

A stack of coins is shown in the background, with a glowing blue network overlay consisting of lines and nodes connecting various points. The overall color scheme is blue and white.

# J.D. POWER

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## Financial Services COVID-19 Pulse Survey

July 10-12, 2020 Update

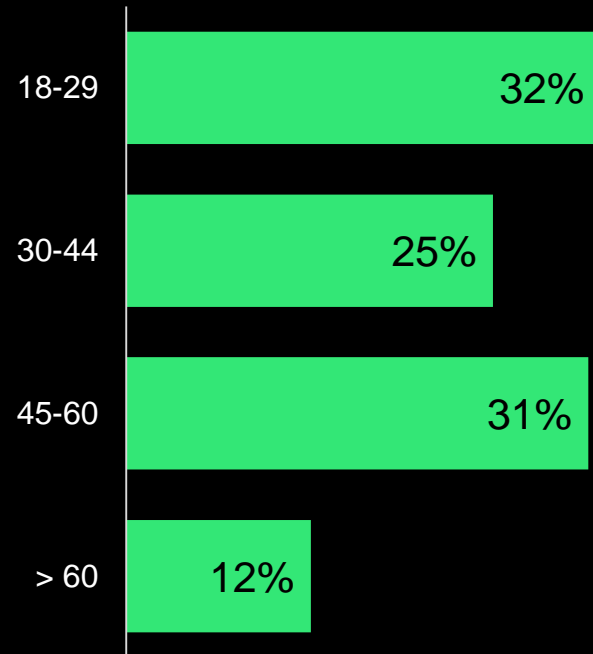
Jim Miller – Vice President, Banking and Payments Intelligence  
[James.Miller@jdpa.com](mailto:James.Miller@jdpa.com)

July 13, 2020

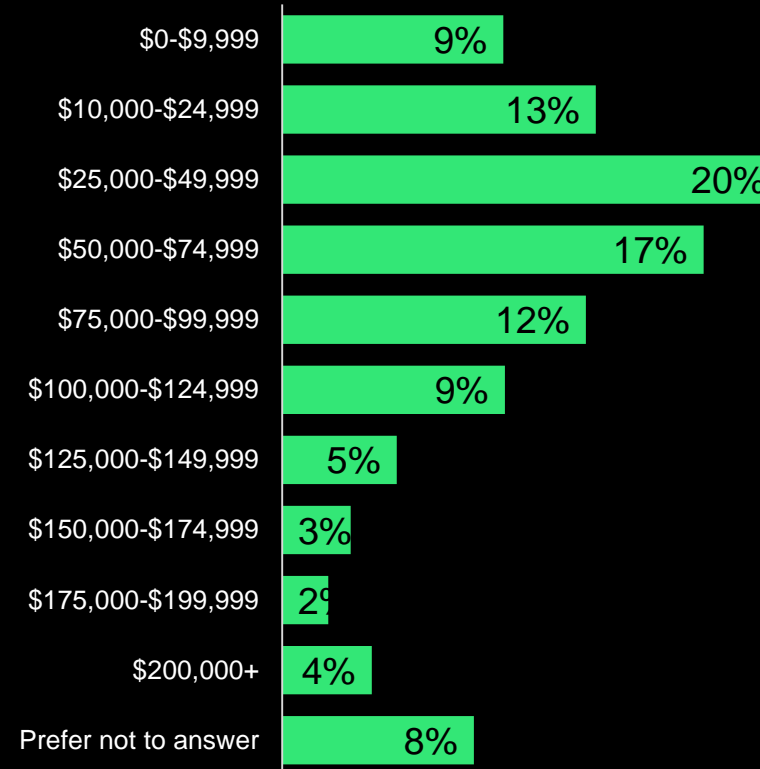
# Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- July 10-12: n=1,799 (41% male, 59% female)

**Distribution by Age**

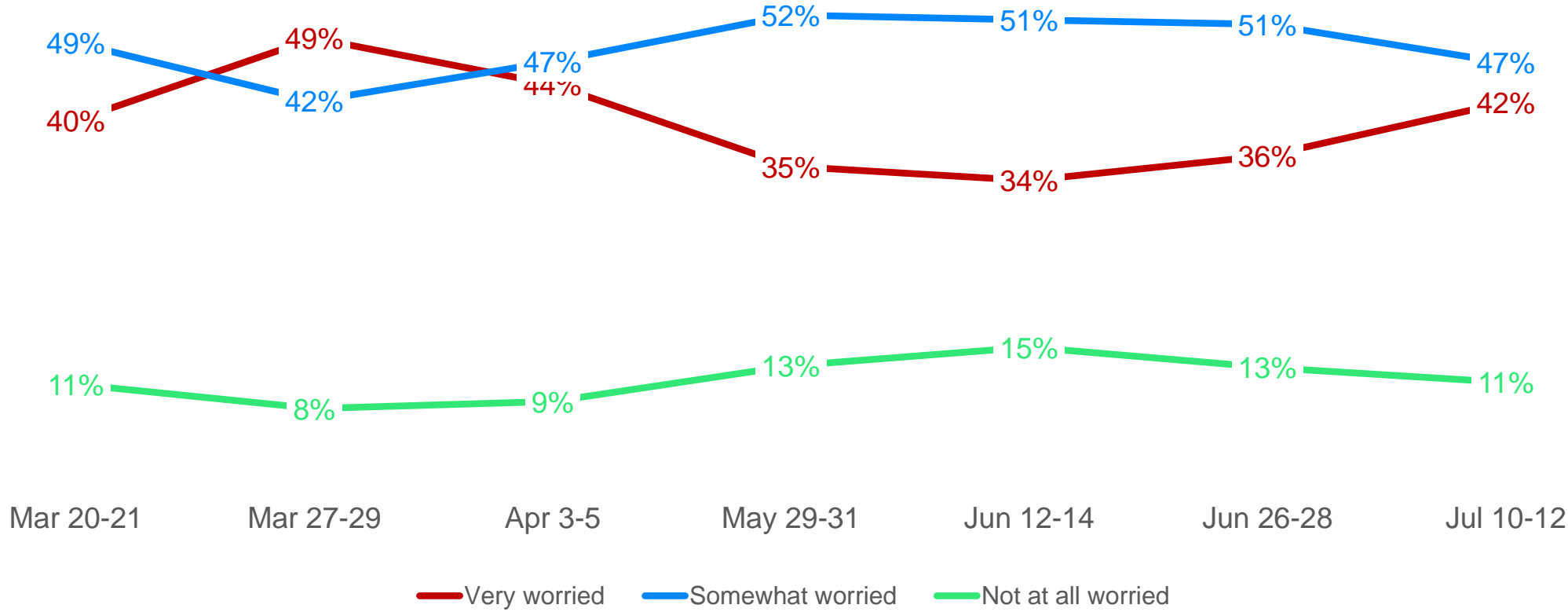


**Distribution by Income**

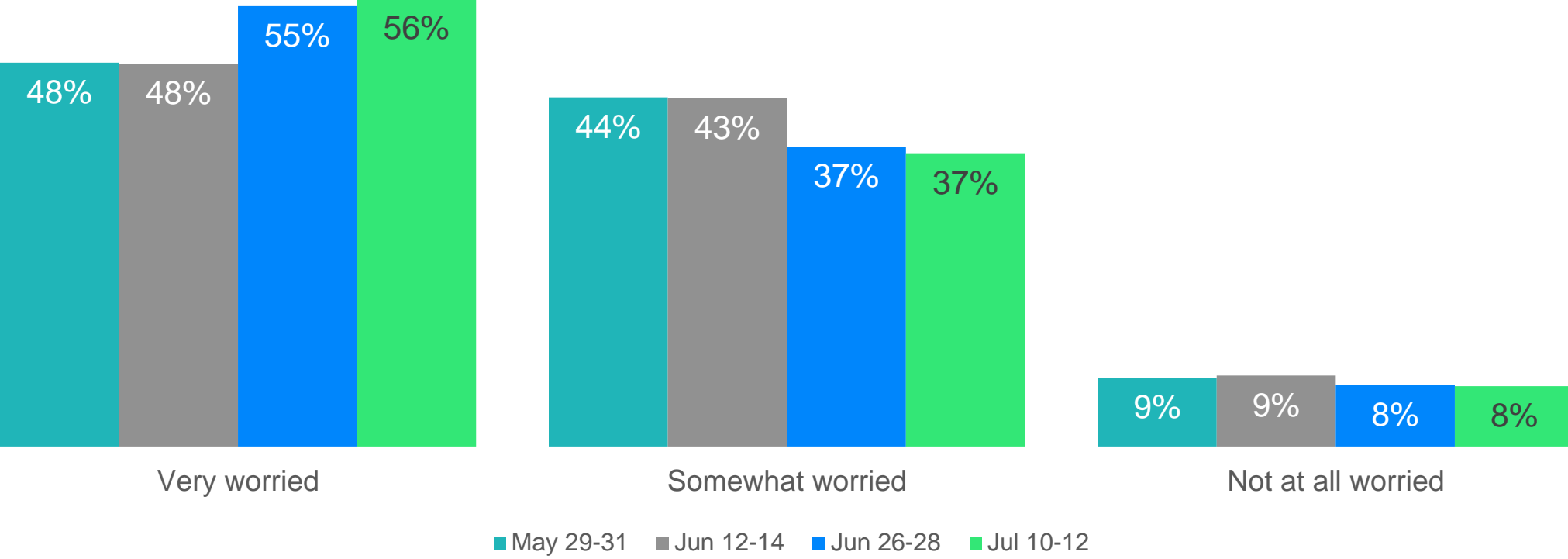


# General Perceptions of U.S. Adults

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

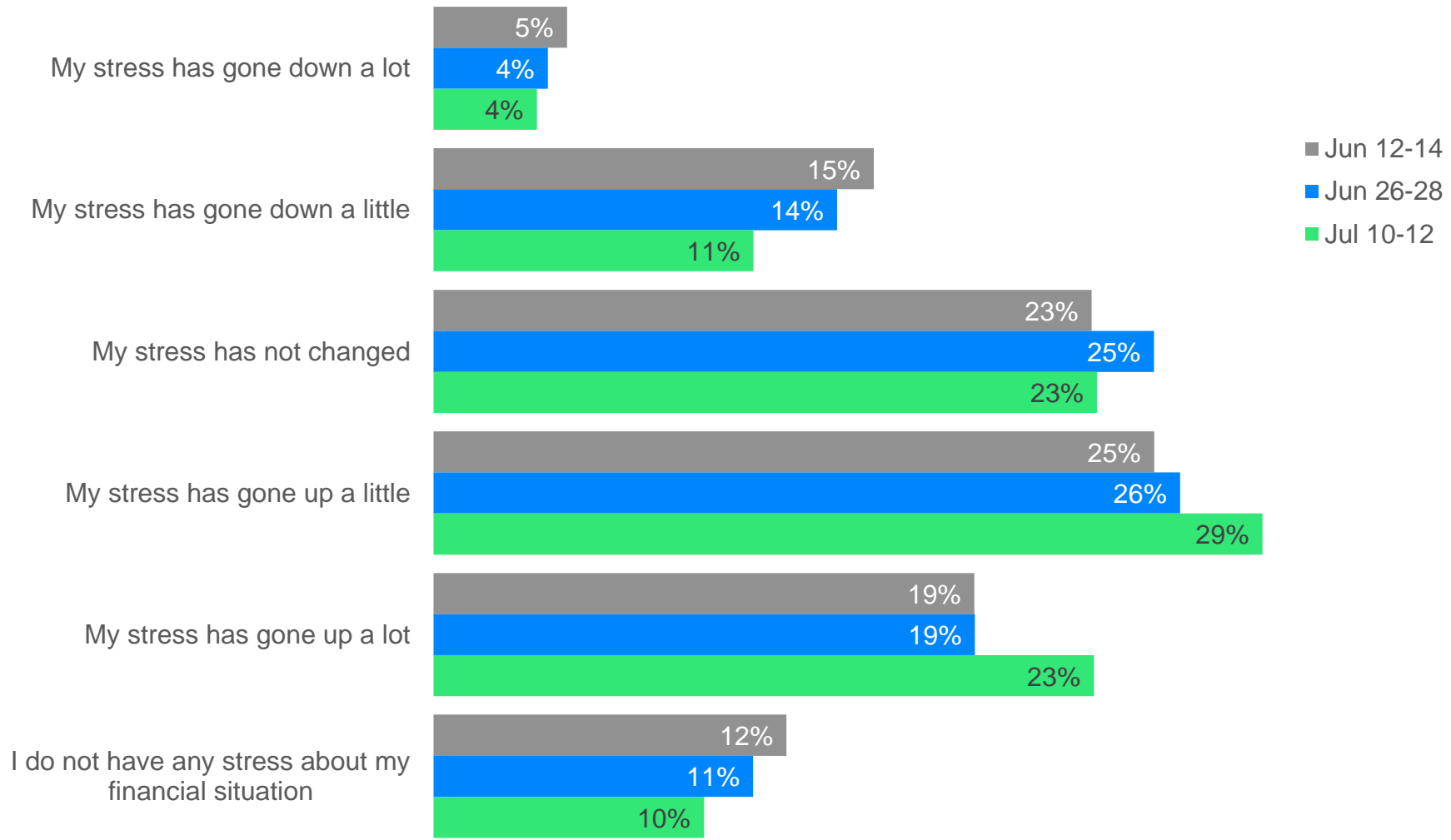


# How worried are you that there will be a second wave of the coronavirus in the fall or winter?



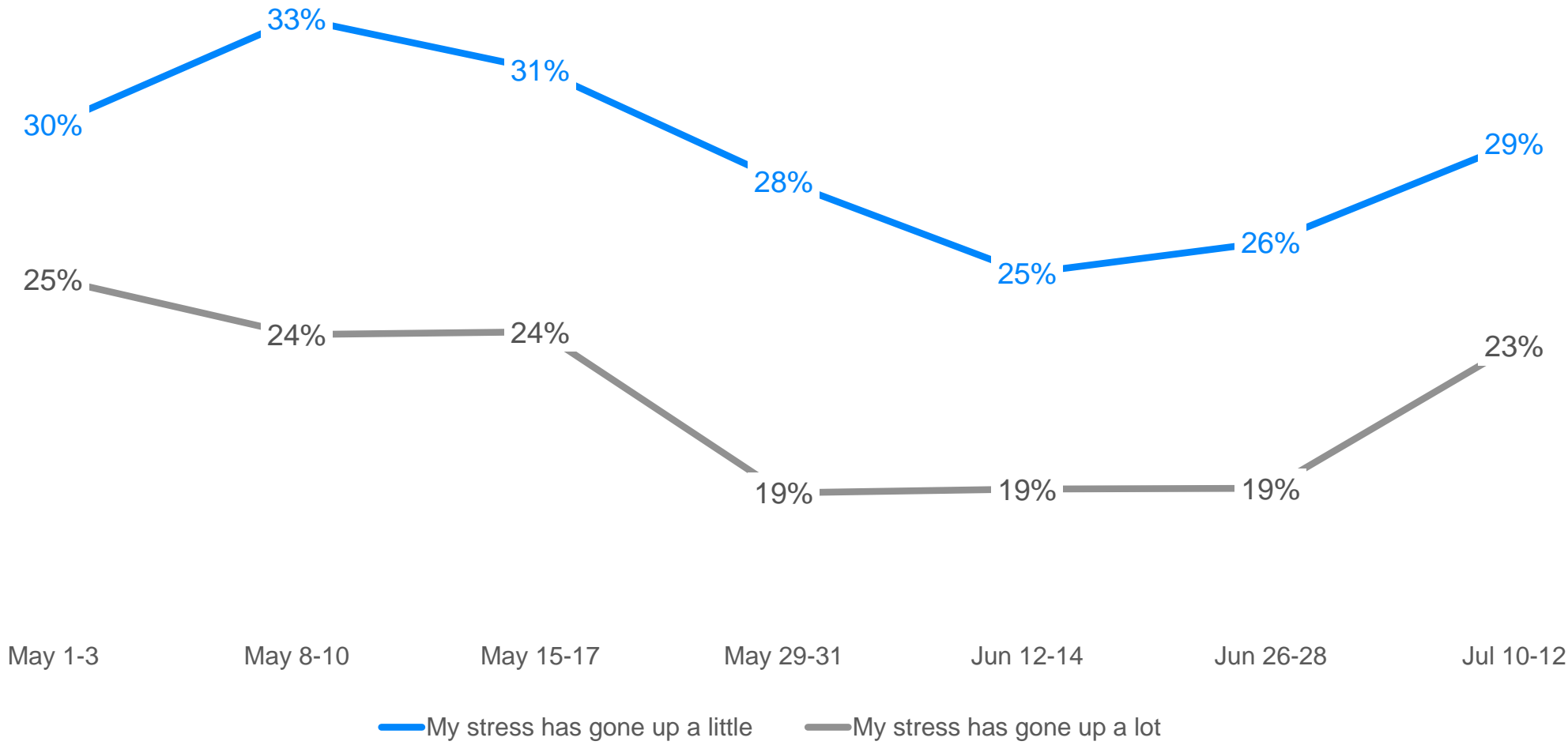
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# In the past several weeks, how has the level of stress about your financial situation changed?



