

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

Banking and Payment Behaviour

Fielded 24 June – 13 July, 2020

Bronwyn Gill - Global Banking & Payments

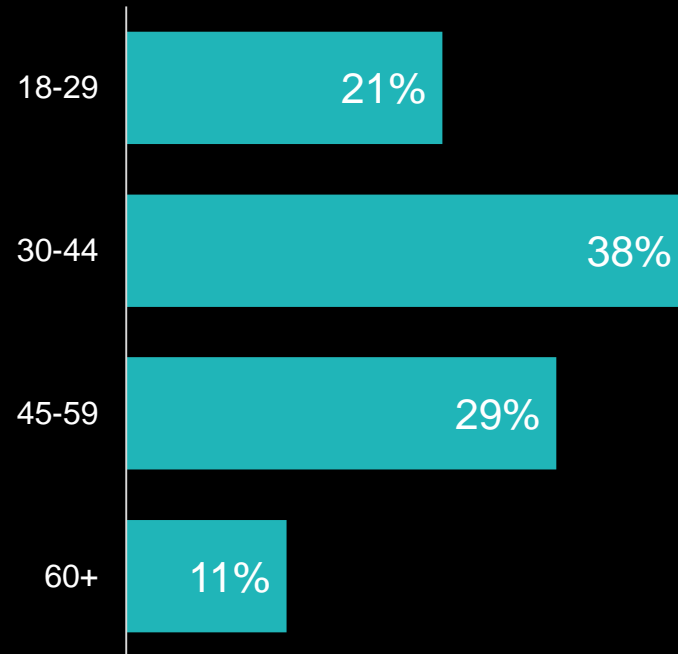
Bronwyn.Gill@jdpa.com

21 July, 2020

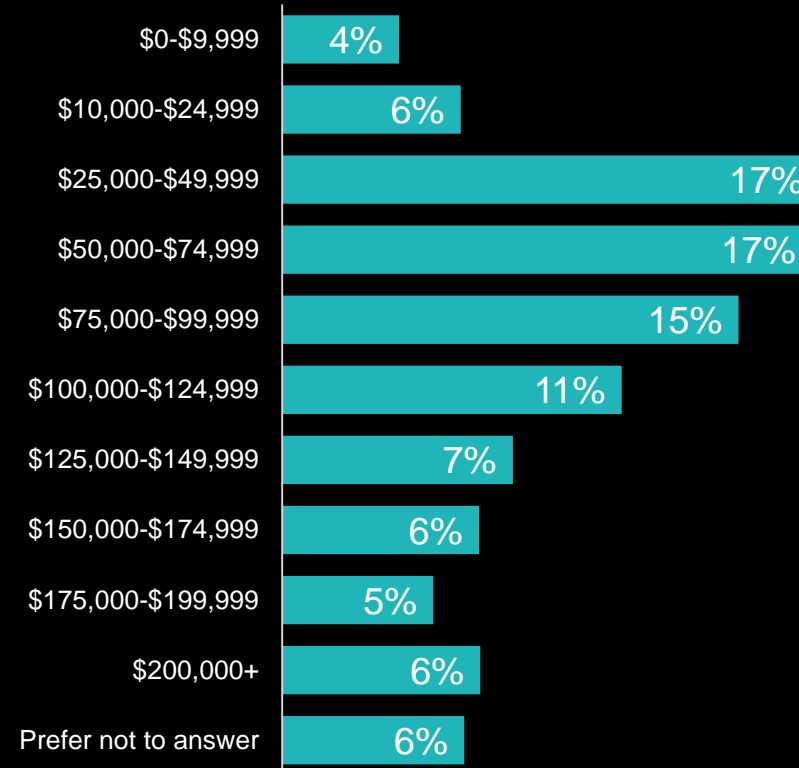
Survey Methodology

- Surveys were conducted online among Australian's aged 18 and older
- 24 June – 13 July, 2020: n=1,957 (46% male, 53% female)

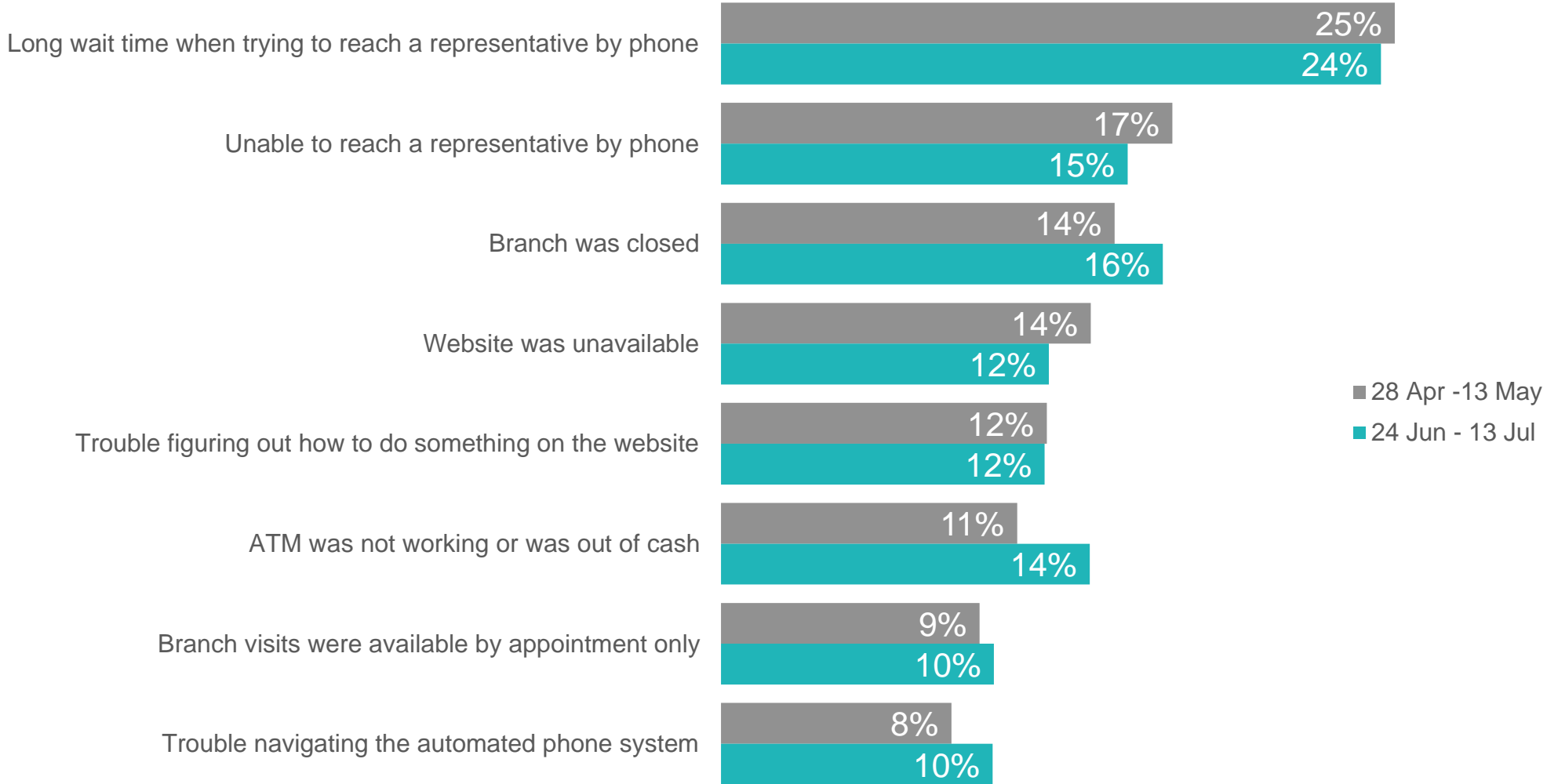
Distribution by Age



Distribution by Income



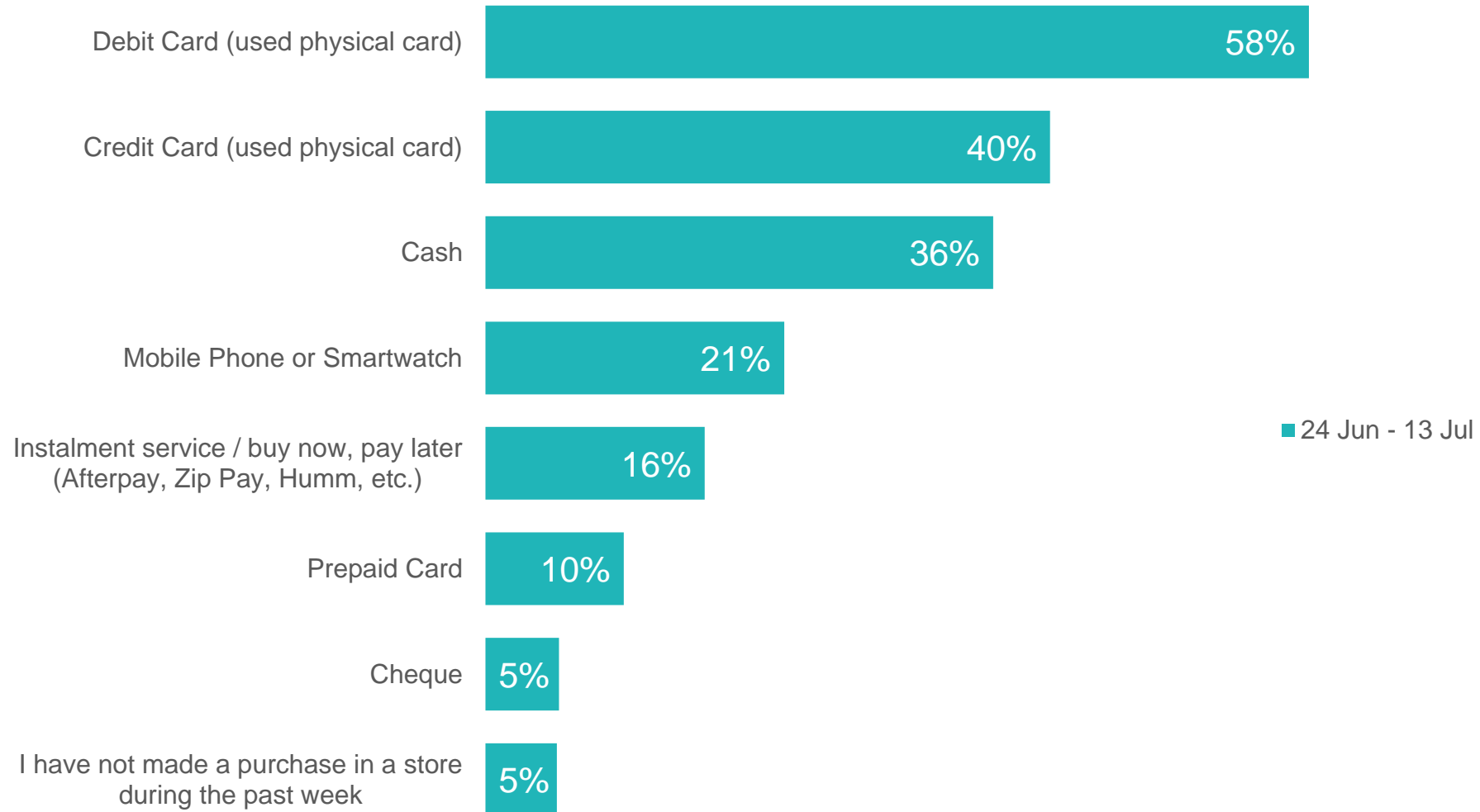
Which of the following have you recently experienced with a financial institution?



