



# J.D. POWER

## Coronavirus Financial Health Pulse Survey - Update

**Jim Miller – Vice President, Banking and Payments Intelligence**

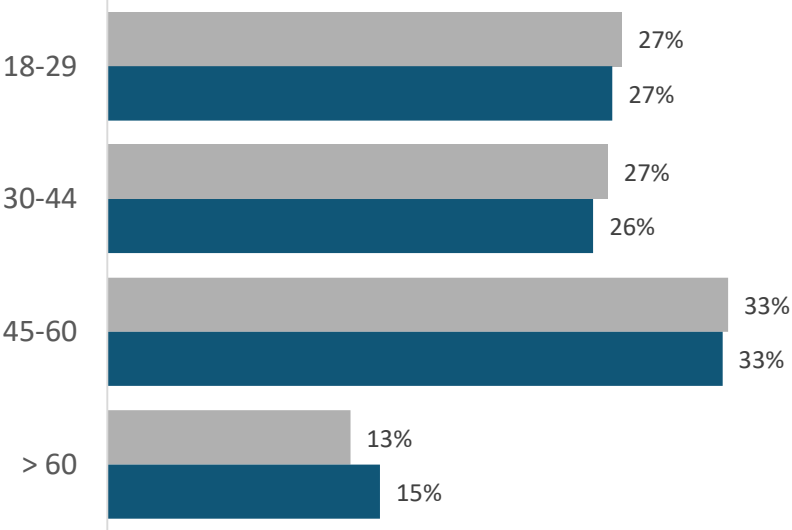
**[James.Miller@jdpa.com](mailto:James.Miller@jdpa.com)**

**March 16, 2020**

# Survey Methodology

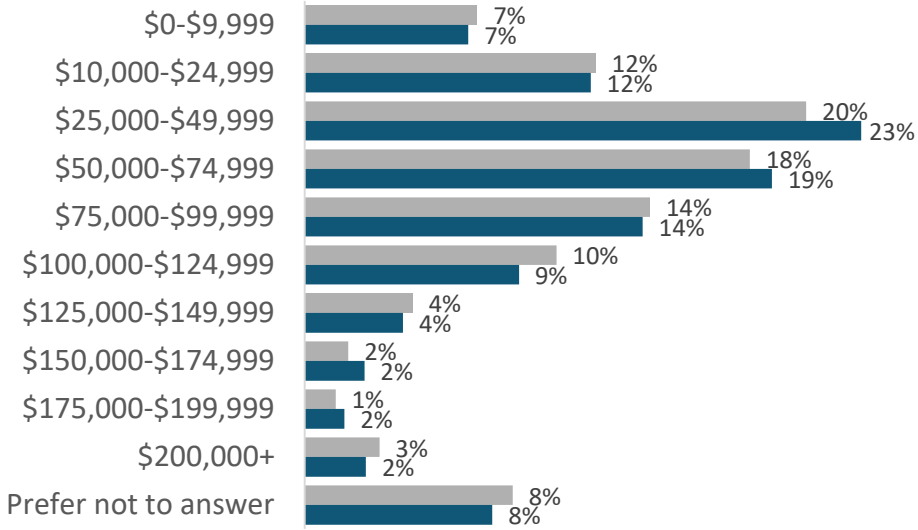
- Surveys were fielded February 28 to March 1, 2020 and on March 14, 2020.
- Surveys were conducted online among U.S. consumers aged 18 and older
- February 28-March 1: 1,198 completed surveys (43% male, 57% female)
- March 14: 1,868 completed surveys (44% male, 56% female)

