

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

Financial Services COVID-19 Pulse Survey

May 1-3, 2020 Update

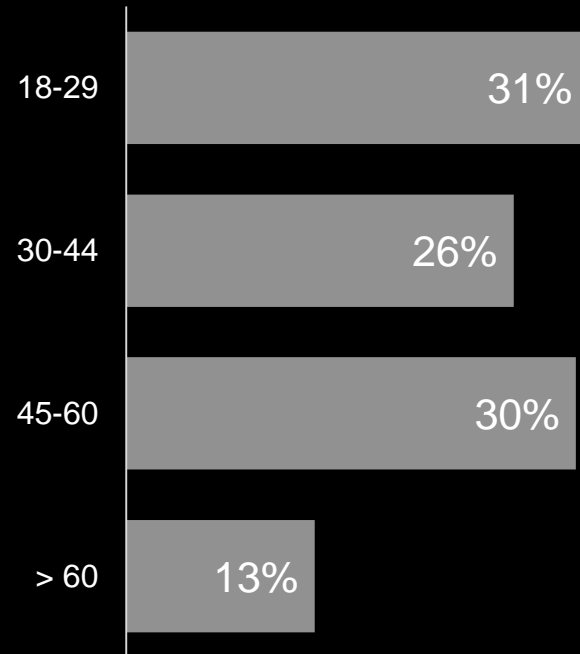
Jim Miller – Vice President, Banking and Payments Intelligence
James.Miller@jdpa.com

May 4, 2020

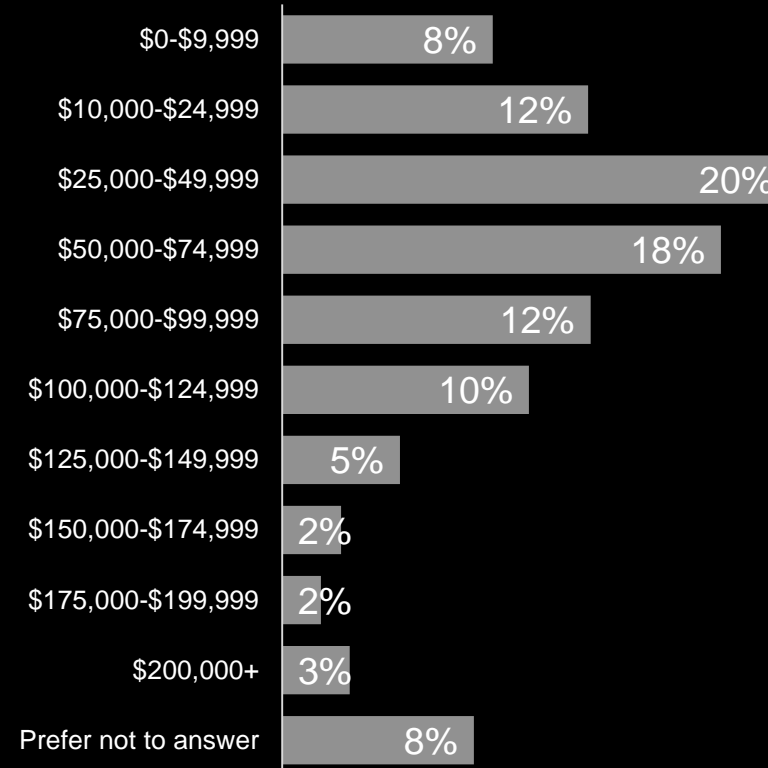
Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- May 1-3: n=1,850 (39% male, 61% female)

Distribution by Age

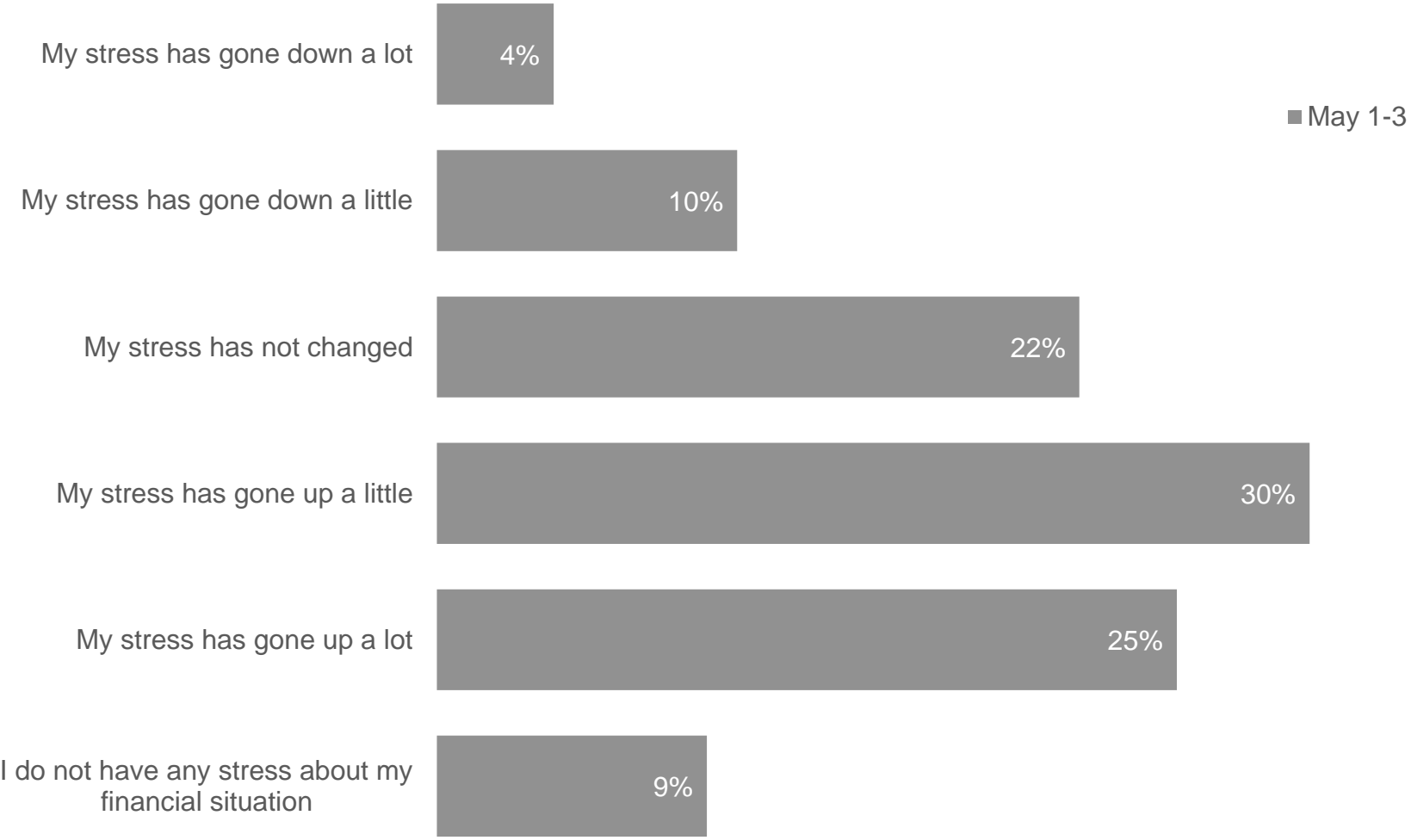


Distribution by Income

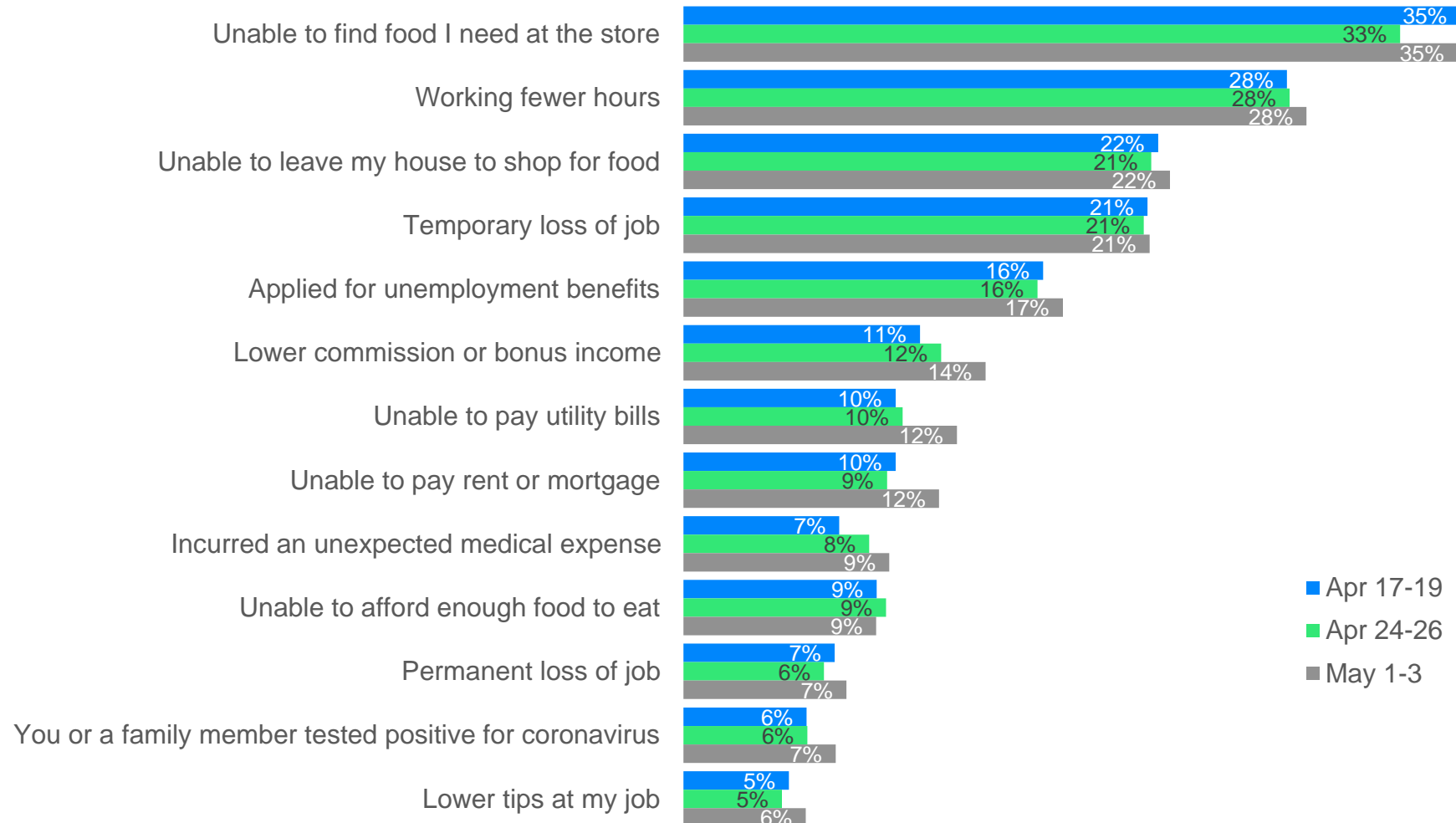


General Perceptions of U.S. Adults

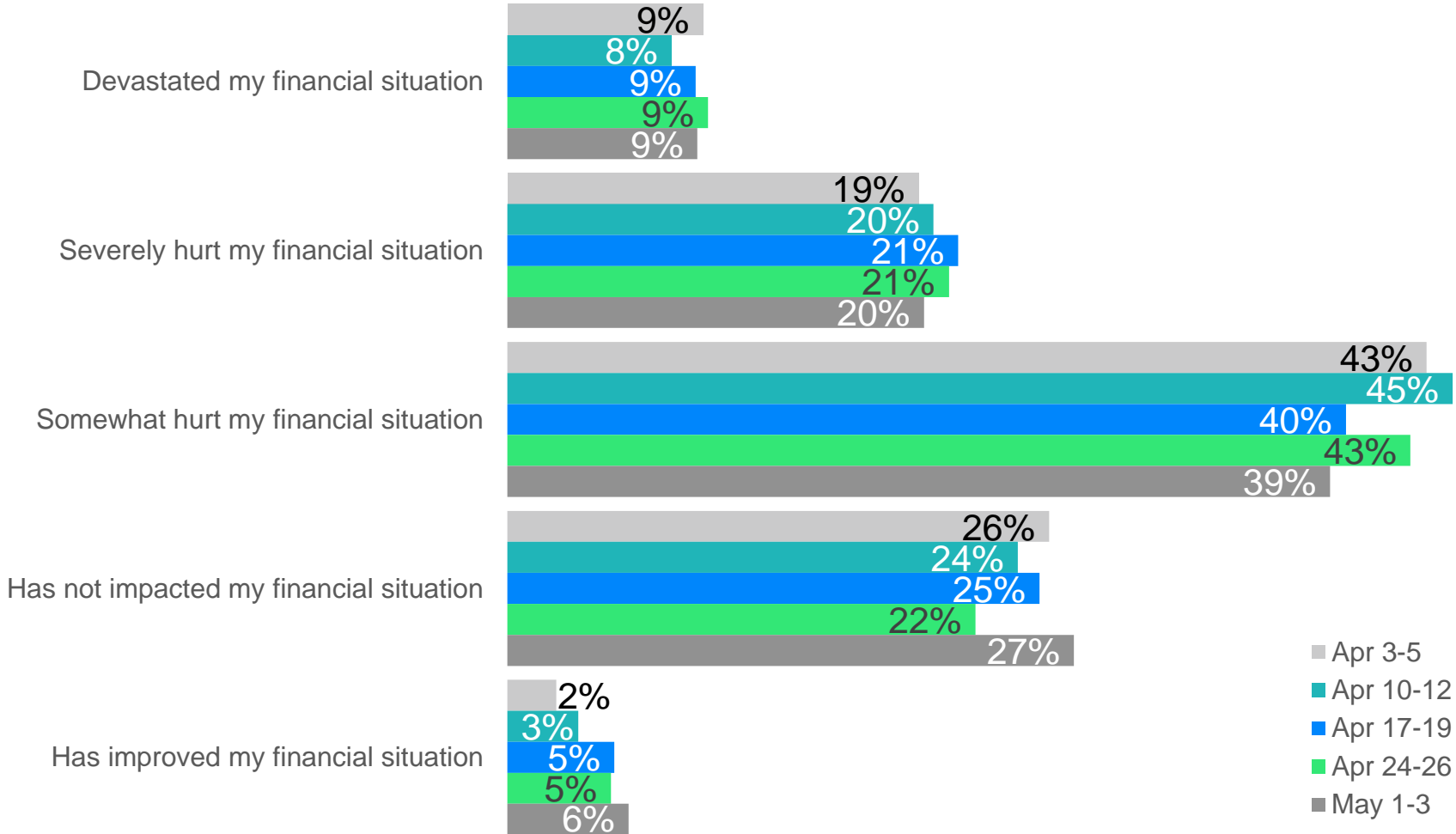
In the past several weeks, how has the level of stress about your financial situation changed?



