

A stack of coins is shown in the background, overlaid with a glowing blue network of lines and nodes, suggesting a digital or financial theme.

# J.D. POWER

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## COVID-19 Pulse Survey

September 25-27, 2020 Update

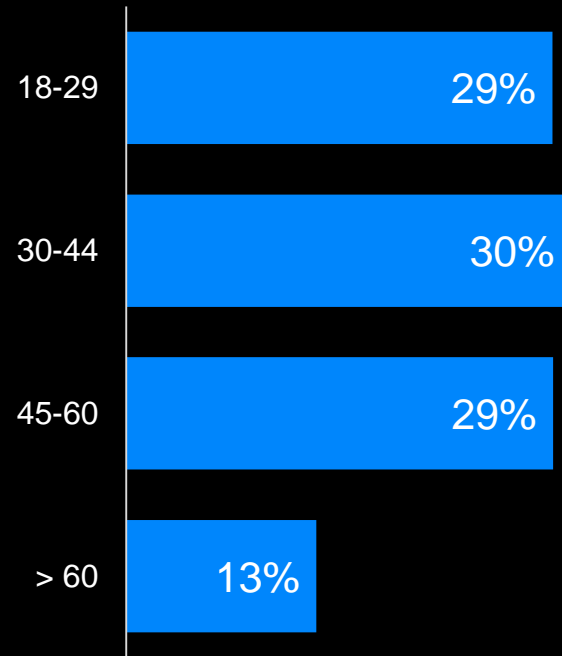
Global Business Intelligence

September 28, 2020

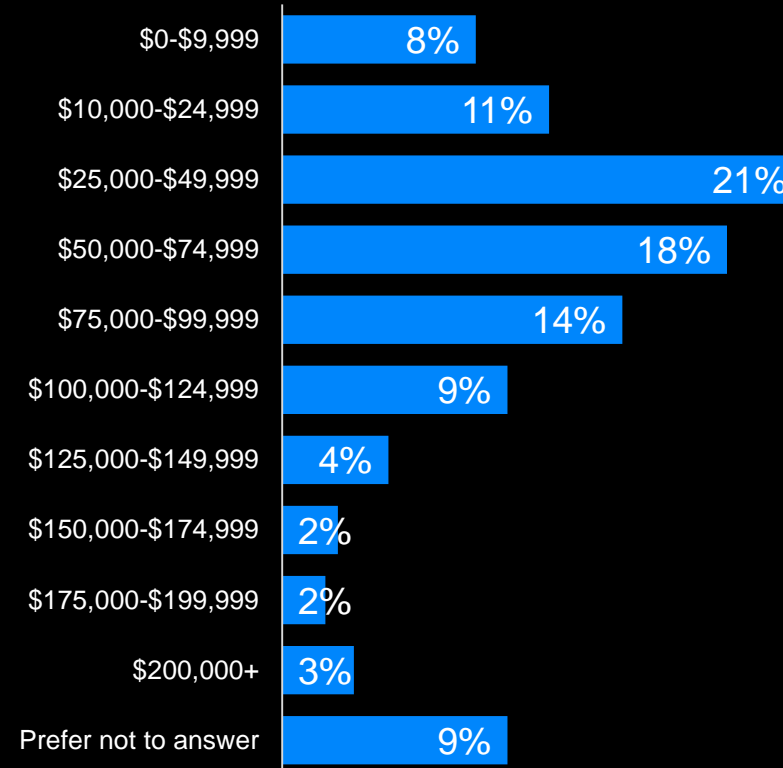
# Survey Methodology

- 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**

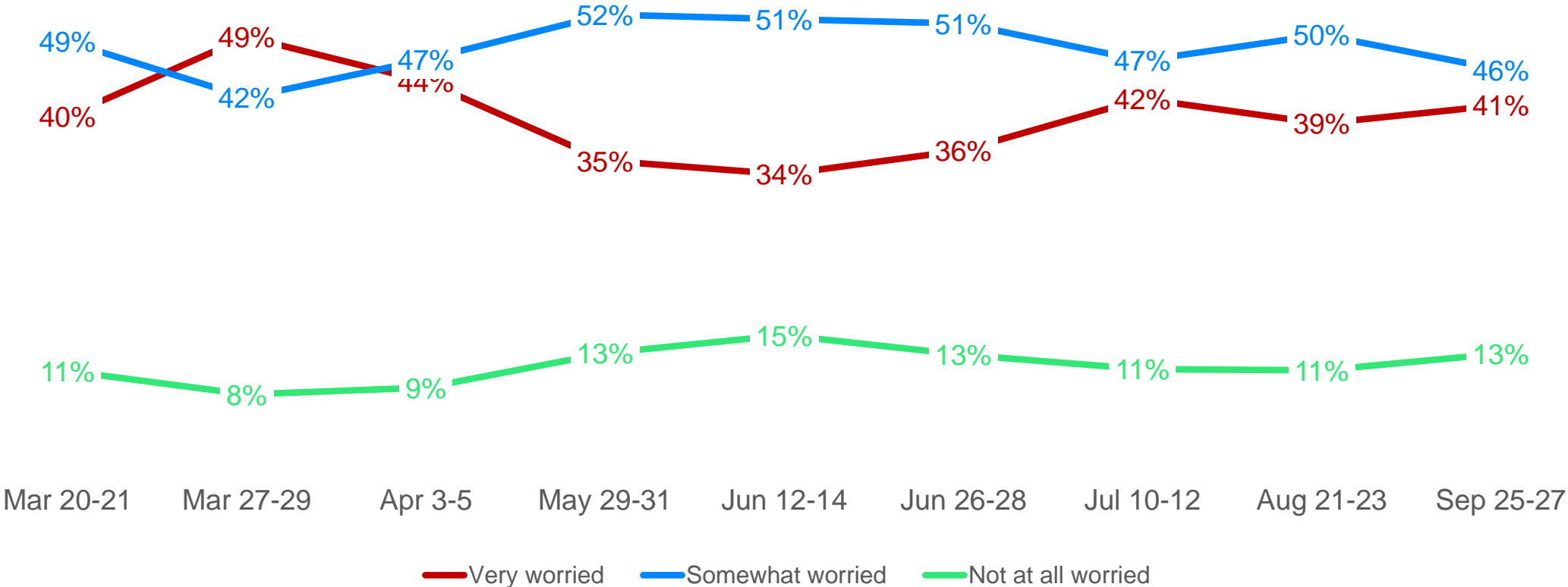


**Distribution by Income**

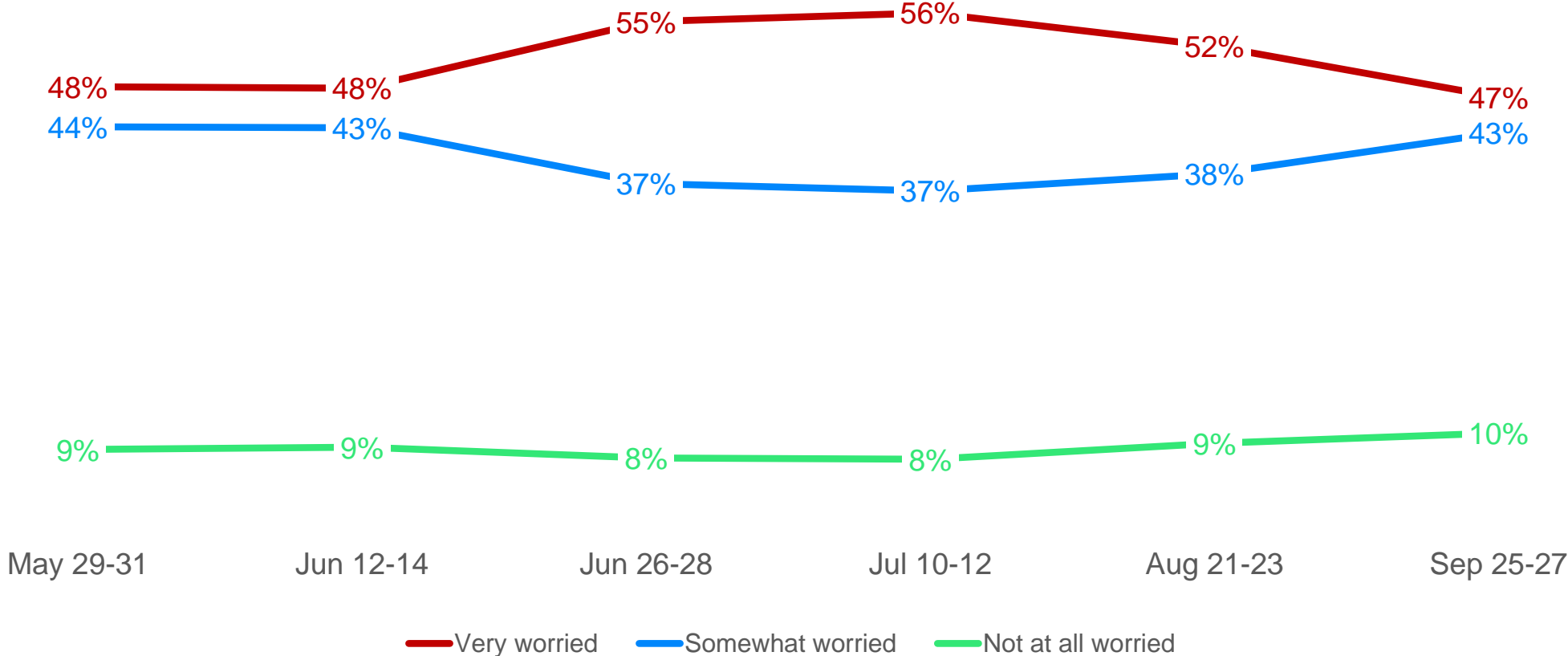


