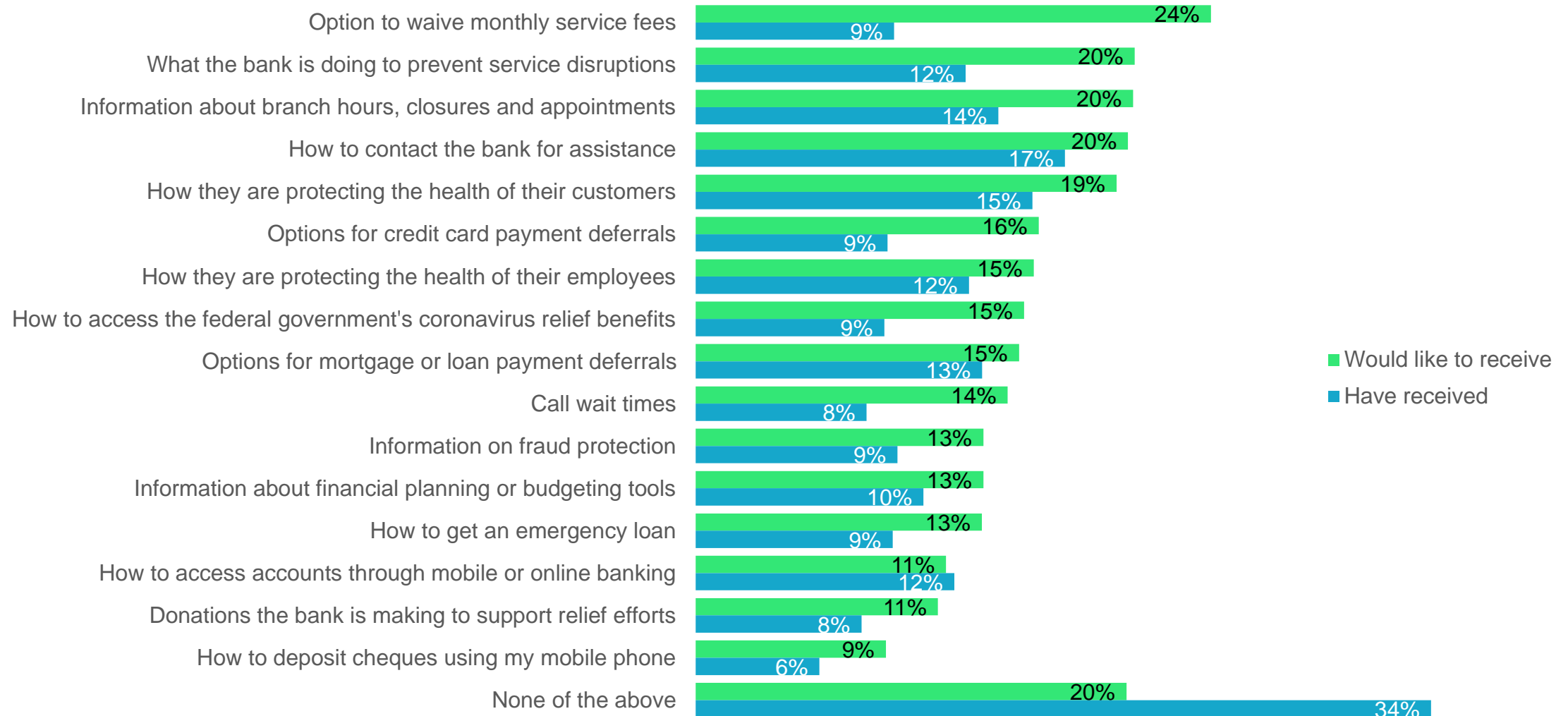
Which of the following changes to how you bank and make payments have you made or plan to make due to the coronavirus crisis?



