

A stack of several 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

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## COVID-19 Pulse Survey

May 8-10, 2020 Update

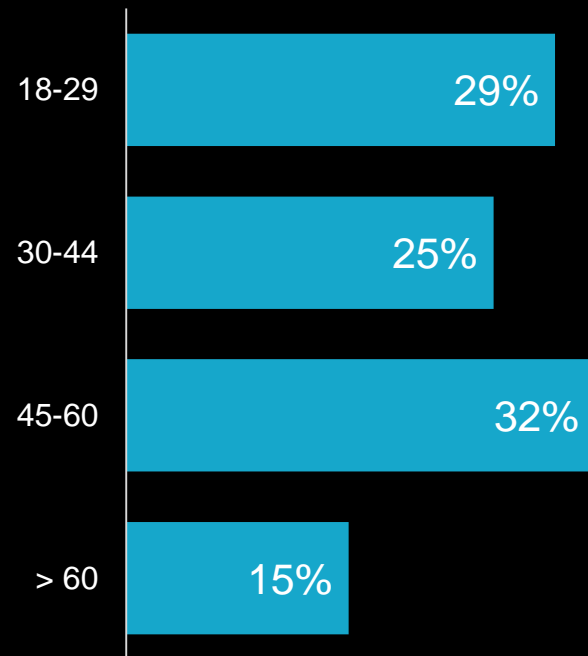
Global Business Intelligence

May 11, 2020

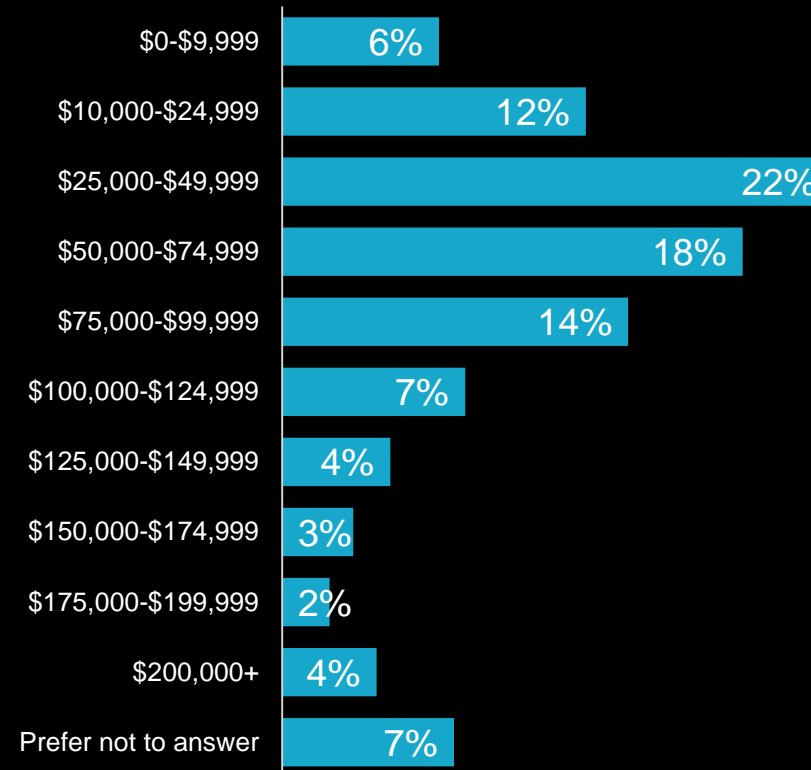
# Survey Methodology

- Surveys were conducted online among U.S. consumers aged 18 and older
- May 8-10: n=2,027 (46% male, 54% female)