# General Perceptions of U.S. Adults

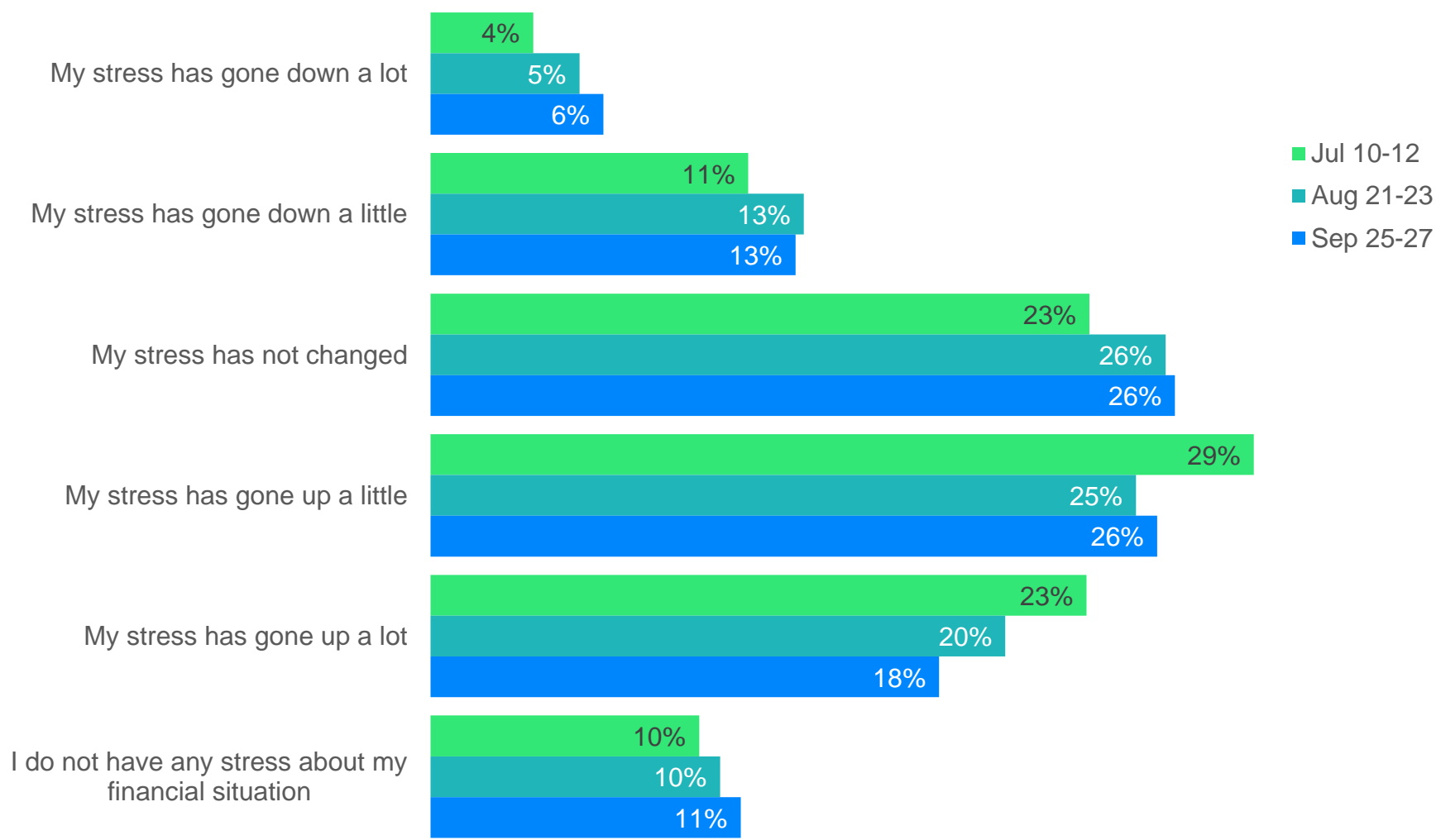
# How worried are you that you or someone in your family will get sick from the coronavirus?



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

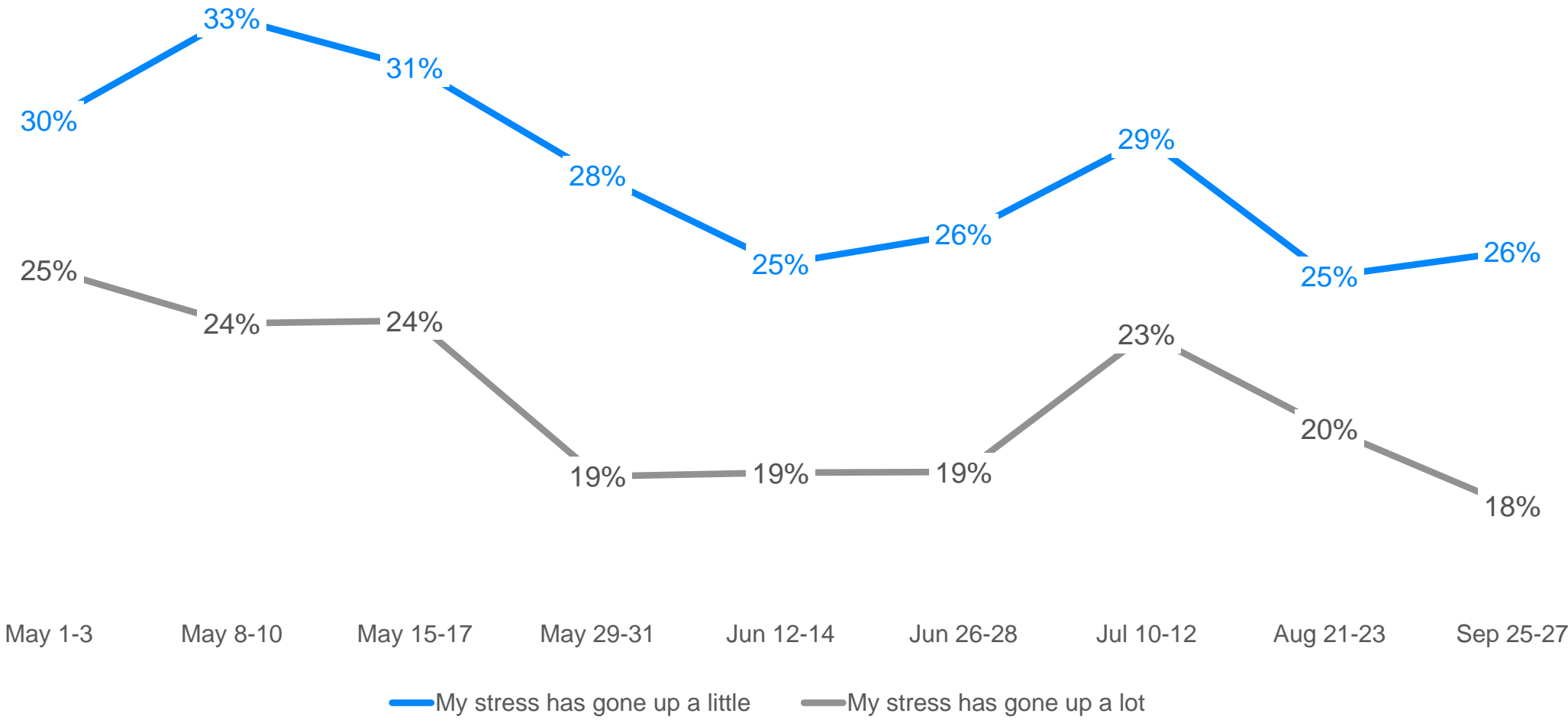


# In the past several weeks, how has the level of stress about your financial situation changed?



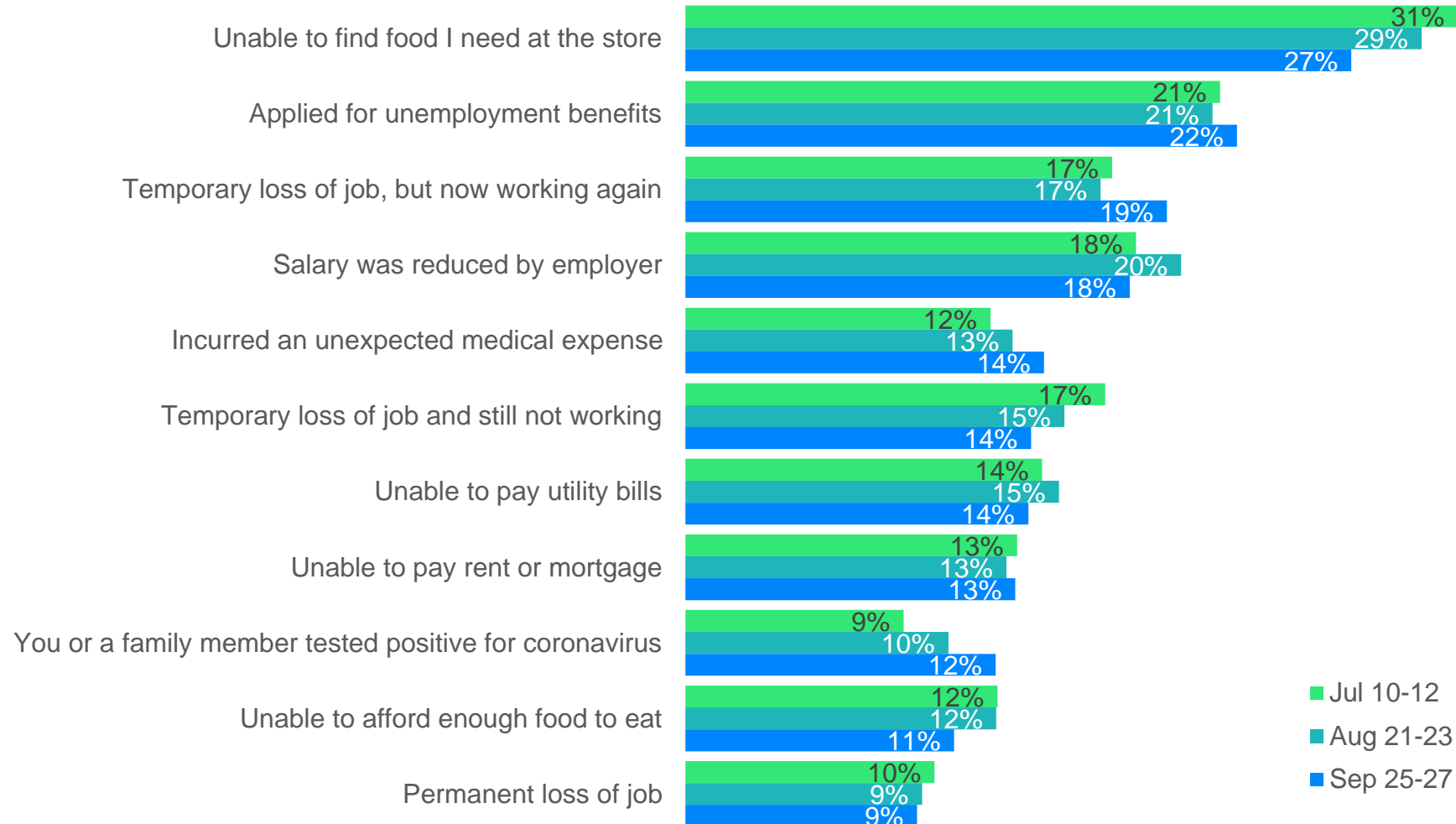
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# In the past several weeks, how has the level of stress about your financial situation changed?