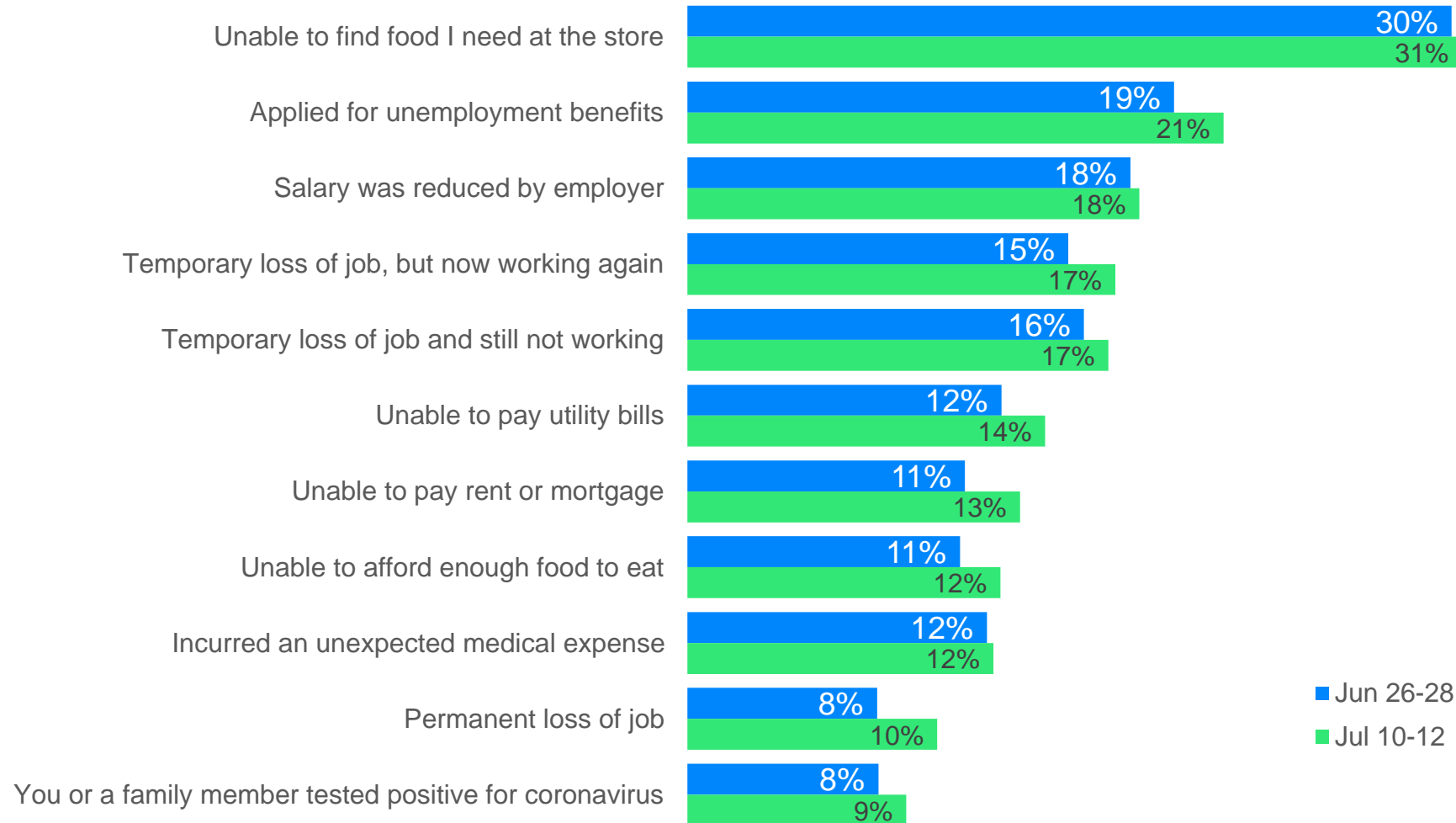
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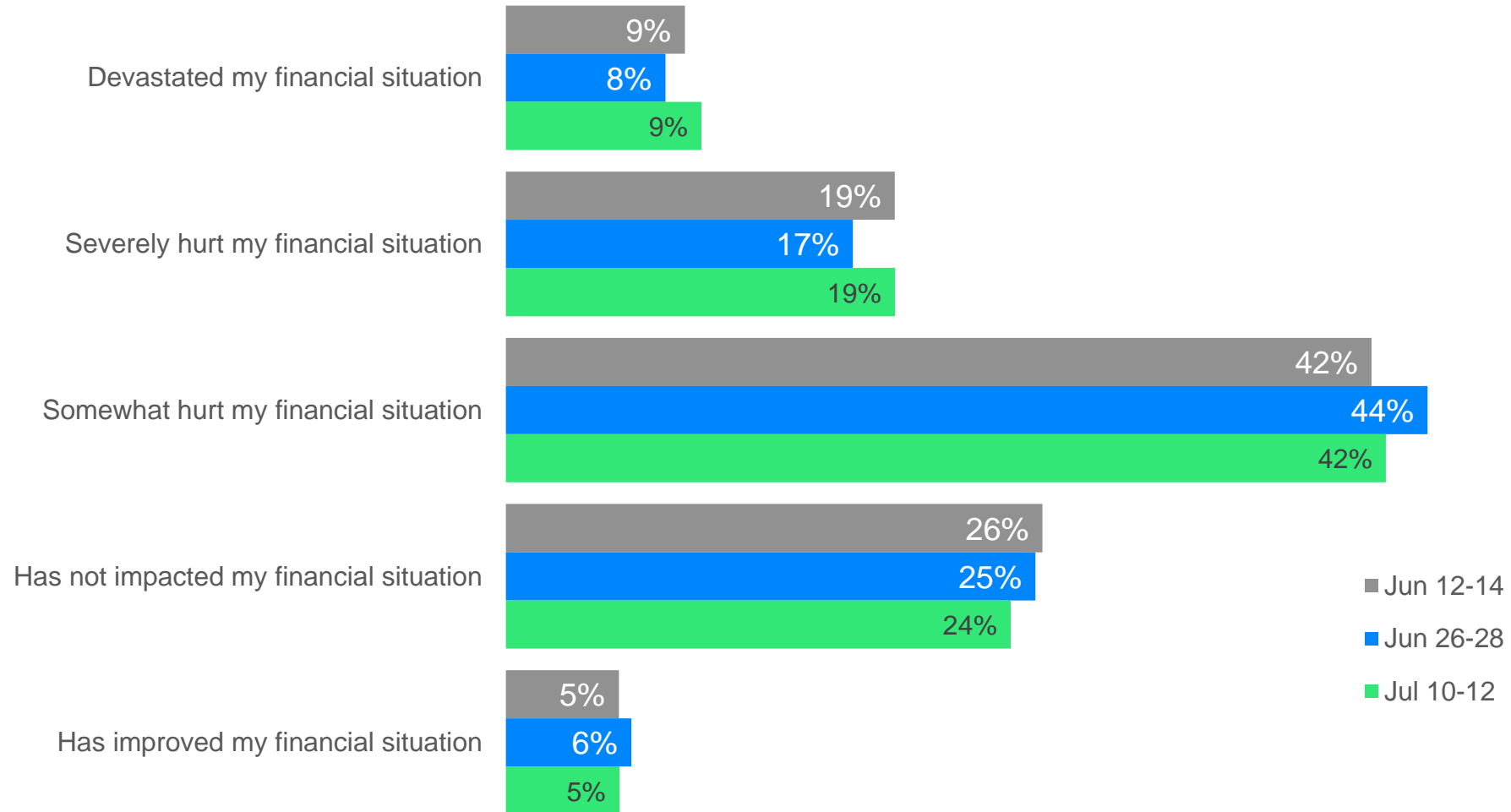
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# Which of the following impacts from the coronavirus have you already experienced?

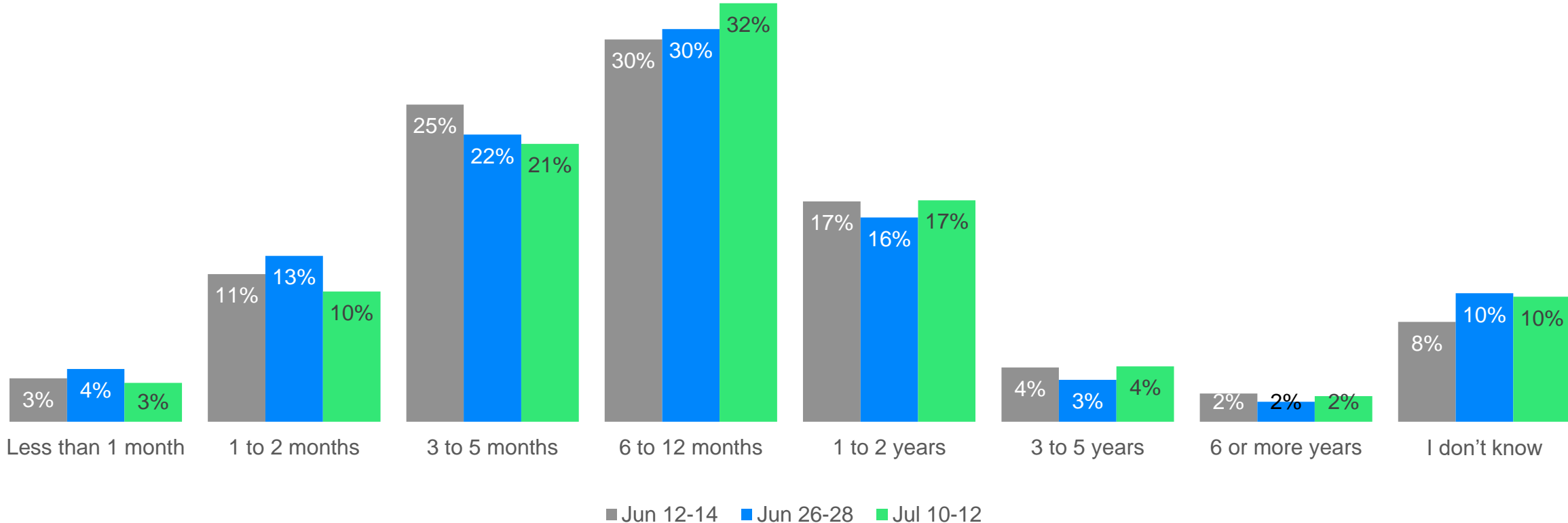




# How has the coronavirus crisis impacted your personal financial situation?

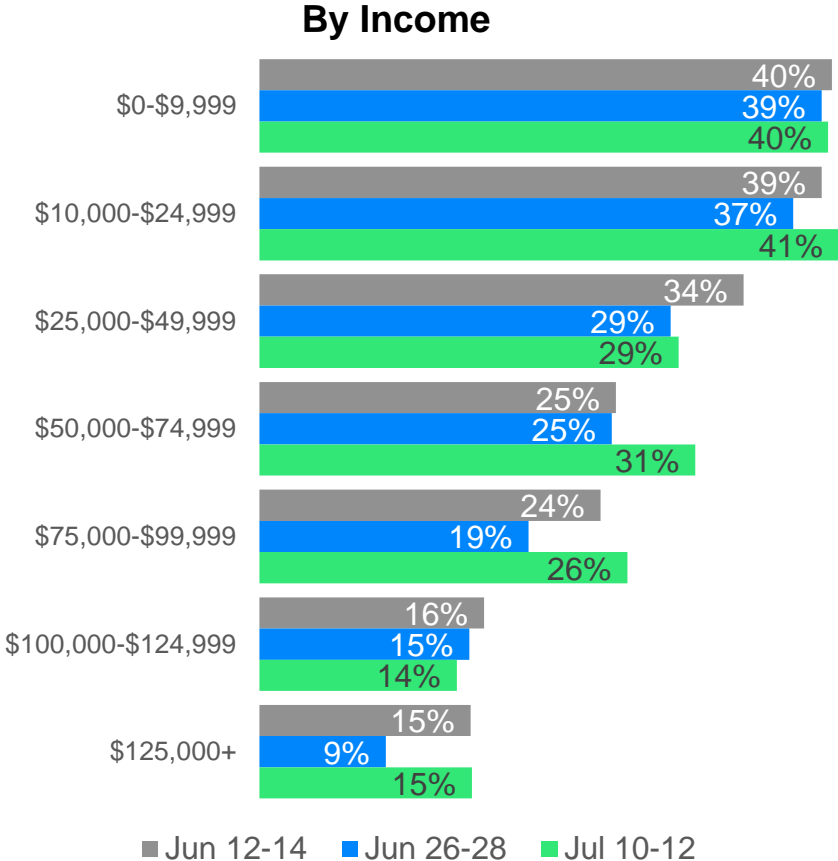
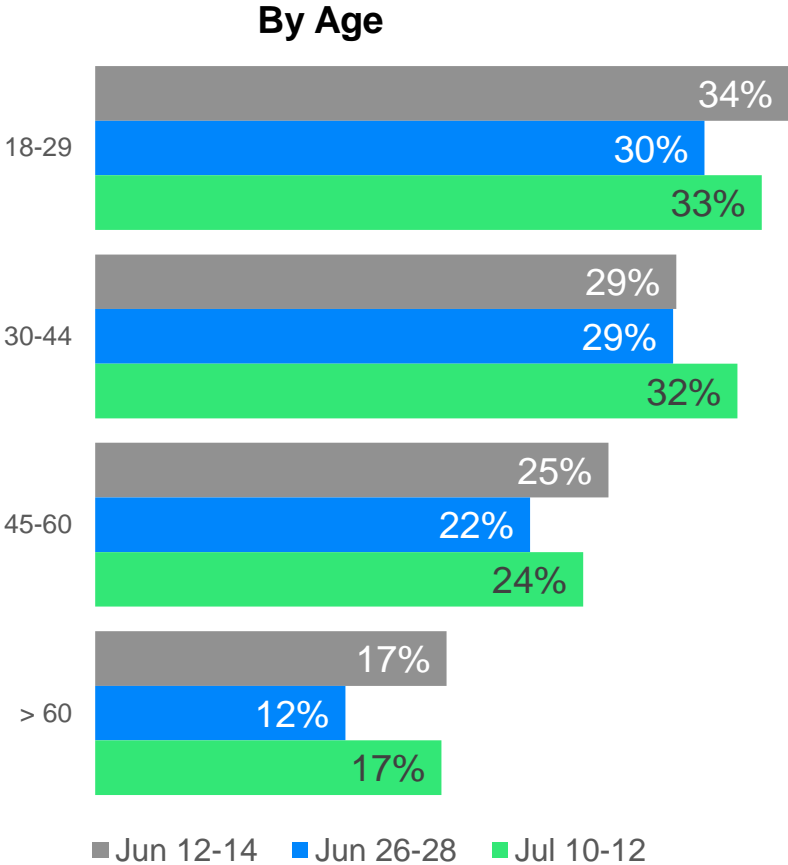


