

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

May 29-31, 2020 Update

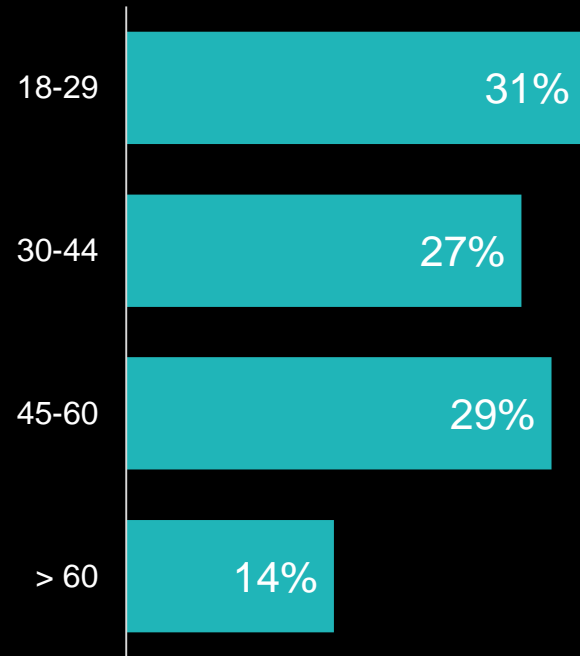
Jim Miller – Vice President, Banking and Payments Intelligence
James.Miller@jdpa.com

June 1, 2020

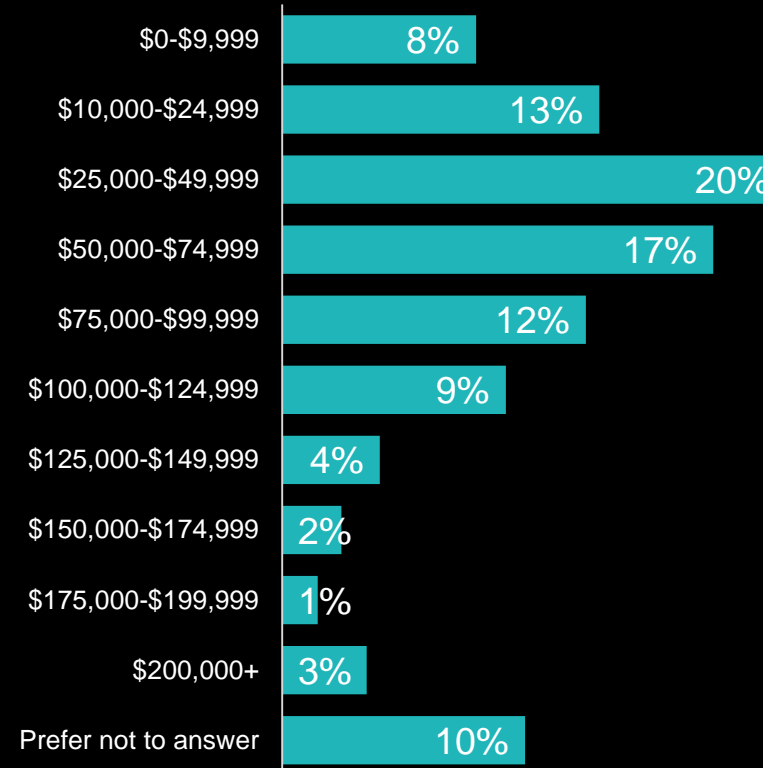
Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- May 29-31: n=1,701 (35% male, 65% female)

Distribution by Age

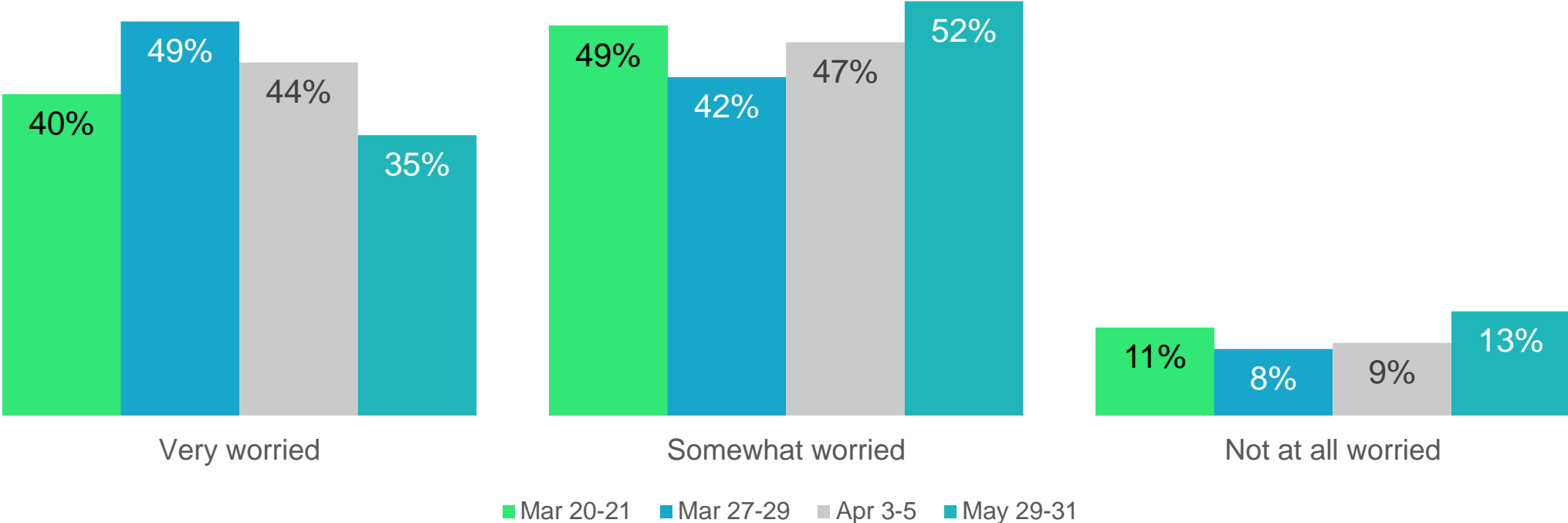


Distribution by Income

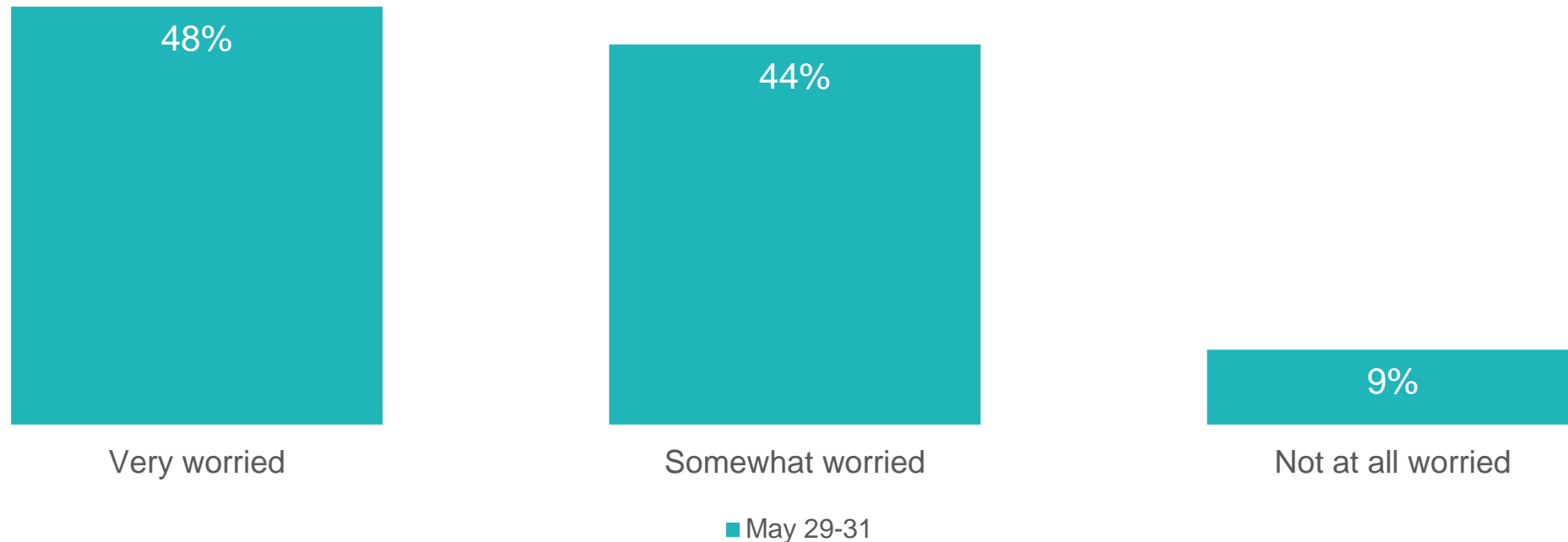


General Perceptions of U.S. Adults

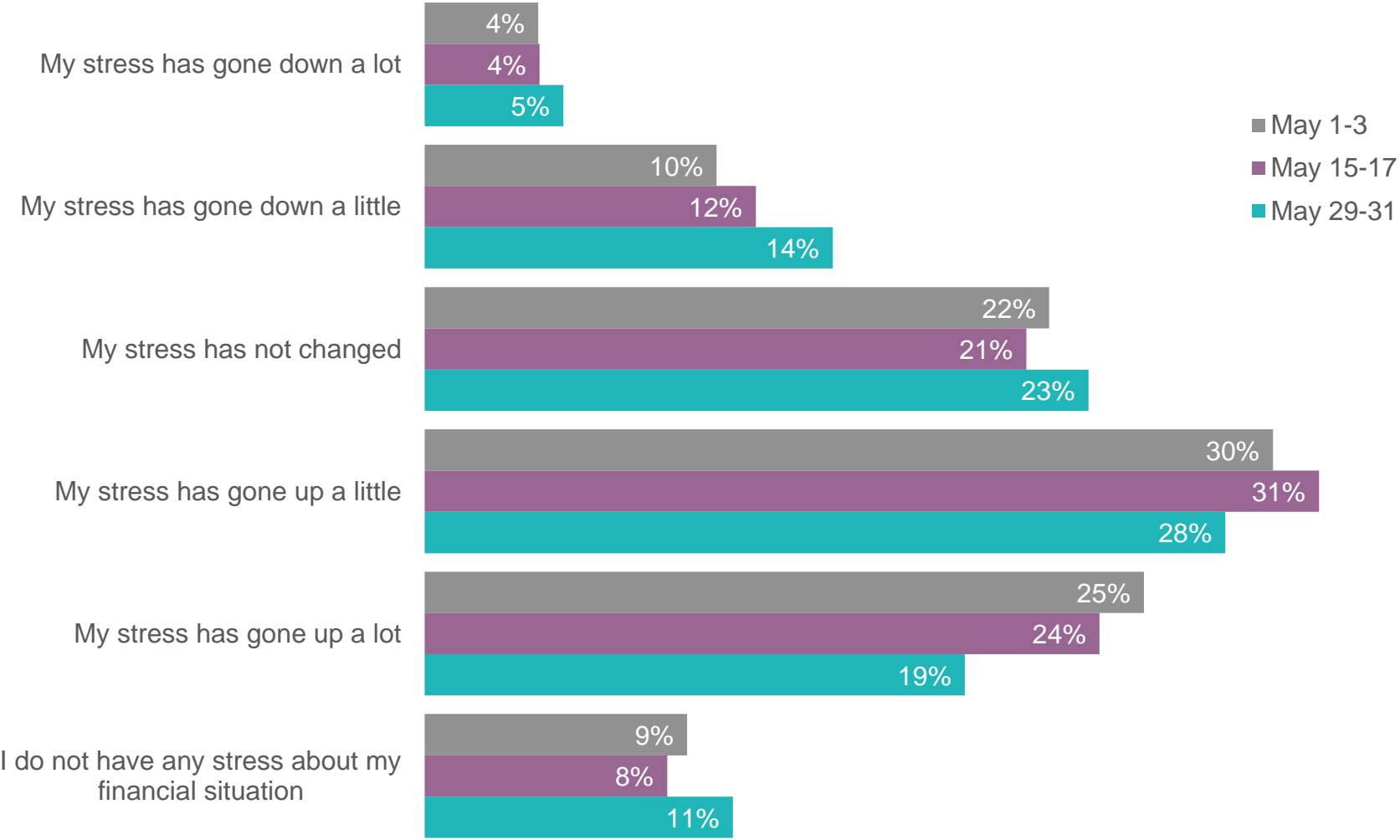
How worried are you that you or someone in your family will get sick from the coronavirus?



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

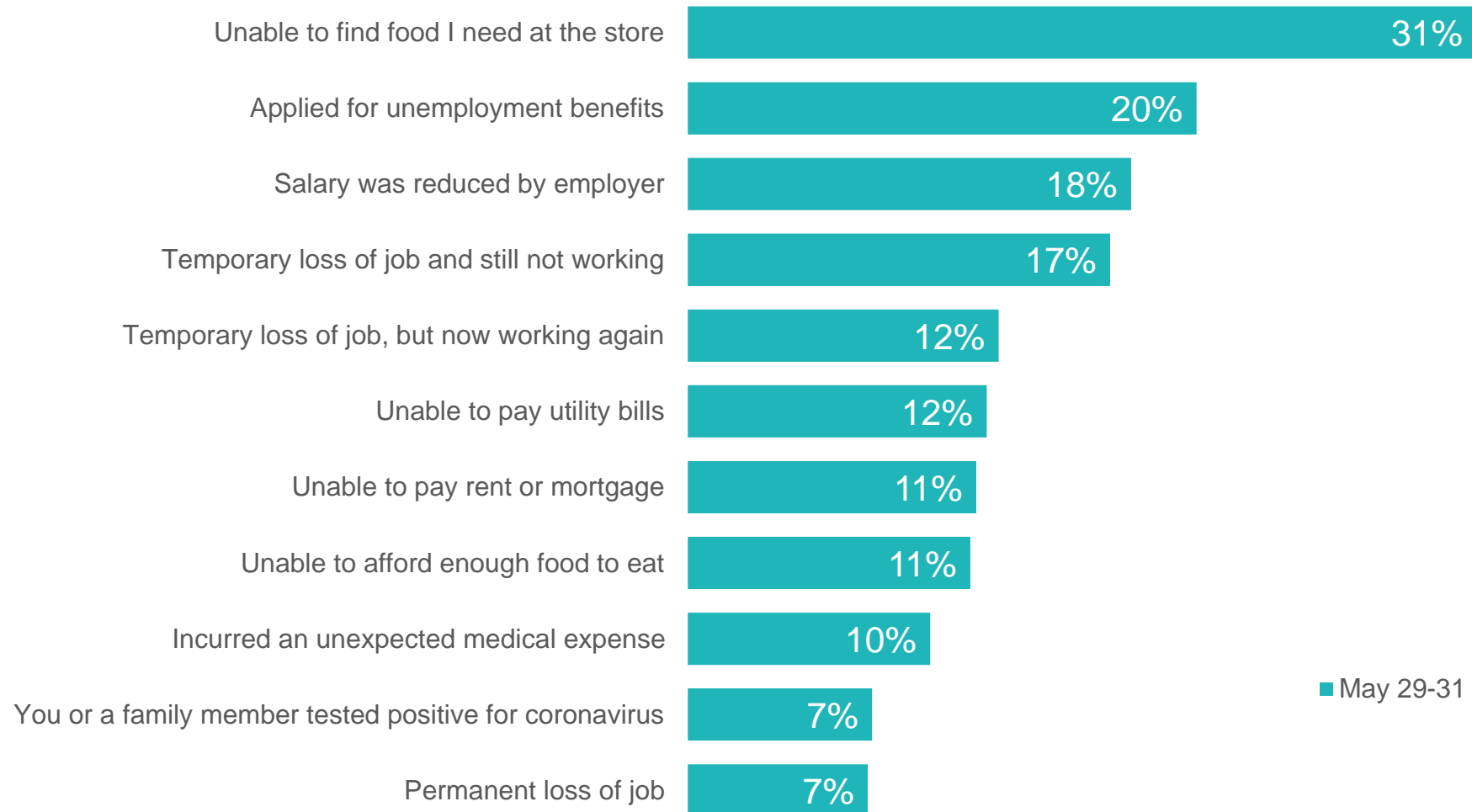


In the past several weeks, how has the level of stress about your financial situation changed?