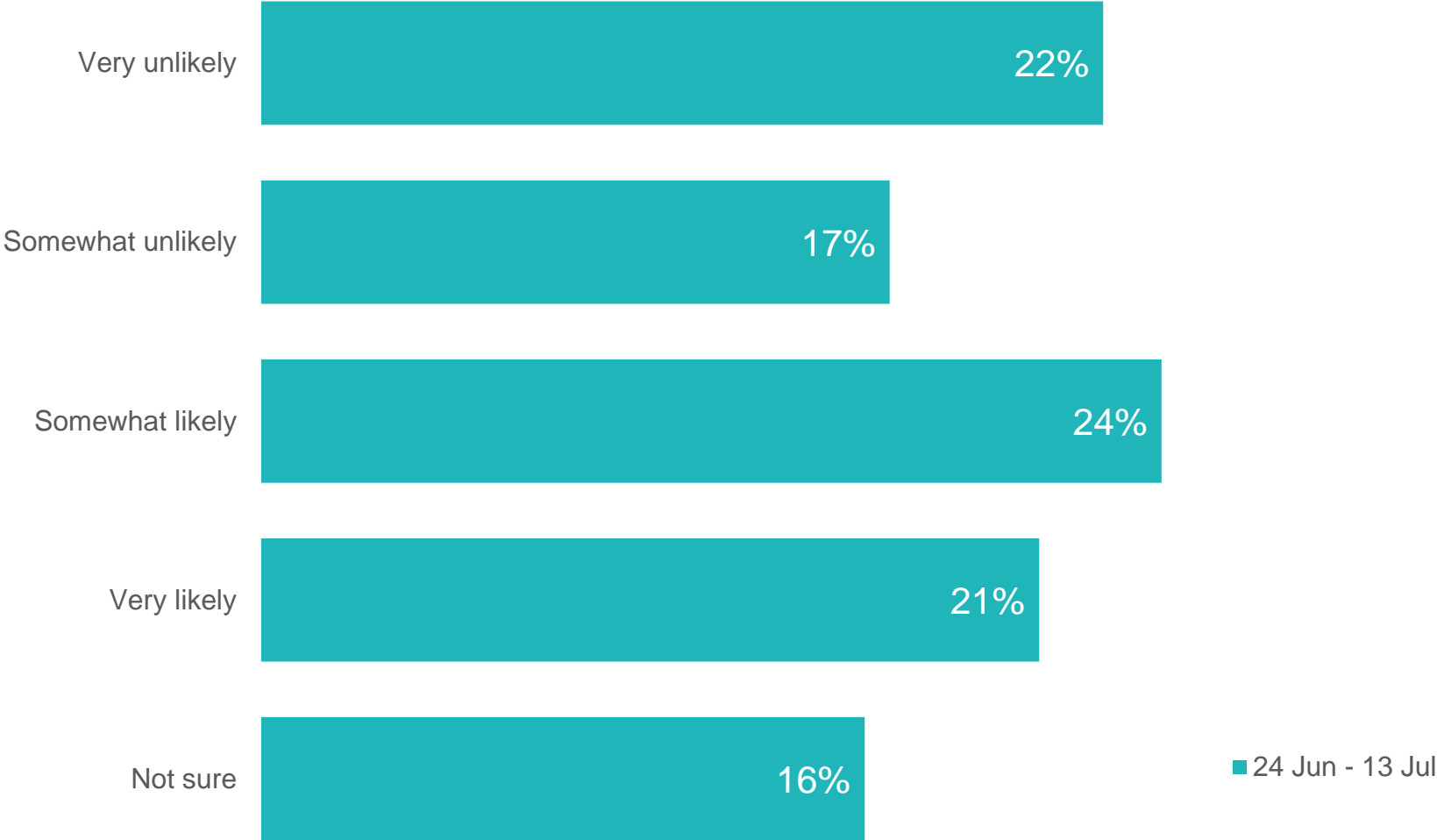
Which of the following changes to how you bank and make payments have you made or plan to make due to the coronavirus crisis?



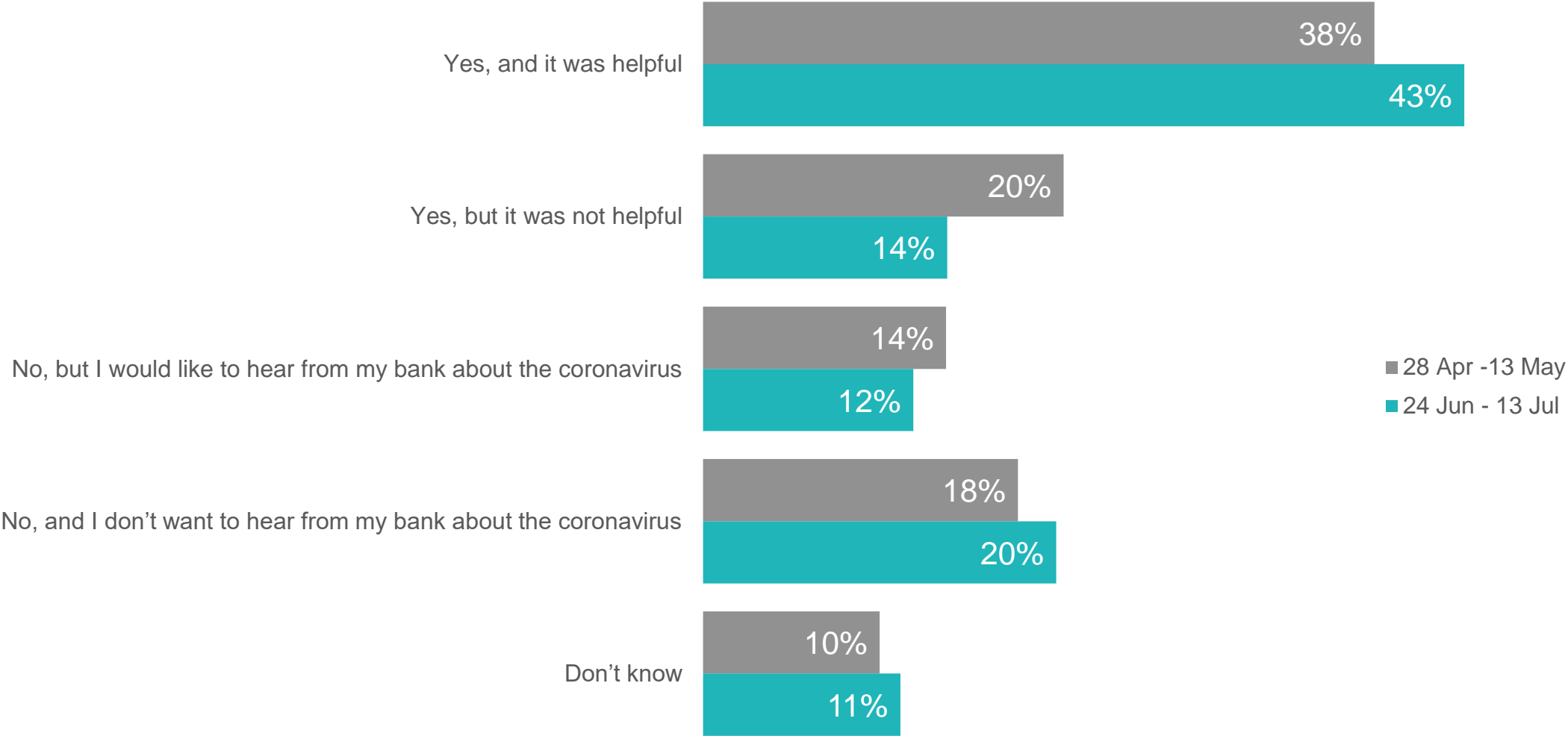
Which of the following have you used to make a purchase in a store during the past week?