**Distribution by Age**

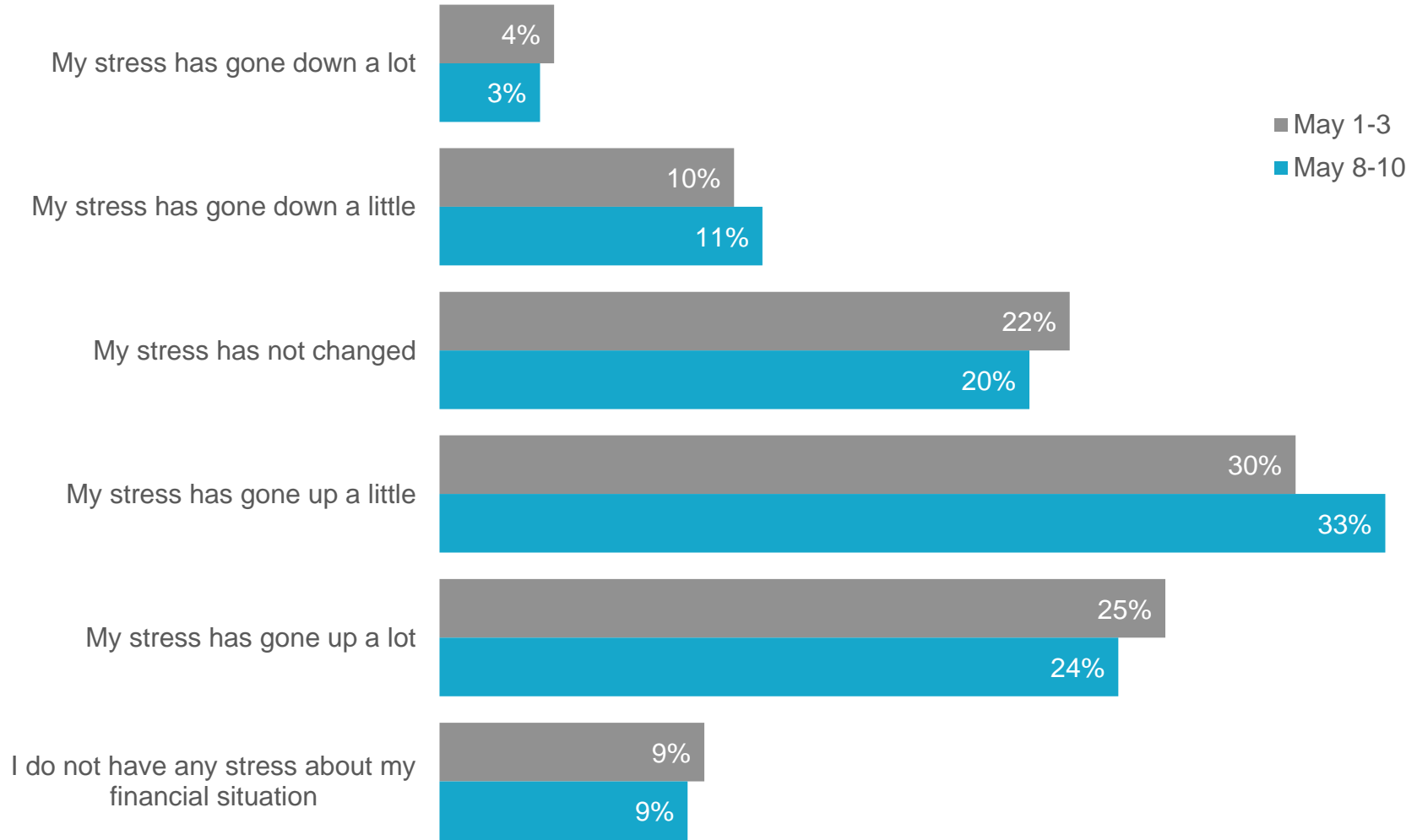


**Distribution by Income**



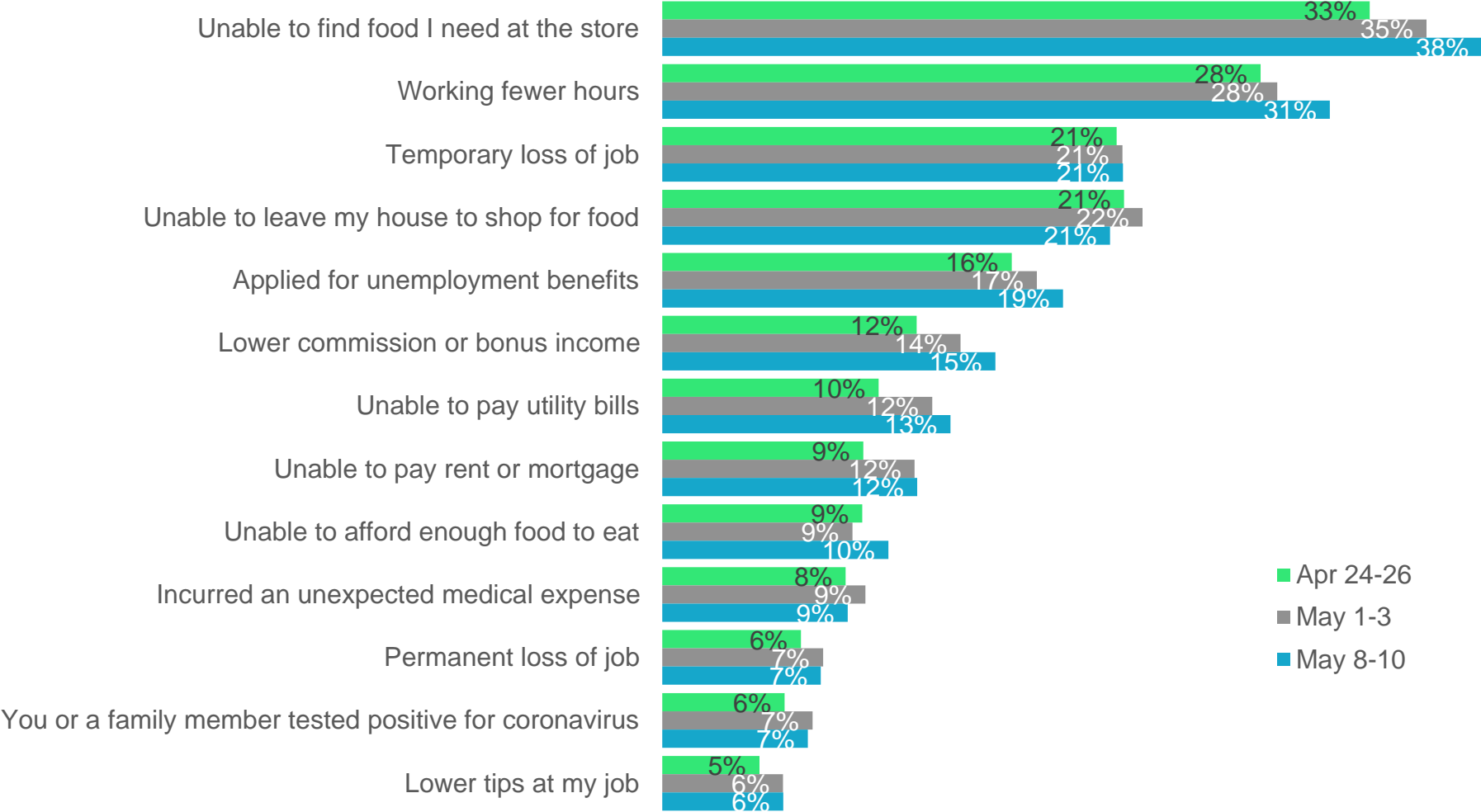
# General Perceptions of U.S. Adults

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



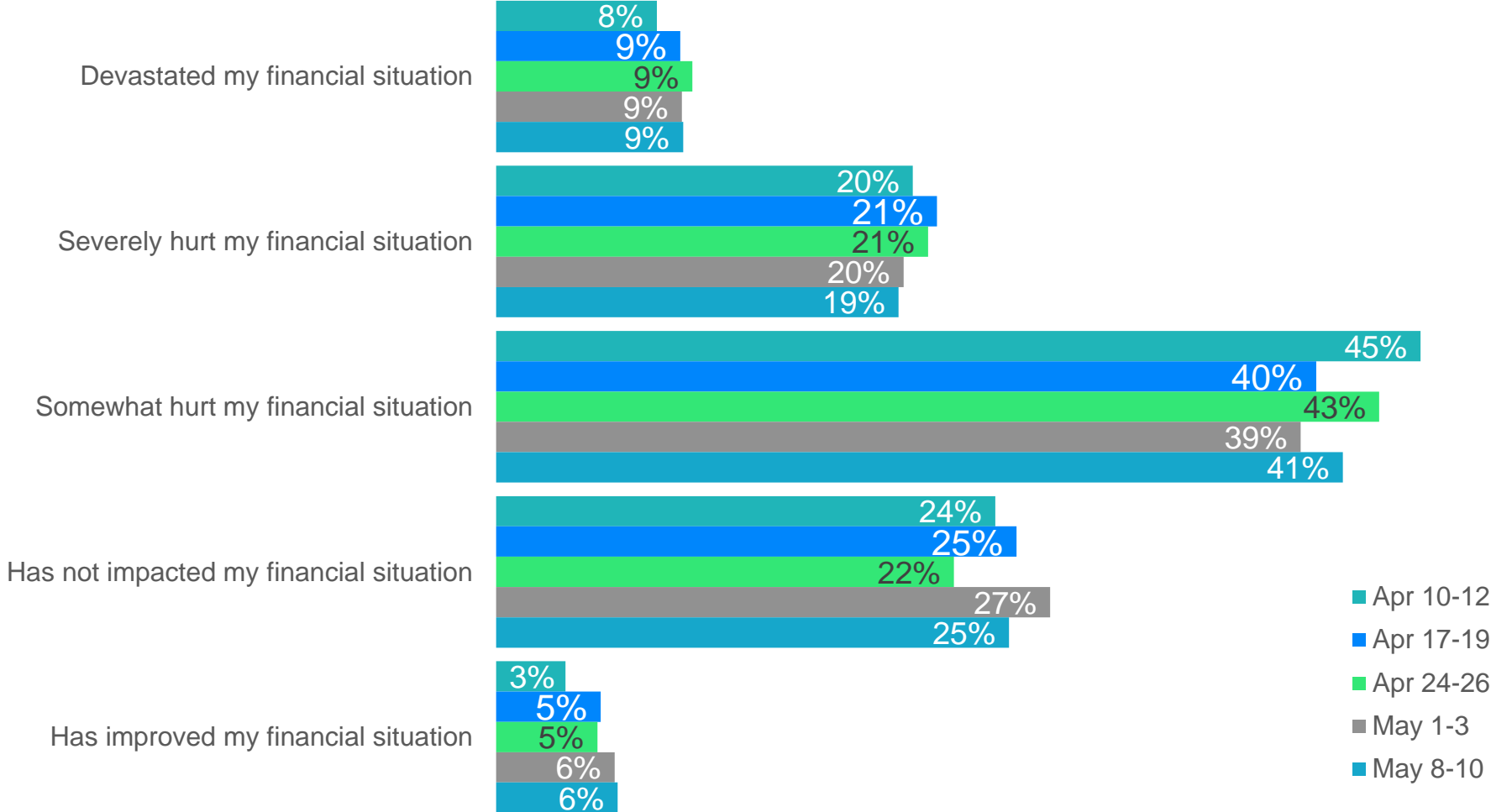
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# Which of the following impacts from the coronavirus have you already experienced?



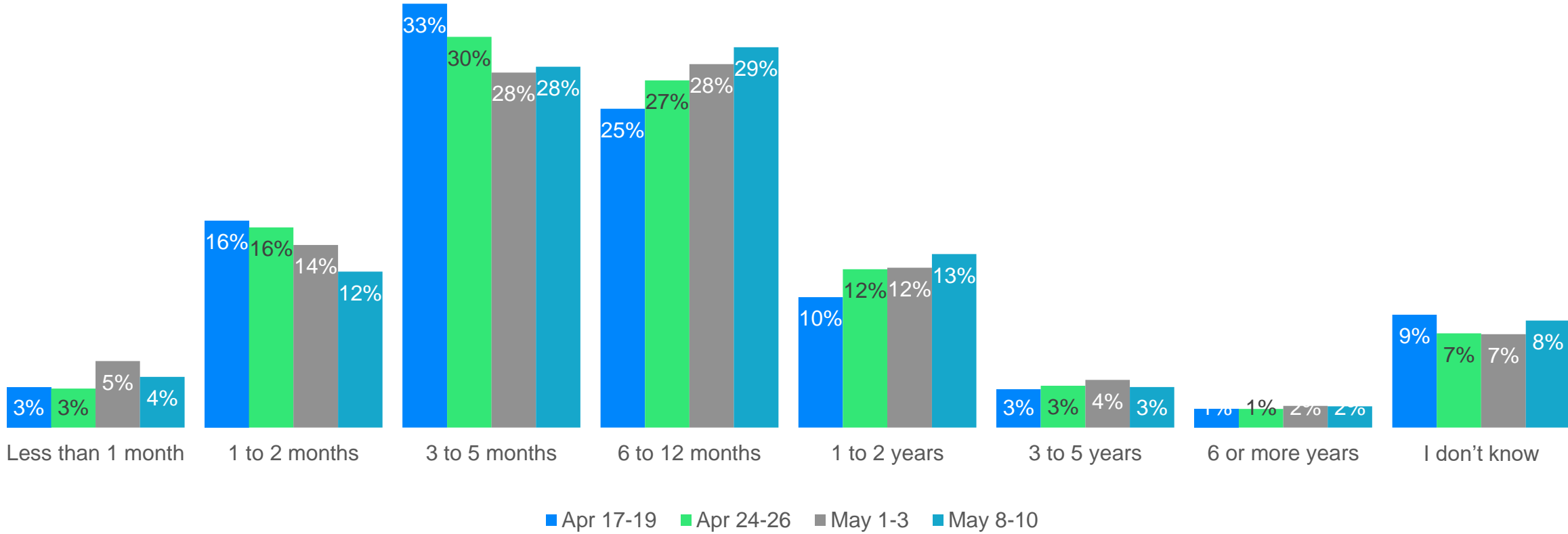
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# How has the coronavirus crisis impacted your personal financial situation?



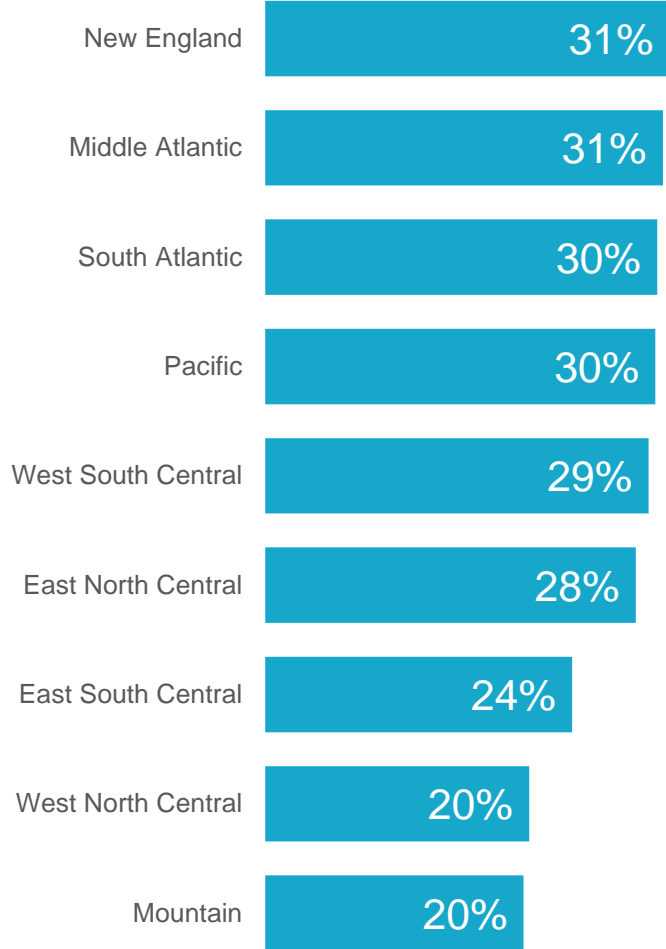
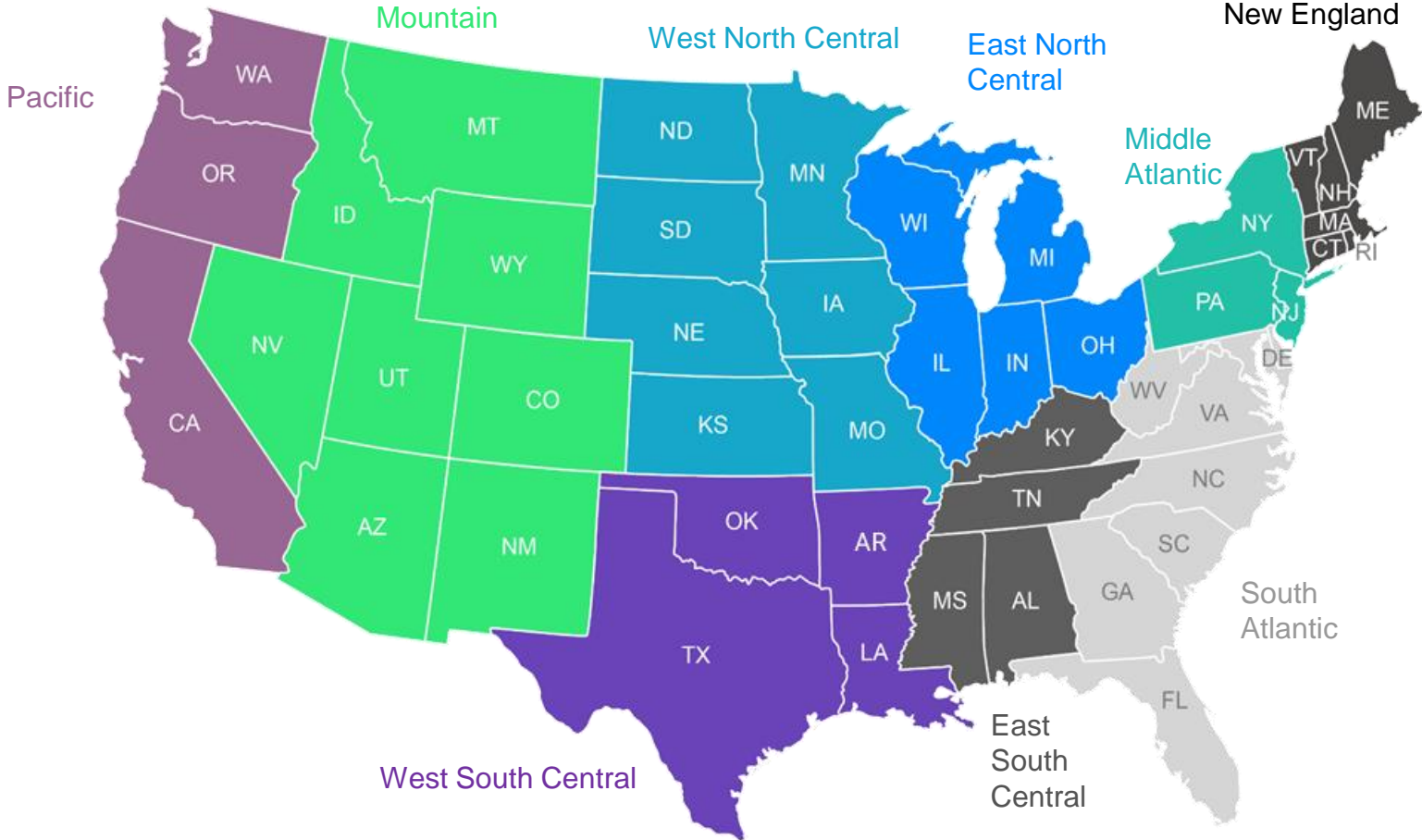
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# How long do you expect that your financial situation will be worse due to the coronavirus?