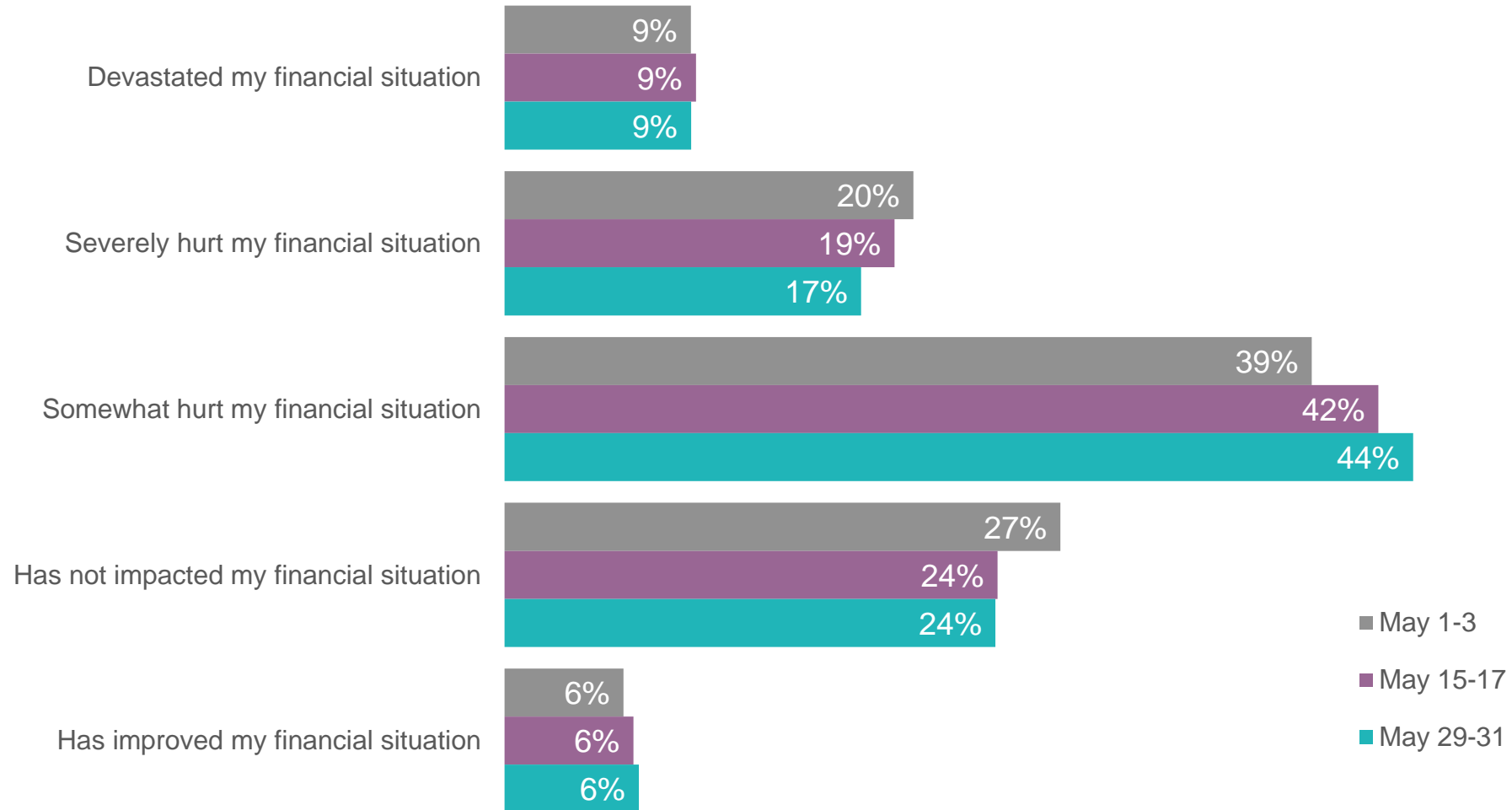


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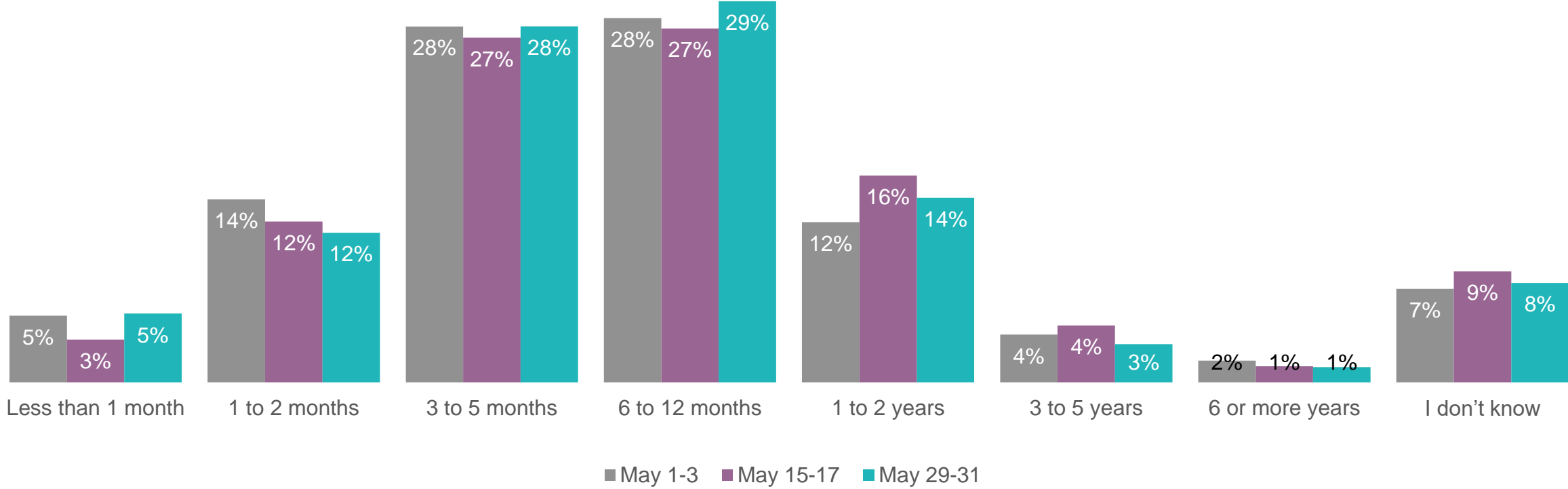
Which of the following impacts from the coronavirus have you already experienced?



How has the coronavirus crisis impacted your personal financial situation?

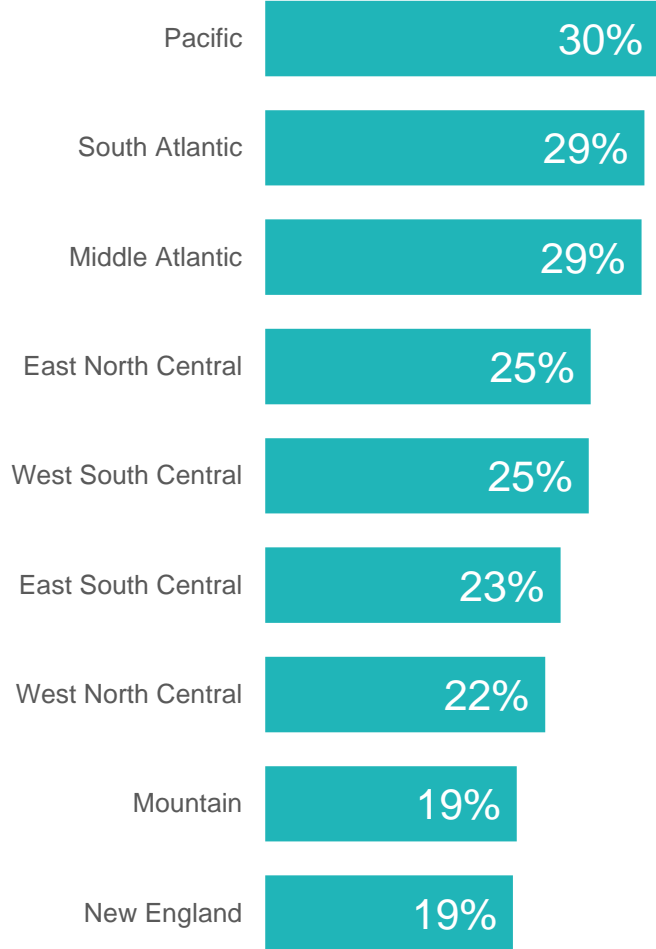
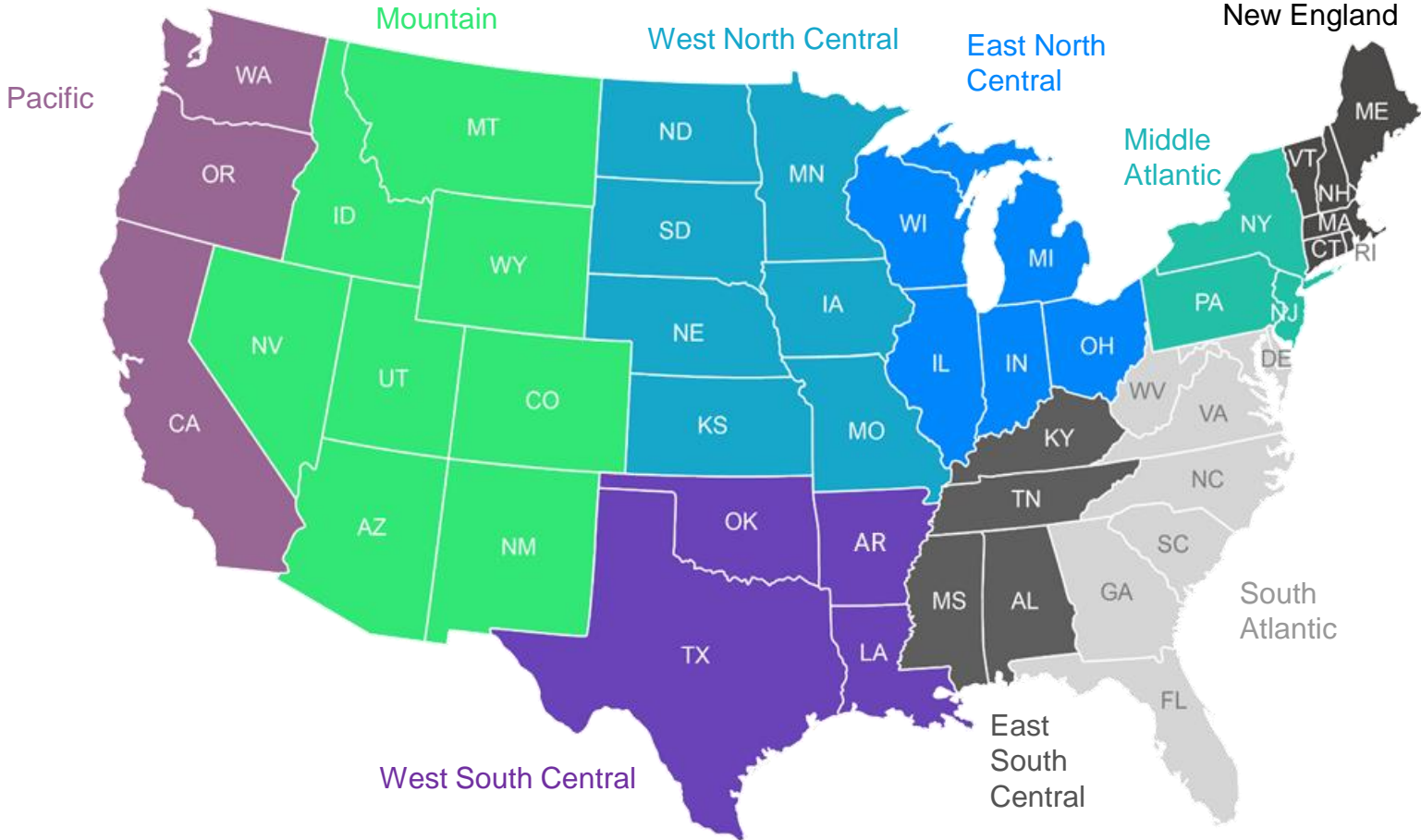


How long do you expect that your financial situation will be worse due to the coronavirus?



How has the coronavirus crisis impacted your personal financial situation?

% Devastated and Severely Hurt



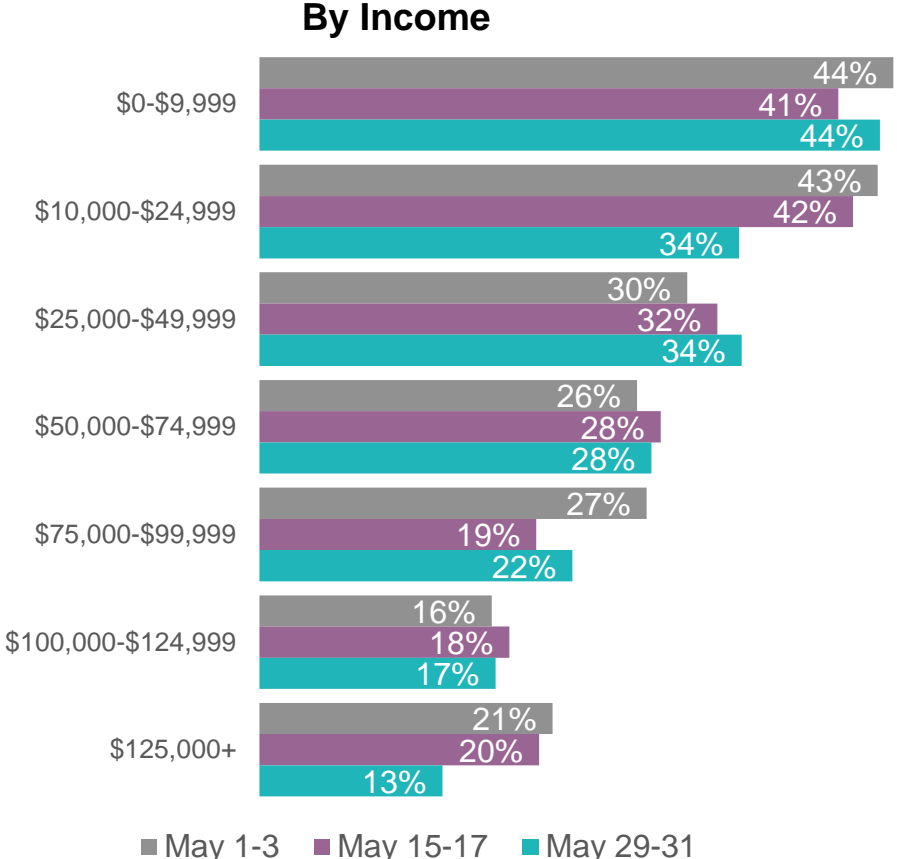
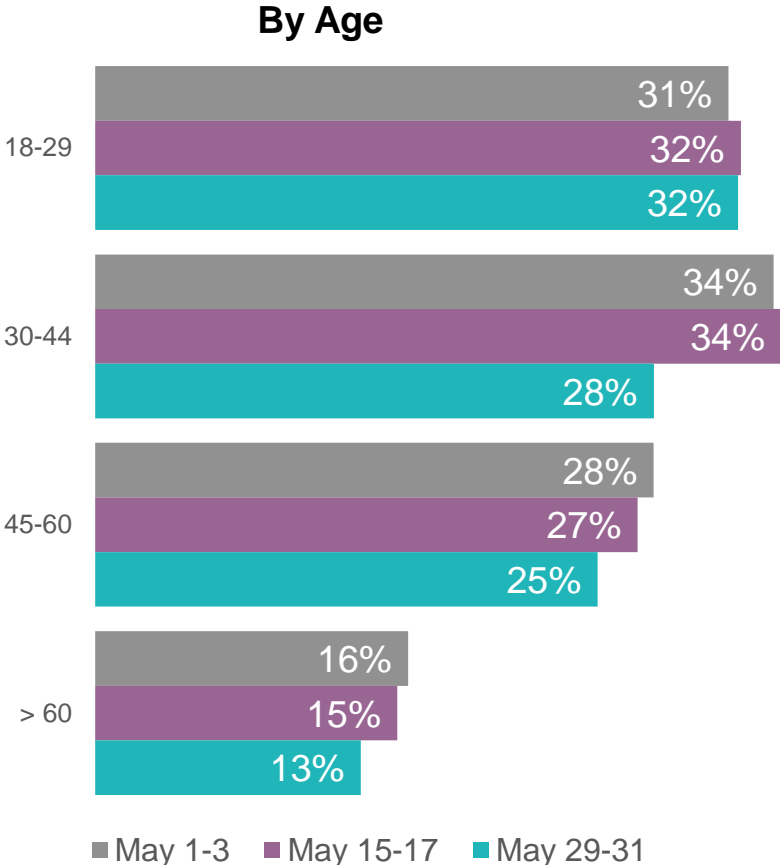
■ May 29-31

