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Financial Services COVID-19 Pulse Survey

March 27-29 Update

Jim Miller – Vice President, Banking and Payments Intelligence

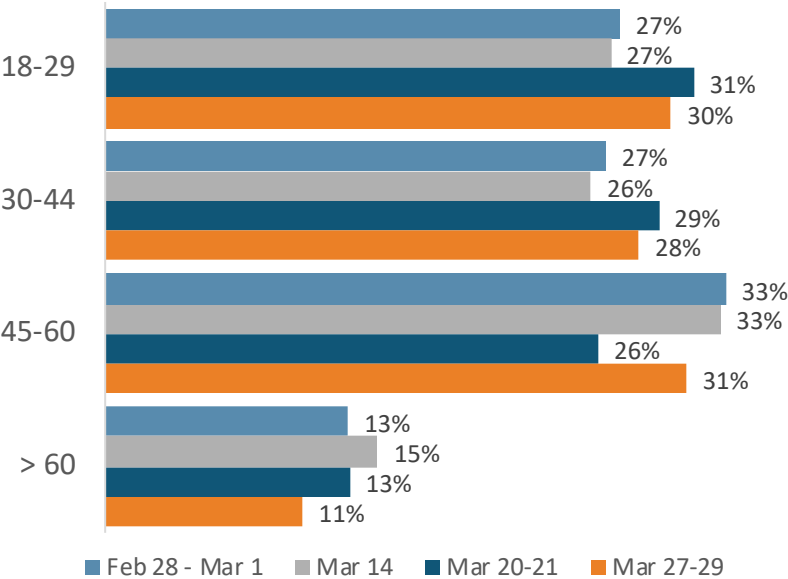
James.Miller@jdpa.com

March 30, 2020

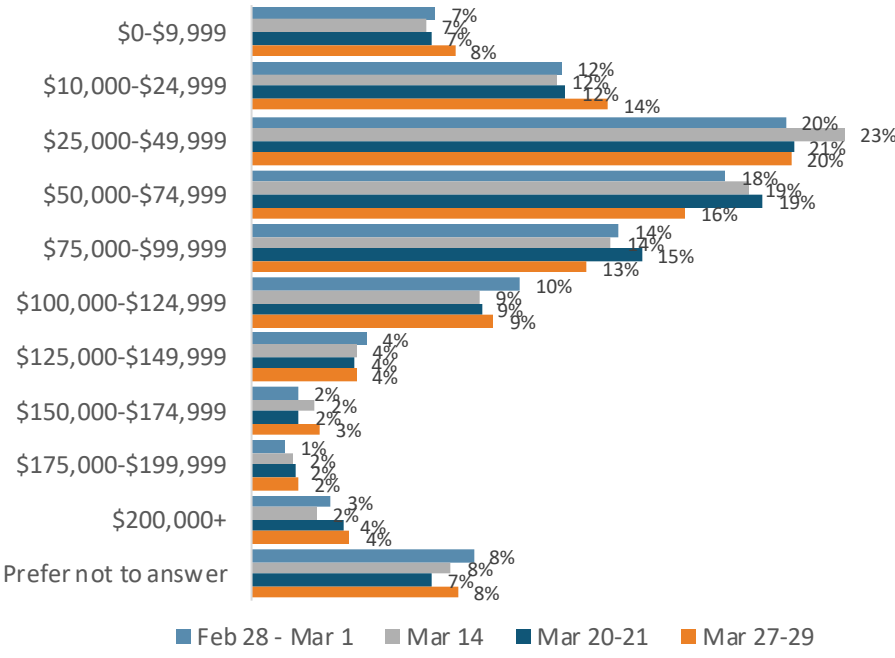
Survey Methodology

- Surveys were fielded February 28 – March 1, 2020, March 14, 2020, March 20-21, 2020 and March 27-29, 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)
- March 20-21: 1,674 completed surveys (41% male, 59% female)
- March 27-29: 1,752 completed surveys (37% male, 63% female)

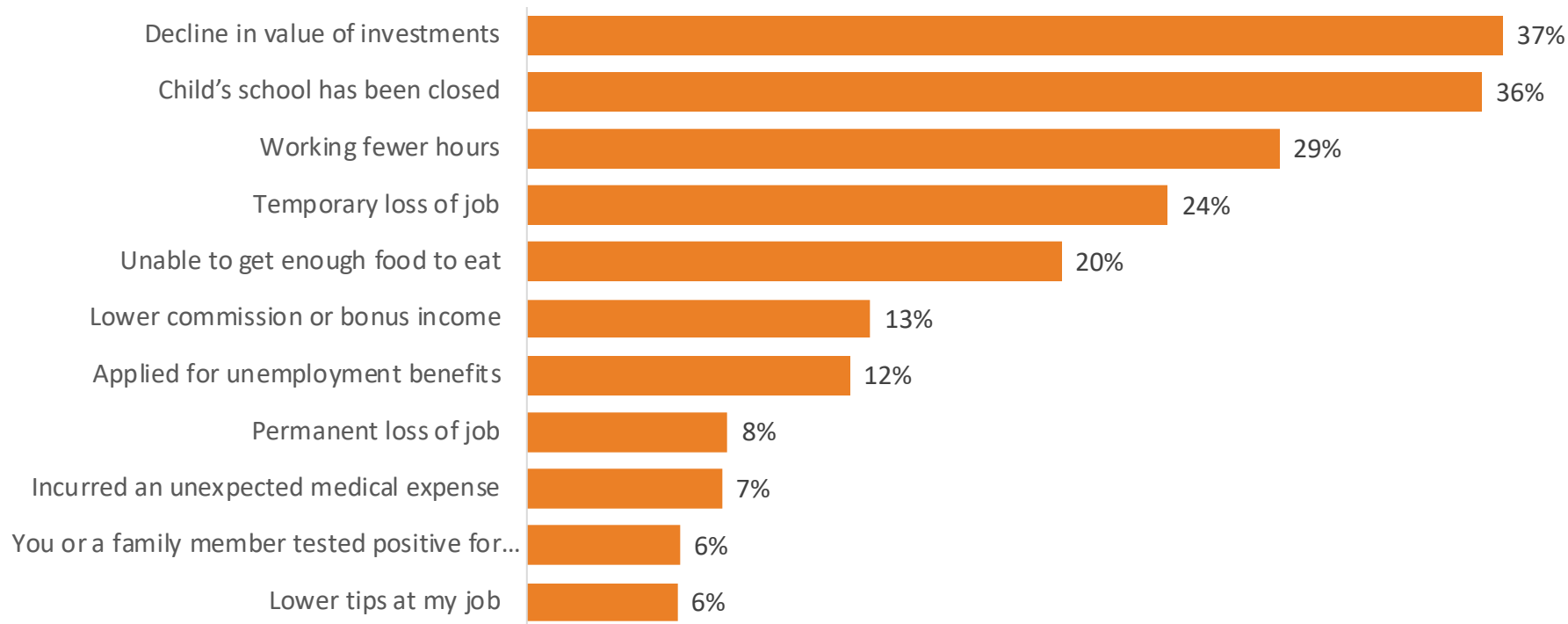
Distribution by Age



Distribution by Income



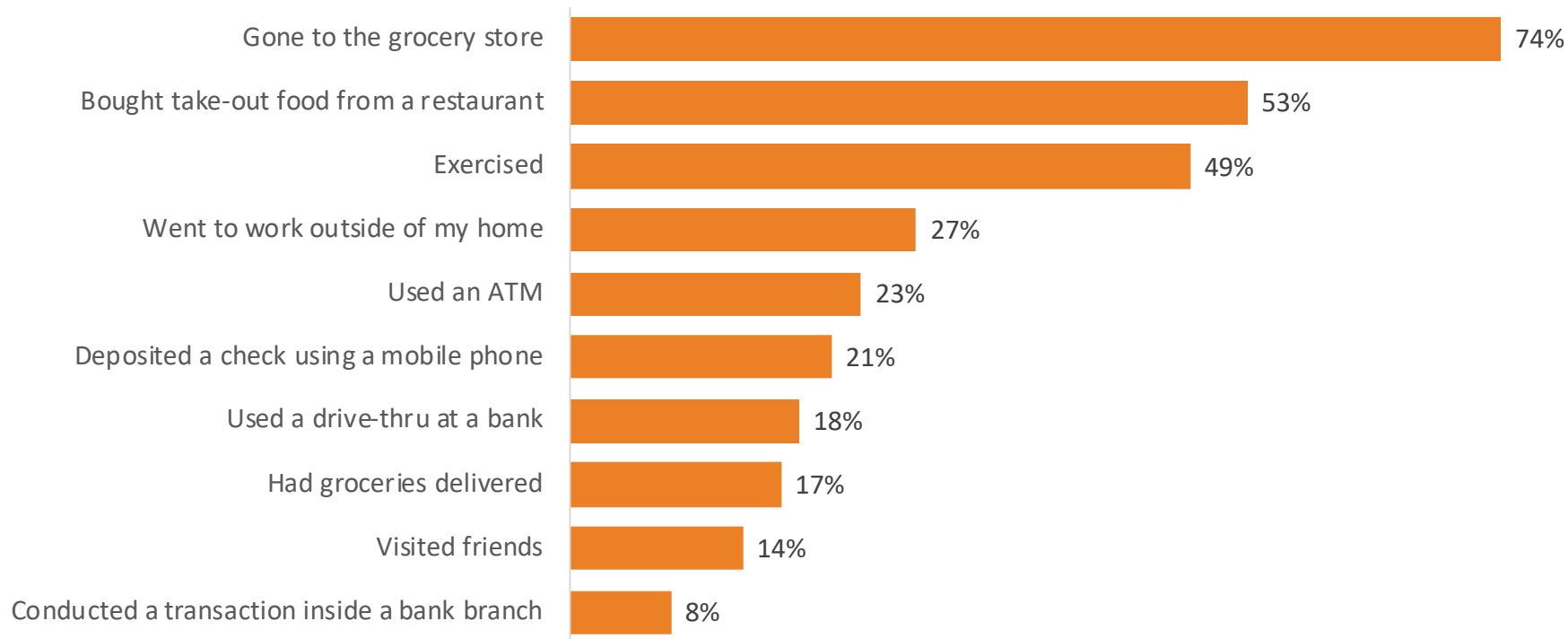
Which of the following impacts from the coronavirus have you already experienced?



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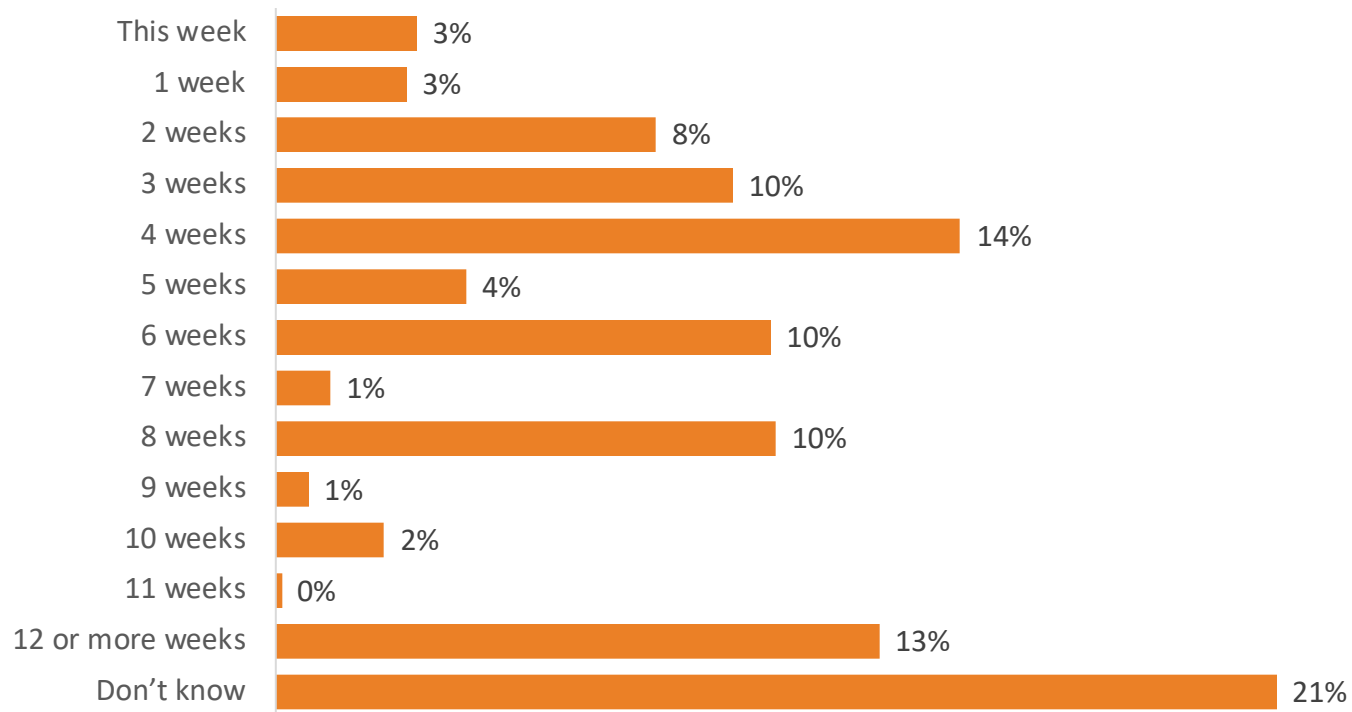
Which of the following activities have you done in the past week?



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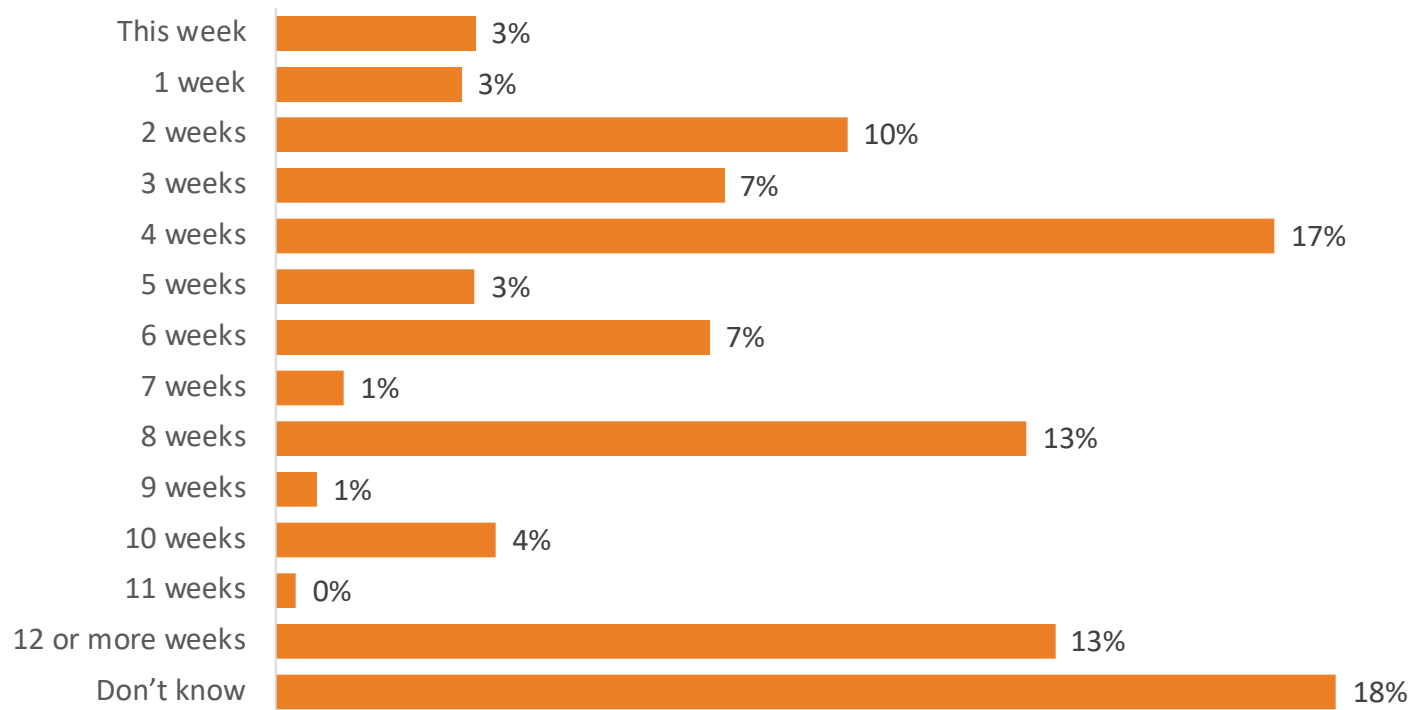
Thinking about the coronavirus crisis, in how many weeks do you believe non-essential employees in the U.S. should go back to work?



