



J.D. POWER

COVID-19 Pulse Survey

May 15-17, 2020 Update

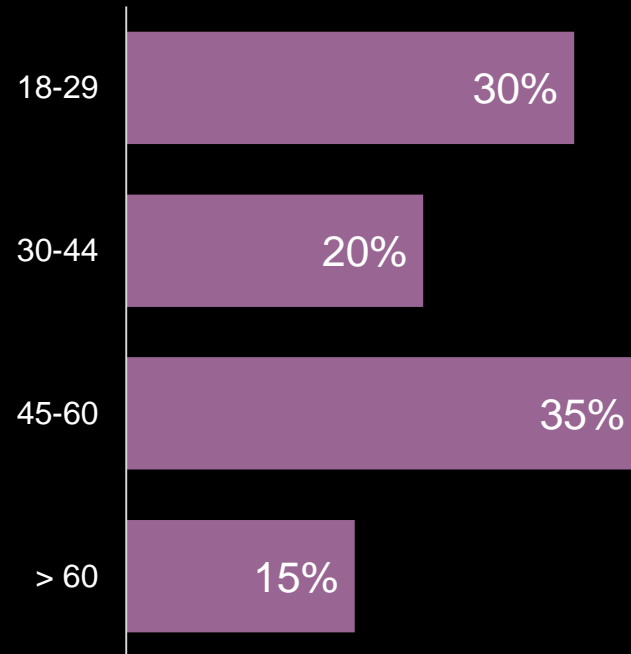
Global Business Intelligence

May 18, 2020

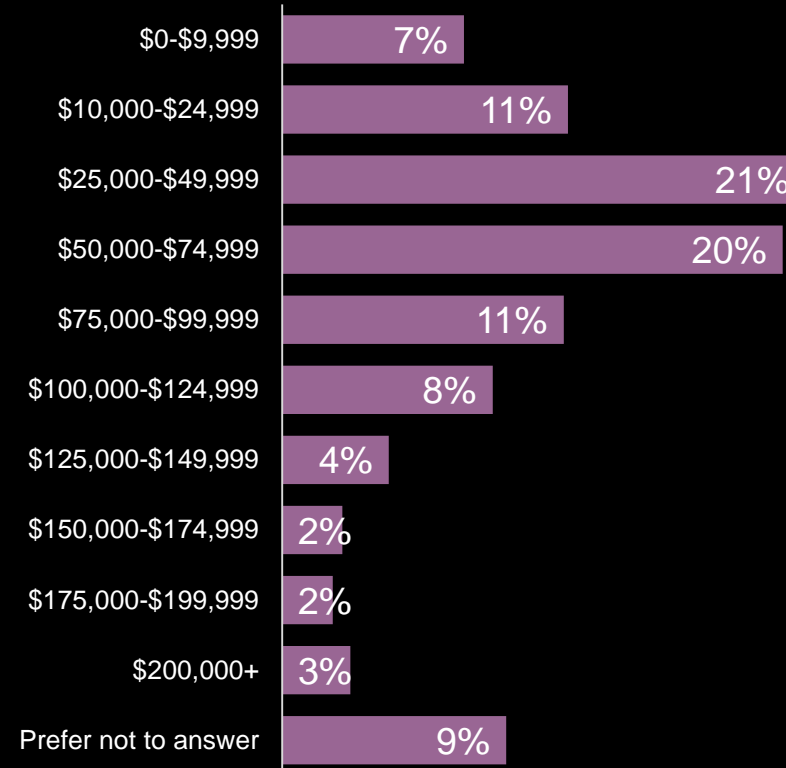
Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- May 15-17: n=1,854 (35% male, 65% female)