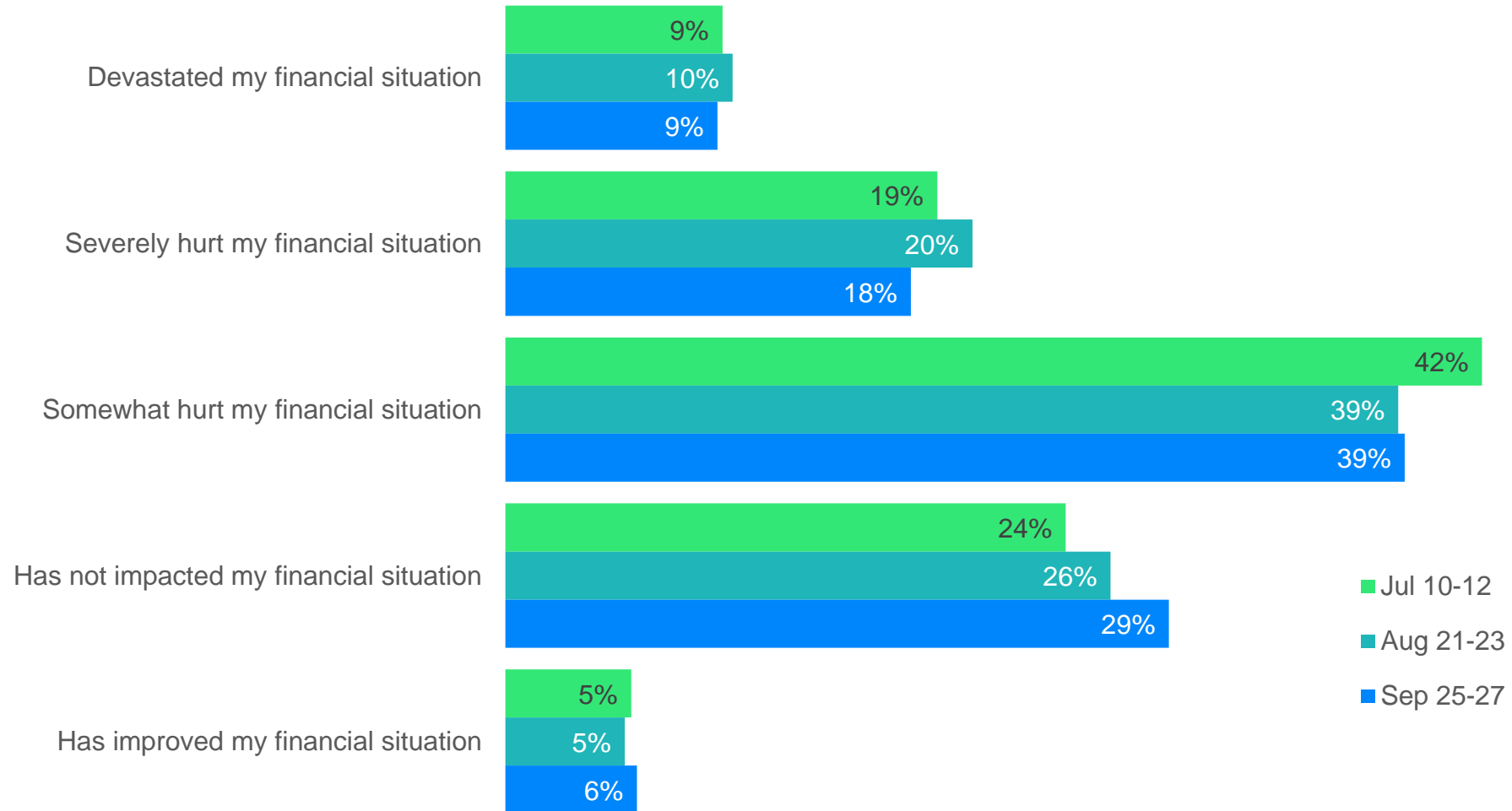
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# Which of the following impacts from the coronavirus have you already experienced?

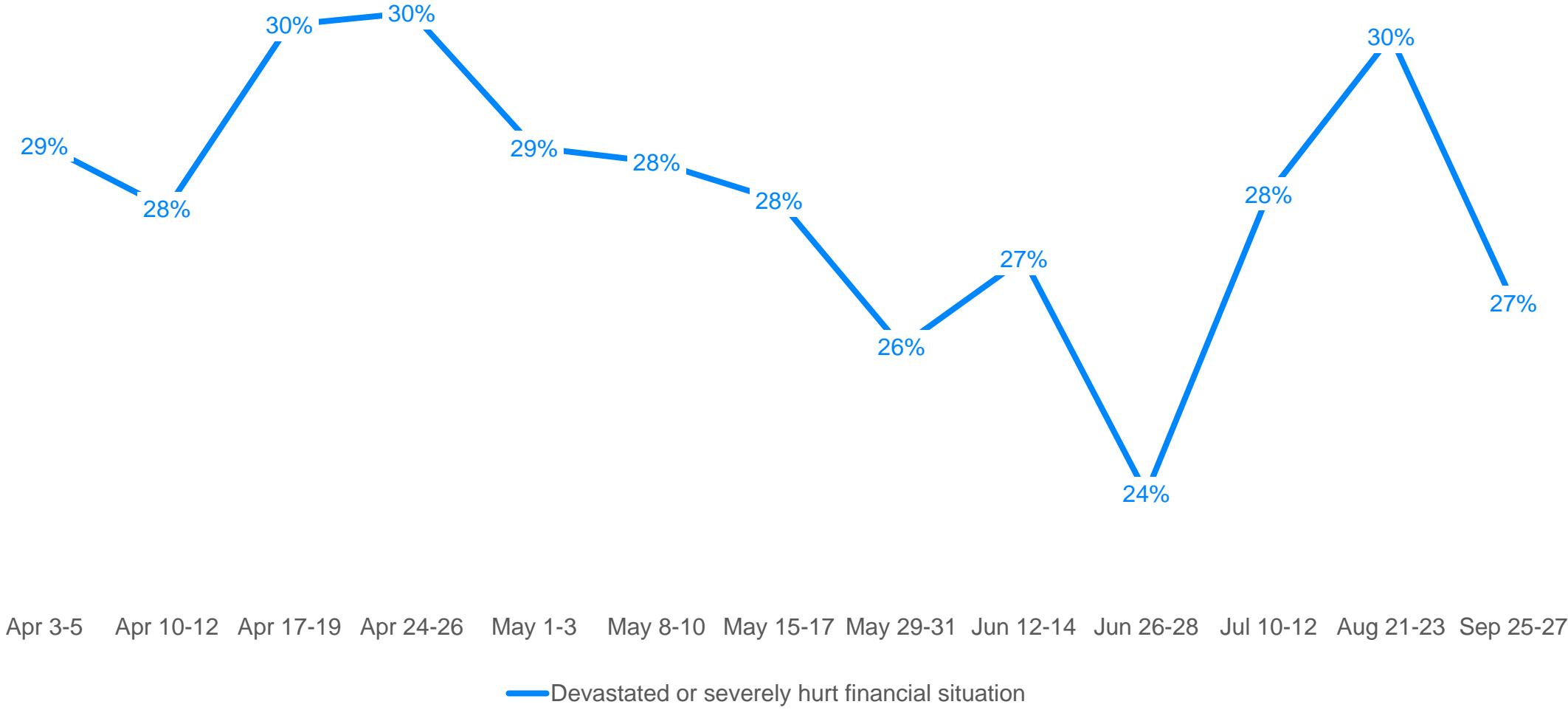




# How has the coronavirus crisis impacted your personal financial situation?

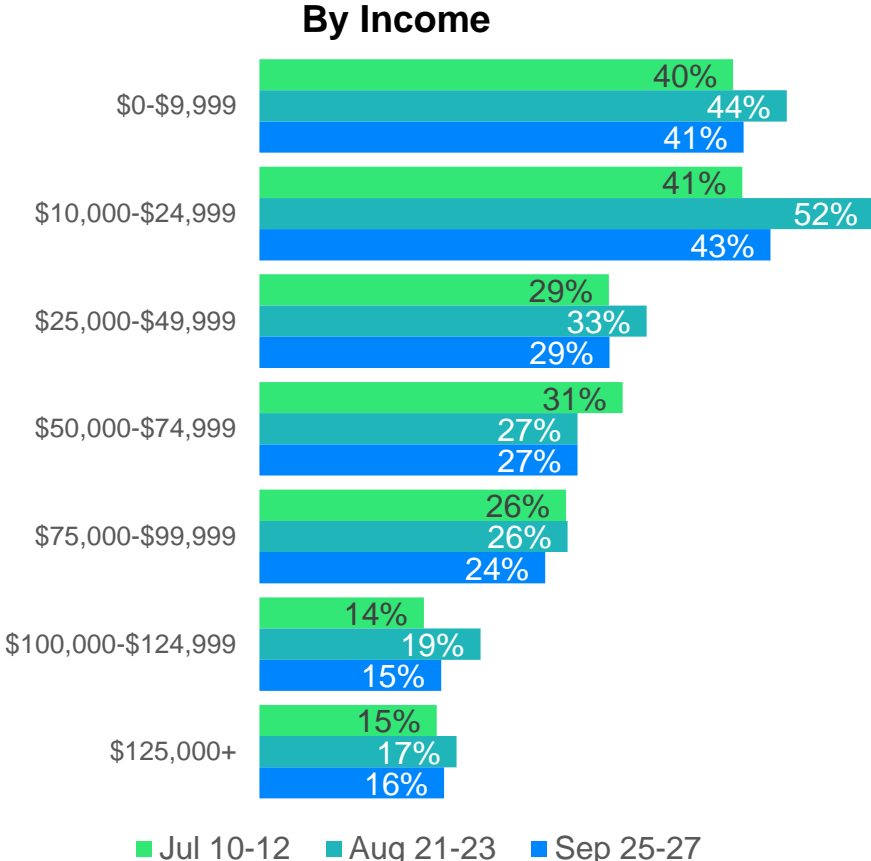
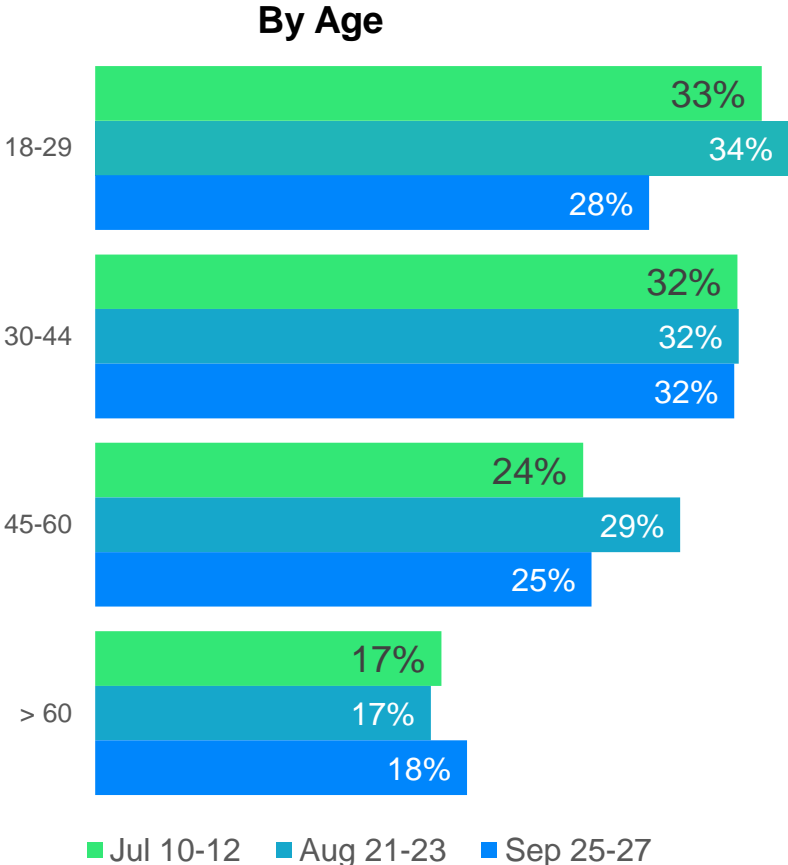