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

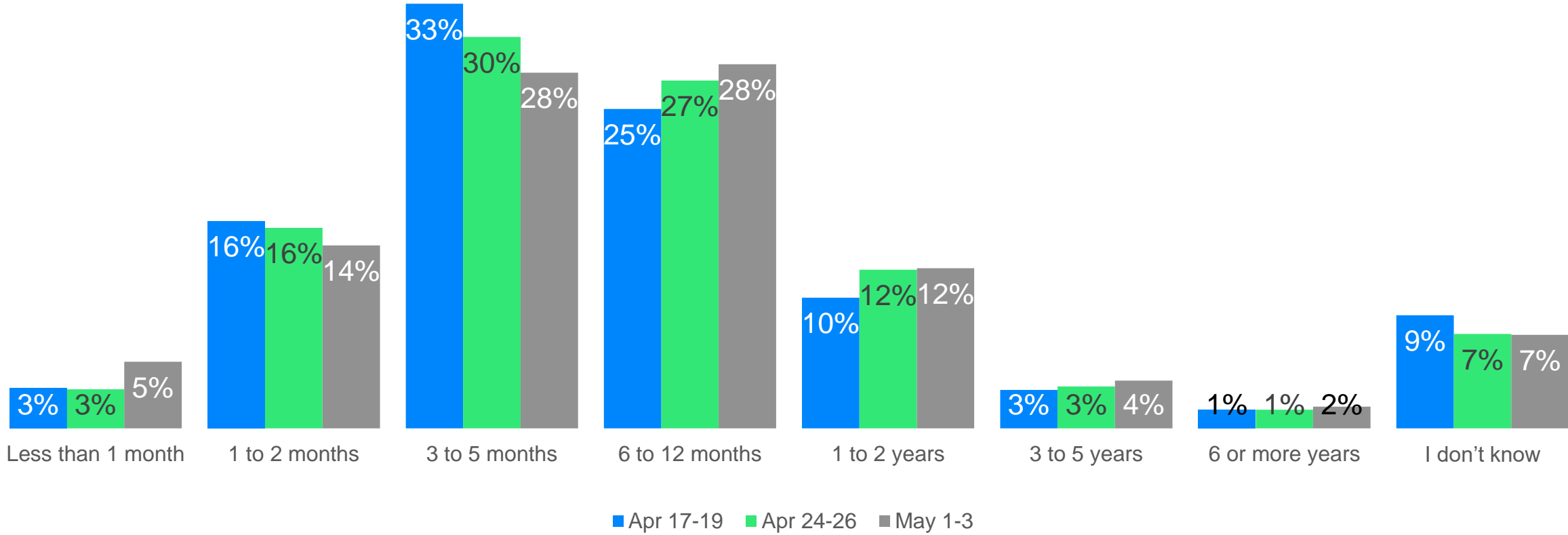


How has the coronavirus crisis impacted your personal financial situation?



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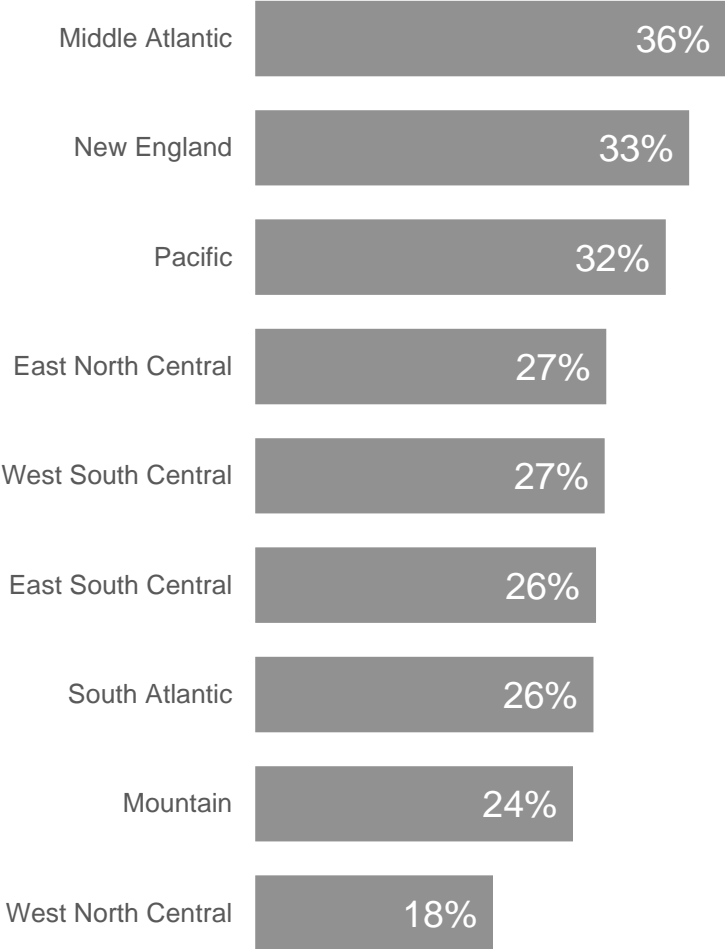
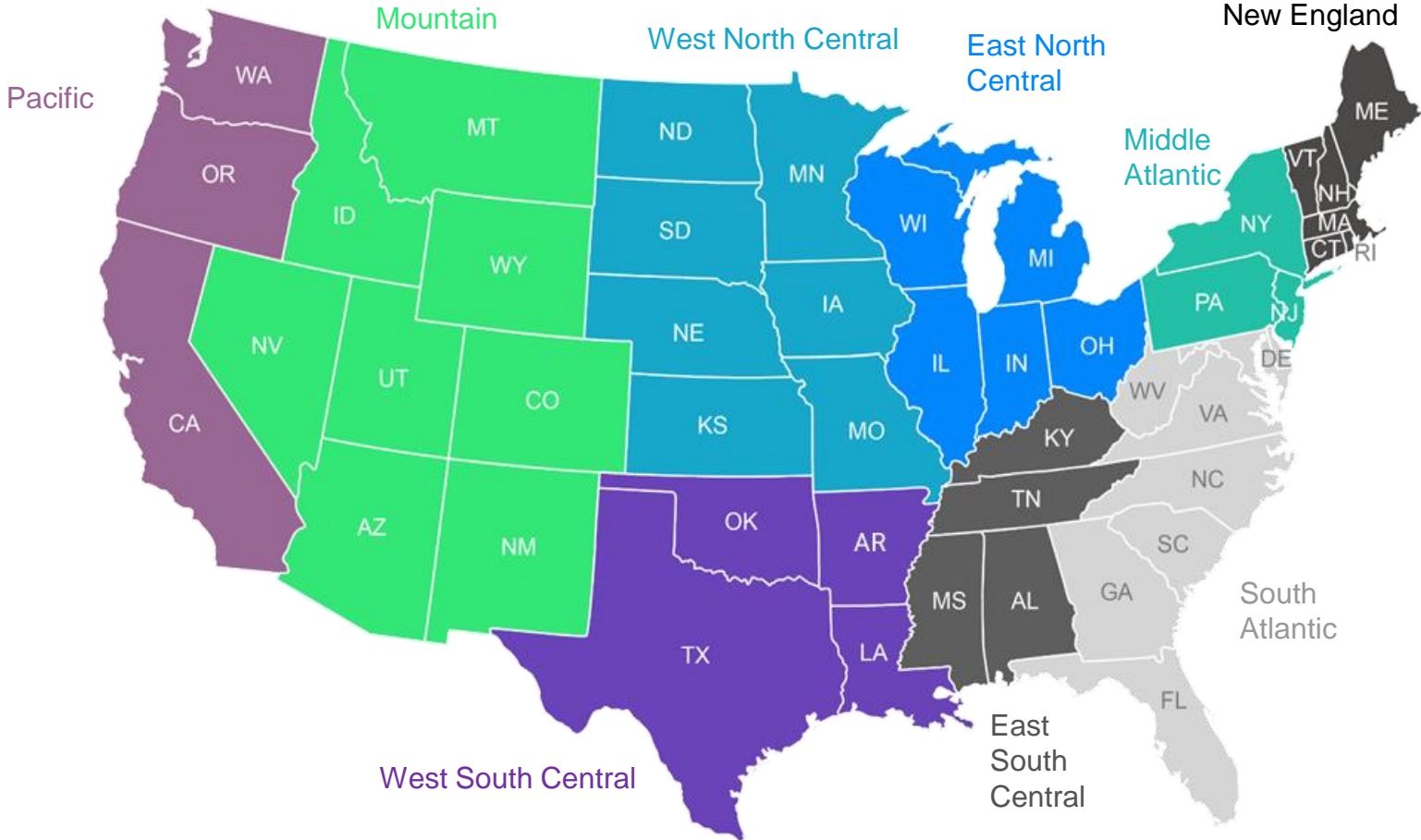
How long do you expect that your financial situation will be worse due to the coronavirus?



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How has the coronavirus crisis impacted your personal financial situation?

% Devastated and Severely Hurt

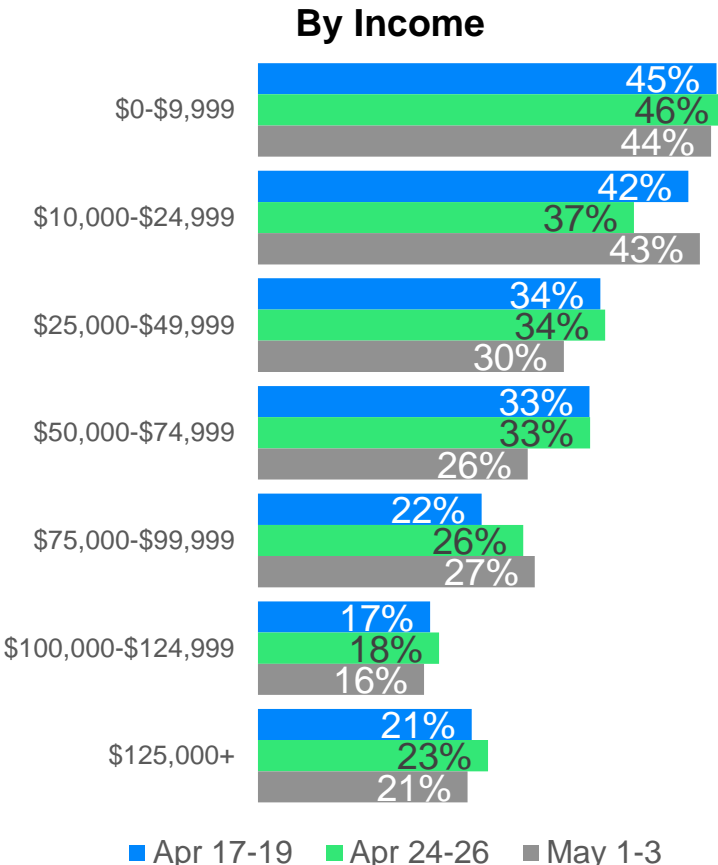
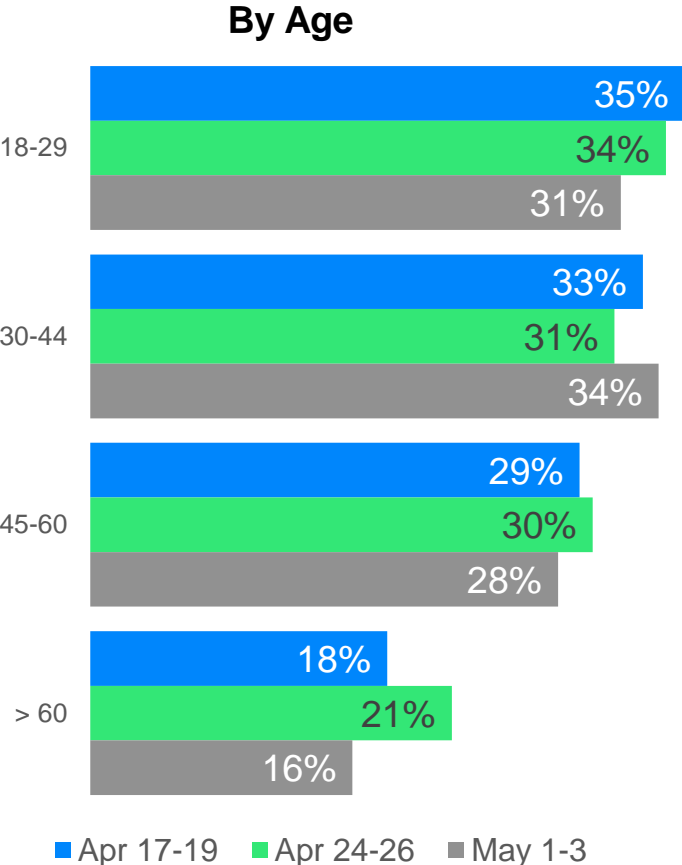