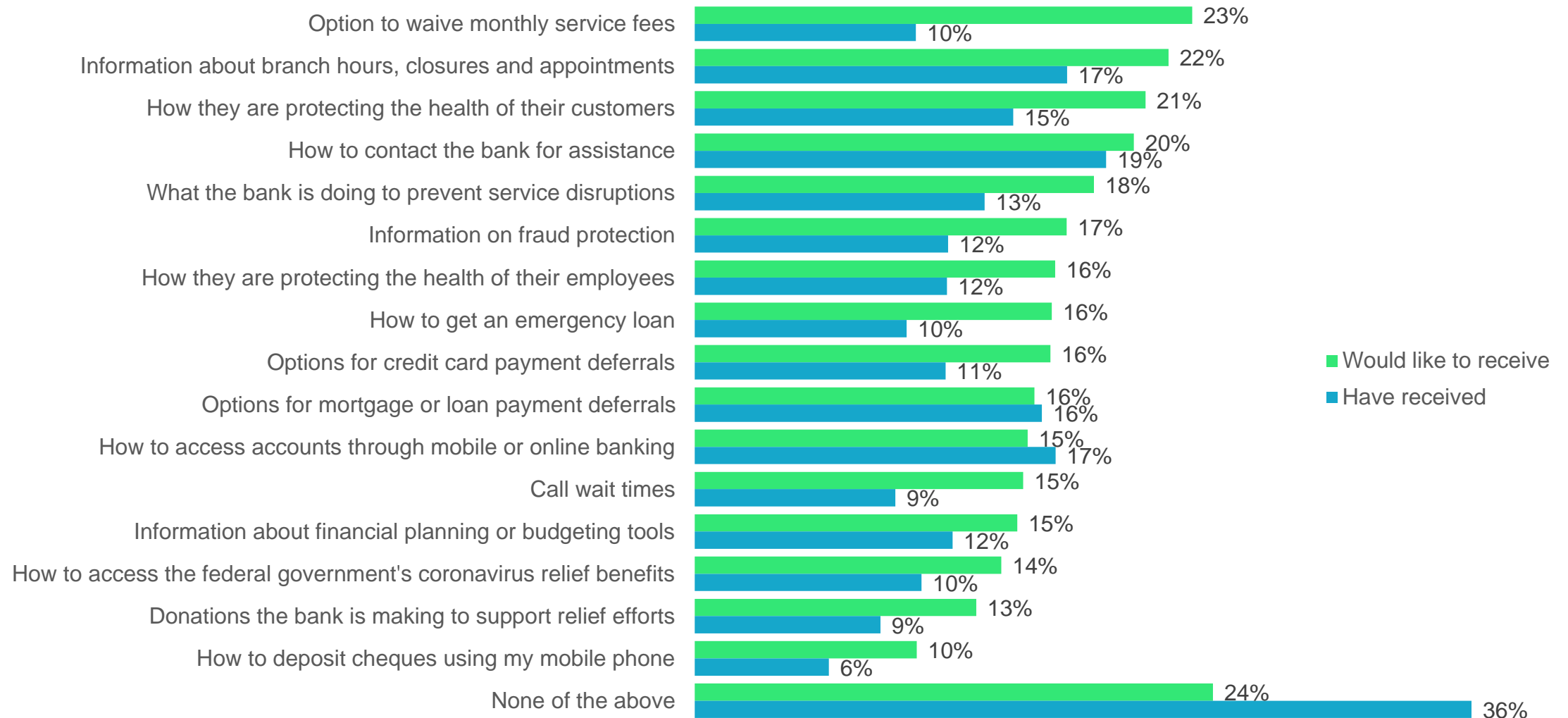
For your next Everyday, savings, or money market account, how likely are you to select an online bank without branches?



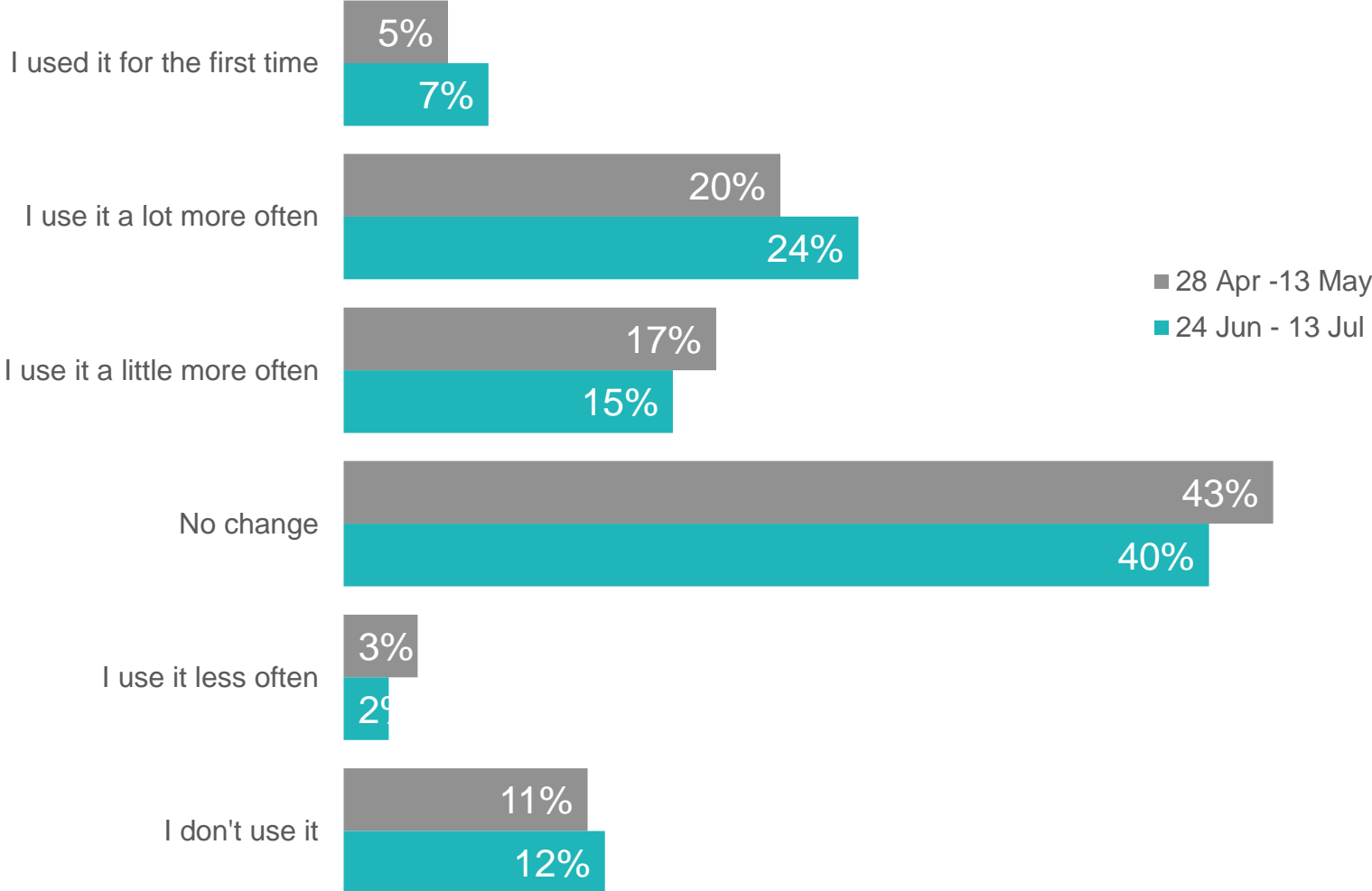
Have you received communication from your primary bank regarding the coronavirus?



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

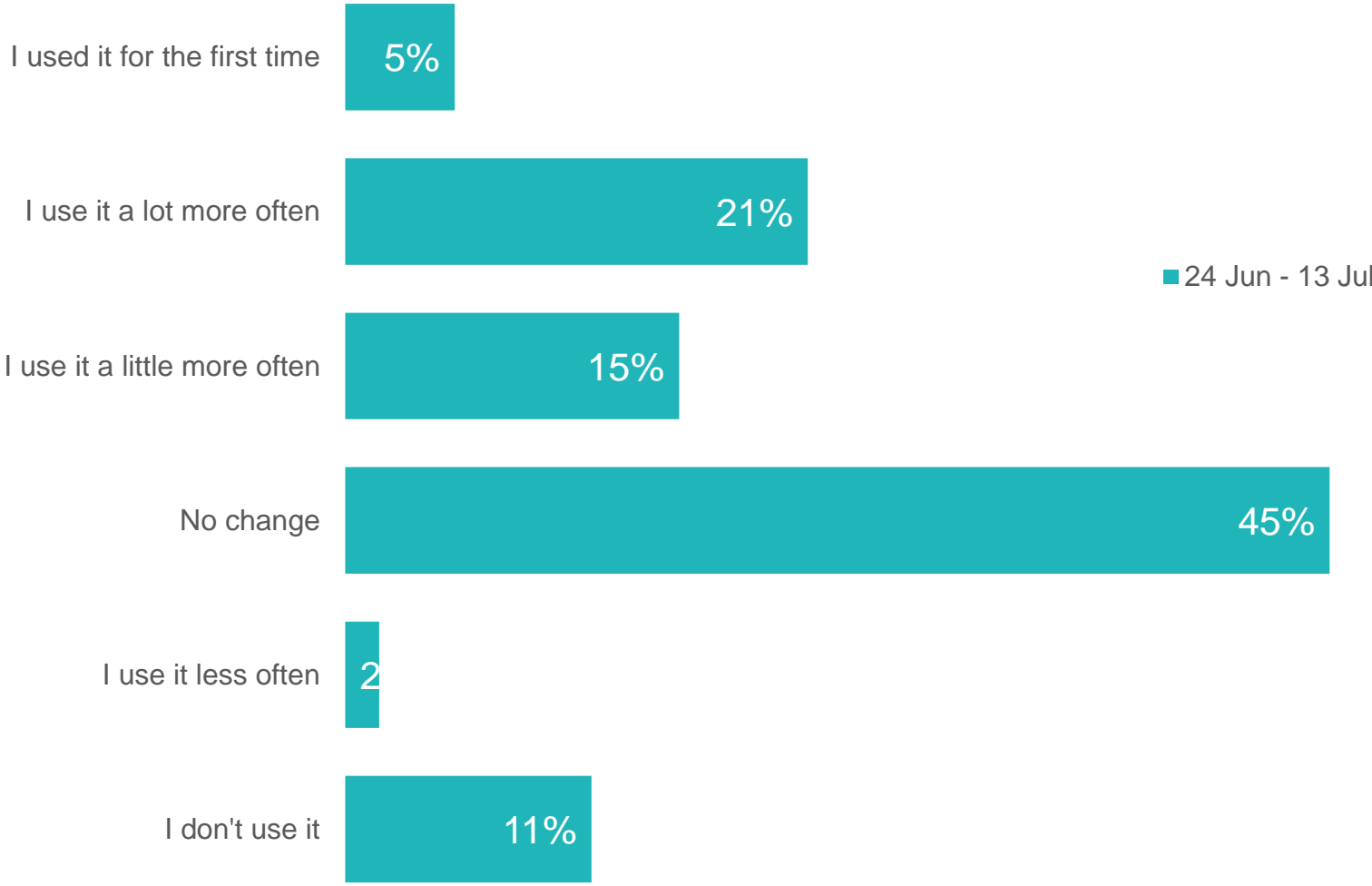


Since the coronavirus crisis began, how has your usage of your primary bank's mobile app changed?