New England: n=84, East South Central: n=97, West North Central: n=93

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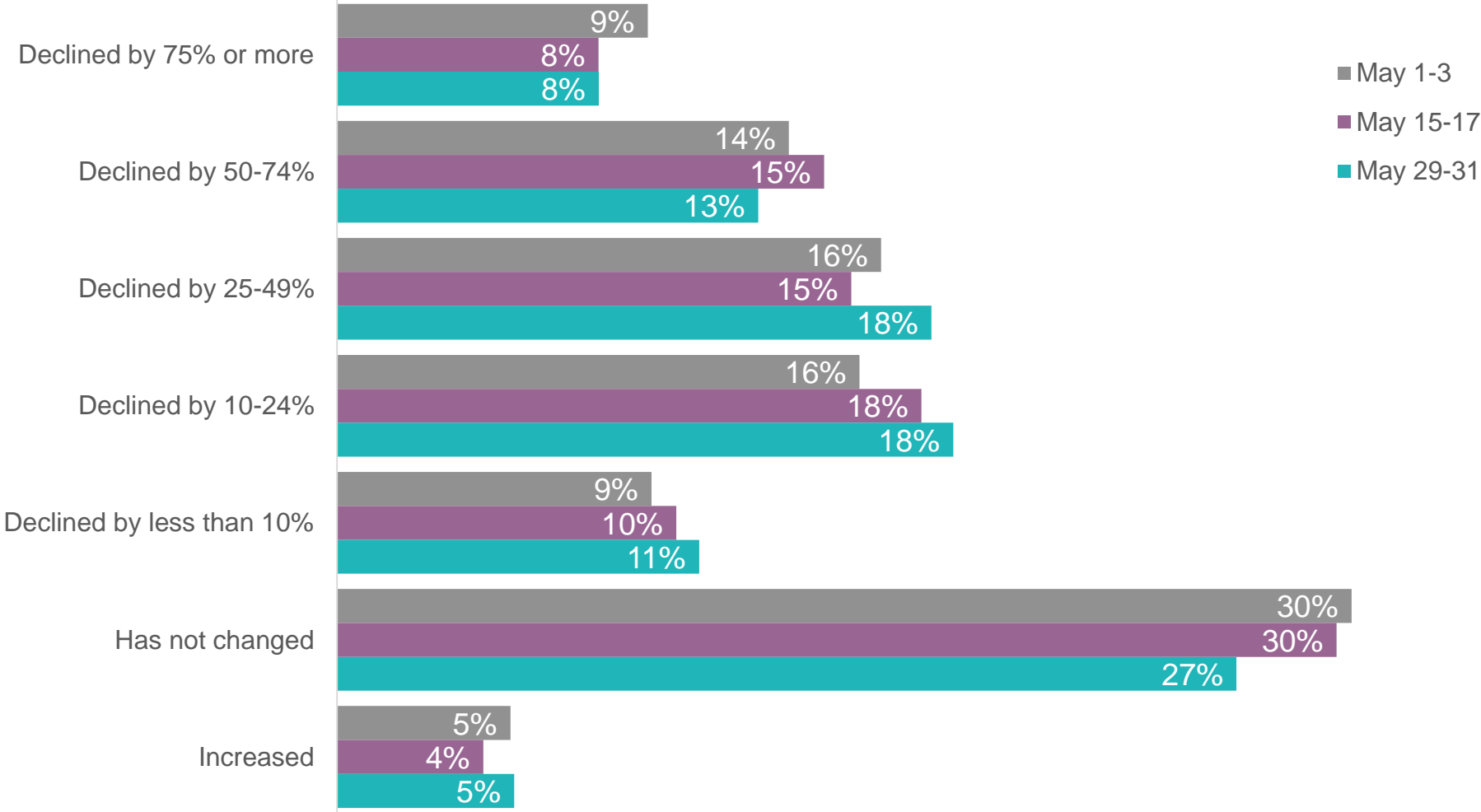
How has the coronavirus crisis impacted your personal financial situation?

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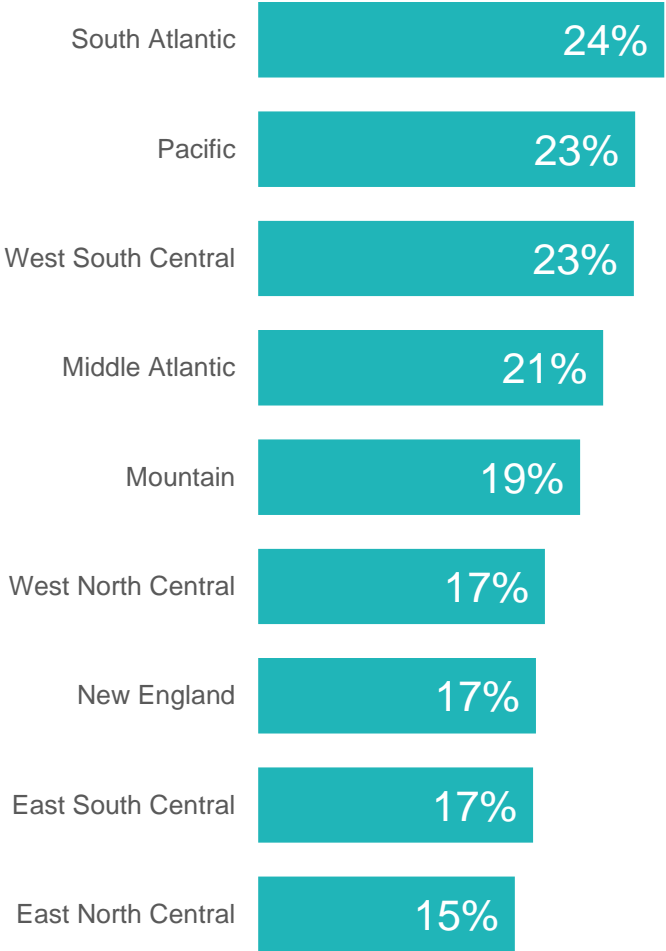
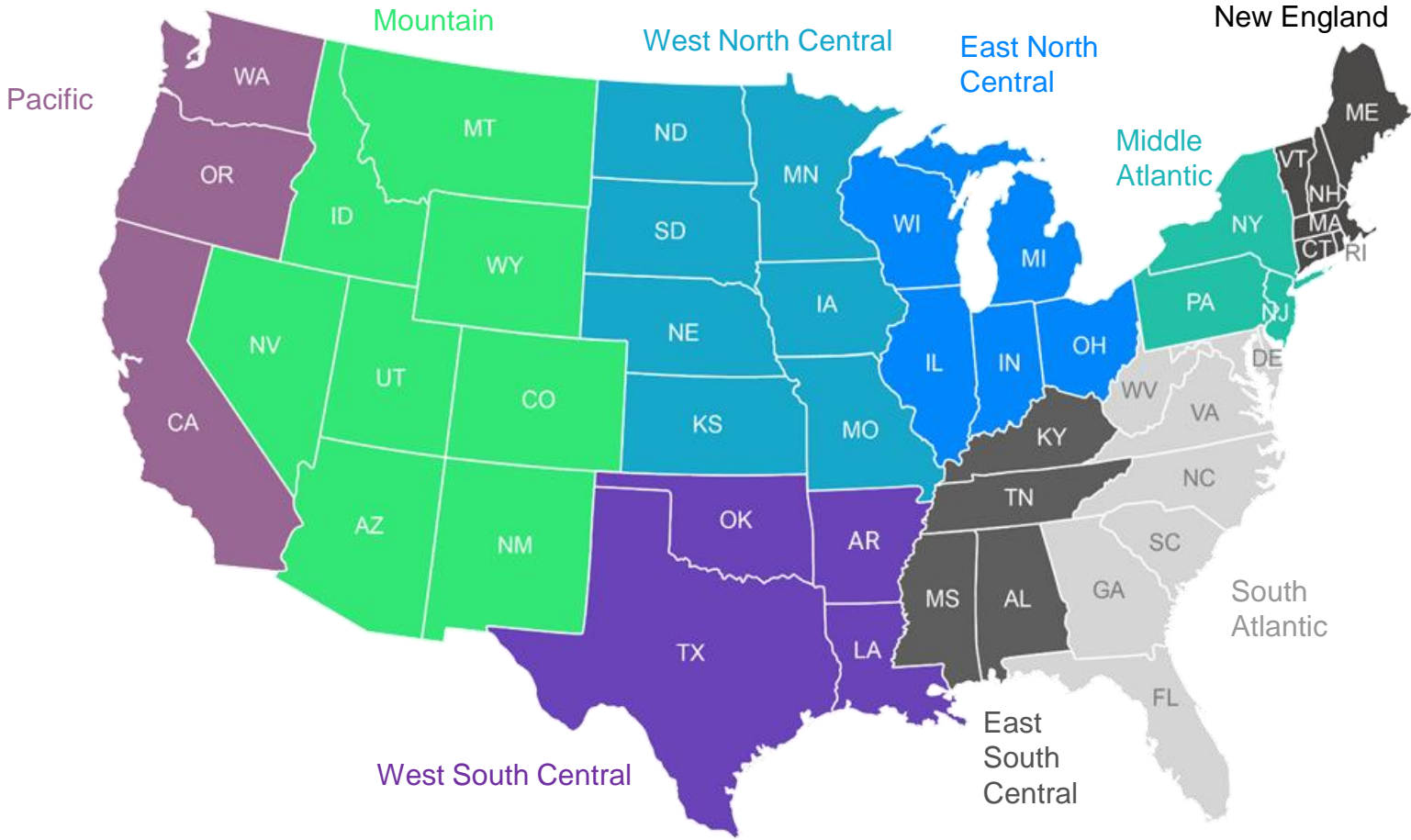
How has your family's income changed since the coronavirus crisis began?



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

% Declined by 50% or More



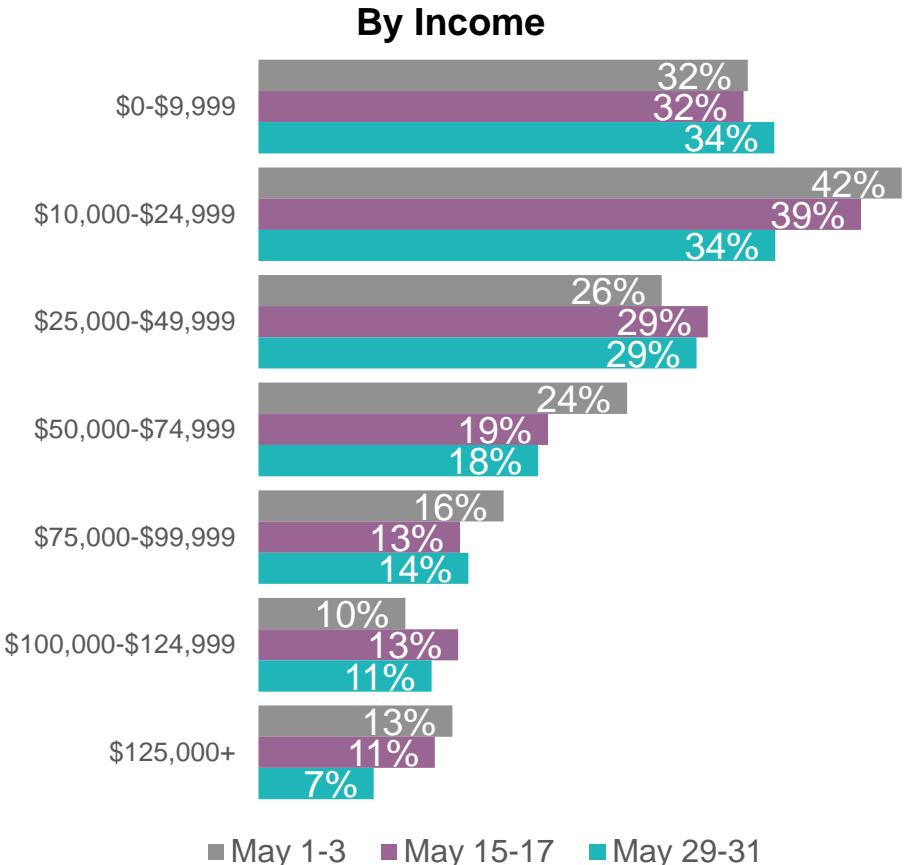
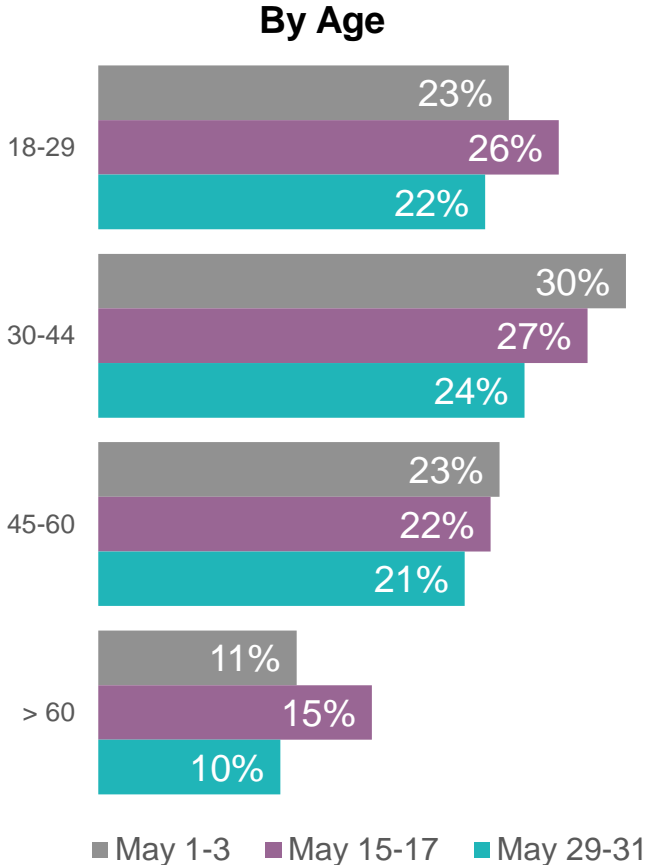
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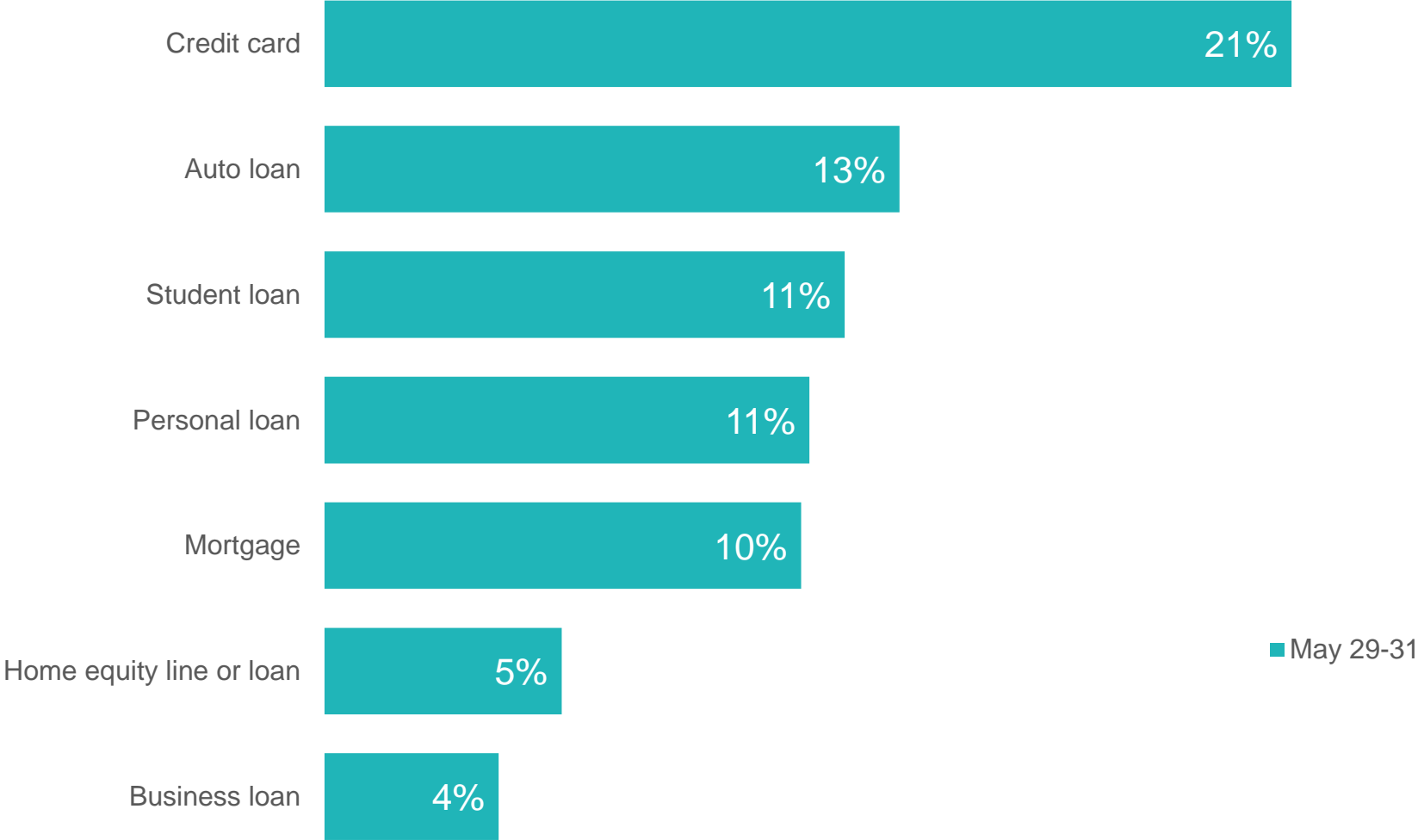
How has your family's income changed since the coronavirus crisis began?