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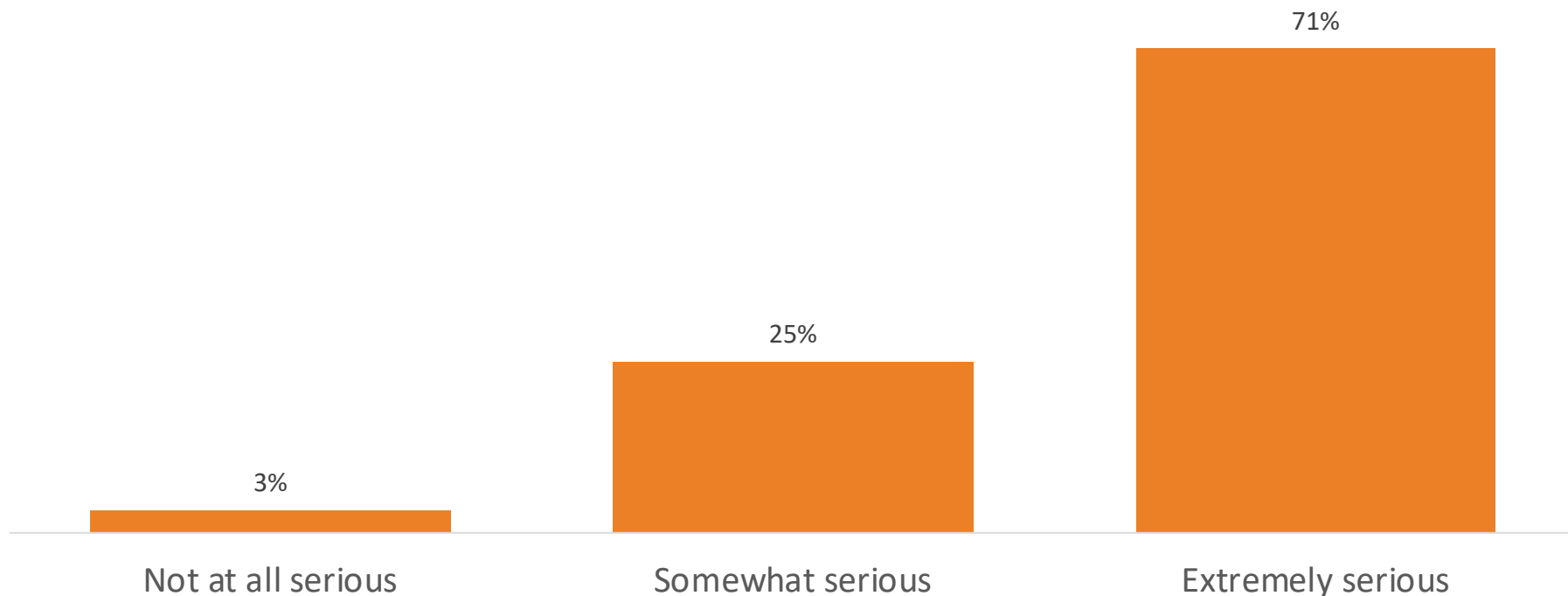
In how many weeks do you believe stores and restaurants which have been closed due to the coronavirus crisis should reopen?



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How serious do you think the coronavirus pandemic is?

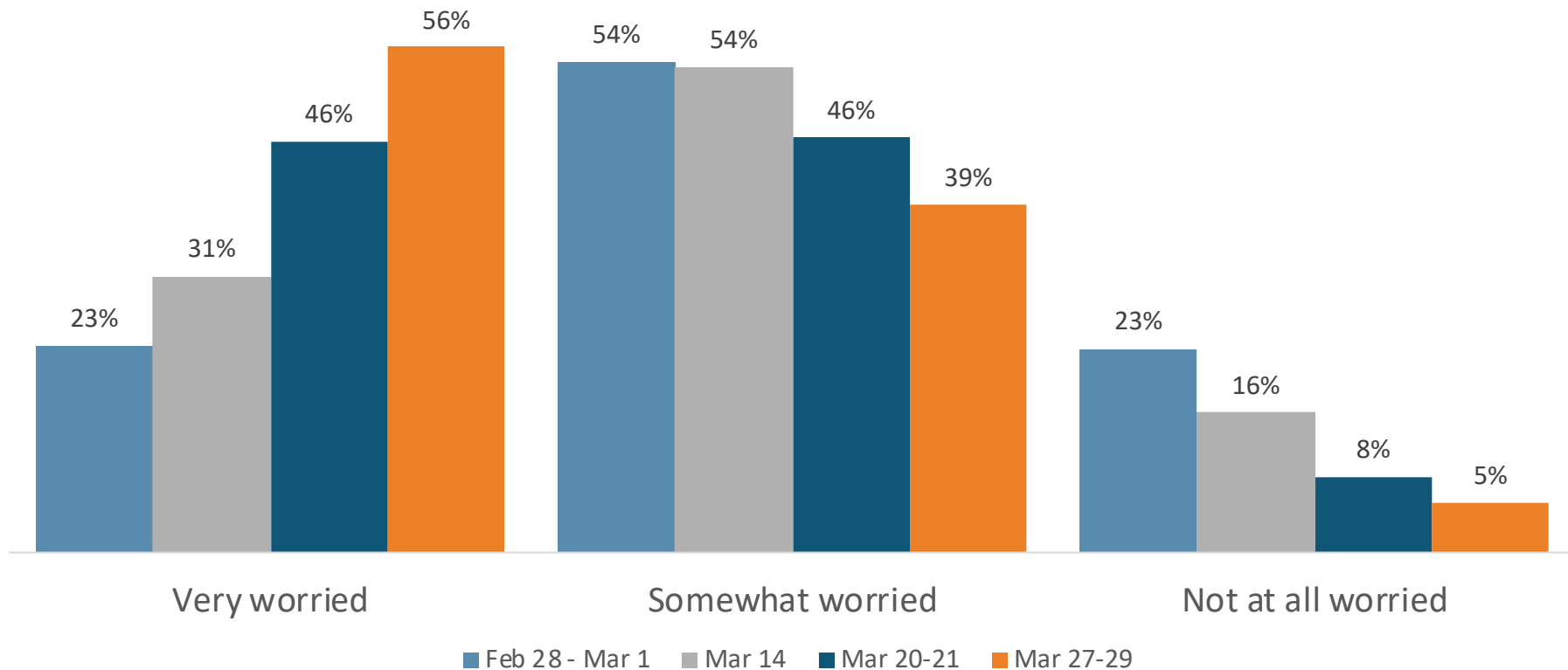


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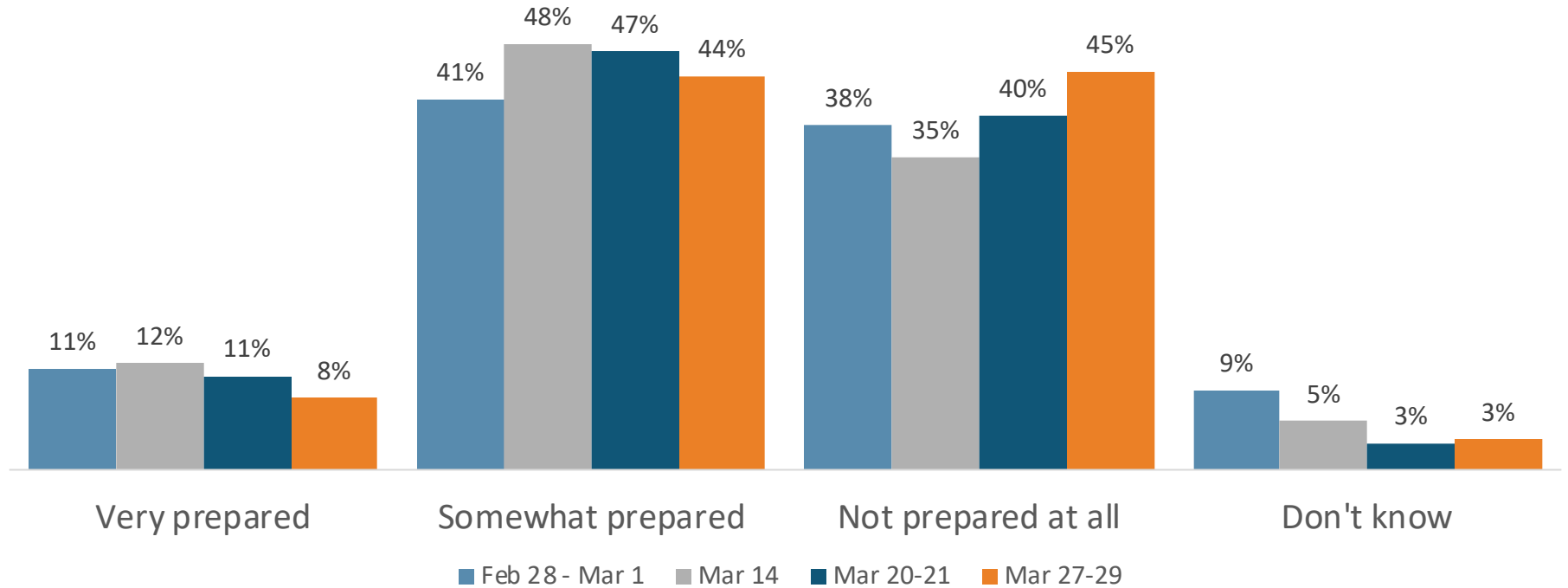
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How worried are you that the coronavirus will spread in your community?



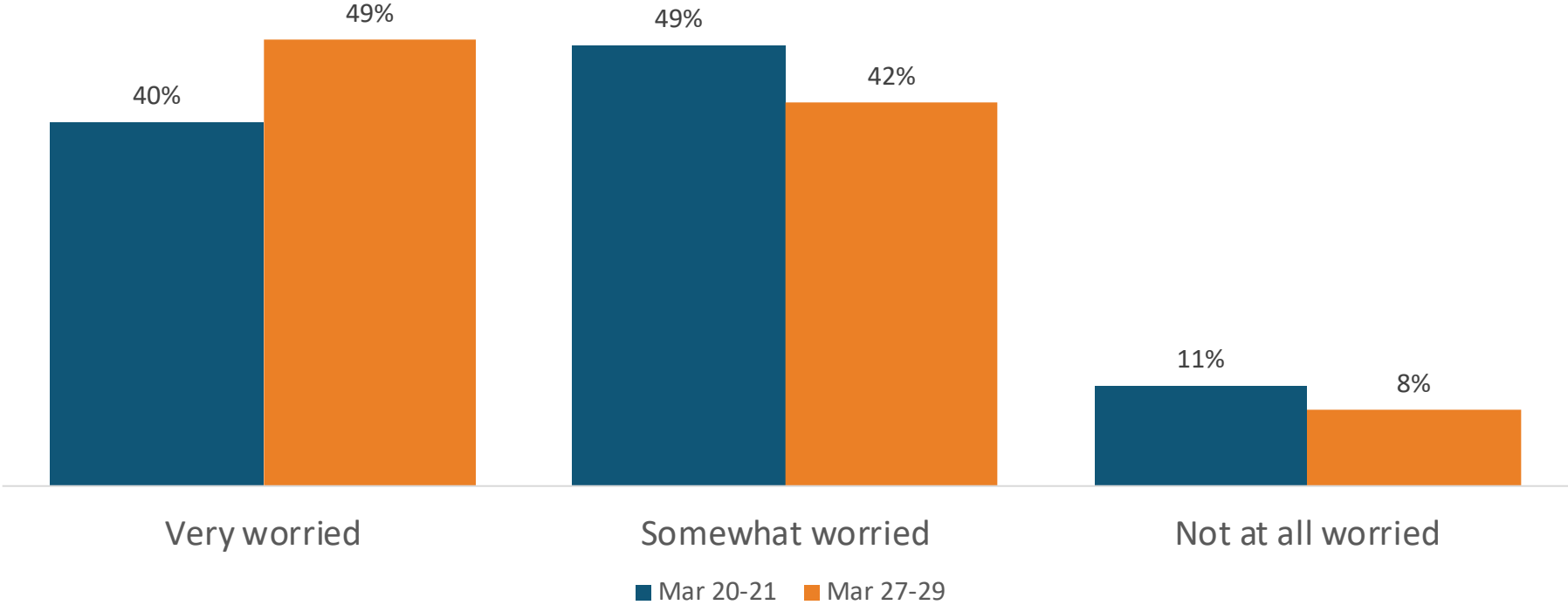
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How prepared is the U.S. for an outbreak of coronavirus?

