

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

September 25-27, 2020 Update

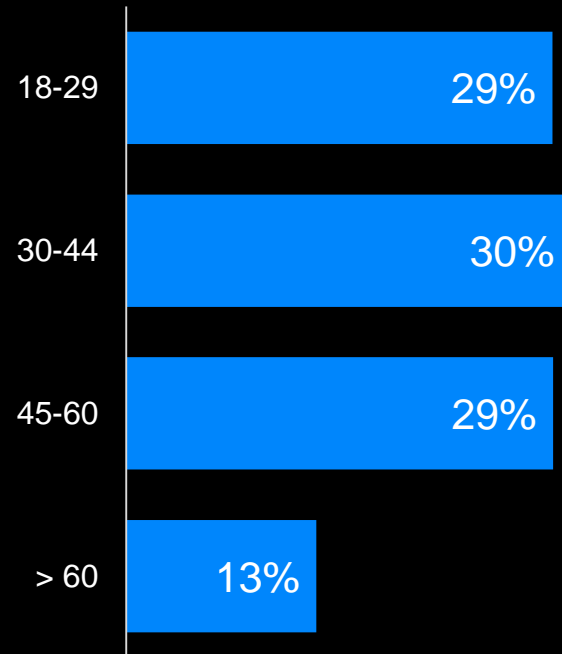
Jim Miller – Vice President, Banking and Payments Intelligence
James.Miller@jdpa.com

September 28, 2020

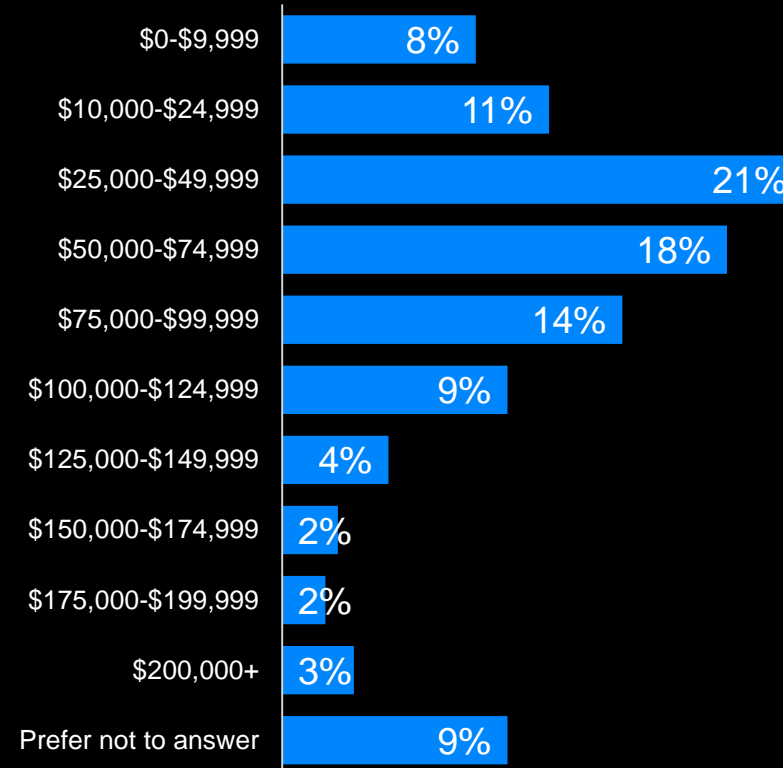
Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- Sep 25-27: n=1,756 (39% male, 61% female)

Distribution by Age

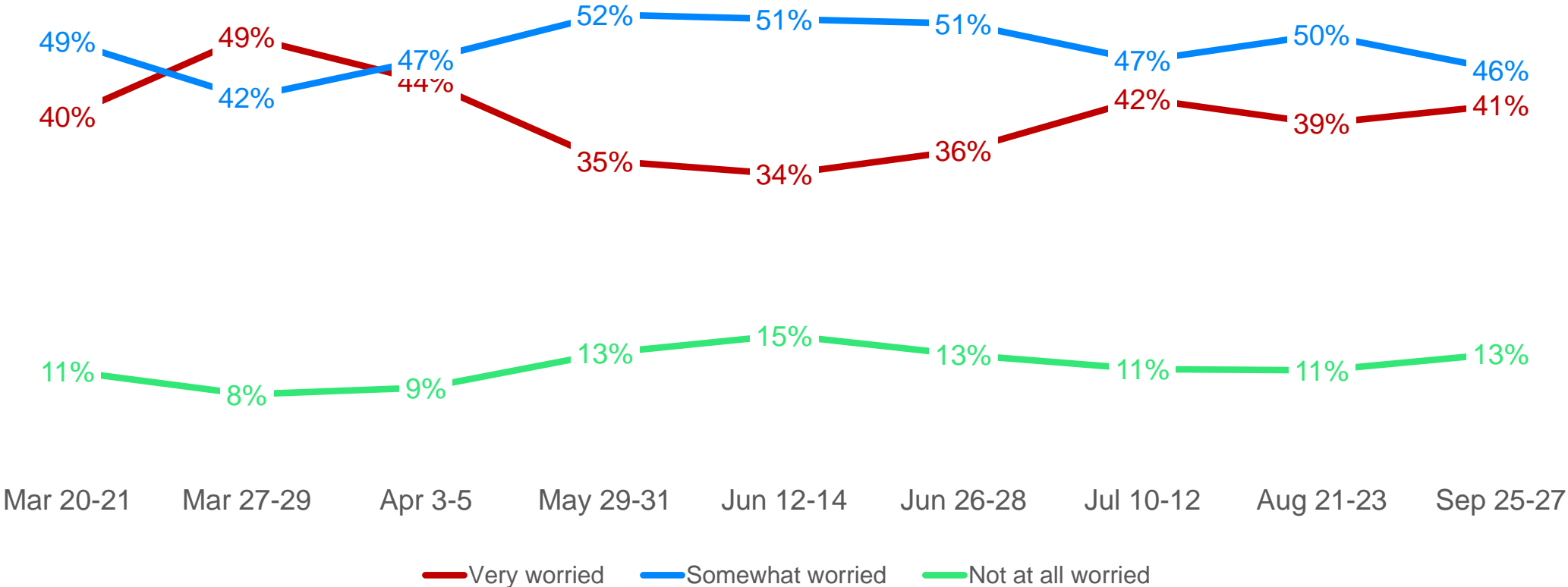


Distribution by Income

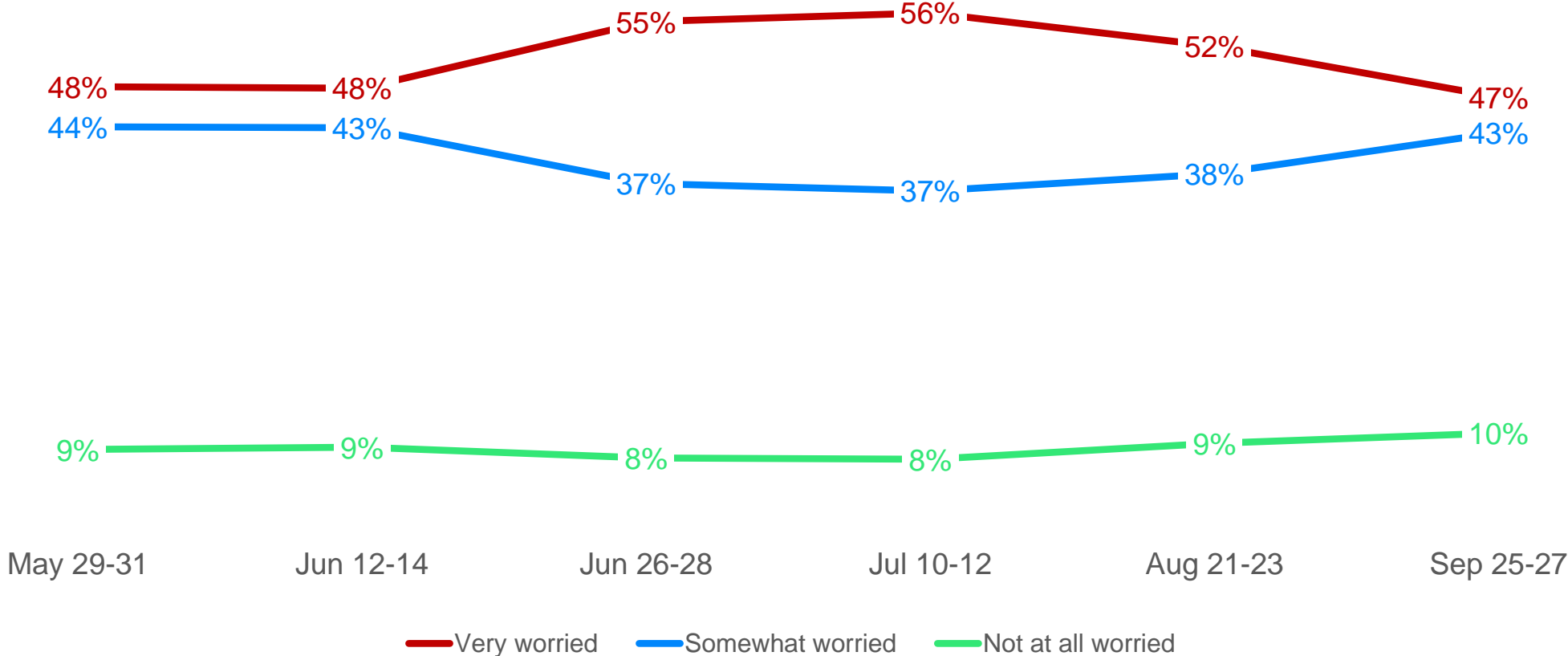


General Perceptions of U.S. Adults

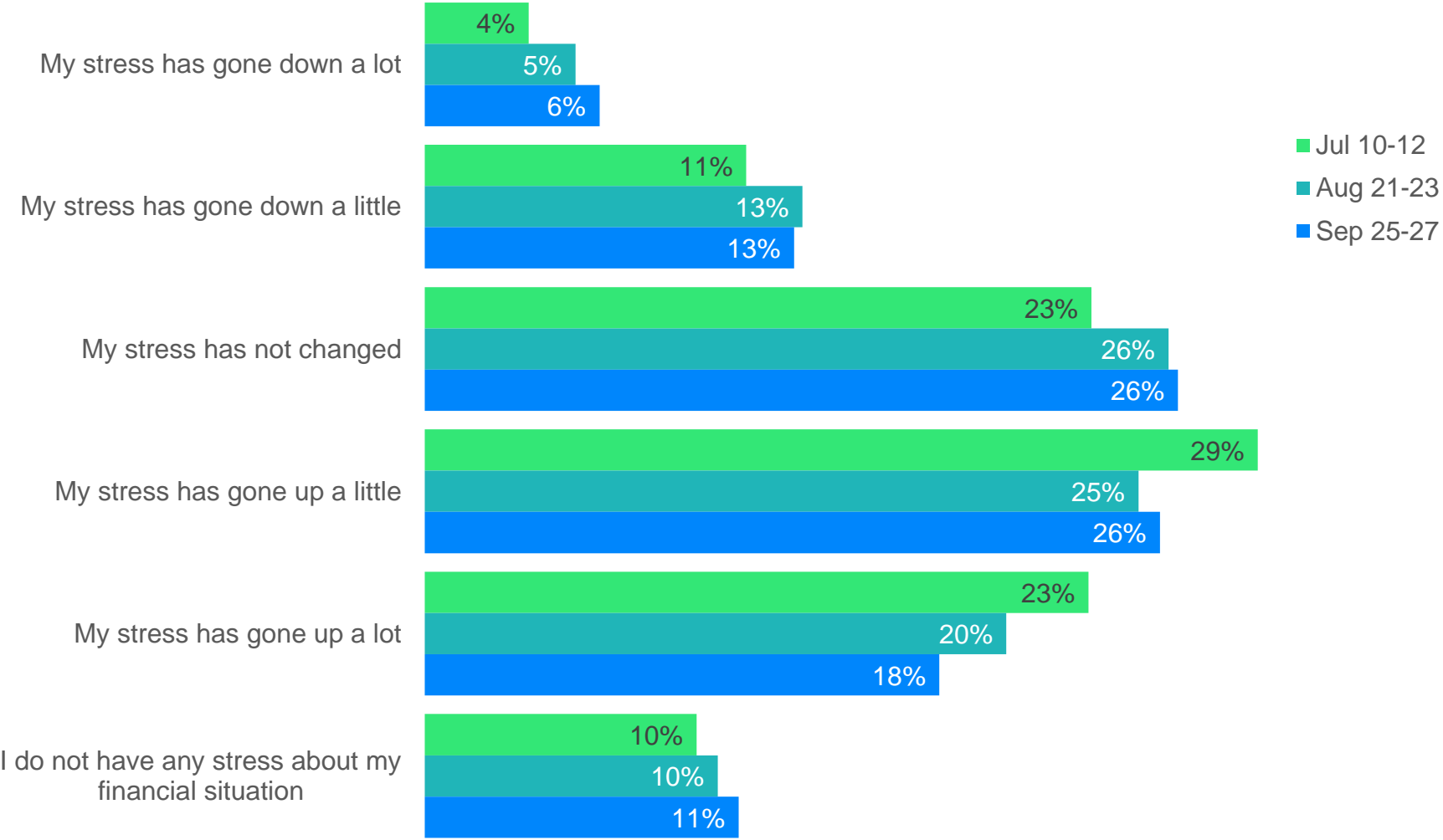
How worried are you that you or someone in your family will get sick from the coronavirus?



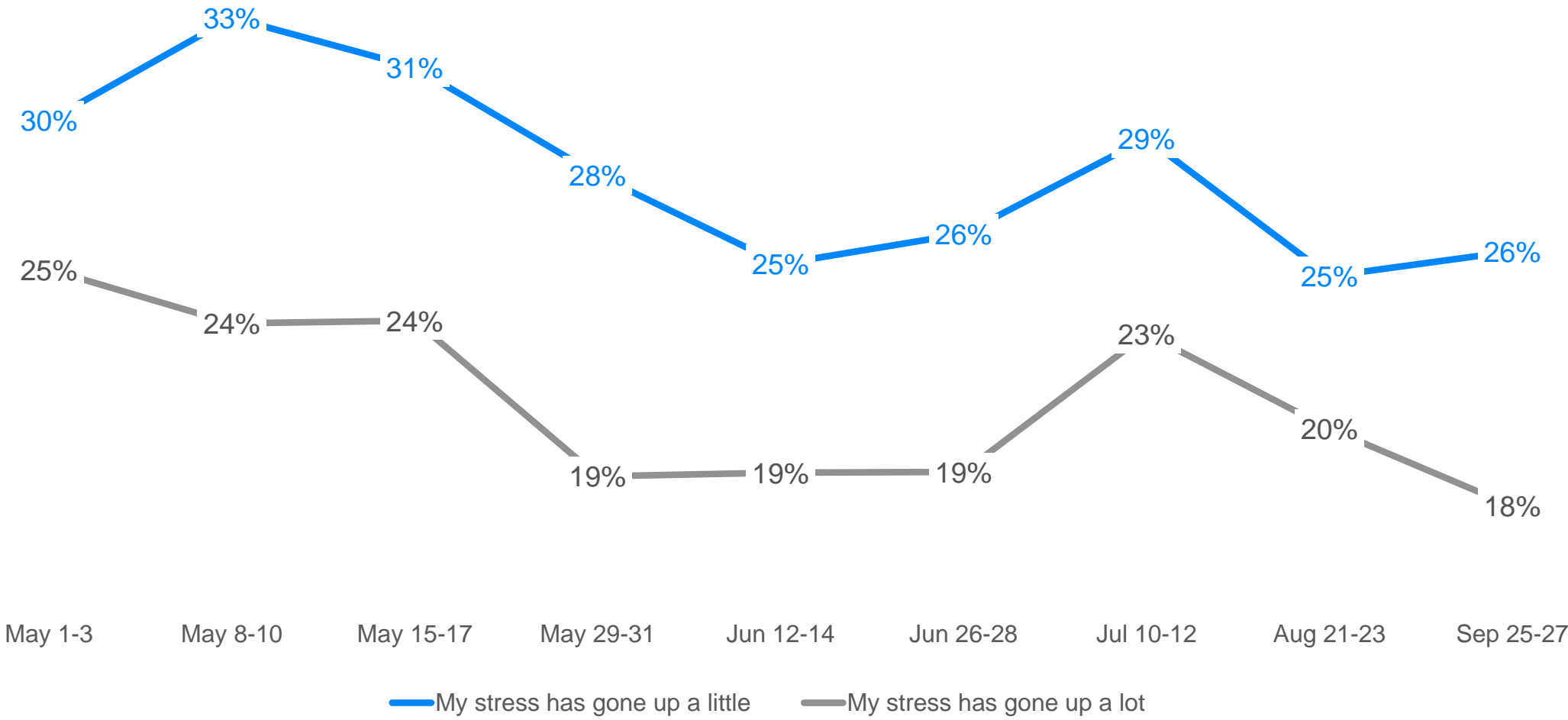
How worried are you that there will be a second wave of the coronavirus in the fall or winter?