**Distribution by Age**



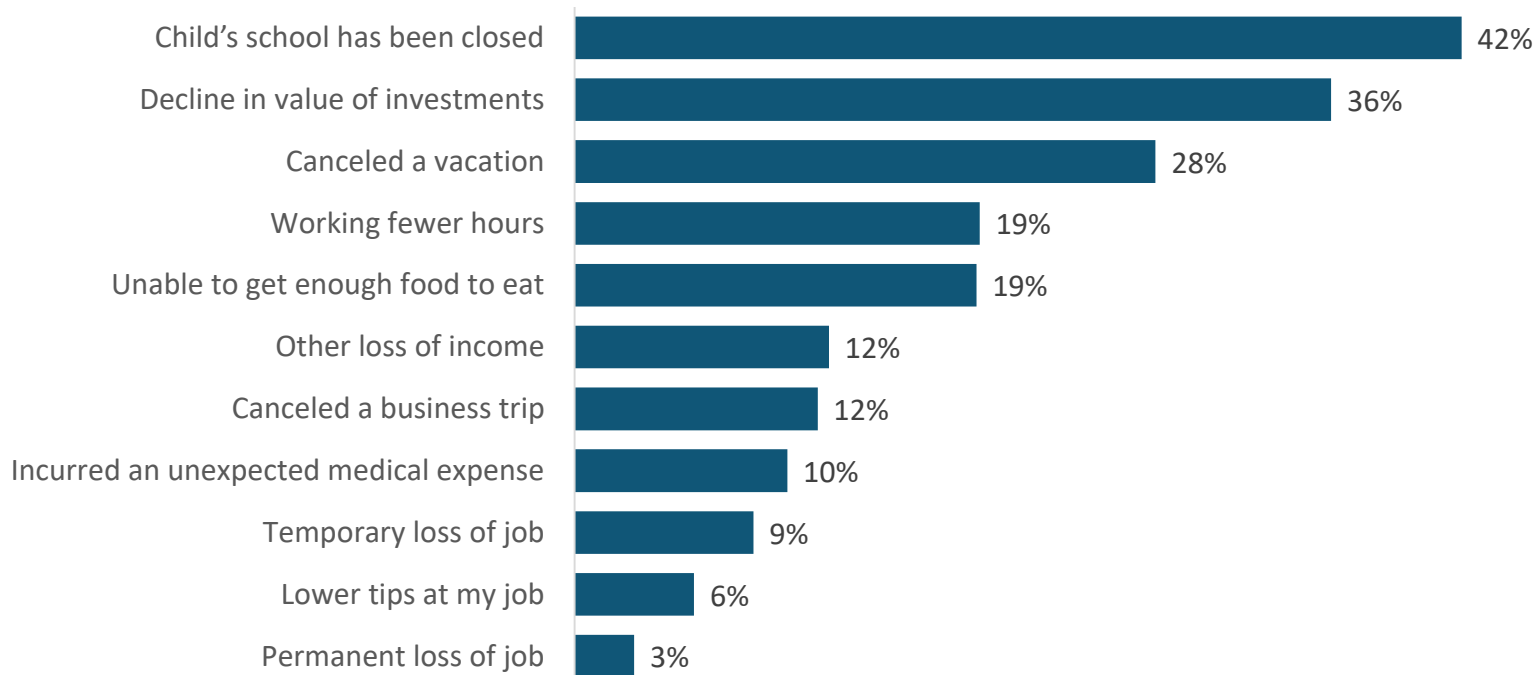
■ Feb 28 - Mar 1   ■ March 14

**Distribution by Income**



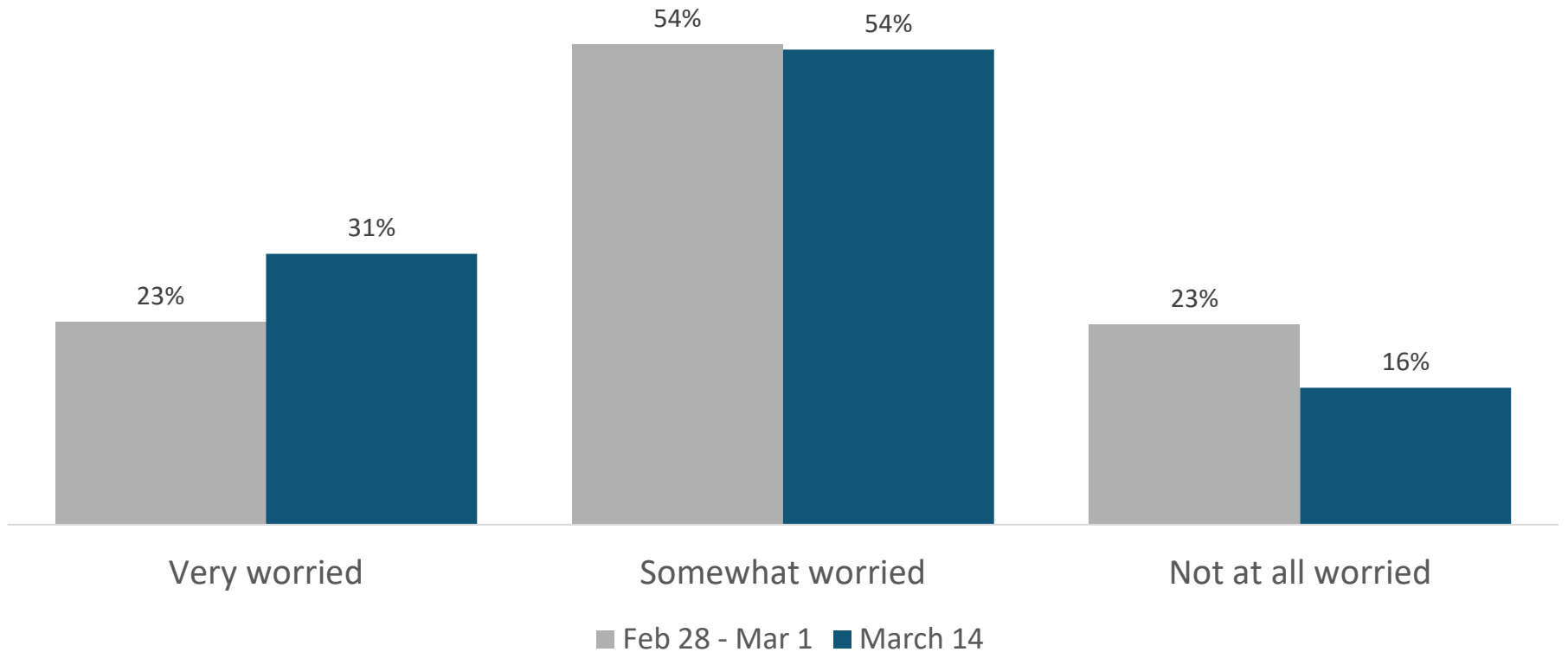
■ Feb 28 - Mar 1   ■ March 14

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

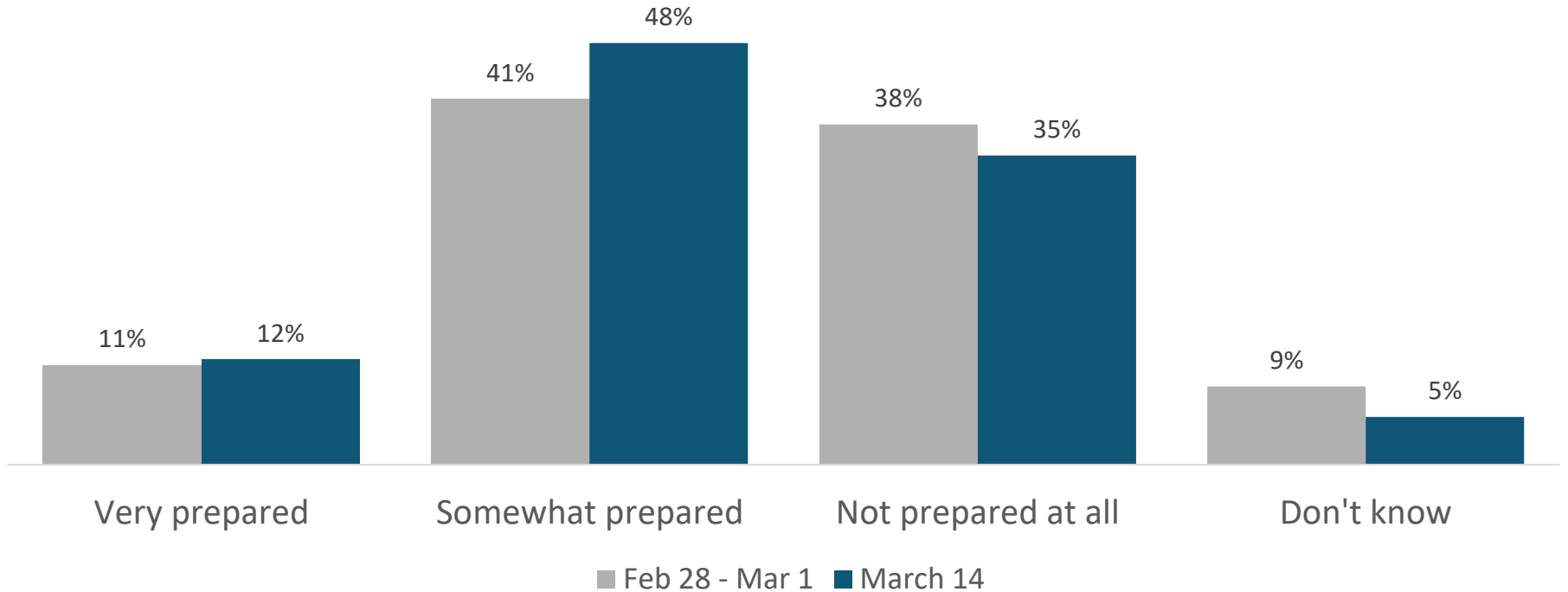


March 14, 2020

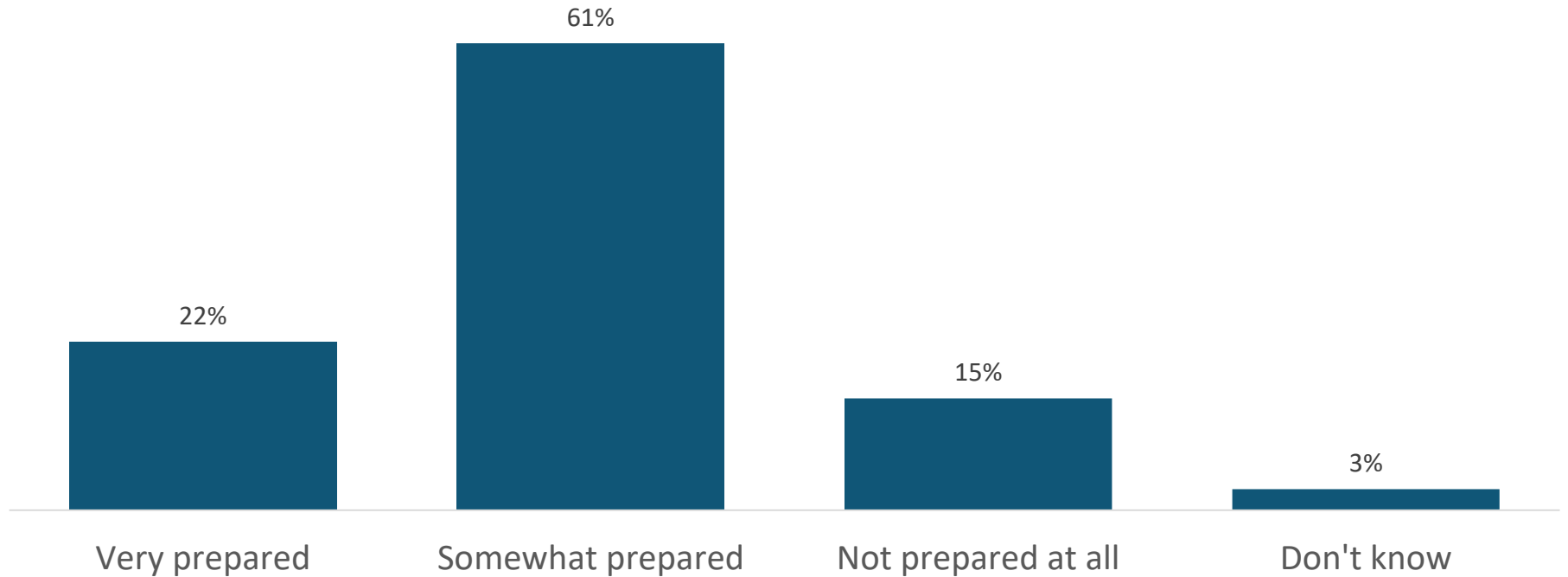
## How worried are you that the coronavirus will spread in your community?