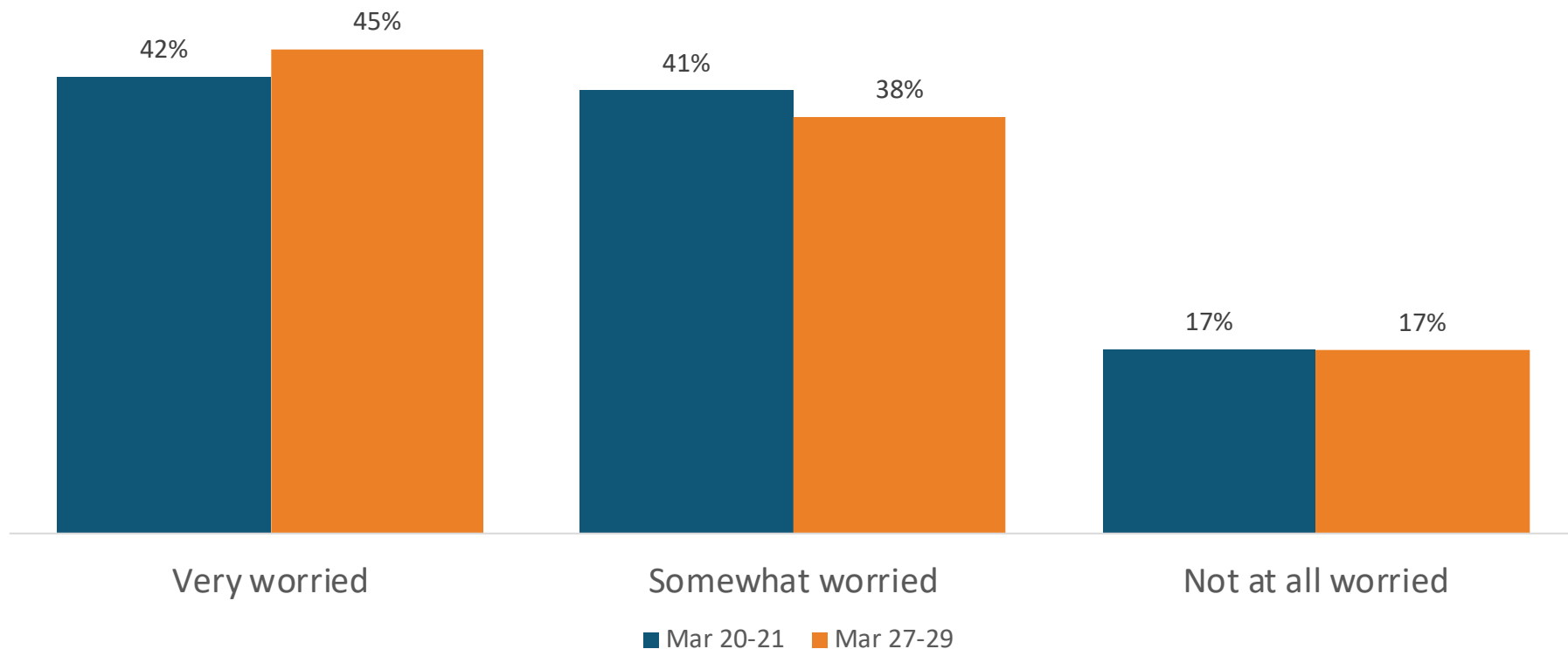


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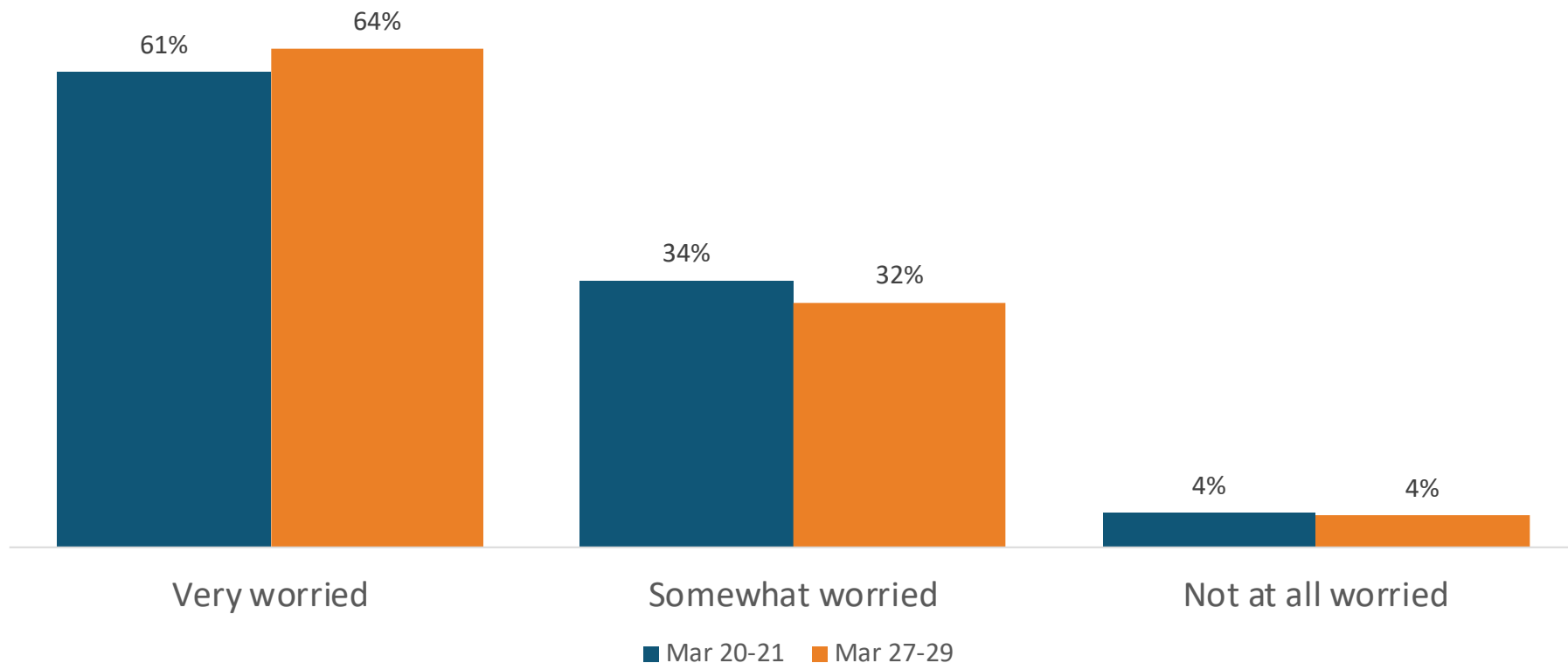
How worried are you that you or someone in your family will get sick from the coronavirus?



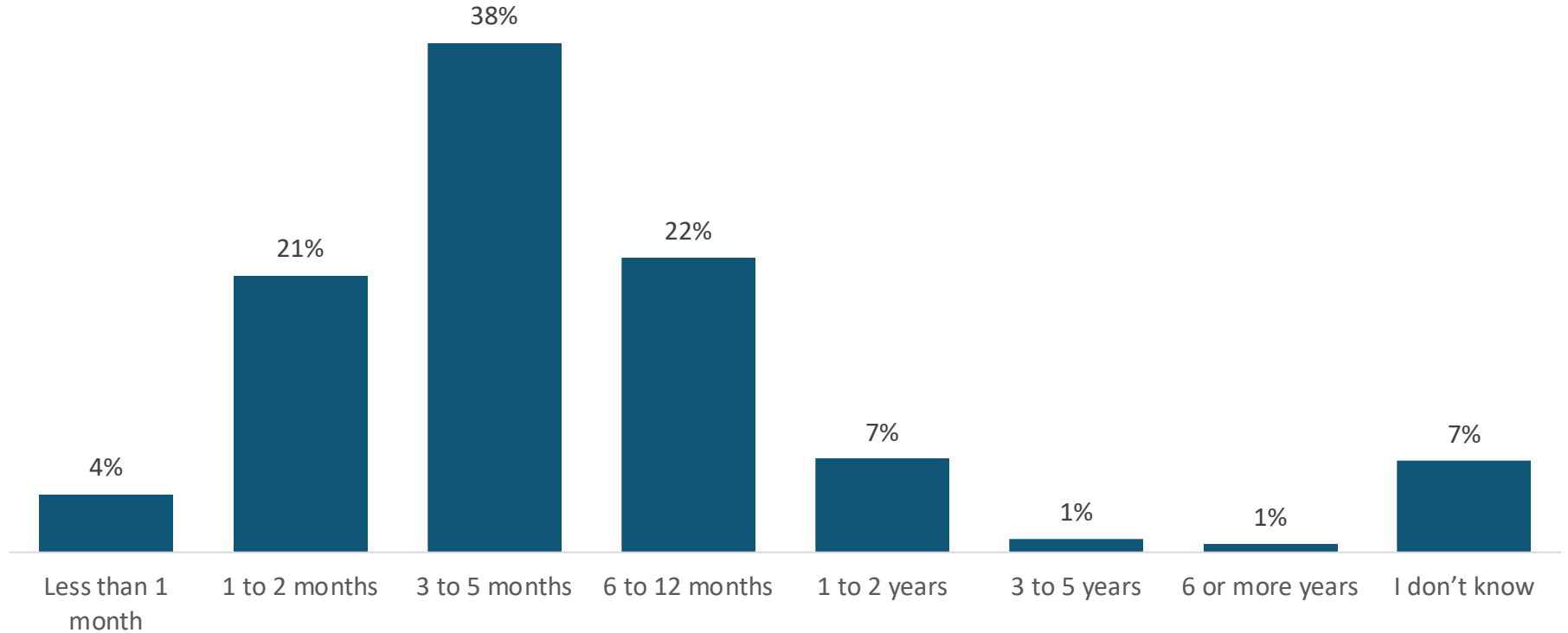
How worried are you that your family will lose income due to a workplace closure or reduced hours because of the coronavirus?



How worried are you that the coronavirus will hurt the U.S. economy?



How long do you expect the coronavirus crisis will last?

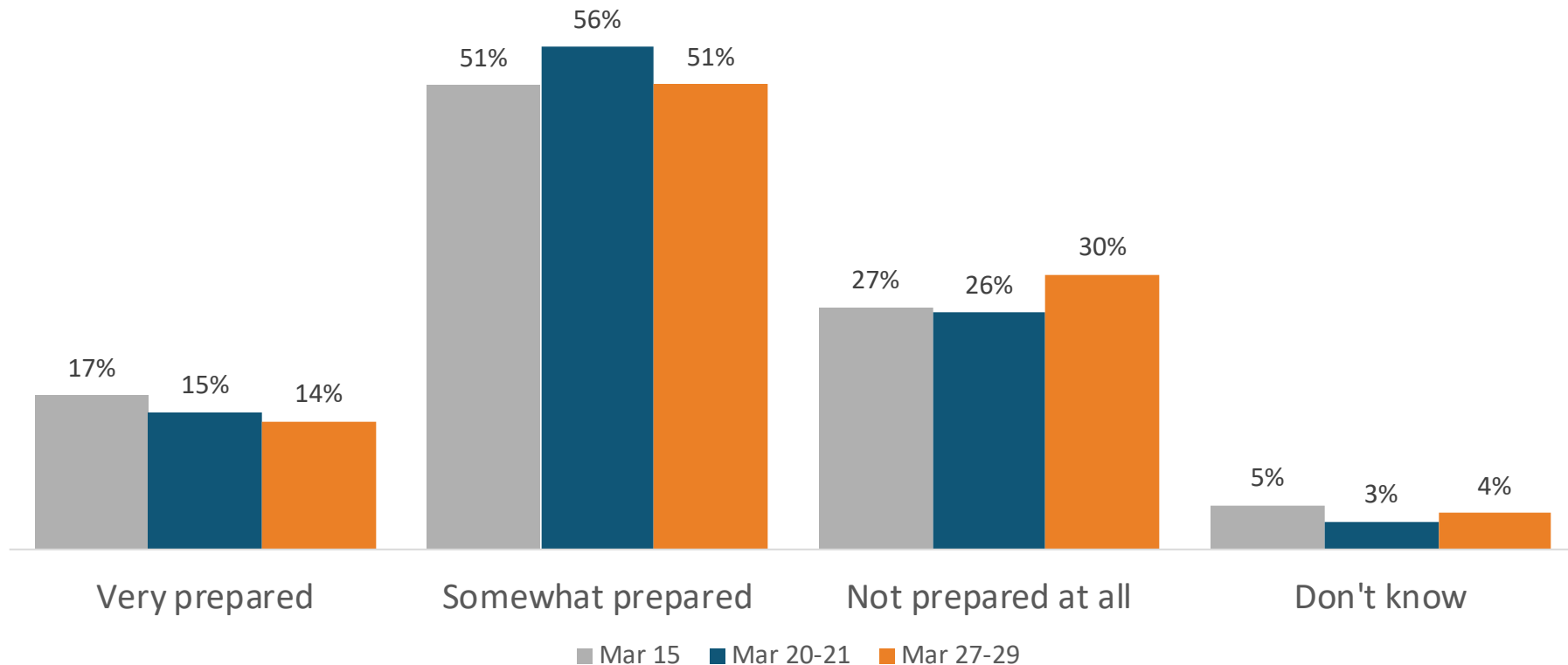


March 20-21, 2020

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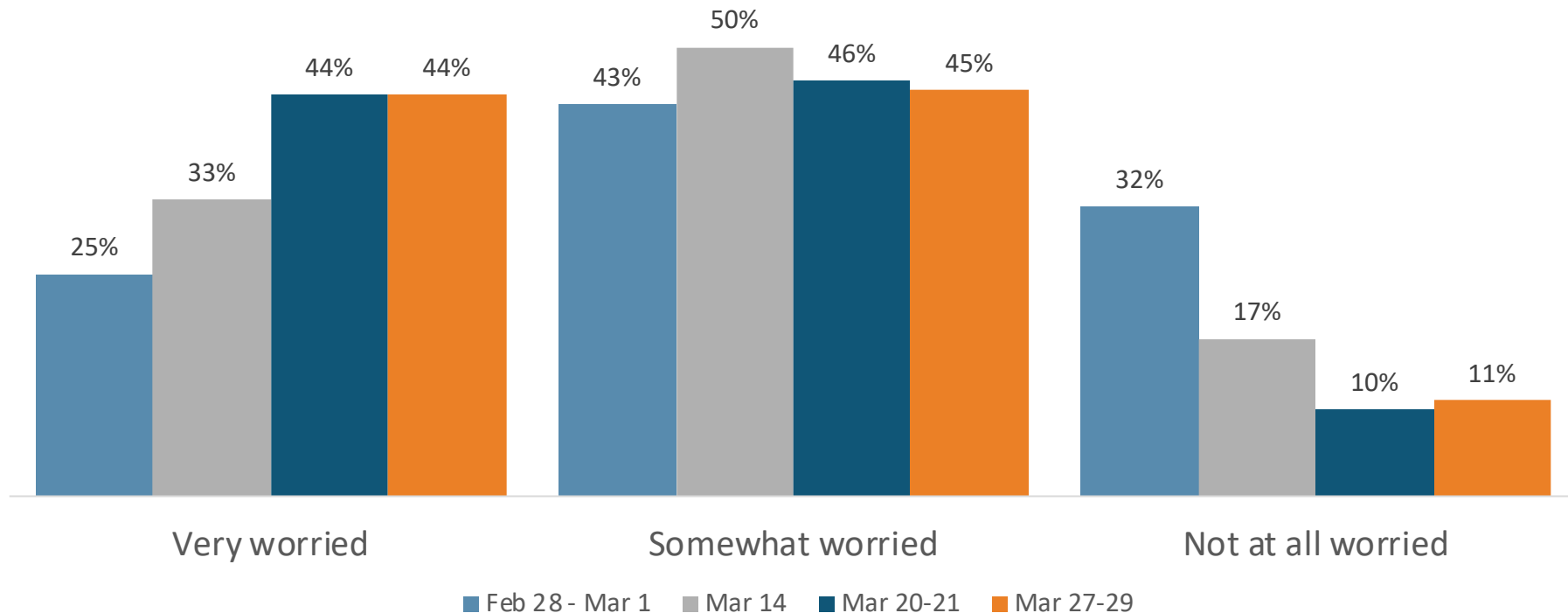
How prepared are you financially to deal with the coronavirus?



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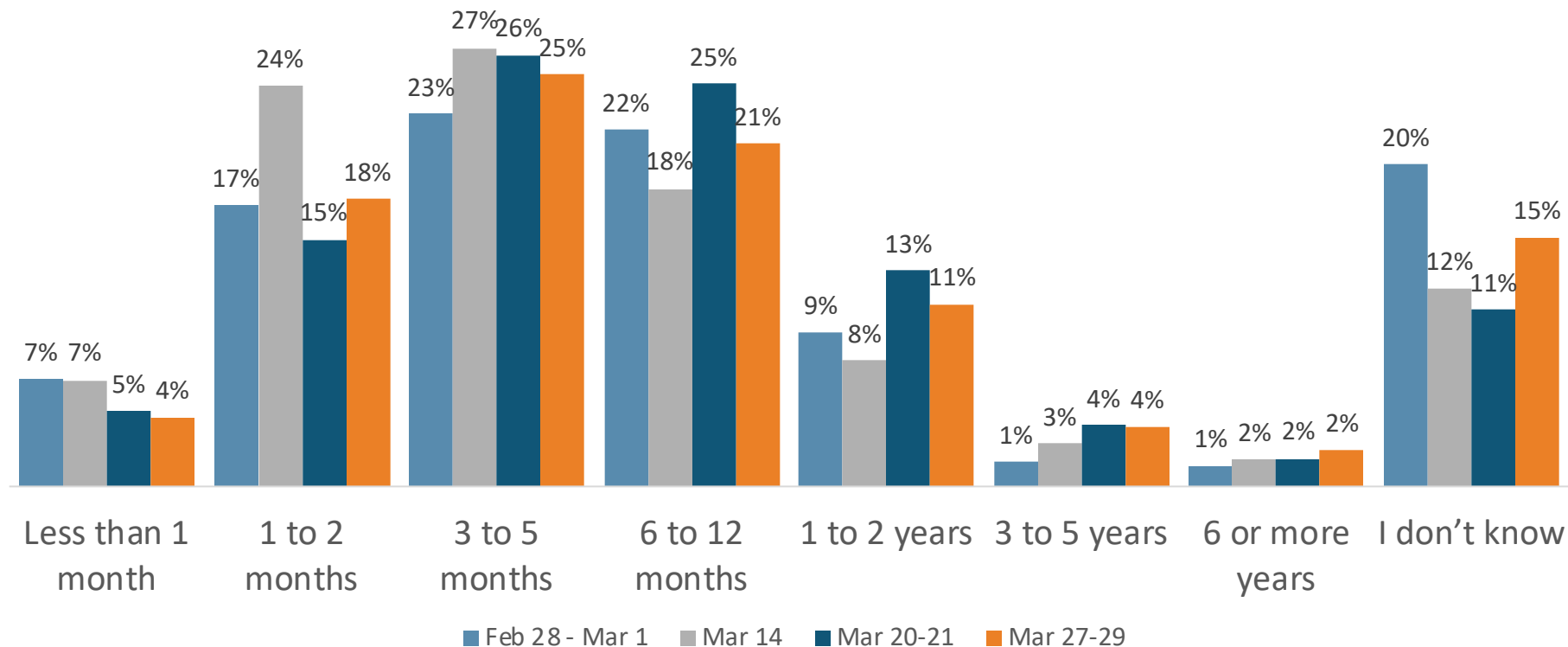
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How worried are you that the coronavirus will hurt your financial situation?