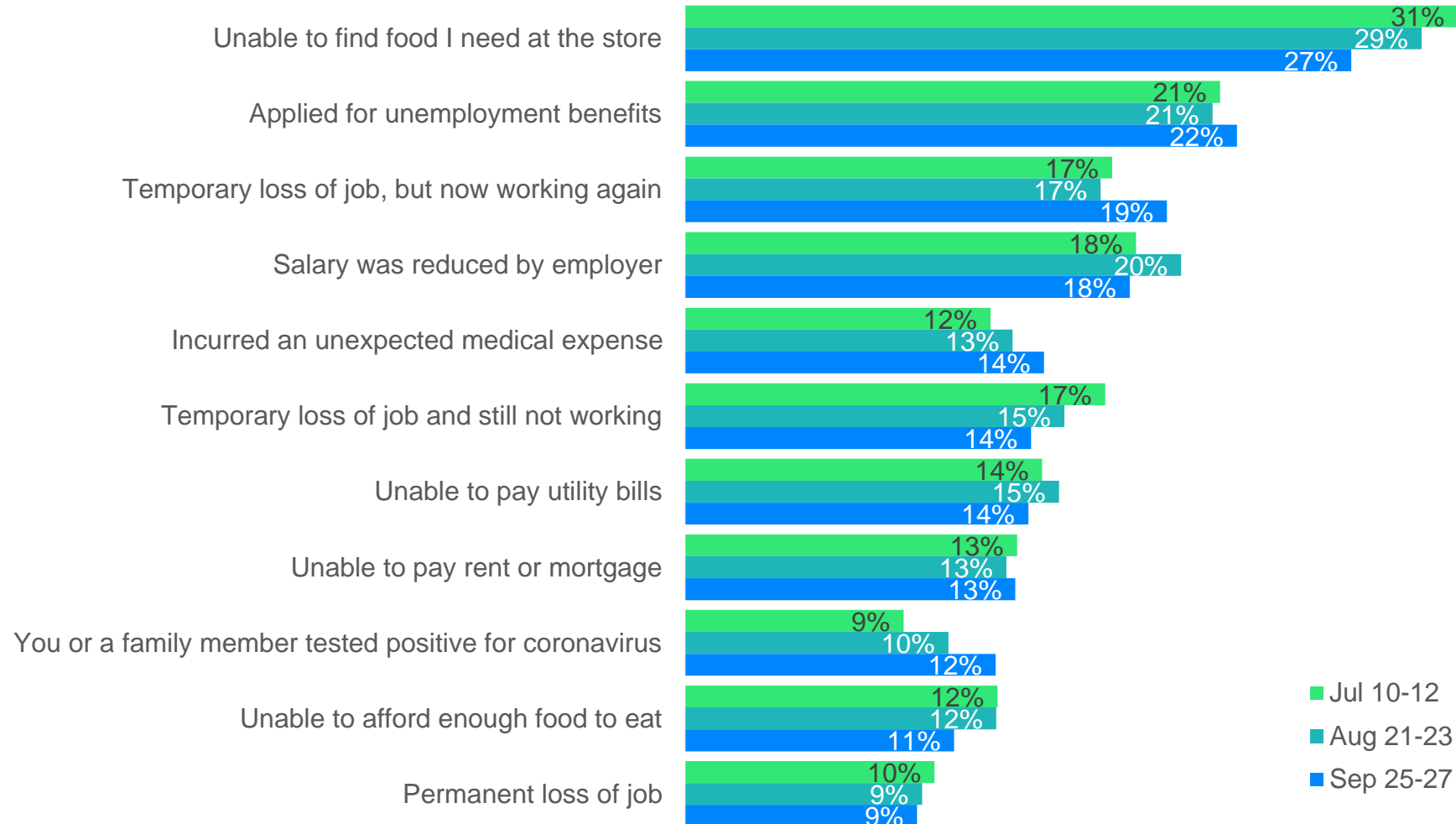
In the past several weeks, how has the level of stress about your financial situation changed?



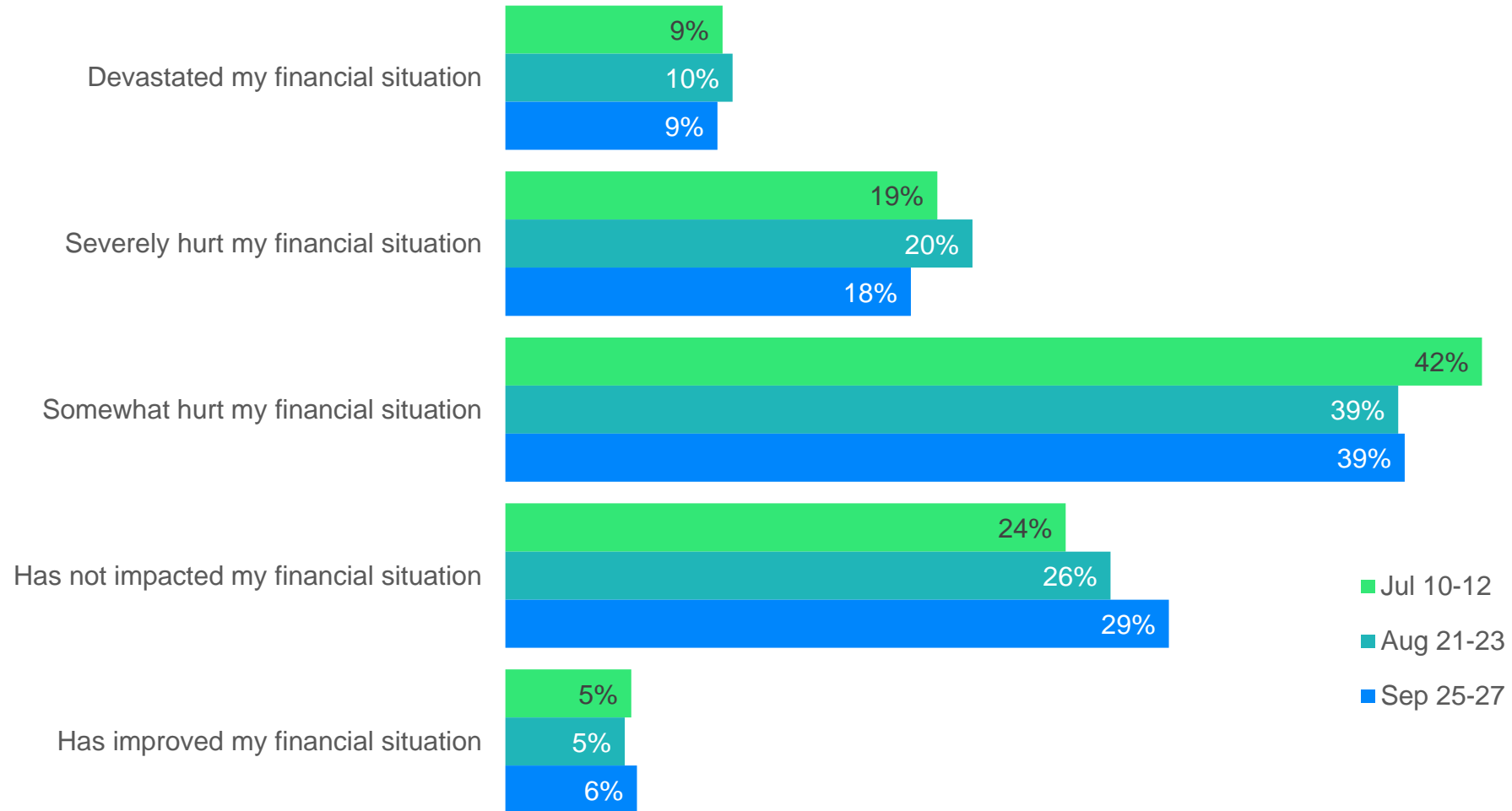
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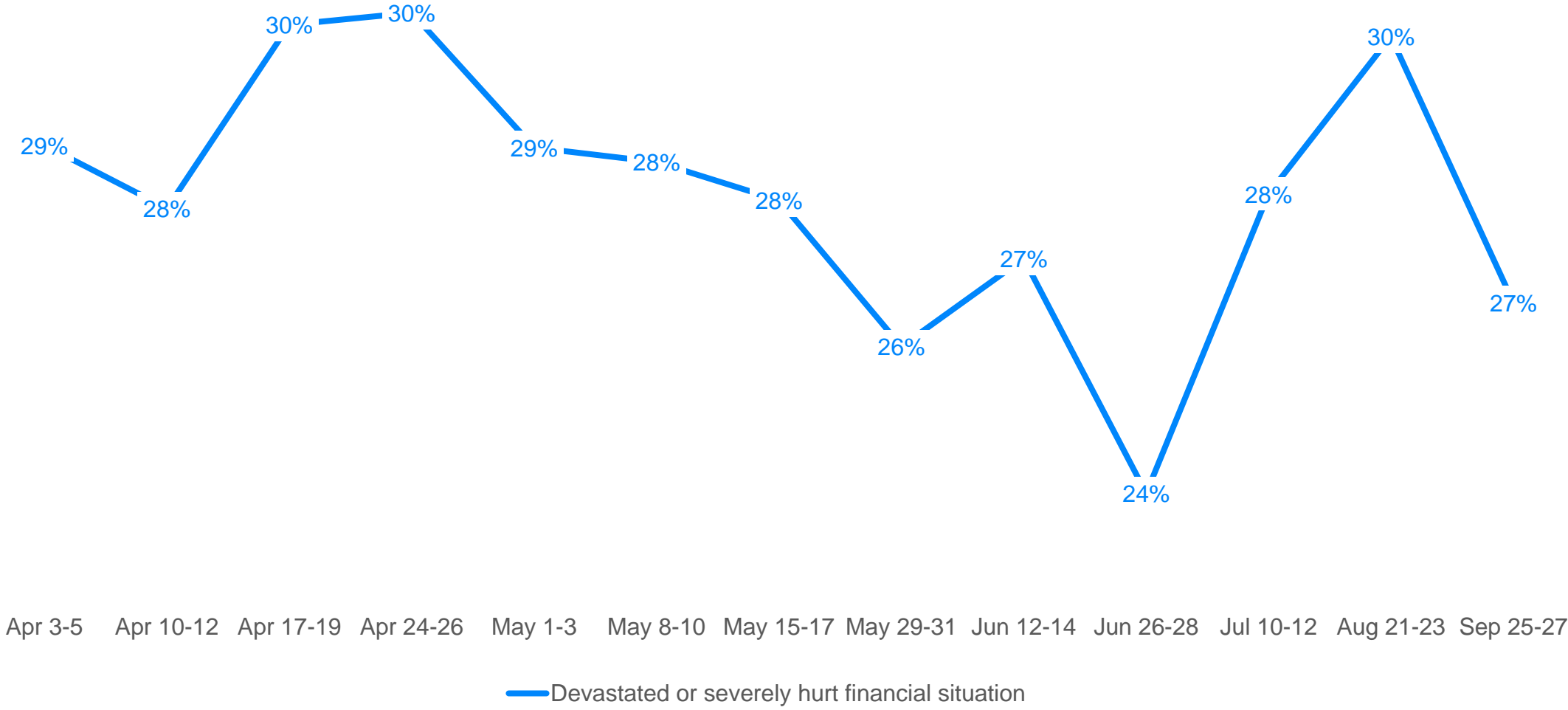
Which of the following impacts from the coronavirus have you already experienced?



How has the coronavirus crisis impacted your personal financial situation?



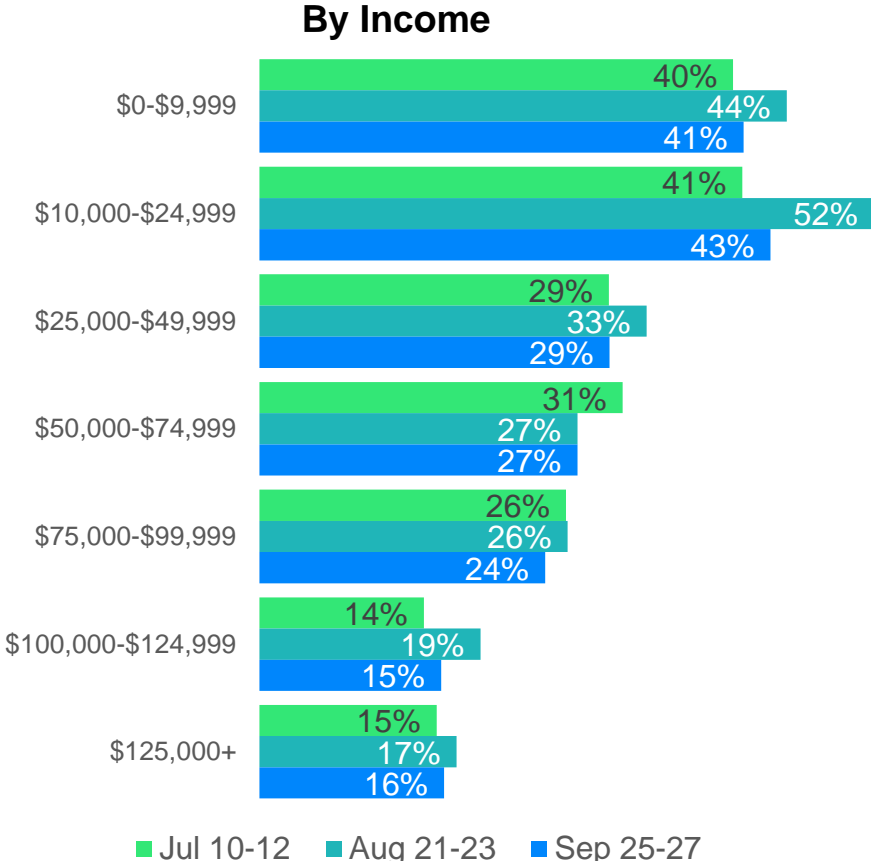
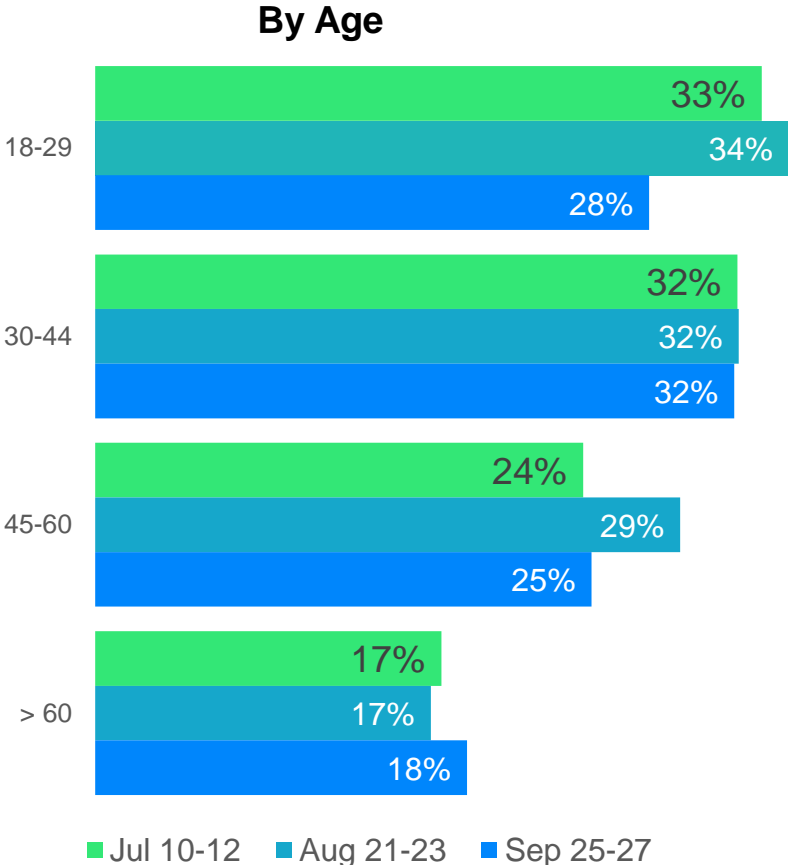
How has the coronavirus crisis impacted your personal financial situation?