# How has the coronavirus crisis impacted your personal financial situation?

## % Devastated and Severely Hurt



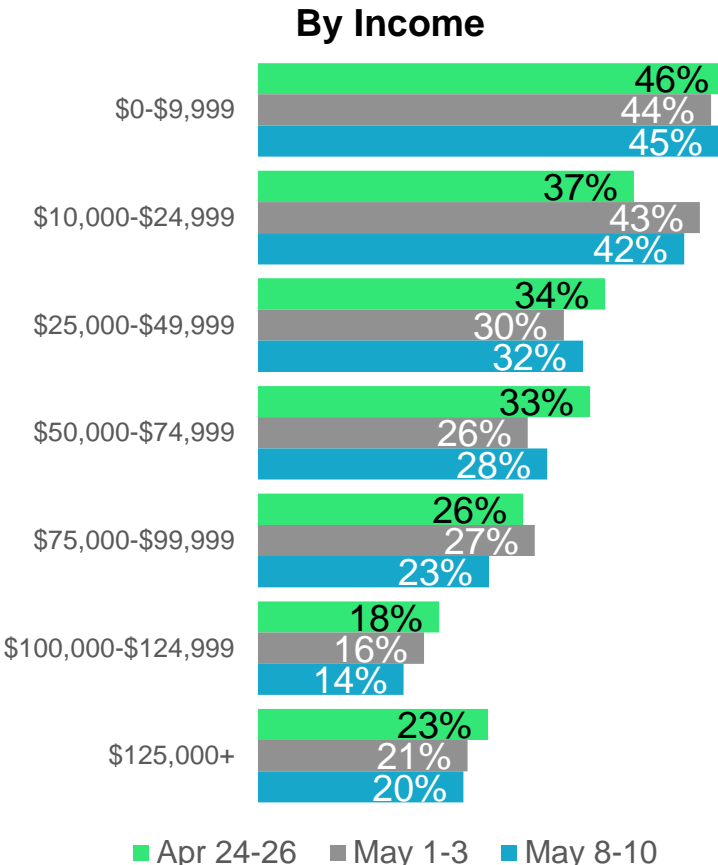
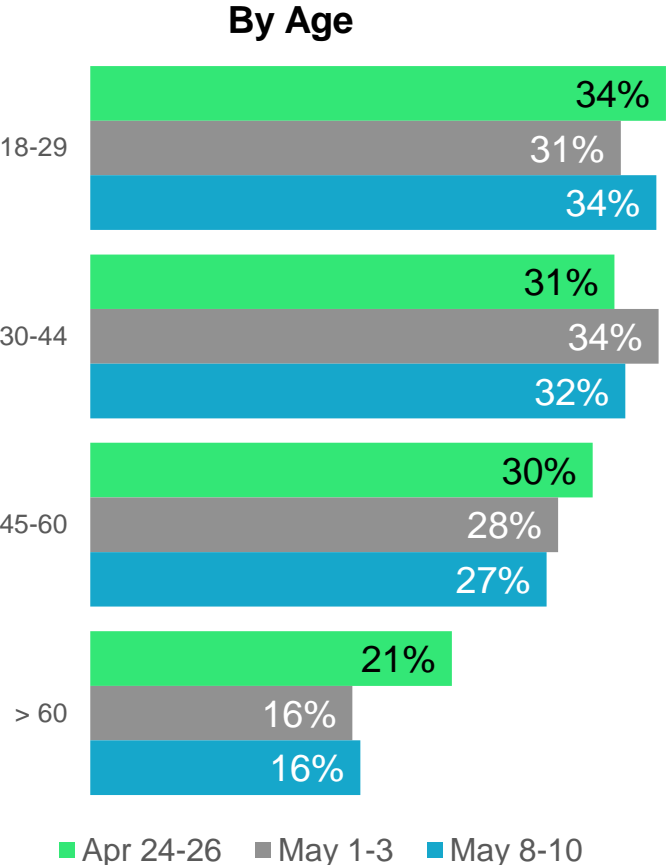
■ May 8-10

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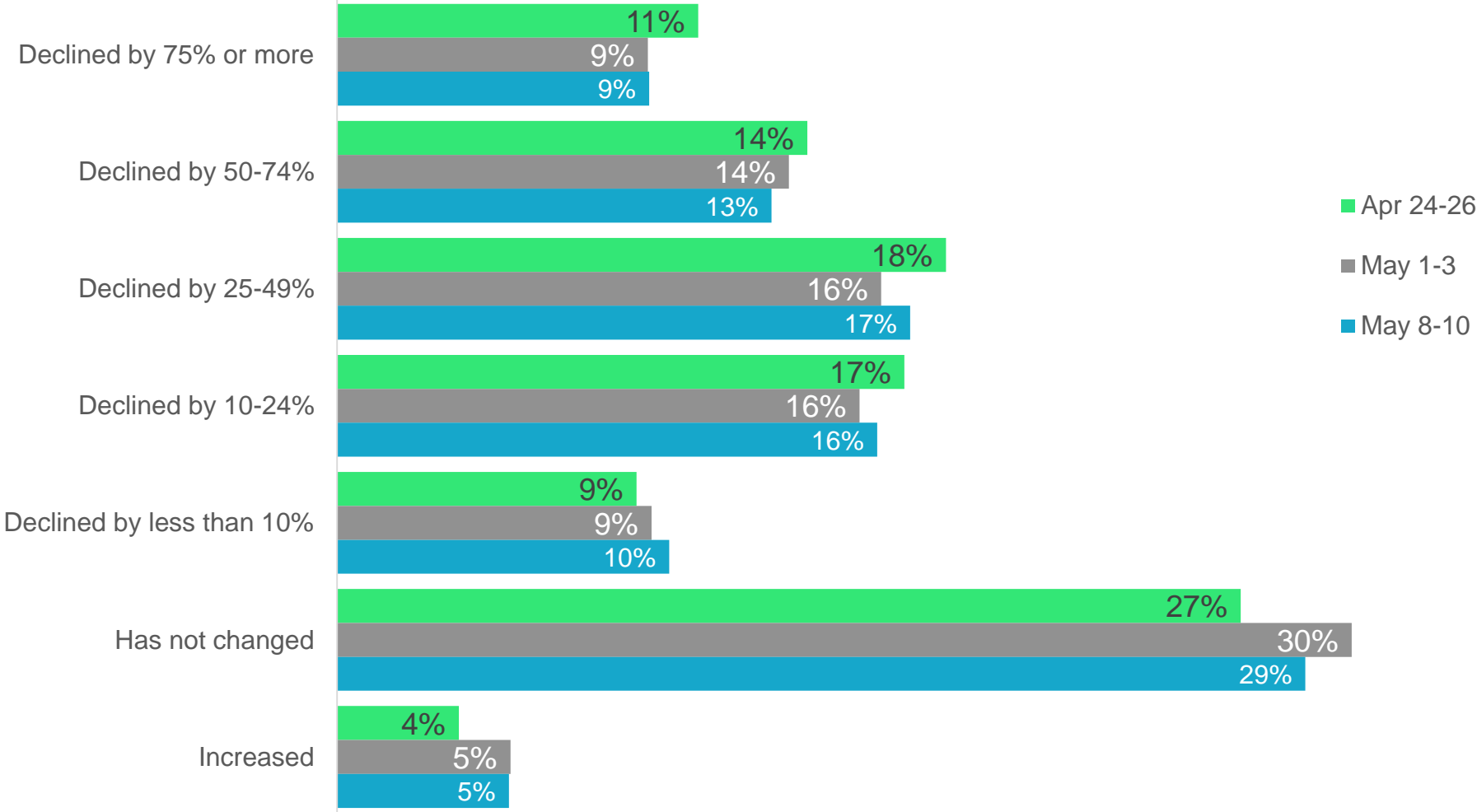
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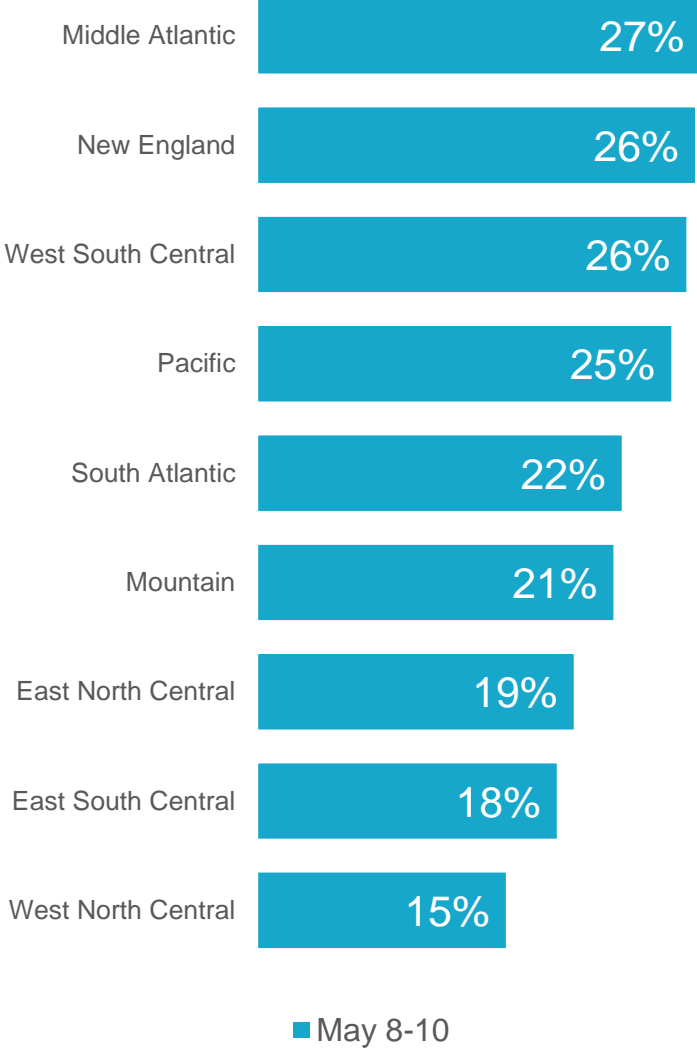
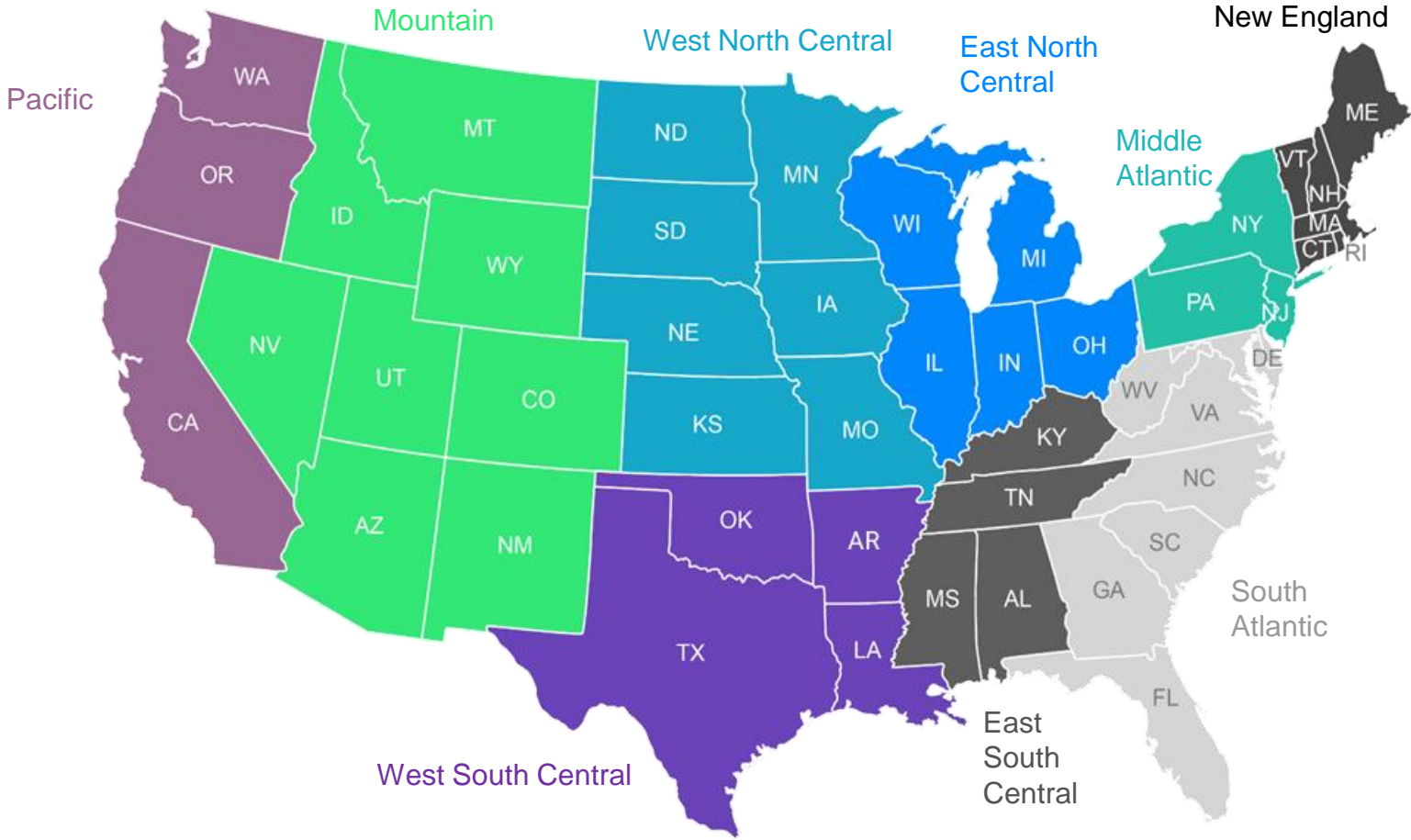
# How has your family's income changed since the coronavirus crisis began?