% Declined by 50% or More

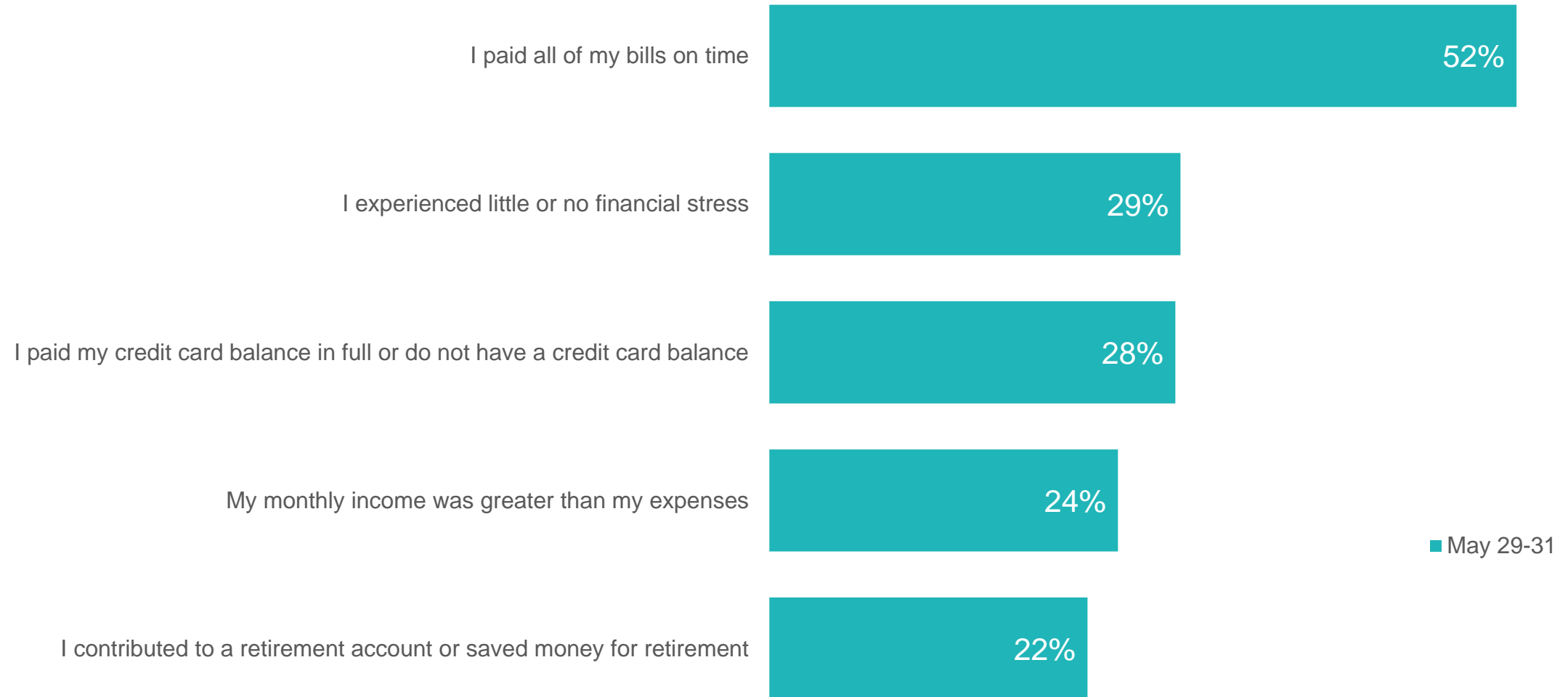


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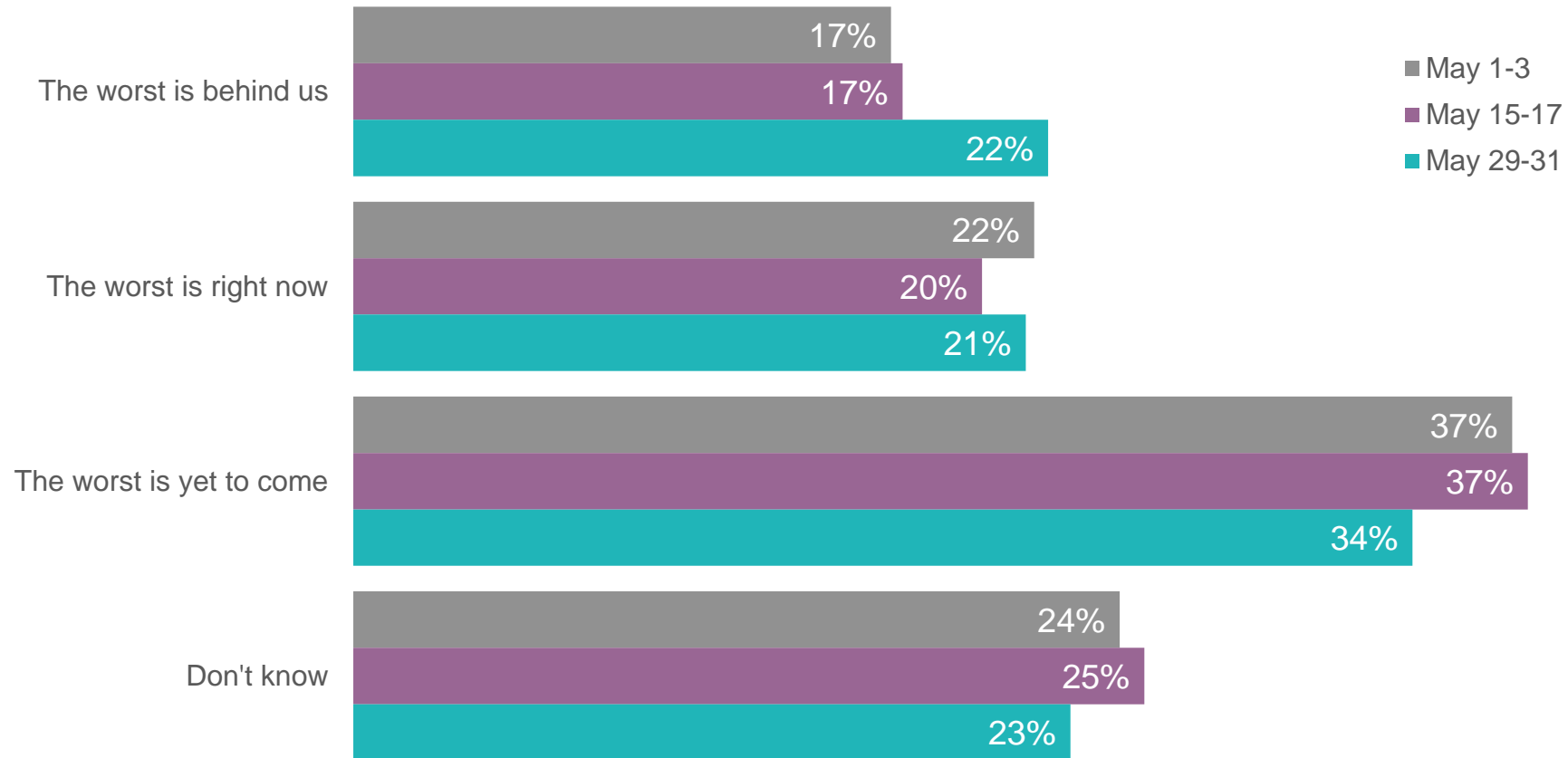
In the past month were you unable to make the minimum monthly payment for any of these?



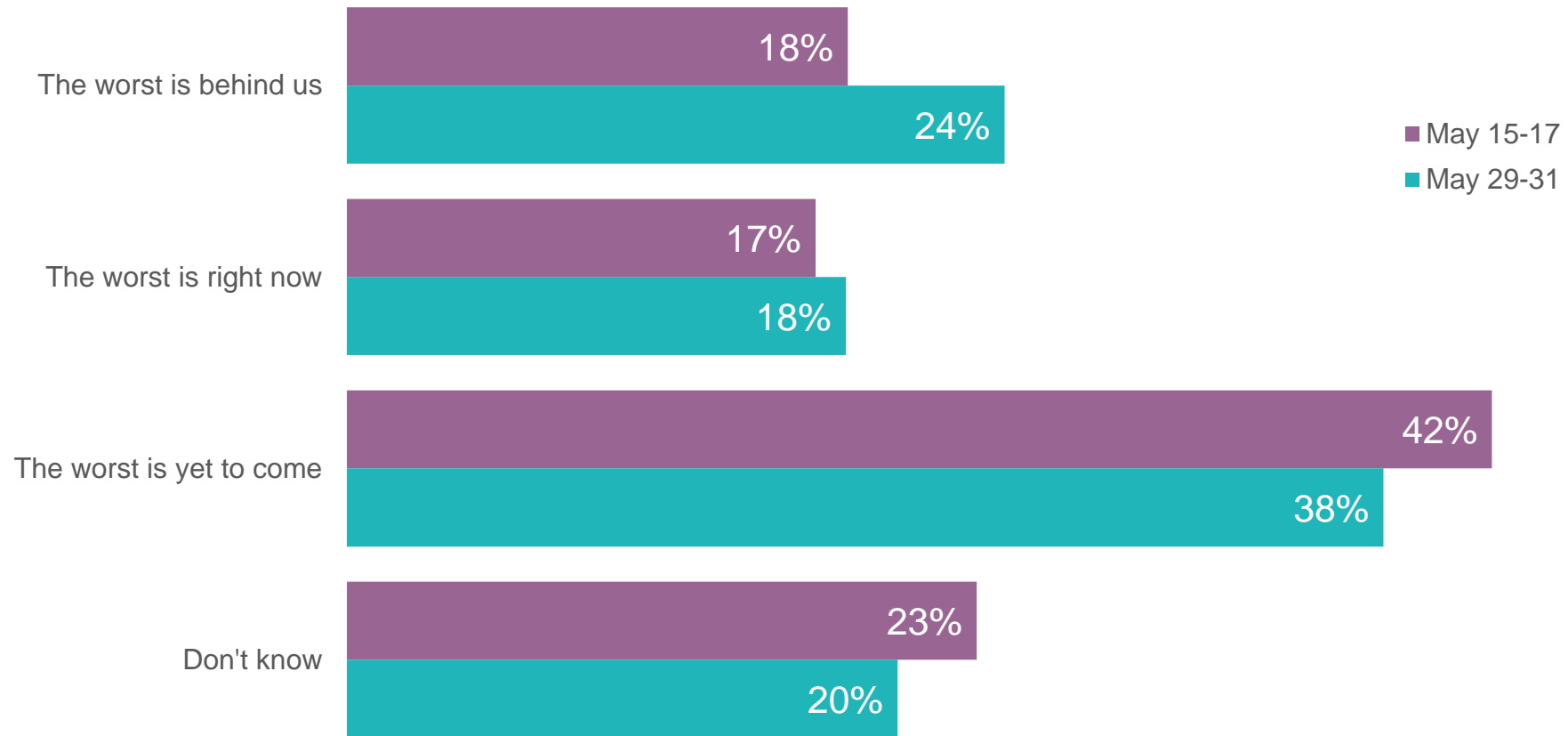
Which of the following describe your financial situation in the past month?



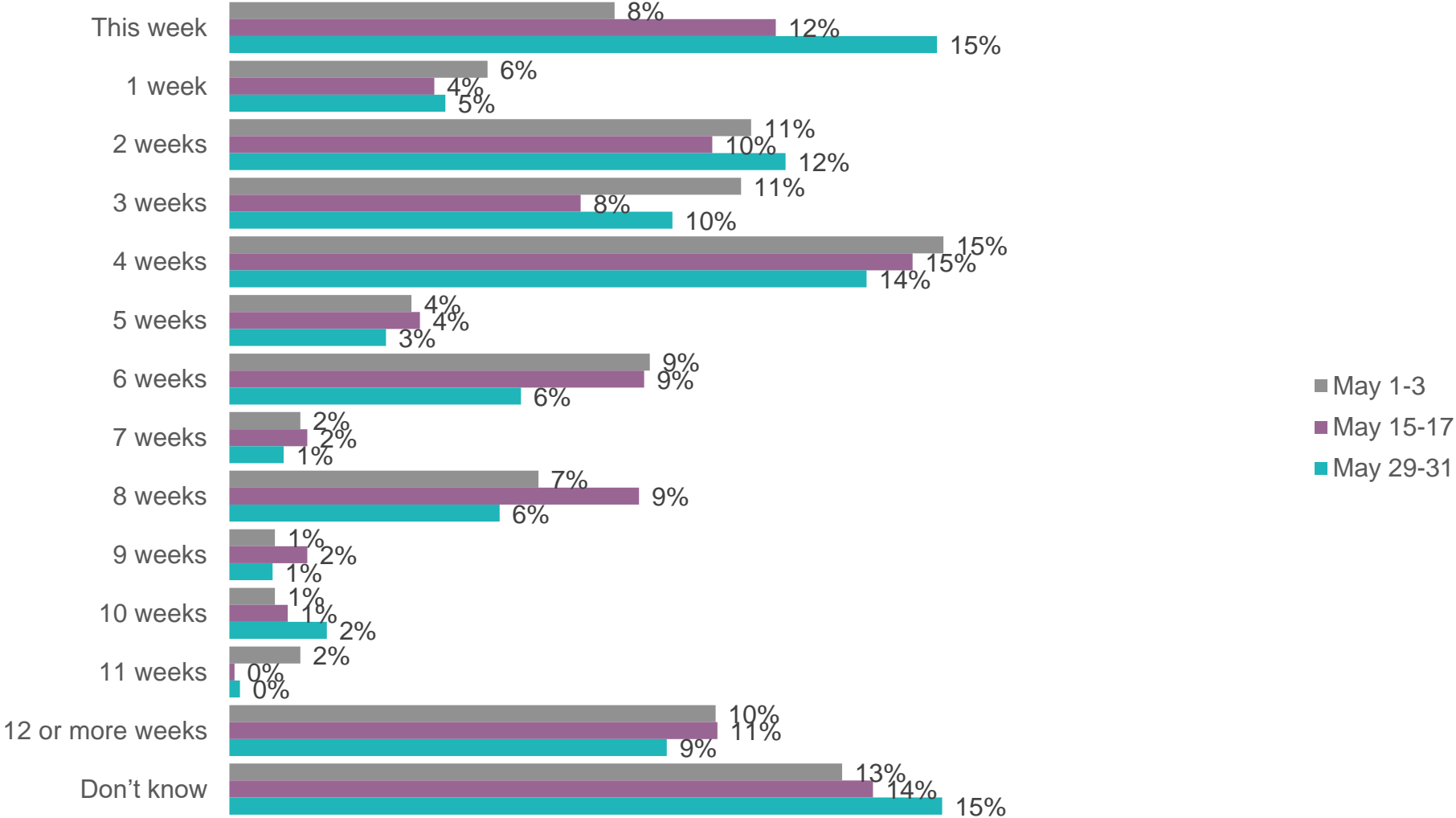
Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?



