



An official U.S. Government agency

Making Ends Meet Survey Follow-up

Want to take the survey online?

Mobile

Text your unique survey PIN number to 202-883-3381 to receive a link to directly connect to your survey or;

Web

Go to **www.CFPBMakingEndsMeet.com** and enter your unique survey PIN number and 5-digit zip code.

Español

Vaya a **www.CFPBMakingEndsMeet.com** e ingrese su número PIN único y su código postal de 5 dígitos.

Questions? If you have any technical difficulties, including problems with the website or any questions about the survey, please call 1-855-246-9457 M-F 8:00 a.m. – 8:00 p.m. CST. For TTY assistance, dial 711.

For more information about the CFPB, visit www.consumerfinance.gov.



Making Ends Meet Follow-up

Why are we doing another follow-up?

For many people, the last year has been financially difficult. We would like to understand your experiences in this volatile time. This survey will help us understand how your situation and how it may have changed.

What is the CFPB?

The Consumer Financial Protection Bureau (CFPB) is sponsoring this survey. The CFPB is a Federal agency created in 2010 to make mortgage, credit card, automobile, and other consumer loans work better and ensure that these markets are fair, transparent, and competitive.

How long will it take?

We expect the survey will take about 15 minutes, but it may vary based on your experiences.

Who should complete this survey?

It is important that this survey is only completed by the person named on the enclosed letter.

Who will see my responses, and how will my responses be used?

Your responses will be used by researchers at the CFPB and others to understand consumers' experiences. Your responses will be kept private. Participation in the survey will not affect your credit or credit score.

Privacy Act Statement 5 U.S.C. 552a(e)(3)

The information you provide through your responses will be collected by Westat, a survey processing firm, to assist the study sponsor, the Consumer Financial Protection Bureau ("Bureau"), in understanding people's experiences when money gets tight.

Westat will collect Personally Identifiable Information (PII) such as your name and address in order to contact you for the purpose of participating in this survey. The Bureau will only receive de-identified information from Westat. The de-identified information will be combined with other data that the Bureau has collected to understand conditions in consumer credit markets in a way that that you cannot be identified.

Information collected on behalf of the Bureau by Westat will be treated in accordance with the System of Records Notice ("SORN"), CFPB.022, Market and Consumer Research Records, <https://www.federalregister.gov/articles/2012/11/14/2012-27582/privacy-act-of-1974-as-amended>. Although the Bureau does not anticipate further disclosing the information provided, it may be disclosed as indicated in the Routine Uses described in the SORN. Direct identifying information will only be used by Westat to facilitate the study and will be kept private except as required by law. The Bureau may make an anonymous version of the survey data publicly available.

This collection of information is authorized by Pub. L. No. 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. §§ 5493 and 5512.

Participation in this study is voluntary.

Paperwork Reduction Act Statement:

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-0066. It expires on 3/31/2023. Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection should be submitted to the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to PRA_Comments@cfpb.gov.

A. Your General Financial Situation and Experiences

We take your privacy seriously! Please don't write personal information such as your name, address, Social Security number, or other information that could be used to identify you on the survey or in your answers.

1. How well do these statements describe you or your situation?

	This statement describes my situation . . .				
	Completely	Very well	Somewhat	Very little	Not at all
I know how to make complex financial decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am just getting by financially.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am concerned that the money I have or will save won't last.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Because of my money situation, I feel like I will never have the things I want in life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How often do these statements apply to you?

	This statement applies to me . . .				
	Always	Often	Sometimes	Rarely	Never
I have money left over at the end of the month.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My finances control my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Since the start of the coronavirus pandemic around March 2020, how have your *normal household expenses* like food, clothing, rent, or other bills that you pay regularly changed?

- ☐ Gone up
- ☐ About the same
- ☐ Gone down

4. Thinking of your household's income from all sources (wages, tips, interest, child support, alimony, investment or rental income, retirement, Social Security, and government benefits such as food stamps), how has your household's income changed since the start of the pandemic around March 2020?

- ☐ Gone up
- ☐ About the same

☐ Gone down

B. Household Finances

5. What is your current work status? Mark all that apply including for your spouse or partner if you have one.

	You	Spouse/ Partner
Self-employed	<input type="checkbox"/>	<input type="checkbox"/>
Work full time	<input type="checkbox"/>	<input type="checkbox"/>
Working part time or at reduced hours because of actions to limit coronavirus	<input type="checkbox"/>	<input type="checkbox"/>
Working part time for reasons unrelated to coronavirus	<input type="checkbox"/>	<input type="checkbox"/>
Retired	<input type="checkbox"/>	<input type="checkbox"/>
Temporarily laid off or on leave because of actions to limit coronavirus	<input type="checkbox"/>	<input type="checkbox"/>
Temporarily laid off or on leave for reasons unrelated to coronavirus	<input type="checkbox"/>	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>	<input type="checkbox"/>
Not working for pay (homemaker, student, disabled, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

6. Are you actively looking for a job or another job if you already have one?

- ☐ Yes
☐ No

7. Since the start of the pandemic around March 2020, has the amount of money your household has in checking and savings gone up, stayed about the same, or gone down?