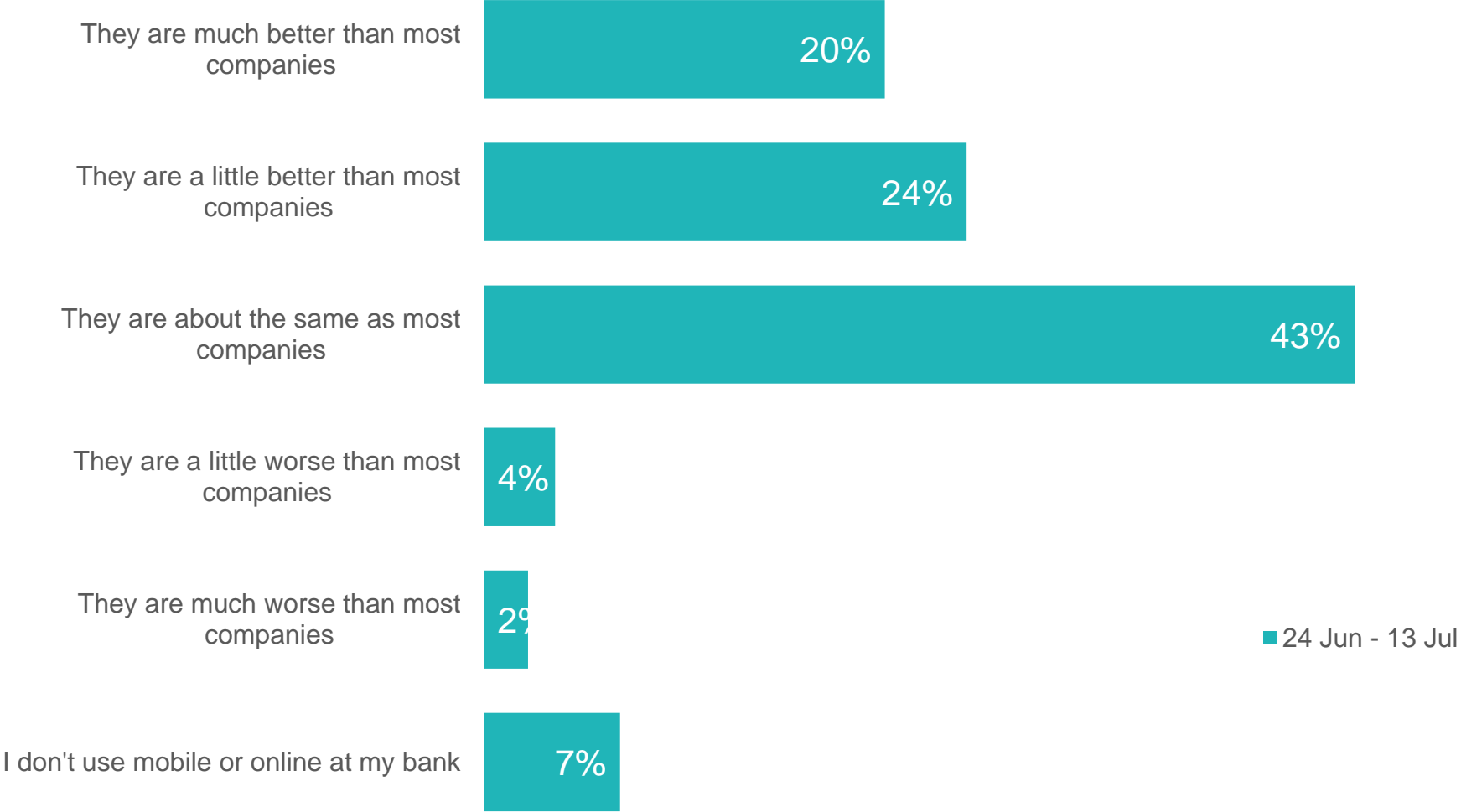


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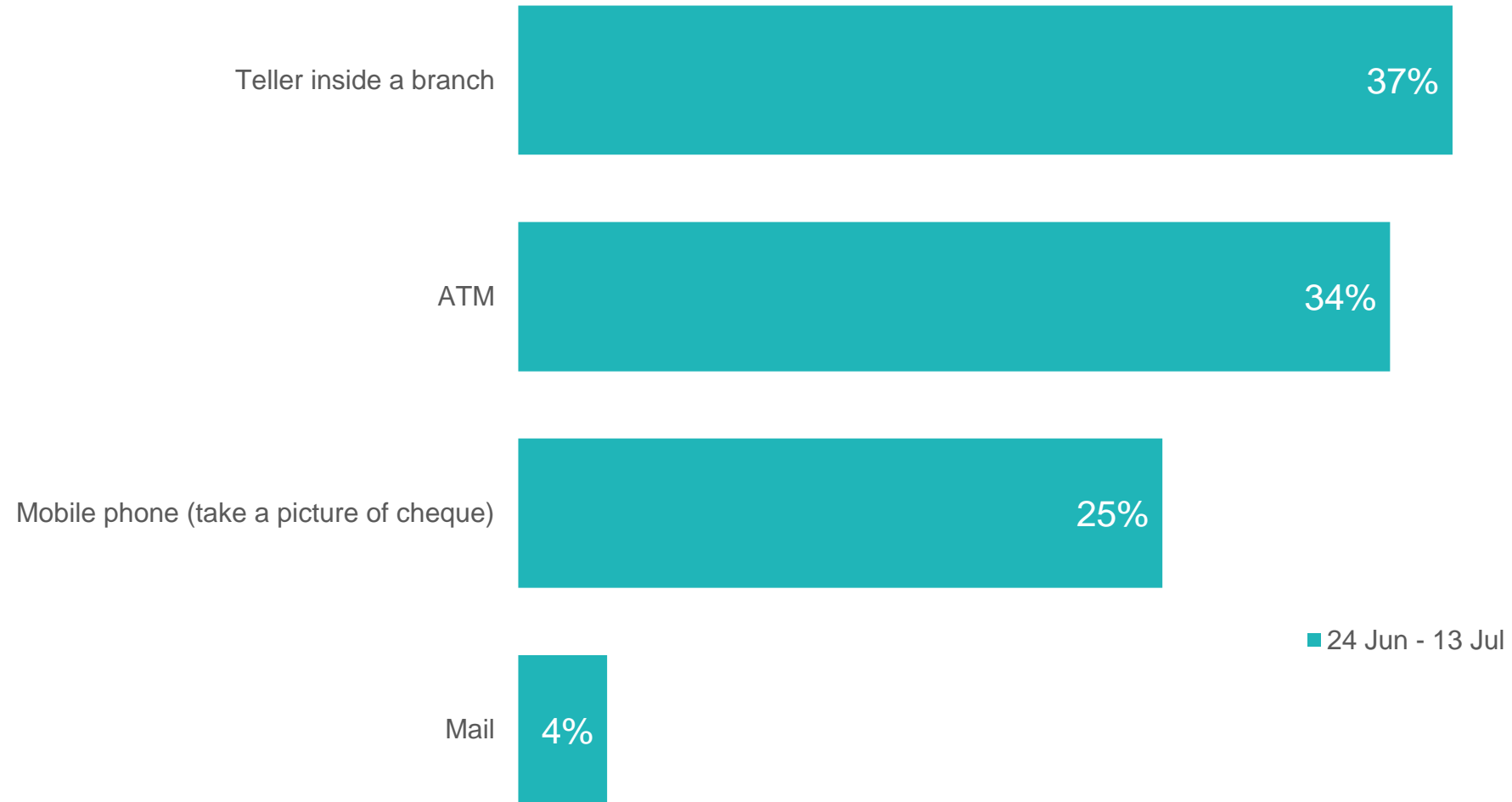
Since the coronavirus crisis began, how has your usage of online banking on a laptop or PC with your primary bank changed?



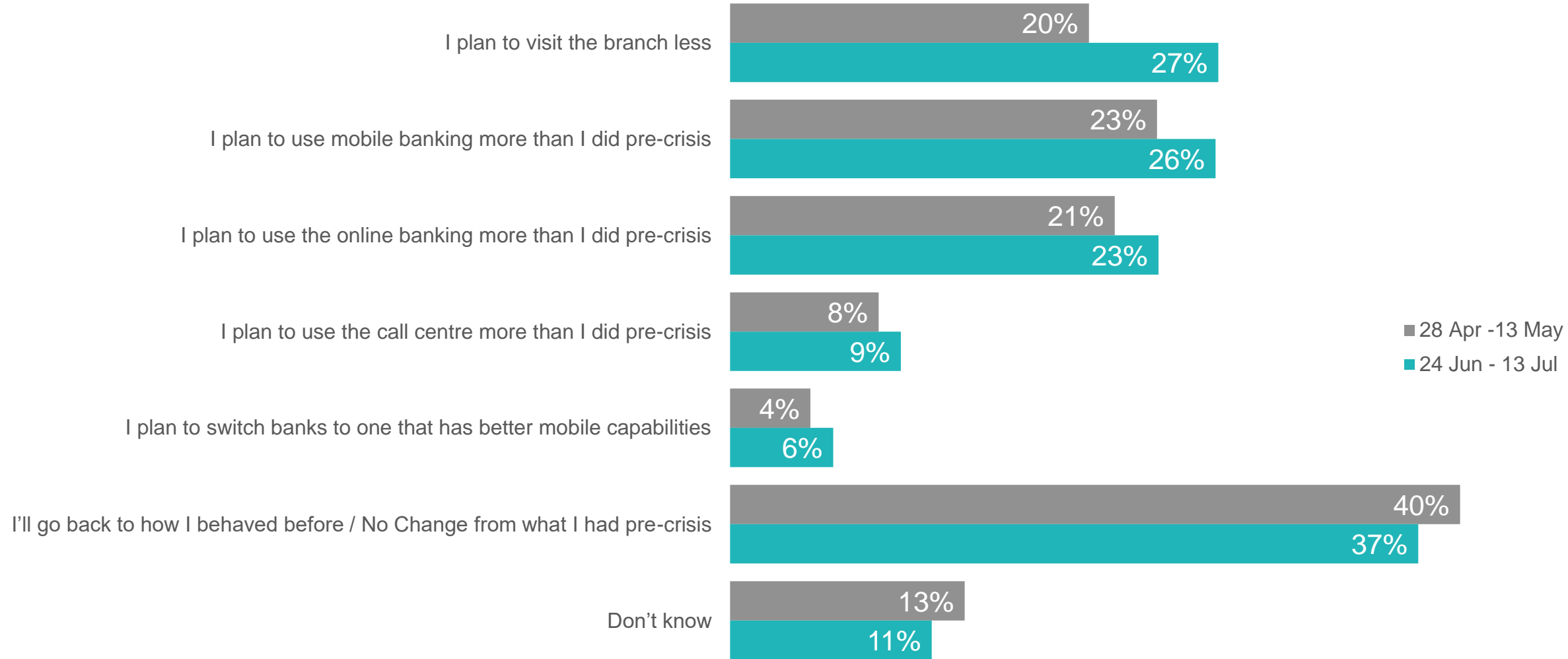
How does your primary bank's mobile and online offerings compare to other companies you deal with?