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

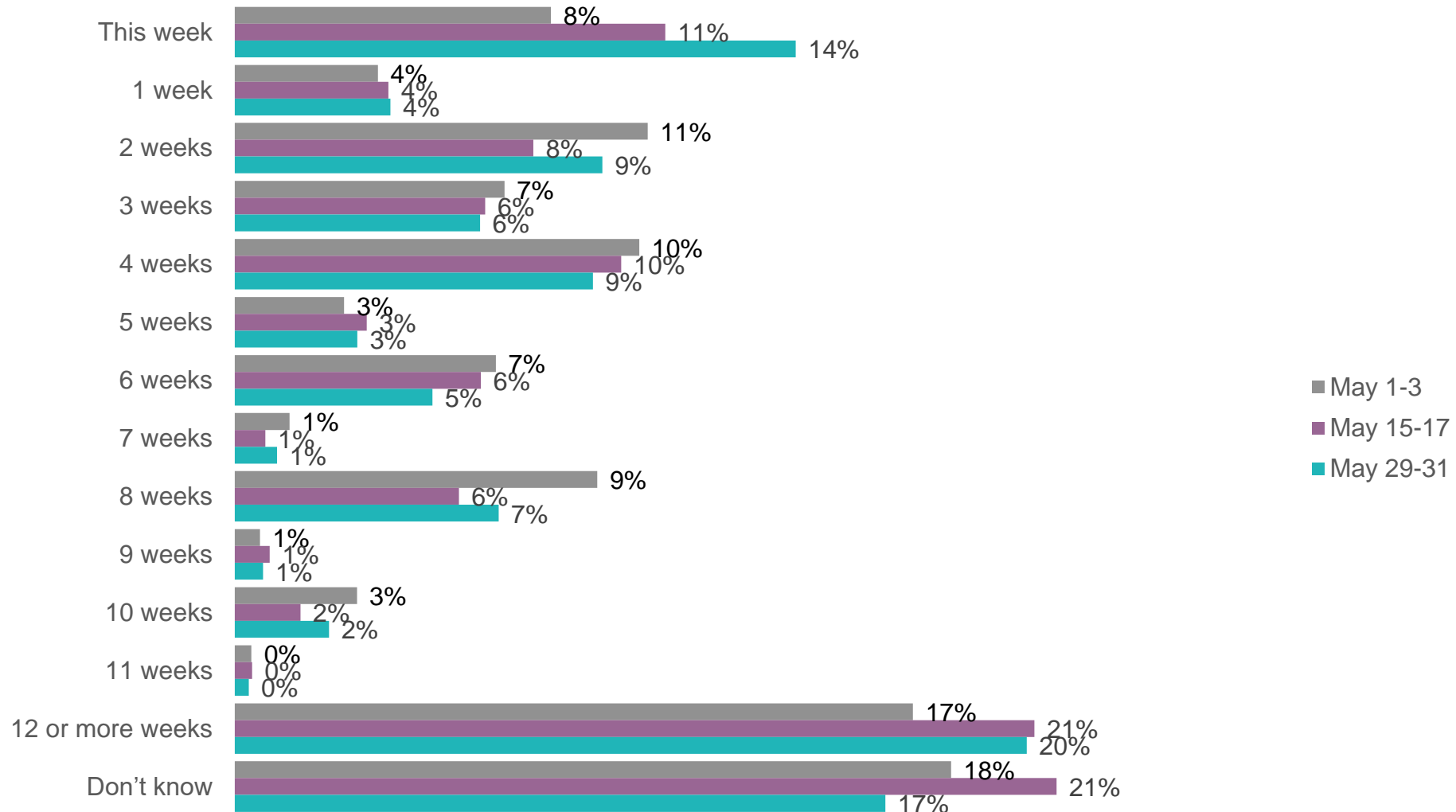


In how many weeks do you believe stores and restaurants which have been closed due to the coronavirus crisis should reopen?

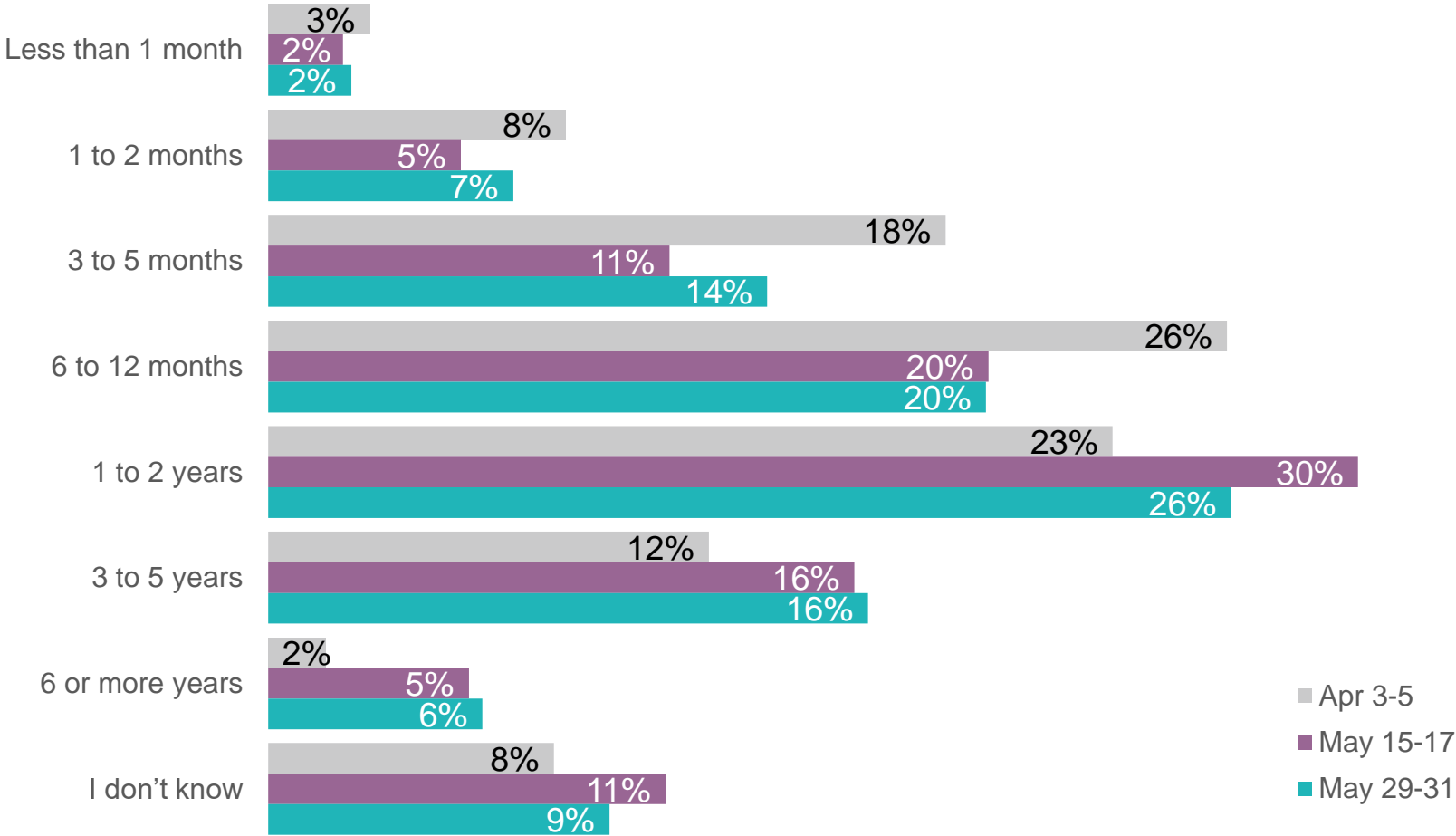


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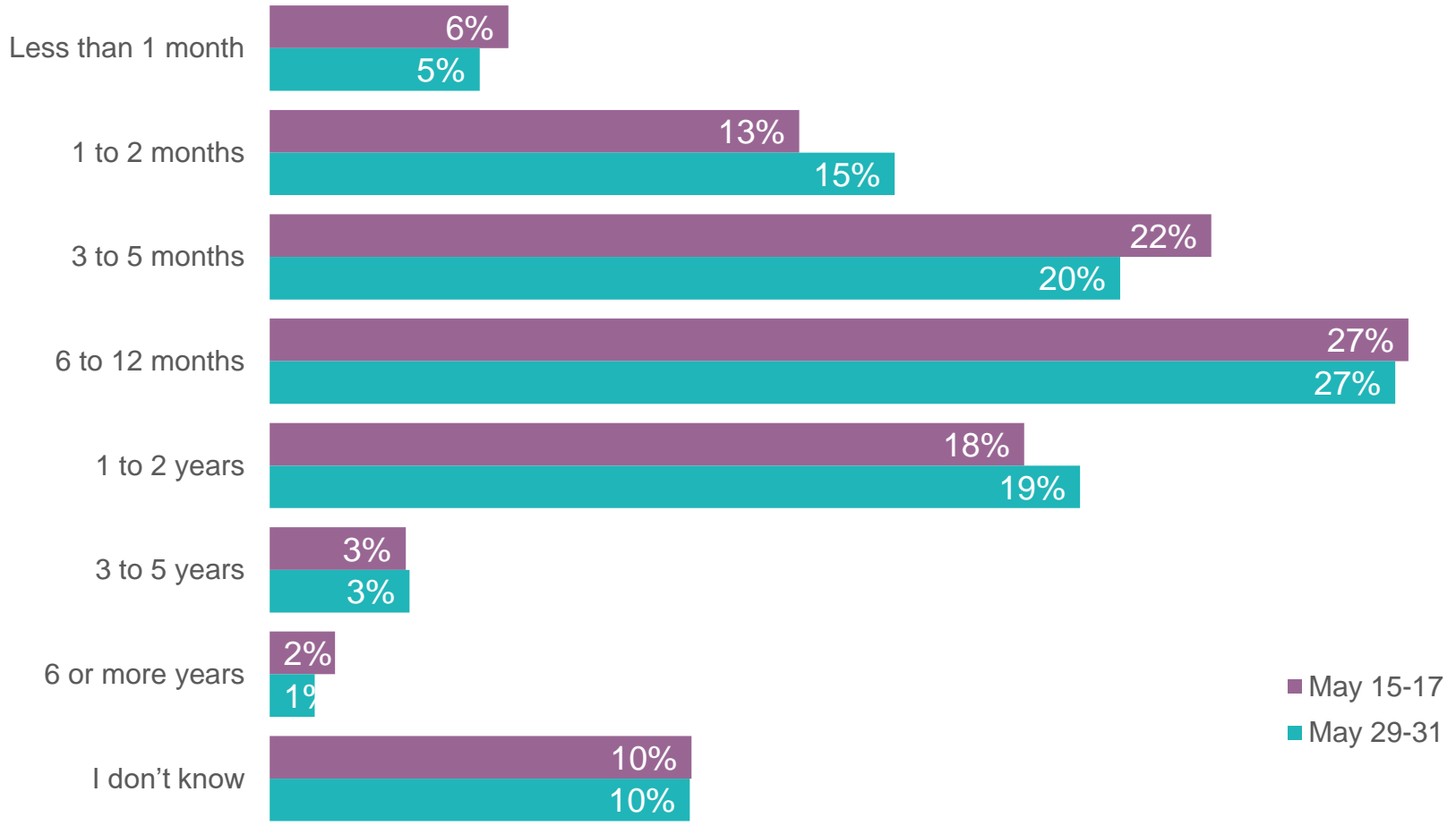
Assuming restaurants are open, in how many weeks would you return to eating inside a restaurant?



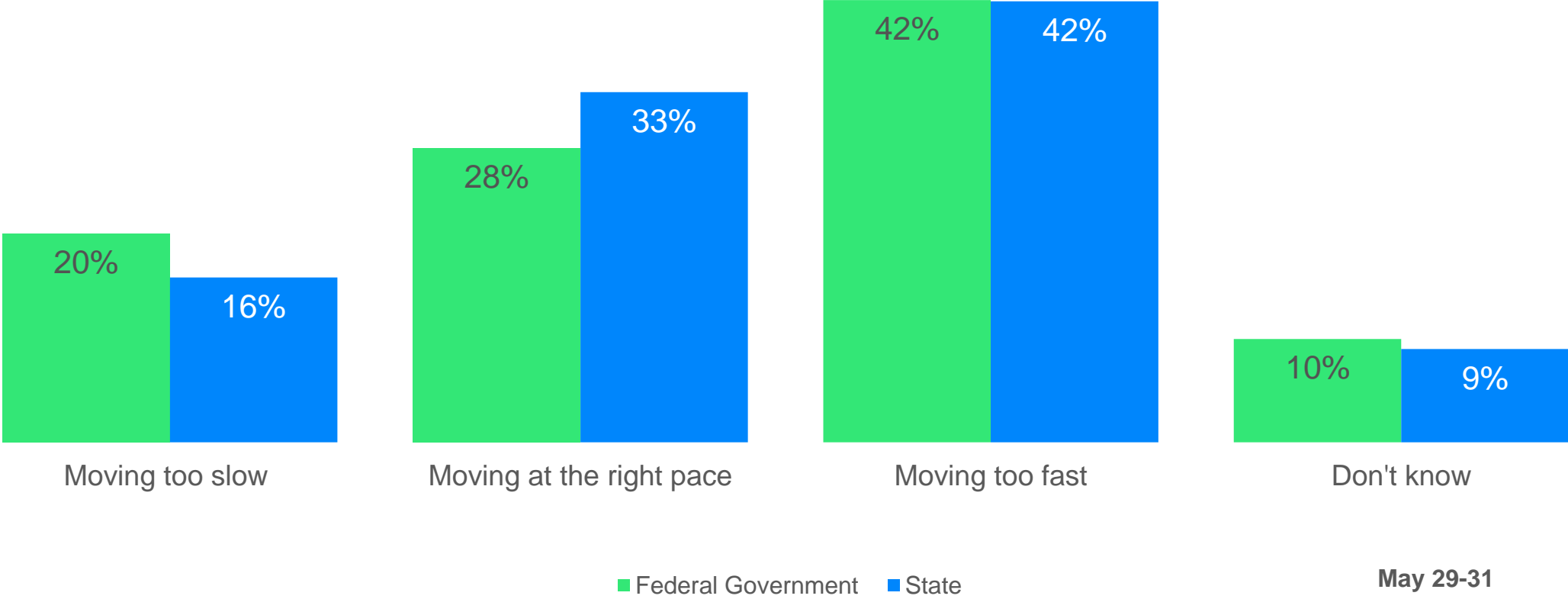
How long do you expect that it will take for unemployment to return to the level it was at before the coronavirus crisis started?



