

A stack of coins is shown in the background, with a glowing blue network of lines and nodes overlaid on it, suggesting a digital or financial theme.

J.D. POWER

Financial Services COVID-19 Pulse Survey

June 26-28, 2020 Update

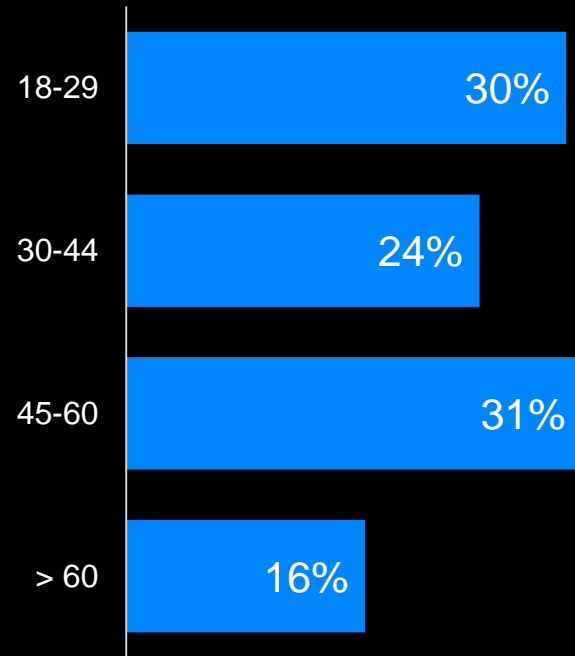
Jim Miller – Vice President, Banking and Payments Intelligence
James.Miller@jdpa.com

June 29, 2020

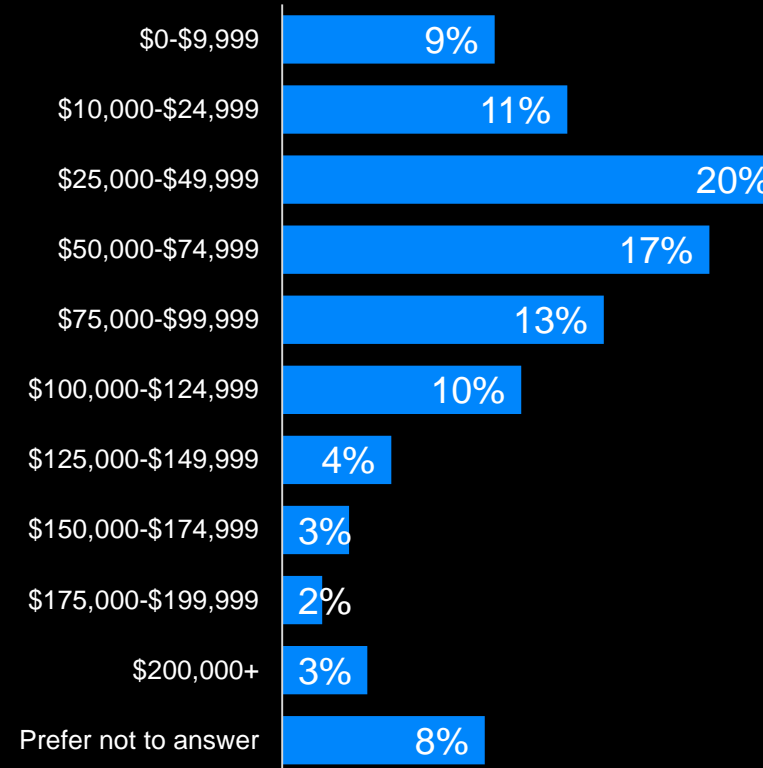
Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- June 26-28: n=2,077 (40% male, 60% female)

Distribution by Age

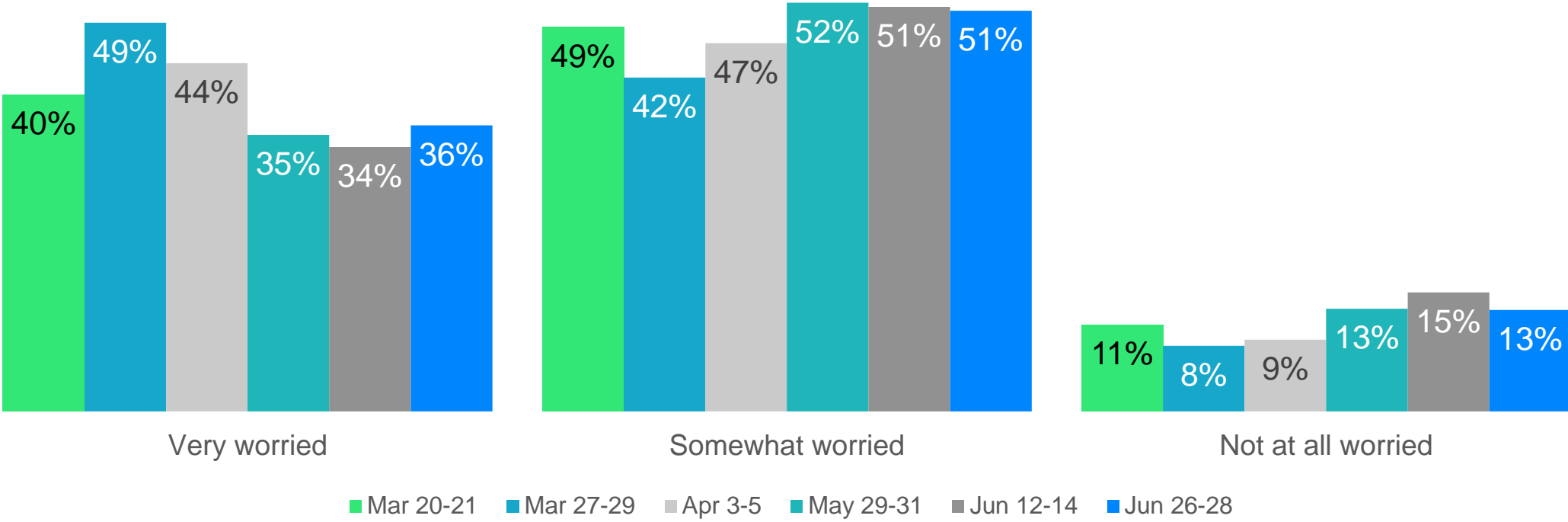


Distribution by Income

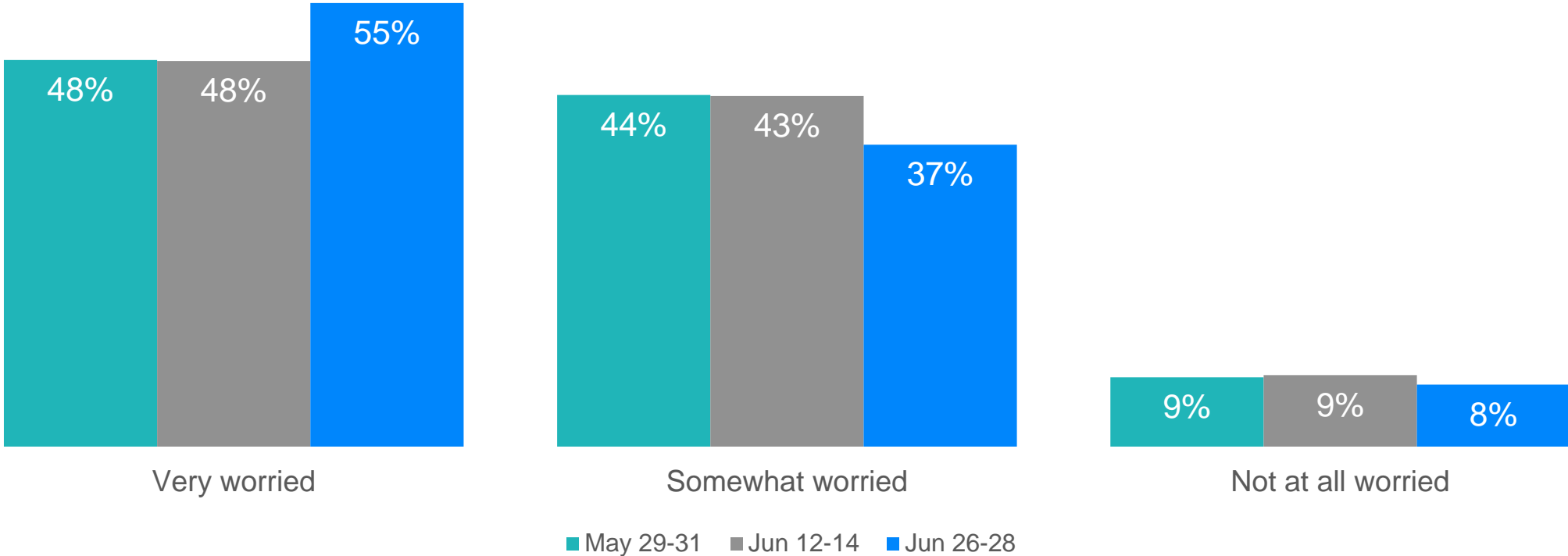


General Perceptions of U.S. Adults

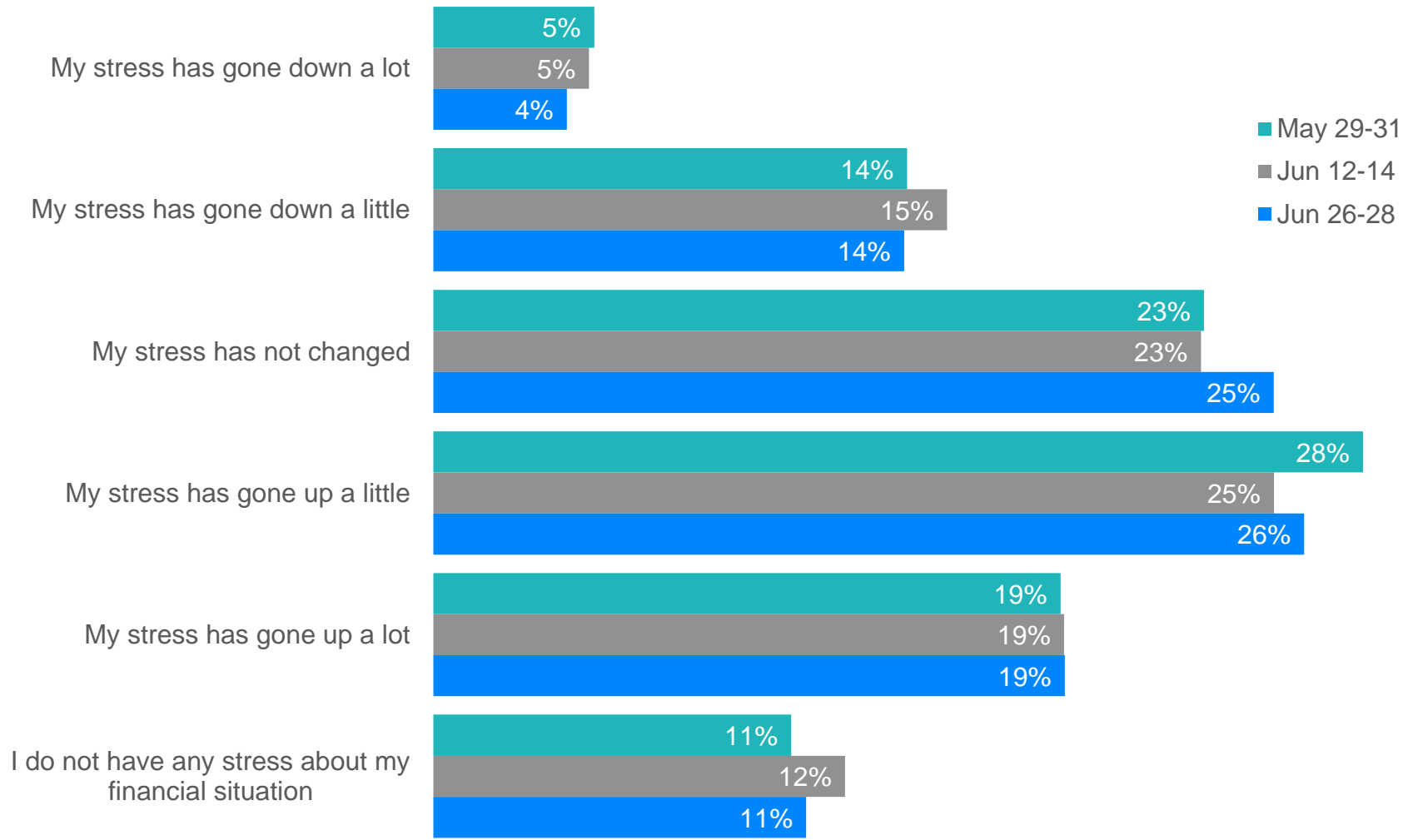
How worried are you that you or someone in your family will get sick from the coronavirus?