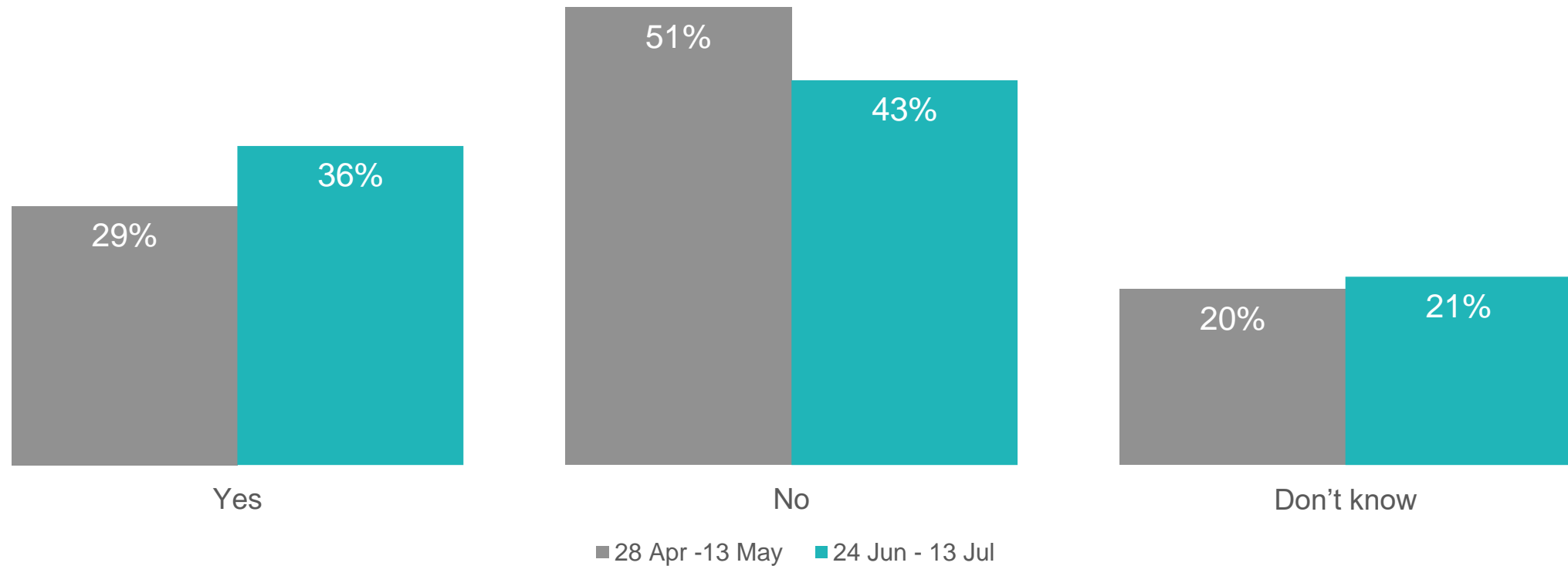
Assuming you needed to deposit a cheque at your primary bank, which method would you choose?



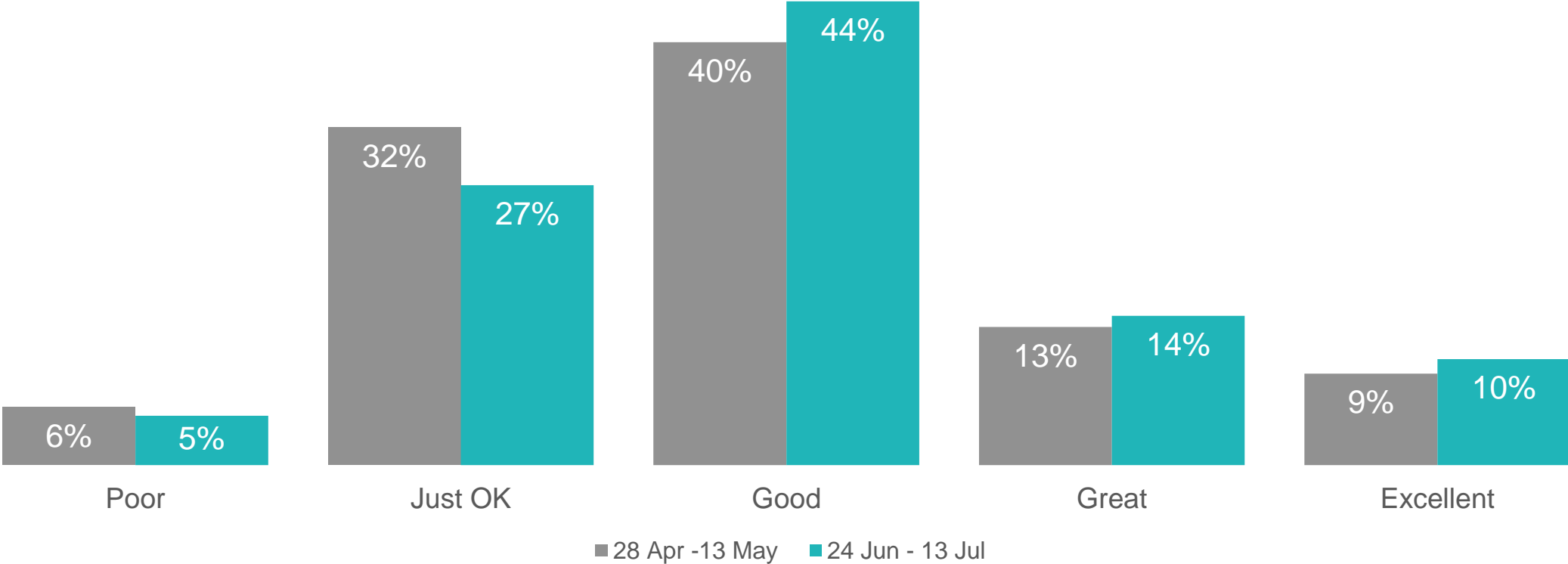
After the coronavirus crisis is over and it is safe to have in-person interactions, what are your plans for interacting with your primary bank compared to before the crisis?



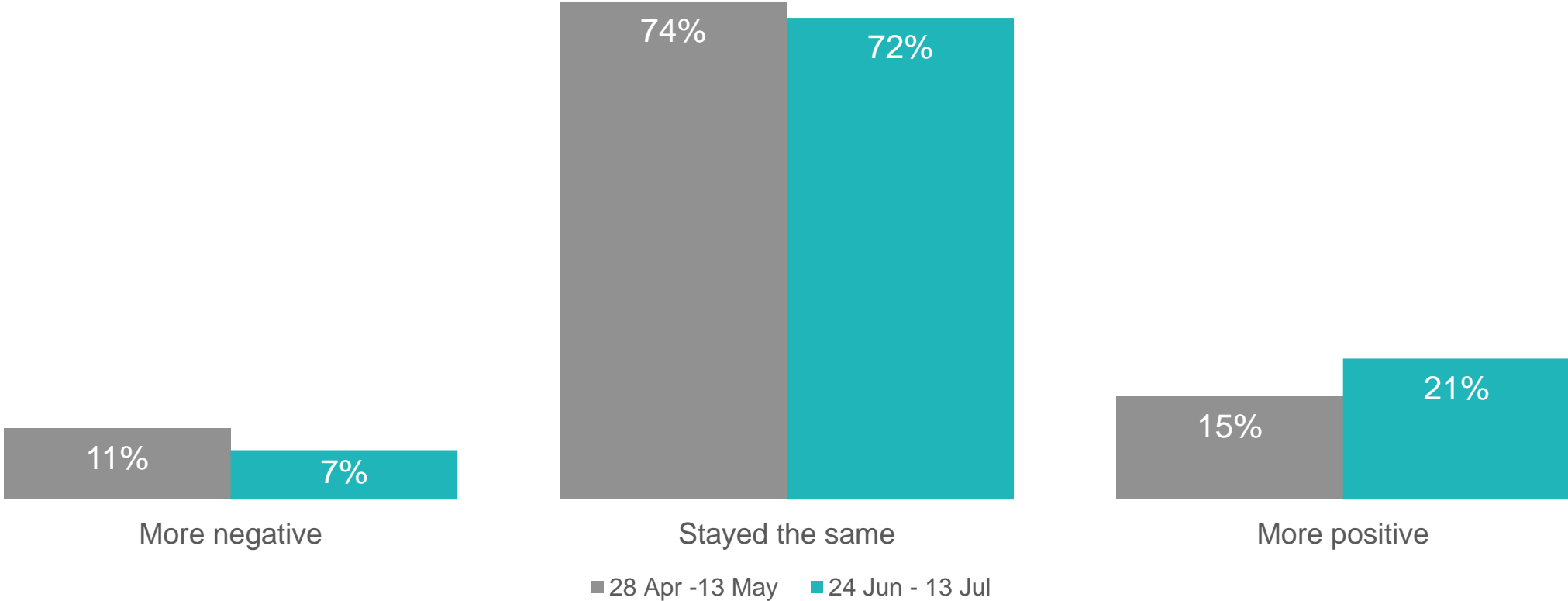
Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