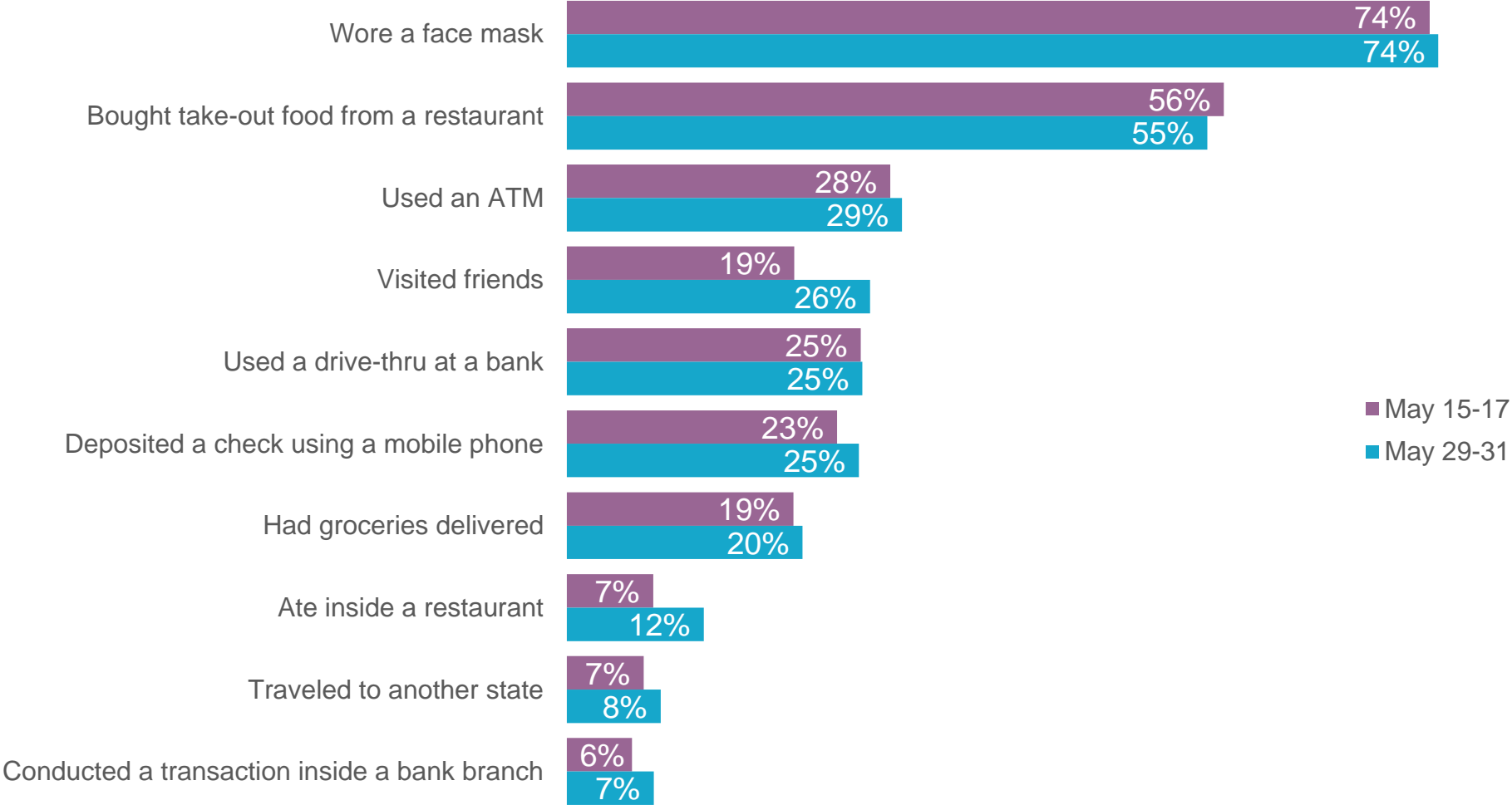
How long do you expect that it will take until your typical activities return to normal (work, travel, dining, entertainment, church, sports, etc.)?



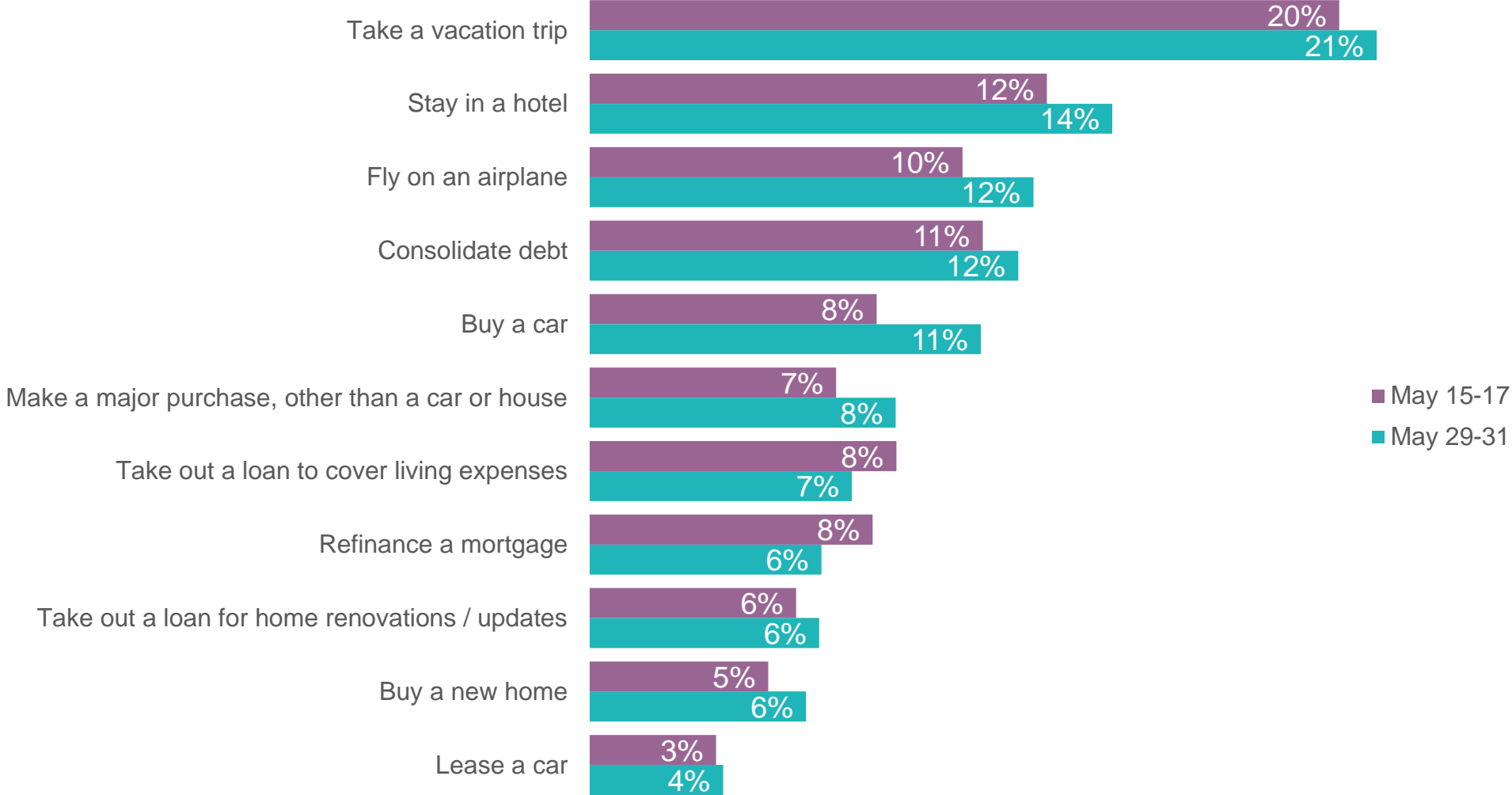
Which statement comes closest to your view on the federal government's/state's approach to reopen the economy?



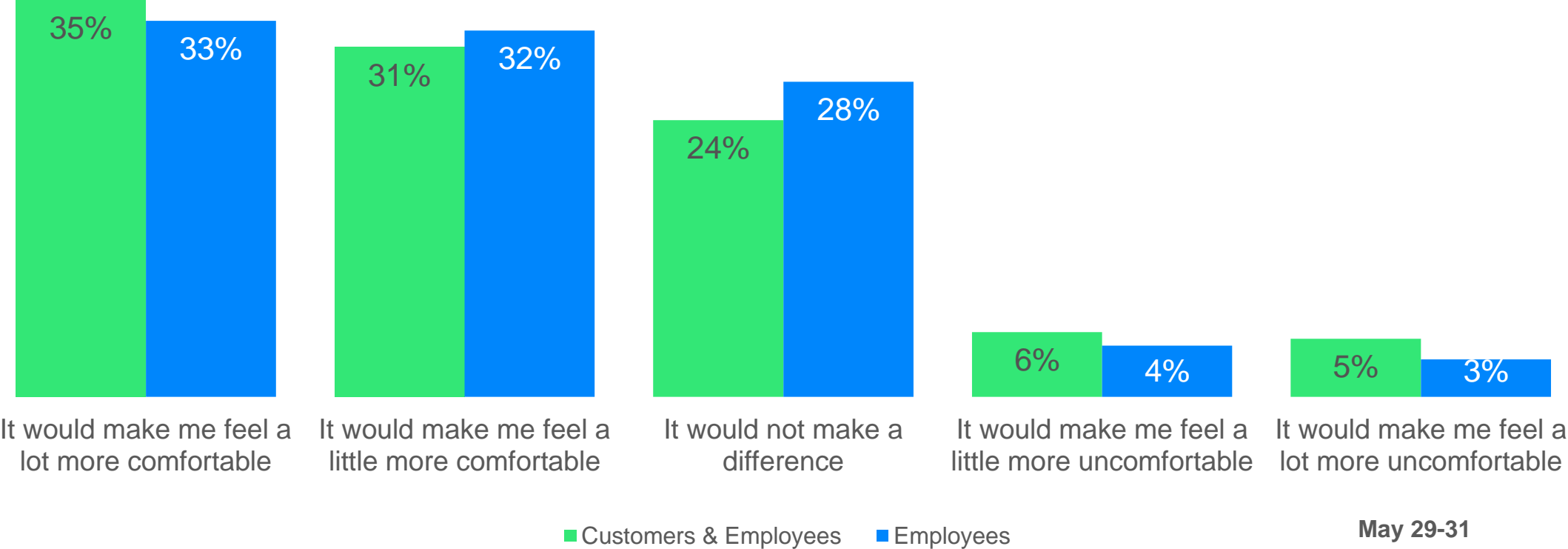
Which of the following activities have you done in the past week?



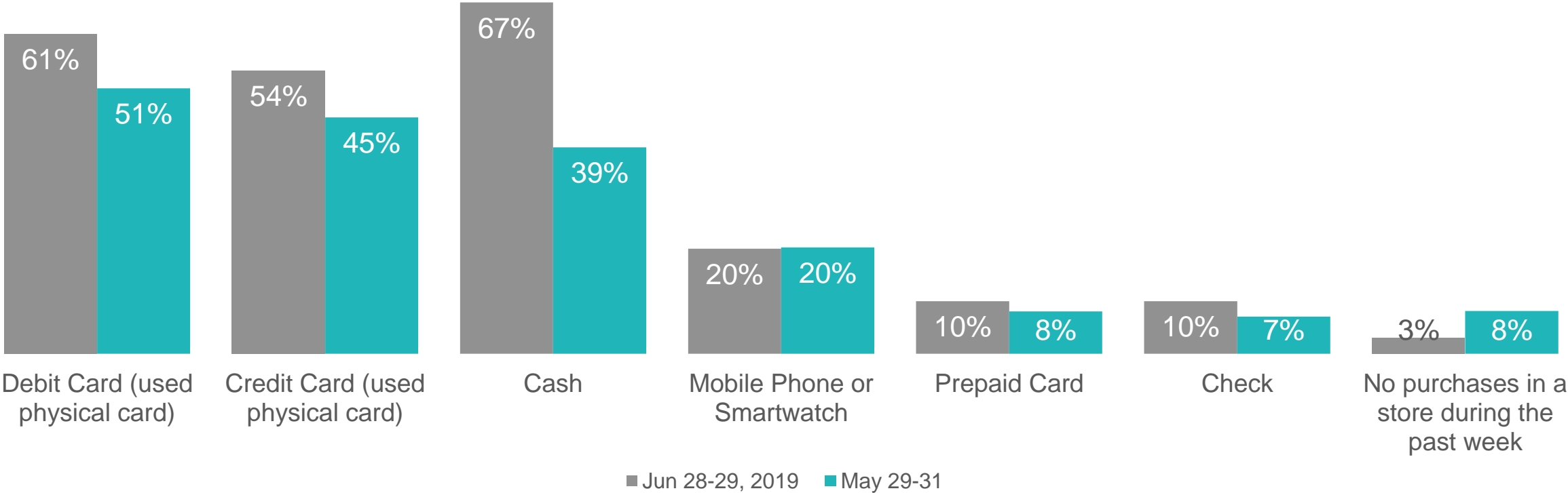
Which of the following do you plan to do in the next 3 months?



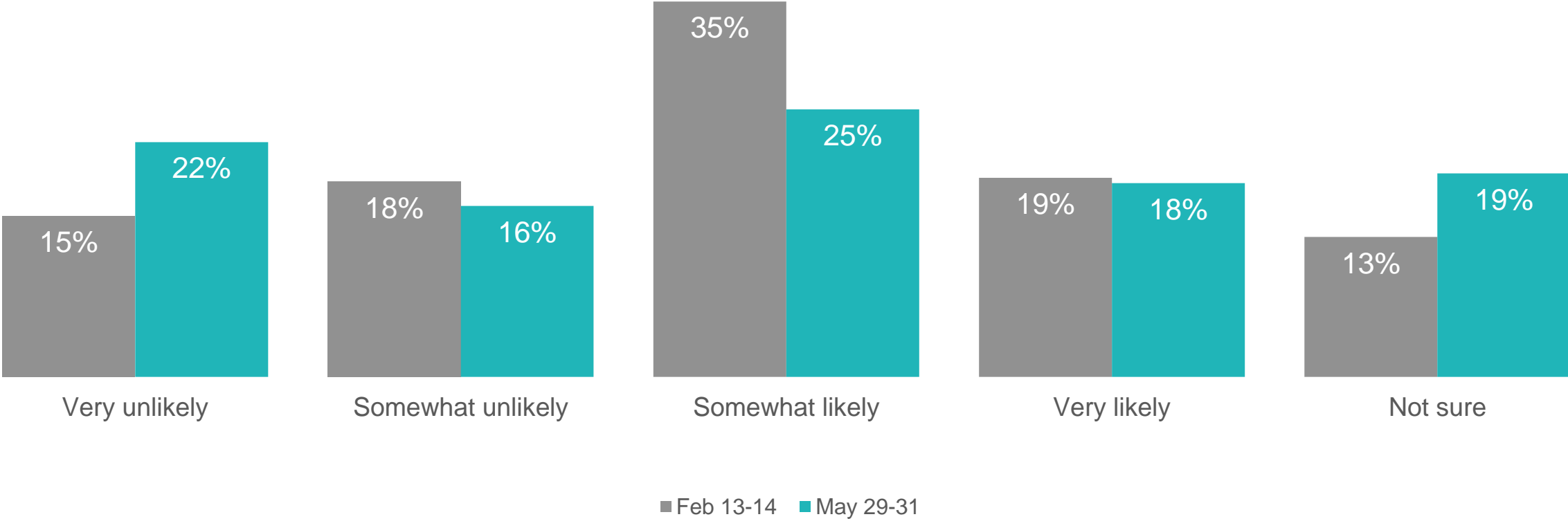
How would your comfort of going into a bank branch change if customers/employees and employees were required to wear a face mask?