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

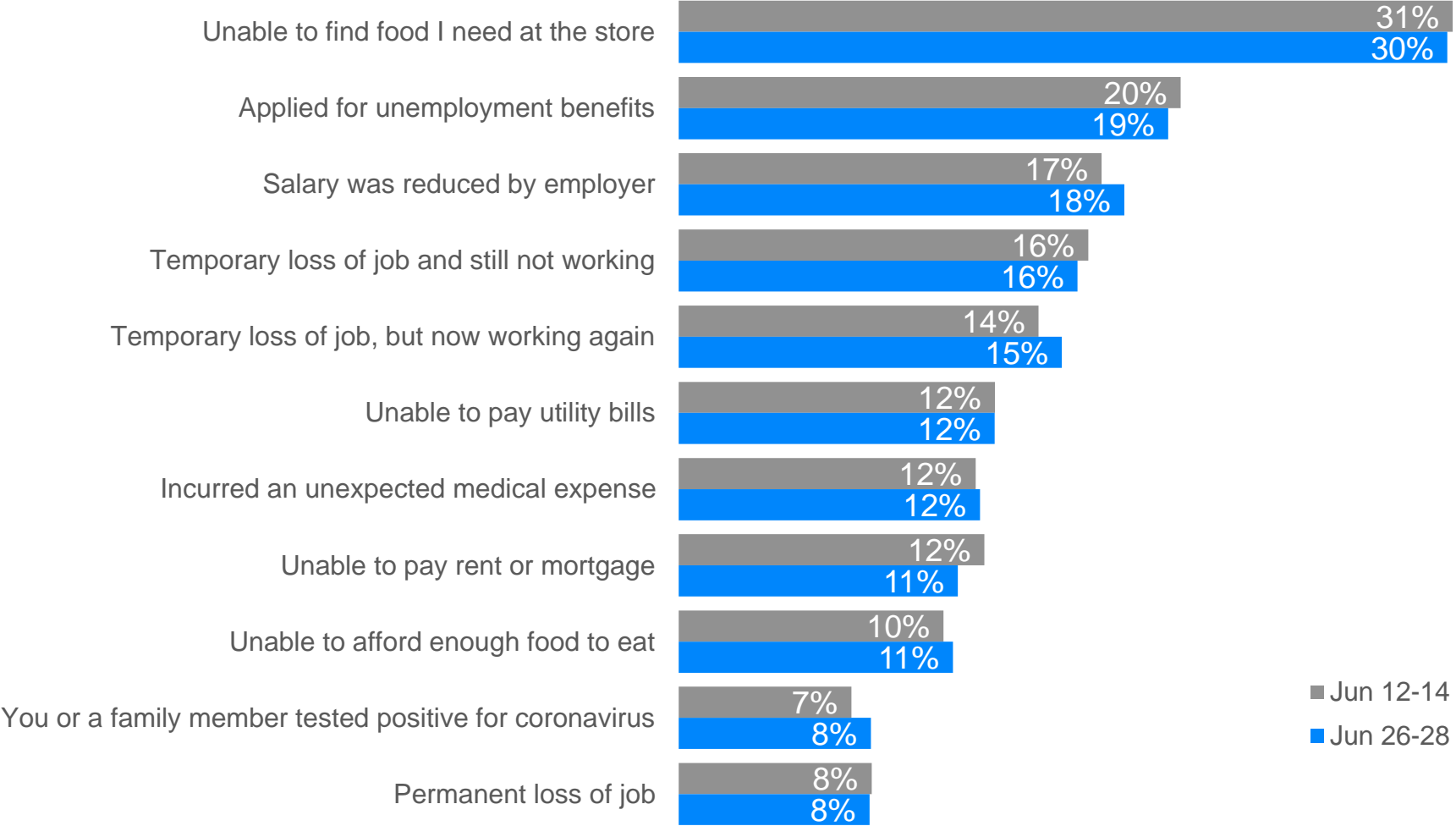


In the past several weeks, how has the level of stress about your financial situation changed?



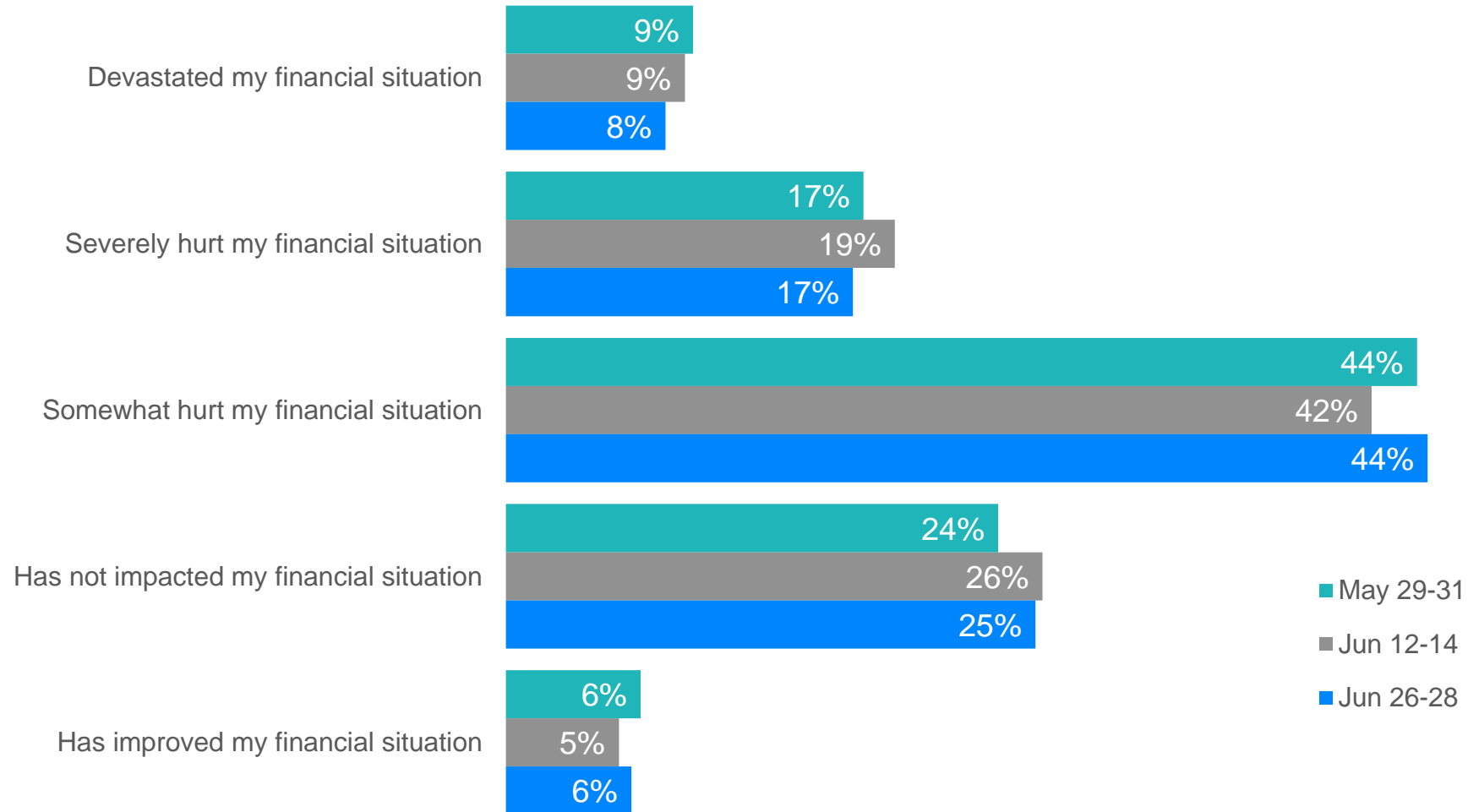
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Which of the following impacts from the coronavirus have you already experienced?

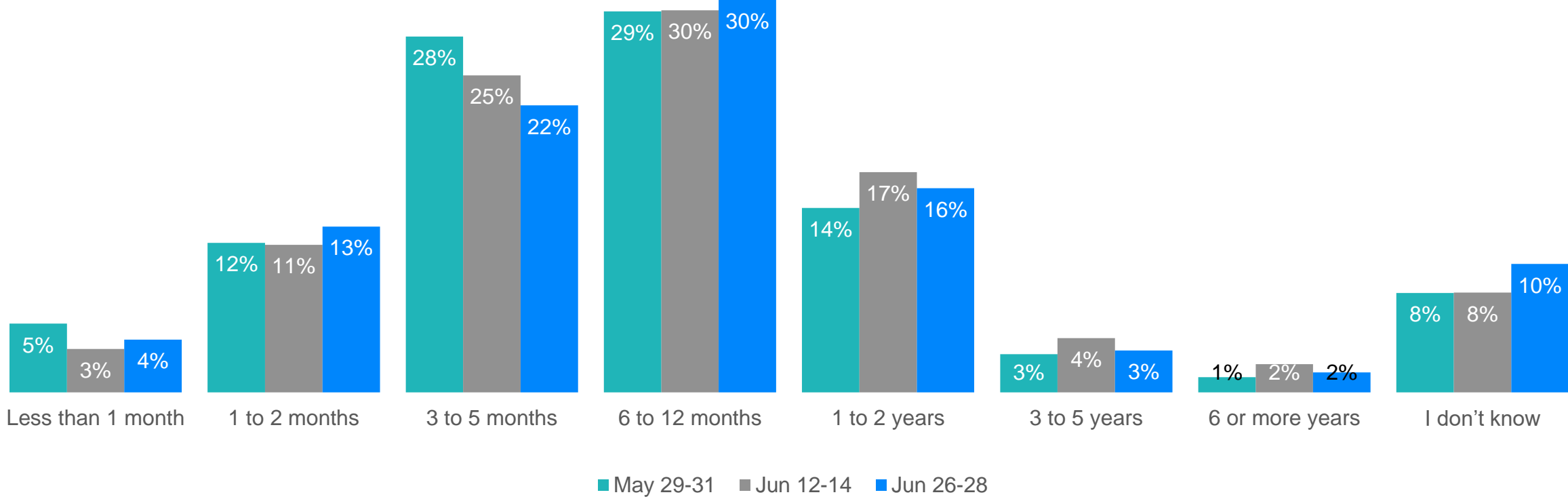


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How has the coronavirus crisis impacted your personal financial situation?