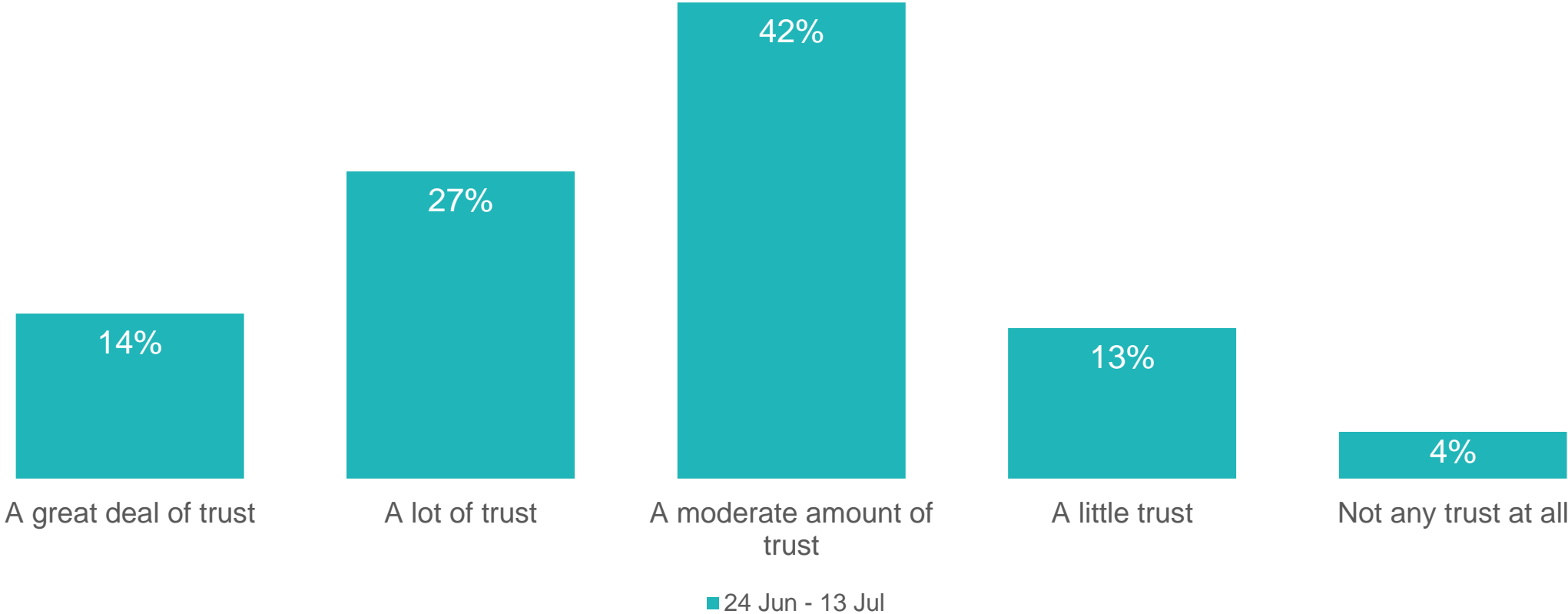
Please rate your primary bank on how well it is supporting its customers during the coronavirus crisis.



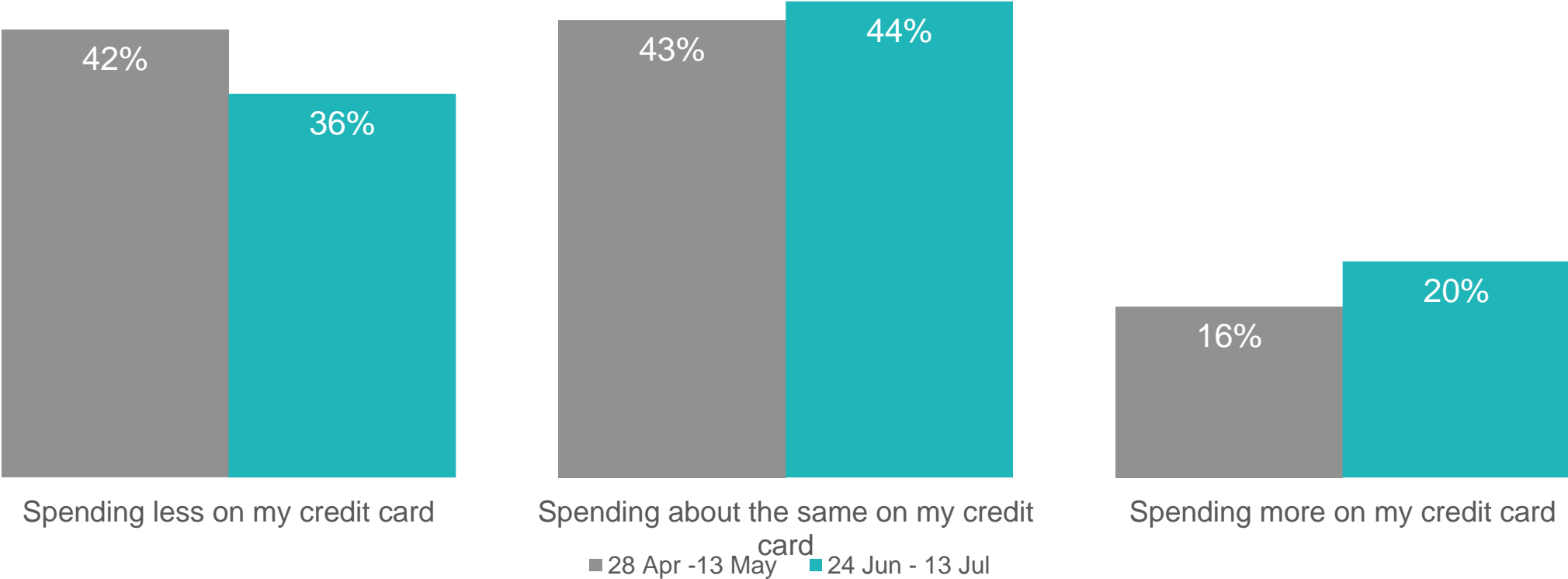
How has the response from your primary bank to the coronavirus outbreak changed your impression of them?



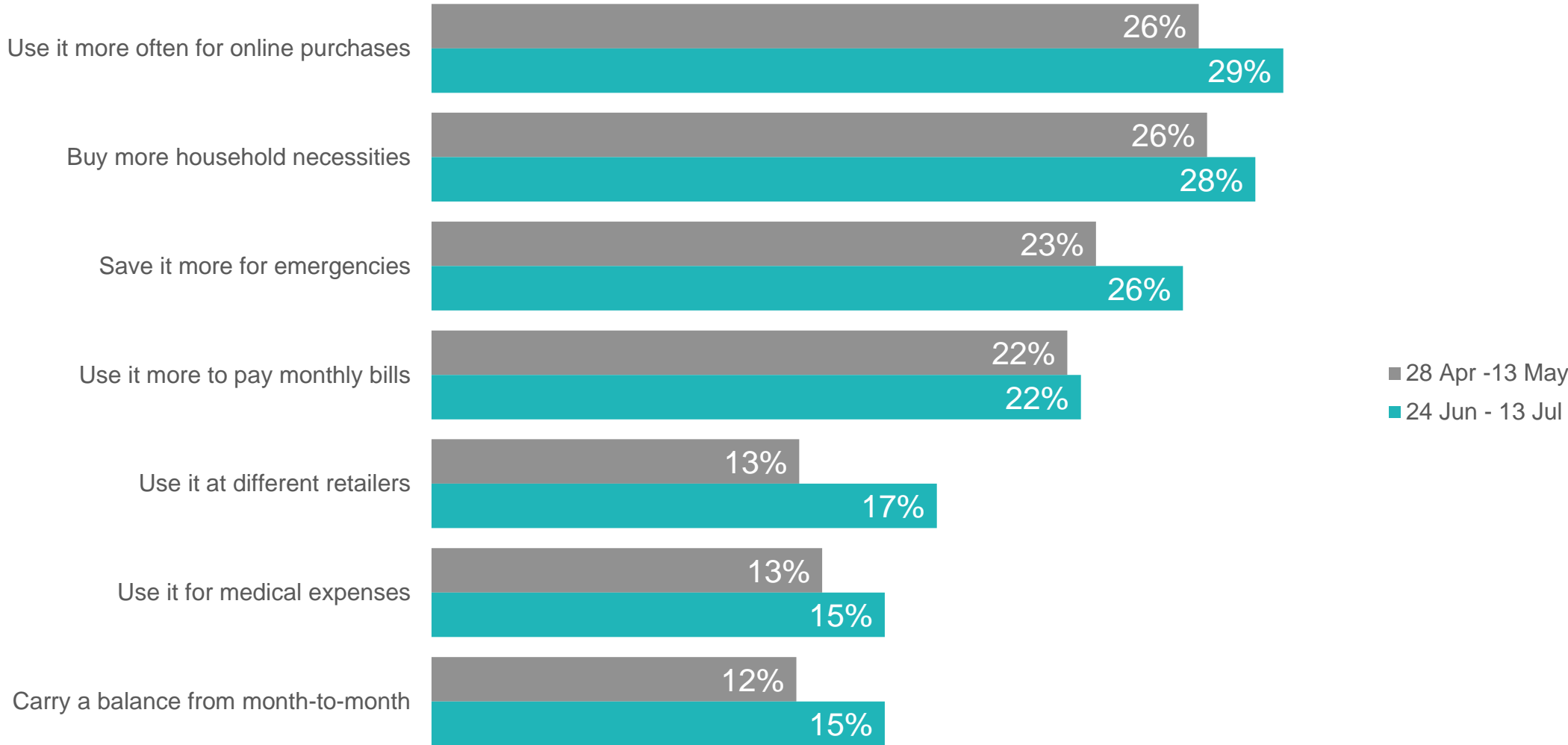
How much trust do you have that your primary bank will do what is in your best interest?