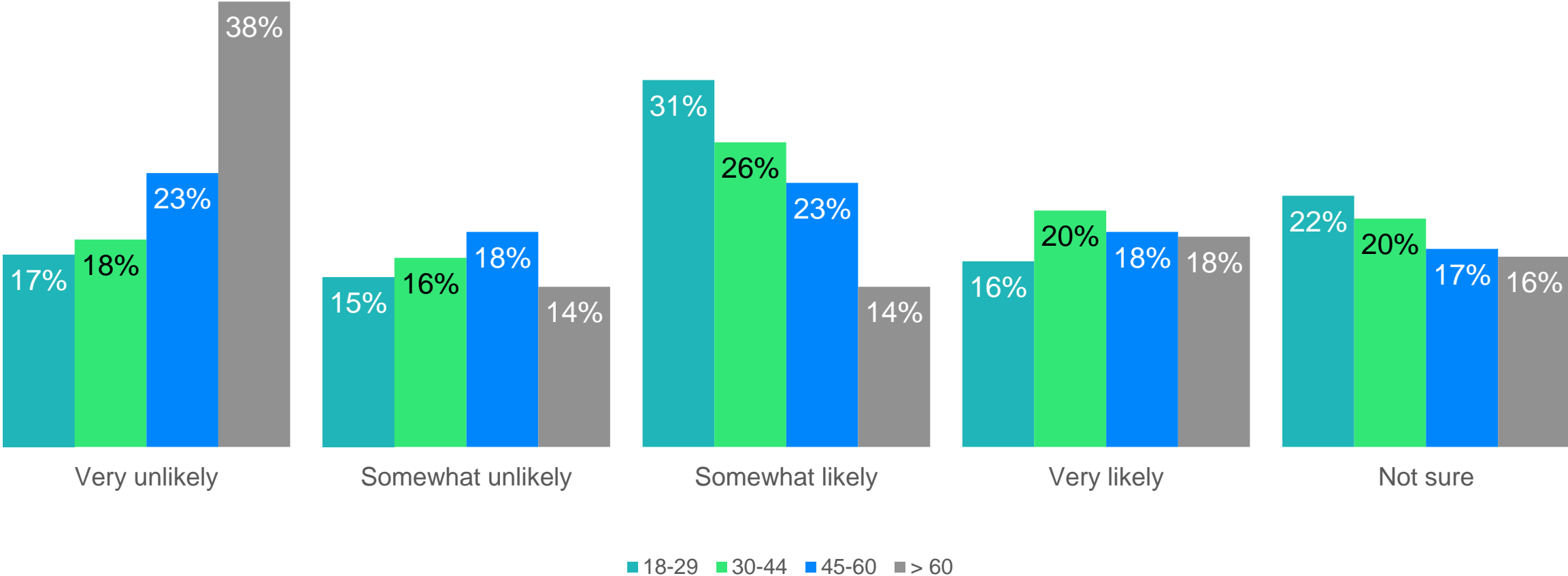
Which of the following have you used to make a purchase in a store during the past week?



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

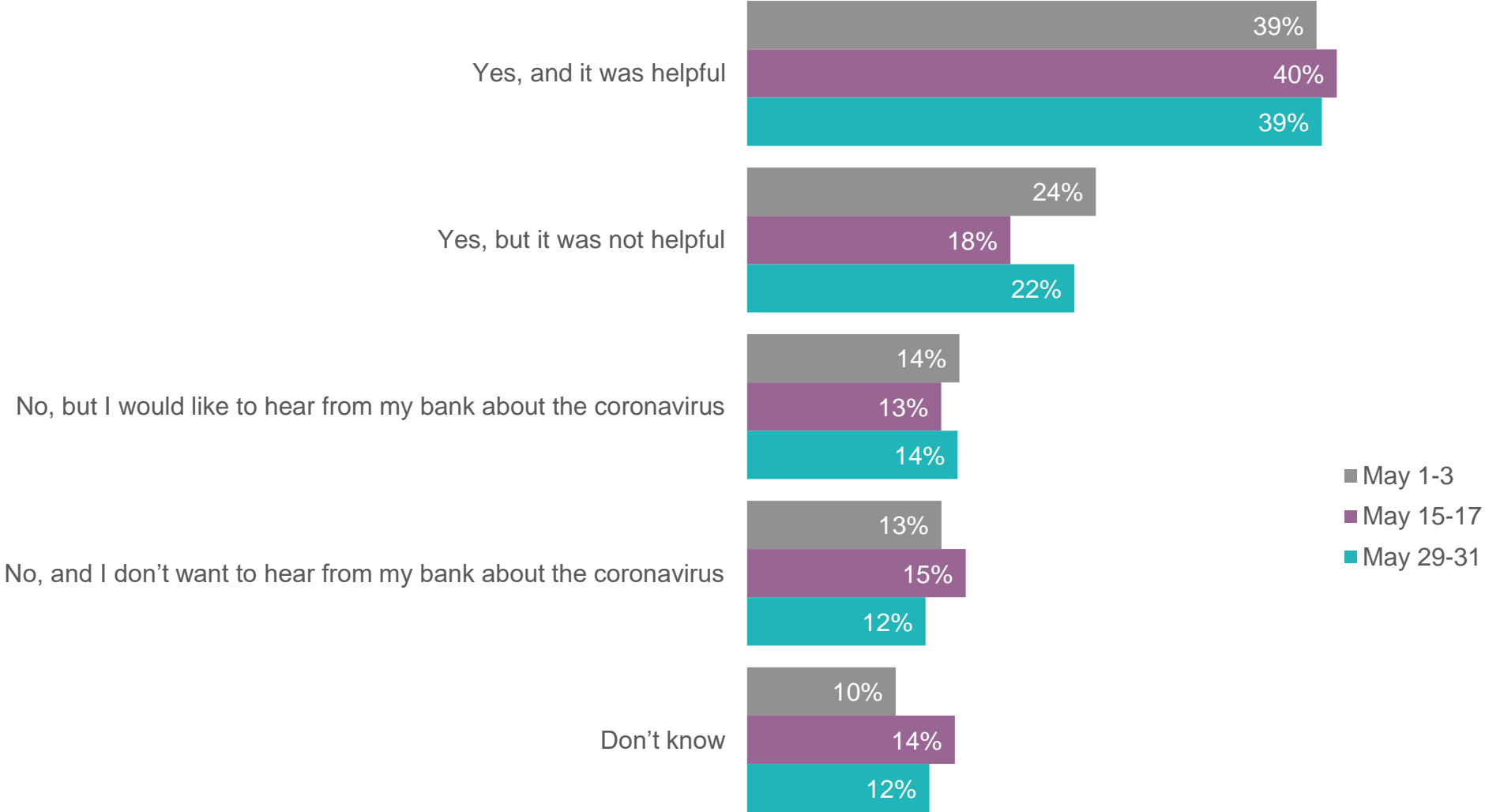


For your next checking, savings, or money market account, how likely are you to select an online bank without branches? By Age

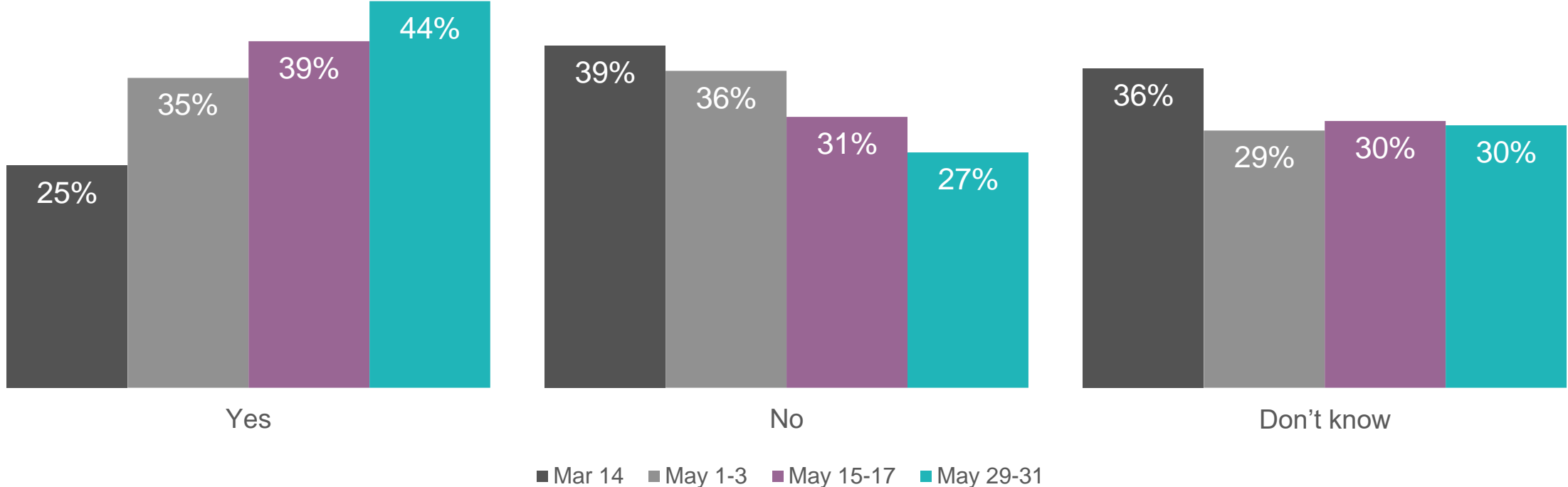


Primary Bank

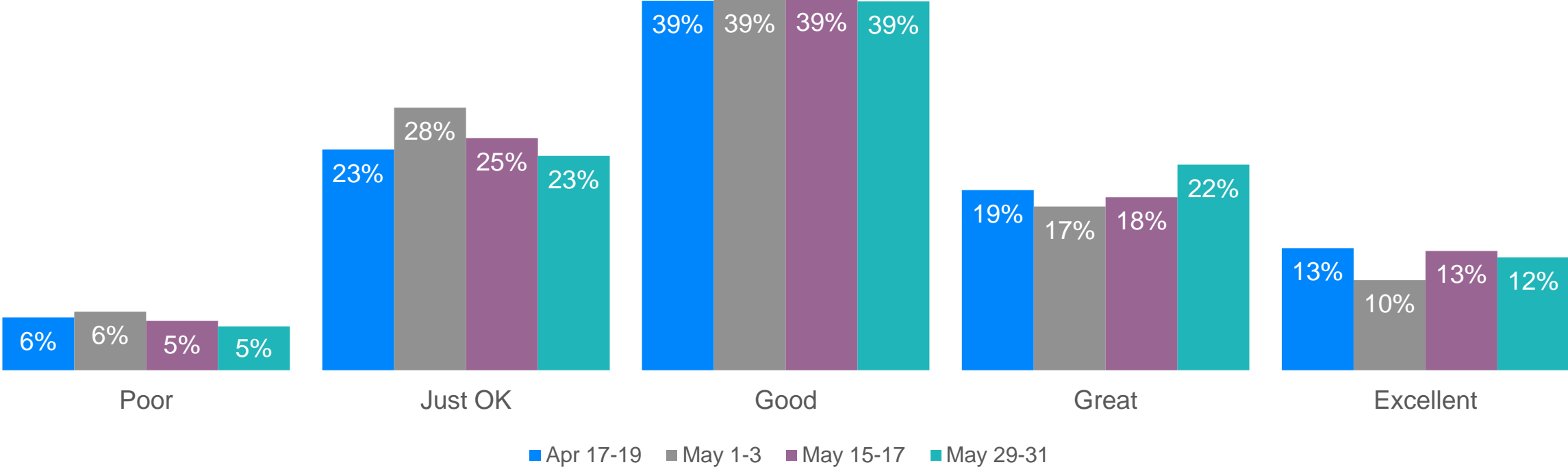
Have you received communication from your primary bank regarding the coronavirus?



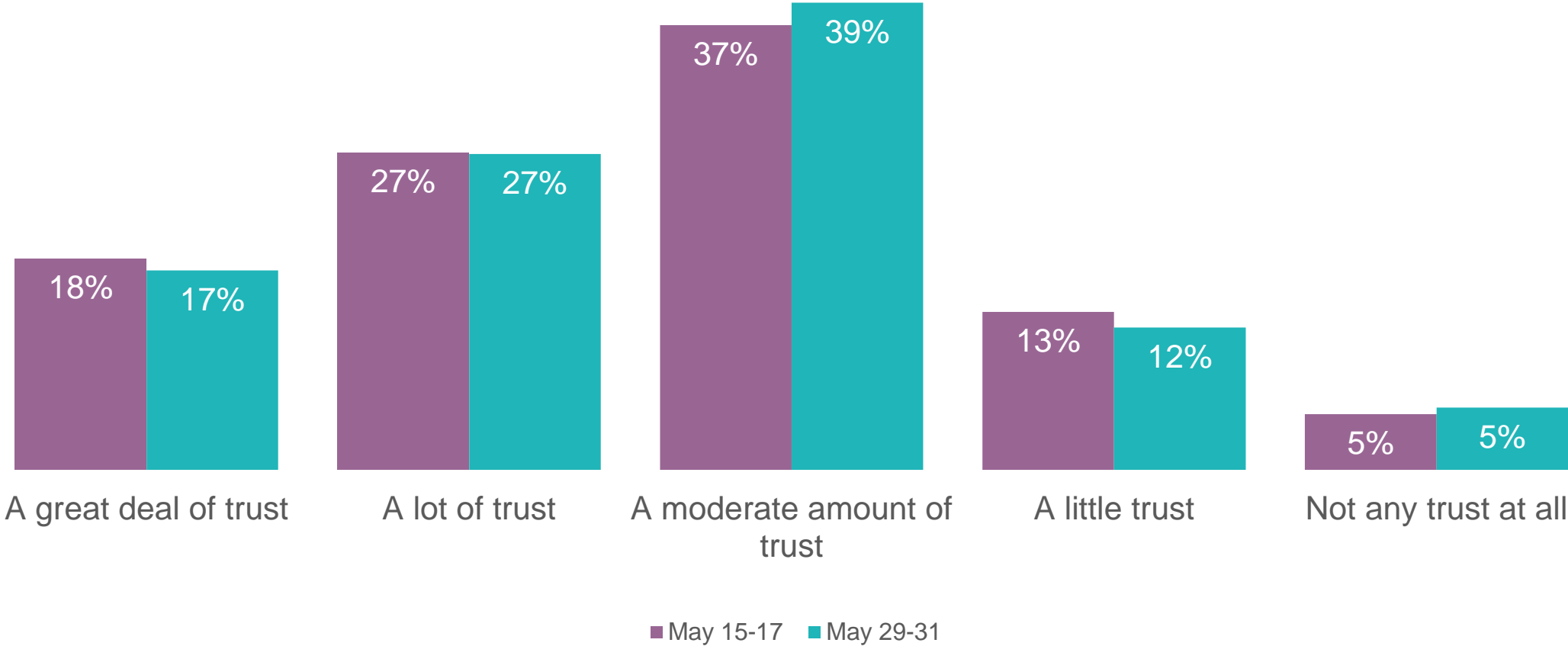
Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



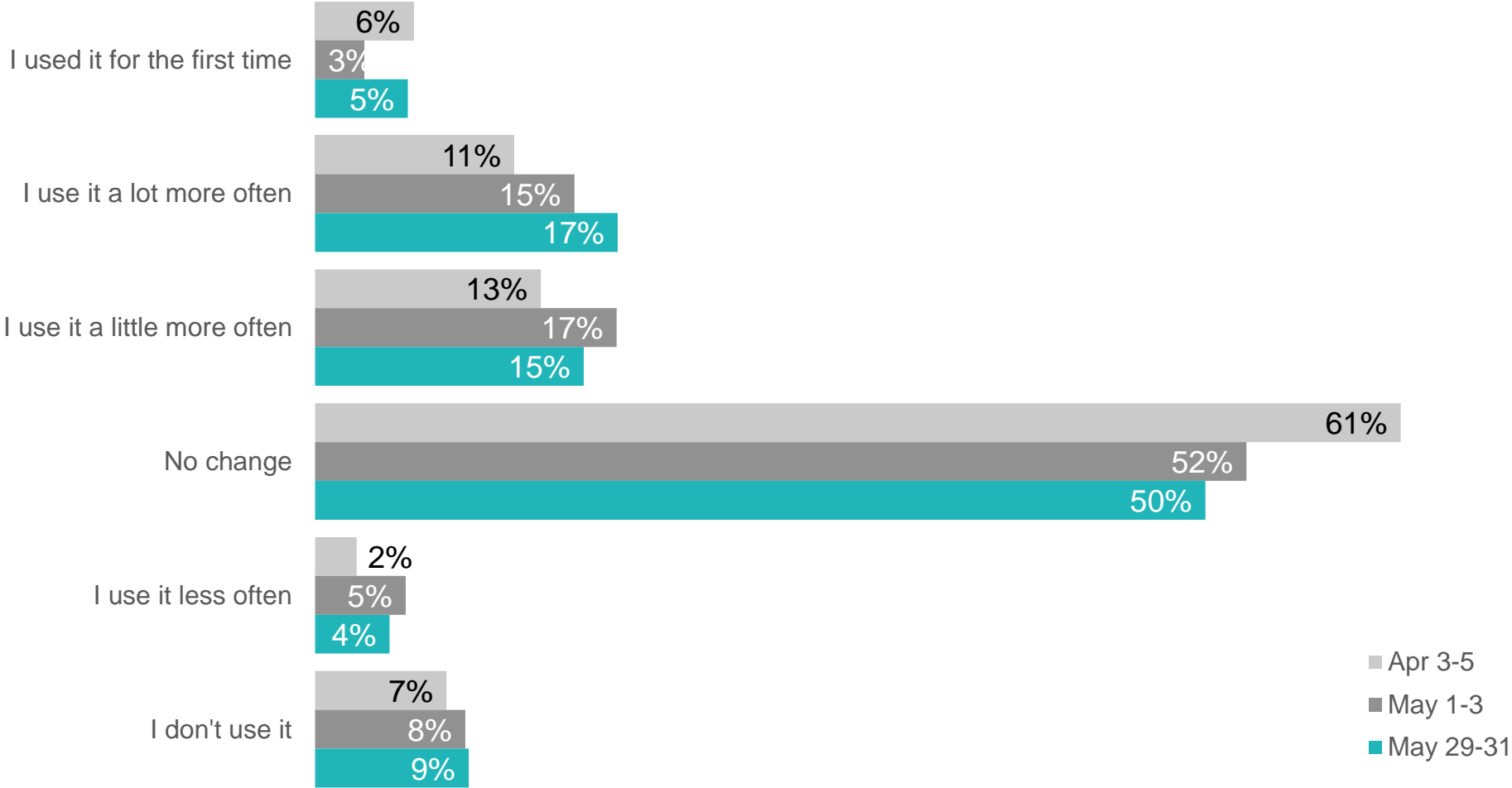
Please rate your primary bank on how well it is supporting its customers during the coronavirus crisis.