Distribution by Age

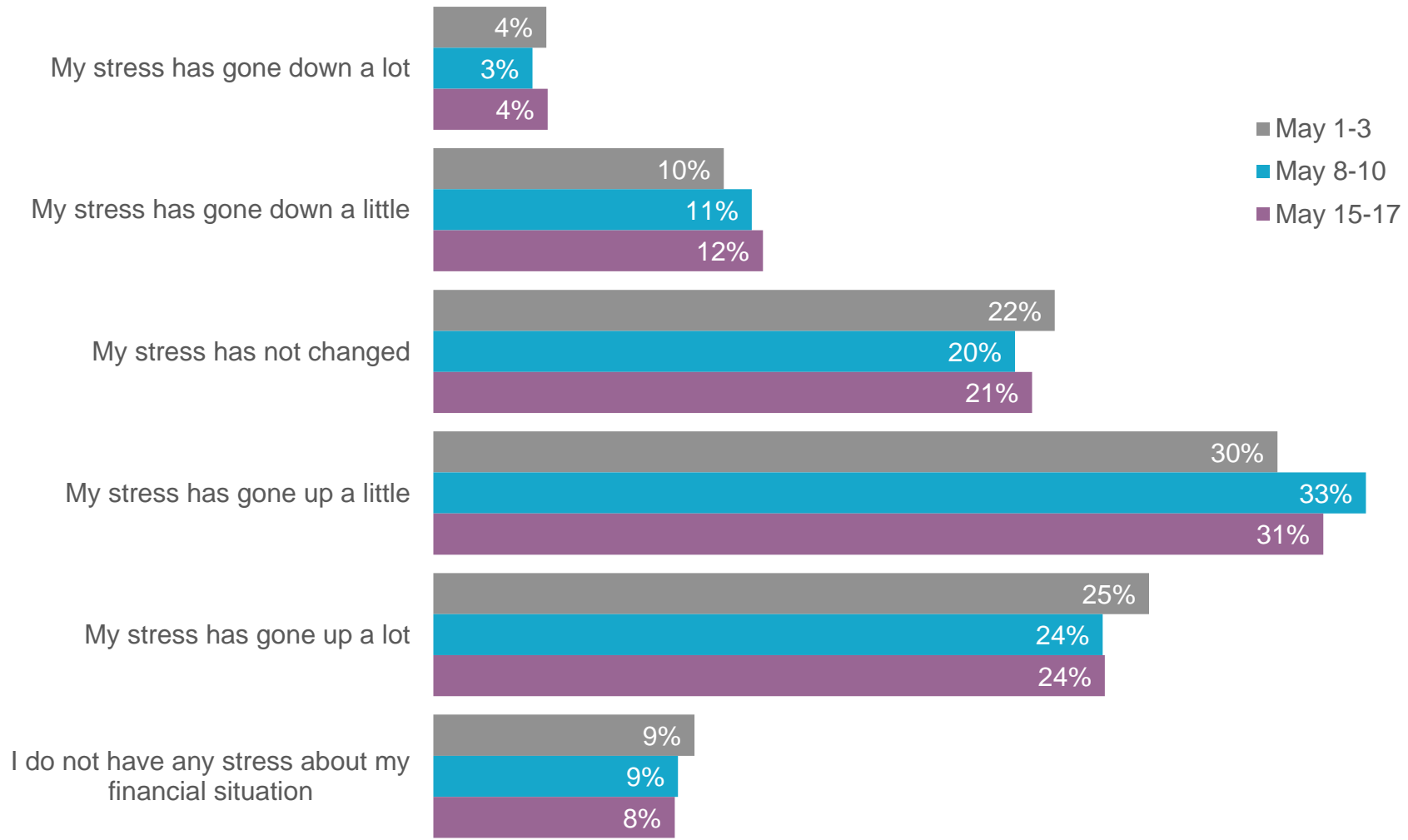


Distribution by Income



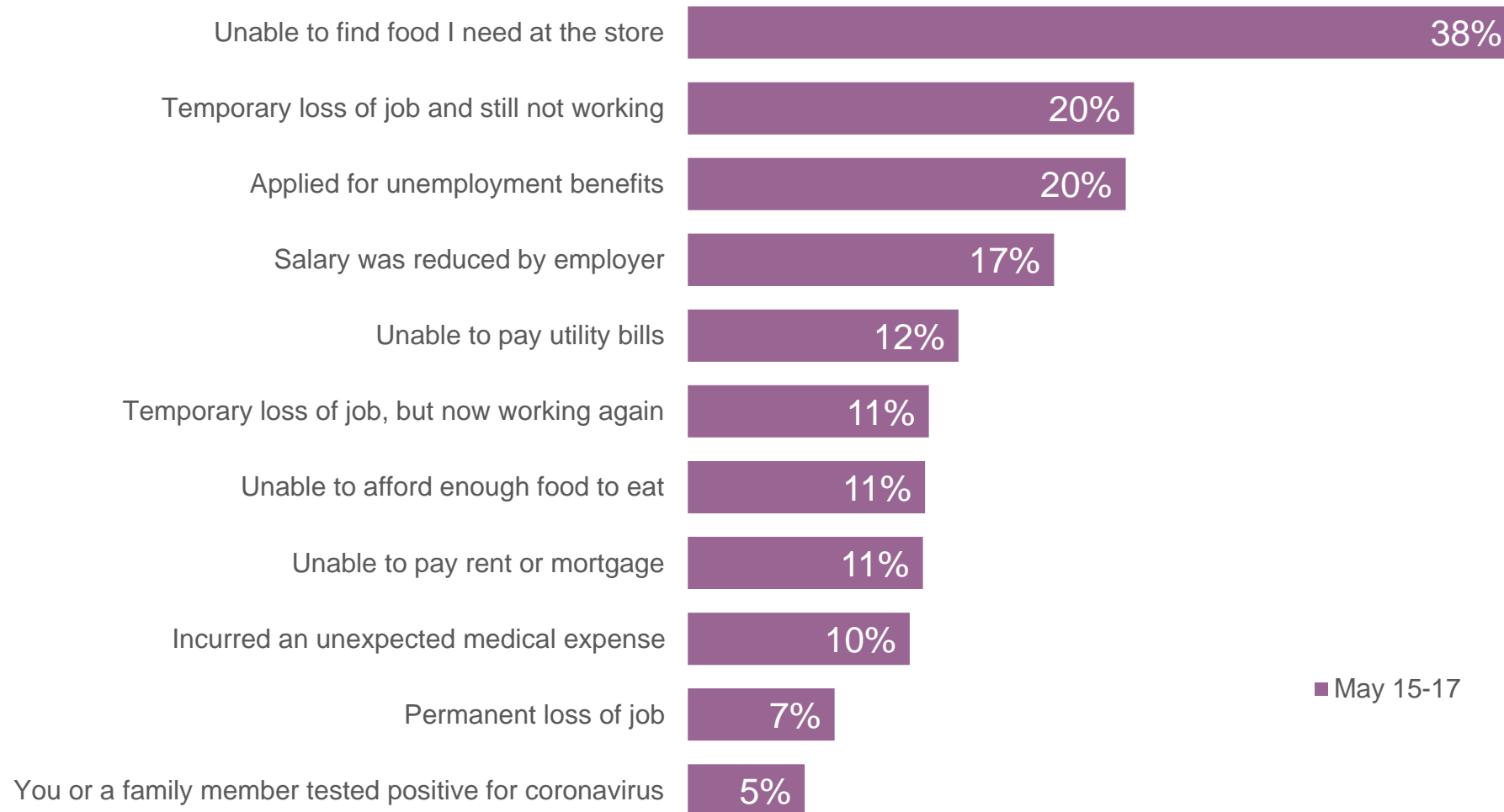
General Perceptions of U.S. Adults

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

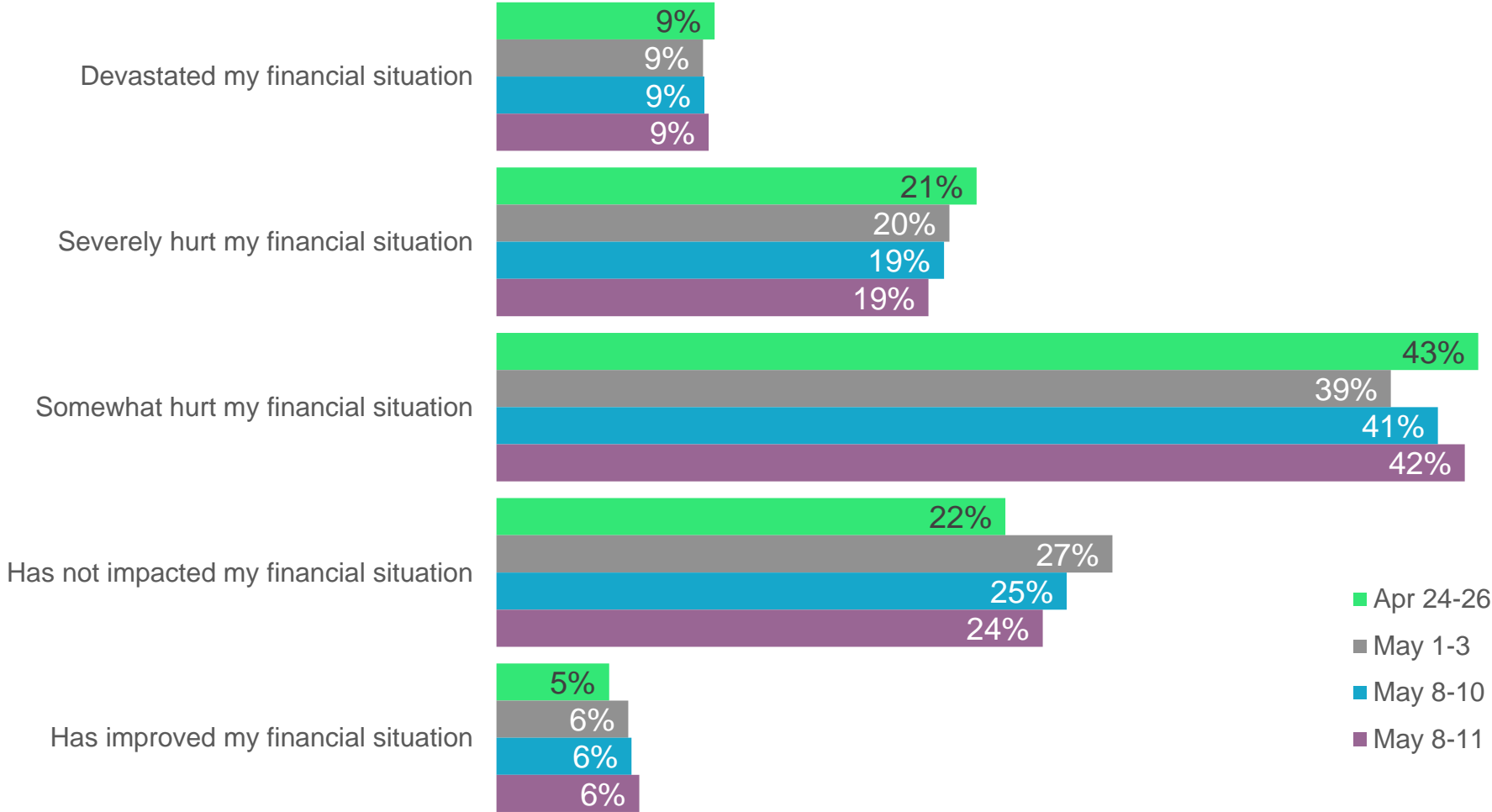


© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

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

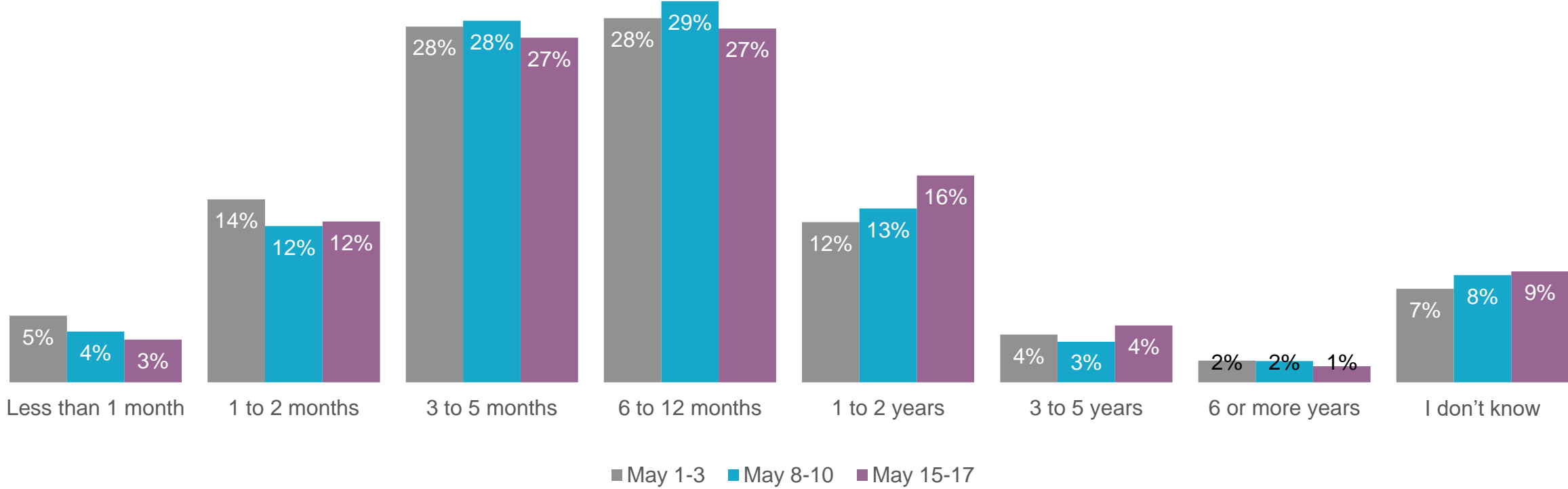


How has the coronavirus crisis impacted your personal financial situation?



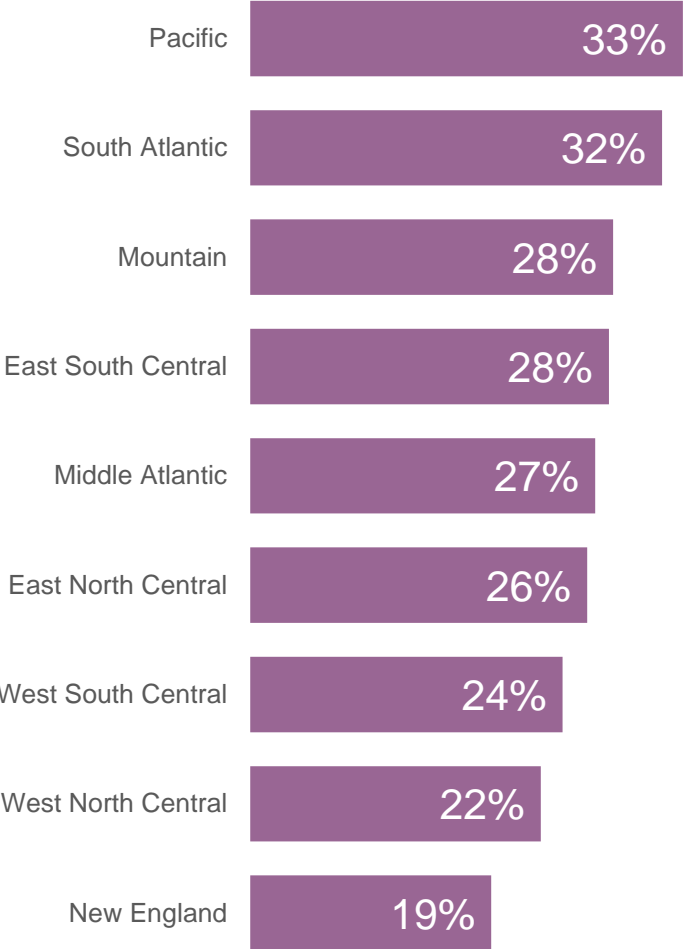
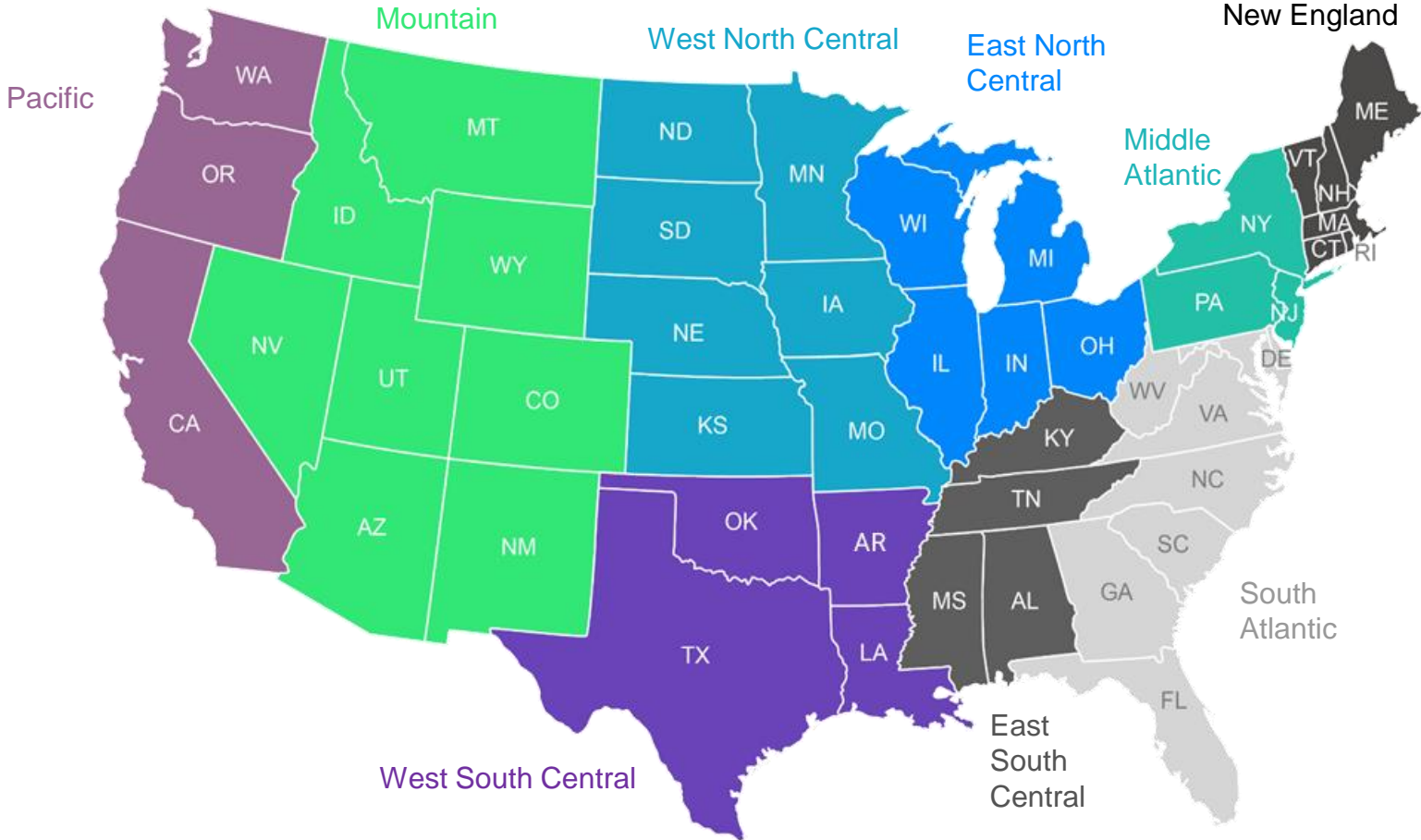
© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