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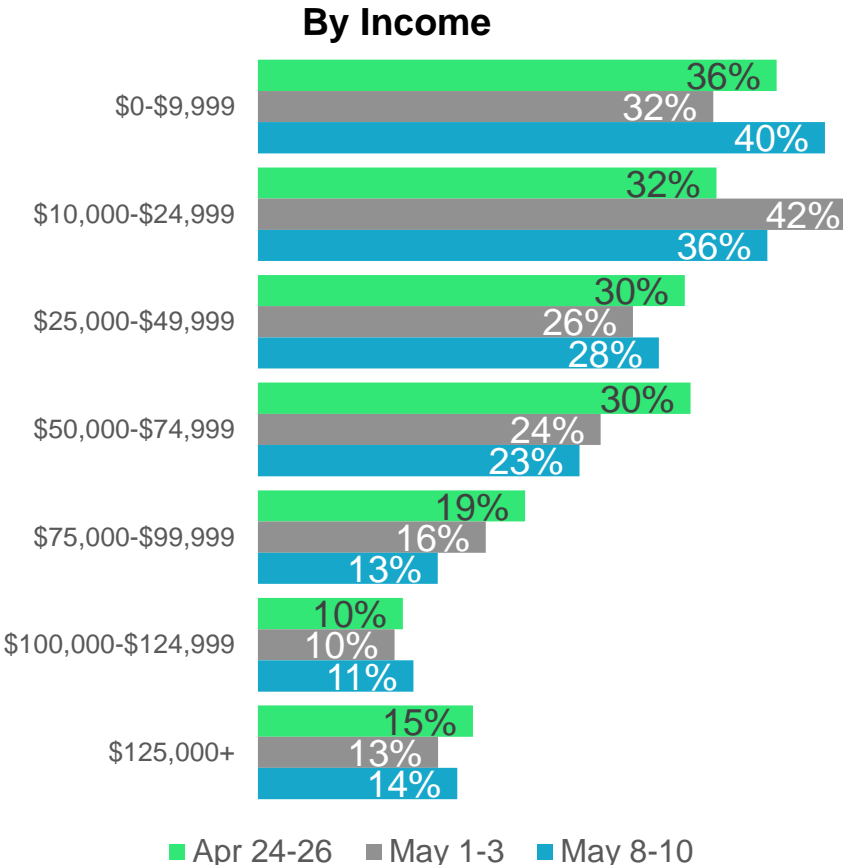
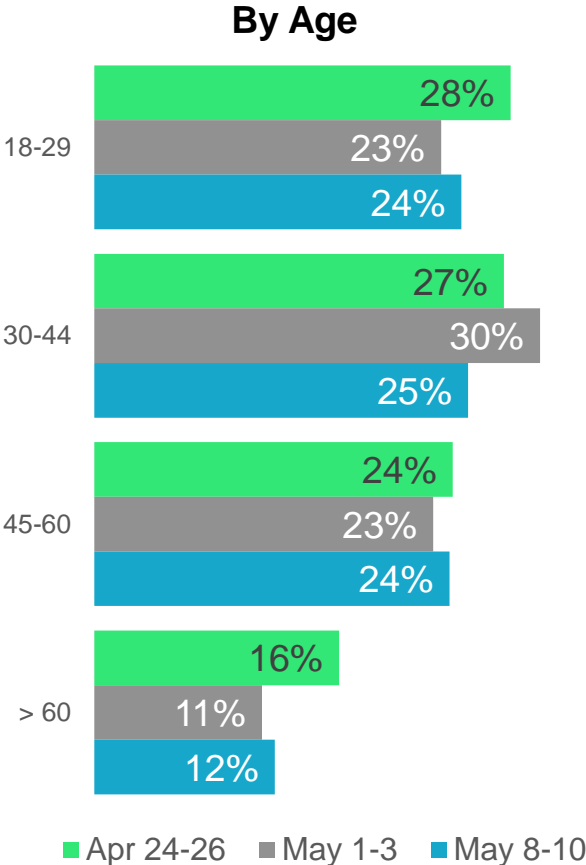
% Declined by 50% or More



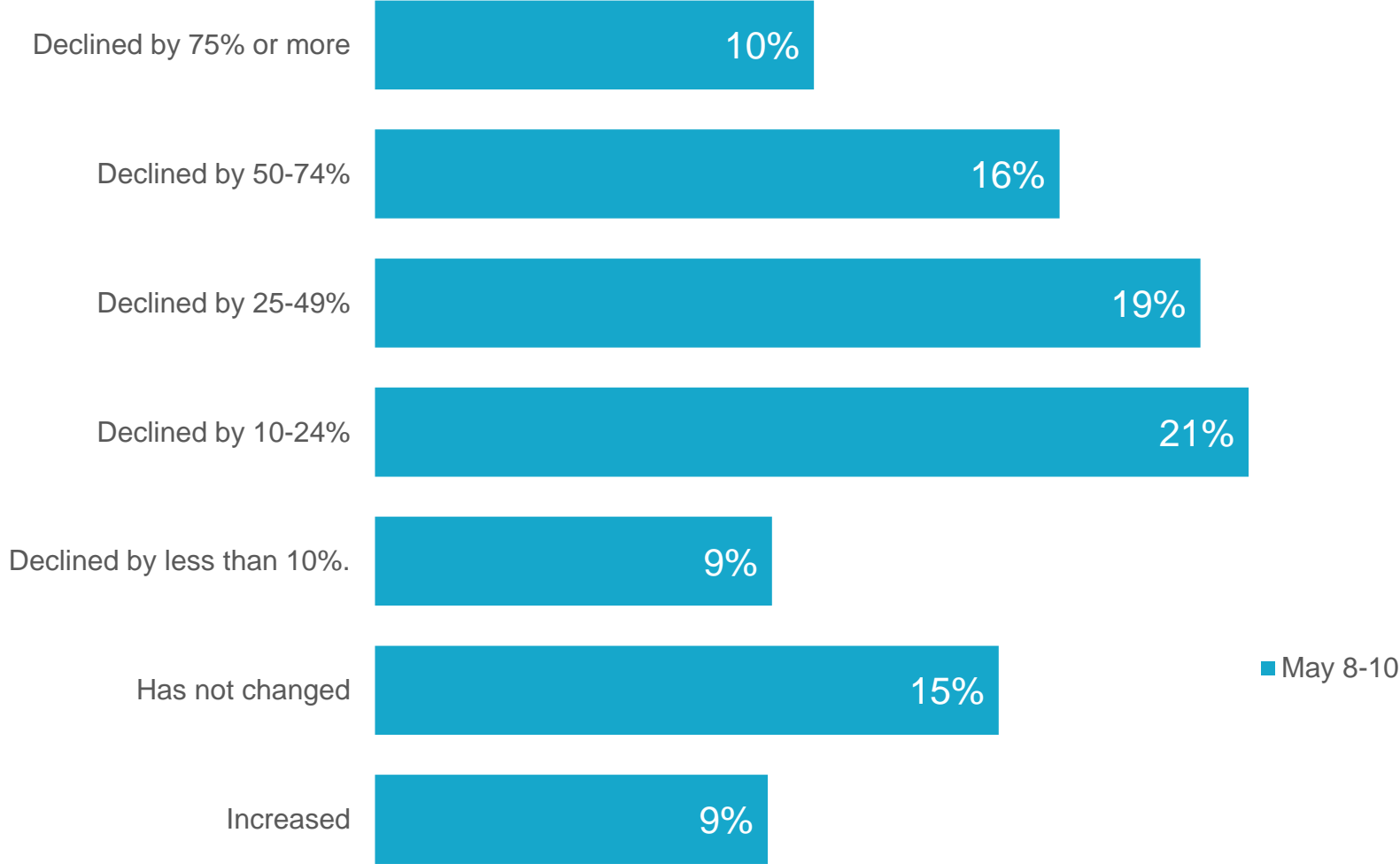
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# How has your family's income changed since the coronavirus crisis began?