■ May 1-3

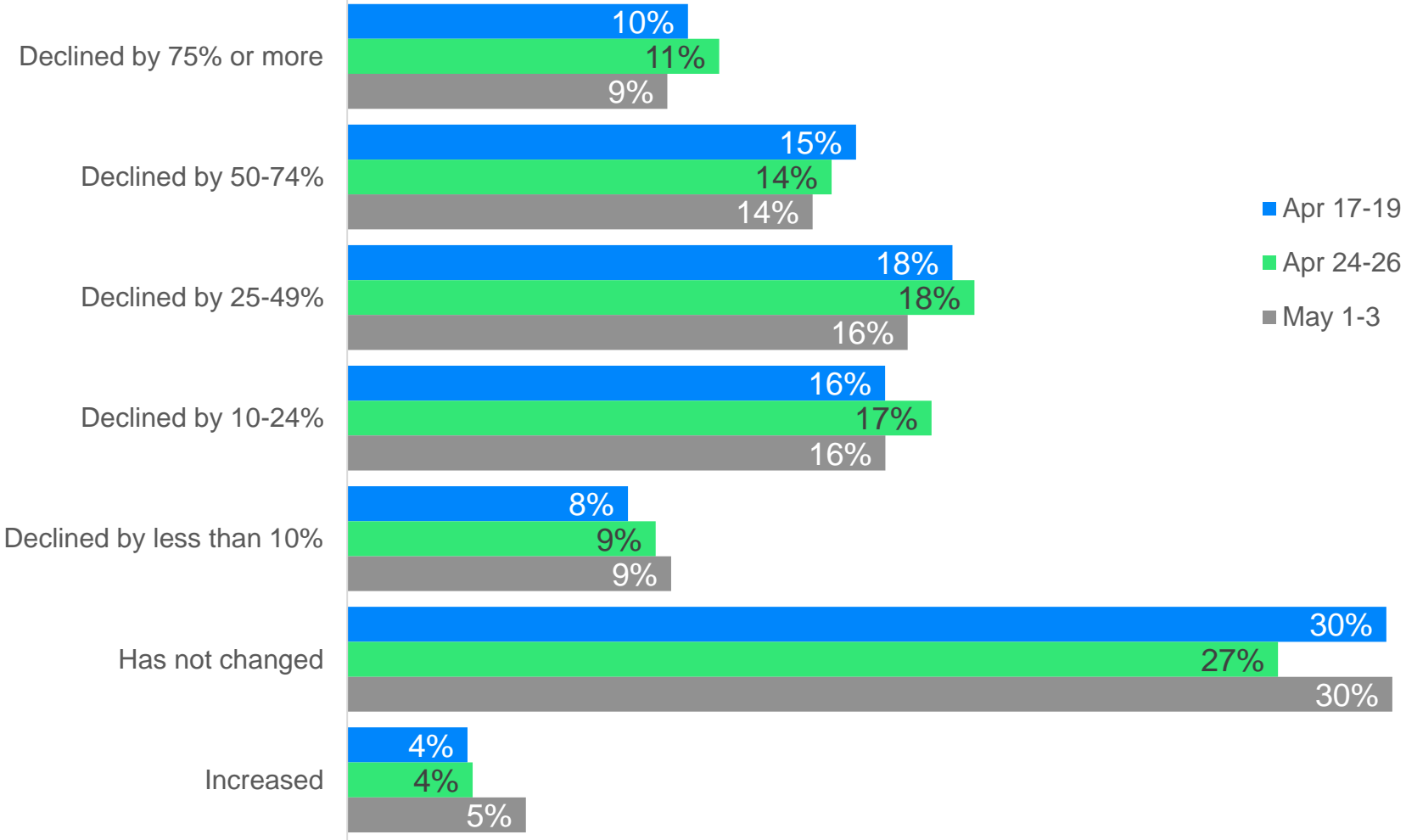
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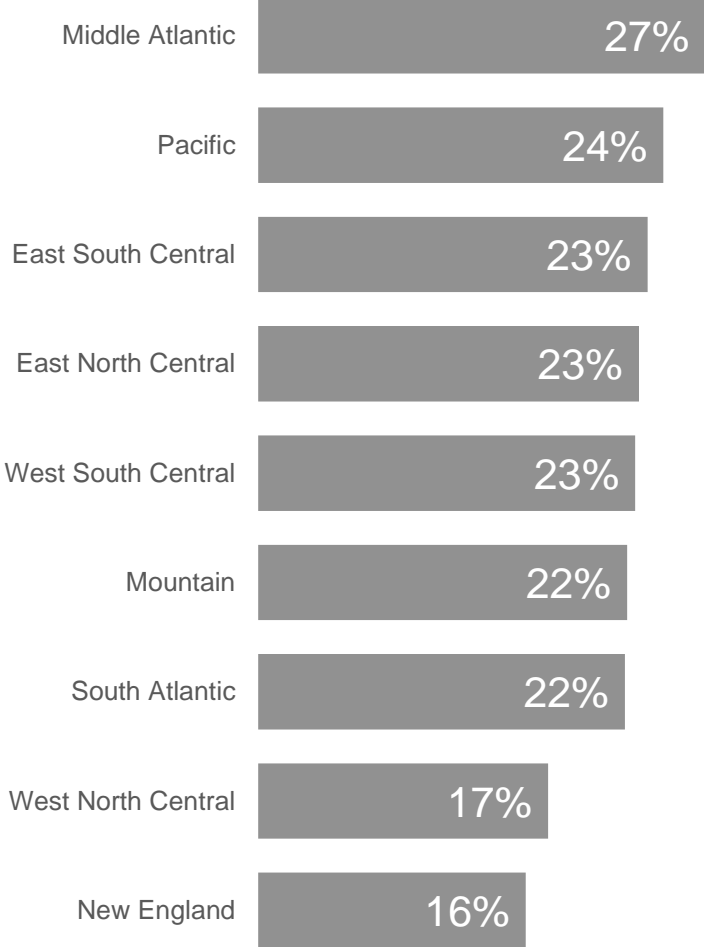
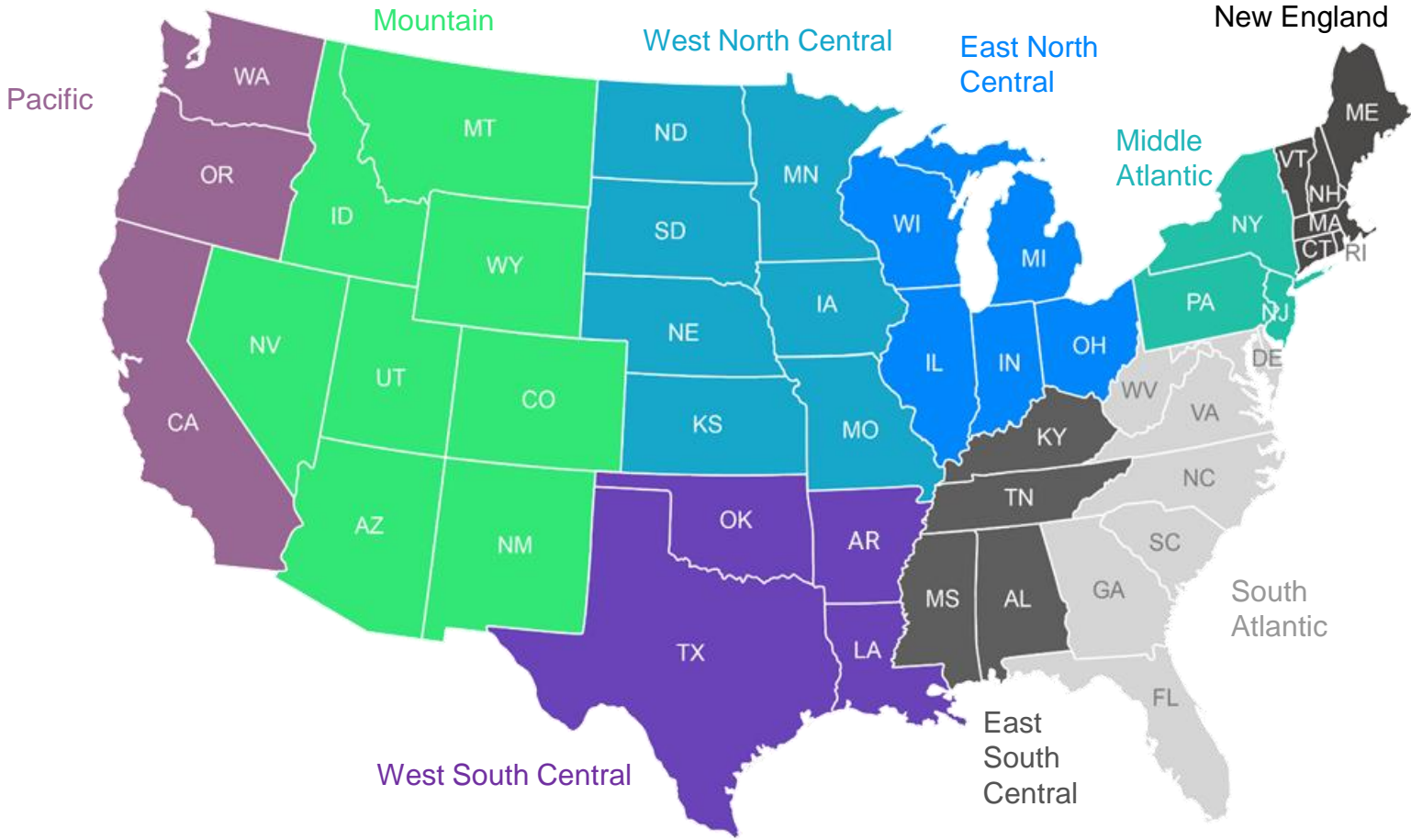
How has your family's income changed since the coronavirus crisis began?



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

% Declined by 50% or More

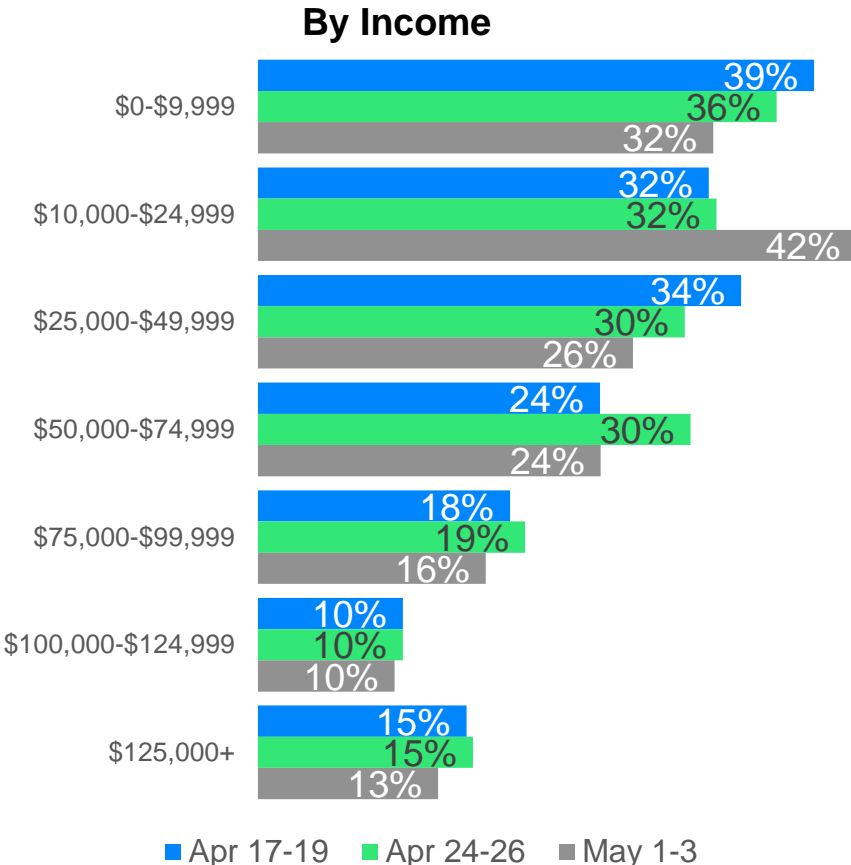
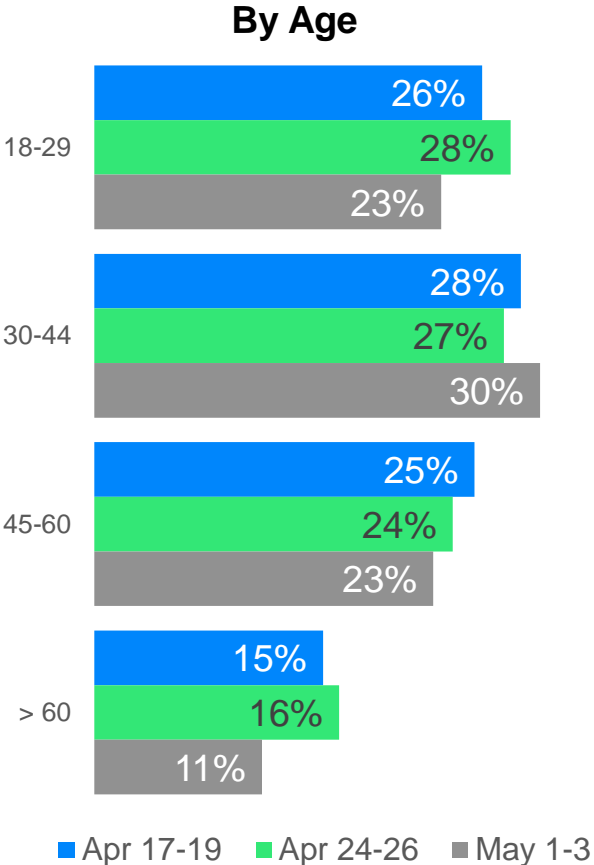