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



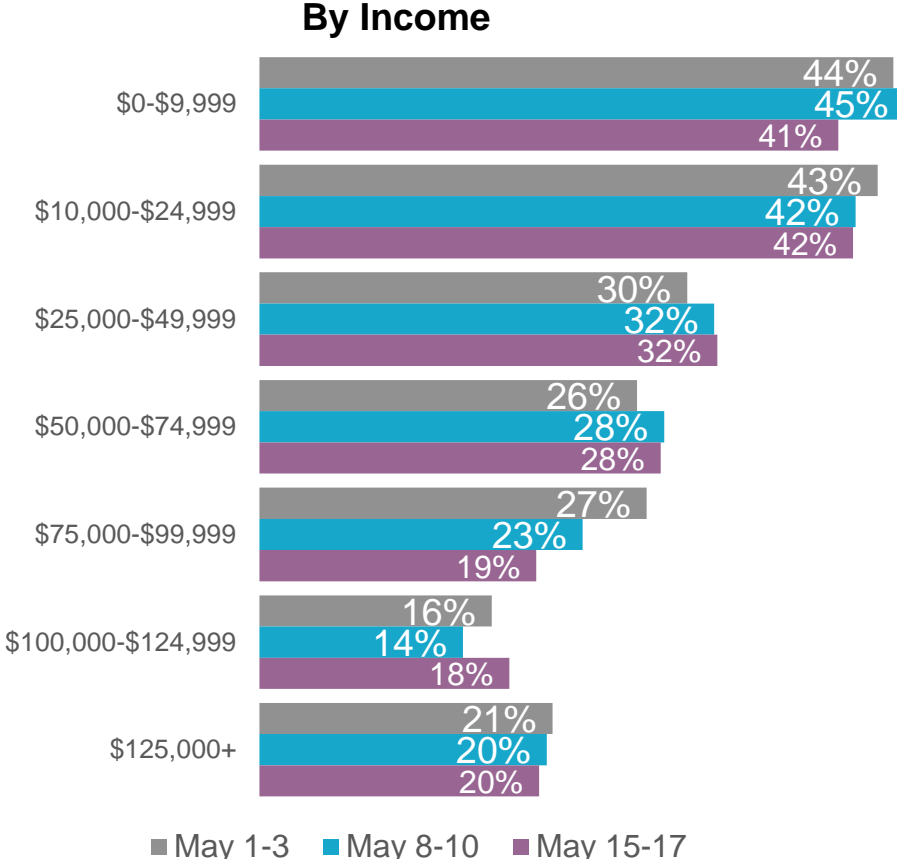
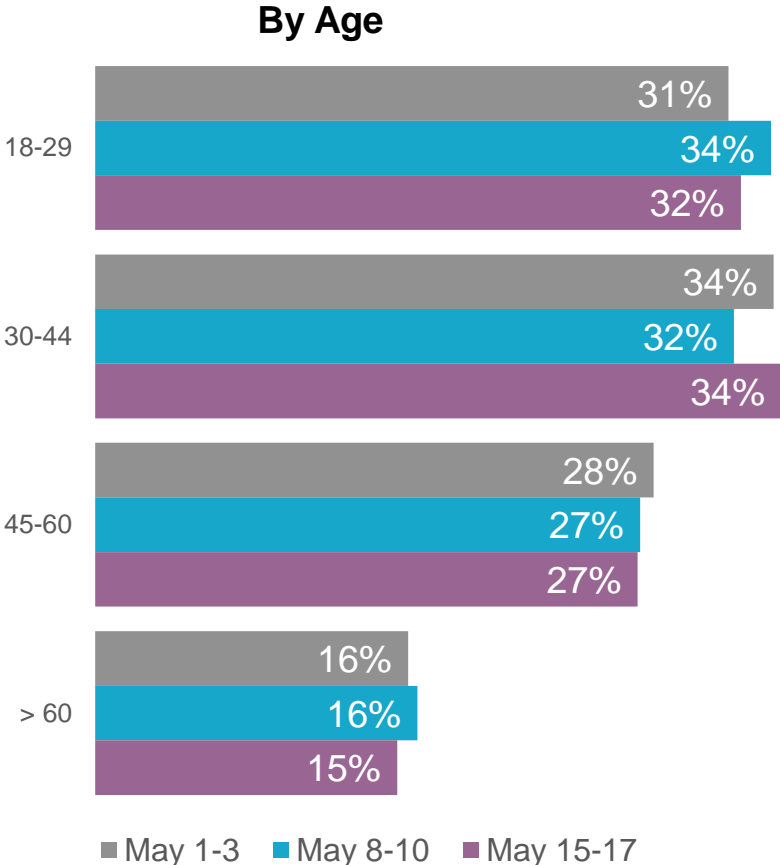
■ May 15-17

New England: n=81, East South Central: n=98

© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

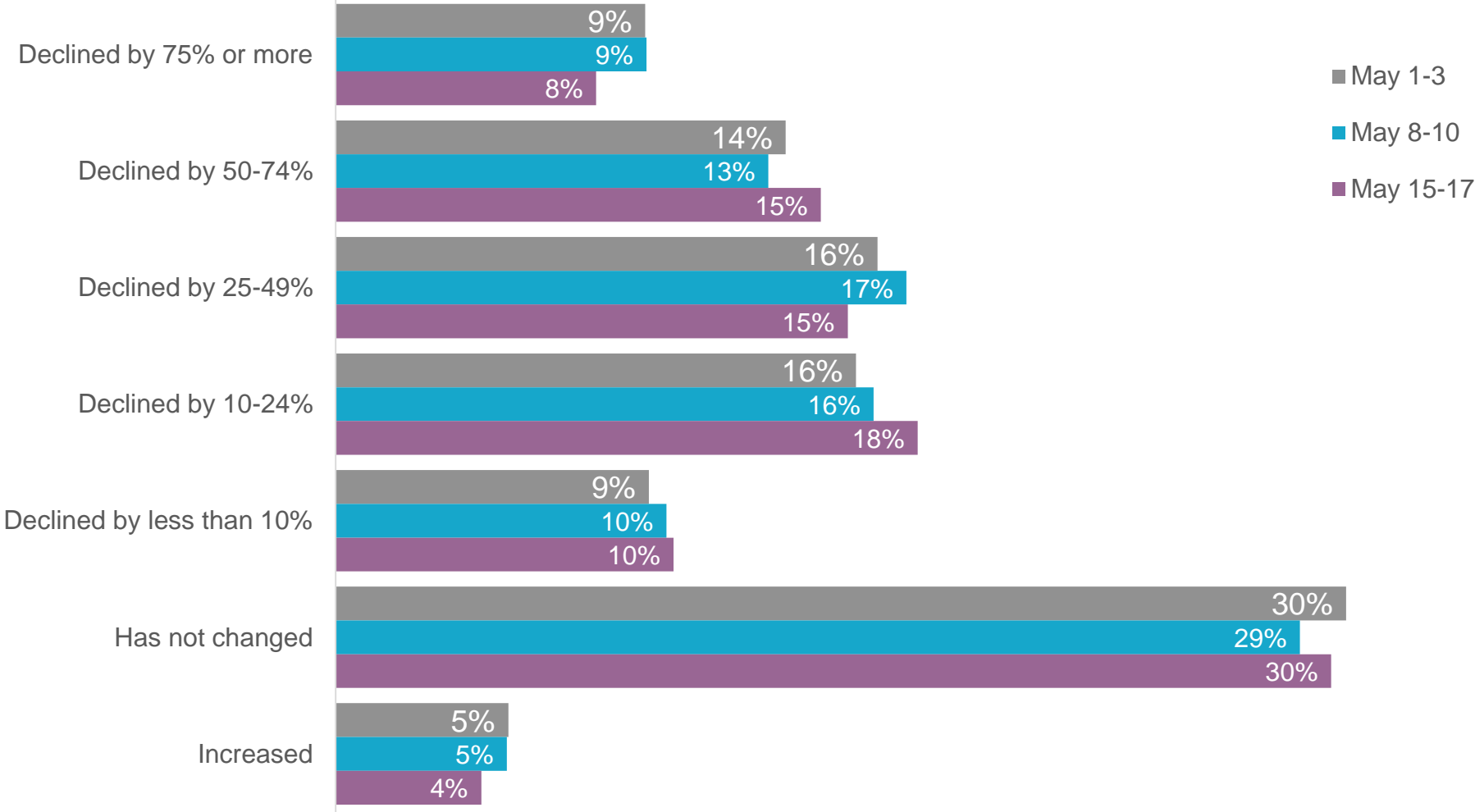
How has the coronavirus crisis impacted your personal financial situation?