% Declined by 50% or More



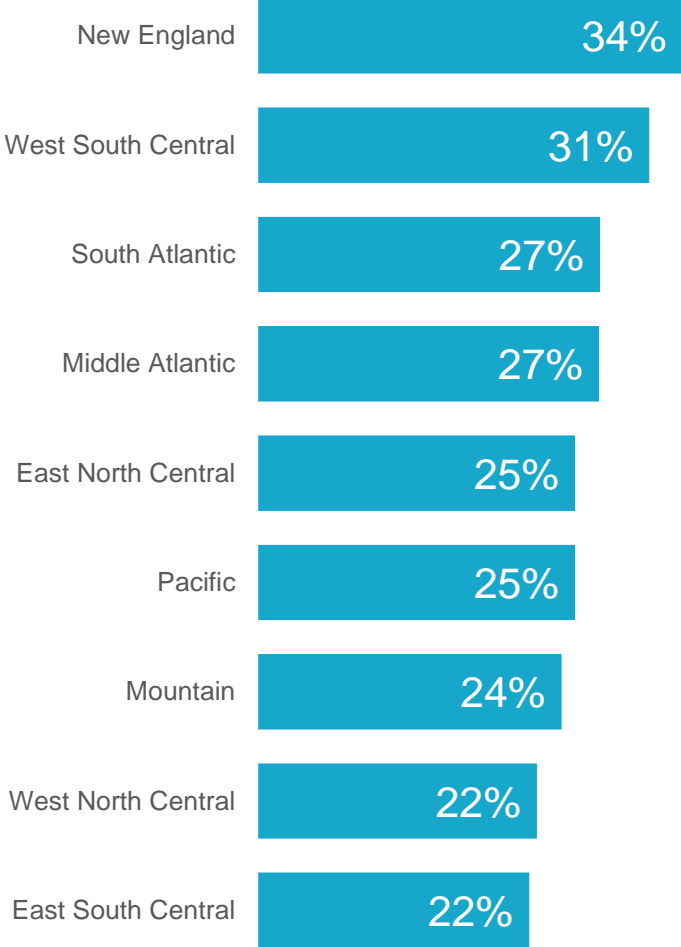
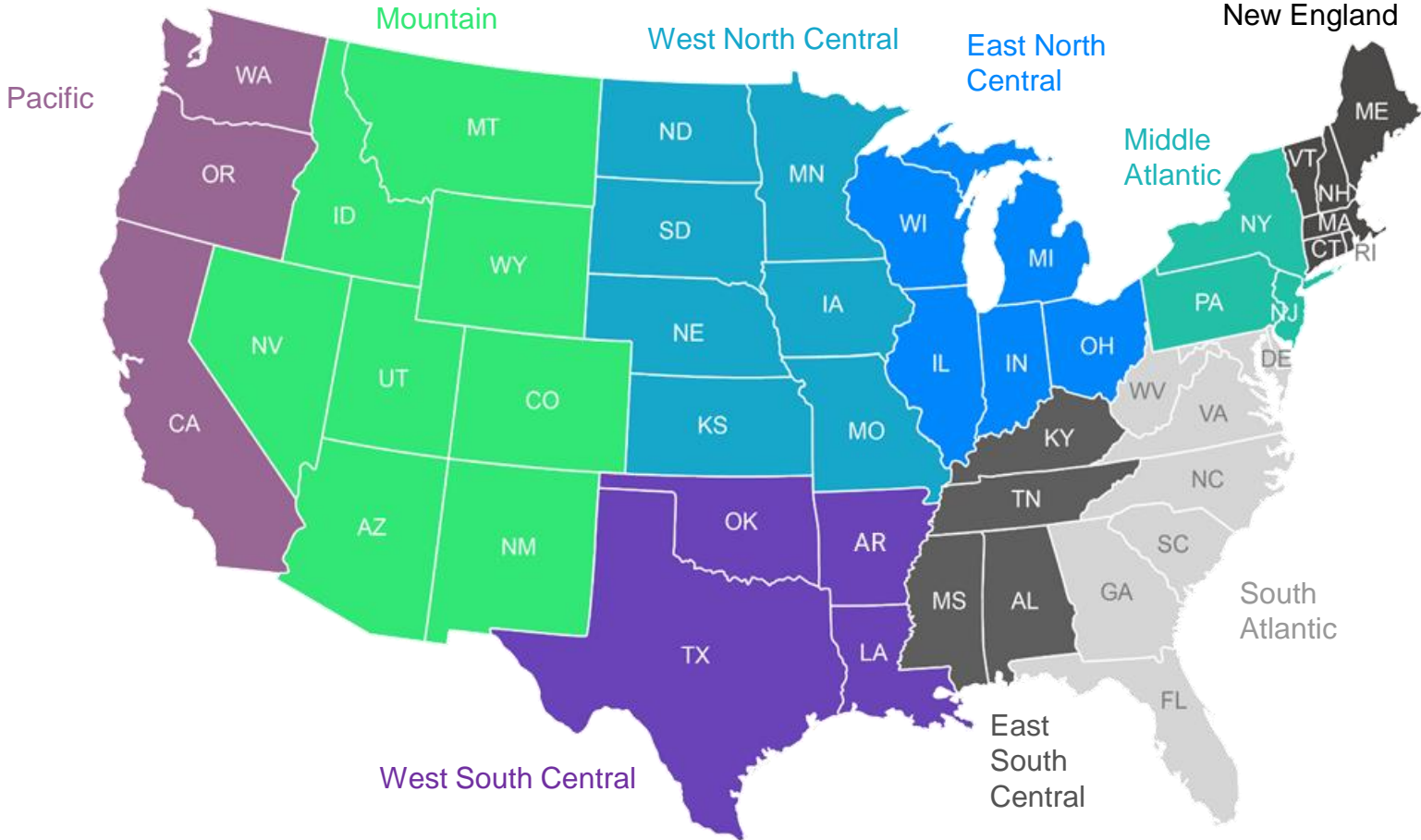
# How has your family's spending changed since the coronavirus crisis began?



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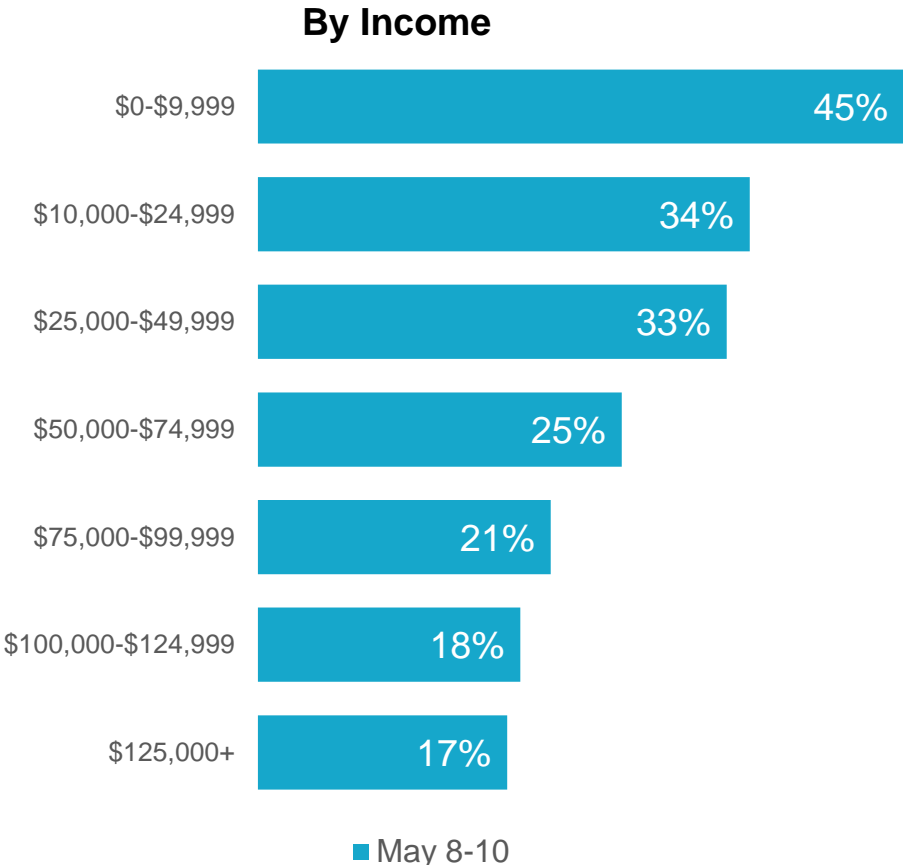
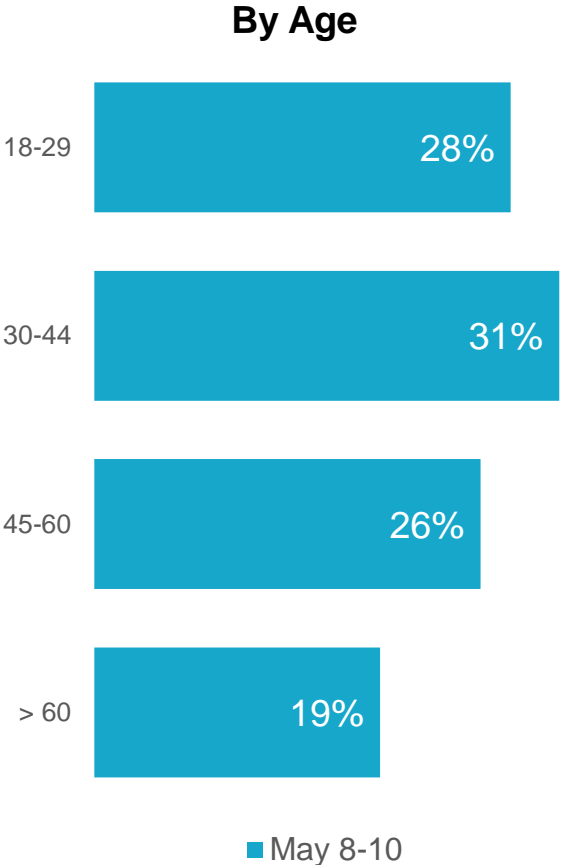