# How long do you expect that your financial situation will be worse due to the coronavirus?



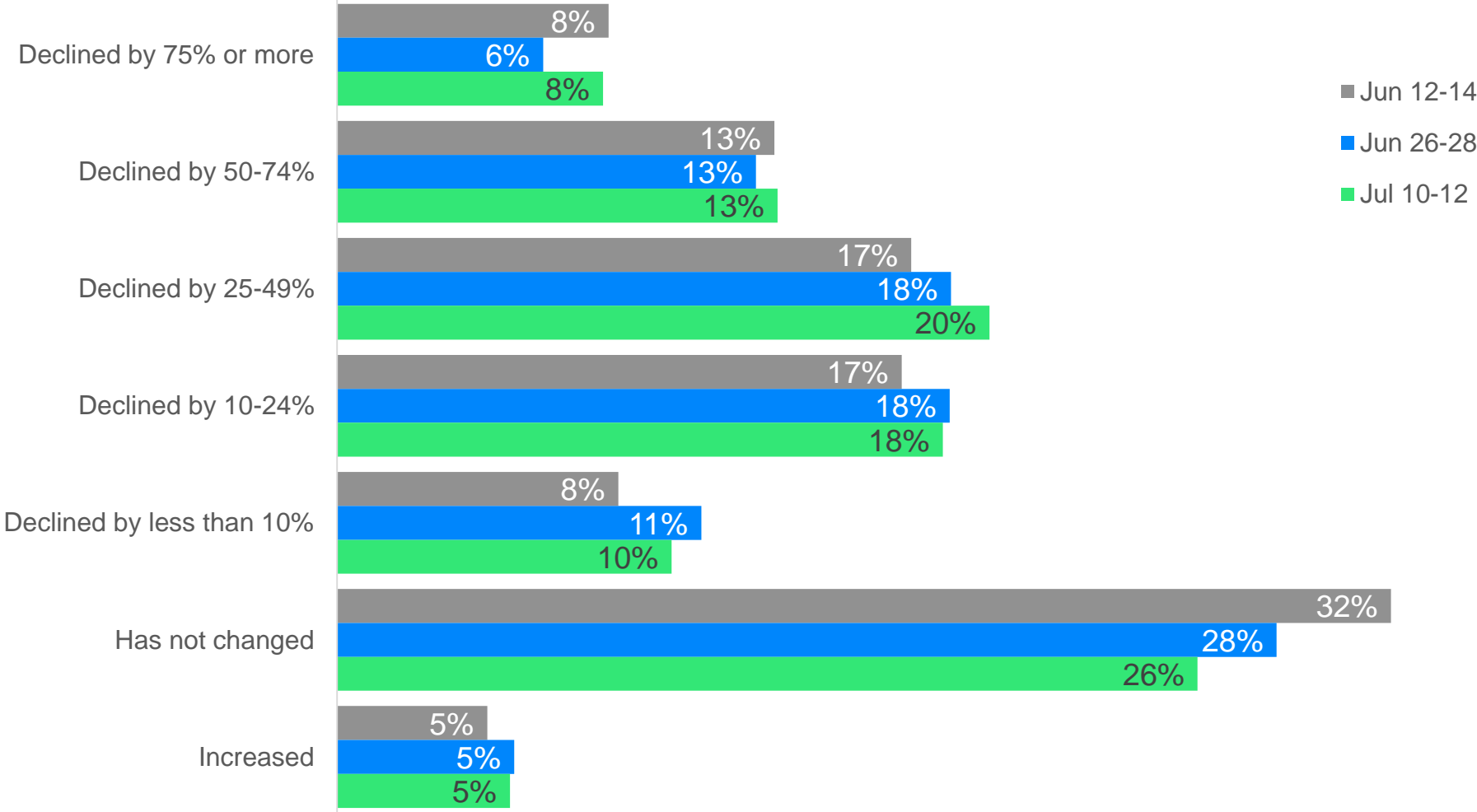
# How has the coronavirus crisis impacted your personal financial situation?

## % Devastated and Severely Hurt



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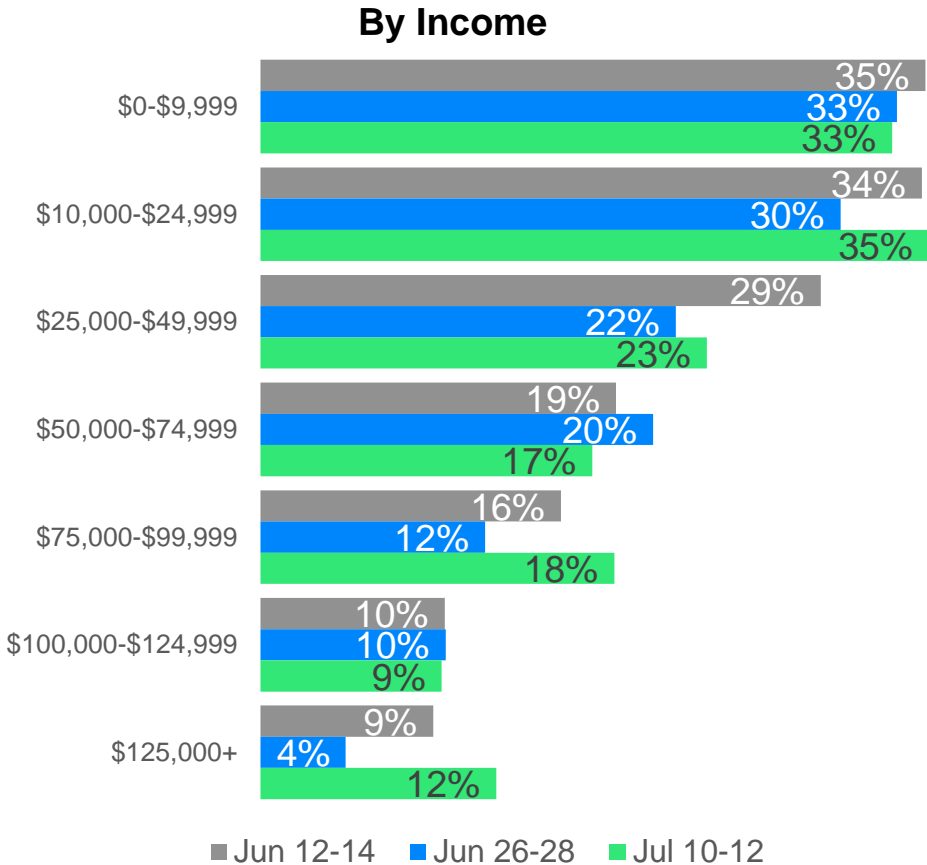
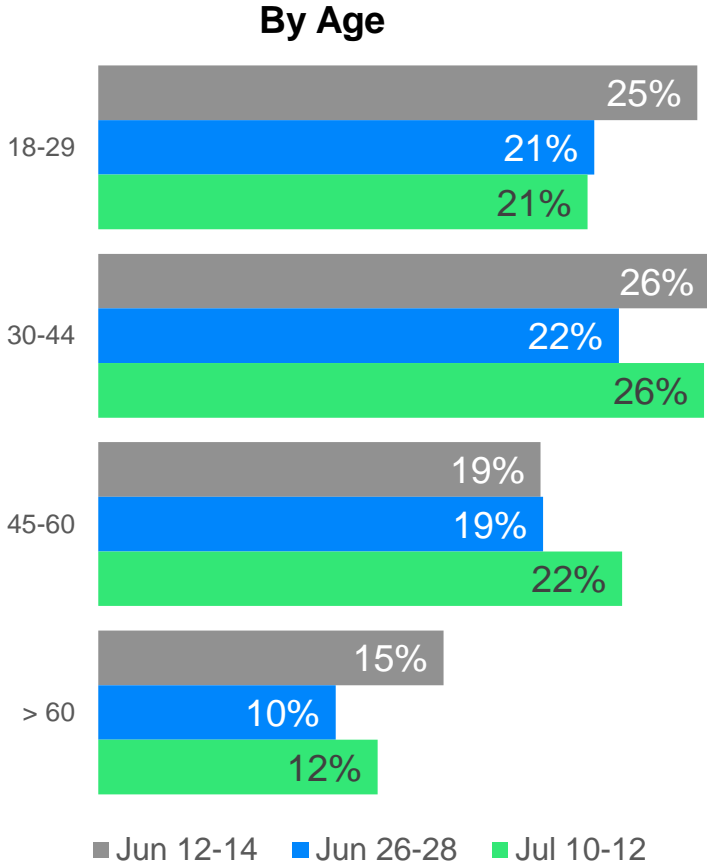
# How has your family's income changed since the coronavirus crisis began?



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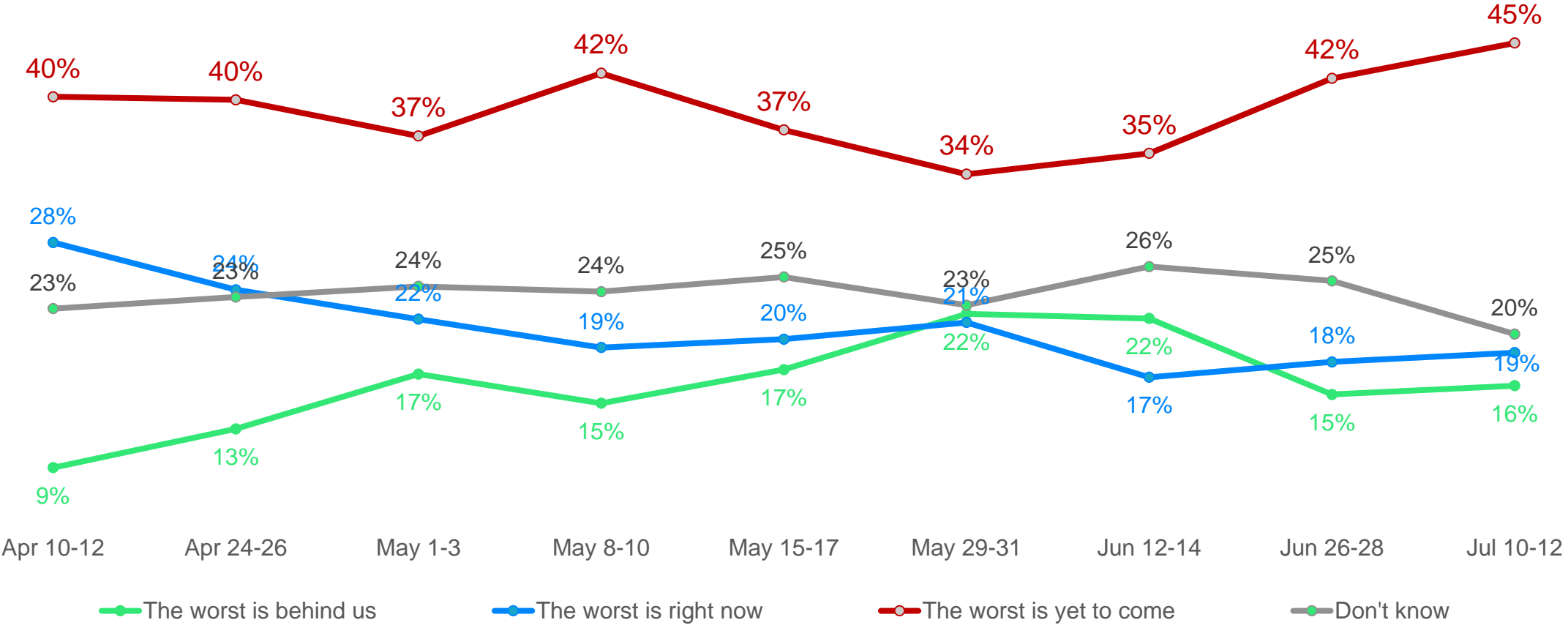
# How has your family's income changed since the coronavirus crisis began?

% Declined by 50% or More



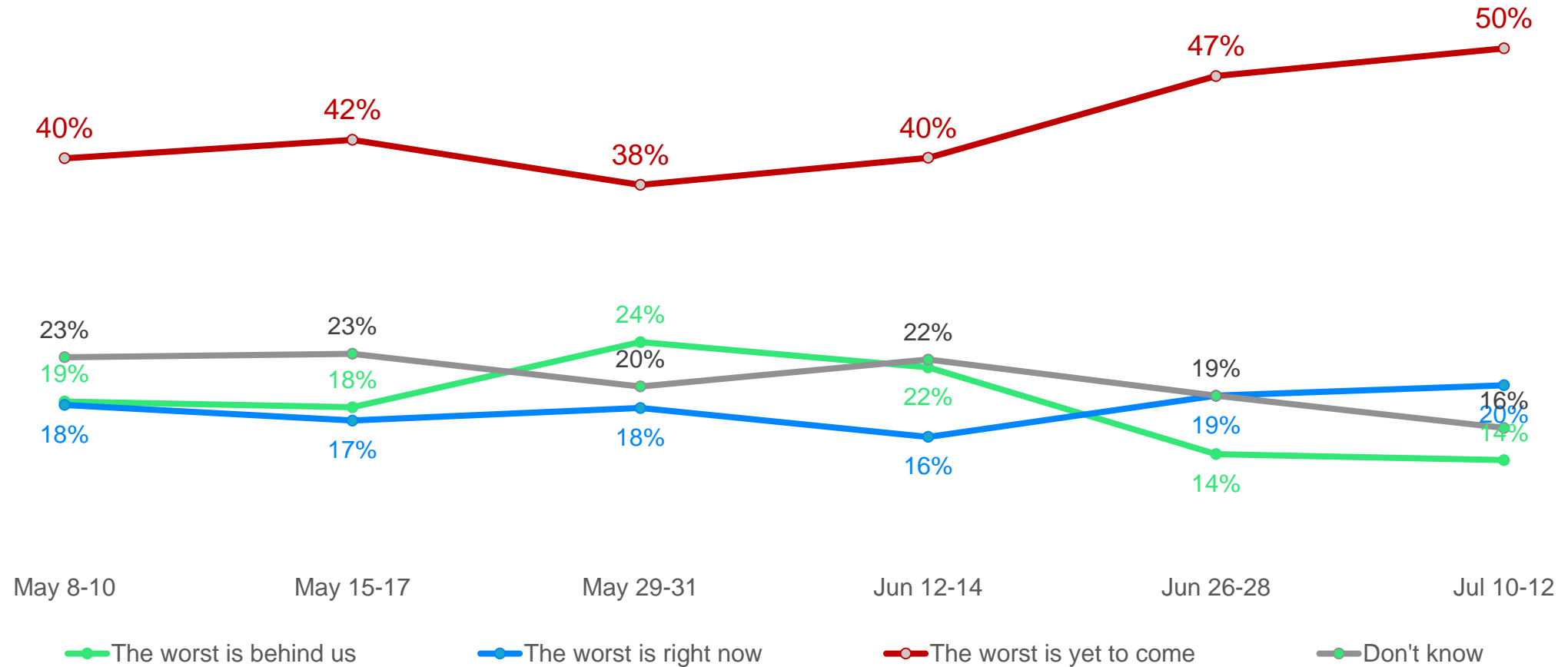
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# Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?