% Devastated and Severely Hurt



© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

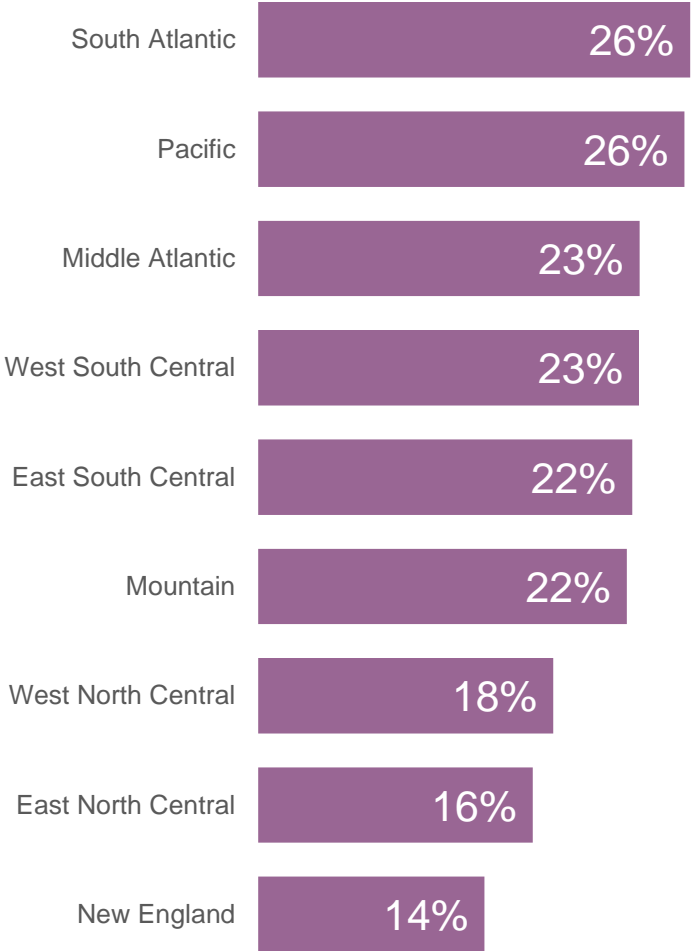
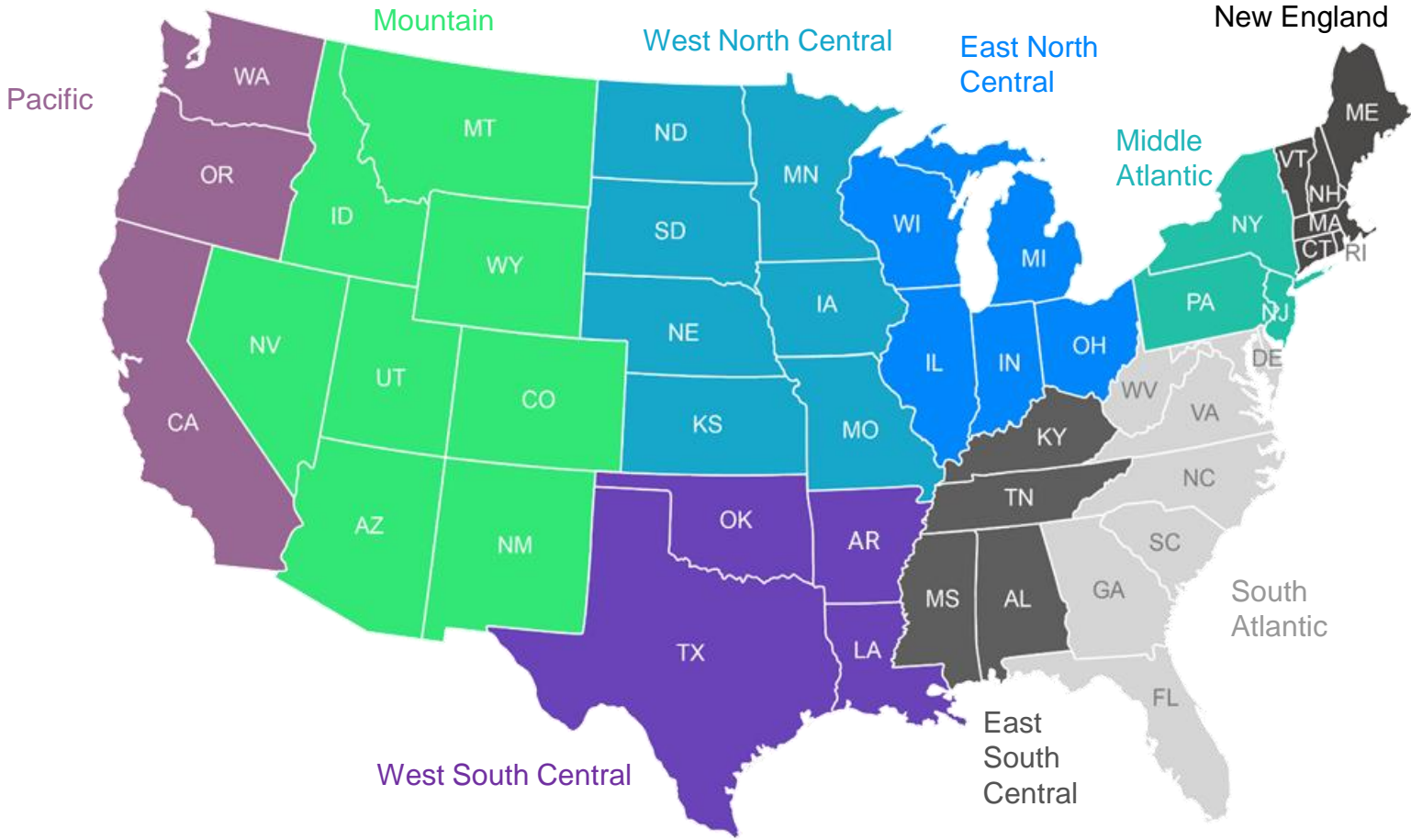
How has your family's income changed since the coronavirus crisis began?



© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

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

% Declined by 50% or More



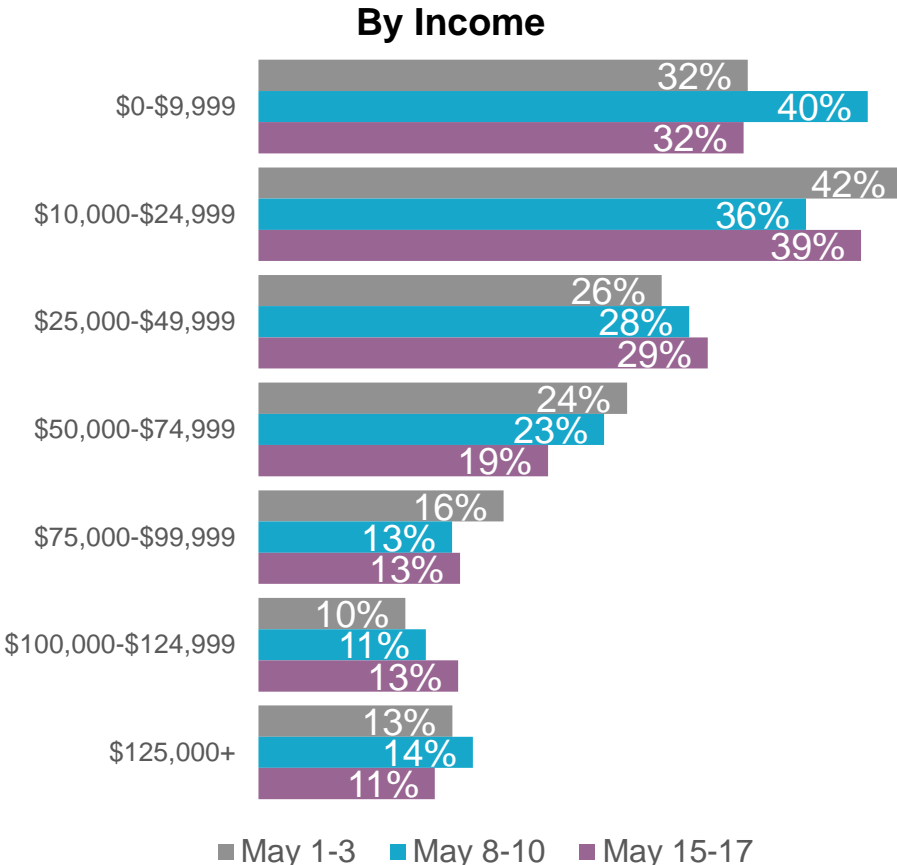
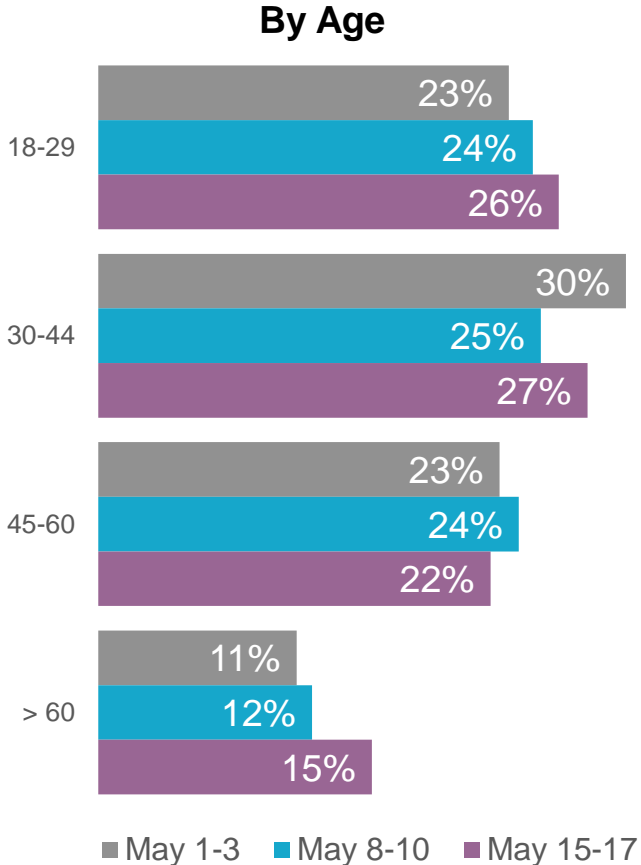
■ May 15-17

New England: n=81, East South Central: n=98

© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

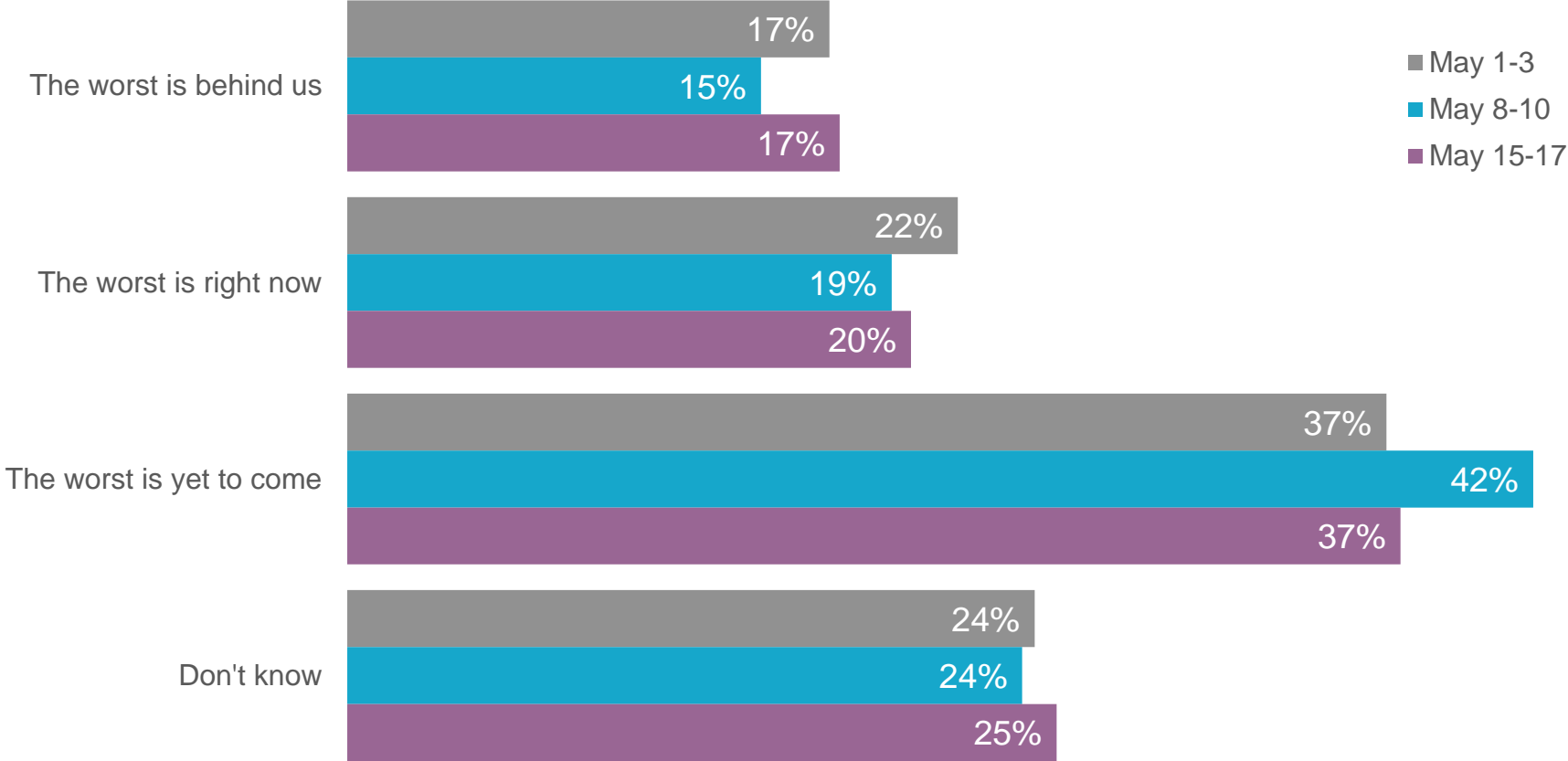
How has your family's income changed since the coronavirus crisis began?