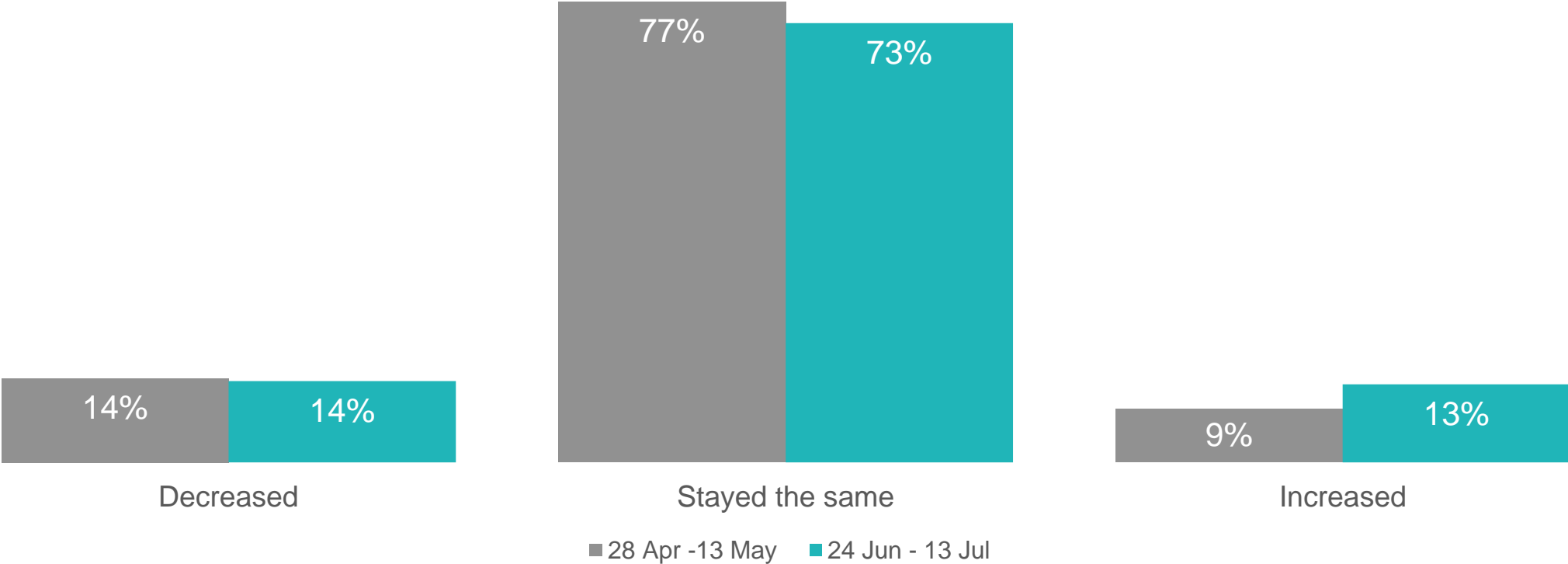
How has your spending on your primary credit card changed since the coronavirus crisis started?



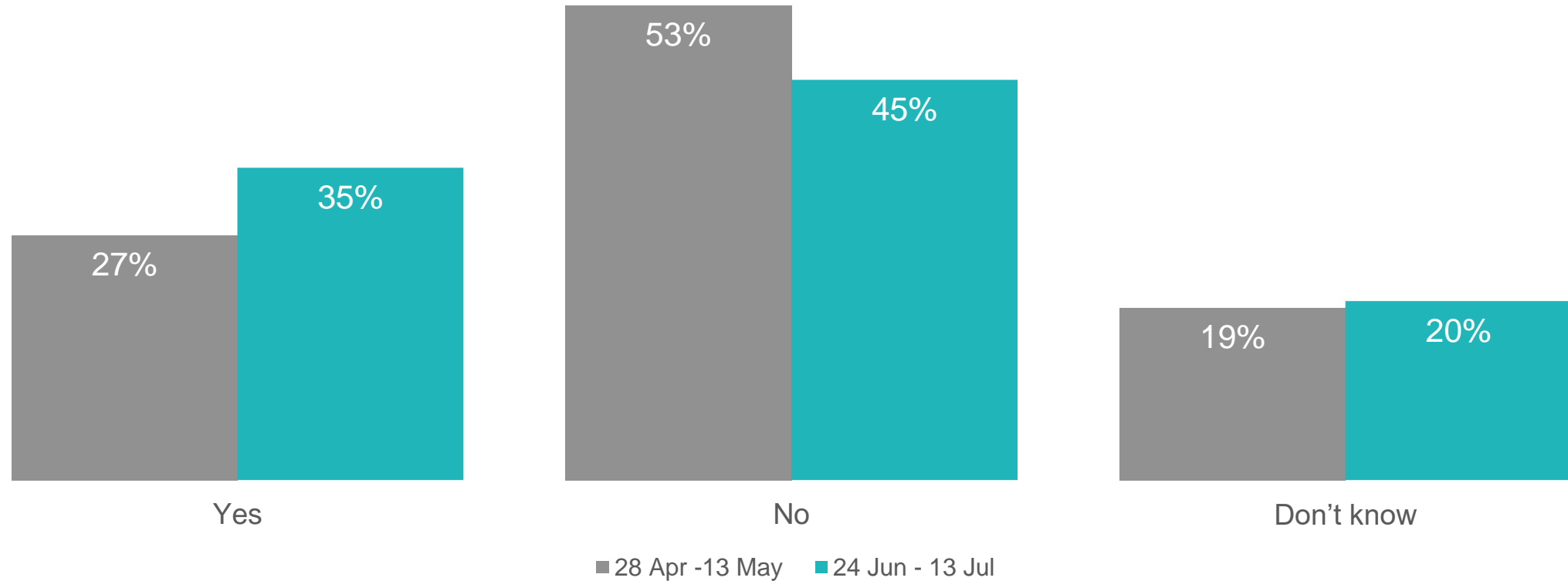
What changes have you made to the way you use your primary credit card because of the coronavirus crisis?



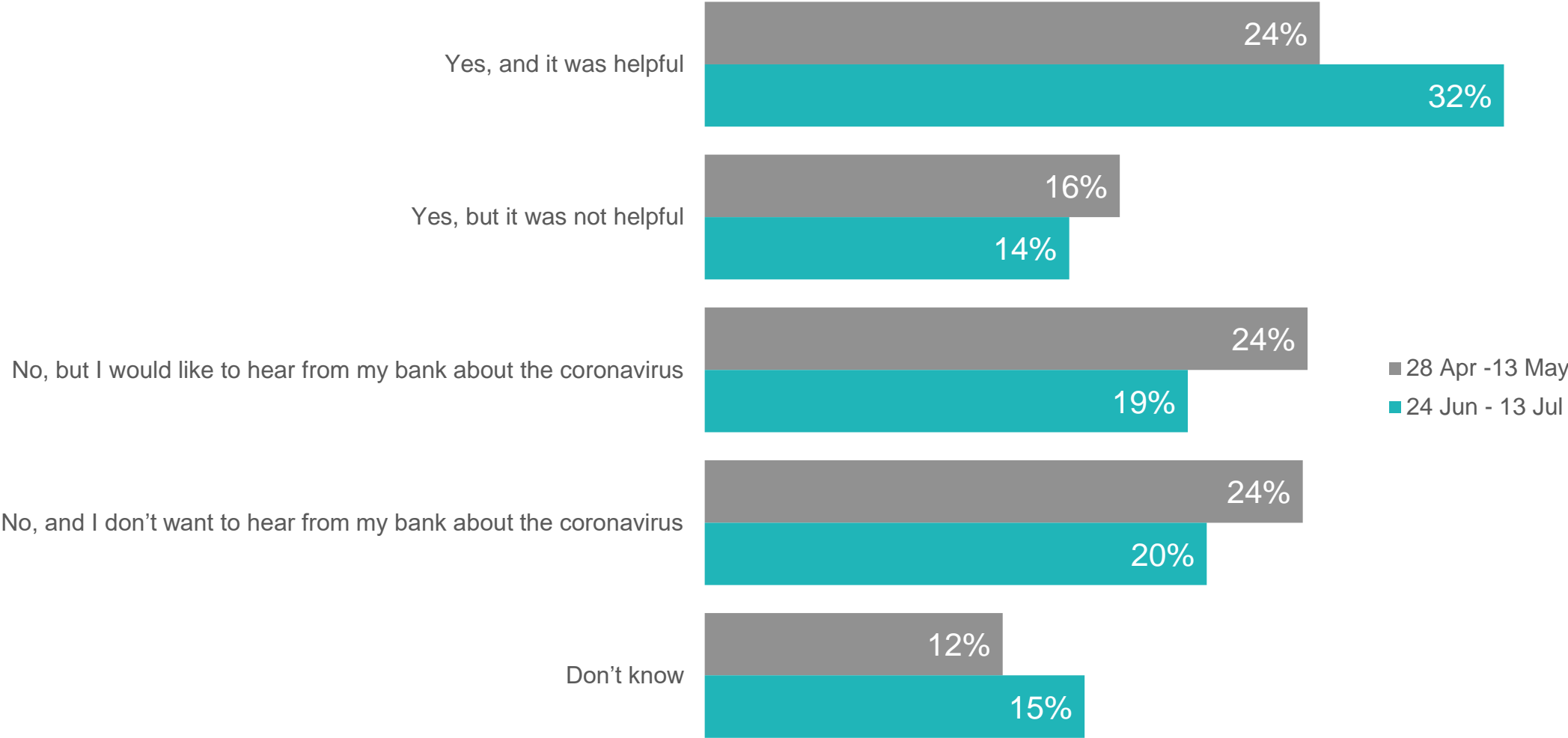
How has the overall value of your primary credit card changed since the start of the coronavirus crisis?