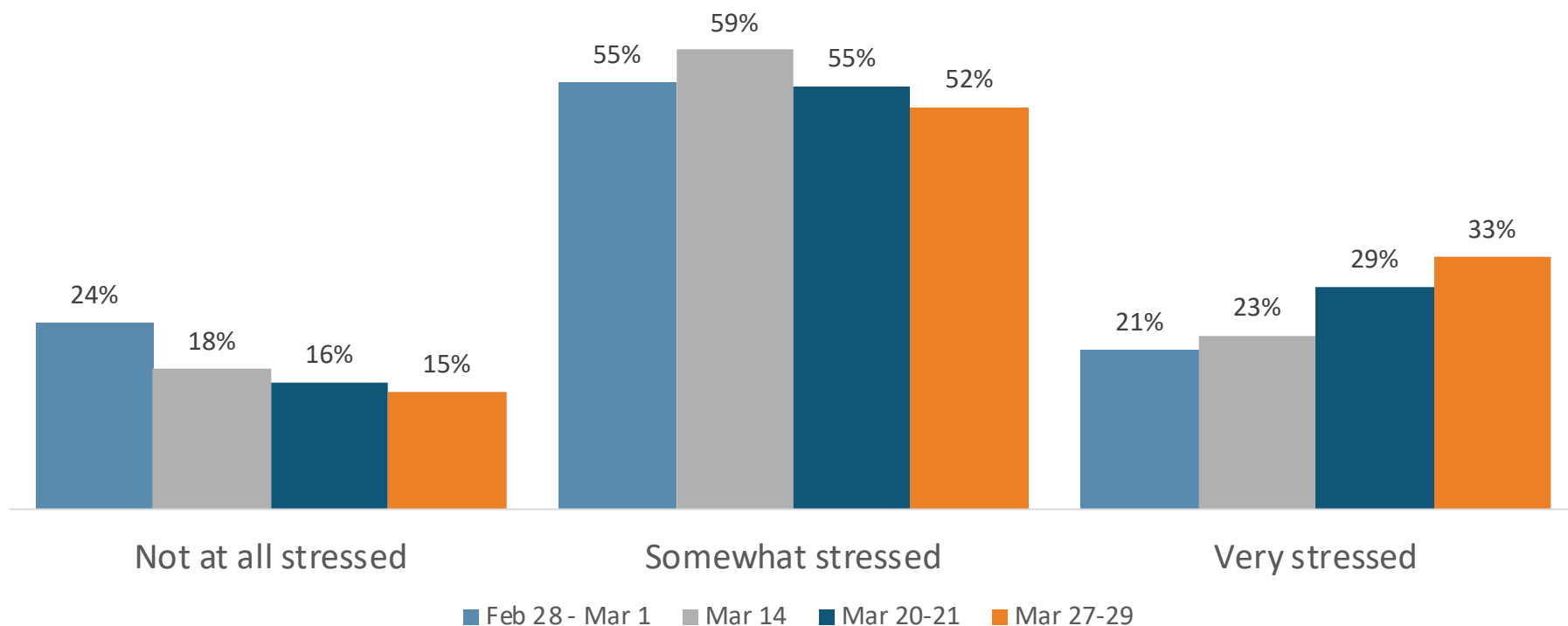
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How long do you expect that your financial situation will be worse due to the coronavirus? (among those who are somewhat or very worried it will hurt their financial situation)



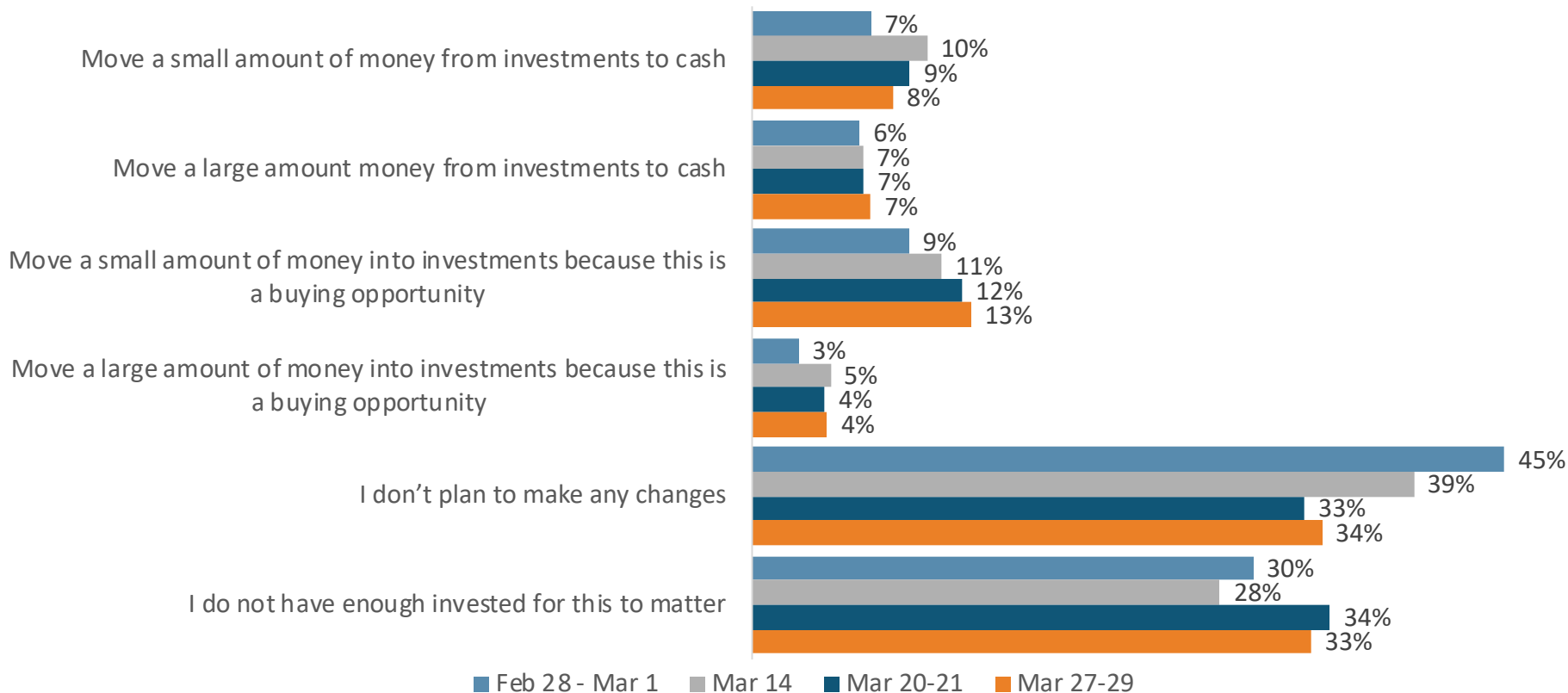
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Please rate your current level of stress about your overall financial situation.



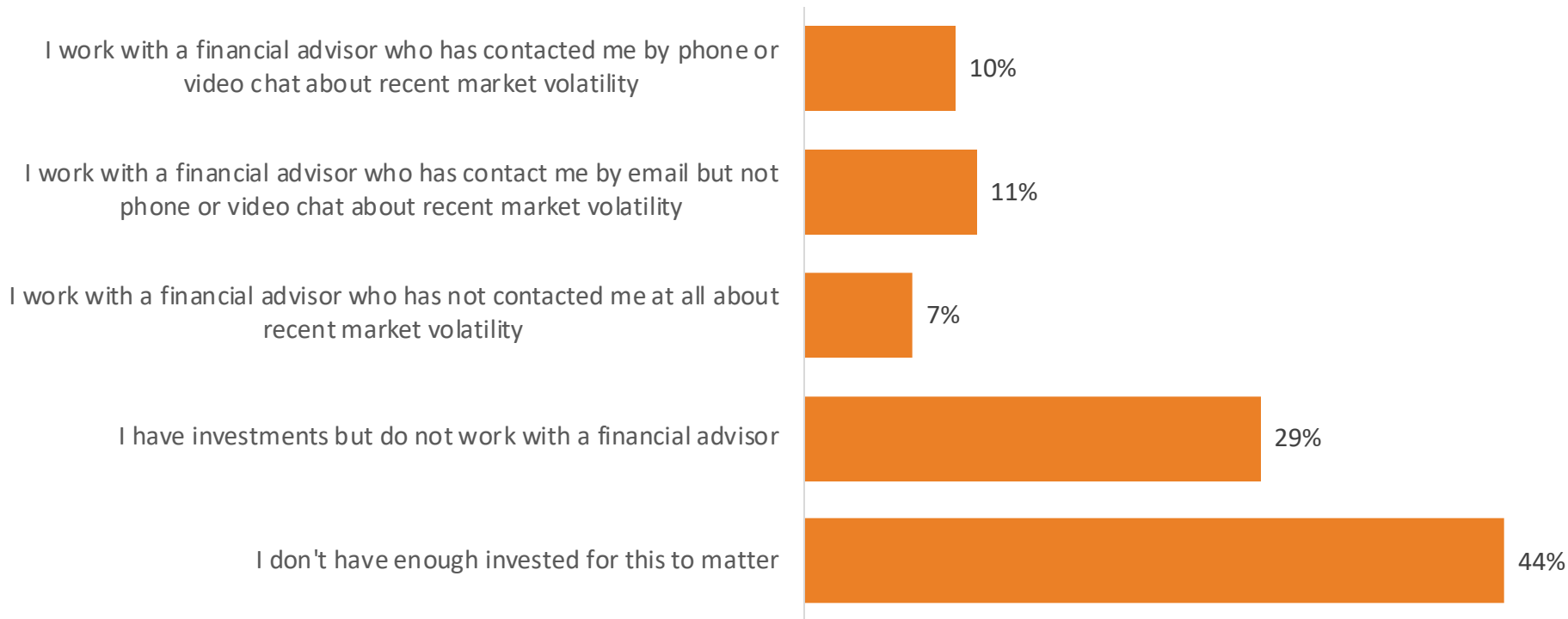
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As a result of the coronavirus are you planning to make any changes to your investments?



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Which of the following best describes your current situation with respect to investment advice?

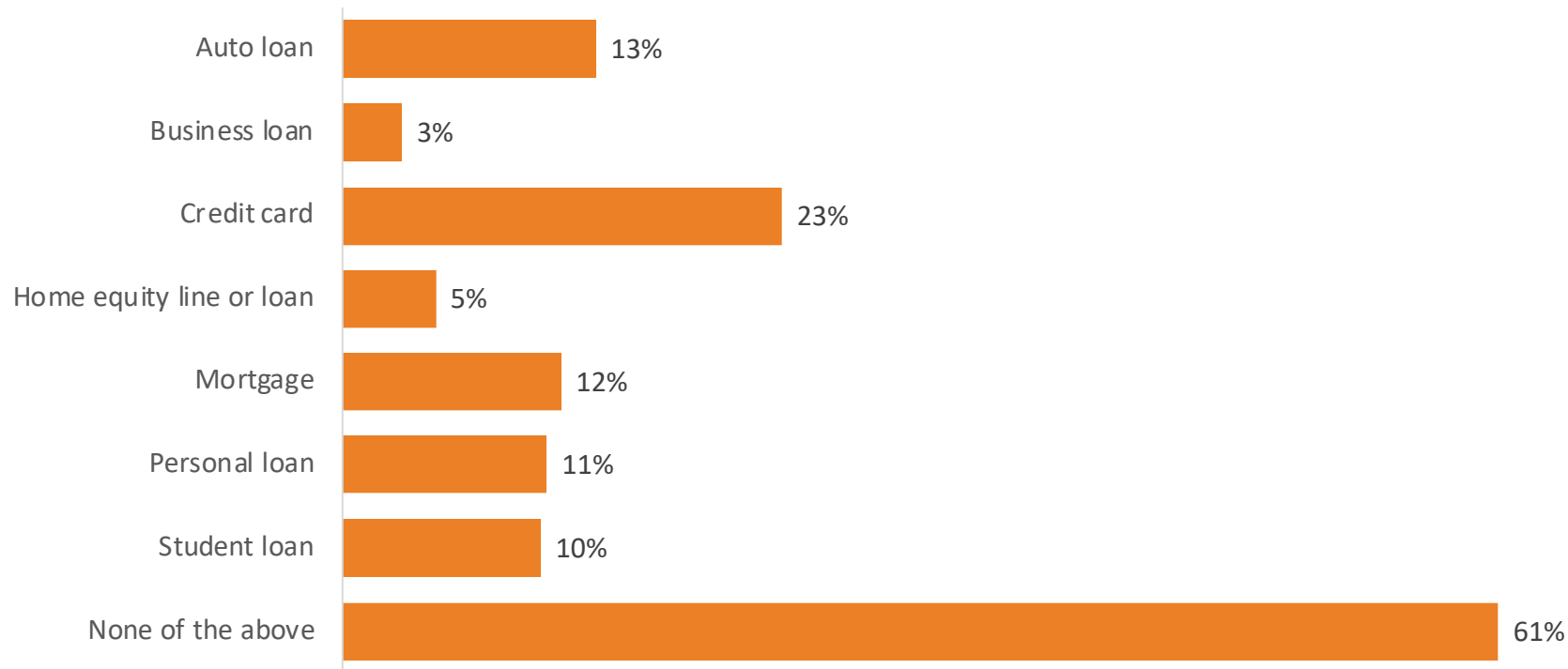


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Since the coronavirus crisis began, have you been unable to make the minimum monthly payment for any of these?