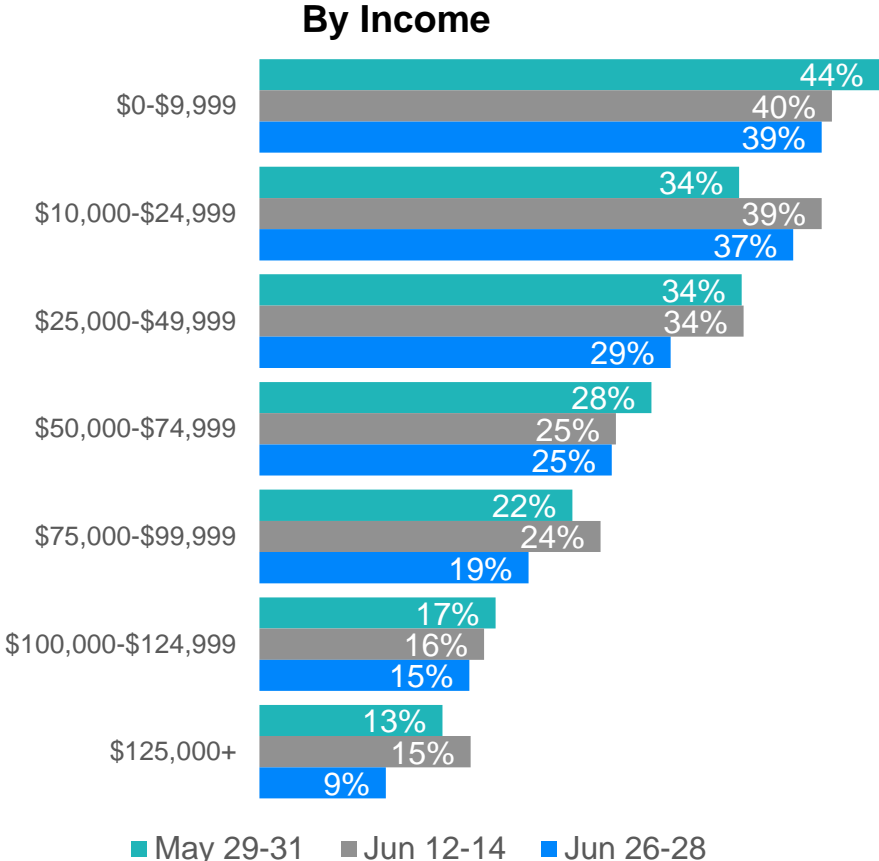
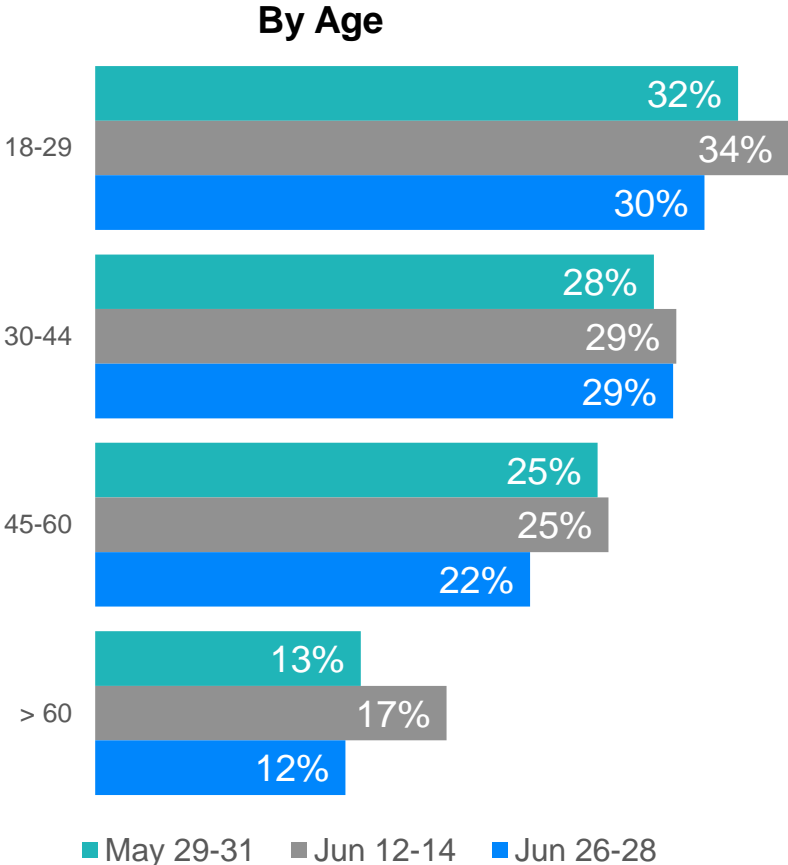


How long do you expect that your financial situation will be worse due to the coronavirus?

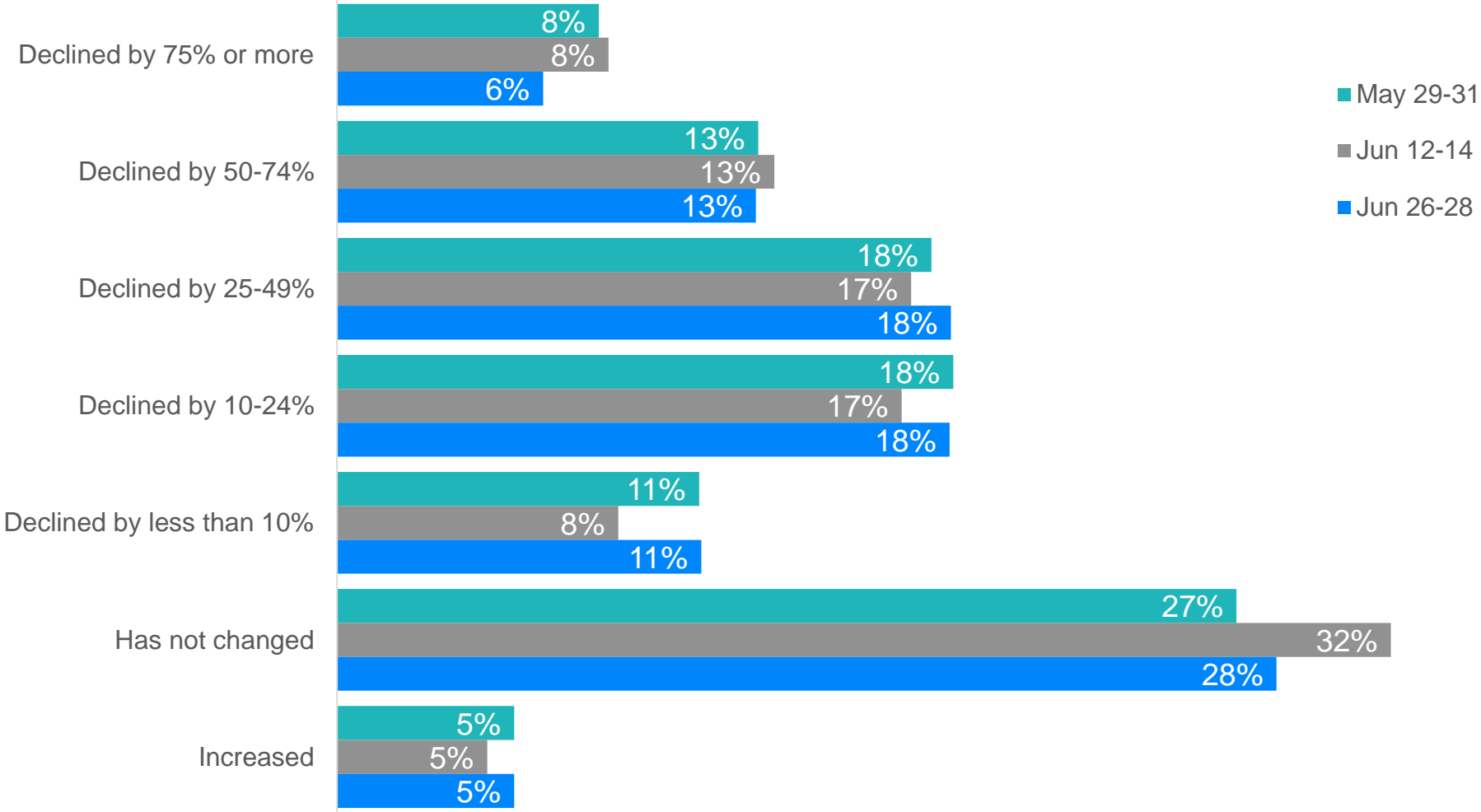


How has the coronavirus crisis impacted your personal financial situation?

% Devastated and Severely Hurt



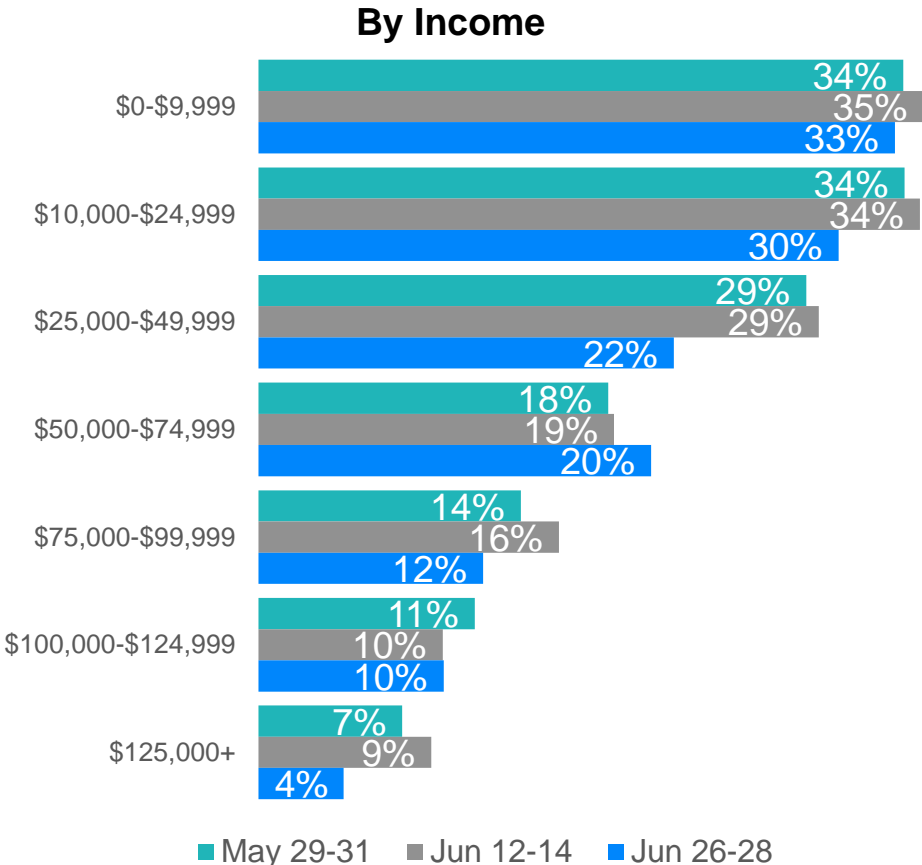
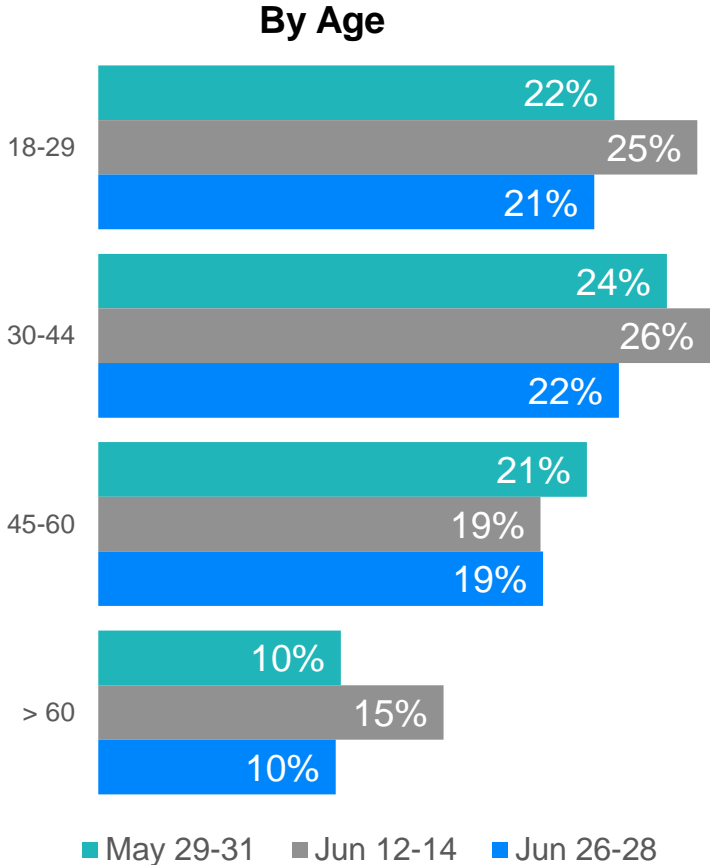
How has your family's income changed since the coronavirus crisis began?