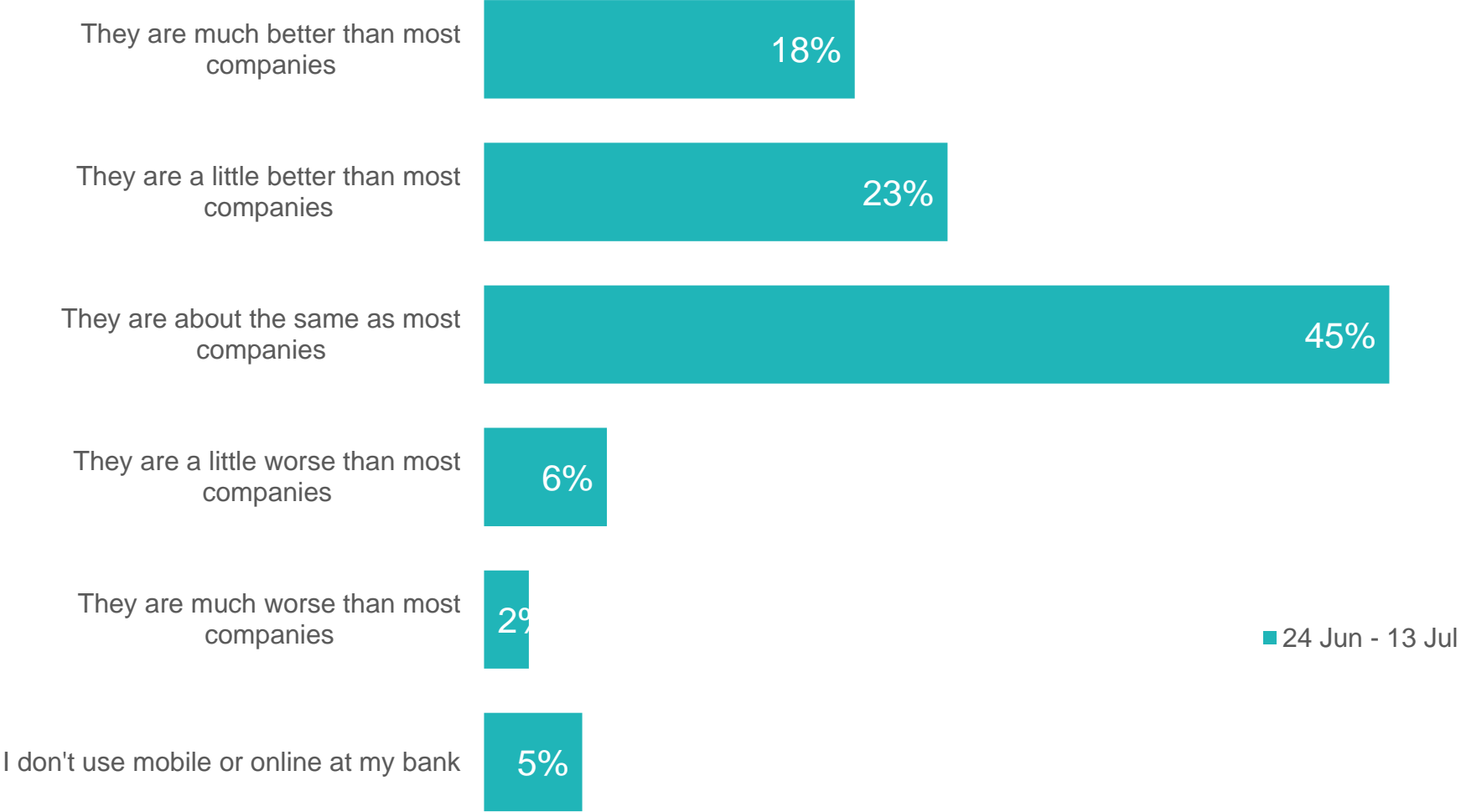
Has your credit card company shown concern for your personal financial situation during the coronavirus crisis?



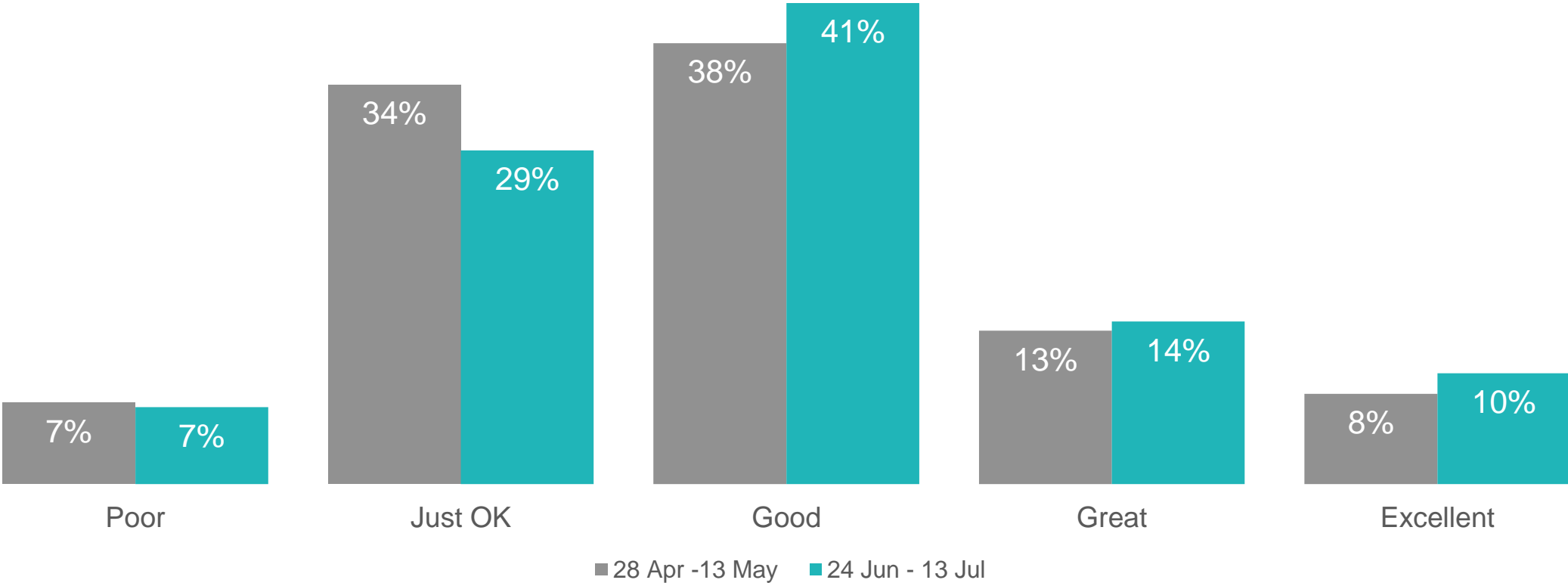
Have you received communication from your credit card company regarding the coronavirus?



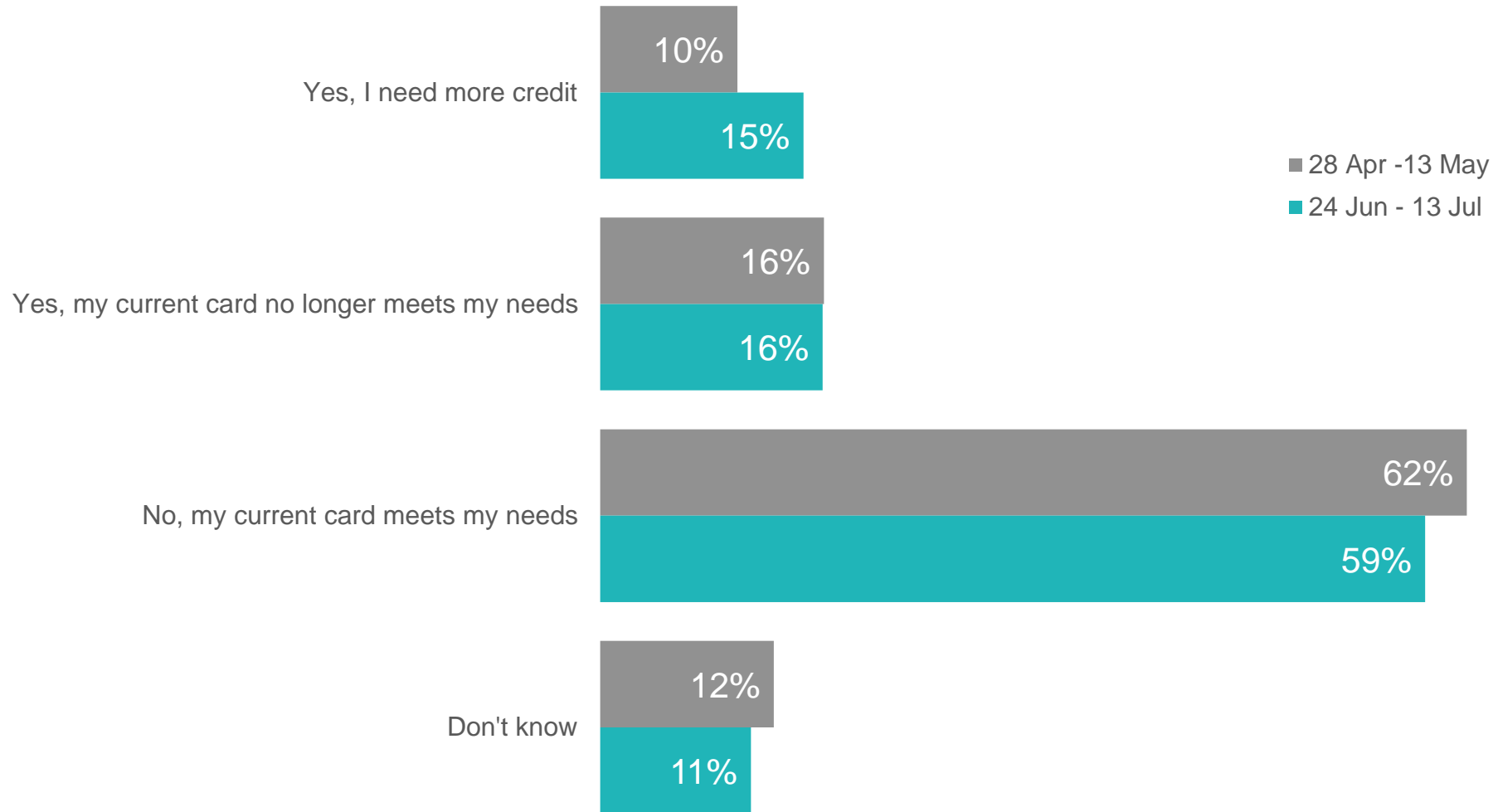
How does your credit card company's mobile and online offerings compare to other companies you deal with?



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



As a result of the coronavirus crisis, have you or do you plan to open a different credit card?



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