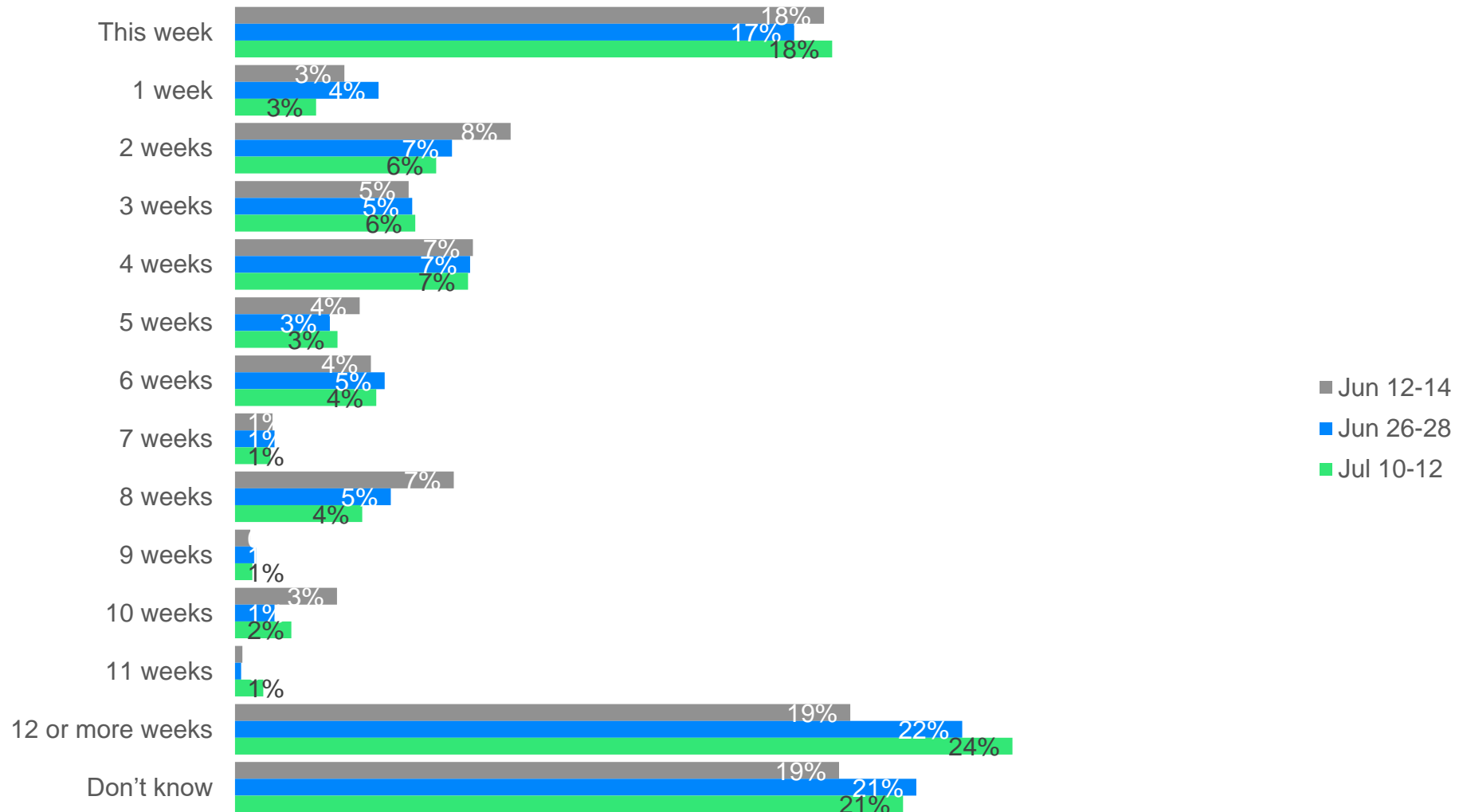


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# Which statement comes closest to your view about the spread of coronavirus (Covid-19)?