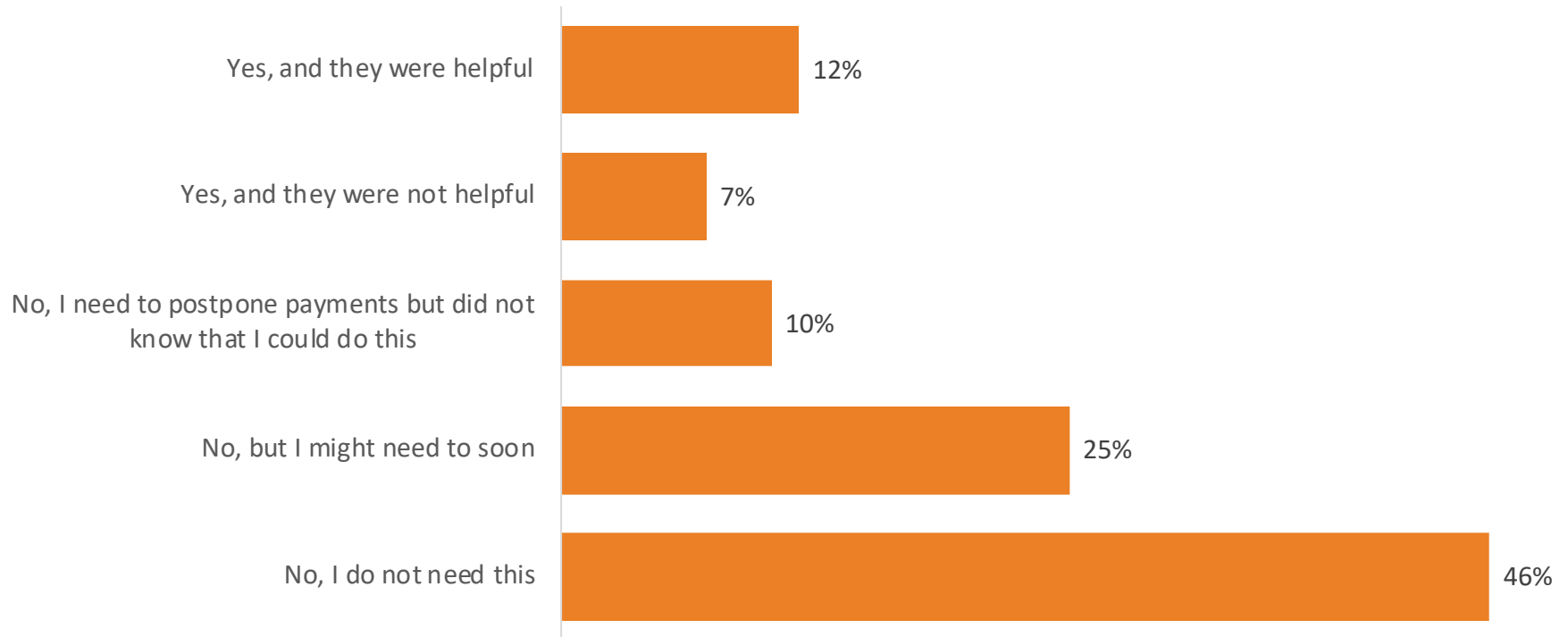


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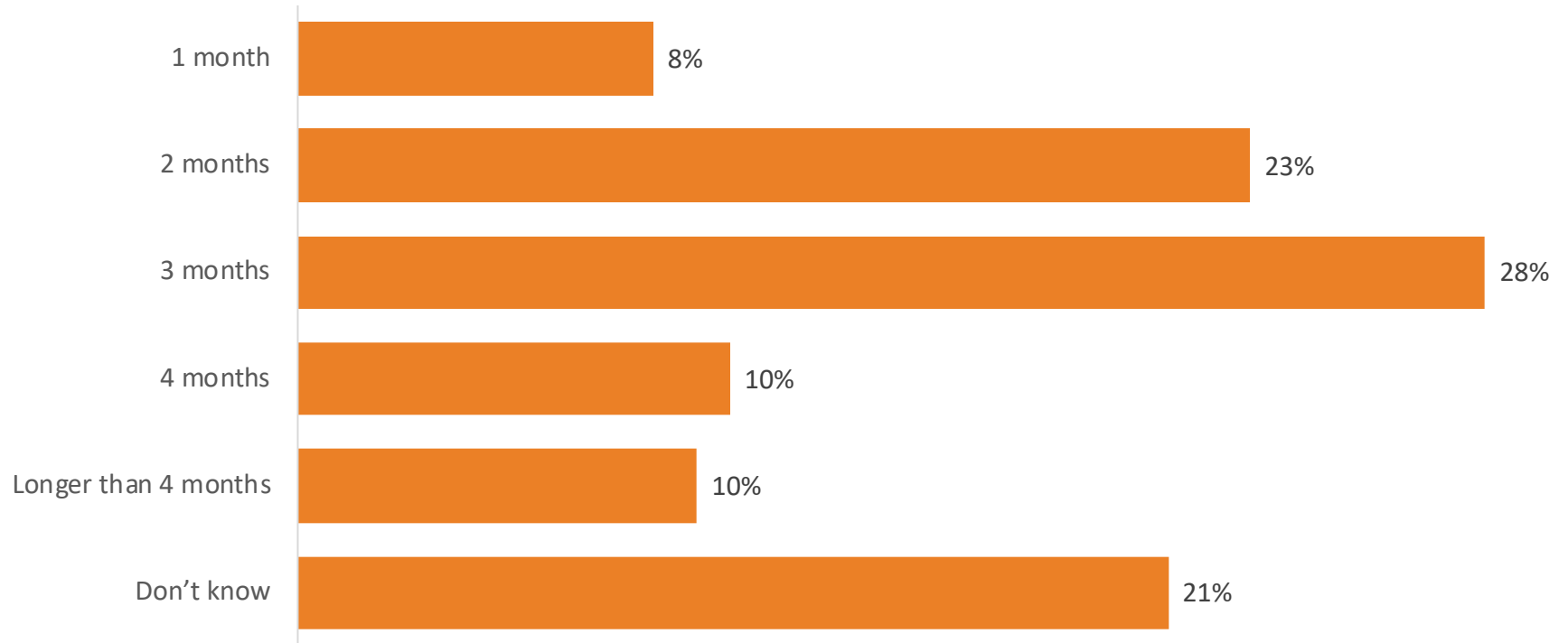
Since the coronavirus crisis began have you contacted your bank/lender to defer or postpone payment on a current loan, mortgage or credit card?



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How long do you think you might need to defer or postpone payments? (excludes those who do not need this)

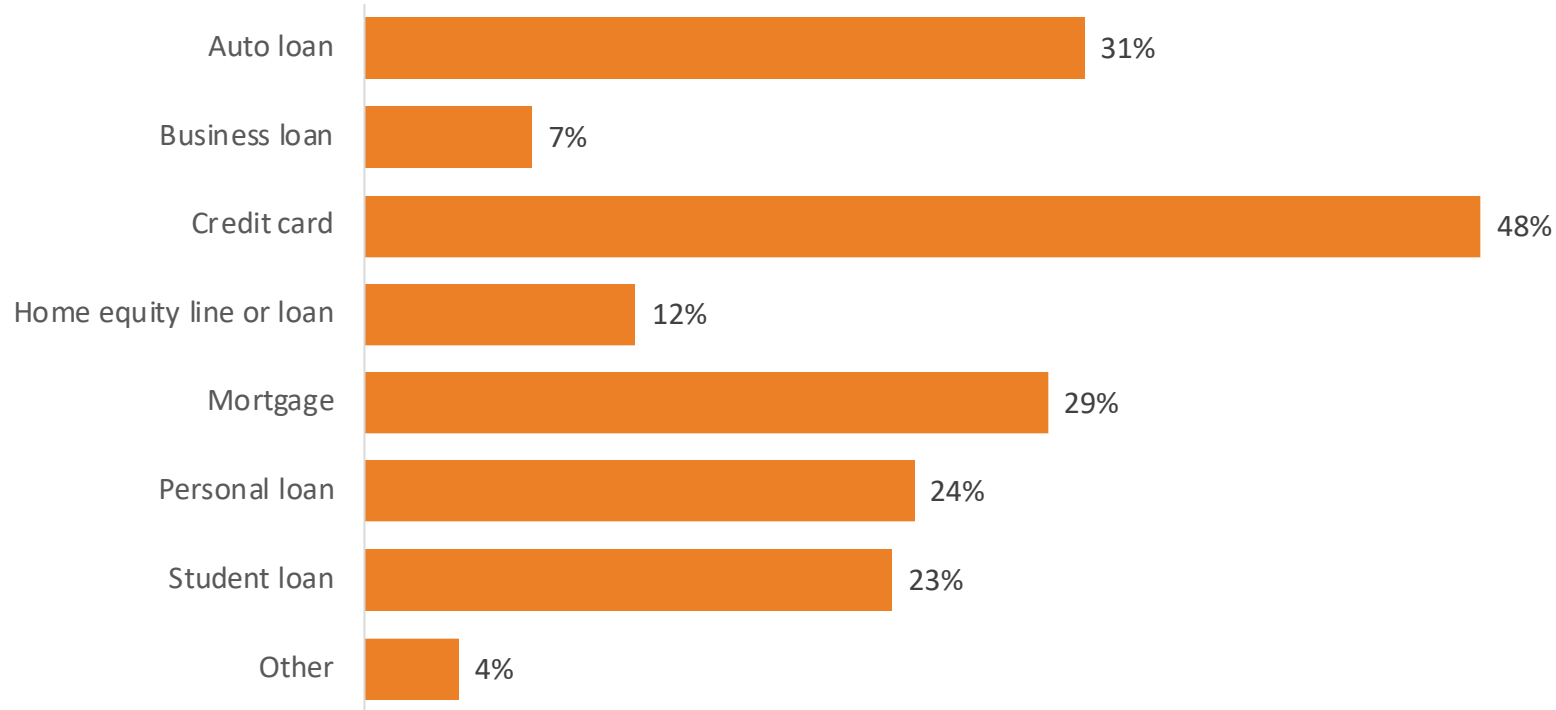


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Which type of loan(s) will you likely need to defer? (excludes those who do not need this)

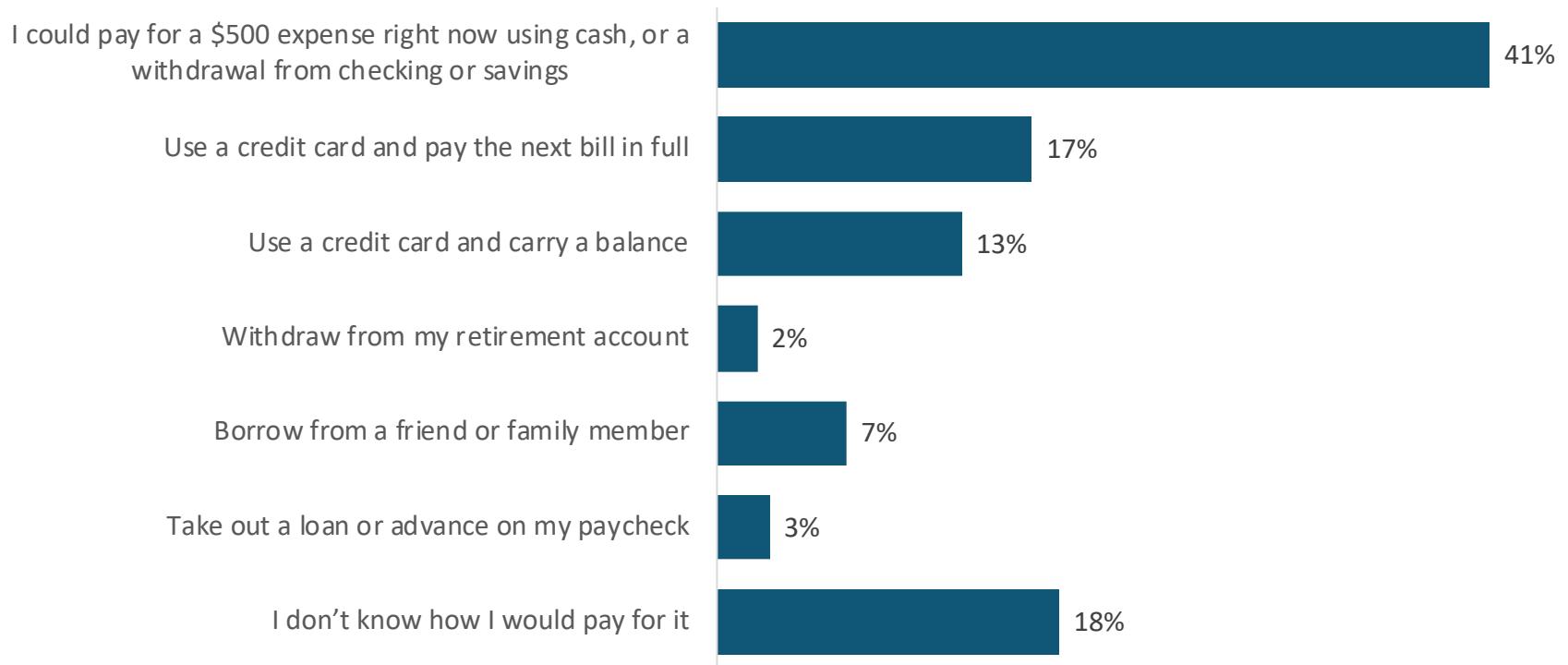


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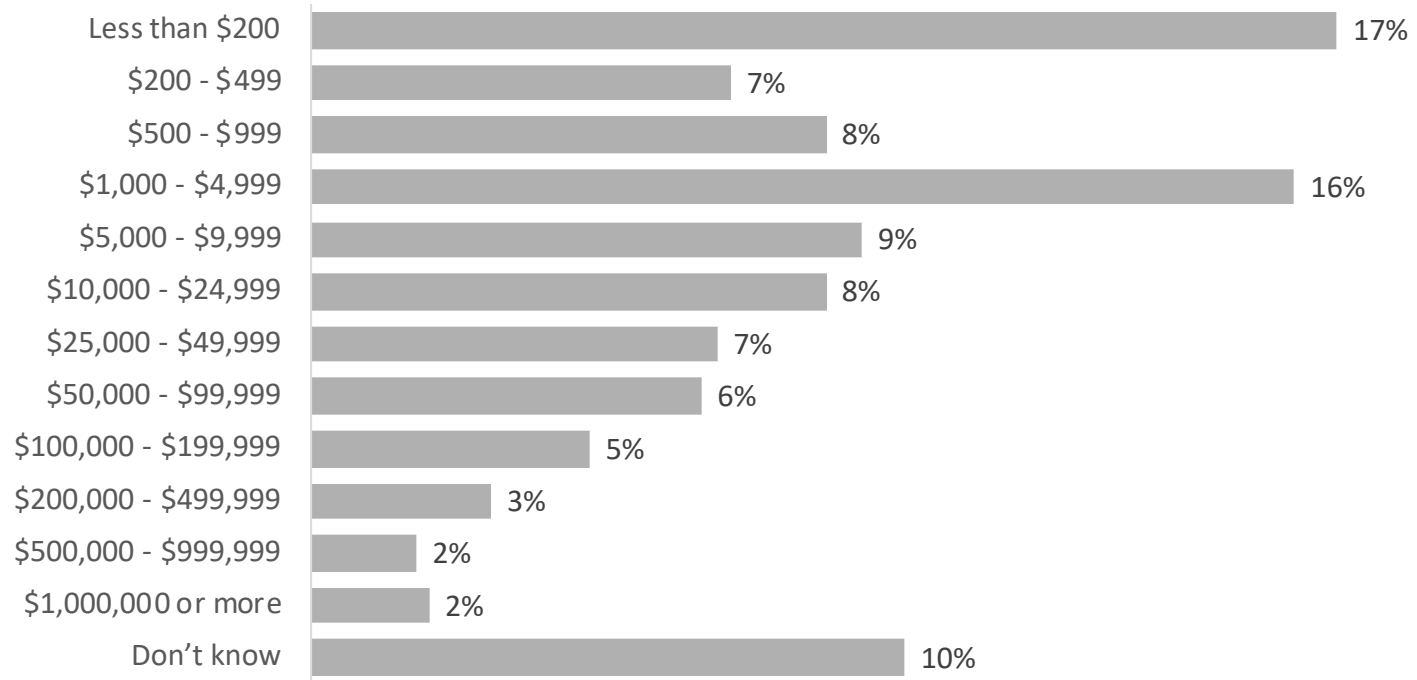
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If you needed \$500 for an emergency, such as a medical expense, car repair, or home repair, which of the following would you do?



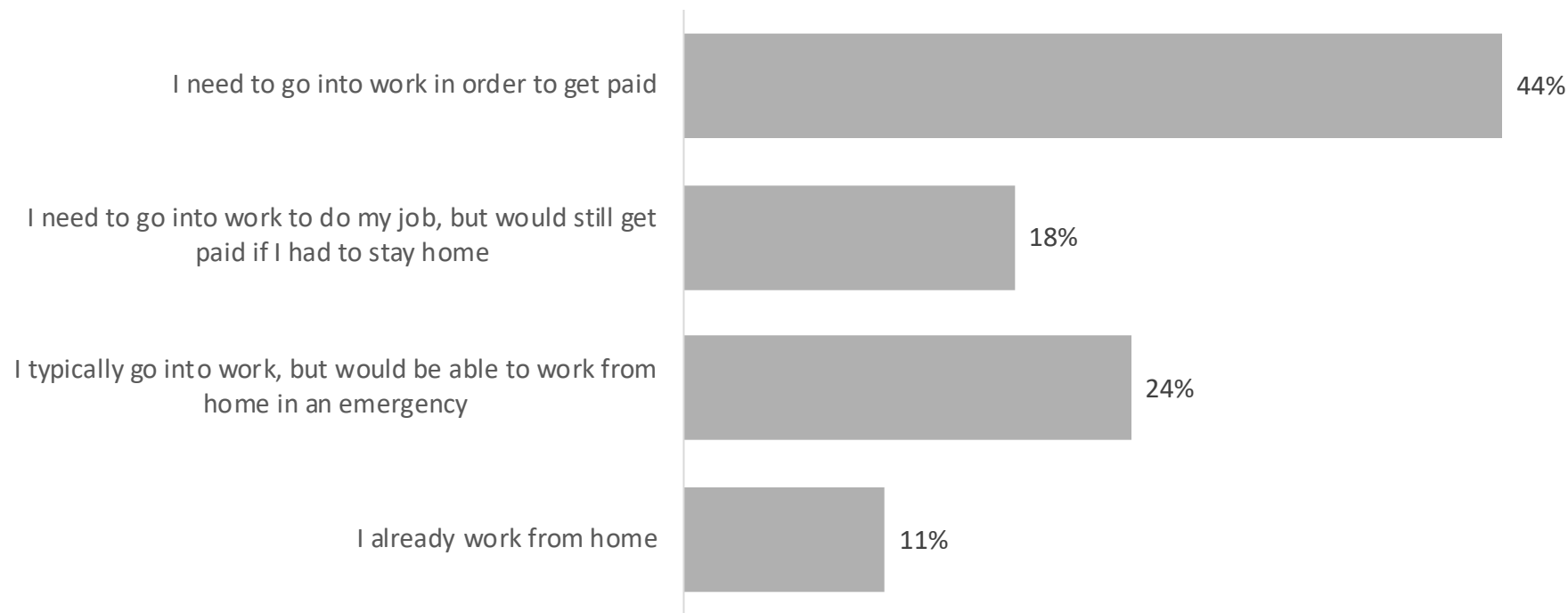
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How much do you currently have saved? Include cash, bank accounts and investments. Do not include equity in your house and retirement accounts.