■ May 1-3

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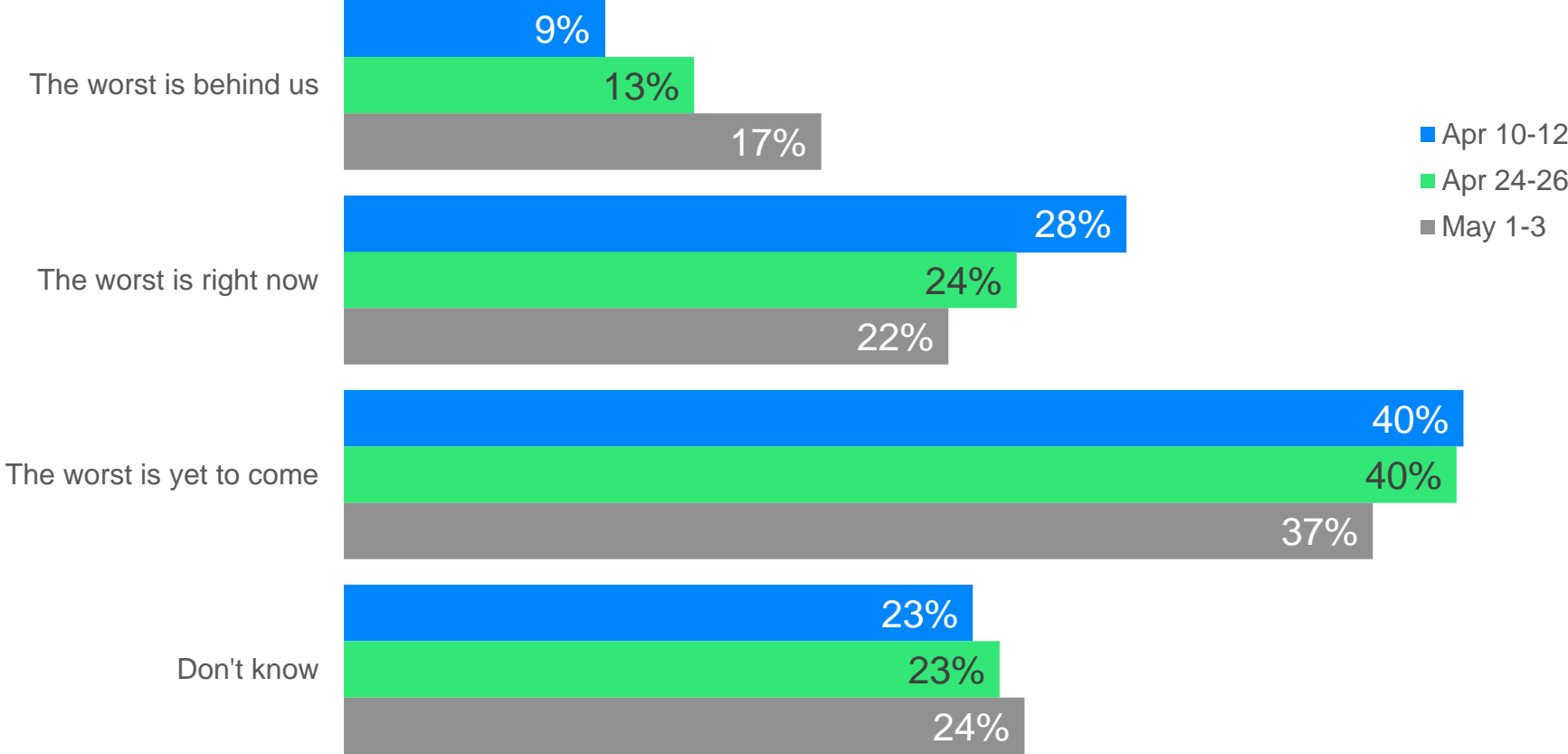
How has your family's income changed since the coronavirus crisis began?

% Declined by 50% or More

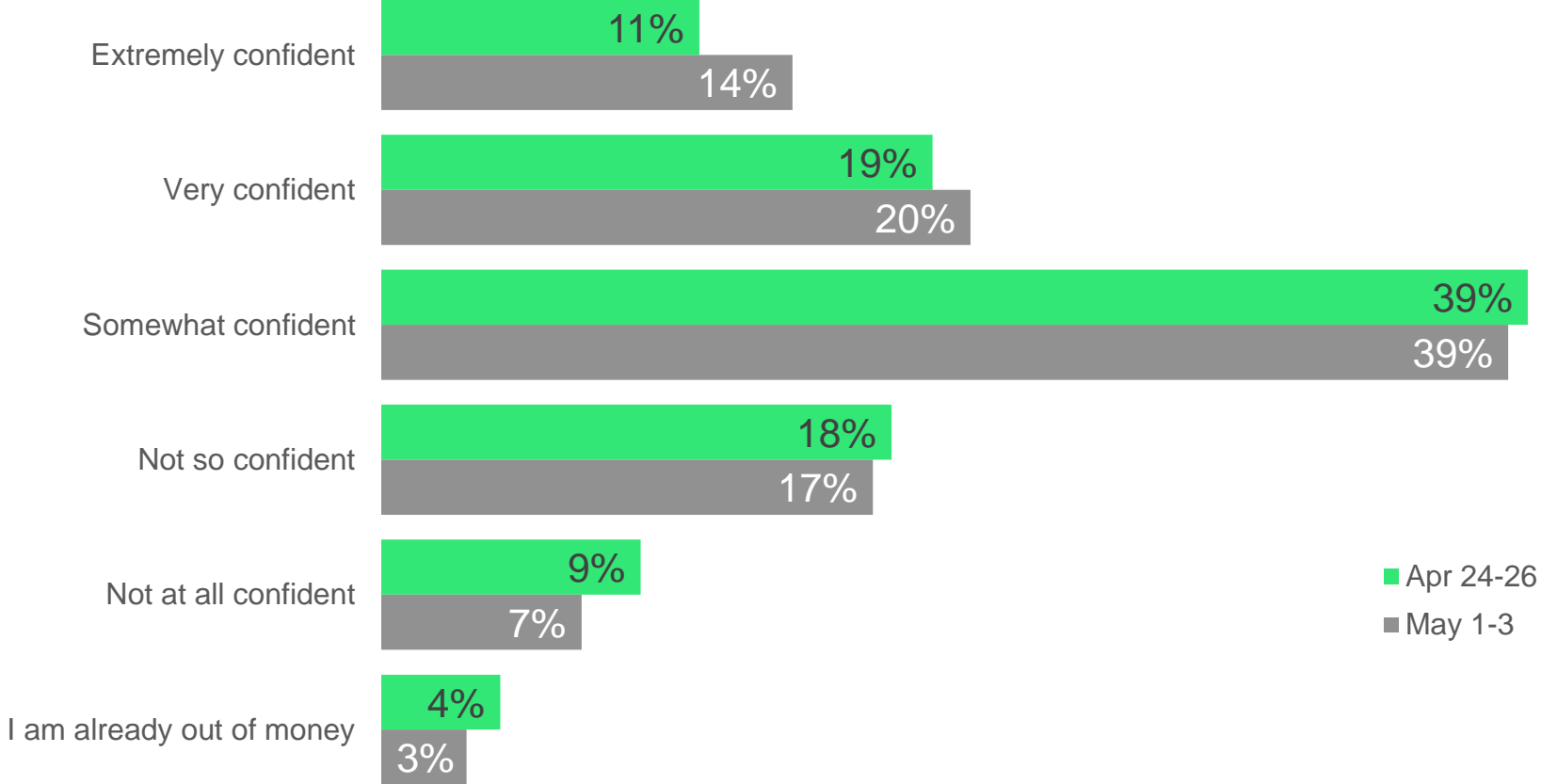


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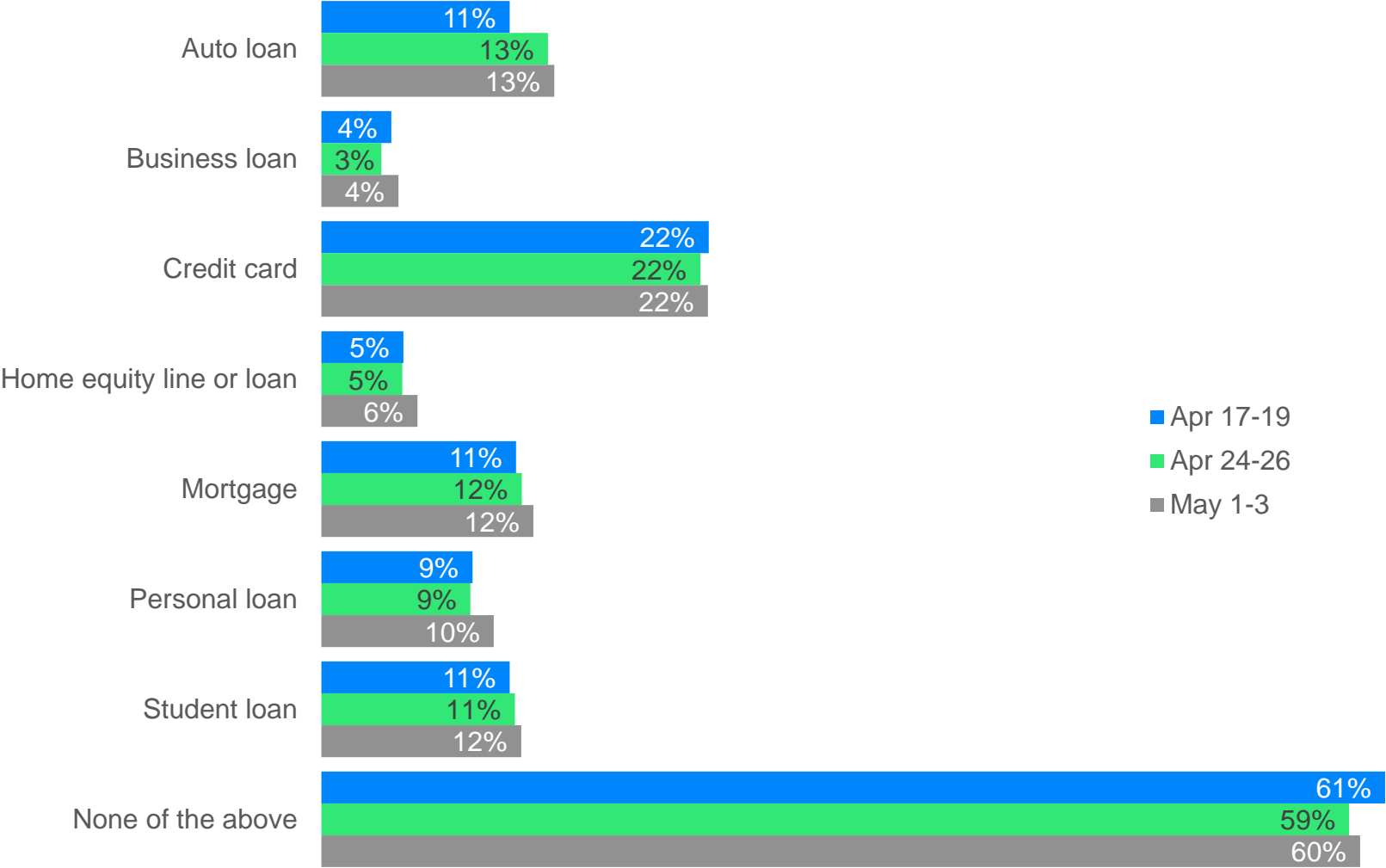
Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?



How confident are you that you will have enough money to get through the coronavirus crisis?