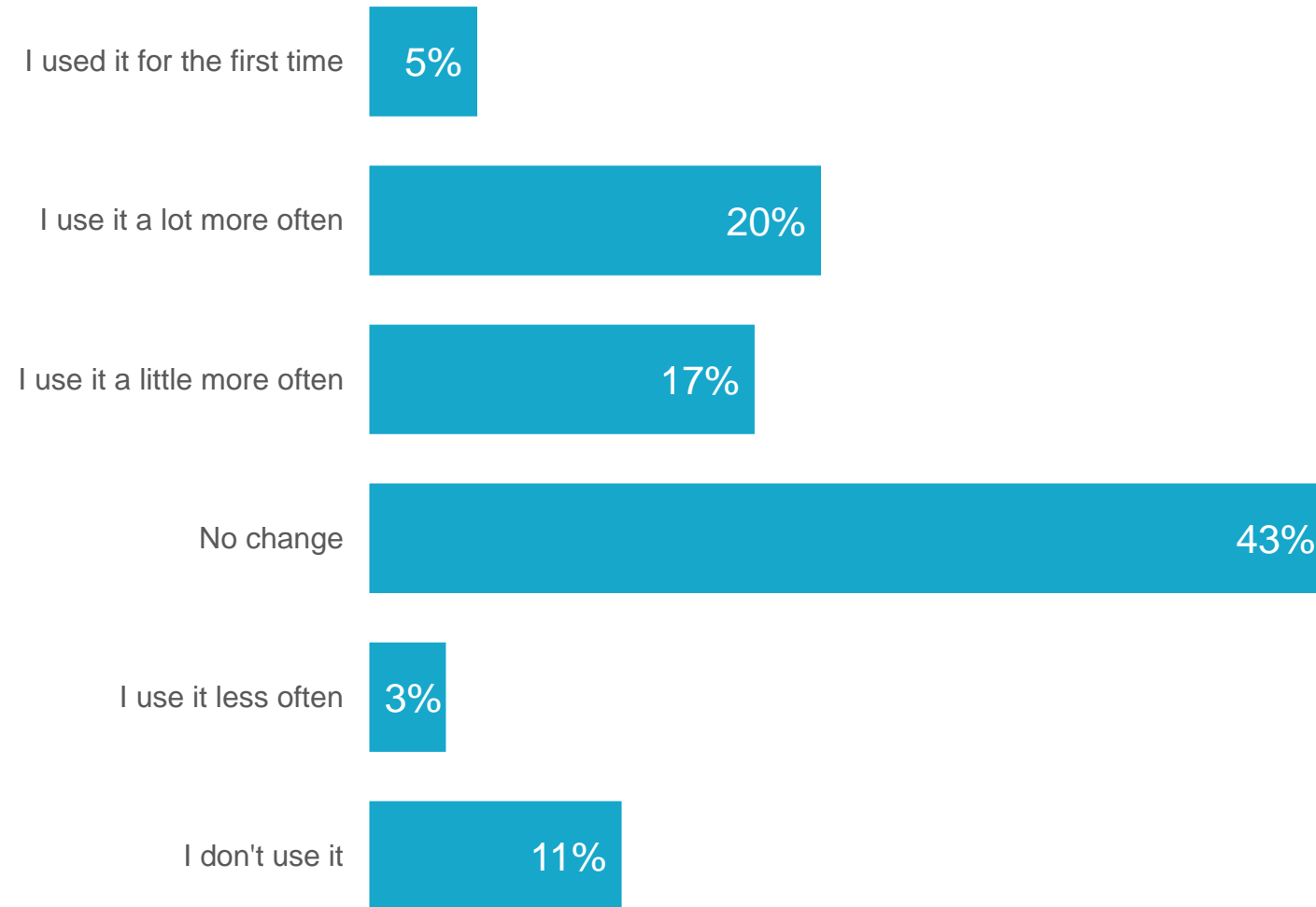
Have you received communication from your primary bank regarding the coronavirus?