■ May 8-10

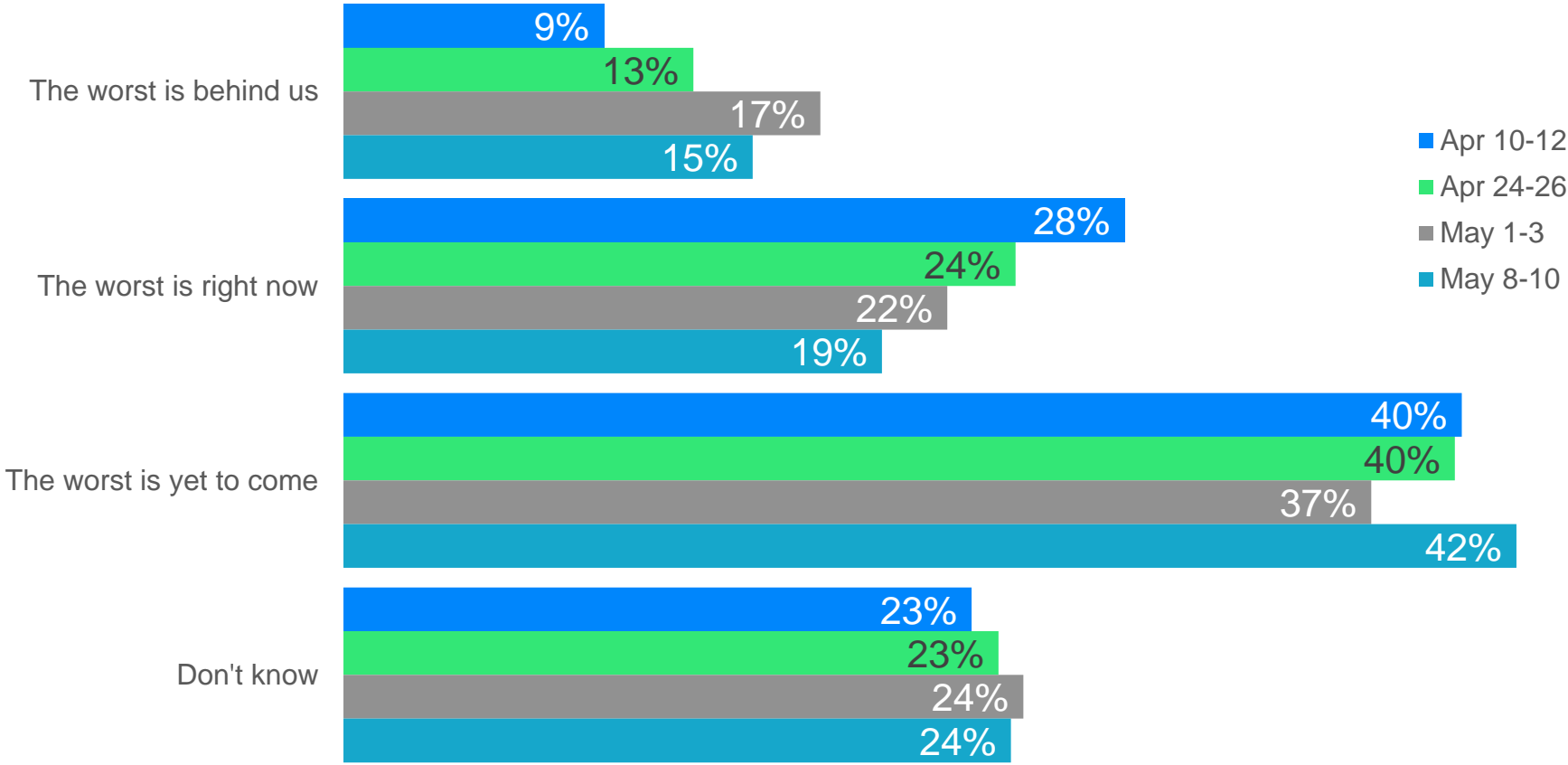
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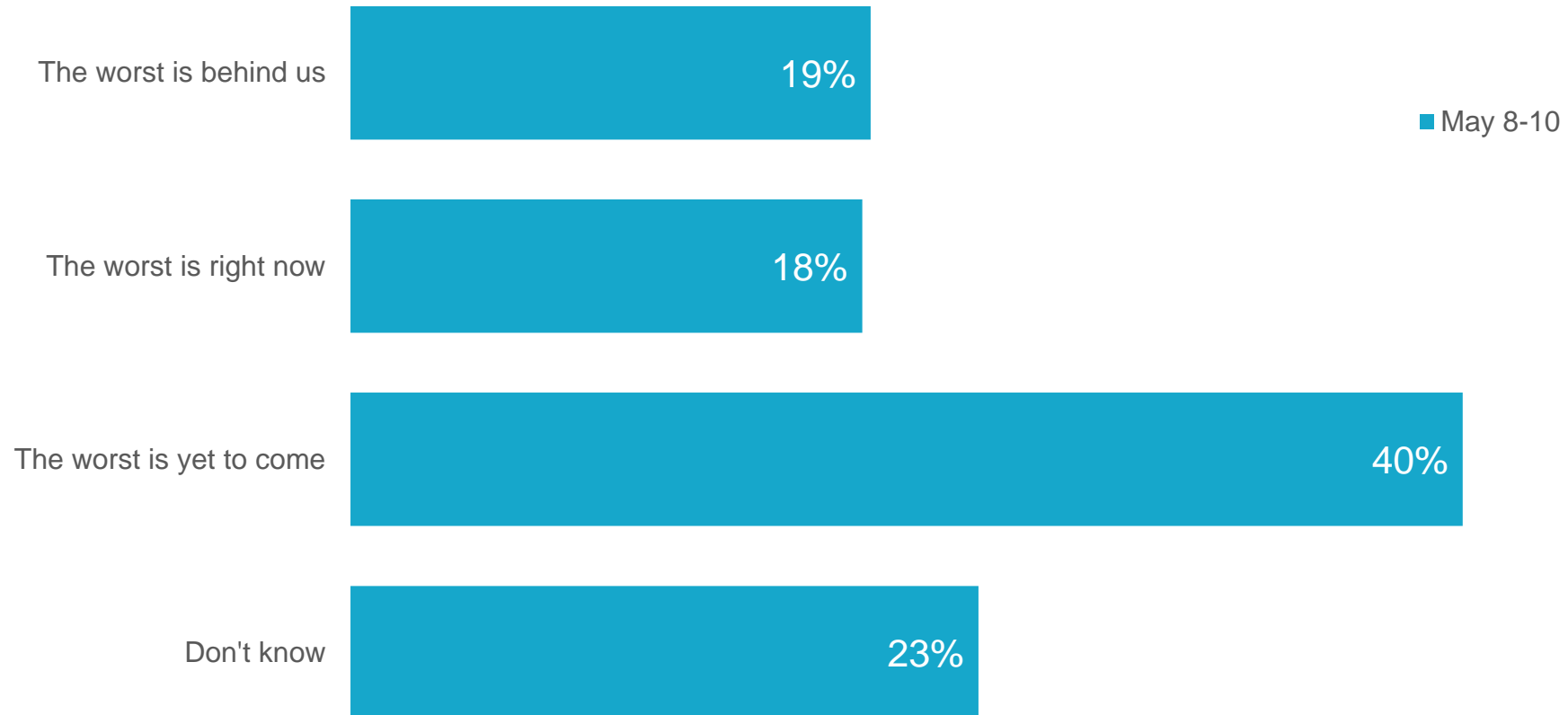


# Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?