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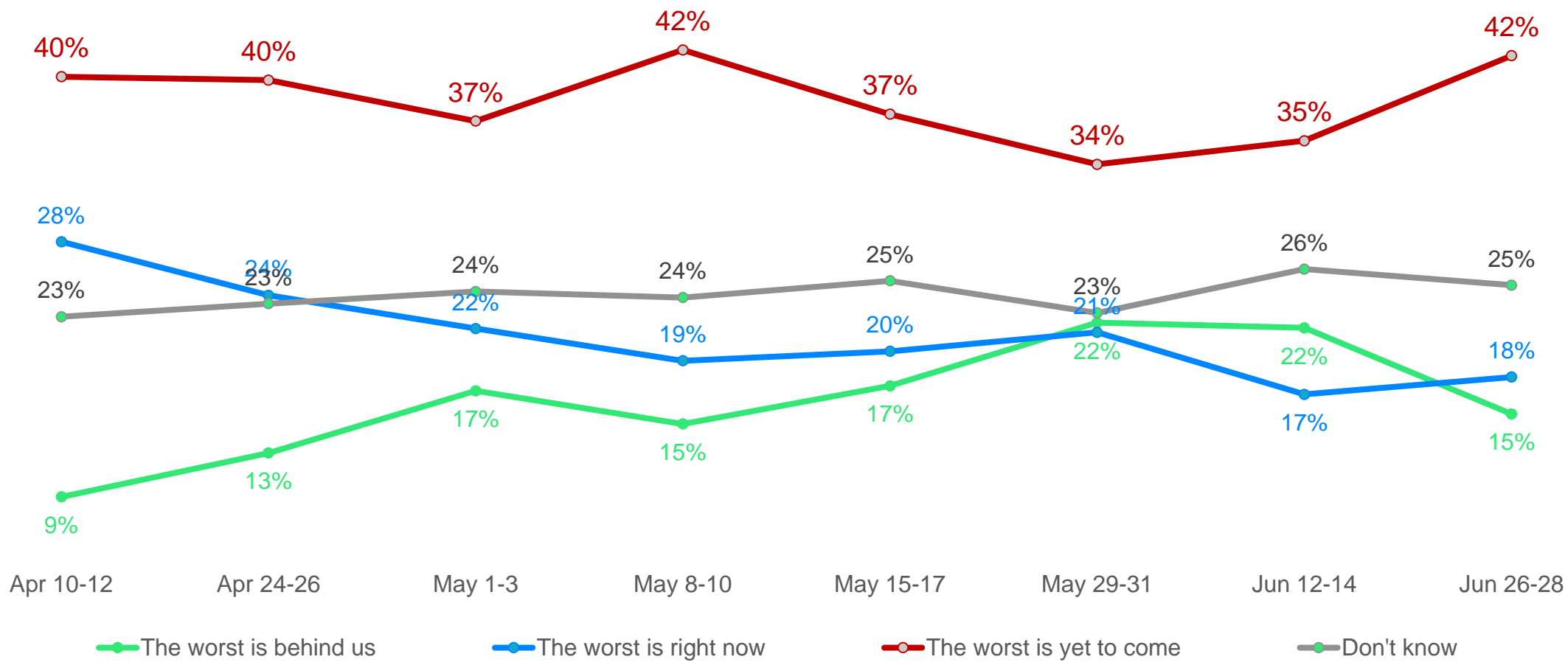
How has your family's income changed since the coronavirus crisis began?

% Declined by 50% or More



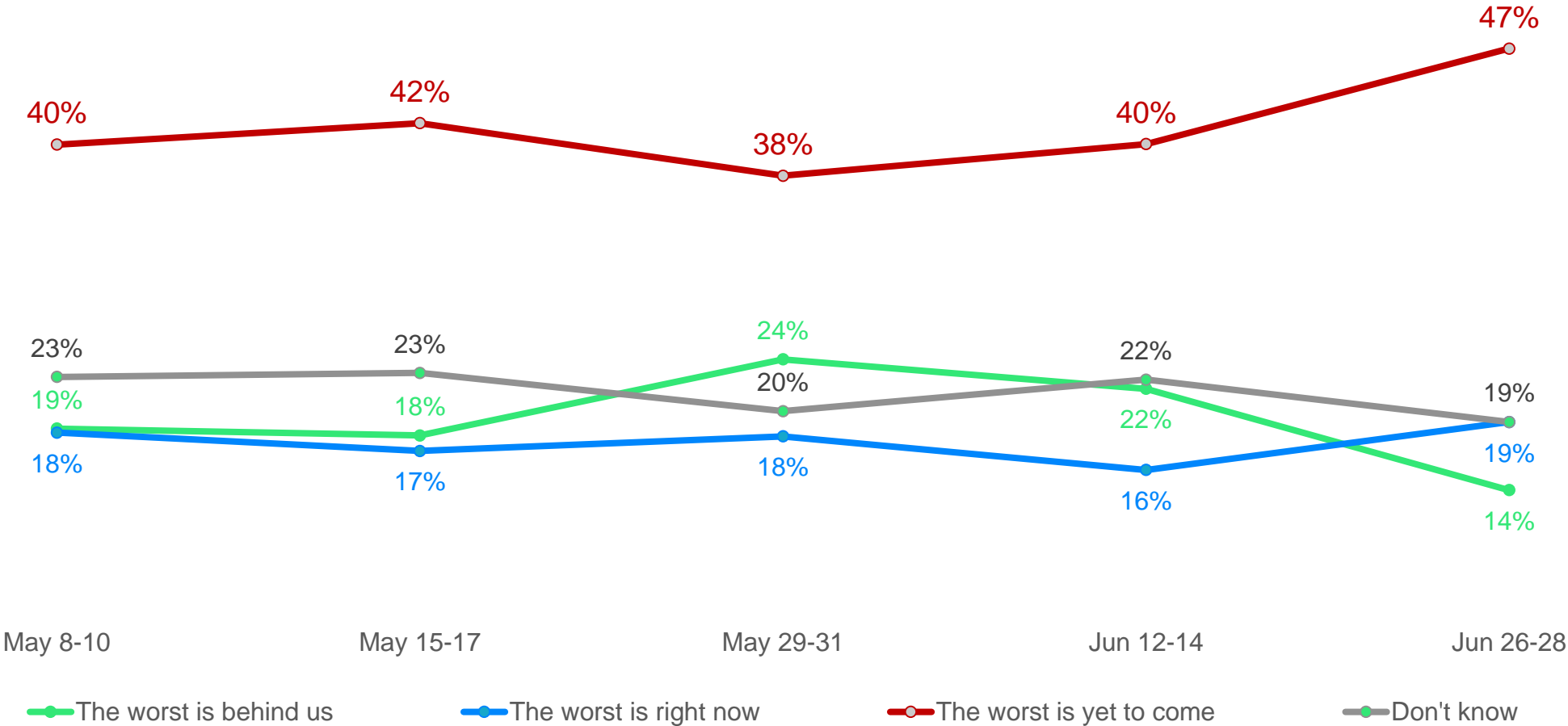
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Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?

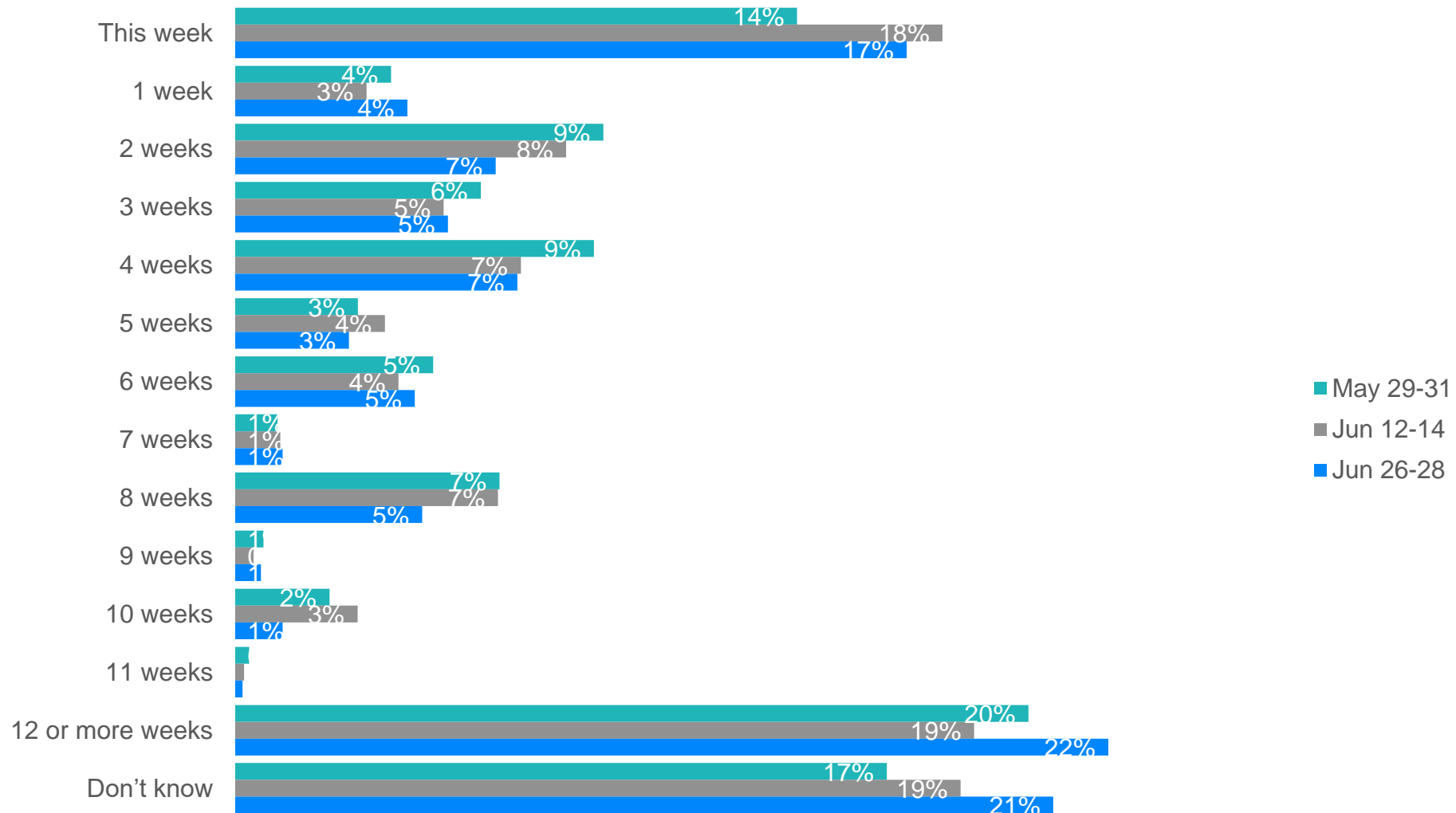


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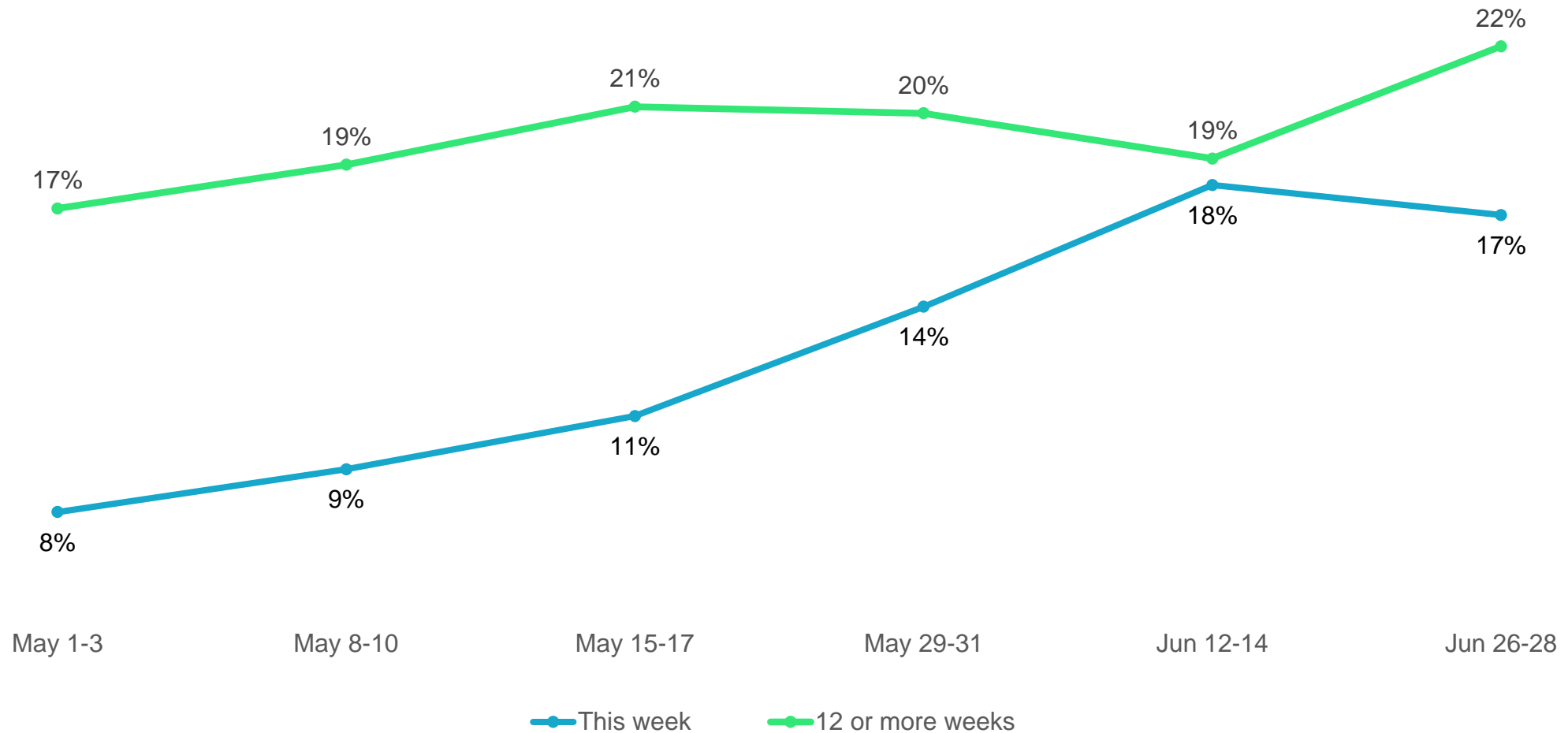
Which statement comes closest to your view about the spread of coronavirus (Covid-19)?