## How prepared is the U.S. for an outbreak of coronavirus?

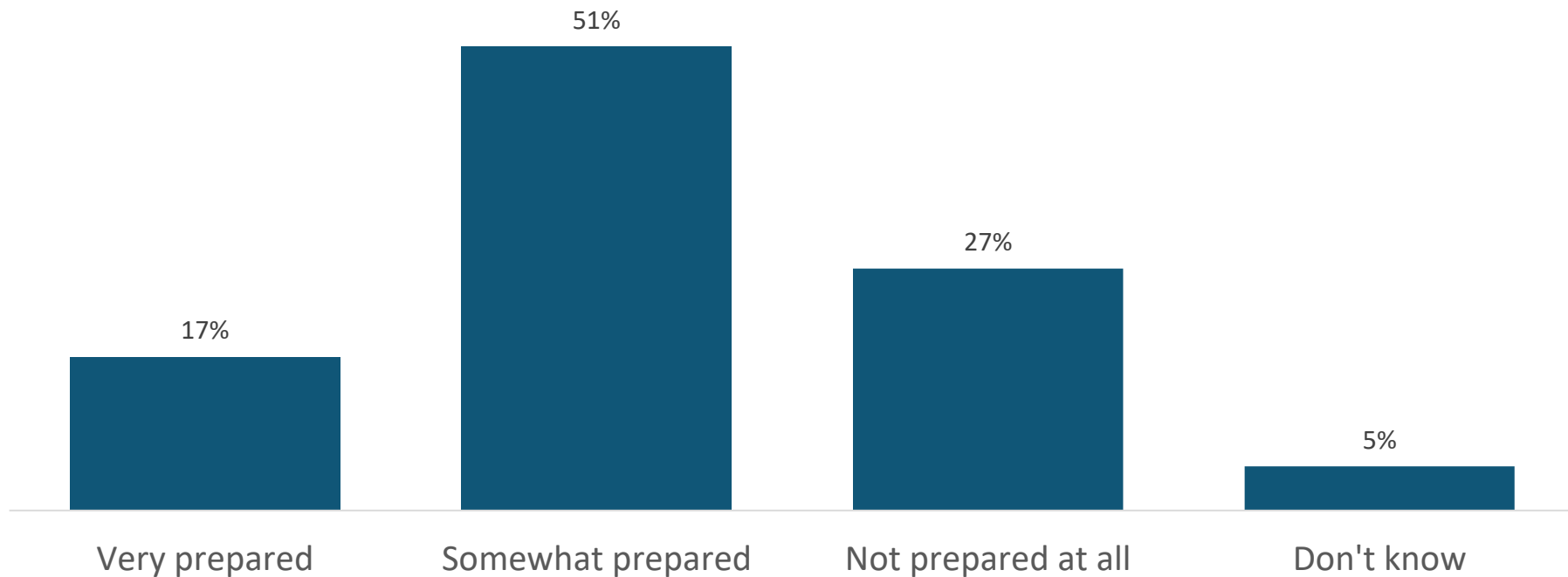


## How prepared are you personally to deal with the coronavirus regarding your home, family, pets, food, healthcare, etc.?