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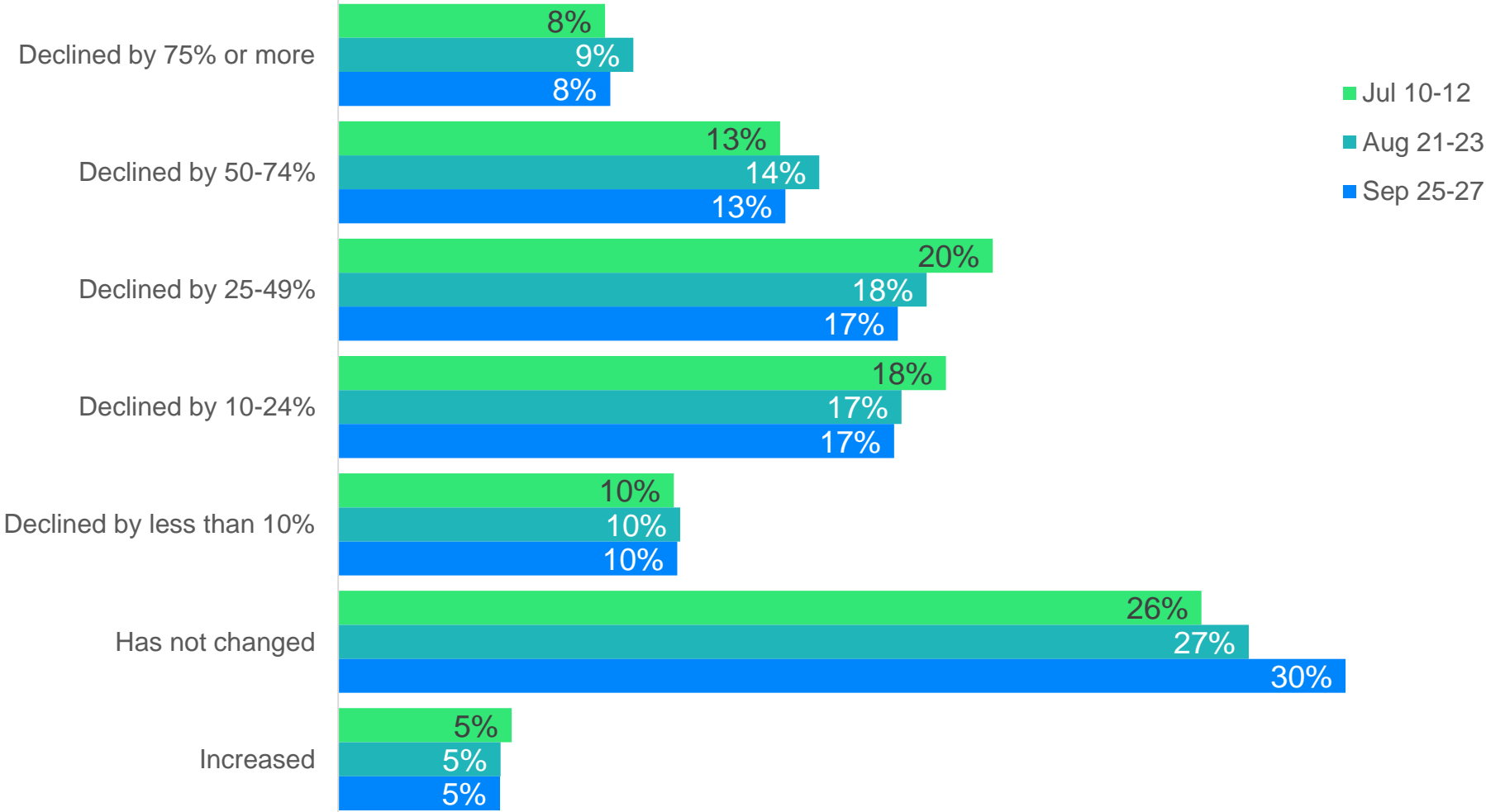
How has the coronavirus crisis impacted your personal financial situation?

% Devastated and Severely Hurt



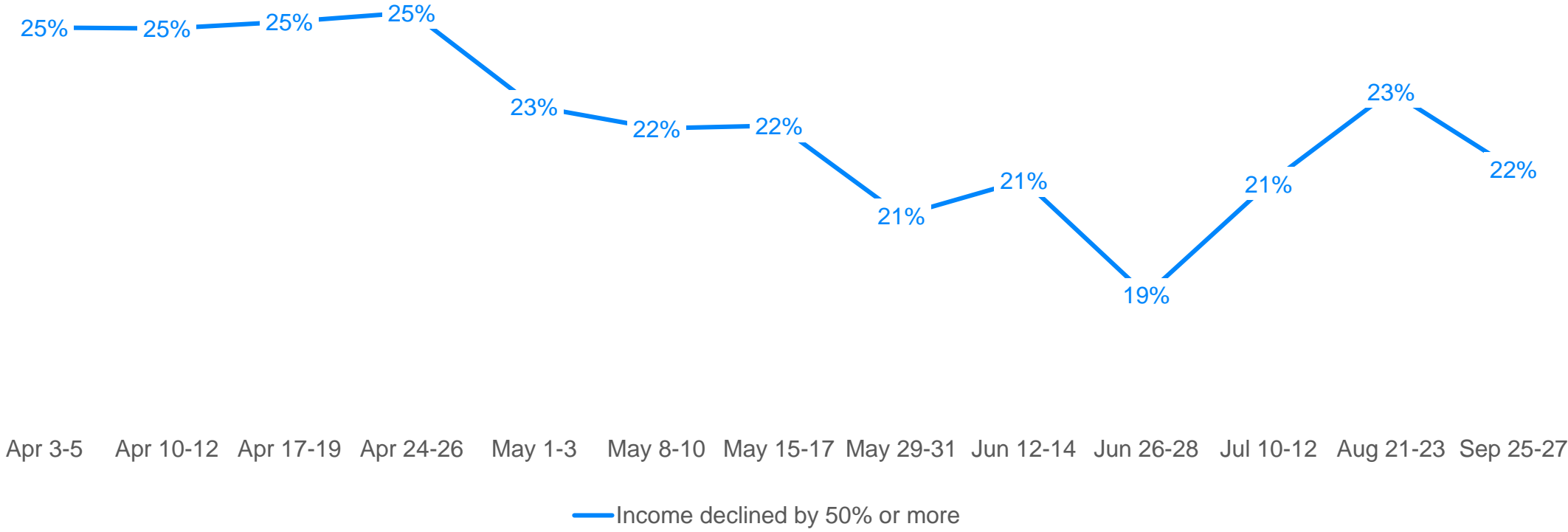
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How has your family's income changed since the coronavirus crisis began?



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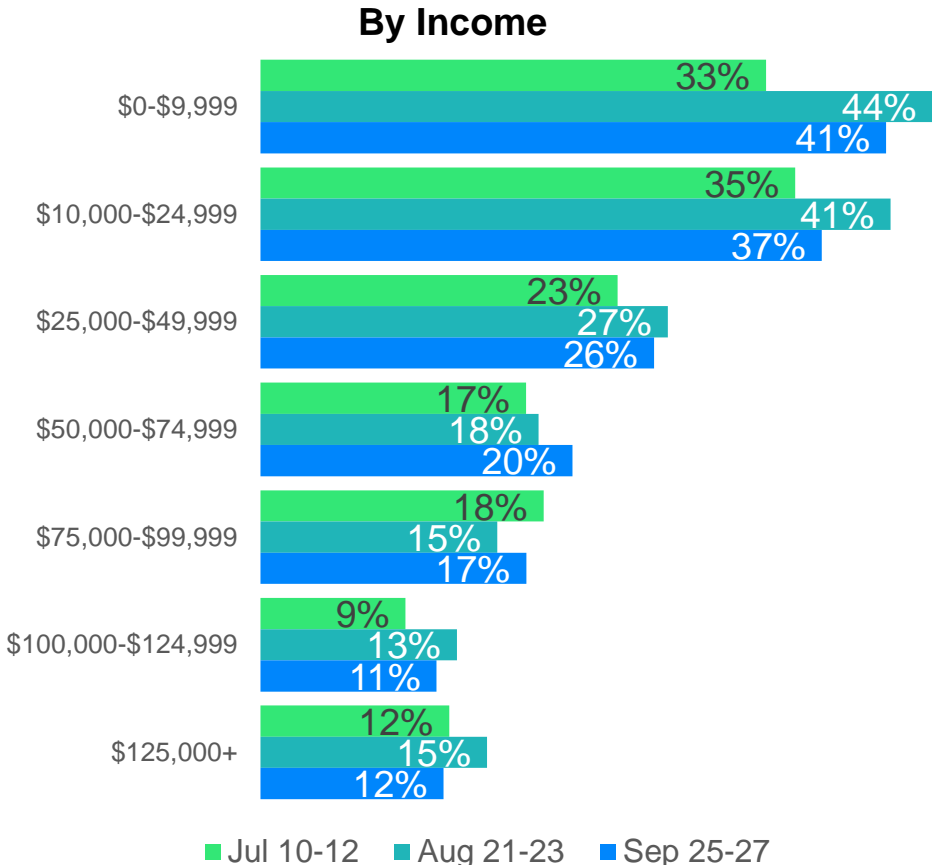
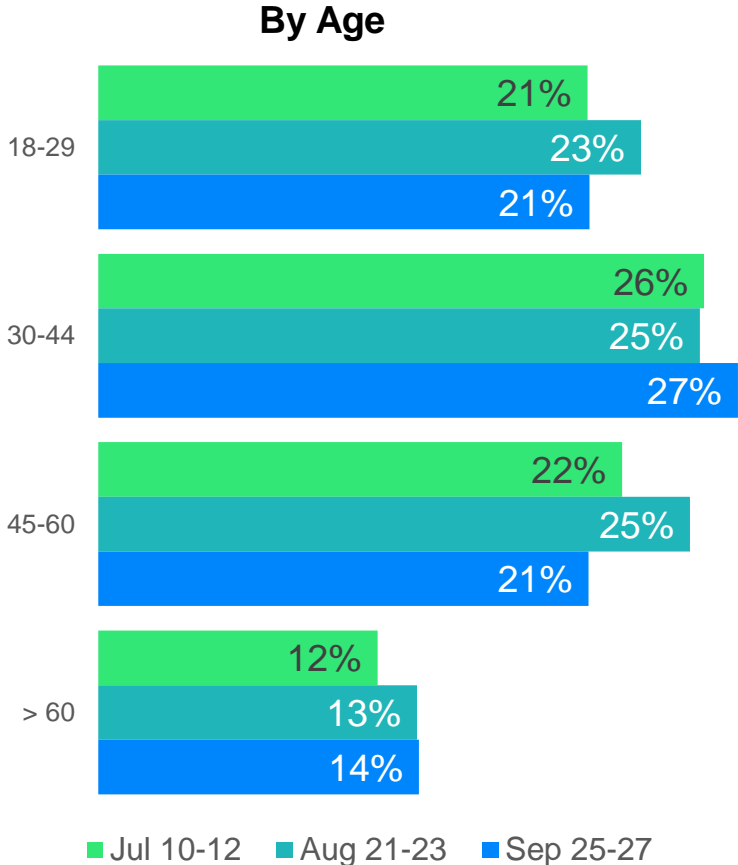
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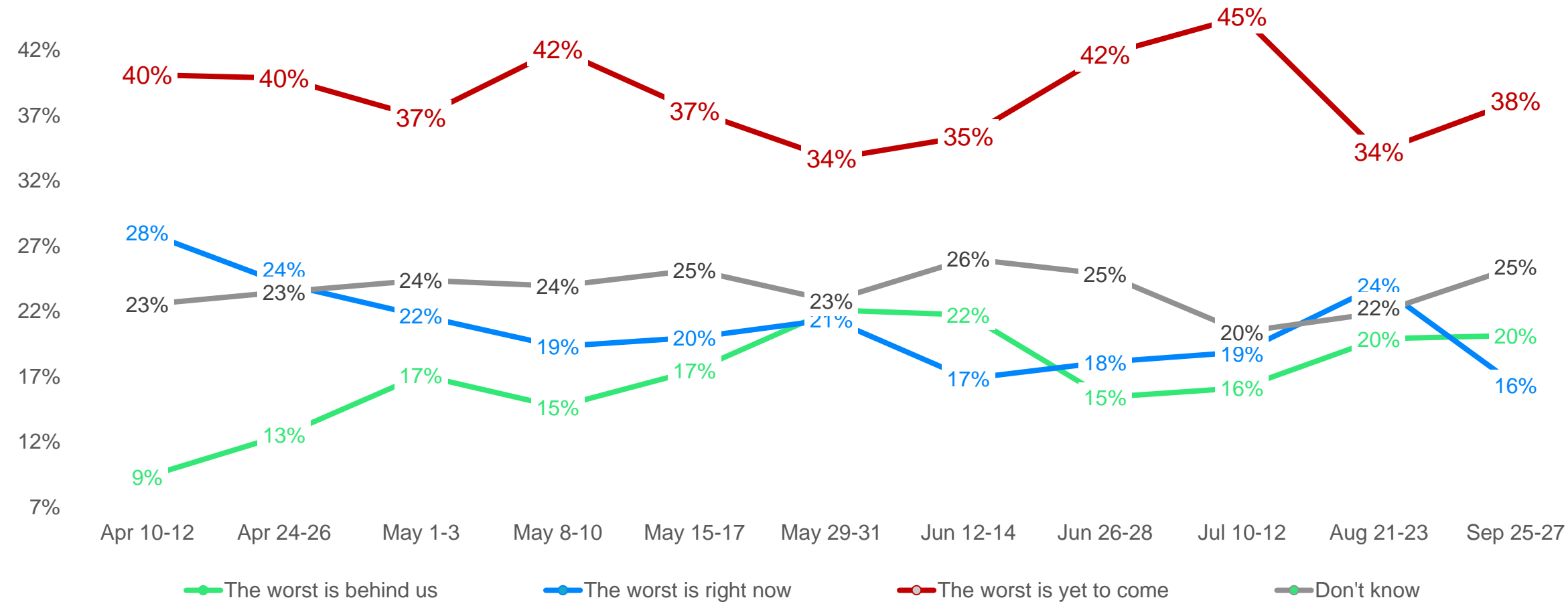
How has your family's income changed since the coronavirus crisis began?