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

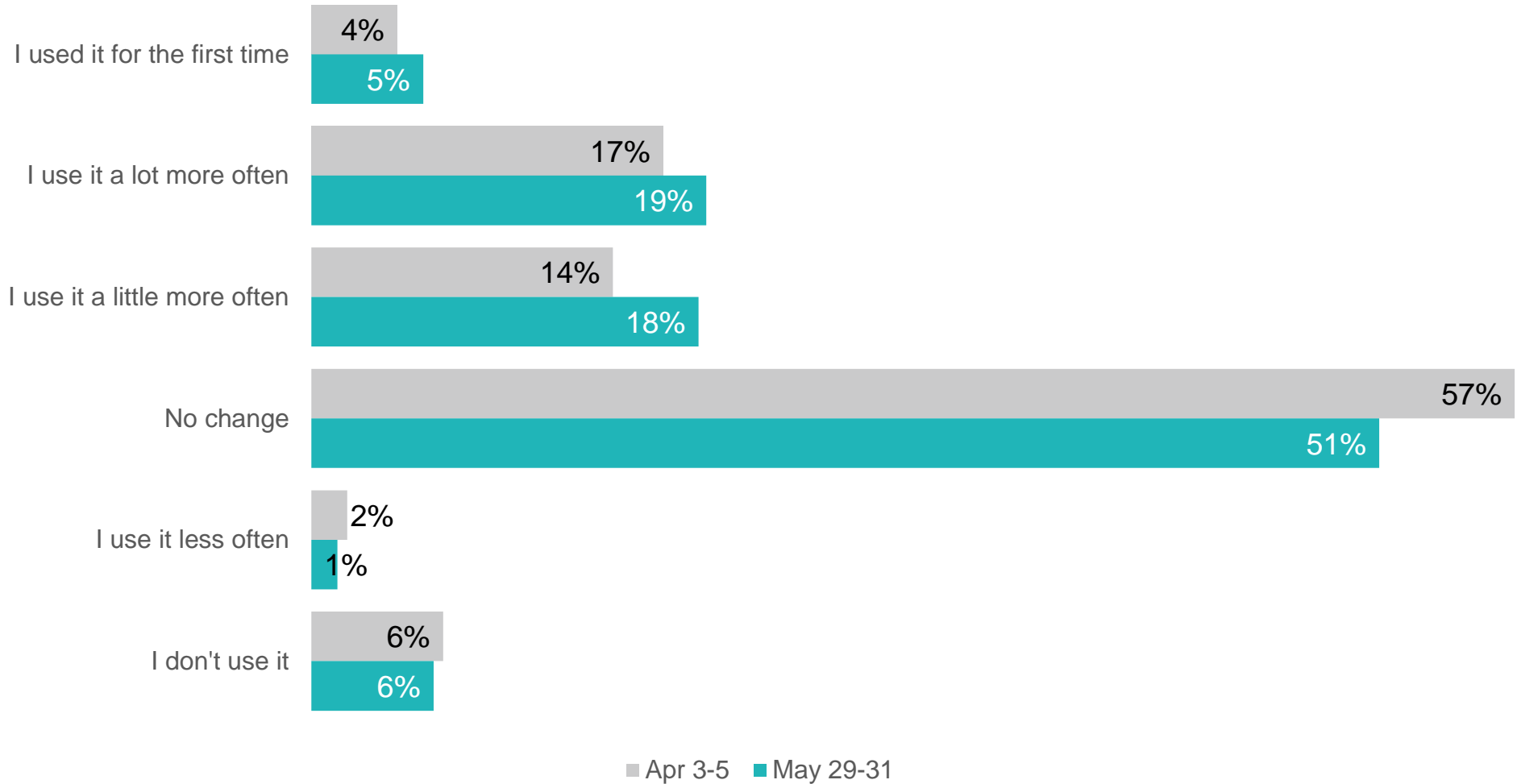


Since the coronavirus crisis began, how has your usage of your primary bank's mobile app changed?



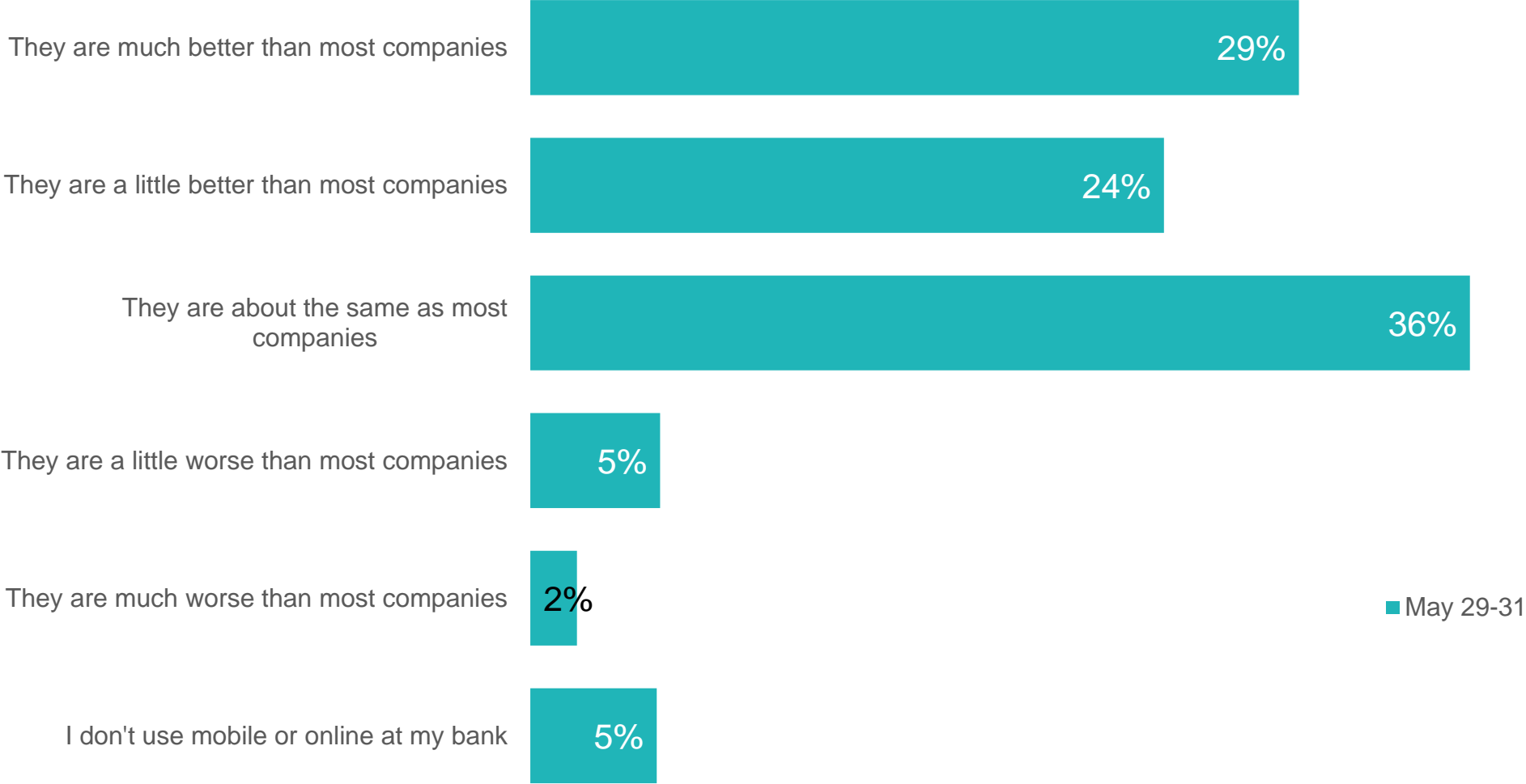
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Since the coronavirus crisis began, how has your usage of online banking on a laptop or PC with your primary bank changed?

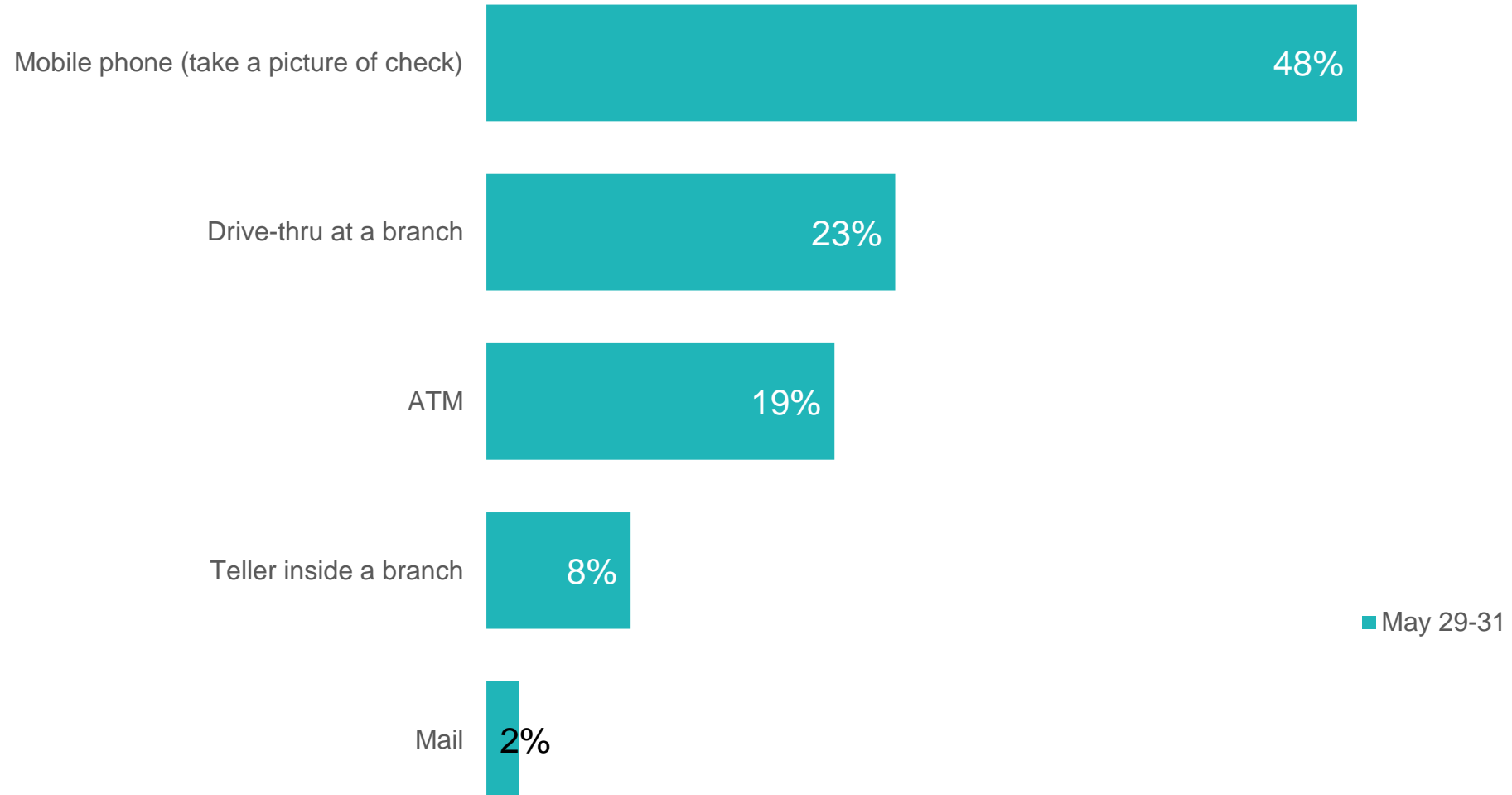


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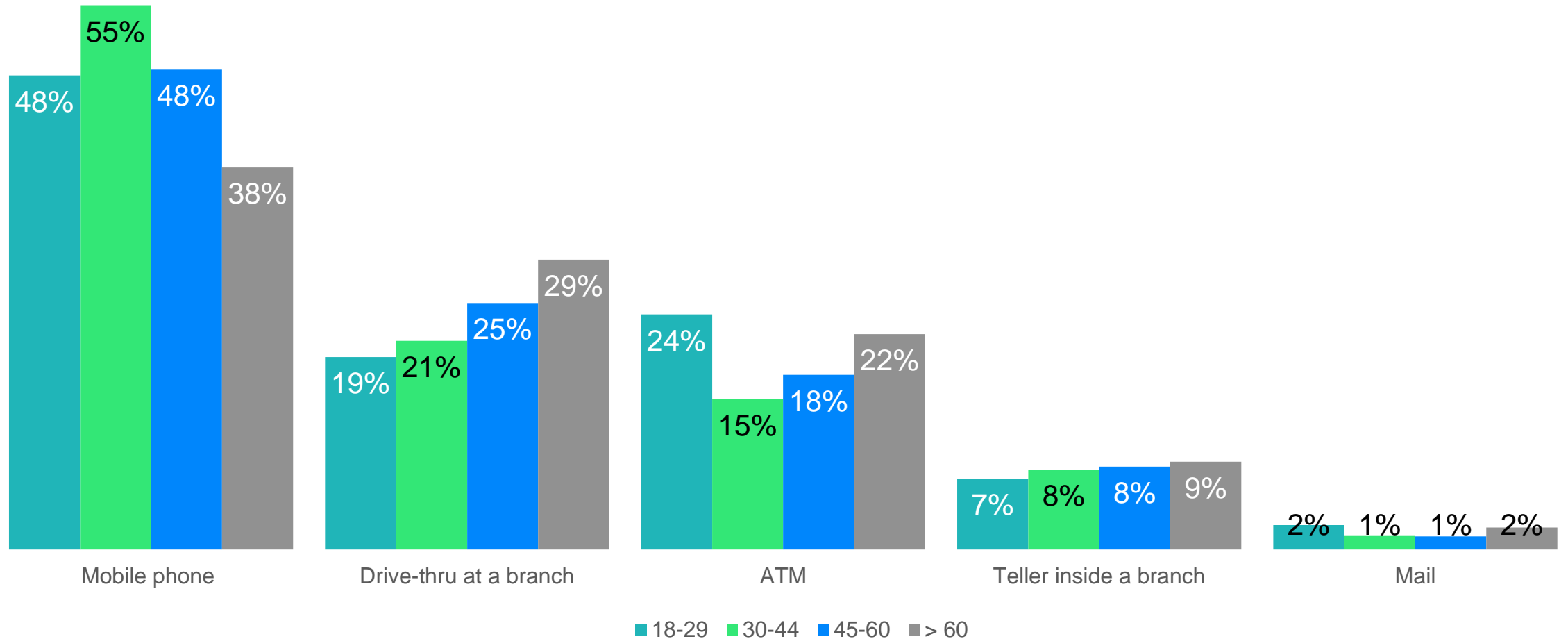
How does your primary bank's mobile and online offerings compare to other companies you deal with?



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



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



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