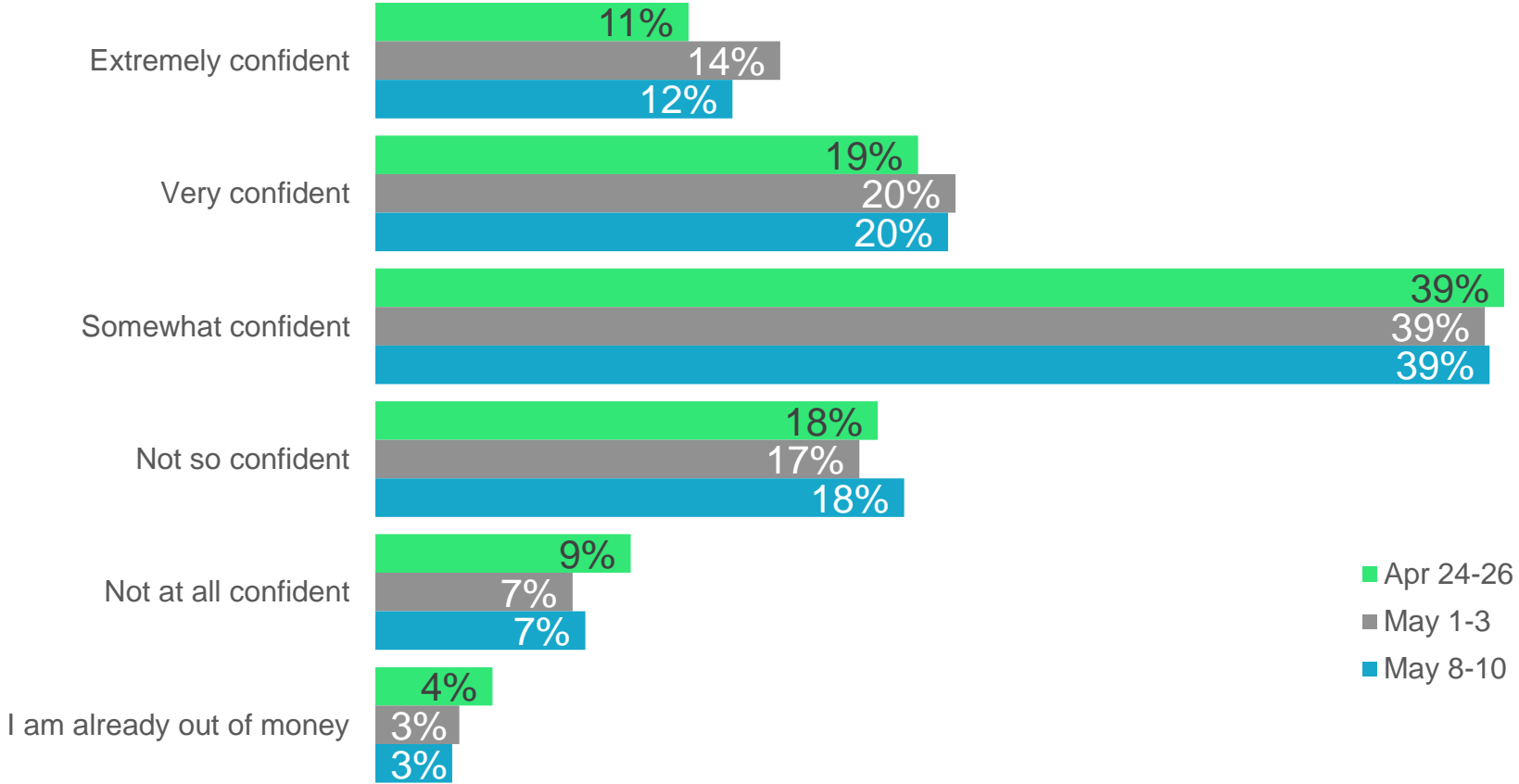




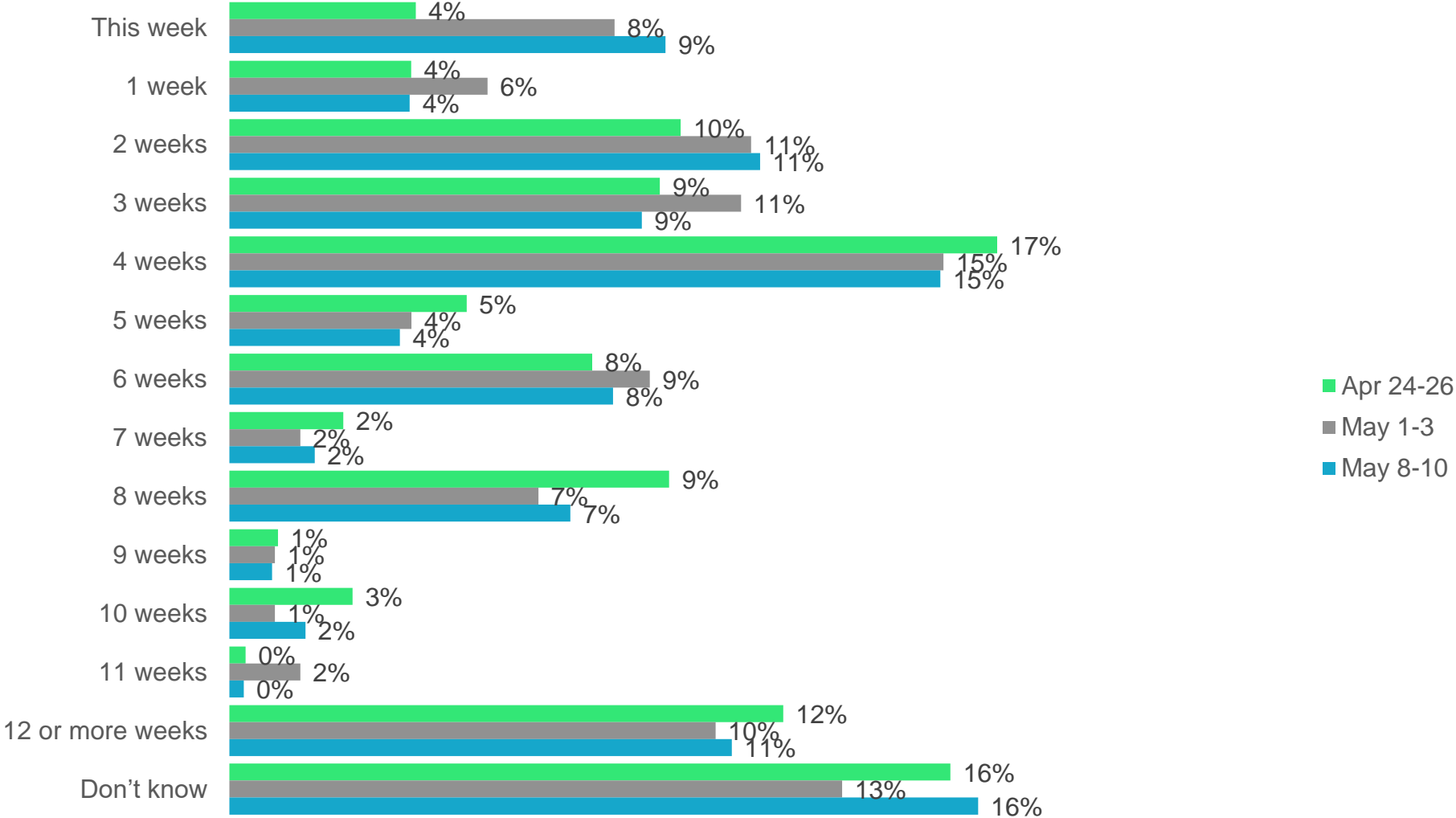
# Which statement comes closest to your view about the spread of coronavirus (Covid-19)?



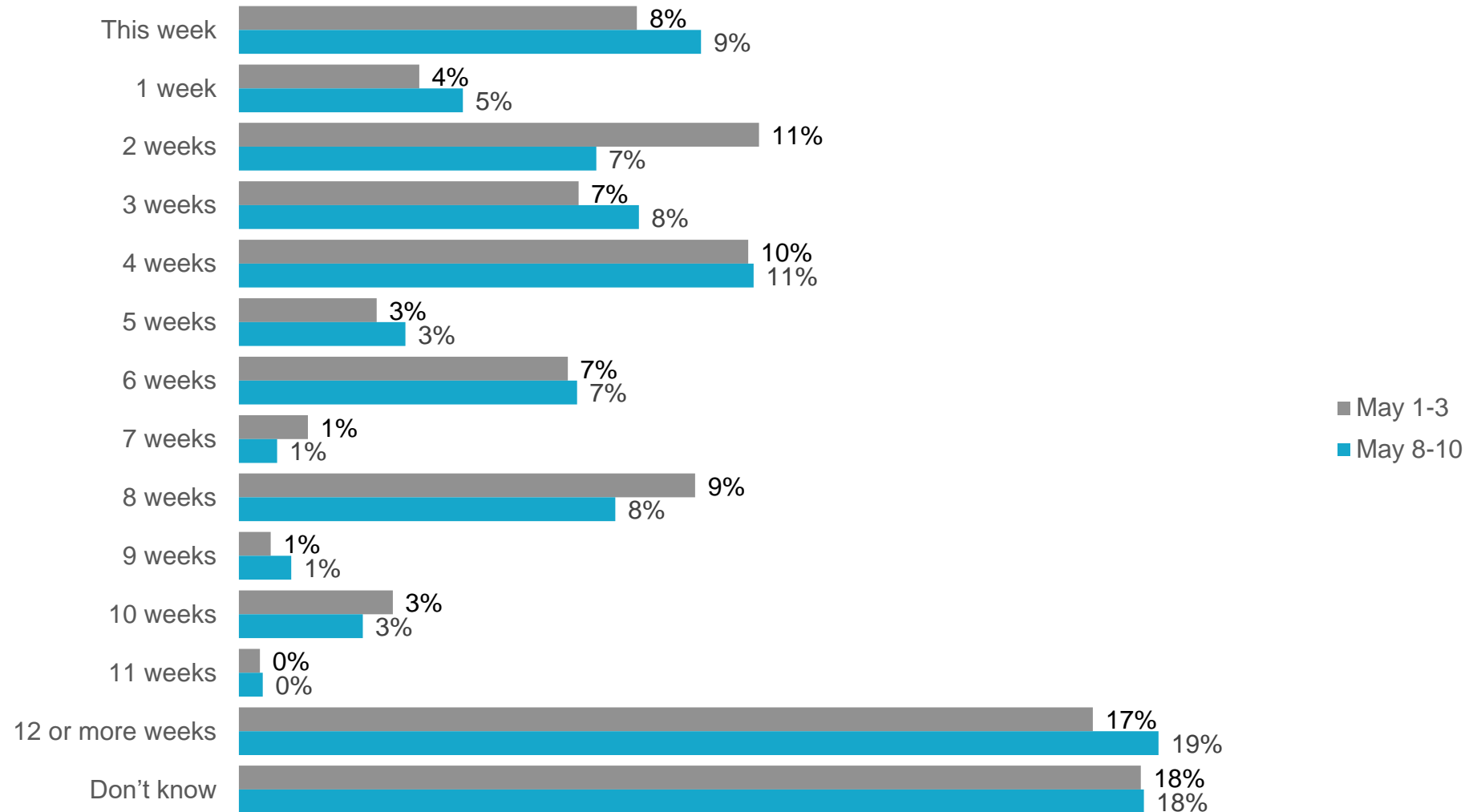
# How confident are you that you will have enough money to get through the coronavirus crisis?



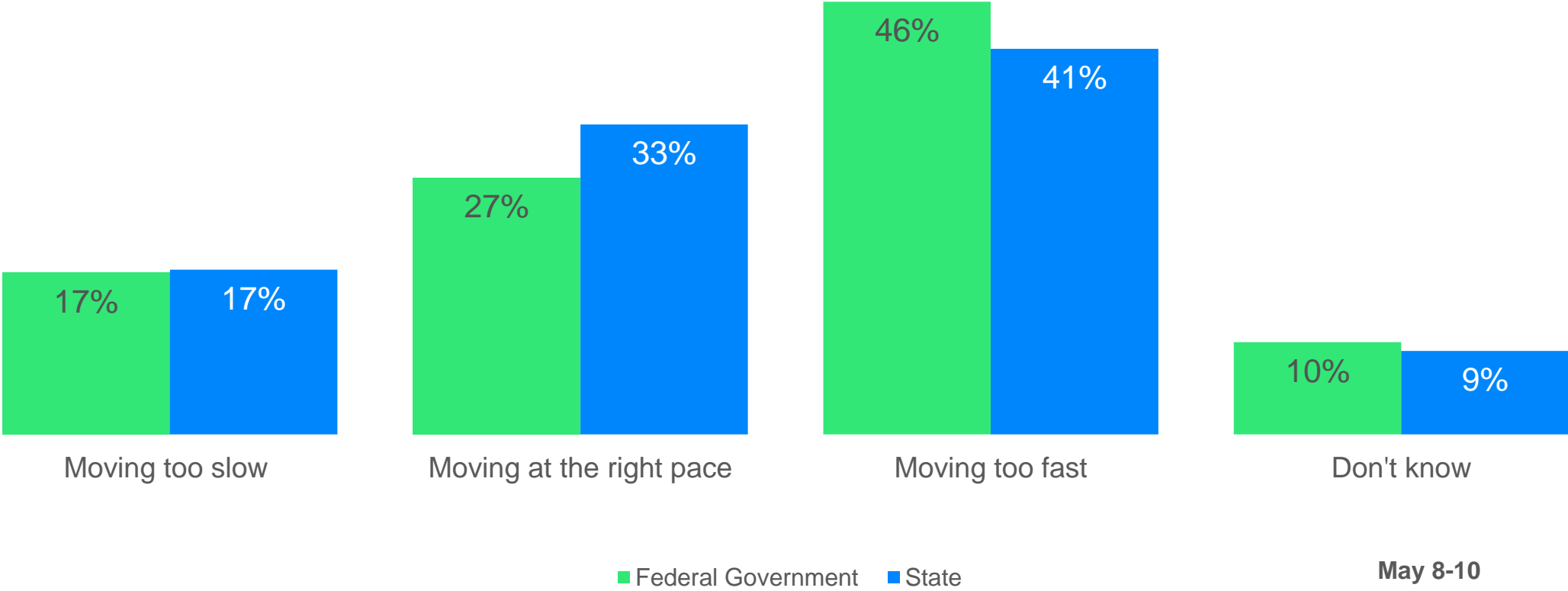
# In how many weeks do you believe stores and restaurants which have been closed due to the coronavirus crisis should reopen?