% Declined by 50% or More



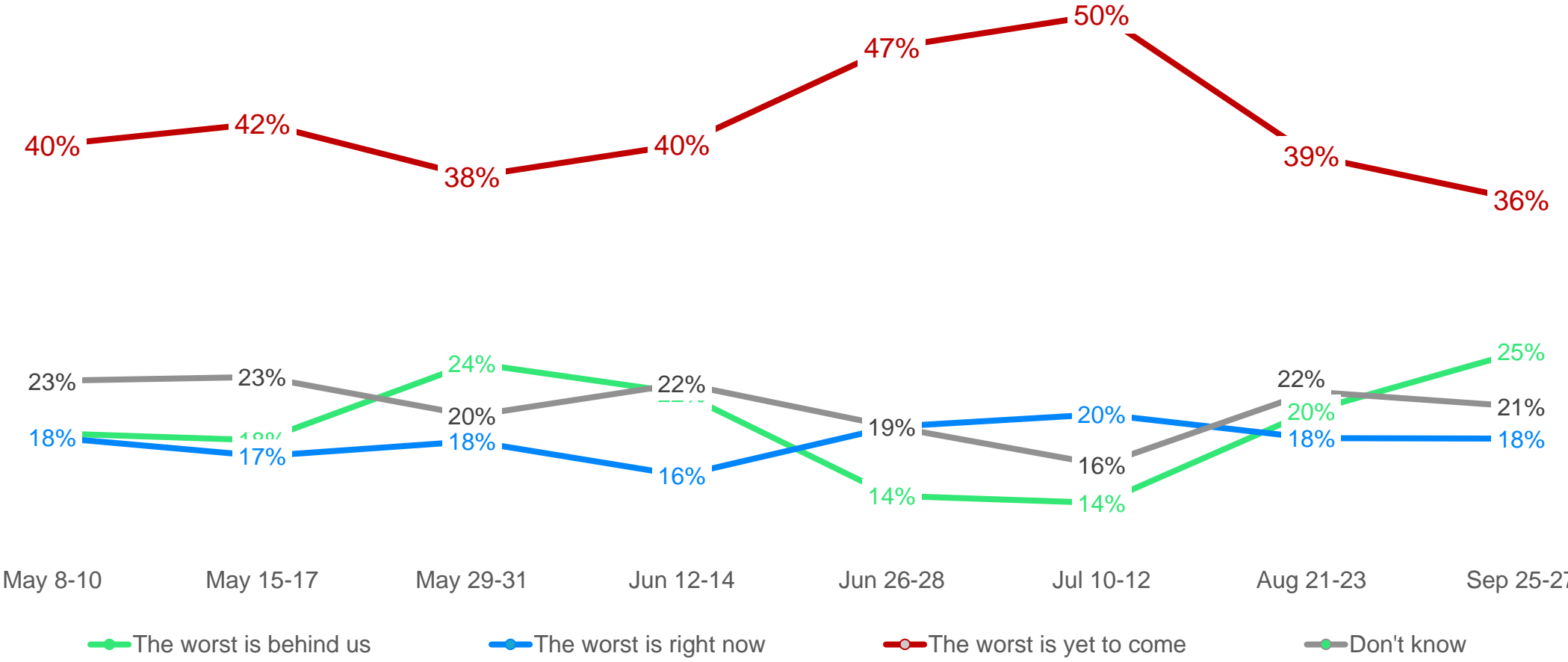
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Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?



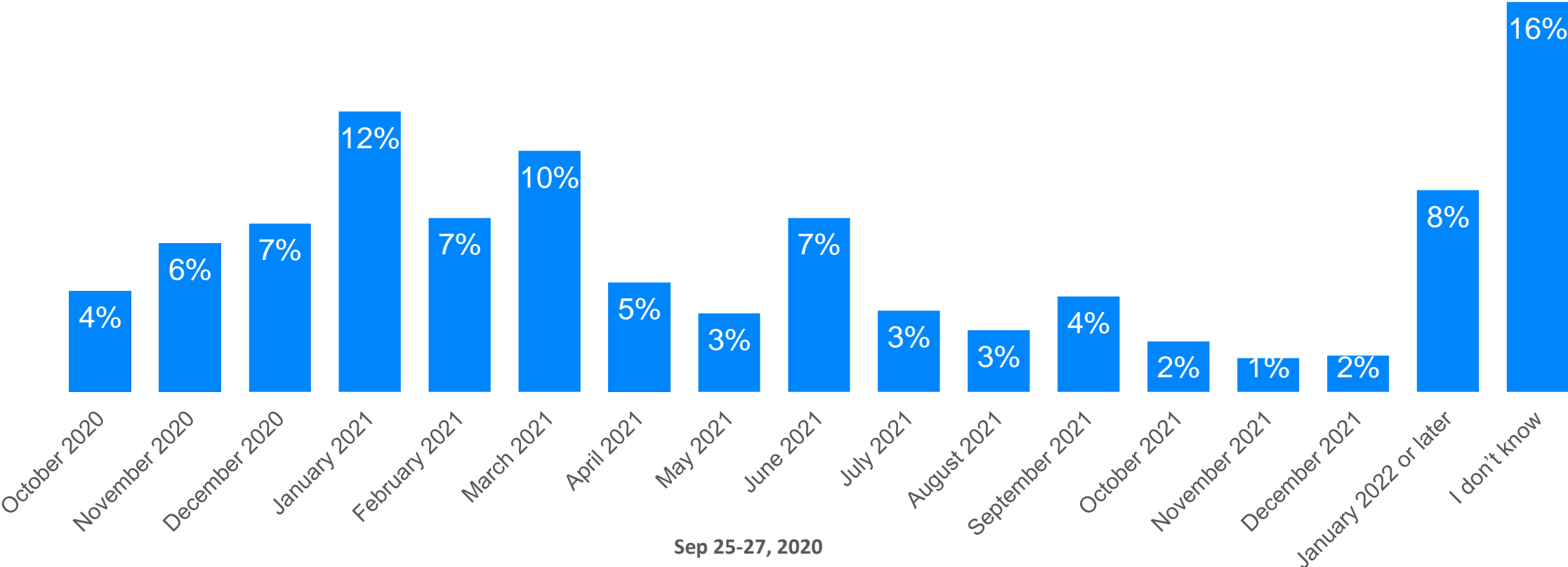
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Which statement comes closest to your view about the spread of coronavirus (Covid-19)?



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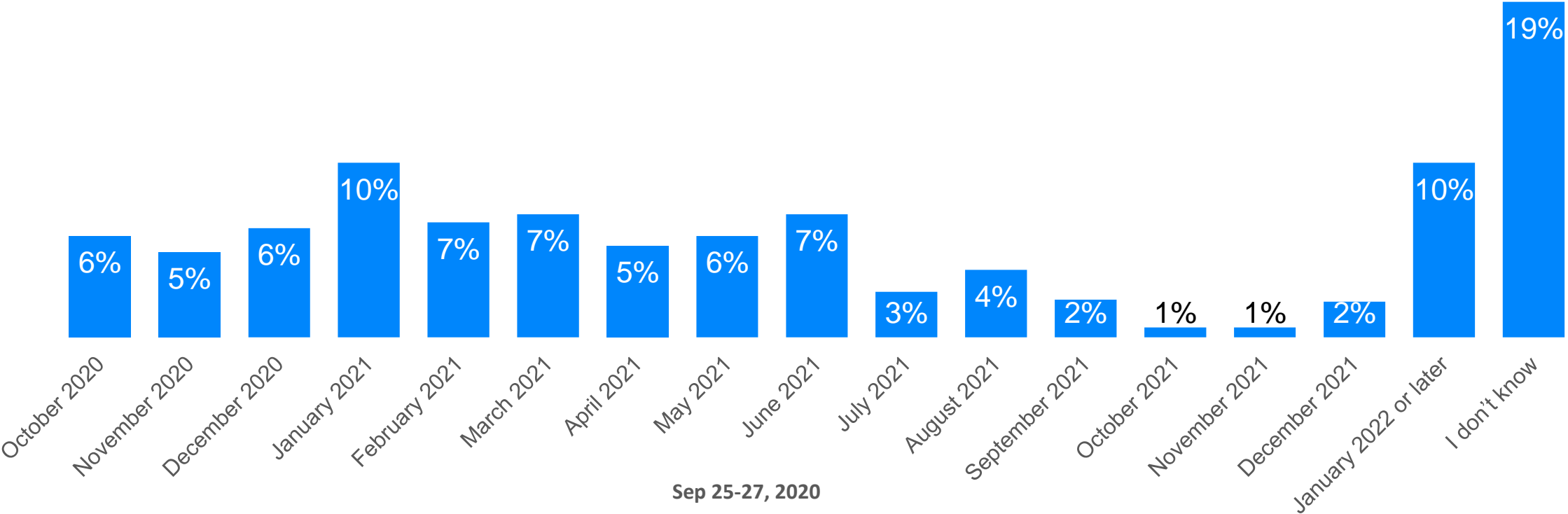
When do you expect that a coronavirus vaccine to be widely available in the United States?



Sep 25-27, 2020

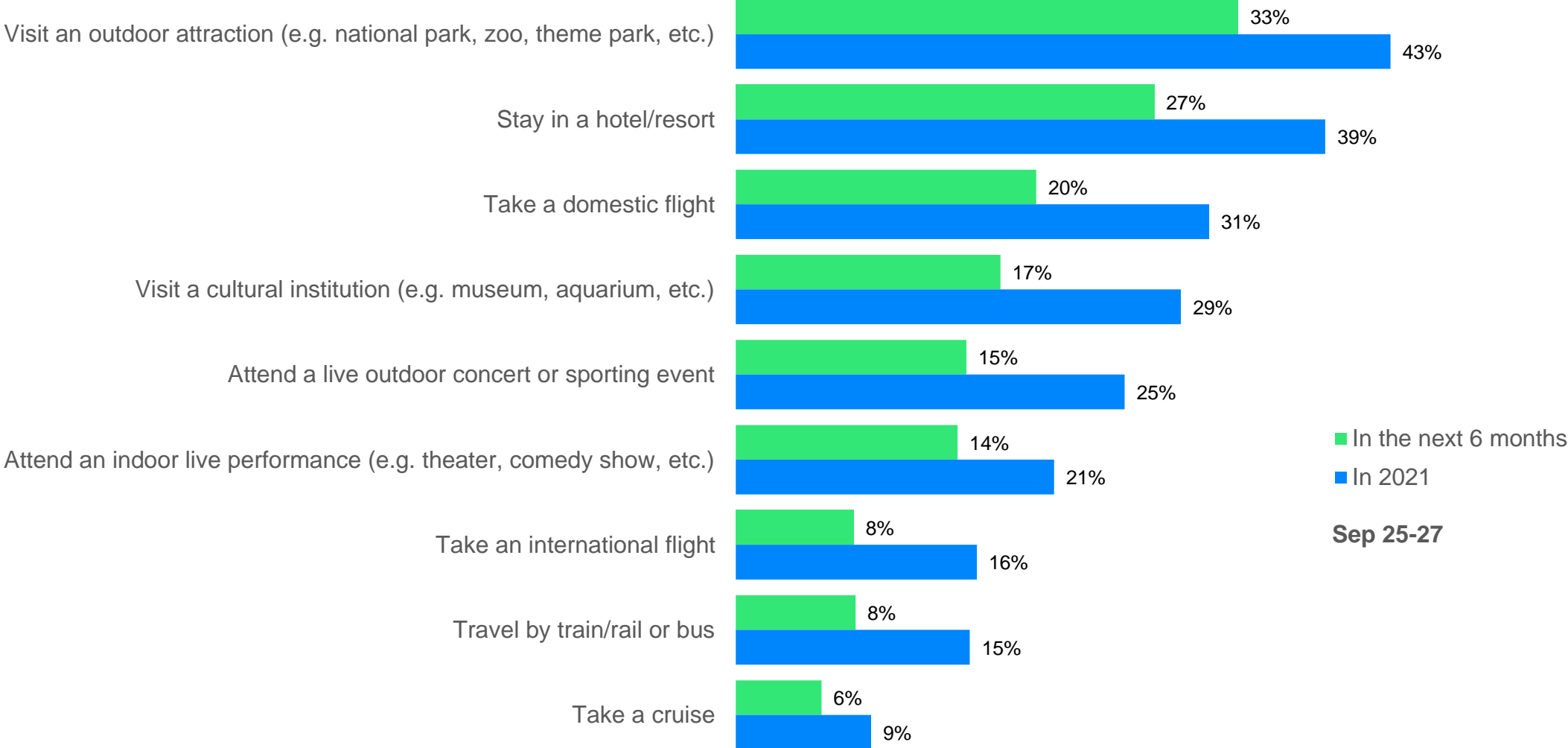
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When do you expect that your typical activities return to normal (work, school, travel, dining, entertainment, church, sports, etc.)?