# How has the coronavirus crisis impacted your personal financial situation?



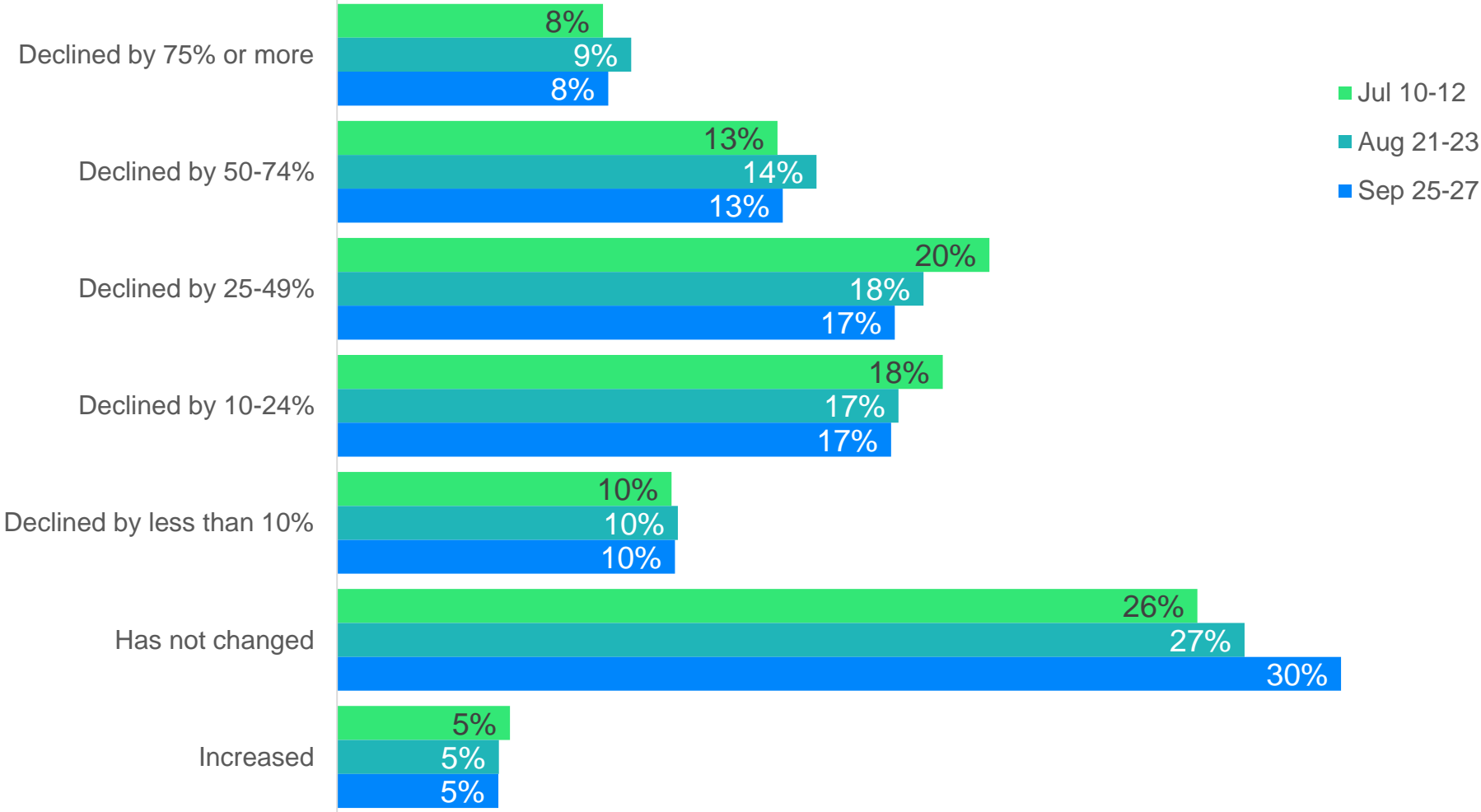
# How has the coronavirus crisis impacted your personal financial situation?

## % Devastated and Severely Hurt



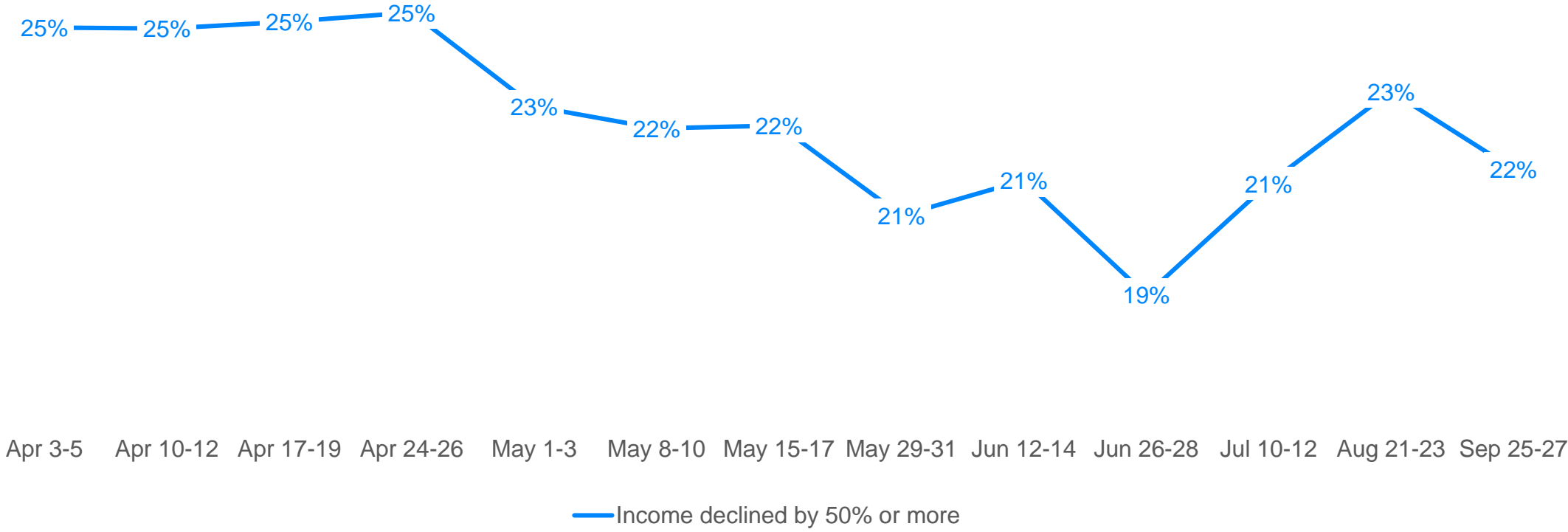
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# How has your family's income changed since the coronavirus crisis began?



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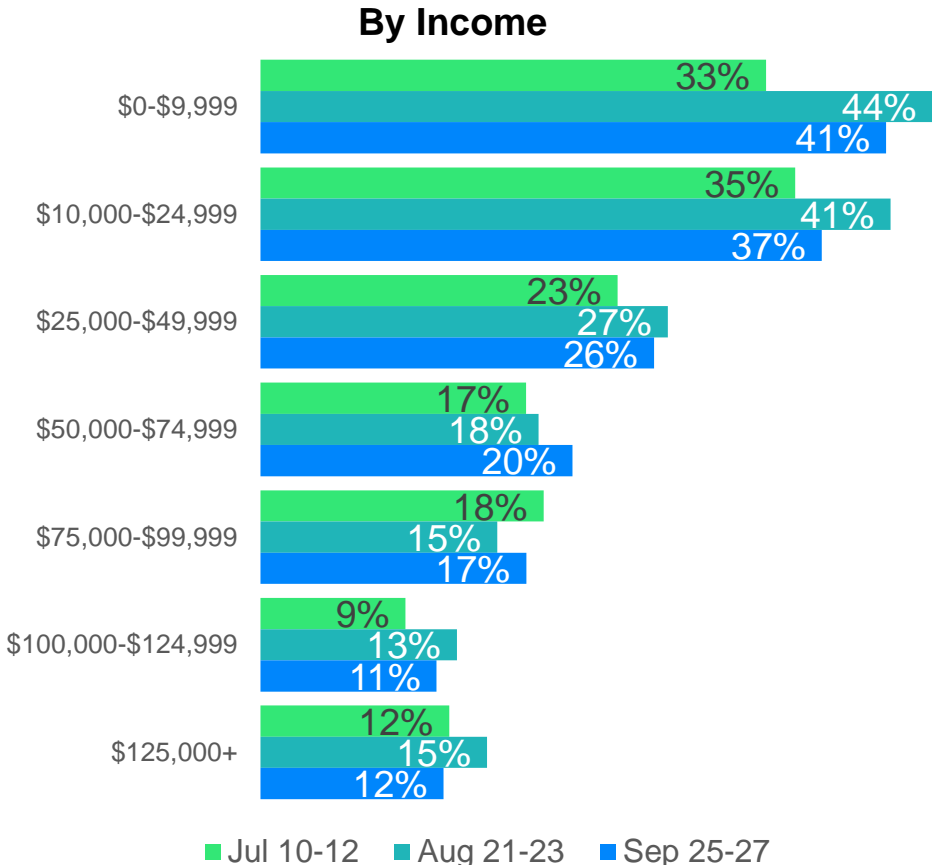
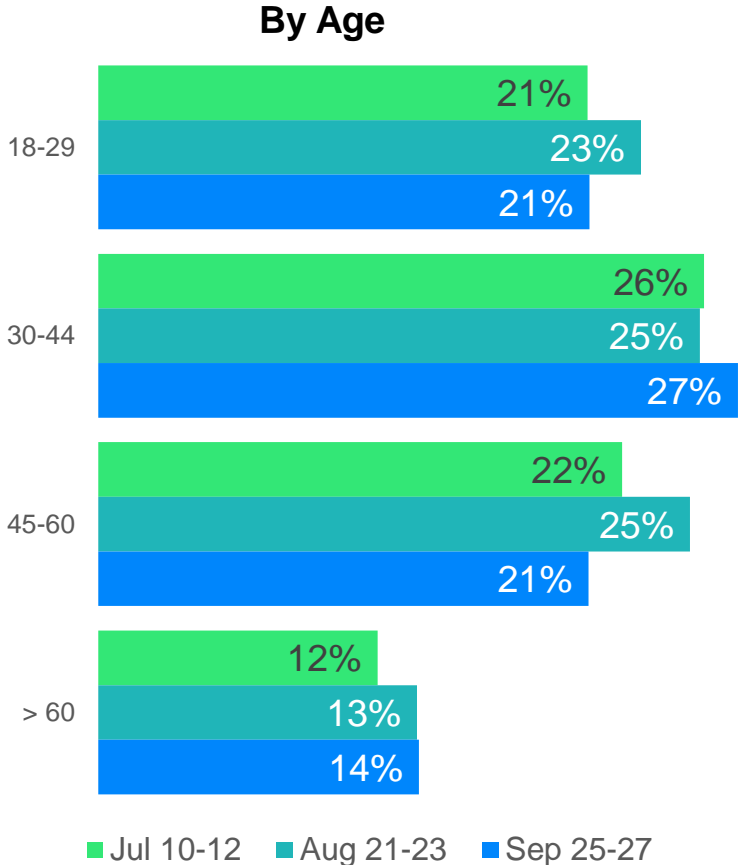
# How has your family's income changed since the coronavirus crisis began?