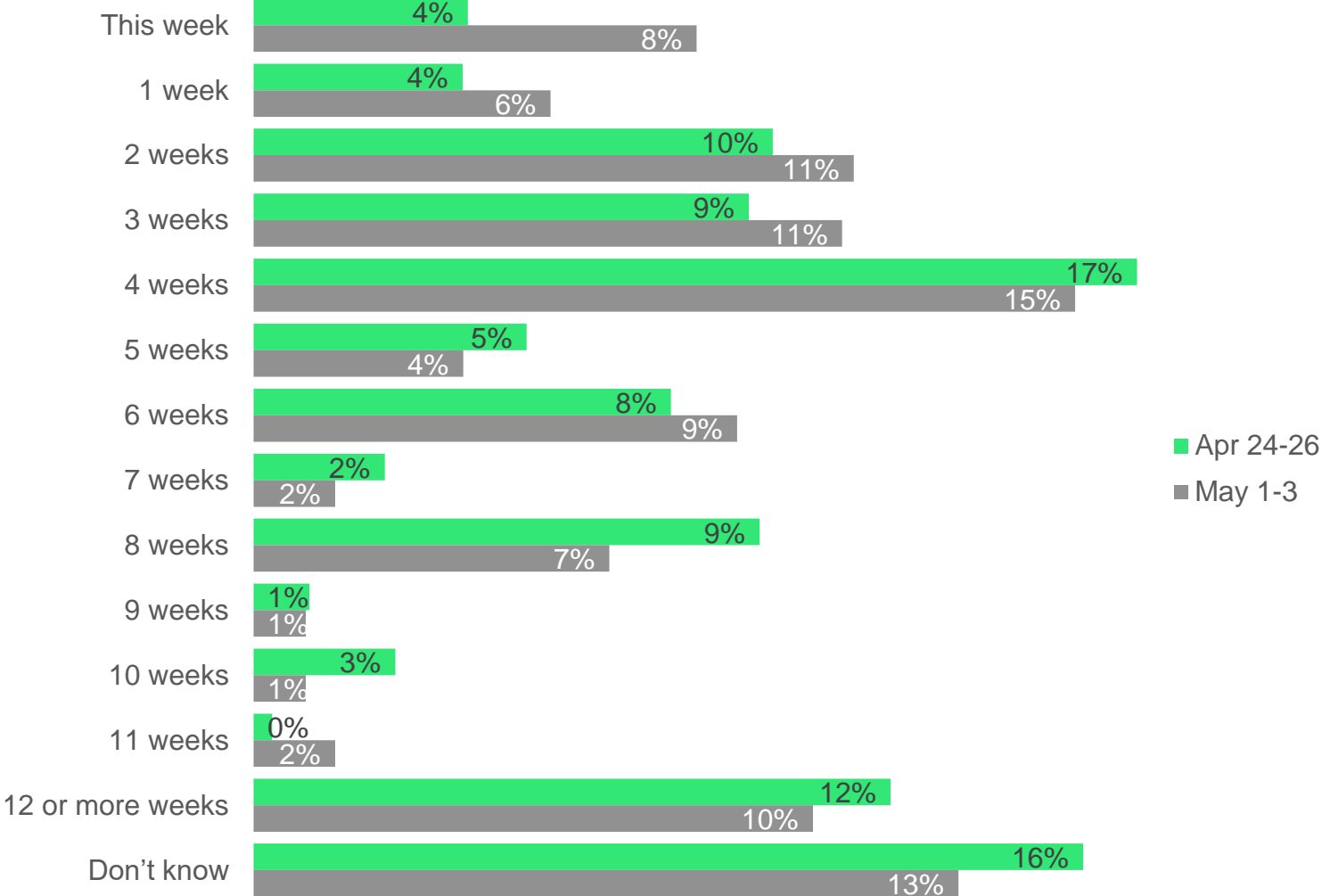


Since the coronavirus crisis began, have you been unable to make the minimum monthly payment for any of these?

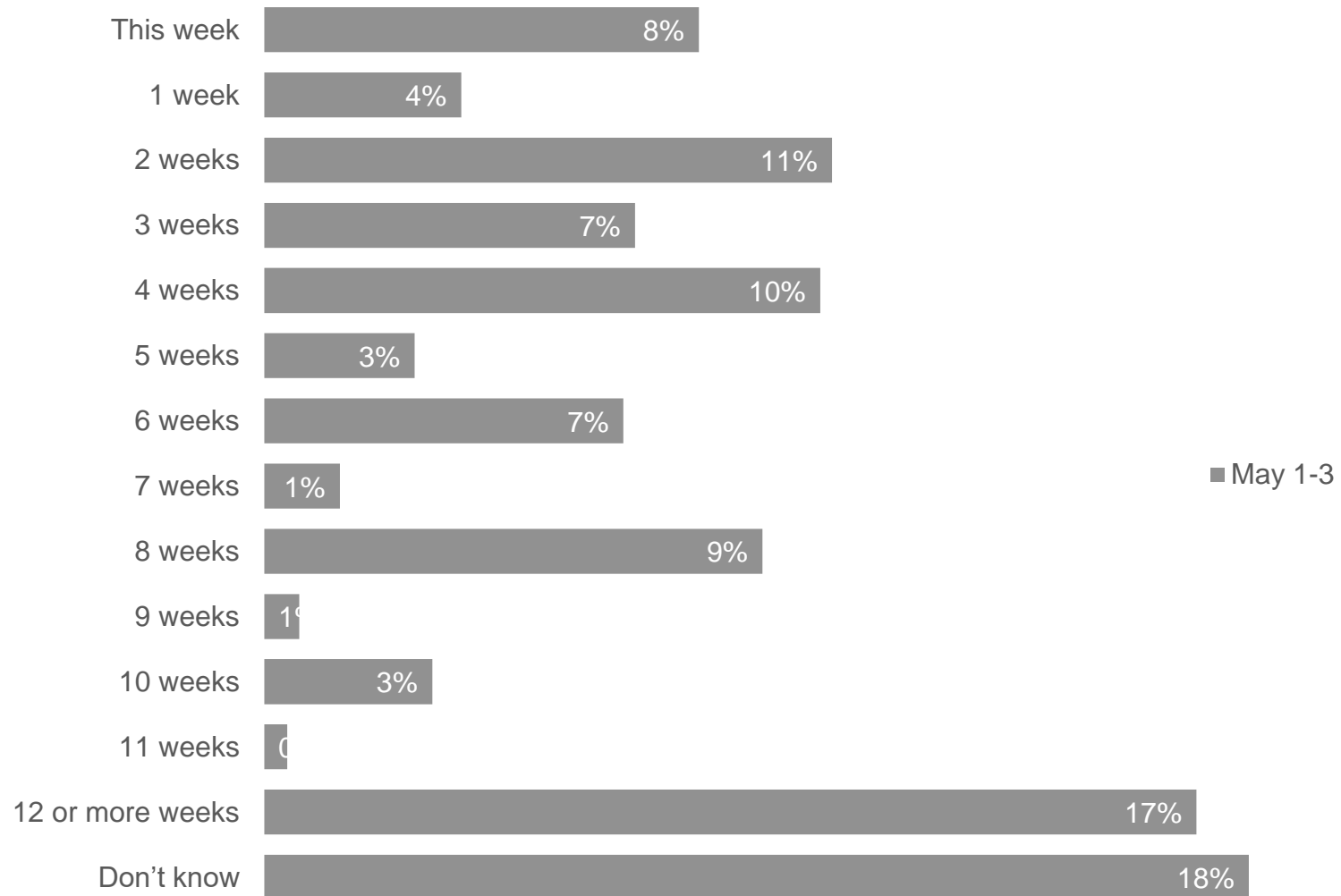


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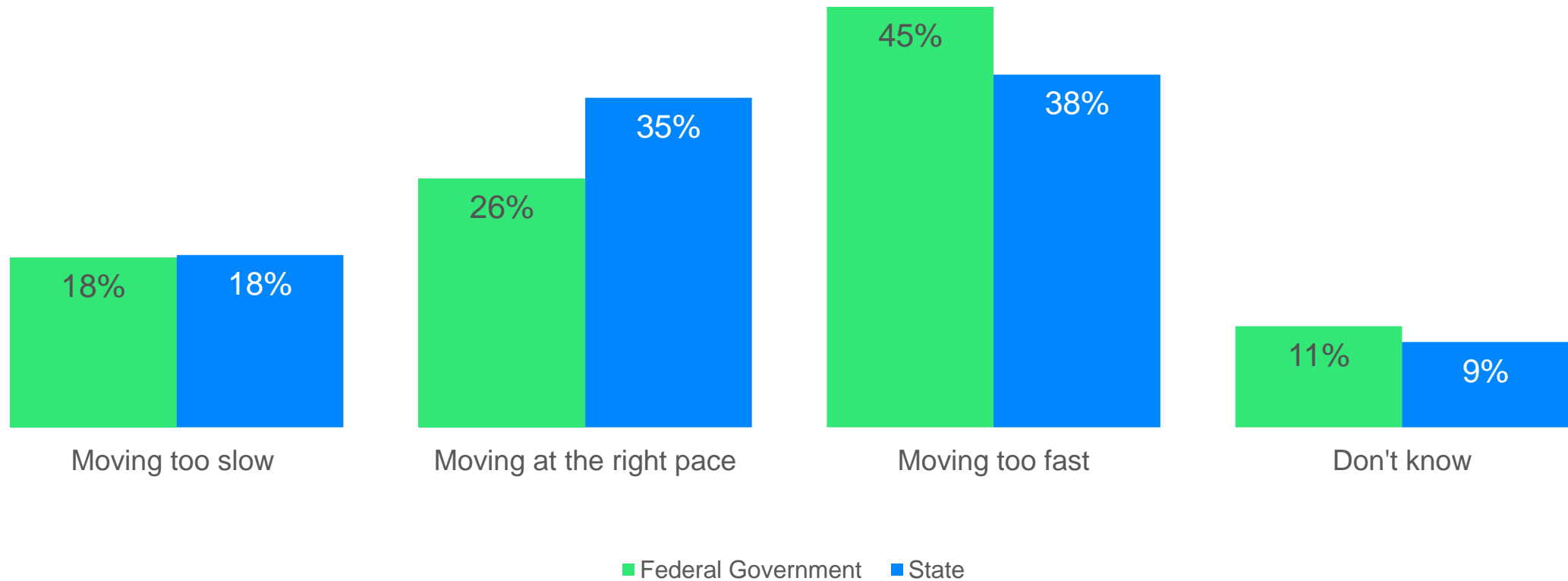
In how many weeks do you believe stores and restaurants which have been closed due to the coronavirus crisis should reopen?



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

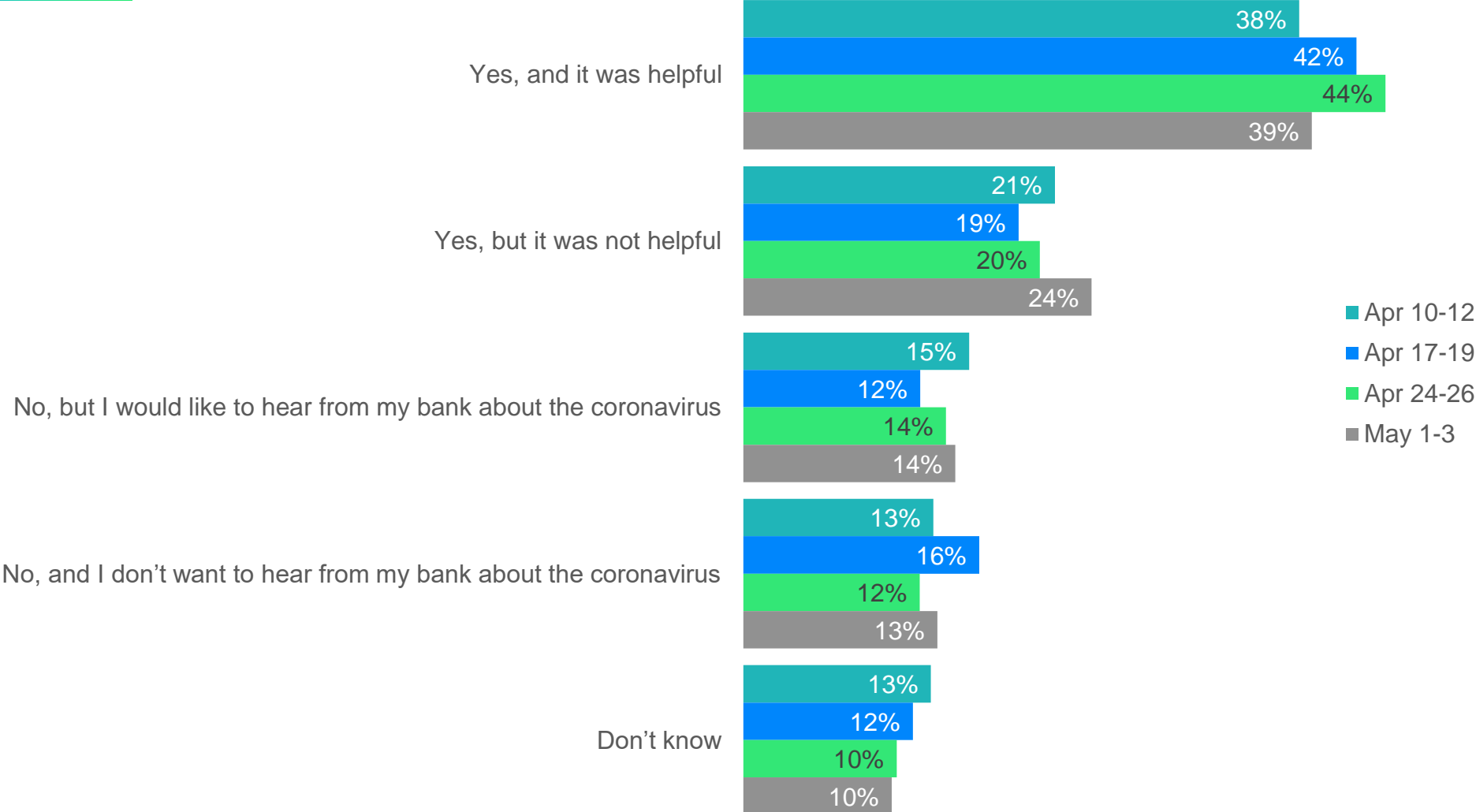


Which statement comes closest to your view on the federal government's/state's approach to reopen the economy?