Sep 25-27, 2020

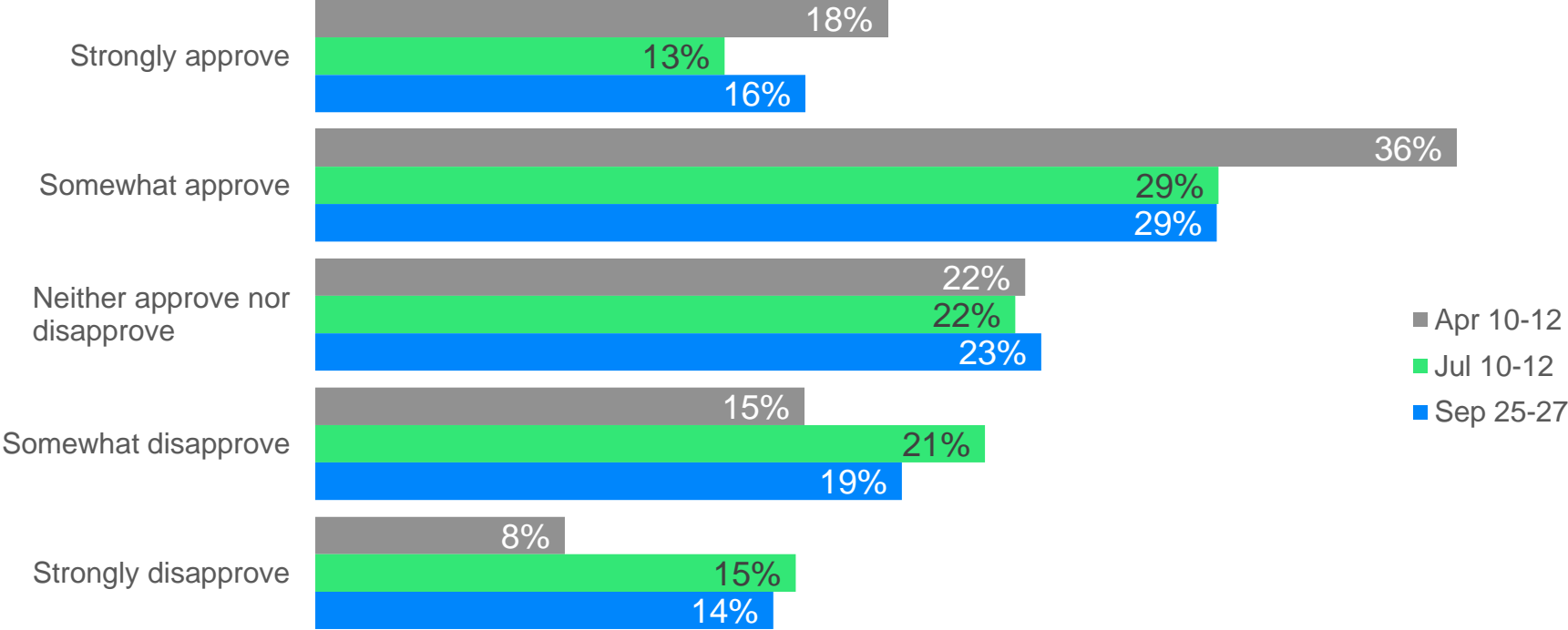
Which of the following do you plan to do in the next 6 months/2021?



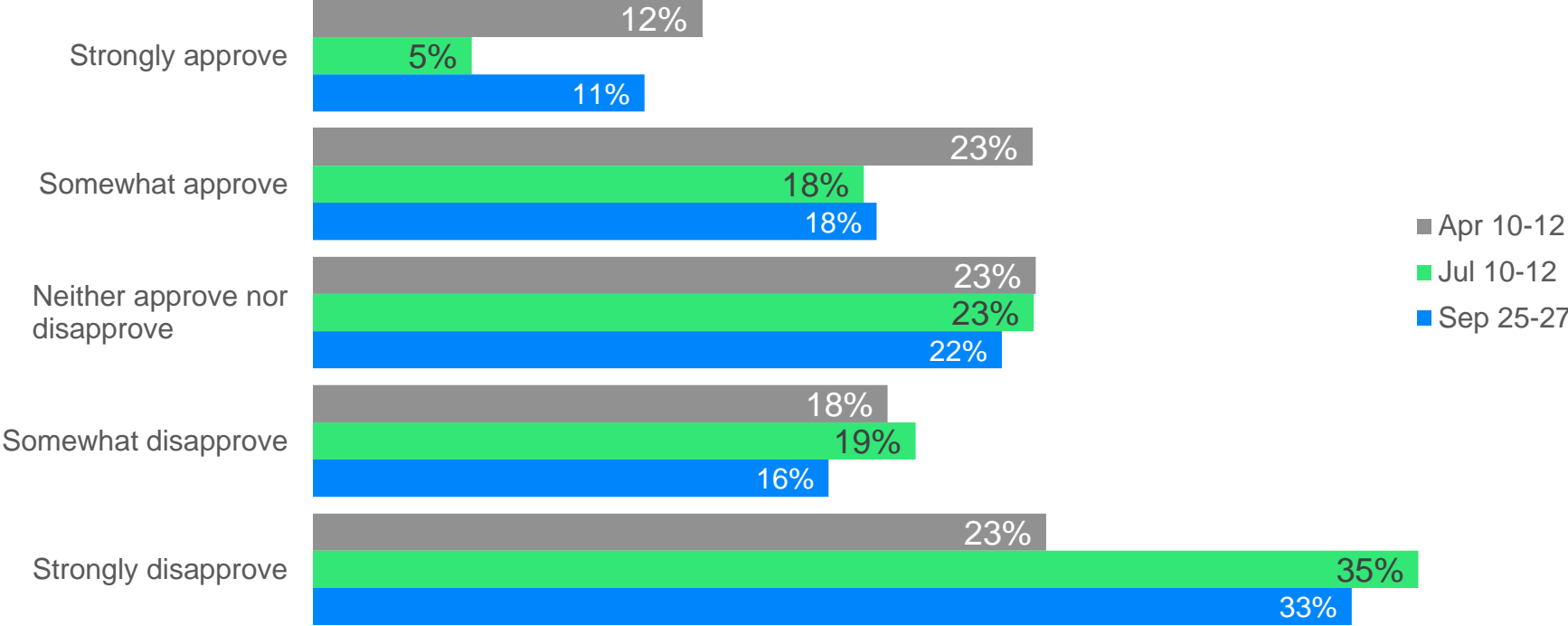
■ In the next 6 months
 ■ In 2021
 Sep 25-27

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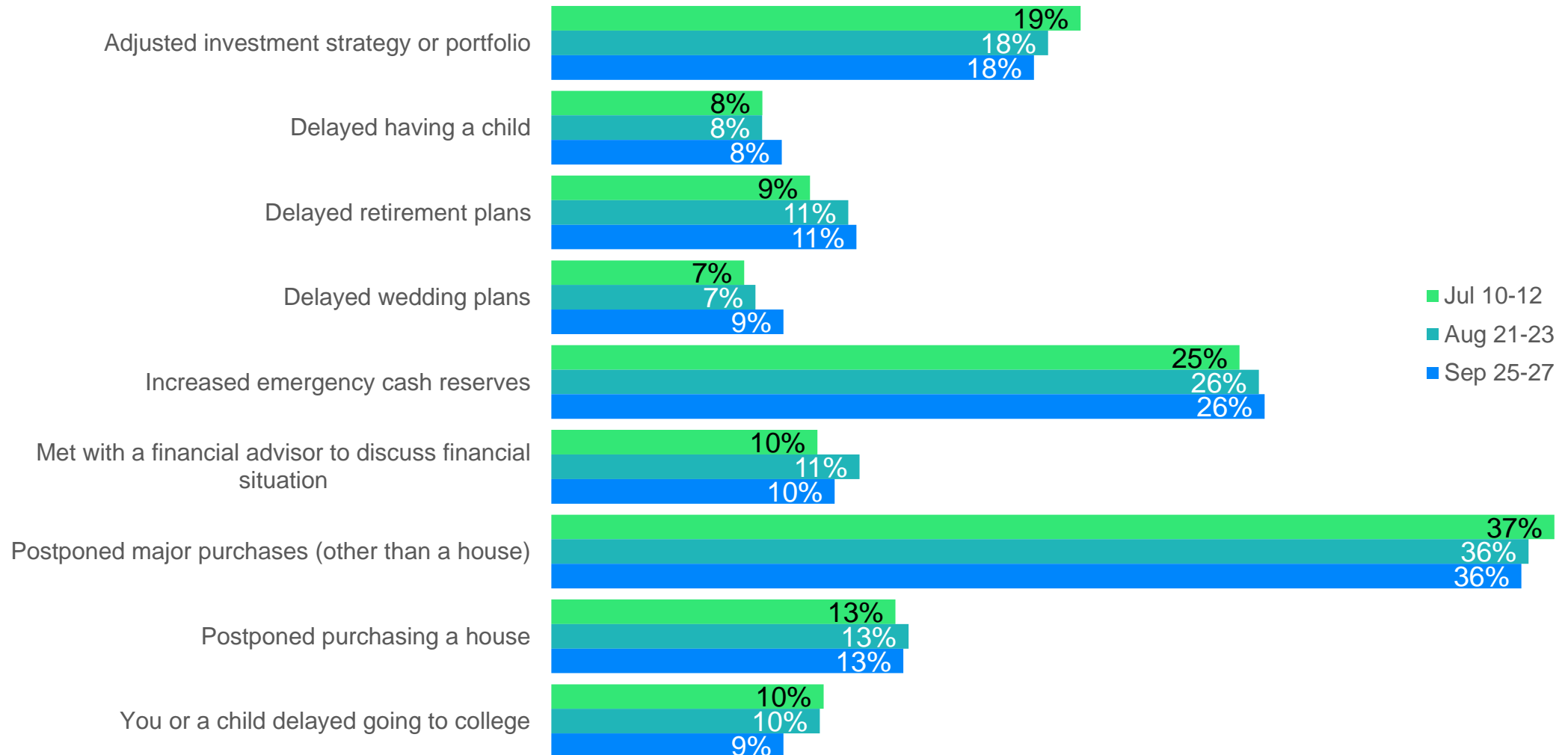
Do you approve or disapprove of your state's handling of the coronavirus crisis?



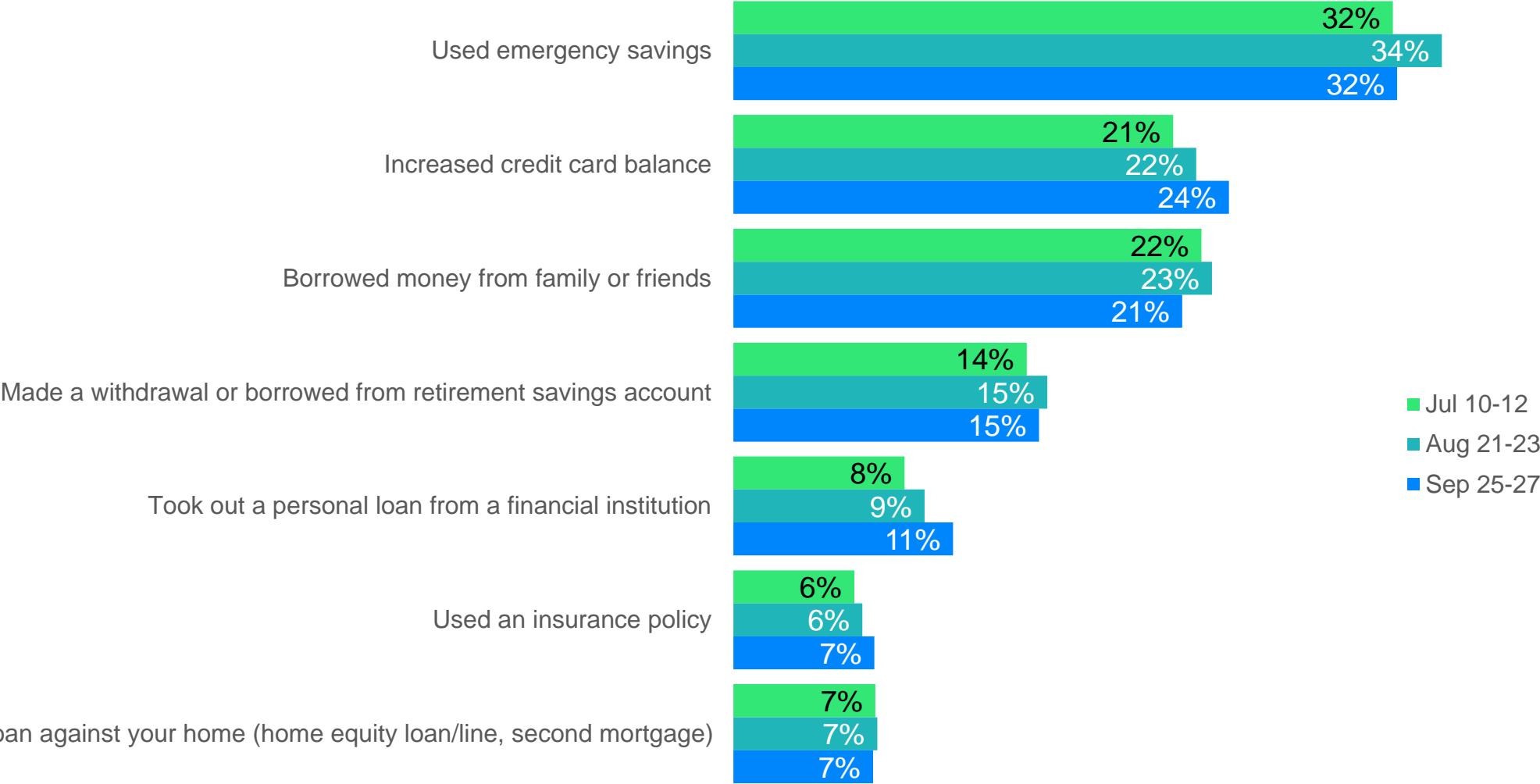
Do you approve or disapprove of the federal government's handling of the coronavirus crisis?



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

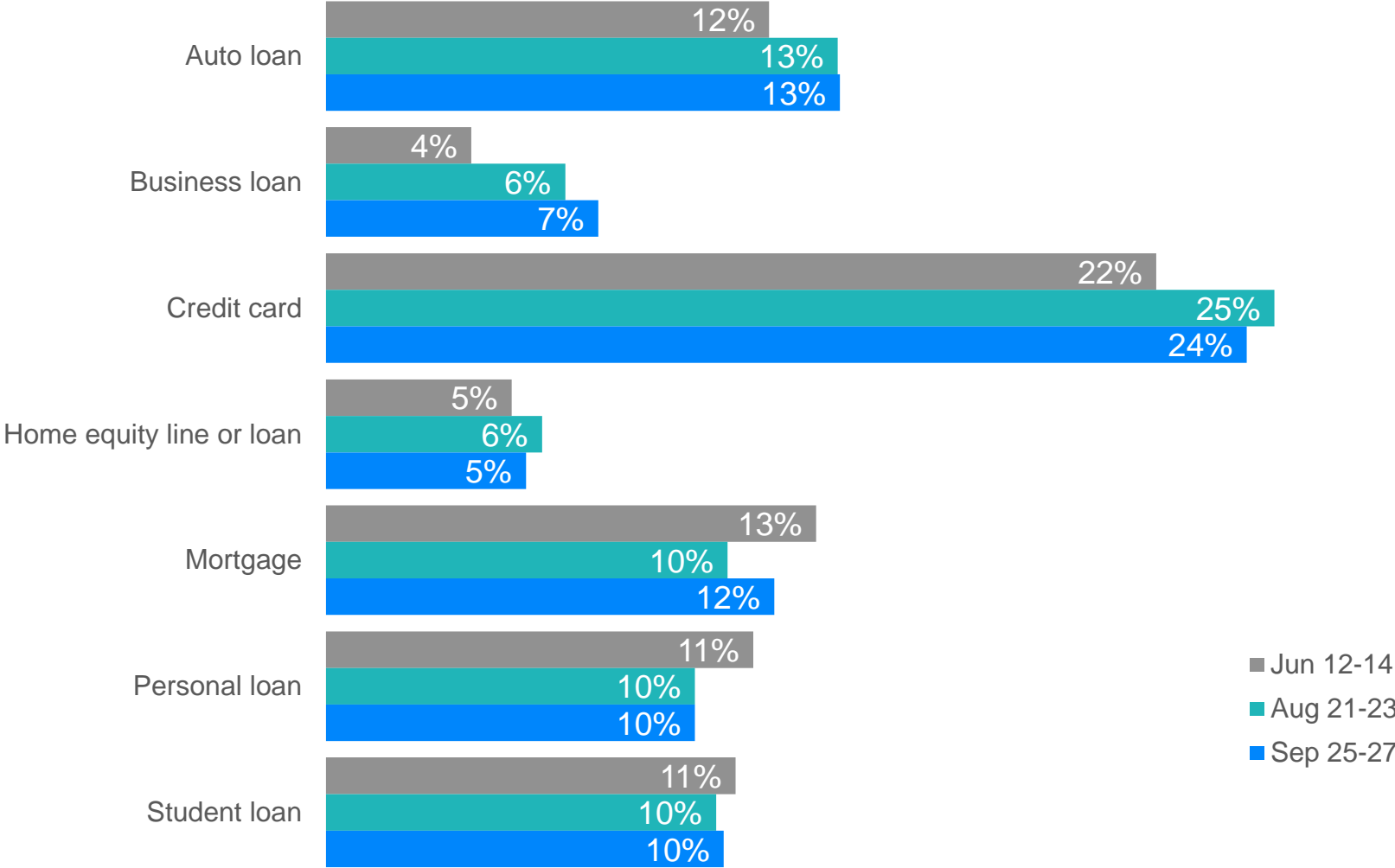


Since the coronavirus crisis began, which of the following actions have you taken to pay for your expenses or manage the cash you have available?