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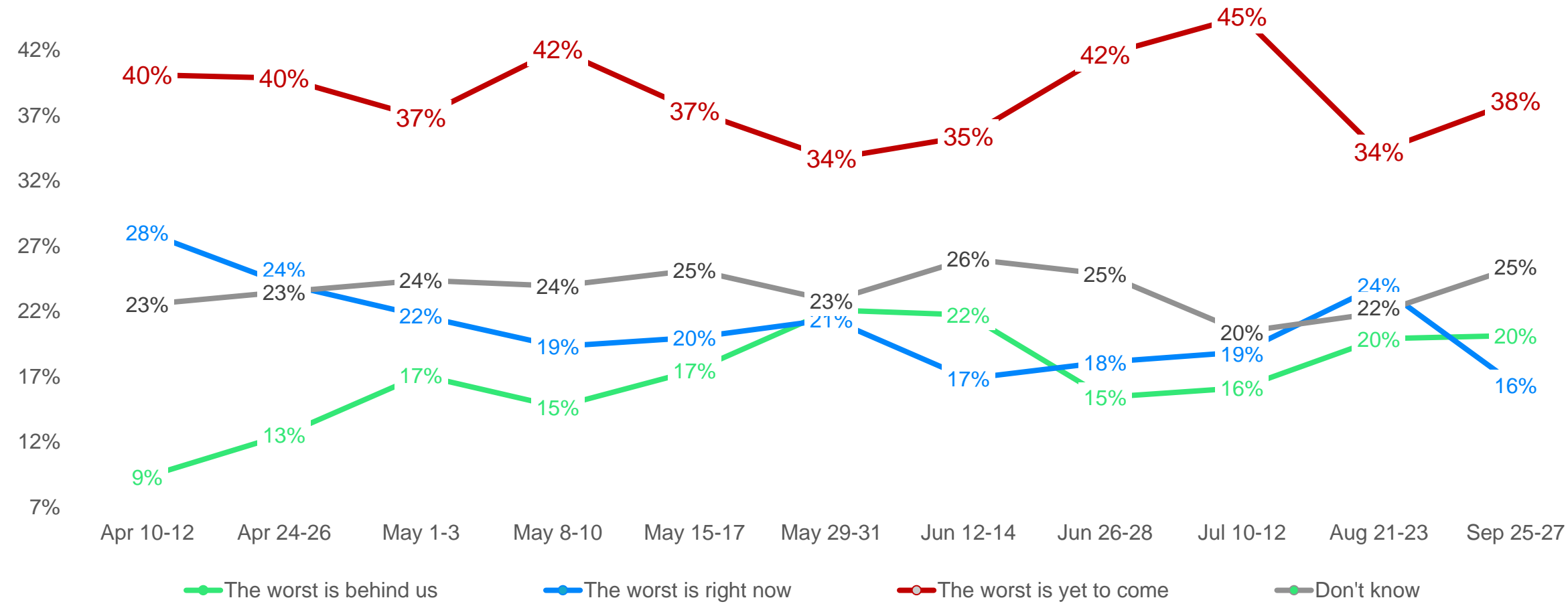
# How has your family's income changed since the coronavirus crisis began?

% Declined by 50% or More



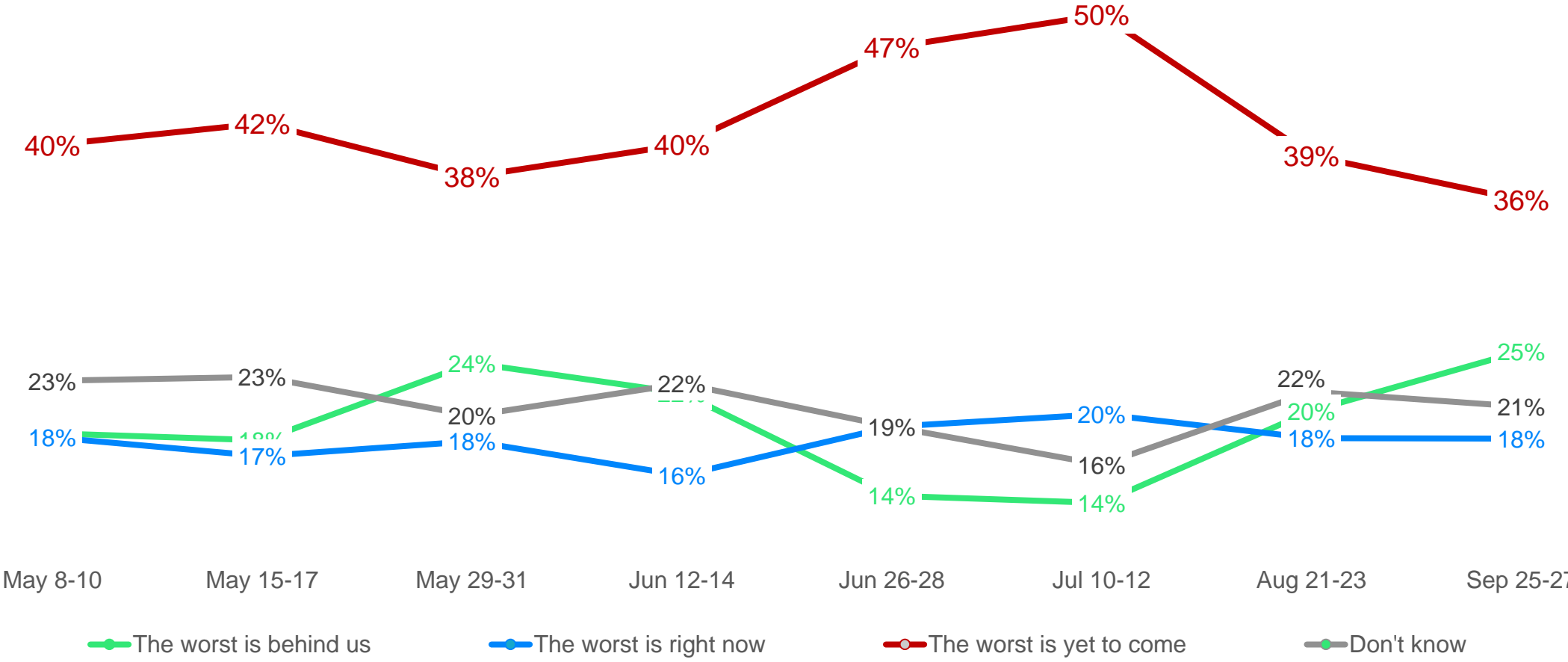
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# Which statement comes closest to your view about the impact of the coronavirus crisis on your personal finances?



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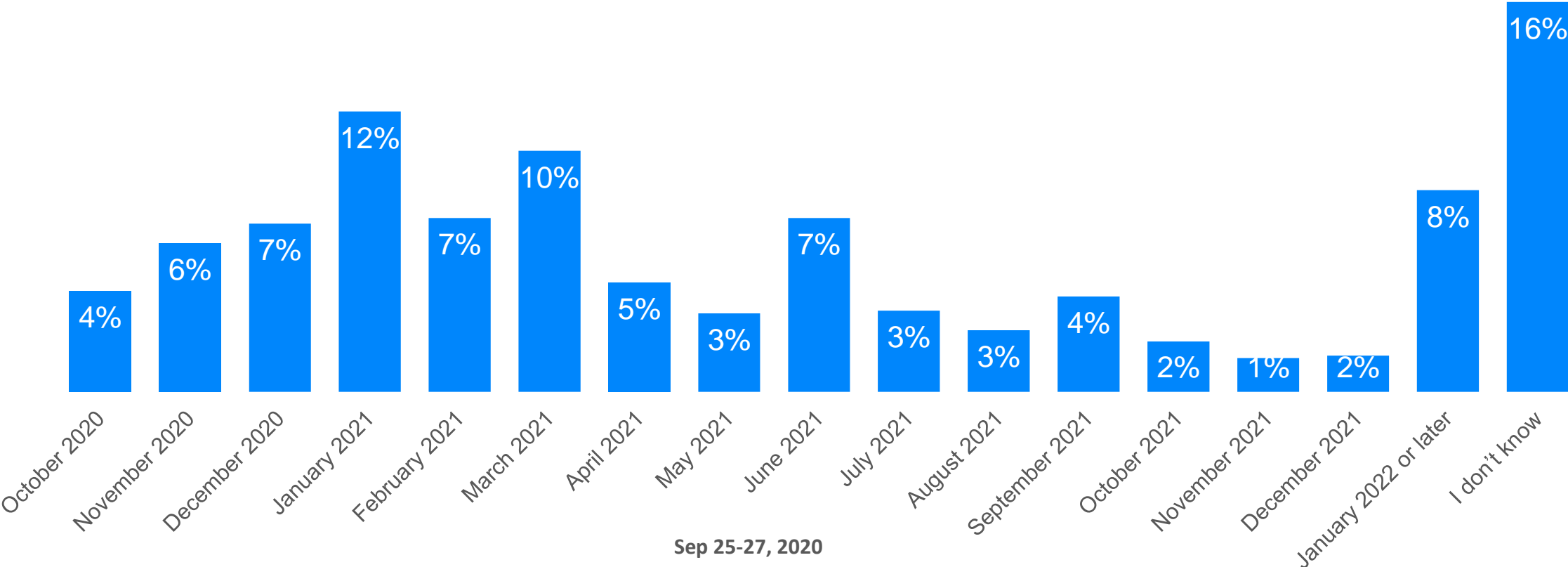
# Which statement comes closest to your view about the spread of coronavirus (Covid-19)?