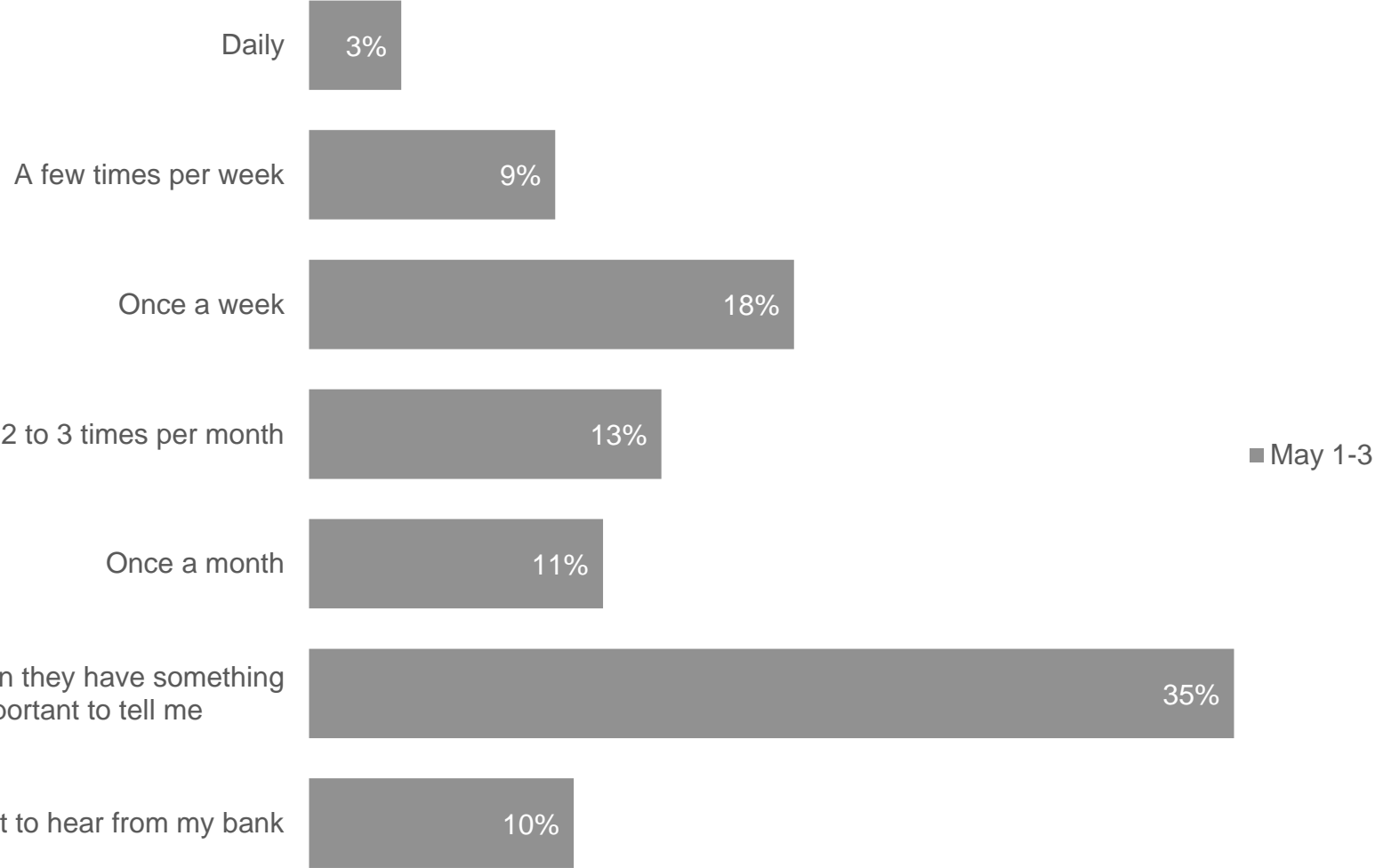
Banking

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

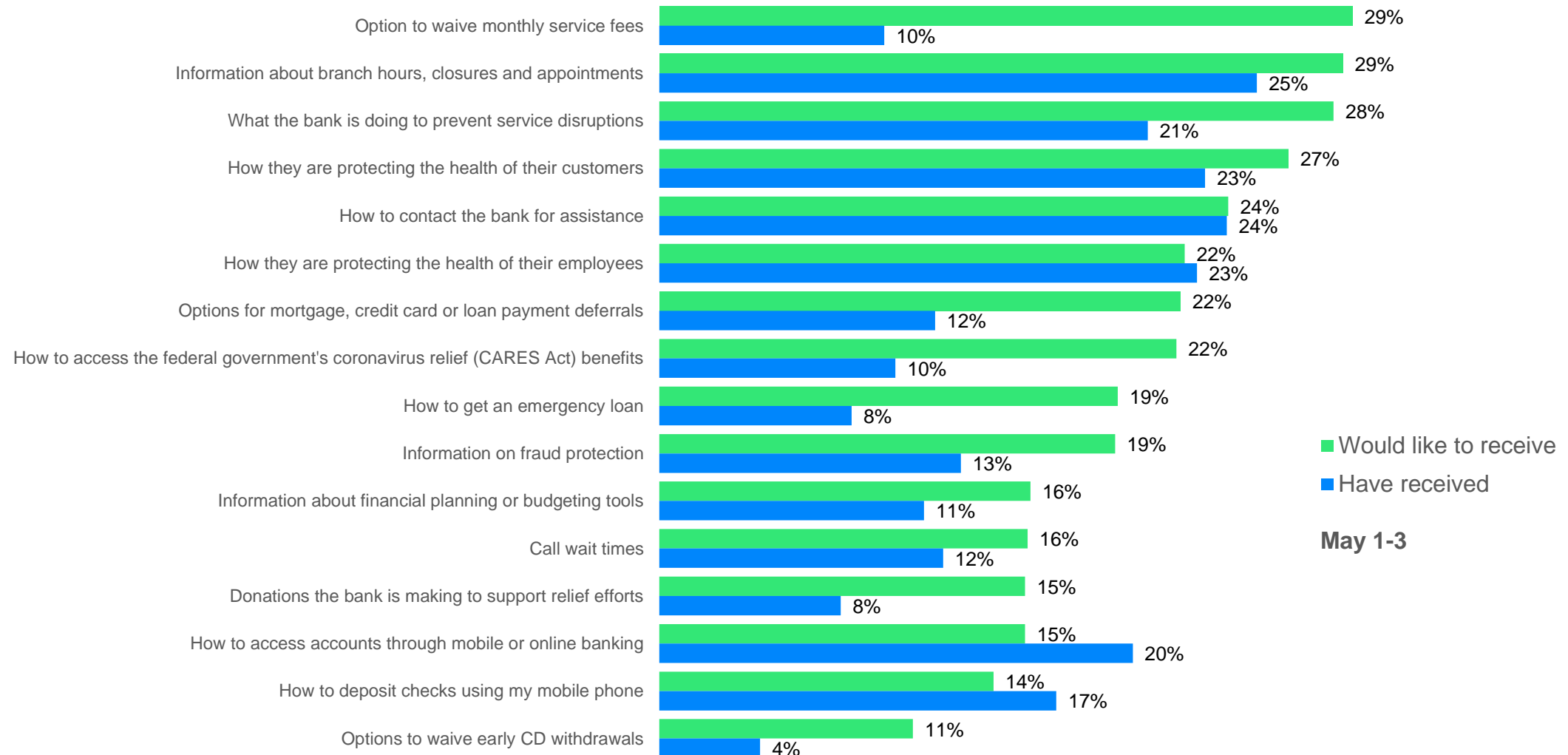


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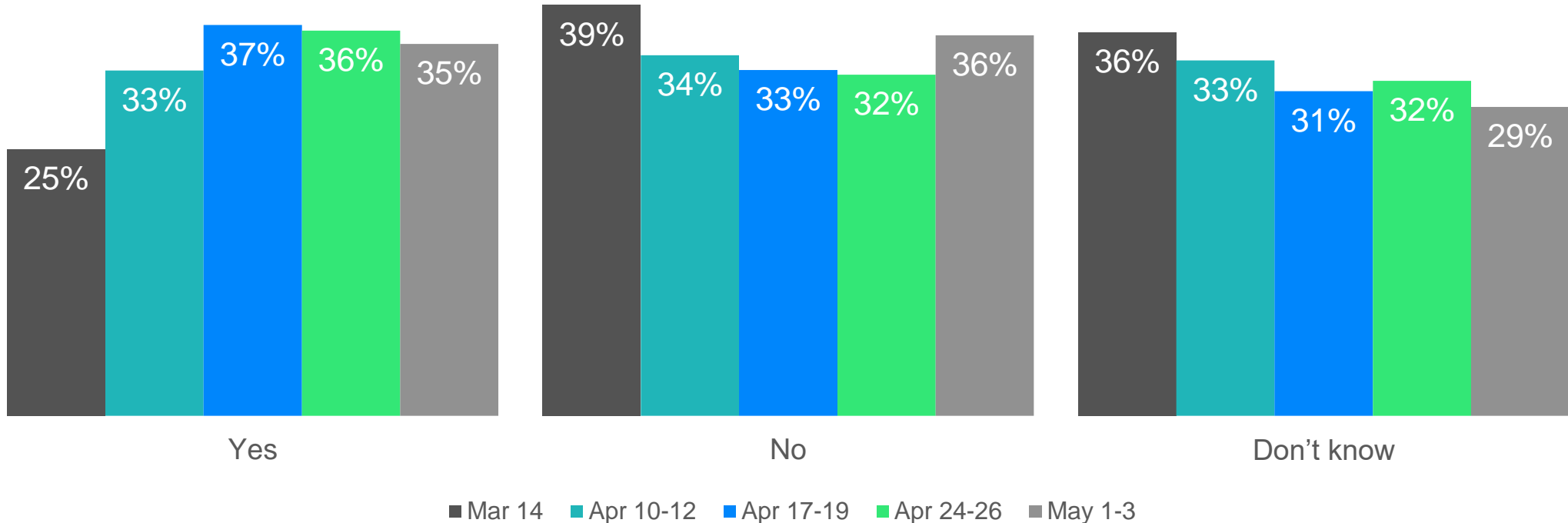
How frequently do you want to hear from your primary bank about the coronavirus crisis?



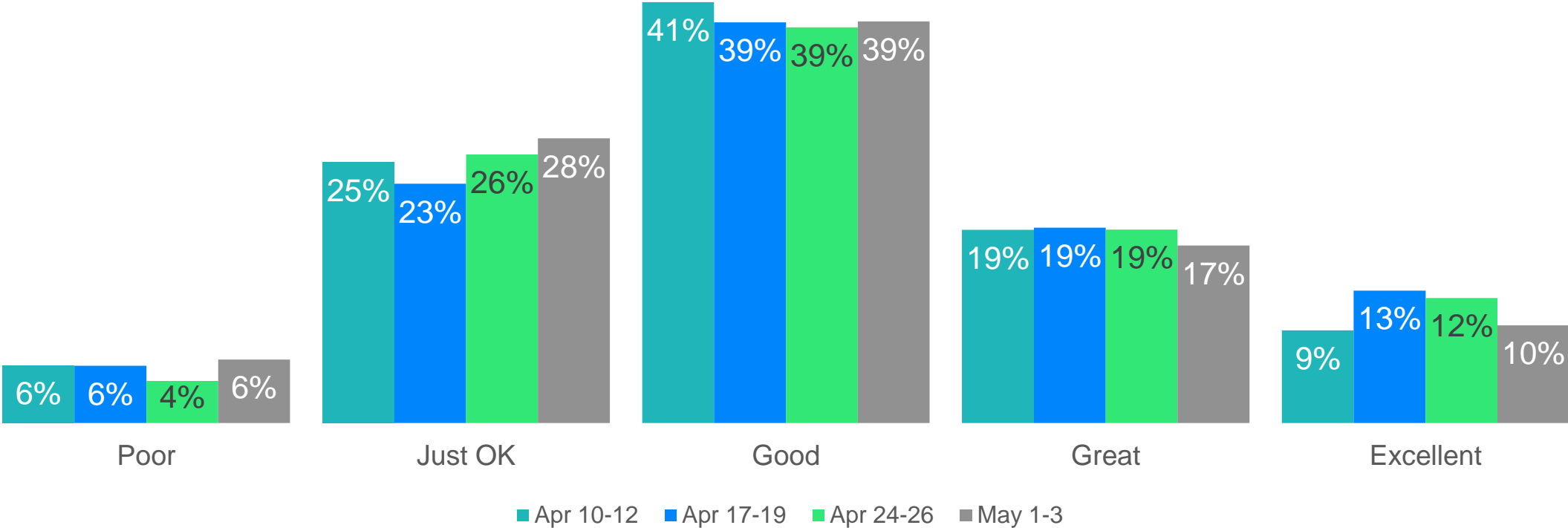
What information about the coronavirus crisis would you like/have received from your primary bank?