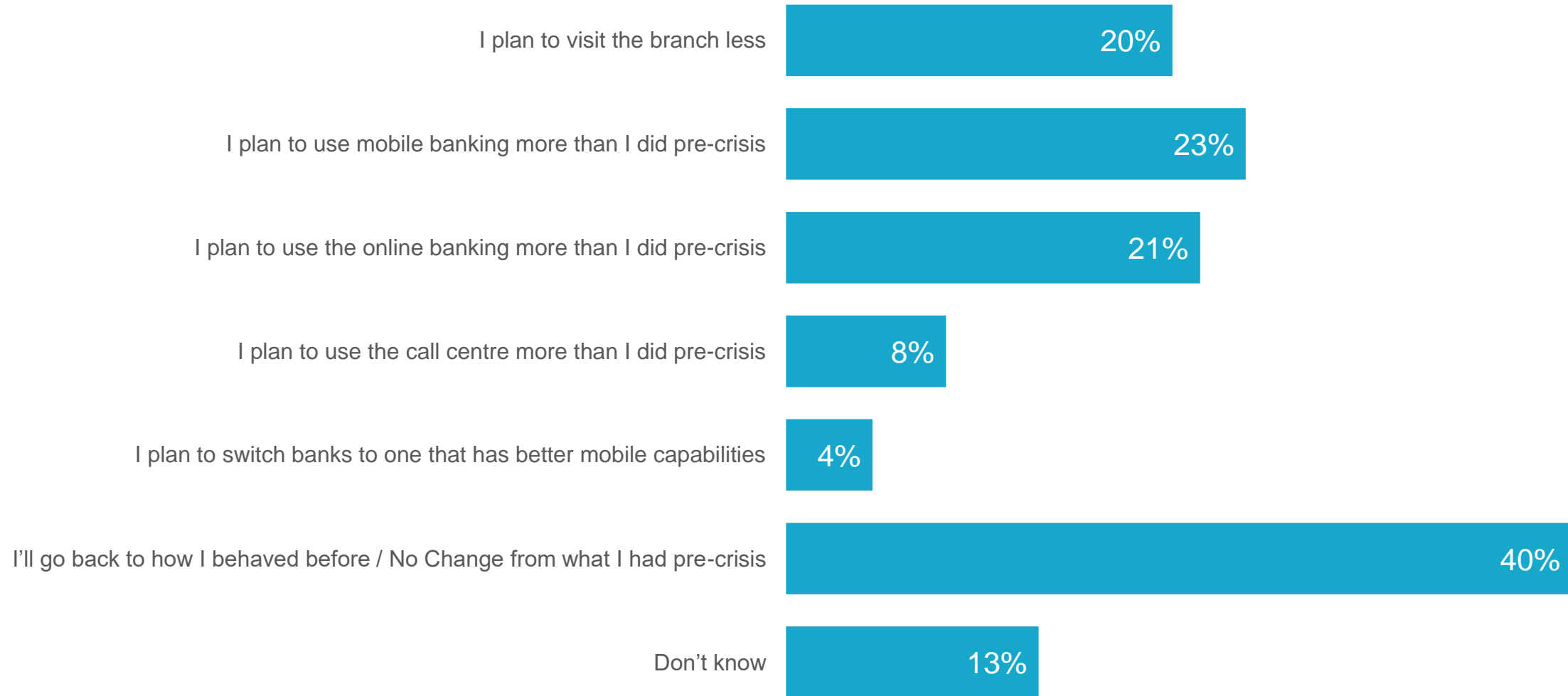
What information about the coronavirus crisis would you like to receive from your primary bank?