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)

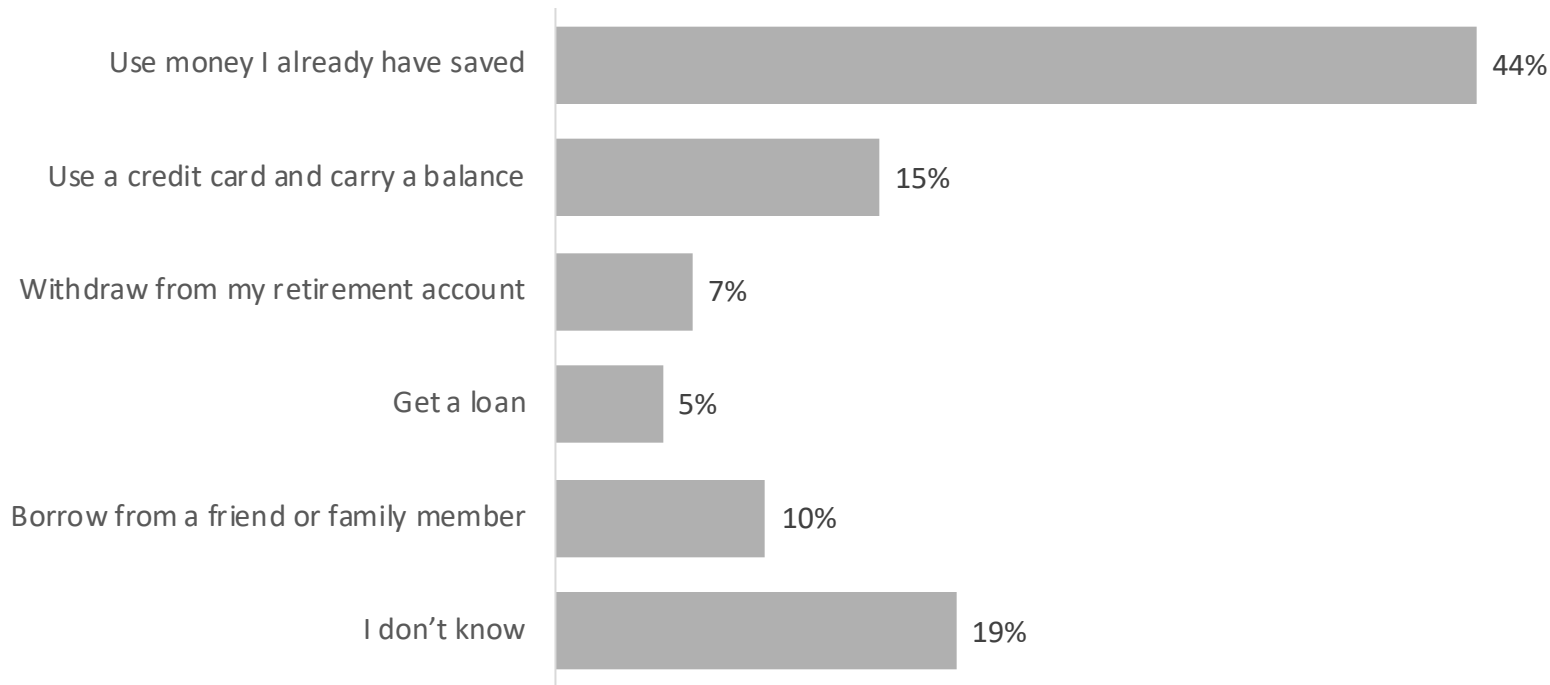


March 14, 2020

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

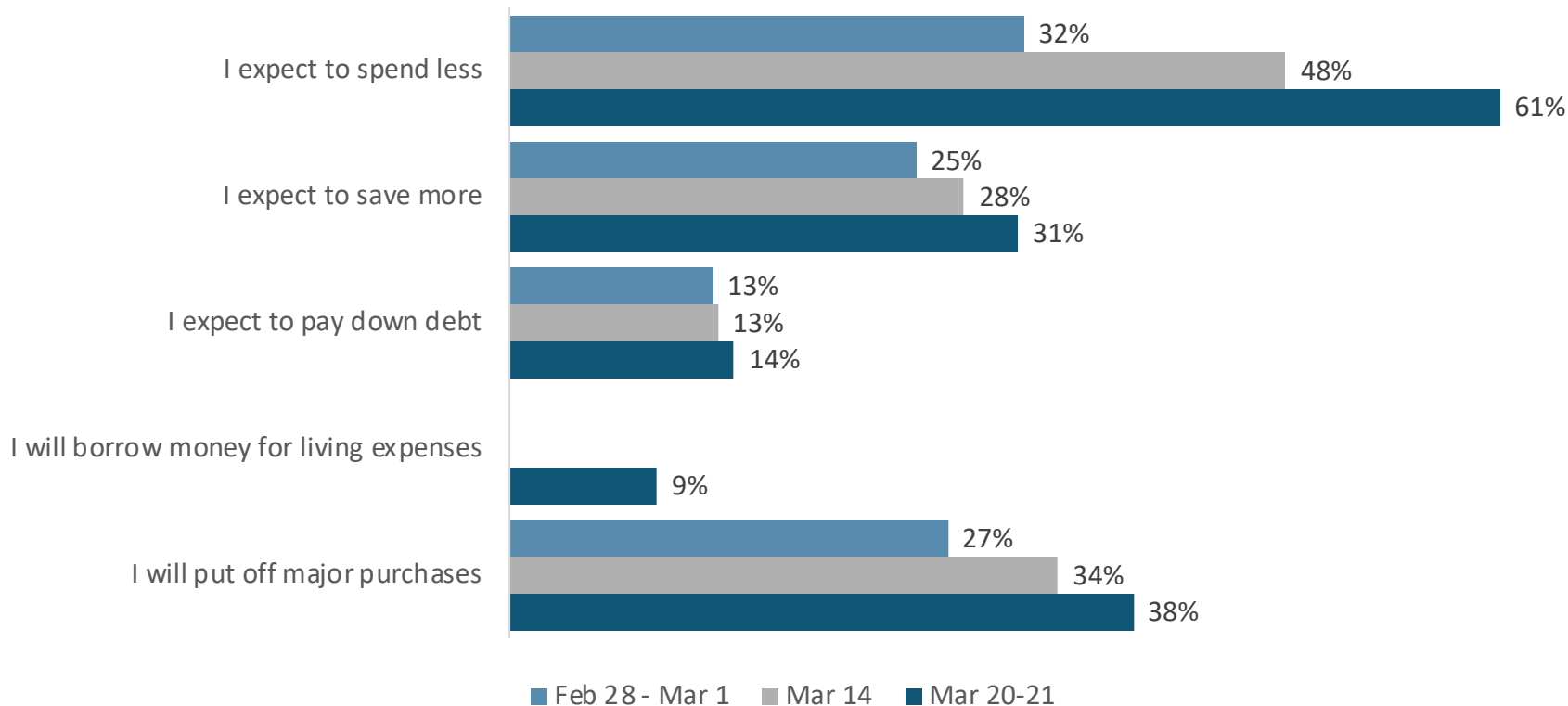


March 14, 2020

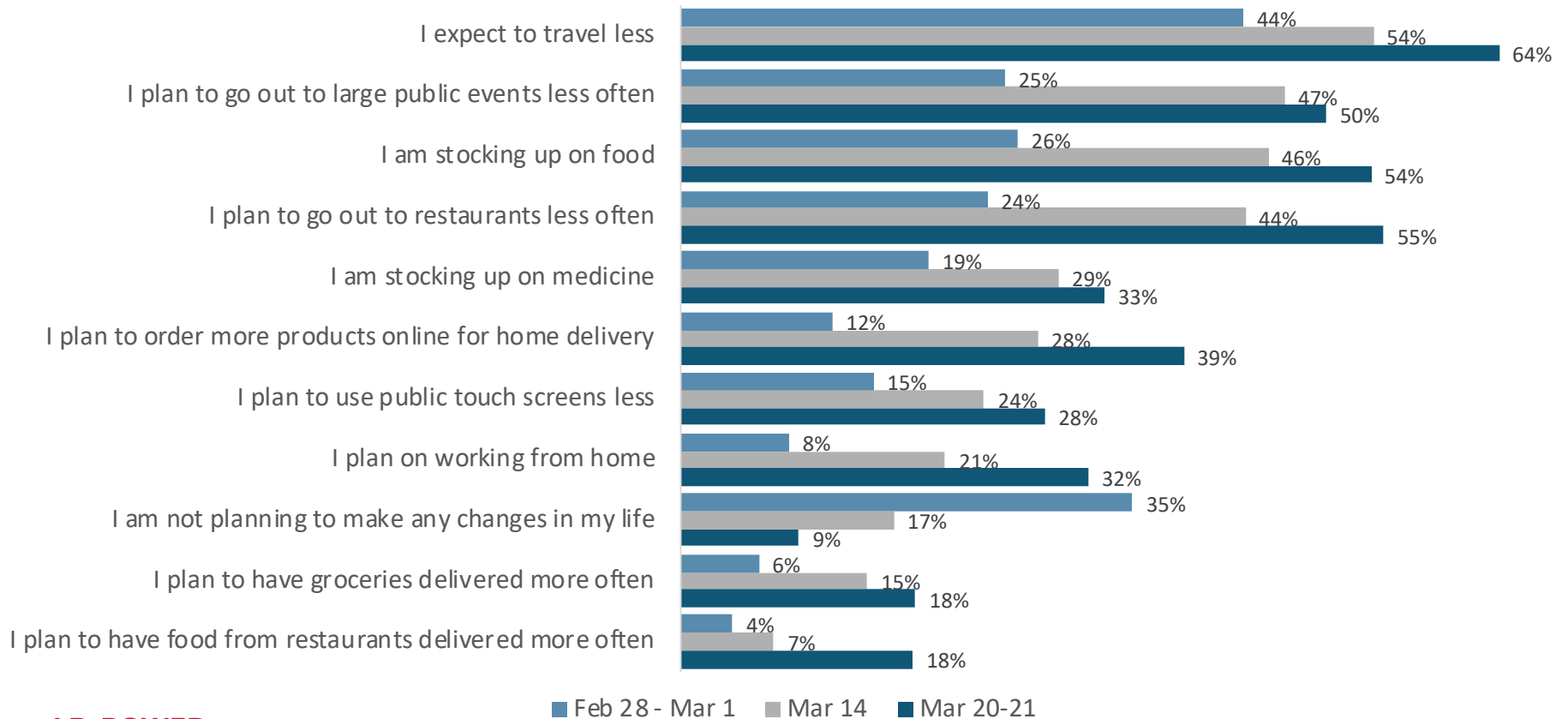
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Which of the following financial changes do you plan to make due to the coronavirus?

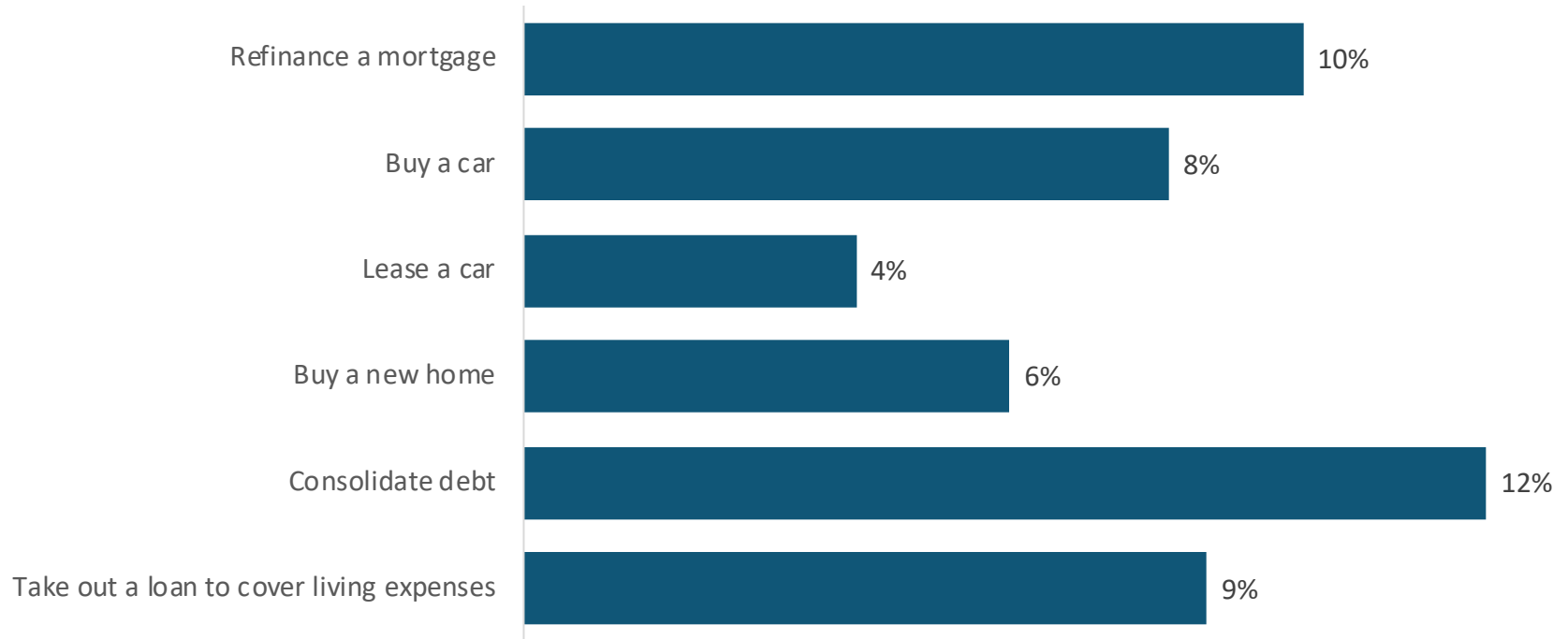


Due to the coronavirus threat, which of the following do you plan to do differently?