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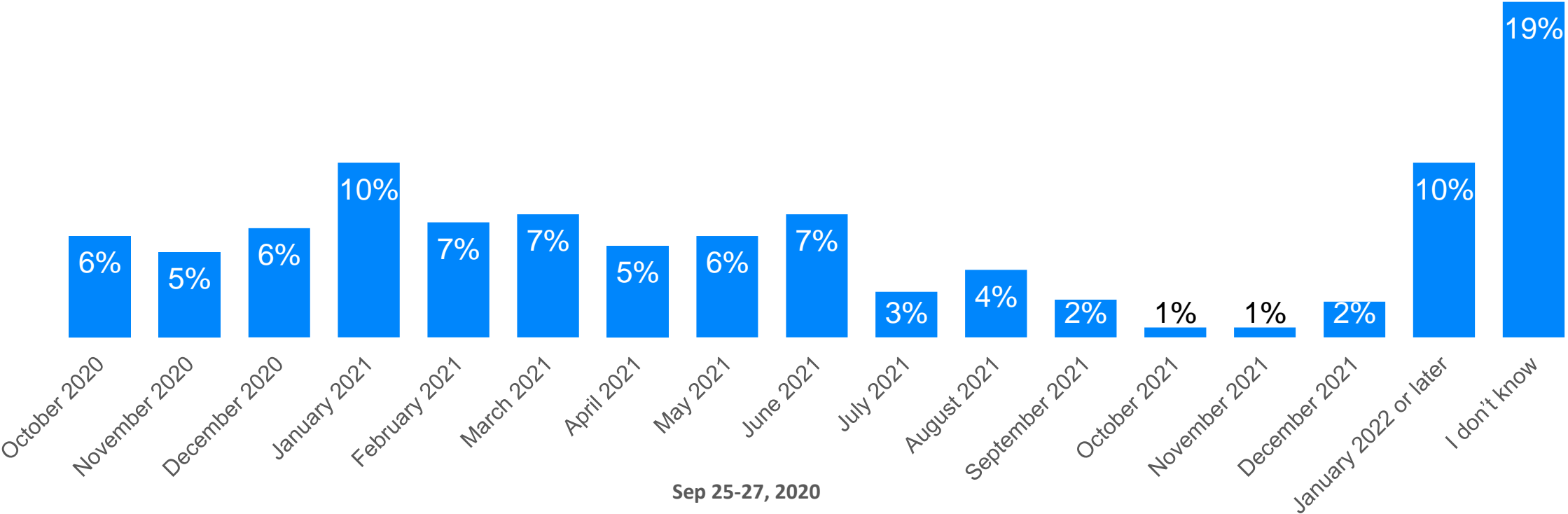
# When do you expect that a coronavirus vaccine to be widely available in the United States?



Sep 25-27, 2020

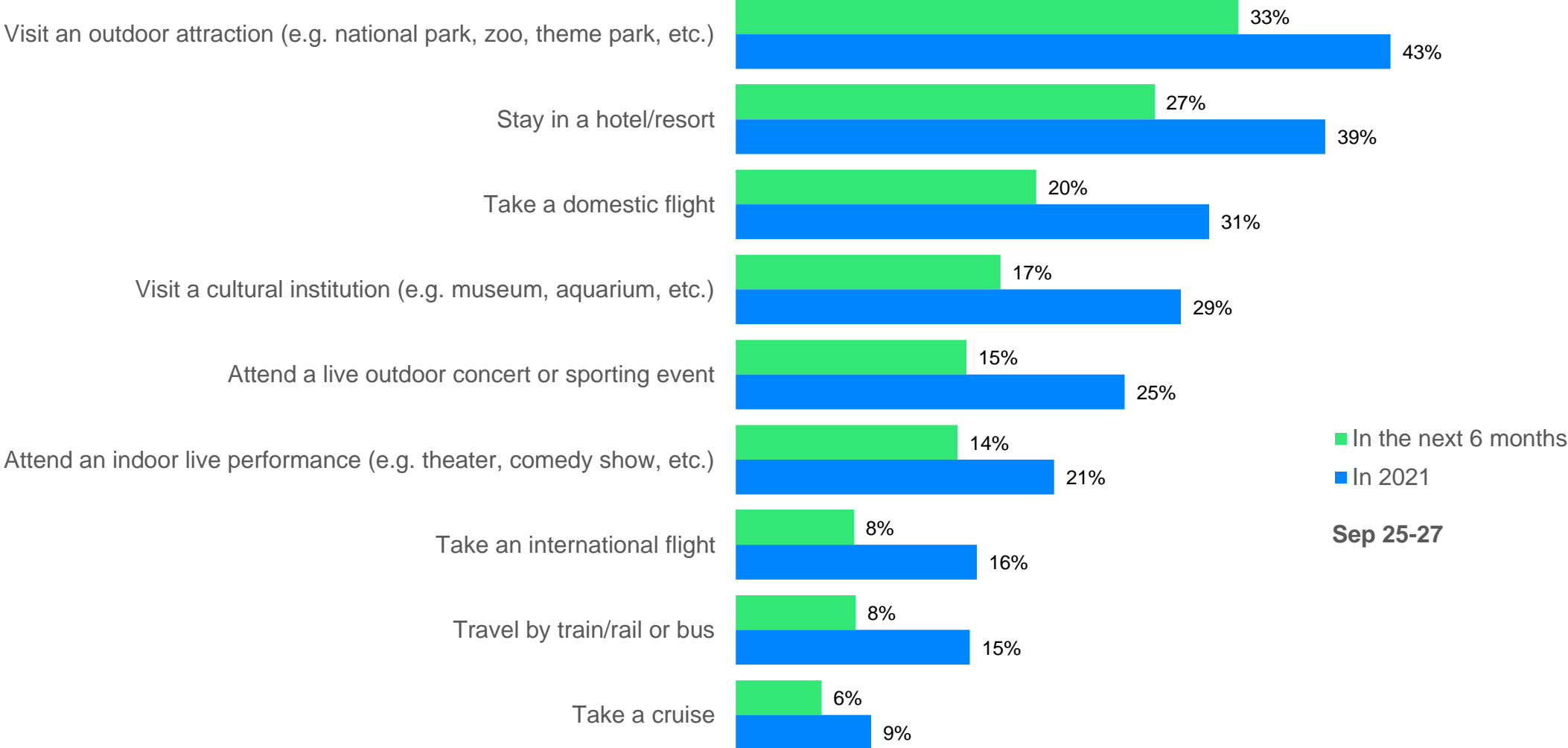
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# When do you expect that your typical activities return to normal (work, school, travel, dining, entertainment, church, sports, etc.)?



Sep 25-27, 2020

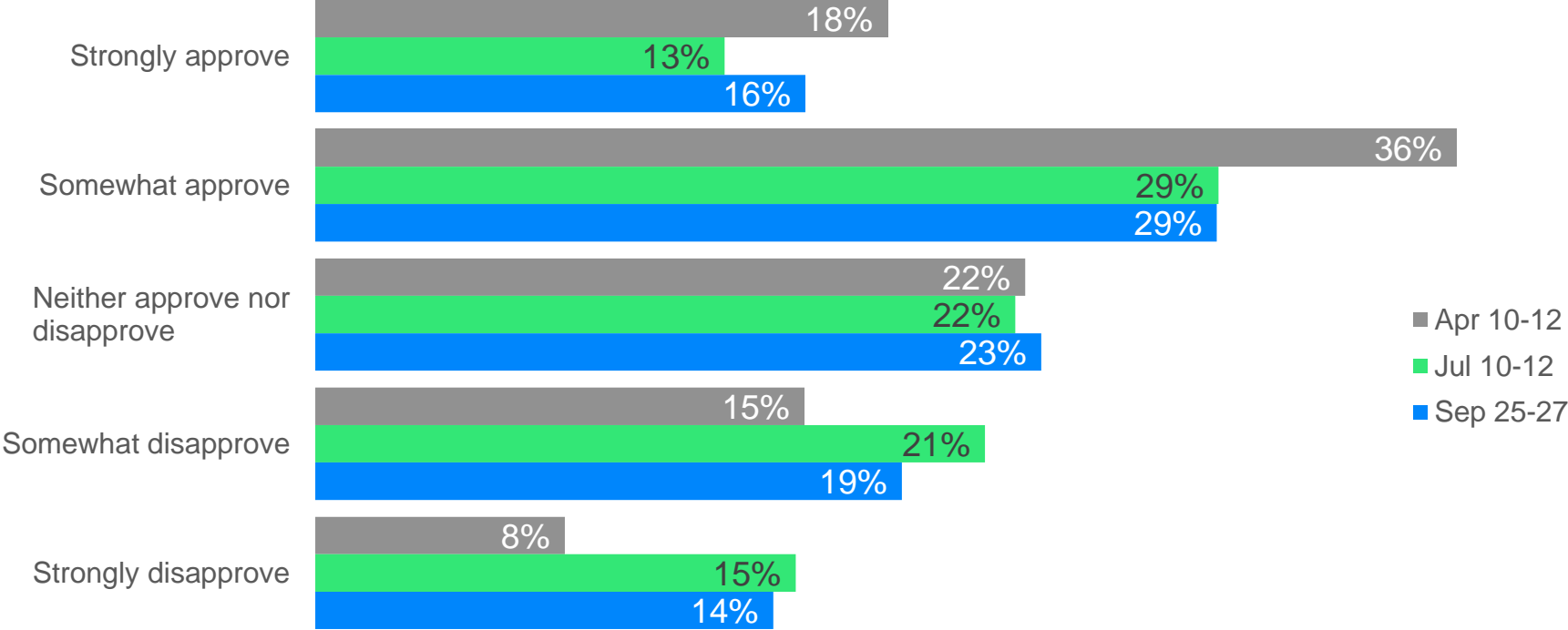
# Which of the following do you plan to do in the next 6 months/2021?