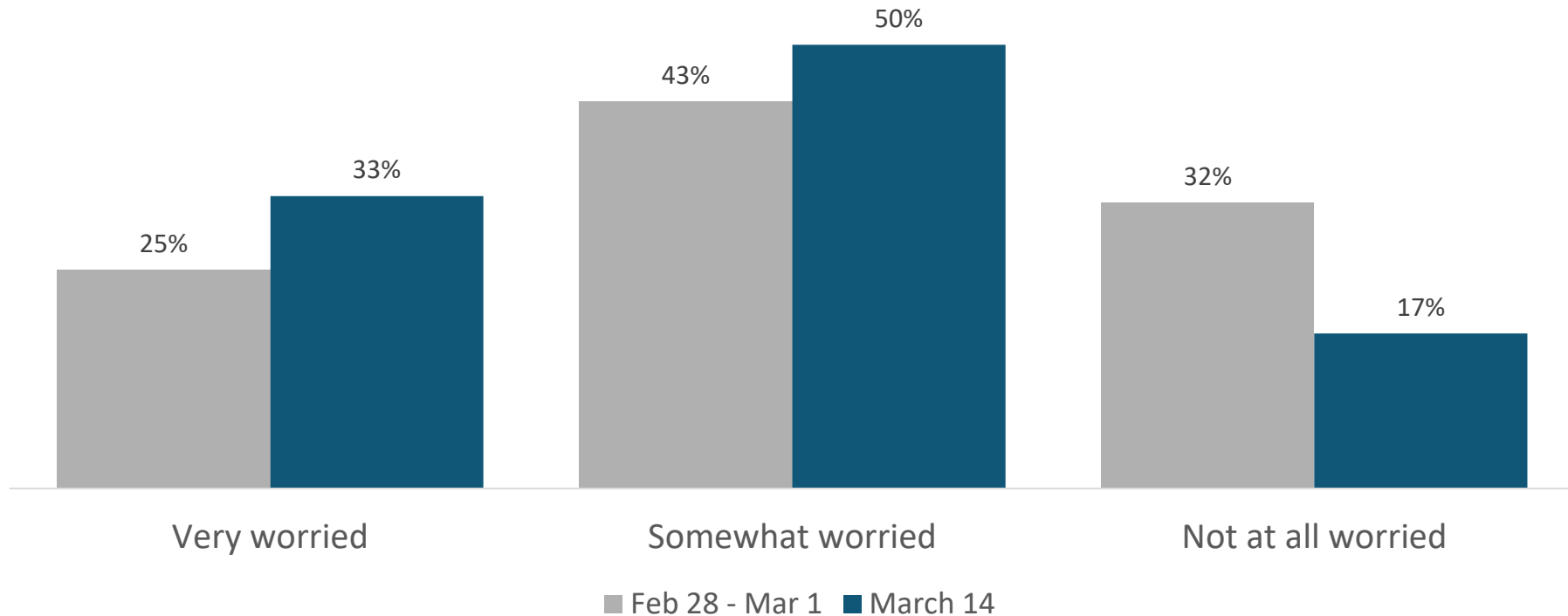
March 14, 2020

## How prepared are you financially to deal with the coronavirus?



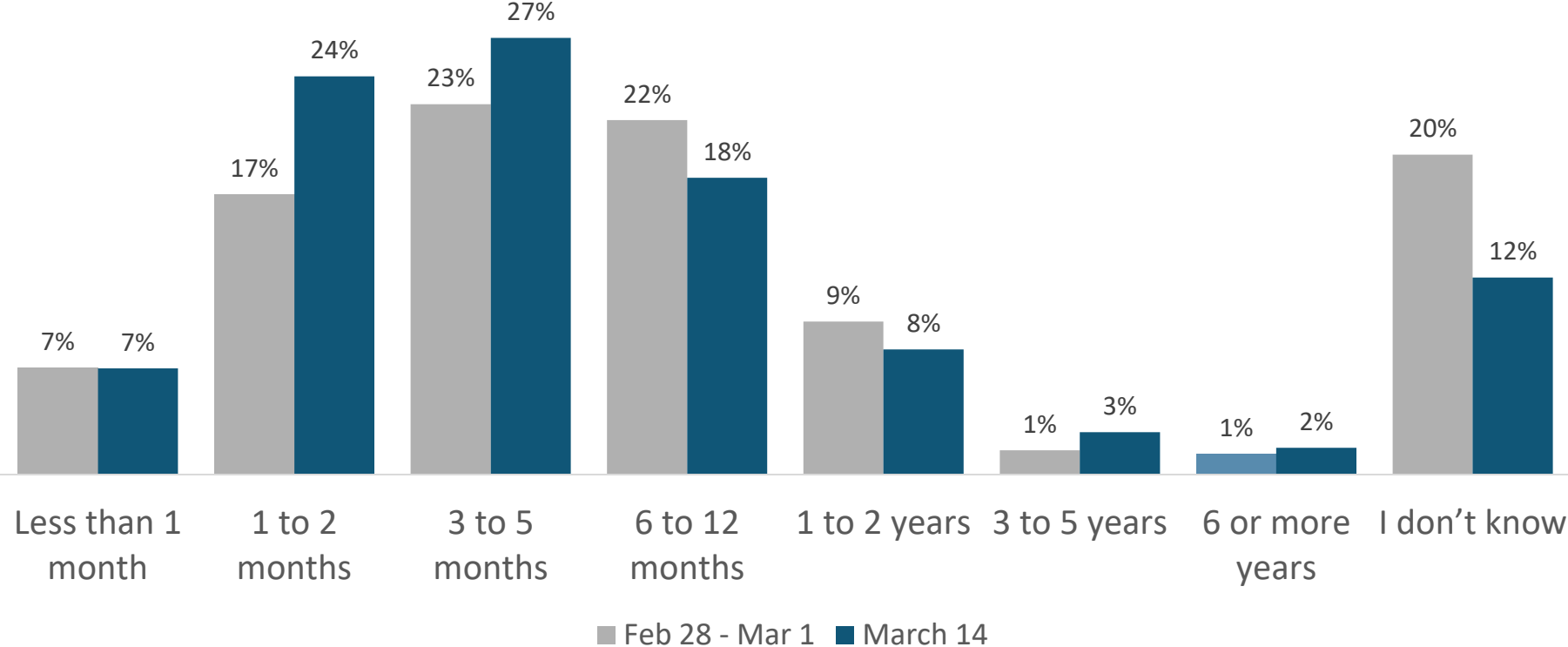
March 14, 2020

## How worried are you that the coronavirus will hurt your financial situation?

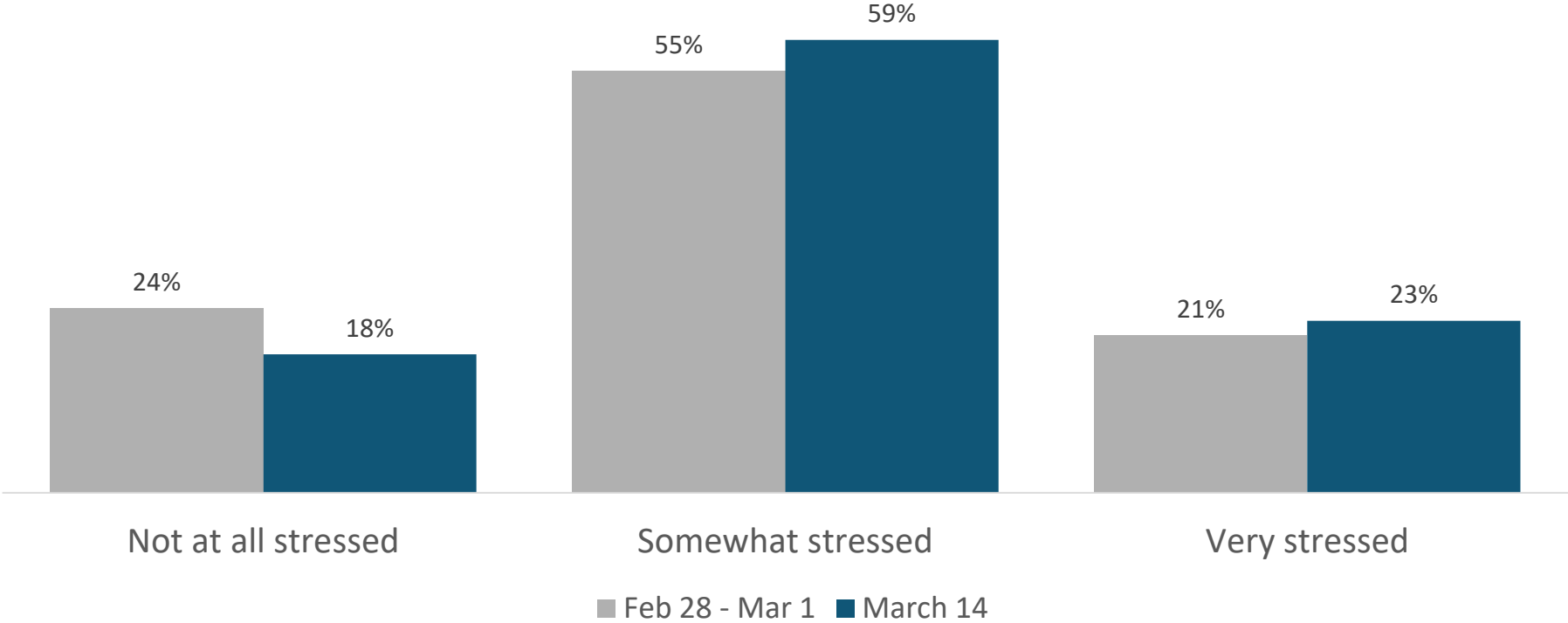




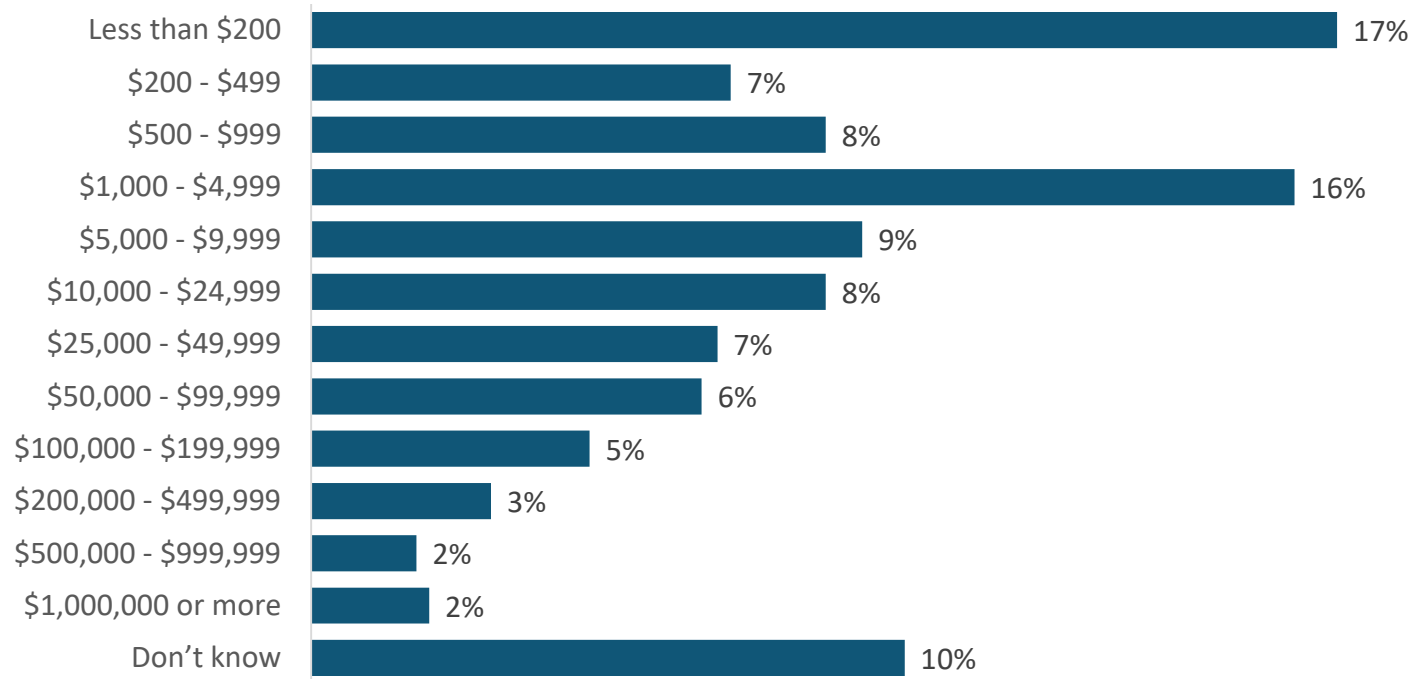
# How long do you expect that your financial situation will be worse due to the coronavirus? (among those who are somewhat or very worried it will hurt their financial situation)



Please rate your current level of stress about your overall financial situation.

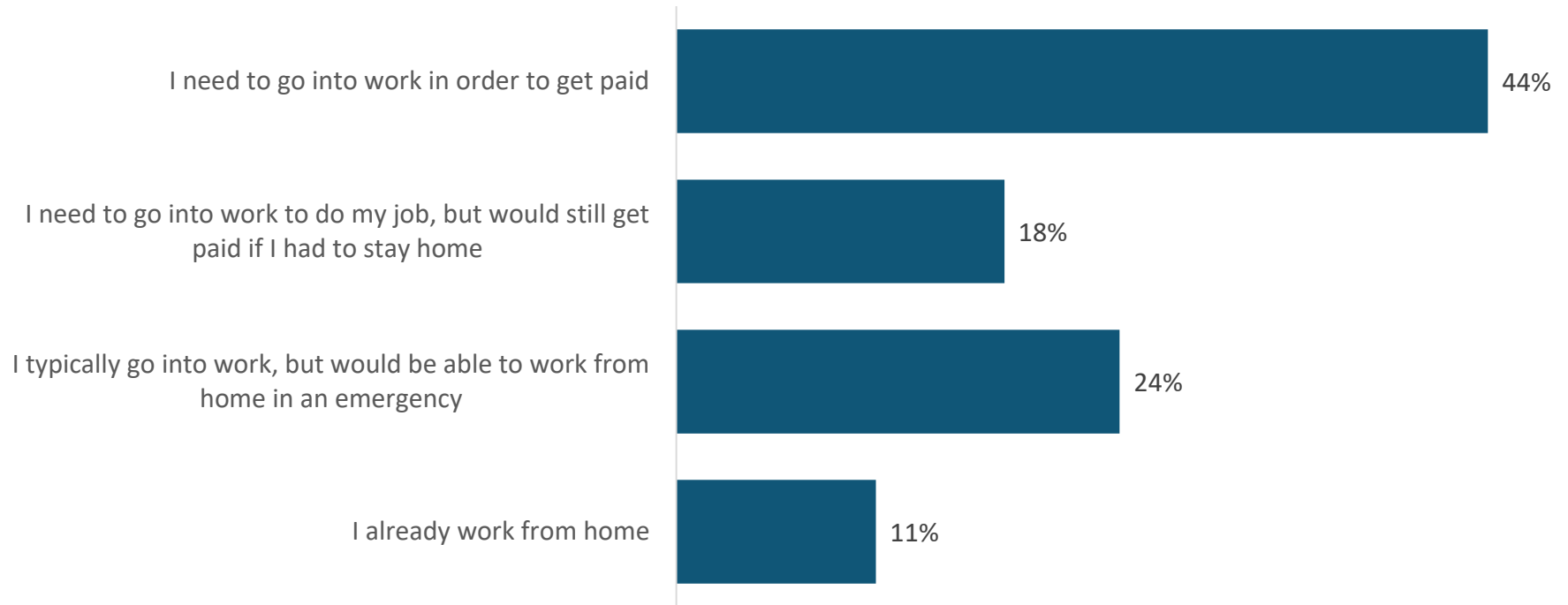


## How much do you currently have saved? Include cash, bank accounts and investments. Do not include equity in your house and retirement accounts.