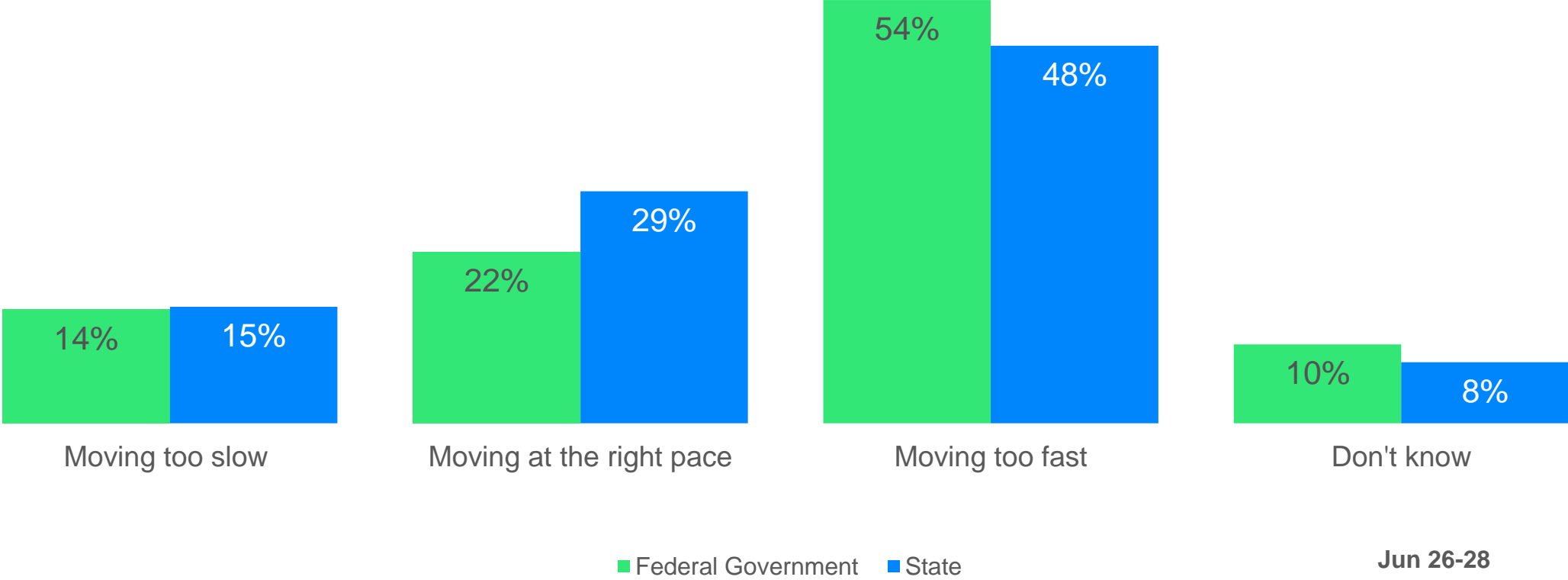
Assuming restaurants are open, in how many weeks would you return to eating inside a restaurant?



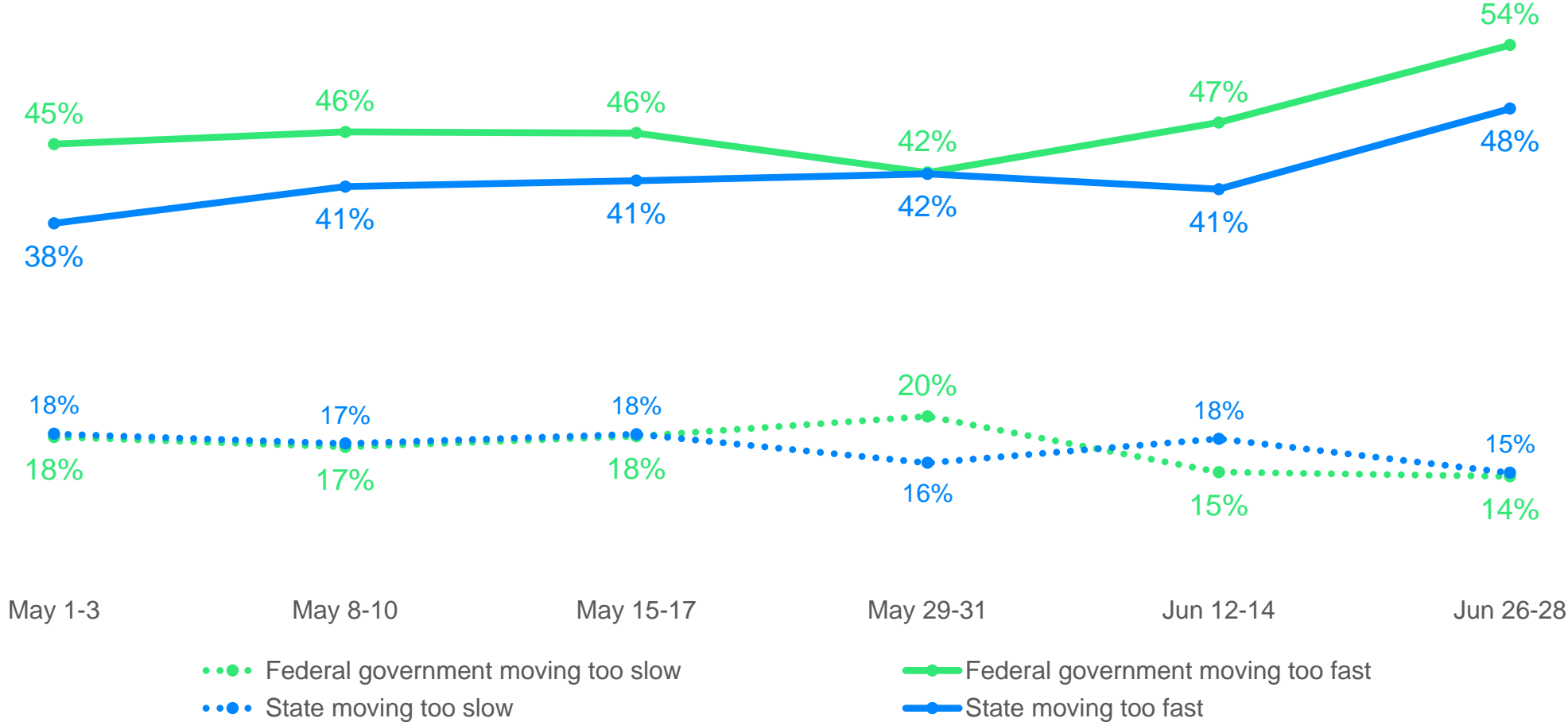
Assuming restaurants are open, in how many weeks would you return to eating inside a restaurant?



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

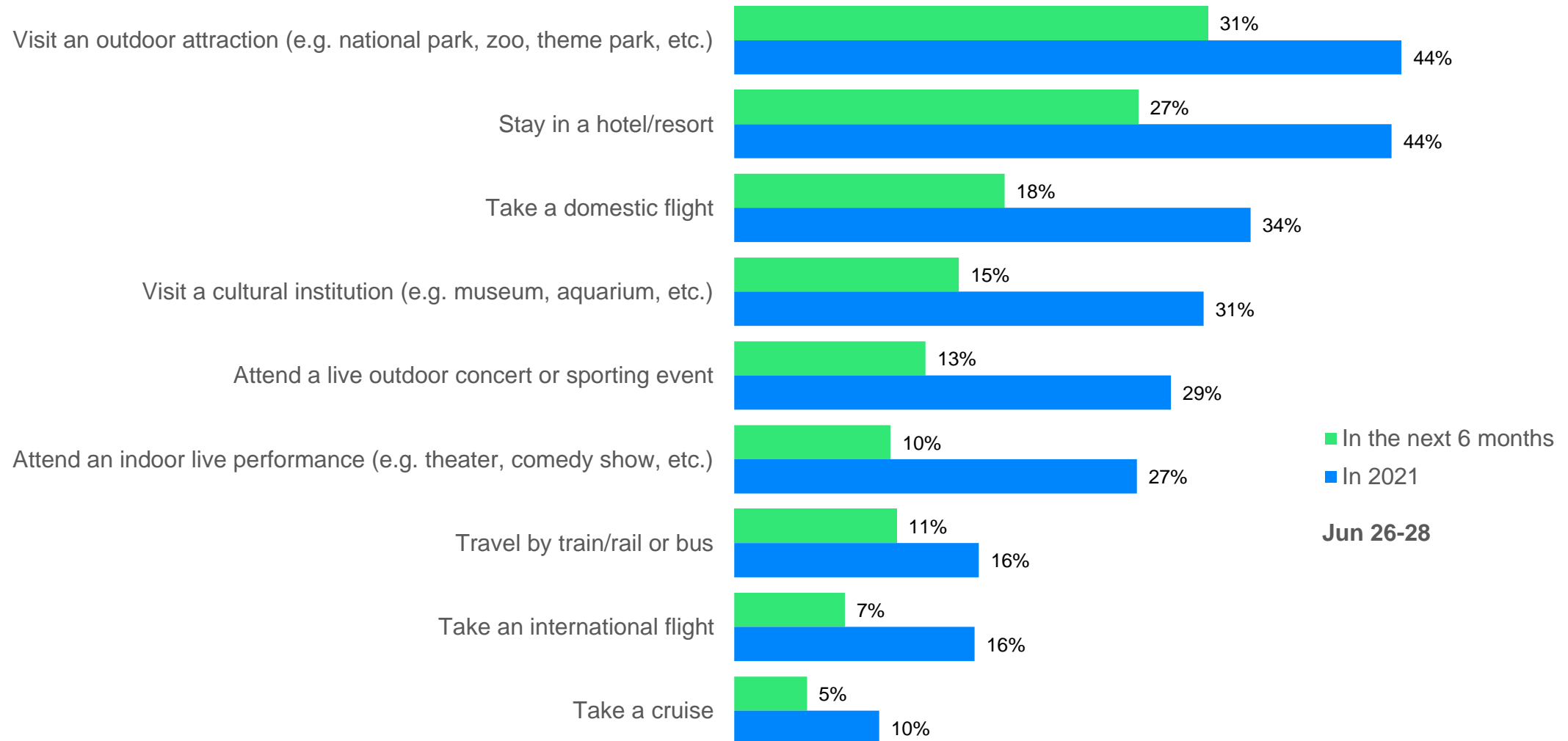


Which statement comes closest to your view on the federal government's/state's approach to reopen the economy?