- ☐ Gone up
☐ About the same
☐ Gone down

8. In the past 6 months has your household experienced a significant drop in income from any of the following?

	Yes	No
Period of unemployment because your workplace closed as part of actions to limit coronavirus	<input type="checkbox"/>	<input type="checkbox"/>
Period of unemployment for reasons unrelated to coronavirus	<input type="checkbox"/>	<input type="checkbox"/>
Reduction in work hours because of actions to limit coronavirus	<input type="checkbox"/>	<input type="checkbox"/>
Reduction in work hours for reasons unrelated to coronavirus	<input type="checkbox"/>	<input type="checkbox"/>
Changed to a lower-paying job	<input type="checkbox"/>	<input type="checkbox"/>
Loss of government benefits	<input type="checkbox"/>	<input type="checkbox"/>
Worked less because of illness or injury	<input type="checkbox"/>	<input type="checkbox"/>
Worked less to care for others who were sick or injured	<input type="checkbox"/>	<input type="checkbox"/>
Worked less or stopped working to take care of children	<input type="checkbox"/>	<input type="checkbox"/>
Retirement	<input type="checkbox"/>	<input type="checkbox"/>
Could not work because someone in your household was in jail	<input type="checkbox"/>	<input type="checkbox"/>
Other significant drop in income	<input type="checkbox"/>	<input type="checkbox"/>

9. In the past 6 months, have any of the following happened to your household?

	Yes	No
Someone in your household got married	<input type="checkbox"/>	<input type="checkbox"/>
Someone in your household got divorced or separated	<input type="checkbox"/>	<input type="checkbox"/>
Someone in your household died, including a parent	<input type="checkbox"/>	<input type="checkbox"/>
Someone was born, adopted, or moved into your household	<input type="checkbox"/>	<input type="checkbox"/>
Someone left your household	<input type="checkbox"/>	<input type="checkbox"/>
Someone in your household went to jail	<input type="checkbox"/>	<input type="checkbox"/>
Natural disaster affected your home, employer, or business	<input type="checkbox"/>	<input type="checkbox"/>
You delayed some debt payments after a lender offered flexibility in response to coronavirus	<input type="checkbox"/>	<input type="checkbox"/>
You could not buy enough of a necessity because it was unavailable in stores	<input type="checkbox"/>	<input type="checkbox"/>
You or anyone in your household did not get enough to eat	<input type="checkbox"/>	<input type="checkbox"/>
Your children's school or daycare was closed	<input type="checkbox"/>	<input type="checkbox"/>
Someone in your household was promoted	<input type="checkbox"/>	<input type="checkbox"/>
You went on vacation	<input type="checkbox"/>	<input type="checkbox"/>
You bought a house	<input type="checkbox"/>	<input type="checkbox"/>
You bought a car	<input type="checkbox"/>	<input type="checkbox"/>

10. In the past 6 months, has your household experienced a significant unexpected expense?

	Yes	No
A major medical or dental expense	<input type="checkbox"/>	<input type="checkbox"/>
Gift or loan to a family member or friend outside your household	<input type="checkbox"/>	<input type="checkbox"/>
A major vehicle repair or replacement	<input type="checkbox"/>	<input type="checkbox"/>
A major house or appliance repair	<input type="checkbox"/>	<input type="checkbox"/>
A TV, computer, or mobile phone repair or replacement	<input type="checkbox"/>	<input type="checkbox"/>
Legal expenses or fines	<input type="checkbox"/>	<input type="checkbox"/>
Taxes or fees	<input type="checkbox"/>	<input type="checkbox"/>
Theft or robbery	<input type="checkbox"/>	<input type="checkbox"/>
Increase in child care or dependent care expenses because of actions to limit coronavirus (such as school or day care closures)	<input type="checkbox"/>	<input type="checkbox"/>
Increase in child care or dependent care expenses for other reasons		
Funeral or burial expenses		
Some other major unexpected expense	<input type="checkbox"/>	

11. If you faced a significant increase in expenses or a significant decrease in income since March 2020, how did you deal with it? (Please mark all that apply)

- ☐ Took money from savings, checking, or investment accounts
- ☐ Took money or borrowed money from a retirement account
- ☐ Borrowed using a credit card
- ☐ Took a home equity loan
- ☐ Borrowed or got help from friends and family
- ☐ Cut back on expenses
- ☐ Sought other assistance
- ☐ Deferred or skipped some payments

C. Running Out of Money

12. Since the start of the pandemic around March 2020 have you or your household had difficulty paying for a bill or expense?