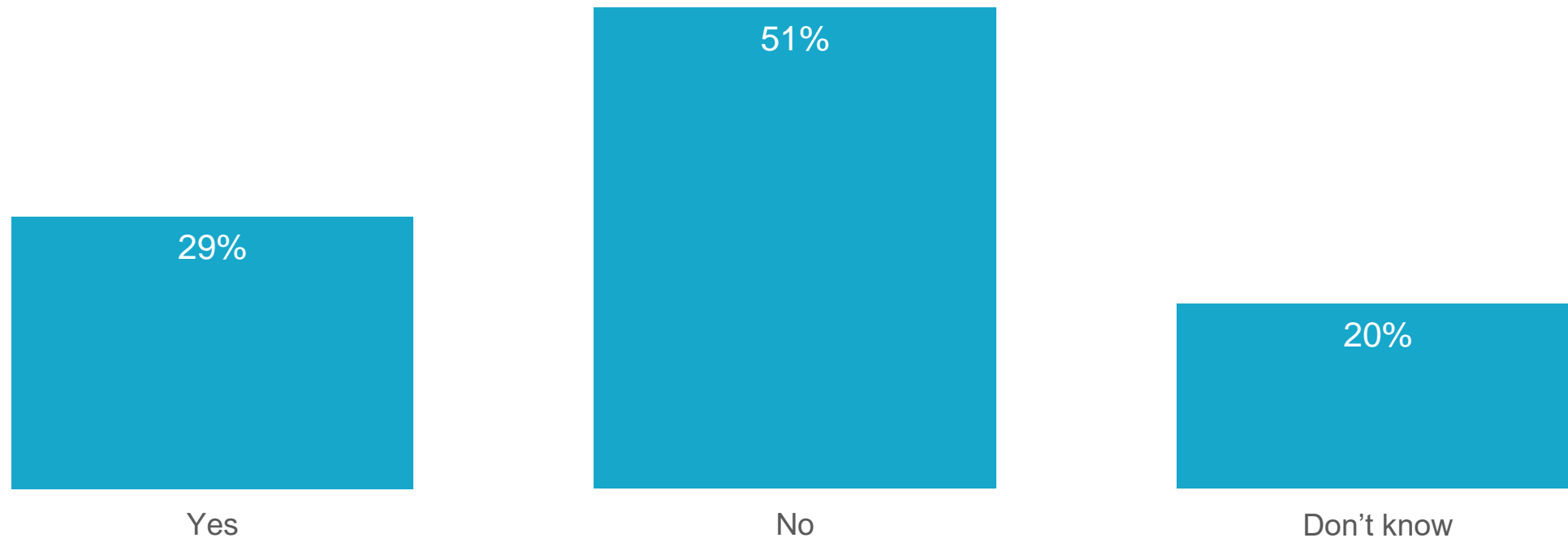
Since the coronavirus crisis began, how has your usage of your primary bank's mobile app changed?



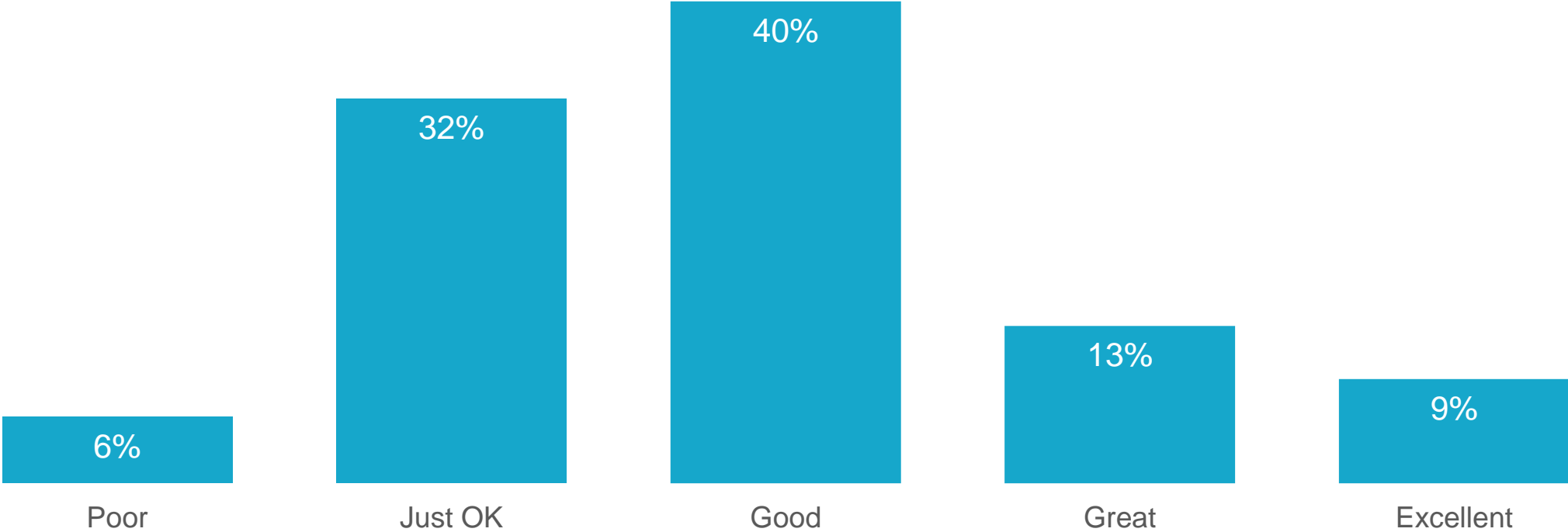
After the coronavirus crisis is over and it is safe to have in-person interactions, what are your plans for interacting with your primary bank compared to before the crisis?