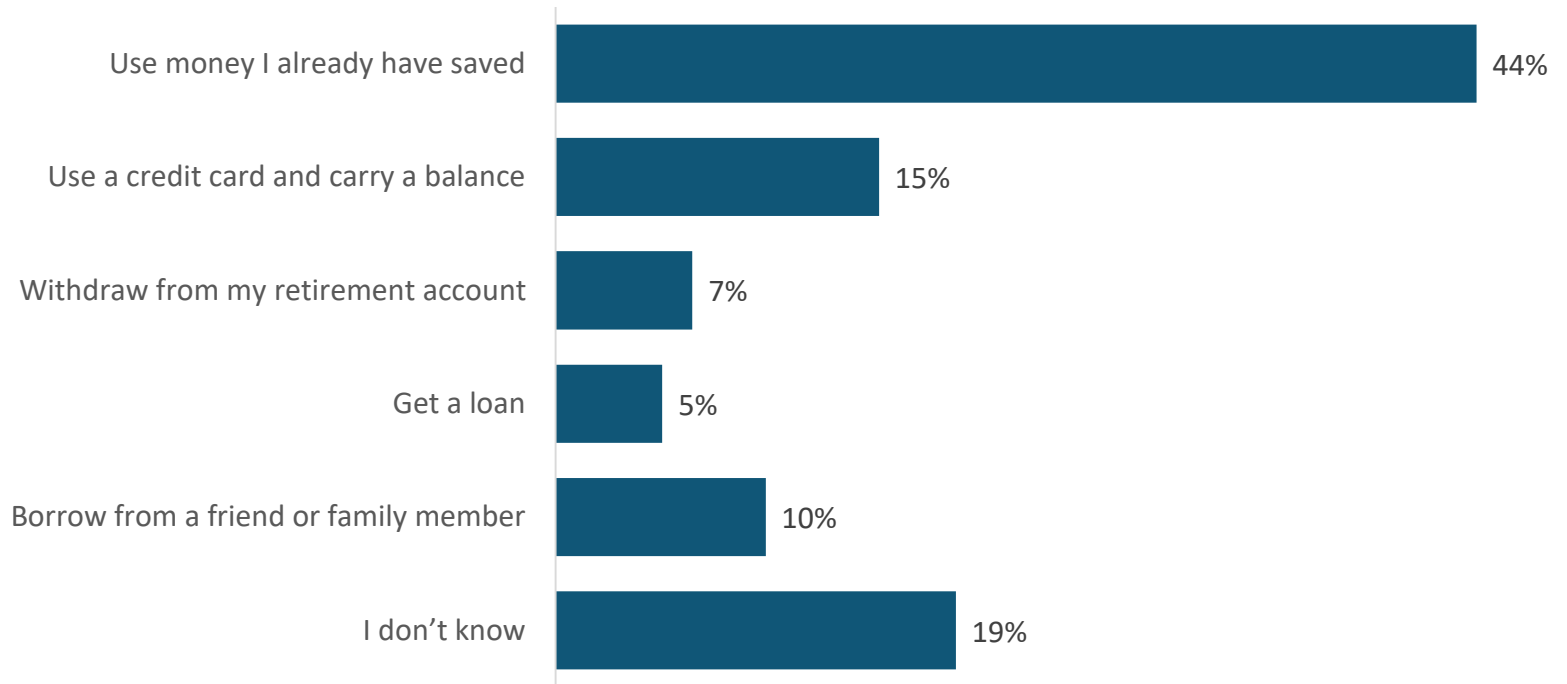
March 14, 2020

## In the event of an outbreak of the coronavirus and you cannot go into work, which statement best describes your working situation? (among full-time, part-time and self-employed)



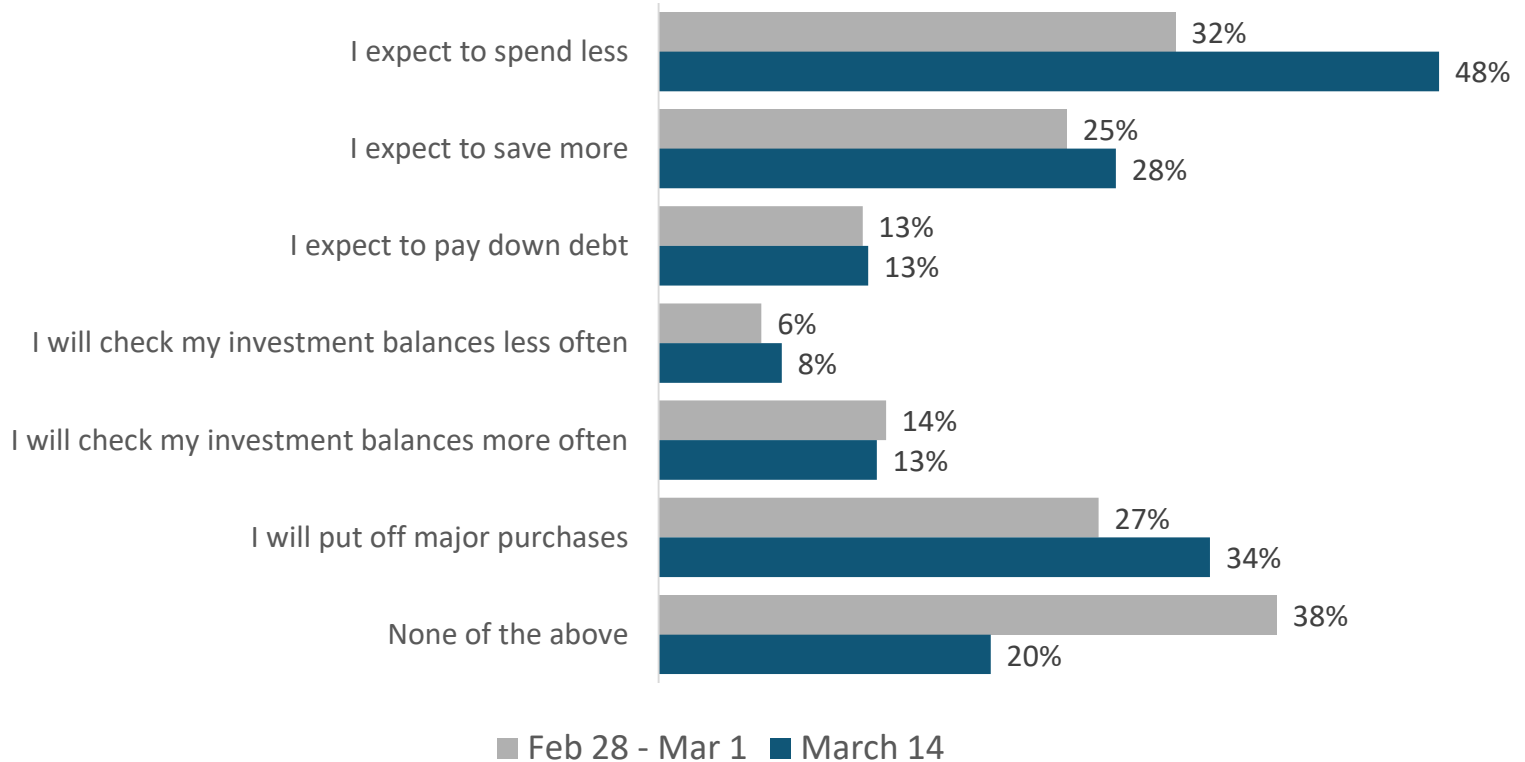
March 14, 2020

## If you could not work for a month, how would you pay for your living expenses? (among full-time, part-time and self-employed)