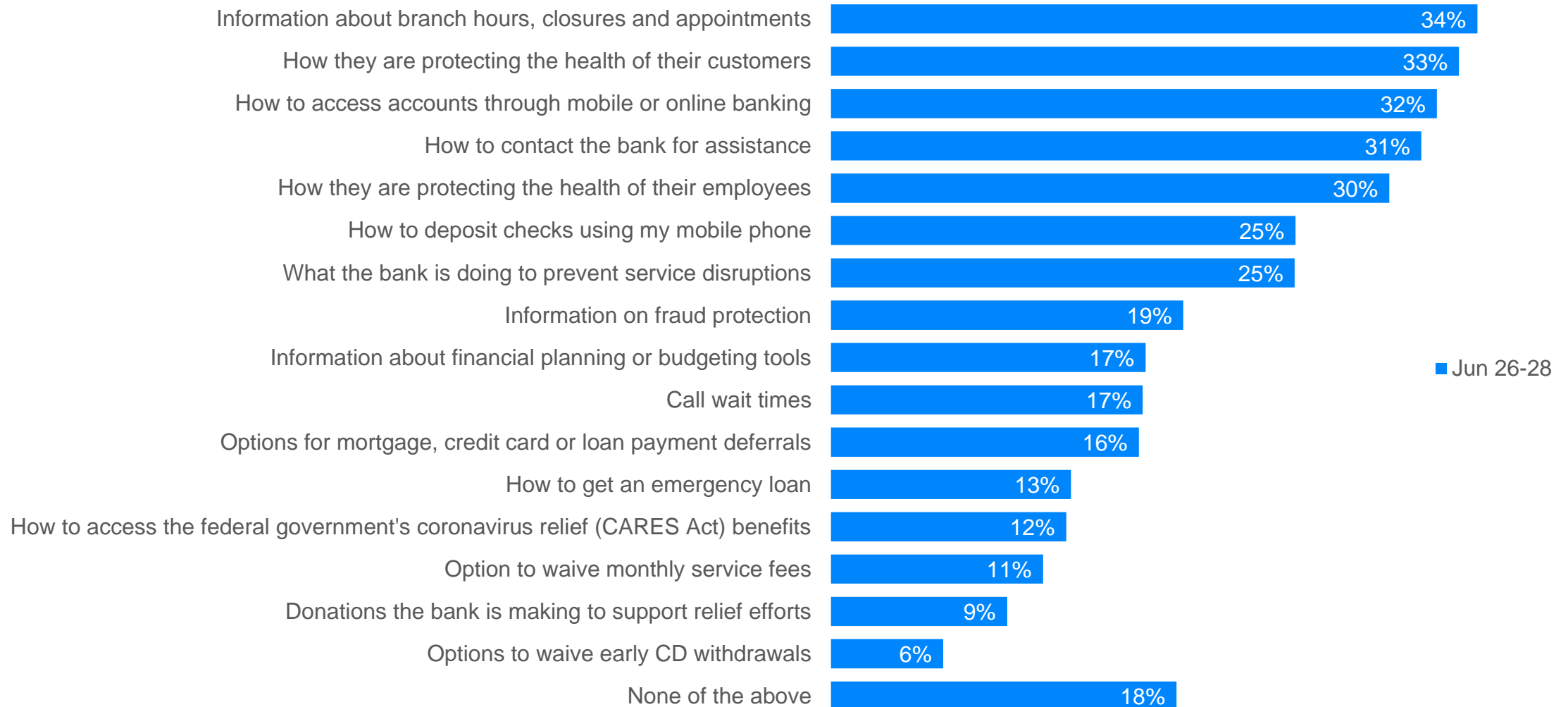
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Which of the following do you plan to do in the next 6 months/ 2021?

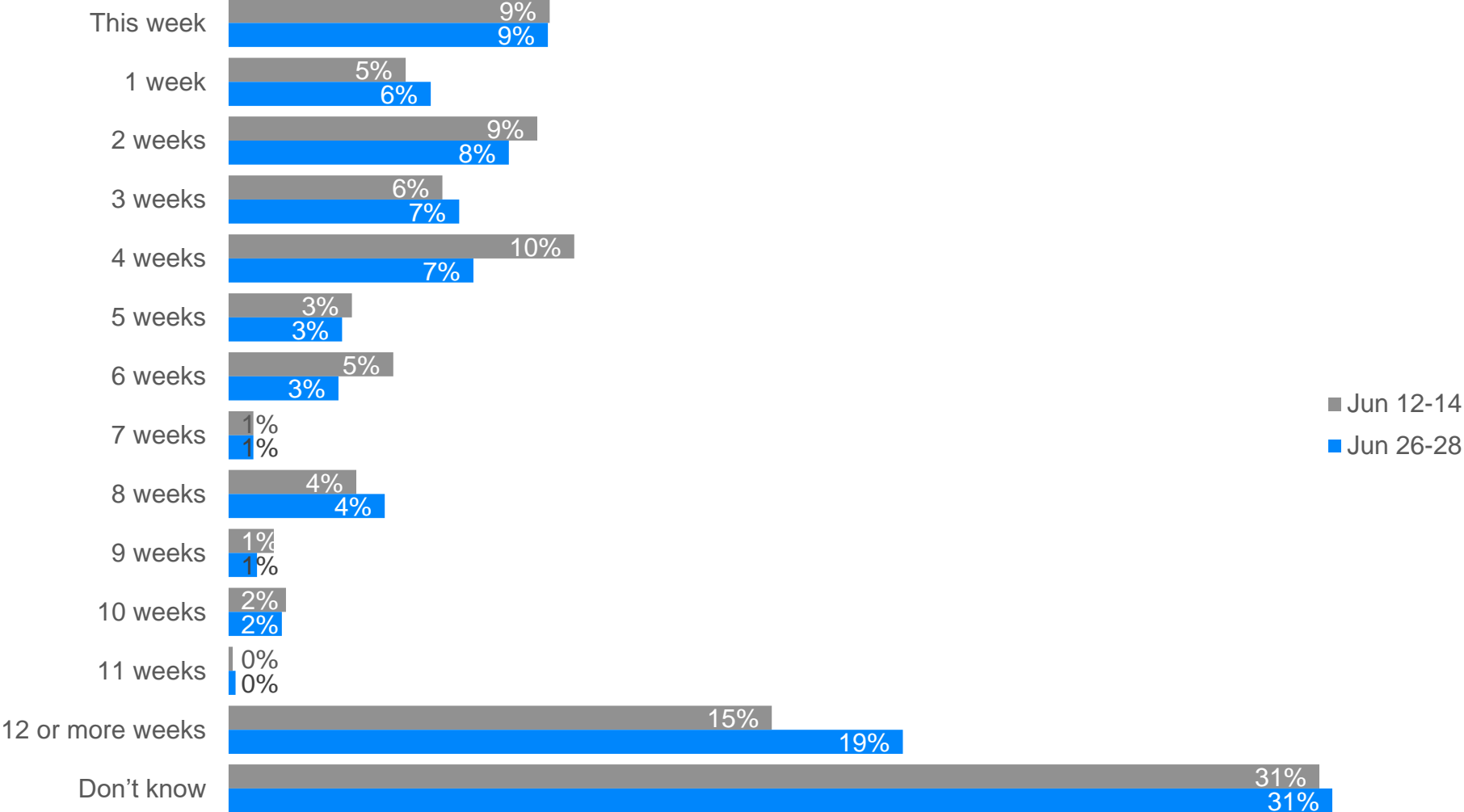


Banking

What information about the coronavirus crisis have you received from your primary bank?

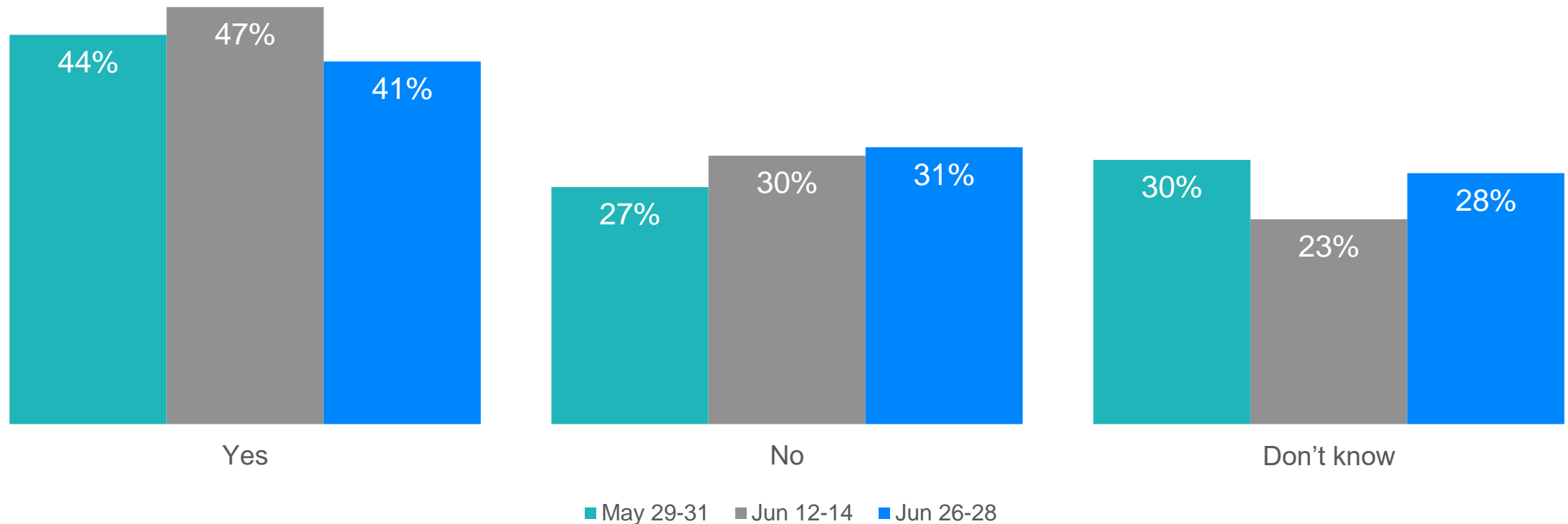


In how many weeks do you think you will next go inside a bank branch to conduct a transaction?