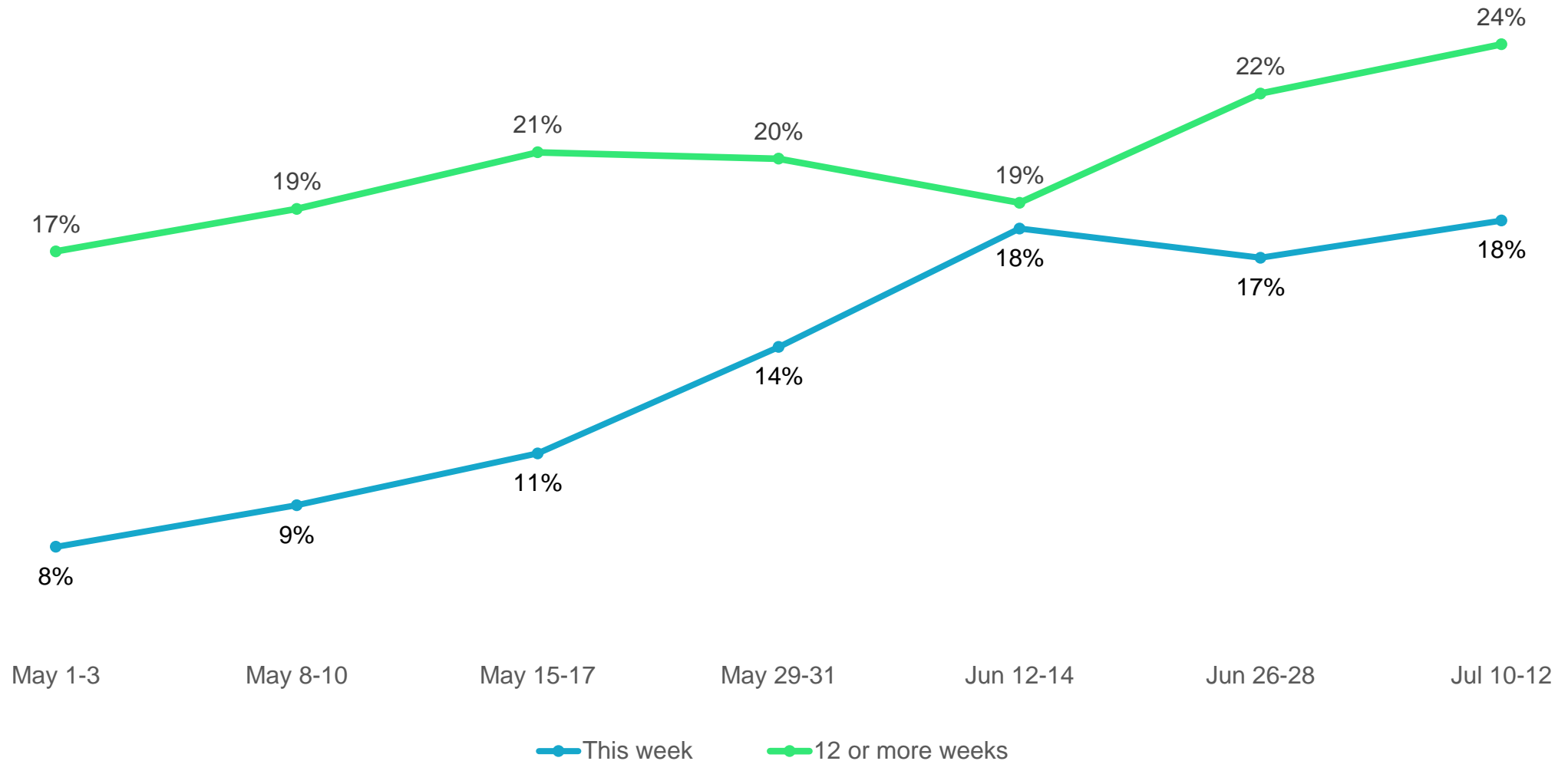


# Assuming restaurants are open, in how many weeks would you return to eating inside a restaurant?

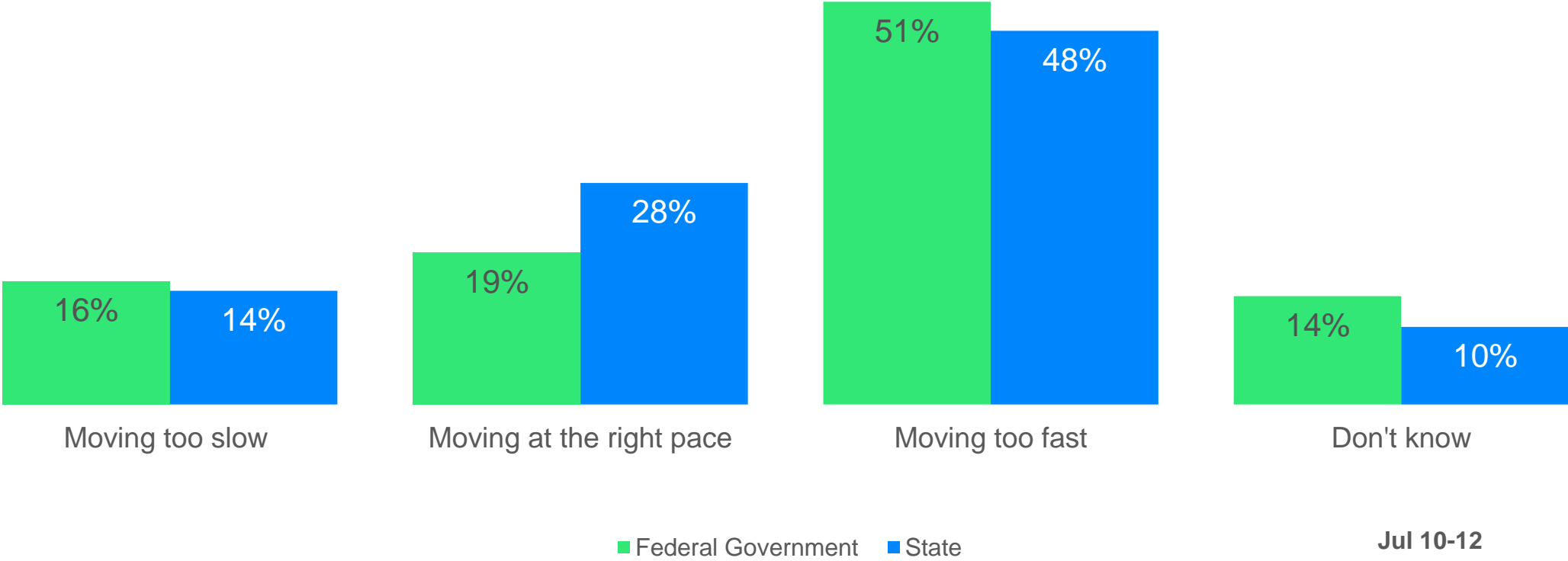




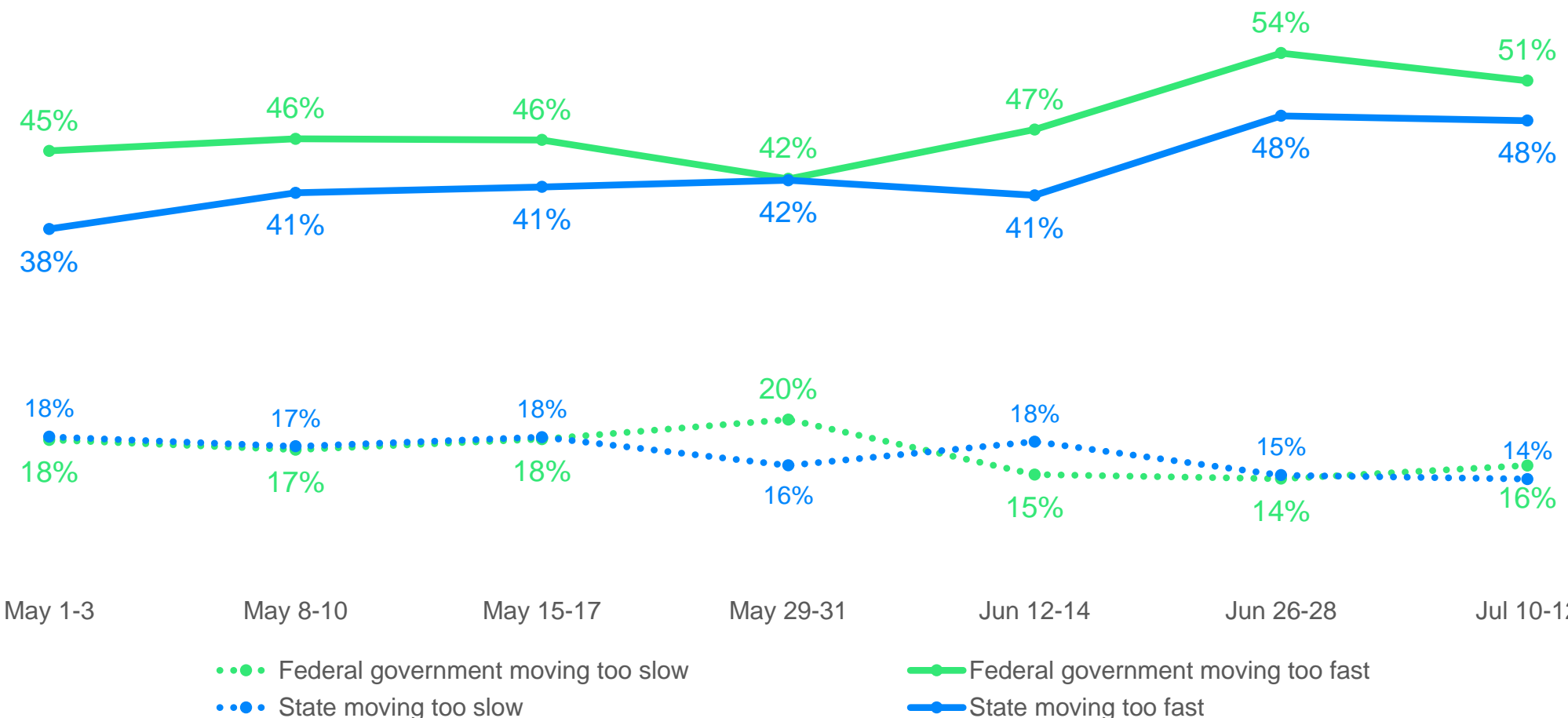
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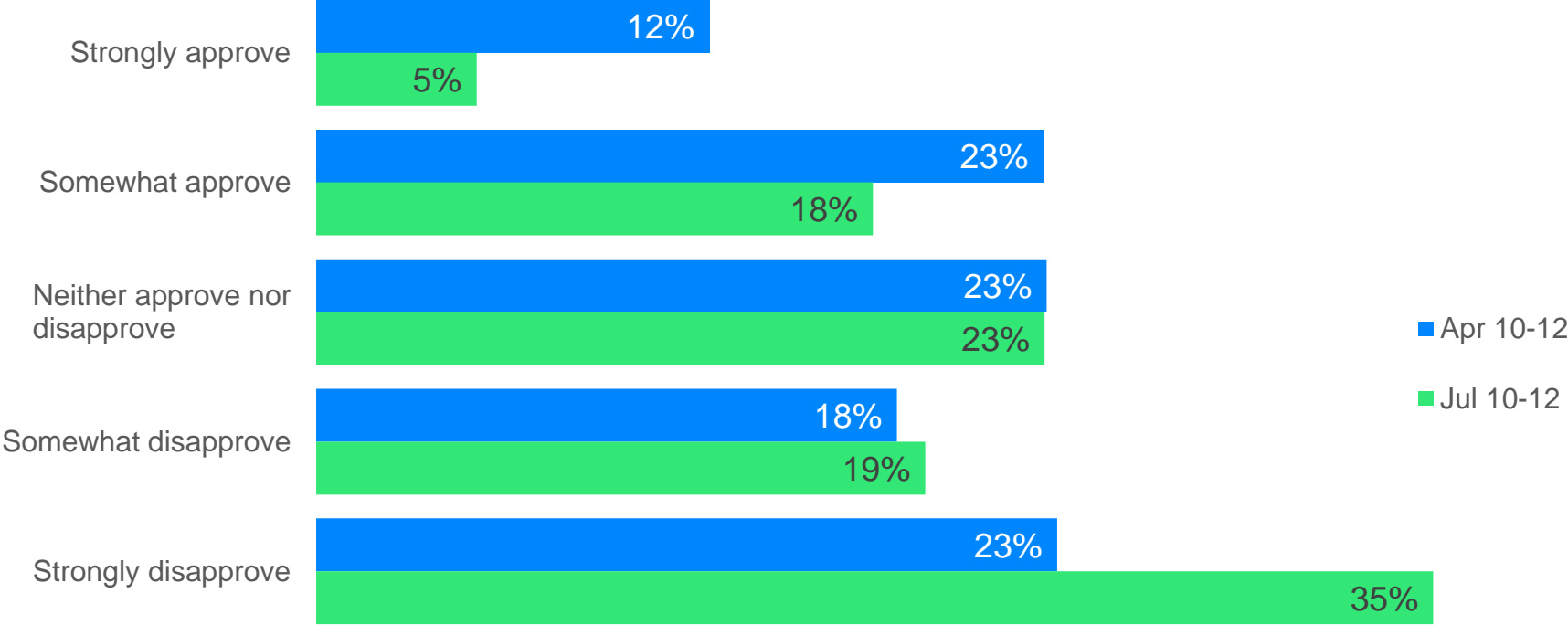
# Which statement comes closest to your view on the federal government's/state's approach to reopen the economy?



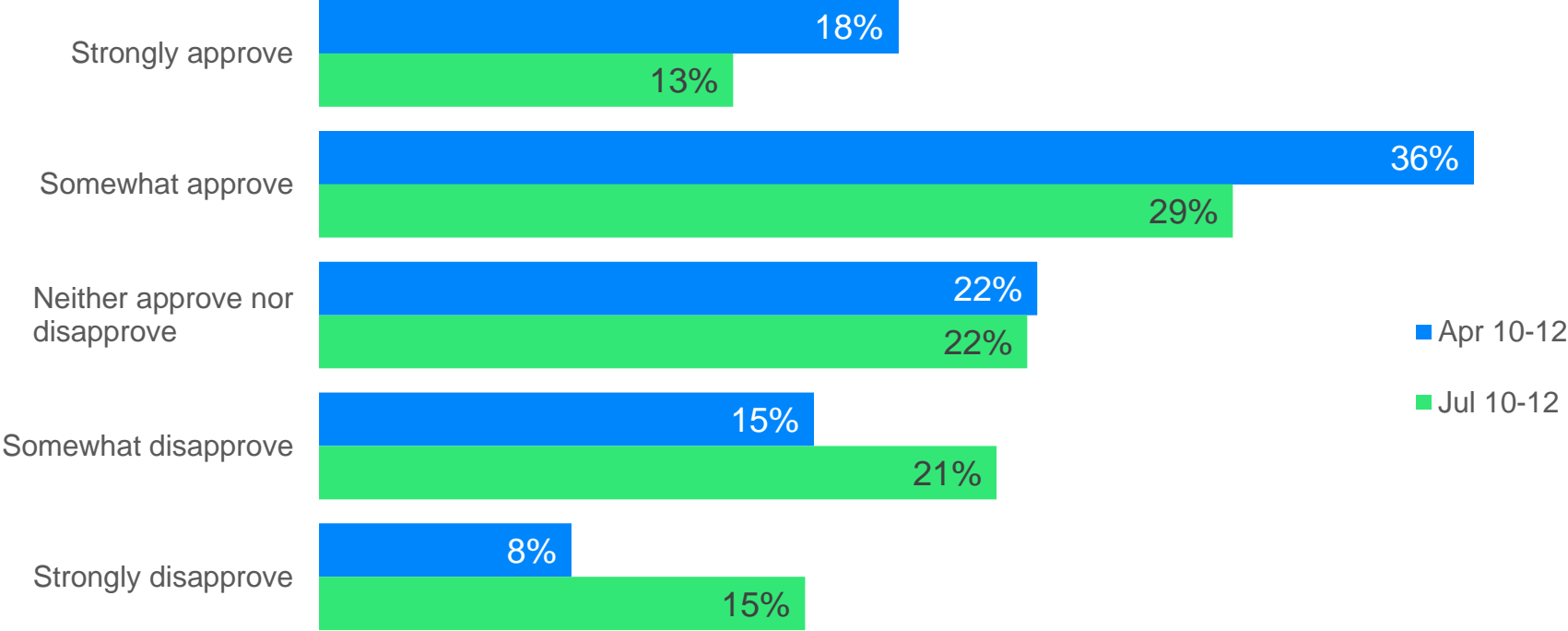
# Which statement comes closest to your view on the federal government's/state's approach to reopen the economy?



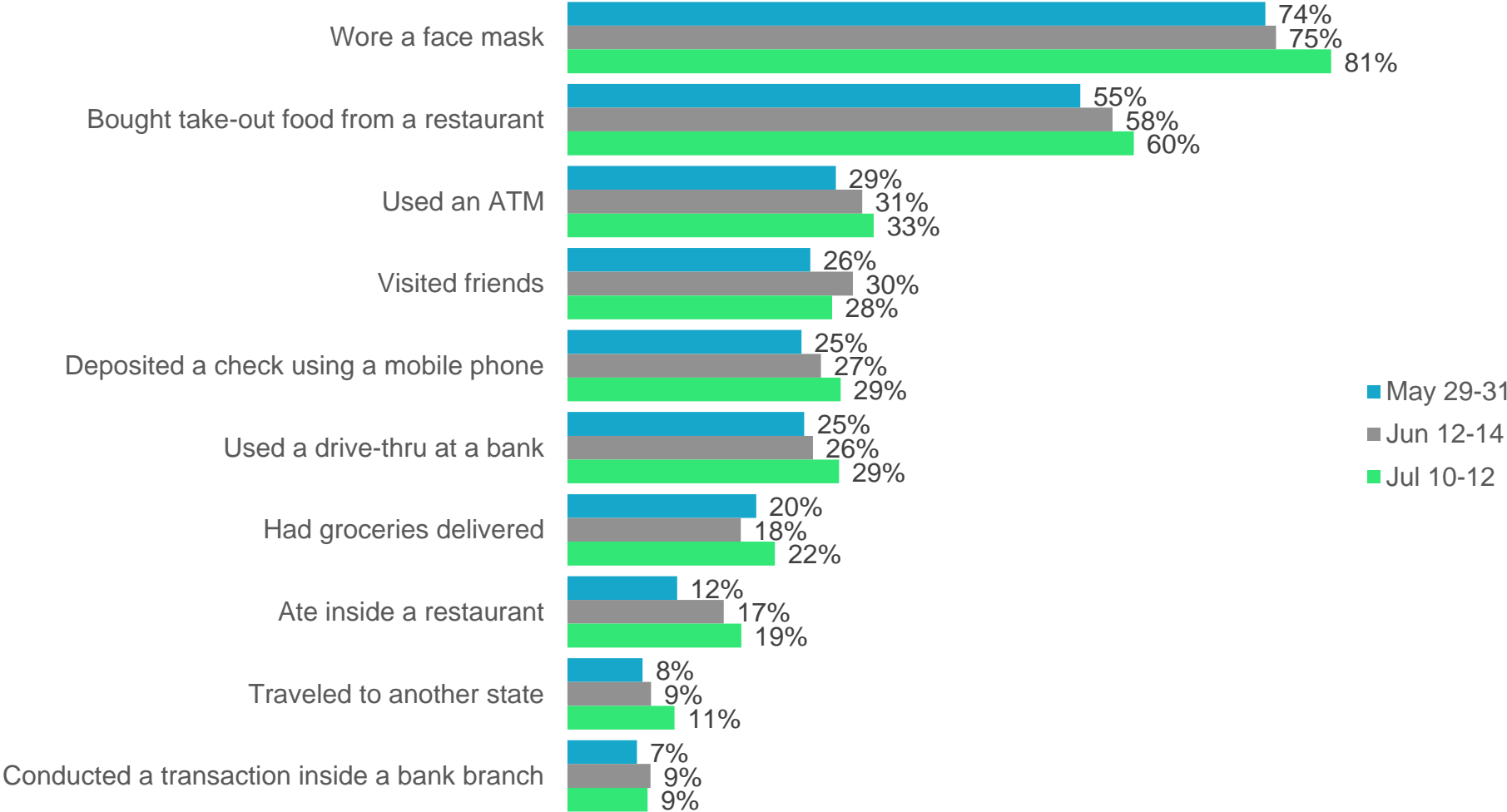
# Do you approve or disapprove of the federal government's handling of the coronavirus crisis?



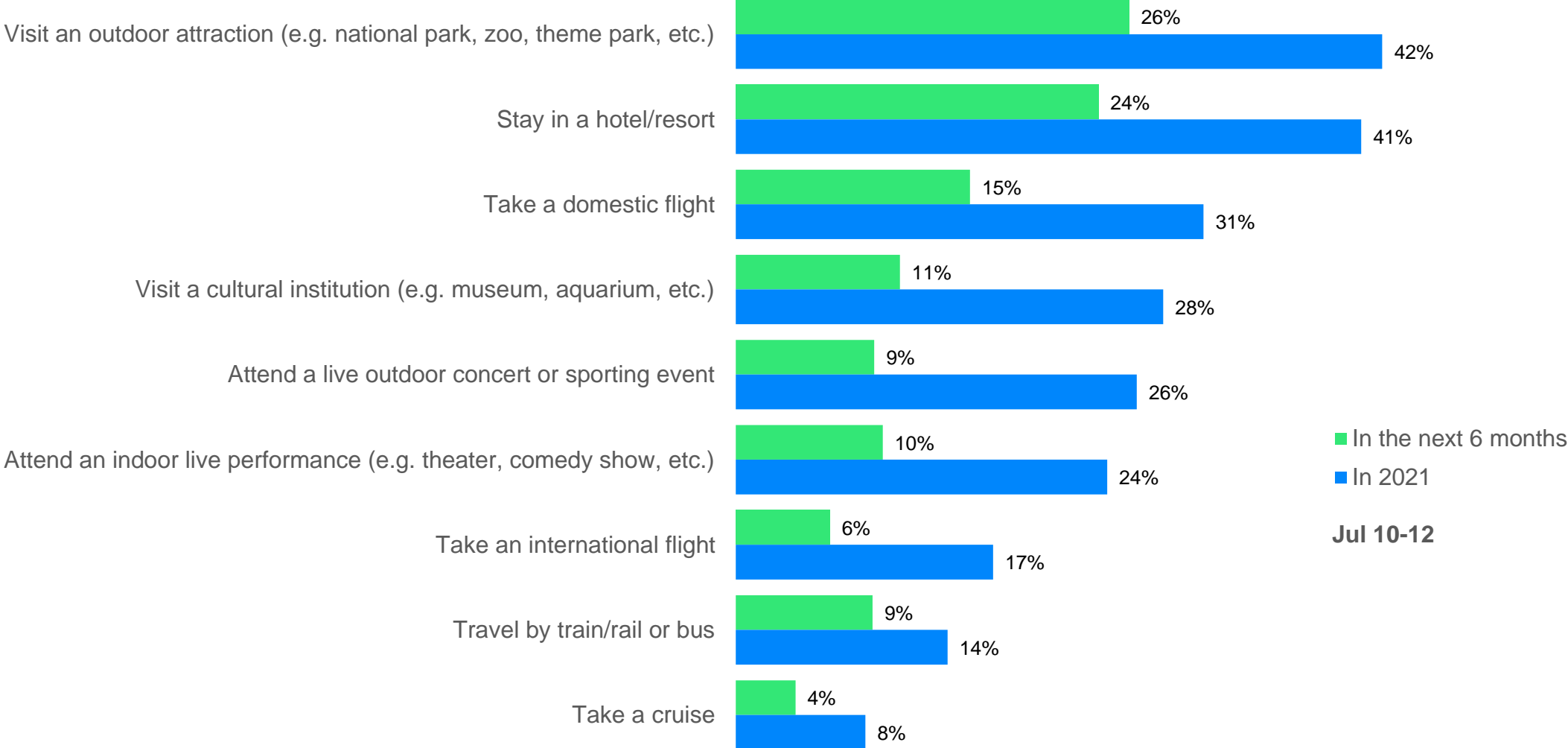
# Do you approve or disapprove of your state's handling of the coronavirus crisis?