% Declined by 50% or More

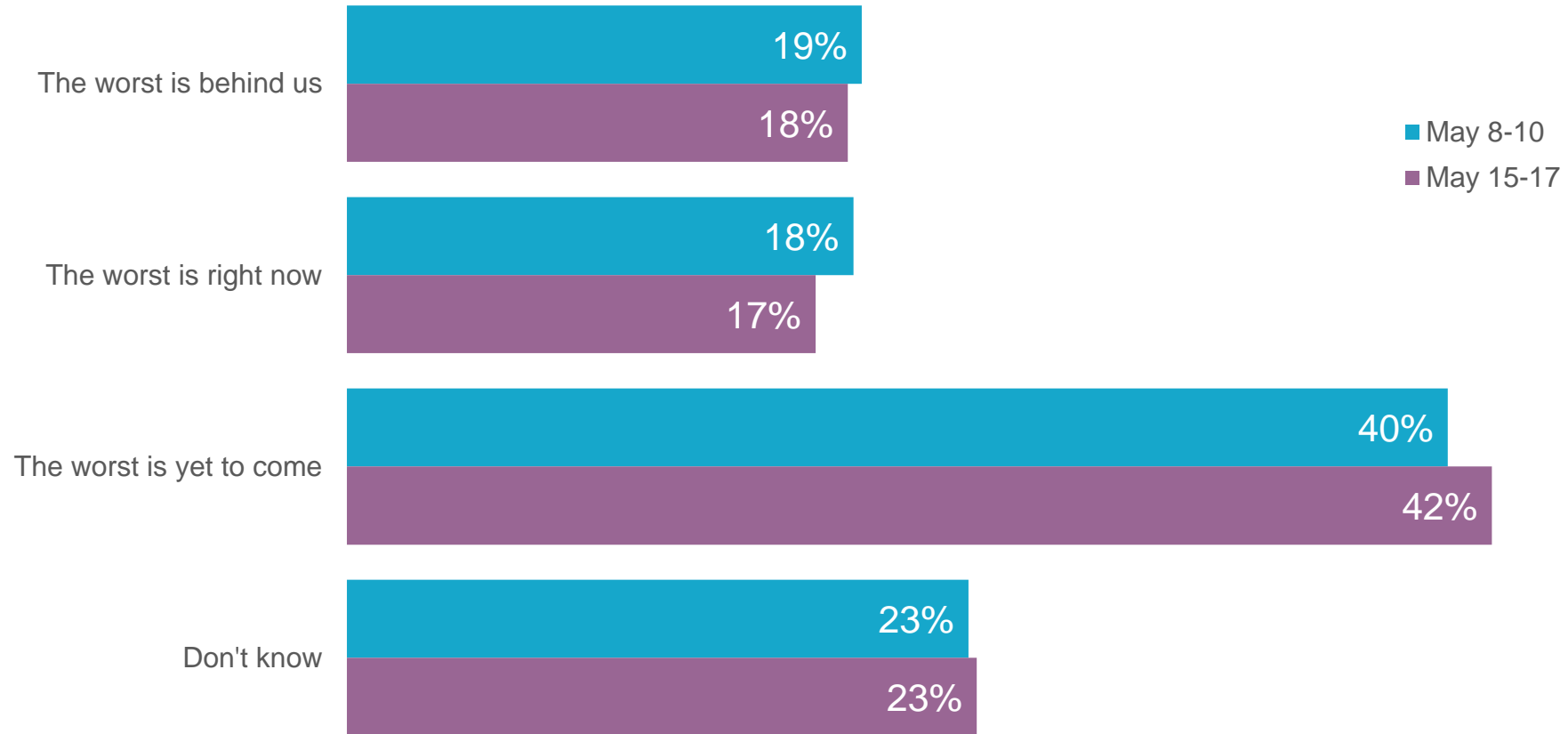


© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

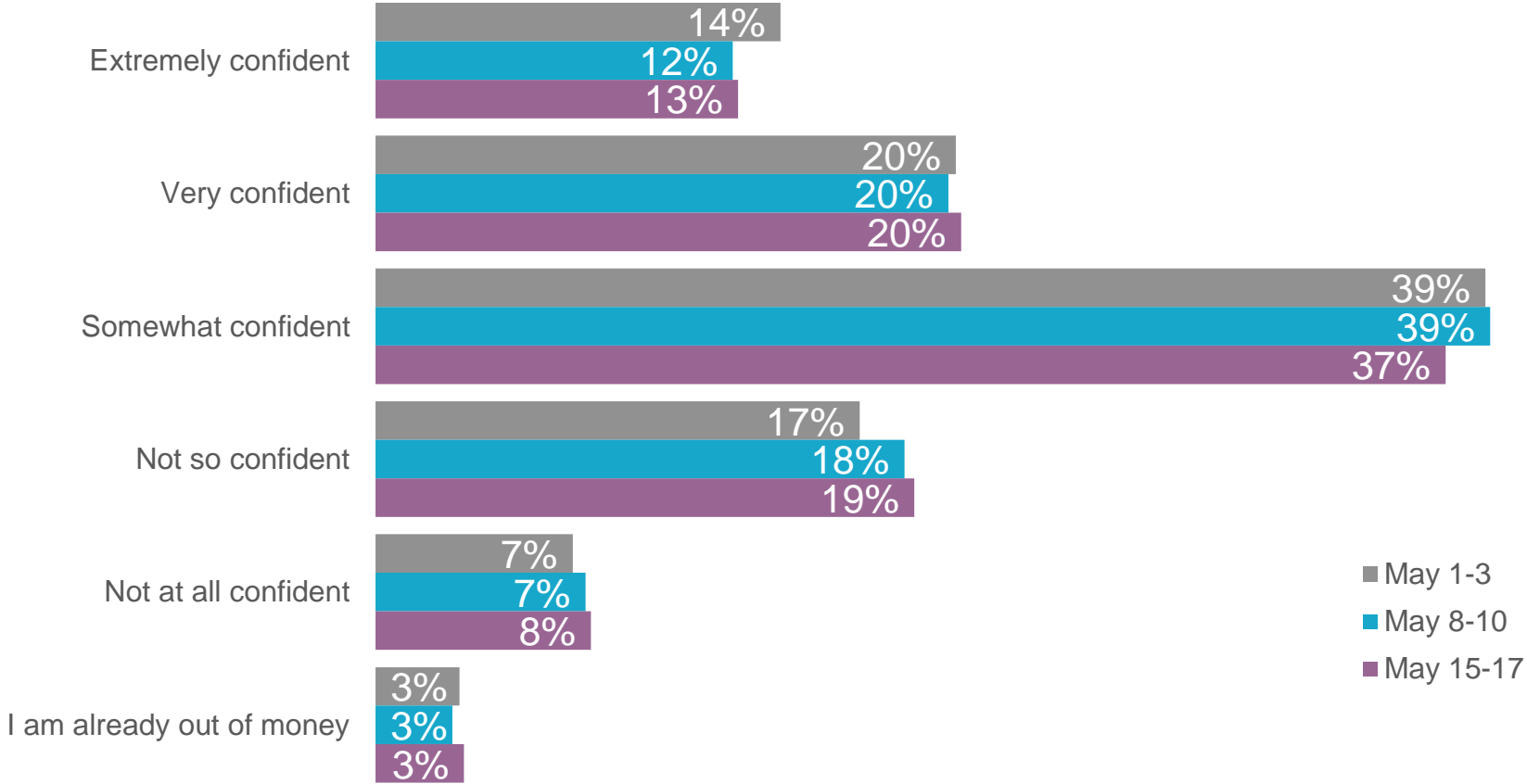
Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?



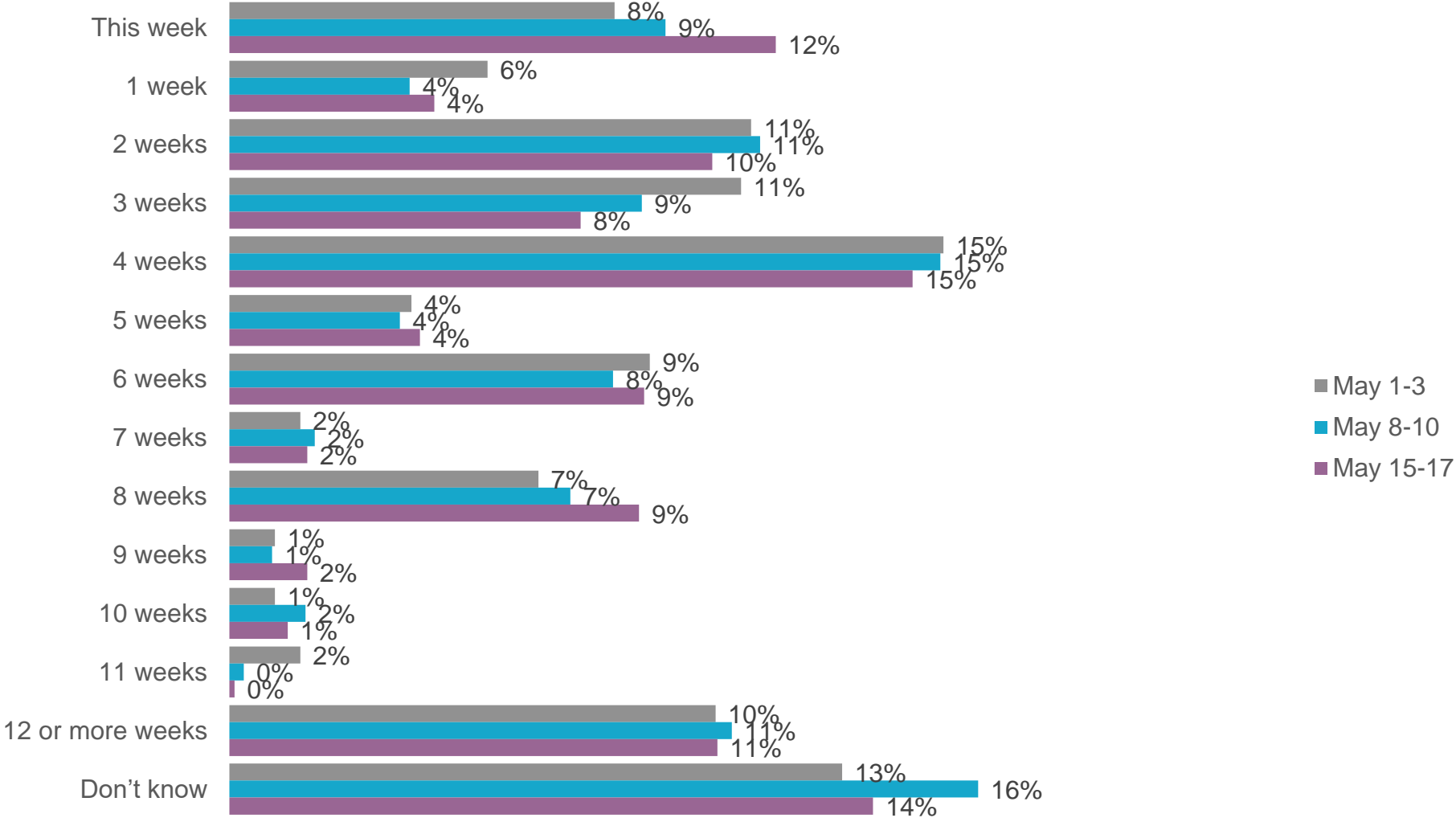
Which statement comes closest to your view about the spread of coronavirus (Covid-19)?