- ☐ Yes
☐ No → Skip to section **D** on page 4

13. How often did you have trouble since March 2020?

- ☐ Only once
- ☐ 2 times
- ☐ 3 or 4 times
- ☐ More than 5 times

14. When was the most recent time you or your household had trouble paying a bill or expense?

- ☐ Within the last month
- ☐ 2-3 months ago
- ☐ 4-6 months ago

15. Thinking about the most recent time you had trouble, was there an event or expense that caused this difficulty?

- ☐ Yes
- ☐ No

16. What was that event or expense? Please mark all that apply.

- ☐ Medical expenses or fees
- ☐ Loss of income from illness
- ☐ Could not work because your workplace was closed because of actions to limit coronavirus
- ☐ Less work available because of actions to limit coronavirus
- ☐ Loss of job
- ☐ Other loss of income
- ☐ Home repair
- ☐ Auto repair
- ☐ Taxes or fees
- ☐ Legal bills
- ☐ Death or funeral costs
- ☐ Helping children, parents, or other family members
- ☐ Student loan, school, or tuition costs
- ☐ Moving costs
- ☐ Fraud or theft
- ☐ Other (please specify and don't include personal information)

17. About how large was the bill, expense, or loss in income from this event?

\$ _____

18. Was this event or expense expected or unexpected?

- ☐ Expected
- ☐ Unexpected

19. Was this event or expense related to coronavirus?

- ☐ Yes
- ☐ No

Skip to question 21 on the next page

20. Which of the following did you do when you had difficulty paying that expense? Please mark all that apply.

- ☐ Did not pay for all of this expense
- ☐ Negotiated a lower or delayed payment for this expense
- ☐ A lender offered some flexibility or delay in payments because of coronavirus
- ☐ Cut back on other expenses
- ☐ Paid another bill late or skipped a payment
- ☐ Increased income, for example, by working overtime or taking an extra job
- ☐ Sold something
- ☐ Took money from savings, investment, or a retirement account
- ☐ Pawned something
- ☐ Borrowed from an IRA, 401k, or retirement account
- ☐ Used a credit card
- ☐ Took out or used a home equity line of credit
- ☐ Took out a loan from a bank, credit union, or other financial institution
- ☐ Borrowed from friends or family
- ☐ Took out a payday loan
- ☐ Took out an auto-title loan
- ☐ Borrowed from an unlicensed lender who charges interest
- ☐ Other (please specify and don't include personal information)

Skip to
question
23

21. If you borrowed money, why did you choose this way of borrowing money over another option? Please mark all that apply.

- ☐ It was the lowest cost option
- ☐ It was familiar; I had used it before
- ☐ The terms, like price or repayment options, were easy to understand
- ☐ It was convenient
- ☐ It was the only option I could qualify for
- ☐ I could get the money quickly
- ☐ There was no credit check
- ☐ It was available online
- ☐ Family or friends recommended it to me
- ☐ I did not want anybody to know that I needed money

- ☐ Other (please specify and don't include personal information)

22. Paying for one major expense may make it harder to pay other bills or expenses. When you ran out of money, what did you have difficulty paying for? Please mark all that apply.

- ☐ A medical expense
- ☐ A car or vehicle repair
- ☐ A home repair
- ☐ Food
- ☐ Mortgage or rent
- ☐ Utilities
- ☐ Other regular household expenses
- ☐ Another major expense
- ☐ Other (please specify and don't include personal information)

23. If you deferred or delayed a payment on the bill or expense that you had difficulty or some other bill or expense, what bill did you choose to delay?

- ☐ Utility
- ☐ Rent
- ☐ Mortgage
- ☐ Credit card
- ☐ Cell phone
- ☐ Cable or internet

D. Credit and Insurance

24. Have you applied for any type of credit or loan since March 2020?

- ☐ Yes
- ☐ No

25. Since March 2020, were you turned down for a loan or not given as much credit as you applied for?


- ☐ Yes
- ☐ No

26. Since March 2020, did you think of applying

for credit or a loan but changed your mind because you thought you might be turned down?

- ☐ Yes
☐ No

27. Have you taken out a payday loan since March 2020? (A payday loan is a loan that you must repay, make a payment on, or rollover on your next payday.)