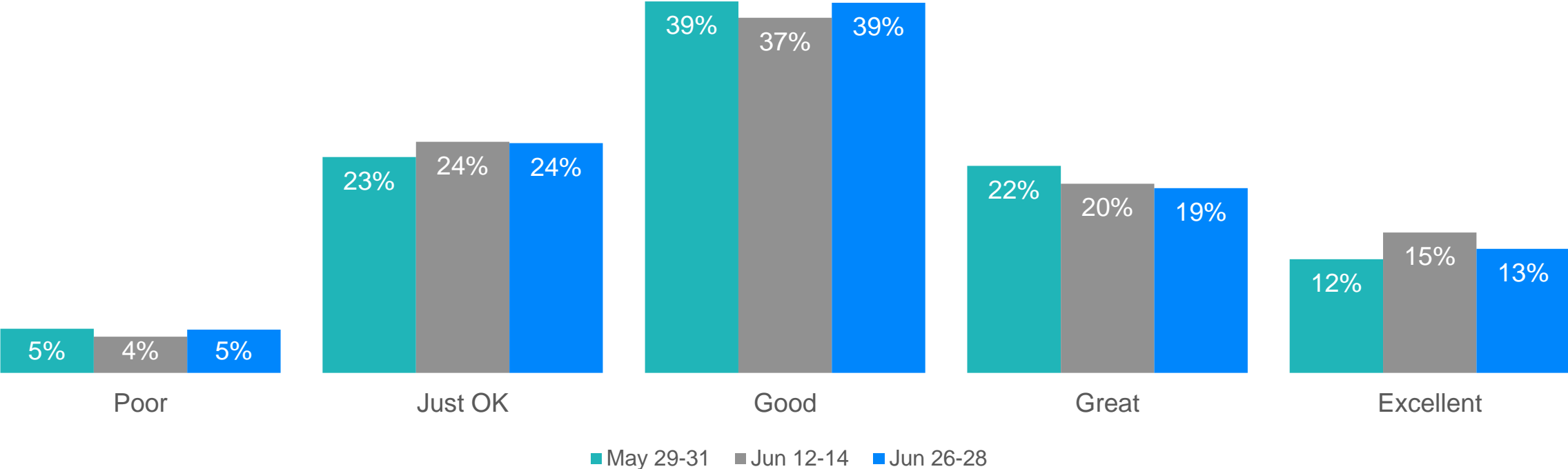


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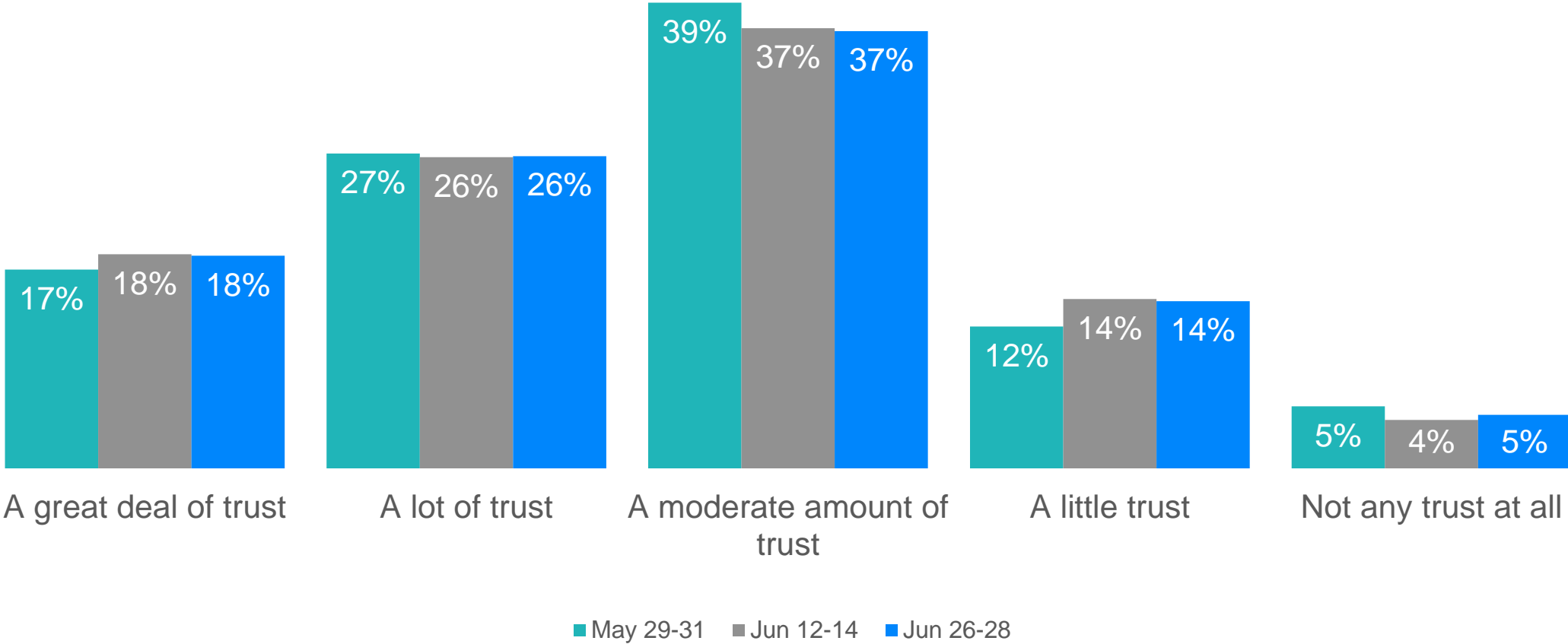
Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



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

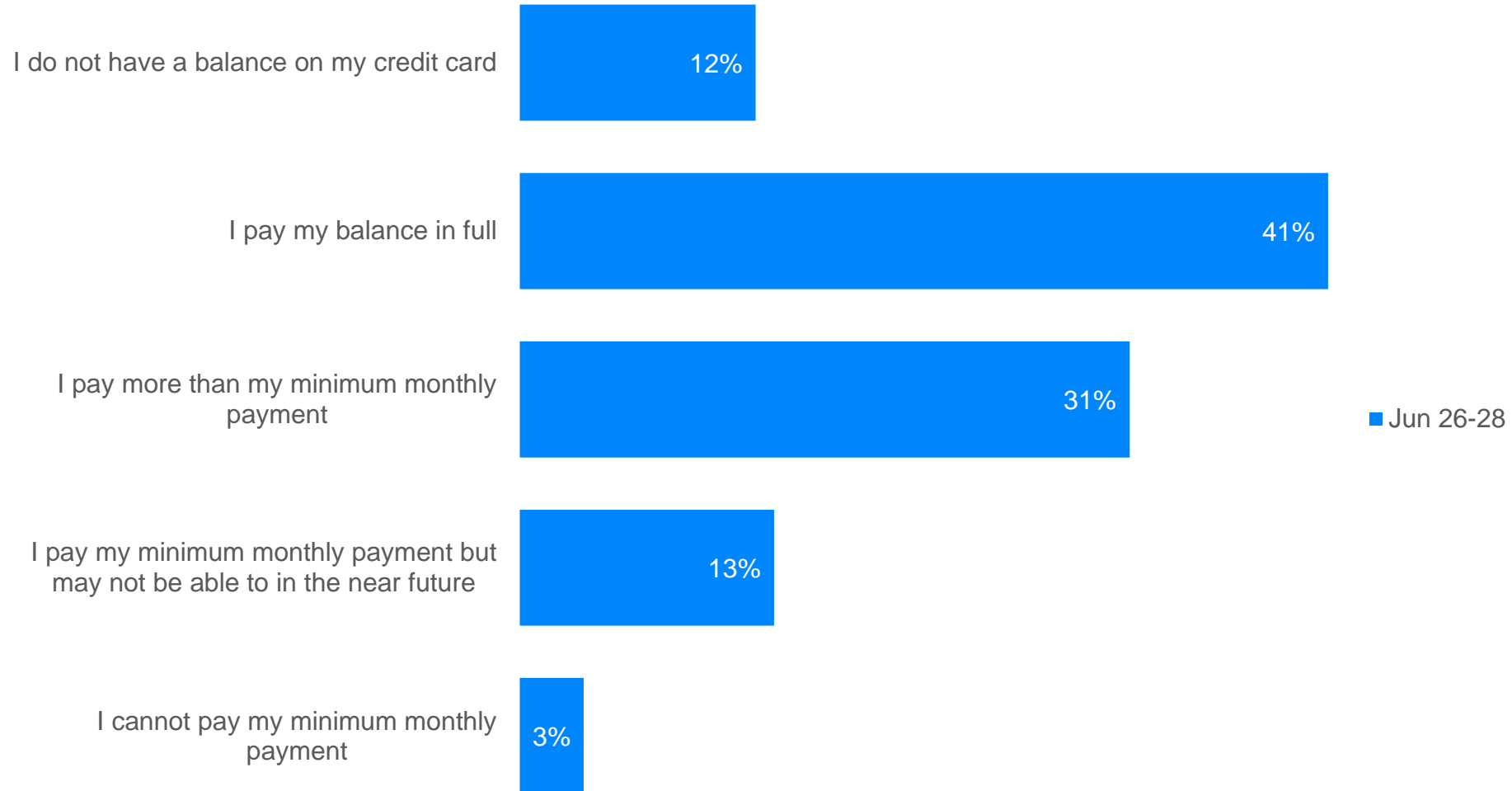


How much trust do you have that your primary bank will do what is in your best interest?

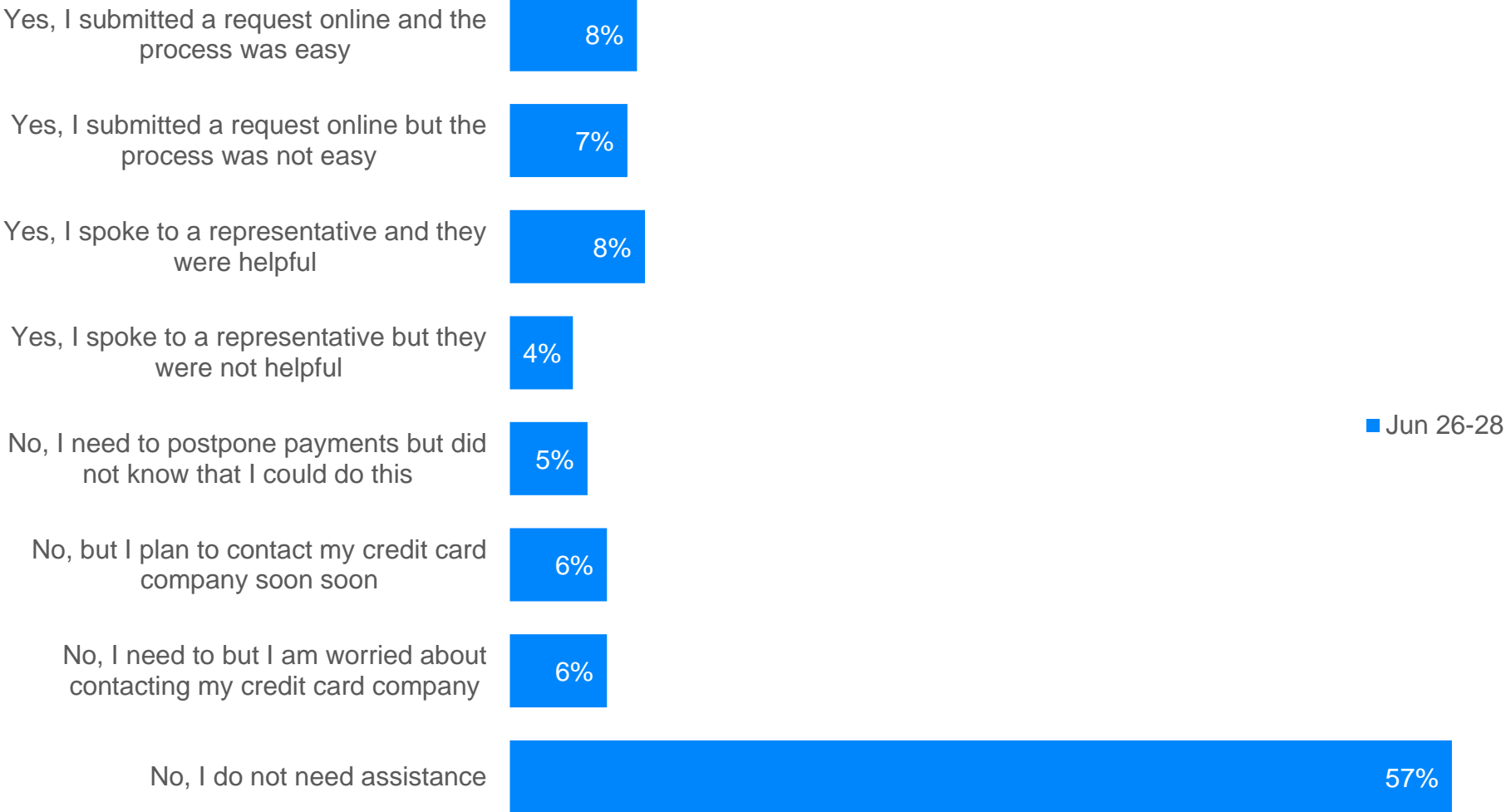


Credit Card

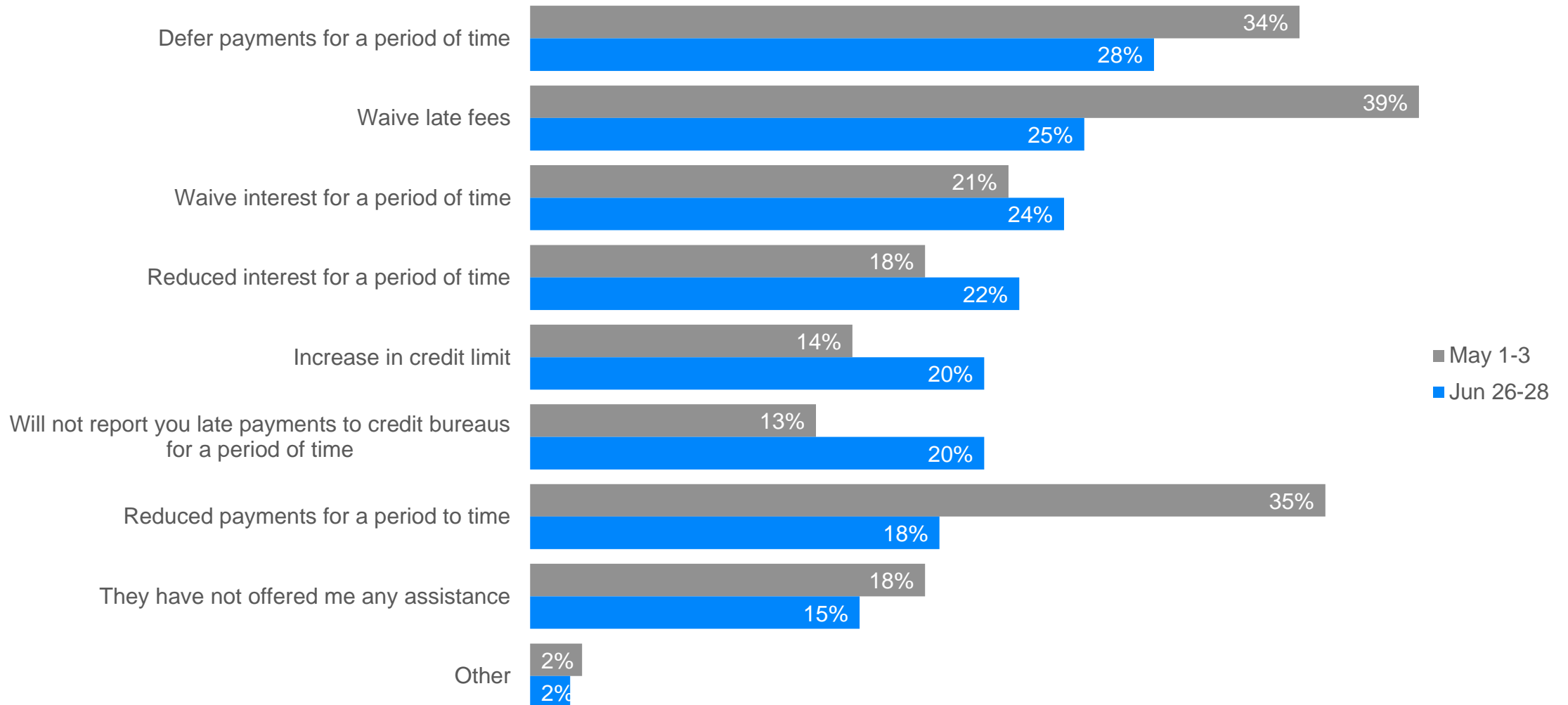
Which of the following best describes your ability to pay your primary credit card bill?