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



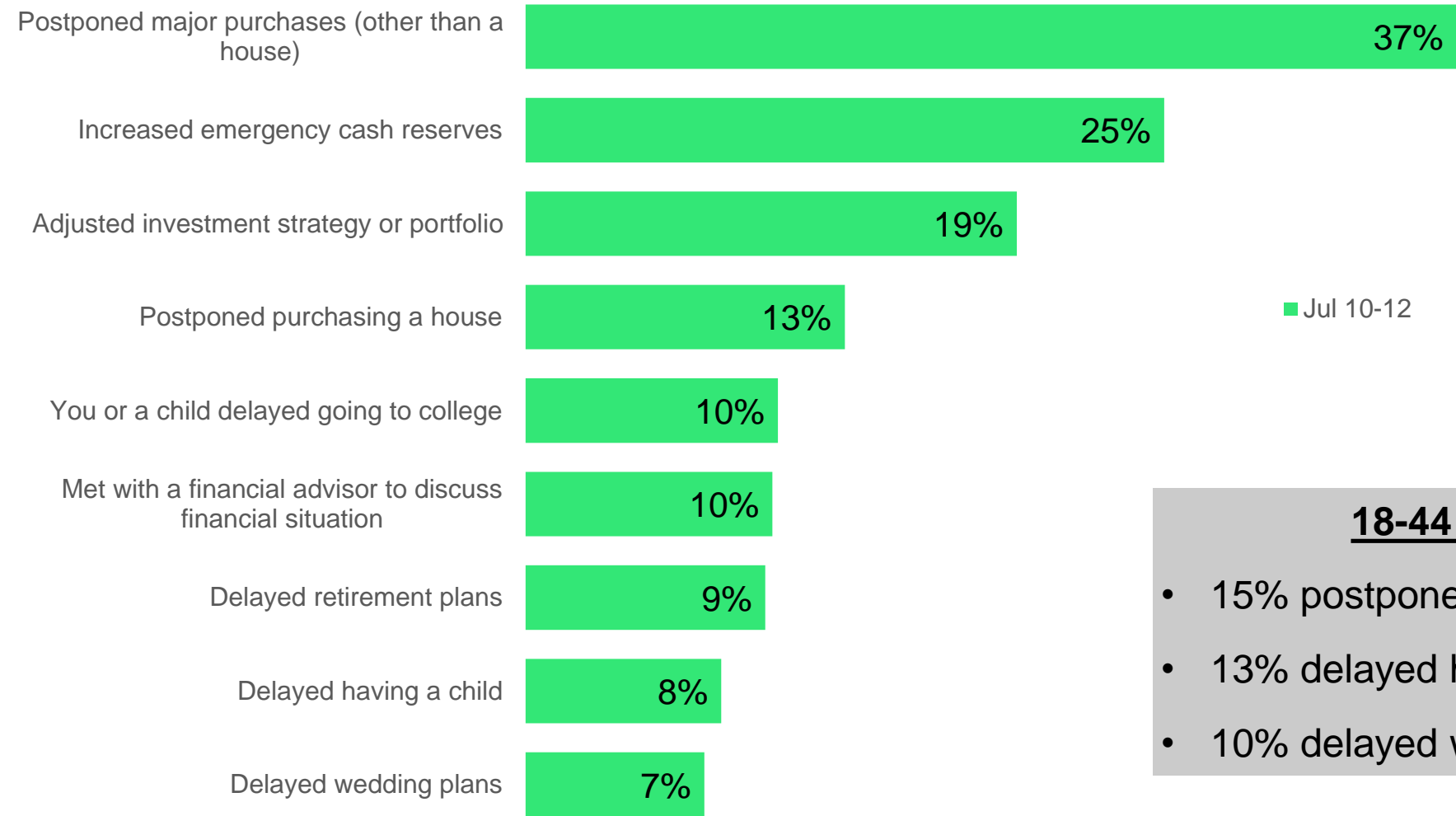
# Which of the following do you plan to do in the next 6 months/2021?



■ In the next 6 months  
■ In 2021  
**Jul 10-12**

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# Which of the following changes have you made due to the coronavirus crisis?

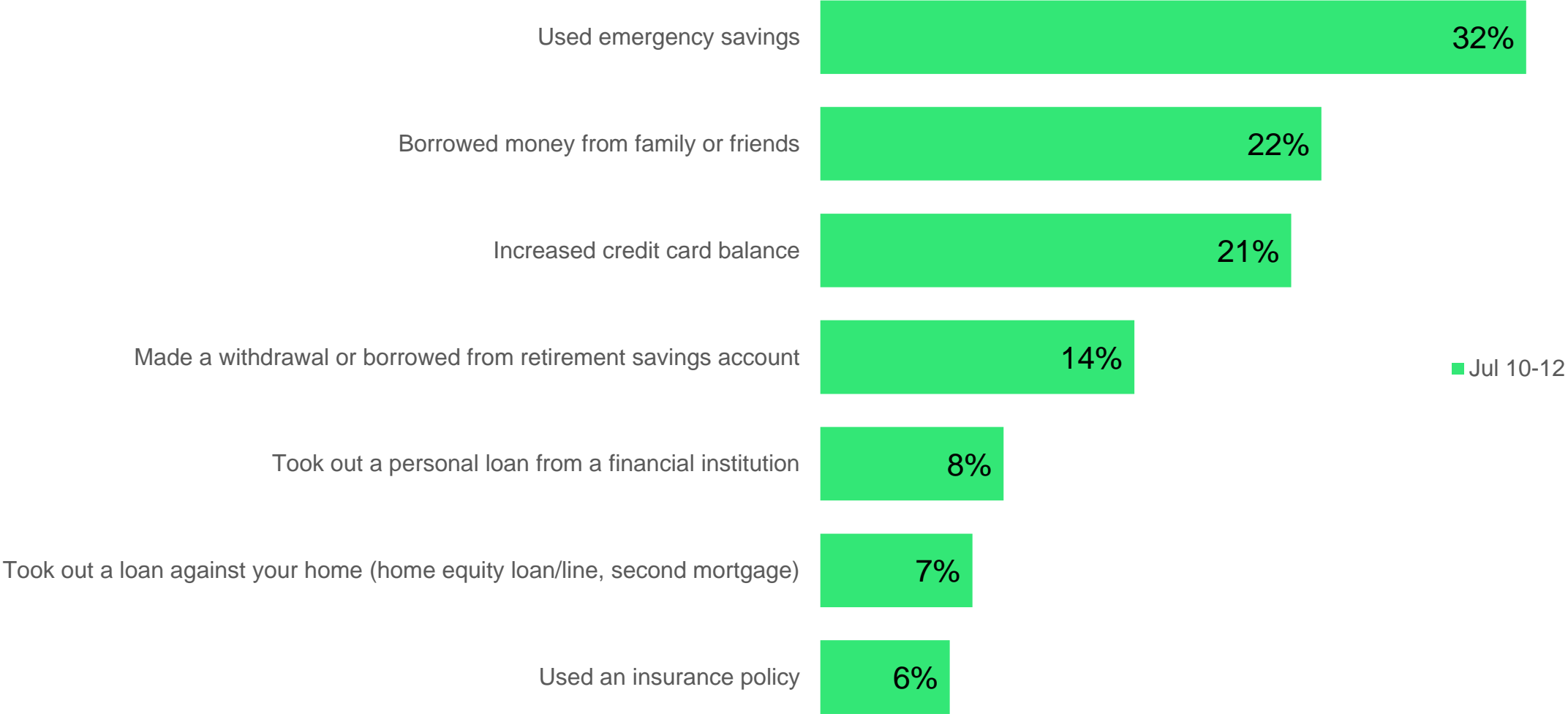


**18-44 Years Old**

- 15% postponed purchasing a home
- 13% delayed having a child
- 10% delayed wedding plans

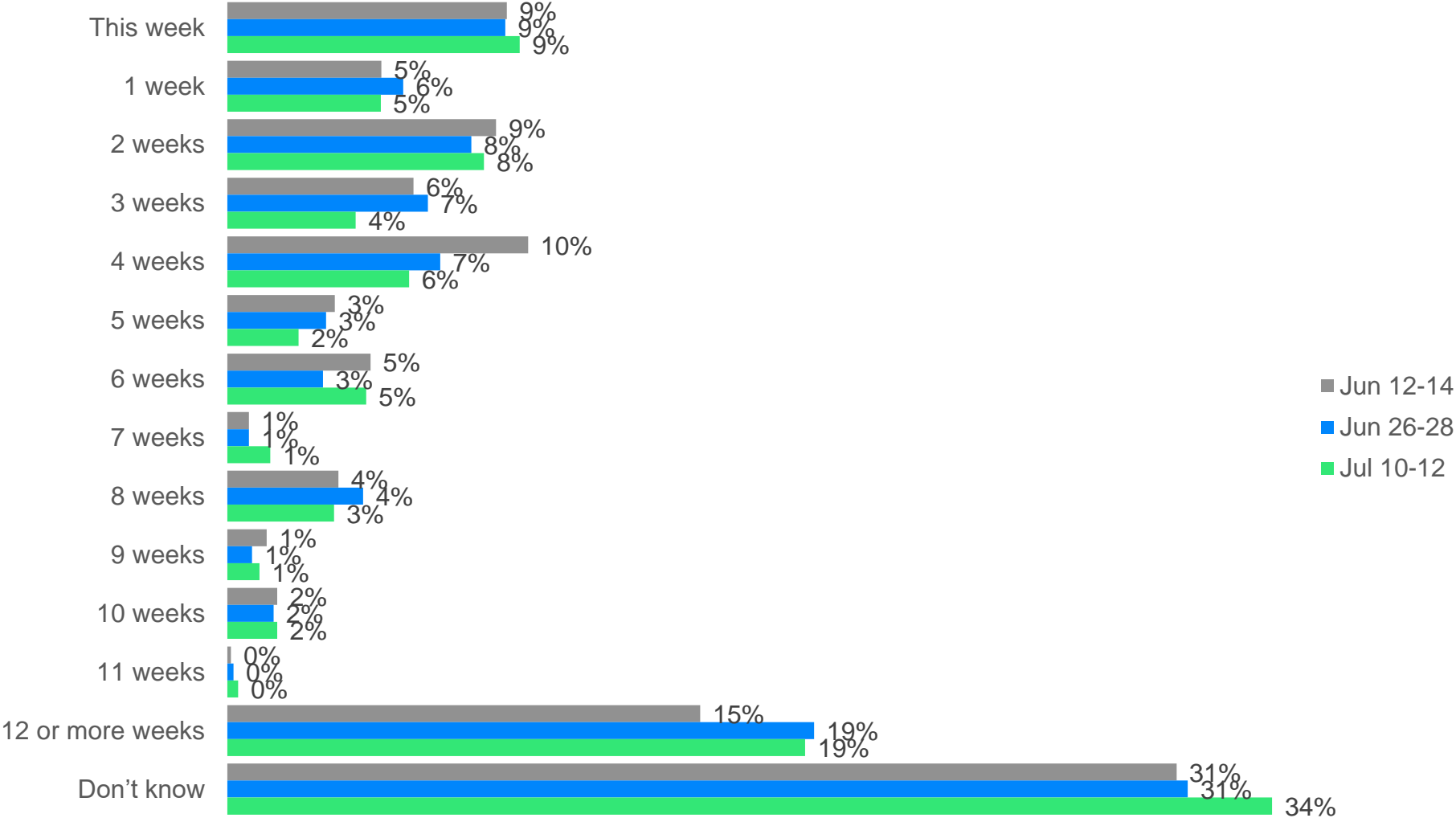


# Since the coronavirus crisis began, which of the following actions have you taken to pay for your expenses or manage the cash you have available?