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

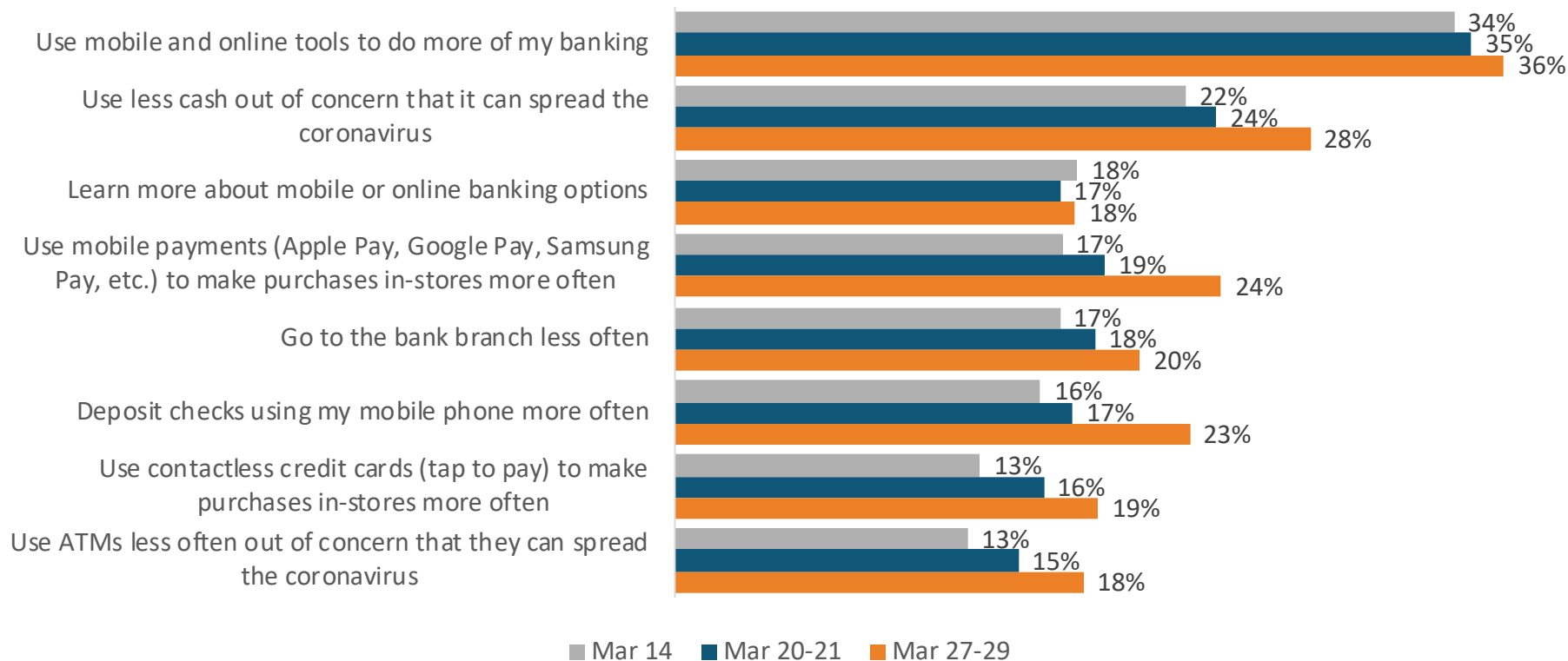


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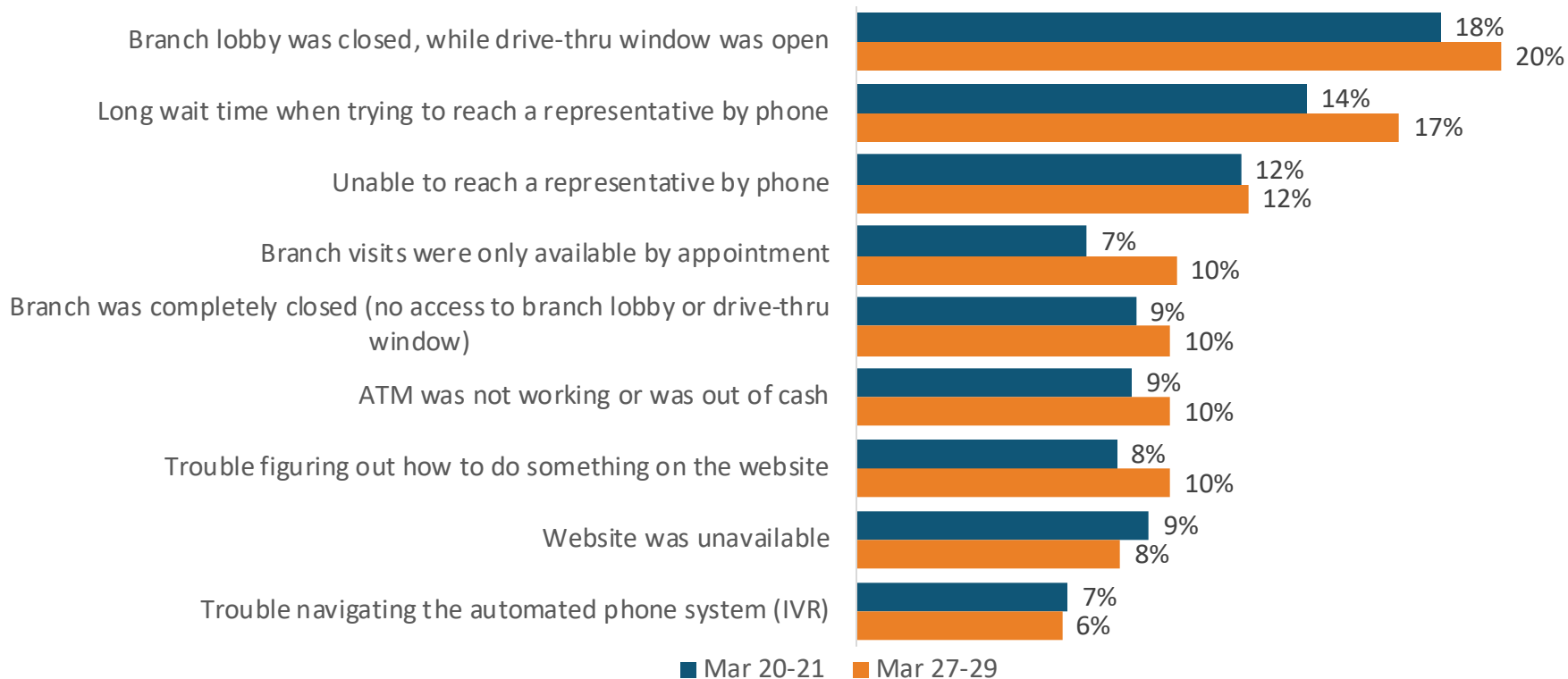
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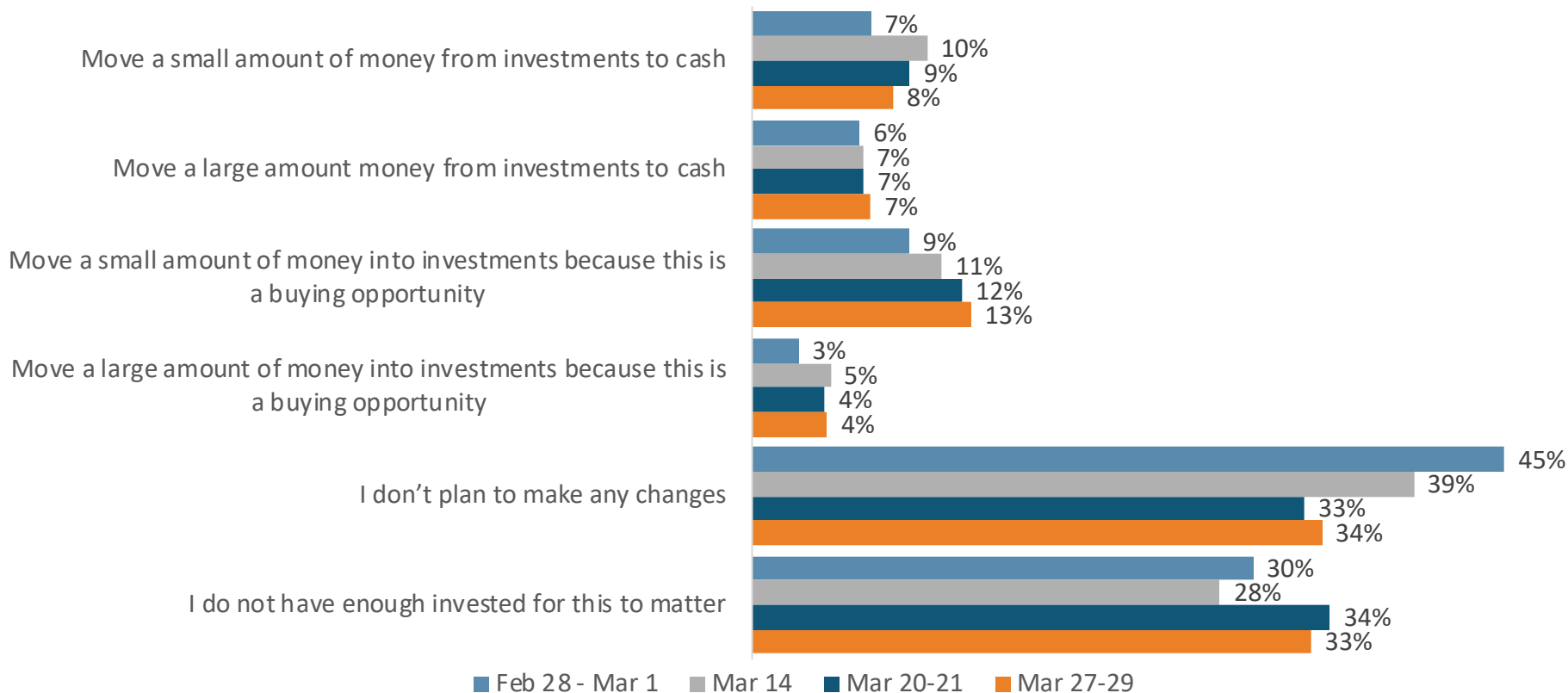
Which of the following changes to how you bank and make payments do you plan to make due to the coronavirus?



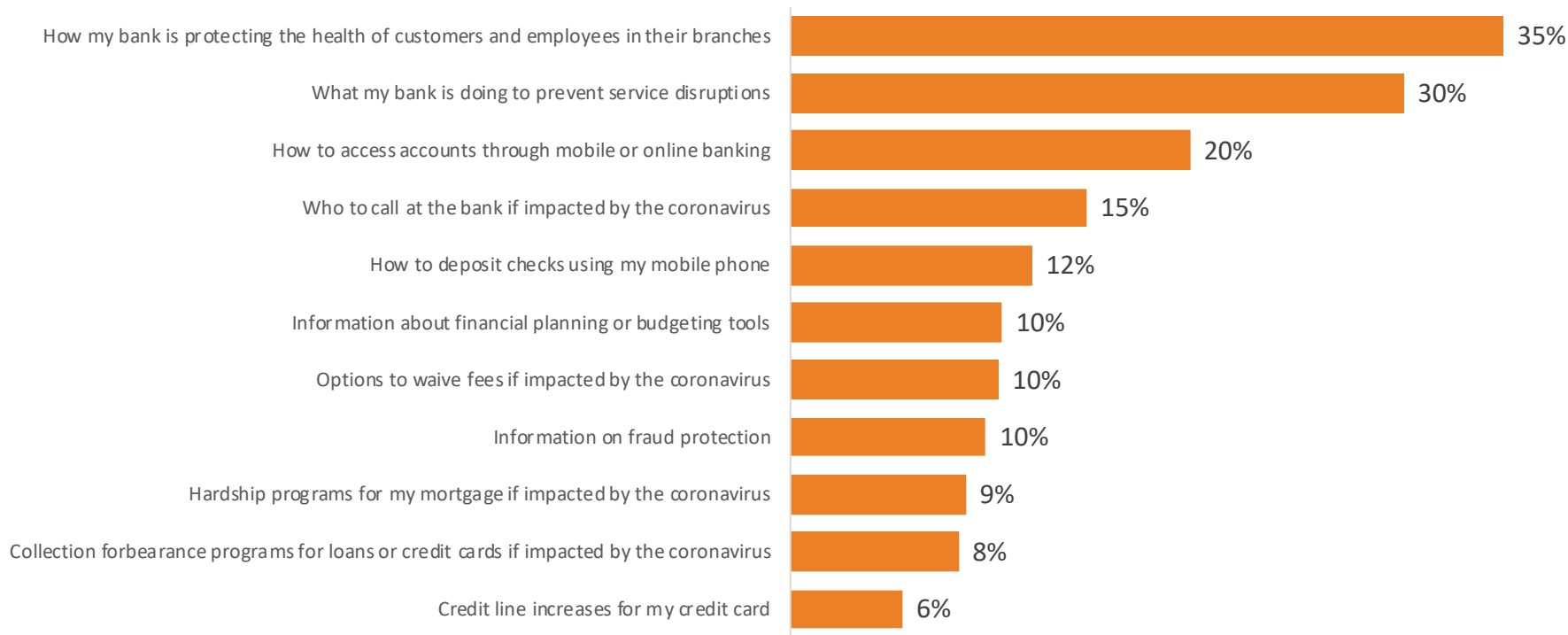
Which of the following have you recently experienced with a financial institution?



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



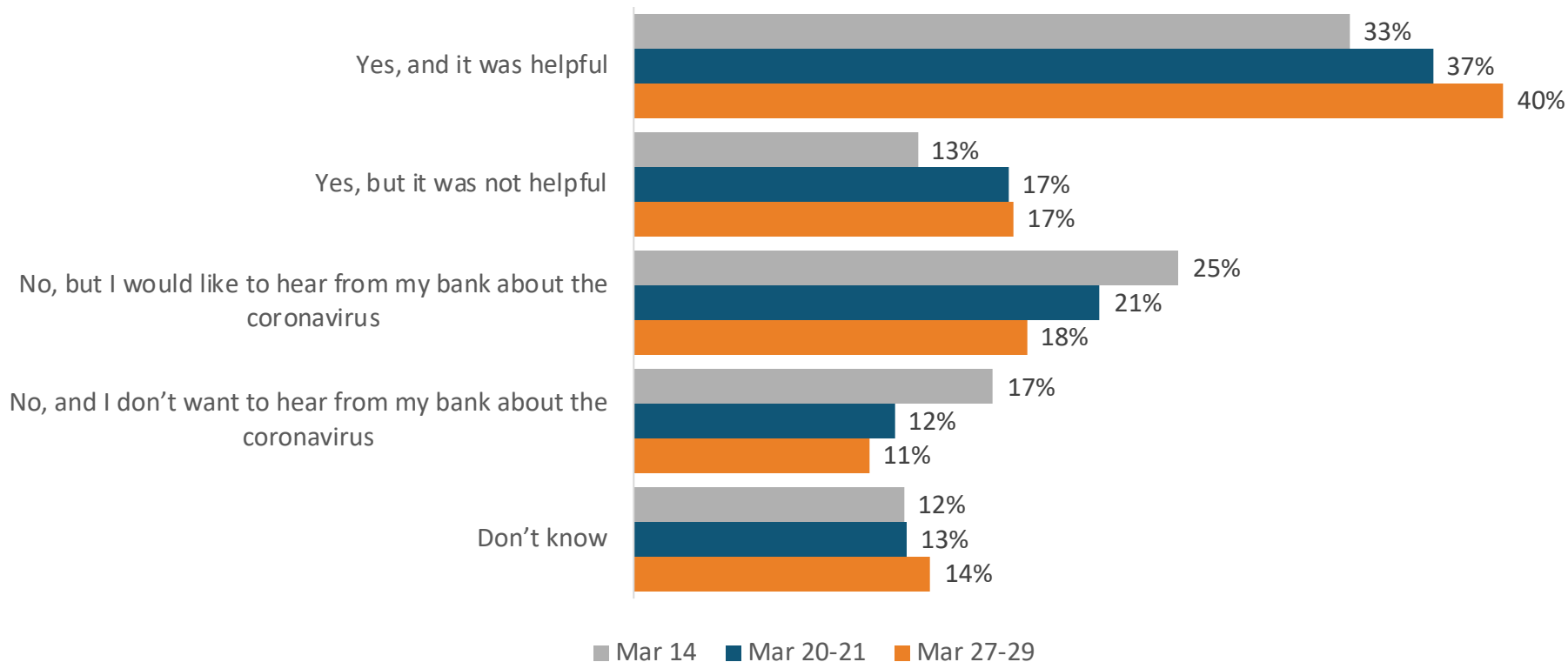
What information about the coronavirus crisis have you received from your primary bank?



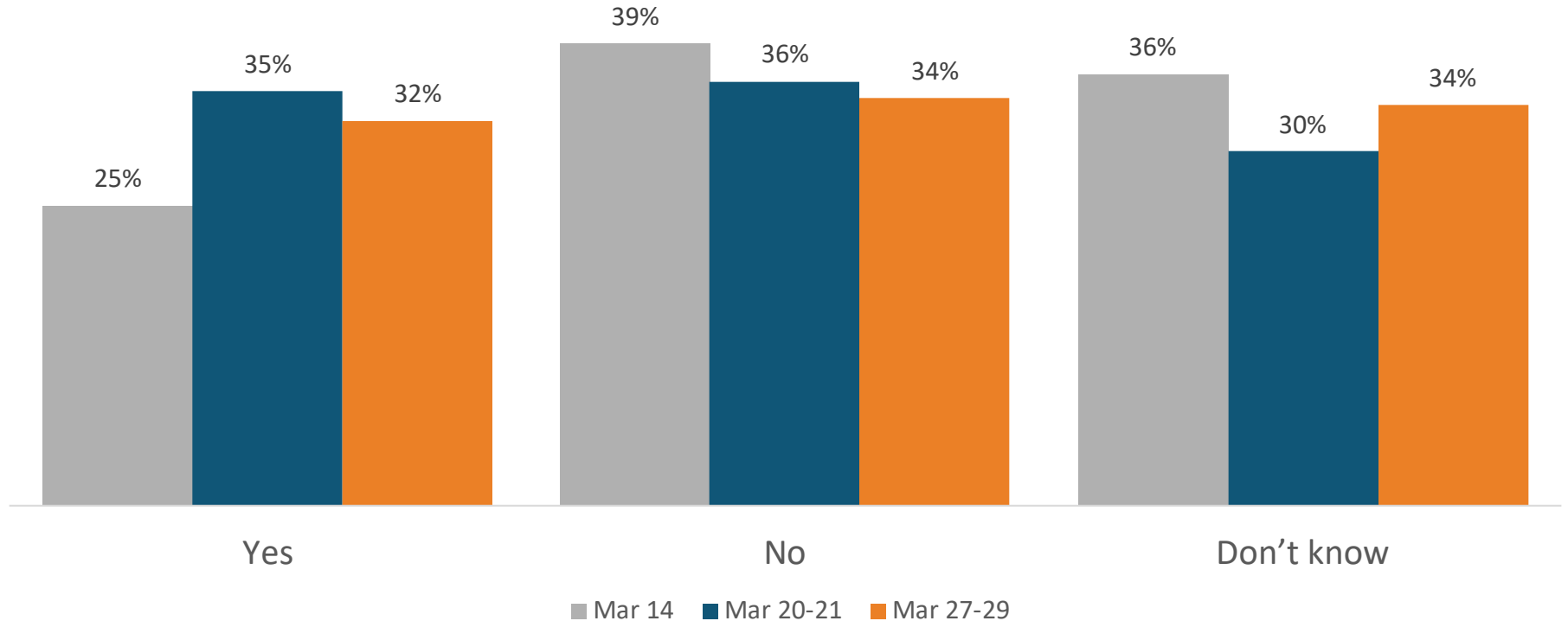
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Have you received communication from your primary bank regarding the coronavirus?