- ☐ Yes 
☐ No


28. Have you rolled over a payday loan more than once since March 2020?

- ☐ Yes
☐ No

29. Do you still owe money on any payday loan?

- ☐ Yes
☐ No


30. Have you taken out a pawn shop loan since March 2020?

- ☐ Yes 
☐ No

31. Do you still owe money on any pawn shop loan?

- ☐ Yes
☐ No


32. Have you taken out an auto-title loan since March 2020? (An auto-title loan uses the car's value to borrow money for a short period of time.)

- ☐ Yes 
☐ No

33. Do you still owe money on any auto-title loan?

- ☐ Yes
☐ No

34. Do you currently have a credit card?

- ☐ Yes 
☐ No

35. Did you have an unpaid balance on any of your cards after making your last payment?

- ☐ Yes
☐ No

36. Did you usually have an unpaid balance on your cards before March 2020?

- ☐ Yes
☐ No

37. Since March 2020, have you unexpectedly had a credit card canceled or the limit reduced?

- ☐ Yes
☐ No

38. Since March 2020, have you or others in your household had an overdraft on a checking or savings account or had a payment turned down because the account balance was less than the charge?

- ☐ No
☐ Yes, had an overdraft
☐ Yes, payment turned down

39. Do you currently have health insurance?

- ☐ Yes
☐ No

40. Does everyone else in your household have health insurance?

- ☐ Yes
☐ No

41. Did you lose health insurance since March 2020?

- ☐ Yes
☐ No

F. Other coronavirus impacts

42. Did you receive unemployment insurance in since March 2020?

- ☐ Yes
☐ No

43. How long did you wait between when you became unemployed or furloughed and when you first received funds?

- ☐ A week or less
☐ 1-2 weeks
☐ 2-3 weeks
☐ 4 or more weeks

44. Did the unemployment insurance include an extra \$600 weekly for pandemic relief?

- ☐ Yes
☐ No

45. Did you stop receiving the extra \$600 after July 31?

- ☐ Yes
☐ No



46. Did you receive a stimulus payment, also called an Economic Impact Payment (\$1,200 for most people)?

- ☐ Yes
☐ No

47. When did you receive the payment?

- ☐ April, 2020
☐ May, 2020
☐ June, 2020
☐ July 202 or later

48. Did your employer participate in the Paycheck Protection Program (a program that helps businesses keep their workforce employed during the coronavirus crisis).

- ☐ Yes
☐ No
☐ I don't know.

49. Did your employer bring you back from furlough or unemployment after receiving the Paycheck Protection funds?

- ☐ Yes
☐ No

50. Did your employer furlough or lay you off after the funds were exhausted?

- ☐ Yes
☐ No

51. Since March 2020, has your household received other forms of assistance, such as charitable aid or help from friends and family?

- ☐ Yes
☐ No

52. What forms of assistance did you receive?

Please mark all that apply

- ☐ Food or meals
☐ Financial assistance
☐ Face masks or other protective health-care products, such as hand sanitizer or cleaning supplies

53. Did you receive flexibility or assistance from any of the following coronavirus-specific programs or promotions?

Yes No

- Private student loan deferment ☐ ☐
Federal student loan deferment ☐ ☐
Mortgage payment deferment ☐ ☐
Credit card payment deferment ☐ ☐
Rent payment deferment or flexibility ☐ ☐
Auto loan deferment ☐ ☐
Insurance premium rebate ☐ ☐
Eviction protection ☐ ☐

54. Did you contact a lender or loan servicer about deferment or other assistance but were denied assistance or could not reach your lender or servicer?

- ☐ Yes
☐ No

55. Were you unable to pay a rent or mortgage payment since March 2020?

- ☐ Yes
☐ No
☐ Payment was deferred

56. How confident are you that your household will be able to pay your next rent or mortgage payment on time?

- ☐ No confidence
☐ Slight confidence
☐ Moderate confidence
☐ High confidence
☐ Payment is/will be deferred
☐ I don't have a mortgage or pay rent

57. Did you take on additional or temporary work during the pandemic?

- ☐ Yes
☐ No

55. What type of work did you engage in? Please mark all that apply.

- ☐ Delivery services
☐ "essential services" work that continued even when your state was otherwise shut down
☐ Emergency medical services
☐ Some other work.

We have provided the space below if you wish to share additional comments or further explain any of your responses. Please do not put your name or address on the questionnaire. *Please do not share any Personally Identifiable Information (PII), including, but not limited to, your name, address, phone number, email address, Social Security number, etc.*

Thank you for completing our survey!

Please use the enclosed business reply envelope to return your completed questionnaire to:

Consumer Financial Protection Bureau
1600 Research Blvd., RC B16
Rockville, MD 20850

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