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

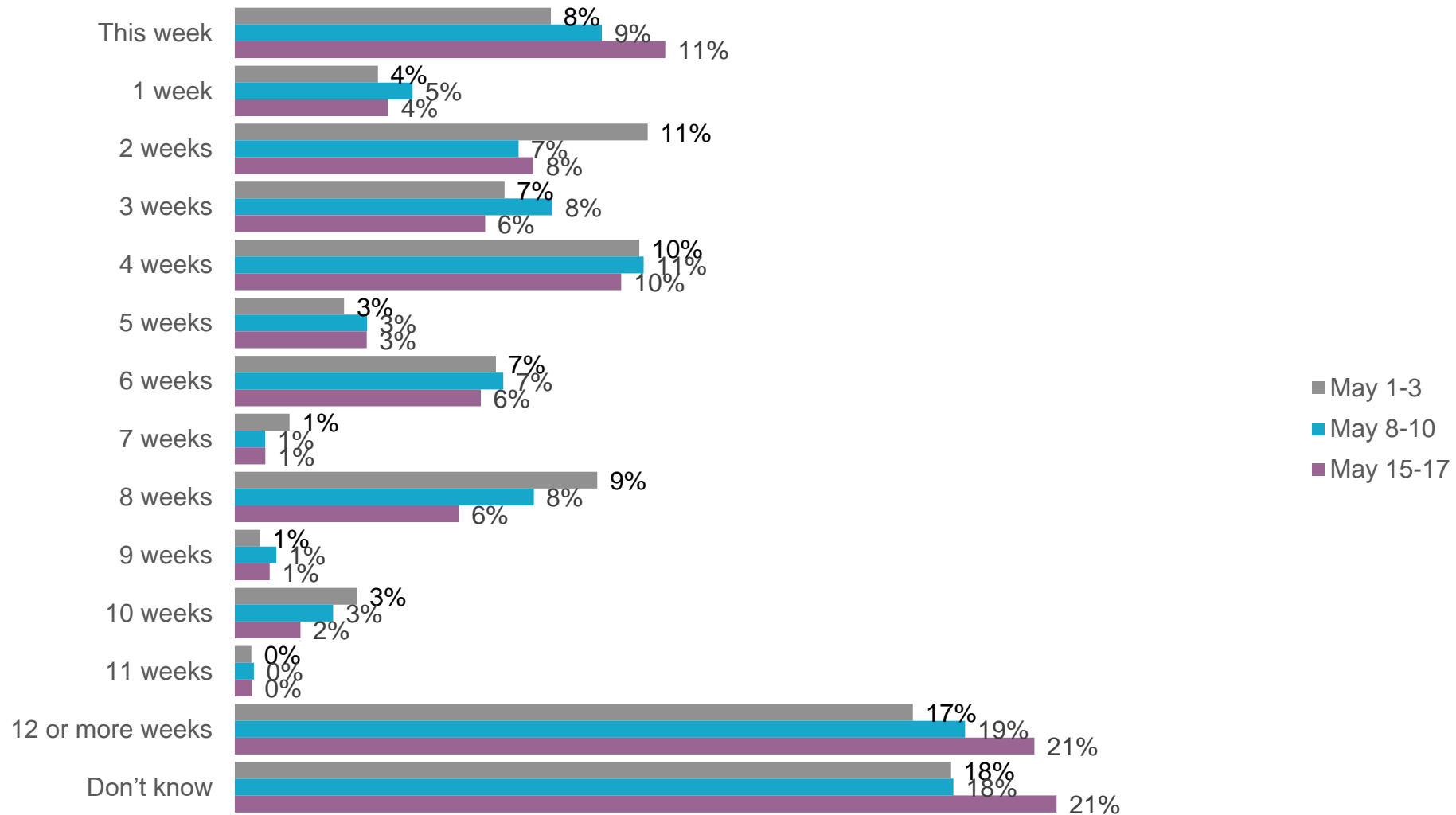


In how many weeks do you believe stores and restaurants which have been closed due to the coronavirus crisis should reopen?

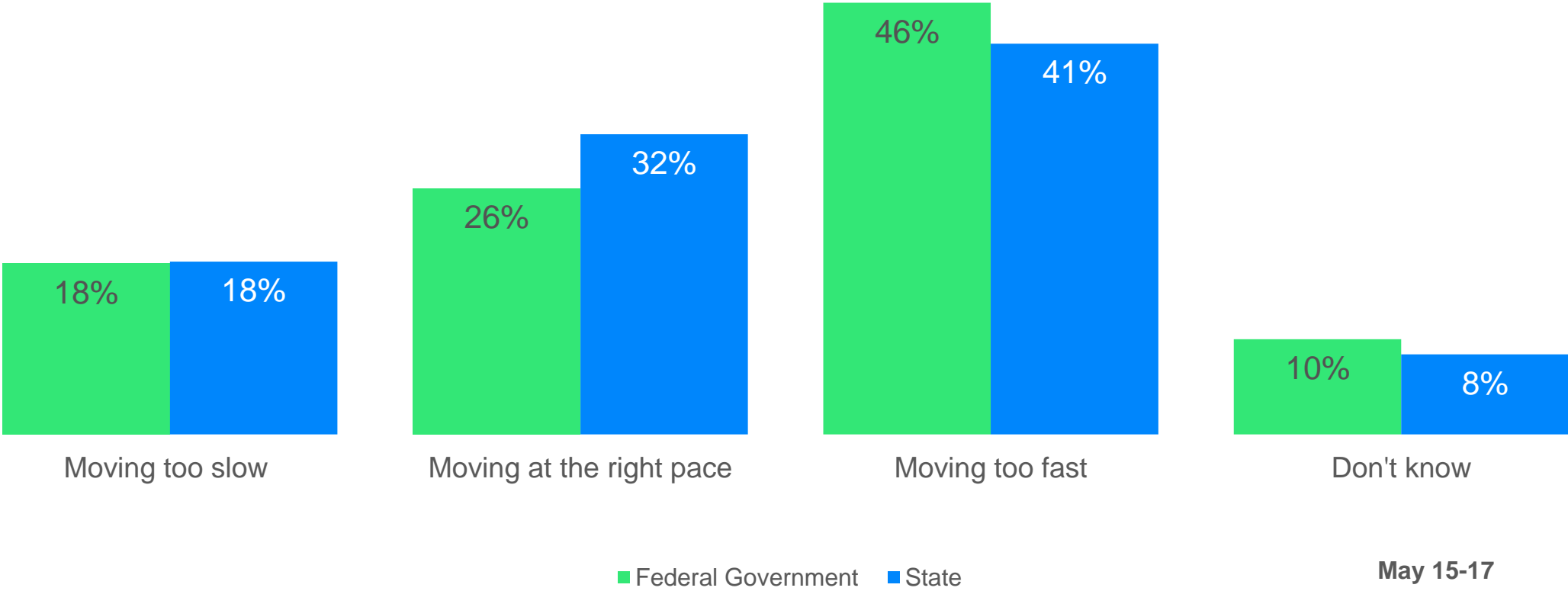


© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

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

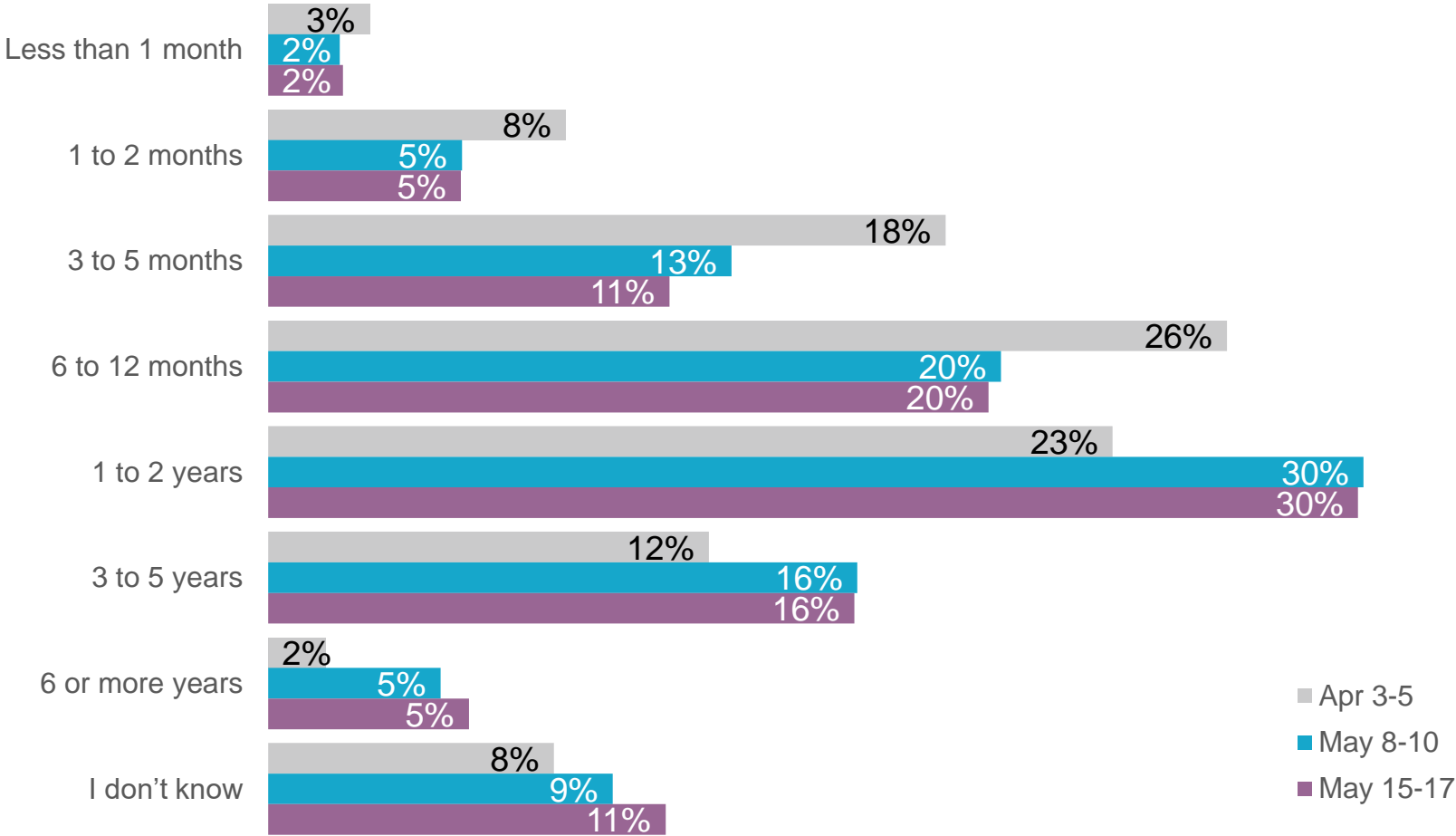


Which statement comes closest to your view on the federal government's/state's approach to reopen the economy?