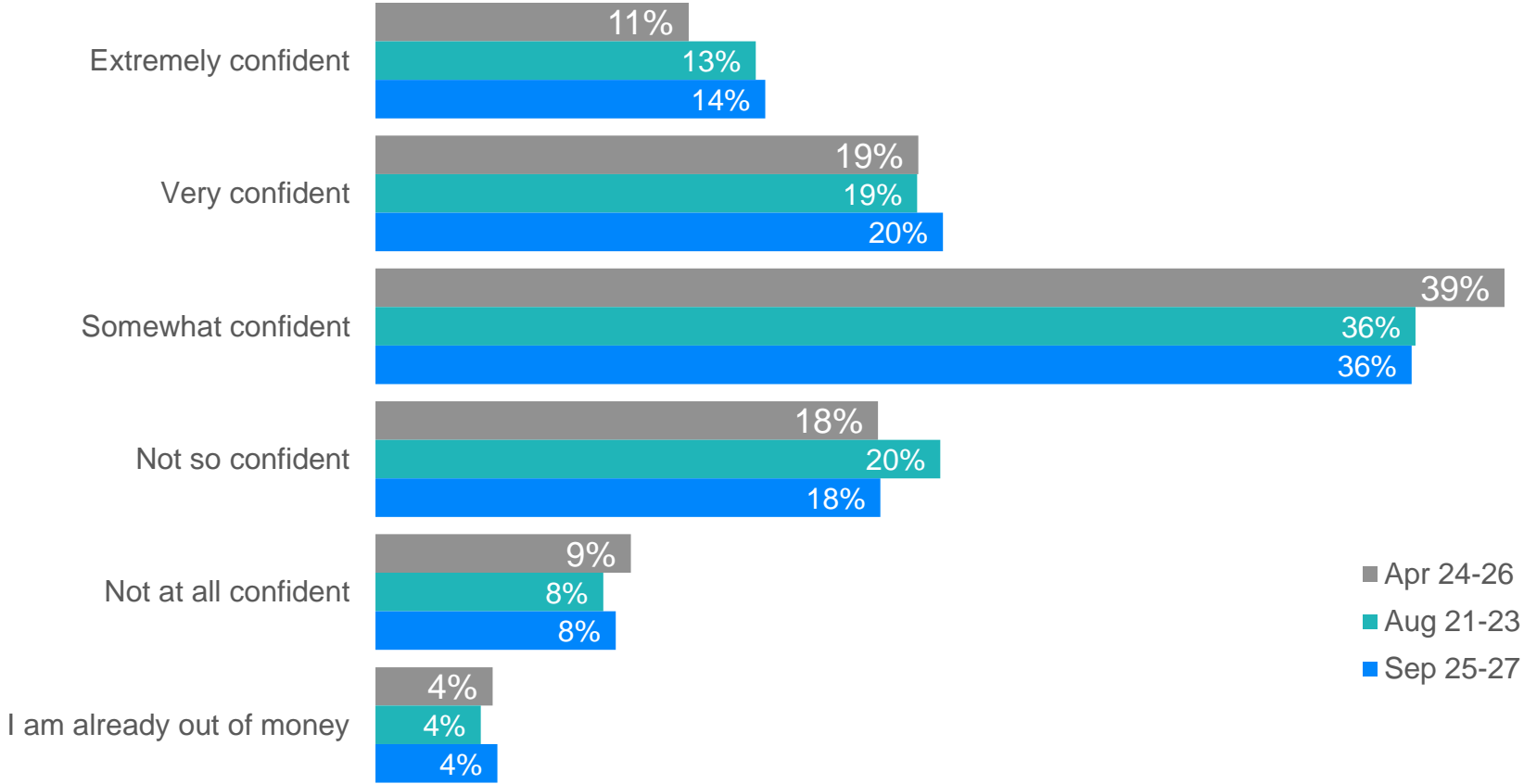
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In the past month were you unable to make the minimum monthly payment for any of these?

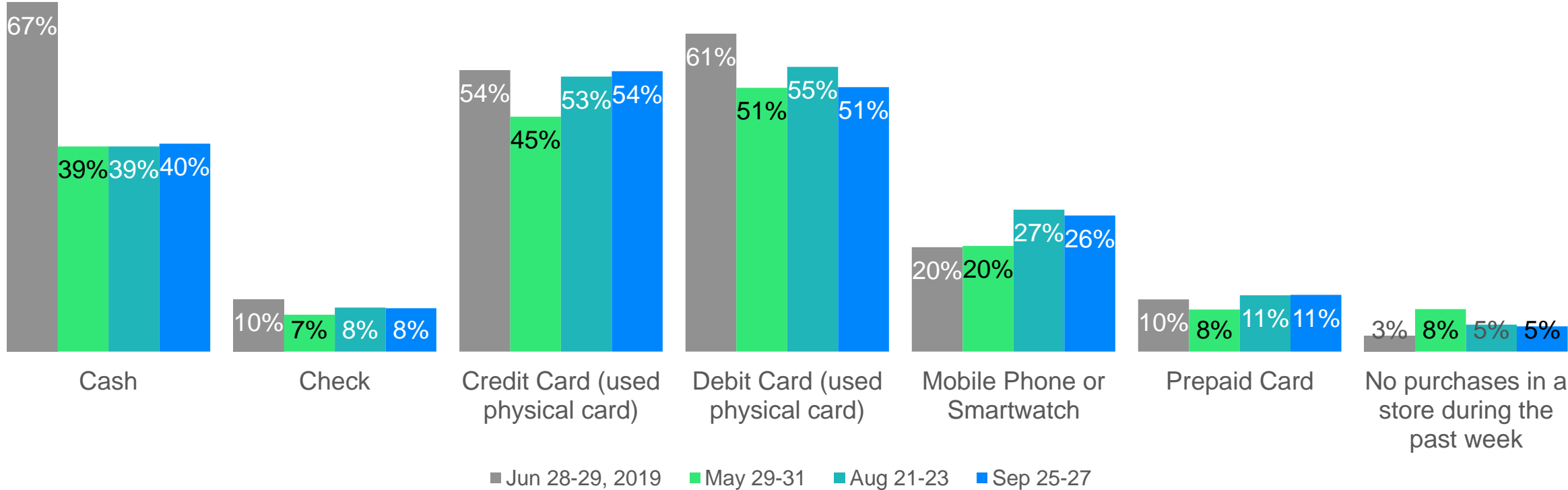


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How confident are you that you will have enough money to get through the coronavirus crisis?



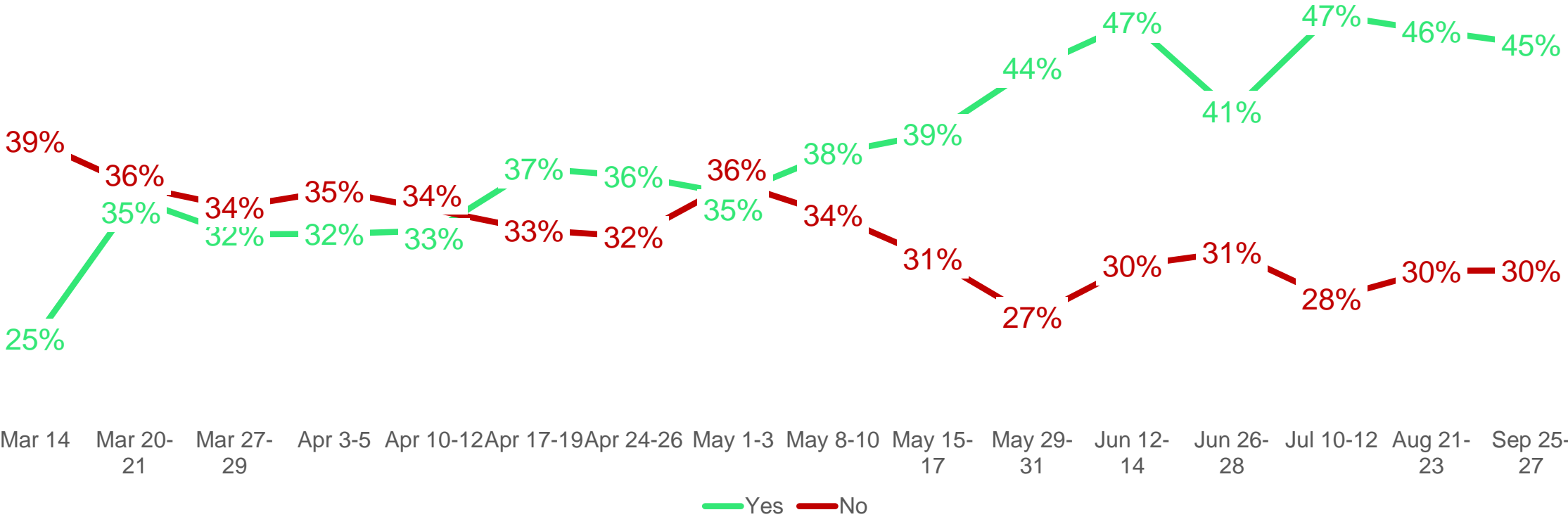
Which of the following have you used to make a purchase in a store during the past week?



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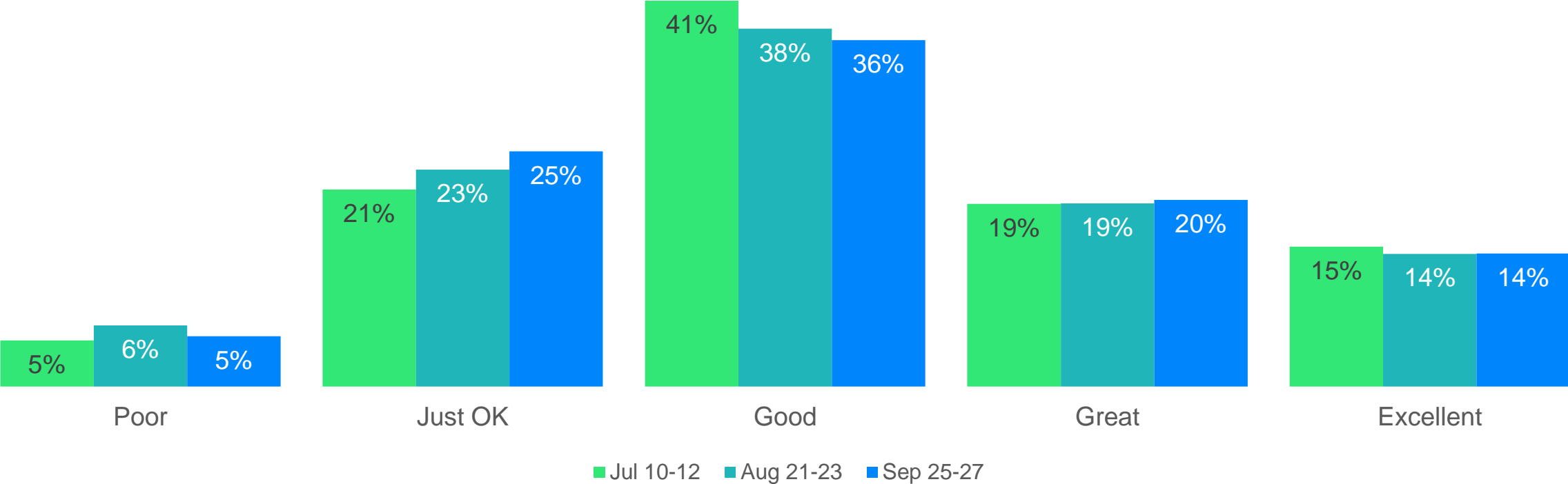
Banking