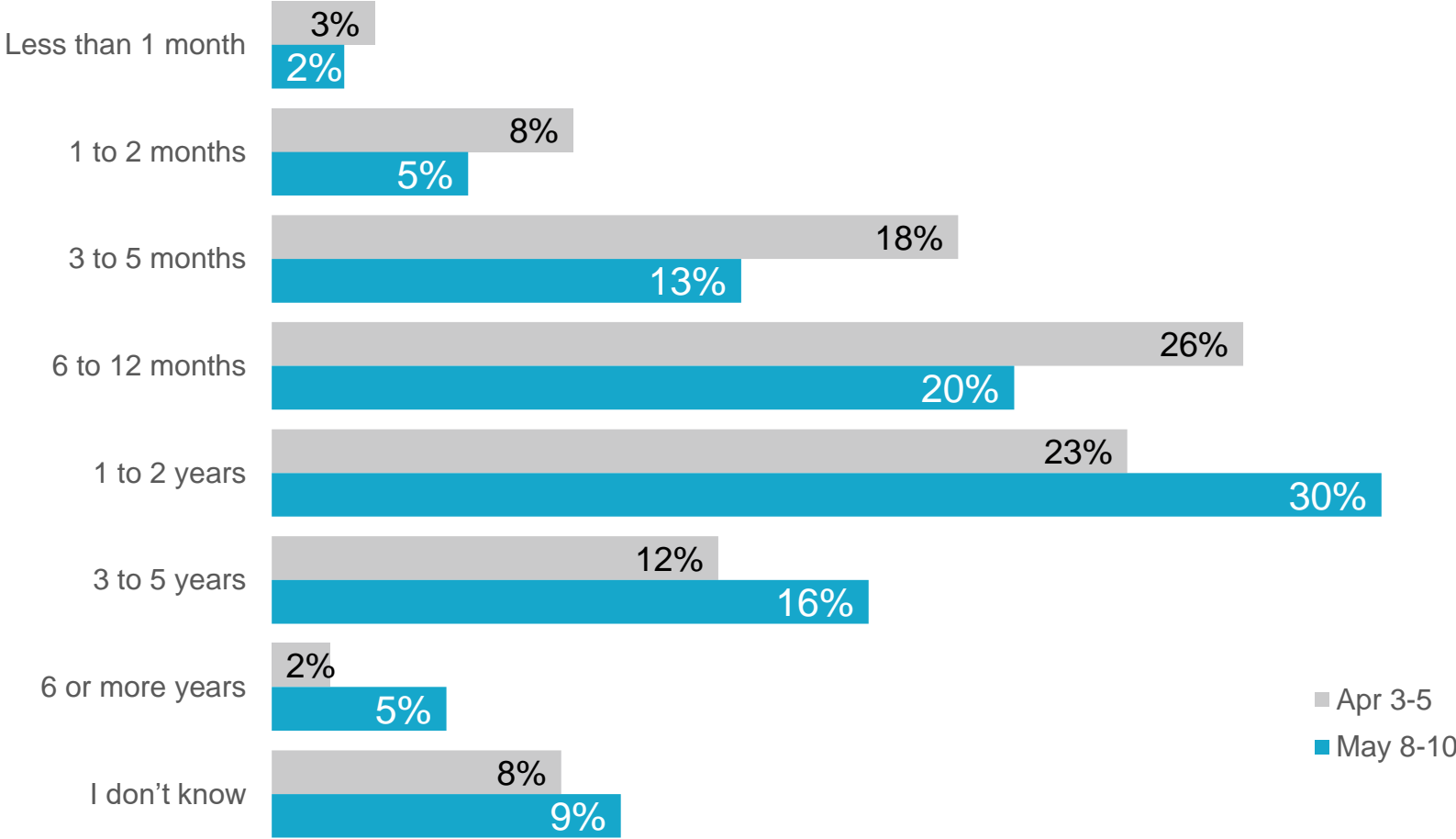
# Assuming restaurants are open, in how many weeks would you return to eating inside a restaurant?



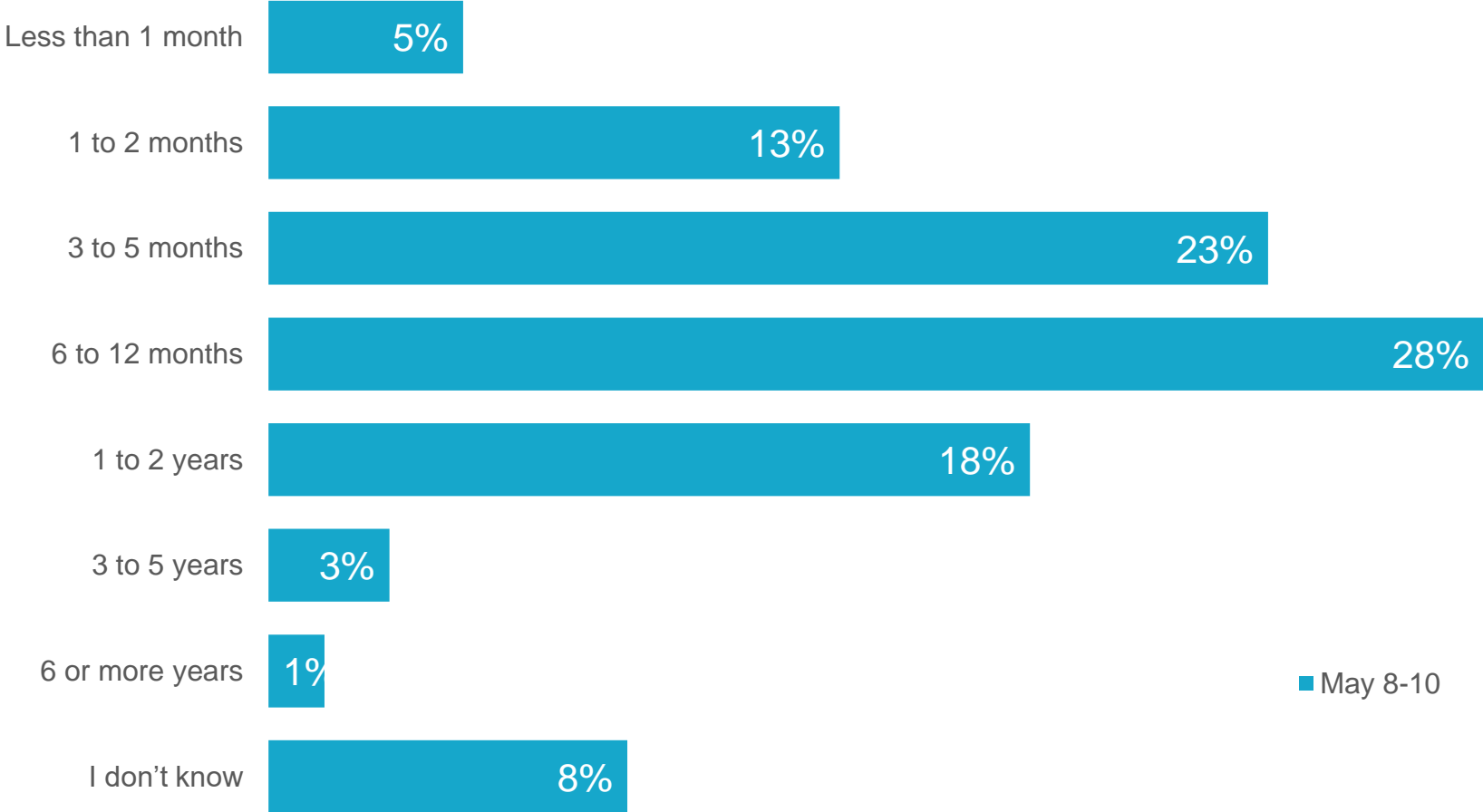
# Which statement comes closest to your view on the federal government's/state's approach to reopen the economy?



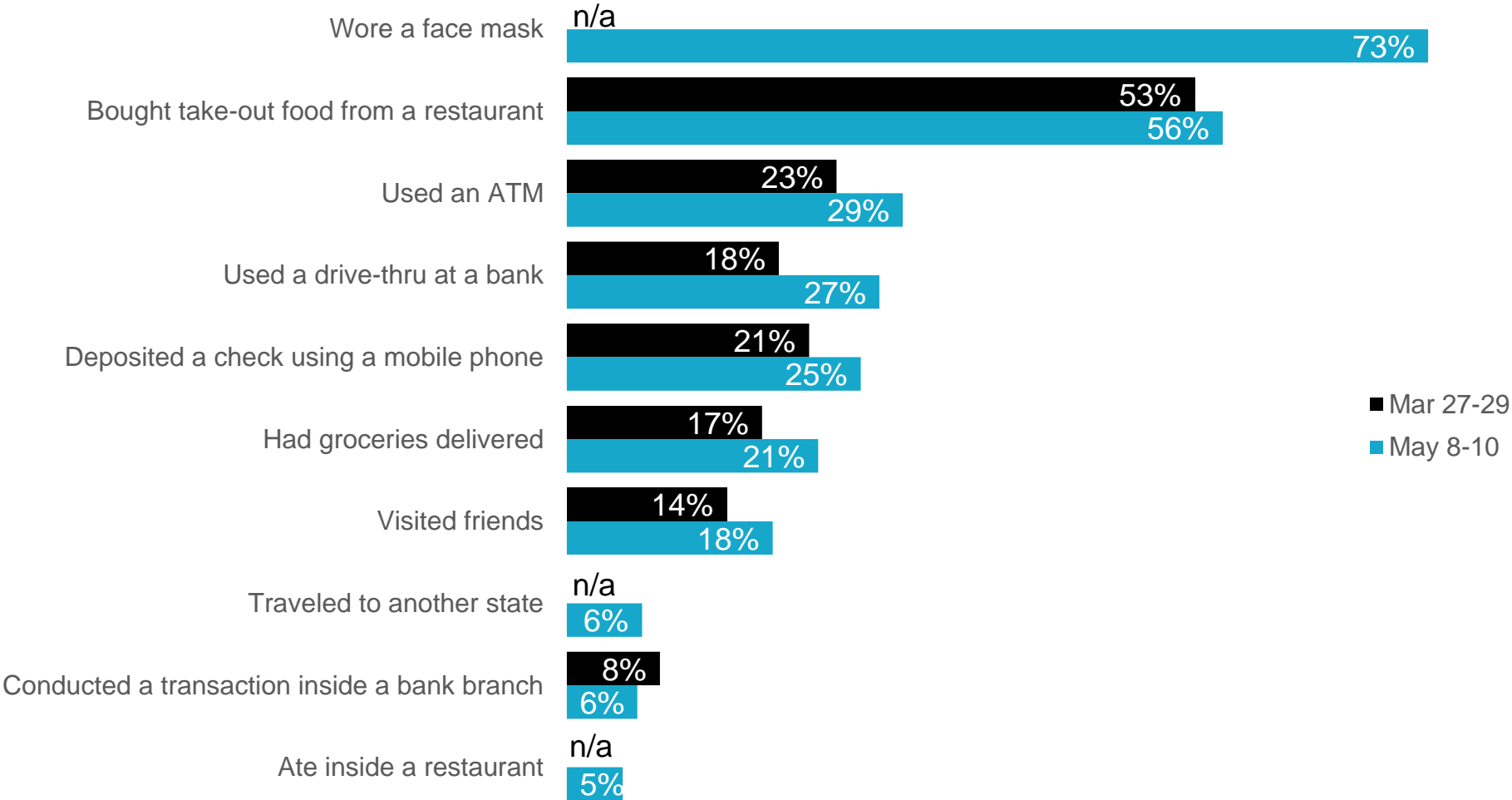
# How long do you expect that it will take for unemployment to return to the level it was at before the coronavirus crisis started?



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



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





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