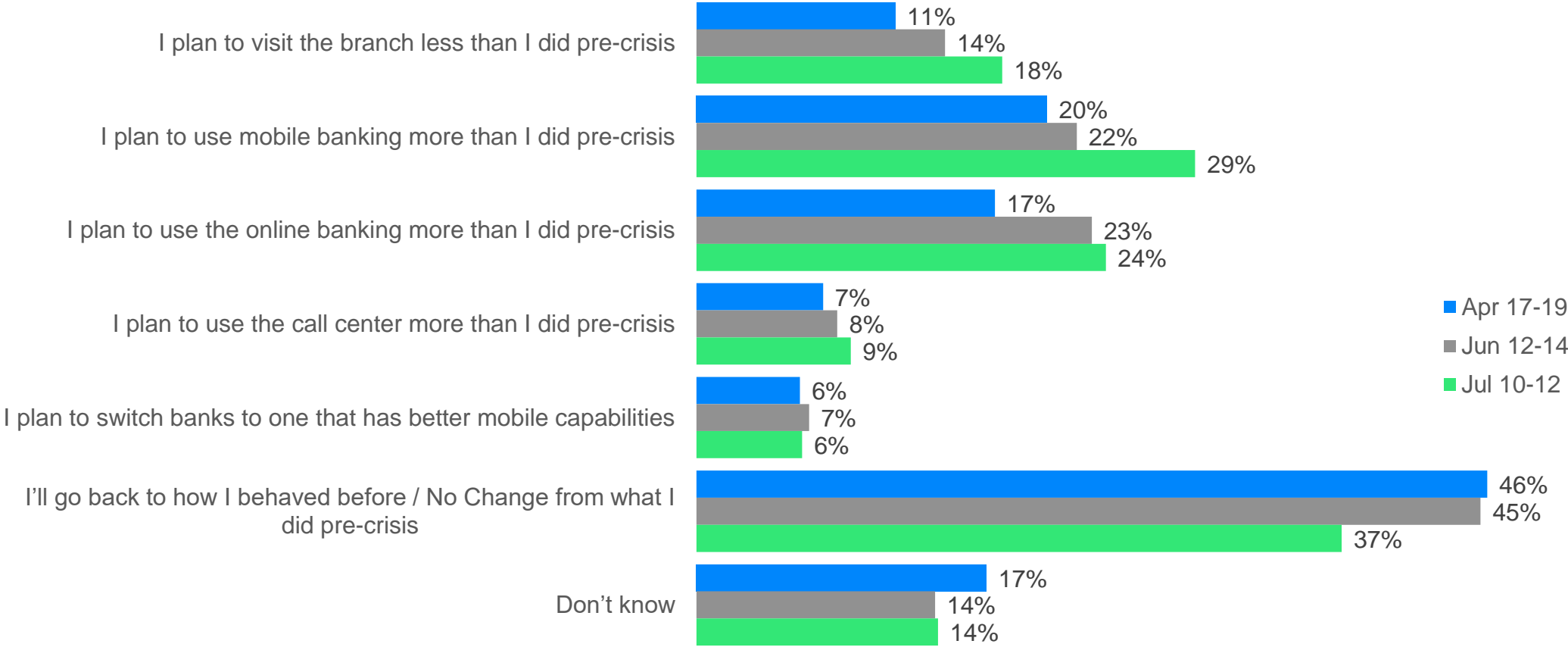
# Banking

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

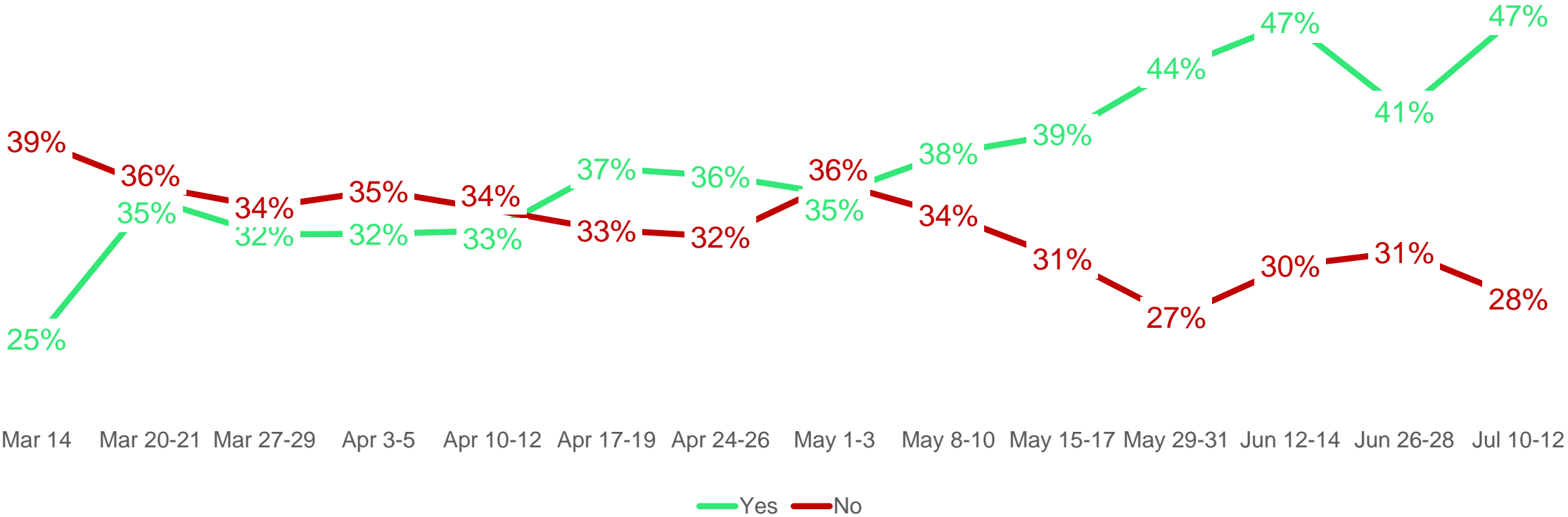


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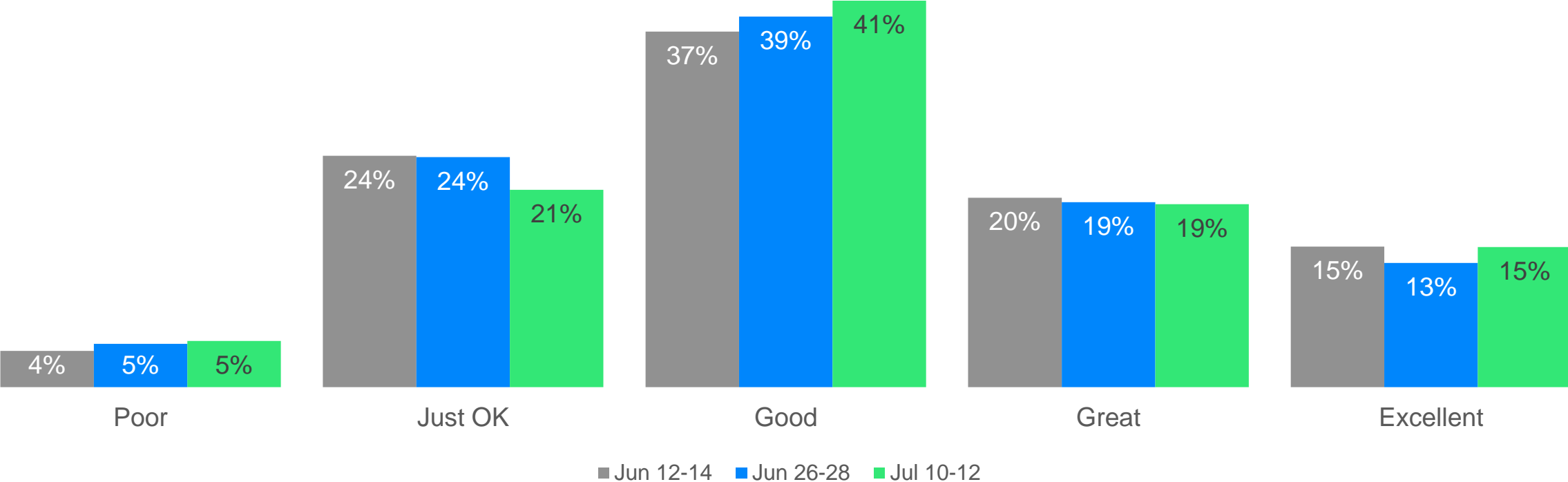
# After the coronavirus crisis is over and it is safe to have in-person interactions, what are your plans for interacting with your banks or financial services providers?



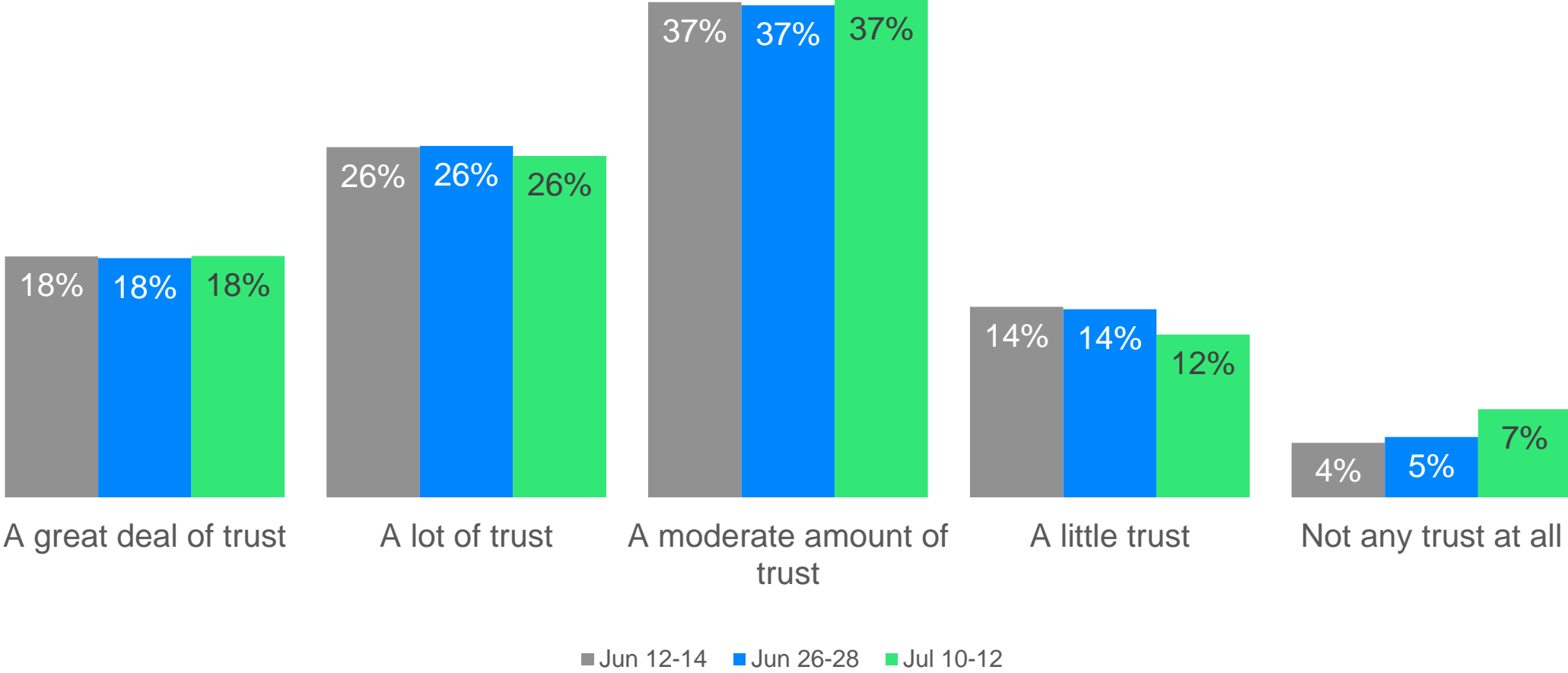
# Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



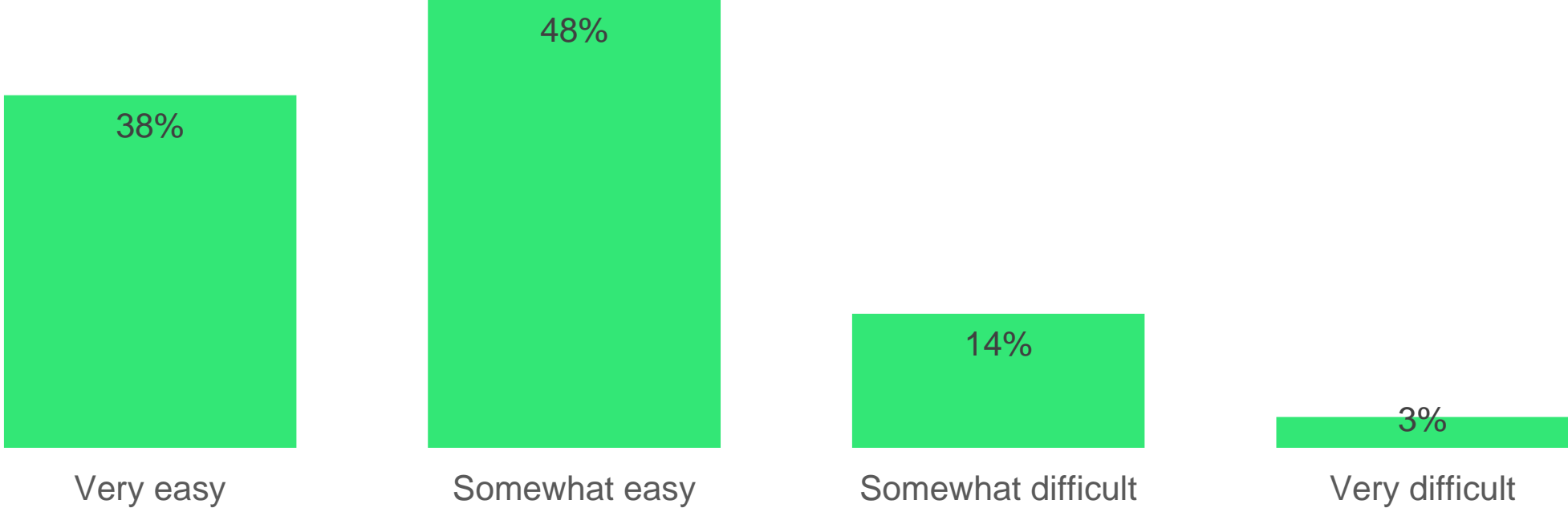
# Please rate your primary bank on how well it is supporting its customers during the coronavirus crisis.



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



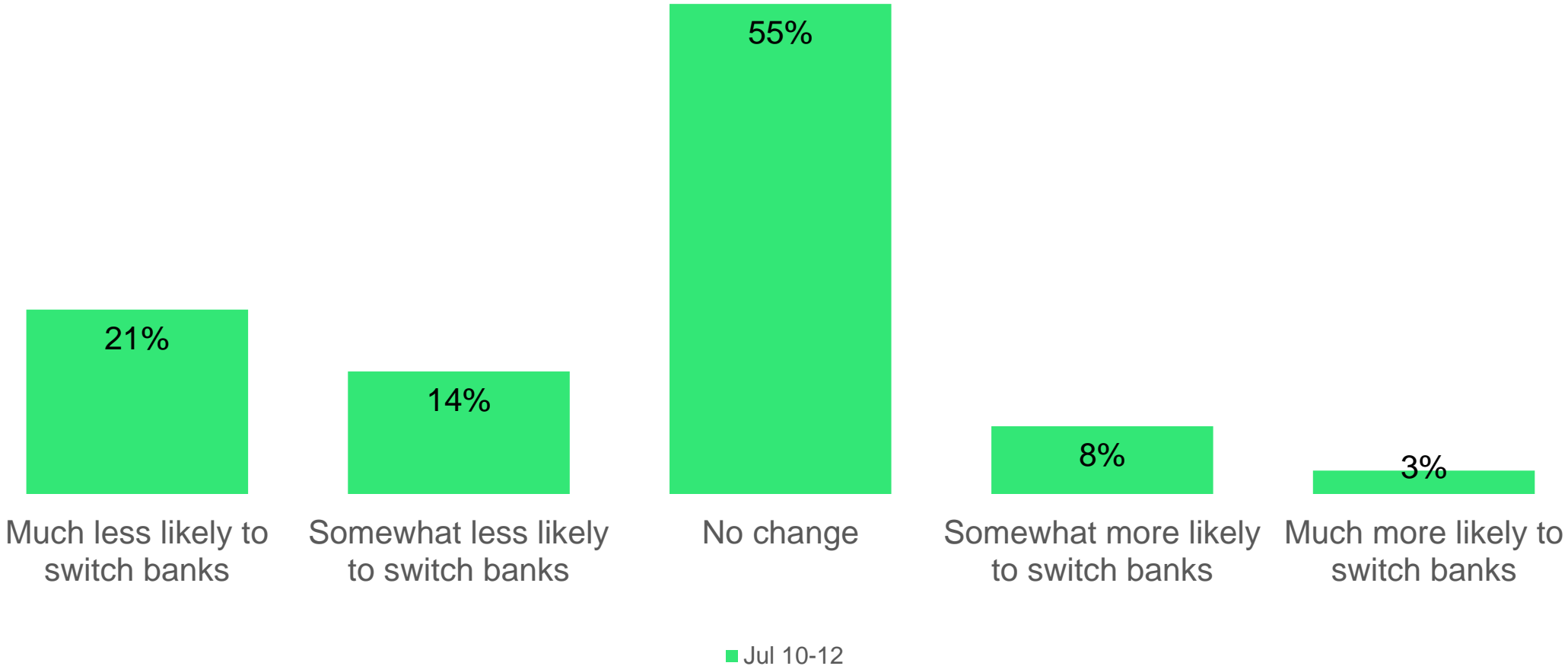
# How easy has it been to do business with your primary bank during the coronavirus crisis?



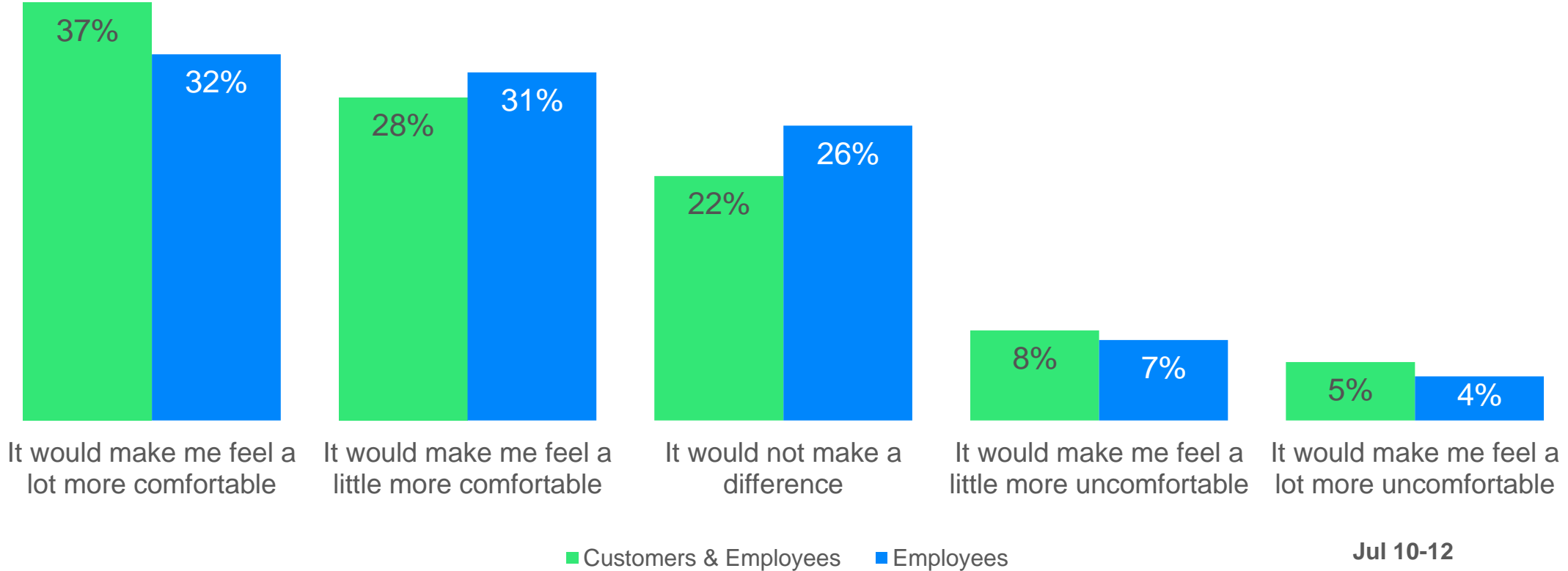
■ Jul 10-12



# Based on how you have conducted your banking during the coronavirus crisis, how has your likelihood of switching from your primary bank to another bank changed?