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

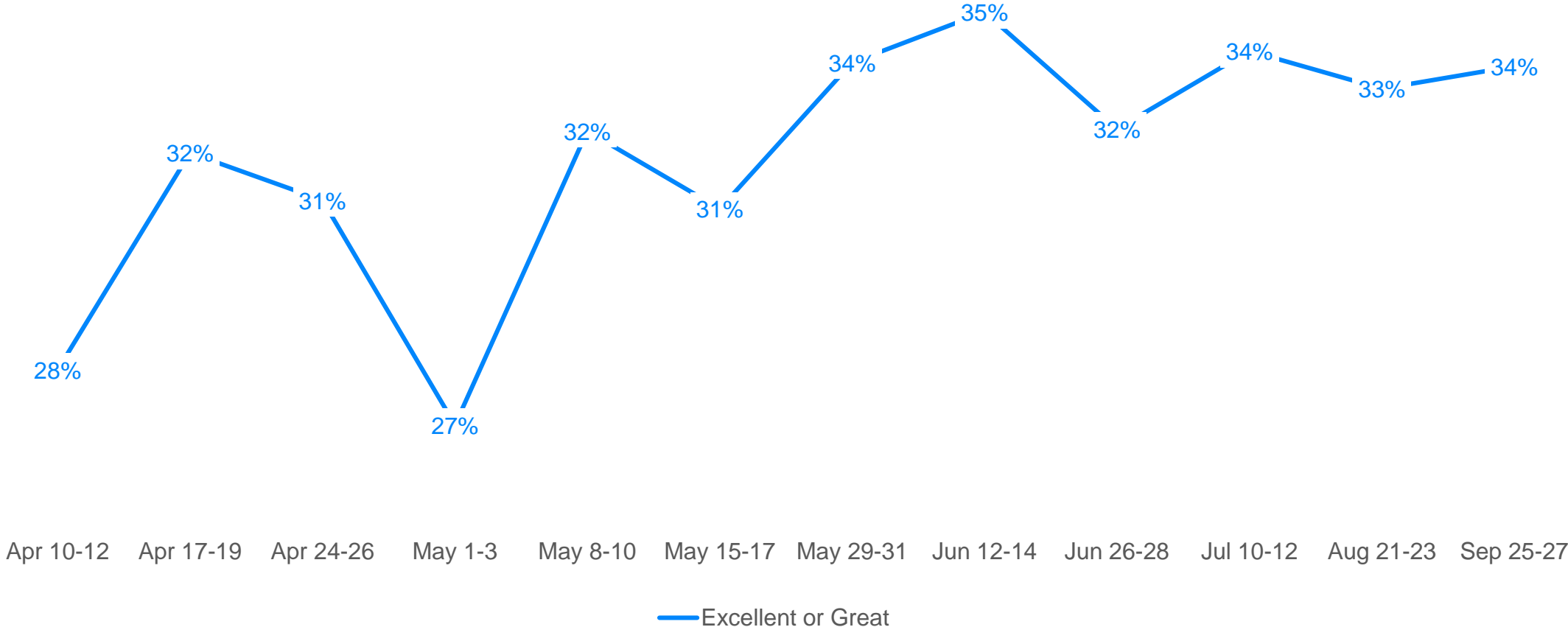


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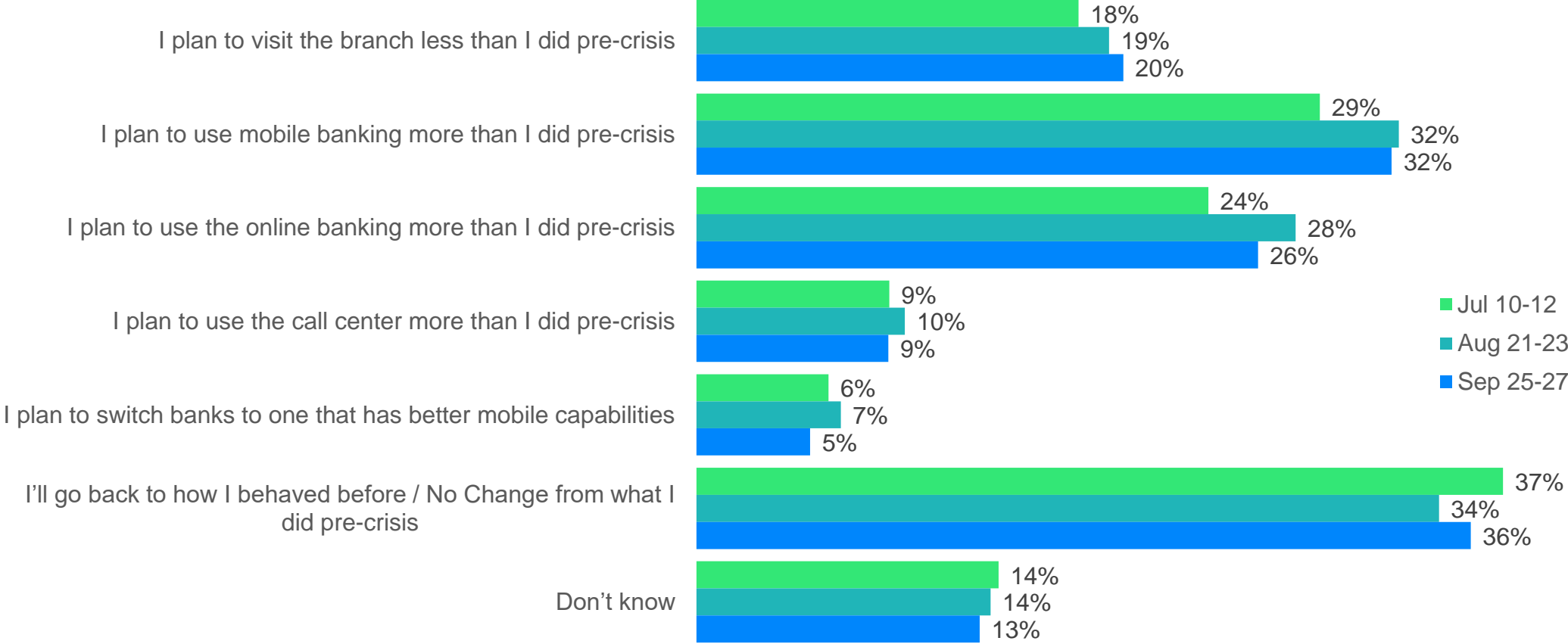
Please rate your primary bank on how well it is supporting its customers during the coronavirus crisis.



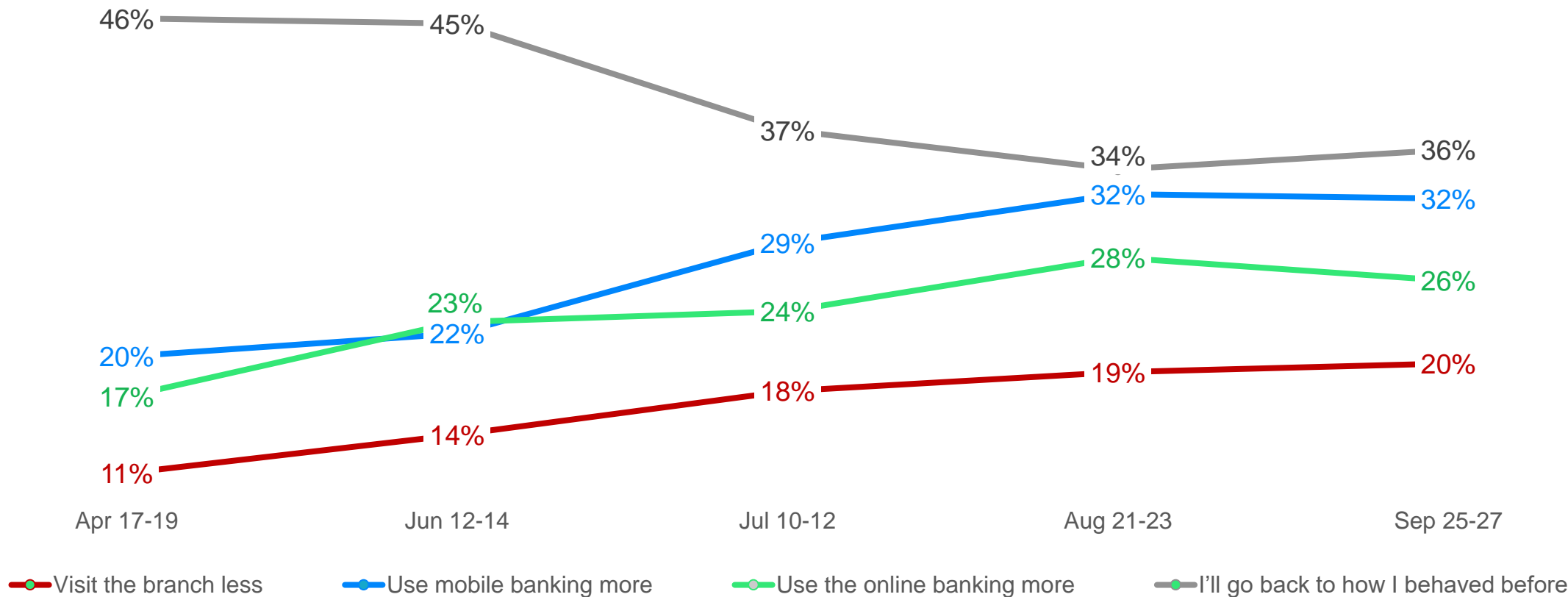
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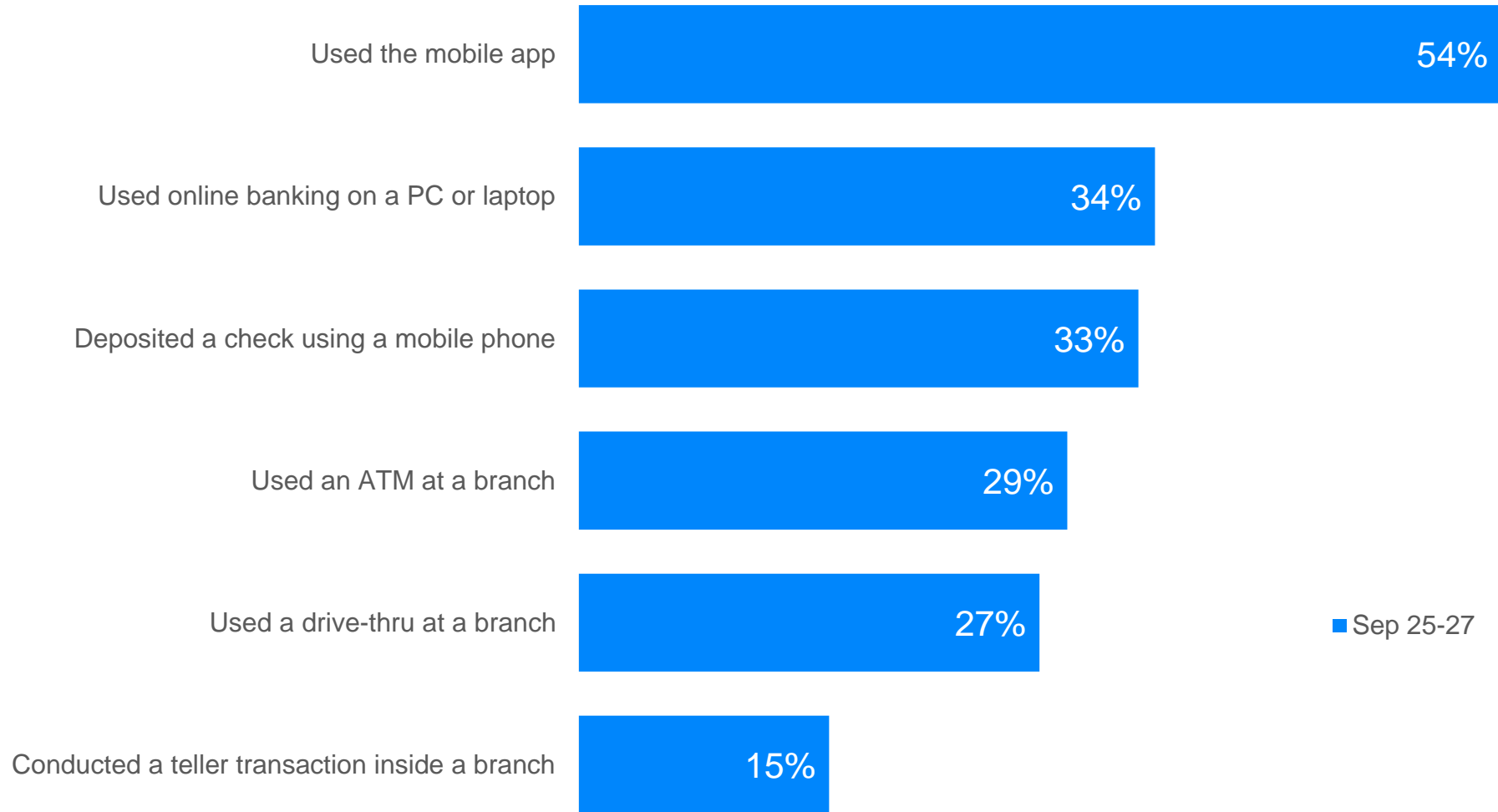
After the coronavirus crisis is over and it is safe to have in-person interactions, what are your plans for interacting with your banks or financial services providers?



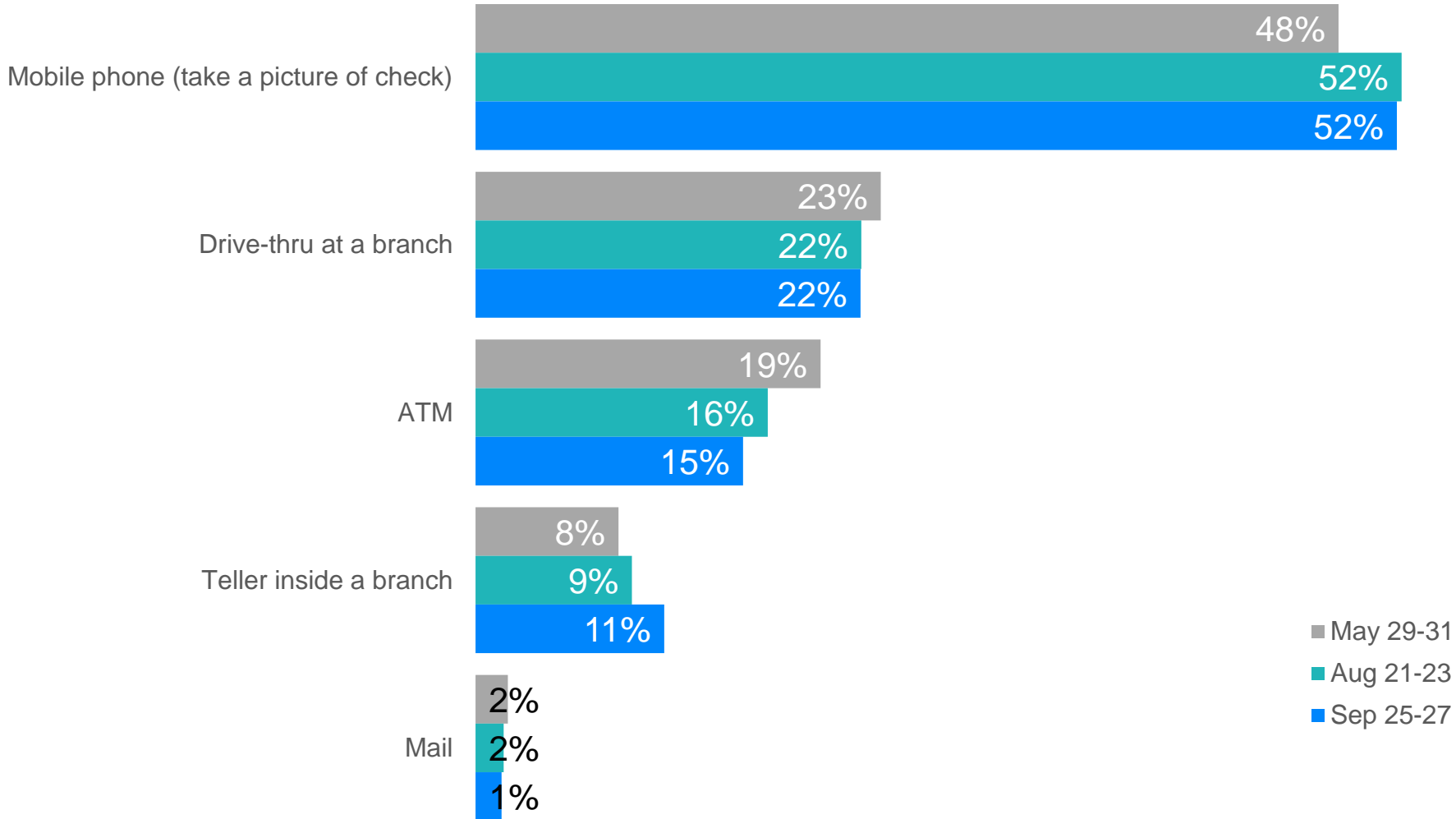
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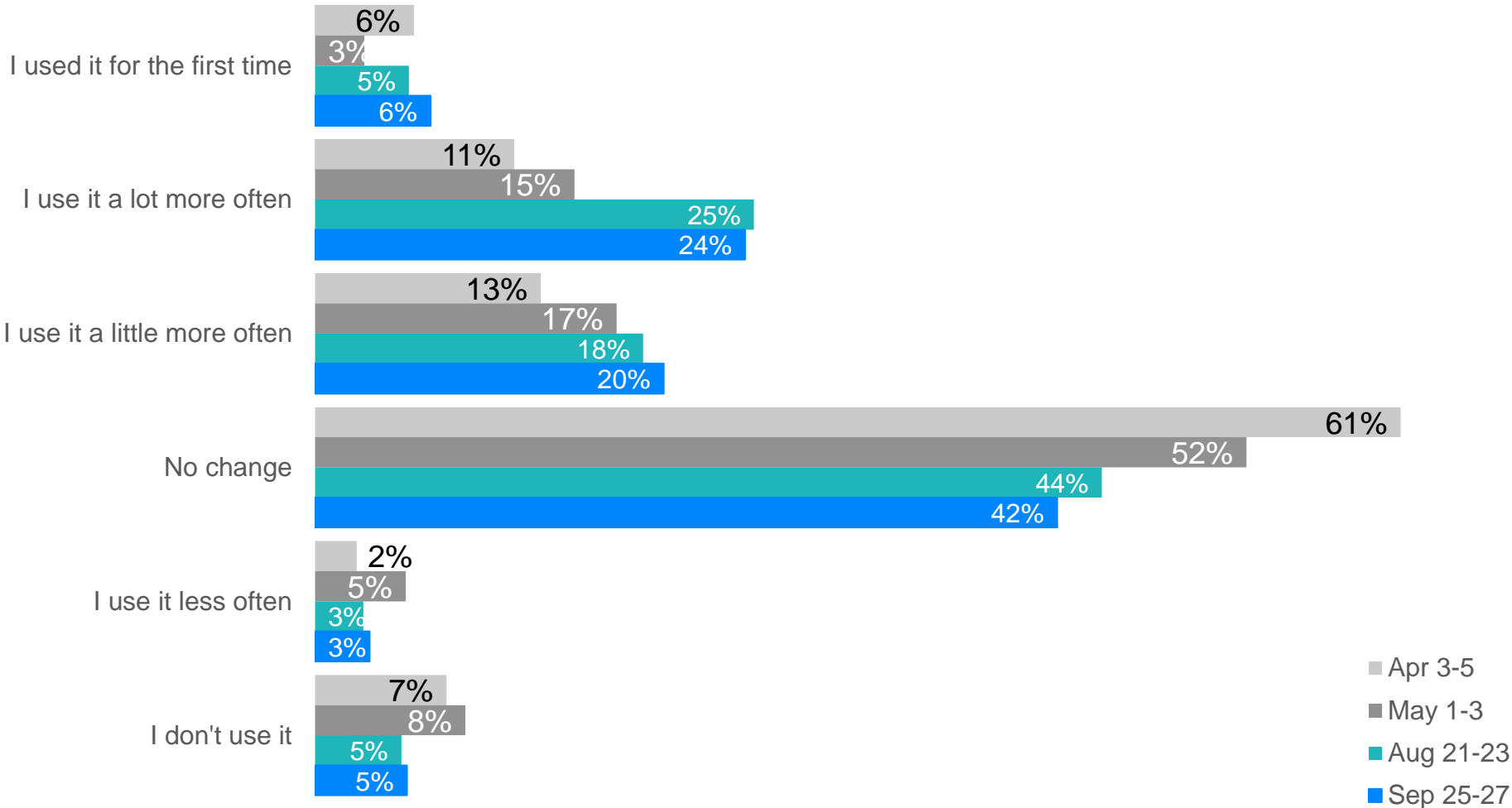
Which of the following activities have you conducted with your primary bank in the past week?