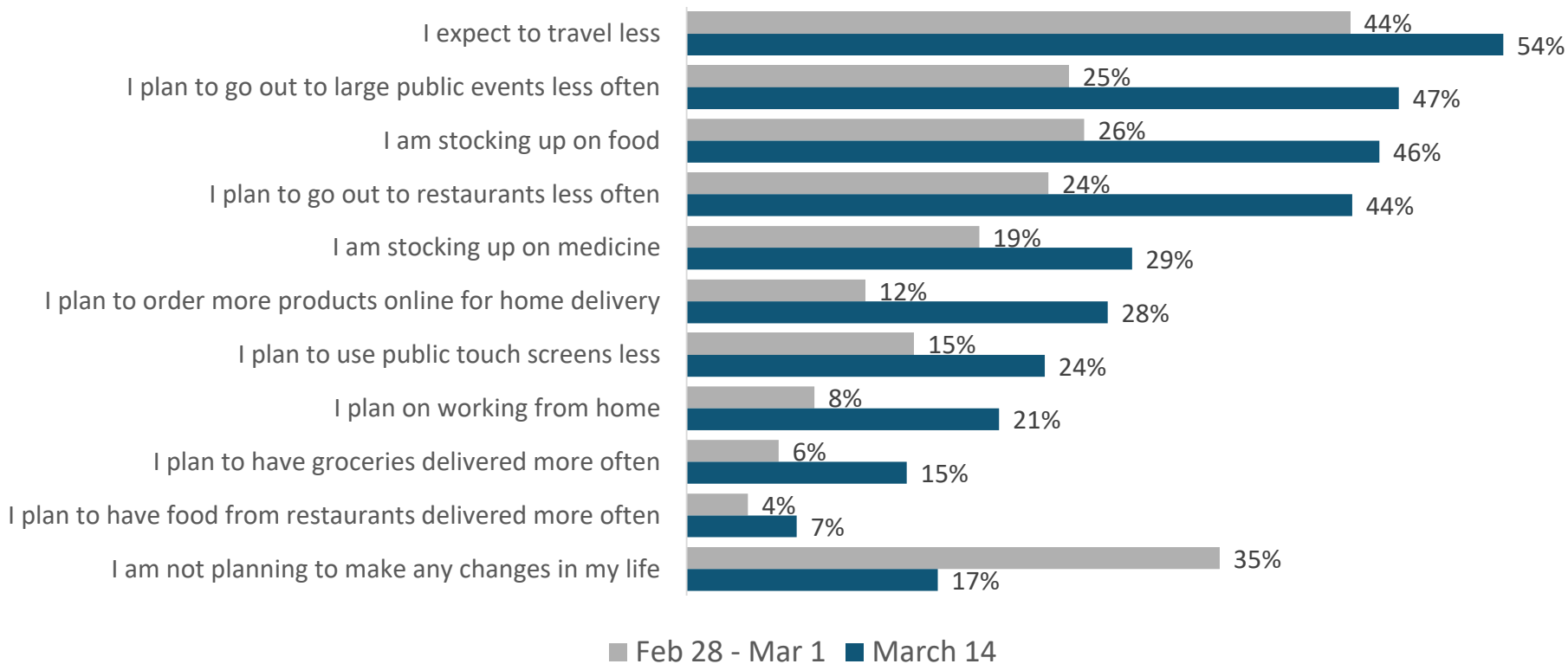


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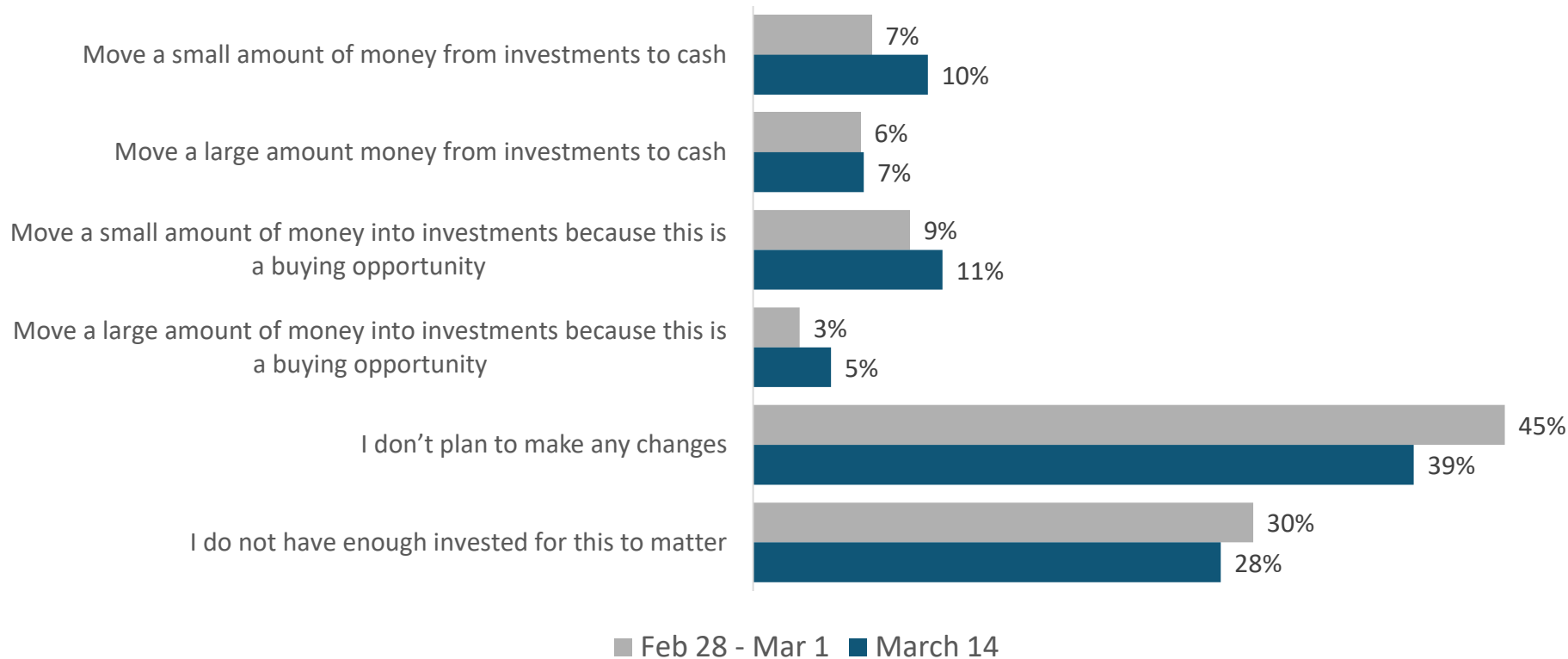
## Which of the following financial changes do you plan to make due to the coronavirus?