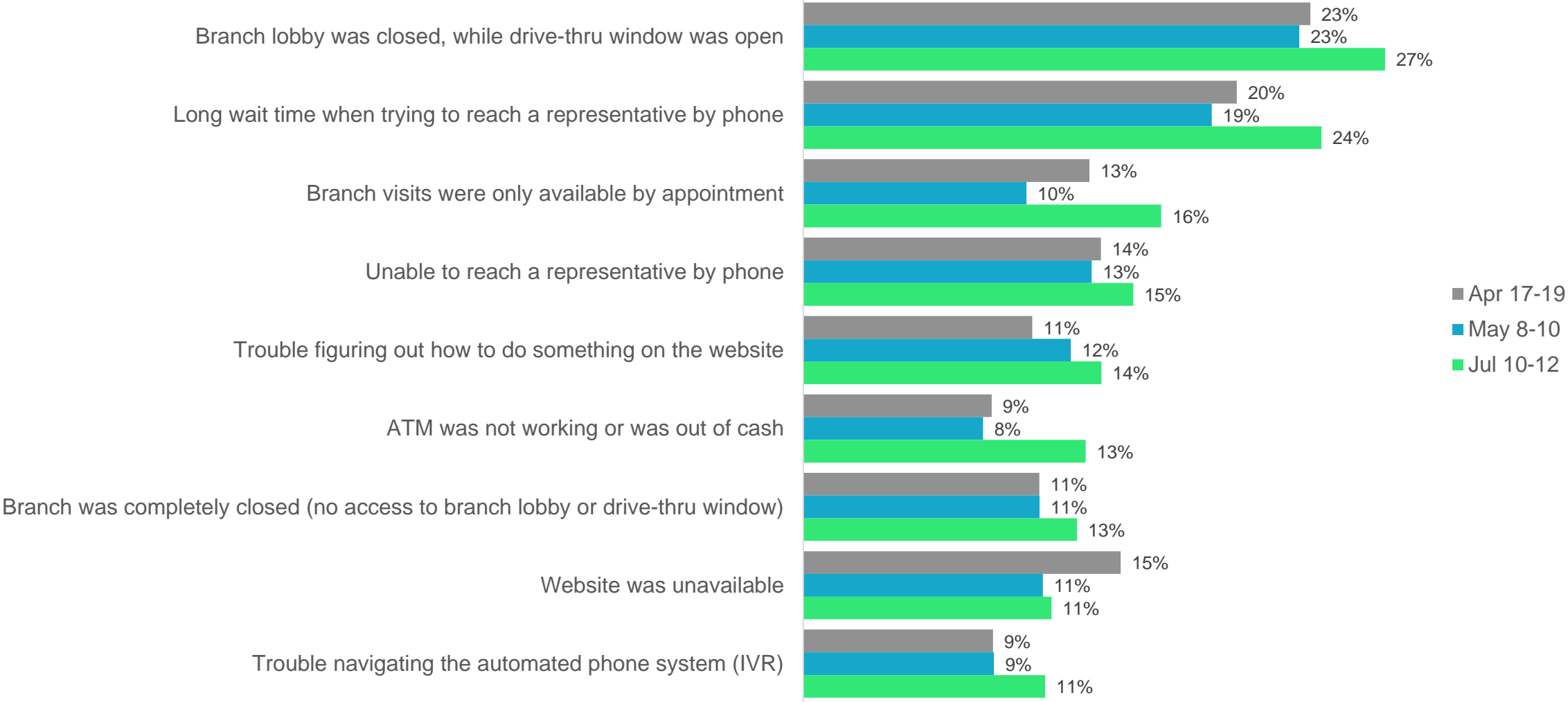


# How would your comfort of going into a bank branch change if customers/ customers and employees were required to wear a face mask?



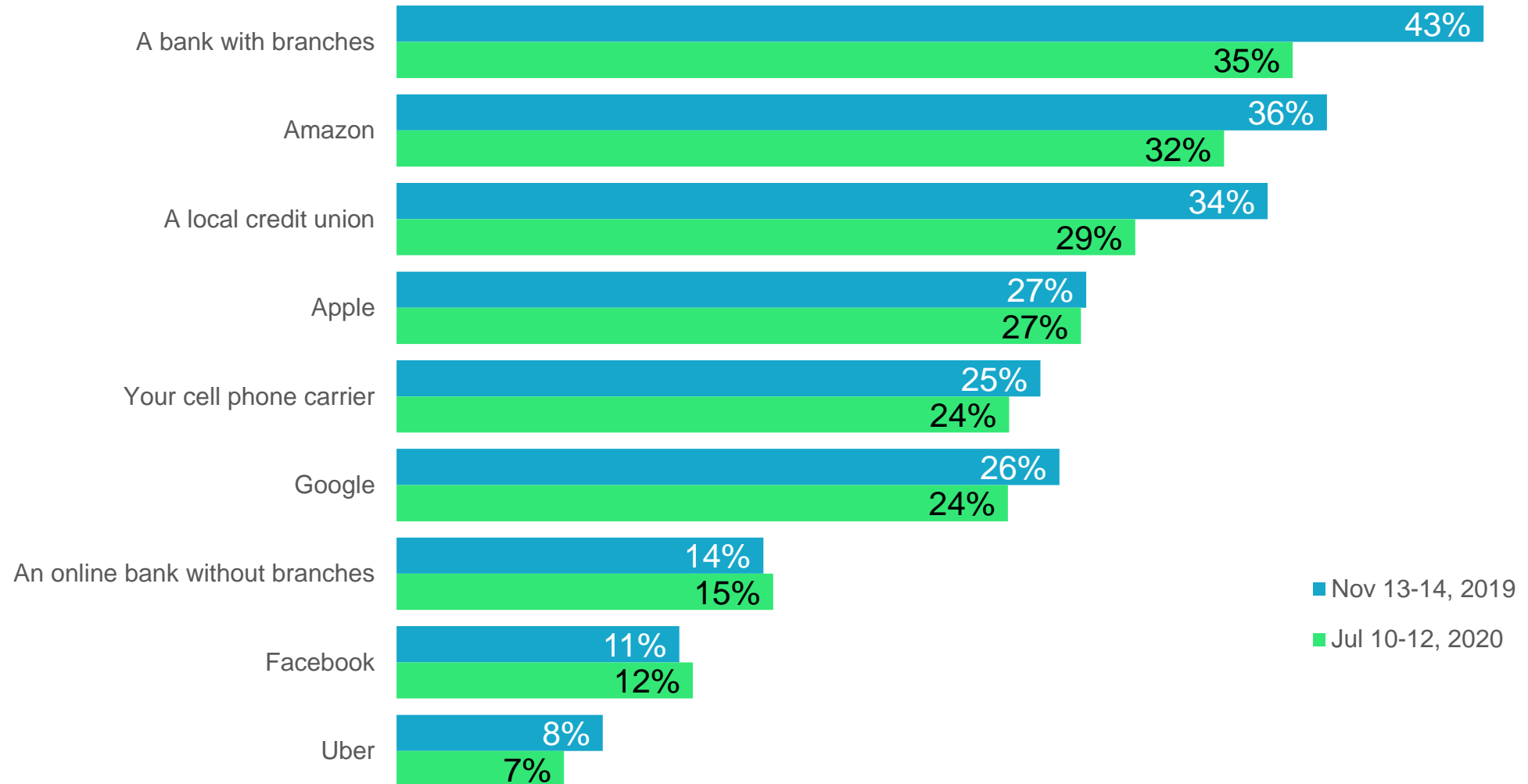
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# Which of the following have you recently experienced with a financial institution?

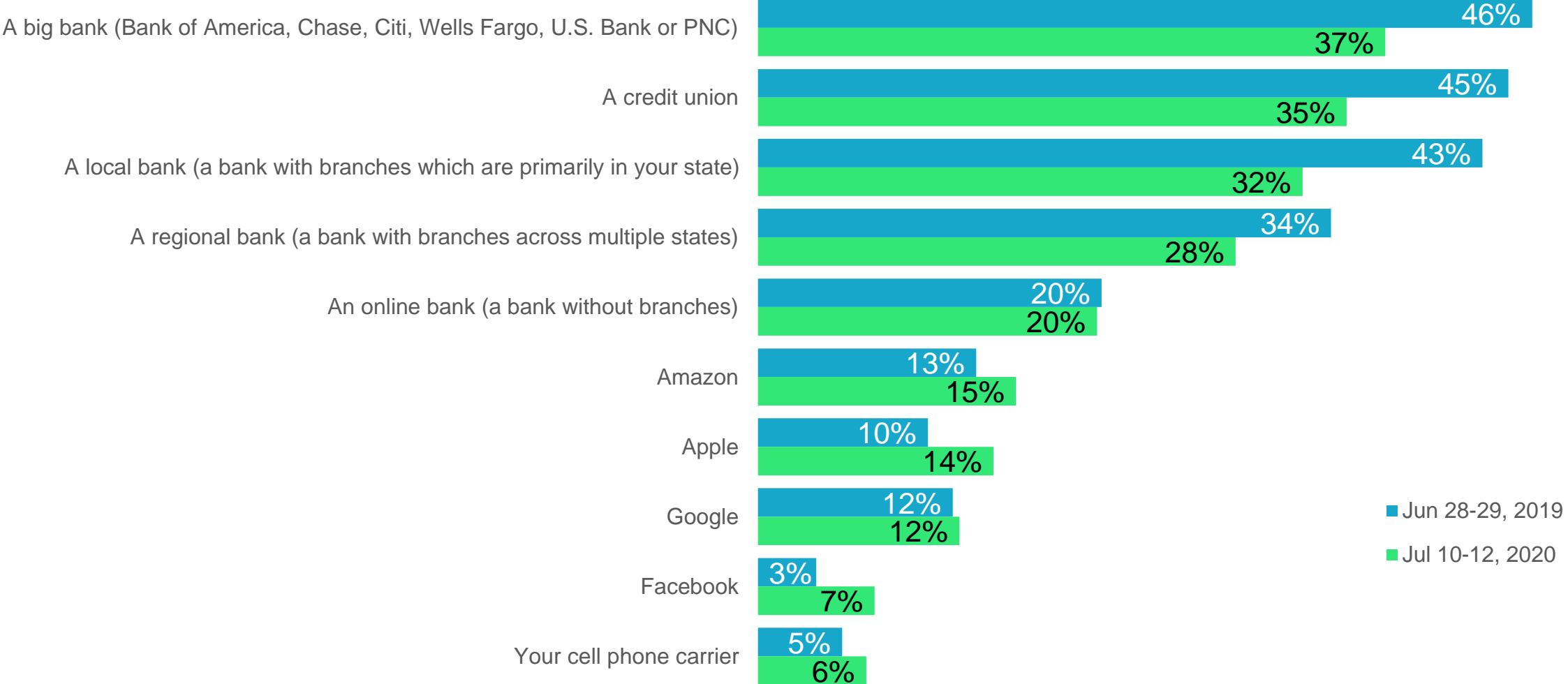


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# Which of the following do you trust to protect your personal data and privacy?



# If you were looking to open a new checking account, which of the following would you consider (assume they offer a free checking account)?



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## Contributors

### JIM MILLER

*Vice President,  
Banking and  
Payments  
Intelligence*

[James.Miller@jdpa.com](mailto:James.Miller@jdpa.com)

## Global Offices

### AMERICAS

**Troy, Michigan**  
320 E. Big Beaver Road  
Suite 500  
Troy, MI 48083  
Phone 1 (248) 680-6200  
Toll Free 1 (888) 274-5372

**Costa Mesa, California**  
3200 Park Center Drive  
13th Floor  
Costa Mesa, CA 92626  
Phone 1 (714) 621-6200  
Toll Free 1 (888) 477-5372

**Westlake Village, California**  
30870 Russell Ranch Road  
Suite 300  
Westlake Village, CA 91362  
Phone 1 (805) 418-8000  
Toll Free 1 (800) 274-5372  
Fax 1 (805) 418-8900

**Troy, Michigan**  
320 E. Big Beaver Road  
Suite 500  
Troy, MI 48083  
Phone 1 (248) 680-6200  
Toll Free 1 (888) 274-5372

**Orlando, Florida**  
301 E. Pine Street  
Suite 750  
Orlando, FL 32801  
Toll Free 1 (800) 274-5372

**McLean, Virginia**  
8401 Greensboro Drive  
Suite 1000  
McLean, VA 22102  
Phone 1 (800) 544-6232

**Hinsdale, Illinois**  
330 W. Chestnut  
Suite 2-W  
Hinsdale, IL 60521  
Toll Free 1 (800) 274-5372

**New York**  
136 Madison Ave  
5th Floor  
New York, NY 10016  
Toll Free 1 (800) 274-5372

**Toronto, Canada**  
161 Bay Street, 27th Floor  
Toronto, ON M5J 2S1, Canada  
Phone 1 (647) 946-3453

**Mexico City, Mexico**  
J.D. Power de México  
Prado Sur 150,  
Planta Baja Col. Lomas de Chapultepec,  
Del. Miguel Hidalgo,  
Ciudad de México, 11000  
Phone (52) 55 5081 4400

### ASIA PACIFIC

**Sydney, Australia**  
Level 13, 135 King Street  
Sydney, NSW 2000, Australia  
Phone 61 452 605946

**Tokyo, Japan**  
Metro City Kamiyacho  
5-1-5 Toranomom  
Minato-ku, Tokyo, Japan 105-0001  
Phone 81 3 4550 8080

**Shanghai, China**  
Suite 1601, Shanghai Kerry Centre  
1515 Nanjing West Road  
JingAn District  
Shanghai 200040 China  
Phone 86 21 2208 0818

**Beijing, China**  
Suite 2101, 21/F Tower D, Beijing CITC  
A6, Jian Guo Men Wai Avenue Beijing  
100022, China  
Phone 86 106569 2704  
Fax 86 106569 2960

### EUROPE

**Munich, Germany**  
Theresienhohe 13a  
80333 München  
+49 89 288 0366 0