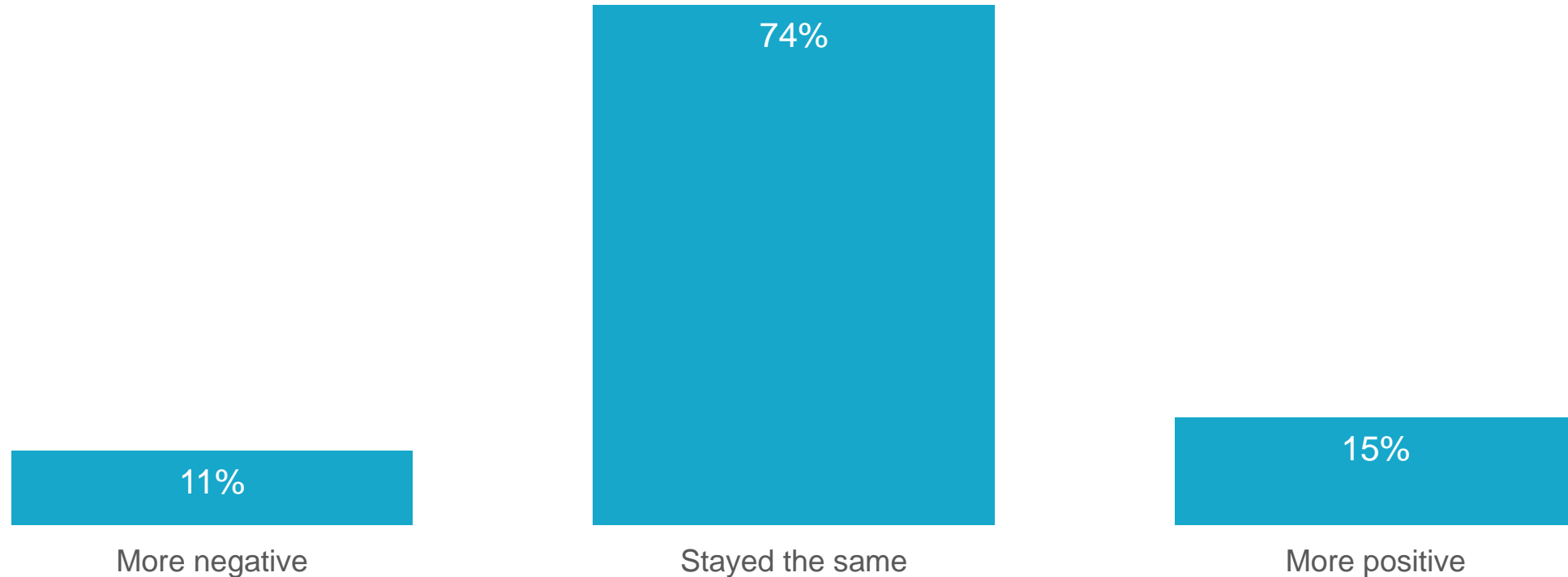
Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



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



How has the response from your primary bank to the coronavirus outbreak changed your impression of them?



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