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

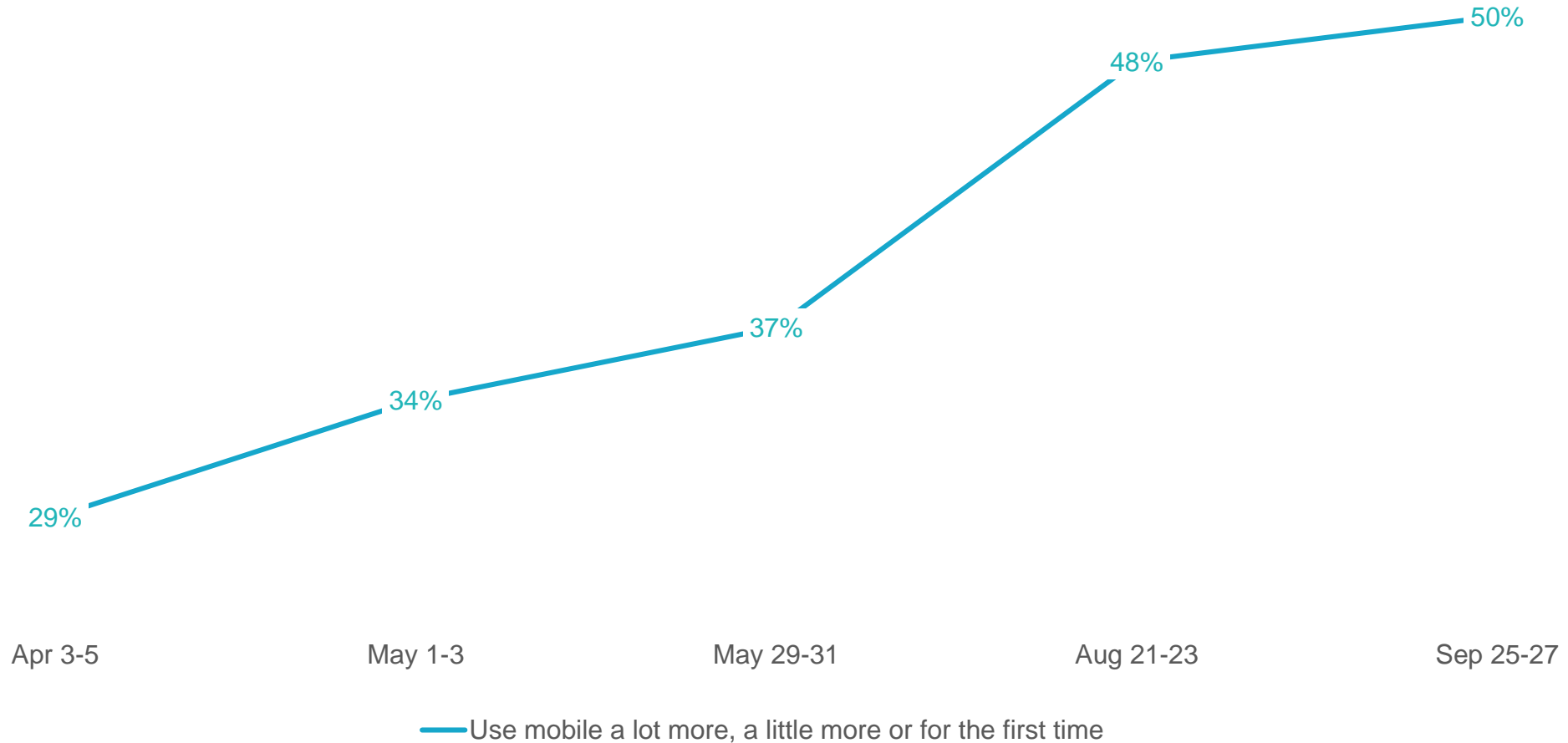


Since the coronavirus crisis began, how has your usage of your primary bank's mobile app changed?

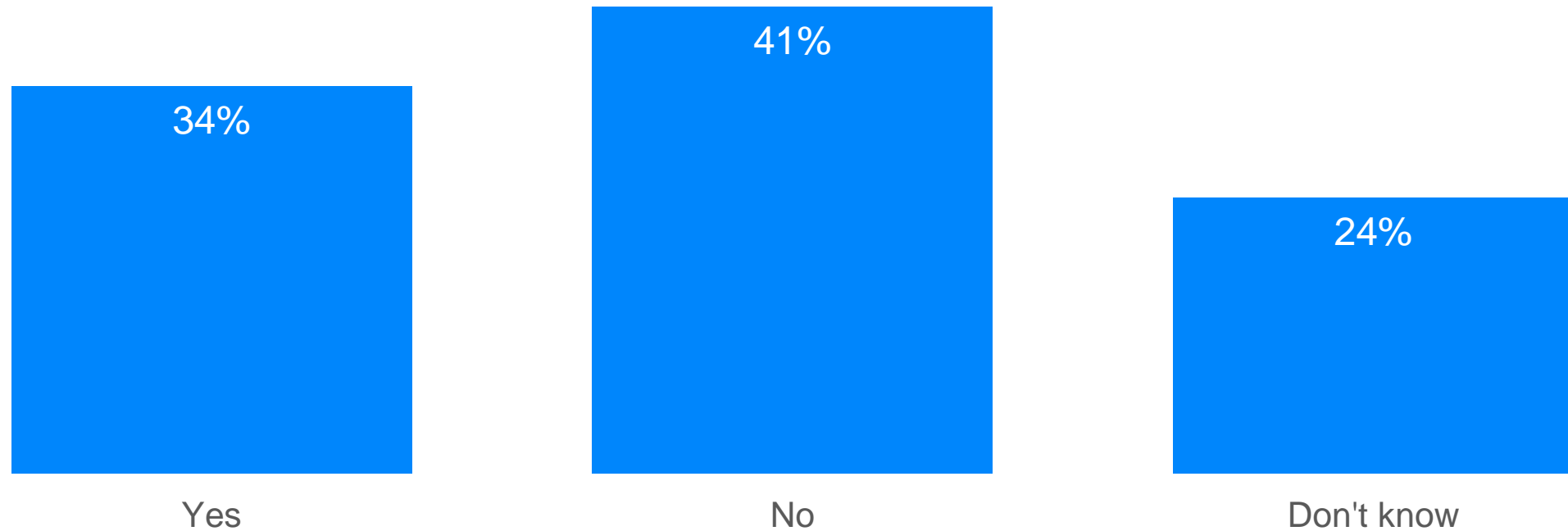


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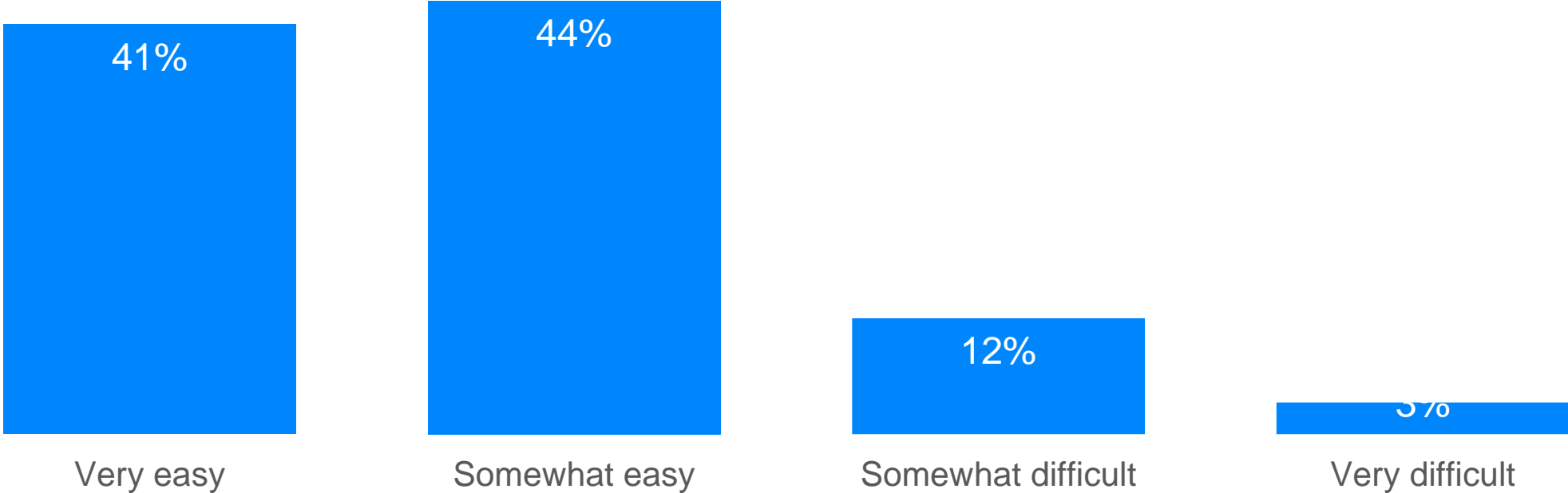


Has your primary bank offered you any advice or guidance to better manage your finances during the coronavirus crisis?



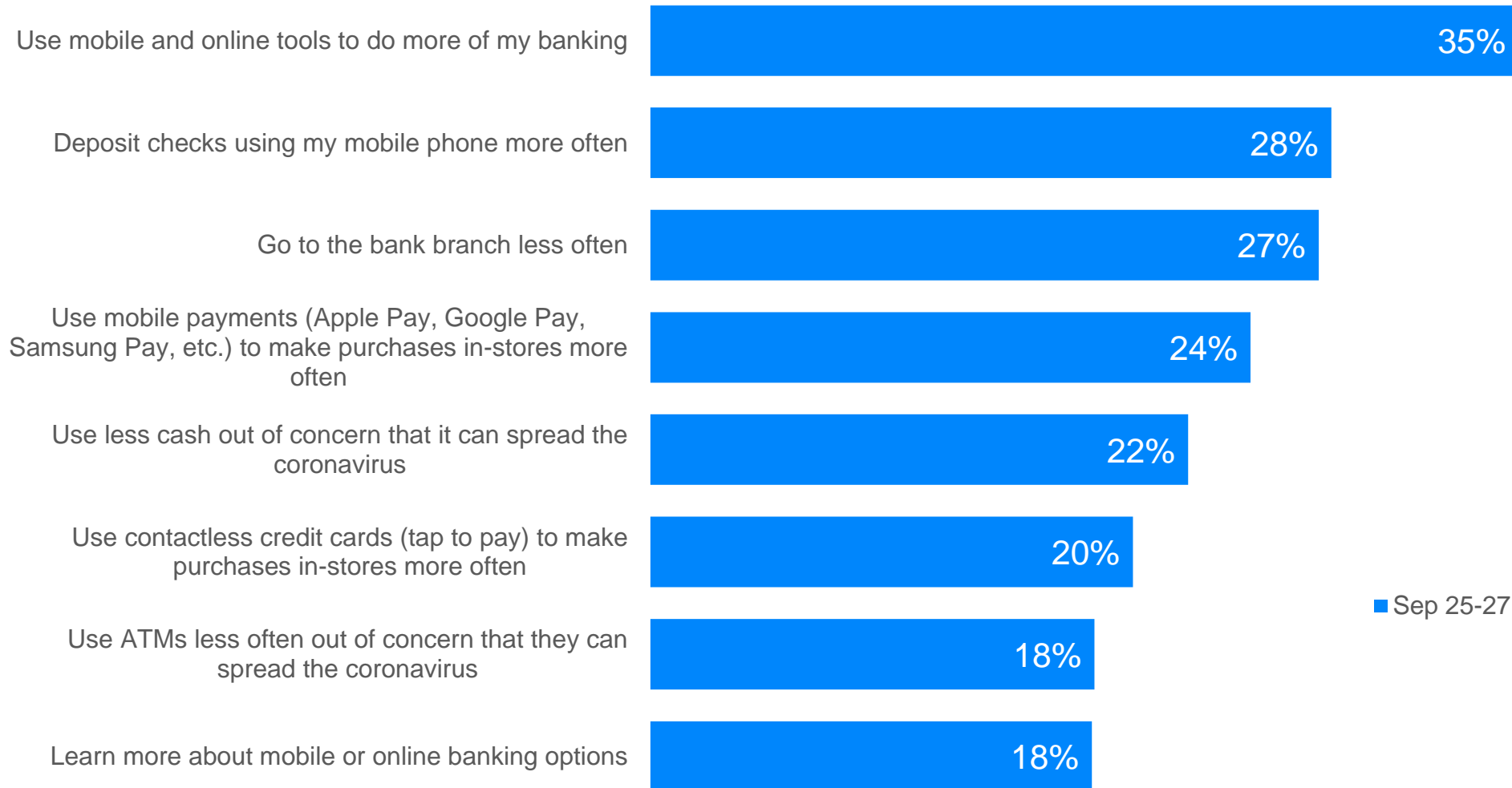
Sep 25-27

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



Sep 25-27

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



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