## Due to the coronavirus threat, which of the following do you plan to do differently?

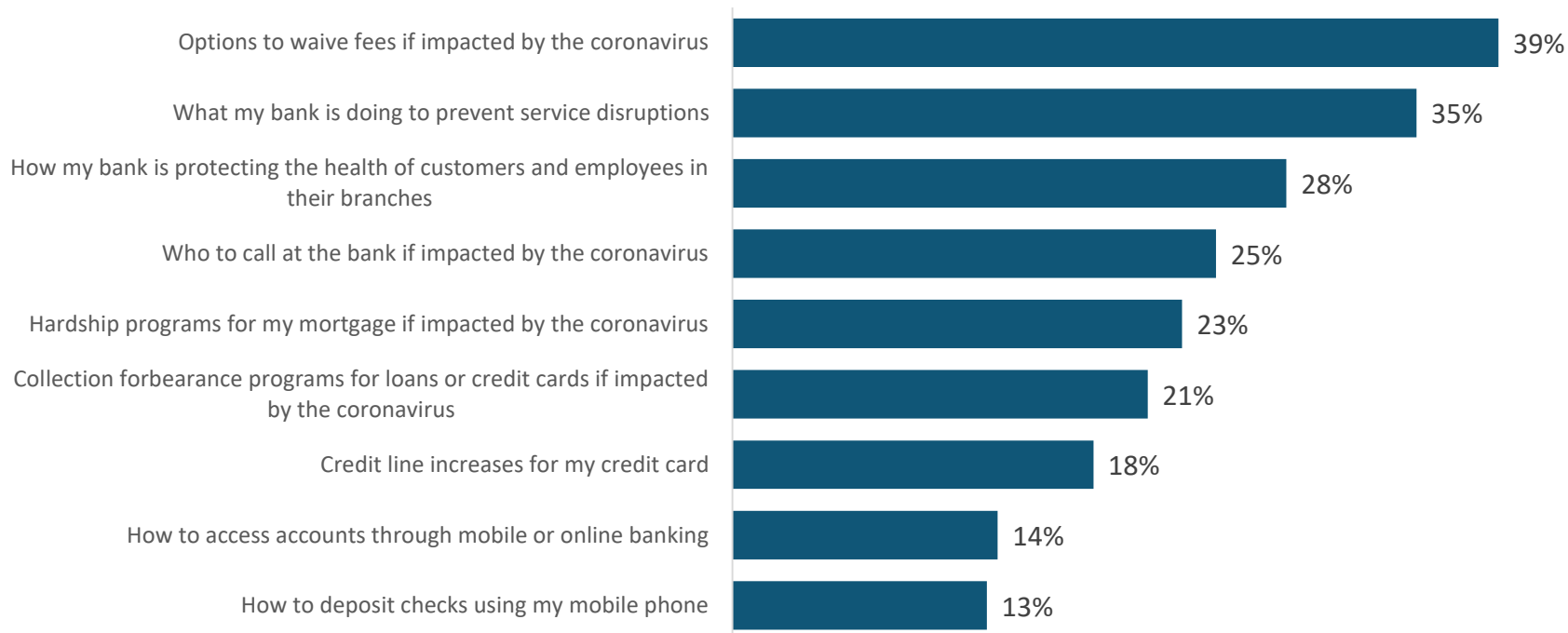


## As a result of the coronavirus are you planning to make any changes to your investments?



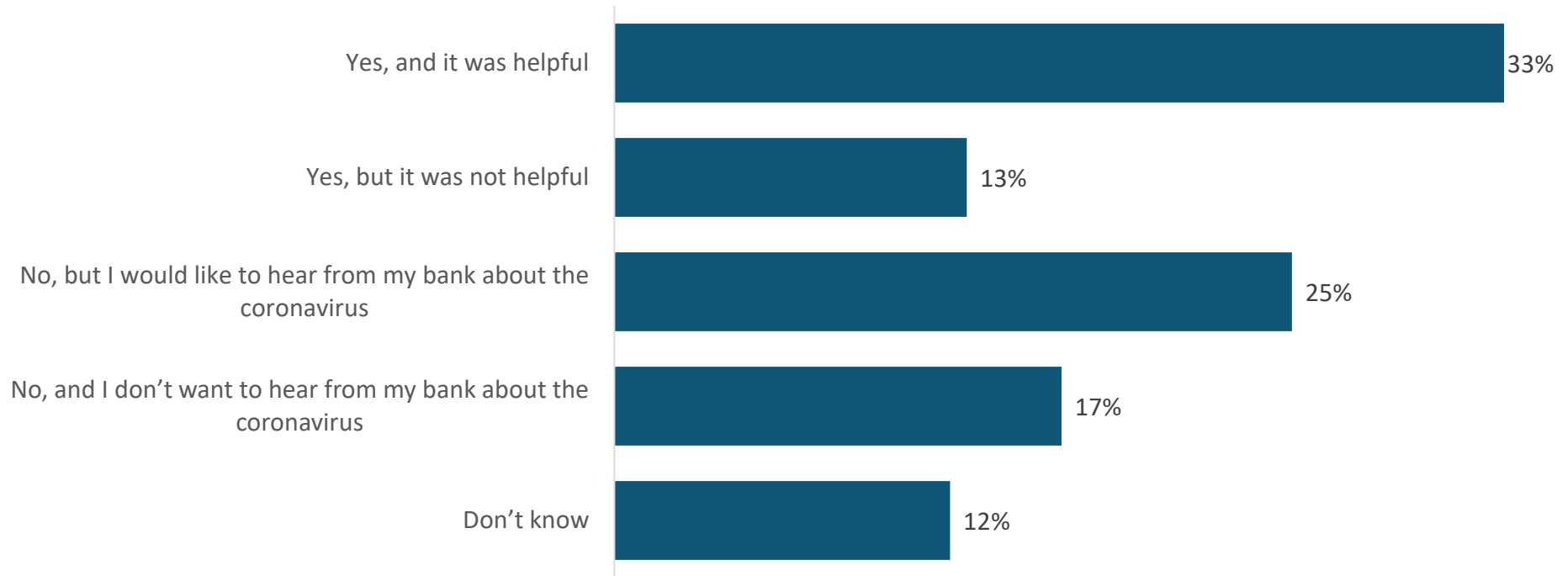


## What information about the coronavirus crisis would you like to receive from your bank or credit card issuer?



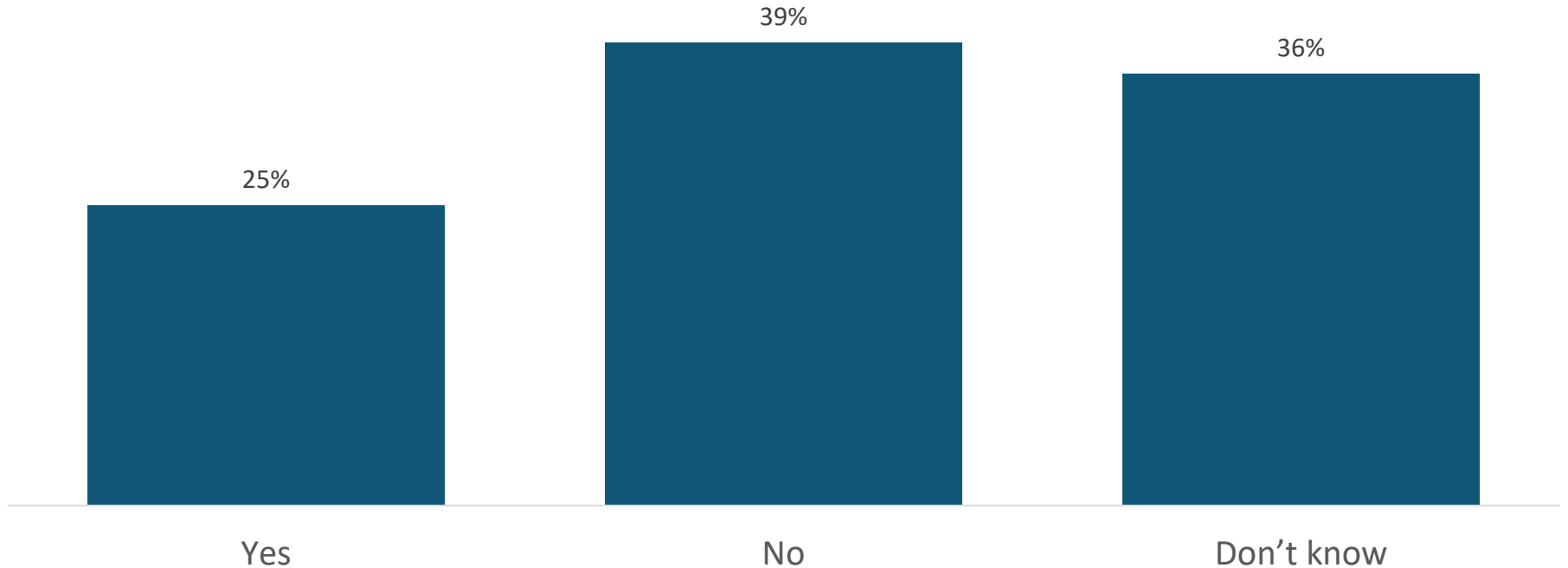
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## Have you received communication from your primary bank regarding the coronavirus?