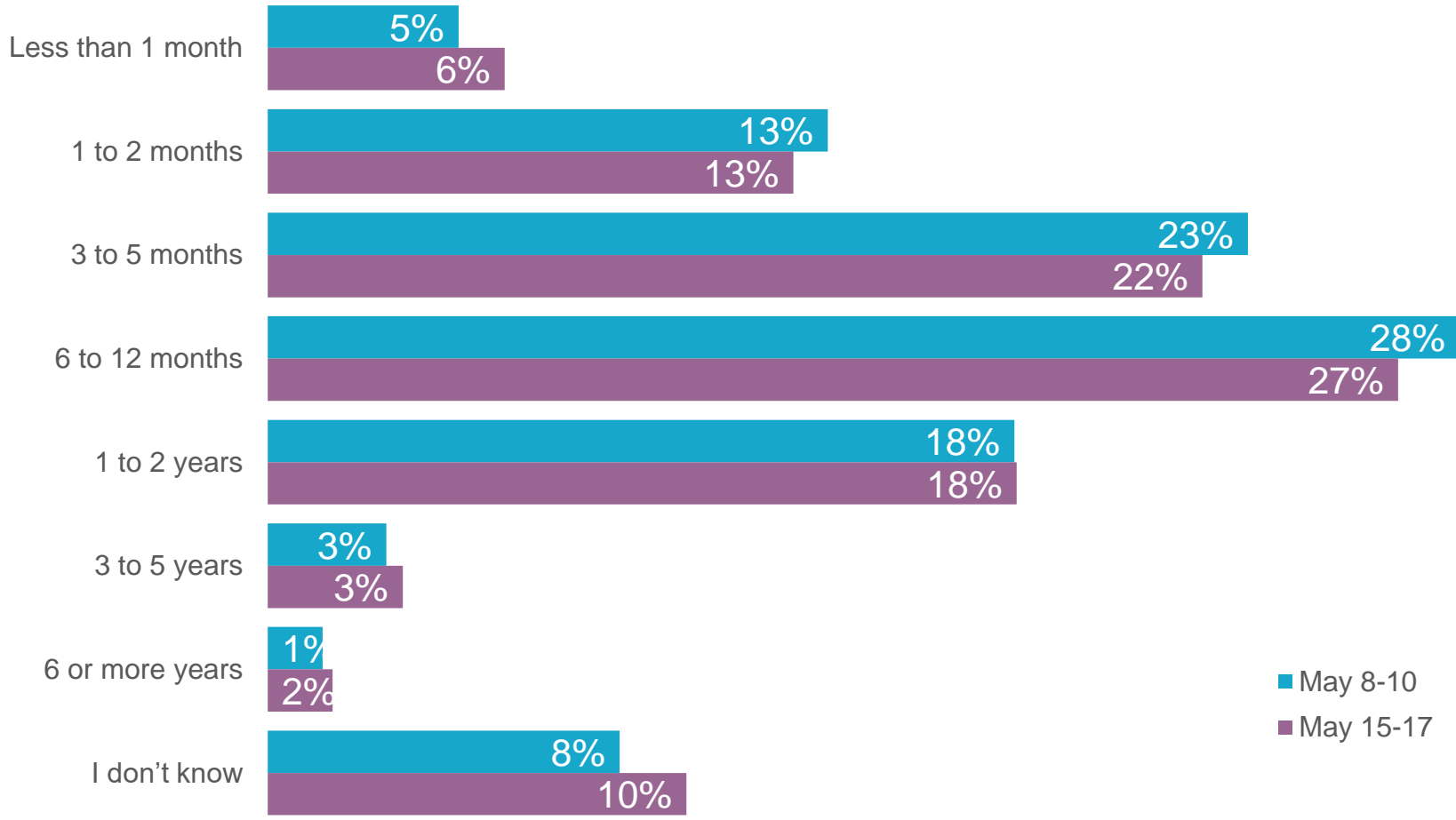
© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

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

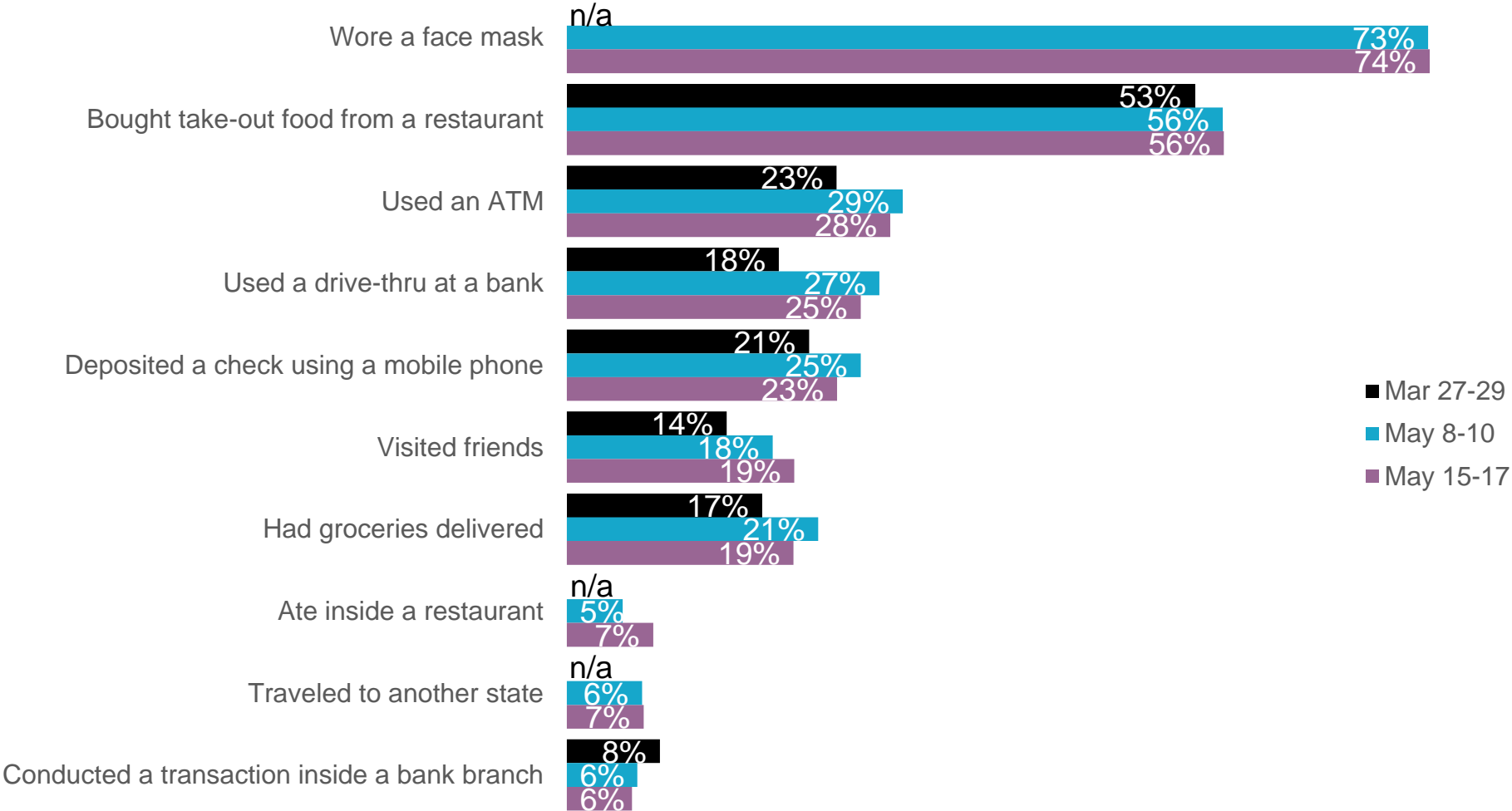


© 2020 J.D. Power. All Rights Reserved. Charts, graphs, data and insights extracted from this publication must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power Financial Services Covid-19 Pulse SurveySM as the source. No advertising or other promotional use can be made of the information in this publication or J.D. Power study results without the express prior written consent of J.D. Power.

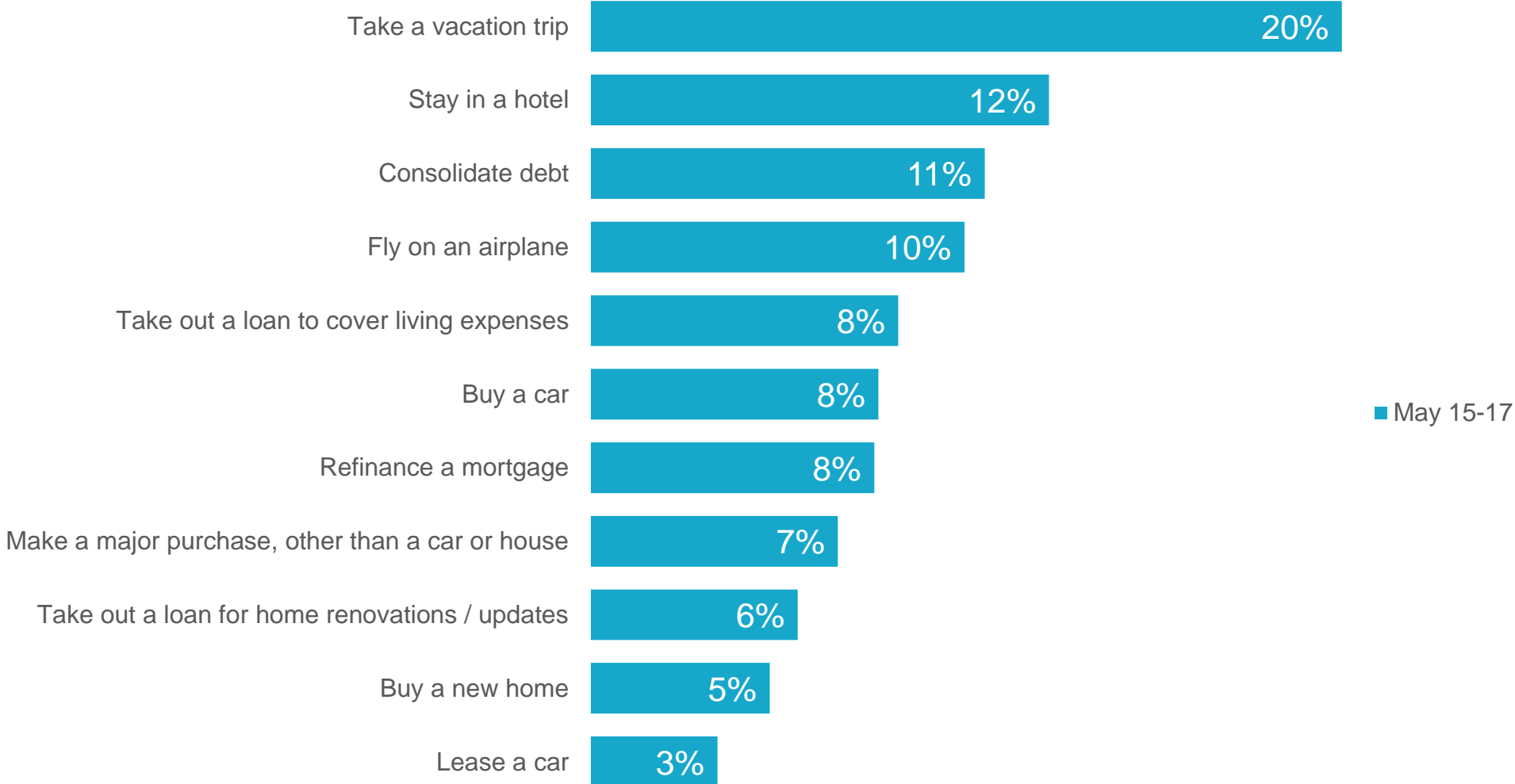
How long do you expect that it will take until your typical activities return to normal (work, travel, dining, entertainment, church, sports, etc.)?