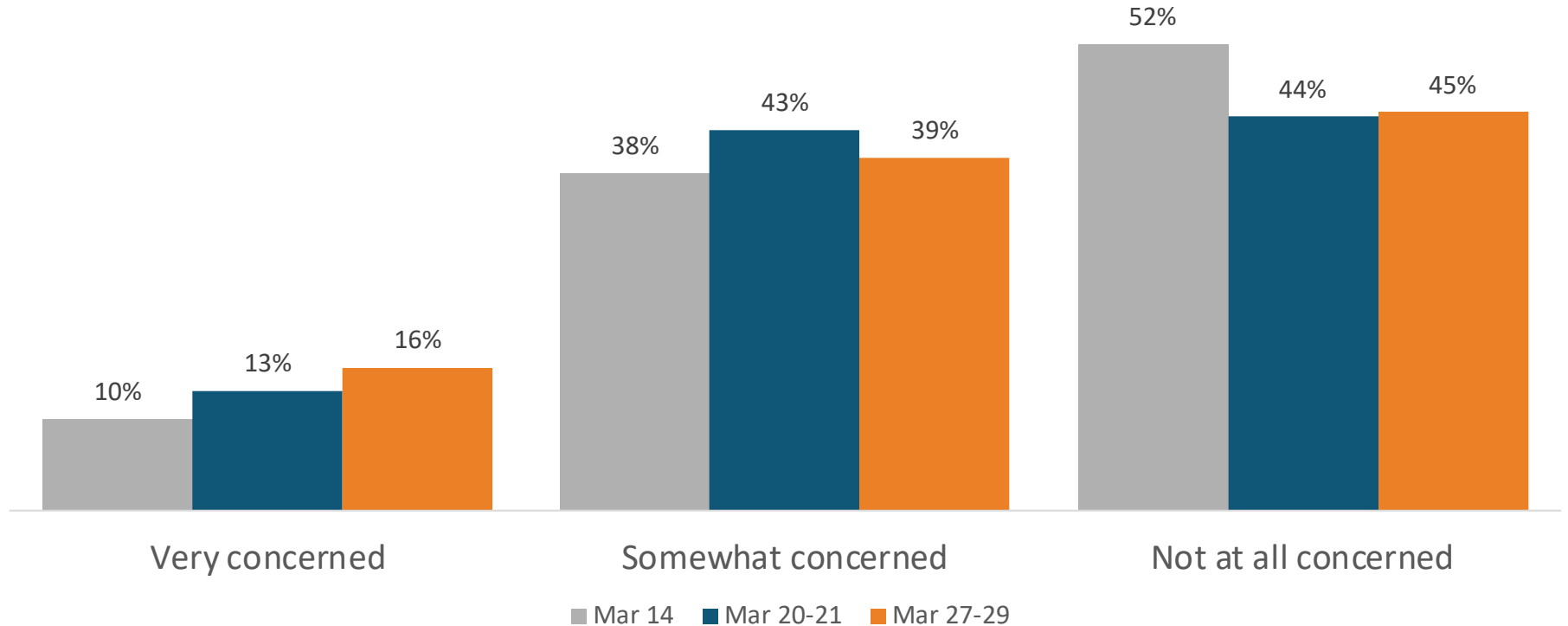
Has your primary bank shown concern for your personal financial situation during the coronavirus crisis?



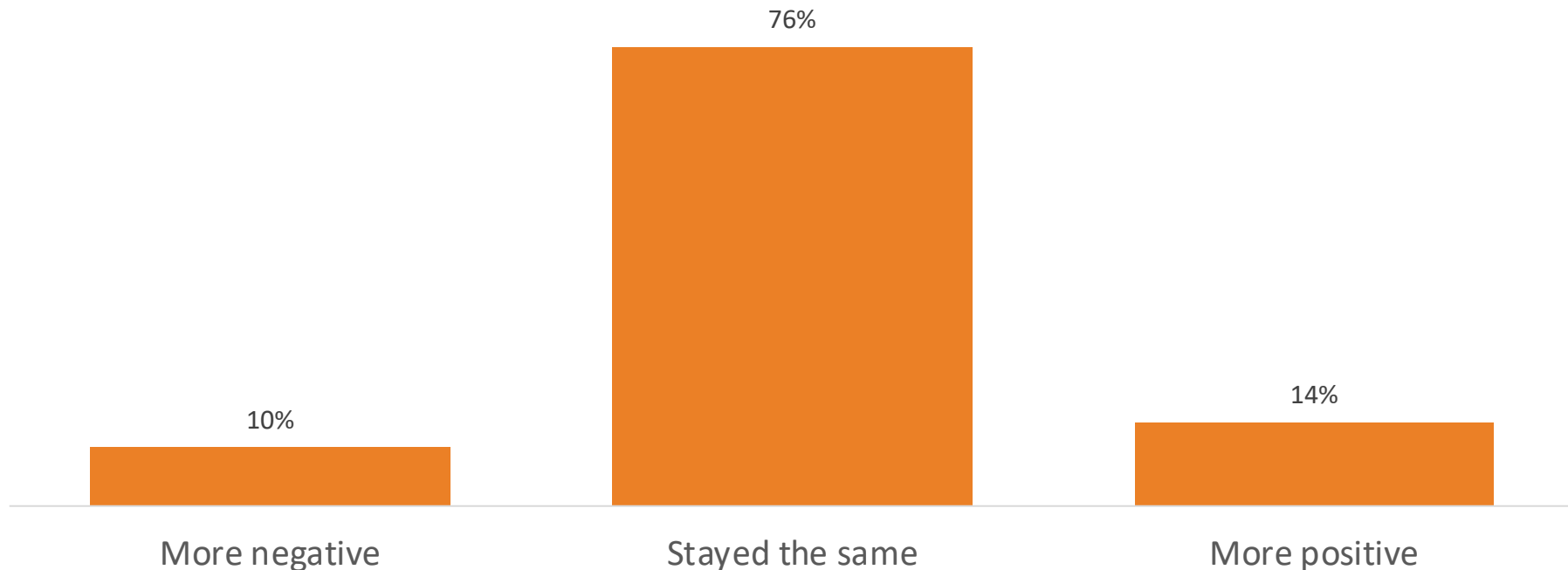
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How concerned are you that you will be able to continue to conduct your banking activities during the coronavirus crisis with your primary bank?



How has the response from your primary bank to the coronavirus outbreak changed your impression of them?

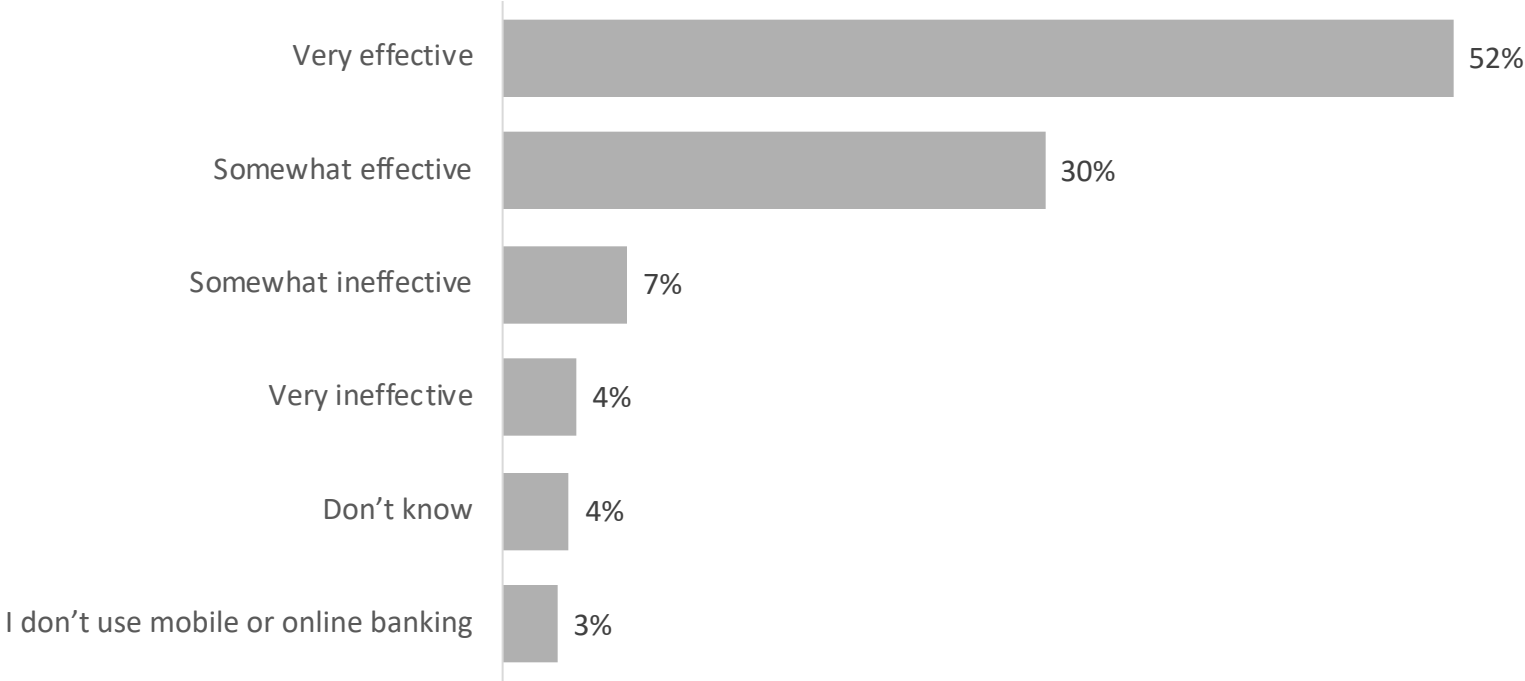


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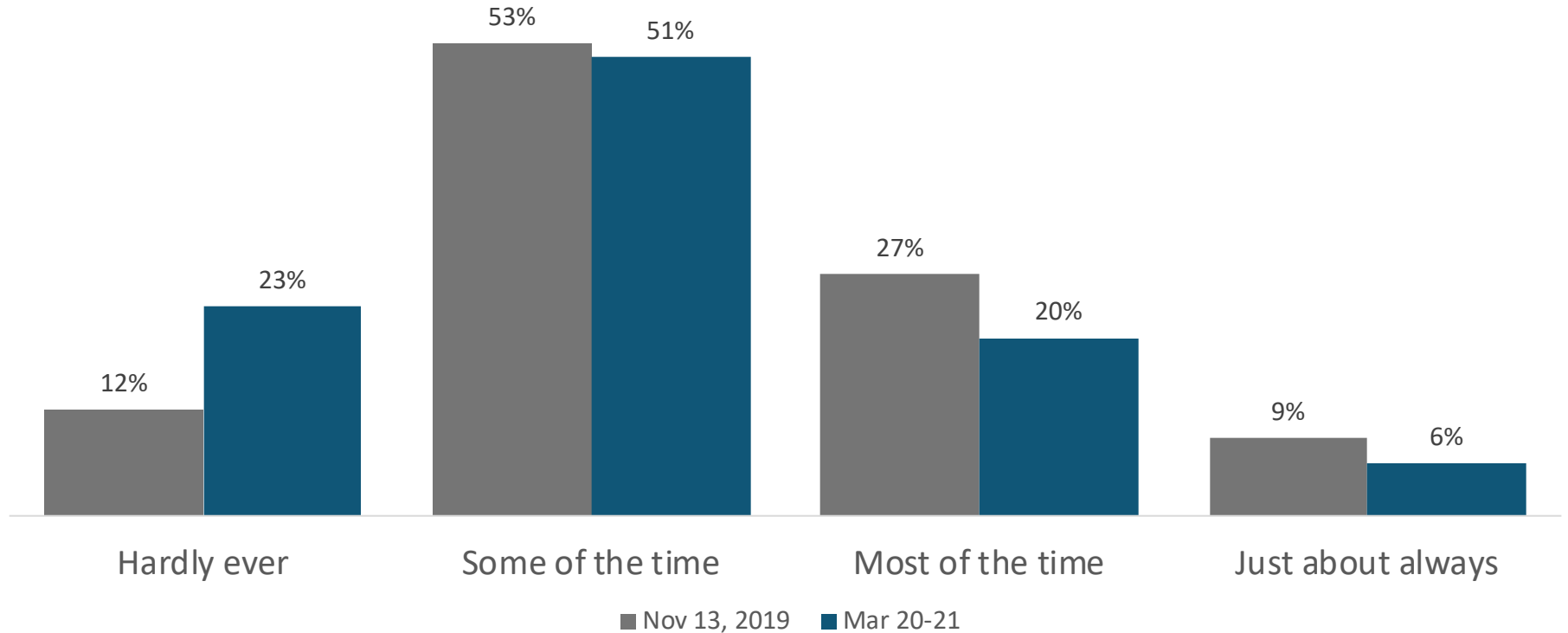
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How effective is your primary bank’s mobile and online banking services at meeting your banking needs?

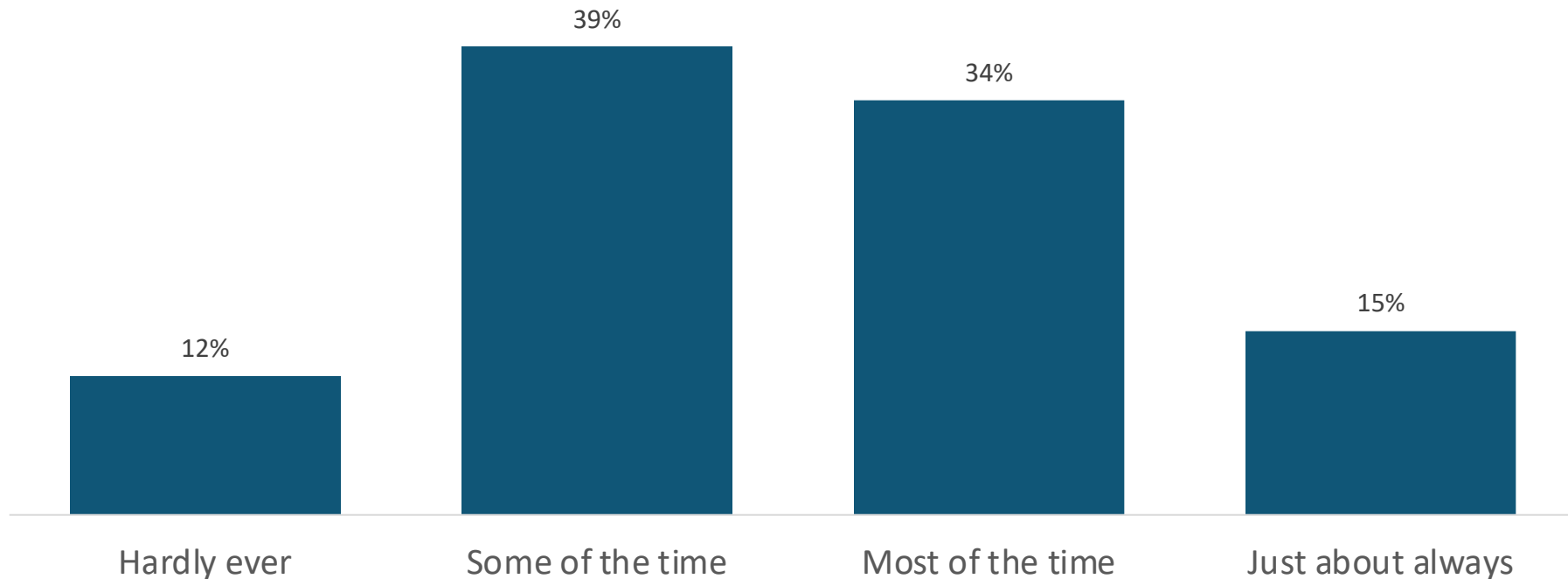


March 14, 2020

How often do banks do what is in the best interest of their customers?



How often do bank employees do what is in the best interest of their customers?



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Beyond Measure

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