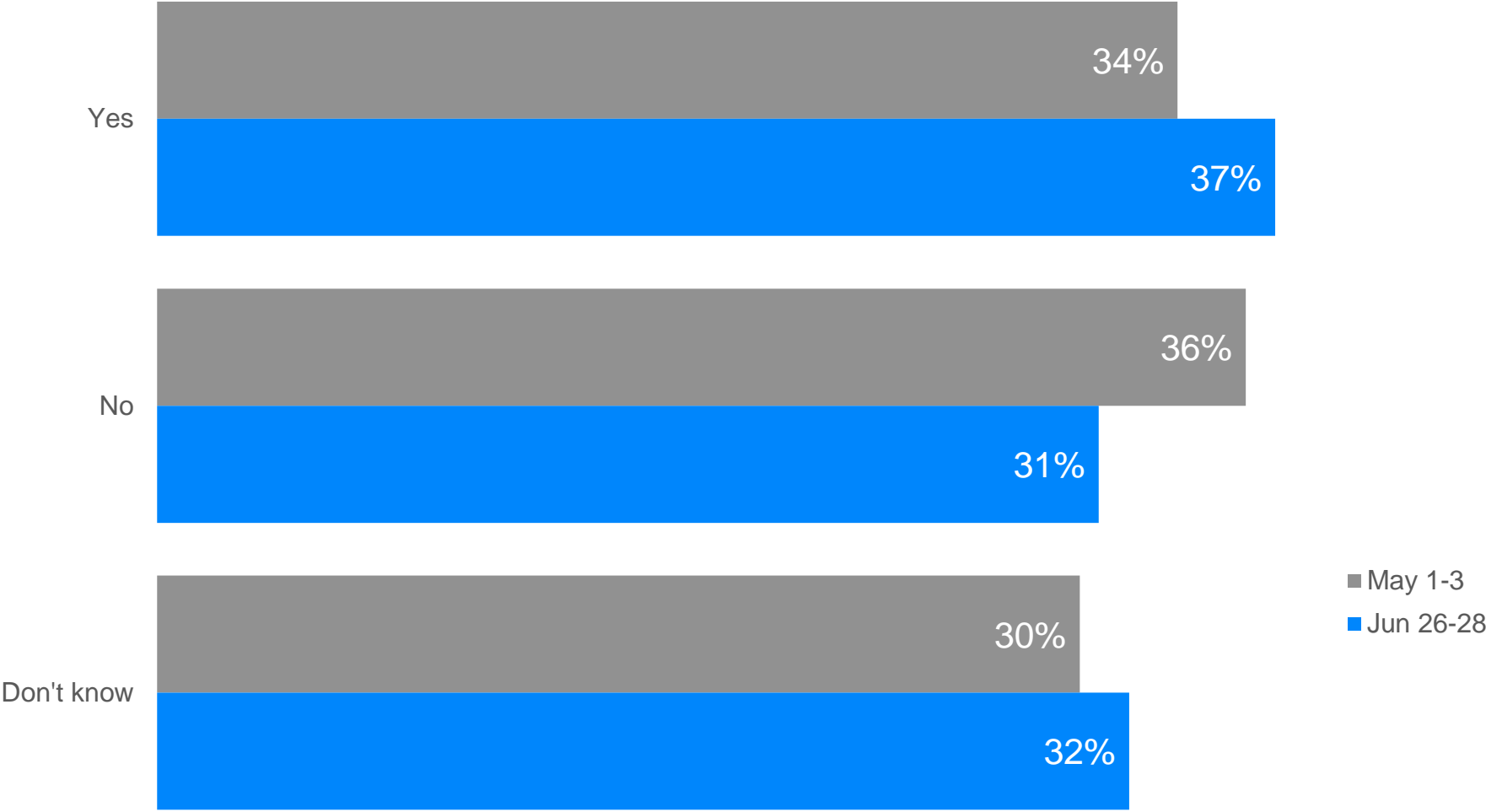
Since the coronavirus crisis began have you contacted your primary credit card company for assistance due to financial hardship?



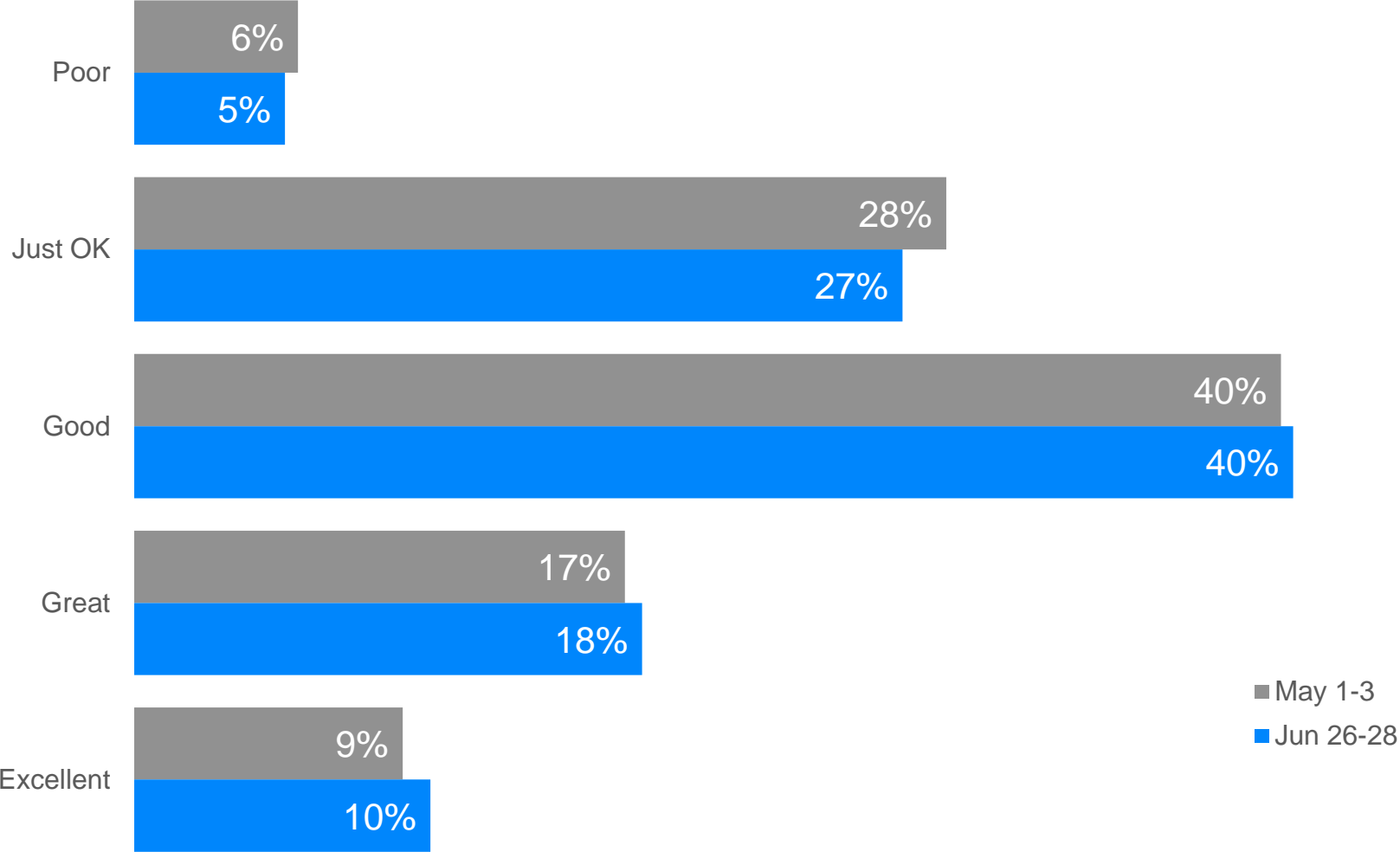
What assistance has your credit card company offered you to help with your financial situation? (among those who contacted issuer)



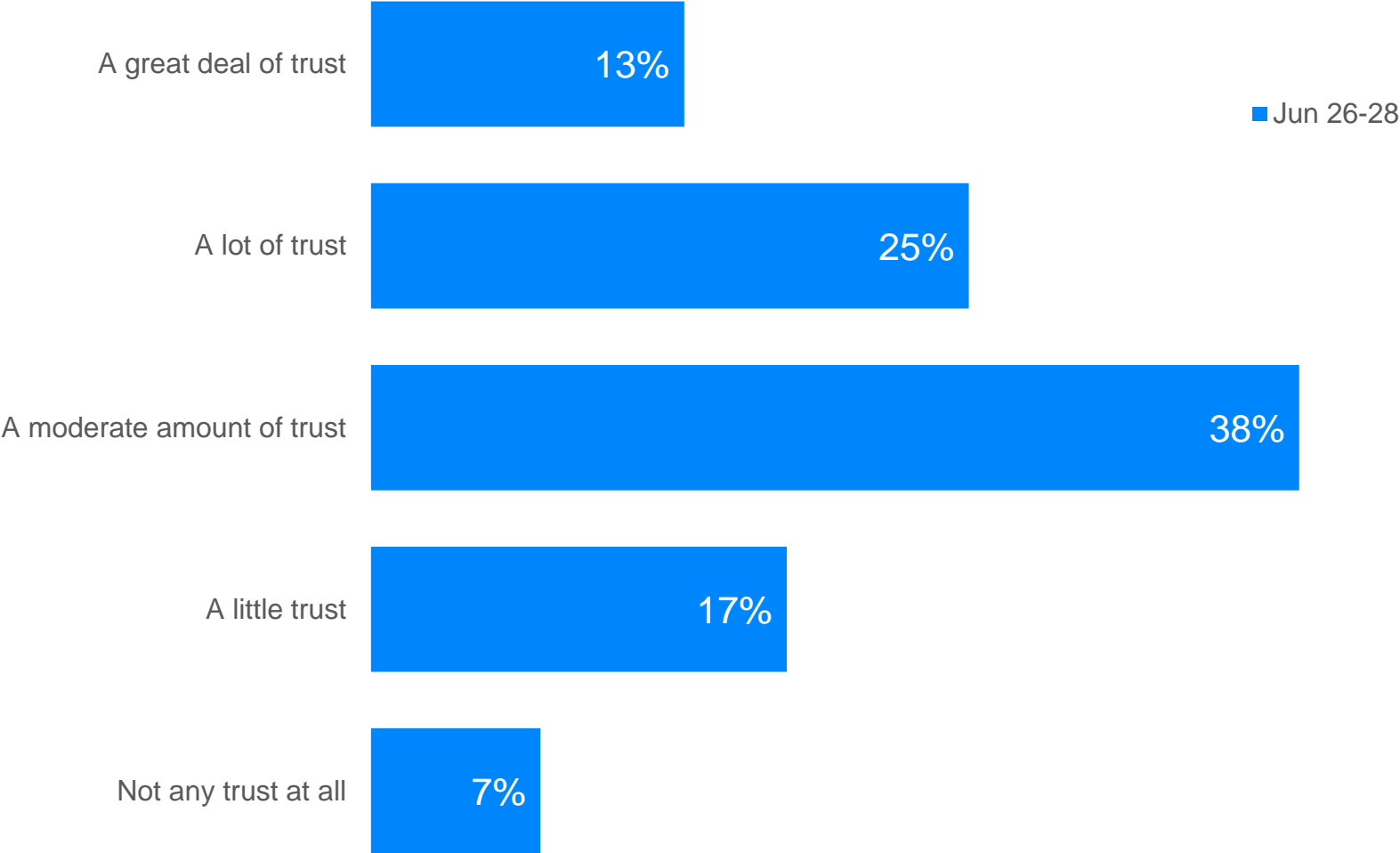
Has your primary credit card company shown concern for your personal financial situation during the coronavirus crisis?



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



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



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