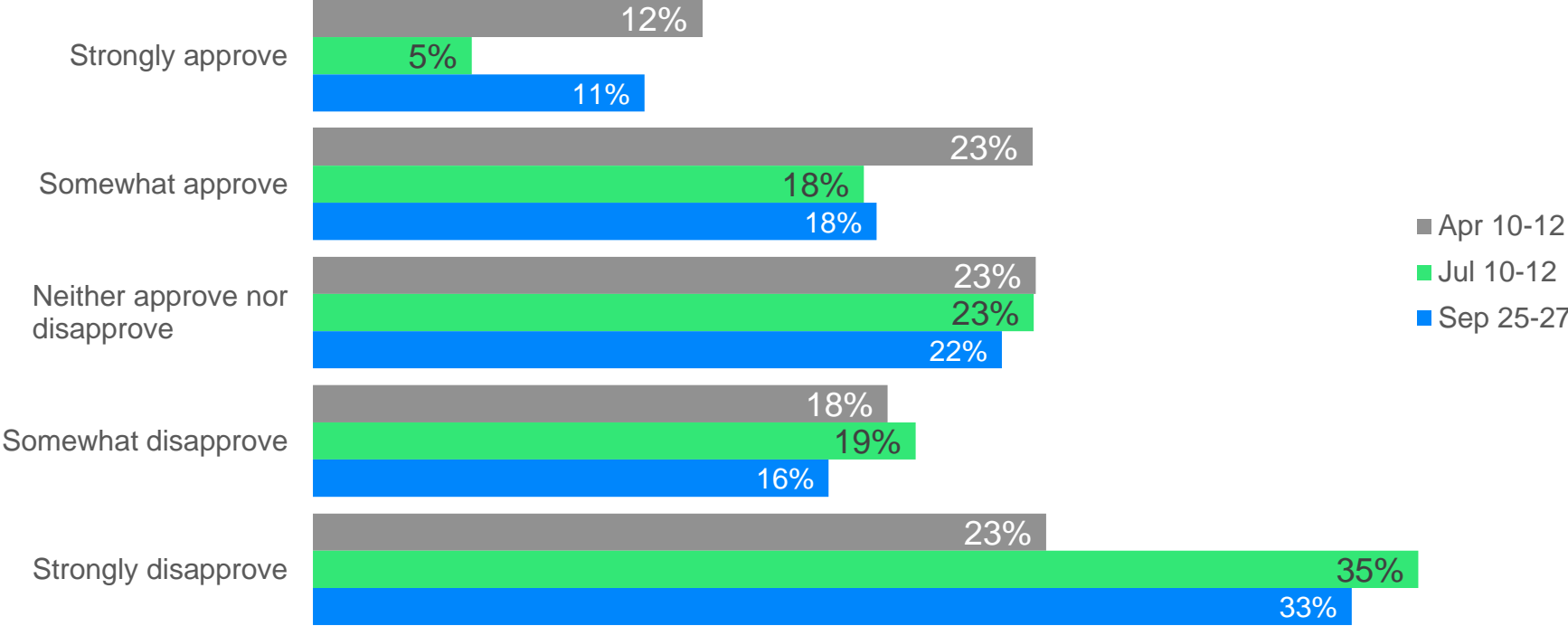
■ In the next 6 months  
■ In 2021  
**Sep 25-27**

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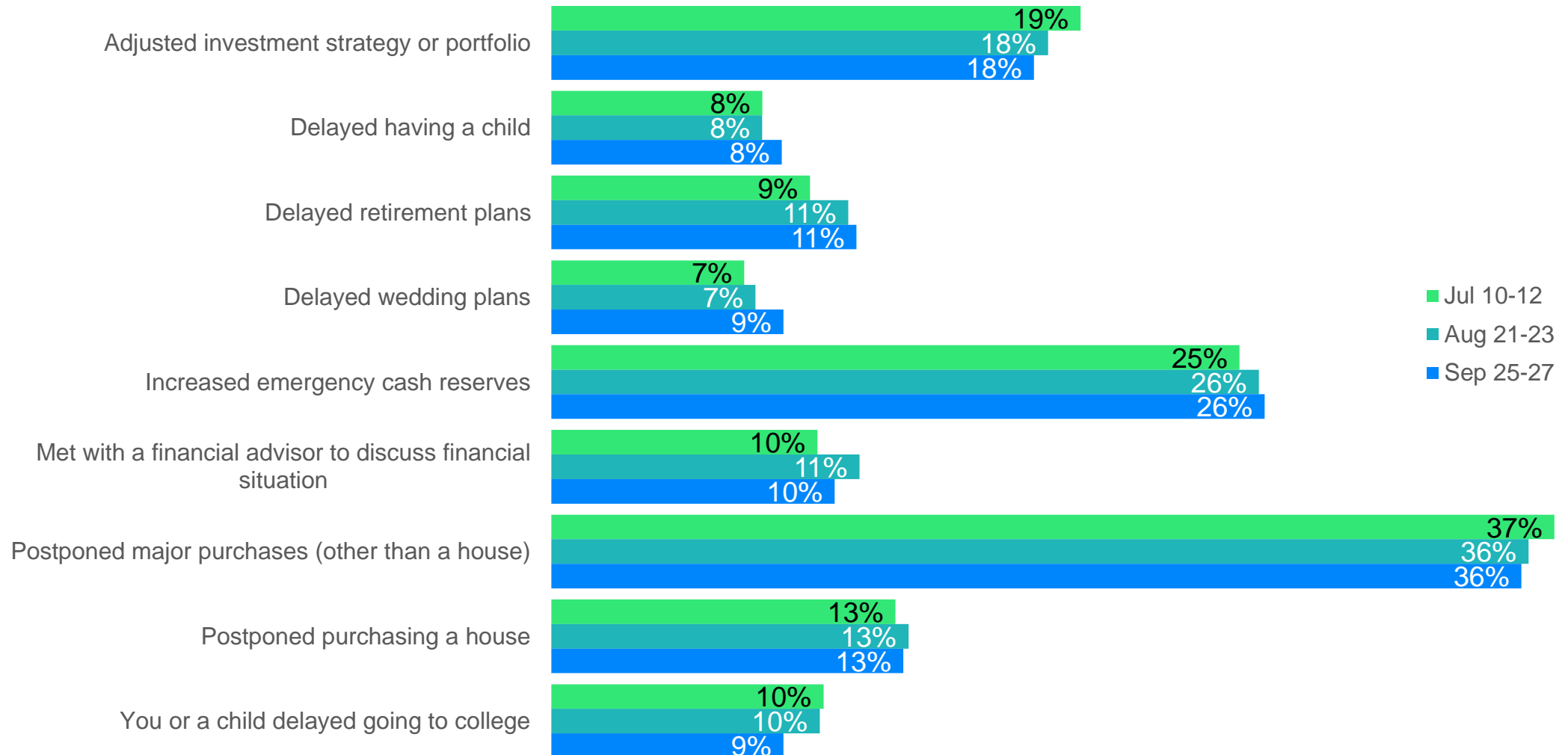
# Do you approve or disapprove of your state's handling of the coronavirus crisis?



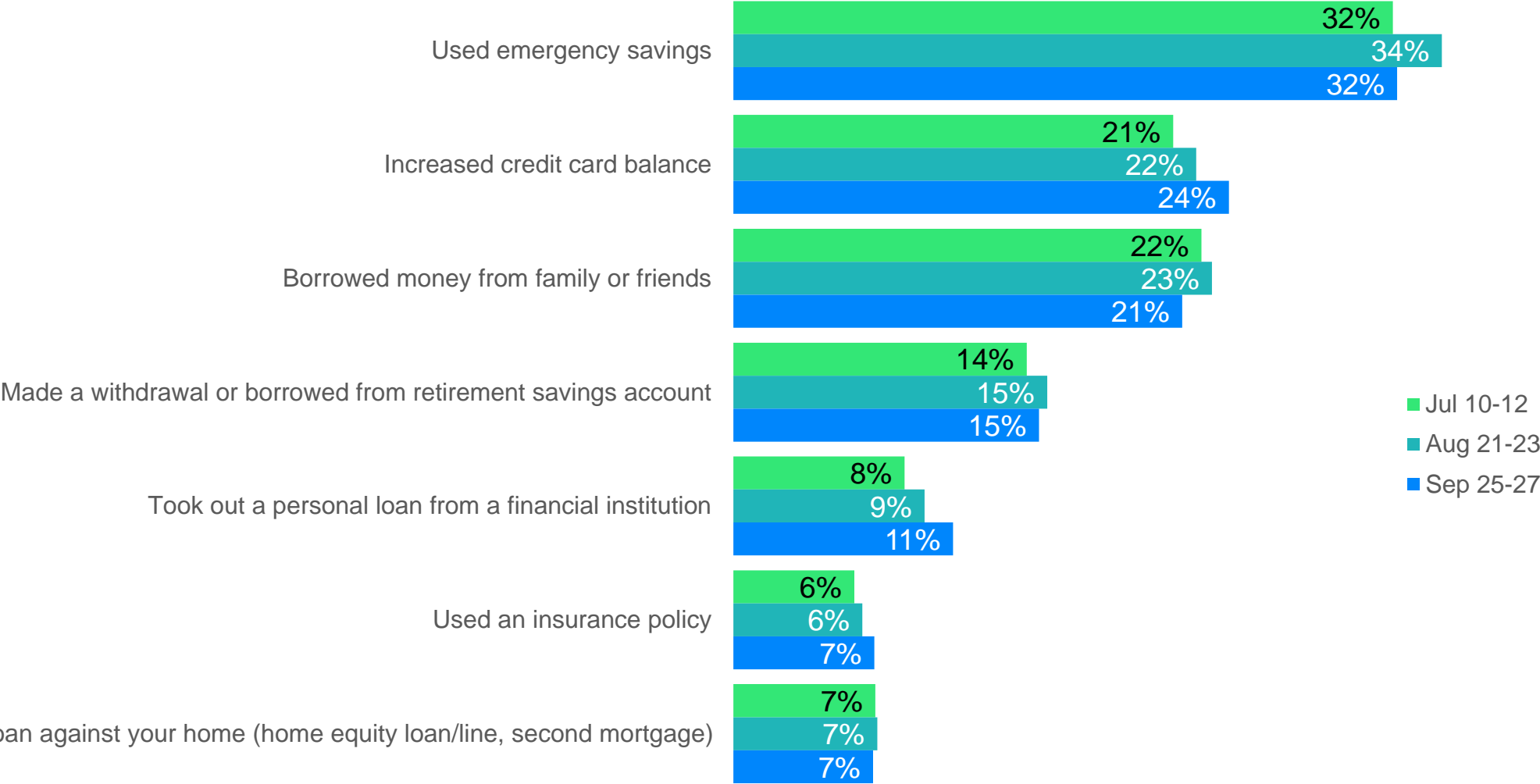
# Do you approve or disapprove of the federal government's handling of the coronavirus crisis?