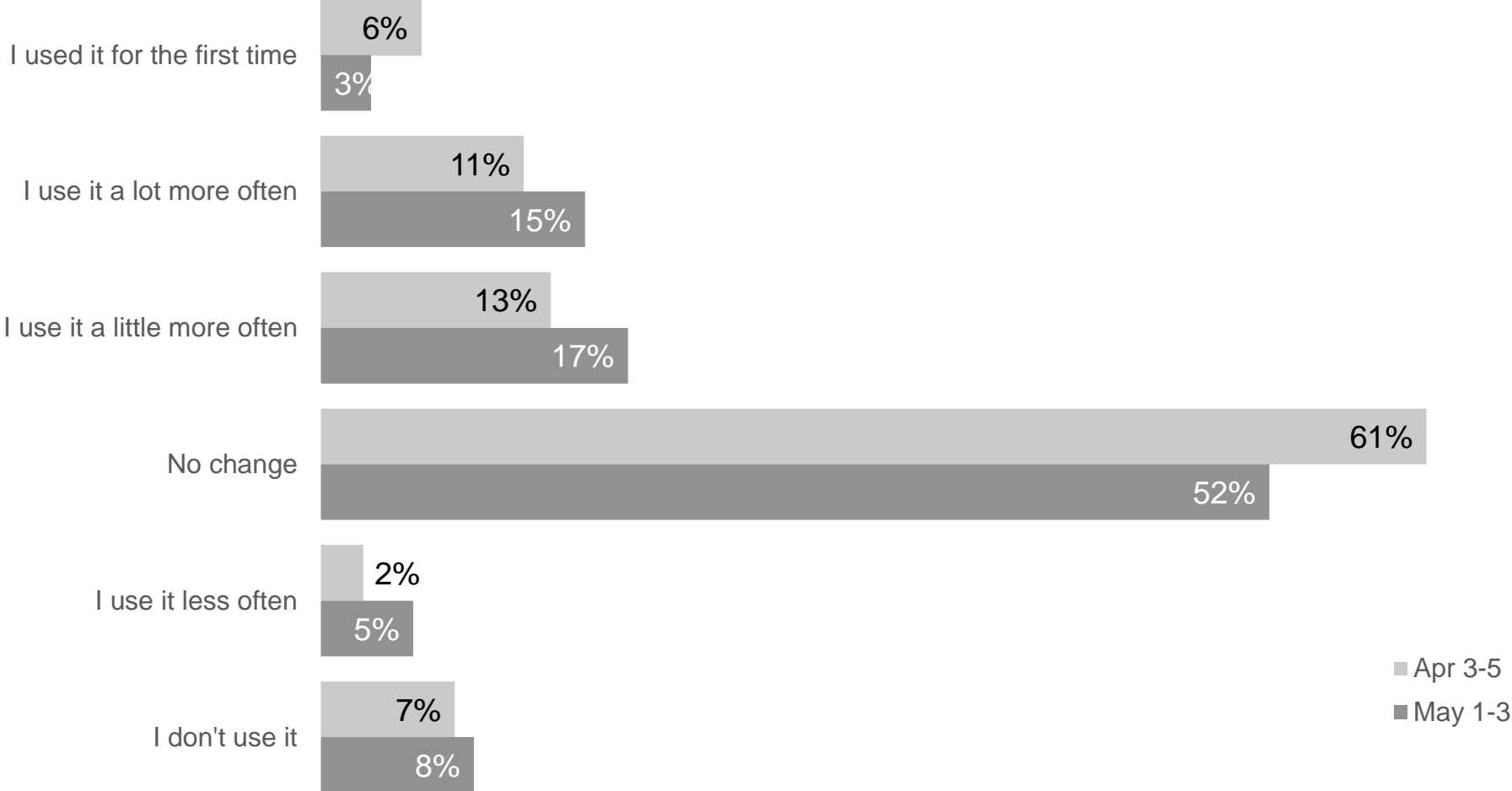
Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



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

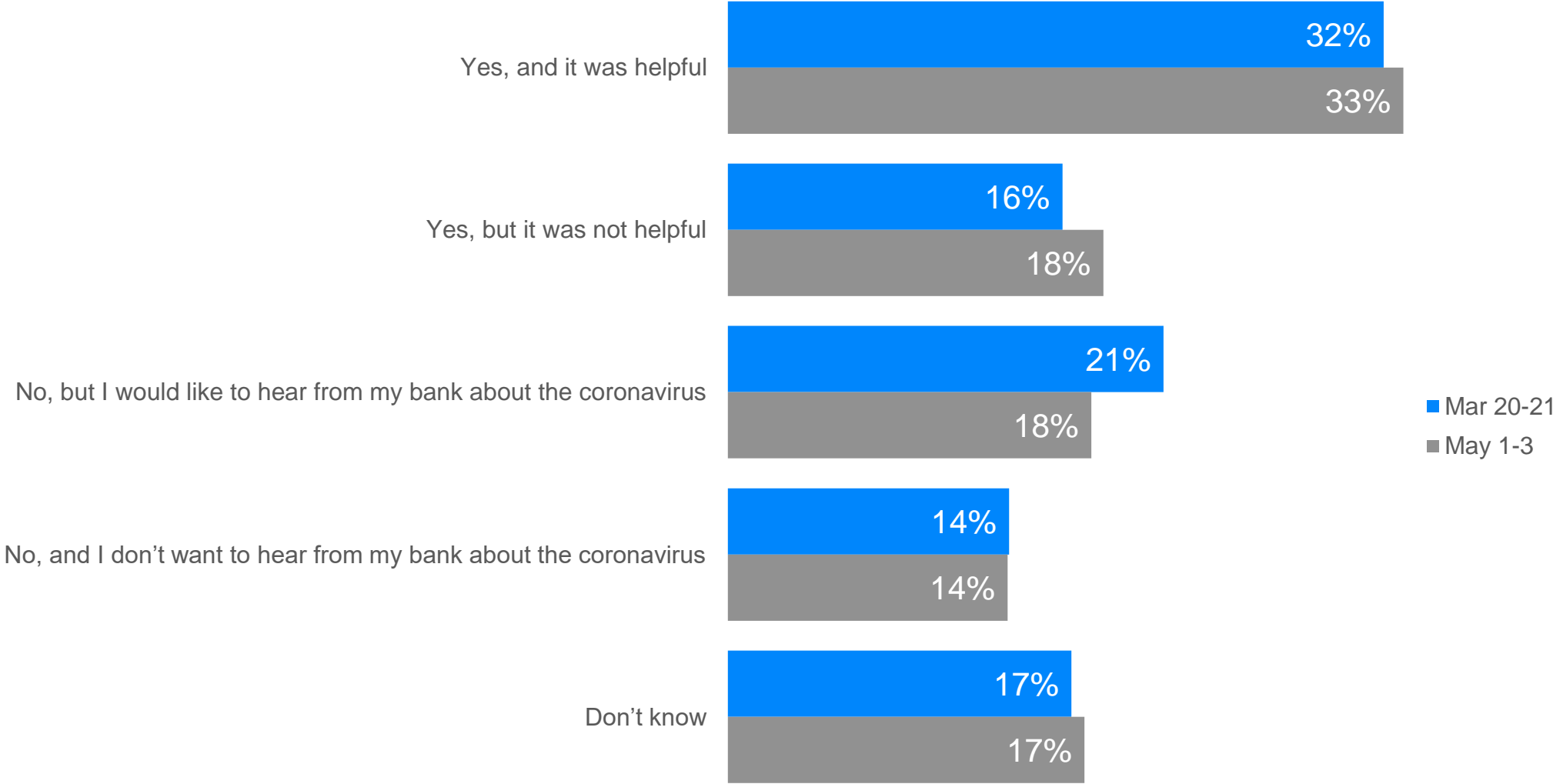


Since the coronavirus crisis began, how has your usage of your primary bank's mobile app changed?

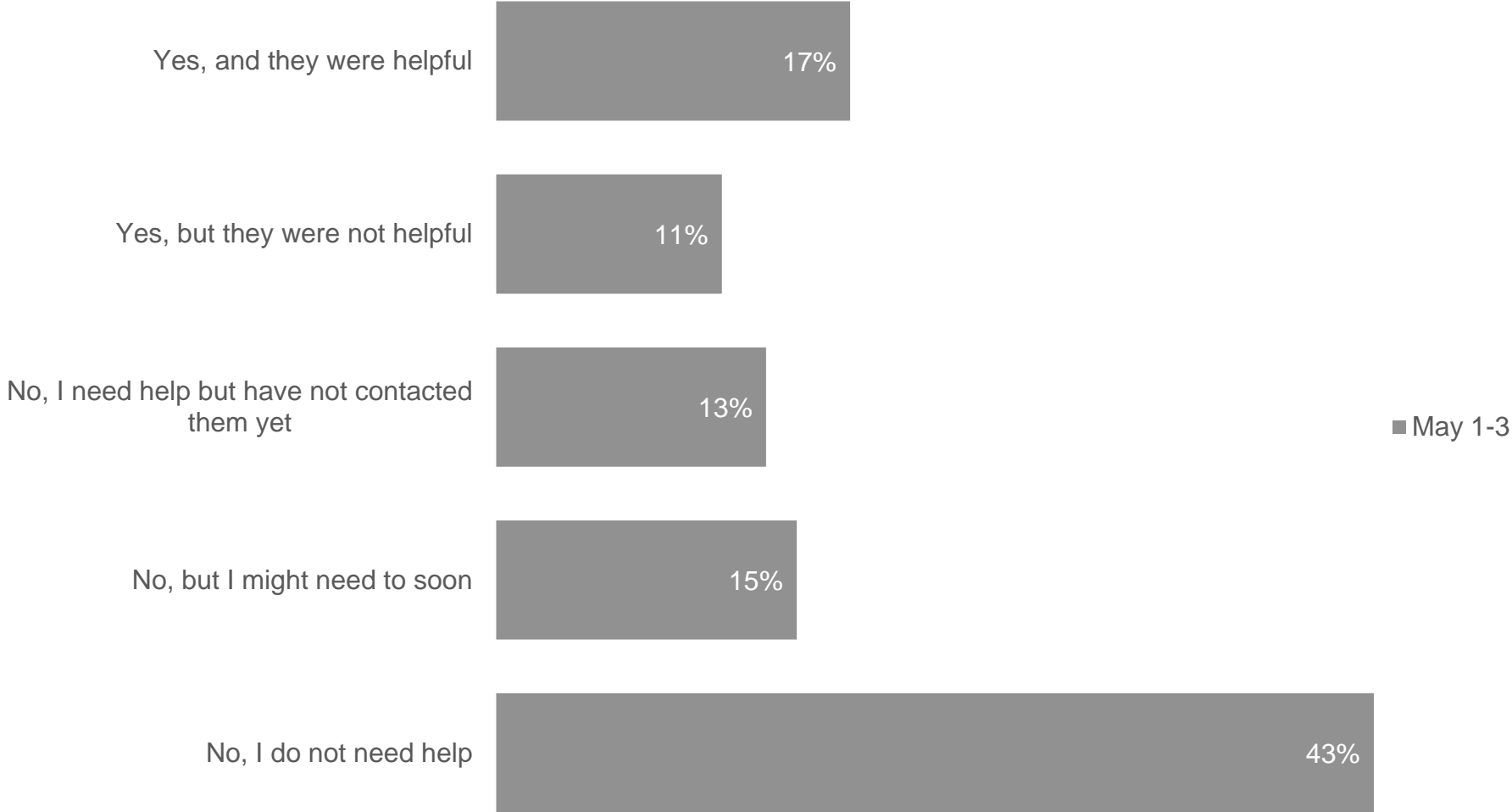


Credit Card

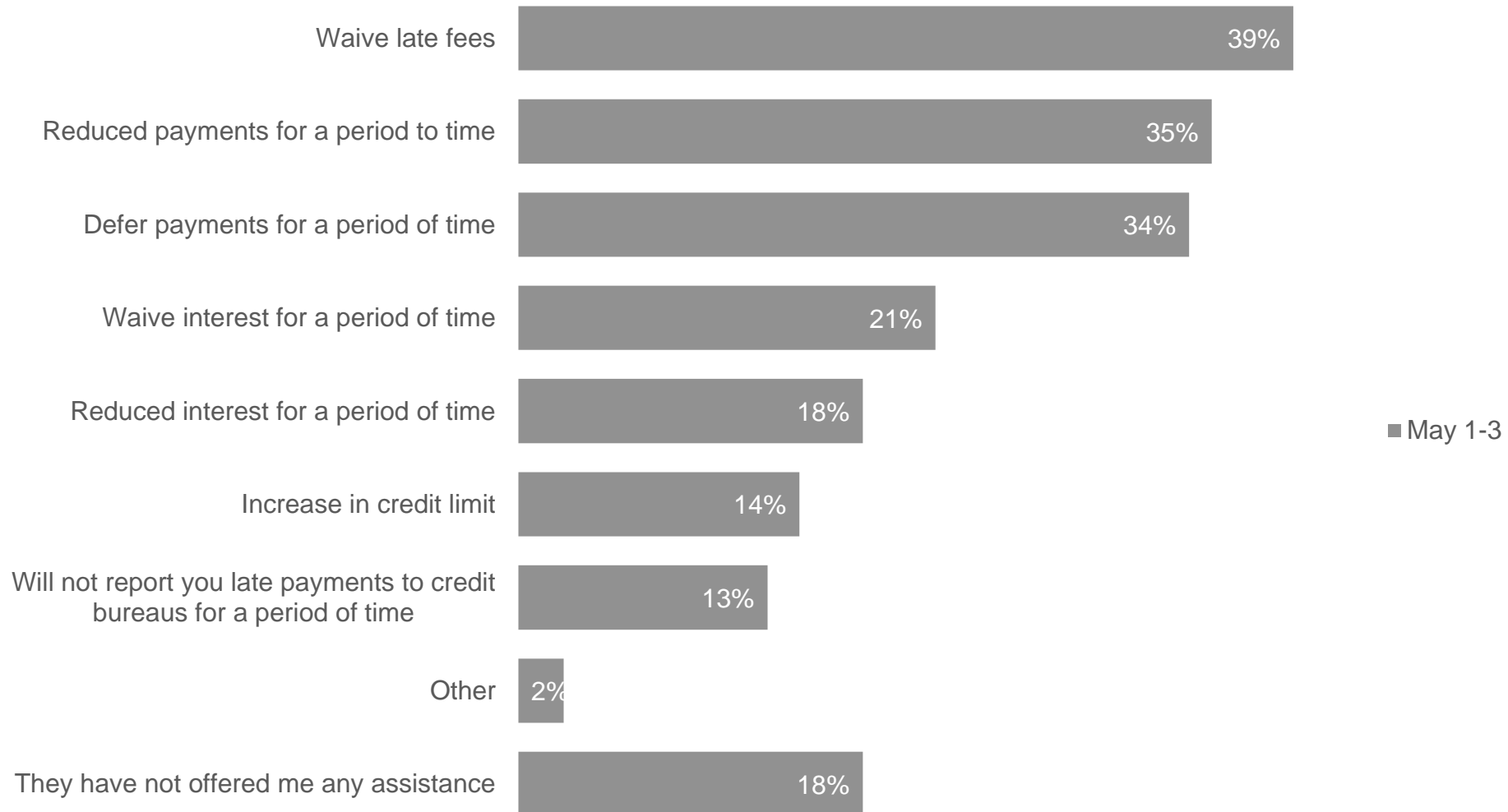
Have you received communication from your primary bank regarding the coronavirus?