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

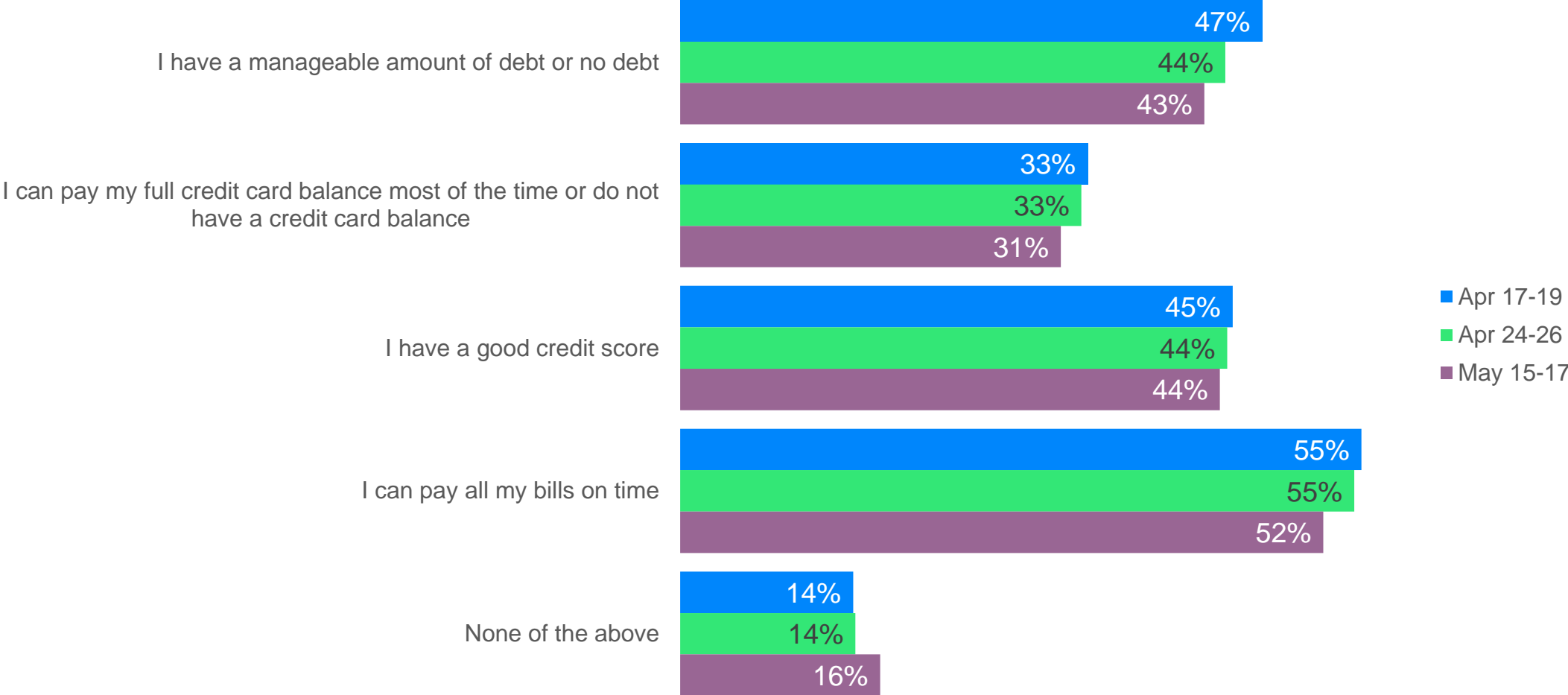


Which of the following do you plan to do in the next 3 months?

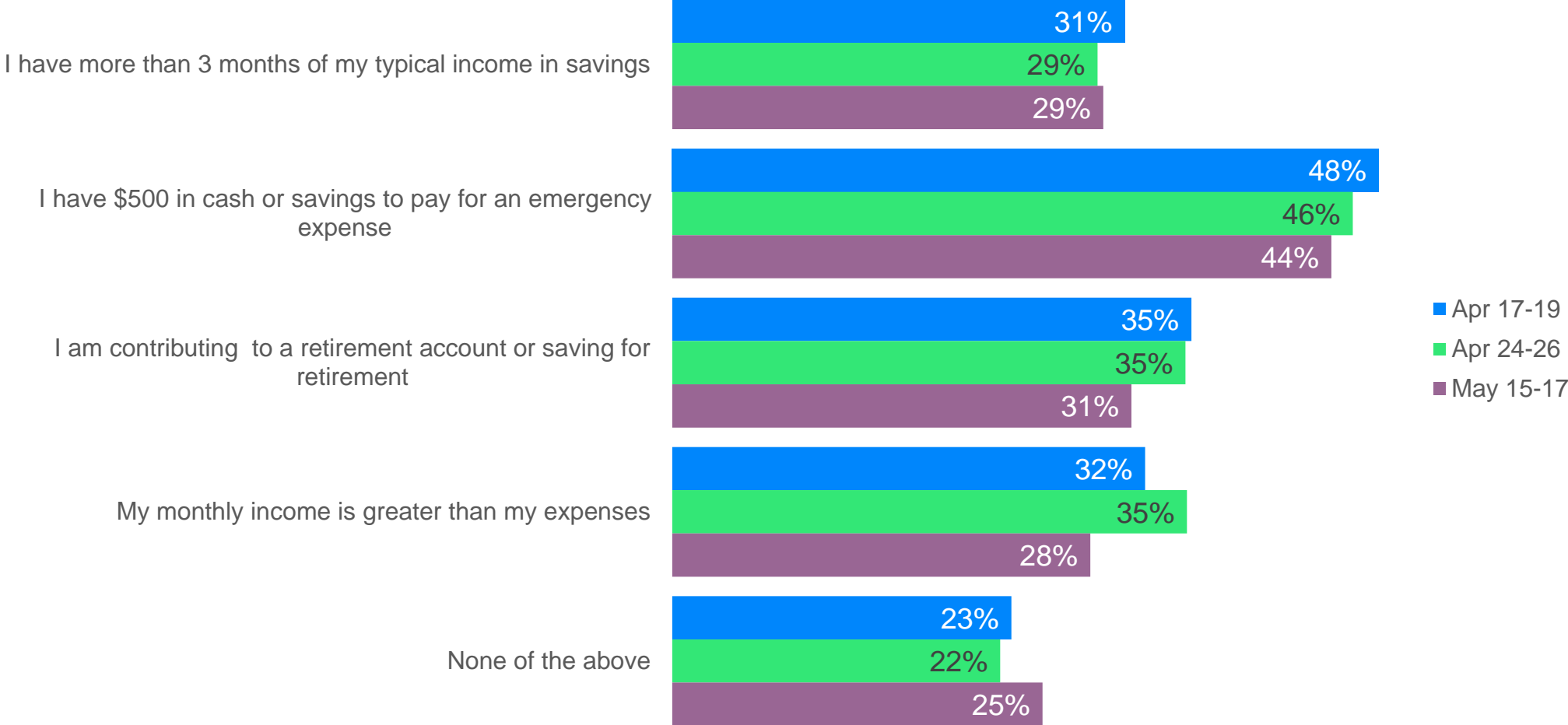


Financial Health

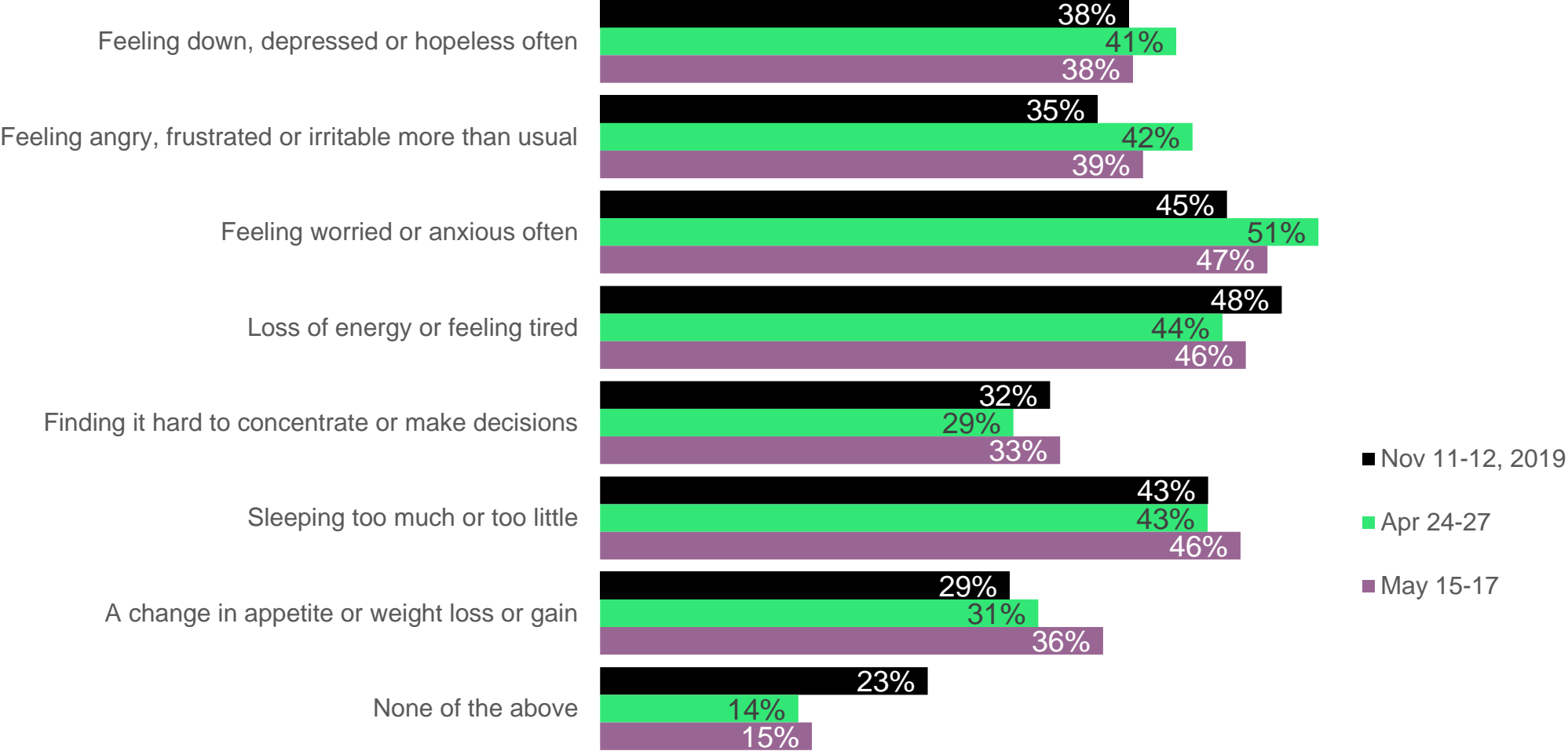
Which of the following describe your borrowing situation?



Which of the following describe your savings situation?



Have you experienced any of the following for longer than two weeks since the beginning of the coronavirus crisis?



Note: Nov 11-12, 2019 question asked if experienced in the past 12 months.

Contributors

JIM MILLER

*Vice President,
Banking and
Payments
Intelligence*

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

Tokyo, Japan
Metro City Kamiyacho
5-1-5 Toranomon
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