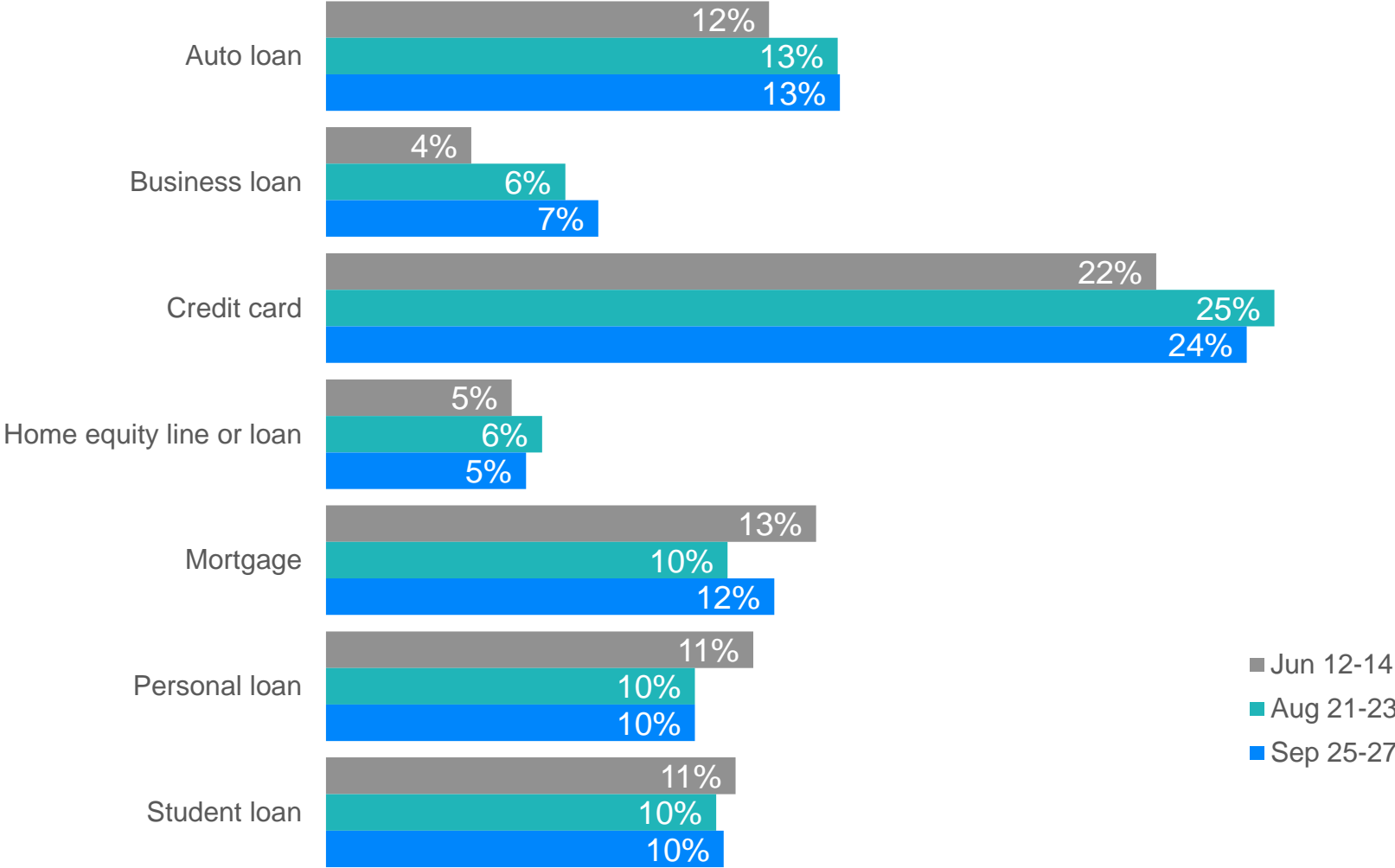
# Which of the following changes have you made due to the coronavirus crisis?



# 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?

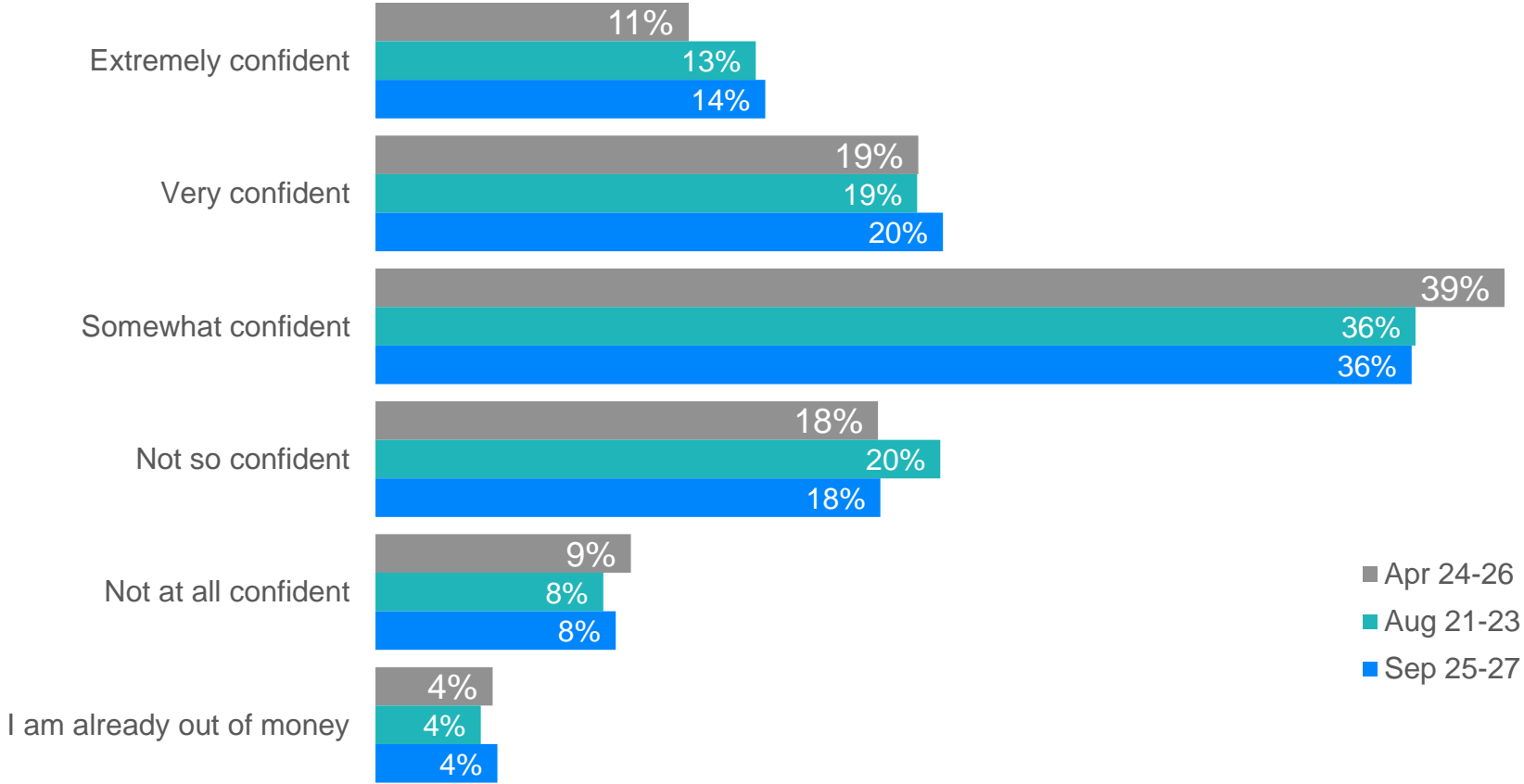


# In the past month were you unable to make the minimum monthly payment for any of these?

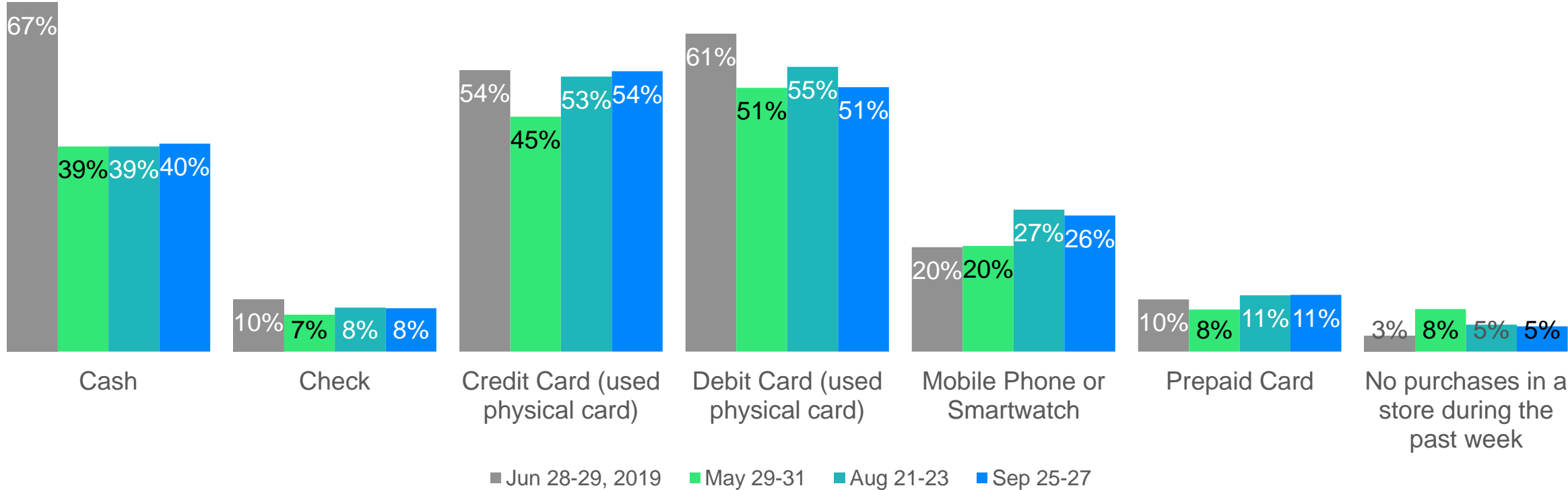




# How confident are you that you will have enough money to get through the coronavirus crisis?



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



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