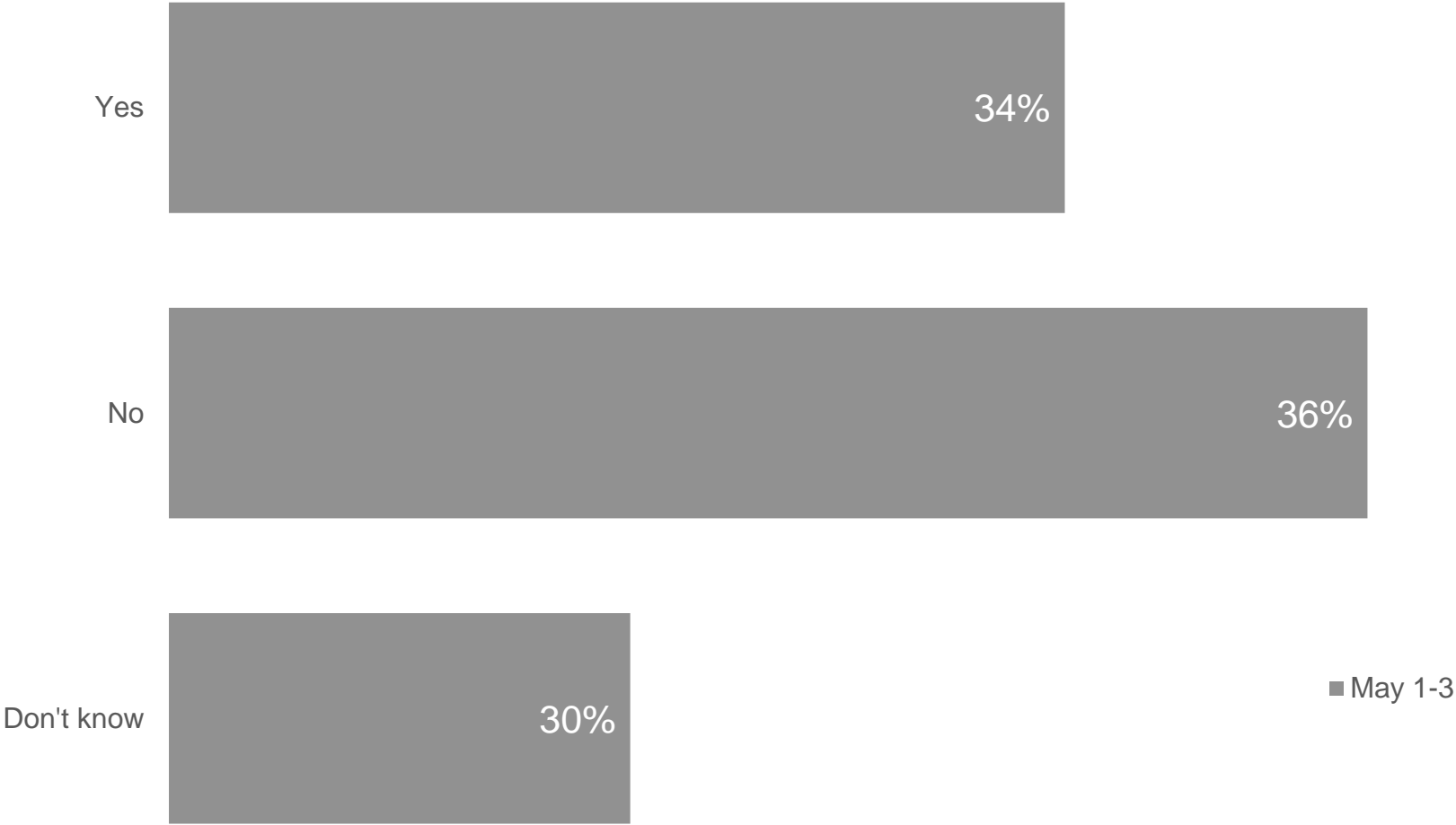
Since the coronavirus crisis began have you contacted your primary credit card company for assistance due to financial hardship?



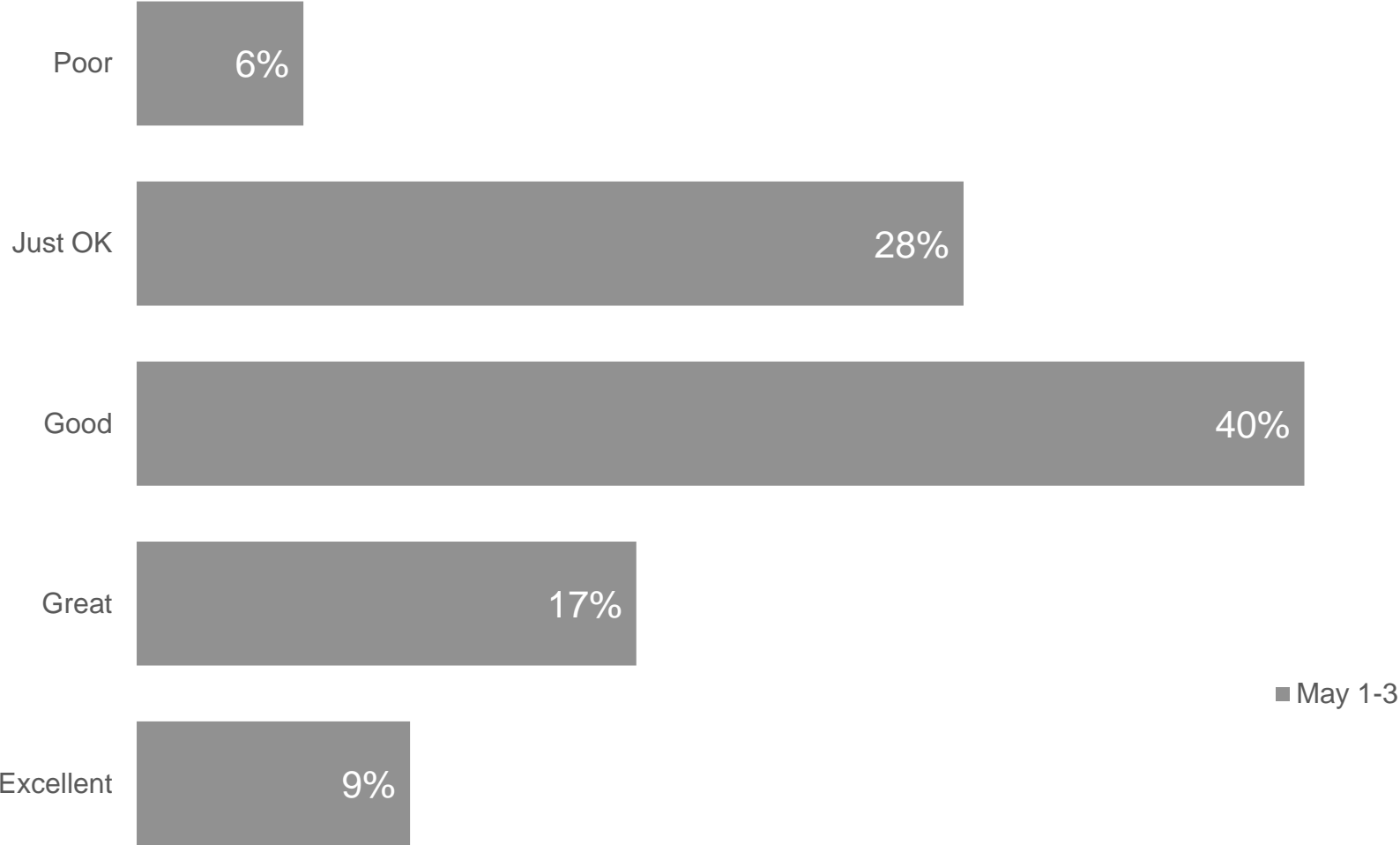
What assistance has your credit card company offered you to help with your financial situation? (among those who contacted issuer)



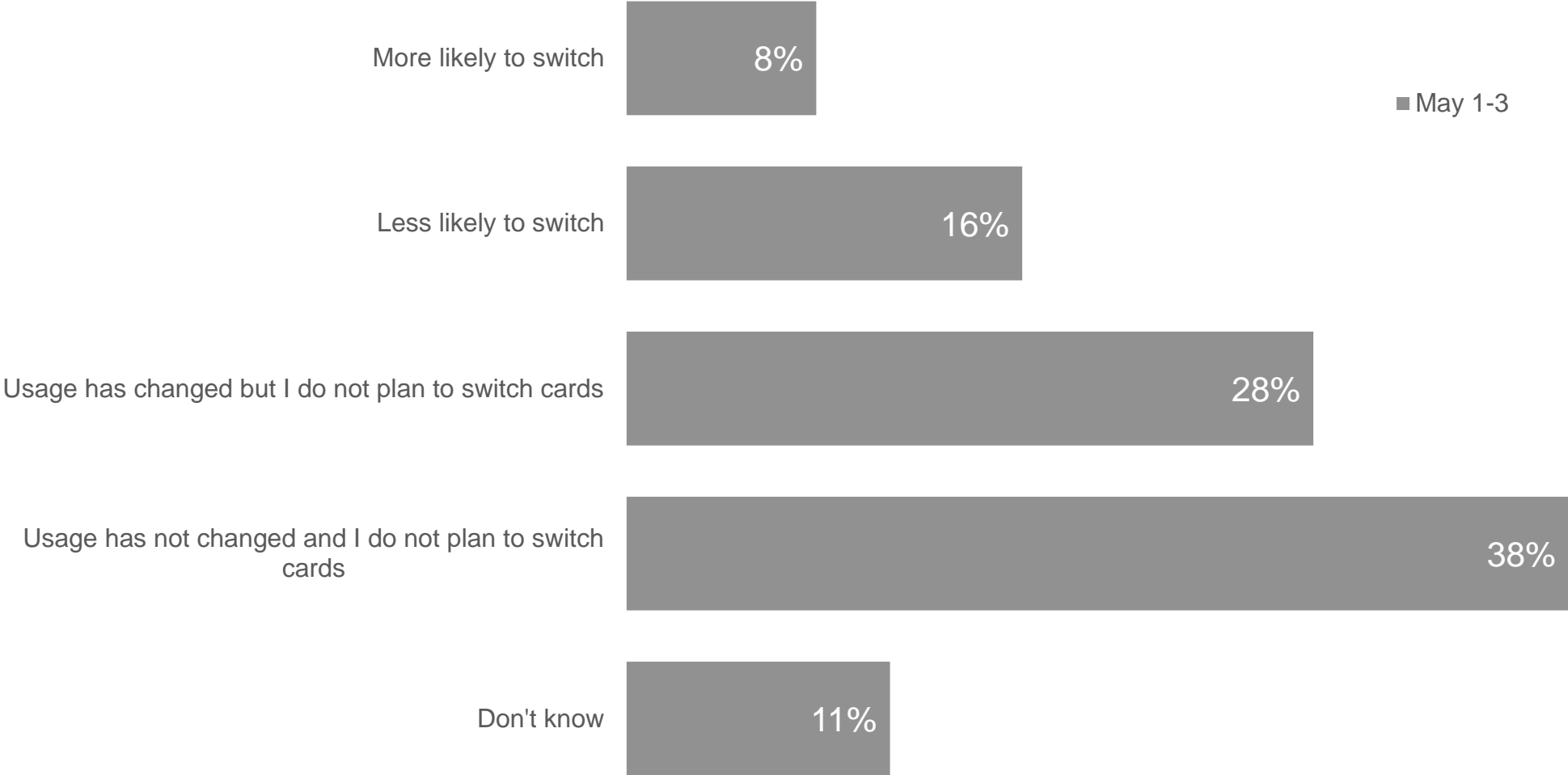
Has your primary credit card company shown concern for your personal financial situation during the coronavirus crisis?



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



How has the usage of your primary credit card during the coronavirus crisis impacted how likely you are to switch credit cards?



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