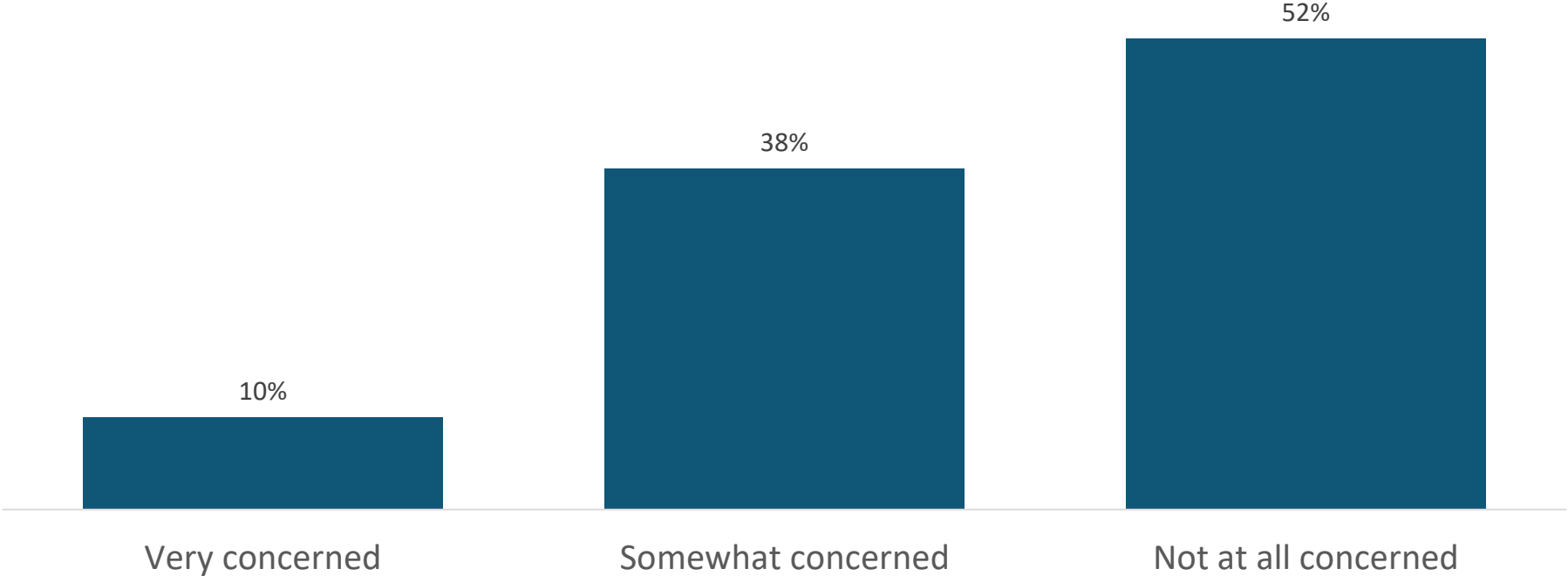
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## Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



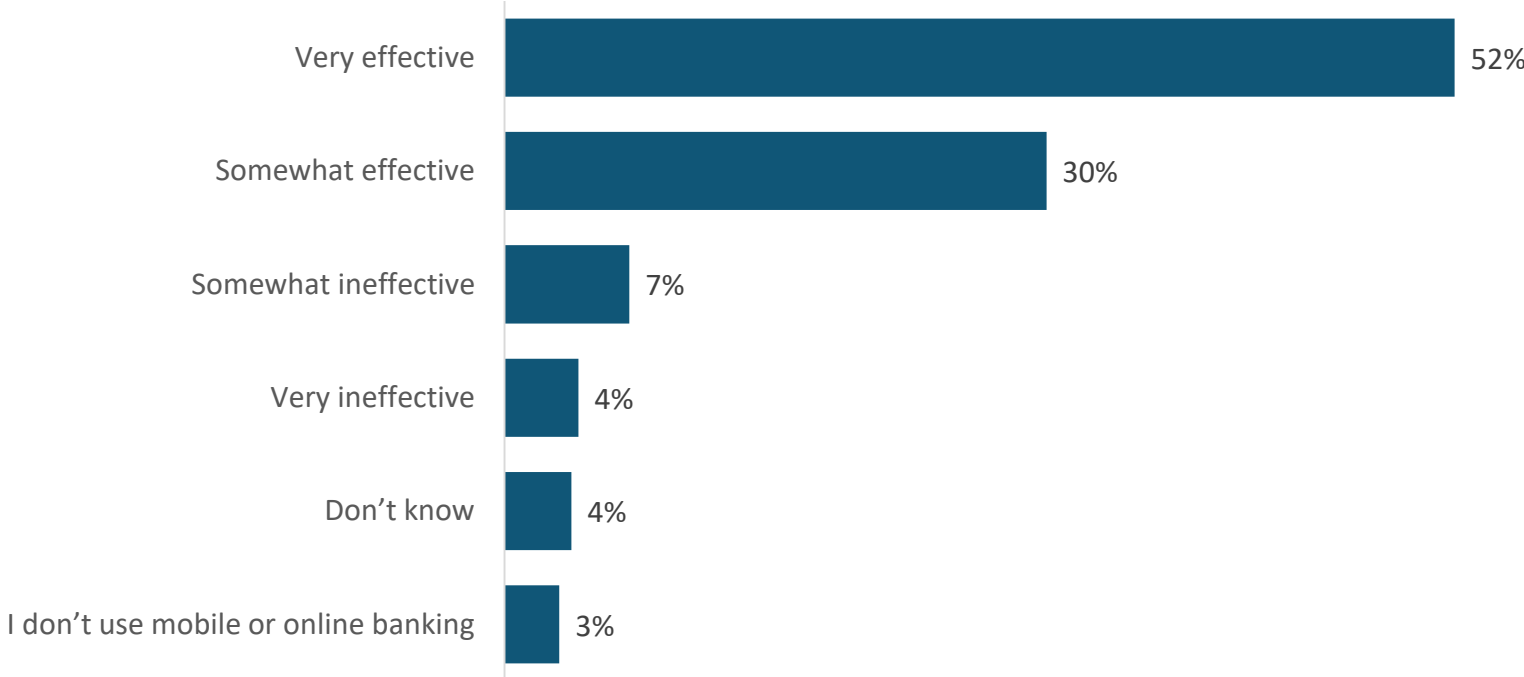
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How concerned are you that you will be able to continue to conduct your banking activities during the coronavirus crisis with your primary bank?



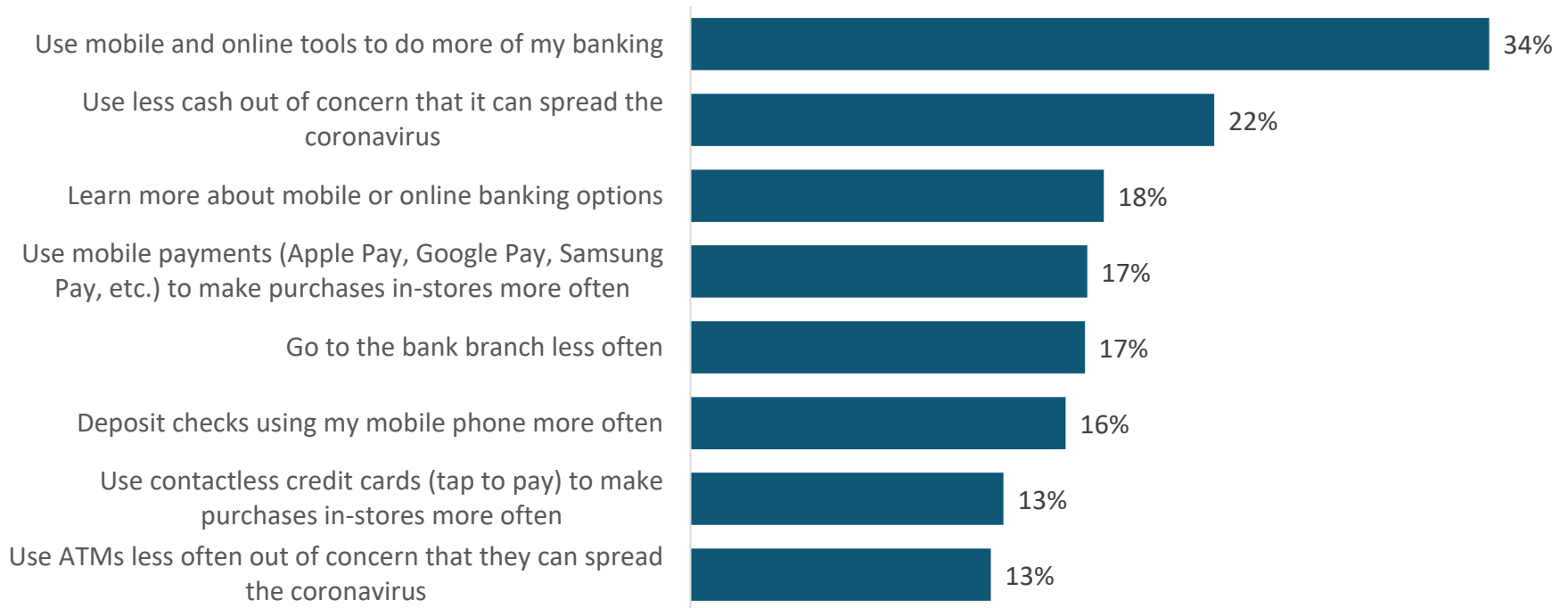
March 14, 2020

# How effective is your primary bank's mobile and online banking services at meeting your banking needs?



March 14, 2020

## Which of the following changes to how you bank and make payments do you plan to make due to the coronavirus?



March 14, 2020

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# Beyond Measure